Double Up Food Bucks: Frequently Asked Questions

Talking Points for Cashiers: For Stores Using Instant Discount

- **What do I need to qualify for Double Up Food Bucks?**
  - All you need is your Bridge Card (SNAP/EBT).
- **If I have Double Up from another store, will it work here?**
  - No. Our store uses a different system, so Double Up earned at other stores cannot be used here. You will receive a discount on qualifying items when you checkout.
- **Do I need a Double Up Card?**
  - No, Double Up is applied as a discount when you check out, so no Double Up Card is needed here. Just shop with your Bridge Card and talk to a cashier to get started!
- **How does Double Up work?**
  - For every $1 a shopper spends with their Bridge Card on fresh and frozen fruits and vegetables, shoppers can earn $1 in Double Up - up to $50 per day! At checkout, the cashier will apply a 50% Double Up discount to the qualifying items purchase with a SNAP/EBT card.
- **Which items are eligible for Double Up?**
  - Fresh and frozen fruits, veggies, herbs & mushrooms, without added salt, sugar or oils. Fruit & veggie plants are included - no decorative plants.
- **How do I Earn Double Up?**
  - At check out, before your order is rung up, let the cashier know you'd like to earn Double Up. Use your SNAP/EBT Card to buy fruits and veggies. The cashier will apply a 50% Double Up discount to the qualifying items. Check the bottom of the receipt to see today's discount.
- **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 purchases?**
  - No, WIC is not eligible. Double Up only matches SNAP purchases of fresh and frozen fruits and veggies without added salt, sugar or oil.

Best Practices For Cashiers

- Apply the Double Up discount only to EBT/SNAP purchases of qualifying items. If a shopper is using both EBT/SNAP and another form of payment, complete the Double Up transaction as a separate transaction.
- Before handing a shopper their receipt:
  - ✓ Let the shopper know how much they saved today on qualifying items with Double Up Food Bucks.
  - ✓ Circle or highlight today's savings on their receipt.
  - ✓ Remind shoppers to come back and use their Bridge Card to purchase fresh and frozen fruits and veggies to receive 50% off with Double Up.
- Tell all shoppers about the Double Up program.
- Hand out Double Up flyers and use as bag stuffers

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