<table>
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<th>When...</th>
<th>Action</th>
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| Developing a Store Policy | • Require that IDs are requested and checked for all customers appearing to be younger than 40  
• Accept only government-issued, valid, photo ID  
• Require that ID be handed to the clerk to check for alteration or signs of false identification  
• Require trained designated staff to handle sales of age-restricted products  
• Provide written protocol for staff to follow when refusing out of state, non-government issued or questionable identification  
• Record in a store log, underage purchase attempts and actions taken by the clerk to refuse the sale. Discuss the situations at staff meetings during regular management meetings  
• Determine if local law enforcement will be contacted when an under-age teen tries to purchase age-restricted products |
| Training | • Train all employees on procedures for sale of age-restricted products and the consequences of violations for the clerk, store, customer and community  
• Provide DOB signs, train the clerk and test their ability to calculate age  
• Provide education on how to “Read the Red” for a vertical Michigan ID  
• Provide electronic age verification at the register (information is available)  
• Provide written consequences for sales of age-restricted products to a minor  
• Review store policies and train all staff upon hire and every 6-months thereafter: use real situations to help clerks practice refusal skills  
• Train to refuse sales and train to support those efforts  
• Send staff to Clerk Training: Call 517-887-4312 for next available class.  
• Contact Ingham County, Bureau of Environmental Health at 517.887.4312 to register for Clerk Training or for additional training options |
| Support Tools | • Post signs upon entry that explain your store policy  
• Use age verification aids at checkout; calendars, DOB signs, register prompts and electronic age verification machines  
• Conduct “Secret Shopper” programs that recognize and reward employees for following written store procedures |
| Monitoring Compliance | • Observe clerks handling DOB checks  
• Review these observations with the clerk to assure consistency with the written store procedures  
• Identify corporate staff or management that are to receive notices related to sales and licensing of age-restricted products  
• Include compliance observations in performance reviews |
| Other | • Tobacco displays located behind the counter  
• No smoking paraphernalia sold to anyone under the age of 18  
• No sales of candy cigarettes or tobacco look-alike products  
• No sales of single cigarette or cigars  
• Limit tobacco promotions to the product display area  
• Report all suspected sales to a minor to local law enforcement |