The aafes.com EXCChangePost

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A monthly publication for AAFES associates and their families

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Winning the Future Technology and Sustaining Growth

By Brig. Gen. Keith Thurgood Commander

One of the foundations of basic retailing is ensuring technology is used to drive results and create sustainable platforms.

The implementation of Oracle Retail (Retek) is a perfect example of Leveraging Technology, one of my five strategic objectives for winning the future. Remember, however, that technology is an enabler. The real advantages are improved business processes, better workflow and the ability to build on needed organizational change required to fully leverage this new technology.

Oracle Retek

Retek is a major accomplishment! The four-year endeavor, which was completed in February, provides the software needed to make sound business decisions based on inventory information worldwide. It will provide the capabilities to get the right products in the right amounts to our customers.

Although implementation was a "big hairy audacious goal," the

The Exchange Post

Vol. 56, No. 4

April 2008

Army and Air Force Exchange Service P.O. Box 660202, ATTN: CS-PA Dallas, TX 75266-0202 Phone: (214) 312-2766 or DSN: 967-2766 Fax: (214) 312-3456 e-mail: exchangepost@aafes.com

Brig. Gen. Keith Thurgood Commander, AAFES Lt. Col. William D. Thurmond Chief, Corporate Communications Barbara Kirsch Editor Steve Smith Assistant Editor Project Retek team worked diligently to make it succeed. I want to take a moment to recognize one individual who played a key part in Retek's success.

Business Analyst Erin Wood has been a member of the Retek team since it began in 2004. She considers herself fortunate to be a part of this process, which encompasses the future of AAFES.

To remain a step ahead in a highly-competitive marketplace, Erin and the Retek project team replaced nearly all of AAFES' merchandising and ordering systems with Oracle Retail. By using Oracle and other technology, we can all increase production and make more strategic and informed decisions.

For instance, Oracle Retail combined the IMF (Item Master File) and WMF (Warehouse Master File), and enhanced the functionality, allowing users to maintain item information in only one place. To further develop the productivity gain, we partnered with Global eXchange Services to automatically induct items into RMS, greatly improving the quality of data. With better data, we are able to make better pricing and ordering decisions.

In addition, Oracle enables AAFES to have distinct stock assortments and pricing strategies by business type, allowing us the opportunity to enhance shopping experiences. Unlike the old systems, Oracle delivers tailored clearance strategies by item, department, store or groups of stores.

Oracle also replaces existing ordering systems, which can further increase sales and productivity. Prior to Oracle, AAFES never had an accurate view of all inventory levels. With the Oracle Retail Merchandising System, we can fully view all aspects of inventory so we can make the best decisions regarding products to keep in stock and measure in stock percentages to improve inventory productivity, profit margins and gross profit.

Erin also learned that many of the technology applications can be used to increase personnel and team productivity. It is only through teamwork that we can truly leverage enabling technologies.

For instance, Project Retek team members used the AAFES portal extensively to collaborate with each other. Tools as simple as online chat helped reduce the number of e-mails and phone calls needed to make quick decisions and meet critical timelines.

Erin also learned to use tools that allow users to pull information directly out of the Retail Merchandising System, which they can place into a Microsoft Access database, Excel spreadsheets and other applications. Now, frustrating tasks become a snap to complete and allow associates to focus on critical responsibilities.

Sustain the Future

There are three important points to remember when talking about "sustaining the future." The first is that we will not rest on our laurels. AAFES is continually searching for ways to sustain the future. One of the key ways we do this is by "building the bench." Or, stated another way, we train and grow leaders for the future.

The second way we sustain the future is through an ongoing commitment to service members to "Go Where You Go." We understand the value of seeking new and innovative businesses, such as Lifestyle Centers, that will drive value and ultimately change the shopping experience of our customers.

The third way we sustain the future is by reducing our carbon footprint by being good environmental stewards. Reducing our carbon footprint includes a variety of initiatives. Everything from increasing and marketing our Energy Star assortment; upgrading our vast vending machine business to more efficient models; and implementing new environmental-friendly shopping bags are all areas of focus.

At a tactical level, it means AAFES does everything it can to reduce energy costs. Corporate Energy Program Manager Ann Scott, for example, found a way to save AAFES \$2.1 million a year by questioning some of our existing procedures. This dollar figure is based on an analysis of just 40 of 51 bases where AAFES pays utilities. As information is received from the 11 remaining bases, the savings will only increase. While the annual savings vary from exchange to exchange, the change to the more affordable rate will allow MacDill AFB in Eastern Region to benefit from an annual savings of \$288,000.

Command News

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Core Values Basis of Every Major Decision

By Mike Howard Chief Operating Officer

Every company has rules that guide the organization like a compass guides a ship. These rules are dominant beliefs of a group that describe the desired behavior of the group, and are at the core of what is important. In AAFES, we call these Core Values.

Core Values are not new to AAFES; in fact, they've been around for many years. The Core Values have served to form the basis of every major decision taken by AAFES leadership.

I want to talk about Core Values this month as a reminder to everyone about their importance. While we normally talk in terms of sales, earnings, inventory and productivity, those are by-products of the way we do business. A company with the right, upheld Core Values will be more successful than a company with no guiding principles or values.

Our Core Values were derived from our strengths and our desire to improve on weaknesses.

What are Core Values?

The Core Values of an organization form the foundation on which we perform work and conduct ourselves. We have an entire universe of values, but some of them are so primary and important to us that throughout the changes in society, government, politics and technology, they are still the Core Values by which we will abide.

In an ever-changing world, Core Values are constant. They are not descriptions of the work we do, but they underlie our work, how we interact with each other and which strategies we Core Values were derived from our strengths and provide guiding principles to accomplish our mission.

employ to accomplish our mission. They are the practices we use—or should be using—every day in everything we do.

Core Values are not cultural norms or competencies, and they remain unchanged despite changes in the market or adminstration. They also are not used individually.

However, Core Values are: • Integrity: Associates are

honest with themselves and others, and follow through on commitments.

• **Trust:** Associates have confidence in the integrity, intentions and good character of coworkers.

• Accountability: Associates take responsibility for their actions.

• **Teamwork:** Associates actively contribute as team members in achieving common goals.

• **Empowerment:** Associates are given the training, responsibility, authority and resources needed to act.

• **Compassion:** Associates demonstrate genuine concern for others.

• **Risk Taking:** Associates take vision-focused actions where success is uncertain.

• **Creativity:** Associates create something original, try something new and develop better solutions.

These values are more important to us as an organization and as individuals—than ever before. With turbulent times ahead in the retail world and Military Resale System, these core beliefs will help us stay focused on what we want to accomplish.

Many associates can still produce on demand the walletsized card with the AAFES Core Values listed on the front. These cards are convenient reminders of the values we hold to be impor-



tant. You will begin to see these cards again soon as we're going to distribute them in the near future. Discuss these cards and the values listed on them with your coworkers, supervisors and managers.

We are well on our way to another great year in 2008; however, we cannot lose sight of why we exist and how we will move forward. Our Core Values will provide a road map for the way ahead.

Resolution begins with a choice

By Carl Nelson

The decision to file an Equal Employment Opportunity (EEO) discrimination complaint may be one of the most difficult decisions an associate can make. The moment to discuss your complaint may evoke anxiety and uncertainty. These feelings are natural! However, the opportunity for resolution is around the corner, and it begins with a choice: mediation or traditional counseling.

The goal of these two distinct processes is the same: to address the issues as quickly as possible and reach an agreement acceptable to both sides.

Let's look at the choices:

Mediation is an informal process in which a neutral third party assists the associate and manager in reaching a voluntary, negotiated resolution. Mediation is an opportunity for each party to attempt to understand both sides of the issues and discuss alternative solutions. Once mediation is selected, the session will be scheduled within 90 days. It is generally completed in one day. Mediation is a time-efficient method to reach resolution.

Traditional counseling involves the EEO counselor conducting an informal inquiry, consisting of interviews with the associate, potential witnesses and managers. Afterward, the counselor presents the associate's request for resolution to management. This process is generally completed within 30 days, but may require 60 days.

Throughout the EEO process, the associate and manager share information and work toward a mutually-accepted resolution. The methods are different, but the goal is resolution at the lowest possible level of the organization. In the end, the choice is yours!

For more information, visit the AAFES home page on the intranet and click on the EEO link.

Mission

April 2008

Crime & Punishment

By Capt. Nicholas Compton Assistant General Counsel

While working with the prosecutors who handle our employee theft

cases, we



Capt. Nicholas Compton

always insist that restitution be part of any sentence imposed on the former associate. Whatever the thief stole from us, we want it back.

Losing money through shoplifting and employee theft cases results in higher costs and fewer benefits. Recovering our money through court-ordered restitution lessens that pain. But, we are not only interested in recovering what we've lost, we also want to deter others from committing the same criminal misconduct.

Sometimes restitution and probation are not enough. Sometimes, people only get the message when they are deprived of what they cherish the most—their liberty.

These two cases illustrate how seriously we take these theft cases:

Last April, after receiving reports of possible theft activity, LP Assistant Monique Brown and ALPM Franklin Moss conducted surveillance at the Columbus AFB Shoppette. They observed a shift manager stealing boxes of liquor and loading them into her car. Invoice and sales reviews indicated that \$16,628.45 in liquor inventory was missing. LP turned the case over to the CAFB Security Forces and the Lowndes County (OH) Sheriff's Office. The district attorney charged the manager with grand larceny. On Dec. 5, the shift manager pled guilty and was sentenced to 10 years in prison, nine years suspended with one year of house arrest, one year of supervised release, and five years probation. The shift manager also was ordered to pay \$16,000 restitution

and court costs.

On Jan. 28, 2007, ESSA Richard Carr, Jr. detained an individual at the Fort Huachuca PX for shoplifting. The shoplifter stole \$25 worth of merchandise. He decided to skip town, but was readily located when he contacted us to discuss the \$200 civil recovery we were seeking from him. He was soon contacted by the court and ordered to appear.

Capt. Evan Seamone, the Special Assistant U.S. Attorney at Fort Huachuca, charged the shoplifter with theft of government property. The shoplifter pled guilty. Because of the man's criminal history, Capt. Seamone secured a sentence that included three days in jail. The sentence was entered on Dec. 18, meaning that he had to spend the holidays behind bars—all for \$25.

