



IDENTIFYING THE MOST COMMON FAKE ID'S/ OVERSERVED PATRONS

What Wrong With This One?



Checking Identification

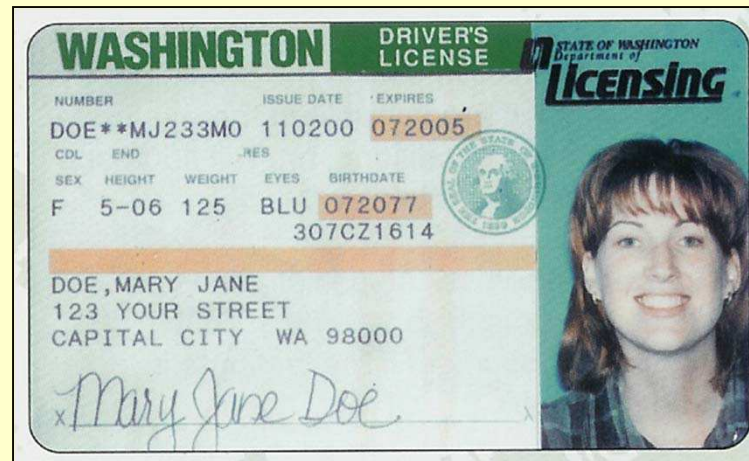
You cannot check ID properly unless you ask for and handle it. **Do not accept or handle a patron's or customer's wallet!**

If you do not hold the ID you will miss fake ID's because you can't see the information correctly nor can you feel the texture and thickness of the ID.

Do you know the features of real ID?

Checking Identification

WASHINGTON STATE ID CARD/DRIVER'S LICENSE



This is a old format drivers license. It is no longer valid for ID after 12-31-06.

Checking Identification

WASHINGTON STATE

ID CARD/DRIVER'S LICENSE



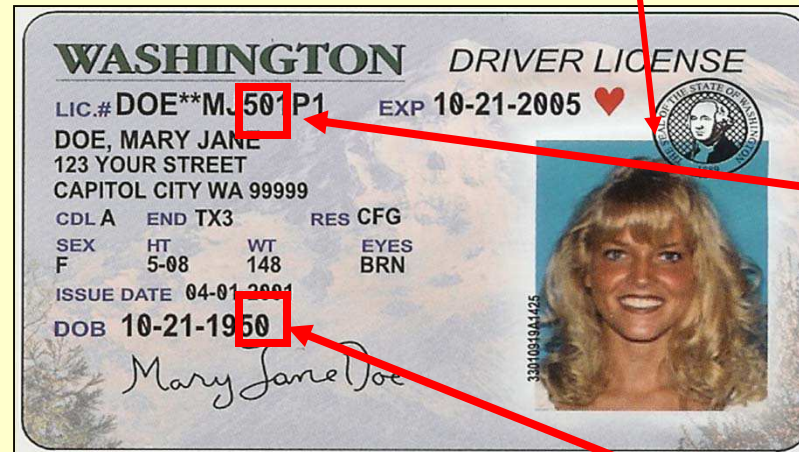
DIGITAL IMAGE CARD

Security features

Checking Identification

WASHINGTON STATE ID CARD/DRIVER'S LICENSE

-BLACK STATE SEAL
OVERLAPS THE PHOTO



100 rule

The first two
numerals in the
drivers license
number

+

The year of the
date of birth

=

100

Checking Identification

WASHINGTON STATE ID CARD/DRIVER'S LICENSE

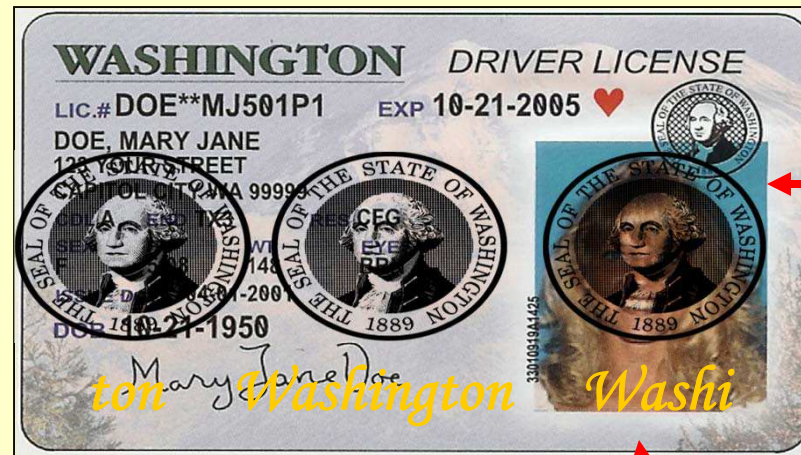
The mountain can be seen in the
upper portion of the photo



Branches from the bush will go
over the photo

Checking Identification

WASHINGTON STATE ID CARD/DRIVER'S LICENSE



-UV LIGHT REVEALS A
REPEATING STATE SEAL

“Washington” APPEARS IN
REPEATING, NON-ALIGNED
TEXT IN LAMINATE

Checking Identification

WASHINGTON STATE

ID CARD/DRIVER'S LICENSE



“VOID” APPEARS IF LAMINATE IS ALTERED

New Washington Driver License Design

New

Design



Changes to the Washington Driver Licenses and ID card documents



- Appearance of new documents is very similar to the Enhanced Driver License (EDL) and Enhanced Identification Cards (EID). Back ground and color scheme are the same as the current license.
- Photograph of the customer has been moved to the left side of the card.
- A ghost image of the customer's photo is located in the right.

Changes to the Washington Driver Licenses and ID card documents



• Most data items have a number in front of them, which conform to federal standards, as follows:

- 1 - Last name,
- 2 - first and middle name,
- 3 - DOB,
- 4d - PIC number, and
- 4a - issue date.

• New documents will have DOB and issue date below the name.

• New documents will have address and sex/ hgt/ wgt/ eyes data below the DOB.

