
Explanation

Once you have signed up and complete our briefing process - you will then be ready to start completing audits. Below, is a template of 4 of our briefing document's and 2 of reports.

The briefing documents outline exactly what you must do for each audit and what information you must collect. Each brief will vary, but will be detailed enough to provide all of the information you need.

The reports will show what information you must collect and the detail you must provide back to us. Reports will vary from client to client, but the below will give some examples of how they work.

You will also have dedicated managers to help you each day, and provide support and guidance throughout.

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Before arriving

Context: This audit is to check that staff members are asking for ID when you attempt to purchase alcohol. As a No ID audit, it also checks to see if staff still allow the purchase to happen without ID being shown.

Shop opening times: You must make sure that you audit this location whilst the store is open, using the store's shop locator. If the store is shut when you arrive, please inform your Area Manager. Providing you have gone during their opening hours, you may abort the audit.

Audit process

- 1. Geo-tag your location.** You must do this when you arrive at each audit.
- Choose the alcoholic product you wish to purchase. You must not purchase low, or zero-alcohol products. **You must also purchase a low-cost item.** For example, a piece of fruit. You can reclaim alcohol up to the value of £3 (if the staff member allows you to purchase).
- Refer to the audit instructions in case you need to use a specific till. If nothing is specified, you can use any type of till. **You must ask for a receipt.** If you use a self-checkout, and the receipt doesn't print, you must ask a staff member to print one out for you before you walk away from the till.
- Look out for a **name badge**, and also get a **server description**.
- If you are asked for ID, you must say 'I don't have any with me'.** Note whether the server allows you to purchase the alcohol. If they do not, still purchase the low-cost item to get your receipt. If you are not asked for ID, or allowed to continue with the purchase without showing ID, purchase both items.
- On the day of the audit, you **must** take a photo of yourself against a plain background. This needs to be time-stamped, which can be done with Timestampit (iOS) or Timestamp camera free (Android). This photo will only be shared with the client if there is a query. By carrying out this audit you agree to this process.

Notes to take

- Alcohol you tried to purchase
- Type of till
- Think 25 in aisle and/or at till?
- Did staff make eye contact?
- Did staff ask for ID?
- Staff name + desc.
- Did they let you buy the alcohol?
- Anything to clarify

Expenses

You may reclaim the following expenses at the end of the report:

- Up to £3 for the alcohol under **'ID purchase'**, if required.
- Up to 35p for the low-cost item under **'Low-cost item'**.
- If you are auditing a **convenience store**, you may reclaim up to 50p for the low-cost item.
- If you are auditing a **petrol station**, you may reclaim up to 75p for the low-cost item.

Extra Info

If staff have confirmed **no alcohol is available**, purchase an e-cigarette product instead. You may reclaim up to £4 under **'ID purchase'**, if required.

If you are **asked for ID after payment**, this is classed as a fail.



Before arriving

Context: The purpose of this audit is to see if the shop staff ask you for ID before you play on a machine and/or when you place a bet at the counter.

Shop opening times: You must check you audit this location whilst the store is open, using the store's shop locator. If the store is shut when you arrive, please inform your Area Manager. Providing you have gone during their opening hours, you may abort the audit.

Additional information: All **timings must be measured accurately** using a watch, or stopwatch on your phone. You **must** take change with you for this audit.

Audit process

- 1. Geo-tag your location:** You must do this when you arrive at each audit.
2. Enter the shop and record the time you entered.
3. Browse for a minimum of 30 seconds, up to a maximum of 60 seconds. **We cannot pay you for the audit if your browsing period is too short.** Note what staff members are doing and look out for Challenge 21/25 material. You may write out your bet slip during this time, however do not approach the counter unless asked by staff.
4. If you **are asked for ID on entry, or whilst browsing**, place a bet at the counter with a minimum stake of 50p. You will receive a printed bet slip receipt. This is required for your report, do not cash in any winnings until you have submitted your report.
5. If you are **not asked for ID on entry, or whilst browsing**, you must play on an SSBT or FOBT machine (examples on page 2) for a **minimum of 2 minutes**. You must insert coins, and start timing from this point. Note the machine number (usually between 1-4).
6. After you have played on the machine, write out your bet slip, unless done so already, and place a bet at the counter, as detailed above.
7. If the staff member asks you to place your bet on an SSBT machine, you may do so, however you must also take a site photo for your report.

