

ShopKeep EAC Set Up

This guide will walk you through the process to set up EAC on a ShopKeep system through the following steps:

Overview

- Requirements
- Creating Sales Restrictions
- Scanner Setup
- Video Walkthroughs
- Support
- FAQ

Requirements

The following technology and updates are required prior to installation:

- Zebra DS2208, [Zebra DS4608](#), [Socket S740 barcode scanner](#), [POS Portal purchasing site](#)
- Access to Shopkeep iOS App and ShopKeep BackOffice (login information and iPad)

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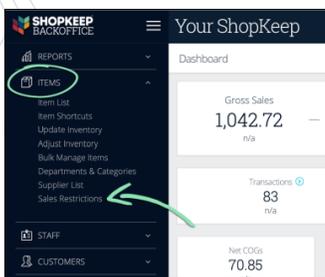
Step 1: Creating Sales Restrictions

1. Log into the Back office system
2. On the left-hand menu, click **Items** and select **Sales Restrictions**
3. On the top right, click **Add New**
4. Fill in the **Details** and **Settings** with the following information:
 - Under Restriction Name, add **"JUUL Device / Device Kit Limit"**
 - Under Department, choose **Nicotine**
 - Under **Category**, choose **Device**
 - Under **Settings**; for Age Restrictions, add **"21"**
 - For Per Transaction Limit add **"1"**
 - Click **Save**
5. On the top right, click **Add New**
6. Fill in the **Details** and **Settings** with the following information:
 - Under Restriction Name, add **"JUULpods 4-pack & 2-pack limit"**
 - Under Department, choose **Nicotine**
 - Under **Category**, choose **Pods**
 - Under **Settings**; for Age Restrictions, add **"21"**
 - For Per Transaction Limit add **"4"**
 - Click **Save**
7. On the top right, click **Add New**
8. Fill in the **Details** and **Settings** with the following information:
 - Under Restriction Name, add **"JUUL Age Restriction"**
 - Under Department, choose **Nicotine**
 - Under **Category**, choose **All Categories**
 - Under **Settings**; for Age Restrictions, add **"21"**
 - For Per Transaction Limit leave **blank**
 - Click **Save**

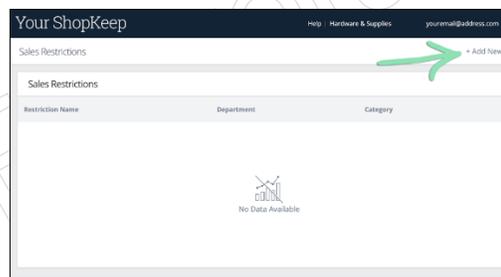
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Step 2: Ensure the adjustments are save and live on the POS:

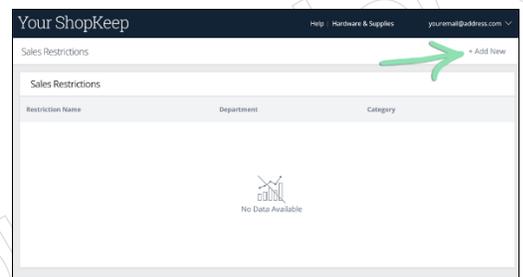
1. Open the ShopKeep Register app on the POS and select the following:
 - ShopKeep for iOS: Get updates from the BackOffice on the main menu
 - ShopKeep on the other devices (Android): Get updates from the register menu



Navigate to
Sales Restrictions



Select **Add New**



Fill in Details, Settings & Save

Scanner Setup - If Needed

- Eligible Scanners to work with Shopkeep
 - [Zebra DS2208](#)
 - [Zebra DS4608](#)
 - [Socket S740](#)
- General Setup Steps
 - [Step by Step](#) on unboxing and setting up Zebra Scanners on Shopkeep site
 - Unbox the barcode scanner and Apple lightning to USB adapter
 - Plug the adapter into the iPad and then plug the DS2208 scanner into the adapter
 - The DS2208 is plug and play and no further setup is required
- Video Walkthrough
 - [Scanner Setup](#)
 - [Shopkeep - Age Verification + Product Quantity Limits Setup](#)
 - [Shopkeep - Scanner Setup](#)
 - [Shopkeep - Age Verification Confirmation](#)
 - [Shopkeep - Product Quantity Limits Confirmation](#)

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Support Resources

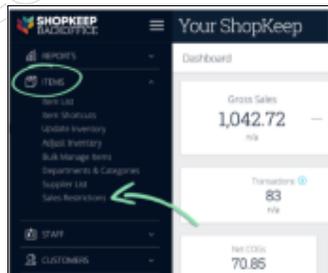
- [Shopkeep Support Website](#)
- Shopkeep Support Number: 1-800-820-2029
- Guides:
 - [BackOffice Setup for JUUL Merchants](#)
 - [Sales Restrictions Setup](#)
 - [Sunmi T2 Lite \(Hardware\) Setup Guide](#)
 - [Zebra USB Barcode Scanner Setup](#)
- [POS Portal](#): 855-838-4611
- Juul Labs EAC Call Center: 855-780-7966