• Signature is below the photo.

Changes to the Washington Driver Licenses and ID card documents



The back of the documents has minimal changes.

Vertical view of the Intermediate License



- No Class codes: Field is intentionally blank on card front but prints as NONE on card back
- Card issues only as AGE 18 ON MM-DD YYYY
- Applicable Indicators: ORGAN DONOR
- NOT VALID FOR IDENTIFICATION and VALID WITHOUT PHOTO may appear.

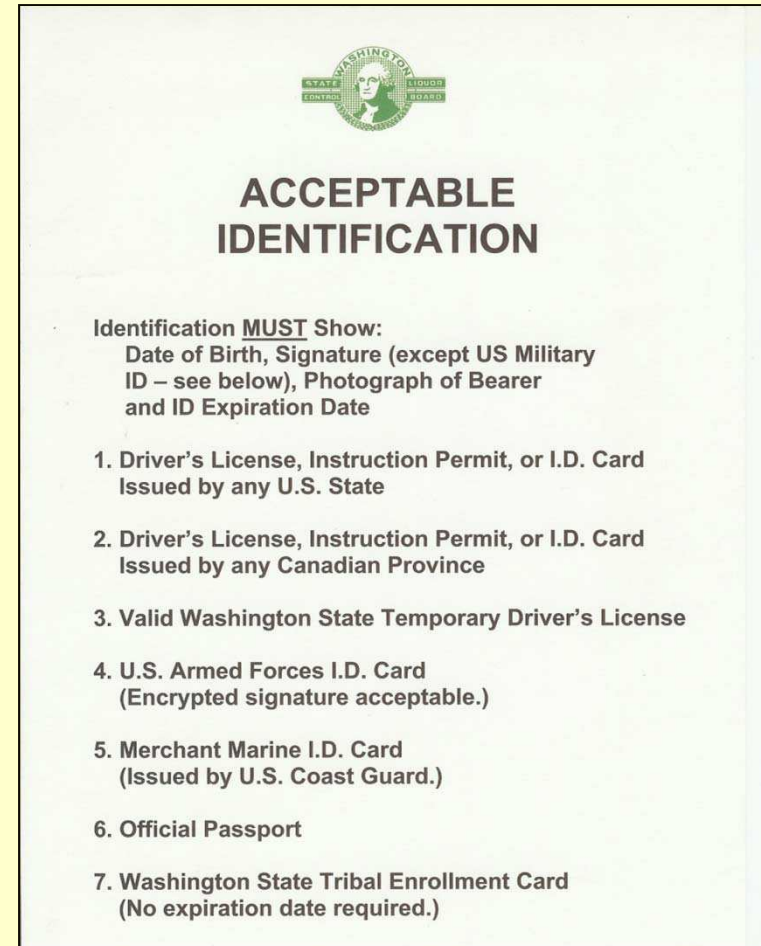
Checking ID

Remember only these ID's can be used to check for age:

- Drivers License, ID card, or Instruction Permit issued by any U.S. State or Canadian Province
- Valid Washington Temporary Driver's License (**paper license**)
- US Military ID
- Merchant Marine ID
- Official Passport of any nation
- Washington State Tribal Enrollment Card

The ID Must Show:

Date of birth, signature (except military), photo and expiration date (except Tribal Enrollment Cards).

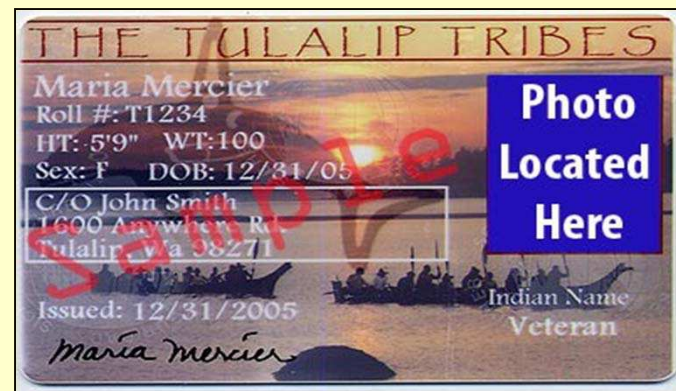
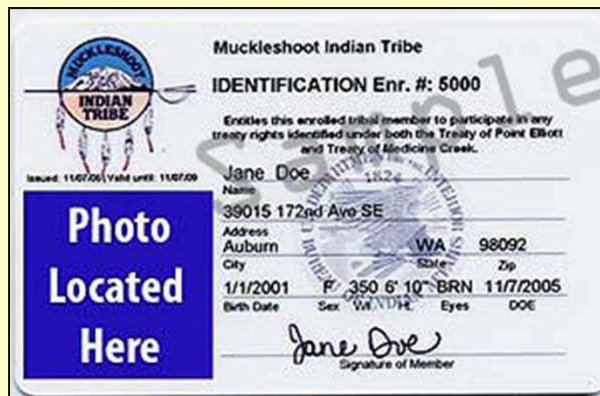


Checking ID

Tribal ID's must be approved by the WSLCB. If you are unsure if the ID is approved by the WSLCB, check www.liq.wa.gov. For tribal ID's to be acceptable, the Tribe must:

