Changing Age Restriction settings within Red River Software
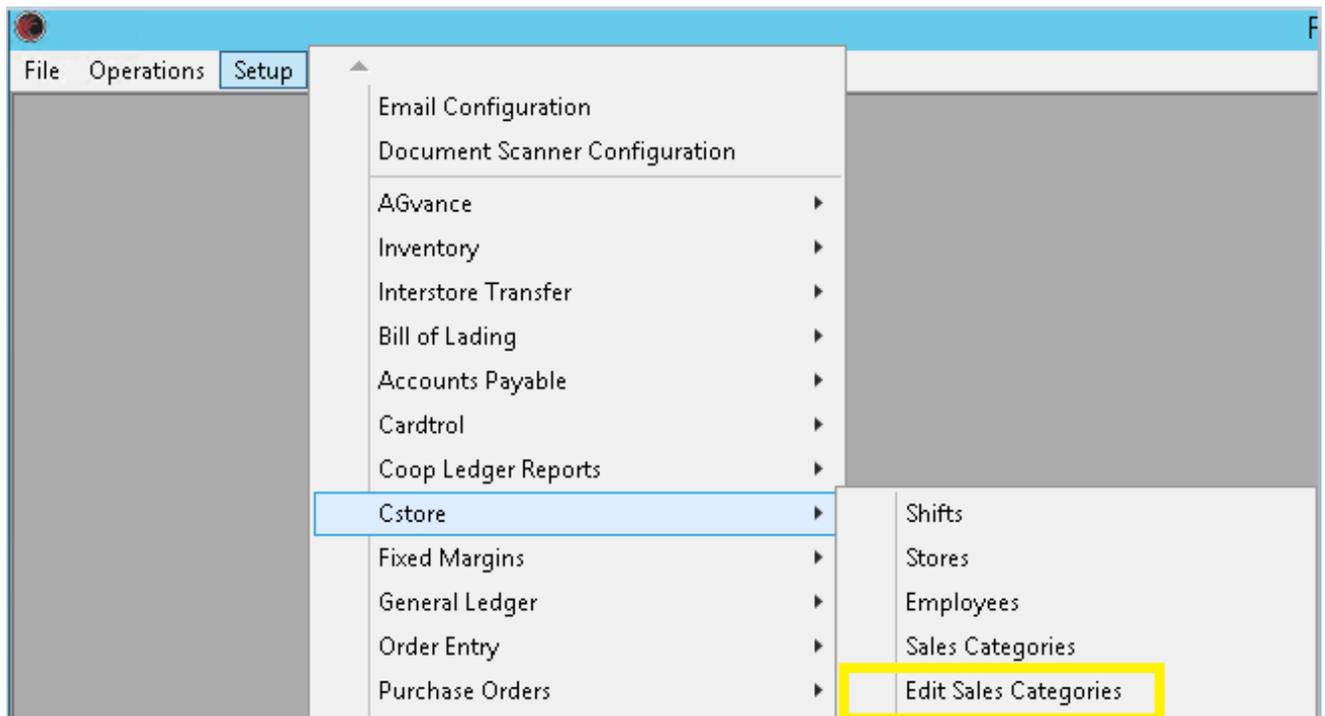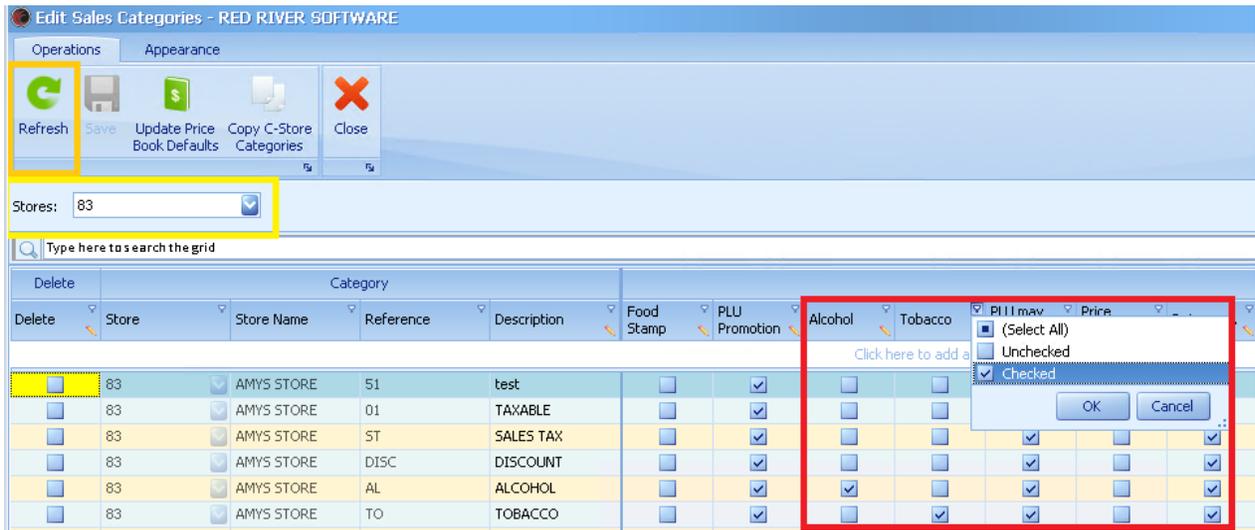
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As of December 20th, the FDA raised the minimum age at which people can buy tobacco products from 18 to 21. In Red River Software, the age verification requirement on tobacco related categories must be changed in order to accommodate. Some till types will require different steps.

