



# FREQUENTLY ASKED QUESTIONS

## **What is My Neighborhood Mobile Grocery (MNMG)?**

MNMG is a pop-up mobile grocery that provides quality, affordable food right in your community—allowing you to stretch your food dollars. We have fresh produce, meat, canned and dry goods, dairy items, Meal Bag recipe kits, and more. Please refer to today's shopping list for the most up-to-date list of specific items we have available for sale.

## **How does it work? How fast is it?**

To place your order, please use today's shopping list to indicate the quantity of each item you would like, and then checkout with one of our cashiers. Ordering and receiving your groceries takes only a few minutes—you save the time getting to and from the grocery store as well as the time waiting in line.

## **How do the prices compare?**

MNMG prices are very competitive. With our prices, and the new My Mobile Money incentive explained below, you can stretch your food budget an additional 40% or more. For every \$20 you spend with MNMG, you receive \$28 in value compared to shopping elsewhere.

## **Is there a minimum purchase requirement?**

No, you may purchase as little or as much as you want.

## **Where is My Neighborhood Mobile Grocery located?**

MNMG is currently operating at the following locations:

- **Park Place of Harper Woods, 19460 Park Dr, Harper Woods** – Mondays, 9:00AM-10:00AM
- **Piquette Square for Veterans, 6221 Brush St., Detroit** – Mondays, 11:30AM-12:30PM (open *only* to veterans)
- **Gabrielle Apartments, 14201 2nd Avenue, Highland Park**- Mondays, 2:00-3:00PM
- **LaBelle Towers, 33 LaBelle St, Highland Park**- Mondays, 4:00-5:00PM
- **Parkview Apartments, 1401 Chene, Detroit** —Tuesdays, 9:00AM-10:00AM
- **City View Senior Tower, 4701 Chrysler Dr, Detroit**—Tuesdays, 11:30AM-12:30PM
- **Village Center Senior Apartments, 901 Pallister Ave, Detroit**- Tuesdays, 2:00PM-3:00PM
- **Madison Solberg Towers, 27787 Dequindre Road, Madison Heights**- Tuesdays, 4:30PM-5:30PM
- **Lexington Village Apartments, 1310 Pallister Ave, Detroit** – Wednesdays, 9:30AM-10:30AM
- **Woodbridge Senior Village, 3701 John C. Lodge Service Dr., Detroit**—Wednesdays, 11:30PM-1:00PM

## **Is MNMG open on holidays?**

No, we are closed for the major national holidays.

## **Can I pay with cash or a debit/credit card?**

Yes, MNMG accepts cash as well as the Bridge Card (EBT). We now also accept Visa and MasterCard debit cards. We do not accept credit cards, only debit, nor do we accept American Express.

## **Is My Neighborhood Mobile Grocery for Bridge Card shoppers only?**

No, you do not have to have a Bridge Card to shop with us. We accept Bridge Card (EBT) as well as cash and debit card.



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## **Is there a way for me to check the balance on my Bridge Card at MNMG?**

Yes, customers can confirm their balance before they complete their order at the cashier table. You may also call the toll free number: 888-678-8914.

## **What is My Mobile Money?**

My Mobile Money is a new My Neighborhood Mobile Grocery loyalty program. For every dollar you spend on **eggs, milk, juice, or any fresh produce item** at Mobile Grocery (using cash, EBT, and/or debit), you'll earn that same amount in **free** My Mobile Money to use towards your next purchase of eggs, milk, juice or produce. No spending limit required!

## **Does MNMG participate in the Double Up Food Bucks (DUF) program?**

Yes, MNMG is a DUF grocery store.

## **What is Double Up Food Bucks (DUF)?**

When you purchase fruits and vegetables with your Bridge Card you will get FREE Double Up Food Bucks to spend on any fresh fruits and vegetables up to \$20 per transaction. The program runs from January 1 – December 31, 2017.

## **How do I redeem My Mobile Money (MyMM) and/or Double Up Food Bucks (DUF) credit?**

MyMM and DUF credit are both connected to your phone number, and will automatically be applied to eligible items during your next visit to My Neighborhood Mobile Grocery.

## **Can I redeem the My Mobile Money (MyMM) anywhere other than Mobile Grocery?**

No, MyMM is a My Neighborhood Mobile Grocery loyalty program only.

## **Can I redeem the Double Up Food Bucks (DUF) at another grocery store or a farmers market that also participates in DUF?**

No, under the DUF rules, you can only redeem the DUF credit at the grocery store where you purchased the produce and issued the credit. Also, you cannot redeem DUF credits (coins) from a farmers market at a grocery store that were issued at a farmer's market.

## **Is MNMG part of Gleaners Community Food Bank?**

Yes, MNMG operates as a separate program within Gleaners.

## **Are you selling donated food?**

No, MNMG only sells food purchased directly from our producers, distributors and farmers.

## **CONTACT US**

**If you have any additional questions, please don't hesitate to contact us:**

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