

September 2020 Agent Bulletin



SEPTEMBER 2020 EDITION - LICENSE & PASS ADMINISTRATION

CPW HOLIDAY CLOSURE / VOIDS / AGENT HELP

CPW offices will be closed on Monday, September 7th, in observance of Labor Day. Please remember that you can call the **24 Hour Agent Help Desk at 1-888-698-8558** for voids or agent issues on weekends, after hours, or on holidays.

USB KEYS

You may have received a package from our vendor, Aspira, which contains a USB Flash Drive. If you have not received a package from Aspira, there will be one sent to you shortly; they are sending them out in batches. These drives are being provided to update the IPAWS terminals and to assist in fixing issues that have been occurring with the Datamax O'Neil printers. Please follow the enclosed directions, step-by-step, to ensure proper installation of the configuration. If you have any issues with the installation, please reach out to the Aspira Help Desk at 888-698-8558. Thank you for your assistance with this update.

1-DAY & 5-DAY LICENSES

If the customer purchases a 1-Day or 5-Day license online or by phone, and the valid days fall within 14 days of purchase, a license will not be available to print. The customer can use the Temporary Authorization Number (TAN) or their confirmation letter sent to their email address on record.

CUSTOMER VERIFICATION

Please have the customer review their license that they are purchasing prior to them leaving with it. The customer will need to check to make sure their information is correct and the product that they are purchasing is correct.

REMINDER: LICENSE DUPLICATES

Once the season starts, customers will have to go to a CPW office or state park to be issued a duplicate of their hunting license.

ENCLOSURES

- Customers Must Provide Photo Identification Placard
- 2020 License Sales Cutoff Dates