



# NEWSLETTER

OCTOBER 2009

**SUPPORTING THE INTERESTS OF AAFES, ITS RETIREES AND THE PEOPLE IT SERVES**



These are the crowds that gathered every morning in Denver to start the bus tours, complete with lunches and drinks, and John Ellis, left, saw everyone off!

## Protect yourself from the seasonal flu—get a flu shot

Flu Season is around the corner, it's time to think about protecting yourself. Aetna members are able to obtain a flu shot from one of the contracted flu shot providers, such as Maxim Health Systems clinics.

The flu shot is considered part of the preventive services and is covered at 100% (no copay and no deductible) for DoD NAF Aetna PPO/TC participants.

For members covered under an Aetna HMO, they are responsible for the PCP copay. Participants in other medical plans should contact their member services for questions concerning coverage.

The flu shot clinics will begin October 1, 2009 and go through mid November 2009 (dates and times will vary by location.)

Also, Aetna will cover the administration of the H1N1 flu vaccine (*when it becomes available*) (no copay and no deductible).

Don't let the flu season catch you with your "guard down", get your flu shot. See Page 4 for information on "Who should get a flu shot" and "Where you can get a flu shot"...



## RECOLLECTIONS of a convention coordinator

By John Ellis, AREA Convention Coordinator, 1990-2000

**IN THE BEGINNING...** When I moved back to Dallas in 1988, after 10 years of retirement living in Granbury, southwest of Dallas-Fort Worth, I told the AREA Board that I would like to help in any way that I could. In a few days, I was president of the North Texas Chapter. Shortly thereafter the Board decided they would like to have the 1990 convention in Dallas and the North Texas chapter would host it. (They decided where they wanted the go two years ahead—in this case, 1990—because it had already planned a cruise in 1989.) Continuing this policy gave me two years to plan each convention. It was the first of ten conventions I was involved in as AREA's convention coordinator.

I reviewed the files of recent conventions and they had a number of committees involved. So, selecting some who had served on previous committees, I set up seven committees with 36 people. It turned out to be a big mistake. Planning the convention with such a group wore me out and was very inefficient. In subsequent conventions I had two of the smallest possible committees with just one member each—one to handle the money and one to arrange golf tournaments. At each of the following conventions, I would ask for volunteers to help in the Hospitality Suite and as tour bus monitors.



John Ellis wanted to include this photo, which he claimed was how he looked when he first took on the task as convention coordinator. To find when the photo was taken, turn to page 17.

See Page 14, REFLECTIONS



**CHUCK POFFENBARGER, PRESIDENT**

# AREA & Chapter Goings On

Bit O' This  
Bit O' That

Welcome to the October 2009 edition of AREA's Newsletter, and the first month of Fall, or is it the last month of Summer? The references I use indicate both are possibilities. Have you a better reference? Send to me at [cpoffen@earthlink.net](mailto:cpoffen@earthlink.net) and I'll use from now on.

*"The goldenrod is yellow  
The corn is turning brown  
The trees in apple orchards  
With fruit are bending down."  
- Children's song*

It's been a hot one in Texas but not nearly as bad in North Texas as in the South - San Antonio, Houston, etc. They have really suffered in the extreme heat for several years now. Let's hope that the El Nino developing in the Western Pacific brings some relief. As we go to press, a week-long rainstorm came out of the Gulf of Mexico, moved up from the Rio Grande Valley--helping out with the drought--into North Texas and sat around long enough to leave more than 14 inches of welcome rain in our area around Hq. AAFES!

We're going to have an AREA board meeting at the end of this month, our last meeting in 2009. A major issue is the review of the scholarship program. It's at this meeting that we discuss the various aspects of the program, and vote on what performance and other program parameters we'll incorporate into the program that we'll load onto the web site, effective January 1, 2010. At our January, 2010 board meeting, we'll vote on the actual scholarship program size - number of scholarships and dollar amount of the year's program. We wait until January to determine the financials as the year's program (2010) is financed by the contributions and donations from the year before (2009). In short, 2009 contributions and donations finance the 2010 scholarship program. We're conservative (hopefully, not too much so) in the way we manage this program as we take the long view and want it to be available to deserving students for years to come. There's still time to make your scholarship donation to help students next year's program.

The Community Recognition Program, in which we recognize people who devote their time and expertise to improving their communities, recognizes seven AAFES Associates this quarter on page 8. The individual contributions are remarkable, and collectively illustrate the commitment everyday Americans have to helping their fellow citizens. As they say, "You done good!" Thanks for your contributions to making our communities a better place to live and work. We have an expression in another non-profit organization that I also volunteer with: **WE'RE PEOPLE HELPING PEOPLE...IT'S THE RIGHT THING TO DO!** For others who also contribute to the betterment of their communities, don't be shy - let us know the details of your community efforts. We would like to recognize your community spirit, also. Program details are available at [www.aafes.com/area](http://www.aafes.com/area).

Lastly, my thanks to the AAFES Chief Financial Officer (CFO), Harold Lavender, for his continuing contributions to the Newsletter. See his article on page 3. This is the second time this year that Harold has come to our assistance by presenting a very complicated issue in an easily understandable way. In January, Harold explained that "pension benefits are a promise AAFES has made to you and intends to keep". We really appreciate his support for retirees and their families. Thank you, Harold, from all of us.

I'll see you next in January, 2010. Have a nice Fall and a Happy New Year.

*Chuck*

## ***YOUR AAFES BENEFITS...***

# Ten Years to Aggregation

A lot can happen in ten years. Presidents change. Students become doctors. Advances are made in technology and medicine and diseases are cured.

During the past 10 years, AAFES management has worked toward opportunities for improving the strength of employee benefits while reducing costs. Achieving Department of Defense (DoD) approval of aggregation, like most accomplishments, will be worth the long road that was required to achieve it!

### **What does aggregation mean?**

Pension aggregation restructures retirement liabilities and related trust assets, increasing the financial strength of AAFES retirement plans.

AAFES offers three plans to provide benefits for retired associates. These retirement benefits are funded through trusts (legal entities separate from AAFES) to protect retirement funds and pay benefits:

- The basic retirement annuity plan
- The Post-retirement medical, dental, and life insurance program (PRM)
- The supplemental deferred compensation plan, which provides supplemental retirement benefits to employees who participate in the Executive Management Program (EMP).

Pension aggregation will be accomplished by moving the liabilities for the EMP benefits from the supplemental plan to the basic plan so that they will be funded from the basic trust. Supplemental plan assets will then be used to fund PRM liabilities, improving the funding level of the PRM benefit/obligation.

The most important things you need to know about aggregation:

- Pension aggregation **will not** result in any change to your pension benefits.
- Your benefits are secure. AAFES benefit plans are financially strong and will remain so because of this change in alignment of the trusts.
- Pension aggregation will reduce the amount of money AAFES must contribute to the trusts, having a positive impact on earnings.
- AAFES will continue to fund the cost for all retirement benefits, including the post retirement medical, dental and life insurance coverage for eligible retirees and their family members as promised.

No matter what you plan to accomplish in the next 10 years, AAFES has spent the past 10 years working to make sure your benefits are secure as you work toward your next goals.

—**Harold Lavender, AAFES Chief Financial Officer**



### **AAFES RETIRED EMPLOYEES ASSOCIATION**

The AREA Newsletter is published in April, April, July and October

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## Get your flu shot

The flu shot can prevent the seasonal flu (influenza). You can get the flu shot from your doctor or flu shot provider.

### Who should get the flu shot?

- All children from 6 months through 18 years of age.
- Anyone 50 years of age or older.
- Anyone who is at risk of complications from flu:
  - > Women who will be pregnant during flu season
  - > Anyone with long-term health problems with:
    - heart disease
    - kidney disease
    - liver disease
    - lung disease
    - metabolic disease, such as diabetes
    - anemia and other blood disorders
    - asthma
- Anyone whose immune system is weakened because of:
  - > HIV/AIDS or other diseases affecting the immune system
  - > long-term treatment with drugs such as steroids
  - > cancer treatment with radiation or chemotherapy
- Anyone with certain muscle or nerve disorders (such as seizure disorders or cerebral palsy) that can lead to breathing or swallowing problems.
- Residents of nursing homes and other chronic-care facilities.
- Anyone who lives with or cares for people at high risk for flu-related complications.

The flu vaccine is also recommended for anyone who wants to reduce their chance of getting the flu or spreading it to others.

Aetna will cover administration of the H1N1 flu vaccine in plans that include preventive benefits. The vaccine is currently in development and expected to be available in mid-October. More information will be available from the government this fall on how the H1N1 vaccine will be distributed and made available to the public.

## YOUR AAFES BENEFITS...



### Here is information about flu shot providers that have contracts with Aetna:

#### Maxim Health Systems

- To find Maxim flu shot clinics near you, go to Maxim's website at [www.findaflushot.com](http://www.findaflushot.com), or call **1-866-466-2976**. The call is free.
- Maxim's fee for Aetna members is \$23.50. Your out-of-pocket costs depend on your plan of benefits.
- Maxim does not give the flu shot to children under 9 years of age.

#### VaxCare

Florida, Georgia, Kentucky, North Carolina and South Carolina residents only

- To find a VaxCare flu clinic near you go to [www.vaxcare.com](http://www.vaxcare.com).
- VaxCare's fee for Aetna members is \$22.50. Your out-of-pocket costs depend on your plan of benefits.
- VaxCare does not give the flu shot to children under 9 years of age.

#### SUPERVALU Pharmacies

Include ACME Sav-on; Albertsons OSCO; Albertsons Sav-on; Bigg's; CUB; Farm Fresh; OSCO; Sav-on; Shaw's OSCO;

Shop'n Save; Shoppers; and Star Market OSCO pharmacies.

- To find the location of the pharmacy nearest you call **1-800-783-0458**. Then call that pharmacy and arrange a time to get the flu shot or go to [www.supervalu-pharmacies.com](http://www.supervalu-pharmacies.com).

