

The Exchange's Military Welcome Guide



EXCHANGE
ARMY & AIR FORCE EXCHANGE SERVICE

MILITARY PERSONNEL

Welcome to the Headquarters (HQ), Army and Air Force Exchange Service (AAFES) in Dallas, Texas. HQ AAFES is located on the Southwest side of Dallas. Everyone, who's assigned to HQ AAFES, is required to in-process at the headquarters building in the Military Personnel Office (MPO) located on the fifth floor.

About Your Sponsor. Your sponsor is an important person who can help with everything from housing to in-processing, and help you adjust to your new assignment. Sponsors are expected, at the very least, to write, call, or email you concerning your new job and housing. Upon arrival, your sponsor will assist you with in-processing, resolving any issues regarding your new assignment, and getting acclimated to the Dallas/Fort Worth area. If you're arriving by commercial airline, you will arrive at either the Dallas/Fort Worth International Airport (DFW) or Dallas Love Field Airport. Your sponsor will meet you at your arriving location. Please ensure he/she is aware of any flight changes. Those individuals who have not received a sponsor from their inbound office should contact the Military Personnel Office at DSN 967-6627/967-6533 or Commercial (214) 312-6627/6533.

Entry Control Point. Upon arrival to the headquarters building, you will need to provide a copy of your orders and valid military ID card to receive a permanent access badge to enter the facility. During your first visit, please ensure you utilize the Visitor's Parking at the south entrance of the building.

Duty Hours. Duty hours are based on the needs of the Directorate. Please see your sponsor or supervisor for more details.

Duty Uniforms & Personal Appearance. All military members are required to wear their respective service uniform on Mondays, and ABU/ACUs the rest of the week. Your sponsor is the best person to inquire of which uniform is appropriate. All military members are expected to maintain the appropriate standards according to their respective service directives.

For further information, please visit our website: <http://h2.aafes.com/Pages/default.aspx>

CONTACT NUMBERS

Military Personnel Office	214-312-6627 / 6533
Secretary of the General Staff.....	214-312-6750
Senior Enlisted Advisor	214-312-3051
Inclement Weather.....	1-800-442-0670

THE ORGANIZATION

AAFES is the 39th largest retail company in the United States, with annual revenues of approximately 10 billion dollars; over 43 thousand civilian employees and associates; and an operation of more than 3,100 facilities worldwide, capitalizing on the value of the merchandise and services supplied to more than 12 million Active Duty, Reserve, National Guard, Family members and retirees in more than 30 countries, five U.S. territories and 50 states. There are 70 military authorizations in AAFES worldwide, of which 53 authorizations are located here at HQ AAFES.

In 2011, AAFES was branded the Exchange. Our original brand lacked clarity and we were not effective in communicating our core values and mission. With this lack of knowledge by many military personnel, we embarked on a historic initiative to respond to the need for a comprehensive branding effort. The first phase of the evolution was to change the name and logo to one that embodied our mission, vision and heritage. The result was a name change that dates back to our early beginnings; Post Exchange. As we spoke with customers worldwide, they commonly, affectionately and professionally referred to us as the Exchange. The Army and Air Force Exchange Service will always be our legal name, but Exchange is now our customer facing name replacing the many other names we used to be called: AAFES, AAFEEEEES, BX, PX and many others.

A lot of thought and research went into choosing the new name and logo. Our name, the Exchange, applies equally to both Army and Air Force, and can be expanded to embrace the idea that we give back to the community with every transaction. Originally coined in 1893 by the House when making provisions to support post canteens, the Exchange is a part of our heritage and current vernacular. Essentially, we've been called the "Exchange" by our customers for more than 115 years.

Our new logo was designed with significant symbolism and meaning. The red and blue chevrons that form the X come from the colors of both branches of services, acknowledging accomplishment and duty served with honor. The intersecting chevrons also suggest the two branches of service coming together, connoting the gathering place for the military community or family. The chevrons are directional and imply movement, supporting our motto, "We go where you go." The icon coming together forms an "X" which is short for Exchange and is found in the word Exchange. In addition, the logo comes with a new tag line, "You save, we give back." This line emphasizes our value proposition and supports our mission to provide annual dividends to the Army's Morale, Welfare and Recreation and Air Force Services programs.

