



DeCA, AAFES, MWR Steering Committee – 8 April 2025  
| *Question and Answer Pool*

## **DeCA**

Q: Where can we submit requests for specific products we'd like the commissary/px to carry?

A: Customers are always welcome to inquire about product availability at the Commissary. Please reach out to their respective customer service representatives to see if certain products can be made available for sale.

Q: I don't mind paying for a plastic bag. I find it odd having to request one from another adult. A store employee recently told me that the reason I had to ask for a bag was that customers might steal them if they were left out. I think this approach is unnecessary and paternalistic. In contrast, stores like the Vogelweh Commissary and Ramstein Commissary trust their customers to take a bag and pay for it like responsible adults. It seems excessive for stores to worry about the potential theft of a 9-cent bag, and this level of mistrust can be off-putting to customers. I would like for the self checkout lines to have bags around, without the need of the gate keeper of bags.

A: We apologize for the frustration, but Commissary must have accountability for all the bags that are purchased. This is because they are purchased with taxpayer dollars, which means that we are liable for each and every bag. In addition, the first purchase of plastic bags did not come with UPC codes, so each bag had to be manually entered into the system by an employee.

Q: Why is the Wiesbaden commissary so frequently out of stock on items like Kodiak chocolate chip protein bars? I haven't seen them on the shelves in months. Just two months ago, I visited Ramstein and they had what looked like hundreds of boxes. Even the small commissary in Garmisch had them when I stopped by this past weekend. Another example is Tropicana No Pulp orange juice—it's been missing for months, and suddenly today there were only four bottles available. Why is it so difficult to maintain consistent inventory here in Wiesbaden? I've lost count of how many times I've come in and found that some everyday item is completely unavailable. Specific items are preferred by family members, are there other protein bars or orange juice available elsewhere yes, but that's not the brand that's preferred or considered at all. Supply and demand, reorder point, Walmart can figure out warehousing on the back of

trucks.....every answer should not be a USA port strike or customs etc.... DECA has been in Europe longer than any of us.

A: We apologize for the inconvenience. Commissary items are frozen on-site at distributors in the States, shipped to Europe where crates are inspected for security and health and taken to the supply point in Kaiserslautern where they are transported to 36 military installations, to include Wiesbaden, as well as embassies in Europe. Kaiserslautern, which includes Ramstein, has the largest population of American service members outside of Europe, and therefore receive more stock than Wiesbaden.

Q: Why does Commissary have so many empty shelves on Sunday afternoon, and on days following a German Holiday?

A: Vendor stockers, who offer stocking support for the commissary, are local nationals who are not authorized to work Sunday and German Holidays, which means they are not available to restock shelves these days. In addition, Sundays are the Commissary's busiest day, and it's recommended to shop Tuesday-Saturday.

Q: Thank you for expanding your Tillamook Products beyond the butter and ice cream, and wish you continue to expand selling their award winning product line as they are a very good and tasty. Requesting you start carrying baby loafs.

A: Please reach out to the customer service representatives in the Commissary to see if certain products can be made available for sale.

Q: Request you start carrying the original krusteaz buttermilk pancake mix, you carry every other product of their but not the original, why?

A: Please reach out to the customer service representatives in the Commissary to see if certain products can be made available for sale.

Q: We find the commissary to be poorly stocked. From experience it seems as though many people are permitted to shop here. Are there any intentions to reign in who is permitted to shop here? This presents as a customs and is quite frustrating to those of us active duty.

A: The Commissary locally verifies IDs to ensure that those who are making purchases are eligible shoppers. There are currently no plans to limit Commissary access from those who are currently eligible to shop there.

## MWR

Q: Can we get a space for musicians to jam together and bands to rehearse?

A: While there is not an available space for instrument storage, MWR is looking into the possibility of finding some space that community members could rent for jam sessions. Due to space constraints, if a location is found, this would be only for the musicians without an audience.

Q: Will MWR be adding any trips outside of OctoberFest or Christmas Markets?

A: You can find a list of outdoor recreation trips through May 2026 on the MWR website at: <https://wiesbaden.armymwr.com/happenings/trips-and-tours-2024>

Q: This is for MWR and Garrison, hainerberg is in desperate need of a softball/ baseball field is there a way we can convert the area between the px and middle school into a softball/ baseball field. Would help out dodea also so their softball and baseball team can take turns practicing there during their season instead of losing 30-45 minutes of practice traveling to n. Clay. This also gives another field for cys with better location along with an additional field for unit softball.

A: That specified area has been earmarked for other potential projects. However, MWR will work with DPW and the Command Team to see the feasibility of adding a softball field on Hainerberg.

Q: When does the softball season start? I've been trying find the flyer for it on the page.

A: Intramurals Sports Softball starts 10 June and runs 6 weeks. Information was distributed via units. Please call intramurals office at 548-9833 for more information.

Q: MWR we would like to see more programming. On past installations there have been monthly runs that were a good event for families and single Soldiers.

A: MWR has the below runs scheduled this year:

May 3 Freedom Run

May 24 Murph Fun Run 5k

June 14 250th Army B-Day Run 5k

Oct 11 Shadow Run 10-mile

Oct 25 Zombie Run 5k

Nov 22 Turkey Trot 5k

Dec 20 Jingle Jog 5k

We also have a robust Intramurals Sports schedule throughout the year, especially in Late Winter through late Fall, which often requires additional manpower. We are funded, and staffed, to primarily deliver programs in facilities. We do not have the staff to draw from to do extensive programming outside facilities. A down-side of having one front door, especially in Sports and Fitness, is that we do not have staff to draw from as other installation have. For example, some installations have six Fitness Centers and a large Intramurals Sports staff. With this many gyms, for programs that happen outside the gym, they can pull a staff member or two from all these facilities and do the program without impacting on the day-to-day operations. Other installations in Europe can do something like this as well because they have more facilities. When we do outside programming there is a significant impact on operations. So, while we do execute outside programming, we are limited on how much we can do because of manpower. And while we do get great BOSS support as well, we can only ask them so many times for help.

Q: Are there any updates regarding policy for children attending DODEA, CDC / CYS programming with high behavioral needs?

A: Please reach out to DODEA directly for their input to this question. Per CYS, while there has been no change in IMCOM policy regarding high behavioral needs, CYS, with the support of Garrison Leadership, has established clear timelines and procedures to address situations involving behavioral challenges more effectively.

Q: If possible, what is process of requesting different foods or drinks? Example: We have MT Dew Code Red, how can we get MT Dew Volt and other flavors in the commissary and AAFES establishments?

A: Customers are always welcome to inquire about product availability at the Exchange. Product selection is guided by assortments approved by our headquarters team. Due to customs regulations, import restrictions, and even ingredients/additives, there are some products available in the US that are banned in Europe locations. We must follow the TB MED 530 requirements with approved sources.

We encourage customers to check with our Customer Service team to see if products are available in Europe.

Q: What seems to be the problem with the automatic car wash in Mainz Kastel? The last time I was there about 2 was ago, it was out of commission. Does the Exchange management even care about it?

A: We understand the frustration regarding the Mainz Kastel Car Wash. We are seeking replacement vendors to operate the facility.

Q: How about AAFES hiring more people to work in the food court

A: Thank you for your feedback. Quality service remains a top priority for us. We are actively working to fill vacancies as quickly as possible to ensure we can better serve our community. Hiring remains a challenge across all agencies.

## **AAFES**

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