■ SUPERVALU's fee for Aetna members is \$22.50. Your out-of-pocket costs depend on your plan of benefits.

- Age limitations vary by location.

#### Safeway Pharmacies

- To find a Safeway location near you, go to [www.safeway.com/flu](http://www.safeway.com/flu).

■ Safeway's fee for Aetna members is \$22.00. Your out-of-pocket costs depend on your plan of benefits.

- Age limitations vary by location.

#### Mollen Immunization Clinics

- To find a Mollen Immunization Clinic near you, go to Mollen's website at [www.FluShotUSA.com](http://www.FluShotUSA.com), or call 1-877- 279-3588.

■ Mollen's fee for Aetna members is \$21.00. Your out-of-pocket costs depend on your plan of benefits.

- Mollen does not give the flu shot to children under 4 years of age.

#### Walk-In Clinics

Minute Clinics, Aero Clinics, Smartcare Clinics, Take Care Clinics and Redi Clinics

- To find a walk-in clinic near you, log in to Aetna Navigator®, and click on Find Health Care in DocFind. Then select Facilities under ProviderCategory and Walk-In Clinics under Provider Type.

■ Your out-of-pocket costs depend on your plan of benefits.

Take your Aetna member ID card with you when you go to get a flu shot. These contracted providers accept Aetna coverage when members show their Aetna ID card. Flu shot providers may bill the member for any amount not covered by the member's benefits plan. Members should review their plan documents to verify their individual coverage, or call Member Services at the number on their Aetna ID card.

**For more information about flu prevention, visit Centers for Disease Control and Prevention (CDC) website at [www.cdc.gov/flu/](http://www.cdc.gov/flu/)**

## YOUR AAFES BENEFITS...

### AREA Newsletter Benefits Questions and Answers

Listed below are a couple of important questions recently proposed by AAFES retirees!

Department of Defense Nonappropriated Fund Health Benefits Program (DoD NAF HBP)

#### Dental

- Q. If you were in the AAFES Health Plan, prior to the unified DoD NAF HBP which began in 2000, is a pre-existing dental condition such as a missing tooth covered under the DoD NAF HBP?**
- A. If you were treated for a dental condition under the AAFES Health Plan which resulted in a tooth extraction, and now require dental treatment under the DoD NAF HBP for that missing tooth, the missing tooth exclusion will be waived.

#### Pension

- Q. Will there be a Cost of Living Adjustment (COLA) for 2009?**
- A. The COLA is based on the Consumer Price Index for Urban Wage Earners and Clerical Workers (CPI/W) from the third Quarter of one year to the next. The official announcement about COLA is usually in October. If a COLA is announced, it will be applied to pension benefit.

*Note: Social Security and AAFES retiree COLAs are calculated the same way.*

## Check your application status online

There's a lot you can do at Social Security's website, and it's easy to locate — just go to [www.socialsecurity.gov](http://www.socialsecurity.gov). You can estimate your retirement benefits, find out what kinds of government benefits you might qualify for and even apply for benefits online.

But did you know that you can check the status of your benefit application online — even if you applied the “old fashioned” way, in person at a Social Security office or over the phone?

That's right — you can check the status of your pending Social Security application on our website, [www.socialsecurity.gov](http://www.socialsecurity.gov), from the convenience of your home or office. It doesn't matter whether you applied for benefits online, in person, or on the phone. And it doesn't matter whether the application is for retirement, disability, survivors or spouse's benefits. You can get instant status on your claim at any computer with Internet access. It's quick, easy, and secure!

Just visit [www.socialsecurity.gov](http://www.socialsecurity.gov) and select the “Check the

status of your application” link on the upper, left-hand side. Then enter the Social Security number and the confirmation number, given to you when you applied. It's that easy — instant status.

While you're online, there are other things you can do. Learn how Social Security works, research Social Security's history and visit the “Questions” link for answers to hundreds of the most frequently asked Social Security questions. You also can read our online publications about benefits, which may come in handy as the processing of your application comes near. Wherever you are, you can find us online at [www.socialsecurity.gov](http://www.socialsecurity.gov).

Glad I signed up for Social Security online...I can really enjoy this birthday



—Tom Clark  
Social Security Public Affairs Specialist

# CRUISING

## around Cape Horn with

# *The Conroys*

By Gary Conroy

**L**aura and I have always enjoyed traveling, and over the years, cruising has provided us many memorable experiences and the opportunity to make new friends all over the world.

Of our 25 cruises, the February journey to South America and around Cape Horn, was simply amazing. The scenery, wildlife and unique cities put this trip at the top of our chart. Laura had made business trips to Argentina and Chile and raved about the European feel to the cities, but I had never been this far south. So it was time for both of us to see this part of the world, and the details all fell into place.

Our air travel arrangements were made using airline miles and we were able to secure First Class seats through American Airlines and the One World alliance. We live in Sarasota, FL which is about an hour south of our major airport in Tampa, FL, and that's where we boarded our American Airlines flight to Miami and then on to Buenos Aires, Argentina.

The Buenos Aires leg was an overnight flight and "talk about being spoiled"; while folks were suffering in coach, we were being pampered with food, drinks and seat pods that converted to lay-flat beds. It was so nice we didn't want to get off!

After clearing Argentina formalities and changing some money, we caught a cab downtown to the Intercontinental Hotel to drop the bags and start the day's adven-



Laura and Gary on the way to a day ashore in South America.

ture. The hotel was in a good location and many attractions were within walking distance. Taxis were very reasonable for longer trips around town. We found a four-hour city tour through the local tourist office, and that was a great way to catch the highlights before heading out on our own.

Naturally, we had to visit the Recoleta Cemetery and see the tomb of Eva Peron. Buenos Aires is a wonderful city and we should have planned for another day. The hotel and staff were exceptional, and it even had a wine store where Argentina wines were available at very reasonable prices.

The hotel was so nice, we didn't want to leave! However, by late afternoon of the second day, we needed to catch a cab to

the port for our cruise.

We were booked on Celebrity Cruise Line's ship "Infinity" leaving the evening of February 1. Upon check in, we were informed that they had upgraded us to a Concierge Class cabin. That's a real jump from an outside cabin, and I can only surmise that since we are Elite members of Celebrity's Captains Club, (more than 11 cruises with Celebrity) they used those criteria to pass

out upgrades. Upon boarding, we were given champagne and escorted to our cabin. The cabin and veranda were spotless and fresh flowers, a bottle of champagne, and hors d'oeuvres were waiting. We had also brought several bottles of Argentine wine so the cabin was well stocked.

We have always been fans of Celebrity Cruises, and on this trip the service, food, entertainment and all the little things they do so well worked out for an outstanding total experience. I would guess that U.S. nationals made up about 40 per cent of the passengers. The next biggest groups were from Germany, UK, Canada, and Latin Americans. We like the assigned late dinner seating and had a great table of folks from the UK, Holland, and Nevada. The dinner service was amazing with the

staff knowing our names and preferences by the third day.

After an evening sailing from Buenos Aires our first stop was Montevideo, Uruguay. The ship docked in the central part of the city, and it was easy to navigate on foot. We found a great flea market and later kicked ourselves for not buying some jewelry and license tags. After a day at sea it was on to Puerto Madryn, Argentina, where we caught a bus to visit South America's largest penguin nesting grounds at Punta Tombo. It's a 2 1/2 hour ride each way through some very arid countryside, but seeing over 500,000 penguins and their chicks made the trip worthwhile. We also saw lots of guanaco (llama looking animals) and other native birds.

The next stop was Port Stanley, Falkland Islands. The weather and seas cooperated for an easy tender ride from the ship into town docks. You would think that a little portion of England was sitting in the South Atlantic. Quaint stores even took my left over English pounds from our last trip to the UK.

Again this is a penguin stop and we also did some nature hiking on the many trails outside of town. There is still evidence of the war with Argentina as many of the beach areas still have signs warning of possible land mines. That is a definite deterrent to hiking in some areas. Overall, the Falklands were delightful and one place I had always wanted to visit.



**These were just a few of the half million penguins (above) at the nesting grounds at Punta Tombo. At right, a minefield warning near Port Stanley in the Falklands.**

Then the big event, sailing around "the horn". Again, we had sunny, cool weather and calm seas. The Captain was able to circle the island of Cape Horn before heading into the Beagle Channel and our next port of Ushuaia. What a magnificent setting—jagged, snow capped peaks framing the city and the cold, blue waters of the channel.

Ushuaia is marketed as the southern most city of any size, and we visited the southernmost post office, southernmost lighthouse, southernmost bar, etc. It is also the starting point for most trips to Antarctica. We spent part of the day on a large catamaran getting up close with sea lions and birds and the afternoon hiking in the Tierra del Fuego National park.

We left Argentina and sailed to Punta Arenas, Chile. Punta Arenas had some interesting open air markets and it is famous for hand made woolen items.



**Laura and Gary relax in the American Airlines Admirals Club on the way home from South America.**

After departing Punta Arenas we headed through the Chilean Fjords and into the Straights of Magellan. Again with clear weather, we had great views of the four major glaciers on the route. When we neared the Pacific Ocean, our luck with



the weather changed. We had rain, heavy seas and wind gusts of over 90 knots. The crew had to tie the doors shut and everyone stayed inside.

However, by the time we reached our next port, Puerto Montt, Chile, the skies were clear and the temperature about 50 degrees. Puerto Montt and the surrounding country areas were influenced by German immigrants, and in many of the towns you think that you were in Bavaria.

Our final stop was Valparaiso, Chile. We had to be off the ship by 8 a.m., and after two weeks it was very hard to say goodbye! Since our flight back to the states didn't leave till after 9 p.m., we opted for a costal, wine, and city tour of Santiago. The tour included lunch and was a great way to spend the day. We were able to see many sights, and I was so impressed with the wineries and the hillside vineyards. It reminded me a lot of Northern California.

