Electronic License System

License Sales Manual

Minnesota DEPARTMENT OF NATURAL RESOURCES

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Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

Before You Begin

Welcome Minnesota License Sales Agent.

This manual has been designed to assist you through the actual process of selling a license using your Hunting and Fishing License Sales Touch-screen Terminal. The following instructions will assist you in understanding the capabilities of your touchscreen terminal.

The *Terminal Installation Guide* should be read **BEFORE** you read this manual. Review the *Terminal Installation Guide* and this entire manual **BEFORE** attempting to process license sales with your system.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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Interface Overview

Actions, such as entering in a customer's name, require you to touch certain fields on the screen. These fields appear on your screen as empty white boxes (selected boxes appear as light grey boxes that cannot be edited are a dark grey). Touching the white boxes will cause an on-screen keyboard to appear and allow you to enter in the information you desire. See an example of the on-screen keyboard below.

To move to another field, such as *Weight*, touch that field and the appropriate on-screen keyboard automatically appears (in this case a numeric only keyboard), allowing you to enter information into that field.

NOTE: If the field has characters already in it, you will need to touch the *Backspace* or *Clear* button to enter in new data.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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Terminal Main Menu

The *Main Menu* screen appears when the terminal is powered on.
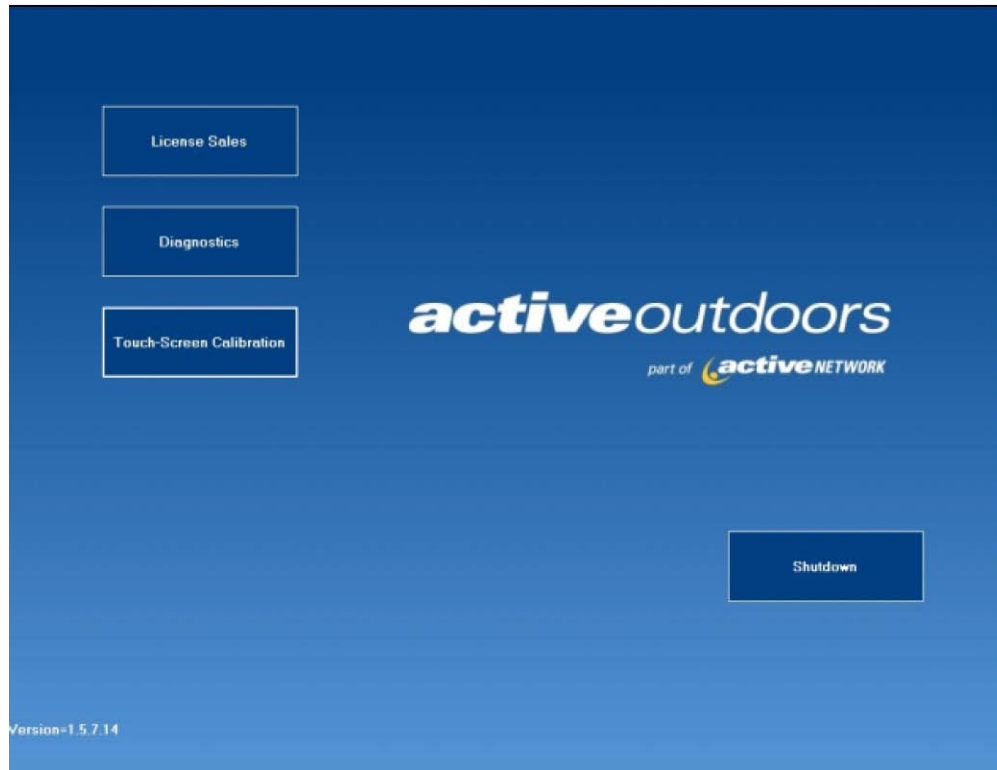
The screen has four touch buttons, three buttons on the left of the screen and one on the bottom right corner of the screen. This screen is only used for the following:

(1) License Sales (Will take you to the *License Sales Main Menu*)

(2) Diagnostics (Terminal Set Up) and work with a trained technician

(3) Touch-Screen Calibration

(4) Shutdown

Please touch *License Sales* to continue through this process.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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License Sales Application

License Sales Main Menu

The *License Sales Main Menu* allows you to sell a license, view reports, void a license, reprint a license, order supplies, check for messages, or perform manager functions.

