

# LICENSE AGENT BULLETIN

October 2009-#478

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

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

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## **2009 DOW OFFICE HOURS DURING BIG GAME SEASONS**

The 2009 Big Game Rifle Seasons begin October 10, 2009 and continue through November 15, 2009. The Denver License Administration is extending its hours of operation during big game seasons (*for agents only*). Phone numbers and hours of operation are listed below:

Local (800) 526-9503

Out of Area (800) 526-9503

Mon. – Wed...8am – 5pm

Thurs. Oct 8, Thurs./Fri., Oct 15 & 16 and Thurs./Fri., Oct 29<sup>th</sup> & 30<sup>st</sup>. 7am – 10pm

Fri. Oct 9<sup>th</sup> & Mon. Oct. 12, Offices are closed, Mandatory Furlough Day & Columbus Day.

Wed. Nov. 11th, Offices are closed (Veteran's Day), however on-call 7am-7pm.

All Division of Wildlife (DOW) Service Centers are also extending their hours of operation during big game seasons. A schedule with their hours is included.

## **COLORADO OUTDOORS MAGAZINE**

*Colorado Outdoors* magazine is packed with information about Colorado and its hunting, fishing and wildlife viewing opportunities. The how-to and where-to tips come from the state's wildlife experts, and you just can't get this information anywhere else.

If you have a newsstand, please ask that they stock it with *Colorado Outdoors*.

If you do not have a newsstand, we have subscription postcards that are available for you to give out with each license sale. Please contact Cher Threlkeld by phone 303-291-7469 or email [cher.threlkeld@state.co.us](mailto:cher.threlkeld@state.co.us) if you would like a supply of subscription postcards to give to your customers.

Thank you for helping us get additional information to our hunting, angling and wildlife watching customers.

## **LICENSE AGENTS REFUNDING LICENSE FEES**

License agents are not authorized to refund license fees. DOW does handle license agent refunds on a case by case basis. For example, adult small game licenses have been issued to youths under the age of 18 when the customer should have been issued a youth small game license. If the customer contacts our office in a reasonable amount of time, our office would send the customer back to the license agency for a refund and a re-issue of the correct license. However, our office would contact your agency to inform you of the discrepancy and the proper procedures on how to re-issue a correct license and refund the customers money.

Please do not refund license fees unless instructed to do so by the License Services section.

## **HUNTER EDUCATION**

Agents must see a hunter education card prior to issuing any hunting license unless the customer's hunter education card has been "**Verified**" in the DOW system. If the customer states they have a "**Verified**" hunter education card press "**Verified**" on the POS terminal, if the customer's card has not been "**Verified**" it will give you an error of "hunter ed required".

The Colorado Division of Wildlife accepts online replacement cards for hunters who have misplaced or forgot their card. Hunters that do not have a "**Verified**" hunter education card in our system can check the website of the state where they took the course to see if they allow the hunter to print off a copy of their record or card. Hunters need to have the online replacement on their possession to purchase licenses and in the field while hunting.

Hunters who have misplaced their **Colorado "Verified"** hunter education card and are requesting a replacement can be issued a replacement from the POS terminal. The replacement card does not expire and the cost is \$5.00.

## **2009 LICENSE SALES CUTOFF DATES:**

After the following dates Over the Counter licenses are not sold by license agents, customers must go to a DOW office:

- 1<sup>st</sup> Rifle Limited Elk, Midnight, October 9<sup>th</sup>
- 2<sup>nd</sup> Rifle Deer and Elk, Midnight, October 16<sup>th</sup>.
- 3<sup>rd</sup> Rifle Deer and Elk, Midnight, October 30<sup>th</sup>.
- 4<sup>th</sup> Rifle Limited Deer and Elk, Midnight, November 10<sup>th</sup>.
- Plains (bear only) cutoff midnight preceeding opening day

Other licenses: the sale of leftover licenses and late season licenses at license agents shall be terminated at midnight preceding the opening day of the applicable seasons.

License agents are authorized to sell leftover archery, disease management, special hunts, plains either sex elk and Private Land Only (PLO) licenses for those PLO seasons which are 14 days or longer, In addition, license agents may also accept landowner vouchers for licenses after the start of the season.

## **DOW HOLIDAY SCHEDULE:**

DOW offices will be closed on Friday, October 9<sup>th</sup> due to a Mandatory Furlough Day and Monday, October 12<sup>th</sup> in observance of Columbus 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.

## **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.

## **DOW BROCHURES**

You can order brochures by dialing 303-291-7511 or 800-526-9503 ask for brochures and you will be transferred to the brochure line. Brochures are free. 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.

## **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.

## **ENCLOSURES**

- DOW Extended Office Hours
- 2009 License Sales Cutoff Dates
- Social Security Flyer (this one flyer replaces two you may have)