

Headquarters  
U.S. Army Armor Center and Fort Knox  
Fort Knox, Kentucky 40121-5000  
27 July 1987

Effective 27 July 1987

### Exchange Service

#### FORT KNOX POST EXCHANGE ADVISORY COUNCIL

The word "he" when used in this regulation represents both masculine and feminine genders, unless only the feminine gender applies.

**Summary.** This regulation establishes the Fort Knox Post Exchange (PX) Advisory Council and prescribes the policies, procedures, and purposes of the council.

**Applicability.** This regulation applies to the Active Army, the National Guard, the Army Reserve, military retirees and family members.

**Suggested improvements.** The proponent of this regulation is the Directorate of Personnel and Community Activities (DPCA). Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications) through channels to Cdr, USAARMC, ATTN: ATZK-CFA-FS.

1. **Purpose.** The council is intended to be a cross section of PX customers to meet with and advise PX management of customers' needs and wants; to assist the Exchange Manager, Post Exchange (EMPX), in improving customer service by obtaining the benefit of customer attitudes through suggestions, informal discussions, and opinions concerning items sold in the PX; and to serve as a vehicle to advise customers of PX policies, regulations, and actions taken by the Exchange management to meet customer wants.

2. **Responsibilities.** a. Chief, Family Support Division (FSD), DPCA, will:

(1) Have overall staff responsibility for developing policies and procedures for the council.

(2) Advise the Chief of Staff, through the DPCA, on matters pertaining to Exchange operations and customers' needs and wants through preparation of minutes of the council meetings.

(3) Coordinate all actions between commanders and staff agencies and the EMPX to ensure that customers' needs and wants are filled to the greatest extent possible within PX regulations and policies.

b. The PX Advisory Council will be composed of the following:

(1) Chief, FSD - Chairman.

- (2) Technical Advisor - EMPX.
- (3) Secretary/Recorder (provided by FSD).
- (4) Representative, 2d Armor Training Brigade (Armor Leader).
- (5) \*Two representatives, 194th Armored Brigade.
- (6) \*Two representatives, 1st Armor Training Brigade.
- (7) \*Two representatives, 4th Training Brigade (also represents Training Group and NCO Academy/Drill Sergeant School).
- (8) Representative, Armor Center Headquarters.
- (9) Representative, Armor Officer Advanced Class.
- (10) Representative, MEDDAC.
- (11) Representative, U.S. Army Second Region, U.S. Army ROTC Cadet Command.
- (12) Representative, Directorate of Reserve Component Support.
- (13) Representative, Officer's Wives Club.
- (14) Representative, NCO Wives' Club.
- (15) \*\*Representative of Retired Officers Association.
- (16) \*\*Representative of Retired Enlisted Personnel.
- (17) Post Exchange personnel, as appropriate.
- (18) Special guests and any interested person may attend council meetings but may not vote on council actions.

NOTE: Positions indicated by (\*) should send one representative from grades E-4 or below and one from grades E-5 or above. Chief, FSD, will coordinate with appropriate agencies to fill positions indicated by (\*\*). Each position indicated in subparagraph (4) through (16) above may be filled by either soldiers or their spouses.

c. The council will meet at 1000 on the second Wednesday in January, March, May, July, September, and November. The location of the meetings will be specified by the chairman.

d. The secretary will make arrangements for the meeting place, as specified by the chairman, notify representatives of the meeting at least 5 days in advance, and record the minutes of meetings and distribute same upon approval by the Chief of Staff.

e. Activities listed in subparagraph b(4) through (14), above, will designate a representative who will actively participate in the activities of council. The full name, daytime telephone number, and home address of each designated representative should be reported to this headquarters, ATTN: ATZK-CFA-FS, as soon as possible after receipt of this directive and as changes occur.

f. Each person on the council should:

(1) Become familiar with PX policies and procedures, patron trends, and acceptability of products on sale.

(2) Attend each council meeting or make arrangements in advance for an alternate to attend.

(3) Collect from the personnel of the activity represented, information concerning the needs and wants of PX customers.

(4) Disseminate information concerning PX policies/procedures and the results of council meetings to the personnel of the activity represented.

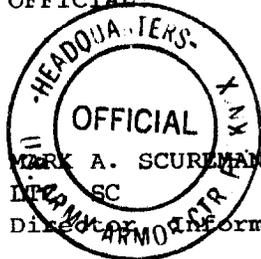
(5) Maintain any necessary records or files appropriate to their organizational needs.

4. Minutes. Not later than 5 working days after a council meeting, the chairman will provide the minutes of the proceedings to the Chief of Staff for approval. Upon approval of the minutes, the secretary/recorder will provide a copy to each member of the council.

FOR THE COMMANDER:

DONALD W. WILLIAMS  
Colonel, GS  
Chief of Staff

OFFICIAL:



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