Double Up Food Bucks: Frequently Asked Questions

Talking Points for Cashiers: Sites Using POS Printed Coupons

- **What do I need to qualify for Double Up Food Bucks?**
  - All you need is your Bridge Card.

- **How does Double Up work?**
  - For every $1 you spend with your Bridge Card on eligible items, you'll earn $1 in Double Up, up to $50 per day. Use your Double Up on your next purchase of fruit & veggies

- **Which Items are eligible for Double Up?**
  - Fresh and Frozen fruits, veggies, herbs & mushrooms, without added salt, sugar or oils. Cut fruits & veggies count too!

- **How do I Earn Double Up Coupons?**
  - When you use your Bridge Card to buy fresh and frozen fruits and veggies, a coupon will be printed at the bottom of your receipt – Save your receipt coupon!

- **How do I Spend Double Up Coupons?**
  - Use your coupon on your next purchase of fresh and frozen fruits and veggies, by handing the coupon to the cashier. Use your Double Up today!

- **Does Double Up Expire?**
  - Yes. Double Up expires 90 days after earning, so be sure to use your Double Up by the expiration date printed on your coupon.

- **Is there a daily limit on Earning?**
  - Yes. You can earn up to $50 in Double Up per day.

- **Is there a daily limit on Spending?**
  - There is no limit on spend your Double Up coupons. Example: If you have $80 in Double Up coupons, you may spend up to $80 today.

- **Can I use multiple coupons in a single purchase?**
  - Yes, you can apply multiple coupons towards your purchase of fresh fruits & veggies.

- **If I lose my coupon, can I get a replacement?**
    - Unfortunately, no, we have no way of replacing lost coupons. Keep your coupon in a secure place; it's like cash in your pocket.

- **Can I receive change if my coupon exceeds my produce total? (Example: I have a coupon for $5, and my produce total is $3)**
    - No, change in the form cash is not allowed. No coupon will be given for the remaining balance. Get the most out of your Double Up and use the full value of the coupon on fresh fruits and veggies.

- **If I use Double Up at another store, will it work here?**
    - No. This store uses a different system, so Double Up earned at other stores cannot be used here. Coupons earned here can only be used here.

- **If I have an EBT card from another state, can I earn Double Up?**
    - Yes, you can earn Double Up with any state's EBT card.

- **Does Double Up Food Bucks match WIC?**
    - No, WIC purchases are not eligible. Double Up can only be earned on SNAP purchases of fresh and frozen fruits and veggies without added salt, sugar or oil.

Best Practices For Cashiers

- ✓ Hand shoppers's their Double Up Coupon
- ✓ Point out today's Double Up earnings – circle or highlight it on their coupon.
- ✓ Remind them to use their coupon before it expires! The expiration is on the coupon
- ✓ Remind shoppers to keep their coupon in a secure place and bring it the next time they shop.
- ✓ Let shoppers know coupons are like cash! They can use their Double Up coupon on their next purchase of fruits and vegetables.

If a shopper is ready to earn and then spend their coupon today, that's ok! Separate earning & spending into two transactions.

What if I have more Double Up Questions?

Go to our website or call the number listed on the back of the flyer
DoubleUpFoodbucks.org
866-586-2796