



License Agent News

November 2016

LICENSE AND REVENUE BRANCH

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(916) 928-ALDS (2537)
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ACTIVE HELP DESK

IPOS EQUIPMENT SUPPORT
HOURS: 4am - 12am PST
(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



2017 SPORT FISHING ITEMS – ON SALE NOVEMBER 15

- ❖ 2017 Sport Fishing items are not valid for use until January 1, 2017
- ❖ Items may be purchased in advance and are often purchased as holiday gifts
- ❖ Resident licenses given as gifts can be in the form of an actual sport fishing license or gift voucher
- ❖ 2017 Abalone Report Cards will be available for purchase on February 15, 2017
- ❖ 2017 Spiny Lobster Report Cards will be available for purchase on August 15, 2017

Please ask customers when they plan to fish, and sell them the correct license for the year they will be fishing.

LICENSE AGENT EQUIPMENT REFRESH PROJECT UPDATE

The pilot phase of the equipment refresh started in late September 2016. A total of 33 locations have received the new equipment and have been providing us feedback to help us ensure we deliver quality equipment that works with our sales application. Due to the delays, our original deployment waves and timeline have changed. Once we start deploying, License Agents will be notified with the shipping schedule via a California Department of Fish and Wildlife (CDFW) terminal Alert (login into license sales to read Alerts) and emails.

LICENSE PAPER STOCK POLICY *** EFFECTIVE NOVEMBER 1, 2016 ***

The CDFW is discontinuing the **BLUE** license paper from circulation. **Effective November 1**, all licenses must be printed on **GREEN** license paper. Please check your license paper stock; if you do not have **GREEN** license paper, place an order through the CDFW terminal's administration menu "Order License Paper" and recycle your **BLUE** license paper stock.

CDFW SALES OFFICES WILL NO LONGER ACCEPT CASH – EFFECTIVE JANUARY 1, 2017

License Agents may experience an increase in customers purchasing CDFW related items. Starting January 1, 2017, CDFW's License and Revenue Branch and regional sales offices **will no longer accept cash** as a form of payment. Customers may pay with a check, money order, or any debit/credit card with the Visa or MasterCard logo. Customers that would like to pay with cash are being directed to their nearest License Agent.

NEW SPORT FISHING DUNGENESS CRAB REGULATIONS

The recreational Dungeness crab season opened statewide on Saturday, November 5. Several new regulations became effective on August 1, 2016. Some of these include:

- ❖ Crab trap buoys must display the "GO ID" number of the operator of the trap. Some operators (under 16) will not be required to have a fishing license; therefore, will not have a GO ID assigned to them and are not required to mark their buoys with a GO ID number.
- ❖ Crab traps must contain at least one destruct device made from a single strand of untreated cotton twine size No. 120 or less that creates an unobstructed opening anywhere in the top or upper half of the trap that is at least five inches in diameter when this material corrodes or fails.
- ❖ Crab traps must not be deployed or fished seven days prior to the opening of the Dungeness crab season.

Additional information may be found beginning on page 50, in the [Ocean Sport Fishing Regulations](#) book.

2017 Free Fishing Days – TBD

While all fishing regulations, such as bag and size limits, gear restrictions, report card requirements, fishing hours and stream closures remain in effect, there are two days each year when anyone can fish without purchasing a fishing license. *On Free Fishing Days, every angler (youth and adult) must have the appropriate report card if they are fishing for:*

- Abalone
- Steelhead
- Sturgeon
- Spiny Lobster
- Salmon in the Smith and Klamath-Trinity River Systems

Reminder

Youth Profiles (under 18)

If a youth customer, under 18 years of age does not have their own form of identification (ID), then a Guardian's ID may be used. When adding a youth profile using a Guardian's ID select the corresponding identity type with the **Guardian ID** label from the drop down menu (ex: Guardian State ID). **Do not sell items intended for a youth under their guardian's profile.**

HARVEST REPORTING & NON-REPORTING FEES

Customers have a responsibility to report harvest data each year by the reporting deadlines. **License Agents are not authorized to collect and turn in harvest reports for customers.** Harvest reports may be submitted by the following methods:

- Customers can submit via our Online License Sales website at: www.ca.wildlifelicense.com/InternetSales/. Customers reporting online receive a confirmation number and **do not** need to mail in the report card.
- Customers can mail the report cards to the address listed on the harvest report card.

Customers that fail to report harvest data may be subject to a non-reporting fee that is assessed when they obtain their next year's report card or tag. **License Agents cannot waive Non-Report Fees; they are automatically added to the transaction on item selection.**

CDFW Communications – Help Customer's Stay Informed

To help customer's stay up to date with CDFW fish and hunting news, license reminders and harvest reporting deadlines, please ensure the customer's profile information, such as: telephone number(s), email and physical/mailling addresses are updated.

License Agents should not enter erroneous or your own business contact information on a customer's profile.

Hunter Education IPOS Entry Changes

When entering Hunter Education on a customer profile, it is the responsibility of the License Agent to verify that the hunter education provided is an accepted form as listed on the IPOS terminal. **The system will no longer allow the entry of invalid numbers for hunter education, such as:**

- Customer's GO ID
- ALDS Document Number
- CA DMV formats

If a customer's profile already has a California Hunter Education Certified record on file, the "Add New Hunter Ed" button will be disabled and display "Customer already has (California Hunter Education Certified) on file".

System Security Password Validation

The ALDS system, which includes the IPOS terminal and Agent Services website, now enforces CDFW Security requirements for your password. The next time your password expires, your new password must meet the following standards:

- At least eight (8) characters in length, and
- Contain at least three (3) requirements below:
 - one (1) upper case letter
 - one (1) lower case letter (except on the IPOS terminal)
 - one (1) number
 - one (1) special character (limited to those available on the IPOS terminal)

LICENSE AGENT RESPONSIBILITIES

Customer Data Confidentiality

Personal information collected, used or acquired shall only be used for the sole purpose of performing license sales. Customer's personal information cannot be released or used in any other manner by an authorized user.

Individual User Accounts and Training

License Agents are responsible for ensuring all sales staff is trained on the use of the IPOS terminal and that all users are assigned an individual user login and password that is not shared with other users.

CDFW Item Sales & Fees

License Agents are not allowed to refuse to issue Free or Reduced Fee items and must sell/issue all CDFW items and cannot charge more than the fee authorized by CDFW.

Need Assistance? Sold Incorrect Item? Need to Reprint or Cancel?

CDFW Help Desk (M-F: 8-5) - (916) 928-2537 | Active Network Help Desk - (800) 964-7812