



FAQ's Student Meal Program Waiver

1. Why did the USDA provide a waiver for free meals?

The USDA is authorizing the DoD to provide free meals to ensure access to nutritious meals for all students, regardless of means, and reduce the administrative burden on school meal program providers facing increased operating challenges due to the COVID-19 pandemic.

2. What meals does the waiver cover?

Breakfast (where available) and lunch are offered free of charge for all DoDEA students. À la carte and Lunch Plus will still be available, but payment requirements will still apply.

3. When does the waiver go into effect?

Meals will be free of charge to all students beginning 2 November 2020. Meals purchased during the beginning of SY 2020-2021 will be reimbursed NLT 6 November 2020. Customers in Bahrain and GTMO may go to the customer service desk to request refunds for meal tickets redeemed beginning 2 November 2020.

4. How long does the waiver last?

The waiver is effective until 30 June 2021.

5. Will I be able to request a refund for unused meal funds?

Yes. If you are interested in requesting a refund for your student's meal account or meal tickets please visit your local NEX customer service desk or SMP supervisor (Japan only) after 6 November 2020. Customers in Bahrain and GTMO may go to the customer service desk to request refunds for unused meal tickets beginning 2 November 2020.

6. Is my child required to participate in the free meal waiver?

Students enrolled in DoDEA schools will be provided meals free of charge through June 2021. Our system is not able to accept payments for first meals after 2 November 2020.

7. My student does not currently participate in the student meal program, is she/he eligible?

All students enrolled at a DoDEA school are eligible to participate in the school meal program. We request that all parents establish a student meal program account with NEX (Europe and Japan only) and communicate with the school nurse and kitchen manager regarding any food allergies or dietary restrictions.

8. Do I need to fill out an application to receive free meals under this waiver?

No. Families can elect to participate and receive free meals any time between now and 30 June 2021.

9. My student is currently enrolled in the DoDEA Virtual School. Are DVS students allowed to participate in the SMP?

Yes, all students enrolled in DoDEA schools serviced by USDA SMP are eligible to participate. Parents/sponsors should establish a SMP account with AAFES/NEX/MCCS and then inquire with their local DoDEA schools regarding specific procedures.



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10. What if we forget to establish an account? Will my student still be provided a meal?

Yes, a student will never be declined a meal. However, sponsors should make every effort to establish a SMP account (Europe and Japan only) for their student(s) to help ensure proper program administration, address any allergy concerns, and prevent disruptions to the food service process.

11. I home school my students. Are we eligible for free meals?

If home school students have a DoDEA student number and are receiving auxiliary services or enrolled in at least one course, they are eligible to participate in the student meal program.

12. Will à la carte items still be available?

À la carte items will still be offered at participating DoDEA schools. However, customers will be charged for à la carte items. A la carte items include, but are not limited to, extra milk, entrees, and adult meals.

13. Will “seconds” still be available?

Lunch Plus or seconds will still be offered at all DoDEA schools. However, students will be charged for Lunch Plus and second portion options.

Please visit www.mynavyexchange.com/smp for menus and program information.