In last month's article, I talked about how employee theft affects the cohesiveness of the AAFES team. Here's a case that illustrates that point. In April 2007,

an employee at Lackland AFB stole an MP3 player belonging to another employee. The theft was caught on the store's DVR system. ALPM Robert Groenleer and his staff investigated the case and turned it over to the local assistant U.S. attorney for prosecution. The employee was found guilty at trial, sentenced to one year of probation, and ordered to make restitution to the other employee. This case illustrates one of the reasons why we aggressively pursue prosecution of these theft cases-to protect the team. You shouldn't have to come to work and wonder who among your coworkers is going to steal from you. Such concern affects the cohesiveness of the team, which in turn affects productivity and the bottom line.

Theft affects all of us in one way or another. By working together, we can continue achieving successes like those listed here, and thereby reduce theft in our organization.

Mentoring Certificate Program...a Sneak Preview

Mentors can provide expertise to help others advance their careers.

Would you like a person in your life who provides special insight and is willing to aid you with your professional development? Are you the person with the knowledge and experience who is willing to guide someone else?

The Diversity Office and Corporate University will introduce an exciting program in the second Quarter of 2008. "Each One, Teach One" is a Mentoring Certificate Program

(MCP) designed to support the strategic objective, "Optimize Human Capital." The overarching goal of the MCP is to create effective mentoring relationships within the workforce. The program will establish certified mentors



to assist associates and help with transitioning new hires into the organization.

The MCP includes three levels of mentoring: Apprentice Mentor, Professional Mentor and Master Mentor. Participation is open to all associates with supervisor approval. Participants must complete mentoring skills training and activities; communicate for a minimum of one hour per month for the agreedupon timeframe between mentor and protégé; and follow all program guidelines.

Many successful corporations have realized great value in corporate mentoring programs to meet such challenges as addressing diversity, preparing leaders, retaining high performers, managing collective knowledge and reducing the cost of learning.

Stay tuned for more details. For questions regarding the program, contact Carlyn Houston, Workforce Diversity Manager, Diversity Office (CD-D), at (214) 312-4738 or write to *houstonc@aafes.com*.

Mission

Desil receives Defense of Freedom Award for heroism

By Steve Smith Assistant Editor

FORT HOOD, Texas—The clock read 5:20 on the blistering hot afternoon, July 27, 2007, deep in the war zone of Iraq. Bety Desil hunched over her computer in Camp Cuervo's PX, busily reconciling sales records for the person who would replace her the very next day.

She couldn't wait to return home to Texas after concluding her deployment. Besides, this day was even more special: it was her 30th birthday.

Suddenly, sirens sent an ominous warning throughout the camp and PX—incoming mortars. Bety jumped from her chair, and began ushering associates and customers to a protective bunker. But a mortar exploded just outside the PX, sending dozens of pieces of shrapnel deep into the flesh of her foot, just below the ankle.

In searing pain, she tumbled to the floor, bleeding profusely and fearing for her life.

Leaving a legacy

On March 14 in Fort Hood's food court, Bety, now fully recovered from her injuries, received the federal government's Defense of Freedom Award—the civilian equivalent of the Purple Heart—for heroism in the line of fire. She is the fourth AAFES associate given the medal in the organization's 113-year history for service in Iraq.

"Thanks for everything you've done as a civilian in a combat zone to support our Soldiers," said Commander Brig. Gen. Keith Thurgood, as he presented the award to Bety, who smiled to her brother Junior and fiveyear-old son Elias watching from the front row. "You are leaving a legacy at AAFES, and you are an AAFES hero."



Bety Desil, right, stands with her family and Commander Brig. Gen. Thurgood after receiving the Defense of Freedom Award.

Afterwards, Bety said she was lucky to be at the awards ceremony, given her injuries and recovery. After the mortar attack, Bety was evacuated to a military hospital in Iraq, where she was treated for her injuries, and then flown back to Fort Bliss and then to Fort Hood.

She returned to work at Taco John's in October 2007. Two months later, she transferred to Einstein Bagels, where she works as a forewoman.

Staying calm

After the ceremonies, she told the *Exchange Post* how the sirens, exploding mortars, fleeing people, and the pain from her injuries frightened her, but never damaged her resolve.

"I was scared, but at the same time, I had to stay calm because I had to get everybody out," said Bety, a native of Haiti who began at Fort Hood in 1999 and deployed to Iraq in January 2007. "I was nervous, but not so nervous that I couldn't do anything.

"I'm not a hero, but I'm glad to be alive and here."

Despite her ordeal, she said she's ready to go back to Iraq

or anywhere else in the world Soldiers and Airmen need her—and would recommend deployment to any associate.

"The Soldiers really need us," Bety said.

"Accidents happen in life, but it wasn't like I wanted to get blown up. But I had a job to do, and that was to be there for the Soldiers. Getting injured or killed is always in the back of your head, but at the same time you volunteer to go over there and you try your best."

Since 1990, nearly 1,800 current associates have deployed overseas at least once. Currently, more than 440 associates are deployed to seven countries, including Iraq and Afghanistan. Sixteen are from Fort Hood: Dyan Ammon, Billie Anderson, Lavanda Boone, Michael Carr, Dino Castro, Richard Donahue, Nani Holt, Perlita Laurel, Henry Medawis, Corina McMilion, Lidia Richards, Edwin Rodriguez, Cynthia Smith, Winford Smith, Les Szerecz and Crystal Webb.

Created by then-U.S. Secretary of Defense Donald Rumsfield 16 days after the 9/11 terrorist attacks, the Defense of Freedom Medal holds the same prerequisites as the military's Purple Heart: recipients must have been killed or wounded from hostile actions.

In 2005, Sarah Latona, who works at the Mountain Home AFB PX in Idaho, became the first associate to win a Defense of Freedom Medal, followed by Brian Sonntag of Altus AFB and Rebecca Pember in 2006.

"It was an honor to have received the award," said Sonntag, who took shrapnel and glass fragments to his neck, thigh, knees and eyes when a bomb blew up his convoy en route from Iraq to Kuwait. "Knowing that I am one of a handful of people to have received this medal is very humbling."

Honor and achievement

A bomb also blew up Latona's Iraq-to-Kuwait convey in 2004, spraying shrapnel across her body and into her right eye. She said she is still undergoing treatment for the eye injury.

"The Defense of Freedom award is special to me," she said. "However, I just wish I'd never been injured, because I would still be in the Middle East trying to help out and do my job."

The medal consists of a golden circle framing a bald eagle that holds a shield exemplifying "the principles of freedom and the defense of those freedoms upon which our nation is founded."

A laurel wreath represents honor and high achievement. The ribbon's red stripes commemorate valor and sacrifice, while the blue stripe represents strength. White stripes symbolize liberty as represented in our national flag. The number of red stripes represents the four 9/11 terrorist attacks, and the blue stripe represents the Pentagon attack.

Customer Advocates



Central Region

I felt compelled to highlight the great performance and professionalism of Allen Maki, senior store associate in the Scott AFB BX appliances and furniture section. Allen was extremely knowledgeable on the appliances we were interested in, and walked us through the entire process—to include delivery and installation. When my wife decided to add a dryer to our order, Allen sacrificed his break time to stay and

walk the change order through the service department. You don't see this kind of dedicated, professional service very often. Allen's performance, in my opinion, deserves recognition.



Eastern Region

I was in the electronics department of the Aberdeen Proving Ground store because I was concerned about the change-over switch to HD coming next year, and whether my television would work. Department Manager LaTonya Steele greeted me with a smile and asked how she may assist. I told her that I'm on a budget and really didn't want to invest in another TV if it wasn't warranted. Her knowledge was superior.

She answered every question I had! I went to several other retailers, but they couldn't answer my questions. Also, I felt rushed when trying to get answers. But not here! LaTonya took her time, explained the switch over process and convinced me that in the long run it would serve me better to purchase a digital TV. She explained the Take It Home Plan to me and showed me a plan option (with no interest) that I can work in my budget! APG is doing an outstanding job with great people like this young lady, who put my mind at ease about my choice. I bought a 42" plasma TV, some cables, and she even showed me how to connect the cables on a display.



Western Region

Tony Lumba, supervisor at the Buckley AFB car care center, provided some of the best customer service I have received from AAFES in my 18-year military career. I was stranded in Denver with a flat tire. When I brought my situation to Tony, he immediately began to find solutions to get me home safely. He checked his stock to see if he had my size. When he came back, he told me he didn't find one, but wanted to

call the local vendor because they have certain cut off delivery times during the day. The vendor said he could get one to Tony by 4:30, and Tony told me he could have it ready by 6 p.m. To my surprise, Tony looked in another area to see if he had my size. He found a "one of a kind" that worked perfectly, and asked me to pull my car in the shop because he would put it on by noon. I told him my car was on the side of the road. Tony asked his servicemen if they could "mount" the tire right away while I waited. One serviceman said, "Sure Tony, anything for you..." This might sound like a simple tire mount, but I was on the side of the road 70 miles from home and in freezing temps, and I'm thankful Tony was there to help.





Pacific Region

The service provided to me today by Yokota BX Senior Store Associate Britani Richer was outstanding. I came to purchase three specific items only. I wasn't shopping, so I asked Britani for her help to locate the items. She led me to the exact location of each item, and was friendly while doing so. She is an asset to the retail world!

Europe Region

I'd like to tell you about Kuwait and Southern Iraq General Manager Robert Koch's unselfish act of kindness. He took a personal interest in someone he had just met on the phone to fill an uncommon—for the area—Valentine's Day request. I am a Navy Master Chief Petty Officer stationed in Europe. My wife is a Senior Chief Petty Officer also stationed here. A year ago, we transferred to Europe on what was supposed

to be-in our minds-our "honeymoon" tour, but given the nature of our business, it was interrupted by a seven-month deployment to Kuwait. This year, I was determined to do something special for my wife on Valentine's Day. The act of giving flowers was the mission, and although a simple task in the United States, it becomes far more difficult to do in a forward area. I began by searching the Internet for businesses that 1) spoke English and 2) could deliver flowers. I finally came to the conclusion AAFES was going to be my only hope. I assumed they didn't sell flowers, but I hoped they had a contact in town. I searched online and found a Web page with a "letter to our customer" signed by Mr. Koch that included a phone number. I called him, and he immediately agreed to help. He said he would "figure out a way to make it happen." Mr. Koch went into town to get the flowers, developed a ploy to deliver them by surprise and had one of his staff on hand take pictures of the whole event. My wife was completely caught off guard and couldn't believe it was even possible to give flowers to someone in Kuwait. To be totally honest, it wouldn't have been possible without Mr. Koch taking a personal interest in someone he didn't know and doing something that didn't benefit him at all. This is a rare commodity in our society and I wanted to say "thank you."



