



EXCHANGE

ARMY & AIR FORCE EXCHANGE SERVICE

*There is no greater honor
than serving those who serve.*

**For 120 Years,
We've Been There!**



Our Mission

› 1895 – General Order 46:

- › “The mission of the post exchange was “... to supply the troops at reasonable prices with the articles of ordinary use, wear and consumption, not supplied by the Government, and to afford them means of rational recreation and amusement.”
- › Its secondary purpose was, using the exchange profits, to provide a means for improving the messes.”

› Today:

- › Provide quality merchandise and services at competitively low prices; and
- › Generate earnings to MWR programs.



Our Mission, Vision and Core Values

MISSION

We go where you go to improve the quality of your lives
through goods and services we provide

VISION

Be the preferred retail and service provider for the Military family through
extraordinary customer experiences and value pricing

CORE VALUES

Family serving family

Respect everyone

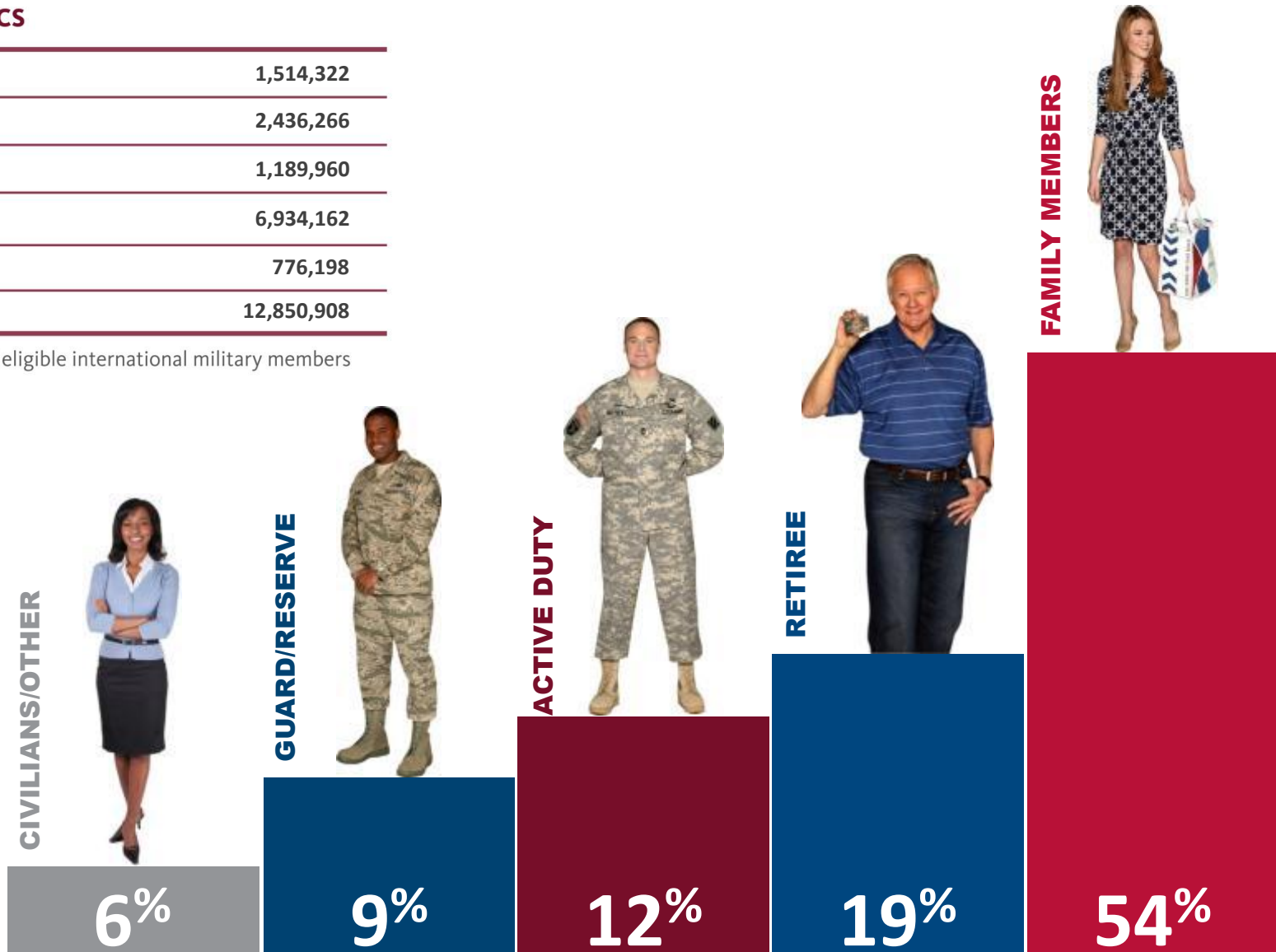
Courage to use good judgment

Serving Soldiers, Airmen and their Families

DEMOGRAPHICS

Active Duty	1,514,322
Retiree	2,436,266
Guard & Reserve	1,189,960
Dependents	6,934,162
Civilians/Other*	776,198
Total	12,850,908

*DOD Civilians and eligible international military members



2014 Top Retailers

- › The Exchange is #48 in the 2014 Top Retailers list.
- › Operating in more retail segments than any other Top 100 company.



Rank	Company	2013 WW Sales (Billions)
1	Walmart	\$ 474.0
2	Kroger	\$ 93.6
3	Costco	\$ 105.1
4	Target	\$ 72.6
5	Home Depot	\$ 78.8
6	Walgreens	\$ 70.1
7	CVS Caremark	\$ 66.7
8	Lowe's	\$ 53.4
9	Amazon.com	\$ 77.6
10	Safeway	\$ 43.0
12	Best Buy	\$ 42.1
14	Macy's	\$ 27.9
16	Sears	\$ 31.3
20	H-E-B	\$ 21.0
22	Kohl's	\$ 19.0
30	Gap	\$ 16.2
32	Whole Foods	\$ 12.9
34	J.C. Penney	\$ 11.9
41	Ross Stores	\$ 10.2
48	AAFES	\$ 8.3

Exchange Strategic Priorities

*Inspire Future Leaders Who Are Passionate
About Serving Soldiers, Airmen and their Families*