Across the top of the screen are two buttons, *Setup* and *Close*. Touching the *Close* button allows you to close the application. Touching the *Setup* button allows you to adjust setup options for your terminal (*Setup* should only be used while on the phone with technical support personnel).

Along the bottom of the page you can see who is currently logged into the terminal, the Agent your terminal is assigned to, the telephone number for Technical Support (for Terminal operation issues) and the telephone number for Licensing, Permits, and Sales (for regulatory issues) support.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

Sell a License

In order to sell a license, touch the *Customer Search* button on the *License Sales Main Menu* screen. The *Sell a License* function displays the *Identify Customer* screen.

Touching the *Main Menu* button at the top of the screen will take you back to the *License Sales Main Menu* screen.

The *Identify Customer* screen gives you the opportunity to identify an existing customer in several different ways.

- ☐ Swipe a Minnesota Driver's License using the magnetic stripe reader on the side of the terminal
- ☐ Scan a previous DNR hunting or fishing license (with barcode present) using a barcode Scanner. (non resident only or harvest)
- ☐ Enter a DNR Customer ID #
- ☐ Enter a MN Driver's License # or Public Safety Identification Card #
- ☐ Enter a Social Security #

If the customer is new to the system or if an error has been made in data entry, the *Customer Not Found* screen is displayed. (Refer to *Customer Not Found* later in this section).

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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Search for an Existing Customer

Scan DNR Hunting or Fishing License or Minnesota Driver's License

To search for a customer who has previously purchased Minnesota hunting or fishing license, swipe the magnetic stripe on the back of a Minnesota driver's license, or scan the barcode from a previously issued Minnesota hunting or fishing license.

NOTE: The system does not recognize barcodes or magnetic strip information from NON-MINNESOTA driver's licenses.

Minnesota DNR License depicted here:

Bar Code Scanner Operation

There are two ways to use the barcode scanner:

<u>Cradled in the Stand (Preferred method)</u> – Place the scanner on the stand to illuminate the yellow light on the top of the scanner. Position the barcode in front of the laser until it captures the scan and the unit sounds.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

<u>Handheld –</u> Point the scanner towards the barcode and squeeze the trigger button. Red light captures the scan and the unit sounds.

NOTE: To avoid eye injuries, do not look into or point the red light into another person's eyes.

After scanning the customer's license, a new window appears displaying the

Customer's Name, Date of Birth, Address, Gender, Eye Color, Height, and *Weight.*

Manual Customer Search

Customer searches can be performed manually to search other criteria, such as *DNR ID Number, Social Security Number*, and *Firearms Safety Number.* Examples of the search screens are below:

DNR Customer ID Number Search (non resident only):

Social Security Number Search (non resident and youth only):

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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Business Customer ID Number Search:

| << Back | Cancel | IDENTIFY CUSTOMER | Help | Search >> |

Business Customer ID #: [____]

Business Name: [____] (first 3 characters of business name only)

Driver's License/Public Safety ID Number Search (see note on bottom of page):

| << Back | Cancel | IDENTIFY CUSTOMER | Help | Search >> |

Driver's License/Public Safety #: [____] (Alpha-Numeric #)

Date of Birth: [____] (MM/DD/YYYY)

Foreign Customer ID Number Search:

| << Back | Cancel | IDENTIFY CUSTOMER | Help | Search >> |

Foreign Customer Identifier #: [____] (Alpha-Numeric #)

Date of Birth: [____] (MM/DD/YYYY)

