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## Customer Service and Licensing Bureau

### ELSI Vendor Newsletter

Please share this newsletter and enclosures with your employees.

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#### Helpdesk Information

For questions about **Iowa licenses and laws**, contact DNR Customer Service at 515-725-8200. Staff is available M-F, 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](mailto:HelpDesk@GoOutdoorsIowa.com). Staff is available M – F, 8:00 am - 6:00 pm.

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#### Last Minute Sales

Deer Shotgun First Season opens December 2nd! 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!

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#### Authorized Licenses

The 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 2024.

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#### 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.

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#### Change of Address

Vendors are able to update mailing addresses at the time of purchase. Please verify mailing addresses at the time of sale so that if they choose to purchase a hard card that it will be sent to the correct address.

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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](http://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.

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#### Lifetime Licenses (65 and over)

Residents age 65 and older may purchase a Lifetime Hunting, Lifetime Fishing or Lifetime Trout privileges **on or after** their 65<sup>th</sup> birthday. Lifetime Hunting - \$61.50; Lifetime Fishing - \$61.50; Lifetime Trout \$65.00

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#### 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.

#### WHAT'S NEW? In this issue:

- ❖ Helpdesk Information
- ❖ Last Minute Sales
- ❖ Authorized Licenses
- ❖ Habitat Fee - Ask the Question
- ❖ Change of Address
- ❖ Residency
- ❖ Lifetime Licenses (65 and over)
- ❖ Youth (under 16 years old) Info.
- ❖ Hunter Education Certification
- ❖ Snowmobile User Permits
- ❖ Selling Licenses as Gifts
- ❖ Land Owner Tenant
- ❖ License Vendor Webpage
- ❖ New Hard Card Designs

**2024 Licenses for residents** can be sold starting December 15, 2023.

**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, 2024.

### 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](mailto:webmaster@dnr.iowa.gov),
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.

### 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.

### 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](http://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](http://www.iowadnr.gov/vendors).

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

### New 2024 Hard Card Designs



**RATHER B. OUTDOORS**  
DNR #: 841875328 Hunter Ed.: Y 01/01/1975  
G: M HT: 5' 11" / WT: 195 Eye: Brown

1 Resident Fishing	2023-12-15	2025-01-10
1002 Federal Duck E-Stamp	2023-12-15	2025-01-10
2 Resident Hunting	2023-12-15	2025-01-10
16 Res Fur Harvest 16+	2023-12-15	2025-01-10

Cover Art by: Eric Williamson. Unexpired licenses shown on this card allow the holder to hunt and/or fish or combine other activities specified in accordance with the rules and regulations of Iowa. This license is non-transferable and must be carried at all times while hunting or fishing in Iowa. License Information: Officers may use license holder for identification card's location when hunting or fishing with this license.



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Cover Art by: Modern Legacy/MSFF/MSFMA. Unexpired licenses shown on this card allow the holder to hunt and/or fish or combine other activities specified in accordance with the rules and regulations of Iowa. This license is non-transferable and must be carried at all times while hunting or fishing in Iowa. License Information: Officers may use license holder for additional identification when hunting or fishing with this license.