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FAQs: North Carolina Settlement Implications for Retailers and Distributors

Juul Labs wants to ensure our external partners understand the implications of the North Carolina Settlement, and how to manage risk for their business to continue selling JUUL Products.

How do I know if the Point of Sale (POS) system and scanner I have or plan to purchase has the ability to meet Enhanced Access Control (EAC) requirements?

- Juul Labs has a list of POS technology partners that have developed EAC in their POS systems that you can access [here](https://www.juulabsretailer.com/technology-partners/) (<https://www.juulabsretailer.com/technology-partners/>). If your current POS system is not found, please contact our EAC Call Center who can help in identifying what options are available for you.

Am I responsible for paying for an eligible POS system and/or 2D scanner upgrade?

- Yes. Retailers are responsible for covering the cost of any necessary systems and/or technology needed to become EAC compliant. Some retailers may be eligible to receive a scanner courtesy of Juul Labs. If you are interested in learning more about this program, please contact our Call Center.

What occurs if I order the POS system and/or 2D scanner needed, but do not receive to install until after the March 1, 2022 deadline?

- Retailers must have the POS system and 2D scanner operational by March 1, 2022 to continue receiving JUUL product.
- Failure to comply with these standards will result in a retailer being on the No Sale List (NSL).
- Retailers that enable EAC after this date will have to submit proof of EAC readiness and request to become an authorized JUUL retailer before receiving JUUL product.

Do all POS systems within a store need to comply with EAC? For example, can I continue to utilize a cash register for other transactions not including JUUL products?

- If your store has multiple POS systems, the requirement is to have all functioning POS systems to be EAC Certified. Depending on your POS system, you might be able to get EAC in a few easy steps. Reach out to your Juul Labs representative to get EAC, or access instructions by exploring our EAC guides today.



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If I set my POS system up on my own to comply with Enhanced Access Controls, who do I contact to ensure I have the ability to continue to sell JUUL products?

The final step to ensure continued access to JUUL for your valued customers is EAC Certification.

1. Chain retailers can reach out to their Juul Labs representative or contact us to file for EAC Certification.
2. Independent retailers can file for EAC Certification through a five minute online form. The form will request basic information about your store and three photos of your POS system.

The entire process takes five minutes and can be completed from your mobile phone.

[Click here to learn more and get started. \(https://www.juulabsretailer.com/eac-certification/\)](https://www.juulabsretailer.com/eac-certification/)

If a government-issued identification is valid, but fails to scan, is it possible to still make a transaction?

- Depending on your POS system and back office systems, some IDs like Military ID, Tribal IDs and passports are allowed to be manually entered on the ID verification pop up screen.
 - Every transaction that contains JUUL products requires automated electronic age verification and compliance with our bulk-purchasing limits. EAC does not permit retail clerks to override these checks.
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If I decide not to implement these sales requirements by March 1st, 2022, what would occur with my current on hand inventory?

- You are able to sell the remaining of your current on-hand inventory. However, if you decide not to implement EAC, you will no longer be able to receive any new orders.
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If I have purchased the Special Offer, which includes the JUUL Device and a JUULpods 2-pack, what are the quantity purchase limits to selling this SKU?

- The Special Offer should be flagged under the JUULpod category, Limit of 4 Special Offers per transaction.
- For every attempted JUUL product transaction, the EAC system automatically blocks transactions that exceed JLI's product-quantity limits of 1 Device and 4 JUULpod packs.



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Are other companies within the category implementing these requirements as well?

- The requirements outlined in the North Carolina Settlement are specific to JUUL products.
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How soon will I be notified if I fail a JLI compliance check?

- The results of your EAC Certification will be notified within 60 days from the day you upload all required documents. You will have the opportunity to reschedule, and the Call Center staff can help you troubleshoot any issues before your rescheduled appointment.
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After the first failed JLI compliance check, how soon will a second in-store compliance check occur?

- You will have the opportunity to reschedule within 60 days, and the Call Center staff can help you troubleshoot any issues before your rescheduled appointment.
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If I own multiple stores that cross NC state lines, will these sales requirements be enforced in all accounts?

- These requirements are specific to North Carolina retailers.
- Juul Labs is working with retailers nationwide to implement EAC. We are working with our retailers to implement EAC within preexisting POS system technology to combat underage use of JUUL products.