

# One Family One Mission



## Dear Valued Vendor Partner,

As this crisis continues to unfold, we thought it important to reach out to each of you, our vendor partners, and first say thank you to those who have worked so diligently to respond. For decades, your support has been a bedrock of the benefit we provide. Over the last few weeks, we have seen many of our partners step forward, showing the difference between those simply making a sale, and those standing up for and with our military families. This partnership has been and will continue to be a critical resource in our ability to serve and support our patrons.

At the same time, while we understand that we are not alone in facing this global situation, we feel it is important to gain your commitment that, as the supply of essential items continues to be challenged, you will place our Warfighters, Defenders of the Homeland and their families first on your list as you prioritize resources and products. While other stores may close, we remain at the service of our commands, truly differentiating us from the “outside of the gate” retailers. Simply said, we serve those who serve. With all of the flurry of reform activities and threats to our Resale environment over the past few years, this pandemic has shown that there is no greater need than to have Service connected, yet collaborative, resale capabilities aboard our installations, bases and stations.

From those here at home to those deployed depending on us to take care of their families, your support ensures that we can honor that commitment. So that our Soldiers, Sailors, Airmen, Marines and Coast Guardsmen can focus on their mission, while we work together to focus on ours. In addition to supporting our patrons with needed goods and services, many of us are also supplying our local commands, putting further strain on our inventories. But as always, we are up for the challenge.

As the military resale leadership team, we are committed to working with you collectively to be creative, collaborative, and communicative so we can get through this together. Over the coming weeks, we will ask that you communicate supply chain concerns and solutions to us as a collective group. We stand ready to conference with you and figure out how we can support each other. Our buying and planning leaders are working together to stay in constant communication as we work through this challenge, and our supply chain leaders are looking at every opportunity to move goods through effectively and efficiently. During times like these, as we step forward together, no one can question our passion or our relevance because both are unwavering. We thank you in advance for your continued commitment to the military community.

**Ana, Rich, Jen, John and Chris** #OneMission #OneTeam

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