***Intensify National Brands/
Reposition the Main Store***

Transform the Online Experience

Grow the Express/Concessions

Optimize the Supply Chain

Improve CAPEX IRR

Reduce SG&A costs



Improving the Customer Experience

Better Brands



Better Online Shopping



Passionate Workforce



Healthier Express Options



Updated Stores

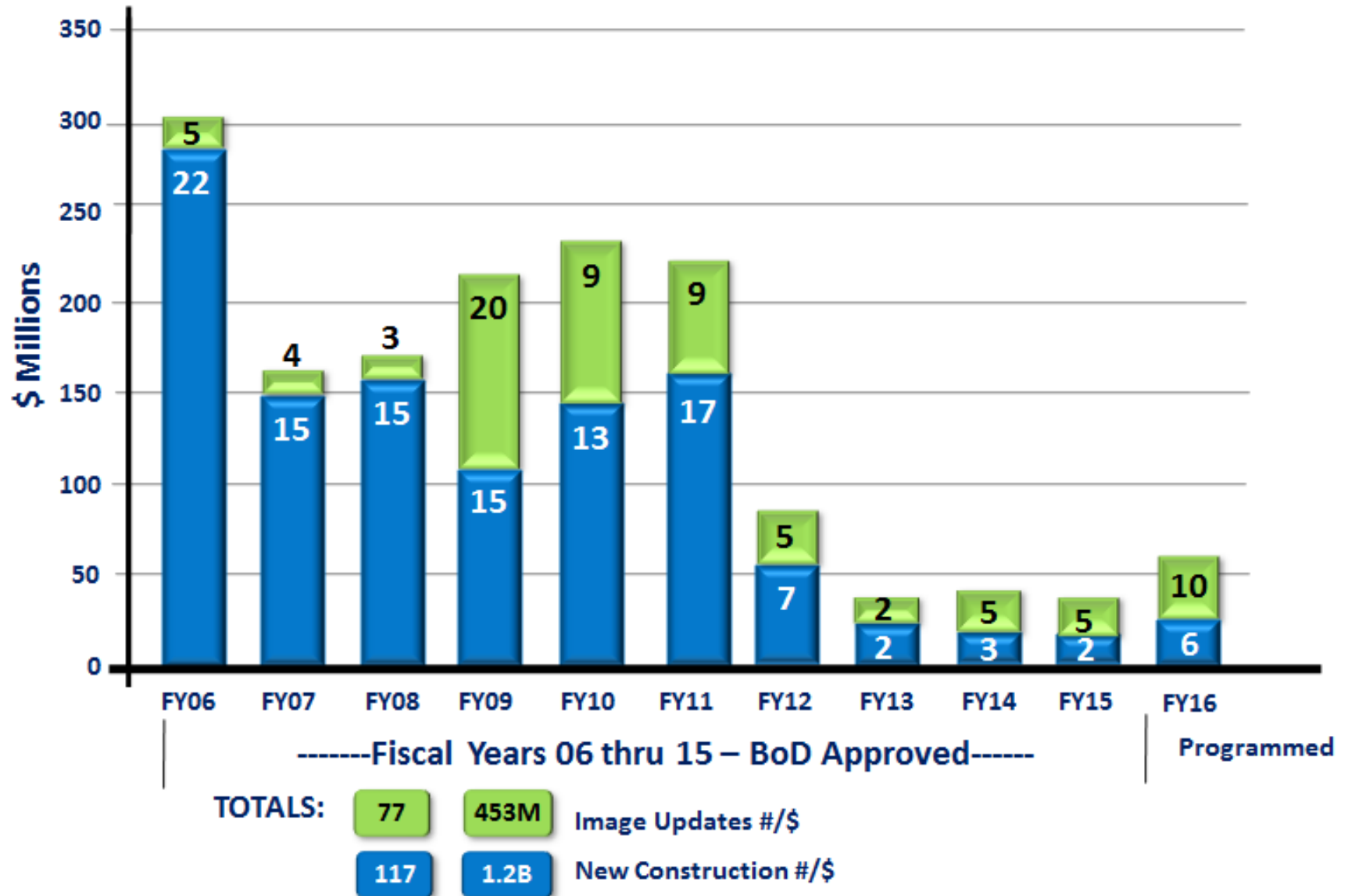


What We Do

- › **Mission:** Execute the Long Range Capital Program (LRCP) and other major projects.
- › **Design / Construction Work:**
 - › New Shopping Centers / Expansions
 - › Lifestyle Centers
 - › Express Stores / Mini Malls
 - › Fast Food Facilities
 - › Service Stations
 - › Car Washes
 - › Image Updates/Renovations



Funding Environment



Facility Life Cycle Model



* Functional Review addresses facility location, size and shape.


EXCHANGE™

Planned Project Starts

Facility	Type of Work	CY 2015	CY 2016
Shopping Center	New / Expand / Renovate	1 / \$32.5M	-0-
Shopping Center	Image Update	7 / \$ 36.5M	10 / \$42.1M
Troop Store	New / Expand / Renovate	1 / \$ 2.4M	-0-
Mini-Mall	New / Expand / Renovate	3 / \$ 20.2M	1 / \$ 8.8M
Express	New / Expand / Renovate	4 / \$ 26.5M	2 / \$5M
Food Projects	New / Expand / Renovate	2 / \$ 12M	-0-
Special Projects (Distribution Ctrs)	Build / Equip / Upgrade	2 / \$ 31.3M	-0-
Project Totals		20 / \$161.4M	13 / \$55.9M

NOTE: Only reflects projects that require Board of Director Approval.