For all till types, the modifier must be changed from **Tobacco** to **Alcohol** at the item level within price book, as the Alcohol flag represents the age 21.
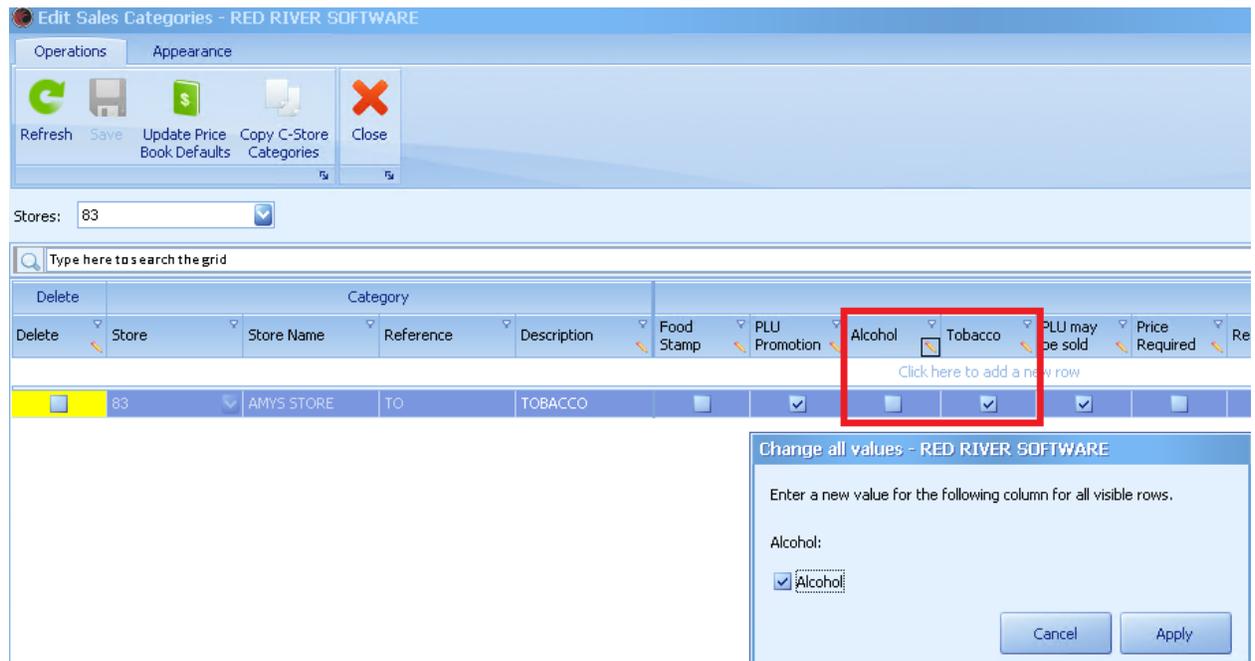
To do this on a mass scale click on **Setup>C-Store>Edit Sales Categories.**
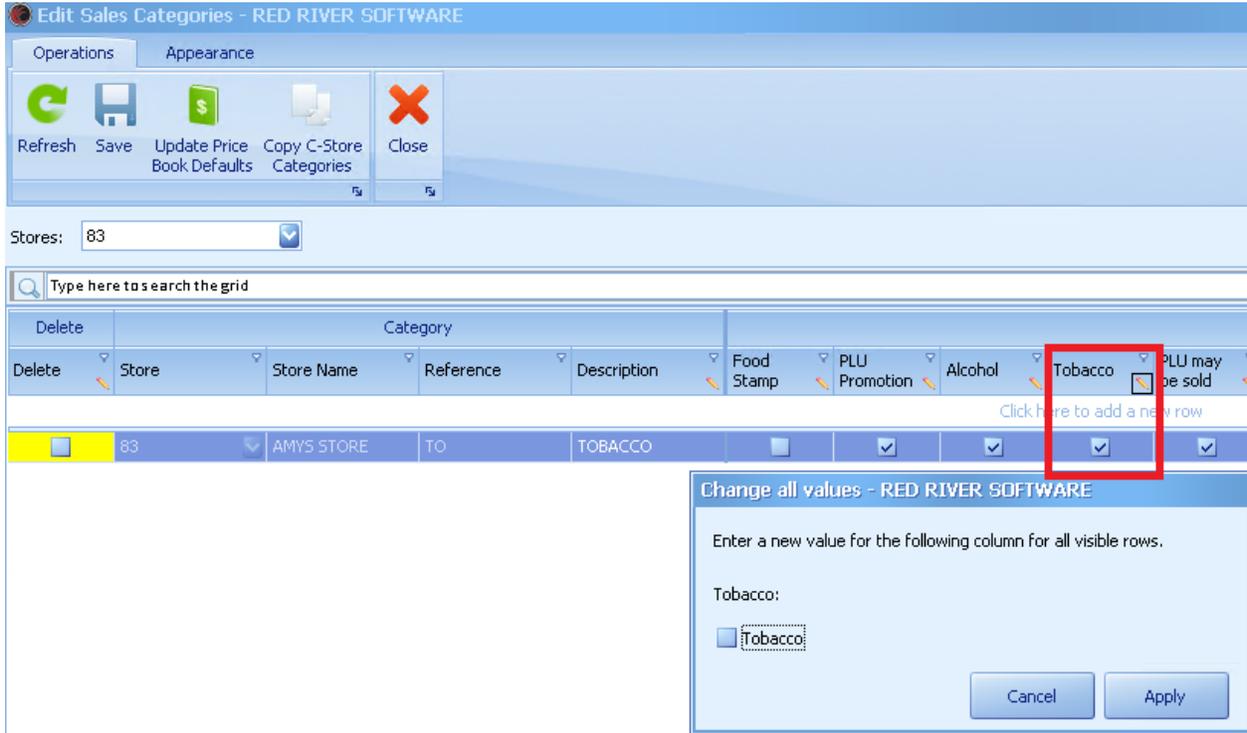

