



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 7th! 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!

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.

Logan's Law

Logan's Law was enacted in 2019 and allows hunting, fishing and trapping license buyers to declare as an organ, eye and tissue donor, when purchasing hunting and fishing licenses, very similar to declaring when purchasing or renewing a driver's license. If a customer has not signed up to be an organ donor, you will be prompted to ask the customer if they wish to sign up. Their license will then indicate if they are an organ donor at the time of license purchase or if they have previously done so with the DNR, DOT or the Iowa Donor Network.

2020 Licenses for residents can be sold starting December 15, 2019.

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, 2020.

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.

WHAT'S NEW? In this issue:

- ❖ Helpdesk Information
- ❖ Last Minute Sales
- ❖ Sell the Habitat Fee
- ❖ Logan's Law
- ❖ Federal Duck Stamp
- ❖ Snowmobile User Permits
- ❖ Selling Licenses as Gifts
- ❖ Keyboard & Mouse Available
- ❖ Durable Hard Card
- ❖ Straight Wall Cartridges
- ❖ Residency
- ❖ Land Owner Tenant
- ❖ License Vendor Webpage

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.

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.

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 27,300 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 5-7 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.
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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 YouTube Channel has been created with training tutorials: <http://training.gooutdoorsiowa.com/>
