

LICENSE AGENT BULLETIN

OCTOBER 2011-#502

WWW.WILDLIFE.STATE.CO.US

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

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[LICENSE AGENT SURVEY](#)

In November, your agency will be sent a short survey. We encourage your agency to participate as your opinion matters to the Colorado Parks and Wildlife License Administration section. It has been almost 10 years since we deployed the current TLS system at license agents. For those of you that remember the days before TLS, we have come a long way. Well it's time again to upgrade our current system and we need your participation.

Here is a quick overview of the development plan. We began this process in April 2011 and a Request for Proposal will be posted for system vendors to bid on in January of 2012. The

design and testing of the new system will begin in October of 2012 and the final completion of the project is scheduled for late 2013.

This is your chance to give us your opinion about the licensing system. Look for your survey in the mail and please respond in a timely manner so that your views are counted. Thank you in advance for your participation!

CREDIT CARD SURCHARGES

It has been brought to our attention that some of you are charging a surcharge to our customers who pay with a credit card for license sales. Under Colorado law (C.R.S. § 5-2-212), it is illegal for any merchant to impose a surcharge on a purchaser or lessee who elects to use a credit or charge card in lieu of payment by cash, check, or similar means. If you are adding a surcharge to credit card purchases for license sales you are in violation of C.R.S. § 5-2-212 and your contract with your credit card companies.

In your license agent agreement on page 4 that your agency signed, it states that agents shall not sell or provide any license for any amount other than the face value of the license. Customers who have called our office to report agents who charge a fee when using a credit card to purchase Colorado Parks and Wildlife licenses are being referred to their credit card companies. For more information on credit card surcharges please refer to your credit card company contract or contact your credit card company directly.

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** 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.

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 Monday, October 10th, in observance of Columbus 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.

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](#).

ENCLOSURES

2011 Extended office hours

Secure & Verifiable FAQ

Bond audit & property insurance update NOTIFICATION