About 6 p.m. the tour dropped us at the Santiago Airport. After checking in with LAN Airlines, at their Premium service desk, we were whisked to their first class lounge for more food and drinks. Since we were using miles for our tickets, our routing was a little strange—LAN Airlines to Lima, Peru, and continuing to New York City (JFK), then American back to Tampa. We did have a six-hour wait at JFK, but the Admirals Club provided a nice place to relax. (The things you do for First Class seats!) It was a long day but we got home about 8:30 in the evening.

Now, it's time to lose some of those extra pounds we put on and start planning for the next trip.



## Community Service Awards for 2009

AREA recognizes retirees and AAFES Associates who volunteer their time and devote other resources, such as personal knowledge and expertise, to help improve the economic, civic and social health of the communities where they live and work. The Community Service Review Committee, Richard Fregoe, Chairman, and members Chuck Poffenbarger, Jerry Cloud and Don Streeter reviewed the nominations and, along with the entire AREA membership, are pleased to recognize AAFES Retirees and Associates for their commitment to their communities' well-being. Recipients were provided with an AREA Certificate of Appreciation,



Watt Spohn Universal, a leading, worldwide Exchange Broker headquartered in Dallas, Texas, has supported the Community Service Program for many years. WSU specializes in representing brand name manufacturers in the Power Zone, Automotive, Hardware, Housewares, Sporting Goods, and Consumables categories. They have a long history of supporting AREA through their active involvement in the DFW and HRALA Chapters. We wish to thank Watt Spohn Universal for their continued support of AREA retirees and AAFES Associates, and invite you to visit them at [www.wattspohn.com](http://www.wattspohn.com)

### COMMUNITY AWARD RECIPIENTS, 3<sup>rd</sup> QUARTER, CALENDAR YEAR 2009

➤ **Alicia Cook:** Alicia is an AAFES Associate at Sheppard AFB, TX. She volunteers much of her time with the Meals on Wheels Program. She is very involved in Ministry of Helps through her church and also acts as a translator for the community of Wichita Falls.

➤ **Constance D. Hicks:** Constance is an AAFES Associate at Sheppard AFB, TX. She has volunteered extensively with Hospice of Wichita Falls to include working with Building Bridges which assists grieving children between the ages of 6-8. ([www.hospiceofwf.org](http://www.hospiceofwf.org)). Constance is also active with the Christian Women's Job Corps (CWJC) ([www.cwjcwichita.org](http://www.cwjcwichita.org)) which helps women rehabilitate and be a contributing member of society. She has done several speaking engagements at various functions throughout the city of Wichita Falls.

➤ **Grant R. Fry:** Grant is an AAFES Associate at the Elmendorf Joint Military Mall, AK. He works with the Hmong community youth programs, and has started several scout troops units (club scouts, boy scouts, and ventures). Grant works with boys and girls club as a liaison to the Hmong community. As a volunteer he teaches Hmong Adults English as second language. He also works on their Community Council as an advisor for business development. Grant goes above and beyond in all aspects of his life to better the communities.

➤ **Shane Crossen:** Shane is an AAFES Associate at the Elmendorf Joint Military

Mall, AK. He actively volunteers his time and carpenter skills to help build homes for the Anchorage Habitat for Humanity program when not working and spending time with his family. He is truly valued for the job he does with AAFES and the surrounding community.

➤ **Willie Mae Wood:** Willie Mae is an AAFES Associate at the Fort Sill Main Exchange, OK. She has volunteered service at the Southwest Oklahoma Juvenile Center in Manitou for nine years. Service includes a variety of social activities, but the primary focus is placed on one-on-one mentoring.

➤ **Bruce E. Gibson:** Bruce is an AAFES Associate at HQ, AAFES, TX. His community work resulted in revitalized local neighborhoods under the United Methodist Church "Amigos Days" ministry.

➤ **Deborah Jenkins:** Deborah is an AAFES Associate at Tinker AFB, OK. She has deployed twice, once to Bosnia and again to Iraq. During 2008, Deborah completed a 12 week Master Gardener course through the University of Oklahoma. Completion of the course required an additional 60 hours of volunteer duty manning the phone lines at the County Extension Center answering home gardening questions concerning plants, soil and insects. Even though she has completed the required hours, Deborah continues to volunteer to work on the county extension phone lines. Deborah also volunteered at the Oklahoma State Fair Worm Booth where she answered questions concerning earthworms and their

value. As a certified Master Gardener and AAFES associates, Deborah answers customers' many questions about Outdoor Living products and shares her knowledge with AAFES associates.

➤ **Beverly Saperstein:** Beverly volunteers as a docent conducting tours at the Liberace Museum as well as assisting at all Museum fund raising events. Additionally,

- > She volunteers at Spring Mountain Ranch State Park special events portraying Vera Krupp – one of the Ranch's previous owners.
- > At special events at the Springs Preserve.
- > She passes out surplus bread to the homeless and also distributes surplus bread, snacks, and drinks at the Clark County Social Services Office to people waiting hours in line for rent and utilities assistance.
- > She assists at ice cream socials sponsored by the Southern Nevada Chapter of AREA at the Rescue Mission and the Shade Tree Shelter for Women and Children. In conjunction with the ice cream socials, she also puts on puppet shows for the children at both facilities.
- > She uses her talent as an entertainer performing as a clown at senior centers.
- > She volunteers as an AARP Safety Driving Course instructor.

# Encore in Las Vegas...recalling the good old days in Japan

The former employees of the old 8th Army Central Exchange, FEES, JAKOR and JCE met again in Las Vegas April 27-30 to maintain old friendships and tell our favorite stories again. Tom and Helen Ige were the top guns in arranging the reunion.

We met at the Bally Hotel, where we got a good deal due to slow business in Las Vegas. The hotel offered a great location and very spacious rooms.

The first evening we went to everyone's

favorite restaurant, Makinos Japanese Buffet. Good Stuff! As usual, we met informally every morning for breakfast and had some great talkfests, along with our eggs over easy.

The second night was free time for shows, gambling, sightseeing, etc. Between us, all bases were covered.

Ann Brogan again set up a big Chinese banquet in Chinatown (did you know Las Vegas has a large Chinatown on Spring Mountain Road?). Enjoyed great food,

and a good time was had by all. We happily had a few people who answered our invitation to join us—Ned and Elsa Silva and Kav Kavanaugh from Dallas and Jerry Saperstein, who lives in Las Vegas.

We are planning another get together next year and would be happy for you to join us. Get in touch with Tom Ige or Tim Brogan. Contact information is in the AREA Membership Directory.

—Tim Brogan



## The Gang from the old days in Japan meets up again in Las Vegas

1. The Gang
2. Aiko and Ken Thompson and Dick Janes
3. Pat and Bill Bloom, John and Yoshiko Milostan
4. Paul Koban, Paul Hiroshima and Meiko, Helen Ige's school friend
5. Ann Brogan, Helen and Tom Ige
6. Pat and Bill Bloom and Tai Uyeshima
7. Tom Ige, Paul Hiroshima, Mrs. Ota, Ineko Seese and Jimmy Yamamoto
8. Mrs. Ota, Roy Ota and Ineko Seese
9. Dick Janes, Ned and Elsa Silva

## *AAFES Sales Directorate leads the charge for Winning the Future*

By Maggie Burgess – Senior Vice President, Sales Directorate

### **The Sales Directorate Transformation – A Major Culture Change**

In an effort to grow profitable sales and enhance customer satisfaction, in 2004 we implemented a project, code-named *Project Retek*, to create an Enterprise Resource Planning (ERP) tool that will transform our supply chain management processes, reduce operating costs, encourage continuous improvement and help us become a lower-cost operator. The software chosen was Retek Merchandising System, later bought and renamed as Oracle Retail Management System.

To understand the staffing requirements to implement this new ERP, the Sales Directorate (SD) contracted with Deloitte, a consulting and research company, to provide recommendations. Deloitte consultants met with our senior executive management to get a high level overview of how AAFES procures merchandise. Subsequently Deloitte met with members of our buying teams until they had a general comfort level and understanding of the overall nature of the AAFES procurement and supply chain processes.

Based on the Deloitte work study survey, we learned two critical things: 1) AAFES was out of touch with the retail industry's best practices. Organizationally, we were not efficiently managing our human resource capital. 2) Buyer's job responsibilities were not designed to maximize operational efficiencies. Our greatest pain point was the ineffective utilization of Buyer's skills, knowledge and abilities.



As a result of the Deloitte Study, the new Planning Allocation & Replenishment (PAR) team was stood up over a 15 month period of time. This initiative required new job descriptions and job grading for many of the created positions, including recruiting 275 supply chain professionals. Additionally, we made some significant work structure changes, including the development of Integrated Merchandise Planning Allocation Category Teams through the utilization of 4-person PODs. Each POD has seating for a Buyer, Planner, Allocator and Replenisher and was designed to foster collaboration and interaction between the members.

Another aspect of the Deloitte Study was the emergence of the Store Operations Division, and more specifically the Communications and Help Desk teams. These teams serve as an "electronic traffic cop," directing all inbound and outbound communication between stores and HQs, and identifying system issues that could result in significant sales loss, overstocks, or pricing discrepancies across multiple stores and zones, while working collectively with other SD HQ elements to solve operational problems.

While we recognize that AAFES operates in an extremely competitive and ever-evolving global marketplace, in order to compete we have to continually refine our value proposition. The following strategic initiatives are designed to draw our customers into our facilities and position AAFES as the number one place to shop.

#### **Where We Are Today**

As a retail organization, AAFES closed last year with total direct sales of \$8,421,670, which was up 2.0% over fiscal year 2007. We realize however, that our continued success depends on turning strategic challenges into realistic busi-

ness opportunities. As a Sales Directorate, comprised of various Retail, Food and Services commodities, we remain committed to developing a life-long emotional connection with our customers by improving their shopping experience and delivering exceptional value and benefits.

