STUDENT LUNCH ACCCOUNTS:

* Student lunch accounts (also known as Horizon accounts) are set up at the Exchange customer service.
* Horizon may be down again in a few locations, check with your customer service for local status.
* There are a few places whose systems are still down. IF a parent cannot set up an account yet, their child WILL STILL RECEIVE LUNCH at school until the problem is cleared up.
* If you had a Horizon account last year you do not need to set up a new account.
* If you apply for free or reduced lunch program online, Horizon is automatically updated, so there is no longer a need for parents to submit approval letter to the Exchange to update student accounts.
* New families need to set up a lunch account with the Exchange Customer Service
* To set up a lunch account you will need the student’s DoDEA student ID number. This is a 10 digit number that parents can get from the school registrar. THIS IS NOT THE OLD EXCHANGE LUNCH ACCOUNT NUMBER!
* All students enrolled prior to 1 April 2016 should have their 10 digit DoDEA Student ID # already in the Horizon lunch account system, so they don’t need to provide that number to the Exchange. Those who enrolled after this date should check with the Exchange customer service to ensure their DODEA Student ID # number is added to their child’s lunch account.
* NEW 6 digit PINS are replacing the 4 digit PINs and will be provided to all families. Each location will be doing this in their own fashion, but EVERY LOCATION will ensure that students get lunch the first day of school regardless of whether a child has a PIN or not.
  + Cafeteria staff will provide school rosters with the 6# pin to the administration office
  + Cafeteria staff and/or school admin can send student 6# pin number to parents via email

FREE & REDUCED LUNCH APPLICATIONS: <https://freeandreducedapps.aafes.com/>

* For guidance on completing application go to <https://joom.ag/gLkQ>
* Parents must include a DoDEA student ID number in the application. This is a 10 digit number that parents can get from the school registrar.
* It is vital that a correct email address is included in the application or the parents will not receive the status confirmation email.
* European phone numbers do not fit into the application. AAFES is working that issue. Phone number is not required, so if the family has no “stateside” number, skip that.
* Families should receive confirmation of application typically within 24 hours. If they don’t receive confirmation, they can check with the Exchange customer service desk to check the status of their lunch account.
* If you completed a paper application with a School Liaison Officer or CYS Parent Central, they can submit the application online for you. Please contact if you have questions.
* Families that qualified for free or reduced last year have a 30 calendar day window once school has started to re-apply for this current school year.
* If a family has applied online for free or reduced and is approved, but for some reason the Horizon system doesn’t update due to the system being off line at their location, the children will pay full price until the system is updated. Refunds for cost difference from time of approval will be addressed retroactively.

MY PAY PLUS (MPP) ACCOUNTS: <https://www.mypaymentsplus.com/>

* MPP is off line until 1 September. Parents can still make payments at the Exchange customer service. Parents won’t be able to view the account balance via MPP, but families will STILL be able to access their funds in their Horizon One Source account to pay for student lunches regardless if MPP is offline.
* **Existing MPP Accounts:** Once the site is reopened, parents with existing MPP accounts from last year will need to update their child’s information.

“HOW TO DO”

* + Go into your MPP account and delete the child’s name, then re-enter their child’s name. You will need to include the DoDEA Student ID # (10 digits provided by registrar)
  + Families with a positive Horizon balance from last year WILL NOT LOSE THEIR MONEY. The money is housed in the HORIZON system and MPP only reports the balance.
* **NEW MPP Accounts**:
  + When filling out the application, for “STATE”, please select “EXCHANGE (EX)”
  + Parents will need the DoDEA STUDENT ID # which is the DoDDS 10 digit number provided by the school registrar.

Contact your School Liaison Officer for more information or assistance.

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