Select your store, or range of stores, and then click refresh in the upper left corner of the screen. Click the filter icon (the little funnel) on the Tobacco category, and then select Checked, and click Ok. This will filter all the categories that are marked as Tobacco.

Next, click the pencil icon on the Alcohol column, which will display a popup box, where you can place a check for the alcohol setting. We previously filtered to all categories that were marked as tobacco, and the pencil will update the value for all visible rows – this will not affect any other categories. Clicking Apply will put a check mark in each displayed category, for that option.
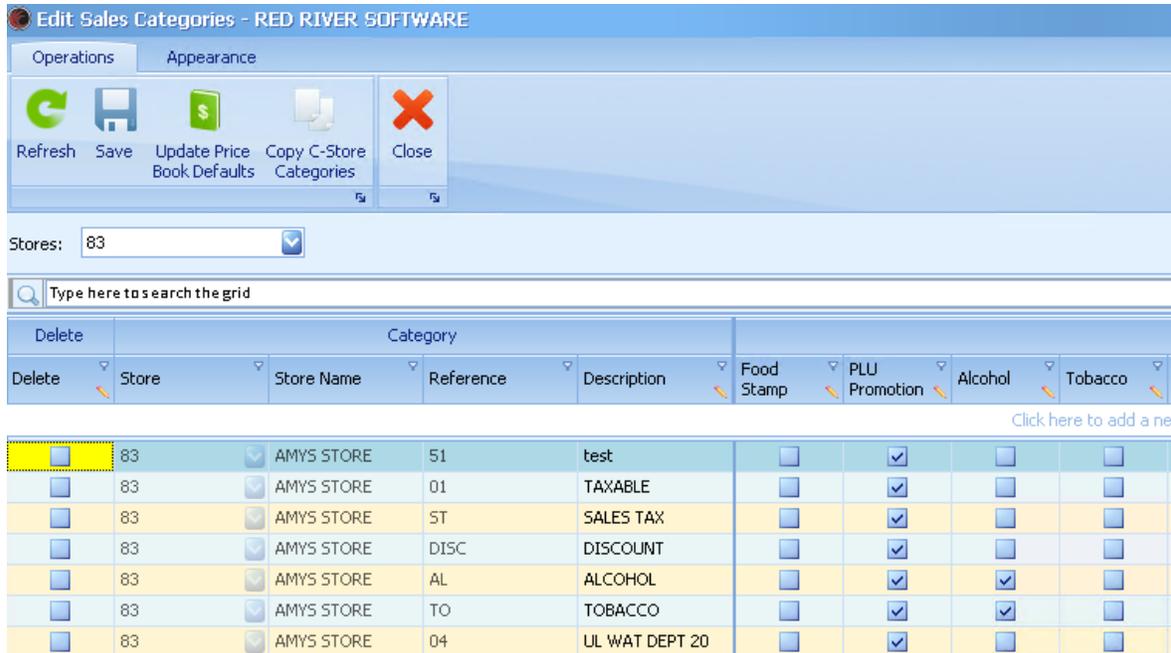
The next step for the *item level changes* is to remove the check mark from the Tobacco option. Click the Pencil icon for Tobacco, and then click just Apply.
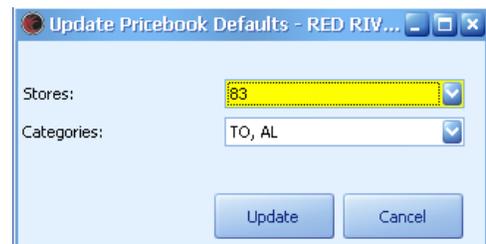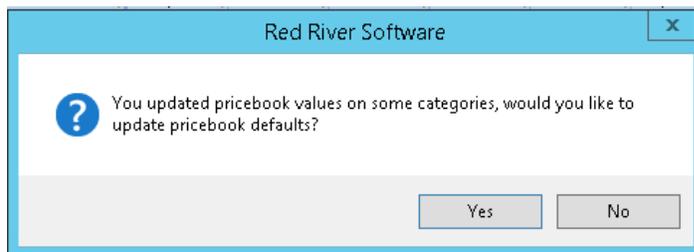

This will leave the category set with just the Alcohol flag active, as shown below. You can also change these settings manually without filtering.

Next, click Save at the top of the screen, which will prompt the message shown below. Click Yes, which will bring up a screen where you can select your stores/categories that you'd like to update, then click Update to finish the process.