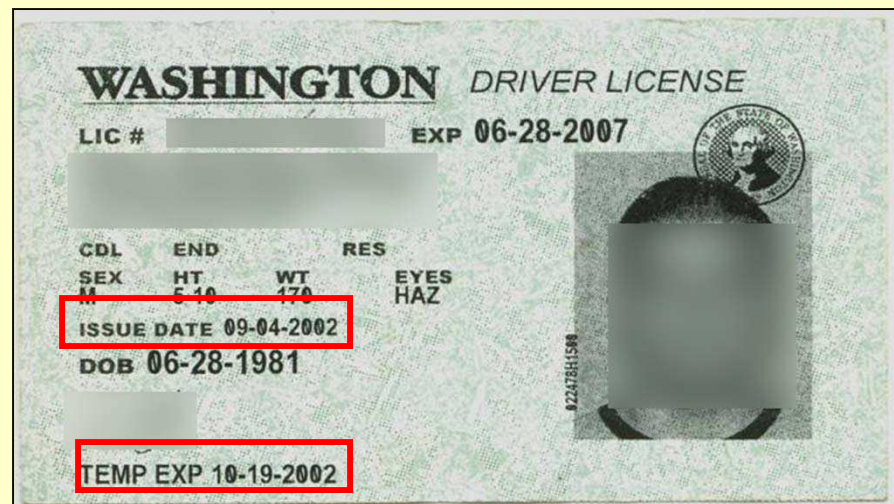
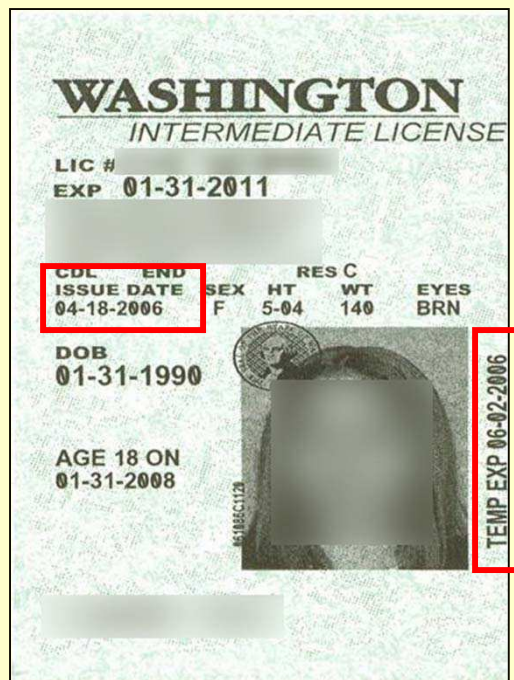
1. Notify the WSLCB that it intends to have ID.
2. The card must have a photo, a signature, and a date of birth.
3. Must have security features comparable to state Driver's License.

Here are two examples of approved tribal ID's.



Checking ID

You might be given a new paper temporary ID. The license/ID card is issued by Department of Licensing when a person is issued a new license or ID card. This ID is acceptable for liquor/cigarette purchases. Notice the short expiration date from the date of issue.



Checking ID

You will receive acceptable ID's that have holes punched in them. These ID's are legal as long as the punch does not obscure critical information like the date of birth, expiration date, physical description, photo or signature.

If there are any concerns about any ID

STOP! DON'T SELL!

The company policy needs to direct you what to do next.

What is Unacceptable ID?

- *Resident Alien card or*
- *Resident of Washington card*
- Birth Certificates
- School or work ID's
- Social Security cards
- Federal Immigration cards
- Voter Registration or Visa cards
- ID's from other countries (except Canada)

Any card that uses “resident” in the title of the card is **unacceptable** for cigarette and alcohol purchases.



3 Categories of Fake Identification

- *Fraudulent*
- *Altered*
- *Manufactured*

Fraudulent ID

Fraudulent use is a person using someone else's ID card.

To detect:

- Compare the picture and ask questions.
- Ask the person about information on the ID.
Example: What is the address on the ID?
- Have the person presenting the ID sign a separate paper with their signature and make a comparison.
- Ask for other forms of ID with signatures on it.

If the owner of the card of identification gave it to the minor to use, both of them can be cited.

Altered ID

Look for:

Information that has been added to the ID

- Lines that vary in alignment, font, or clarity
- Erasing of information and then overwriting it
- Fuzzy sections around critical information
- Old information can be seen around the edges of the writing

Photo added

- Creases between the photo and remainder of ID

Lamination added

- Keeps the photo and information on the ID

Manufactured ID's

These ID's are produced to look acceptable:

- Can be computer scanned and printed
- Can be photocopied

Look for:

- Security features that can be seen easily. If the seals of authenticity can be seen easily without difficulty, the ID could be fake.
- Check weight and thickness of the ID.
- Check color resolutions of the ID.
- Check fonts of the ID.

Penalties

RCW 66.44.310

Minors frequenting off-limits area — Misrepresentation of age — Penalty — Classification of licensees.

(1) Except as otherwise provided by RCW [66.44.316](#), [66.44.350](#), and [66.24.590](#), it shall be a misdemeanor:

(a) To serve or allow to remain in any area classified by the board as off-limits to any person under the age of twenty-one years;

(b) For any person under the age of twenty-one years to enter or remain in any area classified as off-limits to such a person, but persons under twenty-one years of age may pass through a restricted area in a facility holding a spirits, beer, and wine private club license;

(c) For any person under the age of twenty-one years to represent his or her age as being twenty-one or more years for the purpose of purchasing liquor or securing admission to, or remaining in any area classified by the board as off-limits to such a person.

(2) The Washington state liquor control board shall have the power and it shall be its duty to classify licensed premises or portions of licensed premises as off-limits to persons under the age of twenty-one years of age.

Penalties

RCW 66.44.328

Preparation or acquisition and supply to persons under age twenty-one of facsimile of official identification card — Penalty.

No person may forge, alter, counterfeit, otherwise prepare or acquire and supply to a person under the age of twenty-one years a facsimile of any of the officially issued cards of identification that are required for presentation under RCW 66.16.040. A violation of this section is a gross misdemeanor punishable as provided by RCW 9A.20.021 except that a minimum fine of two thousand five hundred dollars shall be imposed.

Penalties

RCW 66.20.200

Unlawful acts relating to identification or certification card — Penalties.

