

# The Exchange Post

Vol. 66, No. 2

February 2016



**FAMILY**SERVING**FAMILY**

## ASSOCIATES SERVE STRANDED AIRMEN

SEE PAGE 7

# Share the Connections

*Tell customers, coworkers of your military connections*

Happy new fiscal year! 2015 has come to a close, a year in which we celebrated 120 years of service and support.

How fortunate we are to continue a legacy 12 decades in the making.

The start of any new year is an opportunity to reflect upon the successes of the past year as we look forward to opportunities ahead.

As I look toward FY 2016, I'm reminded one of our greatest strengths is the relationship we share with those we are so privileged to serve.

## Knowing the sacrifices

Today, 88 percent of Exchange associates share a connection to our military. Whether you wore our country's uniform or are the parent, spouse or extended family member of someone who does or has, you know first-hand the sacrifice that comes from service.

The relationship you share with America's service members uniquely

**‘The relationship you share with America’s service members uniquely positions the Exchange to meet military shoppers’ needs in ways no other retailer possibly can.’**

positions the Exchange to meet military shoppers’ needs in ways no other retailer possibly can.

As I reflected on this fact, it became apparent that 2016 should be the year we fully embrace this distinct capability and let the world know we are “Family Serving Family!”

## Sharing special connections

Beginning with my father’s service, as well as my own after graduating from West Point, and that of my brother and father-in-law, I have long felt a special affection for the brave people who honor us by coming into our stores.

I know so many of you have your



own stories to tell regarding the family association you share with our military. This year, I ask you to share these special connections with your fellow associates and customers you meet and help throughout your day.

## Dedication to serve those who serve

Many of you have dedicated your lives in service to those who serve as a result of the respect, admiration and relationship you share with a significant Soldier, Airman, Sailor or Marine.

This kind of commitment is the result of the family ties that bind us together and unite us all in a common purpose: to serve those who wear our nation’s uniform and their families.

This is one of many things that makes the Exchange team truly great.

For the next 12 months, share your personal testimonial . . . tell your story.

Let everyone around you know the genuine affection you feel for the brave Americans we have the privilege to serve.

## Celebrating the bond

Throughout the next year we will continue this discussion. Stay tuned for ways to participate and tell your stories.

I am thankful to be part of the Exchange family. Please join me as we celebrate the bond we share with our military as we proclaim we are “Family Serving Family.”

Deeds Not Words!



**On his recent trip to Southwest Asia, Director/CEO Tom Shull joined Europe Commander Col. Geoffrey DeTingo, left, and Senior Enlisted Advisor Chief Master Sgt. Sean Applegate to visit with associates and deployed troops.**

# A Winning Team

*Training, recognition lead to a bench of top performers*

This month, the San Francisco Bay Area will host the 50<sup>th</sup> Super Bowl. As I write this column, the two teams have not been decided. Whichever two teams make the Super Bowl, they will have spent the past year learning how to be top performers.

A bench filled with top performers comes from training associates regularly and recognizing high achievers among them.

Joanne Scott, Wright-Patterson AFB's sales & merchandise manager, is a good example of a manager building her bench.

Joanne's "STAMPED" acronym is the playbook on the sales floor for her special teams in the PowerZone and at the jewelry and firearms counters. STAMPED ensures team members understand the plays they must execute for the team to win:

- S**—Special order or suggest using our online services
- T**—Three in line rule, react quickly
- A**—Average ticket, increase with every purchase
- M**—MILITARY STAR®, ask with every purchase
- P**—Price match with our competition
- E**—Exchange Protection Plan, offer whenever possible for eligible products
- D**—Do the right thing, every time



**‘Genuinely recognizing exemplary associates in front of their peers lets everybody else know what you expect.’**

Great stuff! Joanne is coaching her teammates to be top performers, and, in turn, have a winning team.

## Powerful tools for recognition

In addition to training, recognizing teammates is an equally important part of building the bench. Genuinely recognizing exemplary associates in front of their peers lets everybody else know what you expect.

When we lead with appreciation versus criticism, people respond. Most likely, co-workers will seek to emulate their top teammates by working harder to increase MILITARY STAR penetration rates, attachment rates and average ticket as well as finding ways to reduce cost, increase sales and treat customers right.

## \$10 on the spot

Other tools available to managers include presenting coins, awards and gift cards.

I am delighted to say our effort to recognize top performers with associate incentive cards is going quite well in the field

Managers present the incentive



cards, each worth \$10, on the spot to associates, who can redeem them at any Exchange retail store and restaurant.

Since the program debuted last August, more than 1,500 associates have been recognized for their consistent efforts in providing great and memorable customer experiences.

## Calling out

In 2015, I began "Operation Callout" to shine the spotlight on exemplary associates in our main stores, food courts and services who have performed extraordinary feats.

Turn to Page 6 in this issue to see the associates I highlighted for this month. Click on the link to read all about what they did.

## Appreciating efforts

I sent each one of my coins and a letter in which I wrote about how much I appreciate their efforts.

Good luck to your team in the Super Bowl. I look forward to us working together to build winning teams in each store.

Here's to a successful 2016.

**When we lead with appreciation versus criticism, people respond. One of the most powerful tools for managers is the word "Thanks!"**

# 2015 Corporate Communications Survey Findings

If you completed the 2015 annual Corporate Communications survey, thank you! Your submission gave us insights into improving communication.

In 2015, 2,936 associates completed the survey, 300 more than in 2014. We received nearly 3,000 separate ideas or suggestions for improvement.

Here's what you told us:

Just under 47 percent of you said communication within the organization is effective, compared to 48.1 percent in 2014, a slight decline.

Comparing communication vehicles, you gave the highest marks to "email in general" at 77 percent. Immediate supervisor also ranks in the top five for communication effectiveness at 60 percent.

We asked how you currently receive information about the Exchange and how you prefer to receive it.

The greatest gap in associates' expectations and how they actually receive information is in the category "Immediate supervisor."

The gap underscores your need to receive more information from your immediate supervisor.

The "supervisor communication gap" has been a growing concern for the past five years.

## Greatest concerns

Associates who work in main stores, furniture stores, Expresses and call centers ranked communication effectiveness the lowest. They cited a lack of store meetings, shift meetings, communication with direct supervisors, or no email account as reasons.

Food associates expressed similar concerns, saying they need more direct communication and store meetings.

Many associates said a great communication divide exists between associates at headquarters and those in the field, which adversely affects Exchange operations.

## Opportunities

Ensuring that we have the information to do our jobs is a joint responsibility of associates and supervisors. Asking questions and seeking information empower us to become more informed associates.

Tools, such as the Exchange Portal and Exchange Post, contain a wealth of information. In 2016, the Exchange will provide more information you want.



## Communications app to debut

For the 35 percent of associates who don't have email accounts, the Exchange has launched Red e App, a free messaging app to improve communications. Managers can use Red e App to deliver information, such as weather alerts and emergency notifications, directly to smartphones.

