



The Exchange supported Anakonda 16 in Poland. Photo by Jessy Macabeo, Exchange merchandise clerk.

Emerging Challenges Lead to Realignment of Regions

From Director/CEO Tom Shull



When the Department of Defense began reducing the number of troops by 10,000 in Europe, the Exchange

responded by rightsizing operations on the continent and consolidating the Europe, Southwest Asia (SWA) and Pacific areas into a single OCONUS region in 2014.

At the time, that decision was the right thing to do. However, emerging international challenges in Europe and Southwest Asia required us recently to reexamine the Exchange's overseas capabilities to ensure we can fully support the ever-growing number of important bilateral and multilateral military exercises and training involving thousands of additional U.S. troops.

After evaluating the present and future needs, the Exchange's

Europe/SWA region has been reestablished to allow for maximum responsiveness and service. Effective May 21, Jason Rosenberg became the senior vice president of the Europe/SWA region, and I can think of no better person to fill that critical position and work with our current Europe/SWA commander, COL Geoff De Tingo and incoming commander COL Scott McFarland.

A 28-year Exchange veteran, Jason brings experience at all management levels, which will be a significant force multiplier to the Europe/SWA Region as its associates support our Warfighters at the tip of the spear. Jason's leadership and insight as a member of the senior executive team will bring added value to our entire organization.

Judging from the sheer number of service members returning to Europe and the Middle East as well as the increased frequency and scope of operations, reestablishing



Region SVP Europe/
Southwest Asia
Jason Rosenberg



Region SVP Pacific
Karin Duncan

the Exchange's Europe/SWA region was a critical and necessary step to ensuring we are fully prepared to support the ever-expanding overseas military mission.

As Jason and our Europe/SWA region team support operations from Norway to the United Arab Emirates 4,600 miles to the south, Karin Duncan, a proven leader with an amazing track record of success in the OCONUS Region, will continue to lead the Pacific Region, which is experiencing its own unique geopolitical challenges.

We thank Karin for her many

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Emerging Challenges Lead to Realignment of Regions

accomplishments as the SVP of the expansive OCONUS Region, which stretches 8,000 miles, from Guam to Portugal. Her amazing leadership and passion for serving service members and their families is unmatched. She has established a tremendous foundation for Jason and the rest of the Europe/SWA team to build upon as she focuses her attention to the growing and changing military mission in the Pacific.

We are fortunate to have two highly seasoned SVPs leading two increasingly active overseas regions, who will serve and guide our operations as we support troops far from home with the service, support and tastes of home only the Exchange can provide.

We Go Where They Go! ✕



The grand opening in Zagan, Poland. Read more about support of military exercises in the Pacific and Europe/SWA on pages 10-11.

Dynamic OCONUS Achievements

The Europe/SWA region, Pacific Region and their contingency planners underscore the Exchange's relevancy to military readiness and resiliency. Veteran Exchange managers Jason Rosenberg and Karin Duncan are heading the Europe/SWA and Pacific regions respectively as senior vice presidents. In other words, the regions are in good hands.

Until last month, the two regions were known as the OCONUS Region, with Duncan serving as the senior vice president and Rosenberg as regional vice president. Many successes occurred in OCONUS under their watches.

The new Wiesbaden shopping mall opened in 2015. Duncan and Rosenberg oversaw the right-sizing of Exchange facilities in Europe to correspond to troop drawdowns. They worked with the Logistics, Merchandising and Real Estate directorates to successfully relocate our distribution center from Giessen, Germany, to Gernersheim.

She and Rosenberg also oversaw successful launches of new products, such as working with the Services, Food & Fuel Directorate to begin making Krispy Kreme doughnuts at Germany's Gruenstadt bakery.

As senior VP over OCONUS, Duncan led Europe to the highest earnings percentage (DOR) since the 1990s for three straight years. The financial earnings for the entire OCONUS Region consistently exceeded plan for three years in a row under Duncan's leadership.

One of Duncan's most astounding accomplishments as OCONUS senior vice president was when she

oversaw the team's negotiations with U.S. Forces Japan on the Exchange's withdrawal plan from the government of Japan funding, saving \$43 million to \$70 million in earnings for the Pacific Region over 15 years.

Since 2014, the OCONUS Region has set up nearly 180 remote stores to support military exercises. In 2016, associates in both the Pacific and Europe worked very hard serving U.S. troops deployed to military exercises, and this year is bringing even more opportunities to demonstrate the Exchange's unique expeditionary capabilities.

In April 2016, at the International Peacekeeping and Security Center in western Ukraine, the Exchange opened a 10-foot-by-10-foot, troop-run store stocked with basic necessities for the Joint Multinational Training Group-Ukraine. Two months later, the Exchange served 30,000 U.S., NATO and multinational troops participating in Anakonda 16, the largest military exercise in on the continent since 1992. The Exchange deployed three mobile field exchanges (MFEs) and 15 associates to Poland.

In 2016, the Exchange operated stores in Bulgaria and Romania for troops supporting Operation Atlantic Resolve, a demonstration of U.S. commitment to peace and security in the region. The Exchange's other facilities included three in Bosnia and three in Kosovo.

This past January, three Exchange MFEs and three field barbershops were deployed to three locations in Poland to support 3,500 troops bound for locations throughout Eastern Europe. It marked the first

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“Jason Rosenberg and Karin Duncan are the perfect people to lead the Exchange to new heights fulling our mission of serving the Nation’s Warfighters and and going where they go.”

- Director/CEO Tom Shull

time Western forces were deployed on a continuous basis to NATO’s newly expanded eastern flank. Within the next five months, the Exchange will open two more troop facilities in Poland.

Additionally, 4,000 Soldiers of the 2nd Armored Brigade Combat Team, 1st Infantry Division are expected to deploy from Fort Riley, Kan., this fall to Europe for Operation Atlantic Resolve. Associates are already planning for the arrival of these troops to ensure the Exchange will be there to serve them on day one of their deployment.