Foreign Customer Identifier #'s include the following document numbers:
- Green Card
- Visa
- Passport
- Non-US Driver's License
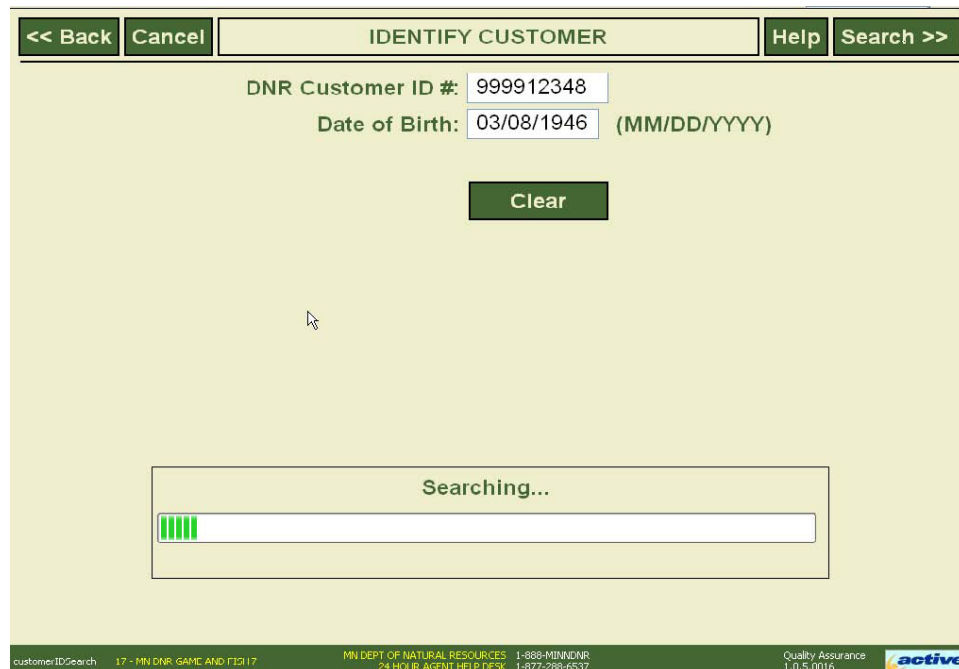
Minnesota Firearm Safety Number Search:

| << Back | Cancel | IDENTIFY CUSTOMER | Help | Search >> |

MN Firearm Safety #: [____] (Alpha-Numeric #)

Date of Birth: [____] (MM/DD/YYYY)

If the customer **does not** have a Minnesota Driver's License or a previous Minnesota hunting or fishing license to scan, select *DNR Customer ID #, Minnesota Driver's License* or *Social Security #* to search for an existing customer. All of these search options require entry of the specified identification number and the customer's birth date.

NOTE: Residents 21 and older can only be searched by their Minnesota Driver's License or Public Safety ID Number, in order to purchase resident licenses.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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The *Identify Customer* screen is displayed to allow you to enter the customer identification.

Search for a New Customer

Customer Not Found

If the customer is not found, the resulting screen allows you to *Revise Search* information or *Create New Customer.*

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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Create New Customer (If a resident 21 or older, they must have MN DL or ID)

If you are working with a customer who has not previously purchased a license to hunt or fish in Minnesota, touch the *Create New Customer* button.

Enter the customer's *Social Security #* and *Date of Birth.* If you have entered a SSN for the customer, touch *Continue* to go to the *New Customer Information* screen.

If the customer does not have a Social Security #, touch the *Create Customer w/o SSN* button.

NOTE: Customers without SSN can only purchase certain licenses. There are some exceptions to this requirement. Contact the DNR for more information.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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The below screen is similar to the *Edit Customer Information* screen. Unlike editing an existing customer, however, all of the fields are blank. Fill in required fields. The *Cancel* button will cancel the creation of this new customer's profile.

