



Global Exchange

THE ASSOCIATE NEWSLETTER FOR THE NEXCOM ENTERPRISE

From the CEO

As we enter the fourth quarter, nearly nine months since the start of the COVID-19 pandemic, I want to personally thank you for the yeoman's work each and every one of you have done to support each other, our patrons, our military and our communities. I know it has been a very stressful time for many of you, juggling your family and work responsibilities. Your dedication to our patrons has not gone unnoticed by them or by me. I have received countless messages from Navy leadership expressing their deep appreciation and awe at the service you have provided to our military families. On behalf of all our patrons and Navy leadership – thank you for all you have done and continue to do!

Our enterprise continues to stay busy supporting our patrons, veterans, retirees and their family members with new programs to ensure they have what they need during this uncertain time. On page 8, you can read about our new NEX Drive/Up Program which allows customers to order merchandise online and have them delivered to their car curbside. This program was quickly implemented in response to our customers requesting a safer way to purchase the products they needed for their families. Customer response has been extremely positive.

Along that same line, our Navy Lodge Program implemented its Shipshape and Squared Away Program so its guests and associates will know the heightened cleaning and sanitization protocols being instituted in all our Navy Lodges around the world. As Chris Settelen, our Vice President Navy Lodge, said, "Our first priority is to keep our guests and associates safe." Read more about our new Shipshape and Squared Away Program on p. 11.

In the midst of our ongoing worldwide support in responding to the COVID-19 pandemic, our NEXCOM team also sprang into action to assist Sailors and Emergency First Responders who battled the fire that raged onboard USS Bonhomme Richard (LHD 6) in July. I hope you read the story on page 13 to see all the exemplary work the entire NEXCOM team did to support these extraordinary men and women as they fought to save the ship.



To keep you updated on the lodging privatization initiative, as of July 14, 2020, the newly confirmed Secretary of the Navy, Kenneth Braithwaite, issued a memorandum rescinding all lodging privatization efforts, effectively ending this initiative. However, also included in this memorandum was direction to consolidate PCS and TDY lodging programs within the Navy and Marine Corps by 1 October 2021. Representatives from both NEXCOM and CNIC are currently addressing this mandate as part of the larger ongoing QOL Vertical Integration Study. I will continue to keep you updated on this new initiative as decisions are confirmed.

Finally, I know this holiday season will be unlike anything we have ever faced. There are a lot of unknowns, like our on-hand supply, shipping constraints, customer shopping habits and restrictions on Navy Lodge leisure reservations. With all of this uncertainty, what I do know is that as a team we will navigate through these uncharted waters as we have always done – with our patrons first and foremost in our minds.

Happy Holidays and Have a Joyous New Year!
Stay safe and healthy. Keep Charging!

Robert J. Bianchi
Rear Adm., Supply Corps, USN (Ret.)
Chief Executive Officer
Navy Exchange Service Command

“Get the Gouge”

CMDCM(AW/SW) Dayna S. Winn, Command Master Chief, NEXCOM

I think we can all agree that this wasn't the summer we imagined at the beginning of the year. Many of us had vacation plans to exotic locations, beautiful beaches, theme parks or any number of events. While COVID-19 put a halt to those plans, I believe it has allowed us to slow down just a little and really think about what's important. Although it slowed us down in our personal lives, we still have patrons that need us to provide quality goods and services so they can focus on the duties assigned.

My shipmates NEED YOU now more than ever before!

I would like to share with you what Sailors look forward to when we depart our homeport on a deployment. First and foremost, we look forward to the day that we return home safely to our families and loved ones. Speaking of our families, they and our fellow Americans are exactly why we sacrifice those long periods away from the land that we love. Next, we look forward to executing the mission of maintaining freedom of navigation on the seas as we hone our professional knowledge and experience in hopes that we never have to use force, but stand ready to do so if called upon. Lastly, we look forward to port visits in foreign countries and experiencing the rich culture and heritage that makes for good sea stories as we look back on those exciting times.

