

LICENSE AGENT BULLETIN

JANUARY 2012-#505

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

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MONTHLY E-BULLETINS

Sign up now to receive the monthly license agent bulletin via email! Many of you have been receiving the E-Bulletins for quite some time now and are seeing the advantages. Receiving the E-Bulletins:

- Saves time and shipping
- Is more eco-friendly
- Allows you to keep previous month's issues on hand for future reference
- Will help reduce the amount of "clutter" and paper at your counter

To obtain the E-Bulletins simply call 800-526-9503 or Paul Wolf at 303-291-7235 and request to be added. Don't delay - call today!

2012 LICENSE AGENT MANUAL

Please dispose of your old License Agent Manual and replace it with the current manual, enclosed.

The License Agent Manual is a valuable tool for current employees as well as training new employees. Every license agent is required to keep a binder with the License Agent Manual, TLS User Guide and Product Code Cheat Sheet near your TLS terminal for your associates to reference. For additional copies of the License Agent Manual visit the agent information page at www.wildlife.state.co.us (use "license agents" in the search field)

REQUESTING INFORMATION FROM CPW

Your agency must request, in writing, the return of agency documentation such as financial sureties. CPW will return all documents to your agency, certified, within 30 days of the written request.

BOND/INSURANCE REMINDERS

Please be aware of any messages on your ACH Report, particularly with regard to property insurance and surety bond renewals. You will receive these messages 60 days in advance of the expiration date giving you ample time to update. Property insurance information can be mailed or faxed to 303-291-7106.

- ***ORIGINAL*** Surety/Bond Renewal Certificates **MUST BE MAILED OR DELIVERED** to CPW, License Services, 6060 Broadway, Denver, CO 80216

WHEN WILL 2012 ANNUAL LICENSES GO ON SALE?

All Annual Licenses, I.E. Fishing, Small Game, Furbearer, Combo fishing and hunting, and Colorado State Waterfowl stamps for 2012 will go on sale **MARCH 15, 2012**. However, customers may still purchase a 2011 Annual License which is valid until March 31, 2012.

CPW HOLIDAY CLOSURE / VOIDS / AGENT HELP

CPW offices will be closed on Monday, January 2, in observance of New Year's Day and Monday, January 16th in observance of Martin Luther King Day. Please remember that you can call the **24 Hour Agent Help Desk at 1-888-698-8558** for voids or terminal issues on weekends, after hours or on most holidays.

RETURNING VOIDED LICENSES

With big game seasons wrapping up this month, 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.