EXCHANGE™ Minor Projects/Repositioning

- › Repositionings
 - › 7- 10 Projects (\$10.5M - \$20M)
 - › Fixture Logistics Installation Contract (FLIC)
- › Minor Projects
 - › 50-60 Projects (\$35M)
 - › Name Brand Fast Food Activations
 - › Express Image Updates
 - › Dental Clinics



EXCHANGE™ What We Procure

- › AE Services / Construction
 - › Design (Title I / Title II)
 - › Construction Management (Title III)
 - › New Construction / Renovation
 - › Environmental / Energy
- › Store Support Services
- › Facilities Management Office (FMO)
- › Equipment / Fixtures
 - › NBFF and In-house Food Equipment
 - › Retail Store Fixtures
 - › Office Furniture
 - › Store Carpet and Flooring
 - › Gas Dispensing
 - › Fixture Logistics Installation Contract (FLIC)
 - › Overseas Plants
 - › Vehicles (non-GSA)



EXCHANGE™ Doing Business with the Exchange

<http://www.shopmyexchange.com>

SHOP MY EXCHANGE

Savings Center
Super Daily Special
Express Online
Interactive Product Catalogs
Weekly Ads
Rebates
Store & Restaurant Coupons
Purchase Gift and Phone Cards
Gift Card Balance Check
Internet, TV & Phone Service
BE FIT
Sweepstakes
Price Match Policy
Coupon Acceptance Policy
Patriot Family - Stay Connected
Store Locator
Terms and Conditions

CUSTOMER SERVICE

About My Order
Shipping & Delivery
Returns & Exchanges
For Overseas Customers
Movie Guide
Reel Time Theater Schedules
FAQs
Contact Us

ABOUT THE EXCHANGE

History and Mission
Exchange By The Numbers
Our Organization
Public Affairs
Exchange Careers
Diversity & Inclusion
Doing Business With The Exchange
Sustainability
Exchange Stores
School Meal Program

EXCHANGE CREDIT

Apply Now
About the Military Star Card
Manage Account & Pay Bill
Promotions & Offers