I mention this because COVID has changed the way my shipmates/our patrons are experiencing deployment these days. Before even starting deployment, these men and women have to say goodbye to their loved ones at least 14 days early to report for a ROM period. Then they are experiencing a longer deployment with fewer port calls. In fact, we've had a few ships that have been out to sea for over 200 days without a port call and it looks like



this will be the common practice for some time. This really takes a toll on Sailors and their families. However, throughout this process, you have found a way to be relevant, whether providing for their needs during ROM periods, to the Ships Store team taking care of them while underway, to delighting their families thru the virtual entertainment series and finally welcoming these heroes home when they walk through those doors again. You are making a big difference in our patrons' lives and I believe CMC Carlson in Hawaii summed it up best when he said, "Truly eye-watering support!"

Earlier this year until the first week of September, we had to halt all tailoring services at our accessions locations. This was a big deal as these young Sailors graduated and reported to their first training command without tailored uniforms. In June, select NEX Tailor Shops reopened for these Sailors and have since tailored over 5,500 sets of uniforms. While we're not quite at the half way point, our tailors have gone out of their way to get these Sailors into our shops to assist them in achieving a professional appearance so they have the confidence to stand the watch.

This year's holiday season is going to look a little, OK a lot, different. For instance, the CPO Season that is normally in August/September has now slid to December/January and the normal holiday rush involving packed locations is being replaced with spreading deals over longer periods of time to aid in the social distancing guidance. I ask you to continue to follow all health guidelines - maintain social distancing, wear a CDC recommended face covering and wash your hands for your health and safety as well as our patrons. After all, my shipmates NEED YOU now more than ever before!

Thank you for your dedication and I wish you a HAPPY and HEALTHY HOLIDAY SEASON!

2019 Associates of the Year

A passion for PREMIER Customer Service, going that extra mile for their patrons and supporting the U.S. Navy are what led to these associates being named NEXCOM's 2019 Associates and Manager of the Year.

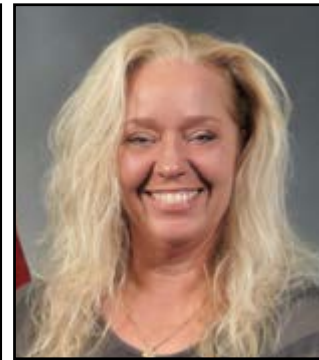
Debra Conway, Inventory Planner, cameras and video games, is NEXCOM's Headquarters Associate of the Year. In addition to her Inventory Planning responsibilities, Conway served as the Event Coordinator for the first ever Military Exchange Electronics Expo (ME3). The ME3 event was created as an outcome of the Military Resale Joint Buying Alliance's agreement to combine the training across all military resale. Conway individually managed all comprehensive planning efforts for this event including coordination with the venue, travel arrangements and scheduling of the training sessions over the five days of the conference. In all, 475 attendee across all services and over 700 vendors participated in the ME3.

Expertise, drive and dedication to the mission led to Vicky Prelich, Operation Services Manager, NEX Great Lakes, Ill., being named as NEXCOM's Worldwide Associate of the Year. Prelich spearheaded a number of initiatives throughout the year to support the Navy and the NEX. She coordinated food service at Recruit Training Command for 1,200 participates through short-term contracts with two food service vendors, resulting in \$4,200 in sales. She worked to bring Drip Drop to her NEX at the base's request, bringing in \$418,911 in sales. As a key player in the planning and execution of New Student Indoctrination (NSI) Cycle II, she and her team worked with the command to set up an entire uniform department in three days, earning \$1.4 million in sales. Prelich and her team processed and stored 17,395 boxes containing new recruits' personal belongings bringing in \$208,751 in profits. As acting GM for NEX Newport/New London Complex, she negotiated with the Officer Candidate School to continue issuing canteens to students until inventory levels were reduced before making a change to their requirement, saving the NEX \$4,800.

