

# LICENSE AGENT BULLETIN

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

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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.

## **SMALL GAME WALK-IN ACCESS PERMITS**

As of January 1, 2010, Small Game hunters no longer are required to obtain a special permit to hunt on "Walk-In Access" properties. Product code 097 and 100 have been closed. However, a Small Game Hunting license is still required. Small Game hunters can still utilize Walk-In Access properties but must comply with all the rules and regulations governing Small Game hunting and be sure the property they are accessing is in fact open to Small Game hunting. Please inform your customers, the *Small Game Walk-In Access Permit* is no longer available or required. Big Game Walk-In Access permits are still required for Walk-In Access properties.

## **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.

## **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.

## **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

## **DOW HOLIDAY SCHEDULE**

DOW offices will be closed Friday, February 12<sup>th</sup>, 2010 due to a Mandatory Furlough Day. In addition DOW offices will be closed Monday, February 15<sup>th</sup>, 2010 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](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.