



REPLY TO  
ATTENTION OF:

**DEPARTMENT OF THE ARMY**  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT POLK  
6661 WARRIOR TRAIL, BLDG 350  
FORT POLK, LOUISIANA 71459-5339

IMPO-MWN

JUL 18 2013

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Garrison Command Policy #14 - Suspension of Army and Air Force Exchange Service (AAFES) Privileges for Shoplifting

1. References.

a. Army Regulation 215-8, Army and Air Force Exchange Service Operations, 5 October 2012.

b. Army Regulation 600-8-14, Identification Cards for Members of the Uniformed Services, Their Eligible Family Members, and Other Eligible Personnel, 17 June 2009.

2. Purpose. This memorandum clarifies processes and procedures for suspending or revoking the exchange privileges of Soldiers, retirees, Family members, or civilians who shoplift in AAFES facilities on Fort Polk, Louisiana.

3. Responsibilities. Reference 1a, directs AAFES general managers to inform garrison commanders of any abuses of exchange privileges. It further grants commanders the authority to take appropriate action, to include revoking or suspending those privileges.

a. Army and Air Force Exchange Service (AAFES) will:

(1) Inform Garrison Commander of any abuses of exchange privileges.

(2) Report incidents of shoplifting to the Directorate of Emergency Services (DES) for investigation, and to the Directorate of Family and Morale, Welfare, and Recreation (DFMWR) for issuance of memorandum or letter to suspend AAFES privileges.

(3) Allow authorized DES and DFMWR personnel to review the security video of the shoplifting incident, when requested.

(4) Report individuals entering AAFES facilities whose privileges have been suspended to the DES and DFMWR.

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(5) Allow controlled access to Soldiers who have shoplifted to satisfy personal appearance, health, and sanitary requirements.

b. DES (upon receipt of notification from AAFES Security) will:

(1) Apprehend Soldier, retiree, Family members, or civilian caught shoplifting.

(2) If suspected offender is active duty Soldier, detain and remand to his/her unit for further disciplinary action.

(3) Issue letter to suspected offender explaining suspension of Exchange privileges and their rights.

(4) Send blotters pertaining to shoplifting incidents to the DFMWR Security Manager.

(5) Instruct Soldier, retiree, Family member, or civilian caught shoplifting to take their ID Card to the ID Card Section on the next business day for issuance of a new ID card without Exchange privileges.

c. DFMWR will:

(1) Receive blotters pertaining to shoplifting in AAFES facilities.

(2) Prepare and issue notification for Soldier, retiree, Family member, or civilian accused of shoplifting, advising them of suspension of their AAFES privileges.  
Notification will:

(a) Include disposition of incident, as follows:

- First-time shoplifters will receive a six-month suspension;
- Second-time shoplifters will receive a one-year suspension;
- Third-time shoplifters will receive an indefinite suspension.

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(b) Be issued to suspected offender through the following channels:

- Soldier suspect. Send to the unit commander.
- Family member suspect. Send through the sponsor's unit commander to the sponsor.
- Retiree and their Family members. Send through the US Postal Service, by Registered Mail, to the personal address listed on the weekly blotter.

(c) Inform the suspected offender of their right to appeal and outline procedures for appeal.

- Appeals must be submitted in writing not later than 30 days from issuance of this letter.
- Soldier or Family member requests for reinstatement will be forwarded through the Soldier's chain of command to the Garrison Commander for approval.
- A statement is required indicating why the individual feels the suspension is in error, and/or explaining any extenuating circumstances. The statement must be endorsed by the Soldier's chain of command – company/battery, battalion, and brigade commanders. Only the commander or their designated representative may endorse the statement.
- Retiree request for reinstatement will be forwarded to DFMWR for submission to the Garrison Commander for approval.
- Appeals will not be considered after 30 days from the date of the incident unless good cause is shown in the appeal request. Extensions may be granted if alleged offender is unable to respond due to field training, TDY, etc.
- All appeal information should be forwarded to Chief, Nonappropriated (NAF) Support Management Division, DFMWR, 6661 Warrior Trail, Bldg 350, Fort Polk, LA 71459.

d. DHR ID Card Section will:

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(1) Issue temporary ID card to individual suspected of shoplifting, with appropriate benefits and privileges, and ensure issue date and expiration of the card coincide with suspension and reinstatement of privileges.

(2) Update DEERS to reflect the revocation of AAFES privileges.

e. Unit Commander will:

(1) Present letter to Soldier, advising of suspension of privileges at AAFES facilities.

(2) Obtain printed name and signature from Soldier, with date indicating receipt of suspension of privileges letter, and return to DFMWR.

f. Sponsor will:

(1) Present letter to Family member, advising of suspension of AAFES privileges.

(2) Obtain printed name and signature from Soldier, with date indicating receipt of suspension of privileges letter, and return to DFMWR.

4. Proponent. The Directorate of Family and Morale, Welfare and Recreation is the proponent for this policy.

5. This policy will remain in effect until superseded or rescinded.



DAVID G. ATHEY  
COL, AR  
Commanding

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