



TO ALL WILDLIFE LICENSE AGENTS

Ladies and Gentlemen:

The Colorado Division of Wildlife would like to welcome you to “our team”. As license agents, you are official representatives of the Colorado Division of Wildlife. You are probably the only members of the Division’s official family with which the license buying public may ever make personal contact. Consequently, your cooperation in serving the public courteously and efficiently is of vital concern to the Division.

This manual provides information you need to issue licenses correctly. Understanding the total licensing process is important in providing good customer service. Amendments to this manual will be sent to you as changes are made to rules and regulations. Please keep this manual up-to-date and readily available for reference where licenses are sold.

You may permit your employees to do any of the functions listed in this manual. However, each license agent holds the ultimate responsibility for the actions of their employees.

Your suggestions or questions are always welcome.

Sincerely,

Tom Remington
Director

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GENERAL INFORMATION

INTRODUCTION/PURPOSE

This license agent manual is to provide a concise and simple guide to use in the establishment and operation of a Colorado Division of Wildlife (hereafter referred to as DOW) licensing agency. All license agents and their employees that are involved with DOW licenses should read and understand this manual and have it readily available for easy reference.

WHO MAY BE AN AGENT

Any business with good credit standing may apply for a license agency. Those applicants, whom the Director determines would benefit the DOW as agents, may be approved to serve for an indefinite period for the convenience of the Division. **EXCEPTION:** License agencies will **NOT** be granted where licenses would be sold within the same portion of any business, building or establishment where liquor is sold by the drink. Applicants must not have been cancelled for cause by the DOW, from a prior license agency, within the two-year period prior to date of application.

CONSOLIDATED AGENCY

A business with two or more outlets in the same ownership may apply for establishment of a consolidated agency. Consolidated agencies consist of a corporate agent account which is referred to as a parent agent, and each of their selling locations is referred to as a child agent. Parent accounts are set up for informational purposes only, as they are not authorized to sell licenses. All selling locations are issued a child license agent number and those numbers are cross-referenced to the parent account. The parent account is accountable for all child locations.

SEASONAL AGENTS

Seasonal agents are those agents who are only open for business during designated months. Upon closing your business for the year, it is your responsibility to insure your account is at a zero balance so you are not declared delinquent. An off-season contact telephone number and address should be available to the DOW License Services (hereafter referred to as License Services) staff, for those agents that can not be contacted at their seasonal address/phone number.

DELINQUENT AGENTS

As noted in Chapter 15 of the Wildlife Commission Regulations, failure of a license agent to comply with Colorado Revised Statute, 33-4-101, applicable rules and regulations of the Wildlife Commission or any lawful directives of the Director of the DOW shall be grounds for an agent being declared delinquent, or in the suspension or cancellation of the license agency.

If your agency is notified of three non-compliance issues, your agency could be suspended from selling licenses and a notice of suspension letter will be issued. See Chapter 15 of the Wildlife

Commission Regulations for further information concerning delinquencies and penalties for delinquencies. **NOTE: DOW reserves the right to cancel an agent for cause at anytime.**

CANCELLED AGENTS

CANCELLED BY AGENT REQUEST - If you sell, lease or transfer your business to any other person, you must terminate your agency by sending a letter to License Services stating your agency is terminating and requesting release of your financial surety. Your license agency will be closed when your account is at a zero balance. ***UNDER NO CIRCUMSTANCES SHOULD YOU TURN OVER YOUR TLS EQUIPMENT OR SUPPLIES TO THE NEW OWNER.*** Your agency is responsible for all equipment and supplies that were issued to you, and they must be accounted for accordingly. ***NO FINANCIAL SURETY SHOULD BE “LOANED” TO THE NEW OWNER.*** Your financial surety covered “your” agency and **NOT** the new owner’s. The new owner must apply and obtain financial surety and other required documents just like you had to when you became an agent.

CANCELLED BY DIVISION OF WILDLIFE - In some instances, the DOW has to cancel an agent for non-compliance reasons such as failure to remit state license monies; failing to follow the rules and regulations of the CDOW. Agents who have been cancelled for cause may **NOT** re-apply for at least two years.

WHO SHOULD BE FAMILIAR WITH THESE INSTRUCTIONS

All agents and employees that are involved with DOW licenses should be familiar with these instructions. It is very important that everyone is properly instructed on correct procedures and regulations. Employees may be permitted to do any of the functions listed in this manual. However, each license agent holds the ultimate responsibility for the actions of their employees. Please keep this manual, monthly license agent bulletins, TLS User’s Guide, and other license materials available to all employees for reference.

ESTABLISHING A LICENSE AGENCY

Applicant must contact License Services, 6060 Broadway, Denver, Colorado, 80216, in person, by phone or mail and request an application. Phone: 303-291-7235 or 1-800-526-9503. License Services will not accept applications for new license agency’s from August to December annually. License Services and applicant will discuss the types of financial surety available and appropriate surety amounts. An application, agreement, agent profile, banking form, letter of instruction, financial surety form and proof of lawful presence is sent to applicant. Applicant reads and completes the applications and agreement. After the applicant obtains ORIGINAL proof of financial surety and acceptable proof of equipment insurance (to cover current cost of POS equipment), and fills out the other required forms, the applicant sends these documents to License Services for processing and approval.

Upon receiving applicant’s paperwork and applicant is approved to become a license agent, a license agent number is assigned. This number is to be used on all correspondence from the agent, and is a

unique number identifying each license agent location. A license manual, supplies, signs etc. are issued to the new agent. A License Services staff member, or a designated DOW official, will train (normally done by phone) the new agent on the DOW licensing policies and procedures, this training is mandatory and must be completed prior to selling licenses. **Once the DOW training is completed, it is the license agent's responsibility to pass the training on to the staff and future employees.**

“Congratulations to you as a new license agent for the Colorado Division of Wildlife”.

DOW LICENSE SERVICES PHONE NUMBERS

License Services	LOCAL CALLS (303)291-7235
License Services...FOR AGENTS OUTSIDE THE DENVER AREA ONLY.....	(800)526-9503
License Services Coordinator.....	(303)291-7378
Financial Surety/Disability Licenses.....	(303)291-7235
Agent Accounting.....	(303)291-7442
Overflow Accounting Line.....	(303)291-7441
Fax Number.....	(303)291-7106
License Administration Manager.....	(303)291-7379
License Hearings/Suspensions.....	(303)291-7418
Hunter Education Section.....	(303)291-7470
Brochure Regulations.....	(303)291-7431

ACTIVE OUTDOORS PHONE NUMBER

Active Outdoors Helpdesk.....	(888)698-8558
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WHO DO I CALL FOR WHAT

CALL “AO” HELPDESK WHEN: (regarding problems with the terminal/printer or questions about the application/process)

- TLS machine is not working
- TLS printer not working
- license stock not printing
- problems issuing licenses
- you have a customer with a name change (see page 8 for details)

CALL “DOW” HELPDESK WHEN: (regarding questions related to DOW license

regulations, procedures, eligibility, or ACH Process)

- you have questions concerning DOW policy or regulations
- you have a customer with a name change (see page 19 for details)
- you are selling/leasing or transferring your business

ORDERING SUPPLIES

After your initial set up as a license agency, it is your responsibility to order your own supplies. Informational signs (or placards) are provided by DOW for your agency and should be posted where licenses are sold for easy customer reference. If you need additional signs, please contact our License Services staff. To order license stock, you can place an order through your TLS machine. ***See “Supply Order” on page 7 of your TLS User’s Guide for instructions.*** Please maintain proper license stock to handle customer demands, and order accordingly. If you need to contact the vendor concerning license stock, first locate your terminal ID number, and then call Automated License Systems @ 888-698-8558.

SURETY BOND AND PROPERTY INSURANCE

Proof of financial responsibility is required at a minimum amount of \$2,000.00. Coverage must be for a period of one year from any company/ bank of your choice licensed to do business in the State of Colorado. A continuation certificate issued by the bonding company/financial institution, or evidence of current method of financial surety shall be required for renewal of the license agency for each successive 12 month period. Methods available are:

- 1) Surety Bond- Insurance Company;
- 2) Irrevocable Letter of Credit;
- 3) Certificate of Deposit-in your name and the Divisions;
- 4) Savings Account- In the Division’s name only;
- 5) Deposit-Certified funds (includes cash)

Items 2 through 5 may be satisfied by a Savings Account of Deposit in or a Certificate of Deposit, or Irrevocable Letter of Credit issued by:

- A) a State or National Bank doing business in this State;
- B) a State or Federal Savings and Loan Association doing business in the State of Colorado.
- C) CD listing the CDOW as joint owner

The original bond needs to be sent to the license services unit of the DOW 30 days prior to expiration, warnings are printed on your weekly ACH report when your bond is about to expire 60 days in advance. If your agency has not sent in the original bond by the expiration date, your TLS machine will be disabled until an original is received in license services. ***No exceptions to this rule are made.***

Proof of property insurance is also required and a continuation certificate must be sent to our office of proof that your agency has adequate insurance to cover the loss of the TLS equipment. A warning will print on your weekly ACH report 60 days in advance that your insurance is about to expire. Proof must be mailed 30 days prior to insurance expiration or your terminal will be disabled from selling licenses.