FAQs

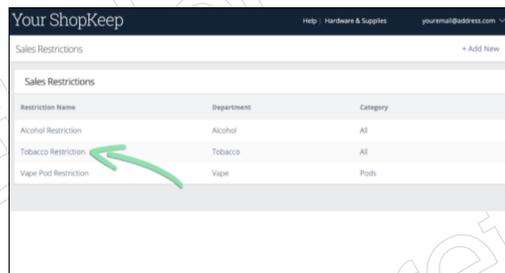
How do I edit and remove Sales Restrictions?

Edit a sales restriction to change its name, department, category, minimum age, or maximum quantity. If a sales restriction is no longer needed, delete it to remove it from use.

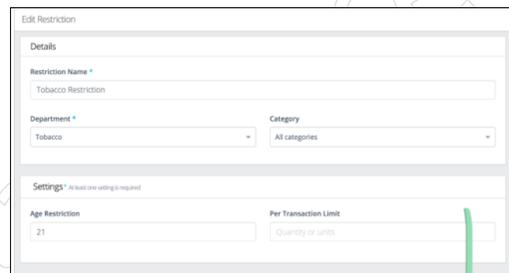
- In BackOffice, click **'Items'** and select **'Sales Restrictions'**
- Click an existing sales restriction
- Make changes to the restriction and click **'Update'** to save
- Or click **'Delete'** to remove the restriction



In BackOffice, click **Items** and select **Sales Restrictions**



Clicking an existing **Sales Restriction**



Make changes to the restriction and click to **Update** to save

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FAQs Continued

Age Restricted Items

Customers' state-issued IDs, driver's licenses can be scanned at the register on the sales screen before or during a sale. Steps to follow to see how sales restrictions work when scanning a customer's ID during a sale.

- A cashier adds an age-restricted item to a sale.
- A modal pops up on the screen requesting age verification. The cashier verifies the age of the customer by scanning their ID, license, or passport.
- Verify the information displayed matches the customer's ID and the picture on the ID matches the customer, then tap 'Yes' to confirm or 'No' to reject.
- If the customer does not meet the item age requirement, tapping 'Remove' is required to delete the age-restricted item from the sale.
- Complete the sale as usual.
- The age verification method prints on the receipt to indicate the verification method used and the age of the customer.

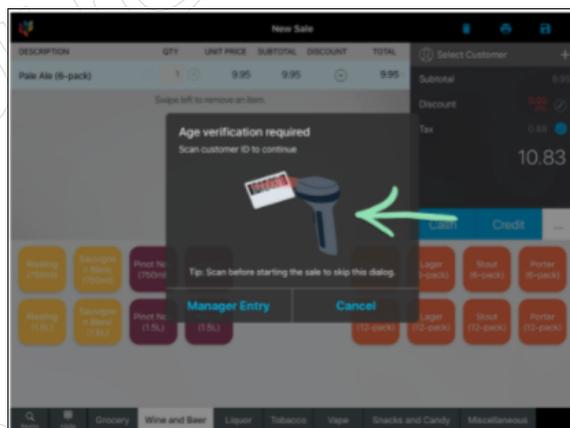
Quantity Restricted Items

- A cashier adds a quantity-restricted item to a sale.
- If the quantity of items from a restricted department or category exceeds the sale limit, the cashier is prevented from increasing the quantity and receives a prompt informing them of the limit.
- The cashier taps 'Remove' to dismiss the prompt and remove the extra quantity.

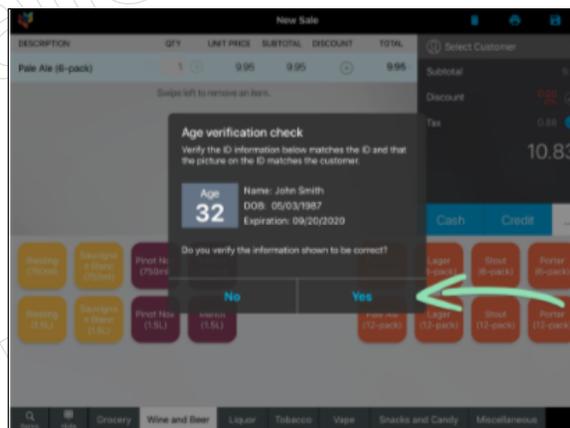
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FAQs Continued