1) It shall be unlawful for the owner of a card of identification to transfer the card to any other person for the purpose of aiding such person to procure alcoholic beverages from any licensee or store employee. Any person who shall permit his or her card of identification to be used by another or transfer such card to another for the purpose of aiding such transferee to obtain alcoholic beverages from a licensee or store employee or gain admission to a premises or portion of a premises classified by the board as off-limits to persons under twenty-one years of age, shall be guilty of a misdemeanor punishable as provided by RCW [9A.20.021](#), except that a minimum fine of two hundred fifty dollars shall be imposed and any sentence requiring community restitution shall require not fewer than twenty-five hours of community restitution.

(2) Any person not entitled thereto who unlawfully procures or has issued or transferred to him or her a card of identification, and any person who possesses a card of identification not issued to him or her, and any person who makes any false statement on any certification card required by RCW [66.20.190](#), to be signed by him or her, shall be guilty of a misdemeanor punishable as provided by RCW [9A.20.021](#), except that a minimum fine of two hundred fifty dollars shall be imposed and any sentence requiring community restitution shall require not fewer than twenty-five hours of community restitution.

Most Common Fake ID's

- California
- Arizona

California Fake ID's



California Fake ID's



California Fake ID's



Arizona Fake ID's



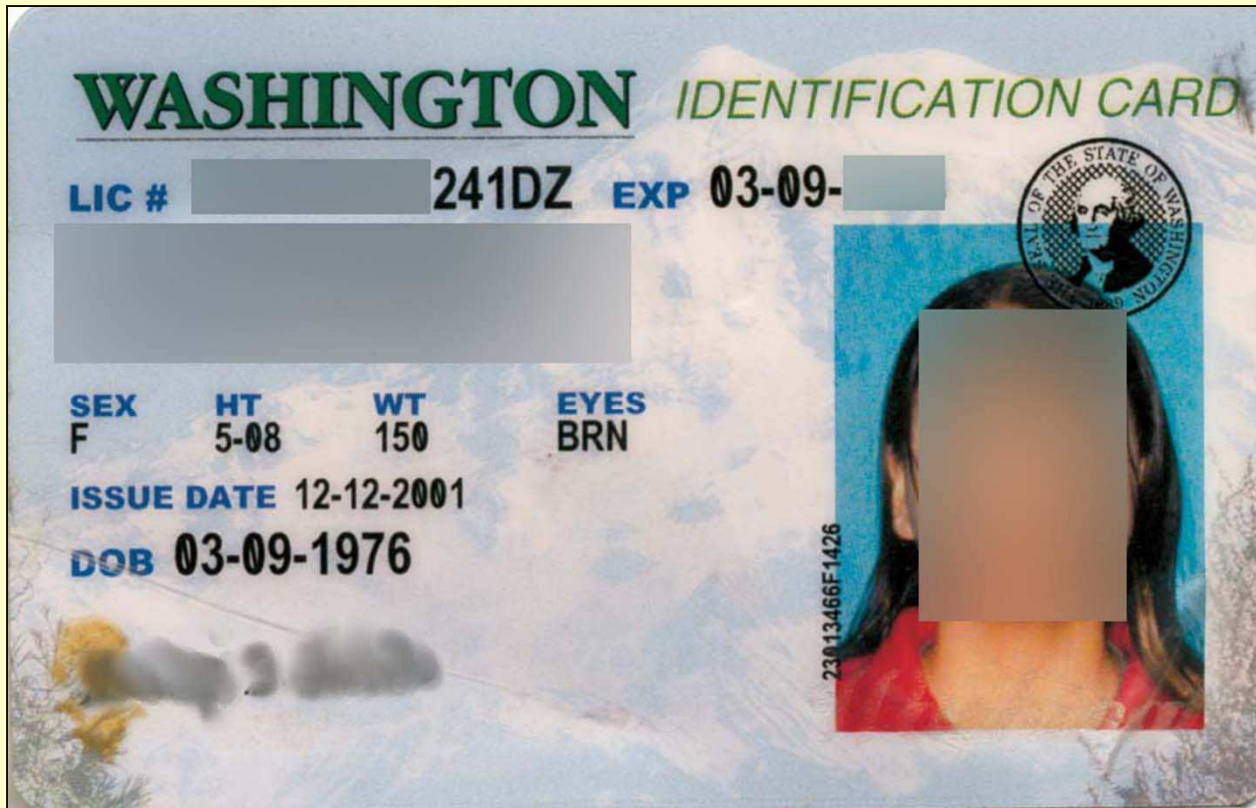
Checking Identification

Can you tell which ID is fake or real?

The next series of slides show various ID's. You have to decide if the ID is fake, real or unacceptable.

NOTE: The ID's that you will be looking at have been altered by us. You will note that every ID has information that has been marked out. We blotted out information that was personal and does not affect your ability to make a decision as to the validity of the ID.