Let’s not forget that that the Exchange still maintains facilities in Afghanistan, Iraq, Kuwait, Qatar, Jordan, the United Arab Emirates and Saudi Arabia, serving our Nation’s Warfighters and their coalition partners in Southwest Asia and the Middle East.

As in Europe, contingency locations played a crucial role in the Exchange serving troops. In the Pacific in 2016, the Exchange served more than 12,000 Soldiers, Sailors and Marines in military exercises and expect to open more mobile field exchange throughout this year to support numerous exercises involving U.S. forces and coalition partners.

In a major project for the new Pacific Region, Duncan is working with Pacific Commander COL

Scott Maskery, the Real Estate Directorate and thousands of associates who deployed voluntarily to adapt our scope of service in South Korea as 30,000 U.S. troops continue relocating from the northern part of the country to Camp Humphreys, which will become the largest U.S. Army garrison in Asia. As the troops move, our Pacific teammates will close stores at shuttered installations.

To prepare for Camp Humphreys to become the major enduring military hub, the Exchange opened in November a \$6.2 million mini-mall, with an Express, Starbucks, Taco Bell, Subway, dry cleaners, barbershop and Military Auto Source. Later this year, the Exchange Pacific team will open a new 300,000-square-foot shopping mall, part of a “downtown” that will include the commissary and name-brand concessionaires. The 1.8 million square foot shopping area will serve as the heart and soul of Camp Humphrey’s community.

The 300,000 square foot Exchange will be the world’s third largest, behind KMCC in Germany and Kadena AB on Okinawa, Japan.

“As we look back over all that we accomplished as a team in Europe and the Pacific and then look forward to accomplishments of the new Europe/SWA and Pacific regions, Jason Rosenberg and Karin Duncan are the perfect people to lead the Exchange to new heights fulling our mission of serving the Nation’s Warfighters and going where they go,” said Director/CEO Tom Shull. “They and their associates are some of the best teams I’ve ever encountered in my retail career.

“I am very proud of all of them.” X

Exchange Ranked Best for Vets

For the fourth straight year,



Military Times has named the Exchange as one of the best places for Veterans to work.

[Check out](#) the Best for Vets: Employers

2017 rankings.

The rankings recognize organizations like the Exchange for commitment to providing opportunities to America’s Veterans.

“This is an honor and demonstrates our commitment to those in uniform as they transition from the military family to our family,” said Exchange Chief HR Officer Leigh Roop.

Thirty-six percent of the Exchange’s total workforce are Veterans, spouses and military dependents.

The list of winners include large and small businesses as well as many Fortune 500 companies.

“The companies on the Military Times Best for Vets list earned their rankings through determined efforts to recruit and support service members, Veterans and military families,” said George Altman, the Military Times editor in charge of the rankings. “These efforts deserve recognition from the country and should get the attention of Veterans looking for a new career.”

Military Times includes Army Times, Navy Times, Air Force Times and Marine Corps Times, all sold at the Exchange. X

Veterans Online Shopping Benefit

How Can You Help Communicate?



“Your assistance in getting the word out about the Veterans online shopping benefit is deeply appreciated. Please invite a Veteran to visit VetVerify.org, beginning June 5.”

— Tom Shull, Exchange director/CEO

Starting June 5, honorably discharged Veterans can verify their eligibility to shop military exchanges online. Using data received from the Defense Manpower Data Center, Veterans can verify eligibility now and begin shopping on Veterans Day 2017.

How will you communicate the Veterans online shopping benefit and VetVerify.org to your installation and community?

Here are ways Exchanges are communicating the Veterans online shopping benefit and VetVerify.org:

- **Local VFW events**
- **Main store manager’s meetings**
- **Retiree Appreciation Days**
- **Command briefings**
- **[Store signing](#)**

Email your ideas on how you’re communicating the Veterans online shopping benefit to exchangepost@aafes.com. X



Exchange Sales and Merchandise Manager Pamela Vallely speaks with a customer about Veterans online shopping benefit.

Veterans online shopping benefit updates will be included in the Exchange Post and on store billboards each month:

Exchange Virtual Toolbox
and
shopmyexchange.com/veterans

VetVerify.org Goes Viral on June 5

Information and videos about VetVerify.org and the new Veterans online shopping benefit will be on the official Exchange [Facebook](https://www.facebook.com/exchange) page, helping spread the word about this exciting launch for us and our customers.

“Like” then “share” to maximize the exposure of these informational posts in social media channels.

VetVerify.org is where Veterans must first visit to verify their military service before they can shop online beginning Veterans Day. VetVerify.org is an independent website set up to support of Army, Air Force, Navy, Marine Corps and Coast Guard Veterans.

VetVerify.org was soft-launched April 25. From that day through May 25, 8,196 Veterans visited the site. Thirty-nine percent were approved to shop online. Twenty-nine percent were already approved to shop now.

The Veterans online shopping benefit could potentially bring 13 million honorably discharged Vets back to the exchanges. Help us spread the word by telling Veterans you know of this great benefit and deals that await them on shopmyexchange.com. Encourage them to visit VetVerify.org so they can start shopping online on November 11. ✕

Waste Awareness Saves Money

By LTC Vernon Jakoby

Government agencies have a reputation for wasteful spending. As taxpayers, we are concerned over acts of waste. As stewards of non-appropriated funds, we must all be educated on waste, which is part of the trio known as fraud, waste and abuse.

Waste was a hot topic following the President’s March 13, 2017, executive order to conduct a comprehensive plan for reorganizing the executive branch. Cleaning up the top office of government is a start to combating waste and sets the example for others to follow.

The Exchange is concerned with waste caused by mismanagement, inappropriate actions and inadequate oversight.

