

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.

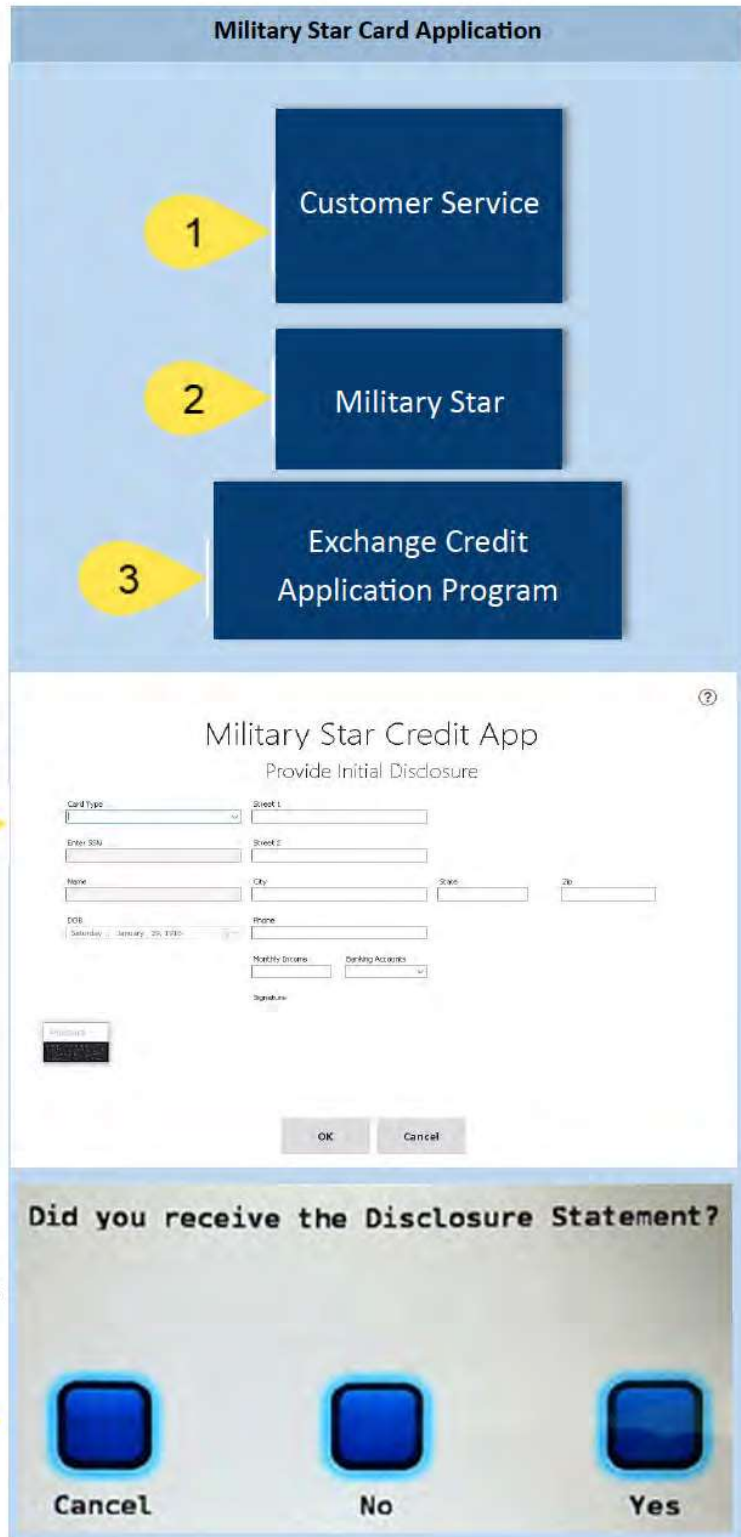
- 10% off purchases (food)
- \$.5 cents off per gallon at Exchange Fuel Stations
- Exclusive Card member promotions
- Deployment benefits
- No Annual, late or over-limit fees
- 24/7 Customer Service
- Online Account Management via MyECP.com
- Competitive Interest Rate
- Free standard shipping shopmyexchange.com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

RETAIL POS PARTICIPANT WORKBOOK

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.



RETAIL POS PARTICIPANT WORKBOOK

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 system sends an SSN lookup request via the ECAP web service. Click the green [Submit] button to continue.

8



Enter SSN

.....

CANCEL SUBMIT

RETAIL POS PARTICIPANT WORKBOOK

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



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]

RETAIL POS PARTICIPANT WORKBOOK

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

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. A yellow callout bubble with the number '11' points to the green 'SUBMIT' button at the bottom right of the keyboard.
- State:** A text input field contains 'NJ'. Below it is a full QWERTY keyboard. A yellow callout bubble with the number '12' points to the green 'SUBMIT' button at the bottom right of the keyboard.
- ZIP:** A text input field contains '76712'. Below it are two buttons: a red 'BACK' button and a green 'SUBMIT' button. A yellow callout bubble with the number '13' points to the green 'SUBMIT' button.

RETAIL POS PARTICIPANT WORKBOOK

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. There is a text input field containing 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 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: 'Checking', 'Savings', 'Both', and 'None'. At the bottom, there is a 'Cancel' button.

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.

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



RETAIL POS PARTICIPANT WORKBOOK

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.

