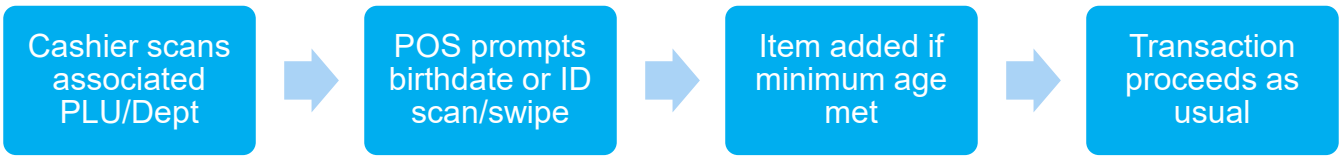
AGE VERIFICATION QUICK REFERENCE

The Age Verification setting in Commander is used for the sale of items that are restricted by age.

BASE INFORMATION

Age verification has always existed in Commander but prior to Base 51, it allowed cashiers to manually enter the customer's birth date, swipe the driver's license thru the MSR, or scan the 2D barcode found on the driver's license. Enhanced Age Verification is supported as of Base 51.

EXISTING PROCESS FOR AGE-LIMITED ITEMS (PRIOR TO BASE 51)



If the minimum age is not met, the POS will display a message that the item cannot be sold.

NOTE: The cashier should visually check the ID and verify that the information on the ID matches what is shown on the POS screen.

Once an ID is entered for the transaction, additional items may be added to the sale. If there are other age-restricted items rung up, the POS will utilize the previously captured age information to validate the additional age-restricted items.

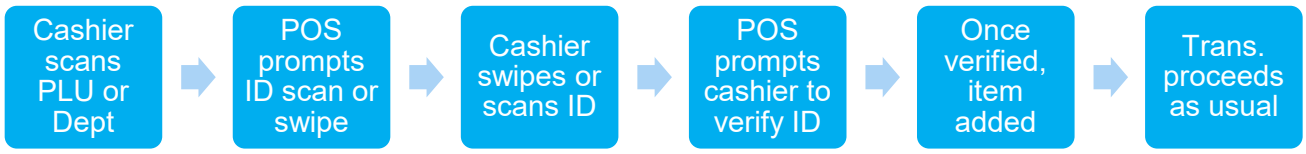
Setting Up / Modifying ID Checks (Prior to Base 51)

Log into Configuration Client and navigate to **Store Operations** > **Restrictions** > **ID Checks**.

- To create a new ID Check, click on a blank number, add a **Name**, set the minimum **Age**, and select **Save**.
- To modify an existing ID Check, click on the ID Check you wish to modify, update the field you wish to change, and select **Save**.

ENHANCED VERIFICATION PROCESS (BASE 51+)

Enhanced Age Verification features that are available in Commander software base 51+ allow the store to enforce the scan/swipe of an ID to capture the customer's date of birth. When enabled, manual entry of the customer's birth date is restricted on the point of sale. This feature is optional.



NOTE: The cashier must visually check the ID presented and verify the information for every transaction.

Setting Up / Modifying ID Checks (Base 51+)

Log into Configuration Client and navigate to **Store Operations** > **Restrictions** > **ID Checks** (see example of Base 51+ ID Checks screen on next page).

Create a new ID Check:

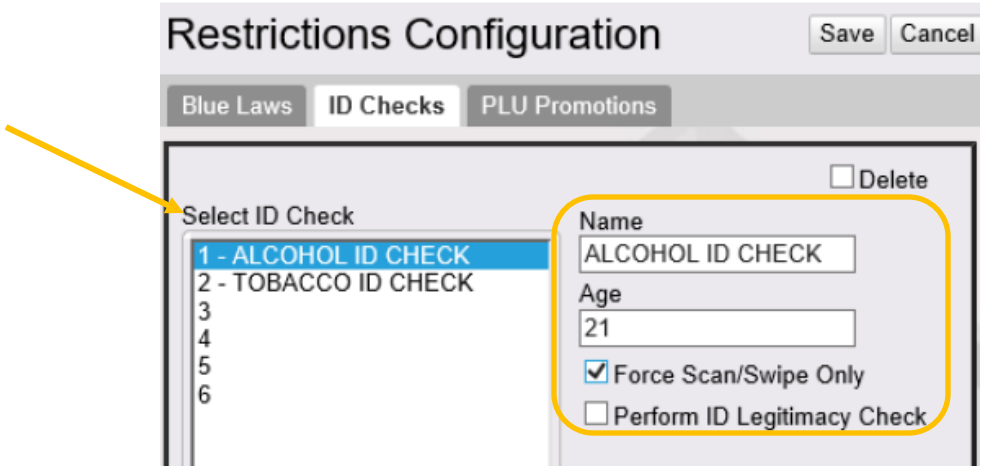
- Click on a blank number
- Add a **Name**
- Add minimum **Age**
- Check box to enable **Force Scan/Swipe Only** (optional)
- Check box to enable **Perform ID Legitimacy Check** (optional; only available if "Force Scan/Swipe Only" is enabled)
- Select **Save**

Modify existing ID Check:

- Click on number for the ID Check you wish to modify
- Update the field or fields you want to change
- Select **Save**

If **Force Scan/Swipe Only** is enabled and the cashier cannot scan or swipe a valid ID for the associated item, the cashier will need to void/remove the age-restricted item from the sale.

