



License Agent News



November 2018

LICENSE AND REVENUE BRANCH

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(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 847411: "CALTIP [your message]"

Download Apps



2019 SPORT FISHING ITEMS – ON SALE NOVEMBER 15

- ❖ Annual Sport Fishing Licenses are valid January 1 through December 31. **During the months of November and December both 2018 and 2019 sport fishing items are available for purchase. Please ask customers when they plan to fish to ensure the correct year items are sold.**
- ❖ Licenses may be purchased in advance and are often purchased as holiday gifts. Gifts can be in the form of a sport fishing license or for residents of California a gift voucher. There is no gift voucher for nonresidents.
- ❖ The 2018/19 Spiny Lobster Report Cards are valid to use until March 20, 2019. The 2019/20 Spiny Lobster Report Cards will be available for purchase on August 15, 2019.

Harvest Reporting & Non-Reporting Fees

Customers that obtain report cards and/or tags are required to report harvest data to CDFW each year by established reporting deadlines. Customers that fail to report deer tags or spiny lobster report cards **must pay a non-reporting fee** to purchase the next year's report card/tag. Please remember the following to prevent issuance errors and violations:

- ❖ **License Agents are not authorized** to collect or turn in harvest reports for customers.
- ❖ **License Agents cannot waive non-reporting fees.** If a customer does not want to pay the fee, they cannot purchase the associated report card or tag.
- ❖ **License Agents should not cancel** any non-reporting fees **without also** canceling and returning the associated report card or tag to the CDFW.

Document Print Quality

Prior to providing customers their printed documents, please perform a quality check on each item printed to ensure they printed correctly and meet the requirements below:

- ✓ Fully Printed - a report card/tag should have both the harvest report and tag, or regulation section printed.
- ✓ Is aligned, legible, and did not print off center and/or cut in the wrong location.
- ✓ All documents printed and are provided to the customer at the end of the transaction.

2019 Free Fishing Days – July 6 and August 31

CDFW offers two Free Fishing Days a year when anglers can fish without purchasing a license. All fishing regulations remain in effect, such as bag and size limits, gear restrictions, fishing hours, and stream closures. Also, **every angler (youth and adult) must have the appropriate report card in possession.**

LICENSE SALES QUESTIONS & REMINDERS

When is an Ocean Enhancement Validation Required?

The Ocean Enhancement Validation is **only** required for anglers fishing in ocean waters **south of Point Arguello (Santa Barbara County)**. The validation fees fund the Ocean Resources Enhancement and Hatchery Program for white seabass.

Customer Profile Retrieval

When retrieving a customer profile, the best practice is to scan a previously issued CDFW license or by scanning the 2-D barcode or swiping the magnetic stripe on CA and Out-of-State Driver's License and Identification Cards. **Do not scan Military or Foreign Government IDs.**



Youth Profiles (Under 18)

If a youth does not have his or her own form of identification 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 dropdown menu (Example: Guardian State ID).

Customer Contact Information

Prior to completing transactions, verify the customer's contact information (e.g., telephone number, addresses, email) and physical description are correct on their profile. The updated contact information helps us to resolve licensing issues with the customer.

Customers that provide an email address can opt-in to receive CDFW fishing and hunting news and license and harvest reporting reminder emails.

Hunter Education

Prior to adding hunter education, License Agents should verify that the hunter education presented by the customer is a valid form listed on the hunter education entry screen.

The print-at-home California Online Hunter Education Voucher is not a valid form.

IMPORTANT ACCOUNT INFORMATION

Incorrectly Sold Items ** Canceled Documents **

License Agents have **four hours** after a transaction to cancel incorrectly sold items or items that could not be reprinted. Follow these tips to prevent issuance and violation errors:

- ✓ Always cancel documents right away. Do not wait to cancel a document if a customer cannot pay, the wrong item was sold, or an item cannot be reprinted.
- ✓ Never cancel a document that was given to the customer.
- ✓ Never cancel non-reporting fees without also canceling the corresponding report card or tag.
- ✓ After canceling, mark the canceled document with a "C" and the "Return By" date that appears on the screen.
- ✓ Return canceled documents to CDFW within 30 days. Canceled documents not returned are billed to your account.

To prevent charges on your account, **return all canceled documents** to the CDFW office below:

**License and Revenue Branch
1740 N Market Blvd
Sacramento, CA 95834**

CDFW Item Fees - What can you charge?

License Agents are prohibited from charging more than authorized by statute for CDFW Items and cannot refuse to issue Free or Reduced Fee items. The total amount authorized to charge prints on each CDFW document and includes the 5% handling fee earned by License Agents.

Overcharging customers is a violation that could result in possible account termination. To prevent overcharging, post our fee posters next to your CDFW sales terminals as a reminder to your staff and as a courtesy to your customers. Additional copies of our fee posters can be printed from our website at

www.wildlife.ca.gov/Licensing/Agents.

License Agent Terminal & Support (LATS) Fees

In January 2019, the CDFW will review 2018 sales to determine if outlets met our annual minimum sales threshold of \$6,000 or more. Outlets not meeting the threshold are subject to a \$15 weekly fee for 2019 (License Agent Contract, Section 4.3).