



CANCELED DOCUMENT POLICY

License documents sold incorrectly, that could not be corrected by reprinting, must be immediately canceled through the CDFW sales terminal. **Agents have up to four hours after the transaction to cancel documents sold by their own location.**

During the cancel process, if the item selected for cancellation is a prerequisite for other items purchased, the system will automatically select the additional documents that must be canceled (if purchased within the same transaction) or will not allow the cancel (if purchased in separate transactions) and will provide a pop-up message explaining the reason.

All items listed on the document become inactive once canceled. Not canceling documents causes issues with a customer's subsequent license purchases, which could prevent the issuance of account credit. **Credit cannot be authorized for original documents that have been duplicated, expired documents, documents returned six months after the sales date, or documents returned without a valid reason.**

REASONS TO CANCEL

Agents must select a reason for the cancel and should enter the most appropriate option. Entering incorrect or false cancel reasons could cause issuance violations and prevent account credit. Reasons for cancels include, but are not limited to, the following:

- Mistakenly Sold Incorrect License or Second License
- Customer No Longer Wanted or Already Licensed
- Incorrect Customer Retrieved
- Corrected Customer Info/Address
- Completely Ran Out of Paper – None in Stock *
- Document Did Not Print /Printer Error *
- Other

***If a document did not print and could not be reprinted due to printer/system malfunctions or because the location completely ran out of paper**, contact the CDFW Agent Support or Technical Support for assistance obtaining the document numbers to cancel, if needed. **Technical Support: (800) 964-7812 | CDFW Agent Support: (916) 928-2537.**

RETURNING CANCELED DOCUMENTS

All canceled documents must be returned **within 30 days** to the CDFW mailing or shipping address on page 2. After 45 days, unreturned canceled documents are automatically charged to accounts for the face value of the document. Any canceled documents return after the 45 days may not be authorize for account credit.

DOCUMENT RETURN FORM

If a document cannot be canceled, it may be returned for potential account credit by returning the document along with documentation that helps substantiate your claim for account credit (e.g., proof of refund, trip log, store receipt, etc.) on a Document Return Form that is available on the CDFW's License Agent Support webpage at <https://wildlife.ca.gov/Licensing/Agents>.



REPRINT POLICY

Agents have **30 minutes after a transaction to reprint documents** that failed to print correctly at their own location. **Agents cannot reprint documents sold by another location. There is no charge for reprinting documents; a reprint is the same document number and item(s) as the original document that printed but it may have slight updates to attributes or addresses.**

We suggest agents write “Reprinted” along the face of the original document (if printed) to prevent unintentional cancellations or issuance violations and return all partially or incorrectly printed documents to the CDFW (address below) for confidential destruction.

REASONS TO REPRINT

During the reprint process, agents must select a reason for the reprint and should enter the most appropriate option. Entering incorrect or false reprint reasons could cause issuance violations or prevent account credit if an error occurs. Reasons for reprints include, but are not limited to, the following:

- Printer Ran Out of Paper
- Poor Print Quality (e.g., printed off center, cut in wrong location, etc.)
- Customer Info Corrected (e.g., address, physical description, etc.)
- Document Did Not Print /Printer Error
- System Freeze
- Other

LICENSE AGENT REPRINT ERRORS

The following actions are prohibited as they may result in false charges and customers being licensed incorrectly:

- Charging a customer an additional fee for reprinting a document.
- Reprinting a document to sell or issue as a duplicate or second license, tag, report card, or validation.
- Providing both the original document and the reprinted document to a customer.

CDFW DOCUMENT RETURN ADDRESSES

USPS Mailing Address

CDFW License and Revenue Branch
PO BOX 944209
Sacramento, CA 94244-2090
ATTN: Agent Returns

Shipping Address

CDFW License and Revenue Branch
715 P St, 16th Floor
Sacramento, CA 95814
ATTN: Agent Returns