Double Up Food Bucks Coupons: Compliance and Handling Procedures

Effective: July 1, 2026

Dear Retailers,
Please review the document below and follow the outlined program rules and guidelines for all Double Up Food Bucks (DUFB) coupons.

To be eligible for reimbursement, **retailers must retain all redeemed DUFB coupons for a minimum of 90 days** following the end of the reporting period. At any time, you may be required to submit retained DUFB coupons for verification to receive reimbursement.

Reconciling Coupons

- Cashiers should mark DUFB coupons at the point of redemption (such as with a Sharpie) to indicate they have been used.
- At the end of each cashier shift, a manager or supervisor should review and verify all DUFB coupons. Totals must be fully reconciled and match the expected amount in the POS report.
- Any discrepancies between DUFB coupon count and POS report must be documented and reported promptly. **Discrepancies exceeding $10 must be documented and explained in your monthly metric report.**
- Fair Food Network (Double Up Food Bucks) may audit files and POS documentation at any time.

Double Up Program Rules

- DUFB coupons may only be issued for SNAP purchases of qualifying items. DUFB may not be earned on WIC, debit, credit, or cash purchases.
- DUFB coupons are valid for one-time use only.
- DUFB coupons may not be copied or altered.
- DUFB coupons must be presented at the time of purchase to redeem DUFB.
- Cash back is not permitted for any unused DUFB coupon balance.
- DUFB coupons may not be exchanged for cash.
- DUFB coupons are intended for use by SNAP shoppers. To help ensure shoppers receive their DUFB benefits, cashiers should hand DUFB coupons directly to the shopper at the completion of an earning transaction.
- If an unused DUFB coupon is left behind by a customer, staff should mark or destroy the coupon before disposal and should not redistribute it to another shopper.

- DUFB funds are federally regulated, and DUFB coupons should be treated like cash; they must be securely handled, stored, and safeguarded from loss or misuse.

Misuse of DUFB Coupons and Funds

- Misuse includes failure to follow the Double Up Program Rules outlined above.
- Any use of coupons on ineligible items will be considered misuse.
- Misuse of DUFB coupons may result in a temporary suspension of the program, up to and including termination.
- Reimbursement may be withheld until any discrepancies are fully resolved; in some cases, reimbursement may be denied.
- Double Up Food Bucks is a federally funded program. Misuse of DUFB coupons or misrepresentation in DUFB reporting may impact a retailer's SNAP authorization.

Thank you for your continued partnership and commitment to ensuring the integrity of the Double Up Food Bucks program. If you have any questions, please contact our team.

Sincerely,
The Double Up Food Bucks Team