We let our customers know that the new Brand and Image will help to consistently articulate and integrate the Exchange Mission and Vision to internal and external audiences. As the brand delivers the Exchange story, it also expresses our corporate personality, conveys our uniqueness in the industry, promotes a distinctive feel for our products and services and ultimately appeals to their multiple shopping senses, making the Exchange the first choice in all their shopping decisions.

THE LEADERSHIP

The Director/Chief Executive Officer (DIR/CEO). The DIR/CEO is the director of the Exchange and directs the organization within the guidelines established by Congress, Department of Defense and Departments of the Army and the Air Force. The DIR/CEO establishes corporate policy and philosophy, and directs through the Commanders, Overseas Regions (CDR/OR) and Senior Vice Presidents, U.S. Regions (SVP/USR), who are the principal operating officials.

The Deputy Director (D/DIR). The D/DIR assists the DIR/CEO in directing the overall operations of the Exchange and is the final decision authority for those activities (Resources Group) delegated as their responsibility by the DIR/CEO. In the DIR/CEO's absence, the D/DIR is the Acting DIR/CEO with full authority.

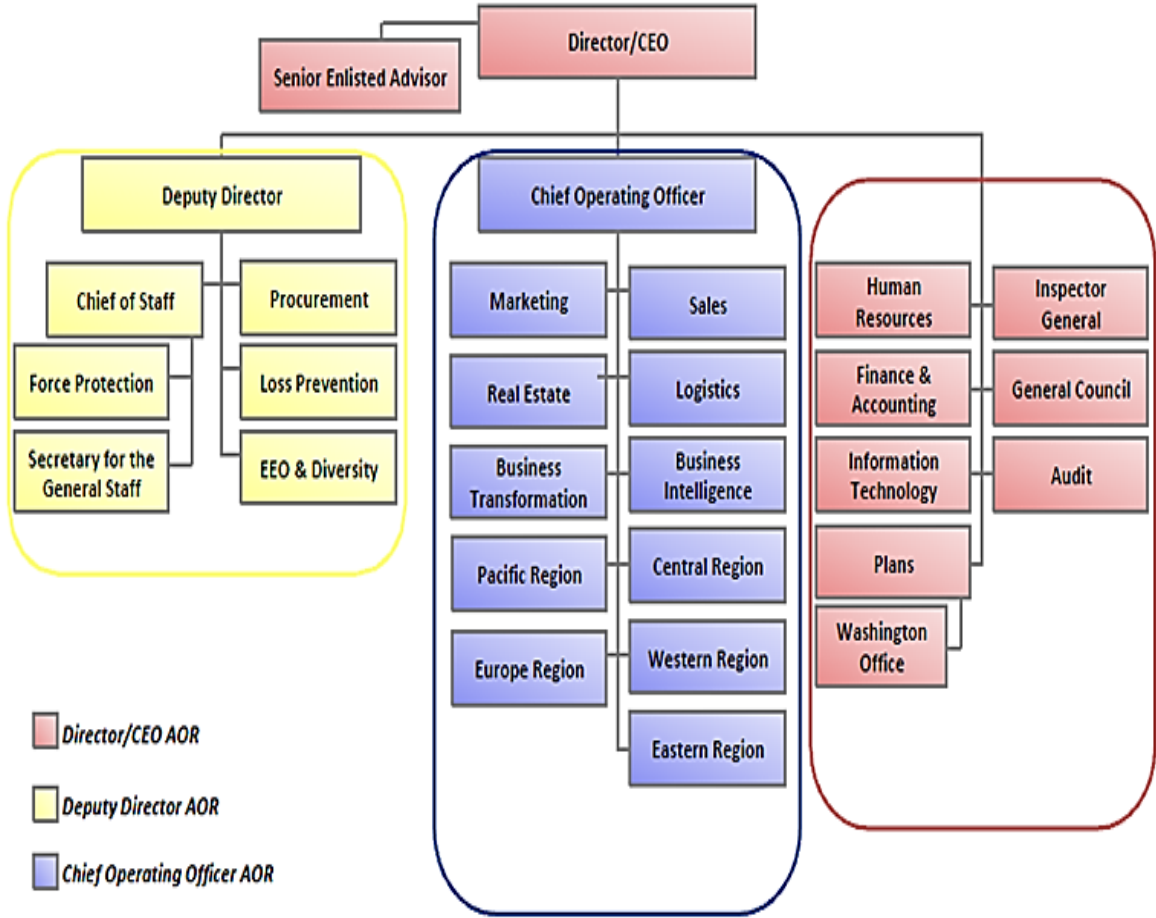
The Chief Operating Officer (COO). The COO assists the DIR/CEO in directing the overall operation of the Exchange. The COO supervises those staff elements (Operations Group) that directly support retail and service activities in the field.

