

RETAIL POS PARTICIPANT WORKBOOK**11.1 MILITARY STAR CARD APPLICATION****What has changed:**

- Military Star card applications can be done at the POS.
- The customer follows instructions from the pin pad.
- Do not touch the POS screen while the application is processing. Touch only when prompted, otherwise the system will freeze/lock up.

Military Star Card Application**Overview:**

MILITARY STAR is a private Label card, with AAFES being the issuer. Military Star is accepted at any participating Army & Air Force Exchange, Navy Exchange, Marine Corps Exchange, Coast Guard Exchange, shopmyexchange.com and myNavyExchange.com.

AAFES offers the following benefits to the MILITARY STAR card holders.

- 10% off purchases (food)
- \$.5 cents off per gallon at Exchange Fuel Stations
- Exclusive Card member promotions
- Deployment benefits
- No Annual, late or over-limit fees
- 24/7 Customer Service
- Online Account Management via MyECP.com
- Competitive Interest Rate
- Free standard shipping shopmyexchange.com orders
- Military Clothing plan

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11.1 MILITARY STAR CARD APPLICATION (continued)

To process a **Military Star card application**, perform the following:

1. Select [Customer Service] from the *Main Menu*.
2. Select [Military Star].
3. Select [Exchange Credit Application Program].
4. The POS system displays the *Military Star Credit App* screen.
5. The pin pad prompts the customer to confirm the Disclosure Statement was received. Click [Yes] to continue.

The screenshot illustrates the steps for applying for a Military Star card. It is divided into two main sections: a menu navigation screen and a data entry screen.

Military Star Card Application Menu: This screen shows three options: "Customer Service", "Military Star", and "Exchange Credit Application Program". Yellow callouts with numbers 1, 2, and 3 point to these options respectively.

Military Star Credit App Form: This screen is titled "Military Star Credit App" and "Provide Initial Disclosure". It contains the following fields:

- Card Type (dropdown menu)
- Street 1 (text input)
- Enter SSV (text input)
- Street 2 (text input)
- Name (text input)
- City (text input)
- State (dropdown menu)
- Zip (text input)
- DOB (date selector, currently showing Saturday, January 20, 1980)
- Phone (text input)
- Monthly Income (text input)
- Banking Accounts (dropdown menu)
- Signature (text input)

 At the bottom of the form are "OK" and "Cancel" buttons. A yellow callout with the number 4 points to the top of this form.

Disclosure Statement Confirmation: Below the form is a screen asking "Did you receive the Disclosure Statement?". It features three large blue buttons: "Cancel", "No", and "Yes". A yellow callout with the number 5 points to the "Yes" button.

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11.1 MILITARY STAR CARD APPLICATION (continued)

6. Once the customer confirms receipt of the Disclosure Statement, the POS system prompts to select a card type. Choose between Military Star, or Military Clothing Credit Only.

6

Military Star Card Application

Select card type

MilitarySTAR

MilitaryClothingCreditLineOnly

Cancel

7. The pin pad prompts the customer to confirm the card choice. Click [Yes] to continue.

7

Card Type: MilitarySTAR

Is this the requested card type?

No Yes

8. The pin pad prompts the customer to enter his/her Social Security Number (SSN). The POS systems sends an SSN lookup request via the ECAP web service. Click the green [Submit] button to continue.

8

Enter SSN

.....

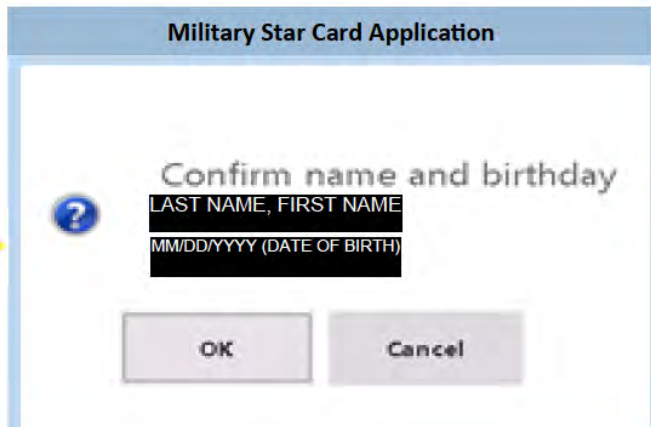
CANCEL SUBMIT

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9. If the SSN lookup is successful, the POS system displays a confirmation showing the customer's First, Last Names along with date of birth. The Associate must confirm the name and date of birth. Click [OK] to continue.