Once this is done you will need to send pricebook to the till for the changes to be effective!
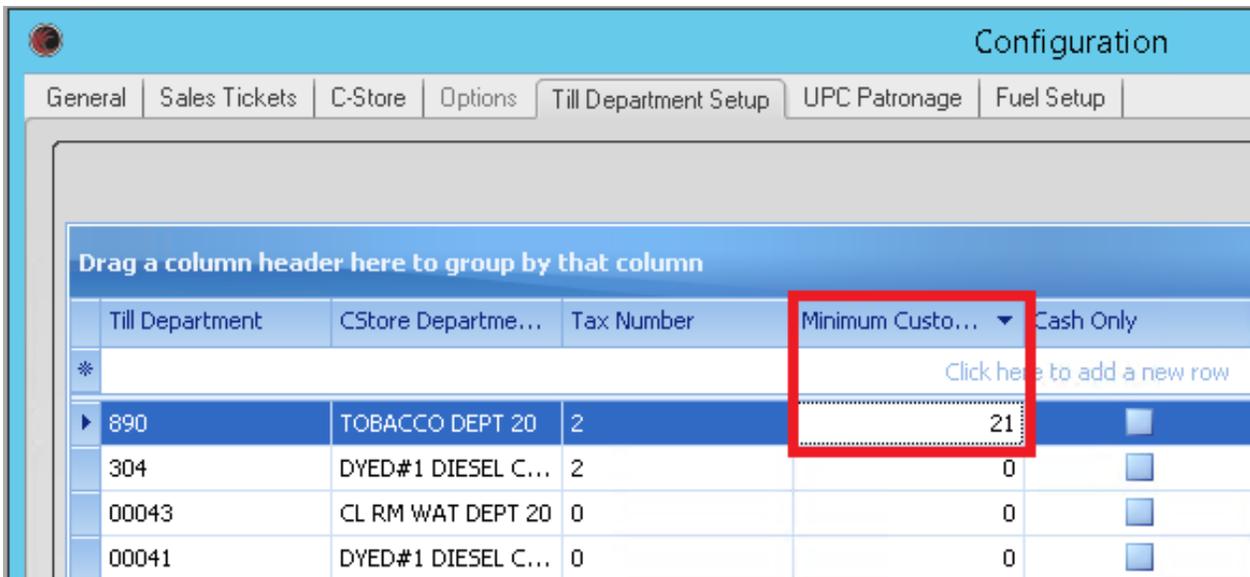
For Verifone, only the item level changes are needed.

For Comdata, only the item level changes are needed.

For Triple E, only the item level changes are needed.

For Pinnacle, the pinnacle setup screen's till department tab will need to be updated as well. To do this go to Setup – Pinnacle – Pinnacle Setup, load your location and then click on Till Department Setup at the top. Find the Tobacco category, and enter the minimum age in the field, then click save. You will need to send items to the till to complete the changes.
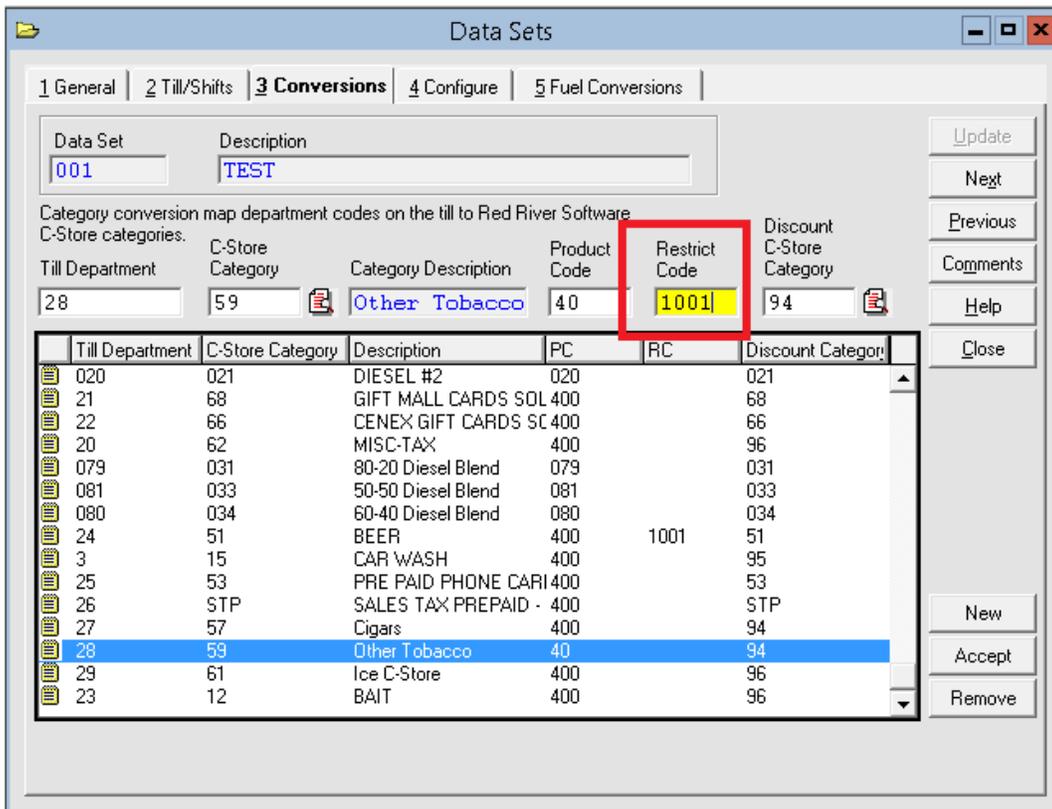