## *A continuing series on AAFES directorates and regions—thanks to the Sales Directorate for this informative article!*

### **Hardlines Team – Spinning Electronic Magic**

The Hardlines team continues the PowerZone revitalization rollout, which includes a consumer-friendly, hands-on merchandise layout, fondly known as the “Arc” because of its shape, and vendor integrated endcaps which provide solution marketing educational signing. We have an aggressive goal to complete 80 additional stores by the end of 2009.



In an era where the ‘single’ business is the driver and CD sales are sliding dramatically, the Hardlines team is excited to launch Media download kiosks in 88 PowerZones worldwide beginning Q3 2009. So far we have rolled out 13 kiosks. These kiosks are primarily designed to demo in-store music artists so that customers can make an informed decision before purchasing CDs. Additionally, these kiosks will enable customers to download music onto MP3 player e-books, with an expansion of movies in the future.

Additionally, Point of Sale Gift Cards continues to be a strong shopping experience sales driver. Couple these efforts with the collaboration of the AAFES.com buying teams to communicate the ‘endless aisle’ product offerings to our customers and it’s easy to see Hardlines is squeezing those lemons into lemonade.

### **Softlines Team – Fashionably Trendy**

With the assistance of Retail Forward and various fashion trend consultants, the Softlines team is addressing customer needs and wants. By introducing brands such as Affliction and TapOut in our Young Men’s department, and Bandolino Blu and Larry Levine in Missy’s, we are continuing to grow sales. In addition to providing name brands, we also see the value of offering



Exclusive Brand labels and moderately priced quality goods through out our stores, featuring competitive savings.

Another trendy hot fashion in today’s market is the utilization of dedicated Concept Shops, such as the expansion of Coach, Vera Bradley and Macy’s (Style & Co., Inc). On that note, we are also growing our men’s athletic departments with the expansion of Under Armour concept shops complemented by Nike Athletic fixture updates. Additionally, we are excited to launch our first ever Adidas Golf Concept Shops in the Kaiserslautern Military Community Center (KMCC) (September) and Kadena (October) stores. Another new initiative that we’re excited about is the introduction of PINK by Victoria’s Secret at KMCC.

### **Consumables Team – Addressing a Variety of Consumer Needs**

Recognizing that the economic slow down has prompted a paradigm shift in the way consumers define value by shifting their buying power from national brands to proprietary brands, our Exchange Select proprietary products quickly fills the ticket. Anchored by health and beauty care and cleaning categories, Exchange Select merchandise represents a key strategy capitalizing on this trend of consumer frugality which continues to grow.

Similarly, our team has created an entirely new niche Beauty Bar market opportunity by targeting the 18-28 year old female shopper who likes to shop specialty cosmetic brands such as NARs, Smashbox, Philosophy and Carol’s Daughter. What’s unique about the Beauty Bars besides their competitive price points is their shared space and shared advisors in some cases. Each brand targets a unique demographic segment and brings a fresh perspective to our prestige cosmetics department. Seven doors have been identified to launch the program with additional locations under consideration. The doors include Belvior, Travis, McChord (opened mid June 09) KMCC (Sep 09), Kadena (Oct 09) MacDill, (Nov 09) and Hickam (May 10) which will be the first OCONUS location to implement a (small concept) Beauty Bar concept.

Another diverse effort is the instant success which the highly popular Java Coffee program created last year, when



we rolled out the beverage program to more than 380 worldwide locations. While this is the first standardized beverage program for AAFES which includes coffee, cap-

puccino, frozen coffee and ice tea, it also has changed our customer's perception of AAFES as a destination for the ultimate coffee experience.

### **Restaurant Operations – Going the Distance**

With sales 7% above last year, our restaurant operations are trending ahead of financial expectations, which is well above the industry forecast of 4% for quick service restaurants.

Our success is simple - stick to the basics, deliver the right brands at the right locations, and refine as we go.

To date we have opened or converted 41 new restaurants including the Food Court and Multi Screen Theater opening at KMCC. This facility has 10 restaurants, a 4 screen theater, and seating for 900 and generated \$108,000 in sales during its first weekend in operation.



Another factor in our success over the past several years has been the ability to quickly deploy name brand restaurants to our customers serving downrange.

We are currently providing a “taste of home” with 221 restaurants spread throughout the OEF/OIF theaters, truly living up to the AAFES Motto “We Go Where You GO.”

A current initiative underway is the rollout of Name Brand Pizza Delivery Concessions in those locations where we don't deliver through a direct operated restaurant. We currently have 16 locations awarded and another 14 under solicitation. This includes the Pizza Hut, Dominos, and Papa Johns brands.

### **Services Team – Transforming our Business Model**

The “Mall Transformation” continues as the strategy for the future in Services. Placing highly sought after name brand businesses in our malls continues to drive traffic into our facilities.

Today's customers are more name brand driven than ever, evidenced by their spending patterns and patronage loyalty.

Some examples include the recent introduction of GameStop Game Stores, Paul Mitchell Signature Salons, Regal Nails Nail Care Centers, Tactical Stores and Name Brand Business Centers.

Additionally, we are converting our Car Care Centers from a generic appeal to Firestone and Good-year name brands.

Furthermore, AAFES continues to be the number one Harley Davidson franchisee with over 3,000 motorcycles sold annually.



By comparison, the closest civilian dealership sells less than 2,000 bikes per year.

Our customers have shown these new additions to be “the right stuff” and approve of the convenience and value of having these services available to them.

### **Behind The Scenes – Never a Dull Moment**

As a result of our cultural transformation, we continue to implement new processes which will optimize organizational efficiencies, improve our competitiveness in support of developing a life-long emotional connection with our customers.

\* AAFES recently partnered with **Oracle** to implement the markdown optimization tool. This tool will allow us to more closely monitor our inventory and to make more strategic pricing decisions, ensuring maximum profitability for seasonal items, while also improving sell-through. Oracle also gives us the ability to actively monitor inventory velocity movement and target customer demographics. We can also begin the markdown process sooner to ensure as little “end of season” clearance as possible.

\* **Replenishment allocation** is currently in a rollout phase and schedule to be complete for all main stores in 2010. These tools will allow AAFES to better control its inventory and automate item maintenance tasks by allocating correct levels of merchandise replenishment based on store-specific inventory movement performance.

Benefits include a better stock assortment and more timely delivery of merchandise to the facilities, as well as lowering the “stock on hand” investment.

\* Our main stores are taking their technology for process execution into the 21<sup>st</sup> century with the recent introduction of **Workload Planning**. Workload Planning communicates eight operational tasks from the corporate level to the stores through a Web-based system, streamlines the workflow process, and results in improved efficiencies and customer readiness. The Web-based communication tool is providing

worldwide visibility of store execution for the first time in AAFES history.

\* **Scan Based Trading (SBT)** is a business model where the vendor owns the inventory until the customer purchases it, leaving AAFES with a zero inventory. Accurate scanning is critical because it uses the AAFES register data to determine the actual inventory that has sold to calculate vendor payment. We have had great success with American Greeting Cards, our first (SBT) vendor, and we are currently working on our second vendor account.

\* **Retek Merchandising Systems (RMS)** Promotions offers impact sales and margin performance by merchandise type, region, and time by analyzing sales data and gaining insight into customer demand drivers and their level of effectiveness for past and future events. Benefits to AAFES include increased gross margins, increased return on advertising investments and reduced inventory for over stocks. RMS Promotions is scheduled to begin use 2010.

\* Oracle **Retail Demand Forecasting (RDF)** uses time series forecasting algorithms and state-of-the-art modeling techniques to create accurate forecasts with little human intervention. The solution ensures proper stock levels, helping to avoid lost sales and reduce excess inventory. RDF provides all departments with a common forecast to drive the entire retail enterprise, bringing together forecasts produced for replenishment, merchandise planning, financial planning, and collaborative planning and ensuring all components of the AAFES retail enterprise rely on a common forecast.

\* **Plan-o-gram Optimization** is a tool designed to analyze sales performance by linear foot and identify opportunities to expand or shrink merchandise. For example, merchandise may occupy 5 percent of the space but generate 10 percent of the sales which could indicate an opportunity to expand the assortment and increase sales by moving up a level. Thank you for the opportunity to share our latest and exciting initiatives with you. These are indeed exciting times, and the Sales Directorate is clearly up for the challenge!

## Meet Maggie Burgess

Maggie Burgess is Senior Vice President, Sales Directorate. Burgess was born in Albuquerque, N.M. She grew up at Ellsworth AFB and considers herself a native of South Dakota. She graduated from the National College of Business in South Dakota in 1982 with a bachelor's of science degree in Business Administration.

Burgess began her career with AAFES as a Sales Associate at the Ellsworth AFB Shoppette in 1976. She held several positions at the Ellsworth BX to include: Cashier, Electronics Dept. Sales Associate and Visual Merchandiser. While working for the Ellsworth Exchange, Burgess attended college on a full-time basis.



In July 1983, Burgess was accepted into the AAFES College Trainee Program at Fort Bliss, Texas. Her early assignments included: Shoppette Manager, Assistant Main Store Manager and Main Store Manager at Minot AFB from November 1983 - February 1989. Burgess moved on to Main Store Manager at Sheppard AFB from February 1989 - January 1991, when she became the General Manager at Ellsworth AFB.

In July 1992, she was transferred to Fort Carson, Colo., as the General Manager. She held this position until August 1995, when she was moved to Fort Bliss, Texas, as the General Manager of the Fort Bliss/Holloman and WSMR Exchanges until October 1997.

In October 1997, she was promoted to the El Paso Area Manager's position. In July 1999, Burgess was transferred to the Sales Directorate as the Vice President of Consumables & Specialty Stores. She became Vice President of Main Stores/Hardlines in July 2001. And, in July 2002, she was assigned as Vice President, Sales Directorate.