MONTHLY LICENSE AGENT BULLETINS

All license agents receive a monthly License Agent Bulletin which provides information, changes on regulations, and other important DOW information. These bulletins are the main communication tool for license agents. It is very important that *all* employees involved with licenses, receive and read a copy of every bulletin. They should also be made available for quick reference where licenses are sold. If you are not seeing these bulletins, please ask your store manager, cash office or whomever receives the mail where these bulletins are going. To receive an electronic version of the monthly license agent bulletin, please call our office at 303-291-7235.

To view previous issues of the license agent bulletins please visit our website at: wildlife.state.co.us/SHOPDOW/APPSANDLICENSES/LICENSE_AGENTS/ and then click on the license agent link.

HUNTING AND FISHING SEASON INFORMATION

The DOW annually publishes and distributes to all agents, hunting and fishing season information brochures for free issue to your customers. As an agent it is your responsibility to make this information available to your customers, and also for your employee's reference for giving out accurate information. If more brochures are needed or you are having problems receiving your brochures please contact the brochure line directly at 303-291-7511.

SIGNS AND PLACARDS

License Services has provided your agency with signs and placards for your customers to reference. These placards provide information to the license buying public regarding rules for buying hunting or fishing licenses. It also allows your associates to refer to the material when customers do not want to comply with the requirements.

Please post these placards or signs near your terminal:

- Why Does The Division Of Wildlife Want My Social Security Number
- Any Person Born On Or After January 1, 1949 Must present A Hunter Education Card
- Be HIP
- Customers Must Show Photo Identification To Purchase Licenses
- Proof Of Residency

LICENSE TRANSACTIONS

Each license document is assigned a unique transaction number identifying that purchase. Each
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license type printed on a license is identified by a three-digit number which indicates the specific license within those types of licenses. This number is also known as a product code.

PROOF OF RESIDENCY

*Sell resident licenses ONLY to residents who prove 6 months residency (6 months consecutive to date of purchase). The residence address customers give to buy or apply for a license must be the same one as used on that person's Colorado income tax return. **LICENSE AGENTS PLEASE NOTE:** Per Colorado Revised Statutes 33-1-102(38)(e) a person is deemed to have terminated his or her Colorado residence if the person applies for, purchases, or accepts a resident hunting, fishing, or trapping license issued by another state or foreign country; registers to vote in another state or foreign country; or accepts a driver's license that shows an address other than in Colorado. The only exception to 33-1-102(38)(e), C.R.S. is that qualified military and their dependents (Colorado residents who entered the military from Colorado and have kept their home of record as Colorado or military members assigned to Colorado under permanent orders); or personnel in the diplomatic service of any nation recognized by the United States who are assigned to duty in this state and their dependents; or qualified full-time students and their dependants (Full-time students who are enrolled in and have been attending any accredited trade school, college, or university in this state for at least six months immediately prior to the date of application for any license or Colorado resident who attend school full-time out of state and pay nonresident tuition unless exempted from such tuition payments by the trade school, college, or university can claim multiple states of residence [33-1-102(b)]).*

Advise applicant, when applicable, regarding the residency requirements as follows:

Colorado Revised Statutes 33-1-102 (38), a resident is defined as follows: "Resident means any person who has lived in this state for six CONSECUTIVE months or more immediately preceding the date of application for or purchase of any license required under the provisions of articles 1 to 6 of this title or rules or regulations of the Commission. (I) The residence of a person is the principal or primary home or place of abode of a person. A principal or primary home or place of abode is that home or place in which a person's habitation is fixed and to which he, whenever absent, has the present intention of returning after a departure or absence therefrom, regardless of the duration of such absence. A person who is a resident of this state does not terminate residency upon entering the armed services of the United States. A member of the armed services who resided in Colorado at the time he entered military service and his dependents are presumed to retain their status as residents of Colorado throughout the member's active duty in the service, regardless of where he may be assigned to duty or for how long, unless the member changes his or her home of record to some state other than Colorado. For the purposes of this subsection (38) the following shall be deemed resident of this state:

- Members of the armed services of the United States or any nation allied with the United States who are on active duty in this state under PERMANENT orders and their dependents:
- Personnel in the diplomatic service of any nation recognized by the United States who are assigned to duty in this state and their dependents:
- Full-time students who are enrolled in and have been attending any accredited

college or university in this state for at least six months immediately prior to the date of application for any license. The temporary absence of such students from this state while still enrolled at any such college or university shall not be deemed to terminate their residency. A student shall be deemed “full-time” if considered full-time under the rules or policy of the educational institution he is attending:

- Colorado residents who attend school full time out-of-state and pay nonresident tuition.

Do **NOT** accept expired driver’s licenses or other expired documents from customers. They cannot be used as acceptable proof.

Do **NOT** accept CID’s or the old conservation certificates as proof of residency. They cannot be used as acceptable proof.

Do **NOT** accept Consular cards for identification purposes.

PLEASE NOTE: The Colorado Department of Motor Vehicles procedure when issuing driver licenses is that immediate possession of new licenses is not available. All renewal licenses are mailed to the licensee. When a person goes to get a new license, renews a license, etc. they are given back their old license with a hole punched through it, and a temporary license until their new license is mailed to them. Their old license is still valid as long as they have their temporary license and is only valid until they receive the new license in the mail which generally takes 2 to 3 weeks.

What does this mean to license agents? If a customer presents you with a driver license or ID that has been hole-punched, it alone is **NOT** valid proof of customer identification or valid proof of residency. It must be accompanied by their temporary license document. If used for residency, it must also meet the residency qualifications (6 months consecutive to the time of purchase etc.). If the driver license has been reissued less than the required six months the customer must also provide another form of acceptable proof of residency.

If your customers Colorado State driver license or Colorado State Identification card was issued less than six months prior to purchase your customer must provide at least 2 forms of acceptable proof from the list below.

Acceptable proof of residency may include the following (**MUST NOT BE EXPIRED DOCUMENTS**):

- a current Colorado driver license (issued at least 6 months prior to purchasing or applying for a resident license)
- Current Colorado automobile registration (issued at least 6 months prior to purchasing or applying for a resident license)
- Paycheck stubs (must see continuous paycheck stubs for at least 6 months prior to purchasing or applying for a resident license)
- Public utility receipts including gas, electric, telephone, or propane gas receipts other public records evidencing place of abode and residence (must see continuous receipts for at least 6 months prior to purchasing or applying for a resident license)

PLEASE NOTE: *Your agency may ask for more than one form of residency proof documents if you feel uncomfortable with what the customer is presenting to you as proof of the six consecutive months. Please remind your customers they may be requested to show residency proof to an officer if they request to see it. When using a license privilege, customers should carry or have readily available their residency proof for this purpose. If you have any questions concerning specific customer issues, please contact our DOW helpdesk @1-800-526-9503 and we will help you.*

HUNTER EDUCATION

ANY PERSON BORN ON OR AFTER JANUARY 1, 1949 MUST PRODUCE PROOF THEY SUCCESSFULLY COMPLETED AN APPROVED HUNTER EDUCATION COURSE TO PURCHASE ANY HUNTING LICENSE.

Agents **MUST SEE** a hunter education card **PRIOR** to issuing any hunting licenses, **UNLESS** the customer's CID has been verified and it shows verified next to their hunter education number.

If the customer states they have "verified" hunter education, or if they show you a TLS license with a "V" printed after their hunter education certificate, simply push the "CO Verified" in the TLS terminal when prompted for hunter education. The system will check the customer's record to see if they do have "verified" hunter education. If their hunter education is verified, the transaction will be processed. If the customer record in the system does not show the customer as having "verified" hunter education, it will prompt the agent to **SEE** valid proof of hunter education.

Customers who **DO NOT** have a verified ***Hunter Education Card*** on file will be required to show their card prior to the purchase of any hunting license and will also be required to carry their hunter education card in the field. Expired hunting licenses are NOT proper proof of hunter education.

If your customer does not have verified hunter education, encourage them to stop by any **DOW** office when convenient, and have their hunter education verified in the system.