9



Military Star Card Application

Confirm name and birthday

? LAST NAME, FIRST NAME
MM/DD/YYYY (DATE OF BIRTH)

OK Cancel

10. The pin pad prompts the customer to confirm his/her street address. Click the green [Submit] button to continue, or type to edit the information.

10



Street 1:

458 WEST ST

1 2 3 4 5 6 7 8 9 0
q w e r t y u i o p
a s d f g h j k l
@ z x c v b n m .com
· - - <x> [Submit] [Cancel]



Street 2:

1 2 3 4 5 6 7 8 9 0
q w e r t y u i o p
a s d f g h j k l
@ z x c v b n m .com
· - - <x> [Submit] [Cancel]

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11. The pin pad prompts the customer to confirm his/her City. Click the green [Submit] button to continue.

11

12. The pin pad prompts the customer to confirm his/her State. Click the green [Submit] button to continue.

12

13. The pin pad prompts the customer to confirm his/her Zip Code. Click the green [Submit] button to continue.

13

The screenshot displays the 'Military Star Card Application' interface on a pin pad. It is divided into three sections:

- City:** A text input field contains 'FORT LEE'. Below it is a full QWERTY keyboard with a red 'BACK' button and a green 'SUBMIT' button.
- State:** A text input field contains 'NJ'. Below it is a full QWERTY keyboard with a red 'BACK' button and a green 'SUBMIT' button.
- ZIP:** A text input field contains '76712'. Below it are two buttons: a red 'BACK' button and a green 'SUBMIT' button.

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14. The pin pad prompts the customer to confirm his/her 10 digit phone number. If The customer can enter value if field is blank. Click the green [Submit] button to continue.

14

The screenshot shows the 'Military Star Card Application' screen. At the top, it says 'Phone:'. Below that is a text input field with a placeholder '(XXX) XXX-XXXX'. To the right of the field are two buttons: a red 'BACK' button with a white 'X' icon and a green 'SUBMIT' button with a white circular arrow icon.

15. The pin pad prompts the customer to confirm his/her gross monthly income. Click the green [Submit] button to continue.

15

The screenshot shows the 'Enter monthly income' screen. It features a large, empty text input field. Below the field are two buttons: a red 'CANCEL' button with a white 'X' icon and a green 'SUBMIT' button with a white circular arrow icon.

16. The POS system prompts the Associate to select the customer's banking accounts. Make only one selection.

16

The screenshot shows the 'Select Bank Account' screen. It has a title 'Select Bank Account' and a question mark icon in the top right corner. Below the title are four buttons: 'Checking', 'Savings', 'Both', and 'None'. At the bottom of the screen is a 'Cancel' button. A small 'Back' button is visible in the bottom left corner.

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17. The pin pad prompts the customer to sign the pin pad in order to accept the Military Star Card Terms and Conditions. Click the green [Submit] button to continue.

17

Military Star Card Application

Please Sign In The Box Below

By signing below, I agree to the Terms and Conditions described in the provided Exchange Credit Program Initial Disclosures, which includes rates, fees and other cost information.

[Red Submit Button]

18. The POS system prompts the Associate to accept the customer's signature. Click [OK] to continue.

18

Accept Signature. Proceed?

SIGNATURE

[OK] [Cancel]

[OK] [Cancel]

19. The POS system returns to the *Military Star Credit App* screen showing all the data fields and customer signature populated. Click [OK] for final application submission.

19

Military Star Credit App

Credit Application Ready

Card Type: [Dropdown] Street 1: [Text]

Enter SSN: [Text] Street 2: [Text]

Name: [Text] City: [Text] State: [Text] Zip: [Text]

DOB: [Text] Phone: [Text]

Monthly Income: [Text] Banking Accounts: [Text]

Signature: [Text]

[Handwritten Signature]

[OK] [Cancel]

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11.1 MILITARY STAR CARD APPLICATION (continued)

20. Once the Military Star card is approved, the POS system prints the “Temporary Military Star Card” for the customer to immediately use for their purchases.

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The actual Military Star card will be mailed to the customer.

Customer identification is required for all transactions made while using the temporary card.

