Double Up Card Compliance and Handling Procedures

Effective August 1, 2026

Dear Managers,

This guide provides instructions for receiving, storing, and distributing Double Up Cards at participating markets, farm stands, and retail locations.

Double Up Cards provide access to federally funded program benefits and are the property of the Double Up Food Bucks program. As program assets, they should be treated with the same level of care as cash and must be securely handled, stored, and safeguarded against loss, theft, unauthorized use, or misuse.

Receiving Double Up Cards

When your site receives Double Up Cards:

- Confirm the number of cards received.
- Keep cards bundled or boxed together.
- Notify the Double Up team if the quantity received does not match what you expected.

Storing Double Up Cards

Double Up Cards should never be left unattended or accessible to shoppers. Cards should be stored:

- In a secure staff-only area.
- In a clean, secure location away from moisture, dirt, food, or cleaning supplies.
- In their original box, bundle, envelope, or other clearly labeled container.
- In a way that makes it easy to count remaining cards.

Distributing Double Up Cards to Shoppers

Double Up Cards should only be distributed according to Double Up program guidelines outlined below. Staff should follow these rules:

- **Double Up cards are not single use gift cards - shoppers should keep track of them like their Bridge Card.**
- Double Up Cards should only be given to eligible shoppers during the DUFB sign-up process.
- Provide one Double Up card per SNAP/EBT card.
- Unassigned cards are Double Up Cards that have not yet been linked to a shopper's account. Do not distribute unassigned cards.
- Do not allow shoppers to take Double Up Cards without staff assistance.

Card Security Expectations

To prevent loss or misuse:

- Do not leave Double Up Cards at an unattended register, table, booth, or display.
- Do not throw away new unassigned Double Up cards, unless otherwise directed by the Double Up program team.
- Report lost, damaged, or missing cards to the Double Up team.
- Treat Double Up Cards as program assets. Double Up Cards are intended solely for use within the Double Up Food Bucks program.
- Staff may not provide cash in exchange for a Double Up Card or any remaining balance on a card.
- Double Up Cards are intended for use by SNAP shoppers. To help ensure Double Up benefits remain secure, cashiers should remind shoppers to keep their cards in a safe place and bring the same card every time they shop. If a card is lost, it should be replaced promptly to help safeguard the shopper's benefits.
- If a Double Up Card is left behind, it should be secured and handled as lost property. Staff should make reasonable efforts to return the card to the cardholder. Unclaimed cards should not be redistributed. Contact the Double Up team for instructions on how to proceed.

Misuse of DUFB Coupons and Funds

- Failure to follow the procedures outlined in this guide may be considered misuse of program assets.
- Any use of Double Up Fund on ineligible items will be considered misuse.
- Double Up Cards may not be taken for personal use, distributed outside approved program procedures, sold, transferred, or exchanged for cash.
- Double Up Food Bucks is a federally funded program. Misuse of program funds, cards, or records may may result in a temporary suspension of the program, up to and including termination.

When You Need More Cards

Contact the Double Up team before your site runs out of cards. When requesting more cards, be prepared to share:

- Site name
- Approximate number of cards remaining
- Estimated number of cards needed
- Business shipping address
- Site Contact – the person responsible for receiving and securely storing the cards

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