

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 displays the 'Military Star Card Application' process. The top section shows a menu with three options: 'Customer Service' (labeled 1), 'Military Star' (labeled 2), and 'Exchange Credit Application Program' (labeled 3). Below this is the 'Military Star Credit App' screen, which prompts the user to 'Provide Initial Disclosure'. The form includes fields for Card Type, Street 1, Street 2, Enter SSN, Name, City, State, Zip, DOB, Phone, Monthly Income, and Banking Accounts. A 'Signature' field is also present. At the bottom of the form are 'OK' and 'Cancel' buttons. Below the form is a confirmation screen asking 'Did you receive the Disclosure Statement?' with three buttons: 'Cancel', 'No', and 'Yes' (labeled 5).

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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

The screenshot shows a screen titled "Military Star Card Application". In the center, there is a white box with the text "Select card type". Below this text are two buttons: "MilitarySTAR" and "MilitaryClothingCreditLineOnly". At the bottom of the white box is a "Cancel" button.

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

7

The screenshot shows a screen titled "Card Type: MilitarySTAR" with the question "Is this the requested card type?". Below the question are two buttons: "No" and "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

The screenshot shows a screen titled "Enter SSN". It features a text input field with a red border and a red "X" icon. Below the input field are two buttons: a red "CANCEL" button and a green "SUBMIT" button.

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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.



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.



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> [Red X] [Green Submit]



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> [Red X] [Green Submit]

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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.

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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

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

ZIP:

76712

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 'Phone:'. Below this 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 has a text input field for entering the income. To the right of 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 list of four buttons: 'Checking', 'Savings', 'Both', and 'None'. Below these buttons is a 'Cancel' button. In the top right corner, there is a small question mark icon.

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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

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.

Military Star Card Application



XTM
EXCHANGE
Hood Clear Creek Express LLC
Lisa M. Constock
When I'm Here
.SHOPMYEXCHANGE.COM
7/27/2017 10:46 000078 3740131400-101131701-4841
**TEMPORARY MILITARY
STAR CARD**
ISSUING STORE: 3740131400
DATE: 27 Jul 2017
ACCOUNT HOLDER
NAME: [REDACTED]
CARD NUMBER: [REDACTED]
EXPIRATION DATE: 01 Jul 2022
SECURITY CODE: [REDACTED]
CREDIT LIMIT
RETAIL: 5175
MILITARY CLOTHING: 500