

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.

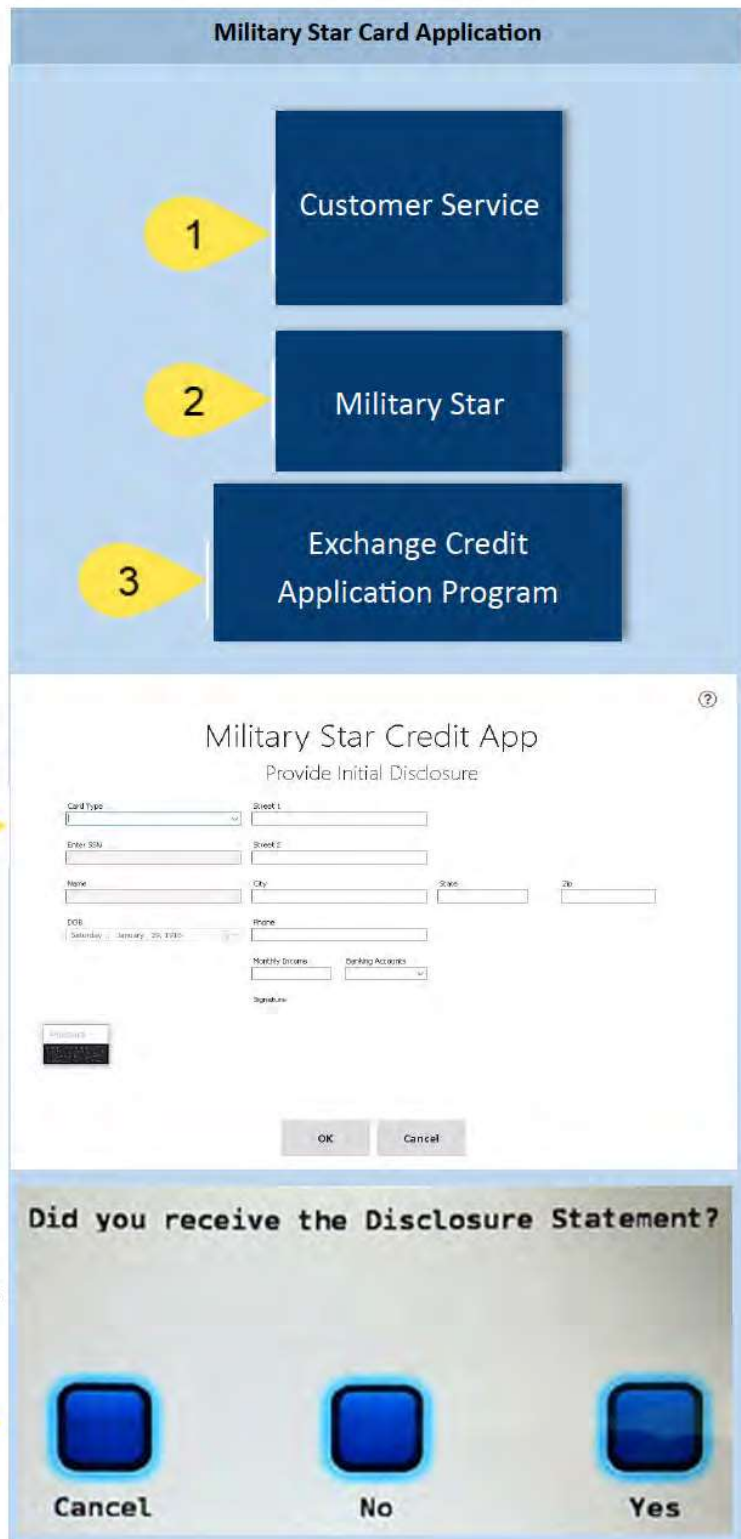
- 10% off purchases (food)
- \$.5 cents off per gallon at Exchange Fuel Stations
- Exclusive Card member promotions
- Deployment benefits
- No Annual, late or over-limit fees
- 24/7 Customer Service
- Online Account Management via MyECP.com
- Competitive Interest Rate
- Free standard shipping shopmyexchange.com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

