

# September 2021 Agent Bulletin



SEPTEMBER 2021 EDITION - LICENSE, RESERVATIONS & CUSTOMER OPERATIONS

## CPW HOLIDAY CLOSURE / VOIDS / AGENT HELP

CPW offices will be closed on Monday, September 6th, 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.

## 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.

## ORDERING SUPPLIES

Please make sure that your location is adequately stocked with terminal supplies, such as license paper and receipt paper, at all times. Supplies may be ordered at any time by clicking on "Order Supplies" from your terminal's main page, or by calling the 24-hour Aspira Agent Help Desk.

**NOTE:** BLUE license should never be used and should be disposed of immediately. Green license paper is the ONLY valid license paper permitted.

## REMINDER: LANDOWNER VOUCHERS

When redeeming Landowner Preference Program vouchers, please remember:

- **BOTH** the Landowner and Hunter must sign the voucher for it to be valid
- Original vouchers **MUST** be returned to CPW weekly, do not return the voucher to the hunter
- Gift purchases of Landowner Preference Program vouchers are not permitted

Directions to redeem any voucher are printed on the bottom of the voucher. Be sure to collect payment.