

Quick Reference Guide for Licensing Agents

Searching for Customers-Methods

- ♦ Scan previous hunting/angling license
- ♦ Scan Drivers License/ID
- ♦ Input Name/DOB: Use legal name on driver's license.

- ♦ If customer is not found and they have had a license before, try another version/spelling of their name, i.e. Mike if Michael, Dan if Daniel, etc. Ask customer if they have ever gone by another name (nickname) or, if female ask if they have had a maiden name.

- ♦ At the beginning of a transaction, ALWAYS confirm customer's Personal Information is updated and correct before issuing documents.

- ♦ When putting in a customer as new, use driver's license to ensure correct spelling, address etc.

- ♦ All information fields MUST be filled in.

Printer Problems

- ♦ If nothing prints, check connections and ensure power is on. Use the message tab to send a test print to the printer.

- ♦ Clear cookies and cache: Select Exit, Terminal Admin tab, Terminal Admin tab again, passcode is 23646, clear cookies and cache tab, select restart. The system will shut down, boot up, clear cookies and cache, shut down again and when finished, it will stop at the page that with the License Sale, Touch Screen Calibration, and Terminal Admin tabs. Select License Sales and log in as usual.

- ♦ Ran out of paper or document was destroyed while printing: If it's a license, use the reprint license function if it hasn't been longer than 30 minutes. If tags were involved, cancel both license and tags and reissue.

Cancelling a Document

- ♦ Agent can cancel any document that was issued on the same day from their store.

- ♦ Use the Cancel Document tab, select item to cancel.

Point Saver Numbers for Controlled Hunts

Whichever series the customer wants a point saver in; it is the first number of that series followed by 99.

Example: Controlled Buck Deer 100 Series point saver will be 199. Controlled Elk 200 Series will be 299.

Aquatic Invasive Species Permits

- ♦ \$7 permit is for non-motorized vessels 10' or longer
- ♦ \$22 permit is for out-of-state motorized vessels using Oregon waterways.

- ♦ Oregon residents MUST have their motorized boats registered with the Oregon State Marine Board. The AISP is included with that registration.

Important Tabs Defined

Buy New Document: Selling of licenses and tags

Reprint License tab: Can only be used up to 30 minutes after issuing a license (not tags). Used if a printer problem or a problem with the documents is noticed after printing.

Cancel Document tab: Can be used to cancel any document that was issued on the same day from their store.

Duplicate Document tab: Used when customer have lost their license. Customer must purchase duplicate documents. Lost tags must be issued through ODFW Field Office.

Controlled Hunt App tab: Used for Big Game, Fall Turkey, Sage Grouse, or Sauvie Island W.A. hunts

Mentored Youth: Juvenile will need to carry this document if participating in the mentored youth program.

Classes/Workshops: Used for signing up customers in hunter education classes, field day training, outdoor skills classes or youth upland hunts.

Supplies: Order your regulation books, envelopes, stream codes and poster supplies here

Messages: Read important updates posted from ODFW or send a message to ODFW.

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Misc. Frequently Asked Questions

Lost License: Use the Duplicate Document tab to sell another license. Price is \$17.00 or if original price was less than \$15.00, then the duplicate price will be the original price of the document. Customer will have to fill out Application for Duplicate License or Tag Affidavit.

Lost Tag: Customer will need to go to an ODFW field office or HQ in Salem. Customer will have to fill out Application for Duplicate License or Tag Affidavit.

Sports Pac Tag Explanation. Customer can only apply one Deer tag to their Sports Pac

Bird Season runs from July 1st to June 30th of the following year...opposite of a calendar year.

HIP Survey's must be completed before a bird validation stamp can be issued.

The HIP survey can be found next to the stamp validations under the "Buy New Document" tab. If they are not there, they'll be under the "HIP Survey" tab.

Youth 13 years old and younger do NOT need a bird validation stamp.

Hunters 17 years old and younger are required to pass a Hunter's Safety Course.

If a hunter is under 17 years old and they are participating in the Mentored Youth Hunter Program, they do not need to pass a Hunter's Safety Course.

Hunters 17 years old and younger MUST wear hunter orange.

Only return ODFW cancellations, combined angling tags, and affidavits for duplicate license/tags in POS returns envelope.

Do not laminate any license or tag. Doing so will render the license or tag as void.

Local Error 101 means system lost connection at the local level. Check cables at the iPOS and router. It will usually clear itself in a few minutes. If not, call your IT department.

Printer ran out of paper: Refill the printer with paper. If a license, use the reprint license function if it hasn't been longer than 30 minutes. If tags were involved, cancel both license and tags and reissue.

Only Agent Support can change the customer's name.

Clear cookies and Cache to clear out printer problems.

Passcode is 23646

There are no reduced costs on licenses or tags for a disabled permit holder. Disabled permits only allow for additional help in the field and extending certain bag limits. Customer must send in application and letter from their doctor stating applicant's disability.

Disabled Veterans get a free combination and shellfish license and a reduced fee Elk tag. All other tags and permits are available at full price. Customer must send in application and letter from the VA showing applicant has at least a 25% disability rating for a Disabled Veteran Status.

ALWAYS have customer check their documents for accuracy and sign their documents before leaving the store.

Only return ODFW cancellations, combined angling tags, and affidavits for duplicate license/tags in POS returns envelope.

Do not give out Agent Support Hotline telephone number to customers. This number is for AGENT USE ONLY. Customers can call 503-947-6000 M-F, 8am-5pm, excluding holidays or furloughs with questions.