



LICENSE AGENT NEWS

California Department of Fish and Wildlife
April 2016

LICENSE AND REVENUE BRANCH

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LICENSE AGENT HELP DESK

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ACTIVE HELP DESK

IPOS EQUIPMENT

HOURS: 24/7
(800) 964-7812

VISIT OUR AGENT WEBSITE

- ✓ Training Videos
- ✓ Materials, Forms, Manuals
- ✓ Newsletters
- ✓ FAQs

www.wildlife.ca.gov/Licensing/Agents



CalTIP - Report Poaching & Polluting

Call (24x7): (888) 334-2258

Text to 847411: "CAL TIP [your message]"

CALTIP Free App Download



2016/2017 HUNTING ITEMS

Beginning April 15th, 2016 / 2017 hunting items will become available.

Big Game Drawing Deadline is June 2, 2016

Hunters have until June 2 to apply for big game drawings. In mid-April, the 2016 California Big Game Hunting booklet will be mailed to hunters who purchased drawing applications or big game tags in 2015. The booklet will contain a generic worksheet, which customers may use when in applying for big game drawings; it is not necessary to retain customers' worksheets.

Customers must obtain party number(s) from other members of their hunting party. CDFW cannot provide party number(s) to customers or agents.

WHAT'S NEW FOR 2016 HUNTING?

• Deer Hunt Tag Changes

A18, A22, and D6 are **Restricted** deer tags for 2016 (issued upon request until filled, **only** if applicant has no pending drawing application for deer). A22 and D6 were Premium tags in 2015. **D7** is an **Unrestricted** tag for 2016 (previously Restricted).

• Nonlead Ammunition Update

Nonlead ammunition is now **required** on all CDFW wildlife areas and reserves, and when using a shotgun to take small game, fur-bearing or non-game mammals or birds, and some upland game species.

• Initial Shipments of Hunting Booklets to agents will proceed as follows:

Ship Date	Booklet
Mid-April	2016 California Big Game Hunting Booklet
June	Mammal Hunting Regulations

Mandatory Deer Tag Reporting

All hunters must report their deer tag harvest, even if the hunter did not hunt or was not successful. Hunters may report harvest by these methods only:

- **Online** at: <https://www.ca.wildlifelicenses.com/InternetSales/>
- **By Mail**: To the address listed on the harvest report card

Please do not accept, report, or mail customers completed tags or harvest reports on their behalf.

Non Reporting Fees

Customers who fail to report their tags and/or report cards for the following species in 2016 may have to pay Non-Reporting fees in 2017:

- Deer Tags
- Spiny Lobster Report Cards
- Abalone Report Cards

Do Not Cancel Non-Reporting fees **without** canceling the corresponding tag or report card.

TIPS FOR REPORTING A HARVEST ONLINE:

- Once logged in to a customer profile, click on the “**Harvest Reporting**” link from the menu of links near the top of the page.
- To report on a particular tag or report card, click on “**Submit Report**” next to the tag or report card you wish to report on, then select the appropriate reporting level (used card / did not use card, hunted / did not hunt, etc.) and fill in **all** of the required information. **Be sure you are reporting on the tag for the proper year.**
- Remember to specify a.m. or p.m. on harvest times.
- Remember to review your report for details and accuracy before clicking the “**Submit**” button.

Reminder

Youth Profiles (Under 18)

If a customer under 18 years of age does not have his or her own form of identification, a Guardian ID (parent or guardian’s ID number) may be used.

Select **Guardian ID** from the Identity drop down menu, when creating youth profiles using a Guardian ID.

Customer Profiles

Always verify the correct profile is retrieved and the following information is up to date:

- Address / Telephone number / E-Mail
- Residency Type (Resident or Nonresident)
- Physical description

The easiest way to retrieve a profile is by scanning a previously issued ALDS license.

Hunter Education

Customers without hunter education already on file must present one of the following forms:

- California Hunter Education Certificate
- Out of State Hunter Education Certificate/Card
- Previous California Hunting License
- Out of State Hunting License (issued within past two years)

Agents Are NOT Allowed To:

- Refuse to issue Free or Reduced-Fee items
- Charge additional fees for license sales

Incorrect Item Sold or Wrong Hunt Selected?

Cancel the document through “Administration” on IPOS terminal and re-process the transaction for the customer.

- ✓ Never give customers items that have been canceled or processed incorrectly.
- ✓ Never charge a customer for a canceled item.
- ✓ Always return canceled documents to CDFW with a Return Document Form within 30 days of canceling.

Documents not canceled correctly or returned without an explanation may not be credited to your account.

Reprinting Documents

Agents have 30 minutes after a sale to reprint items. Please reprint documents (from the customer’s profile or Administration menu) if one of the following occurs:

- Paper ran out / reached the red line
- System error / document did not print
- Document printed incorrectly
- Corrected incorrect profile information

Need Assistance? Can’t Cancel or Reprint?

To prevent customers from being licensed incorrectly and your account being charged, contact the following for immediately resolution:

CDFW Help Desk (M-F: 8-5) - (916) 928-2537

Active Network Help Desk (24/7) - (800) 964-7812