Antonino Motta, Maintenance Worker, Navy Lodge Sigonella, Sicily, was named NEXCOM's Navy Lodge Program Associate of the Year. For over 20 years Motta has gone above and beyond to assist guests to ensure they receive PREMIER Guest Service including carrying luggage or suggesting an area



Debra Conway



Vicky Prelich



Antonino Motta



Paige Mammolito

restaurant for dinner. In addition, he continually kept the front desk staff and Navy Lodge leadership informed on the status of equipment, maintenance issues or supplies. During the year, Motta helped with procurement options on replacing washers and dryers and revamping end stairwells and landscaping which resulted a 12,000 euros savings as well as a roof project that resulted in a savings of well over 5,000 euros.

Paige Mammolito, General Manager, Navy Lodge Little Creek – Ft. Story, Va., was named Navy Lodge Manager of the Year for her unwavering support of the military members at her installation and in her community. Mammolito and her team participated in Clean the Bay Day, National Night Out and Healthy Lifestyle Festival. She was a recurring speaker on the installation and has participated in 35 indoctrination training events, educating hundreds of Sailors about their Navy Lodge benefit. In addition, she supported Joint Expeditionary Base Little Creek – Ft Story by attending base leadership meetings, Family Readiness Committee meetings and mass care coordinating meetings.

Stay Safe This Holiday Season

By: Kristin Miller, Command Safety Manager, NEXCOM

Make sure to do everything you can to keep safe this holiday season.

At Work

- When setting up holiday displays, use proper ladders or step stools and do not overreach. Watch for cords or long tablecloths that could create trip hazards.
- Make sure good housekeeping is maintained: all aisles are clear and merchandise is safely stacked; floors are kept dry and wet floor signs are available for use.

**Safety is not just a catch phrase
- it's a value and a way of life.**

- Watch out for the hazards on the Christmas tree lot. Ensure there is a first aid kit available and associates are trained on the equipment being used and wear eye and hand protection.
- When selling Christmas trees, assist patrons with their purchases, but be careful and ensure they are safely loaded and secured to their vehicles.
- The holiday craziness can cause people to not think clearly which can lead to accidents on the job. Take your time and make the right decisions about lifting safely, watching walkways, cleaning up spills, wearing the proper personal protective equipment for the job and wearing the seat belt on the forklift. Nothing is worth risking your health!
- Remember the "little shoppers" in our

stores. Review the CODE ADAM Program with all associates so that everyone is ready in the event of a missing child.

- This is the time of year when more robberies/burglaries happen. So at closing, keep doors locked and be aware of your surroundings. Make sure there is ample coverage for late night closings, money drops and have associates walk out in groups. Review the Robbery Procedures so that associates make the right choices to be safe.

At Home

- If shopping alone, particularly at night with lots of bags, ask a security officer to walk you to your car. Most malls provide this service. Try to park close to the door. If you run into trouble, stay calm, always have your keys out or other items that can be used as a "weapon" if necessary. Remember – nothing is worth your life.
- When shopping, teach your child to go to the store clerk and ask for help if you become separated. They should never go to the parking lot or car alone. According to the National Center for Missing and Exploited Children, more than 100,000 children are abducted every year -- often in malls or department stores.
- When traveling over the holiday, safety takes precedence over all travel schedules. Take your time, WEAR A SEAT BELT, maintain the proper speed limit, maintain at least three times the normal following distance on any wet/icy pavement and remember NEVER DRINK AND DRIVE.
- When setting up holiday displays, playing with new "toys" or enjoying time, keep safety in mind. Think about what you are doing and ask yourself if you are making a safe choice. Safety is not just a catch phrase, it's a value and a way of life.

NEXCOM Creates Barrier Analysis Team

**By: Joan Williams, Equal Employment
Opportunity Manager, NEXCOM**

NEXCOM Headquarters recently stood up its Barrier Analysis Team (BAT) which will examine the policies, procedures and practices that may impede equality of opportunity. The BAT will use statistical workforce data and additional information obtained from a variety of sources to determine triggers (red flags). A “red flag” is an anomaly that might indicate a disparity. The team will also conduct in-depth analyses of barriers pertaining to recruitment,

The Barrier Analysis Team (BAT) will examine the policies, procedures and practices that may impede equality of opportunity.

hiring, and retention of women, minorities and persons with disabilities. The team will examine five critical phases of the employment life cycle: recruitment; hiring; training and development; promotions; and separations to identify any irregularities or ‘red flags.’

