

# Agent Responsibilities

## The Agent's Role

April 2019

As an authorized Go Wild agent, you have entered into an agreement with the Wisconsin Department of Natural Resources to abide by the rules and regulations that govern the sale of DNR approvals.

One of the most important functions you perform in this regard is to require accurate information from each customer, including residency status verification, evidence of safety certification when required, and valid social security number input. You should refuse to sell a license to someone who you know is providing fraudulent information and you should report to the DNR circumstances where you suspect the information provided was fraudulent.

The Department will provide regular information updates via the Agent Corner on the Go Wild system as changes or new procedures affect sales so that the information shared with our mutual customers is as accurate as possible.

Go Wild agents should inform the local Conservation Warden of any licensee who is obviously violating laws defined in the Wisconsin Statutes or the Wisconsin Administrative Code. You may report violations to:

DNR Hotline – 1-800-TIP WDNR (847-9367)  
Statewide – 24 hours per day

## Method of Sales

Go Wild agents are authorized to sell (issue) Wisconsin recreational approvals at an established location, as defined in the Agent Contract Terms of Agreement. All sales conducted at the defined location must be over the counter in-person transactions. Go Wild agents are not authorized to sell to customers using expanded sales options; including, but not limited to, phone sales, Internet sales, or mail-order sales.

## Responsibility to Represent DNR

It is important to the Department that Go Wild agents view their role as one of a partner with the DNR in helping deliver accurate information and good customer service to our mutual customers. It is your responsibility to represent the Department in a professional manner; providing the best possible service in the delivery of DNR transactions and information, treating our mutual customers fairly and efficiently. Failure to abide by the Department's policies and procedures for issuing DNR transactions or providing poor representation of the Department may result in termination of your WDNR agent contract.

## Customer Identification Requirements

It is the Go Wild agent's responsibility to ensure that proper identification is provided when processing sales transactions with the exception of items in the Quick Sale catalog or Donations.

### Identification Requirements for Residents

In order to sell a Wisconsin resident license, proof of Wisconsin residency must be presented. The agent will attest to the customer's identification and address information within the sales transaction. Failure to properly view residency and request appropriate customer identification as required by your agent contract could result in termination of your authority to issue DNR approvals. Section 29.001(69) of the Wisconsin Statutes defines residency as:

*"Resident" means a person who has maintained his or her place of permanent abode in this state for a period of 30 days immediately preceding his or her application for an approval. Domiciliary intent is required to establish that a person is maintaining his or her place of permanent abode in this state. Mere ownership of property is not sufficient to establish domiciliary intent. Evidence of domiciliary intent includes, without limitation, the location where the person votes, pays personal income taxes or obtains a driver's license.*

Every customer will be assigned a unique DNR Customer Number the first time they purchase a license or if they have taken a safety education class. While the DNR Customer Number allows access to customer information more efficiently, it does not replace presentation of valid identification for proof of current year residency. The agent will attest that they have properly verified residency on the Preferences and Residency screen. Failure to do so could result in termination of the agent's authority to issue DNR licenses. The customer should be aware and advised that they will be signing a statement attesting they are a resident of Wisconsin.

### Acceptable forms of identification an agent may accept to verify residency include:

1. Valid Wisconsin Driver's License (or letter of revocation or suspension); or
2. Valid Wisconsin Department of Transportation Identification card; or
3. A WI Income Tax Return or car registration stating name and address.
4. If some other form of identification is presented please contact the DNR Call Center at 1-888-936-7463.

### Identification Requirements for Non-Residents

Non-residents are required to provide identification showing the applicant's name and address prior to purchasing a license. The first time a non-resident purchases a license, they will be assigned a unique DNR Customer Number. NOTE: Future transactions may be processed using the DNR Customer Number or Conservation Card, accompanied with another form of identification.

## Purchasing a License for another Individual - Exceptions

Under Wisconsin law, no person may obtain hunting, trapping, or fishing approval for another person, except for parents or legal guardians purchasing approvals for minors. Additionally, the following are exceptions to this restriction:

- Resident Spousal Fishing Approval - May be purchased by either individual in a legal marriage. If the person purchasing the license is able to provide the appropriate personal information for the spouse, both portions can be issued.
- Non-Resident Family Fishing Approvals - May be purchased by either individual in a legal marriage. If the person purchasing the license is able to provide the appropriate personal information for the spouse, both portions can be issued.
- Stamps - May be purchased by another individual who provides the appropriate personal info for that individual. A stamp alone is not authorization to hunt.
- Permit Applications (turkey, bear, bobcat, fisher, otter, sharp-tailed grouse, upriver sturgeon) – Are not considered a license, and therefore may be purchased by an individual who provides the appropriate personal information for that individual.
- Quick Sales, which include trail passes, federal duck stamps, vehicle renewals, etc.

Permits that are limited in number (bonus deer tags or turkey permits, for example) cannot be purchased for another individual, except for a parent/legal guardian who can purchase these permits for minor children. Permits must be purchased in person; customers cannot purchase a permit by completing a paper license application form in lieu of visiting an agent location face to face. It is also not acceptable for a license agent to “take names” of customers wanting a permit and entering these for the customer once the sales start.