Checking Identification



Checking Identification



Checking Identification

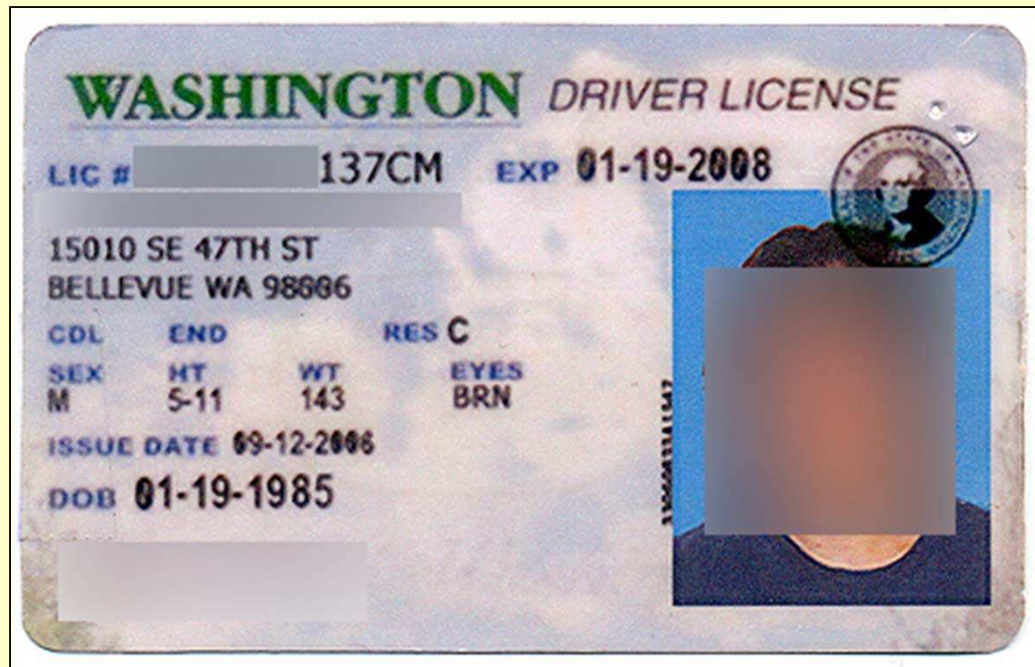


Checking Identification



Any ID that uses Resident in the title is not acceptable for alcohol and cigarette purchases.

