

# LICENSE AGENT BULLETIN

July 2010-#487

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

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## **LICENSE SERVICES PERSONNEL CHANGE**

Edward Zarate is leaving the Division of Wildlife. His last day is June 30<sup>th</sup>. Please remember that you can call our license vendor at 888-698-8558 for voids (if within 24 hours), name changes, and terminal/printer problems. You may also call 800-526-9503 for license agent issues (bond, property insurance, new agent status, etc.)

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

- Over the counter licenses will go on sale Tuesday, July 13<sup>th</sup> at 9:00 a.m.
- Unlimited elk and archery pronghorn will be available Tuesday, July 13<sup>th</sup>.
- Over the counter with cap elk and bear licenses will be available Tuesday, July 13<sup>th</sup> at 9:00 a.m., a list of available licenses is enclosed.

## **AGENT DOWNLOAD**

Agents will receive an auto download to POS terminals. There should not be any disruption in license sales, however, if your terminal does not say that you have successfully received a download and you are contacted by our license vendor, ALS, please make sure you receive the download prior to July 13<sup>th</sup> or your agency will not be able to sell big game licenses.

Be prepared for this day! Over the counter with cap licenses are in high demand and your agency may be busy.

## **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

## **REDEEMING LANDOWNER VOUCHERS:**

Priority landowner vouchers may be redeemed by eligible hunters at any license agency or Division of Wildlife office prior to hunting. Please remember, annual bag limits still apply.

The instructions for agents on how to redeem vouchers are located in the voucher form.

The voucher MUST be signed by the landowner. If the license is being issued as a gift license; please make sure the customer purchasing the license completes and signs the gift affidavit located on the voucher. Priority landowner vouchers are printed on watermark paper; copies of vouchers are NOT acceptable. After a voucher has been redeemed that voucher cannot be used again. Vouchers can be redeemed throughout the season. Make sure your agency collects the license fee; the hunter has not paid for the license until it is redeemed. Be sure to collect the voucher and return the redeemed vouchers to the DOW in a timely manner.

Landowner vouchers may be transferred one time only, and shall only be transferred by the landowner to the hunter that will use the voucher to purchase the license. Third-party brokering of landowner vouchers is not permitted. Violation of this subsection shall invalidate the applicable landowner voucher and license purchased with it.

## **LEFTOVER LICENSES**

**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:

- Driver's license;
- Hunter's Education Card ( unless verified);
- Social Security Number;
- Their Conservation certificate number or customer identification number
- The list of leftover licenses and

- o A list of hunt codes for licenses they are interested in.

If purchasing a license for someone else, the buyer must bring the following for the hunter:

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

## **HUNTER EDUCATION**

***ANY PERSON BORN ON OR AFTER JANUARY 1, 1949 MUST PRODUCE PROOF THEY SUCCESSFULLY COMPLETED AN APPROVED HUNTER EDUCATION COURSE TO PURCHASE ANY HUNTING LICENSE.***

Agents **MUST SEE** hunter education card **PRIOR** to issuing any hunting licenses, **UNLESS** the customer's CID has been verified and it shows verified next to their hunter education number.

**Or**

If the customer states they have "verified" hunter education, or if they show you a TLS license with a "V" printed after their hunter education certificate, simply push the "CO Verified" in the TLS terminal when prompted for hunter education. The system will check the customer's records to see if they do have "verified" hunter education. If their hunter education is verified, the transaction will be processed. If the customer record in the system does not show the customer as having "verified" hunter education, it will prompt the agent to **SEE** valid proof of hunter education.

*For more information, please see your license agent manual; pages 11-14.*

## **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.

## **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) and we can send/fax the Agent Closure form to you.

## **AFFIDAVITS**

Please be sure to maintain affidavits (Gift, Senior Low Income and Duplicate) in your records for a year plus one. Periodic audits are conducted to insure affidavits are being collected and maintained.

## **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 electronically where they can be easily accessed and referenced.

## **CLOSURE JULY 5TH**

Division of Wildlife offices will be closed Monday, July 5th, 2010 in observance of Independence Day.

## **ENCLOSURE:**

- **OVER THE COUNTER W/CAPS LIST**
- **"You're Being Called" flyer**