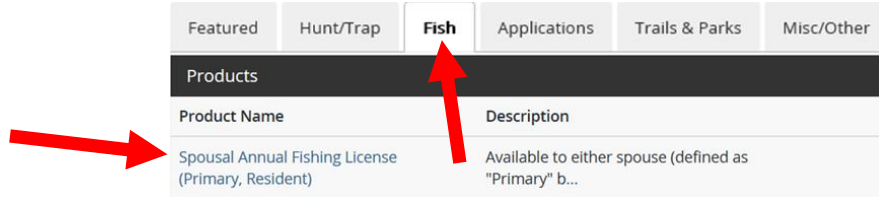


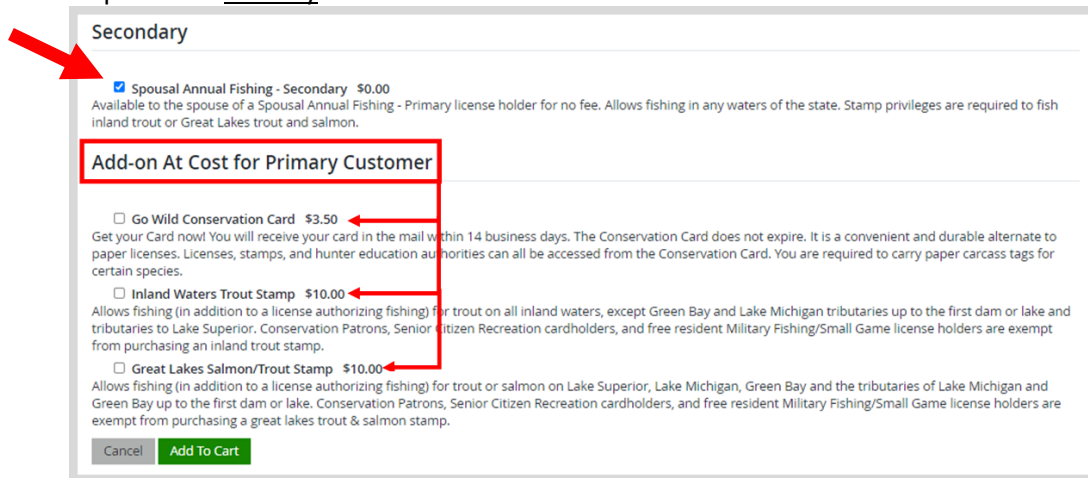
Spousal Fishing License

These licenses may be processed in a single transaction. Note that both parties do not need to be present, but they will need the customer information for both parties. TIP: First ask if both parties have purchased DNR licenses before. It may be necessary to create a new account for one or both before you start.

- **Customer Catalog.** Select the **Fish** tab and choose the **Spousal Annual Fishing License (Primary)** license



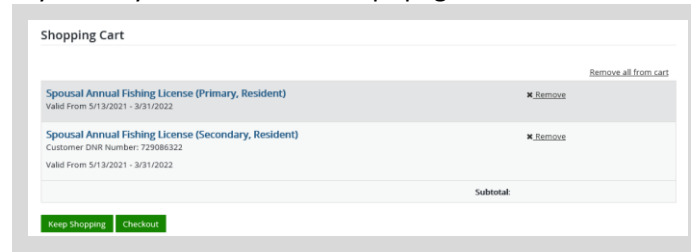
- **Adding the secondary customer.** The system will automatically check the box to add the **Secondary (spouse)** to the license in the same transaction. If the customer does not have their spouse's information, you may uncheck the box and they can purchase the secondary license later. Make sure to offer the Add-ons for Great Lakes and Inland Stamps for the **Primary** customer. Select Add To Cart.



- **Confirming the Secondary Customer.** If you checked the box to add the spouse on the previous page, the next screen will be used to search for that secondary customer. Add the **date of birth** for the secondary customer, and either the **DNR customer number**, **Social Security Number**, or **driver license number** to "link" the two licenses together. Include any add-ons for the secondary and select Add to Cart when finished. *HINT: If you cannot find the secondary customer, try using one of the other search criteria if possible. You may select SKIP to remove the secondary customer option and run their license in a separate transaction if necessary.*

The screenshot shows the 'Spousal Annual Fishing License (Secondary, Resident)' form. It includes a description of the license and a section for entering the secondary customer's information. The fields are: 'Secondary Customer Date of Birth Required' (with an example 'ex. 01/01/2016'), 'Secondary Customer DNR Number', 'Secondary Customer Social Security Number', and 'Secondary Customer Driver's License Number'. Red arrows point to each of these fields. Below the fields is an 'Add-on At Cost' section with checkboxes for 'Great Lake Salmon/Trout', 'Inland Waters Trout Stamp', and 'Go Wild Conservation Card'. At the bottom are 'Skip' and 'Add To Cart' buttons.

- **Shopping Cart.** Make sure two license show on the shopping cart if you purchased both the primary and the secondary. If only one license shows up, you may have accidentally skipped the secondary. Confirm payment, have the customer sign, and make your way to the Order Receipt page.



- **Printing.** Select the button **All Customer Documents** to print both the primary and secondary license documents.

FREQUENTLY ASKED QUESTIONS

Q Who needs to be present to purchase?

A Only one of the spouses needs to be present, but they will need to know the customer information for both parties. If the customer does not have their spouse's information, they may still select this license and pay the total fee, and the secondary can get theirs later for 0.00. NOTE: Each must have a completed fishing license in their name to legally fish.

Q Who do I start with?

A HINT: Ask if both parties have purchased DNR licenses before, since you cannot create an account while in the transaction. If one person does NOT have a DNR account, START with that person so that you can create their account and then you can easily enter the second person in a single transaction.

Q What if the Spousal License does not show in the product list?

A The Resident Spousal fishing price is \$31. Customers who are over the age of 65, or are a new buyer are eligible to purchase their individual license for a reduced rate. In that case it is cheaper to purchase individual licenses for both parties. If you start with a person that is over 65 or a new buyer, the system will not offer a Spousal Fishing license.

Q What if Go Wild cannot find the spouse/secondary customer?

A If you start with one person, and GoWild doesn't find their spouse, you can select "SKIP" at the bottom of the screen to remove the option for the secondary customer. Finish the transaction for the Primary Spouse and they will be charged the full \$31 fee. Then you can go back in and start with the other spouse's information and create or find their account.

Q Can the spouse redeem their license later?

A YES. When the secondary spouse's is sold in a separate transaction, the process is the same whether you do it immediately, weeks later, or if they go online. You will start by looking up the customer that still needs a license and select the secondary for the same license type the Primary customer already purchased. Notice you will now need to enter the Birthday of the Primary license holder, plus their DNR Number, Social Security or Driver's License. The system will verify that the Primary spouse paid for the license and will then allow the secondary license to be issued for free. (TIP: Using the DNR Customer # or SSN will offer better results than the Driver's License.)

Q What about the add-ons for these licenses?

A While in the screen for the Primary Customer, you can select to add a Go Wild Conservation Card or the Inland Waters Trout Stamp or the Great Lake Salmon/Trout Stamp. If the Secondary customer wants the Conservation Card, you will have to be in the screen when you select it.

- Spousal Fishing (Resident) – Each individual needs their own stamp
- Nonresident Family fishing – Each stamp purchased will cover all persons on that license (including kids).

Q Can the spousal be combined with other fishing licenses?

A No. Customers may not "combine" the spousal fishing with other fishing license deals.

- Senior Fishing (\$7) is for Wisconsin residents 65 years of age and older. There is no spousal option.
- The Patron License is an individual license. There is no spouse option.
- Sports License covers fishing, hunting & small game for one individual. There is no spouse option.