Touching *State* field allows you to enter the United States Postal Service state abbreviation using the keyboard displayed on the screen. After completing the required information, touch *Save* to continue with the *New Customer Information* screen.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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Create New Business Customer

When business customers purchase licenses and permits they will need a business customer profile to reflect their status. Using the *New Business Customer* screen, you will enter the *Business Name, Contact Name,* and the *Business Address* for that business customer.

| << Back | Cancel | NEW CUSTOMER INFORMATION | Help | Save >> |

Business Name:
Contact Name:
Address Line 1:
Address Line 2:
City: State/Province: Postal:
Country: UNITED STATES
Phone:

Confirm Customer Information

| << Back | Cancel | CUSTOMER INFORMATION | Help | Continue >> |

First, MI, Last Name: JOHN TEST SMITH
DOB: 03/08/1946   Include name on lists provided to public: YES
Address Line 1: 500 LAFAYETTE RD N
Address Line 2:
City: SAINT PAUL   State/Province: MN   Postal: 55155
Country: UNITED STATES
Phone: (651)355-0150   Gender: MALE
Eyes: BLUE   Height: 6 Feet 2 Inches   Weight: 200

Edit Customer Information | H&F Sales | Register a Harvest | Input Customer SSN

On the above screen, confirm that the customer you are working with matches the profile displayed. If all of the information displayed is correct, and the customer wishes to purchase a new license or tag for the season, touch the *H&F Sales* button at the bottom of the screen. If the information is not correct, touch *Edit Customer Information.*
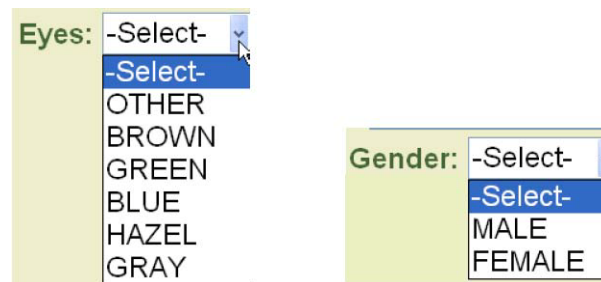
Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

Editing Customer Information

Customer information may be edited by touching the field that is incorrect, clearing the current entry, and entering the new information.

NOTE: When editing customer information the *First, Middle*, and *Last* name and the *Date of Birth* fields will be shaded out because they cannot be edited from the ELS terminal. Please contact the DNR to make these corrections.

Drop-down menus have been provided for those items that have limited choices, such as E*ye Color*, and *Gender*. To use a drop-down menu, simply touch the small blue arrow next to the text field you wish to alter and touch the desired value.

Touch the *Save* button and then the *H&F Sales* button to proceed to the C*ustomer Information* verification screen.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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Residency Verification

Review the *Customer Information* screen for accuracy and touch *Resident* or *Nonresident*.

NOTE: Please read all on-screen instructions for Residency Requirements. For any questions about a customer's eligibility to purchase a resident license, contact the DNR. If residency needs to be changed you must contact the DNR.

License Selection Screen

On the *License Selection* screen, select the products your customer wishes to purchase. Below the screen title are two buttons marked *Licenses* and *Duplicates*. Touch *Licenses* to display products available for your customer. Pressing *Duplicates* displays a list of products the customer already owns that are available to be duplicated.

There are tabs marked *Fishing*, *Hunt/Trap*, *Other, Stamps, etc.* shown on the screen. Touching any one of these category tabs changes the items for purchase according to the tab selected. In some cases, such as *Fishing*, there are sub-categories displayed for further organization of the available licenses in the row below the first row of tabs.

NOTE: License selections will change based on the customers age, residency status, and hunter certification information. Your terminal automatically omits any items for purchase for which the customer is not eligible.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

Items are displayed with their license code, license name, and cost. Touch the *Info* button on the right side of the item line to obtain information about the license. Select an item by touching the license name. Use the scroll feature located on the right side of the screen for additional license choices.

When an item is selected, a box confirming the item has been added to the shopping cart is displayed and that item will be deleted from the list of available licenses.

If any surveys or additional information, such as the HIP survey, is required to purchase an item, the appropriate additional information screen will be displayed. All required fields must be completed before the selected license can be successfully added to the shopping cart.