Submitting the report

The report will ask at what point ID was requested. If you were asked for ID at any point **before** coins were inserted into the machine, select **'Challenge on entry/whilst browsing'**. If you asked for ID **after** coins were inserted into the machine, select **'Challenge during machine play'**.

If you are only asked for ID when you get to the counter to place your bet, select **'Challenge at counter'**.

If you are not asked for ID at all, select **'Not challenged here'**.

Notes to take

- Entry/exit time.
- Eye contact on entry?
- Acknowledged on entry?
- No. of customers
- No. of staff - what were they doing?
- Point of ID
- Machine no. (if applicable)
- Staff name/hair/glasses. who asked for ID and/or who served at counter
- Anything to clarify

Expenses £

You may reclaim the following expenses at the end of the report:

- Up to 50p for the bet placed at the counter under **'ID purchase'**.
- Up to £1 for coins spent at the machine, if required, under **'ID purchase'**.

Breakdown

Enter the shop



Browse for at least 30 secs, to a maximum of 60 secs. You may write out your bet slip during this time, do not approach the counter



Play on an SSBT or FOBT machine for at least 2 minutes



Place your bet at the counter



If you are asked for ID at any point, show it and skip to placing your bet at the counter

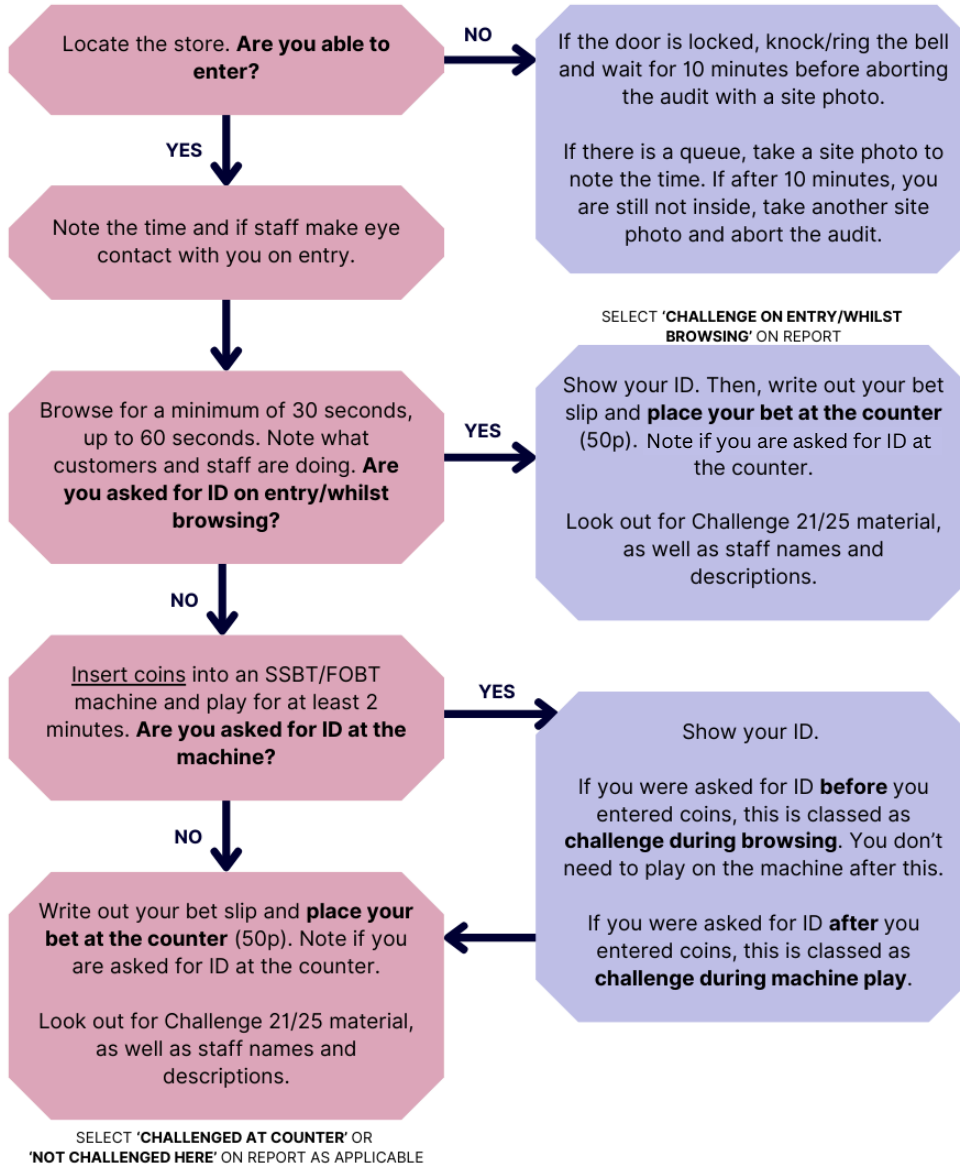
You must read the in-depth flowchart on **page 2**.

