

LICENSE AGENT BULLETIN

March 2010-#483

www.wildlife.state.co.us

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

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LICENSE AGENT TRAINING

There will be license agent training conducted the week of June 7th in Denver at the Colorado Division of Wildlife Headquarters, Hunter Education Building. Training will also take place in Pagosa Springs, June 21st and possibly June 22nd at the community center. Details will be made available at a later date. Please contact Jovita Burchard at 303-291-7378 or email at Jovita.burchard@state.co.us

DAYLIGHT SAVINGS

Daylight Savings occurs on March 14th at 2:00 a.m. Beginning Sunday, March 14th, before you run a sales transaction on your license terminal, run an ACH report. This will reset the internal clock in the terminal.

HABITAT STAMP

Beginning with 2010 Fall Turkey, any limited license applicant will have to purchase a habitat stamp to apply for the drawing process. With a maximum of two stamps required. Beginning July 1, 2010, anyone 18 years or older must purchase a habitat stamp to buy or apply for a license with a maximum of two habitat stamps required. Beginning July 1, 2010, anyone who purchases a third one day or additional day license (fishing or small game) will be required to purchase a habitat stamp. Beginning July 1, 2010, the annual habitat stamp for non-license buyers will no longer be available. The Habitat Stamp is scheduled to "sunset" December 31, 2013.

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 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 2009/2010
- 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 6, 2010. 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, are sold online, by phone or at DOW offices and license agents, starting 9:00 a.m. July 13th. *Over the Counter w/caps*, are a preset number of licenses. These licenses are sold online, by phone or at DOW offices and License agents, beginning July 13th at 9:00 a.m. *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 10th or online or by phone August 11th.

PRODUCT CODE CHEAT SHEET

Enclosed you will find your 2010 Product Code Cheat Sheet. Please keep the sheet readily available for easy reference.

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

AGENT REMINDERS

1. A *One Day* fishing license can be sold anytime 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 31st, than returns two weeks later and purchases *Additional Days* for June 22nd and June 28th.
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. 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 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.

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.

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 Active Outdoors (A.O.). 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.