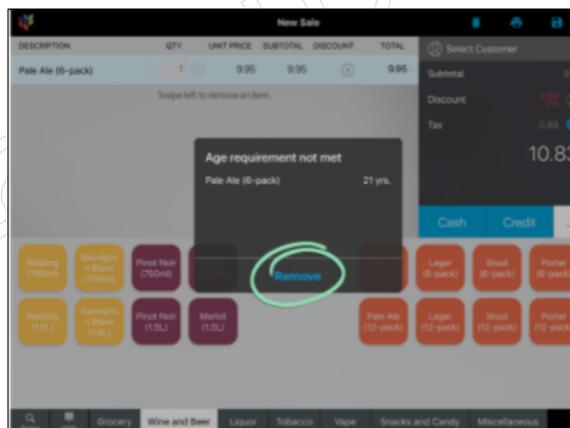
Sales Restrictions at iOS Register App



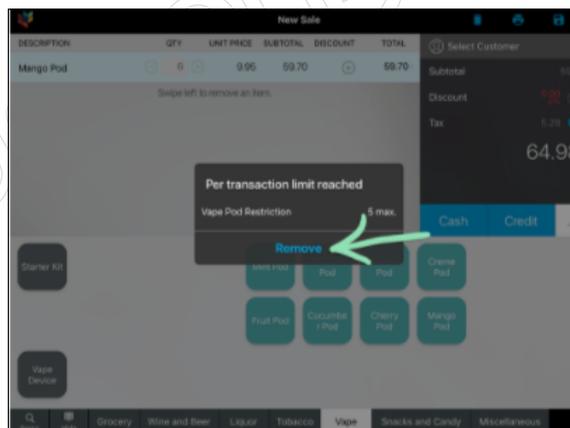
When the cashier adds an age-restricted item to a sale, A modal pops up



Verify the information matches the customer's ID and the picture on the ID matches the customer, then select **Yes** to confirm or **No** to reject



If the customer does not meet the item age requirement, select **Remove**

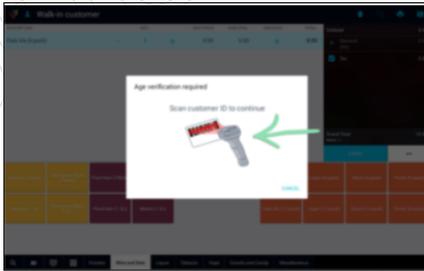


Screen if the quantity of items from a restricted department or category exceeds the sale limit

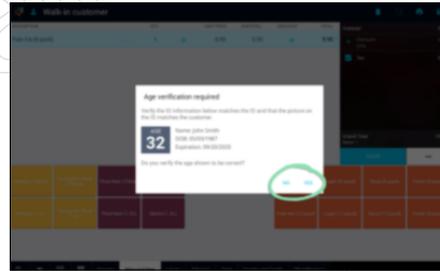
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FAQs Continued

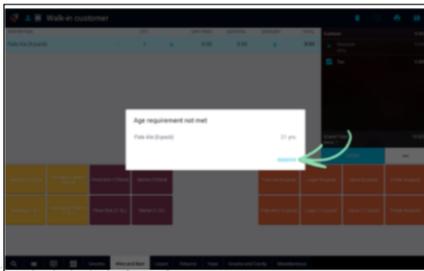
Sales Restrictions at Register an Android App



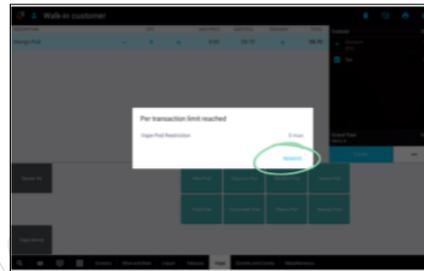
When the cashier adds an age-restricted item to a sale, a modal pops up



Verify the information matches the customer's ID and the picture on the ID matches the customer, then select **Yes** to confirm or **No** to reject



If the customer does not meet the item age requirement, select **Remove**



Screen if the quantity of items from a restricted department or category exceeds the sale limit

Your ShopKeep		Your ShopKeep	
Order #32-002	8/13/19, 4:13 PM	Order #32-002	8/13/19, 4:13 PM
Sale	Served by Aaron	Sale	Served by Aaron
Transaction #74735213208131910001		Transaction #74735213208131910001	
1 x Pale Ale (6-pack)	9.95 T	1 x Pale Ale (6-pack)	9.95 T
Subtotal	9.95	Subtotal	9.95
Tax	0.88	Tax	0.88
Total	10.83	Total	10.83
Cash	10.83	Cash	10.83
Age Verified by Scan	32	Age Verified by Manual Entry	32
123 Main Street New York NY 12345 United States 555-555-5555 email@yourshopkeep.com www.shopkeep.com		123 Main Street New York NY 12345 United States 555-555-5555 email@yourshopkeep.com www.shopkeep.com	
Powered by ShopKeep		Powered by ShopKeep	

Receipt view of AV for both scan and manual entry