Age checks and refusals

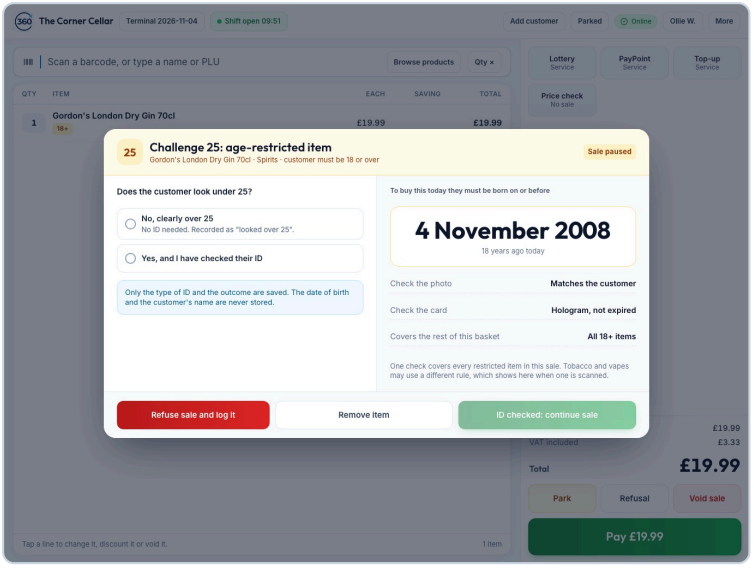
Run Challenge 25 on restricted items and log refusals, so you can show your licensing checks.

For Shop staff, managers · **Takes** 1 minute

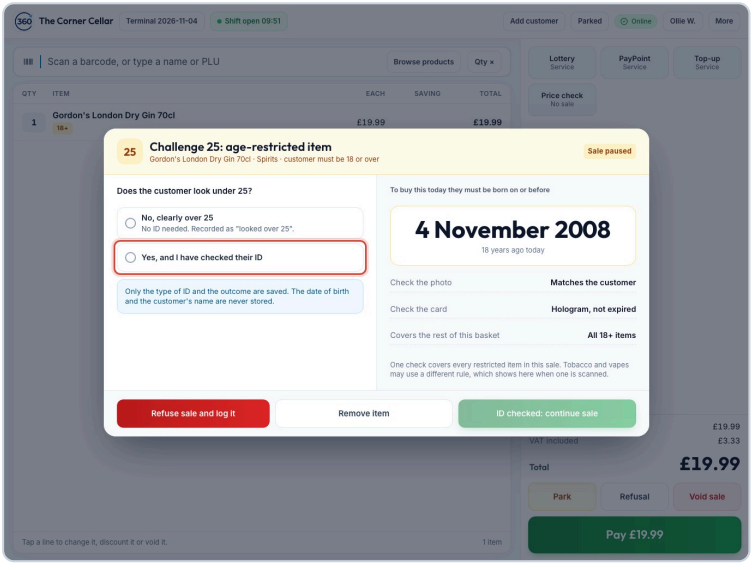
Watch the video
360navtech.com/pos/help/v/retail-age-checks

Steps

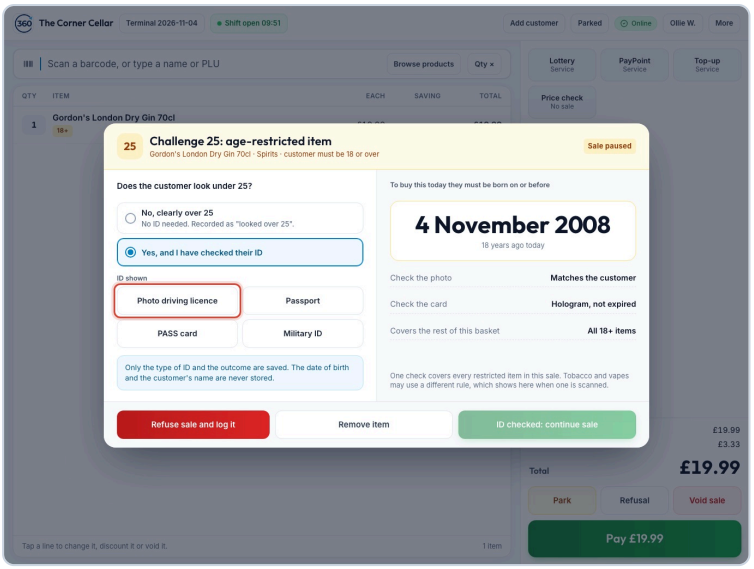
1. **Scan the restricted item.** Alcohol, tobacco, knives and other restricted items pause the sale with a Challenge 25 check. The screen shows the date the customer must be born on or before.