Exchange Credit Call Center

Monique Granger, customer service assistant in Online Chat, is wonderful! She provided me with great customer service and communications. I was impressed. She was professional, informative and pleasant. She was very helpful and answered my numerous questions to my great satisfaction. She is an asset to your company. Thanks so much!

Team Profile

How many years do you have with AAFES? I have been with my AAFES "family" for 32 years. I started in 1976 as an Intermittent Sales Associate (fitting room attendant) to make a few dollars while attending college. I've spent 10 years as a Main Store Manager and three years as GM (dual cap). I was promoted from Operations Manager at Fort Sill, Okla., to my very own first store at Reese AFB, Texas.

What are the unique ways you meet customer needs, grow profitable sales and prepare for the future? Custom-

ers expect—and it is our job as a service provider to deliver sincere geniality, efficiency and value when they choose to spend their valuable time and money at any AAFES BX or PX. All associates are tasked to treat every customer as if it is his or her first time visiting our PX and to treat every patron as they themselves would expect to be treated.

We select basic items with high-gross margins and order more than suggested quantities to show customers we have an essential product at a great value and sufficient quantities. We plan ahead by keeping abreast of local and global current events, and applying this information at facility level. We also network with installation officials, take field trips to local competitors and always make plans using the "what if" scenario.

How have your best practices affected your sales? To

provide the standard of service our customers expect from their PX, we ensure every item is priced with a price ticket, shelf label or sign. Not being able to immediately find a price is a definite customer irritant. This practice is enforced by randomly walking the sales floor and spot-checking merchandise. We also routinely work merchandise from the stockroom to the sales floor by going through stacks of boxes, reading labels and loading the merchandise onto a flat bed or pallet, and ushering it directly to the sales floor. Finally, empty spots on shelves are flagged regularly by reorder associates, who verify that physical inventory counts on the sales floor match ASAP system counts. We want merchandise replenished on a timely basis with sufficient quantity to support demand until another order is generated and shipped.

Name three major challenges unique to your store. One challenge is the store's shortage of selling-floor space to meet our customers' needs. We combat this challenge by incorporating only high-demand, high-gross and basic-necessity items, and maximizing selling-floor space by utilizing every available inch to display products.

Our second challenge is supporting other facilities with fewer resources to alleviate inventory issues. Cross-balancing is a major challenge for any facility with limited space, but we've found success in alleviating incoming inventory from other stores by featuring it on end caps and pallets, and advertising it through regular PA announcements, radio ads and local flyers.

Our final challenge is changing dynamics of the installation, increased SBR models, PCPO levels and SDR facings to accommodate the ever-increasing troop strength for our area and changing dynamics.



Meet Deborah Peterson Fort Bliss Store Manager

I keep associates motivated by empowering them and soliciting their input on ideas to improve the overall store operation. A little "thank you" goes a long way. I always take a minute to address not only our customers, but our staff with more than just business guidance and direction. In our pep talk meetings, I discuss what's going good vs. what needs to be improved. I try to provide a competitive atmosphere with: KIN (Keep It New), dept ring, stocker of the month, associate of the month and catch a mislabel contests. Finally, I try to provide incentives to keep associates happy and motivated, like Jean Day on Fridays, if sales goals are met.

There's not much I can't ask of an associate that I haven't done myself. I've stocked shelves, cashiered, stripped floors, worked POGs and unloaded trucks. I try to always be up front with associates so there is never a doubt about what is expected or acceptable. I strive to adapt to change and be ahead of the game. In the end, it's all about having what customers want, when they want it. If they are going to invest the time and money to come on post, I want to be sure we do our best to take care of their needs.

AAFES 7

Mission

April 2008

2007 Driver of Year Four million miles and still going strong

By Barbara Kirsch

Higinio Ortiz must be living right! For the second time in a year, AAFES Commander Brig. Gen. Keith Thurgood handed this AAFES driver the keys to a shiny, new custom-built Freightliner tractor and Hyundai trailer, valued at more than \$103,000.

"I am amazed," said Ortiz, as he gazed at the rig that included his name on the door and the AAFES "We Go Where You Go!" logo running down the sides of the bright blue trailer. "I never dreamed something this nice would be mine."

Ortiz was presented the truck in honor of being named AAFES' 2007 Driver of the Year. In a ceremony at the Waco Distribution Center on Feb. 15, Ortiz joined an elite group of drivers who represent the very best of the trucking industry.

> And, he's definitely one of the best!

Last year, Ortiz received a new tractor/trailer when he became the first AAFES driver—and one of 80 drivers nationwide to receive the prestige honor—to log more than four million accident-free miles.

According to Rose Marie Brady, chief of Fleet Operations, motor vehicle operators are key components of the AAFES supply chain. Happy drivers are good drivers, and AAFES seems to please as the average length of service for a driver is 18 years, and they drive more than 75,000 miles each year, she said.

Best in industry

"Nothing in the world happens until a truck moves," said General Thurgood, a logistician at heart. "Our drivers are very important to us. They make deliveries to stores across the globe and they do it in a very efficient, and most importantly, safe manner. In fact, AAFES drivers are nine times safer than the industry average."

To date, 43 AAFES drivers, out of 420, have reached the milestone of having driven one million

Higinio Ortiz holds the keys to a new Freightliner tractor-trailer he received during a ceremony at the Waco Distribution Center. The 69-year-old El Paso native also was Driver of the Year in 1994. safe miles; 17 AAFES drivers have doubled that feat and driven two million safe miles. Only four AAFES drivers have obtained the three-million mile safe milestone, more than most of us will drive in our lives. The seat in the most exclusive echelon of the club four million safe miles—is occupied solely by Ortiz.

Deserved recognition

During the ceremony, General Thurgood and Logistics Senior Vice President Dale Bryan unveiled the AAFES Million Mile Driver Recognition Board to honor these 43 outstanding AAFES drivers around the country.

Distinguished visitors, 2007 DOTY runners-up, vendors, co-workers, family and friends watched while Ortiz received watches, a world clock, a coffee mug and bag from vendor partners. He also received a bomber jacket with a Driver of Year logo on it from Charles Jackson, last year's driver of the year.

Bryan presented Ortiz with an American flag that was flown in Iraq, a Texas flag flown at the state capital in Austin, and a certificate from Texas Governor Rick Perry. And, if that wasn't enough, Waco Mayor Virginia DuPuy proclaimed Feb. 15, 2008, as Higinio Ortiz Day.

DOY program

The Driver of the Year Program recognizes the professional expertise of motor vehicle operators. Each year, AAFES LG selects a "Driver of the Year." Factors for eligibility include: no preventable accidents; no disciplinary actions; evaluations; miles driven; AAFES awards;



Higinio hugs his daughter, Patricia Cordova, who has been a great support to her father over the years.

special recognition awards; letters of appreciation/commendation; and the National Safety Council Safe Driver Award.

The competition was extremely tough this year with 1st runnerup, Robert Whitehead, Atlanta Terminal; 2nd runner-up, Roger Brown, Dan Daniel Terminal; and 3rd runner-up, Timothy Stewart, West Coast Terminal.

"All of them made substantial contributions to the AAFES mission," Brady said.

As AAFES' official ambassador, Ortiz will make appearances at events throughout the United States, traveling in excess of 100,000 miles in 2008. He will be available to attend grand openings, customer appreciation events and any other CONUS events.

To schedule Higinio for an upcoming event at your exchange, contact Curtis Rowe at (254) 666-8317.

Mission

Retired Airman says 'Thanks, troops' with free lunches

By Steve Smith Assistant Editor

To many people, saying "Thanks!" to special people who do special things means buying them lunch. John Polonic is no exception, and to the Airmen at Ellsworth Air Force Base in South Dakota, he truly is a whopper of a king.

A former master sergeant who retired from the Air Force in 1970, Polonic, 76, stopped by the AAFES Food Court at the base recently and plopped \$750 down on the Burger King counter, enough to buy lunches for more than 105 Airmen. And it wasn't the first time he's bought lunches for members of the Armed Services, and Polonic vowed it won't be the last.

"I tell the troops that I appreciate what they do for our country," said Polonic, a Rapid City resident. "I call them the treasures of our country. I tell them, "Without you, the United



ELLSWORTH AFB – Retired Airman John Polonic says "thanks" to the troops by regularly buying them lunches.

States would be a hole in the world.' They're putting their lives on the line.

"I don't care what their rank is. The other day, a full colonel said, 'You're not going buying me lunch,' and I replied, 'Oh yes I am, because I want to thank you for your work.""

Polonic's generosity stems



In the continual search for intriguing products, AAFES managers visited recently with domestic diva Martha Stewart, whose decorative home products, baking and cooking, furniture, rugs, and crafts lines would make nice selections for customers. Attending a taping of her TV show were, left to right: Ed Bouley, Mat Dromey, Maggie Burgess, Cindy Whitman Lacy of the Marine Corps Exchange, Ms. Stewart, Mike Howard, Dale Bryan and Anita Roberson of the Marine Corps Exchange.

from his wartime experiences when he was stationed at Ellsworth. He served in Korea and Vietnam, only to find cold reality hitting when he returned home: "Nobody said, 'Thank you, John.'"

To show his thanks to today's troops, Polonic digs into his stock dividends from years of prudent investing to buy the lunches. He also buys meals for local National Guard members.

"They're about to send a bunch of the National Guard to Iraq next year, so I called the major and told him to bring them to the Pizza Hut and I would buy them lunch," Polonic said. "I don't care how many he brings—50, 250, 350—I'll buy all of them lunch.

"When I go to places in town,

In distribution centers Assured receiving, ...or is it?

Managers are aware of the threat of theft within their facility. After all, losses from shoplifting and employee theft account for the biggest portion of overall inventory variances.