When you have selected all desired items, touch the *Proceed to Checkout* button at the top right of the screen.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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Shopping Cart Screen

Here you can view the items you have selected for purchase in a single list.

If the *Shopping Cart* is complete, touch *Purchase* at the top right corner. If the customer wants additional products, touch *Select More Licenses* at the top left corner. If items need to be removed from the *Shopping Cart*, touch the *Remove* button on the right side of the item line.

Touching the *Purchase* button completes the transaction and triggers the terminal to print the items selected for purchase.

NOTE: You should also collect payment for items generated for the customer at this time.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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Completed Transaction Screen

The *Completed Transaction* screen is shown below. At this time, have the customer verify the license information and sign the license.

The customer's profile information appears across the top, and the purchased items appear in the center screen. Across the bottom are two buttons, *Void* and *Reprint.* If a license does not print for any reason at the completion of a transaction, you may reprint that transaction up to **three (3)** times using the *Reprint* button. If the transaction, for any reason, needs to be voided, you can do so using the *Void* button.

NOTE: All reprints and voids must be completed within the first ten (10) minutes after finishing the transaction and be the most recent license sold.

Voiding a License

As part of selling hunting and fishing licenses, sometimes you may wish to void a sale. The void license function facilitates this process. Touch the *Void License* button on the *License Sales Main Menu* screen to reverse or cancel the sale of hunting and fishing licenses.

Identify the transaction you wish to void on the *Transaction Search* screen. Enter the customer's DNR Customer ID; or, enter the transaction number.

NOTE: Only most recent transaction can be voided and within ten (10) minutes of the original transaction. For any other conditions, please contact the DNR.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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When the transaction is found, the *Completed Transaction* screen is displayed for confirmation. Review the transaction information to make sure it is the transaction you wish to void.
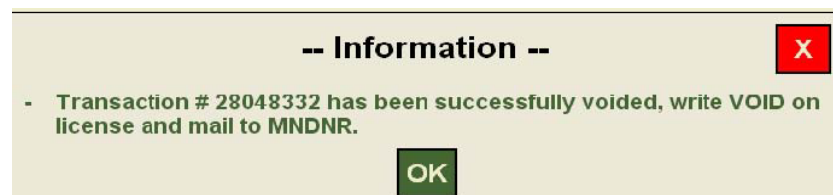

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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If the information shown is correct, touch the *Void* button to proceed with the void action. When you void a sale, a reason for the void is required.

After marking the void reason, touch the *Void* button to complete the action. A confirmation of the void appears on the bottom of the screen.

NOTE: You must send the voided license documents to the DNR for credit when voided. If there are no documents to return, write a statement explaining the reasons for no documents and return it with other voids. Contact the DNR with any questions. You will not be charged for a void transaction unless the voided license is not received by the DNR within 30 days.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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Reprinting a License

If the printed license is damaged in printing, you may wish to reprint the license. The reprint license function allows you to reprint the most recent license sold. Touch the *Reprint License* button on the *License Sales Main Menu* screen to reprint a license.

A *Completed Transaction* screen is displayed for confirmation of the license to be reprinted. Review the transaction information to make sure that it is the transaction you wish to reprint.

| | COMPLETED TRANSACTION | Help | Main Menu >> |

MARY JANE PORTER
234 MAINE AVE
ST PAUL, MN 42221
Gender: F   Firearm Safety #: N/A
Eyes: BROWN Hgt: 5'08   Wgt: 195

DNR Customer ID #: 158-486-449   DOB: 04/09/1970

Issued: 12/09/2009 09:50   Agent: 000017   Tran#: 028048333   Terminal: 52149998

216 RESIDENT INDIVIDUAL SPORTS	$ 30.50
129 TROUT STAMP PICTORAL	$ 12.00
113 RESIDENT SPEAR FROM DARK HOUSE	$ 18.00
Effective Dates: 03/01/2009 - 04/30/2010	
130 STURGEON TAG	$ 5.00
Effective Dates: 03/01/2009 - 04/30/2010	
520 FALL SPECIAL GOOSE PERMIT	$ 4.00
010 FEDERAL DUCK STAMP	$ 17.00
227 HIP CERTIFICATION	$ 0.00
607 RESIDENT SPRING TURKEY ARCHERY	$ 23.00