Directorate Heads. Senior Vice Presidents, Division Directors, and Special Staff (Inspector General and General Counsel) are our directorate heads. They are key to the success of the Exchange and our headquarters. They support the DIR/CEO, CDR/OR and SVP/USR, our primary operating officials.

Directorates. The headquarters organization is divided into 14 directorates. Click [here](#) (link) for directorate profiles. Some directorates are headed by military personnel and some by civilian senior rate personnel. The directorates are as follows:

Chief of Staff (CS)	Audit (AU)
Logistics (LG)	Management Information Technology (IT)
Real Estate (RE)	Financial Management & Accounting (FA)
Loss Prevention (LP)	Corporate Planning & Comm. (PL)
Marketing (MK)	Procurement Support & Policy (PZ)
General Counsel (GC)	Human Resources (HR)
Sales (SD)	Inspector General (IG)

Exchange Organizational Chart



AAFES (EXCHANGE) MISSION

“It is the dual enduring mission of the Exchange to provide quality merchandise and services to its customers at competitively low prices and to generate earnings which provide a dividend to support Morale, Welfare and Recreation programs.”

AAFES (EXCHANGE) MILITARY MISSION

Why are we here? We are here to provide military experience, technical expertise and knowledge, helping to ensure compliance with established Department of Defense, federal, and military policies, regulations, and instructions. This combination of seasoned military experience, training, and perspective is immeasurably beneficial to the Exchange.

AAFES (EXCHANGE) HEADQUARTERS AMENITIES

AAFES (Exchange) Headquarters building offers onsite dry-cleaning service, Post Office (out-going mail only), food court (Starbucks, Taco Bell, Subway, Burger King) and Express (shoppette), on the main floor, for your convenience.

“**Skyline**” **Exchange Club** offers breakfast and lunch, Monday thru Friday. The club provides a variety of activities, including a lounge and general dining for official and non-official functions. The Skyline club is located on the 6th floor of the HQ building. For more information you can contact the club manager at DSN 967-2686 or Commercial (214) 312-2686.

Fitness Center is located on the main floor of the HQ building and is available for use 24 hours a day, seven days a week. This newly refurbished fitness center offers individual fitness assessments, personal training, out-door track, strength training and cardio equipment. The use of the facility is free for all military, civilian associates, and family members. For more information please contact the Fitness Center directly at DSN 967-6433 or Commercial (214) 312-6433.

AAFES Federal Credit Union (FCU). The AAFES FCU is located directly across the street from the HQ AAFES building on Exchange Service Drive. They provide convenient savings and checking account services for all AAFES associates and AAFES military personnel. If you require additional information, you can contact them directly at (214) 337-0090 or 1-800-452-7333 or their Website: aafesfcu.org

DIRECTIONS TO AAFES (EXCHANGE) HEADQUARTERS

HQ AAFES (Exchange) is located on the southwest side of Dallas at 3911 S. Walton Walker Blvd., Dallas, TX 75236. The headquarters is a large white building (five stories high with a smaller sixth story on top, not visible from some angles). This is where you report. Other locations you may want to know about include Charlton Methodist Hospital, about five miles south of headquarters; and Carswell Naval Air Station (NAS) Joint Reserve Base (JRB), Fort Worth, about 35 miles west of headquarters.