The reality is the inventory for the store begins long before the truck pulls up to the back door. Verifying the integrity of seals on the trucks or containers is the only way the receiving facility can rest assured that nothing has been stolen from the shipment.

Being aware of threats

Store managers must be aware of the threat to their accountability and appoint only key supervisors or managers to conduct seal verification.

Accountability occurs when merchandise is moved from the

"I call them the treasures of our country."

whenever I see members of the Armed Services walk in, I buy their meals."

Bomb Wing Commander Col. Scott Vander Hamm and other officers recently presented Polonic with commemorative coins to honor his work.

Andrew Louder, general manager at Ellsworth's PX, remembered the day well.

"Emotions were running high," he said. "Some of the Airmen were quite choked up. He touched the hearts and made the day of many, many people."

books at the distribution center to books at the receiving facility. Every trailer or container loaded at the distribution center is secured with an AAFES seal and inspected before departure to verify seal numbers are correct and on the manifest.

Inspecting and matching

To ensure integrity, all receiving facilities, whether on a single or multi-stop trailer/ container, must inspect the seal for tampering and match the seal number to the bill of lading (BOL).

If a trailer or container is a multi-stop delivery, then the receiving facility must attach a new seal to the truck and record the seal number on the next facility's BOL. The associate recording the seal number must sign the BOL.

Stores must report all seal discrepancies immediately to the general manager, loss prevention and the DC supporting customer service office.

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Safety News

April 2008

Loss Prevention and Safety Monthly Focus

By Jerry Danish, Vice President of Loss Prevention

What is Overexertion?

During this past fiscal year, overexertion caused more injuries at our AAFES distribution centers than anything else. We're all familiar with the term "overexertion." but what exactly is it and how do we get it?

Overexertion generally falls into two categories: sprains and strains. They occur when the load exceeds the limits of your body's joints, such as the knees, while you are:

- Lifting;
- Carrying;
- Pushing and pulling;
- Bending at the waist;
- Twisting;

• Keeping poor posture over the long term while sitting or standing;

• Sitting while absorbing vibration through the body, such as when driving a truck or forklift.

In addition to awkward. posture, you may get overexerted by hurrying to perform a task. Being in poor physical condition or overweight, along with the physical factors of aging, such as loss of body flexibility, also contribute to overexertion.

You can reduce overexertion injuries by lifting and carrying properly, and reducing the amount and distance of reaching. Try these tips when you are lifting something:

• Assess the weight of the load.

- Bend at the knees.
- Keep your back straight.
- Avoid twisting.

• Get help if the load is heavy or awkward.

Here are some other tips to avoid overexertion:

• Keep an item you're carrying as close to your body as possible.

• Carry lighter loads in more than one trip rather than carting everything at once.

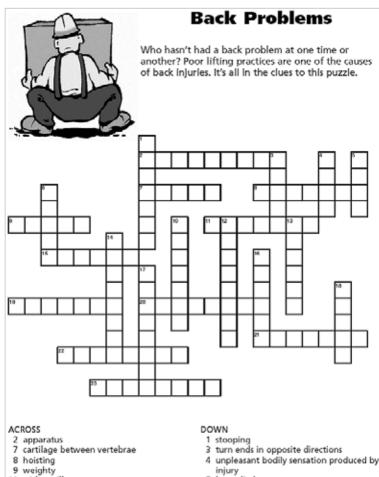
• Use mechanical equipment when available, and let it handle as much of the load as possible.

• Reduce reaching by removing obstacles, sliding items closer to you, and keeping gravity feed racks working properly.

• Push rather than pull carts. Let your legs do the pushing, not your back.

Overexertion causes more back injuries than any other body part. Visit the safety portal's Back-Injury Prevention section for tips and ideas. Set-up instructions are available for the **Back Injury Prevention Obstacle** Course, which covers seven common lifting techniques.

Don't become a statistic, because you are AAFES' greatest asset. Think Big, Act Small, Bee Safe. Our Commander's goal is to reduce recordable accidents and IFR by 50 percent.



- 11 without illness
- 15 healthcare professional 19 master or restrain
- 20 hauling
- 21 secure more
- 22 attentive to safety
- 23 inattentive

- 5 lower limbs
 - 6 remain upright
 - 10 brace or prop-up 12 physical activity
 - 13 measurement from base to top
 - 14 vehicle for lifting and carrying loads
 - 16 heaviness
 - 17 spine 18 leg joints

A new tool to track leave

Want to plan your next vacation or ensure you don't forfeit leave this year? We have added a new feature to the Employment Self-Service (ESS) so you can view your current leave balance, including accrued and used leave hours, as well as the number of leave hours you must take before the cutoff to stay within the 240/360 leave maximums.

Associates no longer need a calendar and calculator to figure how much leave they must use by the current year's cutoff. Simply click on Employment under ESS and find all the information you need.

Associates who have until the end of 2010 to get their leave balances to 240/360 now have a powerful tool to track how they're doing to meet new leave rules.

We hope the new leave balance feature will help you better plan for your well-earned vacation!

another? Poor lifting practices are one of the causes

Three key 401(k) tips: Diversify, diversify, diversify

Avoiding risk is always difficult, especially in investments, and diversification works to help you reduce that risk. Most investors are aware that you must take greater risks to achieve higher returns. However, no one wants to take more risk than necessary. Diversification helps reduce business, financial and volatility risk in a portfolio.

Diversification means dividing up your investment among a variety of assets. Diversification helps reduce risk because values

of different investments rise and fall independently of each other. By owning investments whose values move independent of each other more often than not will cancel out each other's fluctuations thereby reducing risk.

There are different ways to diversify your portfolio. You can diversify across one type of asset class—such as stocks—by buying shares in several unrelated industries or companies. You can diversify your portfolio by buying different kinds of investments, such as stocks, bonds and real estate.

Diversification in stocks, bonds and real estate provides a cushion against market tremors as well. This is because each asset reacts differently to economic events. You can see this clearly in the lesson of Hurricane Katrina. Real estate was physically wiped out, but gas and oil prices rose. Municipal bonds in the affected states became worrisome. The insurance industry has hefty claims to pay. Only the future will tell the ripple affect on the rest of the economy because lumber and other building materials are needed to rebuild the area.

Selecting investments from different classes helps minimize risk and maximize returns. Investors are rewarded for taking risks with potentially higher returns. Asset allocation is a financial planning technique that uses diversification to build efficient portfolios that avoid taking too much risk.

On the down side, diversification can reduce the return of your portfolio. By selecting several assets, the overall return on your portfolio will be the weighted average of the returns of those assets.

For example, let's look at a portfolio made

up 50/50 of a single stock and a single bond. In one year, the stock has a total return of 30 percent, the bond 6 percent. The portfolio return will be only 18 percent (36 divided by 2). However, if the entire portfolio were invested in the stock, the return would have been 30 percent. The bond portfolio would only have been 6 percent. The trade-off is reduced risk. Had the economy favored bonds, the stock portfolio might have taken a nosedive and 6 percent might look really good.

> This is why asset allocation is so popular with financial planners; it helps manage risk.

Diversification also eliminates some risk for which investors are not rewarded. Investors are rewarded for taking market risk. Because diversification

averages the returns of the assets within the portfolio, it attenuates the potential highs (and lows). Diversification among companies, industries, and asset classes affords the investor the greatest protection against business risk, financial risk and volatility.

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AAFES 401(k) Retirement Savings Plan offers 21 investment options to help you diversify your portfolio. For information on investment options, visit www.401k.com.



Four facts to consider before borrowing from your 401(k)

You may be able to borrow from your 401(k) retirement savings account, but is it a good idea? Consider the facts before you request a loan from your account:

The money you borrow can't grow for retirement. When you take money out of your account, even for a limited time, it simply isn't there to collect potential interest or dividends, or to benefit from a rising market. Compounded growth potential—or the ability to build potential earnings on top of previous earnings—is the key advantage of your retirement savings plan. By leaving your account untouched, you improve your opportunities for this type of growth.

If your employment ends, the loan will default if not paid back immediately. If you end your employment and don't pay back what you owe within 90 days, the outstanding amount will default and is considered a distribution. You'll owe ordinary income taxes on the amount you haven't paid back and possibly a 10-percent early withdrawal penalty if you're younger than 59 ½.

3 You'll pay back your loan with aftertax dollars. When you take a loan from your retirement savings plan account, you borrow money that you had put away on a pretax basis. You will pay it back with aftertax dollars; in other words, you pay taxes on the portion of your paycheck that goes to repay the loan.

A Restrictions and expenses may apply. You are limited to one loan at a time, and the loan amount cannot exceed 50 percent of your account balance. Additionally, you will be assessed fees to initiate and maintain the loan.

Remember your AAFES 401(k) Retirement Savings Account is there to help you establish financial security for your retirement years.

Diversification helps reduce business, financial and volatility risk in a portfolio.

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Central Region

April 2008



Getting certified

HQ AAFES - HR Managers Thomas Tangorre of Hawaii, top, and Matt Wheeler of Fort Hood recently completed certification from the Society for Human Resource Management as "Professionals" in their field. HR Manager Amanda Burke of Eglin AFB in Florida completed certification as a "Senior Professional."



AAFES' Human Resources Operation Support division strives to promote and support continuing education among all HR managers. Each year, the division gives managers opportunities to seek certification from their professional organization to enhance their skills and gain new knowledge about their profession. (*Cedric Brown, reporter*)



MAXWELL AFB - Mary Washington, center, and Gwen Smith, left, serve up extremely tasty "soul food" during a Black History Month celebration. (*Pam Heaton*, *reporter*)



FORT SILL - Bobbie Payne greets a special visitor who is keeping alive memory of the historic Buffalo Soldiers. He and his team, shoppers and associates celebrated Black History Month.



TINKER AFB - John Taylor, author of *Grunt Air*, a novel about Army pilots helping POWs in Laos, signs copies of his book for fans. (*Deborah Jenkins, reporter*)



REDSTONE ARSENAL - Christopher Farner receives a U.S. Savings Bond from General Manager Carl Carpenter for winning "You Made the Grade," AAFES' academic program.



