

REFERENCE GUIDE FOR SELLING LICENSES

The following is for information only and should serve as a guide in order to better serve our customers during their license purchase. For more information, refer customers to the appropriate regulations booklet and/or contact DNR Customer Service at 515-725-8200 or visit: www.iowadnr.gov.

Avoid Error while selling license

Verify with the customer, privilege and season choices (with date range) in the **Shopping Cart** prior to completing the transaction.

After the ELSI transaction has been completed, all customers should review their printed license before you proceed with your next license transaction.

All licenses should be signed by the licensee prior to hunting, fishing, or trapping.

Duplicate Hunter Safety Card

You can find the option to sell a duplicate hunter safety card under the 'Other' tab on a customer's account. If it is not available, you can call the DNR for assistance in adding the option to the customer's account.

Gift - Hunting/Fishing License

There is no requirement for the licensee to be present at the time of purchase. The purchaser must have one of the following 2 numbers for the individual: DNR Customer ID # or IA Driver's License # and their Date of Birth. If the customer does not have either number, please call Customer Service for further assistance: (515)725-8200.

Habitat Fee Requirements

All resident and non-resident hunters are required to purchase the Habitat Fee in addition to any license or tags prior to participating in a hunt.

*with the following exceptions:

- Resident Landowners or Tenants hunting on their owned or rented land.
- Residents that are over age 65.

Please refer customers to page 4 of the Hunting regulations for further information.

Landowner-Tenant License

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 on the Iowa DNR website: www.iowadnr.gov.

Name Change

Name changes must be done through the DNR Customer Service. You can sell a customer a license with their former name printed on the license. Please encourage the customer to call in to 515-725-8200 to have their name updated for their next purchase.

No SSN

You can create a customer account without a Social Security Number only in the case that the customer was not issued a SSN (for religious reasons, resident of a foreign country). When you go to your create an account screen, select 'create a customer without a SSN.' Customers must meet residency requirements to be created as a resident (see pg. 8-9 of the Hunting regulations)

Non-Resident New Account

1. Touch Create New Individual Customer
2. Complete all required (denoted with *) fields on the Individual Customer Information Screen; touch Save
3. Verify customer residency information as Nonresident

Failure to properly verify residency could result in penalties for our customer and could result in termination of your authority to issue DNR licenses.

Residency

If a customer record indicates **Nonresident** when trying to purchase a license and they are currently a resident of Iowa, customers **will need to contact the DNR to receive an application to change their residency status** or they can download the application from our website.

(flip over for more information)