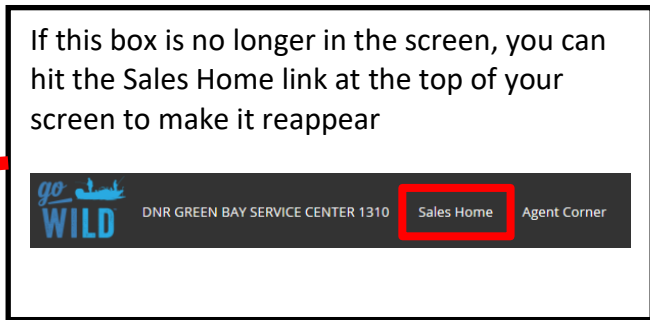
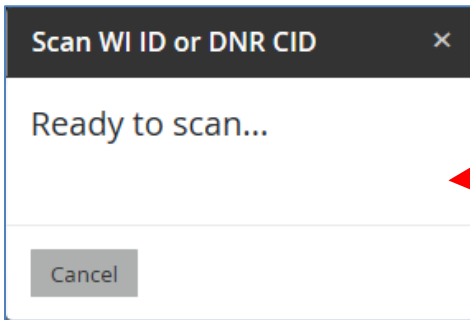


# Scanning for Customers

Agents can search customer accounts by scanning three different items from a customer:

- Wisconsin Driver's License. (Out of State driver licenses will not scan)
- A previous WI hunting/fishing license
- Scanning a DNR Go Wild Conservation Card

Before scanning any document, make sure that the "Ready to Scan" window is showing on the Sales Home page. The scanner will not work without that window.



If scanning a Wisconsin driver license, make sure to scan the larger of the two barcodes on the back. If you scan the smaller one, the system may give an error message. If you have trouble, try covering the smaller barcode before scanning.



Scan this barcode on the back of a Wisconsin driver license.

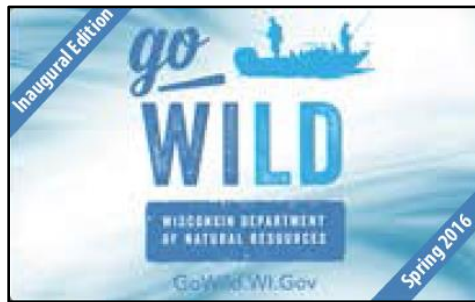
If scanning a previous DNR hunting or fishing license, simply scan the barcode on the document. It will enter the DNR customer number in the field, and you must then enter the customer's date of birth.



Scan the barcode



Finally, you can also scan the new Go Wild Conservation card if a customer presents it. Scan the barcode on the back and it will enter their customer number in the field. Then enter the customer's date of birth.



## **POSSIBLE ERROR MESSAGES**

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

This does not mean there is no record for this customer. The system could not find the customer based on the search method you used. You can try the search again or try using a different method (scanning a different document or trying the different manual entries).

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

You may also get an error in which a customer record has been found, but there may be an error in the record itself that is preventing you from continuing. Once again, try searching with other methods driver license, SSN, etc). If you still get the same error, contact the DNR at 866-381-7668. They will correct the issues in the customer record.

✖ **Error** Customer account cannot be created without DNR assistance. Please contact the Agent Support line at 866-381-7668

If the above error message appears, the customer may already have a DNR customer account. Contact the DNR Agent Support line for assistance.