

DNR license issuance tips

1

Driver's License please:

Always verify customer ID (driver license, state ID, etc.) before selling a license. Customers under age 18 may be verified by a parent/guardian or school ID. Scan the larger of the two barcodes on the back of the license. Covering the smaller barcode may also provide better success in scanning.

2

Conservation patron, spousal license or individual license?

Ask customer if they are considering a Conservation Patron (CP) or Spousal Fishing earlier in the year. They should purchase these licenses at the start of the license year; otherwise they are unavailable once individual fishing or licenses within the CP package are purchased.

3

Customer Dashboard – license not in menu

A license will not show in the products list if the customer has purchased that license already, if the customer does not qualify due to age, if the application deadline has passed, or a lower priced license is available.

4

License Add-ons:

Make sure to ask the customer about any add-on purchases that may be listed under a license approval (stamps, harvest authorizations, etc.). The system will offer any available add-ons right on the screen just after the license is selected.

5

Farmland Antlerless Harvest Authorizations – When Available?

Some customers who purchased their deer licenses early may ask to redeem those now. They are free if redeemed online at gowild.wi.gov or can redeem them at agent locations for a \$2 processing fee. Note: The fee is not charged if the customer purchases other items in the same transaction.

6

Hunter Safety Education and Mentor licenses:

Hunter safety information is required for customers born after Jan 1, 1973. If they have no certification in their customer record, then Go Wild will prompt for their cert number. The customer must show proof of hunter safety certification or proof of military basic training at that point. If the customer cannot provide that proof, they will have to purchase a mentor hunting license.

7

Customer Signature Required

If the signature screen becomes unresponsive or does not allow the signature to be captured, you can "go back" and get a new signature screen for them to sign. Press the screen and hold for about 2 seconds until a square box displays. Select BACK from the top of the list. Shrink the screen back down using a "pinch motion" on the screen. Then continue to the signature screen.

8

Shopping Cart – Have customers double check purchases

Make sure customers confirm purchases at the shopping cart. Some products cannot be changed or refunded once the customer leaves the store. Void the license and run the sale again if sale was completed. Otherwise remove items from the shopping cart and start again.

9

Hunting regulations are now combined in one booklet

The Hunting regulations are combined in one regulation booklet along with the deer, bear, small game and migratory birds. Look for the supply item called "WI Hunting Regulations." Also look for a separate Antlerless Deer Guide in the order menu.

10

Vehicle renewals and Trail Passes

As a Go Wild license agent, you do have the ability to RENEW recreational vehicles (boats, ATVs, snowmobiles, etc). Trail passes for ATV and Snowmobile are also available to sell. You can do these as either a Quick Sale or through the customer account.

**You can contact DNR Agent support Line at 866-381-7668 for more information.

Additional License Q&A

Q Why can't I find the customer's account?

A Refresh the page before searching to be sure the page hasn't gone to sleep (click the Sales Home link at the top of the page). Try searching using different search criteria as some customer's may not have their driver's license in their account.

Q What is needed to purchase a disabled, veteran or military license?

A With certain reduced-rate licenses a customer needs to show proof of eligibility to purchase that license type. The requirements are listed on the screen once the license has been selected from the menu. Agents must verify the qualifications specified are presented before continuing with the sale.

Q Why is a license not in the products list?

A The customer may qualify for a New Buyer's license which is less expensive, or an out-of-state youth would purchase a package license since they are cheaper than deer or archery licenses alone. Otherwise check the customer's Active Approvals to see what they may have already purchased.

Q Where can I get more information on selling licenses and vehicle renewals?

A There is training on the Go Wild terminal. Click the Agent Corner link at the top of the home page then the Agent Training button. Start Here button will give you the basics of selling and Sales Training has tutorials for various products & procedures.

Q Do military customers need hunter safety certification?

A U.S. Armed Forces members can show their active duty military ID or proof of completion of basic training. In these cases, use the word "Basic" as the certification number and the state in which basic training was completed. All others must show hunter education certification issued by a state government. We do not accept concealed carry permits as proof.

Q What do I do with a voided license?

A Make sure you destroy a license that was voided in Go Wild as it is no longer valid. Be sure to follow any procedures set by your store when voiding a license. Agents have 30 minutes to void a license for a customer. After that time DNR must be contacted to determine if void can be done. Agents can call the Agent Line at 1-866-381-7668. Be aware that items like trail passes and Federal Duck Stamps can only be voided on the same day they were issued.

Q How do I reprint a license for someone?

A There is a free option to reprint a customer's license document for when a mistake is made in the transaction or it simply didn't print (go to the Agent Corner then Reprint Order button, click the printer icon for the transaction and open and print document). Otherwise, there is a \$2 Reprint in the Featured Products menu for when a customer requests a copy of their license from you.

Q Can I sign for the customer?

A The customer must sign the electronic signature pad for their transaction. Customer must sign using their finger within the signature box avoiding touching the screen with their other hand while signing.