

LICENSE AGENT BULLETIN

NOVEMBER 2011-#503

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

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[SOUTHWEST YOUTH EXTENDED TURKEY SEASON](#)

Youths under 18 can hunt turkey from the Saturday before Thanksgiving through Sunday after Thanksgiving (November 19 - November 27) *if they have an unfilled youth fall turkey license*. Refer to page 6 of the 2011 Turkey Brochure for applicable units. For youths that DO NOT have an unfilled youth fall turkey license, use Product Code 159-Resident or 160-Non Resident.

[GIFT LICENSE AUDIT](#)

We are in the process of auditing your file and use of the TLS machines. Within the next few weeks, you will be receiving notice and instructions on providing copies of the affidavits generated from the sale of Gift Licenses. Thank you in advance for complying with this audit.

HUNTER ED CARDS

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 CPW system. If the customer states they have a **Verified** hunter education card, press the "**CO - Verified**" button on the POS terminal. If the customer's card has not been **Verified**, it will give you an error of hunter ed required.

Colorado Parks and Wildlife accepts online replacement cards for hunters who have misplaced or forgotten 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 in their possession to purchase licenses and in the field while hunting.

Hunters who have misplaced their **Verified Colorado-issued** 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.

CUSTOMER INFORMATION

Please make sure that the information on existing customers is accurate and up-to-date. This is especially important regarding the customer's address, phone number and spelling of their name. In the event that Colorado Parks and Wildlife (CPW) needs to contact the customer, it is important that we have the most accurate information on file.

NUMBER OF LICENSES A HUNTER CAN LEGALLY POSSESS

If you are trying to sell a license and get error code **1061**, "the hunt code limit has been reached," this means the number of licenses this person can have has been reached. Please refer to the List A, List B & List C information in the individual species sections of the *2011 Big Game Brochure*. Feel free to contact 1-800-526-9503 for additional questions.

2011 LICENSE SALES CUTOFF DATES

After the following dates, Over-The-Counter (OTC) licenses are not sold by license agents; customers must go to a CPW office:

- 1st Rifle Limited Elk, Midnight, October 14
- 2nd Rifle Deer and Elk, Midnight, October 21
- 3rd Rifle Deer and Elk, Midnight, November 4
- 4th Rifle Limited Deer and Elk, Midnight, November 15
- 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 season.

License agents are authorized to sell disease management, special hunts, plains either-sex elk and Private Land Only (PLO) licenses for those seasons which are 14 days or longer. In addition, license agents may also accept landowner vouchers for licenses after the start of the season.

CPW HOLIDAY CLOSURE / VOIDS / AGENT HELP

CPW offices will be closed on Friday, November 11, in observance of Veteran's Day and on Thursday, November 24, for Thanksgiving Day. Please remember that you can call the **24 Hour Agent Help Desk at 1-888-698-8558** for voids or agent issues on weekends, after hours or on holidays.

RETURNING VOIDED LICENSES

With big game seasons underway, and high-dollar licenses being issued, it is important to remember that voided licenses must be mailed back to License Services within 30 days of being voided. Voided licenses that are not returned to us within 30 days will be charged back to the agent. A good practice is to send in voided licenses on a weekly basis.

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.

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.

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.