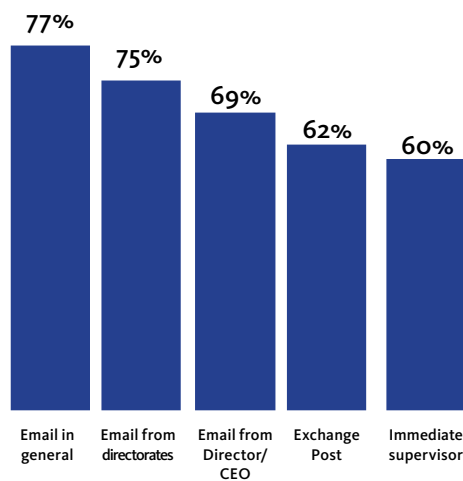
You can message other associates who are on Red e App and receive messages from the director/CEO, benefits information and important notices.

Red e App is:

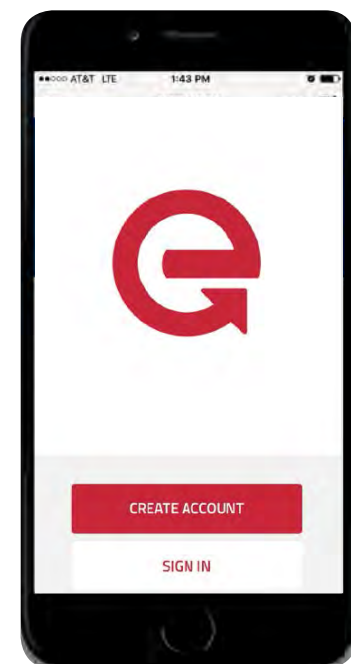
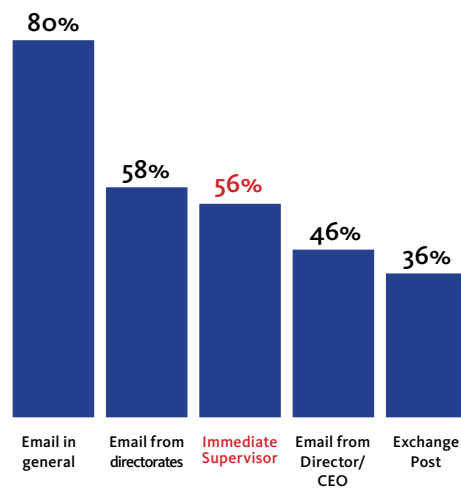
- Downloadable to any smartphone
- Private and secure
- Available soon

To learn more, contact Corporate Communication Specialist [Teresa Moore](#).

COMPARING COMMUNICATION VEHICLES



HOW YOU PREFER TO RECEIVE INFORMATION



# Show Your Pride by Purchasing **EXCHANGE BRAND WEAR** **aafesbrand.com**



This could be you, sporting the Exchange brand! Now, you can order shirts, jackets, mugs, hats and many other Exchange brand items.

Go to [aafesbrand.com](http://aafesbrand.com) and check out the assortment: long and short sleeve shirts, sweaters, jackets, mugs, mouse pads and more. These items can be purchased with your personal credit card and delivered to your home.

The Exchange emblem identifies you as a member of a unique team bonded in a common purpose: to serve the men and women who wear the nation's uniform and their families.

Exchange branded clothing is perfect to wear anywhere.

Wear it proudly!

## **ASSOCIATE ATTIRE PROGRAM FOR RETAIL ASSOCIATES REMAINS UNCHANGED**

The availability of these logo items for associates to order ([aafesbrand.com](http://aafesbrand.com)) does not change the official exchange associate attire program for retail associates outlined in [EOP 40-11, chapter 11](#). If you have questions about work attire, ask your supervisor.

Write [StratComNews@aafes.com](mailto:StratComNews@aafes.com) to suggest Exchange brand items you would like to purchase.

# Associates Deliver Extraordinary Customer Service



**MADALINE COCHRAN, CHARLES INMAN, CHRISTIAN JONES AND EILEEN DEAN**  
EASTERN REGION/FORT BELVOIR, VA.

“I want to thank members of Fort Belvoir’s Exchange, who amid the Thanksgiving/Black Friday weekend traffic, provided exceptional customer service. I am very thankful for these AAFES team members. Their help and kindness did not go unnoticed.”



**DAVID PRESKITT**  
OVERSEAS REGION/PANZER BARRACKS, GERMANY

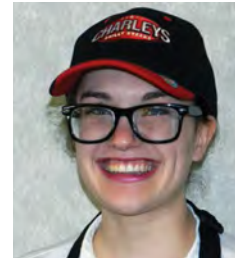
“I am touched that I did not get a ‘You’re a retiree’ or ‘You’re a civilian.’ My request was . . . resolved in the best manner that will accommodate our needs.”

*–from a local school teacher and spouse of a Navy retiree*

**STORMMIE MAXWELL**  
CENTRAL REGION/FORT RILEY, KAN.

“I want to thank her for being such a wonderful ambassador for the post and Manhattan. This young Soldier’s impression could have been negative, but may have a different view and outlook on his three years here thanks to Stormmie.”

*–from a customer who overheard Stormmie’s conversation with a Soldier on an airline flight to Manhattan, Kan.*



**MILYNN EVANS**  
WESTERN REGION/JB LEWIS-MCCHORD, WASH.

“Milynn provided outstanding customer service . . . It’s not all about the price, but is all about the customer service that shoppers like me want.”



**HONGCHA CHANG**  
OVERSEAS REGION/CAMP WALKER, KOREA

“The Daegu American School PTO uses the PX food services to host teacher appreciation lunches, and Ms. Chang always makes sure the teachers are happy and the food is well prepared.”



[See](#) their entire customer comments! [Check out](#) who won Thanks Awards and celebrated anniversaries!

## Recognizing the Front Lines: Calling Out Top Associates

“You are the stars of your region, and we are proud to recognize your efforts.”

*– Mike Howard, president and chief operating officer. [Read about them!](#)*

### EASTERN REGION

**Jessica Erickson,**  
Fort Meade main store

**Stefanie Hooten,**  
Fort Stewart Starbucks

**Cheryl Chevis,**  
Fort Bragg/Seymour Johnson AFB Services

### CENTRAL REGION

**John Wulff,** Redstone Arsenal/Columbus AFB Gas

**Jennifer Hart,** Wright-Patterson AFB Starbucks

**Briana Sanden,**  
Barksdale AFB Services

### WESTERN REGION

**Mahdur Chand,**  
Presidio of Monterrey main store

**Alisha Honrud,**  
Malmstrom AFB Burger King

**Benjamin Botero,**  
Dyess AFB vendor

### OVERSEAS/PACIFIC

**Naoki Miida and Calvin Parks,**  
Camp Zama main store

**Tae-son Yi,**  
Camp Hovey food court

**Hyon-chol Choe,**  
Osan AB Services

### OVERSEAS/EUROPE

**Will Guilford,**  
Garmisch/EUCOM

**Linda Towne,**  
KMCC food court

**Peter Thornton,**  
Ramstein AB Starbucks



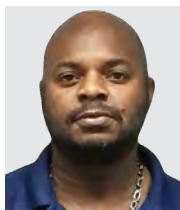
**DALLAS** — Exchange Public Affairs Liaison Specialist Mark Matthews poses with a military spouse during the 10th annual Snowball Express, which brought 1,700 military families to Dallas/Fort Worth during the holidays for all-expense paid vacations. Snowball Express honors families of service members who been killed in the line of duty. Matthews provided information to the families about their Exchange shopping privileges.