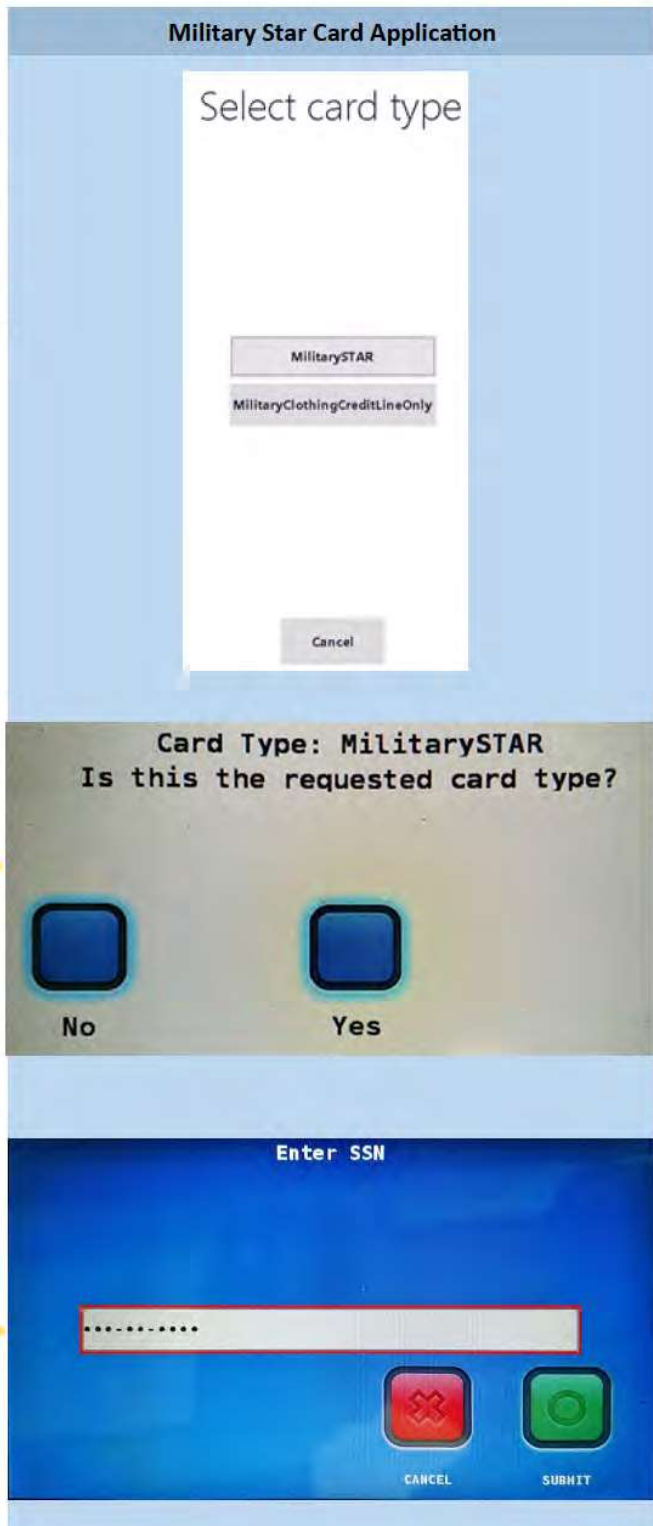


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11.1 MILITARY STAR CARD APPLICATION (continued)

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

Card Type: MilitarySTAR
Is this the requested card type?

No Yes

Enter SSN

.....

CANCEL SUBMIT

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

7

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

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11.1 MILITARY STAR CARD APPLICATION (continued)

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

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.

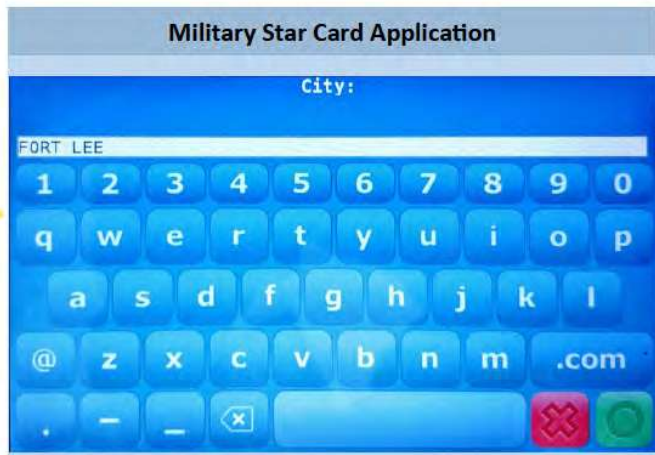
10

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11.1 MILITARY STAR CARD APPLICATION (continued)

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

11



Military Star Card Application

City:

FORT LEE

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] [Back]

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

12



State:

NJ

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] [Back]

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

13



ZIP:

76712

[Submit] [Back]

BACK SUBMIT

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11.1 MILITARY STAR CARD APPLICATION (continued)

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 'Military Star Card Application'. Below that, the label 'Phone:' is displayed. A text input field contains the placeholder '(XXX) XXX-XXXX'. To the right of the input field are two buttons: a red button with a white 'X' icon labeled 'BACK' and a green button with a white circular arrow icon labeled 'SUBMIT'.

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 'Military Star Card Application' screen. At the top, it says 'Enter monthly income'. Below that, there is a large, empty text input field. To the right of the input field are two buttons: a red button with a white 'X' icon labeled 'CANCEL' and a green button with a white circular arrow icon labeled 'SUBMIT'.

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. At the top, it says 'Select Bank Account' with a question mark icon to the right. Below that, there are four buttons stacked vertically: 'Checking', 'Savings', 'Both', and 'None'. At the bottom of the screen, there is a 'Cancel' button.

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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.

17



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

18



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



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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.

20

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

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