Note: On the Commander, ID Check is preconfigured with default values of Alcohol age 21 and Tobacco age 18. Enhanced Age Verification settings are found in the ID Checks tab. Sites may add up to 4 (four) additional ID Checks for a total of 6 (six) ID Checks.



ENABLING ID CHECK

ID Checks are added to items by associating them with Department and PLU configurations. The process is as follows:

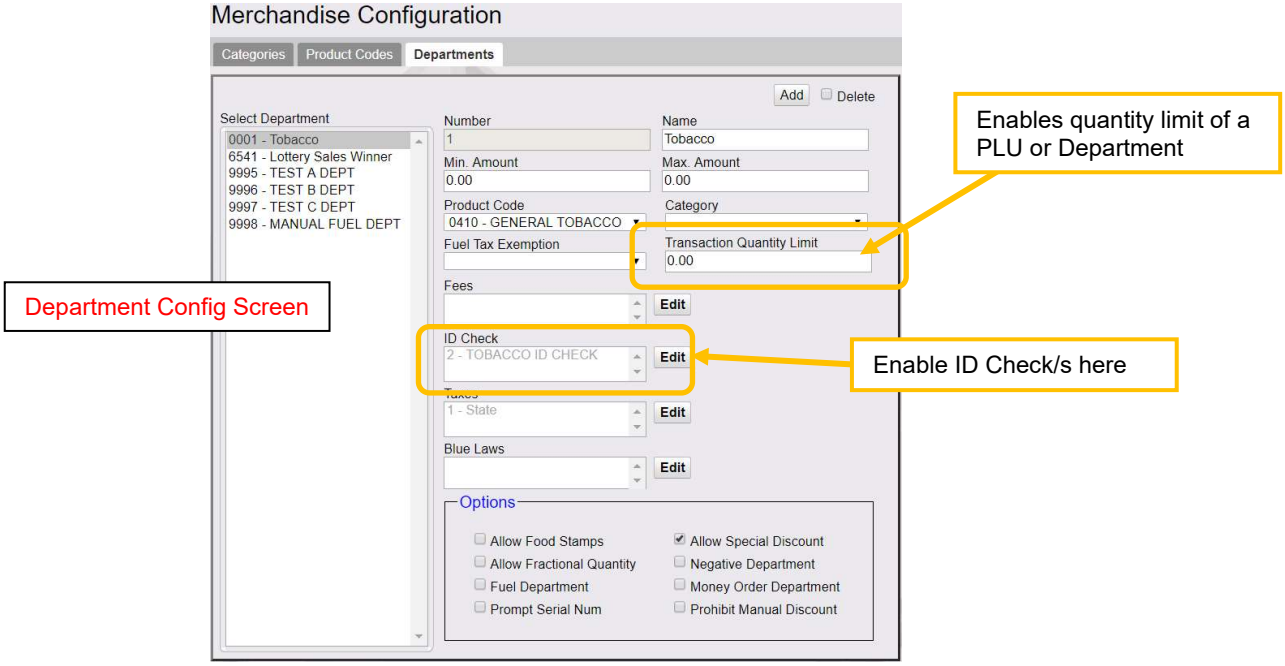
For Department, navigate to **Store Operations** > **Merchandise** > **Departments**. (See example of Department screen on next page).

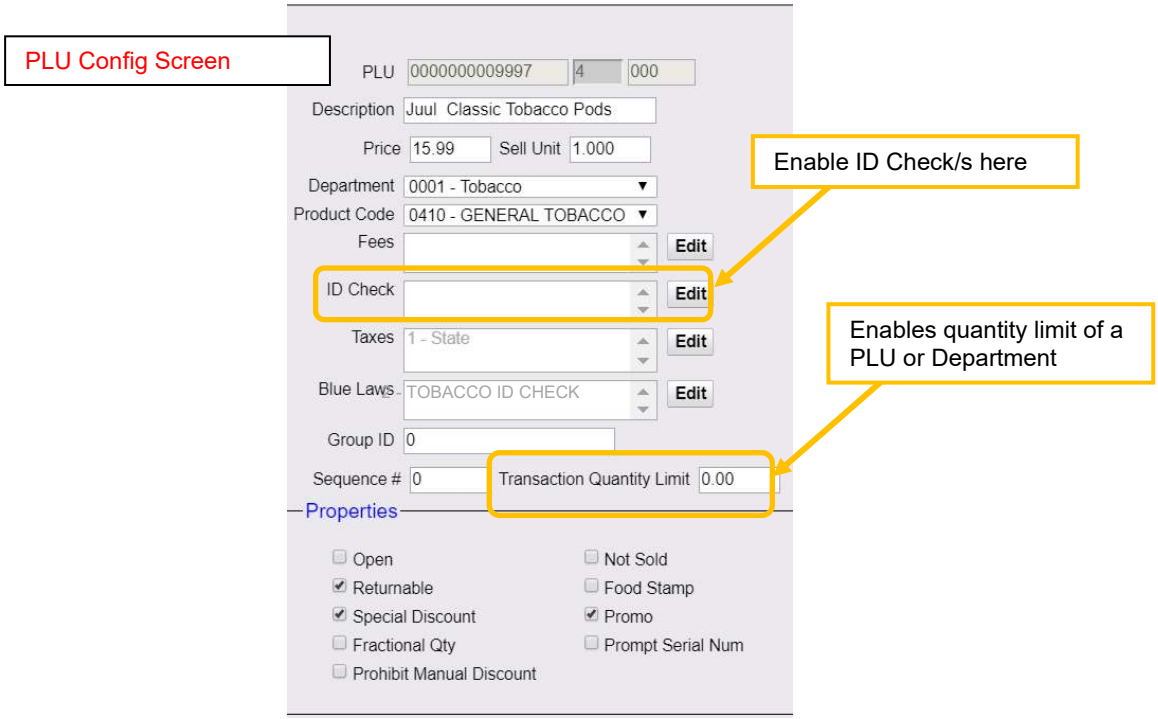
For PLU, navigate to **Store Operations** > **PLUs** (see example of PLU screen on next page).

