License Agent News

California Department of Fish & Wildlife
April 2014

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HOURS: 24/7
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NEW AGENT ACCOUNT DESK
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VISIT OUR WEB SITE AT:
www.dfg.ca.gov/licensing

CalTIP
Report Poaching and Polluting
(888) 334-2258

2014 / 2015 HUNTING ITEMS

Starting April 15th, 2014 / 2015 hunting items will become available for sale through the Automated License Data System (ALDS).

Big Game Drawing Deadline is June 2, 2014

Hunters have until June 2nd to apply for big game drawings. In April, hunters that purchased previous drawing applications or big game tags will be mailed the 2014 California Big Game Hunting booklet. 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.

Deer Zone Maps & 2014 / 2015 Hunting Fee Posters

A 2014 hunting fee poster and two 2014 deer zone maps are included with this informational package. Unfortunately, deer zone maps are limited to two per agent location and cannot be sold. Please post these items in a prominent location for customers to view.

Initial Shipments of Hunting Booklets:

License agents should expect initial shipments of hunting booklets as follows:

Ship Date	Booklet
April 2014	California Big Game Hunting Booklet
June 2014	Mammal Hunting Regulations

Once these items become available, you may submit additional regulation and booklet order requests through 'Administration' on the IPOS terminal.

IPOS TRAINING

As an authorized license agent it is your responsibility to help ensure that our customers are licensed properly, and all laws, regulations and policies are followed by your sales staff.

Online interactive license agent training video tutorials are available on the CDFW license agent web page, at http://www.dfg.ca.gov/licensing/agents (click on the "Online License Agent Training" drop down menu). These online tutorials allow license agents to train themselves at their own pace and on their own schedule.

Note: Adobe Acrobat 9 or higher is required to view the online tutorials.

Over the phone and Web-Ex (live online presentation) IPOS training is also available upon request. Please email Agent@wildlife.ca.gov or contact one of the CDFW License Agent analysts listed on the front of this newsletter to schedule additional training.

PLEASE SHARE THE INFORMATION IN THIS NEWSLETTER WITH ALL OF YOUR EMPLOYEES TO HELP BETTER SERVE YOUR CUSTOMERS

Reminder

LICENSE SALES

A person may purchase another person's license items and drawing applications, if they can provide enough information to retrieve the other person's profile (i.e. previous ALDS license or last name, date of birth, and identity number/GO ID). *The easiest way to retrieve a customer profile is by scanning a previously issued ALDS license.*

Youth Profiles (Under 18)

If a youth does not have his or her own form of identification (see list on back page) then a Guardian ID (parent or guardian's ID number) may be used. When adding a youth profile using a Guardian ID, select the corresponding identity type with the **Guardian ID** label from the drop down menu (Example: Guardian State ID).

Customer Profile

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

- Address / telephone number
- Residency
- Physical description

Please be sure to check profiles for enabled free and reduced fee items. Always select the most appropriate item(s).

Hunter Education

To purchase a hunting license, a customer's profile must have proof of hunter education on file. Customers without hunter education already on file must present one of the following forms:

- California Hunter Education Card
- Out of State Hunter Education Certificate/Card
- Previous California hunting license
- An out of state hunting license issued within the last two years
- Declarations are no longer accepted

2014 Hunting License (Main sub tab)

To enable most hunting items and Big Game Drawing applications, the customer must purchase a 2014 hunting license.

Exception: The fund-raiser drawing applications do not require the purchase of a hunting license or hunt choice selections; the tags are awarded through a completely random draw.

Validations

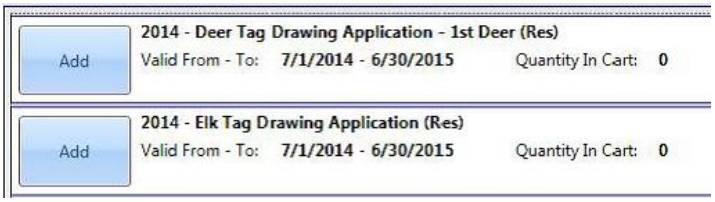
Always check with customers to see if they need to purchase any license validations (Upland Game Bird, California Duck and Harvest Information Program (HIP)).