Example of Hunter Education Verification:



JOHN T SMITH
123 ANYWHERE STREET
HUNTERS, CO 80216
(303) 291-7777 Male 6'01 215lbs
Date Of Birth: 11/28/1970 DL: CO 123456789
Hunter Education Certificates: Firearm CO 123456 V
Bow CO 987654 V Lion CO 654321 V

VERIFIED HUNTER EDUCATION REPLACEMENT CARDS

Customers who took their hunter education course in Colorado and are verified in the system can get their lost hunter education cards replaced. The cost to replace a lost hunter education card is \$5.00.

Bowhunter Education- product code 086

Mountain Lion- product code 087

Hunter Education- product code 088

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ACCEPTED FORMS OF PROOF

You may accept any one of the following forms of proof when selling a license:

- Original hunter education card issued by any U.S. or Mexican State Wildlife Agency or Canadian Province
- Minnesota driver's license with a hunter education endorsement on back
- Missouri Conservation Heritage Card with a hunter education number printed on lower left corner
- Mississippi Sportsman's License – a hard plastic card with hunter education number printed on it
- Oklahoma Lifetime License with hunter education number
- A hunting license from any of the following countries:

Australia	Holland
Austria	Hungary
Bulgaria	Italy
Denmark	Japan
France	New Zealand
Germany	Norway
Sweden	Switzerland
- South Africa: A professional Hunter Certificate or a Bona Fide Hunter Certificate
- If a customer is Hunter Education verified on their CID
- If the customer's CID is not verified, you must require one of the above approved forms as proof **EACH TIME** you sell them any hunting license.
- Suggest to the customer they stop by a DOW office when convenient and have their hunter education number verified

Exemptions certificates, equivalency certificates and affidavits **ARE NOT ACCEPTED** (except for PA).

For **ARCHERY** licenses, you can also accept a bowhunter education card issued by another State or Canadian Wildlife or Natural Resource agency when selling a hunting license for an **ARCHERY ONLY SEASON**. Bowhunter education cards issued independently by the NBEF or IBEP can **NOT**

be accepted. If the card lists a State agency **AND** the NBEF/IBEP, it **IS** acceptable. Archers who want to hunt during a regular rifle or small game season must have a regular hunter education since their license doesn't limit them to use archery equipment only. Some exceptions may be encountered regarding purchase of a small game license using a bowhunter education card and these will be handled on a case-by-case basis. Please call License Services (DOW) helpdesk for more information or assistance.

If the hunter education card does not have a number printed on it (some states don't), enter date and state of issue in the spaces.

MOUNTAIN LION

Effective July 1, 2007 it is unlawful for any person to obtain a mountain lion hunting license, hunt, or trap mountain lions unless the person obtains a mountain lion education certificate. To take the test, our customers can choose from two options, paper or online.

Online:

<http://wildlife.state.co.us/Hunting/HunterEducation/MtnLionEduc/>

Paper Exam:

Customers that do not have internet access can visit any DOW office for the paper exam.

Once the customer has successfully passed the course, their mountain lion hunter education will be verified in the system. Everyone purchasing a mountain lion license is required to take this course. This course is in addition to the regular hunter education course that is mandatory for anyone born on or after January 1, 1949.

GIFT LICENSE EXCEPTION

When someone (outfitter, parent, spouse, etc.) purchases a hunting license for another person, the purchaser must fill out and sign a special "gift" affidavit verifying all the information to be true and correct. The purchaser must provide all personal data including the license holder's social security number.

License Agents are required to keep affidavits at their license agency location for previous and current license years.

License Agents should accept any form of hunter education proof listed in the Hunter Education section of this license agent manual.

In addition ***for a gift license purchase only***, a GOOD fax or xeroxed copy of the licensee's hunter education card (front and back) is acceptable. **NOTE:** Remind the purchaser however, that a fax or xeroxed copy is **NOT** acceptable proof of Hunter Education in the field. Hunters must carry their **ORIGINAL** hunter education cards with them **UNLESS** they have "Verified" Hunter Education. ***(Giving false information in the purchase of a license is a misdemeanor and punishable under Colorado law.)***

SOCIAL SECURITY NUMBERS

“Why Does the DOW Want My Social Security Number?” As required by the Colorado Child Support Enforcement Act, established through enactment of HB 97-1205 and implemented through 26-13-126 C.R.S., a social security number is now required for the purchase of or application for all DOW licenses. The SSN will **NOT** be displayed on the customer’s license. It will be provided when requested to the Colorado Department of Human Services – Child Support Enforcement as required by statute and will be used to enforce provisions of this law.

SUBMISSION IS MANDATORY FOR ALL INDIVIDUALS buying or applying for licenses.

There are only a few exceptions to the mandatory social security number requirement. They are:

- Kids under the age of 12
- Some religious groups (prior approval from license service staff required)
- Diplomats
- Some foreign countries

In these few cases, and ***in these cases only***, you can use 888-88-8888. The DOW will receive a report showing the exceptions used and the license agents that enter these exceptions. If you have a unique situation, call the DOW helpdesk for help. The DOW is required under the following Federal and State Statutes to request from all license buyers their Social Security Number:

FEDERAL

TITLE 42 – THE PUBLIC HEALTH AND WELFARE CHAPTER 7 – SOCIAL SECURITY SUBCHAPTER IV—GRANTS TO STATES FOR AID AND SERVICES TO NEEDY FAMILIES WITH CHILDREN AND FOR CHILD-WELFARE SERVICES Part D—Child Support and Establishment of paternity Sec.666 Requirement of statutorily prescribed procedures to improve effectiveness of child support enforcement

(13) Recording of social security numbers in certain family matters.--procedures requiring that the social security number of—(A) any applicant for a professional license, driver’s license, occupational license, recreational license, or marriage license be recorded on the application; (B) any individual who is subject to a divorce decree, support order, or paternity determination or acknowledgment be placed in the records relating to the matter; and (C) any individual who has died be placed in the records relating to the death and be recorded on the death certificate. For purposes of subparagraph (A), if a State allows the use of a number other than the social security number to be

used on the face of the document while the social security number is kept on file at the agency, the State shall so advise any applicants.

STATE

Title 24-33-110. Application for licenses – authority to suspend license – rules.

1. Every application by an individual for a license issued by the department of natural resources or any authorized agent of such department shall require the applicant's name, address, and social security number.
2. The department of natural resources or any authorized agent of the department shall deny, suspend, or revoke any license pursuant to the provisions of section 26-13-126, C.R.S., and any rules promulgated in furtherance thereof, if the department or agent thereof receives a notice to deny, suspend, or revoke from the state child support enforcement agency because the licensee or applicant is out of compliance with a court or administrative order for current child support, child support debt, retroactive child support, child support arrearages, or child support when combined with maintenance or because the licensee or applicant has failed to comply with a properly issued subpoena or warrant relating to a paternity or child support proceeding. Any such denial, suspension, or revocation shall be in accordance with the procedures specified by rule of the department of natural resources, rules promulgated by the state board of human services, and any memorandum of understanding entered into between the department of natural resources or an authorized agent thereof and the state child support enforcement agency for the implementation of this section and section 26-13-126, C.R.S.

(4)For purposes of this section, “license” means any recognition, authority, or permission that the department of natural resources or any authorized agent of such department is authorized by law to issue for an individual to practice a profession or occupation or for an individual to participate in any recreational activity. “License” may include, but is not necessarily limited to, any license, certificate, certification, letter of authorization, or registration issued for an individual to practice a profession or occupation or for an individual to participate in any recreational activity.

SECURE AND VERIFIABLE DOCUMENTATION REQUIRED

All customers must show photo identification to purchase licenses. Pursuant to the Secure and Verifiable Identity Document Act, resident and non-resident customers purchasing Division of Wildlife licenses must show valid identification. State and Federal government documents that are verifiable by law enforcement are the only acceptable identification customers can use. The following types of identification are Secure and Verifiable and can be accepted from your resident and non-resident customers as proof of who they are:

- Any Colorado Driver License, Colorado Driver Permit or Colorado Identification Card
- Out of state issued photo Driver license or photo Identification card
- U.S. Passport
- Valid Foreign Passport with I-94 (I-94 arrival and departure document). Or valid processed for I551 stamps.
- H1, H2, J1, J2, F1, F2, visas requires verification of Colorado employment or education.
- Valid I551 resident alien/permanent resident card *otherwise known as a green card*.
- Valid U.S. Military ID (active duty, dependent, retired, reserve and national guard)
- Tribal Identification Card
- Certificate of Naturalization with intact photo
- Certificate of U.S. Citizenship with intact photo

Documents NOT acceptable:

- The Division of Wildlife does not accept the Matricula Consular Cards as identification purposes. Both resident and non-resident customers will need to have one of the above identification documents of proof of who they are before purchasing a license.