Total: $ 109.50

| Void | Reprint |

If the information shown is correct, touch the *Reprint* button to proceed. When you reprint a license, a reason for the reprint is required. The *Reprint Reason* screen expects you to check one of the following explanations: *Paper Jammed, Out of Paper* or *Other*.

| Cancel | REPRINT REASON | Help |

☐ Paper Jammed
☐ Out of Paper
☐ Other

Print

Check the reason for the reprint and touch the *Print* button to print another copy of the license.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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Harvest Reporting

After Selecting *Harvest Registration* from the *License Sales Main Menu*, please enter or **scan** the *MN Harvest Registration Number* and select *Continue*.

The *Customer ID, Customer Name* and *Date of Birth* should appear on the screen. Please verify that the customer would like to report a harvest for the animal that is associated with the registration number entered.

If the information is not correct, please select *No* and you will asked to enter the correct *Registration Number*.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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After selecting *Yes*, you will see the *Harvest Registration* page. The *Date of Kill, Permit Area,* and *Age and Sex of Deer* must be collected. Once all fields have been entered, select *Continue*.

A *Confirmation Page* will appear with the *Confirmation Number* showing in red. Touch *Print* button to print out a possession tag.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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Administrative Features

The *License Sales Main Menu* screen offers six additional functions: *Manager Functions*, *Messages, Void License*, *Reprint License*, *Reports*, *Supplies*, and *Harvest Reporting*. Each one of these selections lets you access different administrative functions. Touch *Manager Functions* to manage users.

Manager Functions

Manage Users

Selecting *Manager Functions* and then *Manage Users* will take you to a screen that will allow you to set up users to sell licenses.

NOTE: Although not required, setting up users is recommended to aid with security and transaction reporting.
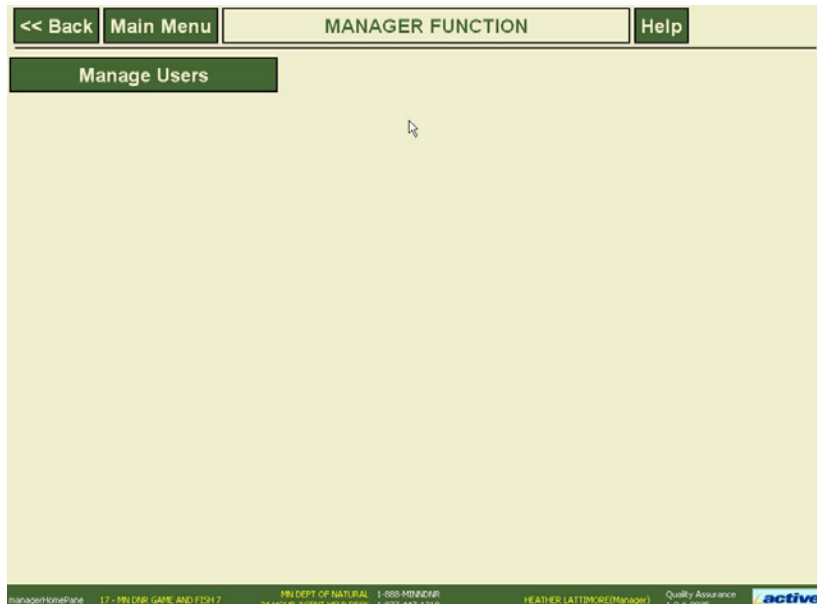
Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

When the terminal is first sent out, no users are configured. Once a user is configured, everyone who uses the system should have a unique User ID.

From the *Manage Users* screen, you can edit individual users' profiles or create new users. To change information for an existing user, touch the *Edit* button for that user. Change any user information and touch the *Save* button to complete changes.