BIG GAME DRAWING APPLICATIONS

The Big Game Drawing applications (deer, elk, antelope, and bighorn sheep drawing applications) allow hunters to apply alone or as a party and require the selection of hunt choices. Tags are awarded through our modified preference point draw and will be mailed to customers by July 2.

Hunters applying for deer in the Big Game Drawing must use a First-Deer Tag Drawing Application. Except, Junior hunters may apply for apprentice hunts using a Second-Deer Tag Drawing Application.

Always select deer tag drawing applications **prior to** selecting the deer tags that are under the **Tags** sub tab.



Party Question Screen

Customers have the option to apply alone, create a new party, or join an existing party for Big Game Drawing applications (except bighorn sheep).

If the customer indicates they are the party leader or they are not joining a party, *select Apply Alone / Create New Party.*

Joining a Party Together

There are two ways a party can be joined together:

- In the same transaction (**Select From Cart**).
- By entering a party number and joining an existing party.

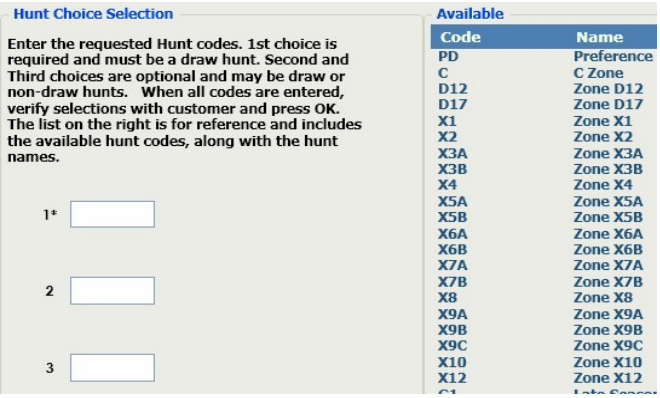
Customers must obtain party number(s) from other members of their hunting party. CDFW cannot provide party number(s) to customers or license agents.

Hunt Choice Selections

Customers applying alone or creating a new party need to indicate hunt choices.

Note: Hunt Choice Selection screen does **not** appear if joining an existing party.

Deer tag drawing application(s) can have up to three different hunt choices. Elk, antelope and bighorn sheep drawing applications only have one hunt choice.



First Hunt Choice –The first choice is required and must be a premium hunt code **or** the preference point only code.

Second and Third Hunt Choices (only applies to deer drawing applications). Second and third choices are optional and can be a premium (drawing), restricted, or unrestricted (non-drawing) deer hunt code.

If the transaction has been completed but the hunt choices were entered incorrectly, the incorrect Drawing Receipt(s) will have to be canceled (Cancel Document) and the drawing application(s) reprocessed.

TAGS (NON – DRAW)

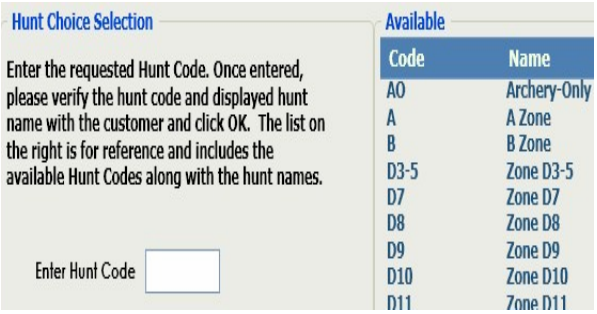
The tags sub tab contains all of the hunt tags that are issued upon request (non-drawing). These tags will print at the end of the transaction.

Deer Tags

Hunters can obtain up to two deer tags per license year. Hunters that did not apply in the Big Game Drawing for a premium deer hunt tag or preference point can purchase two deer tags under the Tags tab.

Hunt Choice Selection (Non-Draw Deer Tags Only)

Only one deer tag hunt choice can be entered, and the hunt choice list will only display zones that are still available. As tag quotas fill and zone seasons close, the hunt codes will no longer display on the list. If an invalid hunt code is entered, an error message will display. **NOTE: Some tags that were Unrestricted (issued upon request) sold out early last year, and will consequently be Restricted tags in 2014. Until the draw deadline, Restricted tags are available under the DRAWINGS tab. Be sure to check both tabs (Tags / Drawings) if you cannot find a hunt code!**



Bear Tags

Customers 12 years of age or older may purchase one bear tag per license year.