As a Department of Defense entity, the Exchange is concerned with waste caused by mismanagement, inappropriate actions and inadequate oversight. Commonly, waste does not involve a violation of law, but penalties do exist.

The Department of Defense Instruction 1015.15, Establishment, Management, and Control of Non-appropriated Fund Instrumentalities and Financial Management of Supporting Resources, states, “Non-Appropriated Funds (NAF) are entitled to the same protection as funds of the U.S. Treasury. NAF personnel are subject to the same penalties that govern the misuse of appropriations by Appropriated Funds personnel. Violations by

Take action to practice sound ethics, comply with regulatory and other legal requirements. Identifying, reporting or eliminating waste of resources is everyone’s responsibility!

military personnel are punishable under Chapter 47 of the Uniform Code of Military Justice.”

Mismanagement refers to actions by managers or supervisors that create a waste of funds. Staffing is a great example. Too many people on a shift can create a high expenditure for salary, but too few on a shift can cause a loss of sales. Managers must carefully make decisions to create balance and take actions designed to minimize wasteful costs.

Inappropriate actions refers to any action by an employee that creates waste. It covers a wide range of actions, such as using too many paper towels, leaving lights on when they should be off or knowingly disposing of usable materials. All Exchange employees have an impact on this type of waste.

Inadequate oversight refers to weak control systems. Oversight of contract management is key, where systems for estimating and billing, as well as others, can increase the risk of unallowable and unreasonable expenses.

Take action to practice sound ethics, and comply with regulatory and other legal requirements. Identifying, reporting or eliminating waste of resources is everyone’s responsibility! ✕

Healthy Lifestyle Festival — Coming to an Installation Near You!

The Exchange and Defense Commissary Agency are hosting Healthy Lifestyle Festivals at many installations. The events began in May and will run throughout this month.

Each event combines the best the military community has to offer to improve the health and wellness of service members and their families.

This is the perfect opportunity for Exchanges to collaborate with local services and businesses to include Morale, Welfare and Recreation (MWR), fitness centers, hospitals, and clinics.

[Read](#) more about this event. **X**



Germersheim DC Continues Building Team



Germersheim DC Human Resources Manager Svea Michel reads the *Stars and Stripes* hiring advertisement for the DC. As of May 12, 167 of 225 positions (74 percent) have been permanently filled.

[Read](#) more about the GEDC and its recent opening.

Customer Experience is Key for SVP Karen Cardin

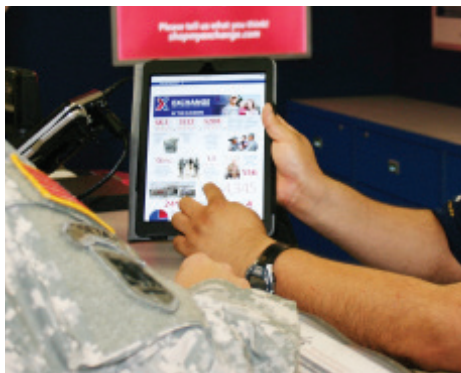


Karen Cardin was promoted to Senior Vice President of eCommerce December 2016. During her 24 years at the Exchange, she has served as vice president of merchandising, eCommerce operations, hardlines and specialty/store consumables.

What are your top priorities as SVP E-commerce?

The top priority of the Exchange is the launch of the Veterans online shopping benefit in 2017. Preparing for this endeavor has been a multiyear process and takes exceptional teamwork across the organization. The Exchange has the potential to welcome home 13 million honorably discharged Veterans on Nov. 11, and continue to provide a benefit for their service. To ensure the best customer experience, the next phase of shopmyexchange.com upgrades are planned for 2017 and 2018

Can you explain what the eCommerce/customer experience team does for the Exchange?



Creating a seamless shopping experience is eCommerce's goal.

The eCommerce/customer experience team consists of the e-commerce store functions and the omni-channel marketing functions for the Exchange. It is paramount for customers to have the same seamless and frictionless experience no matter how they choose to shop—brick and mortar, website or mobile.

David Lemons, VP eCom merchandise and operations, is leading the charge on customer service. His team works closely with IT to ensure the website is updated with the latest customer-friendly features and is operationally sound for internal customers (finance, MILITARY STAR®, etc.). The team has led implementation of the Ship from Store initiative, now reaching 26 CONUS stores and KMCC. Ship from Store allows the fulfillment of customer orders out of the closest store's inventory, shortening delivery time and cost.

Brad Nash, VP omni-channel marketing, is leaning forward with our one voice vision for our customers. Brad and his team are ensuring that customers receive one voice/one message across all channels — weekly tabloids, website promotions, store signage and social media. They are responsible for the look and feel of the shopping website.

Do you expect any challenges in 2107, and how do you plan to overcome them?

The Veterans online shopping benefit initiative is our top challenge, but we are ready! The potential to increase the dividends for our Soldiers and Airmen is incredibly important. The eCommerce team, in conjunction

with the IT team, will launch a new Oracle platform in July to support shopmyexchange.com. This platform will set the foundation for growth as we move into the future. It will give us near real-time inventory, with better customer order fulfillment from the closest location. Also, we will have a responsive design so our mobile experience will be much more customer friendly and easier to update as customer demand changes. Currently 45 percent of our shoppers use a mobile device to purchase online.

Is there anything else you would like associates to know about you and your plans for the team?

The eCommerce and Marketing are ready for any challenge. They continue to grow and adapt as the Exchange business rapidly changes to better serve our customers.

Websites are always evolving. To keep up, we will update the look and feel of shopmyexchange.com and upgrade to a new order management system in the near future. These changes will give the customers the shopping environment they crave.

I have a strong commitment to this company and those we serve. I come from a family with a military history; we have generations who have served in WWII, Korea, Vietnam and Iraq. The customers we support have made a lifetime commitment to serve this country, and I consider it my honor to serve them.

