

LICENSE AGENT BULLETIN

October 2010-#490

WWW.WILDLIFE.STATE.CO.US

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

[2010 DOW OFFICE HOURS DURING BIG GAME SEASONS](#)

[ACCEPTABLE HUNTER EDUCATION CARDS](#)

[2010 LICENSE SALES CUTOFF DATES](#)

[VOUCHERS](#)

[DOW HOLIDAY SCHEDULE](#)

[SUCCESSFUL BIG GAME AND HABITAT STAMP PURCHASES](#)

[ENCLOSURE](#)

2010 DOW OFFICE HOURS DURING BIG GAME SEASONS

The 2010 Big Game Rifle Seasons begin October 16, 2010 and continue through November 21, 2010. 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 14, Thurs/Fri., Oct 21&22; Nov 4&5 and Mon Nov 15th 7am –10pm

Mon. Oct. 11th, Offices are closed in observance of Columbus Day

Wed. Nov. 11th, Offices are closed in observance of Veteran's Day

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.

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 can have a replacement card issued from the POS terminal. The replacement card does not expire and the cost is \$5.00.

2010 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:

- 1st Rifle Limited Elk, Midnight, October 15
- 2nd Rifle Deer and Elk, Midnight, October 22
- 3rd Rifle Deer and Elk, Midnight, November 5
- 4th Rifle Limited Deer and Elk, Midnight, November 16
- Plains (bear only) cutoff midnight preceding 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.

VOUCHERS:

Our office has received copies of landowner vouchers from license agents instead of the originals. Please make sure to return the original voucher that is issued on watermark paper. Please do not make copies or accept copies for any reason. Originals must be returned to DOW, feel free to use the void envelopes when returning them to our office.

DOW HOLIDAY SCHEDULE:

DOW offices will be closed on Monday October 11th in observance of Columbus Day.

HABITAT STAMPS FOR SUCCESSFUL BIG GAME APPLICANTS

Habitat stamps are not automatically charged on any draw applications. Applicants who were successful in drawing a big game license (see big game regulations) and have not complied with the habitat stamp purchase will be sent a postcard instead of their license. The postcard will give the applicant several options on how to obtain their habitat stamp(s), one of those options will be to pick up their habitat stamp and big game license at a license agent.

If the customer has already complied with the habitat requirements the transaction will be flagged as "released" instead of "withheld", for those customers you do not have to issue them another habitat stamp. Remember the requirement is on the first two hunting or fishing licenses purchased by an individual. No persons shall be required to purchase more than two habitat stamps within a calendar year.

Here are the proper procedures on issuing habitat stamps for draw applicants and for issuing the customer their big game license:

Step 1:

- Run a customer inquiry, purchase history from your terminal to obtain transaction numbers for the big game license and to verify habitat stamps needed. (see page 13 of your TLS users guide for information on how to process customer inquiries)
- Look for transactions that say "withheld"

Step 2:

- Sell customer appropriate habitat stamp fees using product code 060 for each of the following scenarios:
- If the customer does not have any habitat stamps and drew two licenses sell them two habitat stamps
- If the customer has already purchased a habitat stamp with their first license purchase and needs another habitat stamp for their second license sell them one habitat stamp
- If the customer does not have any habitat stamps and drew one license sell them one habitat stamp

Step 3

- From the main sales screen press "F4" for Phone/Internet/Award
- Looking at the TAN number off of the receipt tape, key in the transaction number and press the FUNC/ENTER key
- Verify the customers name, if correct press "F1" for matches to print
- Licenses will have the H or H's printed on the license document
- Do not forget to collect money owed for the habitat stamps

ENCLOSURE:

- **2010 EXTENDED OFFICE HOURS**
- **2010 LICENSE SALES CUTOFF DATES**