Frequently Asked Questions
DOUBLE UP FOOD BUCKS LOYALTY CARD PROGRAM | EPIC TECHNOLOGY

What is the Double Up Food Bucks Loyalty Card Program?
The Double Up Food Bucks loyalty card is a new way for customers to earn and spend their Double Up Food Bucks for fresh fruits and vegetables. Customers sign up for a loyalty card in an easy process, by simply presenting their EBT card, State ID, and then information about their Double Up benefits are stored on the loyalty card. And don’t worry – if it’s lost, we can replace the card and you won’t lose your balance.

Why is Field & Fork Network so excited about the loyalty card program rollout?
We think this is a great benefit for Double Up customers and will make their shopping experience easier! The loyalty card tracks how much customers have earned, and allows them to spend their Double Up Food Bucks in any location that is participating in the loyalty card program. This interoperability means that customers don’t have to carry around tokens or receipts – they can just carry their Double Up Food Bucks loyalty card, for the participating loyalty card sites!

Which sites are participating in the Double Up Food Bucks Loyalty Card program?

Corner Stores – Starting February 2018

- Food Plus Market
  414 E. Amherst Street
  Buffalo, NY 14215
- Mandela Market
  272 E. Ferry Street
  Buffalo, NY 14215

Farmer’s Markets – Starting June 2018

- Clinton-Bailey Farmer’s Market
  1443-1517 Clinton Street
  Buffalo, NY 14206
- Downtown Buffalo Country Market
  Main Street between Court St. and Church St.
  Buffalo, NY 14203

ECMC Farmers’ Market at Grider St.
Across the street from the Erie County Medical Center (ECMC)
Buffalo, NY 14215

Why are only select sites participating in the Double Up pilot program?
Field & Fork Network strives to reduce redundancy and expand reach to food insecure communities within the Western New York region. Our strategy for pilot sites includes a focus on the Eastside of Buffalo. The Double Up Food Bucks

487 Main Street, Suite 200, Buffalo, NY 14203
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Loyalty Card pilot is part of a greater Food Insecurity Nutrition Incentive (FINI) grant with a focus on technological innovation. This is very new technology that is being perfected, and we are excited to be able to offer it in some areas. As soon as we can, we plan to continue to expand to new locations!

**Can I use Double Up tokens ($2 value) at pilot corner stores?**

No. However, for a limited time, tokens can be loaded onto the Double Up Loyalty cards at participating farmer’s markets. Visit the farmer’s market informational booth to exchange your tokens for Loyalty dollars which will be loaded onto your card. After 30 days post launch at the corresponding site and no later than July 30th 2018, this service will no longer be available.

**How do I sign up?**

Customers just need to sign up once to use Double Up at any participating site. Bring your State ID and EBT card with you. Go to the participating corner store to sign up; staff will help you get started. Remember to sign up *before* shopping with your EBT card.

**What forms of identification do I need to participate in the Double Up Loyalty Card program?**

To sign up for a loyalty card, you will need your State ID and EBT card. When you shop, be sure to have your loyalty Card, EBT Card, and State ID with you.

**Can I redeem Double Up Food Bucks at both corner stores and farmers markets?**

Yes! The Double Up Food Bucks Loyalty Card is interoperable, meaning you can use it at both [pilot] participating corner stores and farmer’s markets.

**What happens if I lose my Double Up Loyalty Card?**

If you lose your Double Up card, visit a participating corner store [or farmer’s market]. To get a new card, you will need the State ID used to sign up for Double Up. When the manager assigns you a new card, the old card will be invalidated and any Double Up balance you had on the old card will be transferred to the new card.

**How can I check my Double Up Loyalty Card balance?**

There are a few ways to see your balance.

*Ask a manager/store employee:* any store employee can check your balance

*Create an online account:* at [www.mydoubleup.com](http://www.mydoubleup.com). At this website, you can complete your shopper profile, check your account balance and daily earning limits, and see all your Double Up transactions in one place.