The Exchange family is made up of remarkable people who go above and beyond expectations. ✘

Exchange Bakery Exceeds Customer Expectations



The bakery team at the GEDC grand opening. Right, the change of command cake.

The Gruenstadt bakery team not only makes great-tasting cakes, the bakers are also surpassing expectations in design and customer service.

Military spouse Christina Gutmans sent this compliment to Bakery Manager Mathias Baum: “I recently purchased a large sheet cake from you for my husband’s change of command. I wanted to thank you and your team so much for a fantastic product that truly surpassed my expectations! Not only was the cake delicious, the decoration itself was phenomenal. I’m not sure how you managed to get the logos and graphics so perfect, but everyone remarked on how gorgeous it looked.” X

Express Team Makes Dream Come True for Young Customer

By Lisa Moak

Kent, a young special needs customer, spent months eyeing the cake book at Germany’s Ramstein AB Express, dreaming of his birthday cake. When Kent’s special day finally arrived, Kent’s mom, Rebecca, went to the Express to pick up a previously ordered Lightning McQueen birthday cake.

She was heartbroken to find it had not been delivered. Express team members were determined that not only would Kent get his cake, they would also give him a special surprise to make his day memorable.

Reorder Associate Belinda Hanna bought a decorated cake from the commissary. Warehouse Associate

“When our associates know they are empowered to make decisions and take care of our customers, we are at our best.”

—COO Dave Nelson

Michelle Ortiz went to the KMCC mall to purchase Grand Lightning McQueen cars.

Hanna and Ortiz decorated the cake while Express Assistant Manager Lolita Baltimore bought a birthday card and \$25 Exchange gift card.

Within the hour, the team finished the cake and presented

it to Kent, who happily approved. Kent loved his cake so much that he warned his mom, “Don’t drop it,” as they left for his birthday party.

The Ramstein Express team — family serving family at its finest. X



Young customer Kent receives his dream birthday cake plus a special surprise.

SHARE YOUR STORY

Associates Share Their Stories of What Family Serving Family Means to Them

McGhee Legacy of Family Serving Family Comes to End

By Philanda Morgan

The last of the McGhee band of brothers will retire this month, ending a combined 125 years of service to those who serve.

Western Region Retail Program Specialist John McGhee's retirement marks the end of service for the four McGhee brothers, three of whom completed careers at the Exchange.

Parents, too

Not only did the brothers serve those who serve, but military spouse and matriarch Billi McGhee, joined an AAFES Foodland in 1973 at a tiny Army installation in Wildflecken, Germany.

In 1979, Billi's husband and McGhee patriarch, Julian McGhee, joined AAFES.

A 30-year Army Veteran, McGhee had completed two tours of duty

"It's a strange feeling being the last McGhee to work at the Exchange."

— John McGhee

each during the Korean and Vietnam Wars. He served 10 years as a retail manager for Military Clothing Sales.

Stan to Tim

Oldest brother Stan McGhee began the Exchange legacy and his three brothers quickly followed:

- Stan joined the Exchange in 1970 as a cashier at Fort Leonard Wood, Mo. Stan served 37 years before retiring in 2007.
- Pat McGhee joined the Exchange in 1978 as a vending routeman.

He served 38 years, retiring as general manager at JB Lewis-McChord in 2016.

- John began at the Exchange in 1982 as an hourly employee in Germany. He is retiring this month.
- Tim was the last McGhee brother to join the Exchange in 1994. Tim is an Air Force Veteran who served during the Gulf War and Operation Just Cause in Panama. Tim left the Exchange in 2002 for a medical career.

One more McGhee

But never fear, one McGhee still serves at the Exchange: John's wife, Contracting Officer Mina McGhee. ✕



Julian McGhee (right) served 30 years in the Army before joining the Exchange.



Pat and John McGhee (right) showing their Exchange spirit.



Stan McGhee deployed during Operation Desert Shield/Storm in 1990-91.

Tent, Trailer, Bazaar or Extended Hours—All Bases Covered in Pacific Region Exercises

By Lisa Moak

The Contingency and Pacific Region teams are busy throughout the year supporting Soldiers, Airmen, Sailors and Marines in operations and exercises from Guam to Korea.

The Exchange served Sailors upon arrival of Navy ships from the USS Carl Vincent Strike Group at the Navy base in Busan. More than 300 customers lined up at the bazaar barber. Many vendors worked day and night to serve the Sailors.

Mobile field exchanges (MFE) supported Soldiers in Korea during Operations Pacific Reach and Ulchi Freedom Guardian. While supporting U.S. and Canadian Soldiers in Ulchi Freedom Guardian, the MFE increased sales by 108 percent, finishing with \$36,000 in sales during the 12-day exercise.

The Camp Zama Exchange supported deployed troops during Operation Pacific Region and Yama Sakura, an annual joint command exercise.

Guam/Saipan greeted troops during Cope North by extending hours for food and retail and adding food vendors to handle the increased customer flow.

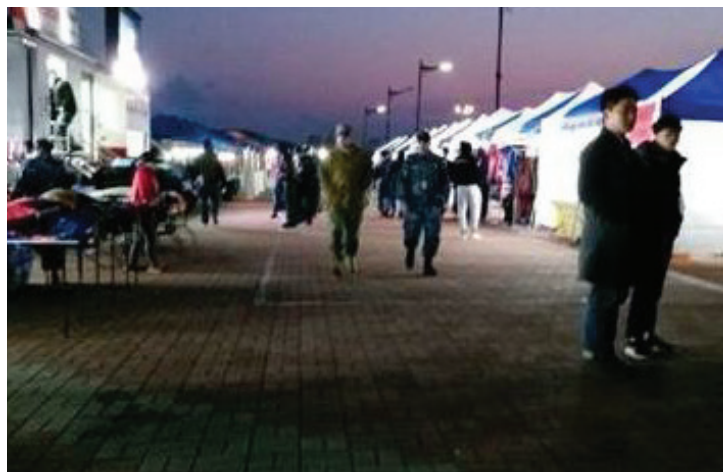
The Exchange supports all service members, including Sailors and Marines, no matter how large or small the exercises or operation. One team, one mission, one fight! **X**

“The Exchange is going to new heights fulling our mission of serving the Nation’s Warfighters and and going where they go.”