**EXCHANGE CORE VALUE**  
**The Courage to Use Good Judgment**

## What to Do with a Bag Stuffed with Cash?

**GARMISCH, GERMANY** — Two days before Christmas, Associate Will Guilford delivered quite a holiday present to a local store owner.

Now, his managers and associates are honoring him for honesty and integrity.



While driving, Guilford noticed a bag in the street. Curious, he parked

his car, checked the bag—and discovered it stuffed with 8,000 Euros (nearly \$8,800 in U.S. dollars). He immediately took the money to police, who discovered the cash was a store owner’s complete day’s earnings. Guilford received a reward for his extremely honorable actions—and praise of his teammates.



**GOODFELLOW AFB, TEXAS** — Exchange Assistant Store Manager Lisa Piper, right, hands two of the 150 gift bags to Airmen who had to stay at the base during the Christmas holidays. [Watch](#) Piper tell how much serving this family of Airmen during the holidays meant to her and the Exchange.

PHOTO BY SENIOR AIRMAN DEVIN BOYER

### QUOTE UNQUOTE

**“We have our military family here supporting us, and it just makes us stronger because being away from our family is part of our new life.”**

*—Airman 1st Class Alisa Baker-Burdo, 312th Training Squadron student*

# Call Our Uniformed Customers by Their Ranks

*Make our valued customers feel special . . . because they are*

We will make our valued warfighters feel special and appreciated if we call them by their ranks and then their last names when they come into our stores.

We're lucky because our active-duty members wear their names right on their uniforms. Create familiarity by greeting your customer by rank and name.

If you're unsure about a rank, "sir" or "ma'am" is always appropriate.

Here are the ranks of the Army and Air Force's command structure. Study them carefully. Rank is located at the top of the uniform, either on the lapels, shoulders or chest.

ARMY COMMAND STRUCTURE		
COMMAND GRADE	COMMAND LEVEL	COMMAND STRUCTURE
 General	<b>Army Commands</b>	Structured according to mission requirements
 Lieutenant General	<b>Corps</b>	2-5 Divisions
 Major General	<b>Division</b>	3 or more Brigades 10,000-18,000 Soldiers
 Colonel	<b>Brigade</b>	3 or more Battalions 3,000-5,000 Soldiers
 Lieutenant Colonel	<b>Battalion</b>	3-5 Companies 500-600 Soldiers
 Captain	<b>Company</b>	3-4 Platoons 100-200 Soldiers
 1st Lieutenant (Platoon Leader)	<b>Platoon</b>	3-4 Squads 16-40 Soldiers
 Staff Sergeant (Squad Leader)	<b>Squad</b>	4-10 Soldiers

AIR FORCE COMMAND STRUCTURE		
TYPICAL COMMAND GRADE	COMMAND LEVEL	TYPICAL COMMAND STRUCTURE
 General	<b>Major Command</b>	Directly subordinate to Headquarters U.S. Air Force. Example: Air Combat Command Air Mobility Command Pacific Air Forces
 Lieutenant General  Major General	<b>Numbered Air Force</b>	Structured to perform an operational or warfighting mission. Directly assigned operational units such as wings, groups and squadrons
 Colonel	<b>Wing</b>	Wings have distinct missions Made of four or more Groups Example: 4th Fighter Wing
 Colonel	<b>Group</b>	Made up of several squadrons. Size depends on mission
 Major  Lieutenant Colonel	<b>Squadron</b>	Typically made of four flights 8 to 24 aircraft
 1st Lieutenant  Captain	<b>Flight</b>	Smallest official unit in the Air Force. Typically four aircraft

Read [more](#) about the customers and installations we serve!

Also, go to LEX and see the tutorials [505H-Air Force Ranks](#) and [506H-Army Ranks](#).

## See if you can answer these trivia questions about our installations

- The main store at this installation is the only Exchange CONUS facility to have a parking garage.
- In March 1958, this post's most famous Soldier—Pvt. Elvis Presley—reported for duty.
- The road to becoming an infantry officer begins here.
- In 1945, Capt. Della Raney, the first African-American Army nurse, became head nurse at what would become this air base.
- The people at this installation can brag: established in 1922, it is the country's largest in terms of population.
- This base is the sole location for basic military training for active-duty Airmen, Air Force Reserves and Air National Guard.
- Buddy Holly's chart-topper "Peggy Sue" was recorded at a studio less than 10 miles from this base.
- The famous Route 66 was the main east-to-west highway to this post.

**flickr** Find your answers on the Exchange's [Flickr site](#).



# How Well Do You Know the Installations We Support?

*Get to know the missions, unique customers at Fort Rucker, Ala., and Moody AFB, Ga.*

**Fort Rucker — Named in honor of Col. Edmund Rucker, a Civil War confederate officer who later became an industrial leader in Alabama.**



**F**ort Rucker began as an infantry training camp during World War II. Then known as “Camp Rucker,” the installation housed several hundred German and Italian prisoners-of-war.

The first mass produced helicopter was introduced in 1944.

Camp Rucker was inactive from March 1946 until August 1950, when it reopened during the Korean War.

The Army Aviation School was created at the installation in 1955, when the camp’s name was changed to Fort Rucker.

During the Vietnam War, the number of helicopter pilots trained at Fort Rucker per month multiplied sixfold.



Fort Rucker served as the training base for Cobra helicopter gunships.

Today, Fort Rucker is home to:

- U.S. Army Aviation Center of Excellence
- Warrant Officer Candidate School and Career College
- Warrant Officer Basic Course AF Helicopter Training

## **FORT RUCKER FUNFACT**

The 1949 movie, “Twelve O’Clock High,” starring Gregory Peck, was filmed at Camp Rucker’s Cairn Army Airfield.

**Moody AFB — Named in honor of Maj. Gen. Geoge Putman Moody, an early Air Force pioneer killed in a test flight of a Beechcraft AT-10 Wichita**



**M**oody AFB began as Moody Field, an Army Air Corps pilot training base during World War II.

Between 1942 and 1945, more than 7,200 pilots graduated from Moody Field, earning their wings and commissions as second lieutenants. They were qualified to fly B-17, B-24 and B-25 aircraft.

After Pearl Harbor, these pilots formed the 23d Pursuit Group. The shark’s mouth on the nose of the airplanes is one of the most recognizable symbols of WWII.

Today, Moody AFB is home to the 23d Wing “Flying Tigers,” who conduct



precision attacks, provide combat support and employ pararescuemen to conduct personnel recovery.

The A-10C, known for its unique nose art, carries the heaviest automatic cannon ever mounted on an aircraft.

## **MOODY AFB FUNFACT**

Former President George W. Bush graduated from pilot training at Moody AFB in November 1969.

# Bold 2016 Ahead for Services, Food & Fuel Directorate



**97**

Name-brand Services openings or conversions — \$3.7 million in projected earnings



**71**

Name-brand food openings or conversions, including four new Freshens and Qbodas each— \$1 million in projected earnings



**\$15M**

Savings to Exchange on new fuel supplier contracts, which began Feb. 1

## Equal Opportunity, Diversity & Inclusion Portal to Debut Soon

Trying to make sense of Equal Employment Opportunity laws and issues? Looking for information on diversity and inclusion, disability resources, employee resource groups or other related topics?