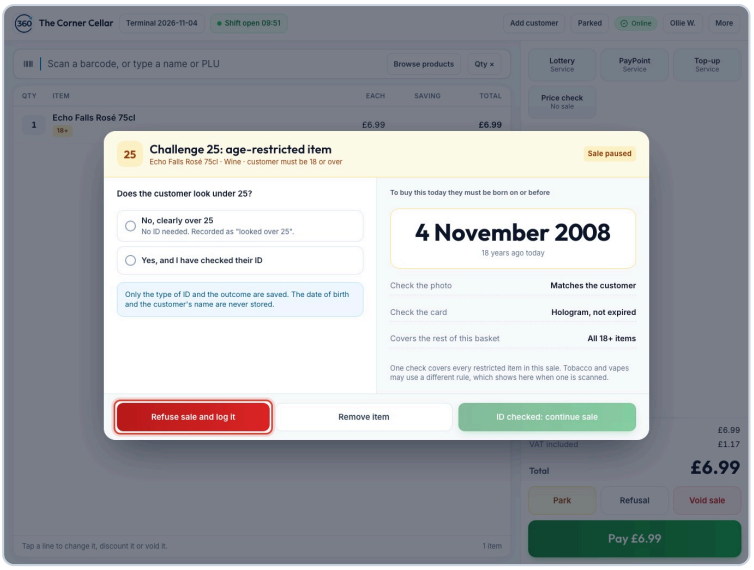
2. **Decide.** If the customer clearly looks over 25, tap **No, clearly over 25**. Otherwise ask for ID, check the photo and the card, and tap **Yes, and I have checked their ID**.

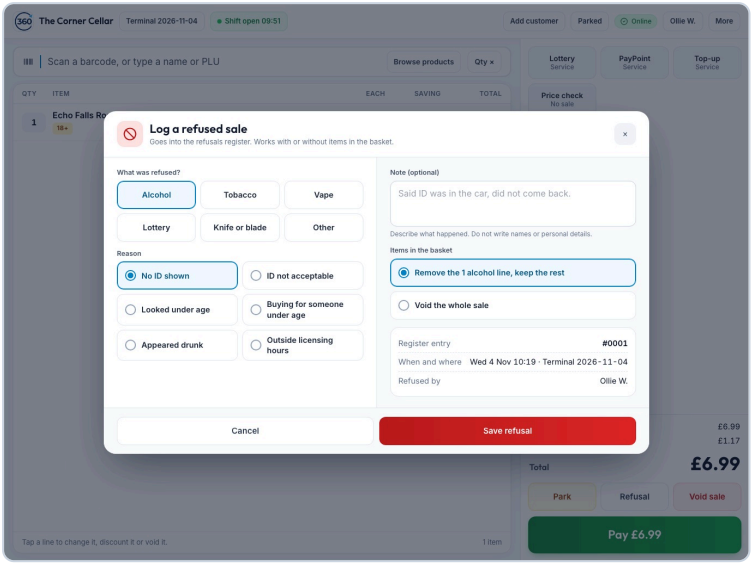


3. **Pick the ID and continue.** Choose the ID you saw (photo driving licence, passport, PASS card or military ID), then **ID checked: continue sale**. Only the type of ID and the outcome are saved, never the name or date of birth. One check covers every restricted item in the sale.



4. **Refuse when you need to.** Tap **Refuse sale and log it** (or **Refusal** at any time). Choose what was refused and why, add a note without personal details, and decide whether to remove just the restricted items or void the whole sale. Then **Save refusal**; it goes in the refusals register with a number, time and who refused.





Tips

- Managers can see every check under **Age checks** and every refusal under **Refusals register** in the dashboard.
- Staff whose Challenge 25 training isn't on record need a manager's PIN to answer a check. Record each person's training date on their profile under **POS Staff**.
- Which products need a check is set by department (for example Wine, Spirits, Beer & Cider) or per product.