## Social Security Numbers

First-time customers must provide their social security number to purchase a Wisconsin hunting or fishing license or approval. Once the Social Security Number is entered into the system, the customer is assigned a DNR Customer Number that will appear on every license document. Social Security Numbers are not printed on license documents.

The DNR is very conscientious about protecting our customer’s confidential information. You, as agents of the department must ensure that you protect the privacy of customers when requesting a social security number. The customer may enter their own social security number on the terminal.

Please refer customers with questions about the social security number requirement to the DNR Call Center at 1-888-936-7463

## Exceptions to the Social Security Requirement

There are few exceptions to the social security number requirement. They are:

- Nonresident individuals who are not United States citizens, i.e., visitors from other countries are not required to provide a social security number. These customers can create a DNR customer record by providing their Visa or Passport number.
- People who do not have a social security number and do not meet the definition of a nonresident alien can submit a sworn affidavit in lieu of providing a social security number. Affidavit forms are available on the agent corner. The customer will need to have the form notarized and submit to DNR for creation of a customer record.

## Safety Education Requirements

Agents are required to verify completion of safety education if required during the sale of licenses. Anyone born on or after January 1, 1973, must complete a certified Hunter Safety Education course before they can purchase a hunting license. Safety education records are stored in the customer's record. The system will prompt when it is necessary to request the customer provide proof. Educational requirements vary by license type.

### **Acceptable forms of verification include:**

1. The customer's original government issued Hunter Safety Education Certificate.
2. Proof of Military Service by providing a Military ID or Proof of Basic Training (DD Form 214 or National Guard NGB22). Please enter the word BASIC in place of the certificate number and enter the state code where basic training was completed.
3. A veteran identifier on a Wisconsin Department of Transportation, Division of Motor Vehicles (DMV) driver's license or identification card
4. A government issued Student Temporary Certificate, signed and dated by instructor showing completion of a Hunter Safety Education course. Enter the customer identification number indicated on the student receipt.
5. A certificate issued for completion of an online safety course. Note: Those under 18 are issued a Voucher and must complete a field day.

**\* DO NOT ACCEPT Conceal Carry Permits or internet safety course vouchers.**

**Mentored Licenses** - Allows persons to obtain a mentor hunting license without the need for hunter education certification. Those 12 years and older purchasing mentor licenses unless they qualify for new buyer rates, will pay standard fees. Agent will indicate **Mentor** in lieu of hunter education.

**Bow Hunter Education**: Bow hunters may satisfy the hunter education requirement with proof of completing Hunter Education or Bow Hunter Education class. You may accept verification of Bow Hunter education only when the customer is purchasing an Archery or Crossbow license; it is not acceptable verification for any other hunting license.

\*Anyone aged 18 or older can become Hunter Education certified through a Wisconsin DNR approved online course. Certification may be done completely online with no in-person training or testing. No change to the Hunter Education program for individuals under the age of 18.

## **Trapper Education:**

**Residents:** In order to purchase a resident trapping license, the customer must meet one of the following requirements to legally trap in Wisconsin. The Go Wild terminal will prompt you to identify which of the requirements has been met: 1) trapper education number and state; 2) they must have previously purchased a trapping license prior to 1992; or 3) they must be an active farmer per Wisconsin Statute 102.04(3) or 4) they are trapping under the mentored trapping rule.

**Nonresidents:** Wisconsin allows trapping by non-residents from those states that allow Wisconsin residents to purchase non-resident trapping licenses. Those non-resident customers also must have successfully completed an in-person Wisconsin Trapper Education Course; or trap under the mentored trapping rule.

## **Returning Equipment**

### **RETURN REPLACED EQUIPMENT PROMPTLY**

If you have received replacement equipment promptly return all pieces being replaced. A return UPS shipping label (Call Tag) should have been included with the new piece of equipment. Properly package all returns to avoid damage in shipping. Agents are responsible for the replacement cost of equipment not returned or damaged.

Please contact tech support at 1-866-381-7668 and press option #2 if you need a Call Tag, boxes or foam packaging for monitor returns. Call Tags can be emailed to you if using your own packaging. Ensure all items are bubble wrapped to avoid damage in transit, securely seal box with packing tape, apply the Call Tag over the prior delivery label, give package to your regularly scheduled UPS driver OR take package to your nearest UPS Store. All shipping costs are then covered. To find UPS Drop Off Locations visit: [www.ups.com/dropoff](http://www.ups.com/dropoff)

#### **Special packaging instructions:**

Computer (HP thin client)

Disconnect all Cables from Thin Computer

Bubble Wrap the Unit

Include Network Cable & Power Cord w/ Brick

Monitor Bundle (Large and Small Combined)

*Remove Scanner Holster from the Large Monitor (Replace Screws)*

Keep all cables attached to both monitors

Keep both monitors mounted together

Use Green Foam to secure Large and Small monitor bundle.

Printer

Bubble Wrap Front to Back & Left to Right

Include USB cable & Power Cord

*Remove Toner Cartridge*