

# LICENSE AGENT BULLETIN

SEPTEMBER 2011-#501

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

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

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## **Surety bonds and property insurance**

All licensing agents for Colorado Parks and Wildlife shall be bonded in the amount necessary to ensure remittance of all funds due to Colorado Parks and Wildlife. The initiation and expiration dates of the coverage must be stated on the surety certificate. A continuation certificate issued by the bonding company or financial institution or proof of other acceptable financial surety shall be required for renewal of the license agency for each twelve month period, and must be provided to Colorado Parks and Wildlife no later than thirty days prior to expiration.

License agents shall be bonded in the amount necessary to ensure remittance of all funds due to Colorado Parks and Wildlife. The amount of financial surety required of each agent shall be sufficient to ensure payment of licenses sold for the highest ten consecutive days of sales in the current bonding period. Agents shall not sell license products in amounts that would exceed their bond level or will be required to increase their bond amount sufficient to the agency's highest ten consecutive days of sales.

## **What does this mean to your agency?**

If your agency is bonded for less than your highest ten consecutive days of sales you will be receiving a letter from our office requiring you to increase your bond amount. Please comply immediately so that there are no interruptions in service. Agents will be locked from selling licenses until the bond amount is sufficient to your highest ten consecutive days of sales.

License agents are also required to obtain property insurance adequate to cover replacement of any terminals or other licensing equipment from the system agent. Proof of insurance is required from your agency on an annual basis.

You will receive messages on your ACH report 60 days prior to your bond or insurance expiring, if our office does not receive an original bond or copy of property insurance at the time of expiration, your terminal will be disabled and your agency will not be able to sell licenses until we receive the proper documentation in our office.

Our office will accept emails of bonds from your bonding company IF your bonding company attaches the bond as a PDF file and states in the email that the attachment is as good as the original. The declaration page of your property insurance can also be emailed to our office.

- Our email address for bonds and insurance is:  
LicenseAgents.Wildlife@state.co.us

## 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.

## CPW HOLIDAY CLOSURE / VOIDS / AGENT HELP

CPW offices will be closed on Monday, September 5<sup>th</sup>, in observance on Labor 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](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.