



License Agent News

LICENSE AND REVENUE BRANCH

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(916) 928- 2537
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TECHNICAL SUPPORT HELP DESK

HOURS: 4 AM – 12 AM PST
(800) 964-7812

VISIT OUR AGENT WEBSITE

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

www.wildlife.ca.gov/Licensing/Agents



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NEW 365-DAY SPORT FISHING LICENSES

Beginning November 15, 2022, California anglers will be able to purchase a 2023 fishing license that will take effect on January 1, 2023 and last the entire year. All licenses purchased on or after January 1, 2023, will be effective from the date of purchase for a continuous 365 days. During the months of November and December both 2022 and 2023 sport fishing items are available for purchase. **Please ask customers when they plan to fish to ensure the correct year items are sold.**

2023 Free Fishing Days – July 1 and September 2

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 Frequently Asked Questions

Can a customer buy a license as a gift or for another person?

Yes, licenses may be purchased in advance and are often purchased as holiday gifts. Gifts can be in the form of a **sport fishing license** if the customer can provide enough information to retrieve or create the recipient’s customer record **or for California residents a gift voucher. There is no gift voucher for nonresidents.**

What is a Second Rod Validation?

A second-rod validation allows the fisherman to fish with two poles in any inland waters; except, where barbless hooks are required. **This validation does not authorize another person to use the second pole. Only the licensee may use the second pole.**

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 one-day and two-day sport fishing licenses are exempt from this requirement.**

When is a Recreational Crab Trap Validation required?

The Recreational Crab Trap Validation is required for any individual who fishes for crabs using crab traps as defined pursuant to California Code of Regulations Title 14, subsection 29.80(c), **even when a valid sport fishing license is not required. The Recreational Crab Trap Validation is not required for anglers using hoop nets or crab loop traps. The Recreational Crab Trap Flyer is available to download on the CDFW Agent website.**

Do youth customers (Under 18) need a customer record?

Yes. Customers under 18 years of age must have their own CDFW Get Outdoors (GO ID) customer record created. If a youth does not have their own form of identification, then a Guardian ID (parent or guardian’s ID number) may be used. When adding a Guardian ID to a youth customer record, select the corresponding **Guardian ID** identity type from the dropdown menu (Example: Guardian State ID). **If the youth customer is engaging in the activity, the license and/or report cards must be sold under the youth’s customer record.**

License Sales Reminders

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.

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 customer record. The updated contact information helps us to resolve licensing issues with the customer.

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 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.

Need More Training?

Login to the sales terminal and select the *Training Videos* button located on the navigation menu or log in to our Agent Services Webpage at:

www.ca.wildlifelicense.com/AgentServices

License Agent Support Numbers

For sales assistance, contact our **Agent Support Line at (916) 928-2537** (M-F, 8 AM – 5 PM). If you cannot reach us, you may leave a message or email Agent@wildlife.ca.gov and we will respond as soon as possible.

For assistance with your CDFW sales equipment, contact our **Agent Technical Support (4 AM – 12 AM) at (800) 964-7812**.

Important Account Information

License Agent Terminal & Support (LATS) Fees

In January 2023, the CDFW will review 2022 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 2023 (License Agent Contract, Section 4).

NEW GIFT VOUCHER REDEMPTION PROCESS

The way sport fishing gift vouchers are redeemed, and the layout of the gift voucher document have changed. A gift voucher is now redeemed by selecting the Redeem Gift Voucher button located at the bottom of the sales catalog (next to the Purchase Duplicates button).

NEW DUPLICATE SALES PROCESS

A customer may now select to duplicate the individual items that were included on their original license purchase. The location to sell a duplicate item has been moved to a button at the bottom of the sales catalog on the CDFW sales terminal (next to the Redeem Gift Voucher button).

NEW CDFW SALES EQUIPMENT COMING SOON!

All License Agents are scheduled to receive new CDFW sales equipment starting January 2023. More information regarding the equipment refresh coming soon!

Incorrectly Sold Items ** Canceled Documents **

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

- ✓ Never cancel a document or a reprint of 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.
- ✓ 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.

To prevent charges on your account, return canceled documents with the *Document Return Form* to CDFW within 30 days. **Canceled documents not returned are billed to your account.**

Cancelled Document Return Address:

Mailing Address: PO Box 944209
(USPS) Sacramento, CA 94244-2090

Shipping Address: 715 P Street , 16th Floor
(FedEx, UPS, Etc.) Sacramento, CA 95814