

Exchange Partners On-Line FAQ

What is Exchange Partners on-line (EPOL)?

EPOL is a web-based application that allows our Suppliers to obtain Sales Data (both Daily & Weekly), Special Events, SPS Bulletins, Track/Print Purchase Orders, and view other information that is authorized for the assigned Supplier Codes. Sales Information can be requested by Facility, Product, Facility and Product or Time. Information is emailed to the user within 24 hours of the original request.

Who has access to the EPOL system and can anyone use it?

Since EPOL is the primary tool for data and information sharing between AAFES and our Suppliers, all active suppliers and supplier representatives are allowed access to EPOL.

What is required to access this system?

Browser – Internet Explorer 4.0 or greater.

E-Mail software such as Outlook and/or an Email Address.

Internet connection (56 K modem or better). Netscape does not work with calendars, Internet Explorer is preferred (I.E. 8 may cause issues).

How do you gain access to the system?

Step I - Supplier(s) register for an account at <https://partners.aafes.com>

Step II - Supplier(s) contact their AAFES Buyer to gain access. Once the AAFES buyer assigns the user with the correct Supplier Codes and Applications, the Supplier is then authorized to logon to EPOL.

How long are you allowed to use this system?

As long as the Supplier remains an active partner, they are authorized to use EPOL.

Why do other users within my company have more applications/options than I do, how do I get the same setup?

Suppliers are originally set up with a basic package, for additional applications the supplier should contact the buying office.

I previously created an account on EPOL but now I cannot gain access, why?

All login information is purged after six months of non-use. Suppliers must have accessed the system at least once within a six month period in order to remain an active user on EPOL. If your username has purged from EPOL, you will need to create a new account and contact your AAFES Buyer to gain access. Once the AAFES buyer assigns the user with the correct Supplier Codes and Applications, the Supplier is then authorized to logon to EPOL.

How do I update my username or password?

To update/change a user name or password click on the **“Click here to change your profile settings”** at the bottom of the menu page.

How do I get an instruction book for EPOL?

You may print out an instruction book from the Partner’s menu page by clicking on **“EPOL On-Line Instruction Book”** at the top of the page.

I am trying to view my PO's from 2009 and I keep getting PO's from 1998, how do I gain access to the latest PO's?

You must ADD the parameter before clicking the SEARCH button. Type in the Purchase Order Number, click **"ADD"**, and then click **"SEARCH"**.

Why can't I find the PO when I have looked under each Supplier Code on my profile?

The Purchase Order may be under a Supplier Code that is not on your profile. A new Supplier Code may have been created by the buyer. Please contact your AAFES buyer to insure all you existing Supplier Codes are assigned to your profile.

What is Teradata Sales?

RPOS (Retail Point of Sales) Sales captured at the cash register by a scanner. Scanned sales are reported daily by each AAFES Facility with RPOS and archived. Two years of sales history are available.

What Reports are available on EPOL?

Daily and Weekly Sales (past 2 years)
Promotional Sales (Week of, and one week Before and After Event)
Comparison Reporting
RMDS Reports (warehouse inventory, Cross Dock reports, Sales Based Replenishment (SBR (Automatic replenishment at store level))
POGs
Facilities Listing
Buyer's phone directory
Help Desk phone directory

Who do I contact if I am having issues with EPOL?

The AAFES Buyer is the main point of contact for EPOL; however the EPOL administrators can be reached at the following numbers: 214-312-3753 or 214-312-4552.