Answers can be found soon on the Equal Employment Opportunity and Diversity Inclusion (EEODI) portal.

The portal will cover all EEODI programs, such as:

- Compliance information
- The Workforce Recruitment Program, which connects federal employers with college students and recent graduates with disabilities
- Harassment and reporting systems
- Employee resource groups for associates with disabilities; Asian/Pacific Islanders; African Americans; gay, lesbian, bisexual



and transgender associates; veterans and military spouses; Hispanics; Native Americans/Alaskan Natives; and women

- “Just-in-Time Toolkit for Managers,” with pages about hiring, interacting with and accommodating employees with disabilities
- Addressing performance issues

### SERVICES FUNFACT

**\$1.1 million**

Additional earnings through November compared to 2014 for services business managers at 59 Exchanges around the world.

The latest winners and their increases in earnings in the 2015 Services Cup Challenge were:



**Daniel Hill**  
Eielson AFB, Alaska  
+136%



**Chin-man Chong**  
Korea Exchange  
+69%



**Vicky Roldan**  
Fort Hood, Texas  
+21%

Service business managers and their teams are competing to see who can increase their earnings the most for fiscal year 2015.

### WE WANT TO HEAR FROM YOU!

Got any ideas for Exchange Post articles? What out-of-the-box ways is your store serving customers? Know of a co-worker with a great story to tell?

Let us hear from you! For consideration, send your info to [exchangepost@aafes.com](mailto:exchangepost@aafes.com)! We're waiting . . .

**LOSS PREVENTION'S  
CAUGHT ... DOING  
THE RIGHT THING!**

**CORE VALUE: The courage to  
use good judgment**



**FORT BENNING, GA.** — Front-line cashier Ruthie Williams was caught doing the right thing by cleaning up a water spill instead of waiting on the cleaning crew to do it.



**RAF LAKENHEATH, U.K.** — Jared Belton ensures a “wet floor” sign is posted prior to mopping the floor at the Express.



**FORT EUSTIS, VA.** — During this past Black Friday, Associates Eddie Jones and David Wood use the team lift to avoid back injury.

# 5 Big Ways to Thwart Associate Theft

Each year, sticky-fingered managers and associates try to steal nearly \$6 million in money and merchandise from the Exchange.

Mostly, they’re pilfering—or trying to take—cash, liquor, electronics, cosmetics, fragrances and trendy merchandise or eat food without paying.

The kicker: their nefarious acts come despite knowing that security cameras and loss prevention experts are watching the Exchanges like hawks.

“You might get away with stealing the first time, but trust me, we’re going to catch you eventually,” said Rick Koloski, vice president of the Loss Prevention Directorate. “They tend to rationalize their behavior by saying, ‘Gee, AAFES is a billion-dollar organization, so my theft won’t hurt.’ Theft is stealing from the Exchange and the Soldiers and Airmen we serve by reducing the dividend that helps improve their quality of life.”

Here are five big ways managers and associates can thwart theft among their coworkers:

1 Remember that opportunity breeds crime. Substandard internal controls create opportunities, which could lead to dishonesty. Ensure you and your

staff are trained on and enforce these controls.

- 2 Work with your loss prevention team to devise plans to reduce opportunities and employee theft.
- 3 Review cashier dashboards and business intelligence reports to identify and address anomalies.
- 4 Publicize internal thefts and punishment as a deterrent.
- 5 Maintain an atmosphere where associates feel free to report possible thefts without fear of reprisal. They also can call the Exchange Inspector General’s hotline, (800) 527-6789.

[Read about the latest escapades of associates caught red-handed.](#)

**NOT-SO-FUN FUNFACT**

**2,952**

**Number of employee theft cases handled by loss prevention investigators in 2012-2014.**



## Fort Carson Warehouse Worker Wins Motto Contest

Sarah Palma, a warehouse worker at Fort Carson’s Military Clothing store in Colorado, beat out 702 other associates to win the Loss Prevention Directorate’s recent safety motto contest.

Her entry, “Show You Care, BEE Safety Aware,” will be used on LP information. She received a \$100 Exchange gift card, certificate and a coin.

Runners-up included Brandon Fleming, Bagram AB, Afghanistan; Misty Havens, Luke AFB, Ariz.; and Michelle Arvin, Fairchild AFB, Wash.

## Get the Facts on New IRS Form 1095-C

The Affordable Care Act requires employers to send annual statements to employees eligible for health coverage. The statements describe the available insurance.

Form 1095-C tells the IRS which employees were eligible for insurance and whether they enrolled or waived coverage. Anyone who is not insured elsewhere and declines employer coverage must pay a penalty.

The Exchange will mail 1095-Cs before the end of February to all associates who are eligible for health coverage and to retirees younger than 65 with health coverage.

The form identifies:

- Months in the year the associate was eligible for coverage and actually covered
- Insured dependents
- Cost of the cheapest monthly premium the employee could have paid under the plan

Associates who filed their tax returns before receiving 1095-Cs aren't required to amend their returns.

## Change Your Aetna Insurance Card

You should have received a new health insurance card from Aetna for 2016. Don't forget to put it in your wallet and take out the old one to ensure you have it the next time you go to the doctor.

The new card will have the name of the Exchange's new health insurance plan and changes in phone number or coverage for this year.

Didn't get the new card?

Go [here](#) and request one or call Aetna, (800) 367-6276. Overseas associates should call (888) 506-2278 or (813) 775-0189 (overseas collect).

## More Interesting Facts about Using Generic Drugs

Would you like to know what you'll spend before you buy medicine?

Aetna can help you compare costs of generic versus brand-name drugs or the cost of a mail-order pharmacy compared to a local pharmacy.

The Price-A-Drug tool makes it easy. Take these steps:

- Log on to [Aetna Navigator](#).
- Click "Aetna Pharmacy" at the top of the page.
- Click "Get Drug Prices."

### Generics versus brand names

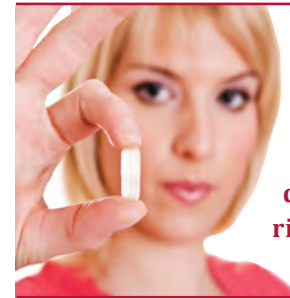
With our health plan's new "Choose Generics" program, consider these interesting facts.

A generic drug is the same as a brand-name drug in:

- Dosage
- Safety
- Strength
- Quality
- The way it works and is taken
- The way it should be used

When compared to its equivalent brand-name drug, a generic version will most often:

- Cost less
- Be a different color, shape or size



**Talk to your doctor to see if generic drugs are right for you.**

- Have different fillers, binders, coloring agents and flavorings, called inactive ingredients

### Talk to your doc

Start by talking to your doctor or pharmacist about switching to generic drugs, which can help you save money on your medical bills. When you get medicine for less, you're more likely to stay on track with your treatment.

Under the new health plan, you'll pay more for a brand-name drug. If a generic drug is available and you instead choose the brand-name version, you'll pay the difference in actual cost, plus the copay.

If there is a medical need for a brand-name drug, the doctor can ask Aetna for a medical exception and provide the required clinical documentation to avoid the extra cost.