- Director/CEO Tom Shull



The Camp Zama Exchange team set up an off-site mini Express at the Yokohama North Dock in Japan.



The Exchange bazaar hours extended into the night to ensure Sailors from the USS Carl Vincent Strike Group were served.



A mobile field exchange and storage trailer support the Camp Humphreys and Osan AB team efforts during Ulchi Freedom Guardian in Korea.

One-Stop Shop Opens in Zagan, Poland

By Brad Nisbett

Months of planning and coordination between the 4th Infantry Division, United States Army Europe (USAREUR) and Exchange associates culminated with the grand opening of the Zagan Troop Store in April.

Located as the brigade headquarters during Atlantic Resolve's operations, USAREUR positioned Zagan as the center of the rotating brigade's area of responsibility as Soldiers operate across Baltic and Balkan countries.

“Thanks to you and the entire AAFES team for working with us.”

—Brig. Gen. Kenneth Kamper, 4ID deputy commanding general.

Zagan is home to the Polish Army's 11th Armored Cavalry Division and has historically been the beacon of Poland's military presence along its Western front to Germany.

Now, acting as the beacon for morale and welfare support in Eastern Europe, the Exchange proudly supports troops as they maneuver in and out of the greater Zagan military area, which includes two recently supported reception locations at Camp Karliki and Camp Trzebien.

From barbers to tastes of home

The 2,300 square foot troop store, referred to locally as the “Exchange Mall,” offers a wide selection of items and mission supplies, such as snacks, small electronics, health and welfare items, and tastes of home.

The building also features a barber and beauty shop, an internet and mobile connectivity service provider, and soon a coffee shop.

“I know a lot of you are very excited to be able to have this (Zagan troop store) here,” said Regiment Commander Lt. Col. Douglas P. Chimenti, during the grand opening. “It is just the increasing capabilities to make things better for Soldiers and improve the quality of life, and that is what USAREUR is doing and that is what AAFES does.

“What is the motto of AAFES? ‘We go where you go.’ And guess what? They're here!” **X**

[Read](#) about historic Zagan WWII events that influenced the movie “The Great Escape.”



COL Geoff De Tingo, the Exchange's Europe/Southwest Asia commander, leads the team during the ceremonial ribbon cutting at the Zagan troop store. It is the first of three direct operational exchange-tactical (DOX-T) facilities to open in Poland.



The Zagan Troop Store grand opening team: (Left to Right) General Manager Carl Carpenter, Sgt. Maj. Eliecer Quintero, Services Business Manager Silke Hoffmann, Visual Merchandiser Chris Litch, CO Geoff De Tingo, Store Associates Mickael Jenkins, Jarod Remillard, and Polish associates Krzysztof Gorka, Wojciech Winczaruk, Agnieszka Wiktor, Jagoda Urbankiewicz,

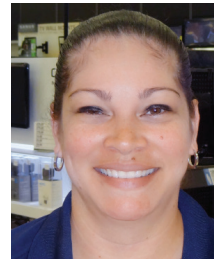
Customer Service: These Associates Rock!

Michael Marshall
Eastern Region/
Fort McNair, D.C.



“Michael is always courteous and friendly, not only to me but to every customers”

Yamilka Ramos
Central Region/
Fort Campbell, Ky.



“She truly cares for her customers and gives us the best service ever.”

Keiwanna Smith
Western Region/
Edwards
AFB, Calif.



“She is always working hard at pleasing the customers.”

Andrew Turner
Europe Region/
Grafenwoehr,
Germany



“Andrew was very knowledgeable and ensured my questions were answered.”

Martin Rhodes
Pacific Region/
Andersen
AFB, Guam



“Martin went out of his way to take care of an elderly Veteran who didn’t feel well.”

Latanya Lankford
HQ Customer
Contact Center



A customer “wanted everyone to know that Latanya Lankford was very helpful and kind with assisting her with her order.”

[See their entire customer comments!](#)



CHIEF OPERATING OFFICER

COO
DAVE NELSON

Recognizing the Front Lines: Calling Out Top Associates

“Your efforts reflect great credit upon yourselves, your operation and the Exchange overall. Thank you for displaying what I like to call, the ‘IT Factor.’”

– Dave Nelson, chief operating officer

EASTERN REGION

Veronica Carreon
Fort Drum
main store

Immacula Pierre
Fort Lee
Popeyes

Leanna Kim
Fort Belvoir/Fort Myer
ASAP Flowers and
Gift Shop

CENTRAL REGION

Sally Green
Offutt AFB
main store

George Newmy
Scott AFB
Food court

Robert Groenleer
JB San Antonio
Loss Prevention

WESTERN REGION

Chris Cherry
Vandenberg AFB
main store

Janelle Leong
Mountain Home AFB
Popeyes

Melissa Allen
Fort Bliss
Services

PACIFIC REGION

**Hwang Kim and
Song-won Chong**
Camp Walker
main store

Satoru Ogino
Japan bakery

Toshio Saita
Yokota AB, Camp
Zama, Camp Fuji
Services

EUROPE REGION

Ozlem Unal
Turkey Consolidated
Ankara Troop Store

Thania Rezzante
Vicenza Del Din
Burger King

Cemille Nargis
Grafenwoehr
Military Gear Center

[Read about them!](#)

Wounded Warrior Hires Reach Milestone

By Conner Hammett

The Exchange reached an important milestone this spring—the hiring of its 1,000th Wounded Warrior since 2010.