BAT members are from various departments throughout NEXCOM. The team’s diversity allows for a wide range of work experiences that will ultimately result in meaningful initiatives and positive outcomes. The BAT’s fundamental goal is to utilize analyzed data results to develop action plans that address the elimination of barriers to equal opportunity.

The BAT members are:

**Capt. Craig Abraham, Deputy Commander,
Military Services, Champion**

Elizabeth Baum, Code K

Lockette Dickerson, Code H

Sarah Fain, Code H

Gwendolyn Freeman, Code F

Nancy Haas, Code K

Karla Hardy, Code L

Richard Honiball, Code M, Champion

Amanda Irish, Code M

Dorene Jean, Code D

Edward Kirby, EEO

Sunnita Mathis, Code H

Stephanie McQuilla, Code H

Tonia Morgan, Code H

Richard Moutvic, Code H

Donald Pettaway, EEO

Candy Phillips, Code H

Raymond Smith, Code OM, Sub-Team Lead

Joan Williams, AEP Manager

Tamara Wilson, Code K, Sub-Team Lead

Sheila Young, Acting EEO Director

Ethics and You

Crowdsourcing

By Michael D. Rigg, Ethics Counselor, NEXCOM

“Crowdsourced fundraising,” which is also called “crowdfunding,” or “crowdsourcing,” refers to the practice of fundraising by soliciting contributions from a large number of people. On October 6, 2020, the U.S. Office of Government Ethics (OGE) issued Legal Advisory LA-20-07, which discusses crowdsourced fundraising using online resources, e.g., through social media or on a crowdfunding platform such as GiveSmart, GoFundMe, IndieGoGo or Kickstarter.

While crowdsourced fundraising is not illegal, it can lead to situations where a federal employee solicits or accepts prohibited gifts. Here are some highlights from LA-20-07.

What general principles should I keep in mind when considering starting a crowdsourced fundraising campaign?

The gift rules apply equally to crowdsourced donations. Specifically, you may not solicit or accept gifts from a prohibited source or given because of your official position, unless a relevant exception applies.

May I solicit or accept crowdsourced donations from close friends and family?

Most likely, yes. You may solicit or accept a gift from an individual under circumstances which make it clear that the gift is motivated by a family relationship or personal friendship rather than your federal position. Sending notice of a crowdfunding campaign only to close friends and family, rather than publicly posting it online, may effectively limit the donor pool to individuals from whom you may accept gifts.

May I reference my federal position when crowdsourcing for a personal issue?

Generally, no. You may not use your government position or title to induce a benefit, nor may you refer to your official position in an online solicitation in any manner that would, under all the circumstances, cause a reasonable person to conclude that the government sanctions or endorses your solicitation.

May I accept donations from a crowdsourced fundraising campaign started by others for my benefit?

It depends. The rules outlined above apply to all campaigns on behalf of a federal employee, even if the campaign is organized by people who are not federal employees.

May I use crowdsourced fundraising to solicit in-office contributions for a fellow employee?

Generally, no. You may not give a gift to or solicit a contribution from another employee for a gift to an official superior. While there are certain situations that qualify for the special, infrequent occasions exception, such as a personal illness or family tragedy, the exception requires that the gift be voluntary and of a nominal amount. An online crowdsourcing appeal that is intended to benefit a federal employee and is specifically targeted to other federal employees would be problematic for a variety of reasons.

As always, contact NEXCOM's Office of Counsel with any questions. Michael Rigg, NEXCOM's Ethics Counselor, can be reached at michael.rigg@nexweb.org or 757-631-3611.

Introducing NEXCOM's ARC

**By: Karen Lofland, Benefits Specialist,
NEXCOM**

NEXCOM's Associate Resource Center (ARC) provides information on topics including Open Enrollment, benefits, relocation, Employee Assistance Program, retirement, HR phone numbers, applying for jobs, compensation and much more.