In May 2003, Ms. Burgess was promoted to Senior Rate and assumed the position of Senior Vice President in the Pacific Region. She assumed the position of Senior Vice President, Eastern Region in January 2005 and her current position of Senior Vice President, Sales Directorate in August.

# *RECOLLECTIONS* of a convention coordinator

## The saga continues...

*John Ellis' 10 years as AREA Convention Coordinator took him from Dallas to New Orleans, Las Vegas, Boston, Dallas (again), Nashville, San Diego, Reno, Hampton and then home to Denver.*

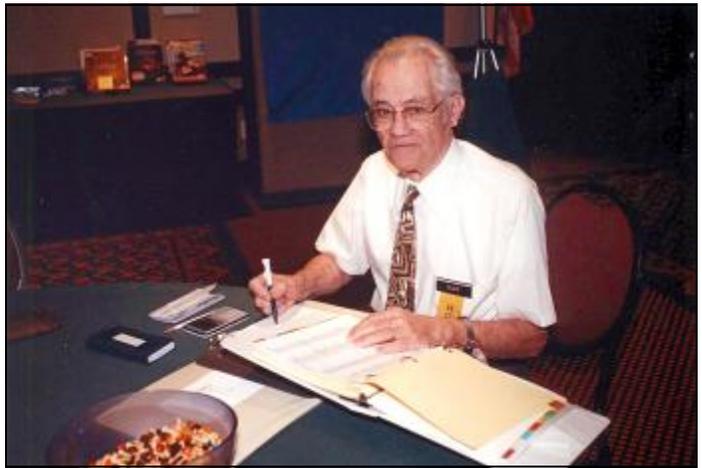
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### INITIAL PLANNING

The first year, after the Board's decision, I would write to all of the hotels, in the selected city, that would reserve at least 200 rooms for us. I also would ask for the best rate they could give for any week in May and details of their accommodations. I would select the 3 or 4 most favorable for us and set up meetings over a two- day period. Then, with two others (one usually the president) I would go to the city and meet with the selected hotels. We would agree on one for our convention. I also sought a company to provide bus service for tours. Then, I would gather information on places to visit or see, from members from that area and Convention and Tourists Bureaus.

While this was going on, I would be working on the second year of finalizing details for the next convention. . During that year, the program was outlined and negotiations of details with the hotel and tour sites began.

From the beginning, it was understood that I would not guarantee any figure until two weeks before the event. I would keep in



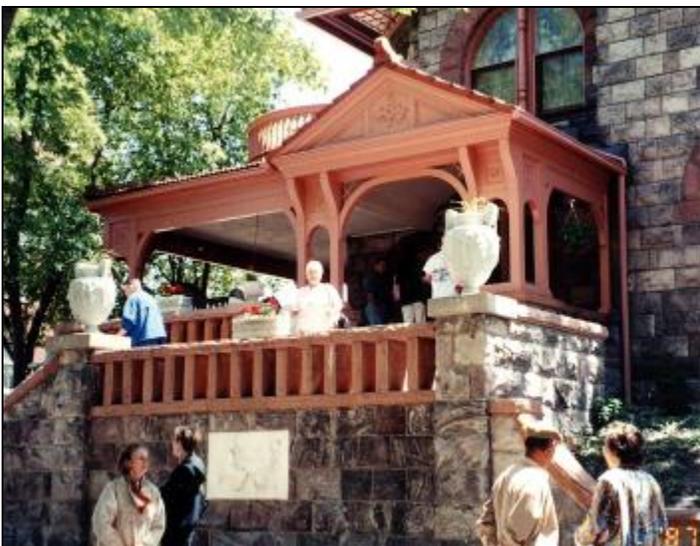
Paperwork and more paperwork kept John Ellis busy for 10 years.

touch with each of them on a regular basis-weekly if necessary-of the latest situation. Everyone was on a first name basis. Every event selected went into a program. When finalized, about 90 days before the convention, cameraready copy was given to a carefully chosen printer to print the invitation. They were mailed to members about 60 days in advance. In addition, a souvenir program was prepared that contained information that would be useful to guests of the convention, listed guests' names and acknowledged any assistance provided at the convention.

### OBJECTIVES

I planned to make the conventions "break-even" events-no profit-to give guests the best value for their money. The Board loaned me about \$1,000 "seed money" the first year but none thereafter. This was mainly for printing and early advertising. We were lucky enough to have Larry Phillips editing the AREA Newsletter and Barbara Kirsch, editing the Exchange Post, to help us with promoting the conventions. What success we had was due in great measure to their cooperation and efforts.

We had a separate bank account-something I insisted upon. I kept the checkbook in my pocket throughout the convention and paid bills and gave refunds on the spot. When checks were received for reservations, the reservations and checks went to Tony



Touring the Molly Brown House during the AREA Convention.

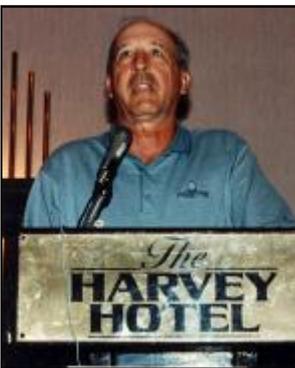
Marma for verification who then deposited the checks in our account. The reservations were returned to me to set up files for each event and to print tickets on my computer.

Prices for all events were based on the total cost of food, if included, guides, admission fees, transportation and any other costs. The price for buses was based on the size of the bus and assuming that they would be 80% full, i.e., if a bus carried 40 passengers we would divide the cost of that bus by 32 (80% of 40) to get a cost for each passenger. The price of the event would then be the dollar nearest the total cost. If a bus was more than 80% full, we gained the difference. We would also benefit when guests would decline a refund and tell me to put the money into the treasury.

After each convention, Tony Marma's records were edited by the AREA treasurer and, to my knowledge, none of our records or transactions were ever questioned. Also, members sent photos to me, taken at the convention and I prepared a photo album. Then, every year the albums of previous conventions were on display in the Hospitality Suite.

A Hospitality Suite was one of the key requirements in our negotiations with hotels. We had to have a room, at no extra charge, for 40-50 people, for our use 10-12 hours a day and where we could serve beverages, including beer. I would solicit beer and soft drink donations from vendors-rotating my requests to at least three different suppliers. They were available to guests for donations to the Scholarship Fund. A posted sign suggested 50 cents for soft drinks and a dollar for beer-but we usually received more. I also got merchandise donations from vendors which we auctioned off for the Fund. I have no record of how much the fund received each convention but it was considerable.

**CONVENTION MEMORIES**



**Nick Glisson addresses AREA Convention.**

**Dallas, 1990**—A tour of Texas Fair Park, with historical significance and the site of the annual State Fair, was on the program. Only six had signed up, and I told them we couldn't afford a bus but would get a van to take them on the tour or they could have refund. They chose refunds and were satisfied. This was the only event in ten years that I had to cancel for lack of interest.

**New Orleans 1992**—We stayed at the Westin Canal Place and the hotel started on the 13th floor with a great view of the French Quarter. We had lunch on the Natchez steamboat and dancing to authentic Dixieland jazz.

**Las Vegas 1993**—Here we had a Las Vegas-style buffet with a Stage Show and also had a tour of Hoover Dam.

**Boston 1994**—A really memorable convention. I started out serving half of the main floor at the Boston Pops Concert-where you could be served drinks-and kept adding to it as I got more



**John Ellis and Don Streter show off the AREA flag.**

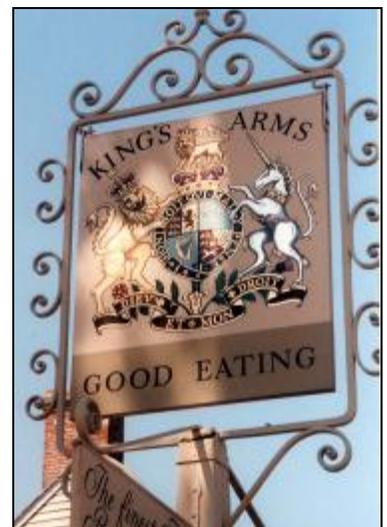
reservations By convention time, I had reserved about 95% of it-eight bus loads of retirees and guests. A convention record! One group missed their bus and, after sending the others back to the hotel, I drove around in the empty bus until we found them. Thus keeping our record intact of never losing a guest. And that wasn't all in Boston. We had a great clambake cruise on The Spirit of Boston with a lobster lunch.

**Dallas 1995**—A fun night for all was had at Medieval Times enjoying a huge dinner while knights in armor held jousting tournaments. Also, a full-day trip to Louisiana Downs was a happy time for some and a sad one for others.

**Nashville 1996**—A week in Music City had to include an evening at Opryland with many famous performers we've enjoyed for years. Then, who could forget the dinner cruise on the General Jackson and its musical review?

**San Diego 1997**—I told the Board I wanted to get out of the convention business but agreed to go to San Diego with the new coordinator to select a hotel--which I did. Then, I prepared a file of notes for him, about 2 inches thick, with a two-year schedule of actions needed to be taken-monthly for the first year, then weekly for about nine months then, almost daily for the last three months. I included data from recent conventions and copies of important correspondence with hotels and others involved in the convention. In the end, it was a wasted effort since the coordinator chose to re-invent the wheel.

**Reno 1998**—A most unusual tour was a visit to The Mustang Ranch, one of Reno's



**Colonial Williamsburg was a popular stop at Hampton Convention.**

famous bordellos. Then, there was the fantastic buffet at Harrah's which included a famous stage show, New York, New York.

