

OUR VISION IS TO DELIVER PRIDE

It has been said that war memorials consecrate ideas, and battlefields consecrate events. We would add that the military medals and decorations we award to our Soldiers and Veterans consecrate individual values and deeds.

The impact of these awards has a much broader effect, reaching beyond the individual. Military leaders have long recognized that medals and decorations instill a sense of pride, which is an integral part of the warrior ethos.

Pride is a force multiplier—it is the ingredient that makes all Soldiers stand tall, walk with a special stride and purpose, brag to family and friends and others about their team, and fight shoulder-to-shoulder with their buddies in the harshest of conditions. It is often the difference between victory and defeat.

For these reasons, Soldiers take pride in the accomplishments and values that are symbolized in the awards and decorations processed by the Veteran Medals Team. To honor these revered symbols, we strive to provide superior and courteous customer service, high quality products,

and timely delivery. We leverage the creativity and dedication of our civilian workforce and partner organizations to continuously improve upon services provided. The synergy gained through close relationships with our partners, the National Personnel Records Center and Defense Supply Center Philadelphia, defines us an organization.

We recognize that the services we provide not only instill pride in our Soldiers and Veterans, but also instill the same pride into the children and grandchildren of our Veterans—tomorrow's Armed Forces. General George Washington once fittingly remarked, "The willingness with which our young people are likely to serve in any war, no matter how justified, shall be directly proportional as to how they perceive the Veteran's of earlier wars were treated and appreciated by their nation." The Veteran Medals Team wholeheartedly shares in this sentiment.

We Deliver Pride!



OUR VALUES

- ★ **Loyalty**
We will bear true faith and allegiance to the Army, Soldiers, and Veterans.
- ★ **Duty**
We will fulfill our obligation to provide the best service possible to our customers, at the lowest cost to the Army.
- ★ **Respect**
We will show respect for the deeds and sacrifices made by our customers in the quality of services we provide.
- ★ **Selfless Service**
We will put the needs and desires of Soldiers, Veterans, and their families before our own.
- ★ **Honor**
We honor Soldiers and Veterans by abiding to all of these values.
- ★ **Integrity**
We will do what is right, legally and ethically, to serve Soldiers and Army Veterans.
- ★ **Personal Courage**
We will display moral courage in our conduct and in our relationships with others, just as the Veterans we serve showed courage in overcoming their fear, danger, and adversity to defend the United States and promote its values.

★ HOW TO REQUEST MEDALS

If you are an Army Veteran, or the next-of-kin (i.e., parent, un-remarried widow, eldest sibling, eldest child, or eldest grandchild) of an Army Veteran, you may request a set of authorized decorations by sending a written request along with a copy of the DD Form 214 or other discharge papers to:

**National Personnel Records Center
9700 Page Avenue
St. Louis, MO 63132-5100**

To request copies of military personnel records, visit the National Personnel Records Center Website at:
www.vetreco.archives.gov

If you have never received a set of your medals before, your request will be processed free of charge. If ordering a replacement set, you will be charged a nominal fee. Please note that if you are the primary next-of-kin, only one request for medals will be honored.

After the National Personnel Records Center processes your request, you will receive a list of the medals you are authorized. To check the status of your request, as well as view some general information about medals or decorations, visit the Veteran Medals Team Website at:
www.veteranmedals.army.mil

★ OUR LOCATION AND CONTACT INFORMATION

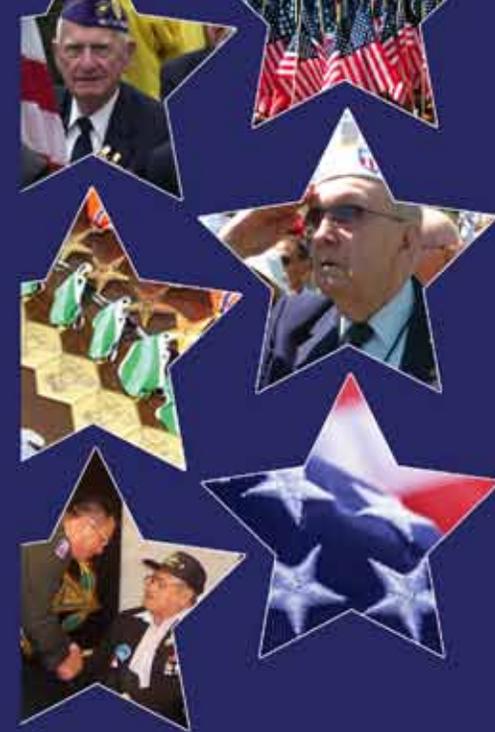
The Veteran Medals Team is located on the Naval Inventory Control Point in northeast Philadelphia, PA.

**U.S. Army Clothing & Heraldry
Product Support Integration Directorate
Veteran Medals Team
Building 6B North Room 328
700 Robbins Avenue
P.O. Box 57997
Philadelphia, PA 19111-5096**

★ CONTACT US:
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U.S. Army TACOM



VETERAN MEDALS TEAM

We Deliver Pride!



**Veteran Medals Team
Philadelphia, PA**

U.S. ARMY