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.

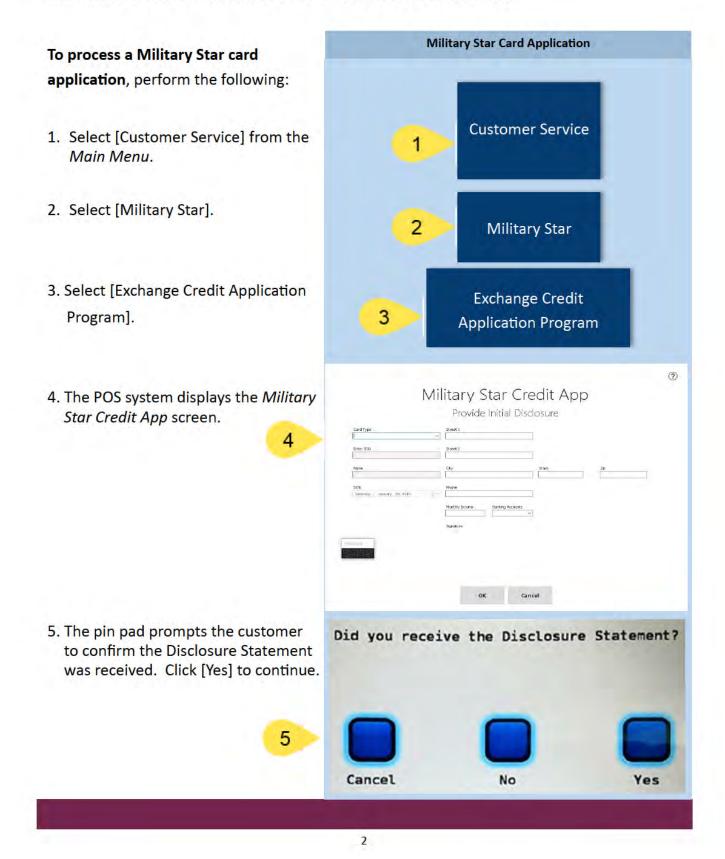
AAFES offers the following benefits to the MILITARY STAR card holders.

- 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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| Military Star Card Application |
|---|
| Select card type MilitarySTAR MilitaryClothingCreditLineOnly |
| Cancel Card Type: MilitarySTAR Is this the requested card type? No Yes |
| Enter SSN |
| |

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



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11.1 MILITARY STAR CARD APPLICATION (continued)

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

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

13. The pin pad prompts the

continue.

customer to confirm his/her Zip Code.

Click the green [Submit] button to

Military Star Card Application City: FORT LEE 1 2 3 4 5 6 7 8 9 0 w y e t u i. 0 p q r g ikl d s а vbn m .com **(()** State: LN 8 9 0 1 2 3 4 5 6 7 w e y u q r t 0 p a s d g i. k 1 b m C v n .com 0 Z x × ZIP: 76712

BACK

SUBHIT

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| | Military Star Card Application |
|--|---|
| 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. | Phone : (XXX) XXX-XXXX BACK SUBHIT |
| 15. The pin pad prompts the customer to confirm his/her gross monthly income. Click the green [Submit] button to continue. | Enter monthly income |
| 16. The POS system prompts the Associate to select the customer's banking accounts. Make only one selection. | Termer |

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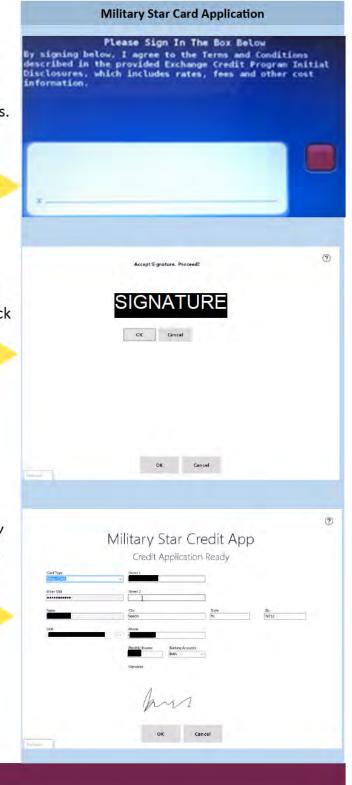
RETAIL POS PARTICIPANT WORKBOOK

11.1 MILITARY STAR CARD APPLICATION (continued)

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.

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

 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.



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RETAIL POS PARTICIPANT WORKBOOK

11.1 MILITARY STAR CARD APPLICATION (continued)

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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.

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

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

| | EXCHAN | IGE |
|-----------|---|--------------------|
| SHOPNYEX | Hood Clear Creek Exp Lisa N. Constock When I'm Herg CHANGE.COM | vress ußas VVV |
| 7/27/2017 | 10:46 000078 374013 | 400-101131701-4641 |
| | TEMPORARY MI | LITARY |
| | STAR CA | |
| IS | SUING STORE: 3740131400 | |
| | TE: 27 Jul 2017 | |
| AC | COUNT HOLDER | |
| NA | HE: | |
| LA | RD NUNBER: | |
| EX | PIRATION DATE: 01 Jul 2022 | |
| SE | CURITY CODE: | |
| CR | EDIT LINIT | |
| | TAIL: 5175 | |
| | LITARY CLOTHINS: 500 | |

Military Star Card Application