- NO border crosser or USA B1/B2 Visa/ BCC (border crossing card)
- Driver Licenses issued from another Country

Driver License Suspensions: Temporary license documentation isn't issued with a photo ID. Burden of proof is on the customer purchasing hunting or fishing licenses. Above acceptable documents can be used in lieu of a driver license or ID card.

PLEASE NOTE: Proof of residency is still required from customers purchasing resident licenses. Refer to your proof of residency placard for acceptable documentation.

LICENSES FOR CUSTOMERS WITH DISABILITIES (Denver DOW only)

The following two licenses are only issued at the DOW Denver Headquarters. However, forms to apply for these licenses are available online or at any DOW office. Please remind your customers if they are applying for one of these licenses that proper proof of disability, as stated below, must accompany the application.

Resident Fishing for Total & Permanent Disability FREE (issued by DOW)

- must be a resident of Colorado
- for customers with proof of 100% total and permanent disability, providing acceptable proof such as:
 - doctor's statement (on doctor's letterhead or acceptable form) stating person is **totally and permanently** disabled
 - social security disability papers stating person has been on disability at least **seven years**

Resident Combination Fishing/Small Game Hunting FREE (issued by DOW)

- must be a resident of Colorado
- must show proof they were honorably discharged
- must show proof they have a **60% or more**, service-connected disability
- must meet Hunter Education requirements

APPLYING FOR AN ACCOMMODATION

The Colorado Division of Wildlife issues reasonable accommodations to individuals with disabilities. Customers requesting accommodations must complete the Wildlife Recreation Accommodation Permit Application, available online at <http://wildlife.state.co.us/DisabilityInformation.htm>, by calling the Call Center at 303-297-1192, or by stopping by a Division office.

ISSUING LICENSES

Issuing licenses through the licensing terminal is simple. Follow the prompts in the terminal, answering the questions accurately and honestly to insure compliance. First ask the customer for their driver's license or ID for proof of who they are. A Colorado driver's license or Colorado ID can be swept through the system to simplify the process.

LICENSE AGENTS PLEASE NOTE: Colorado Revised Statute 33-6-107 (2) (a) requires that any person who makes a false statement or provides false information in connection with applying for or purchasing a license, or any license agent who knowingly uses or accepts false information in connection with selling or issuing a license, is guilty of a misdemeanor.

LICENSE ROLLUP

Customers sometimes purchase licenses in a different transaction than their first or subsequent purchases. The license rollup will reduce the number of license documents customers carry with them as they hunt, fish or visit State Wildlife Area's.

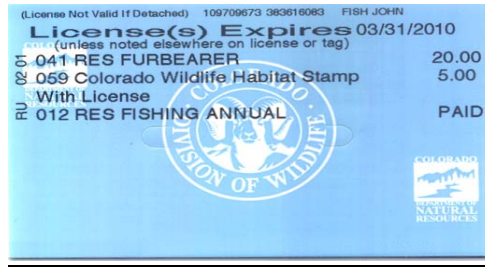
What this means is that if a customer has purchased a fishing license earlier in the year and then purchase a hunting license later in the year, the fishing license will rollup on the same license document as the hunting license. Licenses that have been rolled up will show "PAID" rather than listing the dollar value.

Licenses with carcass tags will not be rolled up with any other licenses with carcass tags, so if your customer is purchasing a deer license and then later in the year purchases an elk license, the deer license will not rollup.

If your customer lost their license and needs to have it replaced, other licenses will not rollup onto the document unless they are requesting them all to be replaced. All licenses needing to be replaced will be replaced at the appropriate cost to the customer.

If your customer has lost only one of their licenses and wants all valid licenses rolled up they will need to go to a DOW office to have all licenses rolled up onto one document.

Example of License Rollup:



SEARCH AND RESCUE FEES

Effective January 1, 1988, a surcharge of twenty-five (\$.25) was assessed on each hunting and fishing license listed in section 33-4-102 (1), which is sold by the DOW or license agents. This fund was established to assist any agency or political subdivision of this state for costs incurred in search and rescue activities involving licensed hunters and anglers. Agents do not receive commission on search and rescue fees. This revenue is collected on license sales and then transferred to the Department of Local Affairs.

CUSTOMER IDENTIFICATION NUMBERS

The Customer Identification Number (CID) is a unique and personal identification number that is assigned to each customer who purchases licenses electronically, including new customers. The customer is assigned this number when purchasing a license and keeps this number throughout their lifetime.

GIFT LICENSES

When someone (outfitter, parent, spouse, etc.) purchases a license for another person, the license must be issued as a “gift” license. A gift affidavit will print from the receipt tape that the purchaser will be required to sign, verifying all the information to be true and correct. This affidavit must then be kept with the AGENT’S records for a period of time as required by the DOW. (See Gift License Exception for hunter education requirements.)

Please Note: The buyer does **NOT** sign the license, but instructs the license holder to sign upon receipt of the license. Unsigned licenses are not valid.

NAME CHANGES

Customers must show official documentation to the DOW or Agent of the DOW for name changes. License Agents are operating as an agent for the Division, name changes can be done over the phone from your review of the official documentation.

- No telephone changes (customers must be in person at DOW or License Agency)
- Must be in person (can't send someone to change another person's name)
- Some form of official documentation, (driver's license, state identification card, divorce decree, court order, etc.)
- For minors, custodial parent with documentation of **child's** name change

CUSTOMER INQUIRY

The TLS machine will allow agents to process a customer request for a printout of their personal data on file at TLS. It's a great tool for license agents to use to look up your customer's CIDs, license purchase history (last 9 transactions), preference point status and draw success. This feature is no cost to license agents or DOW. *See page 13 of the TLS User's Guide for more information.*

BRIEF DESCRIPTION OF LICENSE TYPES ARE AS FOLLOWS:

ANNUAL LICENSE CHANGES FROM CALENDAR TO SEASON YEAR

Annual licenses for residents and non-residents including fishing, senior fishing, small game hunting, furbearer, combination fishing and small game hunting, habitat stamps, state waterfowl stamps, and the walk in access permits will now be valid from April 1 to March 31 of the following year.

SENIOR RESIDENT ANNUAL FISHING LICENSES (Category #030)

This license is available to resident seniors 64 years of age or older. This annual license cost includes the search and rescue fee and wildlife education fee. Total cost for this license is \$1.00.

SENIOR RESIDENT LOW-INCOME LIFETIME FISHING LICENSES (Category #009)

Available to residents, 64 years of age or older who are at a poverty-level income. Customer's taxable income must be at or below 100% of the official poverty level for an individual or family. New poverty level income charts are provided annually to all license agents, in approximately April. In order to verify taxable income, you will need to see either your customer's income tax forms, or if the person does not have to file taxes, they will need to sign an affidavit. An affidavit will print from the receipt tape that the purchaser will be required to sign, verifying all the information to be true and correct, and stating that they do not have sufficient income to fill out a tax form. If a person does not have a tax form for either of the past two years, have the person sign the affidavit. If a person files taxes, you will need to verify two items, Taxable Income and number of dependents. Since there are several tax forms a person can use, the charts are provided to show the lines on the tax forms where this information can be found.

SECOND ROD PRIVILEGES (Category #018)

An Extra Rod privilege entitles the licensee to fish with two rods or poles, customers can only purchase one extra rod stamp per calendar year. No more than **ONE** Extra Rod privilege can be used by one license holder. The licensee may only take one bag limit, even though two rods may be used with this privilege. This privilege is available for both residents and non-residents. Youth (under the age of 16 - no license required to fish), and those customers who have disability fishing licenses, may also purchase a second rod privilege.

YOUTH BIG GAME LICENSES

Available to youth (ages 12 through 17 years of age), who **SHOW PROOF OF HUNTER EDUCATION**. These licenses are only for deer, elk or pronghorn species. A separate license must be purchased for each species. Youths under the age of 12 can **NOT** hunt big game in Colorado. If they are over the age of 17 they have to buy the full priced regular adult license, providing Hunter Education verification. When hunting with a youth license, they **MUST** be with an adult 18 years of age or older, who must also have a Hunter Education card (required if born January 1, 1949 or after).

YOUTH SMALL GAME (Category #039)

For a minimal fee, this license is available to both resident and non-resident youth under 18 years of age who **SHOW PROOF OF HUNTER EDUCATION**.

ADDITIONAL DAY/CHOICE LICENSES (Category #045 and #145)

After purchasing an initial One-Day Fishing/Small Game Hunting license or a Five-Day Fishing license (Five-5 day fishing license are only available to non-resident customers) the licensee may purchase one or more Additional Day/Choice licenses anytime throughout the calendar year.

The date valid may be the date sold or any future date during that calendar year. The term begins at 12:01 A.M. on the date specified and ends at 11:59 P.M. on the 1st or 4th day thereafter. (For example: if a One-Day license is issued to be valid on July 5, the license will be good from 12:01 A.M. July 5 until 11:59 P.M. on July 5. If a Five-Day license is issued to be valid on July 5, the license will be good from 12:01 A.M. July 5 until 11:59 P.M. on July 9.)