FORT KNOX - Young mimes from a local church present a stirring rendition of "God Bless America" during Black History Month. (Jeanne Young, reporter)



KEESLER AFB - Monica Harris receives the Nikon camera kit she won recently from Bill Buell and industry rep Noreen Baker. (*Juanita Holliday, reporter*)



ALTUS AFB - Russell Mosal and Christine Stallwood enjoy the Black History Month display they created with Stallworth's items bought on *www.aafes.com*.

Zooming away!



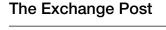
SELFRIDGEANGB - Associates enjoyed gift cards from managers and later a banquet as thanks for their hard work during the busy holidays. (*Gina Meeks, reporter*)



FORT LEONARD WOOD - Soldiers enjoy the NASCAR driving sensation during the Dickies 2008 Mobile Tour, sponsored by the major clothing maker best known for its jeans. (*Lisa Yoder, reporter*)

Central Region

AAFES 13





FORT HOOD - Sriratana Sutasirisap, second from right with family, accepts a savings bond from Danny Schmidt in AAFES' "You Made the Grade."



COLUMBUS AFB - Jayden Criddle doesn't like his first haircut, as his proud Army papa, Stephen, watches. (*Kelli Hardin*, *reporter*)



FORT HOOD - Jay Cutler, Mr. Olympia 2007, horses around with Soldiers during his recent visit for MuscleTech products. (*Lawrence Simmons, reporter*)



WACO DC - Foreman Erick Smith's other job is playing linebacker on semi-pro football's Waco Thunder. *(Robert Vasquez, reporter)*

Impromptu rockers



TWIN CITIES AFB - Airmen have a blast singing and playing the Rock Band video game, which associates set up in the exchange so customers could become "stars." (*Laura Williams, reporter*)

Welcoming Home Heroes



FORT LEAVENWORTH - Associates join dozens of friends and family members to welcome home more than 100 members of the installation's Military Police Internment and Resettlement Battalion after a year in Iraq. (*Trini Saucedo, reporter*)



FORT RILEY - Dan Davis and Dan Simonson have sold more than 50 Keep It New warranties in their first months in the Power-Zone. (*Dan Barriga, reporter*)



FORT POLK - Health/Safety Council members enjoy their award for reducing accidents and providing a safe working environments for all of their coworkers. *(Kathy Turpin, reporter)*



FORT KNOX - Soldiers enjoy the Valentine's Wheel of Fortune, which they could spin to win some of the 387 prizes from vendor partners. (*Kathy Allard, reporter*)



SHEPPARD AFB - Jimi Sheppard, Edith Guillory and their teams cater the Super Bowl party for shoppers with Anthony's Pizza and Popeye's treats. (Dwight Marcus, reporter)

35 Years of Service

Hilda Bagwell, Peterson AFB Josette McQuinn, Fort Belvoir Angela Zorn, Fort Bliss

30 Years of Service

Pat Borcherding, Langley AFB Lisa Christy, Fort Bliss Darlene Denniston, Elmendorf AFB Sandra Juul, Mountain Home AFB Armando Mills, Fort Lee Socorro Montague, Fort Bliss Mildred Peterson, Elmendorf AFB Robin Price, HQ AAFES Carrie Riley, Fort Belvoir Maza Wilson, Fort Lee

25 Years of Service

Jeffrey Coons, HQ AAFES Angelita Garcia, HQ AAFES Dorothy Greene, Fort Lee Leonita Jackson, Fort Carson Denise Jones, Fort Lee Jon Marquette, HQ AAFES Heim Thi Matthews, Selfridge ANGB

Keith McCray, Fort Lee John Orr. Elmendorf AFB Jonna Page, Mountain Home AFB Billie Scurlock, Fort Lee Dawn Skinner, Fort Campbell Dorothy Stevenson, Fort Lee Felipe Quimiro, Fort Bliss Mary Jane Warren, Fort Campbell Vickie Wiley, Langley AFB Kathy Winings, Mountain Home AFB

Lula Woodley, Fort Bliss

Superior Accomplishment

Janice Asuncion, HQ AAFES Douglas Balsley, HQ AAFES Sandra Bedison, HQ AAFES **Deborah Bennett**, HQ AAFES Sherry Blanchette, HQ AAFES John Burk, HQ AAFES Dennis Boswell, HQ AAFES Jaye Briggs, HQ AAFES Dale Casper, HQ AAFES Sharon Chapman, HQ AAFES Patricia Chavarria, HO AAFES Cynthia Collier, HQ AAFES Judy Cowan, HQ AAFES John Coward, HQ AAFES Kevin Doody, HQ AAFES Thomas Drake, HQ AAFES Patricia Durham, HQ AAFES Tamara Eaker, HO AAFES William Fair, Hickam AFB Mike Ferguson, HQ AAFES Willa Gardner, Schofield Barracks Richard Glaske, HO AAFES Steve Gordon. HO AAFES Helene Handeland, Fort Carson Keith Howell, HQ AAFES Patrick Hunt, HO AAFES Mikel Hunter, Fort Lee

Michelle Jones, HQ AAFES Nancy Kessler, Peterson AFB Elizabeth King, HQ AAFES Kristina Kovas, Hickam AFB Brian Lawrence, HQ AAFES Aileen Levister, HQ AAFES Ezra Lewis, HQ AAFES Sandra Lute, HQ AAFES Janet Mehaffie, HQ AAFES Cindy Milam, HQ AAFES Jonathan Miller, HQ AAFES Thomas Miller, HQ AAFES Lisa Mitschke, HQ AAFES Glenn Mori. HO AAFES Patricia Murauskas, Fort Campbell Michael Nelson, HQ AAFES Susan Nonamaker, Schofield Barracks

James Osborne, HQ AAFES Mae Padgett, Fort Campbell Dale Pafk, Hickam AFB Tony Pares, HQ AAFES Gabriel Pierce, HQ AAFES Jennifer Rodriguez, Langley AFB Rodney Sibila, HO AAFES Grant Smith, HQ AAFES Donald Stewart, HQ AAFES Sandra Stratman, HQ AAFES Paul Sutton, HQ AAFES Elaine Takahashi, Hickam AFB David Thompson, HQ AAFES Dalila Torres. HO AAFES Yuko Tsunoda, Yokota AB Rosemarie Valmoja, Hickam AFB Mary Waldsmith, HQ AAFES Dee Dee Webb, HQ AAFES Evelyn West, Fort Carson Gene Wykle, HQ AAFES

Excellence

Karla Adams, Fort Bliss **Glen Adkins**, HQ AAFES Goro Akima Yokota AB Mistie Albiez. HO AAFES Elizabeth Alcordo, Schofield Barracks Jerry Alerta, Hickam AFB Raul Alfaro, Lackland AFB Rosalinda Andrews, Hickam AFB Carlos Arevalo Jr., Fort Bliss Jane Army, Elmendorf AFB Ojetter Ashe, Lackland AFB Nena Aquino, Hickam AFB Sidney Ball, Schofield Barracks Michelle Bennett, Fort Bliss Violeta Bernard, Schofield Barracks Kim Bevering, HQ AAFES Dottie Black. Fort Lee Pat Borcherding, Langley AFB Lorraine Boofter, Fort Bliss Kim Bowling, HQ AAFES Gail Bowman, Fort Belvoir Maria Bretado, Fort Bliss Jean Brown, USAF Academy Michael Brown, Fort Campbell Sang Bruce, USAF Academy Clifford Buza Jr., Fort Bliss Jessie Bryant, Langley AFB

Spotlight

Ana Cardenas, HQ AAFES Percival Castro, Hickam AFB Lorna Cerny, Schofield Barracks Eileen Charles, Fort Carson Irma Chase, Fort Carson Gertrude Clark, Fort Belvoir Linda Clark, Fort Carson Gudrun Clay, Fort Campbell Tamara Cochran, Mountain Home ΔFR Wendy Coker-Stowe, HQ AAFES Lori Colbert, Fort Belvoir Elvia Cole. Fort Lee Laura Colinet, Selfridge ANGB Gwendolyn Collier, Fort Belvoir Kim Connor-Edwards, Fort Belvoir Ellen Crispe, Hickam AFB Diane Cunningham, Elmendorf AFB Liza Dahl. HO AAFES Evangeline Demanuel, Fort Bliss Shana Diamond-Hoshino. Schofield Barracks Daisy Dionisio, Hickam AFB Brenda Doerr, Mountain Home AFB Catherine Doughty, Lackland AFB Beverly Dukes, Hickam AFB Marina Dulay, Hickam AFB Lou Dumaop, Elmendorf AFB Lisa Dungca, Schofield Barracks Dora Duran. Fort Bliss Sandra Earle, Fort Bliss Theresia Ellington, Fort Campbell Jessica Ellis, Lackland AFB Tammy Emmons, Fort Carson John Engelhart, HQ AAFES Melissa Estrada, Elmendorf AFB Jamie Evans, HQ AAFES Joseph Flores, Fort Carson Samantha Foster, HQ AAFES Son Hui Garcia, Fort Bliss Uriel Garcia Sr., Fort Bliss Paul Gibson, Peterson AFB Pete Gilbreath, USAF Academy Lea Gollero, Hickam AFB Paul Gonzalez. HO AAFES Sunshine Gray-Turner, Fort Carson Edward Griffith, HQ AAFES Svlvia Griffiths, HQ AAFES Jan Grindele, HQ AAFES Vivian Guerra, Fort Bliss Mvrna Guerrero, Fort Bliss Tammy Hand, HQ AAFES Katsuya Hara, Yokota AB Dawn Hart Fort Lee Susan Hatzis, Elmendorf AFB Linda Hawk, Fort Eustis Phinat Hay, HQ AAFES Pamela Hefner, Elmendorf AFB Naomi Heimbach, Yokota AB

Theresa Henderson, Hickam AFB Richard Henry, HQ AAFES Bonita Hickman. Elmendorf AFB Laura Hillman, Mountain Home AFB Larry Hodges, HQ AAFES Cheryl Hollis, Fort Eustis Vickie Hopson, Fort Belvoir

