PUBLIC RELEASE NOTES

Tobacco Loyalty Program

Overview

It is now possible at the individual promotion level to require the customer to present his BR Club Account (key fob or phone number) in order to receive **Tobacco Loyalty promotions**.

A merchant must be approved by Altria to participate in the **Altria Multi-Pack promotions** and additionally approved for **Loyalty promotions**. If Altria has not approved merchant for **Loyalty promotions**, promotions payment will be the responsibility of the merchant. If you do not have an Altria representative, please call **Altria at (866) 928-3510**.

In order to offer both types of promotions, the merchant needs to create, in addition to the **Multi-Pack promotion**, a separate **Loyalty promotion** with the qualifying items, so that the customer can benefit from both promotions.

Specifics

When setting up a **Loyalty promotion**, set **BR number required** to Yes. The **Offer Limit** field should be set up with a maximum offer limit of 2. (Altria must provide discount levels (applicable by area) and the maximum offer limits for the loyalty promotions.)

Pictured are two promotions, one for **Multi-Pack** and one for **Loyalty**. The **Loyalty** displays the BR shield logo, indicating that **BR number required** has been set to **yes** and that customer must provide BR key fob or phone number to get this discount.
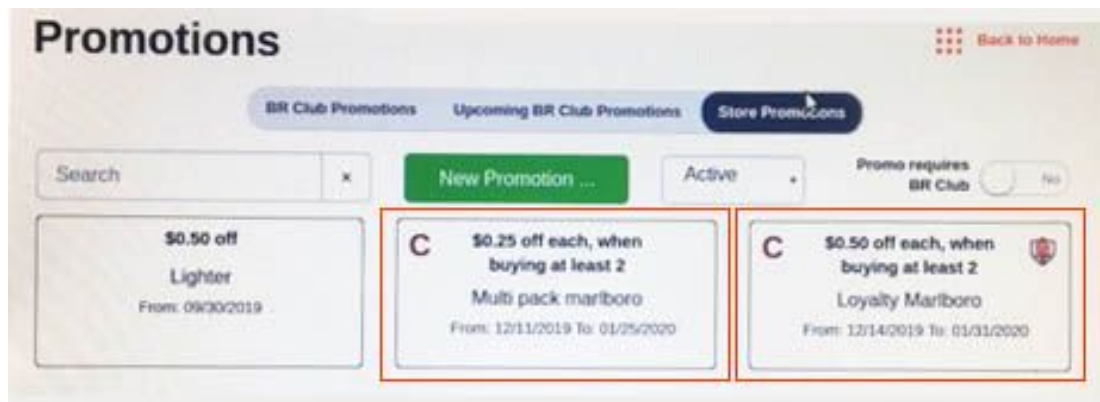
At the register, the customer will only receive the **Loyalty discounts** (maximum two items) if they present their BR Club key fob or phone number, while they can receive the **Multi-Pack discount** on all items.

By presenting a BR Account, the customer has received the **Loyalty discount**.
Example:

Multi-Pack and Loyalty promotions will appear on the terminal statistics under Coupon.
(NOTE: Even though the BR Account was provided to obtain the Loyalty discount, they are not considered BR Club Promotions.)

Payments

Method	Baskets #	Baskets %	Payments	Payments %
Cash	2	100%	$50.56	94%
Check	0	0%	$0.00	0%
Credit/Debit	0	0%	$0.00	0%
ePaid	0	0%	$0.00	0%
EBT SNAP	0	0%	$0.00	0%
EBT CASH	0	0%	$0.00	0%
BR Club Promo	0	0%	$0.00	0%
Coupon	2	100%	$3.50	6%
Total	2	100%	$54.06	100%