## 3 Ways to Keep Customer Credit Info from Thieves

- 1 Know your equipment! Check your register and pin pad for signs of tampering.
- 2 Be sure to lock or log-off your register when you walk away.
- 3 Destroy sensitive credit-card documents properly with a cross-cut shredder.

# Brew a better day.



Find this and other products at your Exchange and online at [shopmyexchange.com](http://shopmyexchange.com)!

# NEW ROUTES • NEW SHIPPING LOGISTICS IS MOVING THE NEED



The new distribution routes save time and money.

USPS was a valuable small package delivery partner.

The logistics team is revving up the savings with new solutions for sending merchandise to Exchange customers worldwide.

Before, the Exchange e-commerce supply chain program was an extension of existing retail channels. But in today's digital world, online distribution requires dedicated logistic solutions. "We are laser focused on everything related to eCommerce to improve the customer experience and grow sales," said Alan French, vice president, fulfillment.

LG has updated Exchange fleet routes to lessen the miles and create massive savings in time and fuel. "We are

looking to expand this endeavor in 2016," said Tom Lozier, senior vice president, supply chain. Plus, a new distribution center in Germersheim, Germany, is being readied this year to start handling fulfillment of Exchange goods in Europe.

**“LG is fulfilling eComm orders from all U.S. DCs, which cuts lead time to customers and reduces expenses.”**

*—Tom Lozier, senior vice president, supply chain*

Although the new site will have a significantly smaller footprint relative

to the Giessen DC, it will be closer to our customers and operate at a reduced cost.

As of November 2015, SEKO became the sole carrier for home deliveries for bulk eCommerce merchandise.

Coupled with improving existing partnership with USPS and FedEx for small package deliveries, these solutions lead to increased service levels while driving down costs.

"The level of collaboration and alignment among the directorates and regions are hitting new heights, and will continue the success in leaning the supply chain," said Jay McCartin, vice president, logistics operations.

# LOGISTICS OPTIONS • NEW EUROPE DC ROLE ON IMPROVING OPERATIONS



Partner during fourth quarter.



New equipment at Germersheim is ready to roll.

“Understanding the impact of one’s decision on and role toward supply chain execution is affording all of us to be more effective and efficient.”

–Jay McCartin,  
vice president,  
logistics operations

“These are exciting times in Logistics as we leverage technology to improve the supply chains.”

–Alan French,  
vice president, fulfillment

## Logistics by the numbers

**\$1M** 2016 estimated annual savings due to using USPS for small packages

**2.7M** fewer miles driven by Exchange fleet compared to last year

**\$17.6M** SG&A reductions as of November 2015 from 2014

**0.2M** fewer gallons of fuel used by Exchange fleet

**3.9%** Reduction in claims during Nov 2015 (down from 7%) by using SEKO

*From the Inspector General's office*

# Quadrennial Exchange Inspection Begins March 6

Last year, we let you know about the upcoming 2016 quadrennial inspection of Exchange operations on the horizon. Now, we know the schedule.

The inspection will begin March 6-12 at HQ followed by store visits from late March through mid-May. Senior managers will see the final report in early July.

The quadrennial inspection is a service-led external inspection, an Army Chief of Staff-directed assessment according to the [Army and Air Force Exchange Service Operations](#).

Army inspectors will assess:

- Exchange support to deployed military operations
- Customer satisfaction with service level and quality of goods
- Corporate goals, plans and major supporting strategies

## Previous inspection results

The 2012 Air Force IG team identified a lack of internal controls in the price-matching policy that could have resulted in phony purchases and returns. The Merchandising Directorate revised the price-match policy, instituted more robust register controls to verify that price

matches met policy changes, and began tracking frequent price matches by department. MD then got a better feel for how well its prices match those of competitors.

The 2012 team also identified issues with allowing contract authority by position without providing proper certification to the designated representatives. This could have posed a risk by allowing business to be conducted on behalf of the Exchange without certification, training or written authority. Exchange procurement leaders revised policies and procedures to maintain centralized control over contracting authority. They also implemented a contract surveillance program to guarantee routine checks.

Finally, an enhanced training program was implemented, which led to a standardized oversight program for contract management.

## Visiting stores around the world

The Army IG inspectors will visit 10 stores in CONUS; eight in Korea, Japan and Germany; and five in Kuwait and Qatar. The names of specific stores will be released as soon as the Army's concept briefing has been approved.

The Exchange's Office of the Inspector General will also conduct annual inspections in 2016.

# Exchange: Still Top Military Friendly Employer

Once again, the Exchange has been named a Top 100 Military Friendly Employer by Victory Media, publisher of G.I. Jobs and Military Spouse magazines.

In fact, the Exchange moved from 71st on the list to 40th for 2016.

## Collaboration in hiring

Ten percent of the Exchange's 35,500 associates are veterans. HR recruiters partner with the Employer Support of the Guard and Reserve, Wounded Warrior Project, Operation Warfighter Program, White House Joining Forces and Feds Hire Vets.

The [13th annual list](#) ranks companies based on their long-term commitment to hiring veterans, retention programs for veterans and policies on National Guard and Reserve service.



## FUNFACT

**1,208**

Number of veterans hired by the Exchange in 2015.

## QUOTEUNQUOTE

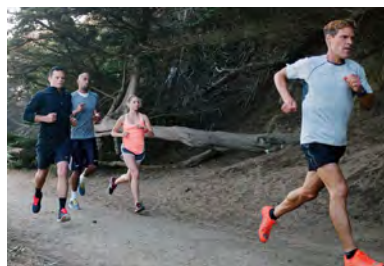
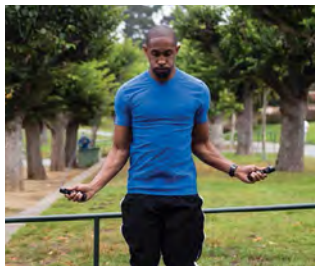
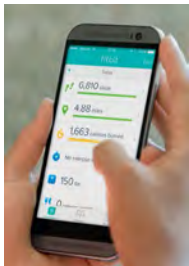
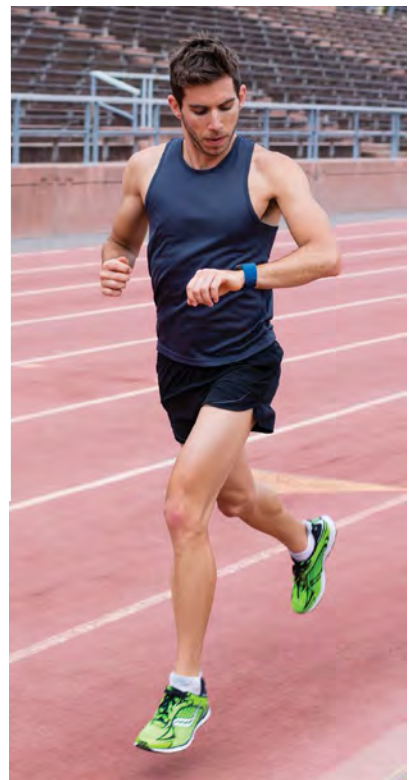
“The Exchange embraces the experience and perspective that veterans bring to the table. The Exchange exemplifies family serving family, and our associates who served and sacrificed for our country truly know our customers better than anyone.”



