



Customer Service and Licensing Bureau

ELSI Vendor Newsletter

Please share this newsletter and enclosures with your employees.

Help desk 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 Help desk at 833-426-0141 or HelpDesk@GoOutdoorsIowa.com. Staff is available Monday – Friday, 8:00 am - 6:00 pm.

Sell the Habitat Fee

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.

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.

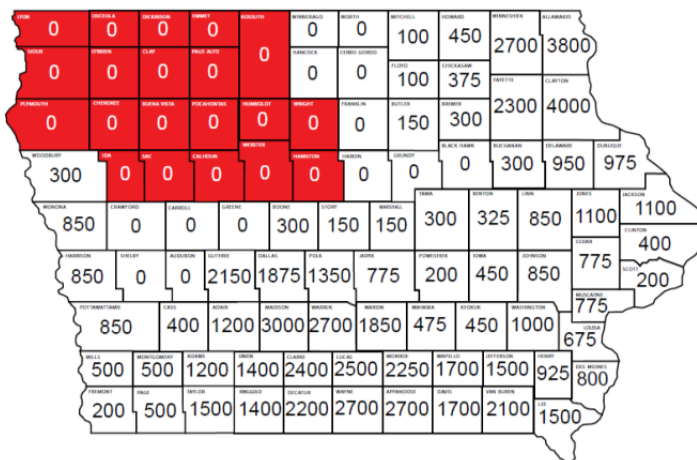
If they wish to add hunter education certification to their account, the customer may: 1. log in to their Go Outdoors Iowa account (available on the web or through the phone application) and upload the certificate, 2. email a picture of the certificate to webmaster@dnr.iowa.gov, or 3. present the certificate 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.

Apprentice Hunting License

This license allows hunters ages 16 and older to bypass the hunter education requirement for purchasing a hunting license while they hunt under the direct supervision of a licensed hunter (ages 18 or older). This license may not be used in lieu of the hunting license requirement during Deer and Turkey Seasons. They may purchase the apprentice hunting license up to two times without having completed hunter education. Both the resident and nonresident license includes the hunting and habitat fee.

WHAT'S NEW? In this issue:

- ❖ Help desk Information
- ❖ Sell the Habitat Fee
- ❖ Hunter Education Certification
- ❖ Apprentice Hunting License
- ❖ Changes to Antlered Only Counties & Antlerless Quotas
- ❖ Residency
- ❖ Land Owner Tenant
- ❖ Federal Duck Stamp
- ❖ Keyboard & Mouse Available
- ❖ Durable Hard Card
- ❖ License Vendor Webpage



Youth Season Deer License

The youth season deer license must be purchased during the Youth Season September 21st – October 6th. An unfilled youth season deer license is now valid for any remaining seasons (even archery) but youth must follow all other rules specified for each season.

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.

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 received their duck stamp, Amplex may re-issue and send a replacement. Customers need to contact Amplex at 800-852-4897 or Duckstamp@amplex.com.

Keyboard & Mouse Available

If you would like to request a keyboard and mouse to use with your touchscreen terminal, please contact the Go Outdoors Iowa Equipment Helpdesk at 833-426-0141 or HelpDesk@GoOutdoorsIowa.com.

Durable Hard Card

Almost 42,817 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 7-10 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.



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/>