Reminder - if original One-Day or Five-Day license was issued for fishing, an Additional Day/Choice license can **NOT** be issued for small game hunting and visa versa. The system will also not allow the sale if the additional day(s) do not match the license type originally issued.

COLORADO WATERFOWL STAMP (Category #050)

All persons 16 years of age or older **MUST** purchase a State Migratory Waterfowl stamp in addition to the Federal Waterfowl stamp before hunting or taking any migratory waterfowl in Colorado.

A facsimile waterfowl image is issued through the licensing terminal and once licensee signs the license (across waterfowl image on signature line of license), it validates this privilege.

Customers wanting to receive the gumback stamp can purchase the stamp for \$2.50. **The actual stamp is NOT valid for hunting.**

FEDERAL DUCK STAMP (Category #901)

All persons 16 years of age or older MUST purchase a Federal Waterfowl stamp before hunting or taking any migratory waterfowl in Colorado. The stamp remains valid for 45 days following its issuance. A stamp will be mailed to the license holder which will need to be carried in the field while hunting.

NON-RESIDENT OFF-HIGHWAY VEHICLE PERMITS (OHV's) (Category #807)

Non-resident OHV owners need to register their vehicle while in use on public land. The Colorado non-resident OHV permit is required. The Non-Resident OHV's are available through your TLS terminal, use product code 807

- The permit will appear at the end of the license
- Agents will give customer one adhesive panel (panels supplied to agent by DOW) with each OHV permit that is purchased
- The customer will detach the OHV permit and follow directions as they appear on the adhesive panel for OHV permits

COLORADO WILDLIFE HABITAT STAMP **PRODUCT DESCRIPTION**

General Rules for Habitat Fees: required for persons 19-64 years of age. A stamp is required on the first two hunting or fishing licenses purchased by an individual. No persons shall be required to purchase more than two habitat stamps within a calendar year.

Product Code 059- Habitat stamp with a license. This product will automatically be assessed for any license purchase until the customer has met the yearly obligation. The amount of fees paid/owed will be checked for each product purchased. This product code does not get entered by the agent it is automatically added to any license purchase for anyone who is required to have a habitat stamp.

Product Code 060- Habitat stamp to validate a license. The cost is \$5.00. Beginning July 1, 2010 anyone who purchases a third one day or additional day license (fishing or small game) will be required to purchase a habitat stamp. This product is also used for customers who have been issued a draw license(s) and need to fulfill the habitat stamp requirement.

Product Code 061- Annual Habitat stamp. The cost is \$10.25. Customers can elect to buy an annual habitat stamp in lieu of paying habitat fees whenever purchasing a license, when a customer has purchased the annual habitat stamp all licenses purchased thereafter will have two "H's" printed on the upper corner of their license purchases to show that they have met the yearly habitat stamp obligation. License agents will use this product code to sell annual habitat stamps.

This product will be discontinued 7/1/2010.

Product Code 062- Lifetime Habitat Stamp. The cost is \$200.25. Customers can purchase a

lifetime habitat stamp for \$200.00 and never again have to pay habitat fees. License agents will use this product code to sell the lifetime habitat stamp.

ISSUING LICENSES WITH HUNT CODES

Although everyone selling licenses should be familiar with the rules and regulations and the issuing of leftover licenses it is recommended that you refer your customer to the regulations to insure they are receiving the proper license. However, getting familiar with issuing licenses having hunt codes is important in making your customer feel comfortable with the license process. You will see that the opening day of selling leftover licenses (leftover licenses are limited license remaining after the draw) is very busy, with customers very excited about trying to get a license in “that special unit” before the quota is sold out. If agents know and understand the process of issuing licenses, your customers will be pleased that you have provided good customer service. The brochures are a valuable tool to help with referencing huntcodes.

An *example* of an elk huntcode:

SPECIES	UNIT	METHOD OF TAKE		
E	M	083	W1	R
	SEX		SEASON	

SEASON TABLES AND HUNT CODE DESCRIPTIONS

A. Big Game season tables are established by species (sheep, goat, bear, lion, deer, elk, pronghorn, and moose) and hunt (archery, muzzle-loading, early, regular, plains, private land only, late, and Ranching for Wildlife). Tables contain general information describing the hunt type, season dates, unit(s) or portions thereof, hunt code, license types, and numbers.

B. Hunt Codes are a series of eight sequential letters and numbers, which denote the species, sex of animal, unit number, season, and hunt type for each choice shown on the application:

1. Species - The first character of the hunt code is a letter denoting species:

- A for pronghorn
- B for bear
- C for desert bighorn sheep
- D for deer
- E for elk
- G for mountain goat
- H for small game or furbearer
- L for mountain lion
- M for moose
- P for greater prairie chicken

S for rocky mountain bighorn sheep
T for wild turkey

2. Sex of Animal - The second character of the hunt code is a letter denoting the sex of the animal for which the license is valid:

E for either-sex (antlerless or antlered) of animal
F for antlerless or doe animals
M for antlered or buck animals

3. Unit Number - The third through fifth characters are numbers denoting the unit or group of units in which the license is valid. Units are numbered sequentially beginning with the number 1. Zeros appear before the unit number when it is less than three characters in length, i.e. 001, 023, etc. Where the license is valid in more than one unit, the lowest numbered complete unit in the group is used, and the season table shows the complete list of valid units or portions thereof. When the limited license is valid statewide, the unit number is 000. In the case of sheep and goat, the three characters are a letter denoting the species (C, S, or G) followed by the two-digit unit number.

4. Season Dates or Type - The sixth and seventh characters are a letter and number (0 and up) or two numbers (1 and up) denoting the season and hunt number within the season type (chronologically):

A for auction season/license + number
D for game damage or distribution management hunts + number
E for early seasons + number
F for East of I-25 Family Only Landowner Pilot seasons + number
H for mobility impaired season/license + number
K for youth only season/license number
L for late seasons + number
M for private (match for public) Ranching for Wildlife licenses
N for private (match for public) Ranching for Wildlife licenses
O for combined or regular seasons + number
P for private land only (PLO) seasons + number (when simultaneous with a regular season, uses the same number as the regular season)
R for replacement license for CWD positive animals + number, for Raffle season/license + number, or TIPS license + number
S for split seasons (either by time, location, or other listed criteria) + number
T for trapping season/license + number
U for over the counter licenses
W for public Ranching for Wildlife licenses
X for mobility impaired or public Ranching for Wildlife seasons/licenses + number
Y for experimental seasons + number
Z for disease management hunts + number

5. Manner of Take - The eighth character is a letter denoting the manner of take:

- A for archery only
- F for hawking only
- M for muzzle-loading only
- R for rifle and associated methods (all legal methods)

TIPS TO HELP WITH SELLING LEFTOVER LICENSES

The TLS terminal will allow you to enter up to 4 different huntcode choices of the same species per one transaction. The system will check the customer’s first choice for availability and then continue to check the second choice and so forth. Only one species can be selected for all choices.

If all choices are sold out, have a plan in place to deal with those customers, while still being fair to other customers waiting in line. Perhaps you may want to post a sign stating that up to four (4) choices of each species will be processed at one time. Then you will have that customer fill out another choice sheet, get back in line, continue checking different huntcodes as the customer finds them. You need to have all of these things figured out **PRIOR** to opening day of leftover license sales. It will make issuing leftovers an organized process and alleviate customers getting upset because of lack of organization. ***Be prepared ahead of time and you will find it’s much better for everyone involved.***

During leftover license time, provide your customers with a piece of paper having four huntcode choices listed for each species as shown in the example below. (These can be used for other leftovers by crossing out the species and changing it to another one such as elk to bear.) Have your customer fill in their huntcode choices on this list before they get in line to purchase a license. This way when they get to the counter you’ll have their choices right in front of you before you begin the transaction. This will save you a bunch of time if this is done beforehand, especially if there is more than one customer in line. The following is an example of what your paper may look like:

Elk: Choice #1: _ _ _ _ _
 Choice #2: _ _ _ _ _
 Choice #3: _ _ _ _ _
 Choice #4: _ _ _ _ _

Deer: Choice #1: _ _ _ _ _
 Choice #2: _ _ _ _ _
 Choice #3: _ _ _ _ _
 Choice #4: _ _ _ _ _

Pronghorn: Choice #1: _ _ _ _ _
 Choice #2: _ _ _ _ _
 Choice #3: _ _ _ _ _
 Choice #4: _ _ _ _ _

UNITS/HUNTS". Post it where your customers are filling out their huntcode choices. This not only saves you and your customer time, but also the frustration of entering all the information in the terminal, only to find out there is no available quota left for that unit. ***Please note:*** Leftover quota updates will also be available on the Internet @ www.wildlife.state.co.us Updates will be done on a daily basis (or more frequently if possible) and will not occur after each license transaction. Leftover licenses should be sold in leftover mode, unless your customer wants to buy a general product license such as a fishing license, small game, etc., then you can begin your transaction as a "sale" instead of a leftover, selecting the "general product" mode. This allows you to enter a product code for all licenses, including the leftover. Make sure you have your handy license code/product code reference sheet available at all times.

