

LICENSE AGENT BULLETIN

AUGUST 2010-#488

WWW.WILDLIFE.STATE.CO.US

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

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LEFTOVER LICENCES

Licenses leftover after the initial draw will go on sale **August 10 at 9 a.m.** from license agents, Division of Wildlife offices, phone (1-800-244-5613) and mail-order. They will be for sale **August 11** online.

Those who plan to purchase leftover licenses at license agents or DOW offices should be prepared before they arrive. This will help the process run as efficiently as possible.

Customers who are planning on purchasing a license should bring:

- o Driver's license;
- o Hunter's Education Card (unless verified);

- Social Security Number;
- Customer Identification Number
- The list of leftover licenses and
- A list of hunt codes for licenses they are interested in.

If purchasing a license for someone else, make sure the license is sold as a “gift” sale and have the customer purchasing the license sign the gift affidavit.

The buyer must bring the following for the hunter:

- A clear copy of both sides of a driver's license;
- A clear copy of both sides of a hunter education card (unless verified);
- Social Security number of the license holder;
- Their customer identification number and
- A list of hunt codes they are interested in.

The following are helpful hints to provide good customer service and ensure a smooth process for issuing leftover licenses:

- Have a plan in place on how to manage customer lines and be prepared for customers to show up early;
- Agents may want to consider assigning staff to specific jobs. i.e., working with customers who are waiting in line by checking such things as proof of residency, valid hunter education, answering questions, working the terminal, etc.;
- Have a courtesy table set up for your customers with reference materials. The intent is to have customers totally prepared prior to reaching the terminal;
 - The *2010 Big Game Brochure* is an excellent reference tool, and copies should be made available to customers to look up information. For instance, on pages 9, 10 and 11 of the brochure, it shows the number of licenses a hunter can legally possess for all big game categories;
 - Have extra copies of “How To Read Hunt Codes;”
 - Post **sold out** unit information so customers do not continue to use sold out hunt codes;

- Choice Sheet - Make sure hunters have prepared the choice sheet (see page 23-26 of your manual for instructions on how to sell leftover licenses and examples of a choice sheet).
 - The POS terminal will accept up to four choices for each species;
 - The system will check the customer's first choice and then continue to check the second choice and so forth, until a hunt code is available;
 - If all choices are sold out, have a plan in place to deal with those customers, while still being fair to other customers waiting in line.
 - Leftovers should be sold in leftover mode, unless your customer wants to buy a general product license, then you can begin your transaction as a sale.

OVER THE COUNTER UNLIMITED AND OVER THE COUNTER LICENSES WITH A CAP

Over the counter and over the counter with cap licenses went on sale Tuesday, July 13th. There are still licenses available for over the counter with cap licenses for bear and elk. To print out a list of the over the counter with cap licenses from the Internet go to: [wildlife.state.co.us/Hunting/big game](http://wildlife.state.co.us/Hunting/big%20game).

GUNNISON BASIN UNIT CHANGES

License agents are asked to be aware of changes to Gunnison Basin units – GMUs 54, 55, 551, 66 and 67 -- starting with the 2010 seasons.

- Over-the-counter **general** archery licenses are no longer valid in these units. Archery tags for these units are by draw only. **Please remind hunters to check the brochure for units that are open/closed to over the counter licenses.**
- In GMU 54 for the second season, over-the-counter bull tags are **no longer** valid. Elk tags for this season are now sold as over-the-counter with cap licenses. **For GMU 54 these** are sold out for the 2010 season.

COLORADO OUTDOOR RECREATION SEARCH AND RESCUE CARDS (CORSAR)

CORSAR cards are available to purchase Online at www.colorado.gov or one of the listed license vendors on the website. The cost is \$3 for 1 year and \$12 for 5 years. For more information regarding CORSAR or to become a vendor you can contact the Department of Local Affairs at 970-248-7311.

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

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 800-526-9503 and request to be added.

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 60 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.

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...", then click on "License Agents", at this time you will see agent information such as Agent Lists, License Agent Manual and Agent Bulletins.

ENCLOSURE:

- LEFTOVER LICENSE LIST