

# LICENSE AGENT BULLETIN

December 2009-#480

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

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

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**WHEN WILL 2010 LICENSES GO ON SALE?**

All Annual Licenses, I.E. Fishing, Small Game, Furbearer, Combo fish and hunt, Habitat Stamps, Colorado State Waterfowl and Walk In-Access permits for 2010 will go on sale **MARCH 15, 2010**. However, customers may still purchase a 2009 Annual License which is valid until March 31, 2010. See the enclosed flyer.

## **BEGINNING DECEMBER 2009 - PRODUCT CODE 150**

Product Code 150 "Colorado Traditional Gumback Waterfowl Stamp" will be added for customers wanting to purchase the gumback stamp.

The gumback stamp will no longer be offered for free to customers requesting the stamp to be mailed to them. Customers will now have to pay \$2.50 if they want to receive the stamp in the mail.

Please be careful to read the pop up on your terminal when selling the Colorado State Waterfowl Stamp to your customer explaining that they will be charged an additional \$2.50 to receive the stamp in the mail.

## **DECEMBER DOWNLOAD**

As explained earlier, Annual Licenses will not go on sale until mid March. However a download is needed to include product code 150 as well as add additional information to existing functions, for example; new non-resident customers purchasing licenses will be prompted to provide a drivers license number, this way the non-resident customer who purchased a one or five day license and does not have their CID number can be matched in the system by providing their drivers license number, this field is not mandatory. Agents can bypass this filed for customers who do not have a drivers license by pressing the "green" *FUNC/ENTER* key on your terminal.

## **WHAT IF MY CUSTOMER TOSSED THEIR 2009 LICENSE BEFORE MARCH 31?**

Press "Duplicate" on your terminal and follow the prompts. There will be a charge to the customer to have the license replaced.

## **INTERNATIONAL SPORTSMEN'S EXPO DENVER**

COUPON BOOKLETS:

The International Sportsmen's Expo is January 7-10, 2010 at the Colorado Convention Center in Denver. Discount coupon booklets are included in this month's mailing. The Division of Wildlife is a show sponsor again this year. We will staff a large booth to answer questions, a fishing tank for kids to practice their angling skills, a laser shot game for kids to practice their shooting skills. Please offer the coupons to any of your customers or employees who would like them. If you would like additional coupons, call 800-526-9503 and we can mail you additional coupons while supplies last.

## **AVAILABLE BROCHURES**

Our office is frequently asked when brochures are available. Here is the listing of brochures and when they are published. Remember you can e-mail the agent order line to order brochures at: [wildlife.agentorder@state.co.us](mailto:wildlife.agentorder@state.co.us) or contact 1-800-526-9503 and ask to be transferred to the brochure line or call direct at 303-291-7511. You will need the name of your agency, agent number, and the specific quantity of each kind of brochure you need. Orders will be processed within 24 hours and agents can expect their shipment to arrive via Federal Express within 5-7 days.

- Mountain Lion: Published in October
- Fishing Regulations and Property Directory: Published in March
- Turkey: Published in January
- Deer, Elk, Antelope, Bear and Moose: Published in March
- Bighorn Sheep and Mountain Goat: Published in March
- State Trust Lands: Limited supply. Published in August
- Small Game: Published in late August
- Waterfowl: Published in Mid September
- State Wildlife Area: Published in September

## **DOW HOLIDAY SCHEDULE**

Our office will be closed Friday, December 25<sup>th</sup> and Friday, January 1<sup>st</sup> in observance of the holidays. In addition offices will be closed Thursday, December 31<sup>st</sup> due to a mandatory furlough day.

## **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...", then 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 electronic file where they can be easily accessed and referenced. Please have your staff read the bulletins.

## **RECYCLE OLD BROCHURES**

The Colorado Division of Wildlife encourages the recycling of old brochures as well as any other recyclable items. The CDOW is taking great efforts to recycle as much as possible.

## **ELECTRONIC MONTHLY BULLETIN**

In lieu of receiving a printed 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 at this time but can be very convenient if you do take advantage of this feature.

## **TOLL FREE NUMBERS**

The Toll Free number, 800-526-9503 is to be used by License Agents only and not for the general public. This 800 number is to be called when License Agents require general information about a customer, dealing with difficult customers, agent account information, licensing and product information as well as calling in voids.

The 888-698-8558 number is the number to reach Automated License Systems. This number is to be called when experiencing technical difficulties with your terminal or printer, obtaining a download for your terminal, calling in voids when the DOW is closed and ordering license paper stock.