It's a good idea for you to also have a plan in place to handle large volumes of customers, especially on opening day of leftover license sales. Have a courtesy table set up for your customers with reference materials (brochures, how to read huntcodes, choice sheets, etc.). Get them totally prepared prior to reaching the TLS terminal. An employee(s) could be assigned to work with the customers waiting in line, checking to see if they have what is required to purchase a license. Some of the things to check for are:

- do they have valid proof of secure and verifiable documentation (see page 16)
- do they have valid proof of residency if purchasing a resident license (see page 9)
- do they have valid proof of hunter education (see page 11)
- if purchasing a license as a gift, do they have the required information
- do they have a "choice sheet" filled out

All of these things, if checked ***prior to*** getting to the TLS terminal, make the transaction quicker and more efficient.

VOUCHERS AND SPECIAL HUNT APPLICATIONS

Priority landowner vouchers may be redeemed by eligible hunters at any license agency or Division of Wildlife office prior to hunting. Please remember, annual bag limits still apply. The instructions for agents on how to redeem vouchers are located in the voucher form. The voucher **MUST** be signed by the landowner. If the license is being issued as a gift license; please make sure the customer purchasing the license completes and signs the gift affidavit located on the voucher. Priority landowner vouchers are printed on watermark paper; copies of vouchers are **NOT** acceptable. After a voucher has been redeemed that voucher cannot be used again. Vouchers can be redeemed throughout the season. Make sure your agency collects the license fee; the hunter has not paid for the license until it is redeemed. Be sure to collect the voucher and return the redeemed vouchers to the DOW in a timely manner.

Landowner vouchers may be transferred one time only, and shall only be transferred by the landowner to the hunter that will use the voucher to purchase the license. Third-party brokering of landowner vouchers is not permitted. Violation of this subsection shall invalidate the applicable landowner voucher and license purchased with it. Issuing voucher and special hunt licenses is easy. Simply follow the instructions on the voucher where it says "License Agents" or see ***page 17 of the TLS User's Guide.***

LOST LICENSES/DUPLICATES

In the event of the loss of a Small Game Hunting, Fishing, Furbearer or Combination Small Game Hunting and Fishing license, the person to whom the license was issued, may purchase a new license at full price from any license agency, or may obtain a duplicate license (upon verification of original license requested), from the DOW or any license agent, by signing an affidavit and paying a \$5.00 fee. All duplicate carcass tag licenses are charged half price of original license issued, not to exceed \$25.00 for each duplicate license issued.

Duplicate license transactions can be processed through the TLS licensing terminal. Only certain products can be duplicated however. License agents are ***NOT*** authorized to issue a duplicate/replacement license of any type which has a carcass tag to a person who reports the loss of a similar license purchased during the current year once the season has begun (other exceptions may apply). The person must apply for a duplicate license/carcass tag through a DOW office. Instruct your customer to contact a DOW officer/official representative for authorized signature/approval and payment of fee for reissue. All duplicate/replacement licenses may be researched and verified for law enforcement purposes.

Please note: The price of the Duplicate License will display AFTER the transaction is processed. If the duplicate license is issued that has a carcass tag, “DUPLICATE” will print on the carcass tag.

PHONE/INTERNET LICENSES

If you have customers that purchase their license over the Internet or by phone and selected the option to pick up their license at an agent location, you can simply print those from your licensing terminal as a customer service. *See page 12 of the TLS User’s Guide for more information.*

SELLING LICENSES FOR TWO LICENSE YEAR’S

From July 1 through June 30 the Federal Duck Stamp will be active. During March, the license terminals will offer two selections for the license year. For the above noted license category if sold after March, the “previous year” must be selected. (See monthly license agent bulletins each year for closing dates).

VOIDING LICENSES

It’s important that everyone involved with the license process understands the proper procedures of voiding a license. When voids are sent in to the DOW without being marked on the system as a void, your account is being charged and your bank account swept for that license. If licenses aren’t voided properly, agents create new customer records just to process the correct license because the system does not allow for multiple licenses of the same type (some exceptions). If you void the license at the terminal, or at least call in the void right away, the system allows you to use the same customer CID number, which you should be using.

When the DOW receives the license and voids it after the fact, it could take a longer period of time

for your account to be credited back. When your account has a credit that exceeds the sales for the week, the system nibbles at the balance until the credit amount or greater has been reached, therefore your weekly ACH report may be showing \$0. For example: if you have a \$500.00 license that has been collected for through your account and you are selling one-days at \$9.00 each, it will take a long time to reach that \$500.00 amount in order for the system to generate an ACH amount.

As stated in the TLS User's Guide:

- **Voids can be issued through the terminal within 10 minutes of the transaction time, unless another transaction has been started.**
- **After the 10-minute time period has expired, or if another transaction has been processed, in order to receive void credit you *MUST* contact the Agent Help Desk at 1-888-698-8558 to have the transaction properly voided.**
- **After 24 hours, you *MUST* contact the DOW at 1-800-526-9503 for void consideration.**
- **To avoid being charged for the voided license, the *original* license *MUST* be returned to DOW within 30 days of the void.**
- **We suggest that you send your voided licenses to the DOW on a weekly basis.**
- **Please instruct all involved in issuing licenses of the proper procedures.**

IMPORTANT NOTE: We will ***NOT*** give credit for voids that have not been processed correctly, or not received within the 30-day time frame. *See page 8 of the TLS User's Guide under "Void/Reprint Information"* for instructions. *No exceptions* will be made. Write "VOID" across the face of all voided license and immediately return the entire license(s) to License Services. A good practice to set for your agency is to send them in at least once a week. Incomplete (panels missing) voids will ***NOT*** be given credit. The serial numbers on all parts ***MUST*** match or no credit will be given. It is your responsibility to instruct all staff involved with DOW licenses on the proper procedures to void/return licenses for credit. *See page 8 of the TLS User's Guide for more information.*

ISSUING HIP LICENSES (HARVEST INFORMATION PROGRAM)

In order to improve annual harvest estimates for both migratory and resident small game species we are requiring all small game hunters to register with the "HIP" program. Before hunting small game in Colorado, the license holder needs to obtain the necessary "HIP" (Harvest Information Program) number. If the license holder is going to hunt band-tailed pigeons or sandhill cranes, they must also obtain the necessary federal permit number(s) via the system. The notice printed on the license explains the procedure your customer must follow to obtain their HIP and permit number(s). The license is still handled in the same way, but the licensee must know to go online at www.colohip.com or to call 1-866-COLOHIP (1-866-265-6447) to validate their license prior to hunting.

A new HIP number must be obtained starting April 1 for hunting to be done through March 31 of the next calendar year.

Via the internet or an automated phone system, your customer will be asked to provide current

demographic information, information about their success during the previous season, and whether they plan to hunt selected resident small game species and/or migratory birds during the current year. When they complete the questionnaire, they will receive a unique Harvest Information Program (HIP) authorization number and (if applicable) band-tailed pigeon (BTP) and/or sandhill crane (SHC) permit number(s). They will write that number(s) in the space(s) provided on the license.

If they need help obtaining their HIP number, they may call the HIP toll-free customer service number 1-800-368-4683 between 6 A.M. and 4 P.M. MST Monday-Saturday. The information they provide, will help us conduct improved harvest surveys which will help to preserve current hunting seasons and diversify future hunting opportunities.

For additional information you can go to the HIP information page on the CDOW home page at: <http://wildlife.state.co.us/Hunting/HarvestInformationProgram>.

(FOR SPECIFIC INSTRUCTIONS PERTAINING TO EACH YEAR, PLEASE SEE LICENSE.)

