



Customer Service and Licensing Bureau

ELSI Vendor Newsletter

Please share this newsletter and enclosures with your employees.

Helpdesk Information

For questions about **Iowa licenses and laws**, contact DNR Customer Service at 515-725-8200. Staff is available Monday – Friday, 8:00 am – 4:30 pm.

For **Tech Support, Password Reset, & Printer Issues**, contact the Go Outdoors Iowa Helpdesk at 833-426-0141 or HelpDesk@GoOutdoorsIowa.com. Staff is available Monday – Friday, 8:00 am - 6:00 pm.

Last Minute Sales

Deer Shotgun First Season opens December 5th! Nearly two-thirds (2/3) of tag sales for the season are packed into a seven-day period prior to the season opener. We prepare for weeks to handle the additional call volume during this time. **Thank You** in advance for taking care of our customers!

Authorized Licenses

A new option to purchase licenses that were formally sold exclusively by the DNR can now be purchased over the counter from a vendor or through the online portal. These licenses will only show up when the customer has met requirements of that license privilege and have been pre-approved by the DNR. A complete list of the licenses that are offered can be found on the enclosed Privilege Code Sheet 2021.

Habitat Fee – Ask the Question

Some customers don't know that they need a habitat fee to hunt. Only residents hunting on their own land and those under 16 or over 65 are exempt from purchasing the license. Refer customers to page 12 of the hunting regulations for more information.

WHAT'S NEW? In this issue:

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2021 Licenses for residents can be sold starting December 15, 2020.

Nonresident Holiday Hunt (Dec. 24-Jan. 2) **Deer Tags** can be sold at your location. All other nonresident tag purchase must be bought online.

Nonresident Licenses (other than deer and turkey tags) can be sold starting January 1, 2021.

Youth (under 16 years old) Information

Residents and Non-Residents under 16 years old who hunt under the direct supervision of their properly licensed parent, guardian, or other competent adult with the consent of the parent or guardian do not need a Hunting License or pay the Habitat or Migratory Game Bird fee. One properly licensed adult must accompany each unlicensed hunter under 16 years old.

Residents 12 to 15 years old may hunt without adult supervision, but must have a Hunting License and must have passed a hunter education course.

Individuals who meet this exemption must have a valid Deer and/or Turkey Hunting License to hunt deer and/or turkey.

Hunter Education Certification

If an individual does not have hunter education certification on their DNR customer account, they **must present** a hunter education certificate before the certification can be added to their account. If they do not have their certificate with them you **cannot** add hunter education to their account.

If they wish to add hunter education certification to their account, the customer may: 1. log in to their Go Outdoors Iowa account (available on the web or through the phone application) and upload the certificate, 2. email a picture of the certificate to webmaster@dnr.iowa.gov, or 3. present the certificate to a license vendor. Please note the addition of the certification may take up to 24 hours to be added during business hours. Nights and weekend additions may take longer.

Selling Licenses as Gifts

Customers can buy a license as a gift and that person does not need to be present. The customer will need the following information: Date of Birth, **and** 1 of the following: 1. DNR Customer Number, 2. Last four of SSN or 3. Driver's License Number.

Federal Duck Stamp

Customers are able to purchase the Federal Electronic Duck Stamp at any license vendor or on the DNR website. Customers will be authorized to hunt immediately after purchasing the privilege for 45 days. The stamp will be mailed and customers should receive the physical stamp prior to the expiration of the temporary authorization.

Customers no longer need to affix the physical stamp to their license. They must sign the stamp with ink and carry it with them as soon as it is received.

If customers did not receive their duck stamp, Amplex may re-issue and send a replacement. Customers need to contact Amplex at 800-852-4897 or Duckstamp@amplex.com.

Snowmobile User Permits

User Permits are sold at any license vendor, just like hunting and fishing licenses. All snowmobiles used on public land, public ice, and designated snowmobile trails in Iowa must display a user permit. User permits are required in addition to a valid registration. The requirement is both for resident and nonresident snowmobilers.

Durable Hard Card

Over 58,400 hard cards have been purchased this license year. These are great for customers purchasing 3 year licenses, lifetime licenses, and as gifts. The card images will change each year for those who like to collect hunting or fishing memorabilia.

The durable hard card:

- Will arrive in 7-14 days. Customers will receive a paper copy of their license(s) to carry to hunt and fish immediately after purchase.
- Will print with the active licenses held by the customer at the time of purchase.



****NEW 2021 Card Image****
Available December 15, 2020

Straight Wall Cartridges

Allowable straight-walled cartridge criteria:

- Center-fired straight-walled rimless cartridges with bullets from 0.357" to 0.500" diameter as published by the manufacturer and a case length from 0.850" to 1.800."
 - Center-fired straight-walled rimmed cartridges with bullets from 0.357" to 0.500" diameter as published by the manufacturer with a case length from 1.285" to 1.800."
 - The following cartridges **do not** meet the above criteria, but are allowed: .444 Marlin, .375 Winchester and .45-70 Govt.
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Residency

If a customer record indicates **Nonresident** when trying to purchase a license and they are a current resident of Iowa, customers will need to go online and submit the **Change of Residency Request Form** and supporting documents to the DNR before their residency can be updated.

Customers may download the application from the DNR website: www.iowadnr.gov/hunting or can call Customer Service at 515-725-8200 to request an application be sent to them. Once submitted, it may take up to a week before a customer account is updated.

Land Owner Tenant

All landowners, tenants, and their eligible family members must register with the DNR before obtaining LOT deer and turkey hunting licenses. The electronic licensing system will not issue LOT licenses to unregistered landowners and tenants. Eligible landowners and tenants must register online or download a registration form from the Iowa DNR website: www.iowadnr.gov/lot.

License Vendor Resource Webpage

You now have access to all of the information sent out with DNR newsletters, plus instructional user guides and marketing materials by visiting www.iowadnr.gov/vendors.

If you have employees unfamiliar on how to perform some of the more frequent terminal transactions, a You Tube Channel has been created with training tutorials: <http://training.gooutdoorsiowa.com/>