What makes this different than the NEXCOM Hub Intranet site?

ARC can be accessed anywhere, anytime, 24/7/365! You don't need to be in the office, hooked up to VPN or on-the-clock.

How do you access the ARC?

Desktop version: www.myNavyExchange.com/ARC

Mobile version: www.myNavyExchange.com/mobile/ARC



Hint: Save the site to your favorites on your desktop or add it to your home screen on your mobile device. Why? If you go to myNavyExchange.com, you won't be able to find the ARC. It is in stealth-mode!



Take a Tour!

Navigating is easy. Once on the ARC page, click any icon to view individual topic pages. Some pages have several sections that may be expanded in order to read more detailed information.

The ARC icon at the top of the page will return you to the home page.

NEX Drive/Up Program Makes Life Easier for Customers

NEXCOM rolled out its new Drive/Up Program to select NEX locations on Sept 3. The NEX Drive/Up Program allows customers to safely pick up merchandise curbside.

“We have been working to create a buy online, pick up in store program to make shopping easier for our customers,” said retired Rear Adm. Robert J. Bianchi, Chief Executive Officer, NEXCOM. “When the COVID-19 pandemic began with its stay-at-home orders and social distancing requirements, we knew we had to implement this program as soon as we could. We want our customers to feel safe while still being able to purchase the products they need for themselves and their families.”

To be eligible for the NEX Drive/Up service, customers must have an account on the NEX online store, myNavyExchange.com. Customers can purchase items listed in the NEX Everyday Essentials digital flier or the weekly Drive/Up Specials digital flier, both of which are available on myNavyExchange.com. Some products eligible for purchase include cleaning supplies, baby items including diapers,

formula and wipes, personal and beauty care, health essentials, snacks and non-alcoholic beverages.

Orders are ready for pickup within 48 hours of being placed. Once the order is fulfilled at the store, a NEX White Glove associate will contact the customer for payment information. The order will be ready for customer pick up within 30 minutes of payment. Orders can be picked up Monday – Saturday 12 p. m. – 6 p. m. and Sunday 12 p.m. – 5 p. m.

Each participating NEX store has designated Drive/Up Service parking spots. Customers need to call the NEX to let them know they are parked at the store. Once the customer shows their Department of Defense ID to confirm the order, the NEX associate will place the customer’s items in the car.

The NEX Drive/Up Program is available at NEX Oceana, Little Creek and Norfolk, Va.; NEX San Diego; NEX Pearl Harbor; NEX Bethesda, Md.; NEX Jacksonville and Pensacola, Fla.; NEX Guam; and NEX Yokosuka, Japan.



2019 Bingham Award Winners

The Bingham Award was established in 1979 to recognize outstanding performance in operations, customer service and community support.

“What makes the Bingham Award so special and unique is that it is presented to both the NEX and the local command as a recognition of their partnership and commitment to support the quality of life of our military communities,” said retired Rear Adm. Robert J. Bianchi, Chief Executive Officer, NEXCOM. “Our Sailors need the NEX, but the NEX needs the encouragement and partnership of the base and its leadership in

order to do what we do best which is to support our Sailors and military families throughout every stage in their military career and beyond.”

The Bingham Award is named in honor of the late Captain W.H. Bingham, SC, USNR. Captain Bingham was the Chief Executive Officer of R.H. Macy’s Company and was appointed by the Secretary of the Navy in 1946 to lead an advisory board for the establishment of NEXCOM.

The 2019 Bingham Award winners and runners-up are:

Sales above \$60 million (Category 1)

Winner: Naval Support Activity Bahrain

Runner Up: Commander, FA Yokosuka, Japan

Sales \$31 - \$60 million (Category 2)

Winner: Naval Base Kitsap-Bangor, Wash.

Runner Up: Joint Base Pearl Harbor-Hickam Mini Marts (excl. Kauai)

Sales \$20 - \$31 million (Category 3)

Winner: Naval Base Kitsap-Bremerton, Wash.

