

AMAZON CO-LOCATION ALCOHOL COMPLIANCE QE INSTRUCTIONS

Updated 10/27/2026

Project ID: 991

Questionnaire ID: 2027

- This is an ID compliance audit. Shopper will visit the assigned grocery location and purchase an alcoholic item using self-checkout. They will evaluate if an associate asks for ID, and show their valid driver's license if asked.

Reimbursement up to \$20 applies to alcohol + associated liquor taxes ONLY (i.e., purchases other than alcohol should not be reimbursed).

ISSUE	ACTION
Went wrong day	Send to CL, OK if location's other shop does not overlap.
Wrong location	Send to CL to review—if no open shop at location shopper went to, cancel.
Went outside timeframe	<div>Send to CL for review.</div> <ul style="list-style-type: none">• May be OK if within a few minutes. Escalate for review.• Cancel if far outside timeframe. Escalate for review if end-of-month.• Escalate any extenuating circumstances for review.
No name for associate	Associate may or may not have name tag. Shopper does not have to ask for name. Use with description.
Did not purchase alcohol	Send to CL to cancel.
Brought children/guests under 21	Remove references and OK if shop not affected. Send to CL if shop affected.
Did not use self-checkout	Send to CL to cancel.
Missing receipt	Send to CL for shopper contact.
Missing selfie	OK if receipt valid and no other shop issues.

Q14 – Order ID

The shopper does not see Q14 (Order ID) when filling out their survey. When you open the survey in QA, Q14 will be blank with this error message displayed:

Results

Enter the Order ID in Q14, which is found on the receipt. It should be 5 digits.

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The text box allows for up to 19 characters, but it should just be 5. The error triggers if there aren't at least 5 characters entered.

On the receipt image below, the highlighted first three digits are the register number and the last five are the transaction number (i.e., Order ID).

The last five digits 13175 in this example – are the Order ID:

