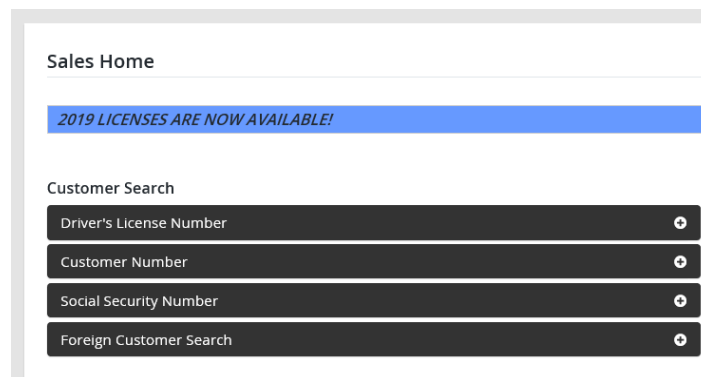


Searching for a Customer

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 DNR Go Wild Conservation Card
- Manually 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 a web interface titled "Sales Home". Below the title is a blue banner with the text "2019 LICENSES ARE NOW AVAILABLE!". Underneath is a section labeled "Customer Search" containing four input fields, each with a search icon on the right: "Driver's License Number", "Customer Number", "Social Security Number", and "Foreign Customer Search".

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 pay stub showing they pay WI income taxes

Possible Messages when searching for customer:

An error message of incorrect or invalid customer information was entered may appear. Review and edit the information entered in case of keying error. You can also use different search criteria to try locating customer. If no customer can be found, ask the customer if they have ever purchased DNR licenses in Wisconsin before. You may need to create a new customer account.

✘ **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.

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

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