SISTER SERVICES

Marine Corps Exchange
Coast Guard Exchange

STAY CONNECTED



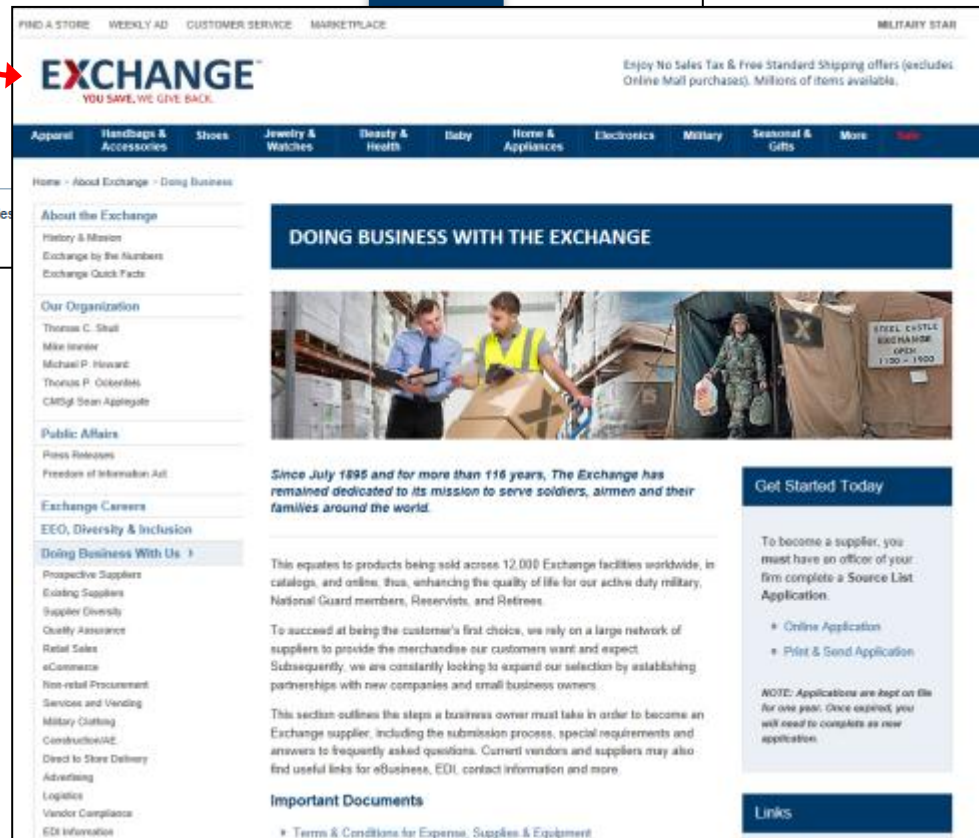
SIGN UP FOR EMAILS

Receive exclusive email-only offers
and advance notice about sale &
events

Enter Email Address

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EXCHANGE™
YOU SAVE. WE GIVE BACK.

Enjoy No Sales Tax and Free Standard Shipping offers (excludes Online Mail purchases). Millions of items available.

Apparel Handbags & Accessories Shoes Jewelry & Watches Beauty & Health Baby Home & Appliances Electronics Military Seasonal & Gifts More

Home > About Exchange > Doing Business

DOING BUSINESS WITH THE EXCHANGE

Since July 1895 and for more than 116 years, The Exchange has remained dedicated to its mission to serve soldiers, airmen and their families around the world.

This equates to products being sold across 12,000 Exchange facilities worldwide, in catalogs, and online, thus, enhancing the quality of life for our active duty military, National Guard members, Reservists, and Retirees.

To succeed at being the customer's first choice, we rely on a large network of suppliers to provide the merchandise our customers want and expect. Subsequently, we are constantly looking to expand our selection by establishing partnerships with new companies and small business owners.

This section outlines the steps a business owner must take in order to become an Exchange supplier, including the submission process, special requirements and answers to frequently asked questions. Current vendors and suppliers may also find useful links for eBusiness, EDI, contact information and more.

Important Documents

- Terms & Conditions for Expense, Supplies & Equipment

Get Started Today

To become a supplier, you must have an officer of your firm complete a Source List Application.

- Online Application
- Print & Send Application

NOTE: Applications are kept on file for one year. Once expired, you will need to complete a new application.

Links



EXCHANGE™

Construction Solicitation

Info at <http://www.aafes.com/pz-s/construction/>

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Construction and Equipment Division

All offers must be submitted in writing per the solicitation. You must print the solicitation out and send in a written offer. No electronic offers can be accepted at this time. Copies of the Plans, Drawings and Amendments will be available on this Web Site.

The documents provided on this site will require Adobe Acrobat to be installed on your computer. Below is the link to the software and must be downloaded and installed before you can view the documents. [Adobe Acrobat Reader](#) enables bidders to view and utilize all required documents.



Download Adobe Acrobat to view pdf documents.

Current Construction Solicitations

To view Plans/Drawings and Specifications or request solicitation document, click the Solicitation Number below.

