



# License Agent News

November 2017

## LICENSE AND REVENUE BRANCH

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### LICENSE AGENT ANALYST

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### LICENSE AGENT HELP DESK

HOURS: M – F 8 AM – 5 PM PST  
(916) 928-ALDS (2537)  
FAX (916) 419-7584  
[agent@wildlife.ca.gov](mailto:agent@wildlife.ca.gov)

### ACTIVE HELP DESK

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

### VISIT OUR AGENT WEBSITE

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

[www.wildlife.ca.gov/Licensing/Agents](http://www.wildlife.ca.gov/Licensing/Agents)



### CalTip – Report Poaching & Polluting

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

Text 847411: "CAL TIP [your message]"

### Download Apps



## 2018 SPORT FISHING ITEMS – ON SALE NOVEMBER 15

- ❖ Most 2018 sport fishing items are valid from January 1 through December 31, 2018.
- ❖ Items may be purchased in advance and are often purchased as holiday gifts. Gifts for California residents can be in the form of an actual sport fishing license or gift voucher.
- ❖ 2018 Abalone Report Cards will be available for purchase on March 15, 2018.
- ❖ The 2017/18 Spiny Lobster Report Cards are valid to use until March 21, 2018. The 2018/19 Spiny Lobster Report Cards will be available for purchase on August 15, 2018.

During the months of November and December 2017 and 2018 sport fishing licenses are available for purchase. Please ask customers when they plan to fish to ensure the correct year items are sold.

### 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 by the deadlines must pay a non-reporting fee to purchase the next year's report card/tag. If necessary, direct customers with questions to contact CDFW. 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.

### Printing Problems

We are researching an intermittent printer issue that causes documents to print off center, not print at all, and/or not cut in the correct location. If you experience issues, try these steps:

- 1) Check the connections between the terminal and printer and reboot the terminal.
- 2) After rebooting, try to reprint the documents through the Administration Menu.
- 3) If the issue is not resolved, cancel the documents through the Administration Menu.
- 4) Reboot the terminal, select the "Re-image" option. The "Re-image" option appears on the screen for 5 seconds during the reboot process and takes about 20 minutes.

If the "Re-image" does not resolve the issue or additional assistance is required, please call technical support at 1-800-964-7812.

### 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.

## License Paper Stock – Color Change - Coming Soon

The CDFW license paper stock will be changing to **ORANGE**. Please continue to use the green paper stock until exhausted. Either color of license paper stock will be valid to use.

## 2018 Free Fishing Days – July 7 and September 1

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 if they are fishing for Abalone, Steelhead, Sturgeon, Salmon in the Smith and Klamath-Trinity River Systems, and/or Spiny Lobster.

## 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 helps fund the Ocean Resources Enhancement and Hatchery Program for white seabass.

### Why Can't I sell a Gift Voucher in October?

Gift vouchers are only available for purchase until October 1 each year because the corresponding sport fishing license redemption item expires December 31. A 2017 Gift Voucher is only redeemable for a 2017 Resident Sport Fishing License. This also helps prevent the wrong year gift voucher from being sold for the upcoming license year.

### CDFW Lands Pass

A Lands Pass is required for a person who is 16 years of age, or older, to enter some CDFW Wildlife Areas and Ecological Reserves for non-hunting purposes, such as sightseeing, hiking, bird watching, etc. A Lands Pass is not required for any person in possession of a California sport fishing or hunting license. Lands Pass information is available at [www.wildlife.ca.gov/licensing/lands-pass](http://www.wildlife.ca.gov/licensing/lands-pass).

### Please sell your customers the correct type of pass.

Customers hunting waterfowl on CDFW Wildlife Areas must possess a Type A or Type B Wildlife Area Pass and not a Lands Pass.

### Initial Shipments of Sport Fishing Regulation Booklets

Most 2017/18 Sport Fishing Regulations are in effect until February 28, 2018. Initial shipments of 2018/19 Sport Fishing Regulations are scheduled to ship late February or early March 2018.

## CDFW Communications

To help customers stay up to date with CDFW fishing and hunting news, license reminders, and harvest reporting deadlines, please ask customers if they wish to provide an email address when prompted during a sale.

## IMPORTANT ACCOUNT INFORMATION

### 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](http://www.wildlife.ca.gov/Licensing/Agents).

### 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, remember to return all canceled documents to the CDFW office below:

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

### License Agent Terminal & Support (LATS) Fees

In January 2018, the CDFW will review 2017 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 2018 (License Agent Contract, Section 4.3).

**For Assistance, Contact Us! CDFW at (916) 928-2537 or [agent@wildlife.ca.gov](mailto:agent@wildlife.ca.gov) | Technical Support at (800) 964-7812**