

# July 2020 Agent Bulletin



July 2020 EDITION - LICENSE & PASS ADMINISTRATION

## CPW HOLIDAY CLOSURES

CPW will be closed on Friday, July 3rd, in observance of Independence Day. Please continue to use the 24 Hour Agent Help Desk at 1-888-698-8558 for voids or terminal issues.

## COLORADO BLACK LINE ID CARDS

Colorado driver licenses or state-issued ID cards with a black line that states “NOT VALID FOR FEDERAL ID, VOTING, OR PUBLIC BENEFIT” **CAN NOW** be accepted for proof of identity or proof of residency during transactions.

## NAME CHANGES WITH ASPIRA HELPDESK

Thank you for patience with the wait times for the Aspira Help Desk. For name changes that cannot be on weekends and holidays with the Help Desk, please issue the license as is and the customer can go into a Colorado Parks and Wildlife park or office to have their name corrected and issued a replacement at no charge.

## LEFTOVER LICENSE AND OVER-THE-COUNTER LICENSE SALES DAYS

Leftover licenses will go on sale August 4, 2020 at 9am, and Over-the-Counter (OTC) licenses go on sale August 6, 2020 at 9am. The lists for all licenses available to be purchased on these days will be available the first week in August.

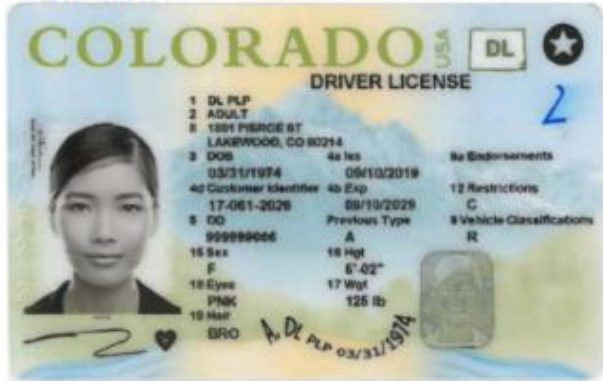
Be prepared for both of these days! Leftover and OTC licenses are in high demand and your agency may be busy!

## OHV PERMITS

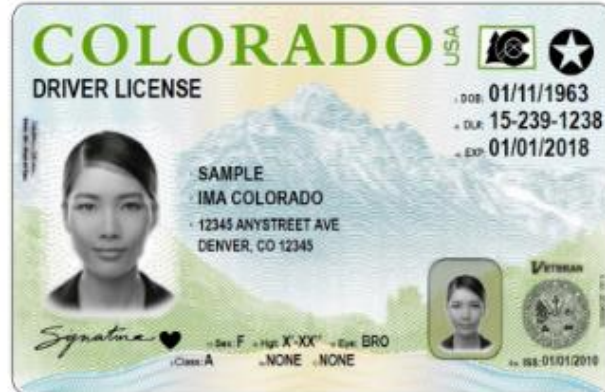
OHV Permits are located under the “Purchase Parks Passes” button; you will then click on the “Permits” button on the left-hand side of your screen to access OHV Permits. These permits are not to be sold to customers who have registered their OHVs in Colorado. They are to be sold to non-residents and residents who have a plated vehicle they wish to take off-road (example: Jeep).

## NEW COLORADO DL AND ID

BEFORE



AFTER



## VOID PROCEDURES

All voids should be handled immediately. Agents are able to void any transaction on their terminal within ten minutes. If you are unable to void a transaction within that period, the 24-Hour Agent help desk or the CPW Agent Line may assist with voids. Please remember if more than 24 hours have occurred since the transaction, you will need to contact the CPW Agent line for assistance. *Requested voids for transactions past 24 hours will be done at the discretion of CPW in accordance with our rules and regulations.*

## REMINDER: TEMPORARY PARKS PASSES

All parks passes sold at external agents are temporary passes. The customer will receive their permanent pass in the mail. Please make sure to have the correct address updated for the customer. If you need a void of a park pass, please do so immediately, SAME DAY. Please remind customers that their **annual pass will be mailed** to them from our vendor; they do not need to redeem their passes at CPW locations.

## ENCLOSURES

- Leftover and OTC Poster