Ohio Department of Natural Resources

JOHN R. KASICH, GOVERNOR JAMES ZEHRINGER, DIRECTOR

Division of Wildlife
Scott Zody, Chief
2045 Morse Road, G-3
Columbus, Ohio 43229

February 7, 2012

Dear Ohio Hunting & Fishing License Sales Agent:

The Division of Wildlife would like to thank you for your part in the successful implementation of our new automated licensing system. Although there were challenges, customers were able to successfully purchase licenses and check game at approximately 1,000 license agents statewide.

After a thorough analysis, the Division of Wildlife decided to make a few changes to the functionality of the automated license system in order to better serve our customers. Many of these changes will impact our license sales and game check agents. Please carefully review the system changes below and share these changes with all staff that process license sales.

License Sales Start Date has changed:

- License sales for the 2012-2013 license year are from March 1, 2012 through February 28, 2013.
- The license sales start date is no longer February 15.
- Licenses sold prior to March 1, 2012, will not be valid for the 2012-2013 license year.
- You should receive your 2012-2013 blue license paper stock from Active Network, prior to March 1st.

Void Time has changed:

- **The length of time to void or reprint a transaction has changed to 15 minutes.**
- License agents will no longer have 2 hours to void a transaction.
- **ONLY employees with a Manager and Supervisor user role** can void a license/permit processed within the past 15 minutes (These roles are defined under User Management on the home page)**.**
- An employee with the Manager or Supervisor user role **must be available at all times** to void a license/permit or an agent **risks loss of revenue. The Division of Wildlife will not void licenses/permits for the agent.**
- Please refer to the new 2012-2013 Quick Reference Card for more information (you will receive this from Active Network, prior to March 1st). You may also print this letter from our new license agent website (see below).

Fishing Regulations:

- You should receive an initial supply of 1 case of the 2012-2013 Ohio Fishing Regulations by February 27th.
- Please make sure these publications are available to license buyers.
- If you do not receive your initial supply by February 27th, please order them online.
- Additional regulation orders will be sent beginning February 27, 2012.

Policy 40 – Termination Policy for Non-Transfer of Funds :

- The Division of Wildlife has revised the Termination Policy for Non-Transfer of Funds as referenced in the License Issuance and Game Check Contract (#24).
- This policy will be sent to you in a separate mailing in the next few weeks and will also be posted online at Ohiolicenseagent.com.

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License Offering Card (enclosed):

- The License Offering Card is a useful reference tool.

New License Agent Website:

- A new license agent website, Ohiolicenseagent.com is now available to better assist our license agents and to provide information to those wishing to become an authorized license agent.
- The new website offers access to items such as the Social Security Number Exemption form, Quick Reference Card, License Offerings Card, Electronic Funds Transfer (EFT) Bank Account Change Form, Links to Regulations, Letters of Correspondence, etc.

Importance of Customer ID number:

- License agents should ask customers to present a previous license/permit, or a Customer ID Card.
- Use the Customer ID Number to begin a license sale whenever possible. If entered accurately, the system will return an existing customer record (profile) 100% of the time, eliminating the need for data-entry and saving time.
- The system determines which license(s) the customer is eligible to purchase based on age and residency.

Driver's License Swipe and Entry:

- When processing a license sale transaction, the License Agent is required to choose from one of three "Customer Identification Options".
- If "Driver's License" is the chosen form of identification, the agent must either swipe the Driver's License or manually enter the driver's license number, state and date of birth.
- If the agent swipes the Driver's License, the screen **will now display "Processing DL…may take up to 3-5 seconds to complete**".
- When manually entering an Ohio Driver's License number, the information must be entered exactly as it appears on the Driver's License. If the information does not match, you will receive the error message: "**Driver's License Format Not Supported**!"
- Agents will no longer be able to view or enter Driver's License information on the customer information page.

Deer & Turkey Game Check Requirement:

- License agents are required to perform deer & turkey game check, as agreed to under item #5 of the License Issuance and Game Check Contract "**The License Agent agrees to perform electronic deer and turkey game check transactions, and other transactions as required".**

Please circulate this information to anyone who processes license sales at your agent location. You may visit Ohiolicenseagent.com to print additional copies of reference materials or you may contact the Ohio Division of Wildlife at 1-800-945-3543 for additional assistance. We appreciate your participation in the license sales and game check program.

Sincerely,

Michelle L. Jones
Public Inquiries Officer