RACS (Retailer Access Control Standards) **Verification**

Government ID Scanning Requirement

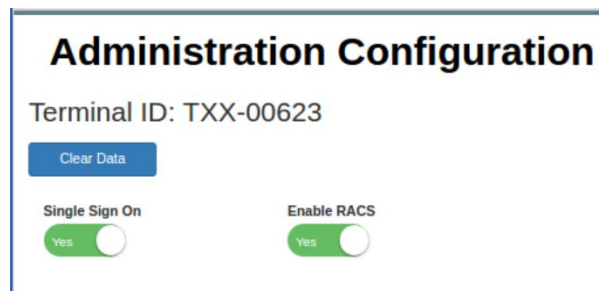**12.17.19 ID LICENSE SCANNING PREMIUM FEATURE WILL BE AVAILABLE SOON**

Overview

RACS is an enhanced verification standard to enforce age requirements prior to purchase of age restricted products. Items subject to RACS standards require enhanced ID scanning capability, manager override where scanning is not an option and purchase-quantity enforcement. NRS POS now supports RACS for purchase of JUUL vaping products.

Specifics

Enabling

This feature requires a monthly subscription to the License ID Scan feature and purchase of enhanced scanner hardware capable of capturing the data from 2D barcodes. Without subscription the feature can not be enabled.

To enable RACS, toggle the **Enable RACS** setting on the Tools > Admin page.

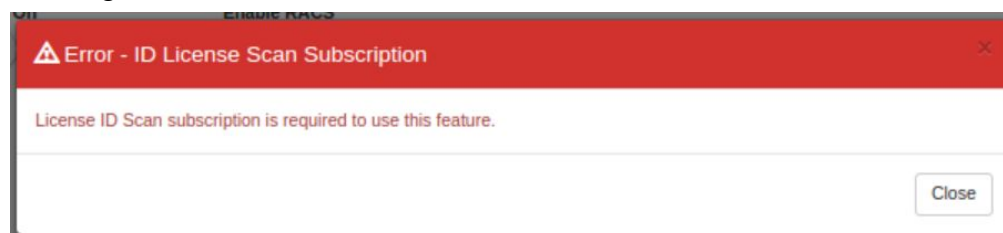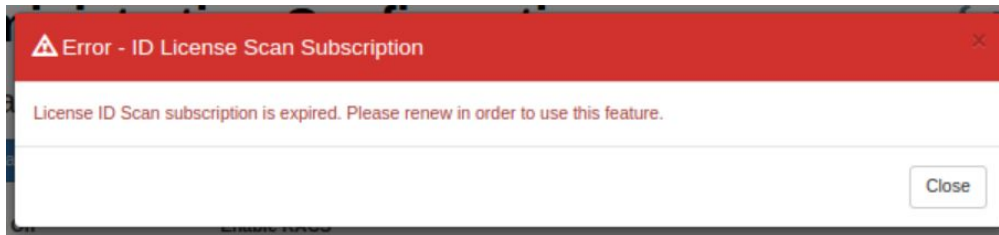Attempting to enable RACS without subscription to ID License Scan, will prompt this message:
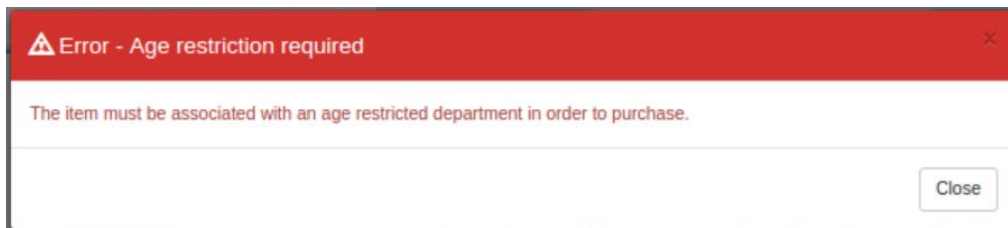
If RACS is enabled and the ID License Scan subscription expires, this message will be prompted and RACS items can not be purchased:
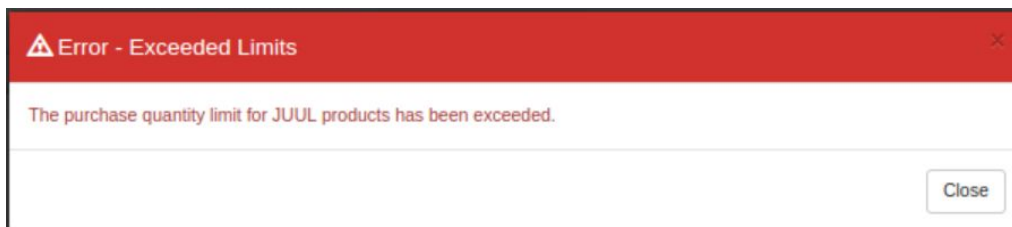