Sharon Houston, Fort Lee Howard Hughes, HQ AAFES Janet Human, HO AAFES Kamonnai Hunt, Fort Bliss Virginia Hutchinson, HQ AAFES Sharon Ireland, HQ AAFES Shin Iwata, Yokota AB Mike Jacoby, HQ AAFES Renee Jonason, Fort Bliss Sandra Juul, Mountain Home AFB Josephine Keyes, Hickam AFB Arnold Kidder Sr., Hickam AFB Jim King, HQ AAFES Bonnie Kirkley, Langley AFB Justin Kisner, Mountain Home AFB Marcelle Knudsen, Mountain Home AFR Masato Kore, Yokota AB Kimberly Krohne, Elmendorf AFB Taeaofesilafai Laapui, Hickam AFB Carlene Leovao, Hickam AFB Monica Liederbach, Hickam AFB Jeannie Lloyd, HQ AAFES Herlinda Logan, Lackland AFB Anthony Lopez, HQ AAFES Maria Lopez de Victoria, USAF Academy Paula-Ann Lyman, Schofield Barracks Anabelle Macabenta, Schofield Barracks Laarni Macaraeg, Yokota AB Carmen Madrid, Fort Carson Lori Maggard, Schofield Barracks Rebecca Mais, Fort Bliss Victoria Mallari, Fort Campbell Angela Mann, Mountain Home AFB Veronica Mann, Lackland AFB .Jennifer Manuel, Hickam AFB Joann Martin, Fort Bliss Frank Martinez, HQ AAFES Jesus Martinez, Fort Belvoir Myong Martinez, Lackland AFB Cleta McCarthy, Fort Belvoir Mary McKnight, Fort Carson Dan Medrano, Schofield Barracks Martha Mendez, Fort Belvoir Cynthia Mendoza, Fort Bliss Margarita Miles, Hickam AFB Russell Minehart, HQ AAFES James Morgan, Schofield Barracks Jeannie Mosconi, HQ AAFES Miki Namba, Yokota AB Virna Narita, Yokota AB Colleen Nevins, Elmendorf AFB Gilbert Noack, Lackland AFB Fumio Okabe, Yokota AB Jim Ordemann, HQ AAFES Brian Otero, Fort Bliss Daryl Otwell, USAF Academy Tresa Owens, Fort Campbell Anthony Paschall, Fort Bliss Hilda Payne, Elmendorf AFB Janet Payton, Fort Bliss Grace Perez-Martinez. HO AAFES Bradley Peterson, Elmendorf AFB Susan Phillips, Lackland AFB Maria Pietras, Fort Belvoir Louretha Pitts, Fort Belvoir

AARES = 15

Rosa Pope, USAF Academy Renee Porlas, Hickam AFB Danette Price, Hickam AFB Randall Quernado, Hickam AFB Steven Reid, HQ AAFES Romeo Repollo, Schofield Barracks Annabertha Resto, Langley AFB Francene Rhodes, HQ AAFES Rosie Rico, Fort Carson Elaine Richardson, Lackland AFB Petra Richmond, Peterson AFB Vivian Rivas, Fort Bliss April Roach, Fort Bliss Theresa Roberts, Fort Bliss Dorothy Robinson, Fort Lee Tonja Robinson, HQ AAFES Tianna Rodrigues, Fort Bliss Ana Rodriguez, Fort Bliss Bernice Rogers, Fort Campbell Esther Rogers, Fort Bliss Sherrill Runnels, Mountain Home AFB

Mujin Ryosho, Yokota AB Elva Salinas, Lackland AFB Carmen Santos, Fort Bliss Deborah Schramm, Fort Carson James Scrudder IV, HQ AAFES Ivin Serdenia, Hickam AFB Lipena Siaosi, Schofield Barracks Leupu Sinapi, Schofield Barracks Mary Ann Skidmore, Yokota AB Harold Skinner, Lackland AFB Dale Smith, Elmendorf AFB Stephanie Smith, Elmendorf AFB Yolanda Sonoda, Hickam AFB Pat Spencer, Eielson AFB Sadiq Stevens, Yokota AB Vickie Suarez, Peterson AFB Mercedes Suel-Bistow, Langley AFB

Jean Suprise, Mountain Home AFB Scott Swanton, Fort Eustis Jun Tanaka, Yokota AB Robert Tapia, Schofield Barracks Betty Taylor, Fort Belvoir Cologne Taylor, HQ AAFES Judith Taylor, Lackland AFB Candice Tenczar, Fort Belvoir Jura Teodosio, Hickam AFB Sara Tiburcio, Hickam AFB Huy Truong, HQ AAFES Donna Turner, Atlanta DC Sosefo Veatama, Schofield Barracks Esmenia Vertido, Schofield Barracks Margarita Villa, Fort Bliss Marsha Ward, HQ AAFES Audrey Warner, Fort Bliss Sally Webb, Fort Carson Debra White, HQ AAFES Lenora Wilson, Fort Belvoir Scott Wingfield, HQ AAFES Karl Witsberger, Schofield Barracks Ruth Witsberger, Hickam AFB Paul Woeller, Fort Bliss Beatrice Wold, Fort Eustis Lula Woodley, Fort Bliss Debra Yates, Fort Carson Lucy Zick, Mountain Home AFB Steven Ziemann, HQ AAFES

Eastern Region

April 2008

16 AAFES



ATLANTA DC - Mick Basham presents a proclamation from the county to Juanita Silver-Smith after she returned from deployment. (Evelyn Martin, reporter)



PATRICK AFB - Elmo and Grover from "Sesame Street" help kids at the childcare center celebrate birthdays. (*Janet Costen*, *reporter*)



MACDILL AFB - Barbara Silas, Bertha Lott, Ola Bryant and Shirley Weeks wear ethnic dresses to celebrate Black History Month. *(Myrna Smith, reporter)*



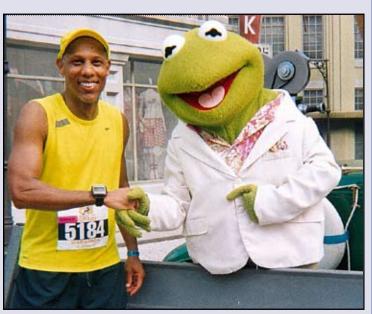
FORT DIX - Fred Cornish, president of the mixed bowling league, beams after bowling his first two perfect games in his life. (*Lisa-Renae Carr, reporter*)

Rollin' on the river . . .



FORT EUSTIS - Virgie Johnson, in white, leads coworkers in a tribute to Tina Turner during their post-holiday gala with Langley AFB. *(Catherine Jones, reporter)*

A ribbiting good time!



MACDILL AFB - Torami Williams, a safety and security assistant at the base, meets Kermit the Frog after finishing the Walt Disney World's Goofy Challenge marathon. "It takes a lot to finish a marathon, but to add 13.1 more miles is just goofy," he said. (*Myrna Smith, reporter*)



FORT BRAGG - Comedian Steve Harvey yucks it up with Associate Rochelle McDougald during his recent visit to the North Post PX. *(Mary Lutz, reporter)*



FORT BENNING - Customers receive the works from Clinique experts, who taught skin care and makeup techniques. (*Gina Woodruff, reporter*)



FORT BENNING - Rosaura Buddle, right, celebrates with her family and Christina Courtney after winning an "American Idol" promotion. *(Gina Woodruff, reporter)*



FORT STEWART - Associates enjoy cake and punch to celebrate Black History Month, which also featured a fashion show. (*Roy Punzalan, reporter*)

OEF/OIF

AAFES = 17



IRAQ - Associates bring to the war zone a taste of home with a new Subway, which opened recently at the U.S. Marine base in Ramadi. (*Patrick Guthrie, reporter*)



ARIFJAN 6 - Staff Sgt. Norman Baldwin Jr., left, is all smiles after winning a Wii video console from Nermin Imsirovic. (*Vanessa Morgan*, *reporter*)



AL ODELD AB - Gregory Marcus, left, receives the "keys" to the Harley-Davidson Fat Boy motorcycle he just won. (Debbie Byerly, reporter)



ARIFJAN 6 - Customers search through local Valentine gifts for special something from Kuwait to loved ones back home. (Vanessa Morgan, reporter)

Staying connected with the world



FOB HAMMER - Soldiers and Airmen stationed in Iraq enjoy new CZee Internet services from AAFES' Resilian Communications. Now, to unwind and relax while off-duty, Soldiers and Airmen in the war zone can enjoy PC gaming, teleconferencing with friends and family back home, Net surfing, and e-mailing. (Sandra Fulce, reporter)

Mobile PX coming to an FOB near you

By SGT. LUIS DELGADILLO 2ND BCT, 3RD INF. DIV.

COB KALSU — Staff Sgt. Wally Lawver's entire PX is inside a 40-foot container he hauls with a truck to the remote southern Iraqi desert.

"This is as easy as it gets when it comes to a noncommissioned officer's job: taking care of Soldiers," said Lawver, a transportation specialist whose work benefits the 1st Battalion, 30th Infantry Regiment, 2nd Brigade Combat Team, 3rd Infantry Division.

Searching for meaning

For Lawver, a native of Beaufort, S.C., his mission began several months ago at Forward Operating Base Kalsu, where he was searching for a meaningful purpose to his life. Opportunity came knocking: being his own boss and looking after Soldiers' needs.

And, his mobile PX for Soldiers out in the boondocks far from their base was born.

Without any help, he first weatherproofed a donated leaky shipping container and then filled it with shelving.

AAFES then fronted him money to stock the shelves.

In his inventory, he carries snacks, highly-coveted tobacco products, medicines for the common cold, personal hygiene items, the latest magazines, and even free books donated by chaplains and other



IRAQ - Staff Sgt. Wally Lawver, second from left, lives up to the slogan "We Go Where You Go" by operating a mobile PX in Iraq. AAFES logistics experts David Lee, Robert DeLeon and Don Lute help Lawver stock his shelves.

> Good Samaritans. Lawver said he'll special order products he doesn't have and get them to the Soldiers in a timely fashion.

'One-man show'

For Lawver, the hours are long: he keeps his PX open 24 hours a day because of the grueling schedules of Soldiers. The trailer also doubles as his living quarters.

In his first few weeks after opening the PX, Lawver said, he wasn't sure if he could keep up with the volume of business. But things eventually settled down, and now Lawver is settled into a comfortable routine of serving Soldiers.

"Wally is a one-man show who goes above and beyond to deliver the basic essentials to the troops in Iraq," said Don Lute, AAFES' marketing communications manager in Dallas.