—Leigh Roop, executive vice president, chief HR officer



# ▲ Intensify National Brands



**EXCHANGE**

Find great Fitbit products at  
your Exchange and online  
at [shopmyexchange.com](http://shopmyexchange.com)



**DIRECTOR/CEO COINS**  
West Coast Distribution Center



**WEST COAST DC, CALIF.** — Director/CEO Tom Shull presents his coins to **Peter Catineau**, **Preston Huddy**; and **Helen Buck** (top row, l to r); **Humberto Tovar**, **Melchor Jucutan** and **Mary Edu** (bottom row, l to r). They received coins for overall job performance and making the distribution center more efficient. Catineau is now distribution center manager at the Dan Daniel DC in Newport News, Va. **BY JUDD ANSTEY**



**FORT JACKSON, S.C.** — Area Manager Ken Limtiaco presents a COO coin to Senior Store Associate **Ryin Watford** for being one of the top 10 Eastern Region associates in **MILITARY STAR®** penetration rate. **BY DAVE DRYSDALE**



**FORT GORDON, GA.** — GM **Stefan Marks**, left, accepts a Thanks for Contributing award from Area Manager Ken Limtiaco for contributing to the main store's [expansion project](#). **BY CHRISTINE KARIMKHANI**



**FORT LEE, VA.** — HR Manager **Tina Danzey**, left, receives a \$25 gift card from GM Rita Inchaurregui-Powell for hosting one-on-one coaching sessions for associates and managers. **BY SHULUN CHANG-REUTER**



**LACKLAND AFB, TEXAS** — Manager Pamela Brown, front left, presents associates of the Basic Military Trainee (BMT) troop store with awards. The team spreads its time between the minimall and new souvenir store in the center where Lackland's BMTs graduate. In 2015, the associates cared for 32,000 trainees, plus their family members. The store rings up \$225,000 in sales for the two days a week it's open. **BY PAMELA BROWN**



**CANNON AFB, N.M.** — Area Manager Tom Gross presents a COO coin to **Stephanie Ramirez, Sarah Biller** and **Jessica Duron** for having the top average ticket for Taco Bells worldwide in October. **BY MELANIE WHITE**



**EXCHANGE STRATEGIC PRIORITY**  
**Reposition the Main Store**  
**FORT CARSON, COLO.** — Associates show awards they received for participating in the main store's intensive repositioning. The team put national brands in eye-catching, strategic spots in the store just in time for the holiday shopping season. See [more](#) of the associates in action! **BY REYES FLORES**



**FORT BRAGG, N.C.** — General Manager Vincent James presents a Thanks award to HR Manager **Jennifer Anderson** for being a key player in opening new facilities and controlling personnel costs. **BY SHULUN CHANG-REUTER**



**EDWARDS AFB, CALIF.** — Kyle Williams, Maria Doenges, Rebecca Silva, Marquita Babers, Chris Fortson, Bernadette Wilson and Stan Phillips celebrate their graduations from the Retail Management Academy. They are joined by General Manager Charles Eaves, in suit. Ask your supervisor for more information on the Retail Management Academy. **BY REBECCA SILVA**



**SPANGDAHLEM, GERMANY** — GM Michael Ryan presents Thanks awards to Starbucks' **Laura Goad, Megan O'Neil** and **Shaina Harris** for great customer service. **BY CHRISTA RODRIQUEZ**



**FORT GORDON, GA.** — Store Manager Sheila Clark, left, presents a happy customer with prizes she won in the Exchange Because of You/Get Fit sweepstakes. *By* CHRISTINE KARIMKHANI



**FORT BUCHANAN, P.R.** — Twelve days before Christmas, the entire Exchange staff cuts up and enjoys an employee shopping night after the store closed. They took advantage of the great deals and promotions normally offered to customers during regular shopping hours. *By* DOMINIQUE WILLIAMS



**FORT BRAGG, N.C.** — Associate Jennifer Rufus greets actor and comedian Bill Bellamy during his visit to the North Post Exchange to meet Soldiers and families. *By* ALEX DEWBERRY



**FORT LEE, VA.** — Local TV news reporter Wayne Covil buys lunch for a Soldier and his family at Subway during his station's Month of Giving event. *By* CHRISTINE HEALY



**MACDILL AFB, FLA.** — Store Manager Lajima Marshall-Pierce presents a valued veteran with a \$1,000 gift card he won in a recent MILITARY STAR® sweepstakes. *By* CHRISTINA PUMA



**FORT BRAGG, N.C.** — Manager Nilda Askew greets Santa and Mrs. Claus, who visit the Exchange every Christmas. *By* ALEX DEWBERRY



**U.S. MILITARY ACADEMY, N.Y.** — Associate Mary Delargy-Henderson helps a valued spouse pick a special piece of jewelry. *By* LOT WEHMEYER



**SEYMOUR JOHNSON AFB, N.C.** — Manager Carl Wolfe greets a customer who won a MILITARY STAR® card sweepstakes. *By* VICKI DESELMS



**FORT HOOD, TEXAS** — Specialist Alejandro, right, loves serving her country and she loves Starbucks! She chose to have her re-enlistment ceremony at the new Clear Creek Shopping Center’s Starbucks in front of her fellow Soldiers. The Starbucks team presented Specialist Alejandro with a “Proudly Serving Those Who Serve” coffee mug to help celebrate.

BY THAISE JENNINGS

**“This is so heartfelt. What an honor to have Specialist Alejandro re-enlist at our Starbucks. This is truly a great example of family serving family.”**

*—Paula Gunderson,  
general manager,  
Fort Hood Exchange*



**FORT CAMPBELL, KY.** — Manager Mike Wilkins frolics with a Minions mascot, who appeared at the main store to publicize the new “Minions” movie.

BY CECILIA LUNA



**LACKLAND AFB, TEXAS** — Associates Lucy Wright, Jermaine Coleman, Lolita Bench and Genevieve Lewis dig into the food at the associate holiday luncheon.

BY PAMELA BROWN



**TINKER AFB, OKLA.** — Members of the base’s choir sing Christmas carols to the lunchtime crowd in the Exchange’s food court. Customers even sang along between bites. BY ROSALINDA JOHNSON



**FORT LEAVENWORTH, KAN.** — Burger King’s Adrian Weaver uses her MILITARY STAR® card to pay for Christmas presents during an associate shopping time. BY MONICA CURTIS



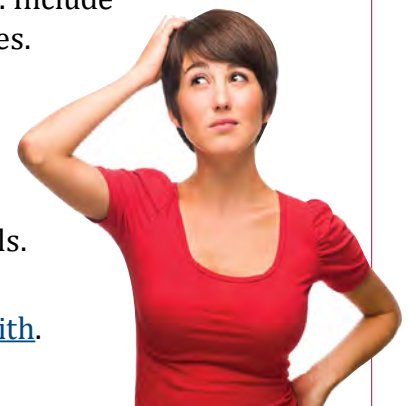
**FORT LEONARD WOOD, Mo.** — Services’ Sylvia White, Melana Moenster, Jennifer Fohn and Tobey York hold a secret Santa contest for customers.

BY LISA YODER

## HOW CAN I GET MY PICTURES IN THE EXCHANGE POST?

- 1 Make sure your lighting is good and your pictures are in focus.
- 2 Feature pictures that show associates. Include full names and locations in the pictures.
- 3 Send photos in their full sizes.
- 4 Send as email attachments to [exchangepost@aafes.com](mailto:exchangepost@aafes.com). Do not embed photos in the body of the emails.

