

# LICENSE AGENT BULLETIN

August 2009-#476

[WWW.WILDLIFE.STATE.CO.US](http://WWW.WILDLIFE.STATE.CO.US)

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

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## **LEFTOVER LICENSES**

Leftover licenses will go on sale August 11<sup>th</sup> at 9:00 am at all DOW offices and license agents. Leftover Licenses via the internet will go on sale August 12<sup>th</sup>. The Leftover list is now available on the internet at [www.wildlife.state.co.us/hunting](http://www.wildlife.state.co.us/hunting). The list will be updated on a daily basis and possibly more frequently during the first week licenses go on sale. Please make sure you are providing your customers with the most current updates.

Enclosed in this packet are copies on how to read hunt codes, leftover choice list, and a list of leftover licenses that will go on sale August 11<sup>th</sup>. Please make these handouts available to your staff and customers.

**The following are helpful hints to provide good customer service and ensure a smooth process for issuing leftover licenses:**

- Have a plan in place on how to manage customer lines and be prepared for customers to show up early;
- Agents may want to consider assigning staff to specific jobs. i.e., working with customers who are waiting in line by checking such things as proof of residency, valid hunter education, answering questions, working the terminal, etc.;
- Have a courtesy table set up for your customers with reference materials. The intent is to have customers totally prepared prior to reaching the terminal;
  - The *2009 Big Game Brochure* is an excellent reference tool, and copies should be made available to customers to look up information. For instance, on pages 4, 5 and 6 of the brochure, it shows the number of licenses a hunter can legally possess for all big game categories;
  - Have extra copies of "How To Read Hunt Codes;"
  - Post **sold out** unit information so customers do not continue to use sold out hunt codes;
  - Choice Sheet - Make sure hunters have prepared the choice sheet (see page 21-24 of your manual for instructions on how to sell leftover licenses and examples of a choice sheet).
    - The POS terminal will accept up to four choices for each species;
    - The system will check the customer's first choice and then continue to check the second choice and so forth, until a hunt code is available;
    - 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.
- Leftovers should be sold in leftover mode, unless your customer wants to buy a general product license, then you can begin your transaction as a sale.

## **ROLLUP LICENSES**

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 and fish.

What this means is that if a customer has purchased a fishing license earlier in the year and then purchases 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 onto 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.

Please look carefully at the license rollups, we have had several requests for refunds where customers forgot they purchased a license and then purchase it again later in the year.

## **HABITAT STAMP AND STATE WILDLIFE PROPERTIES**

A Colorado Wildlife Habitat Stamp is no longer required to enter *State Wildlife Areas* (unless the individual is fishing or hunting). Anyone purchasing a hunting or fishing license in Colorado is still required to purchase a Habitat Stamp. Non-license buyers may continue to purchase stamps as a way to contribute to wildlife conservation. The purchase of a stamp also provides search and rescue benefits.

## **HABITAT STAMPS FOR SUCCESSFUL BIG GAME APPLICANTS**

Habitat stamps are not automatically charged on any draw applications. Applicants who were successful in drawing a big game license (see big game 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 big game license at a license agent.

If the customer has already complied with the habitat requirements the transaction will be flagged as "released" instead of "withheld", for those customers you do not have to issue them another habitat stamp. Remember the 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 big game 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

## **WHAT CAN I DO TO ASSIST MY CUSTOMER WHEN MY POS TERMINAL DOES NOT WORK?:**

If your terminal is temporarily out of order and there isn’t another agent for miles the following are some options for your customers:

- Customers can call 1-800-244-5613 for all licenses purchases. Credit cards accepted
- Customers can go on line at [www.wildlife.state.co.us](http://www.wildlife.state.co.us) for internet purchases

## **SOCIAL SECURITY CONFIDENTIALITY:**

Please be sensitive to customers when they are providing their social security number.

- Don’t repeat their number out loud where other customers can hear
- Have customers write down their number on a piece of paper and then shred it in front of them or hand it back to them

Do not have customers enter their number on the terminal themselves, we have found when agents gave their customers this option that the customer does not enter an accurate number.

## **COLORADO RESIDENCY REQUIREMENTS**

Any person applying for a Colorado “Resident” hunting, trapping or fishing license, MUST have resided within the state of Colorado CONTINUOUSLY FOR A MINIMUM OF SIX MONTHS IMMEDIATELY PRIOR TO APPLICATION OR PURCHASE OF SUCH LICENSE, with the intent of making Colorado their permanent residence/home. ***If a person has lived here in Colorado longer than six months and can prove residency with other documentation (Residency Placard) but has not had their drivers license changed to Colorado, they cannot purchase a resident license. Per state statute 33-1-102 (38)*** Please refer to your Colorado Residency Placards for detailed information. A revised placard is enclosed. Please display placards where your TLS machines are located to allow customers and associates/staff to reference.

## **ELECTRONIC MONTHLY BULLETIN**

You can now receive the monthly license agent bulletin via electronic mail. Many of you are and are seeing the advantages. To obtain the electronic version just call 303-291-

7235 and request to be added. Agents are not required to do this but can be very convenient if you do.

## **SURETY/PROPERTY INSURANCE**

Please be sure to keep your surety and property insurance information updated with DOW License Services. Make a notation on your calendars reminding you when each of these are due. You also receive a reminder on you ACH report 90 days in advance of the surety or insurance expiration. A surety is required to cover the revenue generated by the sales of licenses in the event the agent is unable to meet their financial obligation. Proof of property insurance is necessary to cover the license equipment on your premises.

## **AGENT CLOSURES**

If you are an agent who is considering no longer selling licenses for the DOW, you must provide 30 days notice to the DOW. This is so all the potential accounting issues are cleared. If you are no longer wanting to sell licenses please call the toll free number (listed at the top) or 303-291-7235 and we can send/fax the Agent Closure form to you.

## **AFFIDAVITS**

Please be sure to maintain affidavits (Gift, Senior Low Income and Duplicate) in your records for a year plus one. Periodic audits are conducted to insure affidavits are being collected and maintained.

## **LICENSE AGENT BULLETINS**

To access this and past License Agent Bulletins you can go online to [www.wildlife.state.co.us](http://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, binder or electronically where they can be easily accessed and referenced.

## **ENCLOSURES**

- [Leftover License List](#)
- Revised Proof of Residency Placard
- How To Read Hunt Codes
- Hunt Code Preference Sheet