

G&M OIL

AGE-RESTRICTED PRODUCT SHOP

INSTRUCTIONS

QUESTIONNAIRE

Visit a gas station/convenience store and attempt to purchase an age-restricted alcohol, lottery, or tobacco product to find out if you are required to provide ID to purchase the product.

Before You Begin

- Review your shop confirmation
- Know the product to purchase
- Have a valid ID
- Confirm store hours

Don't Forget!

- Take your ID into the store with you
- Conceal your ID unless asked for it
- Purchase the assigned product
- Get employee name and description



General Requirements

- Read all instructions and the entire questionnaire before you complete the shop.
- Check your shop confirmation for your assigned product scenario (alcohol, tobacco, or lottery).
- Meet the age requirement for participation per your assigned scenario:
 - Alcohol and Tobacco shops, you must be 21-28.
 - Lottery shops, you must be 18-28.
- Bring your current and valid photo ID with you into the store.
 - Your ID must not be expired and cannot be in paper form or a temporary ID.
 - Acceptable forms of ID for this project are a state-issued driver's license, a state-issued photo-identification card, a military identification card, or a U.S. Passport.
 - Upload a clear copy of your ID with your report.
- Purchase the age-restricted product for the shop type you're assigned:
 - Alcohol: 3-pack beer (or 1 can/bottle if 3-pack not available) – reimbursement up to \$10
 - Tobacco: 1 cigar – reimbursement up to \$5
 - Lottery: One \$1 scratch-off ticket – reimbursement \$1
 - Other items or fuel can be purchased at your expense and will not be reimbursed.
- Complete the shop alone during the hours listed in your shop confirmation.
- Do not wear a face mask. Remove sunglasses, do not talk or text on your phone, and do not take photos inside the store.
- Submit your report to shopperhub.cxgroup.com the same day the shop is completed or asap the next morning.
- Retain all documentation for six months following your shop.
- You or your immediate family members cannot have ever worked for the store you shop.



Shop Instructions

- **Step 1:** Go to the checkout counter, and get in line.
 - Fully conceal your ID in a wallet or pocket before entering the store.
 - Do not present your ID or indicate you have one until it's specifically requested.
- **Step 2:** Get the name of the employee from their nametag.
 - Also remember their physical description (gender, hair color, height, age, glasses).
- **Step 3:** Ask the employee for the age-restricted product you're assigned.
 - If the employee asks for ID, show your ID to complete the purchase.
 - If the employee does not ask for ID, complete the purchase without showing your ID.
 - Alcohol scenario only: Check the beer cooler BEFORE going to the register. Physically try to open the cooler to confirm it's actually locked, even if posted signage says it's locked.
 - If not locked, get the beer from the cooler, and present it at the register.
 - If locked, ask the employee to get the beer for you.
- **Step 4:** Get a receipt to upload with your report. Ask for a receipt if one is not provided.
 - Your report will not be accepted without the entire receipt image. Date, time, product purchased, and other transaction information must be visible and legible.
 - Do not write on the front of the receipt or bend the receipt. The employee name, description, store entry/exit times, and other notes can be written on the back of the receipt after you leave.



QUESTIONNAIRE

Location:

Shop date:

Start time:

End time:

Compliance

1. Which scenario were you assigned to complete?

This can be found in your shop confirmation.

Alcohol

Tobacco

Lottery

2. Alcohol only: Were the beverage cooler doors locked on all beverage coolers containing alcoholic products?

Yes

N/A – no beverage coolers containing alcohol

No

N/A – not an alcohol scenario

3. Did the employee request your ID to purchase the age-restricted product?

Yes

No, purchase allowed without ID

4. If yes, at what point during the visit was your ID requested?

Before the product was rung up

N/A – ID was not requested

After the product was rung up

5. If ID was not requested, what was the reason?

Employee asked for my birthdate but not for my ID

Employee did not inquire about my age at all

Employee asked for my age but not for my ID

Other

N/A – ID was requested

6. Describe the exact conversation with the employee:

Include details on the conversation about the age-restricted product and any other information about your experience at the checkout counter or other parts of the store that are important for the client to know.

Receipt Information

7. Upload a receipt showing the age-restricted product purchase:

Upload a high-quality, clear image of your entire receipt (both header and footer). Make sure the shop date, time, transaction number, and product purchased are clearly visible.

8. If you do not have a receipt to upload, please explain why:

9. What age-restricted product did you purchase?

Be specific. Examples: 3-pack of Budweiser, Grape Swisher Sweets cigar, Match 2 Win lottery ticket

10. Receipt #:

Look for Trans#, Transaction#, Order#, etc. If you cannot identify a transaction number, enter N/A.

11. Upload your currently valid driver's license or other photo ID:

Upload a high-quality, clear image of your photo ID. Make sure your name and date of birth are clearly visible. If your ID has already been uploaded to your evaluator profile, it should be automatically uploaded for you.

12. Shopper's date of birth:**Employee Information****13. Employee name:**

Enter 'Unknown' if you were unable to get the employee's name.

14. Which of the following best describes how you obtained the employee's name, or why you did not obtain their name?

- | | |
|--|---|
| <input type="checkbox"/> I got the name from a nametag | <input type="checkbox"/> I couldn't read the nametag (no name on nametag or illegible text) |
| <input type="checkbox"/> I overheard the name | <input type="checkbox"/> No nametag was worn |
| <input type="checkbox"/> I got the name from my receipt | <input type="checkbox"/> I forgot to get the name |
| <input type="checkbox"/> I couldn't see the nametag (hidden by counter, clothing, angle, etc.) | <input type="checkbox"/> I don't remember the name |

15. Employee gender:

- | | |
|---------------------------------|---|
| <input type="checkbox"/> Male | <input type="checkbox"/> Non-binary or unsure |
| <input type="checkbox"/> Female | |

16. Employee hair color:**17. Employee approximate age:**

- | | |
|--------------------------------|--------------------------------|
| <input type="checkbox"/> 18-24 | <input type="checkbox"/> 45-54 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 55-64 |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 65+ |

18. Employee approximate height:

- | | |
|---------------------------------------|---------------------------------------|
| <input type="checkbox"/> Under 5'0" | <input type="checkbox"/> 5'11" - 6'0" |
| <input type="checkbox"/> 5'0" - 5'5" | <input type="checkbox"/> Over 6'0" |
| <input type="checkbox"/> 5'6" - 5'10" | |

19. Did the employee wear glasses?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

END OF QUESTIONNAIRE