



PERSONNEL AND
READINESS

OFFICE OF THE UNDER SECRETARY OF DEFENSE
4000 DEFENSE PENTAGON
WASHINGTON, D.C. 20301-4000

January 18, 2017
Incorporating Change 8, January 16, 2026

MEMORANDUM FOR: SEE DISTRIBUTION

SUBJECT: Directive-type Memorandum (DTM) 17-003 – Veterans Military Exchange Online Shopping Access Policy

References: DoD Directive 5124.02, "Under Secretary of Defense for Personnel and Readiness (USD(P&R))," June 23, 2008, as amended
DoD Instruction 1330.21, "Armed Services Exchange Regulations," July 14, 2005
Secretary of War Memorandum, "Department of War Secondary Titles,"
October 10, 2025

Purpose. In accordance with the authority in DoD Directive 5124.02, this DTM:

- Extends limited online military exchange shopping privileges (no uniform items, alcohol, or tobacco products) to all honorably discharged veterans of the Military Services effective November 11, 2017.
- This DTM is effective January 18, 2017; it must be incorporated into DoD Instruction 1330.21. This DTM will expire effective January 18, 2027.

Applicability. This DTM applies to OSW, the Military Departments, the Office of the Chairman of the Joint Chiefs of Staff and the Joint Staff, the Combatant Commands, the Office of Inspector General of the Department of Defense, the Defense Agencies, the DoD Field Activities, and all other organizational entities within the DoW.

Policy.

- DoW exchange benefits are an integral and valued part of the military compensation and benefits package designed to recruit and retain professional and ready Armed Forces. Currently, DoW extends full exchange privileges (in-store and online) to honorably discharged veterans with a 100 percent service-connected disability, Medal of Honor recipients, and military retirees. In recognition of the service and sacrifice made by current and former Service members, limited online military exchange shopping privileges (no uniform items, alcohol, or tobacco products) are extended to all honorably discharged veterans of the Military Services effective November 11, 2017.

- Honorably discharged veterans may make online exchange purchases for themselves and their dependents, but these online exchange shopping privileges do not extend directly to those dependents.
- Veterans authorized online exchange shopping privileges by this memorandum are not authorized either to receive a DoW identification card or to gain access to DoW installations and other DoW property upon which exchanges are located.

Responsibilities.

- The Secretaries of the Military Departments will ensure that their respective military exchange services and supporting DoW entities implement the procedures of this memorandum by November 11, 2017.
- Under the authority, direction, and control of the Under Secretary of War for Personnel and Readiness, the Assistant Secretary of War for Manpower and Reserve Affairs, in coordination with the Director, DoD Human Resources Activity, may approve an earlier start date for full operational capability if he or she determines it is appropriate.

Summary of Change 8. The changes to this DTM are administrative, extend the expiration date to January 18, 2027, correct title errors, and convert language in accordance with the October 10, 2025 Secretary of War Memorandum.

Procedures. The military exchanges and supporting DoW entities will:

- Begin preparation on the effective date of this memorandum to achieve full operating capability by November 11, 2017.
- Track online operational and financial performance data attributed to honorably discharged veterans shopping under the authority granted by this memorandum.
- Use nonappropriated funds generated from resale activities to finance all costs associated with implementing and administering online shopping for honorably discharged veterans, including making advance payments to the Defense Manpower Data Center for database support to facilitate verification of veteran eligibility.

Releasability. **Cleared for public release.** This DTM is available on the DoW Issuances Website at <https://www.esd.whs.mil/DD/>.

A handwritten signature in black ink, consisting of a large loop on the left and a series of smaller, overlapping loops and strokes on the right, ending in a long horizontal line.

Peter Levine
Performing the Duties of the Under Secretary of
Defense for Personnel and Readiness

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