

During the last week of August, the Exchange Retiree Advisory Council (ERAC) will be meeting. The council consists of representatives from veteran and military service organizations (VSO's and MSO's) and the Exchange leadership. As the TREA representative appointed to the council by the Exchange Director/CEO I would like to take your questions or concerns to Exchange leadership and identify them at that meeting. To assist in that endeavor the following questions have been prepared:

The questions in Part one pertain only to the AAFES/Exchange shopping benefit on an installation and do not apply to the Navy Exchange (NEX), Marine Corps Exchange (MCX), or the Coast Guard Exchange (CGX). However, the set of questions regarding online shopping in Part two will apply to all exchanges.

### **PART 1**

1) Do you currently shop in one of the AAFES/Exchange Stores on the military installation that you utilize? Yes \_\_\_\_ or No \_\_\_\_\_

If no, please identify the store location and the reason for not shopping there.

a) Location: \_\_\_\_\_

b) Reason: \_\_\_\_\_

2) If you do shop at one of the many AAFES/Exchange locations please answer the following:

a) What is your primary reason for shopping there? \_\_\_\_\_

b) Are items you desire carried? \_\_\_\_\_

c) Are there any items that you wish the exchange would carry, but currently does not? \_\_\_\_\_

d) Are there any requests or issues that you have brought to the Exchange Manager

i) Were they resolved to your satisfaction? \_\_\_\_\_

e) How would you rate the quality of merchandise and selection availability?

Quality \_\_\_\_\_ Selection \_\_\_\_\_

f) On a scale of one to ten with one (1) being the lowest and ten (10) the highest how would rate the Exchange that you shop at overall? \_\_\_\_\_

3) Did you utilize the food court? Yes or No \_\_\_\_\_

a) On the same one to ten scale as in 2.f., with one (1) being the lowest and ten (10) the highest - how was the service overall? \_\_\_\_\_

b) Were there enough selections to meet your and/or your family's nutritional needs?

\_\_\_\_\_

4) Any additional comments? \_\_\_\_\_

## **PART 2**

All the military exchanges have an online presence.

1) Do you utilize online shopping via one of the online exchanges? Yes or No \_\_\_\_\_

a) If no – why? \_\_\_\_\_

b) If yes – do you find it compares in value and selection to your other online shopping experiences?  
\_\_\_\_\_

2) Are there any enhancements you would like to see? \_\_\_\_\_

3) Have you experienced any issues with receipt of merchandise ordered or order processing via the online exchange presence? \_\_\_\_\_

4) Are any of your relatives, friends, or acquaintances honorably discharged veterans?

a) Are you aware that beginning on this Veterans Day (November 11, 2017) that honorably discharged veterans will be able to shop online through a lifelong exchange benefit?

i) This policy change will extend limited online military exchange shopping privileges to all honorably discharged veterans of the military

b) Honorably discharged Veterans can now verify their eligibility at VetVerify.org

c) All it takes is three easy steps :

Submit a verification form at VetVerify.org

Follow the Exchange on Facebook for ongoing updates

Start shopping on November 11, 2017

d) If an honorably discharged veteran you know is having verification issues they can check under the FAQ section (<https://www.vetverify.org/faq.xhtml>) of VetVerify.org., or they can call the toll free vetverify number 1-844-868-8672.

e) Additional information can be found at:

(1) <https://www.shopmyexchange.com/veterans>

(2) <https://www.mynavyexchange.com/Veterans>

We appreciate you taking the time to answer these questions, providing feedback and the passing on to honorably discharged veteran's information pertaining to the November online shopping benefit.

Thank you,

Larry Hyland

TREA Past National President (2014-2016)

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