This article appeared in *The Dog Face Daily*, a publication for members of the U.S. Army. Steve Smith, the *Exchange Post's* assistant editor, provided additional information.

Pacific Region

April 2008

Would you like fries with that?



OKINAWA - Area and general managers from the Pacific Region Headquarters try their hands at making hamburgers at a recent restaurant operation workshop. They got hands-on training, while learning the internal operations of the restaurant business. (*Dan Peterson, reporter*)



OKINAWA DC - Tsuyoshi Uehara, Kazunobu Iha and Akira Mezashi show off awards they won in the first annual "rodeo" with material handling equipment. (Hollie Nagamine, reporter)



CAMP CASEY - Christopher Eason, second from right, accepts the 32-inch TV he won during a Super Bowl party. *(Ken Limtiaco, reporter)*



YONGSAN AB - Author Kang Chol Hwan, left, signs a copy of his book, *The Aquariums of Pyongyang*, during a visit to Seoul American High School. (*Jesus Martinez*, *reporter*)



KADENA AB - Supervisor Aoi Nakamura greets AAFES Commander Brig. Gen. Keith Thurgood during the general's recent Pacific tour. (*Jesus Martinez, reporter*)



KADENA AB - Dancers from a local Christian school help associates and more than 100 customers celebrate the recent Black History Month. (*Levia Davis, reporter*)



ANDERSEN AFB - A lucky Airman poses with Denver Bronco cheerleaders, who visited the Guam BX recently during their Pacific Tour. (*Flor Payton, reporter*)



HICKAM AFB - Ronnie Williams, center, presents \$200 to BK Managers Karl Witsberger and Dale Pafk for a second-place finish in a recent contest.



SCHOFIELD BARRACKS -Hula dancers add Hawaiian flavor to halftime festivities of a Super Bowl event at the PX. (Flor Payton, reporter)

A 'Madden-ing' experience

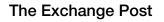


SCHOFIELD BARRACKS - A customer, right, enjoys the Sony Madden NFL '08 on a 72-inch LCD TV as other shoppers wait their turns. The popular game is named after sports commentator and retired football coach John Madden. (Michael Friedman, reporter)

Pacific Region

Go, baby, go!

AAFES. 19





CAMP SCHWAB - Toshimasu Yamashiro and Jacqueline Scott stand behind Miss USA and Miss Teen USA during the pageant winners' recent Okinawa trip.



MISAWA AB - Customer service and furniture store associates celebrate the BX being named tops in a recent holiday catalog sales contest. (*Cynthia Gregg, reporter*)



OKINAWA - New Orleans Saints quarterback Drew Brees signs a football for a fan during a swing through the area's exchanges. (*Jeff Craven, reporter*)



KADENA AB - Models parade the latest African dresses in a fashion show commemorating Black History Month. (*Celeste Melton*, *reporter*)

Partnering with the community



HICKAM AFB - Associate Celia Fontanilla shows the Hickam Girl Scouts the wonder of gems and jewelry. The girls are seeking to earn Jeweler Badges and got first-hand instruction on gemstones, diamonds and semi-precious stones from Celia. (*Steve Hills, reporter*)



ELMENDORF AFB - Kids do what they do best - lick Oreos - to see who can win gift cards and get sugar highs and chocolate smiles. (*Helga Walker, reporter*)



KADENA AB - Manager Rosie Womack, right, presents Mary Jane Mercado with the iPod Nano she won. Mary Jane confessed that she will battle her husband and daughter for its use.



YOKOTA AB - A tike builds up steam in the Yokota Diaper Derby, in which the first baby to crawl to the parents won a \$50 gift card and plenty of hugs and kisses. (*Lorraine Davis, reporter*)



KADENA AB - Artist Jerry Ceglia and his wife, BX Manager Erika Pfauntsch, greet people at a showing of his work at an art gallery on Okinawa.



CAMP FOSTER - Managers gather to celebrate after they completed a two-day seminar on providing leadership, navigating change and delivering results. (Yoko Gonzalez, reporter)

20 AAFES

Western Region

April 2008

This way, baby, this way!



HOLLOMAN AFB - Toddlers get directions from mothers in a recent crawling contest to see which mom would win a gift certificate and other prizes. (*Pat Pennington, reporter*)



NELLIS AFB - Marsha Thole, author of *Divorce and the Military*, prepares for a recent book signing event. Her book centers on divorce issues unique to military couples.



TRAVIS AFB - Dee Smith, customer service supervisor, takes a break from helping shoppers at the main exchange fill out satisfaction surveys. (*Bonnie Lindahl, reporter*)



EDWARDS AFB - Lynn Coopler, wife of an airbase officer, helps kids decorate cupcakes at the main store. They agreed the class was "delicious." (*Dawn Herbstritt, reporter*)



MALMSTROM AFB - GM Steve Collier, right, congratulates a long-time customer for winning a 42-inch TV in a recent contest. (*Wanda Cummings, reporter*)



USAF ACADEMY - Members of the Houston Texans cheerleading squad pose with a lucky shopper during their recent visit to lift sporting spirits. (*Tonita Bechert, reporter*)



NELLIS AFB - The band Left Standing visits the BX to provide free autographed CDs and T-shirts as a way to thank the Airmen. (Anna Stanton, reporter)



EDWARDS AFB - Officers and guests cut the ribbon on a CPO/ SNCO house that associates with the Main Store helped decorate. (*Dawn Herbstritt, reporter*)

Heeeeeere's Jay!



EDWARDS AFB - Customers take a break from shopping by visiting a display that shows which wines go best with certain foods. *(Dawn Herbstritt, reporter)*



FAIRCHILD AFB - A little girl offers "Tonight Show" host Jay Leno a pen so he can autograph her poster. Leno visited the BX recently to thank the Airmen for their service. (*Matthew Beatty, reporter*)

Transitions

Transfers

Martha Acevedo – human resources manager IV, Yokota AB, to human resources manager VI, Fort Lewis

Katrina Breckenridge – restaurant manager (BK), Fort Myers, to 1st a/restaurant manager (BK), Fort Stewart

Rustom Contractor – region facility manager, Korea Area, to region facility manager, HQ AAFES

Lesilda Crisostomo – restaurant manager (BK), Dover AFB, to 1st a/restaurant manager (BK), Fort Meade

Michael Deerhake – general manager, Robins AFB, to general manager, Wiesbaden

Nicholas Devincenzo – logistics operations manager IV, Okinawa DC, to regional fleet specialist, Giessen DC

Stacey Driggers – store manager (BR), Fort Campbell, to store manager (MCSS), Fort McCoy

Rebecca Ferido – store manager (Comb), Hickam AFB, to store manager (BR/ Gas), Schofield Barracks

Carlos Figueroa – area food program specialist, Eastern Region, to area food program specialist, Fort Meade

Ricky Finley – shift manager, Wiesbaden, to sales area manager, EUCOM

Sylvia Harris – sales & merchandise manager, NAS Fort Worth JRB, to operations manager, Okinawa

Hollie Heft – assistant store manager (BR), Garmisch, to store manager (MS), UK Consolidated

Christopher Holifield – store manager (MS), Tinker AFB, to general manager, Robins AFB

Gabriele Holmes – store manager (BR), Fort Lewis, to operations manager, Fort Jackson

Celeste Huley – stockroom manager II, Okinawa, to store manager (BR), Fort Lewis

Rita Inchaurregui-Powell – business analyst II, Pacific Region, to sales & merchandise manager, Misawa AB

Catherine Jones – store manager (MS), Fort Eustis, to store manager (MS), Tinker AFB

Patricia Jones – store manager (MCSS), Puerto Rico, to store manager (BR/ Gas), Fort Eustis

Pete Le Beouf – surveillance supervisor, Lackland AFB, to surveillance manager, HQ AAFES

Charles Lefebvre – store manager (BR), Fort Hood, to store manager (BR/Gas), Fort Campbell

Linda Lowry – store manager (MS), Schweinfurt, to store manager (BR/Gas), Elmendorf AFB

Ka'Haliah McCraney – a/restaurant manager (BK), Barksdale AFB, to 1st a/restaurant manager (BK), Aberdeen Proving Ground

Linda McKissick – end user comp technician, Fort Hood, to help desk support III, HQ AAFES

Melissa Mick – operations manager, Stewart Consolidated, to replenishment & inventory analyst, HQ AAFES **Charlyne Morganfield** – store manager (furniture), Stewart Consolidated, to assistant store manager (BR/Gas), Andrews AFB

Jeanette Preston – services business manager, Beale AFB, to services business manager, Fort Huachuca

Shawn Revilla – logistics operations manager III, Japan DC, to regional fleet specialist, Waco DC

Jack Scott – general manager (dual), Carlisle Barracks, to region retail program specialist, Central Region

Sam Shinault – store manager (BR), Grafenwoehr, to operations manager, Fort Benning

Geraldine Silva – store manager (MCSS), U.S. Military Academy, to sales & merchandise manager, Fort Leavenworth

Cheri Stubbs – 1st a/restaurant manager (BK), Fort Meade, to restaurant manager (BK), Dover AFB

James Tatum – assistant store manager (BR/Gas), Wiesbaden, to store manager (BR), Selfridge ANGB

Jeffrey Taylor – buyer III, Pacific Division, to buyer III, Hawaii Area

Marvia Thompson – store manager (BR/Gas), Yuma Proving Ground, to store manager (BR), Aviano

Virginia Vaughn – general manager (dual), Presidio of Monterey, to business analyst planner, HQ AAFES

Anthony Ventura – store manager (MS), Wiesbaden, to general manager, Incirlik Consolidated

Bobbi Youtcheff – human resource manager VI, Fort Lewis, to Associate Call Center, HQ AAFES

Retirements

Kenneth W. Anderson, Mountain Home AFB, 20 years

Delores P. Ballard, Schofield Barracks, 20 years

Edith E. Blank, Lackland AFB, 21 years Magdalena V. Borromeo, West Coast DC, 20 years

Sarah L. Brown, Atlanta DC, 13 years Elizabeth J. Clairmont, Denver, 15 years

Alta C. Clayton, Andrews AFB, 33 years Christopher C. Corchado, Fort Irwin, 9 years

Paul E. Crofford, Atlanta DC, 18 years Nancy M. Darby, Fort Belvoir, 27 years David B. Dillahunty, Fort Carson, 16 years Rose M. Douglas, HQ AAFES, 32 years Madeline D. Foster, Scott AFB, 18 years Kenneth W. Gandy, NAS Fort Worth JRB, 14 years

Barbara J. Henderson, Atlanta DC, 5 years

Linda D. Honn, NAS Fort Worth JRB, 17 vears

Mildred J. Jones, HQ AAFES, 7 years Carolyn M. King, HQ AAFES, 28 years Joe L. Kissentaner, Waco DC, 19 years Doris A. Leake, Elmendorf AFB, 5 years Billy R. Loggins, Atlanta DC, 6 years Vance M. Peart, Aberdeen PG, 13 years Kay F. Pepper, Fort Lee, 8 years Barry L. Powell, Atlanta DC, 26 years Donna S. Rivers, Atlanta DC, 23 years Joan M. Scheffler, HQ AAFES, 31 years Marvin R. Smith, Eastern Region, 33 years Sato Smith, Beale AFB, 31 years Constance J. Stubblefield, Atlanta DC, 23 years

Kae C. Williams, Fort Hood, 7 years

In Memory

Charles W. Anderson, 54, died Jan. 28 in Suisun City, Calif. At the time of his death, he was working as a Travis AFB custodial worker.