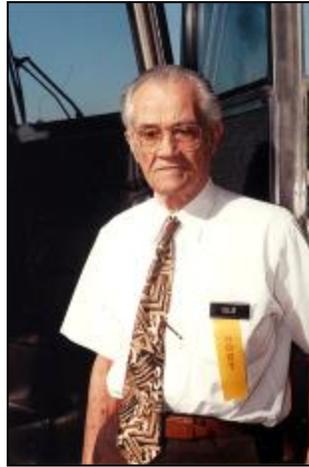
**Hampton 1999**—A MUST trip for all was the visit to famous Colonial Williamsburg, which took you back to life in the days of the Revolution. The Spirit of Norfolk entertained us with an unusual buffet, a show put on with the ship's staff and an evening of music and dancing.

**Denver 2000**—This was my "swan song" as a coordinator. I really quit in 1997 but said I would handle one in Denver, my home, if they wanted it there. They agreed, so I started planning it.

Late in 1997 the AREA president called me and said the 1998 Reno convention lost its coordinator and could I take over? Hotel arrangements had been made, as well as for some events on the program, and I had over six months to work on it so I agreed, but continued to work on the Denver convention.

Then, a few months later I got another call that the 1999 convention, planned for Hampton VA, lost its coordinator and nothing had been done and could I help out? I got on a plane and met with some wonderful chapter members and we negotiated for a hotel and began planning the program. Thanks to their help, and guiding me in an unfamiliar area, we were able to come up with a program—but I continued to work on the 1998 and 2000 conventions.

Finally, after the Reno and Hampton conventions were out of the way, I had a year to concentrate on Denver. Coming up with a program was easy because there are so many fabulous sights to see in, and near, Denver. Since I had extra time, over a three year period, I wanted to plan a convention where nothing went wrong—no problems with the hotel or buses, all schedules would



John Ellis, Convention host.

be met, bus drivers wouldn't get lost, and guests would have no complaints. Finally, after ten years, I GOT IT!

Well, to be honest, wasn't a PERFECT convention. After our program had been printed, the hotel changed the room location for many of our meetings and guests had to be told with a note in their program. It embarrassed me but nothing could be done. My contact at the Marriott, Lara Renault, was unhappy about it also. Together, for months, we made plans for the convention but, unfortunately, she was transferred to Amsterdam just before it began. We still keep in touch.

Some of the most notable tours in Denver were:

- Visiting the AF Academy near Colorado Springs and the suspension bridge over the Royal Gorge, highest in America.
- Driving through beautiful Rocky Mountain National Park at 11,000 feet.
- Touring through the U.S. Mint
- Going up Pike's Peak on the cog railway train

Being on the top of Mt. Evans on the highest paved road in the U.S. Experiencing the fantastic acoustics at Red Rocks Amphitheater Thrilled by a dinner show featuring the great NY musical, "42nd Street." As a special souvenir for guests, I put together booklet of AREA's history. The information in it was gleaned from all past Board Meeting minutes, prior issues of the AREA Newsletter and various correspondence in AREA's files. (I was a Board member at the time and had access.) I called it, AREA Looks Back.

#### A FEW LAST MINUTE THOUGHTS

Having our own bank account, to which only Tony Marma and I had access, enabled us to handle financial matters quickly and constantly keep aware of our financial position.



The Denver Marriott was the site of the last John Ellis Convention.



Behind the scenes—half of the supplies for a convention.

Over the ten-year period, we were able to gradually develop a sizeable bank account from refunds refused by guests and when buses had more riders than were in the budget. After the Denver convention, we were able to leave future coordinators an account with \$7,000 in it—hoping that amount remained after each convention as seed money for the next.

One problem with hotels was they did not have room to store our supplies until the day before the convention. Somehow we managed—except in Denver where they couldn't accommodate us. So, I gathered it all in my garage and, in two trips, one in my motor home and one in my pickup, I delivered it to the hotel.

I never used any color in the invitations or souvenir programs because I wanted to keep costs down and it seemed a luxury that wasn't called for. I used color only for the Denver convention because it was AREA's 25th and called for something special. All of the printing for the conventions I was responsible for was done by the AAFES printing plant and they gave us a good price for the invitation cover. The cover for the souvenir program was provided by the Denver Convention Bureau at a low cost. I appreciated the support and cooperation we received, over the years, from Tom Whitten, the printing plant manager. The 2001 and 2003 conventions used quite a bit of color printing but the added income from advertising, by AAFES vendors, defrayed the extra cost. Also, I was proud of the fact that I never felt it necessary or suitable to use advertising as long as we could afford to finance a convention with its income. All of the camera ready copy was set up by me in my computer, except for the Reno invitation for which printing was under contract before I was involved.

About the 2001, 2002 and 2003 conventions...

Jerry Saperstein did a good job in 2001 in Las Vegas, much as I would have, except for the color and advertising. The color work, made affordable by advertising income, was attractive but didn't, in my opinion, add much to the tour values offered to guests. The convention in 2002 and 2003 were pretty much handled by a travel agency. Unfortunately, they didn't know very much about AREA conventions I can't fault the Board too much for this decision since they wanted a convention and could not find a coordinator.

## FINAL THANKS

I have probably given you the impression that I handled the convention without any help which would be an inexcusable error on my part. I said I only had two assistants after the first convention: a treasurer, who for many years was Tony Marma—may he rest

in peace—and someone to handle golf tournaments. For the first few years, I would twist a different arm each year for a volunteer golfer. Then, one year Bill Cortez, the spouse of a retiree living in Junction City, KS. made the mistake of criticizing how a tournament was handled. So, I told him he could handle the next one—which he did and all those that followed while I was coordinator.

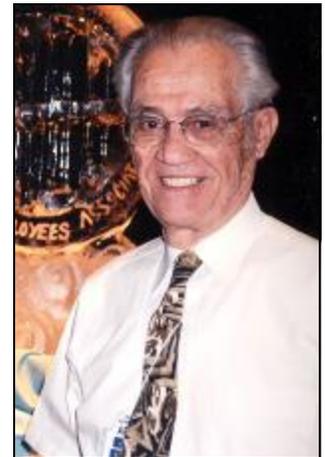
It would be impossible for me remember the names of, nor thank, the countless AREA members that I called upon to be bus monitors, help in the Hospitality Suite—which required two shifts of four people each day arrange bridge tournaments, collect tickets for tours, and for so many other jobs. Whenever I needed help, someone was always there.

I mentioned the Exchange Post and the AREA Newsletter and many times I had to call on someone else from HQ and they were always helpful and responsive. Finally, those who made donations of merchandise and the cooperation we received from hotel staffs helped immeasurably.

It was a great trip and I miss it. If I were 50 or 60 years old, I would still be at it. But not at 89!



**If you started reading this article on page 1, you saw how John Ellis said he looked when he started as AREA convention coordinator. We couldn't let our readers leave this chapter of AREA history without setting the record straight. That photo was John's high school picture when he was age 18. These photos more accurately depict how he looked during his outstanding tenure running the conventions. As Paul Harvey would so aptly say, "And now you know the rest of the story."**



## POSTLOGUE...

John learned his travel craft well and applied it to a smaller audience in the years since he "retired" as AREA Convention Coordinator. Beginning with the Boston convention in 1994, John brought his family along to AREA's conventions. They were as well known on the bus tours and convention events as AREA members who had worked together for years. That was such a good idea that John kept it going in the post-convention years. The Ellis family grew from eight members to 17 (at last count) and, with John as site selection and travel coordinator they've convened in such places as Alaska, Maine, Ireland, North Carolina, on a Mediterranean cruise, Big Sky, MT, and Destin, FL. Next year, they'll get together in Breckenridge, CO, to celebrate John's 90th birthday. And he's working ahead...*John has already selected the mountainside retreat for Breckenridge and has a notebook full of plans!*

## CHAPTER HAPPENINGS



Aloha Chapter members sat as a group for this Recession Luncheon photo on August 16. Members in front show their AAFES goody bags.

**Aloha Chapter**—On Sunday August 16, the Aloha Chapter held a RECESSION LUNCHEON and went Chinese – at Yen King’s Maple Garden Restaurant. The Chapter even provided its own STIMULUS PACKAGE---a bit less than the government’s maybe but the effect was IMMEDIATE!!!

The largest gathering for a summer luncheon, 40 members and guests gathered for an exceptional Chinese buffet of Chinese chicken salad, egg rolls, gau gee, boneless chicken wings in orange sauce, bittermelon, salt & pepper shrimp, fried rice, beef broccoli, butterfish in miso sauce, chow funn, green beans, ma pa tofu, almond float and the list goes on.....all this for 20% less cost than the normal cost of our luncheons!!! WE MAY GO BACK!!!

The Stimulus Package in the form of Bingo with \$5 & \$10 to the winners, AAFES “Goody” bags, and door prizes of Wine, free Anthony Pizza coupons, and drawing for a FREE LUNCHEON was conducted. Bingo winners were **DORIS ROZKIEWICZ, ARDELL KATSURA, MILT SHIMIZU, WILTON SANTOS, ERIKA PFAUNTSCH, and PHILIP ROACH**. Door prizes were won by **RAY SCHNEIDER** and **PAOLA MORGAN**. The Grand Prize drawing of \$20 was won by **ADRIENNE HAMADA** and the \$20 AAFES Gift Card by **BRUCE BARGFREDE**.

**ERIKA PFAUNTSCH, GM, AAFES –Hawaii**, gave the group an update of the “happenings” in AAFES-Hawaii which was most appreciated – especially the news that AAFES employees/retirees may once again reserve guest cabins at Bellows Beach and enjoy its pristine white sands, first rate beach facilities, and solitude away from the “Big City”. Erika brought a "goody bag" for each attendee. The Chapter was also pleased to welcome **ERIKA** and **PAOLA MORGAN** as its newest members.

The Chapters Christmas Party is already scheduled for December, 6 at the Pearl Country Club.