Checking Identification



Checking Identification

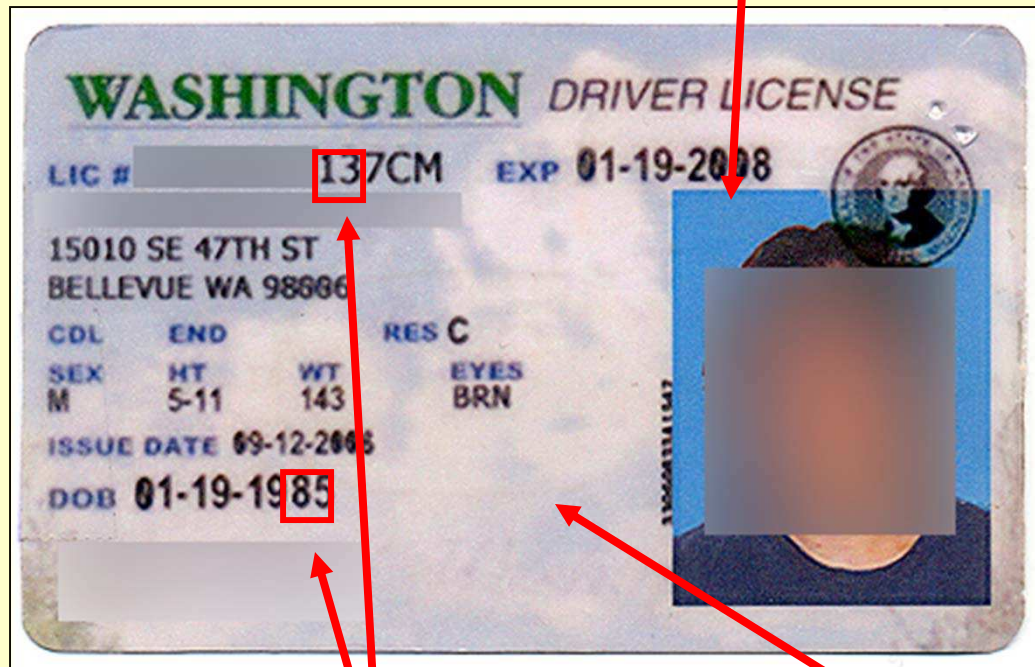


Picture is pasted over numbers

Branches don't go over photo

Checking Identification

Solid background



The numbers do not add to 100

The whole document is blurry

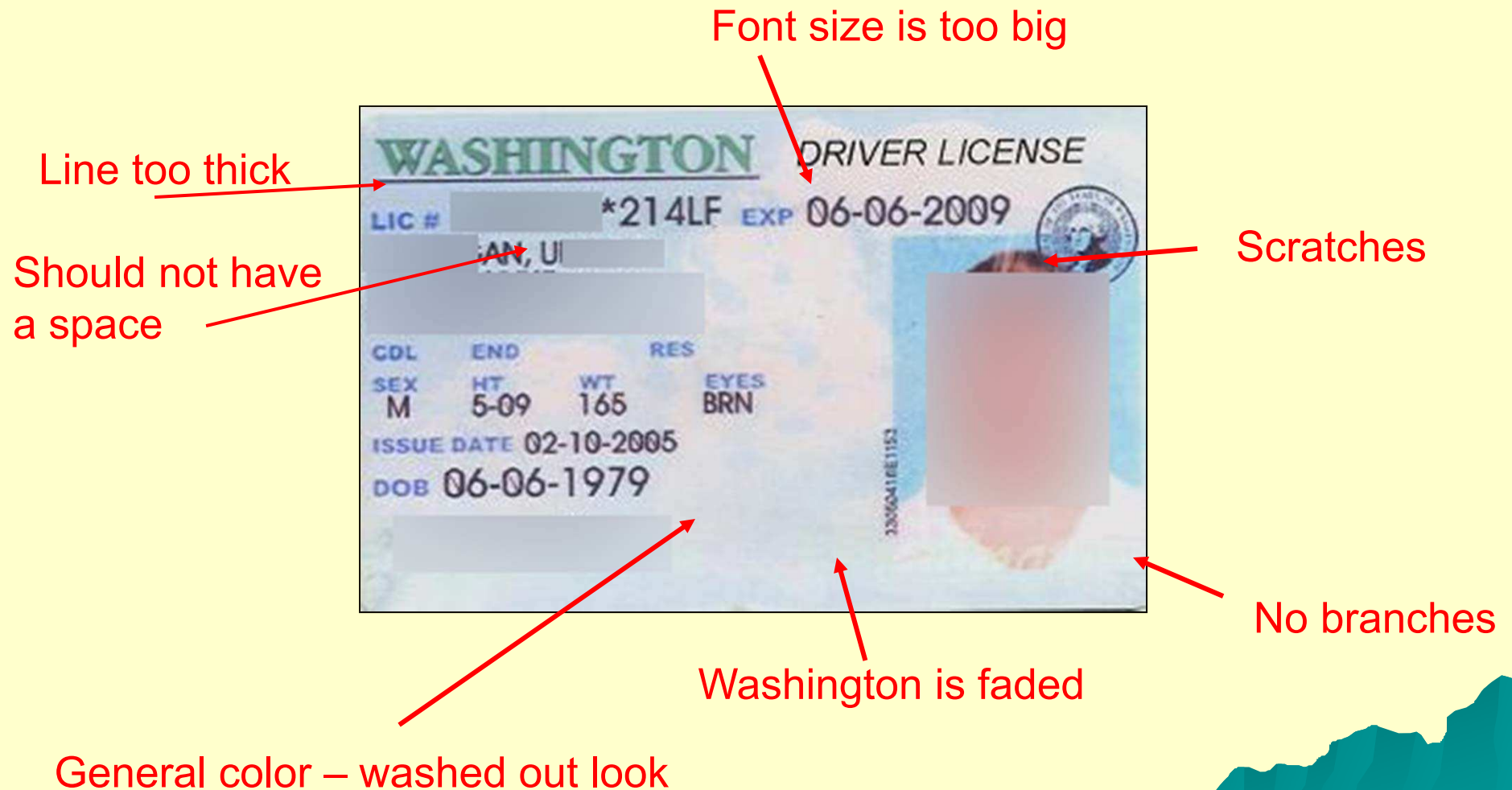
Checking Identification



Checking Identification



Checking Identification



Checking Identification



Checking Identification



This expiration date is correct.

Note: Arizona licenses expires on the person's 65th birthday.

Plastic sheet added

Checking Identification

Wrong abbreviation
for eye color



Fuzzy picture

General appearance of ID is blurry

Checking Identification



Checking Identification

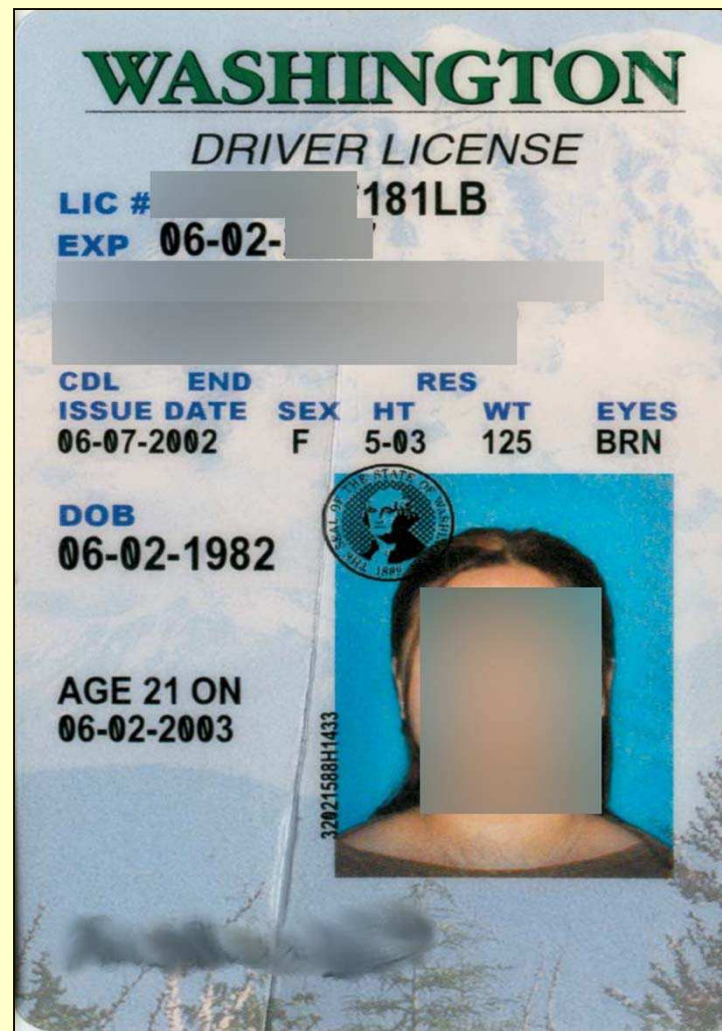


The photo background is solid. Can't see the mountain.

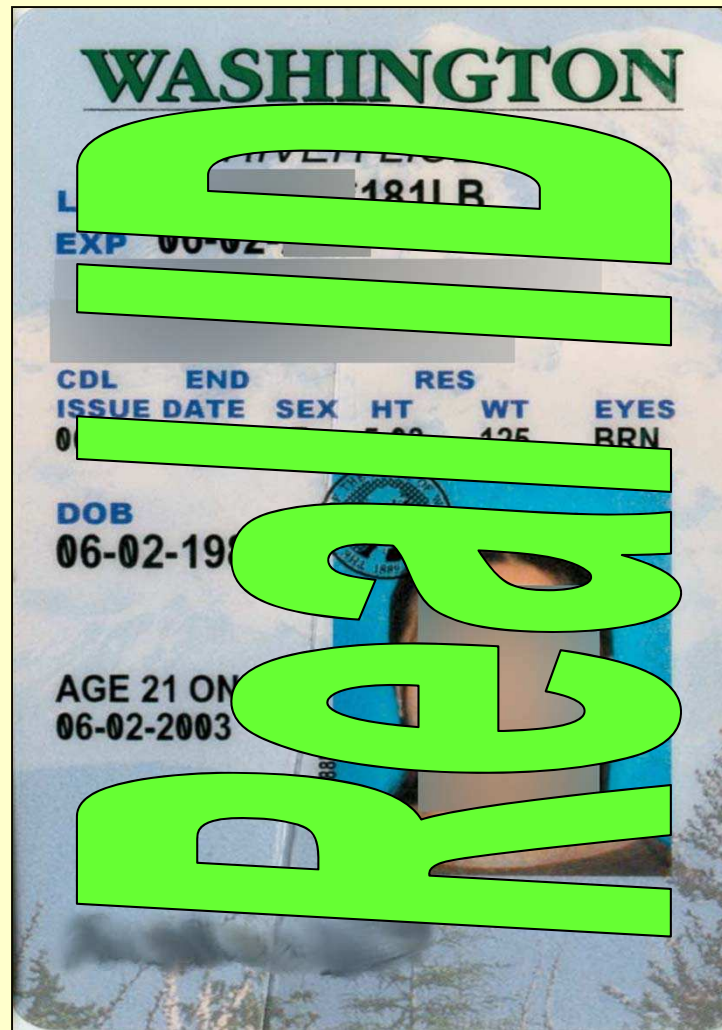
Branches don't extend over photo.