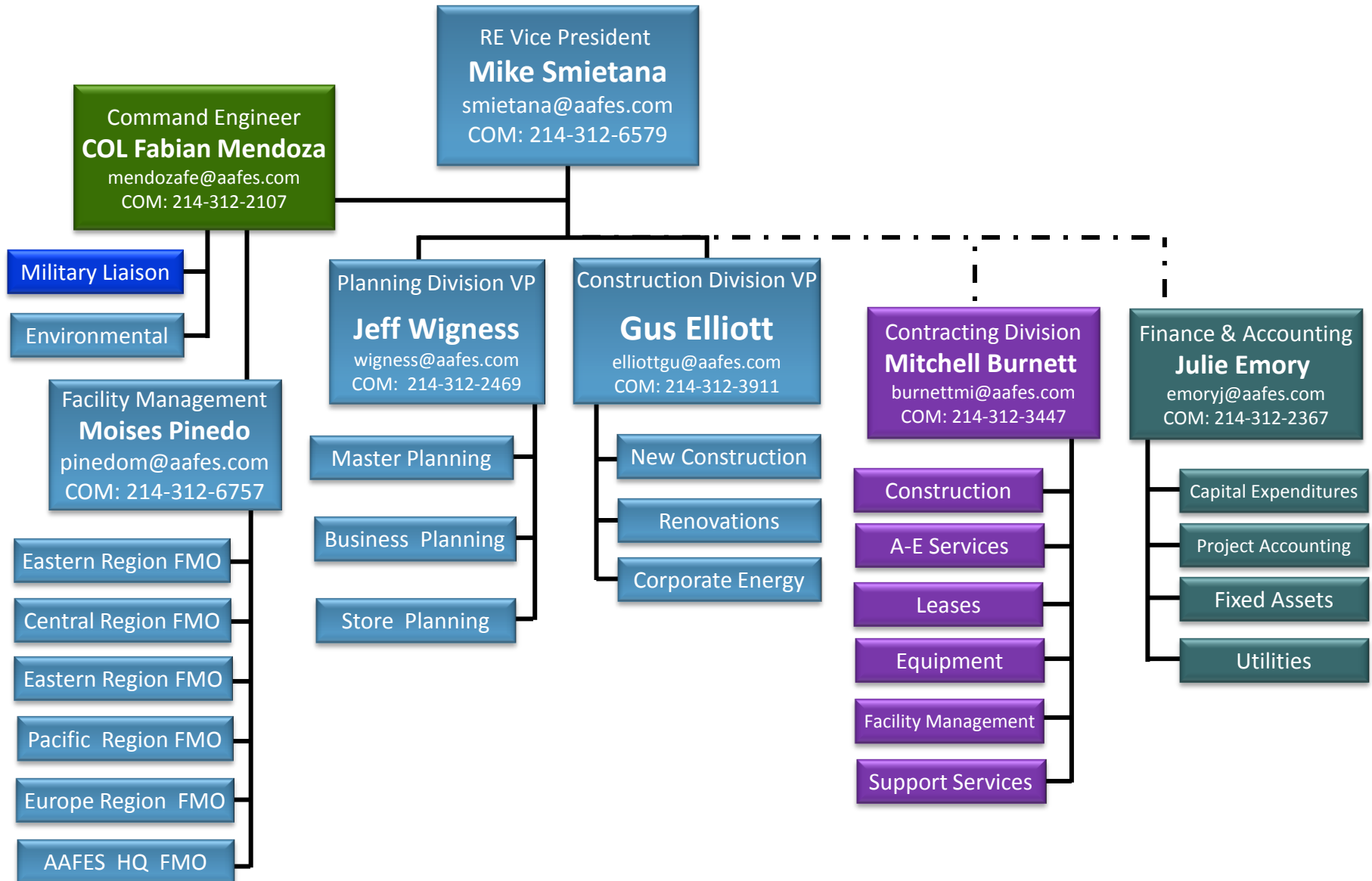
To have the solicitation document emailed to you, click the solicitation number below, then click on the **REQUEST SOLICITATION DOCUMENTS** link and follow the instructions. After filling out the information there will also be **a link to download a pdf copy of the solicitation document directly**.

Please Note: Solicitations will be removed from webpage about 30 days after award has been made. A letter will be sent to all bidders advising them of the outcome of the solicitation.

Amendments to Solicitation **

**** Check frequently for recent Amendments to Solicitation ****

Solicitation Number:	PL-K-REC-11-042-14-037
Title:	Convert Robin Hood to Arby's
Location:	Ft Benning, GA
Value Range:	\$100,000.00 to \$250,000.00
Construction Period:	90 Calendar Days
Due Date:	18 DEC 2014 : 2:00 PM CST
Current Status:	Awarded to EIB Contractors in the amount of \$207,073.64
Synopsis:	PN: 0783-12-000003, Ft Benning Convert Robin Hood to Arby's This work covered consists of furnishing all supervision, labor, equipment, materials and incidentals necessary to perform all operations required to complete the work, in accordance to the specifications and the applicable drawings, and subject to the terms and conditions of the contract. Technical questions must be emailed to beveringk@aafes.com no later than 10 calendar days prior to solicitation close.
Amendments:	Amendment One, Attachment One
Contracting Officer:	Kim Bevering
Current Planholders List:	Planholders





THERE IS NO GREATER HONOR THAN
SERVING
THOSE WHO SERVE

Thank You!