Runner Up: Naval Air Station Pensacola, Fla., Aviation Plaza

Sales \$12 - \$20 million (Category 4)

Winner: Camp Lemonnier, Africa, NEX Djibouti

Runner Up: U.S. Naval Air Facility Atsugi, Japan

Sales \$4 - \$12 million (Category 5)

Winner: Naval Hospital Guam

Runner Up: Naval Support Activity Monterey, Calif.

Sales \$2.3 - \$4 million (Category 6)

Winner: Naval Support Activity Washington Navy Yard

Runner Up: Naval Weapons Station Yorktown, Va.

Sales \$1.6 - \$2.3 million (Category 7)

Winner: Naval Support Activity Hampton Roads Northwest Annex, Va.

Runner Up: Naval Support Activity Hampton Roads Mini Mart, Norfolk, Va.

Sales \$700,000 - \$1.6 million (Category 8)

Winner: Naval Support Activity Indian Head, Md.

Runner Up: Naval Support Activity Mechanicsburg, Pa.

Sales less than \$700,000 (Category 9)

Winner: Naval Support Facility Romania

Runner Up: Athens Embassy

NEXCOM Special Orders Team Here to Help!

**By: Channing Williams, Manager,
Value Added Services, NEXCOM**

Customer need something unusual? Want a different color? Need a different size? Want a different model? Let NEXCOM's Special Orders Team help!

The Special Orders Program is available at all NEX locations around the Enterprise. Established just over 20 years ago, this program enables customers to purchase products and items that are not regularly stocked in stores or on the NEX

The Special Orders Program is available at all NEX locations around the Enterprise.

website. Need a purple side chair or want the sofa you saw at NEX Little Creek, Va., in green? The Special Order team will work with its trusted vendor partners to see if it is available. Any NEX store associate can help facilitate the process. And it's not limited to just furniture...the NEXCOM team can assist with special orders for ladies intimates, jewelry, home, sporting goods, and more – 20 departments total. It's another way to create an endless aisle for customers and say, "Yes We Can" and NEX customers love it! So far this year, Special Order sales are up 25% to 2019, on top of a 40% increase from 2018. The Special Order team is proud to say it's on target to hit \$12 million by the end of 2020!

Who is the Special Orders Team?

The Special Order Team is composed of five dedicated associates and one supervisor who are proud to say they have over 100 years of experience with NEXCOM! Led by Brianna Fenske under the Customer Experience umbrella of services managed by Channing Williams, the team of five incredible associates are the magicians behind the scenes coordinating these transactions.

Hilda Vera, Kim Fisher and Patrice Joyner are the veterans who are now joined by Kayla Happoldt and Tanya Green, rounding out the team with their own brand of enthusiasm and commitment to the mission. Another veteran team member, Angela Murden, was recently promoted and is now part of the White Glove team.

Providing exceptional levels of customer service, the Special Order Team works holidays and weekends during major events to support NEX locations. The team is here to support you! Most inquiries are answered within 48 hours of submission, with orders placed within 48 hours of confirmation.

All NEX locations are encouraged to support and take advantage of this great Value Added Program! For more information on Special Orders, contact Brianna Fenske at Brianna.fenske@nexweb.org or 757-631-6086.

Navy Lodge Program's Shipshape and Squared Away Program

**By: Mass Communications Specialist
3rd Class Daniel Zink**

The Navy Lodge Program began its Shipshape and Squared Away Program September 1, to help mitigate risks associated with the COVID-19 pandemic. The program was implemented at all 39 Navy Lodge properties worldwide and includes heightened sanitation and cleaning protocols to help ensure the safety of guests and Navy Lodge associates.

"Our first priority is to keep our guests and associates safe," said Chris Settelen, NEXCOM Vice President and Director of Navy Lodge Program and DoD Reservation Center. "The Shipshape and Squared Away Program came about mainly due to the COVID-19 requirements, but we also wanted to put together a program to show that we have increased our training, cleaning and inspection processes."

Settelen says that each location has increased safety procedures including the implementation of sneeze guards in the reception area to ensure Navy Lodge associates that often interact with guests will have more protection. Face coverings are also required in all public spaces on Navy Lodge properties.

