DOUBLE UP FOOD BUCKS™



Double Up Food Bucks Frequently Asked Questions

Talking Points for Cashiers: Double Up Card and My Fresh Wallet App

- **What do I need to sign up for a Double Up Card?**
  - You need your active SNAP/EBT Card, Zip code, and phone number.

- **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 qualify?**
  - Fresh and Frozen fruits, veggies, herbs & mushrooms, without added salt, sugar or oils. Cut fruits & veggies count too!

- **How do I Earn Double Up?**
  - At checkout, before you pay, show your Double Up Card to the cashier. Use your Bridge Card to buy fruits and veggies. Your Double Up loads right away to use on your next purchase of fruits & veggies!
  - **To spend Double Up:** present your Double Up Card to the cashier at checkout.

- **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?**
  - Yes - you can earn up to $50 in Double Up per day.

- **Is there a daily limit on Spending?**
  - No - you can spend as much Double Up as you have on your card.
    (If you have $80 in Double Up, you may spend up to $80 today)

- **What if I lose my Double Up Card?**
  - Bring your SNAP/EBT card to any participating site. Staff will replace your card and transfer your balance. Your old card will be canceled.

- **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.

- **If I don't have a phone, can I still sign up for Double Up?**
  - Yes! A phone number is not required to sign up for Double Up, but it makes it easier to locate your account, receive updates, and check your balance.

- **Can I trade my Double Up for cash?**
  - No, trade for cash is not allowed.

- **Does Double Up Food Bucks match WIC?**
  - No, WIC purchases are not eligible.

How can I check my Double Up Card balance?

There are 3 ways to check your balance.

- **At the Register**
  Staff can check Double Up Card balances.

- **Mobile Account:** "My Fresh Wallet" app or myDoubleUp.com
  You must create a mobile account and connect your Double Up Card to see balance & expiration.

- **Text for Balance!**

  Text "BALANCE" or "BAL" to (201) 975-8010 for instant balance check.
  - ➢ This is the same number used to send the Double Up welcome text at sign-up.

  If you get a text with a link, open the link and confirm your Double Up Card account to view balance and expiring amount.

Best Practices For Cashiers

At Sign Up

- ✓ Enter the shopper's **phone number and confirm** it with them.
- ✓ After sign-up, have the shopper open the **welcome text & tap link**
- ✓ Let the shopper know they can save that number and text **BAL or BALANCE** at any time to check their Double Up Card balance.

After Earning and Spending

- ✓ Tell shoppers **their balance**.
- ✓ Always remind shoppers that **Double Up expires after 90 days.**
- ✓ Use **My Fresh Wallet or text to check balance**

What if I have more Double Up questions?

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