June 7, 2022

RE: **IMPORTANT TIPS Process Updates for California RBS Training Program**

Dear California TIPS Trainer:

Over the past few months, we have sent emails outlining the new requirements for California Responsible Beverage Server ("CA RBS") Training. As an aide to you, we are sending this letter so that you may have it accessible as a guide for scheduling and processing your training sessions.

CA RBS training is mandatory July 1, 2022 with compliance required by August 31, 2022. Below, we have outlined the steps each trainer **MUST** follow to ensure that all CA RBS training sessions and the information gathered as part of those sessions meets the state's strict requirements. TIPS will assist in this process to safeguard data integrity and the proper flow of information. Our objective is to alleviate pressure on you, as a trainer, during this learning period and prevent a disruption in certification status for servers and managers who train with you.

We have summarized the key California ABC ("CABC") requirements from AB 1221 to be followed by all TIPS Trainers conducting RBS training:

1. Prior to starting the TIPS course, participants **MUST** register through the California ABC RBS portal at https://abcbiz.abc.ca.gov/landing to get a 9-digit server ID number. CABC will assess a $3.00 fee to the participant at the time of registration. This fee is mandatory and separate from the TIPS session fee.

    IMPORTANT: The participant's name entered on the TIPS system must be <u>IDENTICAL</u> to the participant's name entered in the RBS portal during registration for the server ID. Completion credit cannot be issued otherwise.

2. Trainers must pre-register a session as "TIPS On-Prem CA RBS" through their Trainer Portal and purchase online training vouchers connected to the class or use Participant Manual Scantrons. Vouchers must be redeemed by participants by or before 9PM PST on the day of the session.
    a. Unused vouchers may be shelved for future sessions in the same jurisdiction.
    b. Scantron test sheets must be sent to **TIPS Processing at 1501 Wilson Blvd., Suite 500, Arlington, VA 22209**.

3. Trainers will conduct the session training using the California Supplement, which is available for download along with the other California documents in the trainer portal, along with their TIPS session guide and videos. Videos are available via USB or as embedded files on the session guide PowerPoint.

4. On the day of the session, Trainers will email the names and RBS Server ID #s of all session participants to TIPS for verification (to make sure the names match the names entered on the RBS portal). Trainers may email this information directly to **compliance_reporting@360training.com**.

    We have noticed many irregularities with the information being provided by the participants. Therefore, this verification process is strongly recommended to eliminate potential reporting delays related to non-matching information.

To make this process easier for trainers, we have created a form entitled "California Required Data Form for Trainers," which is now available for you to download along with all other California RBS forms and files through your trainer portal. Before midnight on the day you complete a session, you must fill out and email this form to us at **compliance_reporting@360training.com**.

If you do not have access to Microsoft Excel or are unable to open the file for any reason, you may create your own report so long as it contains the following mandatory participant information is typed:

- First Name
- Last Name
- Email Address
- Server ID# (this ID # must be obtained by participants through the CA RBS portal for a $3.00 fee prior to the session)
- Test Date

Per state law, the name, email address, and Server ID # must exactly match the student's information entered during their initial course enrollment or it will be rejected.

5. TIPS is responsible for submitting participant information (RBS Server ID # and Full Name) through the RBS Portal within 24 hours of the session completion date. Once you have emailed the required information to us for processing, you may send the exam scantron forms to us for grading by regular US Mail. The exams do not need to be processed for us to report your participants' information on the RBS portal.

   IMPORTANT: If there is an issue with any of the information submitted, trainers are responsible for contacting the participant to get the correct information.

6. After the participant information has been submitted, the participant will receive an email from ABC/RBS Portal notifying them that their state exam is ready. **The participant has 30 days from the date of notification or 3 attempts to pass the exam, whichever comes first, or they will be required to register again and start the process over.**

TECHNICAL ISSUE
On a final note, we have been made aware of several ongoing issues that participants using the Safari/Apple web browser are having with the voucher-based testing system. These issues include accessibility problems and missing testing information, which may result in rejected completion information. To avoid these issues, please make sure to tell any participant in a voucher-based session who plans to use an Apple device that they must download the Google Chrome web browser before taking the test.

If you have any questions about this process, please email your Account Executive, Kerstin Kapture, at kerstin.kapture@360training.com.

Kind regards,

TIPS | A 360training Company