Georgia R. Brooks, 92, died Feb. 5 in Jacksonville, Ala. The former Eglin AFB retail supervisor retired in 1983.

Margaret Capuano, 85, died Feb. 7 in Lockport, N.Y. The former Fort Devens food activity manager retired in 1983.

Edith J. Chang. 88, died Dec. 20, 2007, in Honolulu, Hawaii. The former Hawaii Area supervisory customer service representative retired in 1984.

Robert X. Claus, 87, died Jan. 28 in Montgomery, Ala. The former Southeast Region facilities specialist retired in 1983.

Lorenza Claybron, 78, died Oct. 7, 2007, in Montgomery, Ala. The former Maxwell/Gunter AFB senior store associate retired in 2000.

George J. Colter, 89, died Feb. 4 in Springfield, Va. The former HQ AAFES associate retired in 1974.

Mamie L. Cothron, 80, died Dec. 29, 2007, in Augusta, Ga. The former Fort Gordon food activity foreman retired in 1991.

Anna M. Everage, 83, died Jan. 31 in Locust Grove, Ga. The former Atlanta DC warehouse worker retired in 1991.

Lloyd L. Finnefrock, 94, died Jan. 23 in Colorado Springs, Colo. The former Fort Carson associate retired in 1975.

IIa M. Gamble, 84, died Feb. 1 in Ozark, Ala. The former Fort Rucker associate retired in 1979.

Paul H. Green, 69, died Jan. 23 in Lakeland, Fla. The former Atlanta DC warehouse worker foreman retired in 2000.

Louise Hanson, 84, died Dec. 4, 2007, in Augusta, Ga. The former Fort Gordon associate retired in 1979.

Dorothy Harrison, 82, died Dec. 18, 2007, in Roseburg, Ore. The former Elmendorf AFB associate retired in 1977.

Sarah M. Hill, 66, died Jan. 15 in Petersburg, Va. The former Fort Lee associate retired in 1996.

Jean R. Kapp, 87, died Jan. 21, in New Windsor, Md. The former Fort Meade associate retired in 1976.

S. Thomas Kemper, 75, died Jan. 25 in Arivaca, Ariz. The former Arizona Area associate retired in 1992.

Mary A. Klim, 86, died Jan. 26 in Bayonne, N.J. The former AAFES supervisory sales associate retired in 1984.

Willy C. Licht, 77, died Feb. 23 in

La Point, Utah. The former HQ AAFES audio/ visual operator retired in 1995.

Margaret F. Marrufo, 72, died Jan. 28 in Kyle, Texas. The former Denver supervisory cashier retired in 1997.

Willie E. Masters, 75, died Feb. 2 in Jackson, Ga. The former Atlanta DC auto worker retired in 1995.

James A. Mathieu, 86, died Jan. 28. The former Korea Area assistant area retail manager retired in 1982.

William E. McCormack, 81, died Jan. 12 in San Antonio, Texas. The former HQ AAFES associate retired in 1989.

Mary A. McCowan, 72, died Feb. 15 in Lexington, Ind. The former AAFES associate retired in 1991.

Michael R. Meinecke, 49, died Feb. 15 in Penrose, Colo. At the time of his death, he was working as a Fort Carson motor vehicle operator.

Marie C. Mitchell, 85, died Jan. 22 in Guntersville, Ala. The former Redstone Arsenal cashier/checker retired in 1985.

Billy R. Neal, 77, died Jan. 15 in Fort Worth, Texas. The former safety & security technician retired in 1989.

James T. Okita, 86, died Jan. 19 in Honolulu, Hawaii. The former Hawaii Area service station manager retired in 1984.

Leona Parchman, 95, died Feb. 18 in Brunswick, Ga. The former Fort Campbell associate retired in 1974.

Gerda B. Porter, 65, died Feb. 27 in Fayetteville, N.C. The former Fort Bragg senior store associate retired in 2001.

Allen E. Rawles, 44, died Dec. 31, 2007, in Junction City, Kans. At the time of his death, he was working as a Fort Riley laborer.

Adeline Schwab, 89, died Jan. 19 in New Braunfels, Texas. The former Randolph AFB associate retired in 1972.

Kazuko Scott, 75, died Feb. 7 in Bunker Hill, Ind. The former AAFES food service worker retired in 1981.

Mildred A. Seidenberg, 89, died Jan. 26 in Lompoc, Calif. The former Vandenberg AFB associate retired in 1972.

Margaret I. Stephens, 79, died Feb. 5 in Morrow, Ga. The former Atlanta DC warehouse worker retired in 1999.

Anglia R. Sterling, 41, died Feb. 3 in Montgomery, Ala. At the time of her death, she was working as a Maxwell AFB store assistant.

Corinthia I. Sutherland, 81, died Feb. 22 in Petersburg, Va. The former Fort Lee store associate retired in 2005.

Mary V. Tabor, 88, died Jan. 29 in Fairfield, Calif. The former AAFES associate retired in 1979.

William Toliver, 81, died Oct. 4, 2007, in Collinsville, Texas. The former Hanau Consolidated motor vehicle operator retired in 1995.

Sarah C. Tyler, 83, died Jan. 12 in Brandon, Fla. The former MacDill AFB supervisory customer service representative retired in 1982.

Thelma C. Willis, 80, died Jan. 26 in Alexandria, La. The former Fort Polk personnel assistant retired in 1984.

Ronald M. Yafuso, 68, died Feb. 14 in Las Vegas, Nev. The former AAFES distribution center manager retired in 1993.

Deployment News

Winning the future through technology and sustained growth

Continued from Page 2

When Ann compared utility sales agreements for our Air Force Exchanges around the country, she discovered AAFES was being charged \$2.1 million too much to keep the heat and power on and the water running. She determined the rate discrepancy by comparing costs authorized for AAFES to pay in DODI 1015.15 versus the costs that the Air Force was charging AAFES via these sale agreements.

Wrong rates

Because of a misunderstanding of an old policy letter from Air Force personnel who figure up utility bills, our exchanges were being charged the much higher Department of Defense agency rates rather than the Morale, Welfare and Recreation rates for organizations like AAFES.

After Ann and General Counsel Attorney Danny Cooksey talked with Air Force officials about the discrepancy, they corrected the error, effective Dec. 1, 2007. Since then, installations at Air Force exchanges in the United States are figuring up our utility bills using the lower rates.

Over the past year, Ann's team has rolled out our new Web-based AAFES uTility Tracking System—or WATTS, for short—to chart costs for every building and type of utility. It also compares actual rates with those our energy providers agreed to charge. WATTS also helped pinpoint several exchanges that were paying for sewer services. AAFES is legally not allowed to pay for sewer usage, so eliminating this charge will save even more. Additionally, WATTS has helped identify Army exchanges that were paying utilities for Military Clothing Sales Stores. AAFES and the Army have an agreement that Army Military Clothing Sales Stores will not be charged for utilities. The elimination of sewer charges at all exchanges and utility charges at Army MCSS stores will save AAFES at least \$200,000 annually.

AAFES should only pay what is legally required. It's up to each exchange to make sure they are doing just that. A lot of people view utility bills as being written in a foreign language, but hopefully, with WATTS, we'll be able to make the bills easier to understand.

This year, WATTS will help paint a complete picture of energy usage for every building and by every kind of utility, and then compare one year to the previous year so we can see if we're making progress.

It's a lot easier to know where you are going if you know where you are.

Look around you, is there a way you can help AAFES be successful? It's up to everyone to get involved.

Returning Deployees' Spotlight

Paula Montoya, Compliance Specialist, HQ AAFES

By Patrick Oldenburgh, Jr.

Paula Montoya has been with AAFES for 15 years and is a Compliance Specialist in the Financial Oversight Division. Paula has deployed twice for a total of 18 months. During her most recent deployment, she was based at Salerno, Afghanistan.

Although her family was not excited to see her leave for the war zone, they understood and supported her reason for deploying. She, like her family, understands that deployment is about "supporting the troops." 1st Lt. Liz Hunt sums up her experience with Paula by saying, "She got along great with the Soldiers here and took a genuine interest in their lives."

For Paula, the most rewarding experience in deployment was "having the opportunity to give them just a smile or a hug to add a little cheer or normality to their day." Her deployment has brought her to both sides of the spectrum: having direct contact with our customers and working in the EFA office in Kuwait. Paula professes that her tour in Afghanistan certainly "opened a new door into the retail world."

Paula found the biggest chal-



lenge to be what most deployees experience: being away from family and loved ones. But, she also notes that adjusting to life in a war zone and then having to readjust to her life back home was also difficult, but not impossible.

Paula encourages associates to understand the true sense of the reward for deploying. "You have to be a certain person to deploy," she said. "In addition to be willing to take risks and go above and beyond what is expected, you need a lot of patience and understanding."

RECYCLE PLEASE recycleplease.org

HQ AAFES (Exchange Post)•P.O. Box 660202•Dallas, Texas 75266-0202

RETURN SERVICE REQUESTED