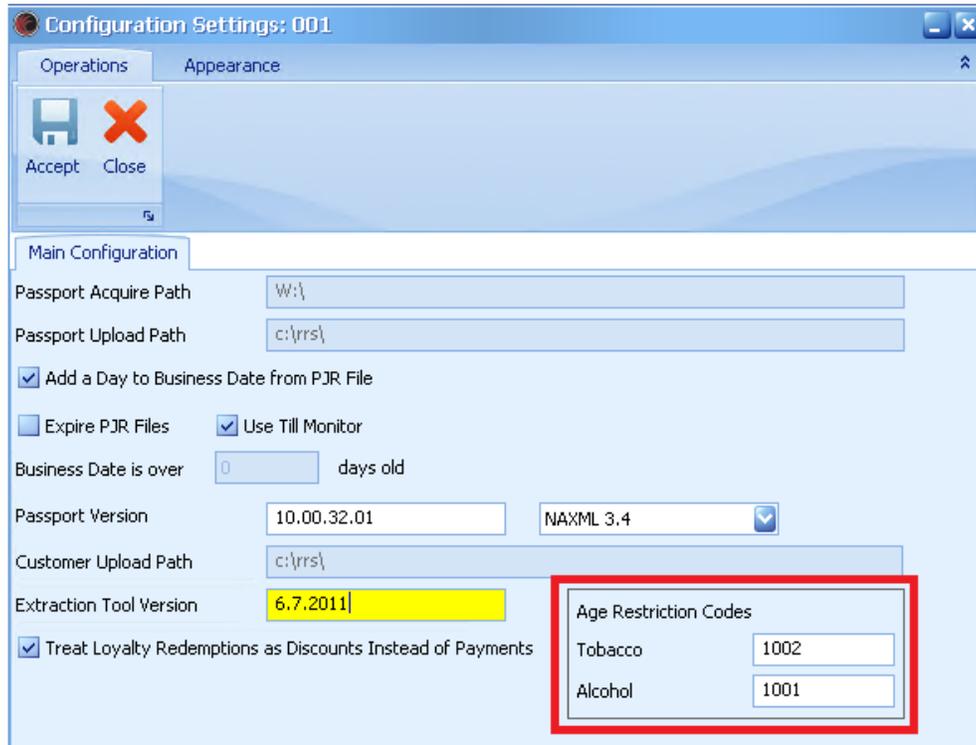For Passport, the data set – conversion tab's restriction codes will need to be updated as well. To do this go to Operations– Passport – Data sets, find your location and click on the conversion tab. Then click the category that needs updated, and fill in the Restrict Code that is in use. Normally you can reference the Alcohol categories and just copy that value, in this example mine is set as 1001. Some setups will be using shorted PDI codes of 22, 23, etc. whatever is active on the till, needs to be paired to the category here.

Click Update at the top right corner to save, when finished.

Another setting for passport that might need adjusted is under Till/Shifts, edit, configure, in the Age Restriction Codes section, shown in red below. Again, these values need to match whatever the passport is actively using to be effective! Click Accept if any changes are needed to save them.

When finished, send all items to the till by clicking Periodic Procedures, Transfer Pricebook to till.

This will take an hour or more to complete on the till end, but the result should be that all tobacco items now trigger for an age verification of 21 years during the sale.