Note: During your first visit, please ensure you utilize the Visitor's Parking at the south entrance of the building.

To HQ AAFES (Exchange) approaching from Ft. Worth on I-20: Take the Duncanville Road exit, Exit 363. At the top of the ramp, turn left at the light. Go through the next three lights and turn right at the next stop sign onto Ledbetter Drive (about 1.8 miles from I-20). Take Ledbetter Drive and turn left onto Joseph Hardin Drive, then turn right on Exchange Service Drive. Turn left and sign in at the guard shack. Visitor parking is to the right of the guard shack. The guard will direct you to the visitors' parking slots.

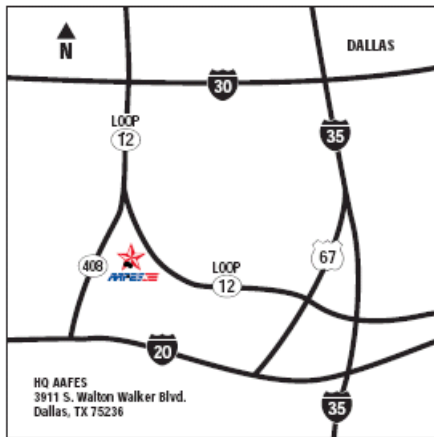
To HQ AAFES (Exchange) approaching from the East on I-20: Take the North Main Street exit, Exit 363, and follow the small green rectangular signs to Duncanville Road. Go right on Duncanville Road and follow the directions above (right on Ledbetter Drive, left on Joseph Hardin Drive, and right on Exchange Service Drive).

To HQ AAFES (Exchange) approaching from I-30: Take Loop 12 South. Once on Loop 12 South, keep straight. Loop 12 turns into Walton Walker Boulevard, once you pass the 408 Spur (stay in the left lanes for Loop 12 South). Pass the Pillowtex and Frito Lay plants on your right, through two traffic lights. When you see a big white building on your right, at the third light (the Exchange sign on the right), turn right onto Exchange Service Drive. Turn right and sign in at the guard shack. Visitor parking is to the right of the guard shack. The guard will direct you to the visitors' parking slots.

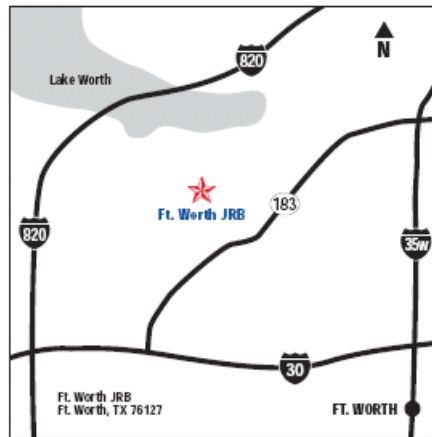
To Charlton Methodist Hospital from HQ AAFES (Exchange): Take Walton Walker Boulevard south to Cockrell Hill Road south. Proceed down Cockrell Hill Road about 3 miles and turn left on Wheatland Road. Go about 2 miles on Wheatland Road. Charlton Methodist is on your right. Parking is free.

To Carswell NAS JRB, Fort Worth from HQ AAFES (Exchange): Take Loop 12 North to I-30 West (Fort Worth). Follow I-30 West to the Horne Street exit, Exit 9B. Turn right onto Horne Street, and follow the signs to the JRB.

MAPS



AAFES HQ



Ft. Worth JRB

City *Distance from HQ*

Addison	22.9
Allen	37.6
Arlington	18.5
Carrollton	19.7
Cedar Hill	10.7
Coppell	21.5
Dallas	11.5
Denton	42.1
Duncanville	4.5
DeSoto	9.3
Euless	19.9
Farmers Branch	17.3
Frisco	36.0
Flower Mound	29.9
Fort Worth	31.2
Garland	31.5
Grand Prairie	8.7
Glen Heights	15.2
Highland Village	32.1