"We are making sure to emphasize the importance of face coverings and to enter public spaces, a face mask is required, whether you are a guest or an associate," said Carla Gutierrez, General Manager of Navy Lodge Pensacola, Fla. "With the Shipshape and Squared Away program, there is signage to allow guests to verify what our heightened protocols and procedures include, like additional disinfecting, additional Personal Protective Equipment (PPE) and an elevated focus on those areas."

Many protocols were already in place under the Navy Lodge Program procedures, but special care was given to guest rooms. A "seal" is placed over the door for the guest to break to verify that the room has been thoroughly cleaned.

"We will have a sticker on the door that verifies that the room has been fully disinfected and inspected

for quality and this sticker serves as a seal," said Gutierrez. "The Shipshape and Squared Away Program requires that the guest be able to break this seal so that they understand that this room has been prepared for their safety."

Along with the certification of inspection stickers, the Navy Lodge has minimized their contact with guests once they are settled into their room, considering some guests may be ordered to restrict their movement to help stop the spread of COVID-19.

Settelen and Gutierrez both think that the procedures set in place due to the COVID-19 pandemic could be incorporated to better provide for the safety of Navy Lodge guests and associates in the future.



Associate Spotlight

I WANT TO PASS ON MY APPRECIATION

from HMAS Stuart and Arunta to you all for your great work fulfilling all the orders the ships have placed. The crew was very grateful for the time you all took to provide us with an opportunity to achieve some retail therapy. The food provided was wonderful and a great opportunity for my Chefs to get some much needed down time. Thank you again, I hope you all stay safe and that the COVID threat leaves your island soon and I look forward to coming back when that day comes. Deputy Maritime Logistics Officer, HMAS Stuart

- **NEX Guam**

I WANT TO THANK THE NAVY LODGE STAFF

for their hospitality. I would like to specially thank Eric, who helped us with my dog in an emergency situation, he drove us immediately to the Vet clinic (off-base) without hesitation. He is caring, kind and compassionate person. Thank you Eric and Diane as well, you guys are awesome!

- **Navy Lodge Sasebo, Japan**

SANDRA HOLDER, CONSUMABLES, overheard an elderly customer come in from the pouring rain in a scooter complaining that his feet were wet and he was so cold. Sandra offered to help him and she purchased some foot warmers and dry socks to help him get warm and dry. She even helped him get his socks changed. The customer was so thrilled with her kindness, and now warm and dry, spent another hour in the store shopping and spent almost \$250.

- **Naval Base Kitsap – Bremerton, Wash., Fleet Store**

AS I DEPART BAHRAIN, I would be remiss if I did not pass along my deep appreciation for the incredible effort above and beyond in support of Bahrain Sailors and their families, coalition members and ships. Throughout the COVID challenge, I knew that I could count on you and your team to apply their energy and substantial talent to finding a way to provide world-class customer service without pause. You delivered on that commitment, but also achieved so much more through innovation, initiative, and a non-negotiable commitment to your customers. You and the NEX team have raised the bar of excellence all while maintaining the "neighborhood corner store" feel - a welcoming attitude that often represents Sailor's first impressions of NSA and Bahrain. You have carried that role to perfection - even now. Especially now! Thank you for all that you do on behalf of your Navy team. It is noticed and it matters. I remain forever in awe of your leadership - and forever in your debt.

- **Vice Adm. James Malloy, Commander, U.S. Naval Forces Central Command U.S. Fifth Fleet, Combined Maritime Forces**

CUSTOMERS HAVE COMMENDED DANIELLE HU for her tireless efforts to make everyone feel safe. Danielle is dedicated to the NEX and to its mission to make sure everything is sanitized and safe after each transaction. All of the positive comments in one way or another say "Thank You" to Danielle for wiping down the pin pad and her entire work area after each customer.

- **NEX Atsugi, Japan**

NEXCOM Lent Its Support to Emergency Responders Battling USS Bonhomme Richard Fire

NEXCOM along with the local NEX San Diego teams jumped into action to provide support the USS Bonhomme Richard (LHD 6) at Naval Base San Diego on July 12.

