Standard Operating Procedure (SOP) Customer Age Verification and ID Checking Policy

This SOP details the **customer age verification and ID checking policy**, outlining procedures to accurately verify the age and identity of customers in compliance with legal requirements. It covers acceptable forms of identification, verification methods, handling of refused transactions, staff training guidelines, and documentation processes to prevent sales to underage individuals and ensure regulatory adherence.

1. Purpose

To ensure all sales comply with age-related regulations by verifying customers' ages and identities, thereby preventing underage access to age-restricted products or services.

2. Scope

This SOP applies to all employees involved in the sale of age-restricted products or services.

3. Acceptable Forms of Identification

Type	Details
Government-issued Photo ID	Driver's License, State ID card, Passport, Military ID
Digital Identification (where permitted)	Government-verified digital ID apps

- ID must be valid (not expired).
- ID must have a visible photo and date of birth.
- No mutilated, laminated, photocopied, or defaced IDs accepted.

4. Verification Procedures

1. Request ID from any customer who appears under the age of **25** (or as specified by law).
2. Inspect ID for authenticity, expiration, and match with the customer's appearance.
3. Verify date of birth to confirm legal age for the product or service.
4. If in doubt, politely refuse the sale.

5. Handling Refused Transactions

- Politely inform the customer that you cannot proceed with the sale due to inability to verify age or invalid ID.
- Do not argue or make exceptions.
- If the customer becomes aggressive, follow the store's incident protocol and seek assistance from a supervisor or security personnel.

6. Staff Training Guidelines

- All staff must receive initial and ongoing training regarding age verification and ID checking requirements.
- Training should include:
  - Recognizing acceptable forms of ID
  - Spotting fake or altered IDs
  - Proper questioning and refusal techniques
- Training sessions must be documented and attendance logged.

7. Documentation & Record-Keeping

- Maintain a log of refused sales and suspicious IDs.
- Store records securely and confidentially.
- Review logs regularly for compliance auditing.

8. Review and Compliance

- This policy is reviewed annually and updated as required by changes in law or best practices.
- Non-compliance by staff may result in retraining or disciplinary action.

9. References

- Relevant local, state, and federal regulations on age-restricted sales.
- Internal incident and refusal reporting procedure documents.