Need help? Contact [Lisa Moak](#) or [Steve Smith](#).





**BEALE AFB, CALIF.** — Associates Mary Magoon, Valerie Madison, Amanda Fullmer, Mahlee Logan, Jessica Benac and James Gonzalez Fregoso are ready to meet customers and sell merchandise at the base’s annual Winterfest.

BY THERESA WEIR



**FORT CARSON, COLO.** — Managers Patricia Austin and Graciela Tunon help a vendor open her Beauty Line store.

BY REYES FLORES



**FORT BLISS, TEXAS** — Manager Virginia O Quin and Associate Lindy Kelly greet a customer with Christmas cheer in the Military Clothing store.

BY WILLIE DAVIS



**HICKAM AFB, HAWAII** — Exchange Services and Food managers and associates welcome Santa (Manager Keola Matsunaga) to the store for an afternoon of holiday fun. The group includes the Exchange’s Susan Canuela, Charles Danner, Pini Duverney, Monet Rowan and Asia Gilchriest.

BY PINI DUVERNEY



**EXCHANGE STRATEGIC PRIORITY  
Intensify National Brands**

**HICKAM AFB, HAWAII** — Services managers and base leaders open the food court’s new Papa John’s pizza restaurant, another national brand at the Exchange.

BY PINI DUVERNEY



**JB LEWIS-MCCHORD, WASH.** — Associates and customers thank four reps from the vendor Columbia for paying off 24 toy layaways for shoppers, worth more than \$4,000. A recipient cried, saying she was going to cancel the layaway because she couldn’t pay it off. Columbia is one of the Exchange’s major brand-name providers.

BY FLODELIZA PAYTON



**WIESBADEN, GERMANY** — Students from the Wiesbaden Elementary School Winter Music Choir add Christmas cheer to the already festive shopping destination, singing songs in German, Spanish and English. They were warmly greeted by shoppers in the holiday spirit. *BY PETRA RICHARDSON*



**CAMP ARIFJAN, KUWAIT** — Yongie Raines, left, and the Grinch (Matthew Echols) ring in the holidays during an MWR-USO carnival. *BY YONGIE RAINES*



**FUNKY FUNFACT**

**The King at Wiesbaden**

In the late 1950s, Elvis met his future wife, Priscilla, while he was a Soldier stationed in Germany. Priscilla's father, who was stationed at Wiesbaden, bought his daughter her first Elvis album at the Wiesbaden Exchange. [Read more!](#)

*(Pictured, the Wiesbaden PX, late 1940s).*

Read other Funky FunFacts about the Exchange. For example, where did Johnny Cash buy his first guitar? In what country did we introduce its first popcorn machine? Just go to our new [Flickr site](#) and click on "Exchange Associate."



**EXCHANGE STRATEGIC PRIORITY  
Grow Concessions**

**BAGRAM AB, AFGHANISTAN** — Just in time for holiday shopping in the contingency location, managers open a Sports Mania concession in the food court. *BY JEROME MELILLO*



**CAMP BUTLER, JAPAN** — Express Manager **Toru Kiyon** shows a certificate of recognition he received from the Marines in Okinawa for training them in martial

arts. The eighth-degree black-belt expert has been invited by Marine units on Okinawa to enhance their hand-to-hand combat skills.

*BY STAFF SGT. ROBERT DEDEAUX*



**CAMP FOSTER, JAPAN** — Manager Scott Bonner leads a youngster to great discounts during Pin the Tail on the Reindeer game.

*BY STAFF SGT. ROBERT DEDEAUX*



**KADENA AB, JAPAN** — Manager Gloria Sylvia lets AFN radio listeners know about all the good deals she has waiting for them during the holiday shopping season. *BY STAFF SGT. ROBERT DEDEAUX*

# THE FORCE IS WITH THE EXCHANGE



*A junior Jedi practices his lightsaber moves at JB Lewis-McChord, Wash.*



*Services team, Bagram AB, Afghanistan*



*Camp Foster, Japan*



*Camp Arifjan, Kuwait*



*Opening-night line, Offutt AFB, Neb.*

**STAR WARS FUNFACTS**

**\$786,000**

The box-office and snack stand sales during the opening weekend of "Star Wars: The Force Awakens" at Exchange theaters.

**12,000**

Number of service members who saw 84 showings of the first-run movie in Afghanistan, Iraq, Kuwait, Jordan and Dubai.

See more in this special Exchange Post breaking-news issue!



*Grafenwoehr, Germany*



*Camp Foster, Japan*





# Tweets from around the world

Email or tweet pictures to the Exchange Post, [exchangepost@aafes.com](mailto:exchangepost@aafes.com) or [@ExchangeAssoc](https://twitter.com/ExchangeAssoc)



**SCHOFIELD BARRACKS, HAWAII**— Food Court Mgr Aldeen having lunch with Santa and the children. [@ExchangeAssoc](https://twitter.com/ExchangeAssoc)

BY ALDEEN @AL\_DEENIE



**NELLIS AFB, NEV.** — Family holiday shopping at the #Exchange making memories w/ Avengers. [@ExchangeAssoc](https://twitter.com/ExchangeAssoc)

BY BRENDA GOODIE @BRENDA\_GOODIE



**BEALE AFB, CALIF.** — Merry Christmas and Happy Holidays from your Beale Exchange! [@ExchangeAssoc](https://twitter.com/ExchangeAssoc)

BY BEALE EXCHANGE @BEALE\_EXCHANGE



**JB ELMENDORF, ALASKA** — Get the glow at #JMMElmendorf. Lancome rep consults with a customer. [@ExchangeAssoc](https://twitter.com/ExchangeAssoc)

BY KAISERIN1 @KAISERIN1



**FORT CAMPBELL, KY.** — Merry Christmas from the Fort Campbell Exchange HR! [@ExchangeAssoc](https://twitter.com/ExchangeAssoc)

BY IVY GARCIA-ROMERO @IVY\_WGR



**FORT LEE, VA.** — Ft Lee MS collected over 200 food items to donate to local community food bank. [@ExchangeAssoc](https://twitter.com/ExchangeAssoc)

BY LEE EXCHANGE @LEEEXCHANGE



**FORT DRUM, N.Y.** — #DrumExchange starting the festivities right at the holiday party! [@ExchangeAssoc](https://twitter.com/ExchangeAssoc)

BY DRUM EXCHANGE @GGE01234



**DYESS AFB, TEXAS** — Congrats to Dyess coin recipients, Tim, Russell and Maria! [@ExchangeAssoc](https://twitter.com/ExchangeAssoc)

BY SEAN APPLGATE @EXCHANGECHIEF



**HQ DALLAS** — @ExchangeDDawg (Santa) and @ExchangeChief surprise FA's holiday luncheon. [@ExchangeAssoc](https://twitter.com/ExchangeAssoc)