RACS Restrictions

For the purchase of JUUL products the following restrictions apply:

- Items must be sold from an age-restricted department, otherwise the following message will appear:
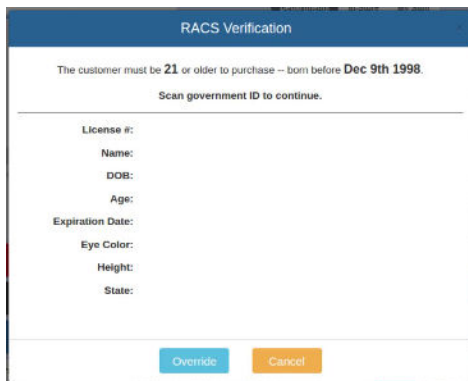

- The quantity of JUUL items allowed per transaction are currently limited to 1 device and/or 4 packs and are enforced by the POS.

> NOTE: *The POS will automatically load the JUUL product list and quantity limits without any required intervention from the merchant.*

In Practice

When a RACS required item is entered at the register the verification dialog will appear with a prompt to scan the customer's ID.
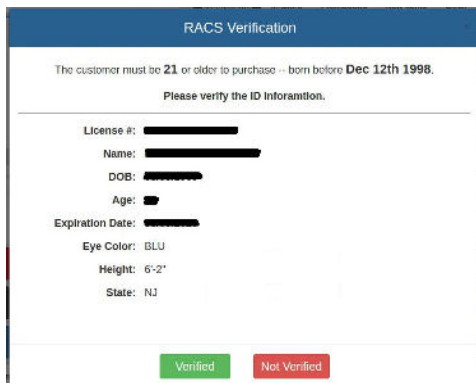
Scan the 2D barcode on the back of the license to populate the verification dialog with the data from the license.

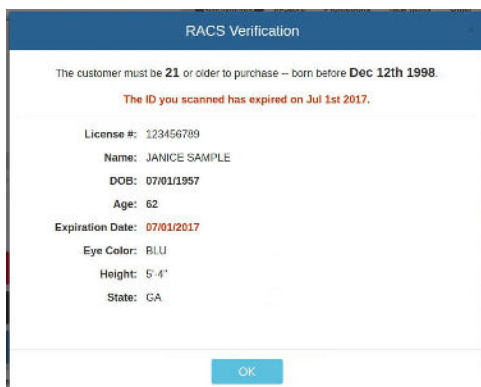The cashier reviews the data for accuracy and verifies. The item will then be placed in the basket.

