

Searching for a Customer

It is the agent's responsibility to ensure that proper identification is provided by the customer when processing sales with the exception of Quick Sales, Renewals or Donations.

Agents can search customer accounts by:

- Scanning a **WI** Driver License or a previous **WI** hunting/fishing license
- Scanning a WI Conservation Card (*new in 2016*)
- Typing in the fields under any one of the four headings:
 1. Driver's License/State ID
 2. Customer Number
 3. Social Security Number
 4. Foreign Customer Search - using Visa/Passport Number

The screenshot shows the 'Sales Home' interface. At the top, there is a blue banner with an 'Attention' message: 'A state park sticker will be mailed to Conservation Patron license buyers shortly after purchase.' Below this is a red-bordered box with a 'Notice about 2016 antlerless deer tags' stating that Farmland Zone antlerless deer tag(s) are now available and included with each deer hunting license. The main section is titled 'Customer Search' and features a search form with the following fields: 'DL ID' (with a dropdown arrow), 'DL Issuing State Required' (with a 'Select' dropdown), 'DL ID Required' (with an empty text input), and 'Date of Birth Required' (with an example 'ex. 01/01/2016' and a calendar icon). There are 'Clear' and 'Search' buttons. To the right of the search form are four large buttons: 'Scan Wisconsin ID or DNR Customer Number' (green), 'Quick Sale' (blue), 'Renewals' (blue), and 'Donations' (blue). Each of the last three buttons has a 'View Details' link with a dropdown arrow.

Proof of Wisconsin Residency per Section 29.001(69) of the WI State Statutes must also be presented by the customer to receive **Resident Rates**. Acceptable forms of proof of residency include:

- Valid WI Driver's License (or letter of revocation or suspension); or
- Valid Wisconsin Department of Transportation Identification Card; or
- WI Income Tax Return or WI car registration
- Contact DNR if none of the above are presented if customer is requesting resident rates.

Possible Messages when searching for customer:

An error message of incorrect or invalid customer information was entered may appear. Review and edit information entered in case of keying error or complete different search criteria to try locating customer.

✘ Error Customer Not Found: Please try again with different search criteria.

✘ Error We could not match the Customer's Date of Birth, please check the search criteria and try again.