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## 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](mailto:HelpDesk@GoOutdoorsIowa.com). Staff is available Monday – Friday, 8:00 am - 6:00 pm.

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#### 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.

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#### 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), 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.

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#### Youth Season Deer License

The youth season deer license **must be purchased during the Youth Season September 17th – October 2nd**. 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.

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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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#### 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).

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#### HIP Survey

All licensed hunters pursuing migratory game birds are required to register for HIP either through the Go Outdoors Iowa app on their smartphone or through a link at [www.iowadnr.gov/waterfowl](http://www.iowadnr.gov/waterfowl). Migratory game birds include doves, ducks, geese, coots, woodcock and snipe.

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

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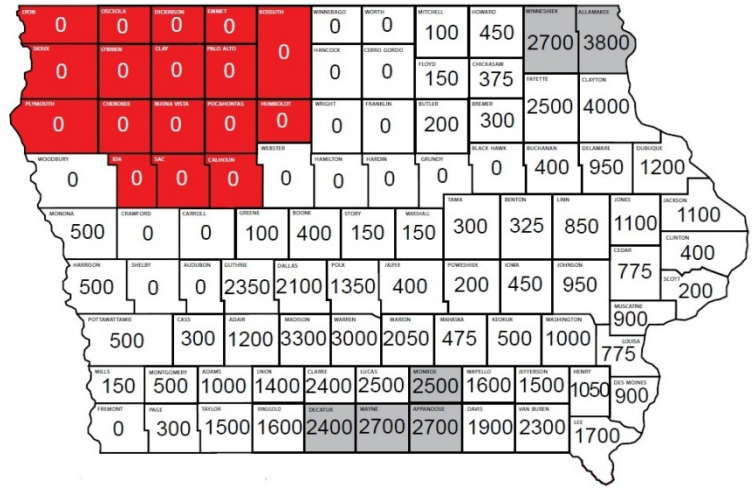
## Changes to Antlered Only Counties & Antlerless Quotas

**Counties in Red:** Lyon, Osceola, Dickinson, Emmet, Kossuth, Sioux, O'Brien, Clay, Palo Alto, Plymouth, Cherokee, Buena Vista, Pocahontas, Humboldt, Ida, Sac, Calhoun

-Antlered deer only during first shotgun season. The restriction does not apply to Landowner-Tenant licenses.

**Counties in Gray:** Winneshiek, Allamakee, Monroe, Decatur, Wayne, Appanoose

-Each county is eligible for Population Management January antlerless season only if the number of unsold county antlerless-deer-only licenses exceeds 100 on the third Monday in December (19<sup>th</sup>).



## January Deer Seasons

**January Antlerless Population Management** - this season will potentially be open to hunters in Allamakee, Appanoose, Decatur, Monroe, Wayne and Winneshiek counties, **IF** they have 100 or more tags remaining **on December 19th**. Tags will go on sale that same day. In this season, any method of take is acceptable (bow, shotgun, rifle, etc).

**January Antlerless Excess** – this season will be open to any county that still has antlerless tags **on January 11th**, and tags will go on sale that same day. In this season you may only hunt with approved rifles only.

## Durable Hard Card

Almost 51,600 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](http://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/>

## Federal Duck Stamp Available

The new Federal Duck Stamp is valid from July 1 through June 30th. At the time of purchase the customer will receive the electronic authorization to use the duck stamp immediately. The stamp will be listed on the license print out and it will be on the customer record on the DNR app. Within 45 days, Amplex will mail the customer a physical stamp. Once they receive the stamp, the customer must carry it with them (during the hunting season that the stamp is required) and sign over top of the stamp.

If the customer does not receive their stamp in the mail, they can contact Amplex to request a replacement. The contact information for Amplex is 800-852-4897 or [Duckstamp@amplex.com](mailto:Duckstamp@amplex.com).