Video-walkthrough:

<https://www.youtube.com/watch?v=ieuPzc4zh0U>



Flowchart process



Extra Info !

If you are required to play on a machine, you **must insert coins** and start timing from this point.

If the **door is locked**, knock and wait for 10 minutes for the doors to open. If no one answers, you may abort the audit with a site photo.

If **all machines are in use**, continue to browse for a further 3 minutes. If none become available, skip to placing your bet at the counter.

Check and try **all** doors/entrances before aborting the audit.

FOBT - Fixed Odds Betting Terminal

Each shop can have 4 machines, provides different gambling games with a minimum stake of 20p (e.g. Roulette)



SSBT - Self-service Betting Terminal

Each shop can have 2 machines, allows you to place sports bets with a minimum stake of £1.



Notice

Please gamble responsibly. Only stake the minimum amount required. If you suspect you have, or have ever had, any problems with gambling, you should contact your Area Manager. If you require help, or for more information, visit begambleaware.org.



Before arriving

Context: This audit is to check that staff members are asking for ID when you attempt to purchase an e-cigarette product.

Shop opening times: You must check you audit this location whilst the store is open, using the store's shop locator. If the store is shut when you arrive, please inform your Area Manager. Providing you have gone during their opening hours, you may abort the audit.

Audit process

- 1. Geo-tag your location.** You must do this when you arrive at each audit.
- 2.** Enter the store and locate the counter where the e-cigarette products are on sale. These are displayed at the main tobacco counter, but are not locked in the tobacco cabinet.
- 3.** Choose the e-cigarette product that you want to purchase; this can be either an **e-cigarette or e-liquid Refill Bottle** (refill bottles are normally cheaper).
- 4.** Note if you are asked for ID.
- 5.** You **must** ask for a receipt. If you are not offered one, you must ask a staff member to print one out for you **before** you walk away from the till.
- 6.** Look out for a **name badge**, and also get a **server description**.
- 7.** Leave the store and make a note of the two stores on either side of the site you have audited, and any other landmarks.

Notes to take

- Stores either side/landmarks
- Think25 notices in the store?
- Did staff ask for ID?
- Supervisor called?
- Staff name + desc.
- Eye contact made? When?
- Anything to clarify

Expenses £

You may reclaim the following expenses at the end of the report:

- Up to £4 for the e-cigarette product under '**ID purchase**'.

Extra Info !

If staff have confirmed **no e-cigarette products are available**, purchase alcohol instead. You may reclaim up to £2 under '**ID purchase**'.

If staff also confirm no alcohol is available, purchase a lottery ticket instead. You may reclaim up to £1 under '**ID purchase**'.

If you are **asked for ID after payment**, this is classed as a fail.



Before arriving

Context: The purpose of this audit is to see if the bar staff ask you for ID before/during playing on a gaming machine. As a No ID audit, it also checks to see if staff still allow the purchase to happen without ID being shown.

Venue opening times: The audit info may specify any time restrictions that you have to follow. You must check you audit this location whilst the venue is open, using the venue's site locator. If the venue is shut when you arrive, please inform your Area Manager. Providing you have gone during their opening hours, you may abort the audit.

Coins required: Ensure that you take at least £1 in change with you for this audit.

Additional information: You must **insert coins** into the machine and **play a game** to be considered 'using' the machine (after "browsing").

Notes to take

- The exact time of entry/exit
- Challenge 21/25 at entrance/ behind bar/around venue?
- Was machine in view of bar?
- How long did you browse?
- Asked for ID before or after coins inserted?
- Server description
- What machine did you play?
- How long did you play for?
- How many machines in venue?
- Were you told you had to buy food/drink to play on a machine?
- Anything to clarify?

Expenses

You may reclaim the following expenses at the end of the report:

- Up to £1 for the machine play under 'ID Purchase', if required.

Audit process

1. Geo-tag your location: You must do this when you arrive at each audit.

2. Enter the venue and record the exact time you entered. **If you are asked for ID at any point, politely tell the staff that member that you do not have any.** If they ask you to leave the venue, you must do so.

