

LICENSE AGENT BULLETIN

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www.wildlife.state.co.us

LICENSE SERVICES-800-526-9503 (for agents ONLY)

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PRODUCT CODE CHEAT SHEET CORRECTION

On your 2009 License Agent Product Code Cheat Sheet, under Elk, Bear and Pronghorn the date July 6th 2009 should be **July 14th, 2009.** This correction should also be noted on your March Bulletin "Mark Your Calendars" Over the Counter Licenses and Over the Counter with Caps will be available 9:00 a.m. on July 14th.

AGENT TRAINING

License Agent training will take place in Grand Junction, June 8th and 9th. Additional training will be held in Denver the week of June 22nd. You must call Jovita Burchard at 303-291-7378 or email Jovita.burchard@state.co.us to reserve space.

SUPPLY ORDER

You can place an order for license stock from your terminal. Supply orders are limited to two kits per day by each agent and will contain 4 rolls of license stock and 6 rolls of receipt paper. ***The Agent shall keep all Accountable Inventory in a safe secure location and in good condition at the Agent Location to which it is delivered. In the event the agent is told the license stock is "bad". The agent shall return the license stock to the Division of Wildlife or dispose of appropriately (shred).***

To order supplies from the terminal, follow the steps below:

- Press the purple Inquiry Key
- Enter password and press enter
- Press the "F2" key for Supply Order
- Write down the confirmation number displayed on the terminal

The supply order that was processed may take up to 4-5 business days to arrive at your agency.

If you would like to order supplies by phone please contact the agent vendor at 1-888-698-8558. License Services does not supply license stock, you can only order through the above process.

PROPER PROCEDURES FOR CLOSING OUT YOUR AGENCY

Retiring? Selling your agency? Getting out of the business? Please follow the proper instructions on terminating or transferring your agency:

- Notify the DOW in writing or fax 30 days prior to closing or transferring
- In the letter please let us know the effective date of termination or transfer
- Deposit all revenue due in the agent bank account
- Accountable inventory must be returned within 10 business days after receiving proper return instructions
- If you are transferring your agency, do not under any circumstance hand over your business to the new owner without properly closing your agency. The new owner must qualify to be an agent and independently comply with all provisions, regulations and statutes in order for a license agency to be transferred. If you improperly transfer your agency you will be held responsible for all losses.

DOW does have a **closure form** for your convenience, just contact our office and we can mail or fax the form to you.

ORDERING BROCHURES

Agents can order brochures online by emailing: wildlife.agentorder@state.co.us or dial 303-291-7511 or 800-526-9503 and ask to be transferred to the brochure line. ***When ordering please be sure to leave your; agent #, business name, address, phone #, brochure type, and actual quantity (not by case). Your order should arrive within five or six business days***

HABITAT STAMPS FOR SUCCESSFUL SPRING TURKEY APPLICANTS

Habitat stamps are not automatically charged on any draw applications. Applicants who were successful in drawing a Spring Turkey license (see Spring Turkey regulations) and have not complied with the habitat stamp purchase will be sent a postcard instead of their license. The postcard will give the applicant several options on how to obtain their habitat stamp(s), one of those options will be to pick up their habitat stamp and Spring Turkey license at a license agent.

If the customer has already complied with the habitat requirements the transaction will be flagged as "released", for these customers you do not have to issue them another habitat stamp. If you see the transaction flagged as "withheld" than the customer will need to purchase a habitat stamp. Remember the habitat stamp requirement is 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.

Here are the proper procedures on issuing habitat stamps for draw applicants and for issuing the customer their big game license:

Step 1:

- Run a customer inquiry, purchase history from your terminal to obtain transaction numbers for the Spring Turkey license and to verify habitat stamps needed. (see page 13 of your TLS users guide for information on how to process customer inquiries)
- Look for transactions that say "withheld"

Step 2:

- Sell customer appropriate habitat stamp fees using product code 060 for each of the following scenarios:
- If the customer does not have any habitat stamps and drew two licenses sell them two habitat stamps
- If the customer has already purchased a habitat stamp with their first license purchase and needs another habitat stamp for their second license sell them one habitat stamp
- If the customer does not have any habitat stamps and drew one license sell them one habitat stamp

Step 3

- From the main sales screen press "F4" for Phone/Internet/Award
- Looking at the TAN number off of the receipt tape, key in the transaction number and press the FUNC/ENTER key
- Verify the customers name, if correct press "F1" for matches to print
- Licenses will have the H or H's printed on the license document
- Do not forget to collect money owed for the habitat stamps

LICENSE AGENT BULLETINS

To access this and past License Agent Bulletins you can go online to www.wildlife.state.co.us and click on the "Hunting" or "Fishing" button at the upper left, then click "Buy/Apply...", than click on "License Agents", at this time you will see agent information such as [Agent Lists](#), [License Agent Manual](#) and [Agent Bulletins](#).

SAFE KEEPING OF LICENSE AGENT BULLETINS

Be sure to maintain your monthly agent bulletins in a folder or binder where they can be easily accessed and referenced.