POINTS TO REMEMBER WHEN ISSUING LICENSES

- Do **NOT** accept expired driver's licenses, CID's or other expired documents from customers. They cannot be used as acceptable proof.
- Ask each customer for acceptable secure and verifiable documentation
- Do **NOT** allow your customers to process their own licenses. You are responsible for obtaining accurate customer information and issuing all licenses from your agency.
- Write "VOID" across the face of any voided license, and carcass tag (if applicable), and return all portions of the license to License Services. *See page 8 under "Void/Reprint Information" in your TLS User's Guide for instructions.*
- All licenses must be signed by licensee to be valid. It is recommended that you have your customer look at their license and sign it prior to leaving your agency.
- In cases where a person other than the licensee is buying the license (gift purchases), urge the purchaser to be sure to have the licensee sign before they use it. Gift licenses must be signed by the licensee, **NOT** the purchaser. When you issue a license as a gift, the buyer must complete the "gift" affidavit form processed through the licensing terminal receipt tape. Keep affidavit with your records as required by DOW.
- All license panels must remain attached together to be valid.
- Do **NOT** issue any license, with or without a carcass tag, on any form other than that authorized and provided by the DOW, or through the licensing terminal.
- Make **NO ALTERATIONS** on the printed license or the license will **NOT** be valid.

- Short term (one and five-day) licenses begin at 12:01 A.M. on the date specified and ends at 11:59 P.M. on the 1st or 4th day thereafter. (For example: if a One-Day license is issued to be valid on July 5, the license will be good from 12:01 A.M. July 5 until 11:59 P.M. on July 5. If a Five-Day license is issued to be valid on July 5, the license will be good from 12:01 A.M. July 5 until 11:59 P.M. on July 9.)
- Any person born on or after January 1, 1949 must produce a valid Hunter Education Card, in order to hunt in Colorado. Regular Hunter Education cards can be used for all types of hunting, whereas Bowhunter Education Cards can only be used for archery. Temporary cards can be used only for the current season and types of hunts authorized by the type of hunter education issued. *(Exception: customers having “verified” hunter education do not need to carry their hunter education card with them in the field while hunting, or present their card to license agents when purchasing a hunting license. The system will authorize the license sale only after checking to see if the customer has verified hunter education.)*
- License agents must keep one year, plus current on all receipts, affidavits and other license documentation.
- Vouchers and Special Hunt applications. Please return the entire form to the DOW, License Services unit immediately after completion of transaction.
- DOW licenses are legal documents and often times appear in legal proceedings, and need to be handled accordingly.

CASH RECEIPTS FROM THE SALE OF LICENSES

Funds derived from the sale of licenses shall at all times belong to the State, C.R.S. 33-4-101(1). Agents are **NOT** authorized to accept checks for the DOW. (This means do **NOT** accept payment for licenses from your customers made out directly to the DOW.)

It is the license agent’s responsibility to remit for all licenses sold and it is entirely up to the agent as to what methods of payment they accept for their business. They are YOUR customers and it is YOUR responsibility to remit funds from the sale of licenses, property of the State.

When voids are sent in to the DOW without being marked on the system as a void, your account is being charged and your bank account swept for that license.

ACCEPTING CREDIT CARDS FOR LICENSES

As an official DOW representative, per Colorado Revised Statute 33-4-102 (1) and also Chapter 15, #1501 (A) #8 of the Wildlife Commission Regulations, you are **NOT** authorized to attach any additional fees on licenses, and shall **ONLY** collect the stated license fees. You receive commission on each of your license sales. These State documents must be sold at the value stated on each license. **AGENTS WHO CHARGE AN ADDITIONAL FEE FOR CREDIT CARD USE WILL BE DEEMED IN VIOLATION OF DOW REQUIREMENTS AND THEIR AGENCY WILL BE CANCELLED.** Many agents do not accept credit cards for DOW licenses because of the credit card charges. Others do it as a courtesy for their customers because a significant portion of people who buy licenses, also purchase hunting or fishing supplies, groceries, gas, etc. at the same time. It is up to you if you want to accept credit cards for licenses, however, **NO** additional charges can be added to any licenses purchased.

ELECTRONIC FUNDS TRANSFERS

The process of electronically collecting license sale revenue from Agents is called an ACH. It is the abbreviation for “Automated Clearing House”. This process is also referred to as Electronic Funds Transfers, or EFT. License sales revenue is collected through electronic funds transfers (EFT’s). It’s the agent’s responsibility to make timely deposits in the amounts necessary to clear all sweeps made by the bank. Timely remitting is mandatory. Agents not submitting state monies in a timely manner will be declared delinquent. See agent agreement and Chapter 15 of the Wildlife Commission Regulations for obligations and non-compliance. *See page 5/6 of the TLS User’s Guide for additional ACH information.*

INSUFFICIENT FUNDS CHECKS

Colorado Revised Statutes 24-30-202 requires the assessment of a penalty in the amount of \$17.00 in each instance for non sufficient funds from a license agent. In addition, non-sufficient funds constitutes a non-payment for licenses and results in the agent being declared delinquent immediately.

COLORADO DIVISION OF PARKS AND OUTDOOR RECREATION INFORMATION

The Division of Parks offers a variety of outdoor activities. Registrations for boats, snowmobiles, and other permits are only obtained through the Parks Division. For more information, please call The Division of Parks and Outdoor Recreation nearest you.

CHAPTER 15 - LICENSE AGENTS

See also §§ 33-4-101, C.R.S, for statutory provisions applicable to license agents.

ARTICLE I - GENERAL PROVISIONS

#1500 - DEFINITIONS

- A. "Accountable Inventory"** means equipment or stock which are assigned to license agents and which they are responsible to return to the Division or the system agent upon request. Types of accountable inventory include, but are not limited to:
- 1. "License Stock"** means the specialized paper stock used for the printing of hunting, fishing, or other DOW licenses by a license agent.
 - 2. "Receipt Stock"** means the specialized paper stock used for the printing of receipts or affidavits by a license agent.
 - 3. "Point of Sale (POS) Terminal"** means all machine components which license agents use to access the Division's electronic licensing system and conduct license transactions.
- B. "Automatic Cash Handling" ("ACH")** means the direct electronic transfer of funds from one bank account to another,
- C. "License Agent"** means a business (sole proprietorship, partnership, or corporation) which is authorized to sell licenses from a specific location as an agent of the Division of Wildlife. Types of agencies are defined as follows:
- 1. "Retail Agent"** means a business which sells licenses for the Division from its retail store or other location of record
 - 2. "Consolidated Agent"** means a retail agent which sells licenses for the Division from two or more stores or other locations of record and which is licensed to conduct all business with the Division as a single entity.
 - 3. "System Agent"** means the company contracted by the Division to operate its electronic licensing system, including, but not limited to, the provision of any accountable inventory or other necessary materials to retail agents; the maintenance of the electronic system and provision of electronic reports to the Division; the sale of licenses by telephone and through an internet site; the acceptance of applications through the internet site for the limited license drawings; and the printing and distribution of such licenses to the recipients (license fulfillment).
- D. "Location of Record"** means the street address of the retail store or other specified business location(s) from which an agent sells licenses, as specified in the agent agreement or system agent contract.

ARTICLE II-LICENSE AGENT ESTABLISHMENT - AGENT REQUIREMENTS AND APPLICATION PROCESSING

#1501 AGENT REQUIREMENTS AND FUNCTIONS

A. License Agent Establishment

1. License agents will be established and authorized to sell licenses and permits from a permanent location of record.
2. Prior to the sale of electronic licenses, all retail license agents must enter into a written contract (agent agreement) with the Division which specifies the terms of operation of such license agency and the services to be provided by the agent and the Division, in accordance with applicable statutes, regulations, or policies of the Commission or Division.
3. No license may be sold within the same portion of any business, building, or establishment where liquor is sold by the drink.
4. Retail license agents open for business must sell all license types available. Seasonal license agents may restrict their hours of operation depending on the nature of their business according to their license agreement.

B. License Sales

1. Retail agents must sell licenses from a location of record within the state of Colorado.
2. The system agent may operate from a location of record within or outside of the state of Colorado.
3. Retail agents who provide regular, established business hours will be provided with a minimum of one POS terminal. Consolidated agents who sell licenses to the general public during regular business hours will be provided with a minimum of one terminal per store.

#1502 - Application Processing

- A.** New applicants for a license agency must apply to the Division at least 60 days prior to the desired opening date. Provided further, however, that new agent applications are not processed between August 15 and December 31 without demonstration of immediate need. In such cases, applications for transfer of an agency from one owner to another shall have priority.
- B.** Prior to the processing of any license agent application, the applicant is required to submit the following:
 1. A completed application, on forms provided by the Division.
 2. Proof of the required financial surety.
 3. Verification that neither the applicant, nor any partner, officer, director or substantial shareholder thereof was the individual holder of any company, business, corporation or other entity which was a Division license agent and which designation was either suspended or canceled for cause within the two year period preceding the application

date.

ARTICLE III - FINANCIAL GUARANTY (SURETY)

See also §§ 11-35-101 - 101.5, CRS for general requirements concerning forms of surety.