3. Do not order any food or drink of any kind whilst completing this audit. If a staff member tells you that you must purchase food/drink, **you should leave the site and abort the audit** (if this happens before you have put money into the machine). **You must note if you are at the machine and you are NOT asked for ID but you're told you need to buy food or drink to play on the machine.**

4. Look around the venue for **30 seconds**, checking thoroughly for **Challenge 21/25 material** around the entrance, behind the bar, and generally around the venue. You must also **accurately** count the AWP machines inside the venue. **The client will confirm this information with CCTV so you must be totally accurate.**

5. Locate and select a gaming machine to play (if you can't find any then **check with a member of staff**). If there are no gaming machines in the venue, check with staff before aborting the audit and get a description of the staff member you spoke to. If the all the machines are occupied during your audit, **wait a minimum of 5 minutes for one to become available.** If, after 5 minutes, none of the machines have become available, you may abort the audit, however, you must take **photographic evidence of your waiting times.** **Only abort the audit if ALL machines are occupied.**

6. Stand at arm's length of the gaming machine and **browse the machine for a further 1 minute if the machine is in a clear line of sight of the bar, or 2 minutes if the machine is out of view of the bar.** **Do not insert any money during this time.**

7. If you are not asked for ID during the browsing period, or if you are allowed to play without showing ID, **play on the machine for 3 minutes.** **You must insert coins into the machine and begin playing a game.**

8. Discreetly take a photo of the outside of the venue - this **MUST be time-stamped**, which can be done with Timestampit (iOS) or Timestamp camera free (Android).

Extra Info

If the door is locked, **you must knock and wait.** If no answer within 5 minutes, make sure you have **checked to see if there are any other entrances to the site, and try all doors.** Sometimes venues may lock some doors during quieter periods for security.

You must complete this audit alone. No family/friends may be present with you during any part of the process.

Notice

Please gamble responsibly. Only stake the minimum amount required. If you suspect you have, or have ever had, any problems with gambling, you should contact your Area Manager. If you require help, or for more information, visit begambleaware.org.



NO ID



RECEIPT
REQUIRED



SELFIE
REQUIRED

Completing reports

When completing reports - they will look like the below screenshots. Each report will slightly differ, but the general questions will remain the same.

AUDIT1078738

Client Name [REDACTED]	Audit info 29/12 - VISIT FROM
Item to order Alcohol - No ID	Auditor instructions You must read the relevant brief that is attached to this report. Receipt required. If the receipt is double-sided, please include a photo of the front and back on your report. Time-stamped selfie required.
Site [REDACTED]	Site Code 2084
Site Address [REDACTED]	Site Directions


Briefing documents

- [REDACTED] - Alcohol No ID - Briefing Document - June 2024
- Cost Effective Items to Purchase on an Audit
- Pay and Expenses Explained - Serve Legal 2024
- Suggested Low Value Items - Sept 24

We want you to tell us about your experience at [REDACTED] and send us your comments with all the details.

[Send location](#) [View Questions](#) [Start Audit](#)

Review Your Answers

Question	Answer
Were you able to successfully conduct this audit?*	Yes
Please upload your receipt image:*	
Was alcohol available in store?*	Yes
What type of alcohol did you try to purchase?*	Cider
Please give details of the alcohol that you tried to purchase:*	Old Mout Kiwi and Lime 500ml



AUDIT REPORT

ALCOHOL NO-ID



NO ID



RECEIPT
REQUIRED



SELFIE
REQUIRED

Did you inform the staff member that you were not carrying ID?*	Yes
Did the staff member who served you allow you to purchase the product after stating you were not carrying ID?*	No
Please detail any other comments about what the staff member said when you stated that you were not carrying ID?	Sorry you cannot have that without ID
Did the staff member who served you make eye contact with you during the transaction?*	Yes
When was eye contact first made?*	Before the transaction
Was the staff member wearing a Think 25 badge?*	Yes
Please enter the 4-digit C code from the receipt:*	1234
Please enter the 5-digit S code from the receipt:*	45678
Please enter the 3-digit R code from the receipt:*	123
Did anything unusual occur on the audit, or do you need to clarify any detail of your report:	No
Please confirm below whether or not you were asked for ID:*	I was asked for ID

