Double Up Food Bucks: Frequently Asked Questions

Talking Points for Cashiers: Site's using a store's loyalty or member software.

- **What do I need to qualify for Double Up Food Bucks?**
  - All you need is an active SNAP/EBT Card.
- **How can I sign up for Double Up today?**
  - A cashier can help sign up for a store Double Up account. You'll provide your first and last name, contact information and if you are already a loyalty member.
- **How does Double Up work?**
  - For every $1 you spend with your Bridge Card on eligible items, you'll earn $1 in Double Up on your store account, 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 produce qualifies!
- **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. They'll ask for your Double Up account information. Use your SNAP/EBT Card to buy fresh and frozen fruits and veggies.

    After purchase, Double Up is added to your account to use on your next purchase of fruits and veggies. Check the bottom of the receipt to see today's earnings.
- **Does Double Up expire?**
  - Yes, Double Up expires 90 days after earning, so be sure to use your Double Up within 90 days.
- **Is there a daily limit on earning Double Up?**
  - Yes, you can earn up to $50 in Double Up per day.
- **Is there a daily limit on spending Double Up?**
  - No spending limit - you can spend as much Double Up as you have on your account. *Example: if you have $80 in Double Up on account, you may spend up to $80 today*

- **Can I trade my Double Up for cash?**
    - No, trade for cash is not allowed.
- **Where can I see my Double Up balance?**
    - Check the bottom of your receipt or ask a cashier to look it up for you.
- **Can I earn on the Double Up I am redeeming.**
    - No, Double Up can only be earned on SNAP purchases of fresh and frozen fruits and veggies without added salt, sugar or oil.
- **If I use Double Up at 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'll need to sign-up separately here to start using Double Up at our store.
- **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

- Apply the DUFB account number to the sale before payment.
- Before handing a shopper their receipt:
    - ✓ Let the shopper know how much Double Up they earned today and their account balance.
    - ✓ Circle or highlight today's earnings on their receipt
    - ✓ Remind shoppers to use their Double Up on fruits and veggies within 90 days of earning it.
- 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