Pig Tags

Customers 12 years of age or older may purchase multiple pig tags, there is no limit.

Bobcat Tags

Customers may purchase up to five individual tags per season, even in a single transaction.

ONLINE HARVEST REPORTING

Remind hunters and anglers that they can submit harvest reports (successful and unsuccessful) online. Hunters and anglers reporting harvest information online will receive a report confirmation number and **do not** have to mail in the report card to CDFW. 2014 Harvest Reporting deadlines are as follows:

July 1, 2014	Antelope, Bear, Bighorn Sheep, Bobcat, Deer, Elk, and Pig Tags
January 1, 2015	North Coast Salmon, Spiny Lobster, Steelhead, Sturgeon Fishing Report Card

REMINDERS

→ Customers must have licenses and tags /report cards in possession while hunting and /or fishing.

→ Duplicate Big Game tags are **only** issued at CDFW license sales offices.

OTHER IMPORTANT INFORMATION

End of Roll Indicator

To mark the end of the paper roll, a red line will be added to the new license paper stock. If you reach the red line, please change your paper stock and reprint the document from the customer profile if needed.

Reprinting Documents

Agents have 30 minutes after a sale to reprint documents that failed to print correctly or that did not generate at all. Please reprint documents from the customer profile if one of the following occurs:

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

To reprint a document, **retrieve the customer profile** and select **"Reprint Licenses."**

Incorrectly Sold License Items (Canceled Documents)

To avoid additional charges for documents that were sold incorrectly, it is very helpful to have at least one clerk on duty, at all times, that has permission to cancel incorrectly sold documents through the IPOS Administration Menu ("IPOS Clerk w/Cancel" or "IPOS Manager").

Agents have **four hours** after a sale to cancel items that were sold incorrectly. All canceled documents must be returned to the CDFW **within 30 days**. Only documents sold through your outlet can be canceled by your outlet.

Immediately contact the CDFW Help Desk (916) 928-2537 for assistance if you are unsure how to proceed with a sale or how to correct an error.

Documents returned to the CDFW that were not canceled correctly through the IPOS terminal may not be credited back to your account, if received without an explanation.

User Passwords

IPOS Managers can reset the password for any IPOS user assigned to the same outlet. If you are locked out of the system, **do not use another person's User ID**. Contact CDFW immediately at (916) 928-2537 for help with resetting your password.

Is Your IPOS Printer Printing Too Light?

If your printer is printing documents too light, please contact the Active Help Desk at 1-800-964-7812 and inform them that your printer is not printing dark enough and needs to be replaced.

IPOS TERMINAL HELP

Optimum Performance

To ensure that your IPOS terminal is running as efficiently as possible, always shut down your IPOS terminal at the end of the work day.

IPOS Touch-Screen Calibration

In order to ensure that the terminal's touch-screen interface is working properly and can accurately judge the position of your touches, you should occasionally re-calibrate the touch-screen. The Touch-Screen Calibration tool is located on the main start up screen. For the best results when re-calibrating, always touch the targets as lightly as possible.

IPOS Updates

Once or twice a month the IPOS application software is updated, which requires license agents to select the "*Check for Updates"* button on the IPOS terminal log in screen. One or two days prior to the update, the CDFW will notify license agents via an IPOS Alert and email (if on file with CDFW) when the update will occur. To help minimize customer wait times, license agents should turn on the IPOS terminal at the beginning of each shift and check for updates.

IPOS Help Icon

There is a help icon located next to each item in the sales item catalog and on each screen that contains helpful information.

ALDS CHANGES AND UPGRADES IN 2014

- ***CDFW is phasing in a new color of license paper. The new paper is bright green. The high contrast and slightly thicker waterproof coating will combine to provide a more durable and fade-resistant paper. Please use all remaining blue paper stock before ordering the new license stock.***

Always Remember to:

→ Check that the correct customer profile was retrieved

→ Confirm all items, hunt choices, and dates with the customer prior to completing transactions.

→ Contact the CDFW or Active Help Desks for assistance.

- CDFW Help Desk: (916) 928-2537
- Active Help Desk (technical issues) 1-800-964-7812