—Bill Allgire

**Central Texas Area Chapter**—On August 10, 18 members of the Austin AAFES AREA met at Cheddars restaurant for their quarterly meeting. The occasion resulted in some new changes, 1) a new President, 2) a revamping of the Board, and 3) a definitive date for all future luncheons. As the outgoing President, **Frank Archer**, felt a new face was needed, **Jeannette Stark** was selected by all to fill this vacancy. **Pat Callaghan** continues as Vice President. **JoAnn Melvin**, presently serving as Secretary/Treasurer, will now serve only as Treasurer. **Frank Archer** was selected to fill the new position of Secretary and continue to act as the point of contact for e-mail communications.

The membership decided that the first Monday of the selected month would be the luncheon date, with 1 p.m. as the meeting time. Luncheons are still held in February, May, August and

November each year. Members provided suggested locations for future luncheons. Board members will make quarterly luncheon selections and advise members of the selection. Regular attending members who were absent were **Maureen Wooten**, making her occasional trek to England, **Lydia Villiagomez**, who continues to recover from her surgery, plus **Alice Sewell, Cheryl Schulthies and Earl Sloan**, who normally make their presence known.. Some members have made it known that they are not in receipt of their AREA newsletter. They are reminded that in order to receive their newsletter, they must submit their annual dues to Area. Additionally, insuring that the Board has their current e-mail address, phone number and home address would be helpful.

—Frank Archer, Secretary, Central Texas Area Chapter

**North Texas Chapter**—The annual dinner to show the world that the membership is highly appreciated was held on July 25 at the Hq AAFES Skyline Club. The menu was a BBQ, and it was both well done by the club staff and thoroughly devoured by those in attendance.

In addition, there were surprises for everyone. The attendance was a surprisingly high 57—the chapter regained two members who were a little late with dues payments and two new people.

The pictures accompanying this article were taken by Richard Sheff (new member). He set them up on Facebook and all members with e-mail addresses were provided a link.

The Chapter's next major event was their Oktoberfest Dinner in September with 40 retirees attending the event at the HQ AAFES Skyline Club. The meal included: Kasseler rippenspeer, sauerbraten, white and red sauerkraut, creamed spinach, garden salad, rolls and assorted strudel. It's always fun socializing with the "Legends of AAFES".

# CHAPTER HAPPENINGS



Dennis Jones, Chuck and Lina Poffenbarger



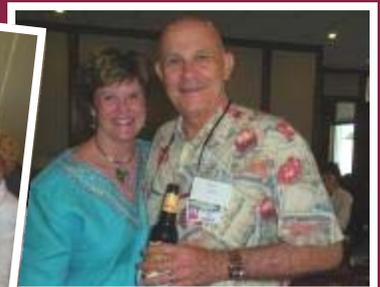
Sue Sheff, Carlon Cloud and Lina Poffenbarger



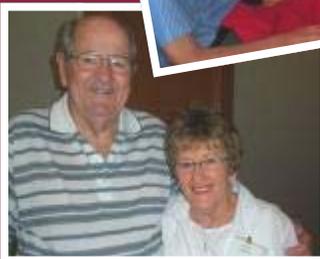
Kav Kavanaugh



Ellen Conte and Sook Vittulo



Carlon and Jerry Cloud



Don and Jeanne Streeter



Corinne and Bill McQueen

# CHAPTER HAPPENINGS

**Alamo Chapter**—20 people from the Alamo Chapter (members and friends) took a bus trip with Lucky Ace Charters from San Antonio to the Coushatta Casino Resort in Louisiana, July 13-15. Tony Trevino, Chapter Vice President (and a former president) arranged and hosted the trip for us. We spent our time there eating, gambling, laughing and having fun. Some of us won and some of us lost but we all had a great time. Several of our group took advantage of the casino's large, smoke-free slot machine room. The hotel gave us a \$50 cash back for booking 10 rooms so Tony and his wife, Ella, purchased snacks for the bus trip. Tony arranges these trips once or twice a year and anyone is welcome to join us on future trips.



**A group shot (not the whole group) that Anh Kaufman took. Left to right: Roy Hines, Linda Kelly, Rick Forsyth, Marilyn Cerna, Javier Cerna, Walter Hagen and Tony Trevino**

- A Walter Hagen & Anh Kaufman
- B Javier Cerna & Roy Hines
- C Anna & Vito Sciortino
- D Rick Forsyth and Linda Kelly
- E Ann Brogan
- F Marilyn Cerna, Debbie Hines, Roy Hines
- G Javier Cerna & Tony Trevino





Three photos from the evening at Mimi's Restaurant—  
 (A) Lee Lee Rux, Terri Shaw, Judy Rux, Chuck Shaw (B) Susan and Kitty DeLeo (C) Sylvia Rodela and Martha Lozano

**Alamo Chapter activities in Summer 2009--** On July 25, a group of 13 Alamo Chapter members and guests attended a lunch/show at the Harlequin Dinner Theater at Fort Sam Houston. We enjoyed a nice lunch spread, including quiche, salad, and fruit, and then watched a musical show featuring songs sung in Las Vegas by Rat Pack members. Thanks to **Bob Askew** for arranging and hosting this event.

On July 27, a group of Alamo Chapter members and guests attended the U.S. Army Field Band and Chorus concert at the Lila Cockrell Theater by the Convention Center in downtown San Antonio. The concert was excellent. The band and chorus members are stationed at Fort Meade, Maryland, when they're not traveling and representing the Army. Thanks to the Texas Bandmasters organization for sending us the tickets!



The Guillemette family—Peter, Armand, Claire and Reine enjoyed the evening at the Harlequin Dinner Theater.

On August 8, some chapter members met at Mimi's Cafe at the Rim in northwest San Antonio (near Fiesta Texas) for an early dinner. About 20 of us enjoyed a tasty dinner and lots of fellowship. Thanks to **Lee and Judy Rux** for hosting/arranging this dinner.

## Tidewater Chapter deactivates

----- Original Message -----

**From:** Fousturs@aol.com  
**To:** cpoffen@earthlink.net  
**Sent:** Sunday, August 23, 2009 5:19 PM  
**Subject:** Informal Chapter

Dear Chuck:

I'm writing to tell you that we are in the process of deactivating the Tidewater Chapter. We do so with a heavy heart due to the following circumstances:

Many enthusiastic, dedicated members who had sustained the chapter since its founding have past on, and others are shut-ins for medical reasons.

Efforts to attract individuals to accept positions of Chapter President and Secretary/Treasurer have not been successful. We have mailed out a questionnaire to our 17 members to vote on the continuance or discontinuance of this chapter and their willingness to serve as chapter officers. Twelve members want to continue the chapter, three opted for discontinuance and two questionnaire were not returned. Even though the majority wants to continue this chapter, no one is willing to serve as chapter officer.

For all the above reasons, we are deactivating by the end of this year. The AREA, Scholarship Fund will receive the funds remaining in our bank account.

Please advise what else we need to do related to the subject above. I am willing to continue as liaison between our group and the AREA. Some of our members are interested in getting together for lunch and socialization.

Ursula Foust, Secretary (for)  
 Jane P. Cutler, President  
 Tidewater Chapter

## CHAPTER HAPPENINGS

**The Golden Gate Chapter** held its annual summer luncheon at Saluti E Vita Ristoranti in Richmond, CA on Saturday, July 18.

Nine members and their guests (shown in the attached photos) were served in the wind protected patio of the beautifully restored 100-year-old building overlooking the Richmond Marina.

**Not shown is Ernie Kodama, the photographer and author of this report**



**Sandy Gilman, Lou Vitalie, George Willis, Jr., and George Willis, Sr.**

**Carol Beatty, Marion Emery, Noble Emery and Joan Turner**

### *Thanks again for the scholarship*

Dear Mr. Gallagher,

I want to thank you and the AREA again for the \$5,000 scholarship you awarded me last year. I also want to let you know about my first year at Texas Woman's University (TWU). My declared majors are English and History with a minor in Women's Studies.

I was accepted into the Athenian Honor Society at TWU. I served on the Honor's Scholar Program Publication's Committee; the committee is responsible for the Honor's Newsletter and Scholastic Journal. I was on the Dean's List and maintained a 4.0 GPA for both semesters. I was also inducted into the Omega Rho Alpha English Honor Society and was awarded The Omega Rho Alpha Scholarship in Memory of Agnes Tramel and Mildred B. Nelson. During the Maymester I went on an international study tour to Great Britain.

I begin my second year at TWU classified as a junior; this is because of the number of AP credits I earned during high school. I am continuing in the Honor's program and will be the Editor of the Honor's Scholastic Journal, *Off the Quill*.

I cannot fully express my gratitude to AREA for awarding me the scholarship based upon my high school achievements. But I want you to know that I will continue to work hard to ensure that your trust was not misplaced.

Sincerely,  
Christina Wagoner



## IN REMEMBRANCE

**BETTY F. COOK**, 81, died March 30 in San Antonio, TX. The former South Texas general manager retired in 1982.

**HENRY A. LECH**, 71, died March 7 in Beaumont, TX. The former Midwest Area associate retired in 1992.

**HANNAH A. MITSUYOSHI**, 87, died April 4 in Mililani, HI. The former Hawaii Area stockroom clerk retired in 1983.

**JOHN J. O'BRIEN**, 89, died March 28 in Nampa, ID. The former Golden Gate Region executive retired in 1976.

**DORIS FOY**, 83, died May 29 in Fayetteville, NC. The Fort Bragg food service worker retired in 1991.

**MOLLY GONZALES**, 88, died June 19 in Las Vegas, NV. The former Denver stockroom clerk retired in 1989.

**HARUKO M. JEFFERSON**, 77, died July 27 in Chicopee, MA. The former Westover AFB associate retired in 1996.

**JAMES E. McCOY**, 90, died July 8 in Fayetteville, NC. The former Fort Bragg associate retired in 1978.

**DENNIS A. ALLIO**, 79, died June 8 at the Charlotte Hall Veterans Hospital. His funeral took place June 15 at St. Joseph's Catholic Church, in Morganza, Maryland, with Inurnment at Maryland Veterans Cemetery, Cheltenham, Maryland. Dennis retired from the AAFES after 34 years of service in 1985. His last two assignments were Area Food Manager,

Korea Area Exchange, and Headquarters, Capital Exchange Region, Alexandria, Virginia. Upon his retirement from the AAFES; he was employed by the Navy Exchange Service in the Washington, D.C. area and at Patuxent River, Maryland.