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▲ Intensify National Brands

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## TRANSFERS

**Raymond Becker** – store manager (MCS), Tinker AFB, to store manager (BR), NAS Fort Worth JRB

**Joanne Cahalan** – store manager (MS), JB Andrews, to region retail program specialist, HQ

**Nora Carr** – HR manager II, Vandenberg AFB, to HR manager III, Fort Polk

**Brett Hardin** – region food program specialist, Pacific Region, to region food program specialist, Eastern Region

**Krystin Lewis** – HR trainee, HQ, to HR manager II, Vandenberg AFB

**Craig Masek** – regional food program specialist, Pacific Rim School Feeding, to food court manager, Okinawa

**Hilary Maxwell** – assistant store manager (MS), Eglin AFB, to store manager (BR), Selfridge ANGB

**Lillian Pena** – store manager (MCS), Puerto Rico, to store manager (BR/Gas), Tyndall AFB

**Sherry Pritchett** – services business manager, Elmendorf AFB, to services business manager, Fort Lee

**Orlo Sturdevant** – store manager (BR), Vicenza, to store manager (BR/Gas), Grafenwoehr

## IN MEMORY

**Richard Abbott**, 62, died Dec. 5 in Fort Worth, Texas. He was a warehouse worker at NAS Fort Worth JRB.

**Roland Barbe**, 93, died Nov. 1 in Litchfield, Conn. The Alaska Area associate retired in 1975.

**Kenneth Barrett**, 39, died Dec. 5 in Abilene, Texas. He was a food-court associate at Dyess AFB.

**Grace Barrs**, 99, died Nov. 14 in Poquoson, Va. The Eglin AFB associate retired in 1976.

**Anita Brown**, 83, died Aug. 21 in Ozark, Ala. The Fort Rucker associate retired in 1976.

**Carolyn Caul**, 64, died Nov. 21 in Phenix City, Ala. The Fort Benning administrative technician supervisor retired in 2010.

**Eddie Daniels**, 59, died Nov. 12 in Conley, Ga. The Atlanta DC warehouse worker retired in 2010.

**Irmgard Davis**, 83, died Dec. 10 in Fountain, Colo. The Fort Carson sales associate retired in 1993.

**Terese Decook**, 59, died Dec. 28 in Universal City, Texas. She was an associate at Randolph AFB.

**Remigio Dela Cruz**, 69, died Oct. 17 in Wahiawa, Hawaii. He was a warehouse worker at Schofield Barracks.

**Mary Ebron**, 75, died Nov. 3 in Langley, Va. The JB Eustis-Langley senior store associate retired in 1997.

**Leocadia Freeman**, 88 died Nov. 18 in Miami, Fla. The Homestead AFB associate retired in 1979.

**Shirley Gardner**, 80, died Nov. 6 in Duncanville, Texas. The HQ associate retired in 1990.

**Harold Graham**, 54, died Dec. 15 in Sierra Vista, Ariz. He was a senior store associate at Fort Huachuca.

# Armstrong Promoted to SVP; Brewington to Head Central Region



Twenty-six year Exchange veteran Shelly Armstrong has been promoted to the Western Region's senior vice president, effective this month.



In addition, Ken Brewington will move from Western Region SVP to the Central Region's SVP, Director/CEO Tom Shull announced.

In her Exchange career, Armstrong has served as manager at several

levels, including her most current position as the Western Region's vice president. Brewington replaces [Dave Nelson](#), who was promoted recently to chief operating officer. Nelson will assume the position once Mike Howard retires later this year.

Brewington served as SVP in the Western Region since April 2014, leading the area through many successes and demonstrated his devotion to "family serving family" by focusing on the associate development and meeting customer needs and desires, Shull said.

**Marian Guice**, 83, died Nov. 29 in Sacramento, Calif. The McClellan AFB sales associate retired in 1995.

**Barbara Haller**, 80, died Nov. 12 in Fort Walton Beach, Fla. The Eglin AFB military clothing manager retired in 1991.

**Terrance Hanson**, 78, died Dec. 2 in Arlington, Texas. The HQ associate retired in 1986.

**Thomas Papst**, 85, died Oct. 26 in Bluffton, S.C. The Exchange associate retired in 1990.

**Donald Prevo**, 71, died Nov. 23 in McDonough, Ga. The Southeast DC motor-vehicle operator retired in 2013.

**Gladys Purcell**, 96, died Nov. 23 in Colts Neck, N.J. The Fort Monmouth associate retired in 1976.

**Evelyn Reitz**, 85, died Nov. 5 in Arlington, Va. The Exchange operations assistant retired in 1992.

**Mary Rice**, 82, died Dec. 9 in Huntsville, Ala. The Redstone Arsenal sales associate retired in 1995.

**Marisa Schweig**, 64, died Dec. 2 in Germany. She was a food-service worker at Ramstein AB.

**Gisela Seacrist**, 85, died Oct. 7 in Elizabethtown, Ky. The Fort Knox shift manager retired in 2004.

**Lamerle Shipley**, 94, died Dec. 2 in Duluth, Ga. The HQ associate retired in 1979.

**Ermine Silas**, 76, died Nov. 10 in Trenton, N.J. The JB McGuire-Dix supervisory store assistant retired in 2007.

**Elizabeth Suzuki**, 90, died Oct. 4 in Honolulu. The Exchange associate retired in 1975.

**Ethel Takahaski**, 83, died Oct. 15 in Kailua, Hawaii. The Hawaii Area development & training specialist retired in 1990.

**Jesse Thomas**, 69, died Dec. 8 in McDonough, Ga. The warehouse worker foreman retired in 1998.

**Robert Williams**, 60, died Nov. 30 in Clovis, N.M.

He was a custodial worker at Cannon AFB.

**Carla Willis**, 58, died Nov. 2 in Cocoa, Fla. The Keesler AFB store manager retired in 2013.

## RETIREMENTS

**Russell Arnold**, Keesler AFB, 5 years

**Barbara Barrera**, Fort Benning, 13 years

**Hans Beauvais**, HQ, 27 years

**Timothy Bedison**, HQ, 5 years

**Wess Bryan**, HQ, 15 years

**Kevin Bussing**, Fort McCoy, 6 years

**Luziminda Chock**, Schofield Barracks, 21 years

**Renee Coleman**, Hunter AAF, 15 years

**Scot Ebanez**, JB Elmendorf, 5 years

**Joseph Francisco**, HQ, 12 years

**Dorothy Frazier**, Fort Benning, 26 years

[See more retirements](#)

## The Exchange Post

### Army and Air Force Exchange Service

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**Steve Smith**  
Assistant Editor

# Exchanges in All Shapes, Sizes, Places

**I**n the past 120 years, we've operated Exchanges in the most unlikely configurations. We didn't care . . . as long as we were serving the troops.



**1908.** The exchange at Pine Camp, N.Y., now Fort Drum.



**Early 1940s.** Yakima (Wash.) Firing Center PX, in a former brothel. We kid you not.



**1942.** Mules as four-legged mobile PXs, taking goods to the troops in Hawaii.



**Early 1940s.** PX on a boat, Panama Canal Zone



**1943.** Thatched-roof PX in India



**1947.** Customers browsing jewelry counter, PX on a train, Japan



**Early 1950s.** Snack PXs on wheels, Travis AFB, Calif.



**1972.** Front-window display, George AFB, Calif.



**1997.** Eagle Base, Tuzla, Bosnia



**2005.** One of the many troop-run stores in Afghanistan and Iraq.