Can't see Washington

Checking Identification



Checking Identification



Checking Identification

Question : What is the age of these people?

How old are these people. Do you sell or not?

1



2



3



4



Checking Identification

Question : What is the age of these people?

How old are these people. Do you sell or not?

1



2



3



4



Checking Identification

Question : Can I take someone's ID from them permanently?

- a. I can take the ID if I suspect it is fake
- b. I can take the ID after I have examined it
- c. I can take the ID long enough for law enforcement to examine it
- d. Only my manager can take it

Checking Identification

Question : Can I take someone's ID from them permanently?

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Checking Identification

When you are dealing with ID's, remember that the ID is the property of the person presenting it. You can not take their property.

What do you do if you think the ID is fake or is someone else's ID?

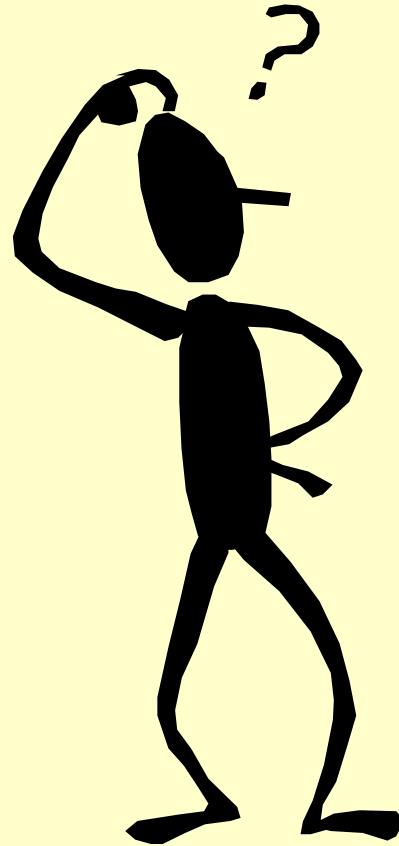
Checking Identification

Tell the person that you are calling the local police department to verify the ID.

Either the customer will wait for the police to show up, or they will leave your business. If they leave your business without the ID, you have abandoned property. Turn the abandoned ID over to the local law enforcement agency or the WSLCB with date, time, description of ID user and any other available information.

NOTE: It is not worth a physical altercation to hold onto an ID. Give the ID back if the customer is confrontational.

Questions



Over Service of Alcohol

Over service is defined as a person showing apparent signs of intoxication while possessing, consuming or having alcohol sold to them.



Definitions

The term **“OVER SERVICE”** is a WSLCB term that is slang for the legal term of **“APPARENTLY INTOXICATED”**.

No where in the liquor laws of the State of Washington will you see the term over service.

Definitions

Other terms that you hear in the liquor industry describing “apparent signs of intoxication” include **“obvious signs of intoxication”**.

Is there a difference between the two terms?
Are the two terms describing the same situation?

Definitions

For the answer lets look at a Washington State Supreme Court decision. The Supreme Court ruled that there is a difference between the two terms. In the court case Barrett v. Lucky Seven Saloon, Inc. (152 Wn.2d 259) the court said the following:

Definitions

In describing the differences between, “apparently under the influence of liquor” and “*obvious* intoxicated” the court described the term as follows:

“Unlike the determination of something *obvious*, determination of something apparent requires at least some reflection and thought”

Definitions

“Apparently implies less certainty than obviously”

“[O]bvious is also defined as so ‘simple and clear’ as to be unmistakable and simple and easy to discover or interpret”.

“...definitions of apparent ...suggest[s] that something that is **apparent** may be distinct from or contrary to truth and actuality”.

Apparently Intoxicated

So what did the courts say?

Apparently intoxicated is the standard that is required under RCW 66.44.200 and WAC 314-16-150 when deciding if a patron needs to be cut off.

Apparently intoxicated means that the person does not have to be drunk. The signs of intoxication that are viewed do not have to be **obvious**, just apparent!

When you make the decision to cut off a patron always be conservative in your approach and do not take chances!

Over Service

If a patron in your premise is showing apparent signs of intoxication then you can not:

- Serve them alcohol

- Sell them alcohol

- Allow them to possess or consume alcohol

This means that you have to cut off the person's service (no last drink) and take the alcohol away (or deny sale).

The patron can remain on the premises if they do not have alcohol. If the person gets more alcohol then you are responsible.

Over Service

Signs of Intoxication

Signs of intoxication should be easily recognized.

Typical signs:

- Careless or clumsy with money
- Unsteady walking
- A strong odor of alcohol

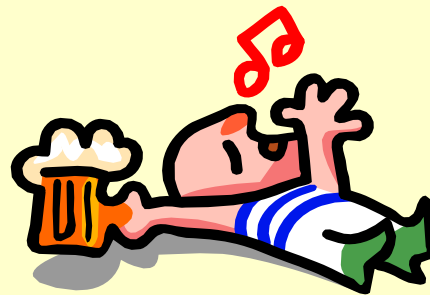


Over Service

Signs of Intoxication

- Behavior changes - Watch for customers who lose their concentration and train of thought during conversation. Look for bobbing heads and drooping eye lids.
- Speech patterns - Talk to your customers and watch for these signs of intoxication:

Loud talking
Bragging
Arguing
Swearing



Complaining

Slurred speech
Talking slowly and
deliberately

Over Service

Question : Are the DUI laws and liquor laws the same?

