

February 2021 Agent Bulletin



FEBRUARY 2021 EDITION - LICENSE, PASS & RESERVATION ADMINISTRATION

CPW HOLIDAY CLOSURE / VOIDS / AGENT HELP

CPW Account & Regulations Help Line will be closed on Monday, February 15 in observance of President's Day. Please remember that you can call Aspira's Help Desk line at **1-888-698-8558** (available 24/7) for voids or terminal issues on weekends, after hours, and on holidays.

UPDATES FOR TERMINALS

Please leave on terminals overnight to process any updates that need to be done.

W9 REQUESTS

W9s are required for all agents. If you are being asked to return one, please do so immediately. We have approximately 65 agents still needing to return a corrected W9.

REMINDER: WHO SHOULD I CALL?

Please remember that both of these numbers are **FOR AGENTS ONLY** and are **not to be given to the public:**

1. Aspira Agent Help Desk
 - a. 24-Hour help desk
 - b. Technical issues - IPAWS printer and terminal issues
 - c. Ordering license/pass stock and receipt tape
 - d. Voids (within the same business day)

2. CPW Help Desk
 - a. Monday - Friday 8-5pm
 - b. Questions regarding CPW policy, regulations, procedures, or eligibility
 - c. Name changes
 - d. Selling, leasing, or transferring your business
 - e. Questions regarding daily sales, balances, or bonds
 - f. Voids

2021 BIG GAME BROCHURES

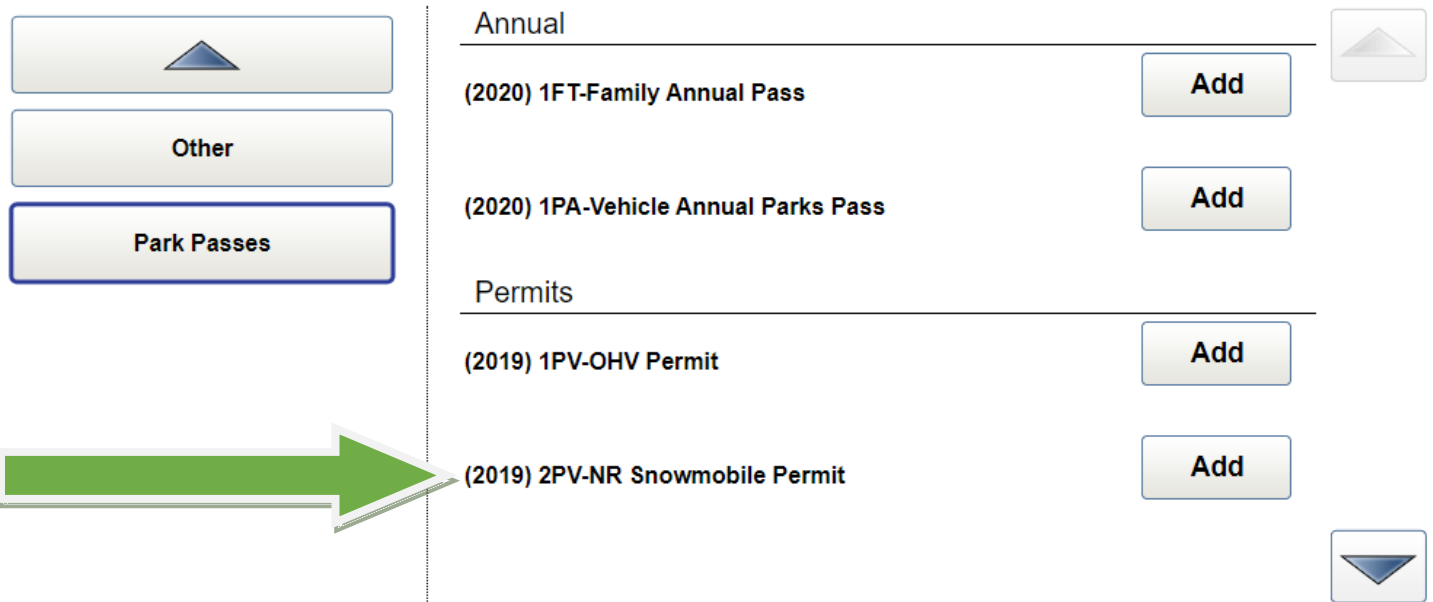
The 2021 Big Game brochures will be available starting mid-February. As always, agents can order brochures online at wildlife.brochure@state.co.us or call 303-291-7511 for the direct ordering line. You can also call the CPW Account and Regulations Help and ask to be transferred to the brochure line. Please have your Agent ID ready.











2020 HUNTING VOUCHERS

Now that all seasons have concluded, please make sure you have sent in all hunting vouchers (Landowner Preference Program and Ranching for Wildlife vouchers) in your green pre-paid envelopes. These vouchers must be returned by **February 28, 2021**.

NONRESIDENT SNOWMOBILE PERMIT

Non-resident customers can purchase nonresident snowmobile permits with all agents. They have to be a nonresident and the product can be found under the Park Passes button (refer to the picture below). Colorado residents are required to register their snowmobiles.



	Annual	
	(2020) 1FT-Family Annual Pass	
	(2020) 1PA-Vehicle Annual Parks Pass	
	Permits	
	(2019) 1PV-OHV Permit	
	(2019) 2PV-NR Snowmobile Permit	
		

REMINDER: AGENT INFORMATION ON CPW WEBSITE

Please go to <https://www.cpwshop.com/issuerlist.page> and verify that your agency's phone number and address are correct. This is how customers search for locations, so it is in your best interest to make sure your information is correct! If you find that your information needs to be updated, please contact the CPW Account and Regulations Help Line.

AFFIDAVITS AND RECEIPTS

REMINDER: Please DO NOT send in your receipts or affidavits that are signed by your customers. You are to retain these documents for your records. Your agency is required to keep all affidavits & receipt tape for 2 years (current year plus the previous). Receipt tape and affidavits must be kept in a secure place away from the view of the public and the possibility of them being lost or thrown away. Please destroy old documentation that you are not required to keep at your agency as the documents have sensitive customer information.