NOTE: It's recommended that ID checks be set up at the Department level rather than the PLU level in order to avoid having to setup and/or edit multiple individual PLUs.

Instructions

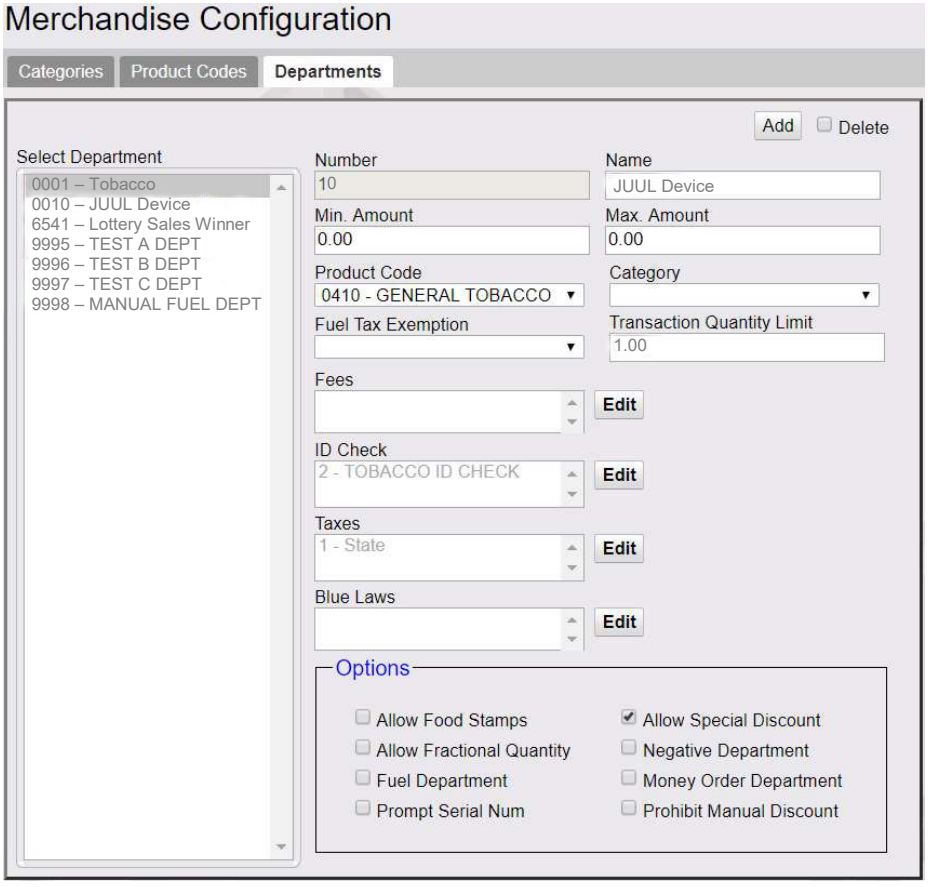
Choose the appropriate department or PLU and select the **EDIT** button next to "ID Check" to enable the desired ID Check. Quantity Limit per Transaction is also set here, if you want to limit quantities of a specific department or PLU, you would enter the limit in that field.





REMEMBER: After you make any changes, you must log out of Sales mode and back in from each POS workstation in order to make the changes live.

ENHANCED AGE VERIFICATION APPENDIX: JUUL PRODUCTS & SPECIAL CASES

Another enhancement in Commander Base 51+ software is the addition of transaction quantity limits. Transaction quantity limits can be added to a department or PLU to restrict the number sold in a single transaction. JUUL often refers to this program as “RACS”.

Use case example: The site needs to restrict the sale of JUUL products to only 1 device and/or 4 pods per transaction. To configure this parameter, two JUUL departments need to be created – one for devices and one for pods. The transaction quantity limit for the JUUL device department would be set to “1” and the quantity limit for the JUUL pod department would be set to “4”. (see example screen below)