#1503 Amount and Proof of Surety

- A.** Prior to the establishment of any license agency, the applicant shall provide proof of financial surety, on forms provided by the Division, for a minimum period of twelve months. The initiation and expiration dates of the coverage must be stated on the surety certificate. A continuation certificate issued by the bonding company or financial institution or proof of other acceptable financial surety shall be required for renewal of the license agency for each twelve month period, and must be provided to the Division no later than thirty days prior to expiration.
- B.** Agents shall be bonded in the amount necessary to ensure remittance of all funds due the Division. New license agents shall be required to be bonded for a minimum of \$2000. After the first twelve months for a new agency, or considering the historical sales records for existing agents, the amount of financial surety required of each agent shall be sufficient to ensure payment for licenses sold and donations received for the highest ten consecutive days sales in the current bonding period. Consolidated agents shall be responsible for the remittance of funds collected by their outlets, and shall be required to bond in the amount necessary to cover each outlet in the agency as if they were licensed individually.
- C.** Agents shall not sell license products in amounts that would exceed their bond level. Agents shall be responsible for payment of revenues at more frequent intervals, via ACH, if necessary to restore available bond.
- D.** Agents shall have the option to adjust their surety level on a quarterly basis as determined by the highest ten consecutive days in the quarter. Quarters shall begin on the first days of January, April, July, and October. Proof of such adjustment must be posted before sales can be made against the higher bond amount.

ARTICLE IV - LICENSE AGENT OPERATION AND PERFORMANCE STANDARDS

#1504 - Agent Operation and Performance Standards

- A.** License agents are required to meet the following standards at all times:
 - 1.** Maintain the required surety bond level.
 - 2.** Distribute information brochures and other licensing information, and post related notices when requested to do so by the Division.
 - 3.** Maintain a file of receipts, affidavits, or any other document required in the agent agreement.

4. Keep all paper stock, POS terminals, and any other licensing equipment in a safe place and in good condition at the location of record, as specified in the agent agreement.
5. Obtain insurance adequate to cover replacement of any POS terminals or other licensing equipment leased from the system agent.
6. Sell all licensing products and collect all donations specified in the agent agreement, and only at the location of record.
7. Sell licensing products only at face value, and only to those who are eligible to purchase them, in compliance with all applicable statutes and regulations.
8. Establish an agent bank account with ACH capability which is electronically accessible to the Division.
9. Deposit all donations and the state share of all license product revenues in the agent bank account in the total amount due, in accordance with the schedule in the agent agreement.
10. Immediately report the theft, loss of any accountable inventory.
11. Attend any training required by the Division concerning applicable statutes and regulations and performance of agent duties, at the location specified by the Division.
12. Comply with all statutory and regulatory requirements, all provisions of the agent agreement, and all directives of the Division, including, but not limited to, those provided via direct correspondence or in the License Agents Manual.
13. Provide reasonable access to any Division officer or other peace officer upon request during normal business hours for the purpose of inspection of equipment, materials, records, or other applicable license agent documents or information.

ARTICLE V - LICENSE AGENT STATUS

#1506 - TERMINATION OF AGENCIES

A. License Agency Termination

License agents who wish to terminate their agency shall notify the Division in advance of such termination and the effective date; and shall reconcile their agency with the Division as follows:

1. All revenues due must be deposited in the agent account and all accountable inventory shall be returned to the Division, to the location or in the manner designated, within 10 business days after the termination date.
2. Agents which have purchased their POS terminal must allow the Division or its system agent to remove the licensing system software from the POS terminal within 3 business days after notification of the effective date of the termination.

#1507 - TRANSFER OF AGENCIES

A. License Agency Transfer

1. Whenever a license agency is to be sold, leased, or transferred in any manner, the

new owner or person having control of the business may file an application for a new license agency. The new agent must qualify to be an agent and independently comply with all other provisions of the statutes and these regulations in order for a license agency to be transferred.

#1508 - SUSPENSION AND CANCELLATION OF AGENCIES

See also §§ 24-4-104 C.R.S. for applicable statutes concerning appeals process

A. Failure to Comply with Performance Standards

1. General Performance Standards

- a.** When an agent does not comply with performance standards other than surety bond and payment of revenue, the agent shall be notified of the problem and the steps required to correct it. Any failure to correct the problem is grounds for revocation suspension, annulment, limitation, or modification of a license agency.

2. Performance Standards for Surety and Monies Due the Division

- a.** When, through agent error, the Division does not receive ACH revenues due to it, the following actions shall be taken:
 - 1.** For the first failed ACH transaction within a twelve-month period, the agent shall be notified of a new date for an ACH transaction and shall deposit the required amount of funds in the agent account by that date.
 - 2.** For a second failed ACH transaction within the same twelve-month period, the agent's POS terminal shall be disabled until the funds, including any interest due, have been received. The agent shall be notified of the date for another ACH transaction and shall deposit the required amount of funds in the agent account by that date.
 - 3.** For a third failed ACH transaction within the same twelve-month period, the agent's POS terminal shall be disabled and the agent may be revoked. All funds due the Division must be immediately remitted to the Division in certified funds.
- b.** When an agent's surety bond is not current, the agent shall be notified of the need to provide a current certificate and shall have fifteen business days to provide the required proof. The agent's POS terminal shall be disabled until the certificate is received. If no bond certificate is received, the agent may be revoked.

3. Consolidated Agent Suspension or Revocation

One or more outlets (stores) of a consolidated agency may be suspended or revoked without suspension or revocation of the entire agency.

ARTICLE VI - AGENT COMMISSION RATES

#1510 - Agent Commission Rates

See also §33-4-101 C.R.S. relative to license agents and §33-4-102(1.6) (b) C.R.S. for price indexing information for nonresident big game licenses.

A. Commission Rates for Retail License Agents: Retail license agents shall be paid a 4.75% commission for each license sold electronically, except for those licenses with fixed commissions as shown below.

1. Fixed Commissions:

License Type	2009 License Fee	2009 Commission	2010 License Fee	2010 Commission
Second Rod Stamp	\$ 5.00	\$.25	\$5.00	\$.25
Fishing- 1 day	\$ 8.00	\$.55	\$8.00	\$.55
Fishing - 5 day	\$ 20.00	\$ 1.10	\$20.00	\$ 1.10
Small Game-1day	\$ 10.00	\$.55	\$10.00	\$.55
Nonresident Deer	\$315.00	\$11.00	\$325.00	\$11.40
Nonresident Pronghorn	\$315.00	\$11.00	\$325.00	\$11.40
Nonresident Bear	\$250.00	\$11.00	\$350.00	\$11.40
Nonresident Mountain Lion	\$250.00	\$11.00	\$350.00	\$11.40
Nonresident Antlerless Elk	\$250.00	\$11.00	\$350.00	\$11.40
Nonresident Either-sex Elk	\$525.00	\$18.50	\$540.00	\$19.20
Nonresident Antlered Elk	\$525.00	\$18.50	\$540.00	\$19.20

B. Commission Rates For The Licensing System Agent: The licensing system agent shall be paid the commissions shown in the table below for each license sold through the system:

1. Fixed Commissions:

License Sale Type	Commission
Licenses sold through point of sale terminals	\$1.29
Licenses sold through the Internet	\$2.00

Licenses sold by telephone	\$2.37
Limited Licenses fulfillment	\$1.00

- a. For Internet and telephone sales, the system agent shall receive an additional 2.2 percent of the cost of the license.

**Chapter 15 - License Agents
Basis and Purpose**

11/08/2009

Basis and Purpose Statement:

The statements of basis and purpose for these regulations can be viewed and copies obtained from the Colorado Division of Wildlife, Office of the Regulations Manager, Public Involvement Section, 6060 Broadway, Denver, CO 80216.

The statutory authority for these regulations can be found in § 24-4-103, C.R.S., and the state Wildlife Act, §§ 33-1-101 to 33-6-209, C.R.S., specifically including, but not limited to: §§ 33-1-101, 102, 104, 105, 106-108, 115, and 121; §§ 33-2-104, 105, 106, and 107; § 33-3-104; §§ 33-4-101, 102, 102.5, 103, 116, 116.5, 117, and 119; § 33-5.5-102; and §§ 33-6-107, 109, 112, 113, 113.5, 114, 114.5, 117, 119, 120, 121, 124, 127, 128, 129, 131, 205, 206, 207, and 208.

EFFECTIVE DATE - THESE REGULATIONS SHALL BECOME EFFECTIVE JANUARY 1, 2010 AND SHALL REMAIN IN FULL FORCE AND EFFECT UNTIL REPEALED, AMENDED OR SUPERSEDED.

APPROVED AND ADOPTED BY THE WILDLIFE COMMISSION OF THE STATE OF COLORADO THIS 12th DAY OF NOVEMBER, 2009.

**Approved:
Brad Coors
Chairman**

**Attest:
Dennis G. Buechler
Secretary**