



Army & Air Force Exchange Service

The Army and Air Force Exchange Service (AAFES) — now in its second century of service — remains committed to its dual mission of providing merchandise and services to military families worldwide and generating earnings to supplement military Morale, Welfare and Recreation (MWR) programs. While most of AAFES' earnings go to MWR programs—\$264.5 million in 2008—the remainder funds new and improved exchange stores. In addition to strengthening troops' quality of life, AAFES saves authorized shoppers money with an average overall savings of 20 percent compared to the competition. Customers can enjoy exchange benefits in many ways, with the greatest value being AAFES' pledge "We Go Where You Go."

## Organization

AAFES is a joint military activity providing quality merchandise and services to active duty, guard and reserve members, military retirees and their Families at competitively low prices. AAFES returns earnings to the Army and Air Force to improve troops' quality of life and to provide a dividend to support MWR programs.

## Our Vision

To be our customers' first choice.

## Military support

When military members deploy to remote locations around the world, AAFES is right there with them, offering products and services to bring Soldiers and Airmen a taste of home. AAFES also supports deployed troops with programs such as "Gifts from the Homefront" and "Help Our Troops Call Home." These programs allow any American to show support for those fighting for freedom by sending gift certificates or pre-paid phone cards to deployed troops.

## eCommerce and catalog

AAFES is a multi-channel retailer, offering products to authorized customers via retail stores, catalog and online. More than 18 million items are available through the Exchange Online Store and Exchange Online Mall with an average savings of 10-20 percent. AAFES supports an extremely mobile customer base. The internet provides the ability to extend the exchange benefit to customers worldwide, regardless of where they are located.

## Source of employment

AAFES is a major source of employment for members of the Army and Air Force Family. Approximately 25 percent of the more than 43,000 AAFES associates are military Family members. Another 1.1 percent of associates are military

members who work part time in exchanges during their off duty hours.

## Revenues and dividends

Roughly two-thirds of AAFES' earnings are paid to MWR programs. In the past 10 years, \$2.4 billion has been contributed by AAFES to military MWR programs to spend on quality of life improvements, including youth services, Armed Forces Recreation Centers, arts and crafts, aquatic centers, post functions and golf courses.

**Revenues in FY 08 totaled \$10.8 billion and earnings totaled more than \$376.2 million.**

**Dividends to MWR were \$264.5 million:**

**\$149.3M to the Army**  
**\$ 10.9M to the National Guard**  
**\$ 90.9M to the Air Force**  
**\$ 12.8M to the Marine Corps**  
**\$ 0.6M to the Navy**

For 2008, AAFES paid a per capita dividend of \$276 for every Soldier and Airman.

In addition to funding MWR programs, AAFES earnings are used to build new stores or renovate existing facilities. Funds to build these new or replacement facilities come entirely from the sale of merchandise and services.

## Facilities worldwide

AAFES operates more than 3,100 facilities worldwide, in more than 30 countries, five U.S. territories and 50 states. AAFES operates some 174 main stores and more than 1,300 fast-food restaurants, such as Taco Bell, Burger King, Popeyes and Cinnabon. AAFES also provides military communities with convenience, specialty stores and movie theaters on installations worldwide, including locations in Operations Enduring and Iraqi Freedom.

Check out the values on [aafes.com](http://aafes.com)

**AAFES** **BX/PX** *We go where you go!*