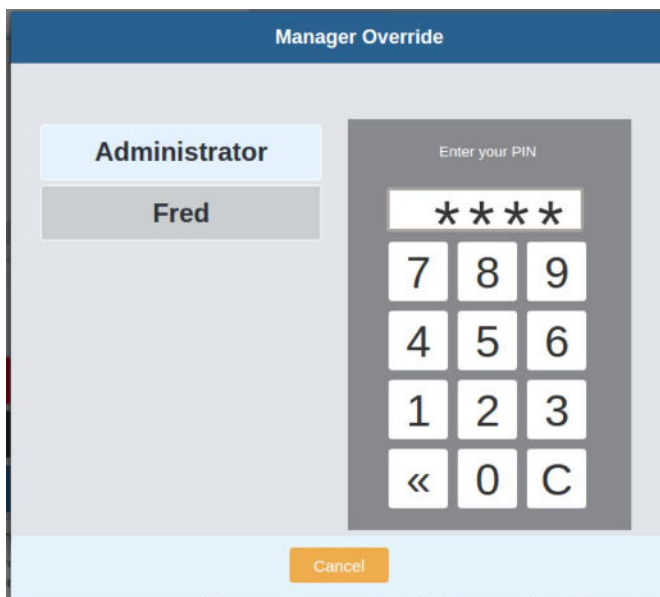An expired or fraudulent license will block the purchase.
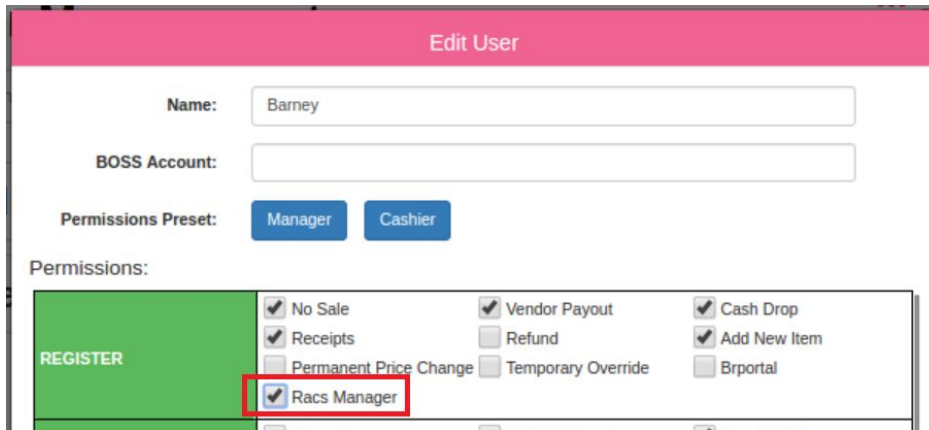
Setting Permissions for Overriding Exceptions / Unusual Cases
The RACS Manager permission can be granted to any user in the Users section, to perform an override exception where scanning is not an option.

- There are five (5) exceptions/unusual cases, where scanning is not an option. These are included in a drop-down menu. Users without the above permission, will be presented with this screen (below), and a RACS Manager will be required to authorize a Manager Override and manually enter the applicable override reason, DOB and Expiration:

1. Non-scannable tribal ID
2. Valid passport but no passport scanner
3. More than 40 years old carrying a passport
4. 18-20 year-old military exception but no scanner
5. 18-20 years old in a state with 21+ grandfathering

Statistics

The following metrics are captured in the Verification section at the end of the Terminal/Shift reports:

Age Verified Baskets metrics reflect **all** verification including RACS scanned and override verifications. RACS Verified Baskets currently only include JUUL purchases. For audit purposes, the current state of RACS enforcement (RACS Events) is indicated (on/off), as are any changes in that status. The RACS Verification will appear on the print report as well:

```
Other Information
-----------------------------------------------
Refunds                              0      $0.00
In Store Promos                      0      $0.00
In Store Discounts                   0      $0.00
Cancelled Basket count               5     $81.64
Voided Item count                    0      $0.00
NO SALES count                                  0
Age Ver. Sales 14 Total 6(43%) scanned
RACS Ver. Sales 12 Total 5(42%) overrides
```

Manager Override for Refunds

Overview

Users that don't have Refund Permission, can now perform a refund with an override from another user who has the permission (without interruption of the shift).

Specifics

When attempting to perform a Refund, a user without the Refund permission
will now be prompted to allow another user who does have the permission, to authorize...

...and perform the refund.

The permission is effective per item. Multiple items will require override each time, even within the same transaction.