



## Software Modification Whitepaper

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# Customer Age Verification

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### **Optional (or Mandatory) Checking of the Customer's Birthdate in POS**

Liquor stores in particular must require that all customers purchasing a product must be of minimum age. CounterPoint already allows the definition of a customer's minimum age at the item level and at the ticket-entry level. However, there still exists the possibility for the entry clerk to mis-key the customer's birthdate (accidentally or on purpose) and allow the sale of an age-controlled item to a minor.

We modified the POS ticket entry program to (if the system is setup to require checking the customer's age) allow swiping the customer's driver's license or manually keying the customer's birthdate and driver's license number before a ticket may be entered. Normally, when POS is setup to begin a ticket at the item number and the store has "Restrict tickets by age" activated, ticket entry begins in a small window prompting the operator for the customer's birthdate. (Otherwise the window opens after entering the customer information.) We modified this process to prompt the operator to swipe the customer's driver's license. The system will read track-2 (depending on the keyboard configuration) off the driver's license and parse out the customer's birthdate and driver's license number. If the customer is below the minimum age the operator will receive an appropriate error message and further ticket entry will be blocked. The cursor will then jump to the customer-# field as it does upon encountering the same error in unmodified CounterPoint.

To allow manual entry of the customer's driver's license number and birthdate we offer the option "Press F2 to enter manually" in the window in which the customer's driver's license is prompted to be swiped. If the operator presses the F2 key a window will open in which he may key in the customer's birthdate and driver's license number, both of which will be required. If the operator is not permitted to perform commission overrides, pressing the F2 key will open a window in which a manager may enter his login and password (if the system uses passwords) to permit the manual entry of the customer's birthdate and drivers license number. The manager's login is not retained. The manager's login will only allow the entry of the customer's information for the single ticket.

If the customer's birthdate and driver's license number are keyed manually, the driver's license number has " – " and the manager's initials (3 characters) appended to the end so that there is an audit trail of 'bypassed' authorizations.

We store the customer's birthdate in the POS header record (as it does now) and optionally store the driver's license number in one of the ticket's user-defined fields. These fields are both available on POS forms. During EOD posting they are passed into the Ticket history files where they are both available for reporting. We are placing the customer's driver's license number in the header's first user-defined field. This will allow historical access of the customers' age verification information at the time of each sale.

### **On-Demand Functionality**

Some clients may not want to force the entry of the customer information on each ticket, but yet have the ability to verify a customer's age on-the-fly. For these clients we added the ability to set age verification up to allow the operator the ability to press the F7-key to open the age verification window. Thus it's not required to swipe (or key) the customer's birthdate if they are obviously of age.

To allow this we modified the Store Configuration Maintenance program to allow a new value ("On-demand") for the field "10. Restrict tickets by age". The other values were left as-is (as-are?). We also changed the program to display literal for the field once the value is entered. Previously it only displayed the characters "Y", "N" or "C" (which weren't very descriptive).