Date & Time - this is the time of the transaction on the receipt (where applicable) *	21/04/2024 14:56	
Date & time of visit is required		
Purchase cost - org-restricted item only (where applicable) *	0	
Pay	Holiday Pay	Total Pay
Mileage *	Mileage type *	
Mileage description *		
Travel expenses *		
Travel expenses type *		
Reclaimable expenses		
Reclaimable expense 1 *		
Reclaimable expense	0	£
Reclaimable expense type *	ID Purchase	
Reclaimable expense description *		
Reclaimable expense image (s) - please upload multiple photos if needed		
		Add new
		Back Submit Audit



AUDIT REPORT

BETTING SHOP - RANDOM BET



SHOW ID



BET SLIP
REQUIRED

AUDIT1092531

Client Name

Audit info

Item to order

Random Bet

Auditor instructions

YOU MUST USE THE ATTACHED NOTES TEMPLATE TO TAKE YOUR NOTES FOR THIS AUDIT. COPY AND PASTE THE TEMPLATE INTO YOUR NOTES APP, PLEASE SEND A SCREENSHOT OF YOUR NOTES TO YOUR AREA MANAGER AFTER YOUR AUDIT HAS BEEN SUBMITTED. This audit requires you to follow very specific timings, so it is vital you understand the required visit process as explained in the briefing document. You must call your area manager if you want to check anything before you complete the audit. You must use a phone or watch to ensure you follow the required timings correctly. Attach photos of the receipt and the gaming area to your report. If required, queue for at least 10 minutes. Upload x2 time-stamped photos if you abort to show you queued for long enough.

Site

Site Code

526

Site Address

Site Directions

Briefing documents


- [Random Bet - Briefing Document - June 2024](#)
- [Notes Template March 2024](#)
- [Pay and Expenses Explained - Serve Legal 2024](#)

We want you to tell us about your experience at **My Betting Shop** and send us your comments with all the details.

Send location

View Questions

Start Audit

Question	Answer
Were you able to successfully conduct this audit?*	Yes
Please upload your betting slip.*	
What was the time when you entered the shop?*	16:40
As you entered the shop was eye contact made by a member of staff?*	Yes
Were you acknowledged by any staff members?*	Yes
Please describe any acknowledgement by staff members.*	Hi, please can I see some ID.
Were you challenged for ID on entry, at the machine, after machine play, or at the counter?*	On entry/Whilst browsing
Please accurately describe the staff member who asked you for ID at one of these points.*	Male, short brown spiky hair, average height, had a tattoo on his right arm.
Was the staff member wearing a name badge?*	Yes
What was the name of the staff member?*	Joe



AUDIT REPORT

BETTING SHOP - RANDOM BET



SHOW ID



BET SLIP
REQUIRED

Please describe the manner in which you were challenged and add any other comments you feel are relevant:*	Polite
Did all the gaming machines appear to be working?*	Yes
Were all the machines visible from the counter?*	Yes
Please describe what the staff member was doing as you approached the counter:*	Waiting for a customer
Did the staff member who served you make eye contact with you during the transaction?*	Yes
When was eye contact first made?*	Before the transaction
Please enter the 17 digit number from your betting slip:*	12345678910111213
How many staff were visible in the shop at the time of your visit?*	2
When were the staff first aware of you in the shop?*	On entry
How many customers were in the shop at the time of your audit?*	5
Did you see any 'Think 25' posters in the shop?*	Yes
Did you see any 'Think 25' posters behind the counter?*	Yes

Please give a detailed report of your audit, providing a full description of your experience from entering to leaving the shop:*

I entered the shop at 16:40 and was immediately greeted and asked for ID. I showed my ID and then went to get a bet slip. I wrote my slip and walked over to the counter. I was served by the same staff member that had asked for my ID. I then placed my bet and left. I then left at 16:42.

What time did you leave the shop?*

16:40

Did anything unusual occur on the audit, or do you need to clarify any detail of your report:*

No

Please confirm below whether or not you were asked for ID:*

I was asked for ID

Date & Time - this is the time of the transaction on the receipt (where applicable) *	
25/05/2024 14:58	
Date & time of visit is required	
Purchase cost - age-restricted item only (where applicable) *	
0	
Pay Holiday Pay Total Pay	
Mileage *	Mileage type *
0 miles	Car Or Motorbike
Mileage description *	
Travel expenses *	
0	
Travel expenses type *	
Reclaimable expenses	
Reclaimable expense 1 *	
Reclaimable expense	
0	
Reclaimable expense type *	
ID Purchase	
Reclaimable expense description *	
Reclaimable expense image (x) - please upload multiple photos if needed	
Drop your images here, or browse.	
Back Submit Audit	