“We are honored to have so many Wounded Warriors in our Exchange family,” said Leigh Roop, chief human resources officer. “These brave men and women have sacrificed so much to ensure our freedoms at home. We are grateful that they continue to serve their country by playing a vital role in running the country’s oldest and largest exchange service.”

“We are honored to have so many Wounded Warriors in our Exchange family.”

— Leigh Roop,
executive vice president and
chief human resource officer

The Exchange has long been dedicated to providing career opportunities to military service members and their families. About 85 percent of the Exchange’s global workforce has a military connection, and 37 percent are Veterans, spouses and dependents. X



The Exchange supports our Nation’s warriors while in service and after.

General Visits HQ



Director/CEO Tom Shull hosted Exchange Board of Directors Vice Chairman Lt. Gen. Aundre Pigeo during a visit to the Dallas HQ.

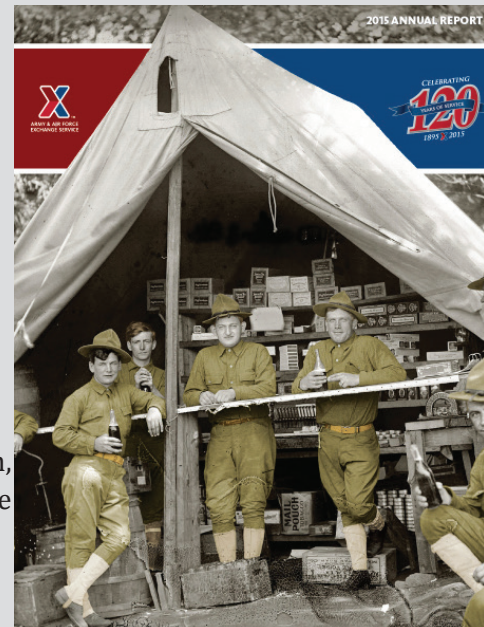
2015 Exchange Annual Report Wins Design Award

The Corporate Communication team added another accolade to its growing list of Graphic Design USA, American Inhouse Design Awards.

Sandi Lute, chief of communications and public affairs; Johnny Olson, corporate communication manager; Steve Smith, corporate communication editor/historian; and Ryan Smith, corporate communication writer/editor, were recognized for creation, design and writing of the Exchange 2015 [Annual Report](#).

The contest included 6,000 entries.

Other awards from the team can be seen [here](#).



More Than 3,100 Shoplifters Nabbed in 2016

By Guy Pelland

With TV cameras scattered around our stores in plain sight and all the public attention to the Exchange's loss prevention efforts, you would think that nobody would get the nerve to shoplift.

Not so.

In 2016, 3,183 shoplifters were nabbed in the act of stealing nearly \$300,000 worth of merchandise from Exchanges.

Who are these shoplifters?

They range from troops, family members, retirees and unauthorized shoppers. They come from all backgrounds, ages and education levels.

Their top five targets are:

- Cosmetics, \$111,000
- Fragrances, \$93,000
- Audio equipment, \$67,000
- Men's athletic shoes, \$44,000
- Watches, \$36,000

More than a gumshoe

When considering a loss prevention program, most people think of the store gumshoe who targets shoplifters making their daily attempts to swipe merchandise. Although store detectives are still used today, the modern LP program uses sophisticated technology to focus on employee theft, safety and unreported concession sales.

One such case in 2016 at Italy's Aviano AB resulted in a shoplifter being detained and charged for theft of \$3,200 in merchandise. He was caught red-handed by security officers watching him on



A friendly greeting and offer to assist are the best shoplifting deterrents an associate can provide.

closed-circuit TV. The hapless thief admitted to committing the crimes over a matter of weeks, not unlike many repeat offenders.

Watching the sales floor

Although the Loss Prevention mission and techniques continue to change, the theme of a dedication to maximizing earnings by minimizing losses remains constant.

Regardless of technology, we will continue to watch our sales floors to halt shoplifters in their tracks to ensure merchandise is available for purchase by all valued customers.

What can store associates do?

The best deterrent to shoplifting that any associate can perform is providing quality customer service.

A friendly greeting and offer to assist are the best deterrents an associate can provide. Honest customers will welcome the attention, while people who steal are looking for privacy in which to commit their crimes. **X**

**Loss Prevention's
Caught . . .
Doing the Right Thing**
Core Value: The Courage to
Use Good Judgment



Flossie Adams, from Germany's Kleber Express, shows her safety award for always wearing sanitary gloves when working with the ready-to-eat food.



Associate Rebecca Franchuk at Goodfellow AFB, Texas, shows her LP award after catching a customer trying to buy a \$423 watch for a clearance price of \$39.99. Franchuk noticed the clearance sticker and immediately alerted her supervisor, who determined it didn't belong on the watch.



Eric Beasley, from Germany's Ramstein AB Subway, keeps his training info in binders for easy printout and refresher training.

Always Available — eBenefits

Active associates, you can reach eBenefits via Employee Self Service. Exchange retirees, find eBenefits via exchangebenefits.ehr.com.

Your eBenefits page is available 24/7/365. Here are the things you can do:

- Review your 2017 benefits summary for coverage amounts and premiums.
- Change your beneficiaries list.
- Enroll in the 401(k), personal accident insurance, long-term care and life insurance. For the last two, you'll need to provide proof of good health before coverage is effective.
- Review insurance booklets and brochures to understand the plans.
- Check out the life insurance needs analysis tool to plan ahead for next fall's open enrollment
- Change your family status on your insurance plan, such as having a baby or getting married. Visit eBenefits within 31 days of these events to make changes.
- Try the Aetna FSA savings calculator and interactive video to learn about FSA accounts and be ready for fall's open enrollment.

eBenefits is a great tool to use to plan now for fall's open enrollment or during the year if you have a life event and need to change anything. ✕

Going on Vacation? Don't Let Your Lab Tests Slide by the Wayside

Summer means vacation time and travel. If your doctor has ordered lab tests, it's important to stay on track. This is true whether you're at home or traveling.