- a. The laws are the same. Both laws are based on breathalyzer results.
- b. DUI laws are based on a machine reading. Liquor laws are based on observed signs of intoxication.
- c. The laws are the same, but enforced by different agencies.
- d. DUI laws are based on .08 breathalyzer reading. Liquor law violations would generally have a much lower reading.

Over Service

The two standards are not the same.

Liquor Control laws are based on what you can hear, smell and see.

DUIs are based on specialized tests and machines.

The WSLCB uses DUI stats as indicators that your premises might have a problem.

Over Service

Question : Is the smell of alcohol enough to deny or cut off some one from alcohol service?

- a. No
- b. Yes
- c. Depends on the time of the day.
- d. Yes, with the approval of my supervisor.

Over Service

No – Generally not as a lone indicator.

The smell of alcohol should alert you to watch for additional signs.

There are many reasons why people can smell like alcohol. Some situations that happen:

- Spilled alcohol on themselves.
- Just drank some alcohol.
- They consumed so much alcohol over a period of time that they smell of alcohol, even though they may not have drunk recently.

Over Service

Question : Generally how many signs of intoxication do I need to observe to deny sales or service?

- a. One
- b. Two or more
- c. Three or more
- d. Four or more

Over Service

Generally, for most over service cases, you will see **two or more** signs of intoxication.

Two or more signs of intoxication will generally give you a good idea that the person is affected by alcohol.

On occasion, one sign will be enough; for instance someone sleeping at the bar while possessing alcohol.

Over Service

Question : When you have decided to cut off a patron or deny the sale, how do you go about it?

- a. Call my manager.
- b. Follow company policy.
- c. Tell the person they are drunk and can't have any more.
- d. Allow them to finish their drink and ignore their request for more drinks.

Over Service

- Be polite. Remember people that have been drinking have the potential to lose their sense of reasoning.
- Tell the person that state law requires you to stop alcohol sales/service/possession when signs of intoxication are present.

Blame STATE law!

- Let them know that you value them as a customer, but state law is very specific and you do not want to get into trouble.
- Do not argue but be firm.
- Offer to get or sell them a non-alcoholic beverage.
- Offer to call a cab for them so they do not drive.

Over Service

Remember that all decisions to allow someone to consume/possess alcohol or sell alcohol are based on observable signs of intoxication.

Period!

Nothing else counts or matters. The practice of counting drinks forces you to pay attention to the customer and their habits which is good customer service.

Anything that you do that forces you to pay attention to your customers is great. But, no matter how many drinks that the patrons **have had**, it could be too many unless you pay attention to the signs of intoxication.

Over Service

- Question : When determining whether to cut someone off, does it matter if the person is driving, or using other means of transportation, when they leave the establishment?
- a. Yes, if the person has a ride home
 - b. No, because the person may lie to me
 - c. Yes, if the person has a designated driver
 - d. No, because the decision to cut off depends on apparent signs of intoxication

Over Service

State law does not have variances on the over service laws depending on how the person leaves your premises.

If someone has been drinking you probably want to ask them how they plan to get home safely.

If the person is showing obvious signs of intoxication you cannot physically restrain them or take possession of their keys or vehicle.

Call the local police to help if necessary!

Violation Information

You are responsible for your actions. If you do not follow State law you will be held accountable.

Possible consequences:

- Alcohol: Criminal citation requiring an appearance in District court. Fines up to \$5000 and up to 1 year in jail.
- Tobacco: Civil infraction from the WSLCB with fines from \$50 to \$100 (handled administratively) or criminal citation.
- Your employer can suspend or fire you!
- Your employer may also be sanctioned.

Violation Information

Your problems may seem big if you violate state law, but what about the owner of the business?

When the owner of the business applied for a license they agreed that they would be subject to state law and WSLCB rules.

On the **fourth violation** the owner can lose their **license** permanently. All of their investment and business can be lost. Think about what will happen to your fellow employees! Everyone could be out of a job!

Prohibited Conduct on the Licensed Premises

You may not drink alcohol while on duty. This includes performing any acts of employment while consuming alcohol, whether you are officially working on the clock or not.

The licensee or any employee may not be intoxicated on the licensed premises at any time.

You may not allow patrons or employees to show or exhibit breasts, genitalia, buttocks or simulate sex at your licensed premises.

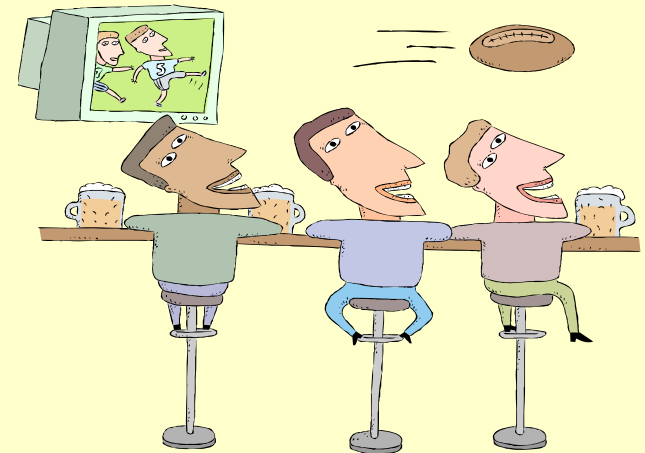
Remember to check your company policy so you can handle these situations properly!



Prohibited Conduct on the Licensed Premises

You cannot engage in or allow disorderly conduct to occur, or allow disorderly patrons to remain in your premises. All patrons who engage in disorderly conduct must leave, not just the instigator.

Most people think of disorderly conduct as fighting, but it can also be patrons behaving in a way that disturbs others or public peace.



Questions?