



## 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 sale to cancel documents sold by their own location.**

Once a document is canceled, all items listed on the document become inactive. Not canceling documents causes issues with a customer's subsequent license purchases, which could prevent the issuance of account credit. **The CDFW cannot authorize credit for a document that has been duplicated, documents that are expired or returned six months after the sales date or returned without a valid reason.**

## REASONS TO CANCEL

During the cancel process, 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:

- Completely ran out of paper – None in stock\*
- Customer no longer wanted license or could not pay for license
- Incorrect Customer Date of Birth, Last Name, or Demographics (i.e., Gender, Eye Color)
- Incorrect Customer Identity or Incorrect Customer Retrieved
- Mistakenly sold a second license instead of reprinting
- Mistakenly sold incorrect item

**\*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.**

## LICENSE AGENT CANCEL ERRORS

If a license is canceled and cannot be immediately resold, all associated draw applications, non-reporting fees, and report cards/tags purchased during the same transaction must also be canceled.

The following actions are prohibited as they result in customers being licensed incorrectly and account charge errors.

- Canceling a document after the customer receives the original or a reprint.
- Canceling a license or non-reporting fee after the customer receives the report card or tag.

## 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



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accounts for the face value of the document. Any canceled documents return after the 45 days may not be authorize for account credit.

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### DOCUMENT RETURN FORM

If a document could not be canceled, it may be returned for potential account credit by returning the document along with any additional documentation (e.g., proof of refund, trip log, store receipt, etc.) that helps substantiate your claim for account credit on a Document Return Form.

### REPRINT POLICY

Agents have **30 minutes after the sale to reprint documents** that failed to print correctly at their own location. **Agents cannot reprint documents sold at another location.** There is no charge for reprinting documents; a reprint is the same document number and items 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 cancelations 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 Information Required Correction (e.g., address, physical description, etc.)
- System Freeze

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### 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