

# LICENSE AGENT BULLETIN

April 2011 #496

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

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

## **2011 AGENT TRAINING**

### **HIP #**

### **BIG GAME APPLICATION DEADLINE**

### **VOIDS**

### **PROPER PROCEDURES FOR CLOSING YOUR AGENCY**

### **ORDERING BROCHURES**

### **LIFETIME DISABILITY LICENSES**

### **SOCIAL SECURITY NUMBERS**

### **ELECTRONIC MONTHLY BULLETIN**

## **2011 AGENT TRAINING**

License Agent training will take place in Denver on June 16<sup>th</sup>, at the Colorado Division of Wildlife Headquarters Building. Training will also take place at the Grand Junction DOW office on June 23<sup>rd</sup> from 9am – 12pm. For additional details, and to RSVP, please call Jovita Burchard at 303-291-7378 or email [Jovita.burchard@state.co.us](mailto:Jovita.burchard@state.co.us)

### **HIP #**

HIP is a number required of hunters who obtain a Small Game license. After purchasing a Small Game license, hunters must call 1-866-265-6447 or go to [www.colohip.com](http://www.colohip.com) to obtain the HIP number. HIP, the Harvest Information Program, is a joint USFWS/CDOW program designed to improve small game migratory bird harvest estimates. Colorado requires all small game hunters to sign up with HIP, to help the Division better estimate harvest for species that are difficult to address through a general small game survey.

## **BIG GAME APPLICATION DEADLINE**

Applications for big game licenses (Deer, Elk, Pronghorn, Bear and Moose) are due April 5<sup>th</sup>, 2011. Customers may apply online at <http://wildlife.state.co.us/ShopDOW/AppsAndLicenses/> or by mail. (see application in Big Game Brochure's)

## **VOIDS**

A void is a cancellation of a license after it has been printed. A license can be voided through the terminal within the first 10 minutes of it being printed, only if it was the last transaction performed on the terminal.

After the 10 minute period has expired, or if another transaction was processed, you must contact either the Agent Helpdesk at 1-888-698-8558 (within 24 hours) or the DOW during regular business hours to have the transaction voided. If 24 hours has passed, you must contact the DOW at 1-800-526-9503 for void consideration.

## **PROPER PROCEDURES FOR CLOSING OUT YOUR AGENCY**

Retiring? Selling your agency? Getting out of the business? Please follow the proper instructions on terminating or transferring your agency:

- Notify the DOW in writing or fax 30 days prior to closing or transferring
- In the letter please let us know the effective date of termination or transfer
- Deposit all revenue due in the agent bank account
- Accountable inventory must be returned within 10 business days after receiving proper return instructions
- If you are transferring your agency, do not under any circumstance hand over your business to the new owner without properly closing your agency. The new owner must qualify to be an agent and independently comply with all provisions, regulations and statutes in order for a license agency to be transferred. If you improperly transfer your agency you will be held responsible for all losses.

DOW does have a **closure form** for your convenience, just contact our office and we can mail, email or fax the form to you.

## **ORDERING BROCHURES**

Agents can order brochures online by emailing: [wildlife.agentorder@state.co.us](mailto:wildlife.agentorder@state.co.us) or dial 303-291-7511 or 800-526-9503 and ask to be transferred to the brochure line. ***When ordering please be sure to leave your; agent #, business name, address, phone #, brochure type, and actual quantity (not by case).***

## **LIFETIME DISABILITY LICENSES**

Some customers may be coming to your agencies asking to get their Lifetime Resident Fishing licenses, or their Lifetime VA Res Combo licenses renewed. These licenses do not get "renewed" each year, but rather, a duplicate license is issued if their license has become faded and un-readable over time. These licenses can only be duplicated at the DOW Headquarters in Denver. You can always call me (Paul Wolf), or have the customer call me at 303-291-7235 with any questions.

## **SOCIAL SECURITY NUMBERS**

Customers, 12 years of age and older, who purchase hunting or fishing licenses, must provide their Social Security Number (SS#). Customers that do not have a SS# have a burden to explain or establish why they do not have a SS#. *C.R.S. 24-33-110(1) states that every application by an individual for a license by the Department of Natural Resources, or any authorized agent of such department, shall require the applicants name, address and SS#.*

This creates a legal impossibility for certain groups of individuals to purchase licenses. These impossibilities are handled on a case by case basis. Below is a list of exceptions:

- **Some religious groups (prior approval from License Administration required)**
- **Diplomats**
- **Some foreign countries**

When appropriate, use all 8's as a SS# for the above mentioned customers and scenarios.

### **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.