Aetna's preferred national lab, Quest Diagnostics, makes it easy.

Locations anywhere

You can go for a test even while traveling at Quest's more than 2,200 patient service centers across the United States. Plus, using an in-network lab may help lower your out-of-pocket costs.

Find a location near your summer getaway, and schedule an appointment in advance to avoid a

Find more than 2,200 Quest labs, regardless of where you're cooling your jets.

long wait. This way, you make the most of your valuable vacation time.

To set up an appointment, visit QuestDiagnostics.com Or call 866-MYQUEST (866-697-8378).

Other labs are available in the network. To find one, go to your online provider directory or call the the number on your member ID card. ✕

Retirees: Try These Mypenpay Resources

When logging on to aafesretirement.mypenpay.com for the first time:

- Select your Social Security number (SSN) as login preference.
- Enter your SSN with no dashes.
- Enter the password provided.
- Select "Login."
- Answer three security questions.
- Enter a personal password between six and 20 characters without special characters. It may contain alphabetical characters, numeric characters or both.

Forgot your password? Don't worry:

- Select "Forgot Password?"
- Select your SSN as login preference.
- Enter your SSN with no dashes.
- Enter your last name as it appears on check or advice. If your last name contains an extension, enter it as Sample Jr. or Sample, Jr.
- Select "Submit."

If you had previously logged in, answer the security questions. If you don't remember the answers, select "My Password via U.S. Mail" to get it within two business days.

If you receive the message that your account is locked, call 866-471-0368 from 8 a.m. to 6 p.m.

TRANSFERS

Bradley Caldwell – LP manager IV, Okinawa, to LP manager IV, JB San Antonio

Stephanie Davenport – HR manager trainee, HQ, to HR manager II, Hanscom AFB

Brett Gregory – services business manager, Fort Irwin, to services business manager, Nellis AFB

Robert Groenleer – LP manager IV, JB San Antonio, to LP manager IV, Okinawa

Thomas Healy – store manager (BR), Fort Riley, to shift manager (retail/gas), Fort Carson

John Hutchins – food court manager, Kwajalein Atoll, to restaurant manager, Buckley AFB

Michael Murakami – store manager (BR/gas) Schofield Barracks, to store manager (BR/Gas), Travis AFB

Leonard Nations – assistant store manager (BR), Thule AB, to store manager (BR), Hanscom AFB

Larissa Odom – store manager (BR), Travis AFB, to assistant store manager (BR), Thule AB

Jacqueline Scott – store manager (BR), Okinawa, to operations manager, Fort Stewart

Jennifer Stinson – sales area manager, Fort Sill, to senior marketing manager, HQ

Stephen Weaver – store manager (MS), Andersen AFB, to store manager, Nellis AFB

IN MEMORY

David Aos, 76, died Jan. 30 in Cedar Hill, Texas. The HQ supervisory telecom system specialist retired in 1995.

Isham Bass, 76, died March 25 in Itasca, Texas. The Waco DC motor vehicle operator retired in 2012.

Flora Bibilone, 84, died Jan. 29 in Waipahu, Hawaii. The Hickam AFB senior store associate retired in 1993.

Lena Bixby, 95, died March 13 in Del Rio, Texas. The Laughlin AFB operations clerk retired in 1982.

William Cafferty, 79, died May 7 in Kerrville, Texas. The Loss Prevention deputy director retired in 1993.

Alejo Calderon, 79, died Oct. 1 in Stockton, Calif. The West Coast DC materials handler retired in 2006.

Clara Mae Carter, 80, died March 7 in Newport News, Va. The JB Langley-Eustis food activity foreman retired in 1990.

Ida Cesar, 74, died Feb. 25 in Eddy, Texas. The Waco DC logistics assistant retired in 2004.

Ben Davis, 84, died March 19 in Dothan, Ala. The West Georgia district manager retired in 1993.

Anne Doty, 84, died March 8 in Rincon, Ga. The Exchange merchandise support quality assurance specialist retired in 1994.

Gerald Dudley, 87, died March 3 in Altha, Fla. The Wiesbaden vending machine worker retired in 1990.

Pauline Dunsmoor, 86, died March 7 in Howell, N.J. The Fort Monmouth sales associate retired in 1983.

Ophelia Edge, 67, died Nov. 9 in Fayetteville, N.C. The Fort Bragg store associate retired in 2008.

Howard Gregory, 77, died March 21 in Kathleen, Ga. The Fort Stewart general manager retired in 1993.

Francisca Gribble, 91, died March 28 in Tampa, Fla. The MacDill AFB operations clerk retired in 1989.

Angelina Griffin, 87, died Dec. 22 in Suitland, Md. The JB Andrews senior store associate retired in 2015.

Maude Hall, 93, died March 15 in Laguna Niguel, Calif. The Presidio of San Francisco sales associate retired in 1985.

Judy Hankins, 88, died March 22 in Morrow, Ga. The Exchange warehouse foreman retired in 1986.

Luverta Hare, 86, died March 28 in Hampton, Va. The JB Langley-Eustis cook retired in 1993.

Catherine Heimann, 94, died March 30 in Huntsville, Ala. The Redstone Arsenal operations clerk retired in 1984.

Ernest Holloway, 72, died April 15 in Hampton, Va. He was a custodian at JB Langley-Eustis.

Rena Inderrieden, 86, died Feb. 7 in Waldorf, Md. The JB Andrews vending supervisor retired in 1996.

Herschel Jeter, 90, died March 20 in Fair Oak Branch, Texas. The HQ associate retired in 1979.

Robert Jones, 86, died March 31 in Disputanta, Va. The Fort Lee Class Six manager retired in 1991.