City *Distance from HQ*

Irving	9.9
Kennedale	22.8
Lake Dallas	33.3
Lancaster	14.1
Lewisville	27.2
Mansfield	23.1
McKinney	45.6
Mesquite	25.1
Midlothian	18.7
N Richland Hills	28.0
Ovilla	19.3
Plano	31.6
Red Oak	15.8
Richardson	26.2
Rockwall	34.7
Seagoville	26.0
Waxahachie	26.4

MEDICAL CARE – GENERAL INFORMATION

General - Active Duty. Medical care for all active duty military personnel is conducted at Carswell NAS JRB in Ft Worth. The NAS is located approximately 45 minutes from our HQ AAFES (Exchange) location. The Branch Medical Clinic at the NAS provides all medical care and serves as the initial care facility for all medical treatments. For any specialty care or medical procedure that exceeds the capabilities of the Clinic, they will refer members to civilian medical personnel or military medical treatment at Fort Hood or Sheppard AFB, Texas. Note: There is no sick call, only same day appointments.

The NAS' Branch Medical Clinic is located at 1711 Doolittle Ave., Bldg. 1740. The appointment line's number is (817)782-5905.

Dependent Medical Care - TRICARE. TRICARE is a comprehensive health benefits program that supplements the care available in military treatment facilities to dependents of uniformed service members. TRICARE Prime Remote is offered to active duty service members who live more than 50 miles or 50 minutes (door-to-door) from the NAS. TRICARE Prime members receive certain preferential services and conceive care on a space available basis. Further information is available by calling TRICARE directly at 1-800-406-2832 or by accessing their web site at www.tricare.osd.mil.

Dental Care. Members enrolled in TRICARE Prime Remote can choose a civilian dental provider from a list of approved providers. The list is available on TRICARE's website. For regular TRICARE Prime members, the Branch Dental Clinic at the NAS provides dental treatment for active duty personnel only. The Branch Dental Clinic at NAS is in Bldg 1740, 1711 Doolittle Ave., Phone DSN 734-5718 or Commercial 817-782-5718. Hours of operation are 0745-1630 Monday through Friday.

The TRICARE Family Member Dental Plan (TFMDP) is a comprehensive dental plan available to the families of active duty members. For further information, visit TFMDP online at www.unitedconcordia.com or call customer service at 1-800-866-8499.

DALLAS VEHICLE PROCESSING CENTER

Privately Owned Vehicles being shipped from overseas can be reclaimed at the Dallas Vehicle Processing Center (VPC). The VPC is located on 500 North Stemmons Freeway, Lake Dallas, Texas, 75065. Phone numbers are 940-497-1036 and 1-866-438-2046.

VEHICLE REGISTRATION

If you are or choose to become a Texas resident, you will have 30 days after you arrive in Texas to obtain a valid vehicle registration card and license plates. Active duty military, who choose not to become a Texas resident, are not required to obtain Texas license plates; however, vehicle registrations, driver's license and insurance must be valid.

Dallas Vehicle Registration
500 Elm Street, Records Bldg
Dallas, TX 75006-3703
214-653-7621

Tarrant County Vehicle Registration
10 North Watson Rd
Arlington, TX 76011-5260
817-649-5938

HOUSEHOLD GOODS

Personal Property. Upon your arrival in the DFW area, you will need to contact the Joint Personal Property Shipping Office (JPPSO) to schedule your household goods delivery. The JPPSO office is located at Carswell NAS JRB in Ft Worth. You can call them directly at DSN 739-7304, extension 12 or 13 or Commercial (817) 782-7304, extension 12 or 13.

Army Consolidated Claims Office. Claims for missing or damaged personal property are processed at Ft Hood, Texas for all Army personnel. If you require more information or ever need assistance on filing a claim, you can contact them directly at DSN 737-7722 or Commercial (254) 287-7722.

Air Force Claims Office. Claims for missing or damaged personal property are processed at Sheppard AFB, Texas for all Air Force personnel. If you require more information or ever need assistance on filing a claim, you can contact them directly at DSN 736-7200 or Commercial (940) 676-7200.

HOUSING

Permanent Housing. Dallas is surrounded by numerous smaller communities/cities. Making a decision on where you want to live can be difficult. Fortunately, the Internet provides many sites that may make this easier for you. Many of the cities have home pages established that include specifics on schools, community activities, etc.

