

Checking IDs for Takeout

Although the regulations and laws surrounding alcohol purchases being loosened, checking identification remains a critical and necessary step before allowing a person to take final possession of the items purchased.

Underage customers might see this change as an opportunity. However, the legal age to purchase and possess alcohol continues to be 21. They might assume that an identification check will not even occur with the person picking up the order.

Here are some steps you and your staff can incorporate to ensure individual safety while upholding the legal requirements to check identification:

- Require that the customer present their ID by removing from the wallet and allow you to inspect both sides of the ID.
- Ask the customer to hold the ID at eye level, lower his or her mask, and allow you to compare.
- If necessary, while wearing gloves, ask to allow you to handle the ID.
- For out-of-state IDs, match the ID to that state's ID in the ID Checking Guide or scan with an ID reader if your employer provides one.
- If the person picking up the alcohol is in the company of other people, check ID for all parties to ensure that alcohol beverages are not being provided to underage persons.
- Place the order in the vehicle trunk to protect against alcohol beverages being opened during transport.



Checking IDs on Delivery

TIPS FOR STAYING ON THE SAFE SIDE FOR ALCOHOL DELIVERY

- ❑ Receive the identification information from the person who took the order so that you can verify that the person taking delivery is the same person who placed the order.
- ❑ Hand over the alcohol only after verifying the ID of the person receiving the order.
- ❑ Note the presence of any young-looking individuals at the delivery site.
 - ❖ Use your best judgment to ensure that alcohol beverages are not intended for those underage individuals.
 - ❖ Follow your employer's policies. For example, check the IDs for all parties prior to delivering the order.
- ❑ Adhere to a contactless delivery by leaving the items for the customer by the door **AFTER** verification is completed.

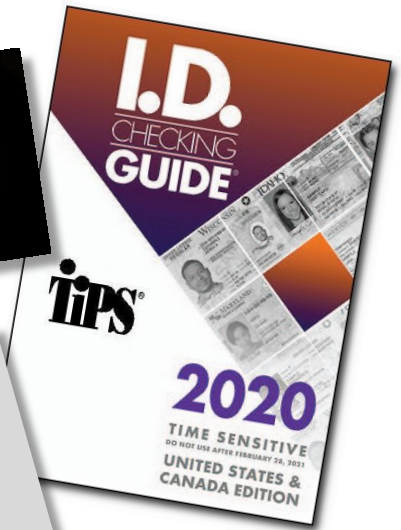


OPEN
FOR DELIVERY & CURBSIDE PICKUP



GENERAL TIPS FOR DELIVERING ALCOHOL LEGALLY

- ▶ Familiarize yourself with your employer's policies on how to handle alcohol.
- ▶ Know whom to contact and what to do if you cannot complete a delivery.
- ▶ Have a copy of the ID Guidebook with you in your vehicle and make sure that any ID scanning applications or other devices work properly.
- ▶ At the delivery site → → →



1. Hold the alcohol out-of-reach of the customer until after you have checked the ID of the person receiving the delivery.
2. Watch for underage warning signs.
3. Carefully check ID using the tips covered in the previous section.
4. Adhere to a contactless delivery by leaving the items by the door after verification is completed.



AND FINALLY...

The easiest safe-delivery guideline to remember is this one:

IF IN DOUBT... **DON'T SELL OR DELIVER**

This includes doubts about the customer or the ID presented, as well as anything that causes concern, like a party at a residence with potentially underage people, or a visibly intoxicated individual opening the door at the delivery site or arriving at a takeout counter, do not complete the delivery.

It is simply not worth the risk. During your interaction with the customer, you will have a sense of whether or not that person can legally take delivery of alcohol. Do not be afraid to rely on that sense.

If you suspect that a particular customer really should not receive alcohol, trust that instinct. Be safe. Stay on the side of caution and cancel delivery or remove the alcohol from a takeout order.

