

LICENSE AGENT BULLETIN

FEBRUARY 2009-#470

www.wildlife.state.co.us

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

[PRODUCT CODE CHEAT SHEET CORRECTION](#)

[LICENSE REPLACEMENTS](#)

[PROPER PENS FOR SIGNING LICENSES](#)

[H.I.P.-HARVEST INFORMATION PROGRAM](#)

[CUSTOMER ADDRESS UPDATES](#)

[SMALL GAME AND HUNTER EDUCATION CARD](#)

[POTENTIAL REGULATION CHANGES AFFECTING AGENTS](#)

[UPDATES TO LICENSE AGENT MANUAL](#)

[INSURANCE AND SURETY RENEWAL](#)

[TOP SELLING AGENT LIST FOR 2008](#)

[DOW HOLIDAY SCHEDULE](#)

[LICENSE AGENT BULLETINS](#)

PRODUCT CODE CHEAT SHEET CORRECTION

FISHING-SR LIFETIME LOW INCOME FISHING-PROD CODE 009-Should be \$1.00. The cost covers Search and Rescue as well as the Public Education Advisory Council (PEAC)

LICENSE REPLACEMENTS

License replacements or "Duplicates" are for licenses that have been misplaced or lost by the customer. The customer will be charged for the "duplicate". Do not "duplicate" a license that you have just issued. Rather, "reprint" the license. Otherwise the license agent will be charged for the original that was just issued as well as the duplicate. Proper procedure is to "reprint" a license that was just issued, not to duplicate. Refer to the License Agent Manual page 24 and the TLS User's Guide page 8, 9

PROPER PENS FOR SIGNING LICENSES

Be aware that gel pens and "flowing" ink pens do NOT write on the license stock. The license material is not absorbent and the gel pens require an absorbency factor. Be sure to use BALL POINT pens or FINE SHARPIES.

H.I.P. Harvest Information Program.

Enclosed you will find your Harvest Information Program (H.I.P.) placard. H.I.P. is a joint USFWS/CDOW program designed to improve small game harvest estimates. In 1990, state wildlife agencies asked the USFWS (U.S. Fish and Wildlife Service) to develop a nationwide sign up program for all migratory bird hunters. State biologists were concerned that federal harvest estimates were not providing adequate harvest information using the traditional survey methodology. HIP began in 1992. As of 1998, all states (except Hawaii) are participating in the program.

*If customers need their HIP number they may obtain one by calling **1-866-COLOHIP (265-6447)** or by going to the **Colorado HIP website**.*

If you **will not hunt small game** (including migratory birds) in Colorado, you do not need to participate in HIP.

- o If you **will hunt small game** (including migratory birds) in Colorado, please visit www.colohip.com to get your HIP number.

CUSTOMER ADDRESS UPDATES

When updating a customer's address or phone number on the license terminal, please be sure to "back space" the old information and re-type the new information and verify. There have been instances when two addresses have printed on the license in addition to being displayed on the POS screen.

SMALL GAME AND HUNTER EDUCATION CARD

When issuing a Small Game license to a customer, the customer is required to possess a firearm hunter education card. The license does not limit the customer to use archery equipment only, therefore a firearm HED is required. Please make sure your customers HED Card is firearm certified for small game license purchases.

POTENTIAL REGULATION CHANGES THAT WILL AFFECT LICENSE AGENTS.

At the December Wildlife Commission meeting there were several license agents that testified that due to credit card fees they are unable to offer customers the ability to use their credit card to purchase a Division of Wildlife license. They testified that this becomes an inconvenience for our customer and requested that the Wildlife Commission look at allowing them to recoup the credit card fee rather than having the agent lose that amount from their commission earned. The Wildlife Commission asked Division staff to look at changing the regulation to allow agents to recoup the fee. Below is the draft regulation that is being presented to the Wildlife Commission at their March meeting in Denver. If approved to move forward these regulations will become final in May and will take effect for the 2009 big game seasons.

DRAFT REGULATIONS - CHAPTER 15 - LICENSE AGENTS

ARTICLE IV - LICENSE AGENT OPERATION AND PERFORMANCE STANDARDS

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. **License agents may, but are not required to, charge a reasonable credit card transaction fee in addition to the cost of the license. However, in no event shall such transaction fee exceed the actual fee imposed on the license agent by the credit card company for the sale of the license in question.**

This regulation change will require each license agent that wishes to recoup the credit card fee to sign a disclosure that states the credit card fee they are required to pay and how much they would be charging customers as part of their license agent agreement. The amount an agent charges a customer can NOT exceed the amount charged to the agent by the credit card company.

The Wildlife Commission meeting in March will be an opportunity for you, the License Agent to provide any testimony. The meeting will take place in Denver at the Colorado Division of Wildlife Headquarters location, March 12th. Be sure to visit the CDOW website for details www.wildlife.state.co.us

If you have questions concerning this potential regulation change feel free to contact Henrietta Turner, the License Administration manager at 303-291-7379.

UPDATED LICENSE AGENT MANUAL

Please dispose of your old License Agent Manual and replace it with the current manual, enclosed.

The License Agent Manual is a valuable tool for current employees as well as training new employees. Every license agent is required to keep a binder with the License Agent Manual, TLS User Guide, Product Code Cheat Sheet and License Agent Bulletins near your TLS terminal for your associates to reference.

For additional copies of the License Agent Manual visit the agent information page at <http://www.wildlife.state.co.us>

INSURANCE AND SURETY RENEWAL

Please be aware of messages on your ACH Report particularly with regard to property and surety renewal. You will receive these messages 90 days in advance of the expiration date giving you ample time to update. Property Insurance information can be mailed or faxed to 303-291-7106. **ORIGINAL** Surety/Bond Renewal Certificates must be mailed or delivered to CDOW, License Services, 6060 Broadway, Denver, CO 80216

TOP SELLING AGENT LIST FOR 2008

Enclosed is the list of 2008 sales starting with the highest seller to the lowest. Congratulations to those of you who had the highest sales for 2008 and good luck to all of you in 2009.

DOW HOLIDAY SCHEDULE

DOW offices will be closed Monday, February 16, 2009 in observance of Presidents Day.

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...", then click on "License Agents", at this time you will see agent information such as Agent Lists, License Agent Manual and Agent Bulletins.