Below are some websites that previous transferring associates found useful in making their decisions. The addresses listed below should give you a good starting point:

Addison: www.addisontexas.net
Allen: <http://www.cityoffallen.org>
Arlington: www.ci.arlington.tx.us
Carrollton: <http://www.cityofcarrollton.com>
Cedar Hill: www.cedarhill.org
Coppell: www.ci.coppell.tx.us
Dallas: www.dallascityhall.com
Denton: <http://www.cityofdenton.com>
Duncanville: www.ci.duncanville.tx.us
DeSoto: www.ci.desoto.tx.us
Euless: www.euless.org
Farmers Branch: <http://www.ci.farmers-branch.tx.us>
Frisco: www.ci.frisco.tx.us
Flower Mound: www.flower-mound.com
Fort Worth: www.ci.fort-worth.tx.us
Garland: www.ci.garland.tx.us
Grand Prairie: <http://www.gptx.org/>
Glen Heights: www.glennheights.com
Highland Village: www.highlandvillage.org
Irving: www.ci.irving.tx.us
Kennedale: www.kennedale.com
Lake Dallas: www.lakedallas.com
Lancaster: <http://www.lancaster-tx.com>
Lewisville: www.cityoflewisville.com
Mansfield: <http://www.mansfield-tx.gov>
McKinney: www.mckinneytexas.org
Mesquite: www.cityofmesquite.com
Midlothian: www.midlothian.tx.us
North Richland Hills: www.ci.north-richland-hills.tx.us
Pilot Point: www.pilotpointonline.com
Plano: www.plano.gov
Red Oak: www.redoaktx.org
Rockwall: www.rockwall.com
Seagoville: <http://www.seagoville.us>
Waxahachie: www.waxahachie.com

Apartment Options. Listed below is just a sampling of choices:

Dallas Apartment Locators: <http://dallasapartmentlocators.org> 972.503.3733
AOK Apartment Locators: <http://www.aokapartmentlocators.com> 214.826.8114
Texas Apartment Locators: <http://www.texasapt.com> (Arlington) 972.459.7470
Home Team Apartment Locators (Lewisville) 972.459.7470
Apartment Express: www.a-zapartmentlocators.com/index.html (Carrollton) 972.401.9696
Metro Apartment Locators: <http://www.metroapartments.com> (Richardson) 972.671.5665
(DeSoto) 972.228.8833

Hotels/Motels: Listed below is just a sampling of choices:

Hampton Inn 4152 Independence Drive, Dallas, TX 75237. 1.800.HAMPTON.

Holiday Inn 711 E. Camp Wisdom Road, Dallas, TX 75237. 1.800.HOLIDAY.

Lexington Hotel Suites 4150 Independence Drive. Dallas, TX 75237. 1.800.537.8483 or
214.298.7014.

Directions: All three hotels are five minutes south of the HQ AAFES (Exchange) building, off Cockrell Hill Road, immediately North of Interstate 20. Take Cockrell Hill South from HQ toward Interstate 20, turn East (right) onto Camp Wisdom, go one block from the light (50 yards), then turn South (right) onto Independence Road for Hampton Inn or Lexington Suites. The Holiday Inn is West on Camp Wisdom Road from Cockrell Hill.

Efficiencies:

Homestead Village 1980 W. Pleasant Ridge, Arlington, TX 76015. 817.465.8500.
Fully equipped kitchens, all utilities, dishes, free local phone, voice mail, weekly housekeeping, laundry and satellite TV.

Directions: Homestead Village is 20 minutes West on I-20 at Cooper Street in Arlington. Take the Cooper Street exit to the North, cross over to the North side access road and go one block.

LOCAL ATTRACTIONS AND ENTERTAINMENT

Dallas Arboretum & Botanical Garden 8525 Garland Rd, Dallas, TX

<http://www.dallasarboretum.org>

Phone: 214.515.6500

Dallas Cowboys Stadium 1 Legends Way, Arlington, TX

<http://stadium.dallascowboys.com/>

Phone: 817.892.4000

Dallas Mavericks 2500 Victory Ave, Dallas, TX

http://www.americanairlinescenter.com/events-and-tickets/search_events.php

Dallas Museum of Art 1717 N. Harwood , Dallas, TX

<http://dallasmuseumofart.org/index.htm>

Phone: 214.922.1200.