Richard Kish, 87, died March 6 in Aiken, S.C. The Alaska Area maintenance foreman retired in 1985.

Florence Lowy, 79, died March 3 in Las Vegas, Nev. The Nellis AFB services business technician retired in 2000.

Doris McCain, 92, died March 23 in San Antonio, Texas. The Fort Sam Houston associate retired in 1978.

Susan McElroy, 72, died April 8 in Dubois, Pa. The Fort Belvoir store manager retired in 2006.

Roxie McRae, 69, died April 5 in Fayetteville, N.C. The Fort Bragg store associate retired in 2003.

Roy Morrison, 87, died April 1 in Clarksville, Tenn. The HQ motor vehicle operator retired in 1995.

Maxine Nicklin, 89, died April 4 in Central City, Ark. The Exchange Military Clothing Store manager retired in 1994.

Dwight Odum, 67, died Jan. 7 in Newport News, Va. The Dan Daniel DC materials handler retired in 2012.

John Okamoto, 92, died March 7 in Dallas, Texas. The HQ assistant area retail manager retired in 1987.

Cynthia Pansza, 64, died March 13 in Columbus, Ga. The West Coast DC logistics assistant retired in 2003.

Elisa Sebring, 54, died April 5 in Yorktown, Va. She was a store associate at JB Langley-Eustis.

Mary Skidmore, 69, died Nov. 6 in Dallas, Texas. The HQ buyer retired in 2003.

David Starr, 78, died Nov. 25 in San Antonio, Texas. The Fort Sam Houston motor vehicle operator retired in 1991.



[Check out](#) who won Thanks Awards and celebrated anniversaries!

Patsy Summers, 86, died Feb. 14 in Louisville, Ky. The Exchange accounting technician retired in 1991.

Juanita Thomas, 79, died March 18 in Fort Worth, Texas. The NAS Fort Worth JRB supervisory store assistant retired in 2006.

Brenda Trudo, 58, died April 4 in Hopemills, N.C. She was a food service worker at Fort Bragg.

Brenda Warfle, 61, died Feb. 28 in Forest Park, Ga. The Southeast DC warehouse foreman retired in 2013.

Alexandria Whitley, 23, died March 31 in Colorado Springs, Colo. She was an associate at Fort Carson.

Eleanor Windham, 94, died Feb. 28 in Germany. The Fort Benning Military Clothing Store manager retired in 1989.

Elease Wooten, 78, died Feb. 23 in Decatur, Ga. The Dobbins AFB reorder associate retired in 1992.

Quinton Word, 57, died Jan. 20 in Dallas, Texas. The e-commerce customer contact assistant retired in 2015.

RETIREMENTS

Abraham Alcantara, West Coast DC, 15 years

Dale Blackwell, Dan Daniel DC, 22 years

Carol Cocke, Europe, 37 years

Anita Compton, Fort Lee, 10 years

Michael Conrad, Europe, 33 years

Nancy Copada, Minot AFB, 31 years

Bonna Hill, HQ, 16 years

Dennis Hultman, Fort Leonard Wood, 11 years

Ralph Lara, Waco DC, 17 years

John Low, JB Langley-Eustis, 30 years

Michael McAllister, Patrick AFB, 21 years

Wendy Purvis, HQ, 7 years



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Former LP Deputy Director Passes Away

William Cafferty, former deputy director of the Loss Prevention Directorate, passed away May 7 in Kerrville, Texas. He was 79.

Cafferty, who retired from the Exchange in 1993, was the senior ranking civilian in safety and security when the senior official was an Army or Air Force colonel.

After serving in the Korean and Vietnam wars, Cafferty retired from the Air Force as a master sergeant and started with the Exchange in 1971. He served in Europe and throughout the U.S. before arriving at HQ in 1979 as chief of the security branch.

He was promoted to deputy director of safety and security in 1982.

After retiring from the Exchange in December 1993, Cafferty worked as a loss prevention consultant for ACE Hardware.

“Mr. Cafferty was a true visionary for the LP Directorate,” said Eric Stewart, the directorate’s vice president. “He understood that LP’s future would be more reliant on technology and solid partnerships across directorates.”

Cafferty introduced the electronic surveillance program and expanded use of closed-circuit television.

“Mr. Cafferty was the glue that held the directorate together between the ever-rotating colonels who oversaw Loss Prevention years ago,” Stewart said.



William Cafferty

Photos From the Field on Flickr



Get to Know the Mission and Unique Customers at Fort Drum



Named in honor of Lt. Gen. Hugh A. Drum, who served in both world wars and was president of the company that managed the Empire State Building.



Maj. Gen. Frederick Grant (son of Ulysses Grant) purchased the land in upstate New York in 1908.

Originally named Camp Pine, units used the favorable summer climate to train.

The post wasn't named Fort Drum until 1974.



The 10th Mountain Division (Light Infantry) arrived at Fort Drum in 1985.

During WWII, the 10th was the only division to receive special mountain training. They retain the "Mountain" designation to this day.

Since 2001, the 10th's four brigades have deployed more than 20 times.



The coldest day on Fort Drum was Jan. 16, 1994 (-43 degrees F).

Fort Drum's proximity to Lake Ontario causes lake effect snow, which dumps large amounts of snow in very little time.

In winter 2013, the area was blasted with more than 189 inches of snow.

Major Unit:



10th Mountain Division (Light Infantry)



Originally activated as the 10th Light Division (Alpine) in 1943, the division was redesignated the 10th Mountain Division in 1944 and fought in the mountains of Italy in some of the roughest terrain in the country.

FAMILY > SERVING < FAMILY Serving Ft Drum:



1

Main Exchange

5

Expresses

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Restaurants

There are **348 Exchange associates** serving Fort Drum, **56 percent** of whom are spouses or Veterans.