

Roadmap Stream	POS
Product	OrderAway
Release Date	21/03/2022
Roadmap Reference(s)	103 – OrderAway – Age Restrictions & Verification
Minimum Version	V10.26-15
Description	When enabled, this feature provides ways to verify the age of a guest to permit the order of selected products.

Feature Details

OrderAway has been updated to allow minimum Age Restrictions to be enforced against selected products on a menu. Choose between a Yes/No or Date of Birth prompt requiring a guest to verify their age when ordering those products. If the patron passes the Age Restriction check, they won't be prompted again for a 24hr period.

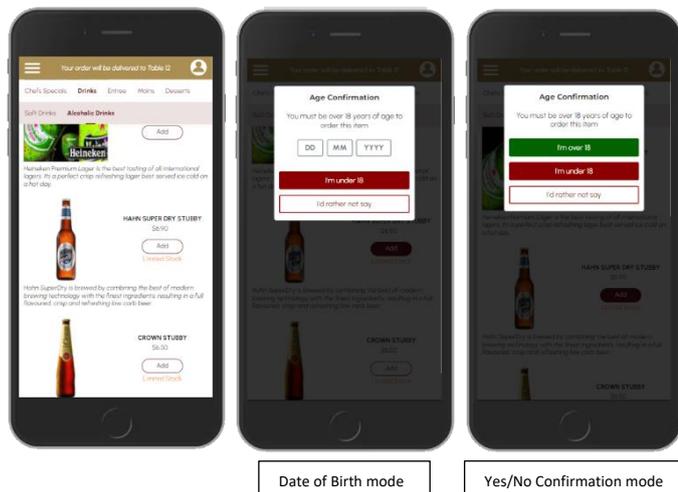
Important Notes

1. Members who sign in will still be prompted to confirm their age when ordering an Age Restricted product even if their date of birth is stored in the membership system.
2. If guests have cookies disabled on their device, they will continue to be prompted to confirm their age with each new order when ordering an Age Restricted product.

Patron experience

When a guest attempts to order a product within the Age Restricted Product Family, the Age Confirmation prompt will appear. The guest either confirms their age or enters date of birth depending on the mode configured.

If the guest enters a date of birth that translates to an age that is equal to or over the minimum age, they are permitted to order the selected products. The guest won't be prompted to confirm their age again for a 24hr period from the point they place a successful order.



If the guest answers they are 'under' the restricted age or 'I'd rather not say', the product they were attempting to order will NOT be added to their cart. The guest will continue to be prompted to confirm their age each time they attempt to order an age restricted product.

Staff experience

If a patron has passed the Age Restriction check, any orders placed by that patron over the next 24hr period will include a comment within the order to show staff they have answered the prompt.

This comment is displayed on:

- Order Printer dockets.
- Kitchen Printer dockets.
- Within the 'View Order History' menu at Touch as shown below:

Order History Review

ORDER #546		John Citizen	
Pick-Up	OrderId:546	0.00	
	John Citizen		
Street	Street2		
City	QLD 4000		
Order ID - 546	Age - 18+	Phone -	
CORONA STUBBY		9.00	
Card Processing		0.19	
EFTPOS \$9.19			
Clerk (4) API Sale/Order 16/03/2022 7:32:57 PM			
Terminal:(1) Web			
Order Printed			
Clerk (3) Test Admin 16/03/2022 7:33:29 PM			
Terminal (0) TERMINAL 0			

Setup & Configuration

1. Create an 'Age Restricted' Product Family
 1. Once it's decided which products need to be age restricted, a Product Family needs to be created within Back Office.
 2. In Back Office, go to Products > Families.
 3. Select 'New' to start a new Family. Give the Family a description (e.g. Age Restricted Products).
 4. Within the 'Available Products' column, identify all the products which need a limit enforced (e.g. alcoholic products) and assign them to the Family. Patrons will only be prompted to confirm their age when ordering products assigned to this Family.
 5. Select 'Save'.
2. SwiftPOS Back Office / Venue Manager Configuration
 1. In Back Office > Administration > OrderAway click on the OrderAway Client ID you wish to enable Age Restrictions for.

2. Within the Web Ordering device, select the 'Order Flow' tab.
3. Within the Age Restrictions section, tick the 'Enable Age Confirmation' option

Age Restrictions

Enable Age Confirmation Enables a prompt for age confirmation when a patron attempts to order products within the 'Restricted Product Family' defined below. The patron will only be asked once in a 24hr period when ordering from the same device after confirming their age.

Age Confirmation Mode Date of Birth Yes/No Confirmation: prompts the patron to confirm whether they meet the required age when attempting to order a restricted product.

Date of Birth: prompts the patron to enter their date of birth which will be checked against the 'Required Age' setting below when attempting to order a restricted product.

Header Text Age Confirmation Text to display within the Header of the Age Confirmation prompt. E.g.: Age Confirmation.

Body Text You must be over 18 years of age to order th Text to display within the Body of the Age Confirmation prompt. E.g.: You must be over 18 years of age to order this item.

Required Age 18 Minimum age the patron must be to order a restricted product.

Restricted Product Family 45 The ID of the SwiftPOS Product Family containing products which require the Age Confirmation prompt to appear. The ID is found within Back Office > Products > Families, in the # column.

4. Select the 'Age Confirmation Mode'.
 - a. 'Yes/No Confirmation' will display a simple prompt for a guest to acknowledge they are above the restricted age:

Age Confirmation

You must be over 18 years of age to order this item

I'm over 18

I'm under 18

I'd rather not say

- b. 'Date of Birth' will prompt a guest to enter their date of birth and if it's greater than the restricted age, will allow them to proceed:

Age Confirmation

You must be over 18 years of age to order this item

28

09

1993

I'm over 18

I'd rather not say

Age Confirmation

You must be over 18 years of age to order this item

DD

MM

YYYY

I'm under 18

I'd rather not say



5. Configure the 'Header Text' and 'Body Text' as follows:



Age Confirmation ← Header Text

You must be over 18 years of age to order this item ← Body Text

I'm over 18

I'm under 18

I'd rather not say

6. Enter the 'Required Age' to purchase the Age Restricted products.
7. Enter the 'Restricted Product Family' ID which you created earlier within Back Office > Products > Families.
8. Select 'Update' up the top right to save your configuration.