

LICENSE AGENT BULLETIN

AUGUST 2011-#500

WWW.WILDLIFE.STATE.CO.US

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

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LEFTOVER LICENCES

Licenses leftover from the spring draw process will go on sale August 9th 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 10th** 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:

- A secure and verifiable form of identification
- Hunter's Education Card (unless verified)
- Social Security Number
- A list of hunt codes for licenses they are interested in

Selling gift licenses:

If a customer is purchasing a license for someone else, you must sell the license as a gift license. At the end of the transaction, an affidavit will print which the license buyer must sign. License agents are required to keep those affidavits at their agency for 2 years (see pg 19 of your license agent manual). The buyer must bring the following for the hunter:

- A clear copy of both sides of a hunter education card (unless verified)
- Social Security number of the license holder
- Their customer identification number (for existing customers)
- 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 *2011 Big Game Brochure* is an excellent reference tool, and copies should be made available to customers to look up information. For instance, each species' section has information on the number of licenses a hunter can legally possess for that particular species
 - 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 12th. 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:

www.wildlife.state.co.us/hunting/biggame .

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

Applicants who were successful in drawing a limited big game license, 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. One of those options will be to pick up the stamp and big game license at a license agent.

If the customer has already complied with the Habitat Stamp requirement, the transaction will be flagged as “**released**” instead of “**withheld**”. For those customers (“**released**”), you do not have to issue them a Habitat Stamp.

Here are the proper procedures on issuing a Habitat Stamp 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 Stamp status. (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 the customer the appropriate Habitat Stamp using product code 060.

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 customer’s name. If correct, press “F1” for matches to print.
- Licenses will have the capital H printed on the license document.

ERROR CODE 640

Certain products are only allowed to be purchased once a year. If error code 640 “product already on file” appears on your terminal, the customer may already have that product and you will have to issue a duplicate through the terminal.

Here is an example of an error you might encounter: The customer purchased a one day fishing license and an extra rod stamp and is back at your agency to purchase another fishing license for a different day, your associate issues the customer a one day fishing license (or additional day) and includes the extra rod stamp in the purchase. Your terminal displays: Error code 640-product already on file apprvl type 018. The “apprvl type” is the product code, the product code in this example is for an extra rod stamp and customers can only have one 018 (extra rod stamp) in a season year. If you are trying to sell a customer another one day or additional day license you cannot include the extra rod stamp in the purchase or you will get this error. If you get this error start over and only include the product needed.

Or a customer may have forgotten that they purchased an annual fishing license and are trying to purchase another annual fishing license, you will get the error 640-product already on file apprvl type (whatever the product is that you are trying to issue) error and you will have to issue the customer a duplicate through the terminal.

Instructions on how to issue a duplicate on the terminal:

Depress F3 Duplicate
Follow prompts

If you need assistance please contact Active Outdoors Helpdesk (888-698-8558) or 800-526-9503 for assistance.

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.

ENCLOSURES

- Leftover license list
- Secure and verifiable placard
- FAQ for August bulletin
- How to read huntcodes
- Choice Sheet