Dallas World Aquarium 1801 N Griffin St, Dallas, TX

<http://www.dwazoo.com>

Phone: 214.720.2224

Dallas Zoo 621 E. Clarendon, Dallas, TX.

<http://www.dallaszoo.com>

Phone: 214.670.5656.

Fair Park 1121 First Ave, Dallas, TX

<http://www.fairpark.org>

Phone: 214.426.3400

Fair Park Music Hall 909 1st Avenue at Parry, Dallas, TX

<http://www.liveatthemusic hall.com>

Phone: 214.565.1116.

Farmers' Market 1010 S Pearl Expwy, Dallas, TX

<http://www.dallasfarmersmarket.org>

Phone: 214.939.2808.

Ice Skating Rink at the Galleria 13350 Dallas Parkway, Dallas, TX

http://www.galleriadallas.com/#cnt_skating

Phone: 972.392.3361

Medieval Times Dinner & Tournament

<http://www.medievaltimes.com/dallas.aspx>

1812 Market Center Blvd, Dallas, TX

Phone: 214.761.1800.

Myerson Symphony Center 2301 Flora, Dallas, TX
<http://www.dallasculture.org/meyersonSymphonyCenter>
Phone: 214.670.3600.

South Fork Ranch 3700 Hogger Rd, Parker, TX
<http://www.southfork.com>
Phone: 800.527.1624.

Stars 2500 Victory Ave, Dallas, TX
http://www.americanairlinescenter.com/events-and-tickets/search_events.php

Six Flags Over Texas I-30 at Hwy 360, Arlington.
<http://www.sixflags.com/overTexas/index.aspx>
Phone: 817.640.8900.

Texas Ranger Baseball Games 1000 Ballpark Way, Arlington, TX
<http://texas.rangers.mlb.com/tex/ballpark/index.jsp>
Phone: 817.273.5222.

The Science Place at Fair Park 1318 2nd Ave.
<http://www.natureandscience.org>
Phone: 214.428.5555.
Phone: 214.392.3363.

SCHOOLS

Public Schools in the Dallas Area. There are many Independent School Districts in close proximity to HQ AAFES (Exchange). Most schools require proof of residency within the school district before you can register your child. Because of this and the diversity of the school system, it is important you decide what area you want to live in before attempting to register for school. According to Texas State Law, “A Texas public school student shall not be given credit for a class if he/she has not been in attendance for 80 days in a semester. School semesters average 86 days”. Therefore, it’s important you consider the law when planning leave or other delays en route on PCS during the school year.

The following represents the areas where most AAFES (Exchange) active duty personnel reside:

Arlington Independent School District

<http://aisd.net>

1203 West Pioneer Parkway
Arlington, Texas 76013
(817) 460-4611

Cedar Hill Independent School District

<http://www.chisd.com>

270 S Hwy 67
Cedar Hill, Texas 75104
(972) 299-5025

Dallas Independent School District

<http://www.dallasisd.org/site/default.aspx?PageID=1>

3700 Ross Ave.
Dallas, Texas 75204
(214) 989-8000

DeSoto Independent School District

<http://www.desotoisd.org>

200 E. Belt Line Road
DeSoto, Texas 75115
(214) 223-6666

Duncanville Independent School District

<http://www.duncanvilleisd.org>

802 South Main
Duncanville, Texas 75137
(972) 708-2000

Grand Prairie Independent School District

<http://www.gpsid.org/default.aspx>

202 West College Street
Grand Prairie, Texas 75050
(972) 264-6141

Great Schools: <http://www.greatschools.org>

Private Schools in the Dallas Area. There are many private schools in the Metroplex. You can find a current listing using the Yellow Pages or the internet.

Colleges & Universities. The Dallas Fort Worth Metroplex has a wide-range of institutions of higher education offering a range of degree and certificate programs. To find additional information about the various schools, you should consult the Yellow Pages or the internet.