

ARMY & AIR FORCE EXCHANGE SERVICE **DIRECTOR/CEO NEWSLETTER**

November 2020



Happy Holidays! During this special time of year, your Exchange is providing special savings and safe, secure and sanitized shopping—including contactless options—for service members, families, Veterans and retirees in your community.

Exchange Black Friday sales begin midnight Central time on Nov. 26 at [ShopMyExchange.com](https://www.shopmyexchange.com). Exchange main stores worldwide will be closed

on Thanksgiving prior to reopening at 0800 the next day.

At most locations, authorized Exchange shoppers can avoid traditional holiday shopping crowds with buy online, pick up in store and curbside pickup contactless services.

Those who choose to shop in person will find clean, sanitized stores, malls and restaurants. This year's tradition of Black Friday shopping will look much different than prior years due to the COVID-19 pandemic, but our team's commitment to protecting the force remains the same.

During the COVID-19 pandemic, our lifestyles have significantly changed. Teleworking, homeschooling, and families at home are causing extreme spikes in demand for laptops, printers, home office supplies, kitchen appliances, exercise equipment, etc. Major shifts in consumer buying, combined with COVID-related manufacturer and supply chain constraints, are creating product availability challenges across the retail industry.

In-store or online, Exchange shoppers are encouraged to shop or ship early to make sure they get everything on their holiday lists as our team leverages all possible merchandise sources to mitigate broader supply chain and product shipping delay challenges.

Best wishes to you and yours during this special time of year. It is truly an honor to serve those who serve.

Veteran For Life!

Tom Shull
Director/CEO

Has Your Army Community Checked Out the Digital Garrison App?

The IMCOM/Exchange Digital Garrison app, a one-stop information source for all Quality-of-Life services on 64 Army installations, is now available in the Apple and Google Play stores—simply search for “Digital Garrison” to download the app for free.

More information on the Digital Garrison app can be found [here](#).



Kris Cubacub, assistant store manager at the Joint Base San Antonio-Lackland BMT South Troop Store, has worked for the Exchange since 2013. Through the associate transfer program, he has moved twice with his wife, Air Force 1st Lt. Lauren Morales.

Now Hiring 50,000 Veterans and Military Spouses

The Exchange is providing careers for the military community as it closes in on its goal to hire 50,000 Veterans and military spouses by the end of 2020. Since 2013, the Exchange has hired more than 46,000 Veterans and military spouses. Today, approximately 85% of Exchange associates share a connection with the military.

Working for the Exchange is a Quality-of-Life force multiplier for military families, with Veterans and spouses receiving hiring preference. The Exchange's associate transfer program gives military spouses an opportunity to retain employment through PCSs, allowing them to keep their benefits and offering retirement opportunities as they move with their Soldier or Airmen.

Veterans and military spouses can find out more at [ApplyMyExchange.com](https://www.applymyexchange.com).

Celebrating the Service of Our Nation's Veterans

Since 2017, honorably discharged Veterans have been able to shop the Exchange online tax-free at [ShopMyExchange.com](https://www.shopmyexchange.com).

This year also marks the first holiday shopping season since the Exchange welcomed more than 4.1 million disabled Veterans and certain caregivers back to their in-store shopping benefit on Jan. 1, 2020.

By shopping the Exchange, Veterans help those who wear the uniform today. 100% of Exchange earnings are reinvested in our military community, in part through dividends for Quality-of-Life programs including Child, Youth and School Services; Armed Forces Recreation Centers; and more. In the last 10 years, the Exchange has generated \$2.2 billion for these critical programs.

For more information on shopping the Exchange, Veterans can visit <https://bit.ly/Vets4Life>.