

# LICENSE AGENT BULLETIN

March 2009-#471

[www.wildlife.state.co.us](http://www.wildlife.state.co.us)

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

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## **PHOTO I.D. REQUIRED 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 Division of Wildlife does NOT accept the Matricula Consular card for identification purposes. Both resident and non-resident customers will need to provide one of the types of identification documents listed on the enclosed flyer for proof of who they are before purchasing a license.

## **ORDERING BROCHURES**

Agents can order brochures online at [wildlife.agentorder@state.co.us](mailto:wildlife.agentorder@state.co.us) or dial 303-291-7511 or 800-526-9503 and ask to be transferred to the brochure line. Fishing Brochures should be available the end of March.

## **POSTING PLACARDS AT YOUR AGENCY**

All educational materials **must** be displayed at your agency so that your customers can reference.

It is mandatory that you display these placards where licenses are sold:

- Proof Of Residency
- Why Does The Division Of Wildlife Want My Social Security Number?
- Be HIP for 2008/2009
- Colorado Hunting and Fishing Licenses Sold Here
- Hunter Education placard
- Colorado Wildlife Habitat Stamp

If you do not have these placards or if they are worn and need to be replaced please contact our office.

## **BIG GAME APPLICATION DEADLINE**

Applications for big game licenses (Deer, Elk, Pronghorn, Bear and Moose) are due April 7, 2009. Customers may apply online at the website indicated above or by mail (see application in Big Game Brochure's)

## **MARK YOUR CALENDERS**

*Over the Counter* and *Over the Counter with Caps* are a preset number of licenses available first come, first served. Sold online, by phone or at DOW offices and license agents, starting, 9:00 a.m. July 6<sup>th</sup>. *Leftover Licenses* are limited licenses remaining after the drawing. These licenses will be available at DOW offices and license agents starting, 9:00 a.m. August 11<sup>th</sup> or online or by phone August 12<sup>th</sup>.

## **TLS USERS GUIDE AND TID BITS**

Did you know that you can process a customer's license purchase history and preference point status? Here's how:

- From the main sales screen press "F4" for more
- Press the "F2" key for customer inquiry
- Select the corresponding "F" key that matches the inquiry you want
- Select the corresponding "F" key that matches the type of customer ID
- Key or swipe the ID and press "FUNC/ENTER" key
- Key in the customer's last name and press "FUNC/ENTER" key
- Key in the customer's first name and press "FUNC/ENTER" key
- Key in the customer's date of birth and press the "FUNC/Enter key
- After the terminal has processed the inquiry the display will show the customer's date of birth-validate this with the customer. If the date of birth is correct, press the "F1" key for matches.
- The inquiry receipt will print from the terminal. Give the receipt to the customer

## **LOW INCOME GUIDELINES**

Enclosed, you will find the guidelines for issuing a Resident Low Income Senior Lifetime Fishing License, product code 009. Please save the document and place in your agent binder.

## **AGENT REMINDERS**

1. A *One Day* fishing license can be sold at the beginning of the year, *Additional Days* can be sold to the same customer at any time throughout the year. The days do not need to be consecutive, i.e. Customer purchases a *One Day License* for May 31<sup>st</sup>, than returns two weeks later and purchases *Additional Days* for June 22<sup>nd</sup> and June 28<sup>th</sup>.
2. Gift and Duplicate Affidavits need to be kept on file at the License Agent location for a year plus one, per license agent manual.
3. Voids, if voiding a license please be sure to void the license at the time of the transaction before mailing the license in to License Services. If the license is not post marked and mailed to License Services within 30 days your agency will be charged for the license fee. Refer to the License Agent Manual and the TLS Manual.
4. Resident Seniors who wish to purchase a Fishing and Small Game license (product code 030 and 013) are NOT sold a *Combination License*. The cost to the customer is less if sold the individual products ( \$22.00 versus \$41.00).

## **SOCIAL SECURITY NUMBER REQUIREMENTS**

It is a requirement for all customers 12 years of age or older to provide their social security number if purchasing a license. During our audits we noticed customers are being issued licenses that have a Colorado address or Colorado Driver license but do not have a social security number (usually 8's are used as a social security number). This is not acceptable; if the customer lives in this Country or has a resident address they must provide a social security number.

The only exceptions to this rule are:

- International Customers (address must be foreign)
- Children under the age of 12
- Diplomats
- Some religious groups (must be approved by License Services)

## **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.