

July 2021 Agent Bulletin



July 2021 EDITION - LICENSE, RESERVATIONS & CUSTOMER OPERATIONS

CPW HOLIDAY CLOSURES

CPW will be closed on Monday, July 5th, 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.

FEDERAL DUCK STAMP

Starting July 1, 2021, the 2021-22 Federal duck stamp will go on sale within IPAWS. This year, the price for the stamp has increased from \$25 to \$31.

Why is the cost going up?

CPW's administrative costs to sell the Federal duck stamp have been increasing over the last several years. Colorado Parks and Wildlife is currently losing money on selling the stamp after paying applicable credit card fees, vendor and agent commissions and fulfillment fees. In particular, the fulfillment fee that Amplex Corporation charges to mail each stamp on behalf of the US Fish and Wildlife Service, went up .50 this year to cover their costs of printing and mailing. The breakeven price point to cover CPW's administrative costs is \$30/stamp.

While the \$30.00 price point will cover agency costs, the additional \$1 charged on each stamp will be earmarked towards Colorado's contribution to the North American Waterfowl Conservation Act (NAWCA), which helps fund wetland, and grassland projects under the umbrella of the North American Waterfowl Management Plan. In 1991, 2005, and again in 2011, the Association of Fish and Wildlife Agencies passed resolutions and reaffirmed a goal for the State Fish and Wildlife Agencies collectively to contribute up to \$10 million annually through the Fall Flights program for waterfowl habitat projects in Canada. These projects produce waterfowl enjoyed by hunters and wildlife watchers in the United States. These contributions are matched multiple times (by NGOs, the U.S. government, and entities in Canada) and by the time each state dollar reaches a project in Canada, it has been multiplied 4-5 times.

For hunters who would like to avoid paying the higher price for the stamp, the stamp can also be purchased from other vendors at the \$25 price point including from many U.S. post offices, the U.S. postal service online, many National Wildlife Refuges, and the American Birding Association.

A public facing fact sheet will be created soon to help explain this price increase to our customers as well.

***NEW* LEFTOVER LICENSE AND OVER-THE-COUNTER LICENSE SALES DAY**

Leftover licenses AND Over-the-Counter licenses will go on sale Tuesday, August 3, 2021 at 9am. The lists for all licenses available to be purchased on these days will be available the first week in August.

NOTE: In years past, these sales days were separate, this year they occur on the SAME day, Tuesday, August 3, 2021.

Leftover and OTC licenses are in high demand and your business may be busy!

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 Account & Regulations Line may assist with voids. Please remember if more than 24 hours have occurred since the transaction, you will need to contact the CPW Account & Regulations 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.*

PARK PASS VOUCHERS

External agents CANNOT redeem Park Pass Vouchers. Please refer the customer to have those redeemed from any Colorado Parks and Wildlife location.

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.

COLORADO RESIDENCY

For a customer to claim residency for the State of Colorado on a hunting or fishing product, first and foremost, the customer must hold a valid Colorado driver's license or identification card. The ONLY exceptions to this policy are for students, military, diplomats and verified religious exemptions. The exceptions require additional proof of residency. If the CO driver's license or identification card is less than 6 months old, additional proof is required. If you have ANY questions regarding acceptable proof of residency, please contact the CPW Account & Regulations Help Line.