“As a Navy command, we are always here to support our Sailors and other military commands, especially during emergencies,” said Roland Santos, NEXCOM Western District Vice President. “Through the course of our retail business, we have contracts with a variety of businesses that are invaluable when supplies are needed in an emergency situation. We also have on-hand stock in our NEX locations and distribution centers that we can quickly mobilize to where it is needed.”

In coordination with the Naval Base San Diego leadership, NEX San Diego team distributed eight pallets of water, five pallets of sports drinks and multiple pallets of ice as well as snacks to emergency responders on break at the base theater.

NEX San Diego, in coordination with Naval Base

San Diego leadership, the base’s Galley and Morale, Welfare and Recreation, delivered three meals a day that were provided by NEX concession food vendors. In all, 4,450 meals and 1,400 cups of coffee were provided over the course of five days. NEX vending snacks were also given to emergency responders during their breaks. Those snacks continue to be provided to support Sailors as they work to clean and salvage the ship.

In addition to food and beverages, the NEX gave vendor donated health and comfort items such as baby wipes, deodorant, toothpaste and toothbrushes to the emergency responders free of charge. Vendor donated comfort care packages were also given to 300 displaced Sailors from the USS Bonhomme Richard.

“Our mission is to provide quality goods and service at a savings to our military members,” said Santos. “Supporting our Sailors with whatever they need, wherever they need it, is why we exist and is our top priority.”



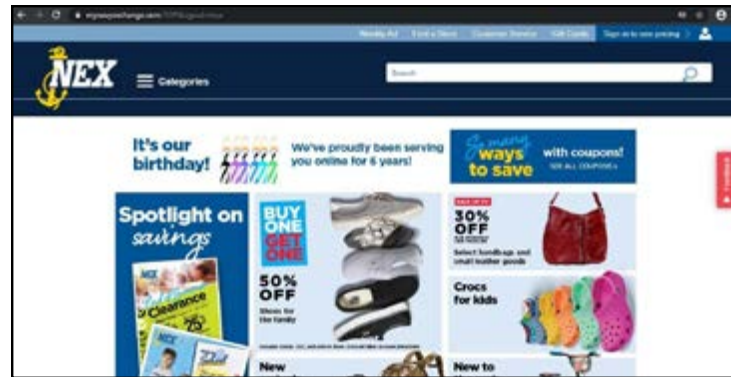
NEX Online Store Turns Six

On Aug. 27, NEXCOM's website, myNavyExchange.com, turned six years old. Over the years, the NEX online store has continued to evolve to meet the needs of its customers.

"Our NEX website has come a long way in the past six years," said Rich Honiball, Executive Vice President, Global Merchandising and Marketing Officer, NEXCOM. "Now more than ever, we know our customers are looking for a safe and convenient place to shop for the products they need for their families. MyNavyExchange.com offers that and more to our authorized customers."

Since its inception in 2014, the NEX online store has greatly expanded its merchandise assortment to encompass more products its customers have requested. In 2016, the Ship to Store program was launched allowing customers to have merchandise ordered online shipped to their local NEX for pick up. Most recently, the myNavyExchange.com integrated military Uniforms for a seamless shopping experience for the customer. The website also features the NEX Marketplace which offers a variety of products and services including flower delivery, military, food and personalized gifts, overseas vehicles sales and moving, storage, car and trunk rentals. Customers can also purchase NEX gift cards, view weekly ads and find store specific information such as hours of operation and available services. In June, the web store hit yet another milestone, signing up its one millionth customer.

In 2017, NEX online shopping privileges were extended to all honorably discharged veterans of the U.S. military. On Jan. 1, 2020, NEX in-store and online shopping and Navy Lodge guest privileges were extended to Veterans with a Department of Veterans Affairs (VA)-documented service-connected disability rating, Purple Heart recipients, former prisoners of war and primary family caregivers for veterans enrolled in the VA's Program of Comprehensive Assistance for Family Caregivers.



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