**JANET PAYNE**, 77, died April 28, in Lansdowne, VA. The Hq. AAFES associate retired in 1995.

**HAROLD YANAGI**, 89, died June 25 in Honolulu, HI. The former Hq. AAFES associate retired in 1979.

**ELIZABETH (BETTY) JOHANNE KONDIKOFF**, wife of Frank Kondikoff, died July 25, 2009.

**ETHEL SINGER COHEN**, 82, died on Friday, June 19. She was born on October 19, 1926, in New York City, New York. Mrs. Cohen is survived by husband Robert Cohen, children Gary Cohen, Gail Laker and husband Avi, grandchildren Adam Laker and Rachel Alexander and husband David. Known for her vibrant zest for life, Ethel was interested in painting, bridge, theater and was a member of the Cooper Aerobics Center. She had a good sense of humor and loved the adventures of traveling with her husband of 55 years.

**RALPH (JOHNNY) JOHNSTON YOW, Jr.**, 87, died in Newington, VA, on June 14. A native of Danville, VA, he graduated from Cambridge High School in Maryland in 1940 and served in the Navy in World War II. He received his B.S. degree from American University in

1948. He began his career in the insurance industry before joining AAFES, where he served as personal services and vending manager in the Capitol Exchange Region. Johnny was married to Phyllis Hodges for 50 years before her death in 2008. They owned and operated Hollybrook Farm, a 15-acre natural paradise in Newington. He was a larger-than-life horseman, dog trainer and mentor to youth. He is survived by three sisters and their families. The family scattered the combined ashes of Johnny and Phyllis in a natural forest preserve to honor his last wishes to be one with nature.

**MARY LEWIS POND**, 88, of Dallas, TX, died Sept. 11. She was preceded in death by her husband, Phelps. Mary attended North Fulton High School in Atlanta, Agnes Scott College in Decatur, GA and Fairfax Hall in Fairfax, VA. On June 7, 1944, one day after the invasion of Europe and over 65 years ago she married Phelps in Atlanta. They had three children, Mia, Tom, and Fred. After the war Phelps joined AAFES in New York and then moved to EES in 1965. The Ponds lived in Nurnberg until 1968 when they returned to the US, this time to Dallas, TX, the new home of Hq. AAFES. Mary volunteered at Childrens Hospital in Dallas for many years and tutored elementary school children in reading. She also enjoyed the theatre, ballet, symphony, playing bridge, reading, and spending time with her grandchildren. Mary is survived by a daughter Mia Pond, and sons Thomas Pond and his wife Joann, and Lt. Colonel Phelps Pond, Jr. and his wife Zameena, five grandchildren and two great grandchildren.

**GEORGE NORMAN**, 86, died on June 17, 2009 in Dallas, Texas. George served in the Navy during WWII as a Navy Navigator. He worked for The Army and Air Force Exchange for 34 years. He then worked for Norman Consultants with Baskin Robbins as his primary client for 13 years. He was an avid snow skier, racketball player, and traveled worldwide.

He is survived by his wife Carolyn Norman; children, Larry and his wife Carolyn Norman, Mark Norman, Ken and his wife Kelly Norman, Carol Robertson, Jeff and his wife Franka Sinason and Angela Spangler; four grandchildren, one great grandchild and three sisters.



A large group of AAFES retirees attended George Norman's funeral services in June. Left to right, are Richard and Sue Sheff, Dorothy Witt, Barry Gordon, Bob Winston, Norm Sereboff, Marty Handel, Tom Harmon, Joel and Brantlee Sontag, Sam Langford and King Hazle.

## SCHOLARSHIP DONATIONS

DONORS	IN MEMORY OF	
Vera Metcalf	George Norman	\$50.00
Emmy Krivacic	George Norman	\$50.00
Karin Kawamura	Betty O'Connor	\$50.00
Edmond Fitzgerald	Alexander Connors	\$100.00
Edmond Fitzgerald	Eva Fitzgerald	\$400.00
Edward Armstrong	Phelps Pond	\$200.00
Emmy Krivavic	Betty Kondikoff	\$50.00
Vera Metcalf	Betty Kondikoff	\$50.00
Marie Rourke	Betty Kondikoff	\$50.00
Sanae Francis Law	Betty Kondikoff	\$100.00
J. Ned Silva	Betty Kondikoff	\$100.00
Ray Sedberry	Phelps Pond	\$100.00
**Baerbel Woitalla	Betty Kondikoff	\$100.00
Don Allen	Phelps Pond	\$100.00
George Gilmore	Phelps Pond	\$100.00
Edmond Fitzgerald	Charles Metz	\$100.00
Nate Trementozzi	George Norman	\$100.00
Ben Earnest	Ira Wennick	\$50.00
Ben Earnest	H.M. Schottlaender	\$50.00
Ben Earnest	Jim Williams	\$50.00
DONOR	IN HONOR OF	
Ben Earnest	Bill Emanuel	\$50.00
AAFES Women's Club	General Donation	282.47

Note: \* denotes non-AAFES retiree  
 \*\*denotes Non member of AREA

## Email Address Changes

<b>MCQUEEN, WILLIAM R</b> wmcqueen@tx.rr.com
<b>SANDERS, GRACE</b> hendersongr@bellsouth.net
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## New AREA Members

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4 RACCOON LANE  
TIBURON CA 94920-1949 Ph: 415-435-2018

BRANDON, STEPHEN J (CHONG)  
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12121 EDDYSTONE CT  
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GORDON, CHARLES E  
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FT WALTON BEACH FL 32547- Ph: 850-243-0627 A

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1015 HUNTINGTON RIDGE RD. # E  
RALEIGH NC 27615-5342 Ph: 919-368-5104 T

## USEFUL TELEPHONE NUMBERS

The following telephone numbers are provided as a convenience to members wishing to contact certain HQ AAFES offices and the AAFES Federal Credit Union.

HQ SWITCHBOARD  
(214) 312-2011

FOR RETIREMENT and GROUP INSURANCE BENEFITS:  
HQ. AAFES BENEFIT BRANCH REPRESENTATIVES (800) 519-3381

GENERAL COUNSEL:  
COLONEL ERIC E. WEISS, USAF (214) 312-3126

EXCHANGE POST:  
BARBARA KIRSCH (214) 312 3831

SALES TABLOIDS:  
LEAH MILLER (800) 733-5142

ID CARD, PRIVILEGES  
HR-L/H Servicing Personnel Office (214) 312-3330  
ID Cards issued Monday, Wednesday, Thursday and Friday from 7:30-10 a.m.

DOD VEHICLE STICKERS:  
DOD stickers are issued in AD from 7:30-11 a.m. on Monday, Wednesday, Thursday and Friday.

AAFES FEDERAL CREDIT UNION: TOLL FREE SERVICE  
NORTH AMERICA (800) 452-7333  
UNITED KINGDOM 0800-89-7490  
GERMANY 0130-81-1187

FOR OTHERS NOT LISTED:  
PAT WEAVER (972) 780-9810

For other information, check out the AAFES Web site at: <http://www.aafes.com> and the AREA web site <http://www.aafes.com/area>

## MEMBERSHIP UPDATE FORM

Type of Change (Check All Boxes Below That Apply)

Address <input type="checkbox"/>	Telephone <input type="checkbox"/>	FAX <input type="checkbox"/>
E-mail <input type="checkbox"/>	Marital Status <input type="checkbox"/>	Other <input type="checkbox"/>

Enter New Address in "Current Address" block BELOW and List Other Changes Here--

(Printed Name) \_\_\_\_\_ (Signature) \_\_\_\_\_ (Date) \_\_\_\_\_

Check here if you would like to be put on the mailing list for future membership directories, which are published in even-numbered years and provide you a listing of names and addresses of AREA members.

**TO: AREA (ATTN: Membership Director)**  
**P.O. Box 380614**  
**Duncanville, TX 75138-0614**

**CURRENT ADDRESS:**

## AREA SCHOLARSHIP FUND

### DONATION FORM

<b>To: AREA</b> <b>P.O. Box 380614</b> <b>Duncanville, TX 75138-</b>	<b>From:</b>  <b>Telephone</b>
--	--------------------------------------

**This donation is (check one box below)**

<input type="checkbox"/> <b>In Honor of</b>	(Name)
<input type="checkbox"/> <b>In Memory Of</b>	(Name)
<input type="checkbox"/> <b>An Annual Pledge*</b>	
<input type="checkbox"/> <b>Other</b>	

**Send Card to:**

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ADDRESS	
ADDRESS	
CITY, STATE, ZIP CODE	
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Amount of donation (check enclosed)	\$
-------------------------------------	----

\* I wish to pledge \$\_\_\_\_\_ each year to the AREA Scholarship Fund. My donation for the current year is enclosed.

Your donation will be acknowledged to both the donor and to the recipient or the survivor. All donations are income tax deductible.

<b>DONOR NAME (Printed)</b>	<b>SIGNATURE</b>

**COMMENTS:**



**AAEFES RETIRED EMPLOYEES ASSOCIATION**  
**P.O. Box 380614**  
**DUNCANVILLE, TX 75138-0614**

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**DUES ALERT!** Please check the expiration date above (next to your address). If the date is Sept 2010 (or earlier) please send your \$15 dues PAYABLE to AREA to continue your membership.

**AAEFES RETIRED EMPLOYEES ASSOCIATION**  
SUPPORTING THE INTERESTS OF AAFES, ITS RETIREES AND THE PEOPLE IT SERVES

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