You may change *First Name, Middle Initial,* and *Last Name*. The *User Type* field is a drop-down with two values, *Manager* and *Clerk*. Select the appropriate value. The *User Status* will allow users to be *Active* or *Inactive.*

To create a new user, press the *Create New User* button to take you to the *Create New User* screen. Enter the new user's *First* and *Last Name*, and the desired User ID. Select the desired *User Type* from the menu and appropriate status. Touch the *Save* button to save the information, or touch the *Cancel* button to return to the *Manage Users* screen.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

After setting up user IDs, you will have to log in to the terminal to perform the functions on the *License Sales Main Menu.* The screen below shows the login box:

If a user is no longer working at your facility, that user's ID will need to be deactivated to ensure security. From the *License Sales Main Menu* touch *Manager Functions* and then *Manage Users*, select the user's profile to edit, and mark the user's status to *Inactive*.

Receiving Messages

Your terminal is equipped to receive messages from the Minnesota DNR. To access your messages, touch the *Messages* button located along the right side of the *License Sales Main Menu* screen. This takes you to a *Messages* screen where all incoming messages are displayed.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

Messages are shown with subject, date received, name of the reviewer, and review date. If you wish to see additional detail for one of the messages, touch the *View* button to the left of the subject. If you have multiple messages, it may be necessary to scroll down the page. After touching the *View* button, the complete content of the selected message is displayed on the screen.

NOTE: You will not be able to respond or send messages to Minnesota DNR.

Reports

From the *License Sales Main Menu* screen, you can touch the *Reports* button to open up the *Reports* screen. The *Reports* screen is designed to give Managers a variety of ways to view detailed reports regarding the sale of hunting and fishing licenses. The screen displays the following report options: *ACH Report*, *Show History for ACH Reports*, *Total Agent Daily Sales*, *Agent Void Sales Report*, and *This Terminal's Daily Sales* and *Daily Sales by Clerk*.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

[28]

ACH Report

The *ACH Report* displays Automated Clearing House transactions for the last week for the agent.

The agent ID and dates defining the ACH period are displayed at the top of the page. Financial information for the period includes the agent's gross sales amount, total agent fees, late void credit amount, late void charge amount, and the net ACH amount. Current sales amount (since the end of the ACH period) and year-to-date sales amount are also shown. Press the *Print* button at the top right of the screen to print out a copy.

Total Agent Daily Sales

The *Agent Daily Sales Report* displays a list of sales transactions for the agent for a specific date. The date is initially set to the current date. If you touch the date text box, a key pad is displayed at the bottom of the screen, where you can enter a date in MMDDYYYY format. If you touch the calendar next to the date, a calendar appears so you may select the date desired. When you change the date, press the *Refresh* button to update the list of transactions.

The Customer ID #, transaction number, transaction time, transaction status, reprint count and sale amount are shown for each sale transaction. A total sales amount is shown at the bottom of the screen.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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If the list of transactions exceeds the number that can be shown on one screen, a scroll bar on the right allows you to see other pages. If you wish to print the report, press the *Print* button at the top right of the screen. If you wish to see more information about the transaction, a copy of the completed transaction screen information is displayed when you press the *View* button to the left of the customer ID #.

Press the *Back* button to return to the list of transactions.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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Terminal's Daily Sales

The *Terminal Daily Sales Report* displays a list of sales transactions for the terminal for a specific date.

The information shown is a list of transactions that occurred on the *Daily Sales* the *Date* and *Terminal* shown at the top of the screen. The date is initially set to the current date. If you touch the date text box, a numeric key pad is displayed at the bottom of the screen, where you can enter a date in MMDDYYYY format. If you touch the calendar next to the date, a calendar appears on the screen so you can select the date desired. When you change the date, press the *Refresh* button to update the list of transactions. DNR Customer ID #, transaction number, transaction time, transaction status, reprint count and sale amount are shown for each sale transaction. A total sales amount is shown at the bottom of the screen.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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Show History for ACH Reports

The information shown is a list of up to five (5) dates for which *ACH Report History* is available. Select the *ACH Report* you wish to see by touching the date of the report.
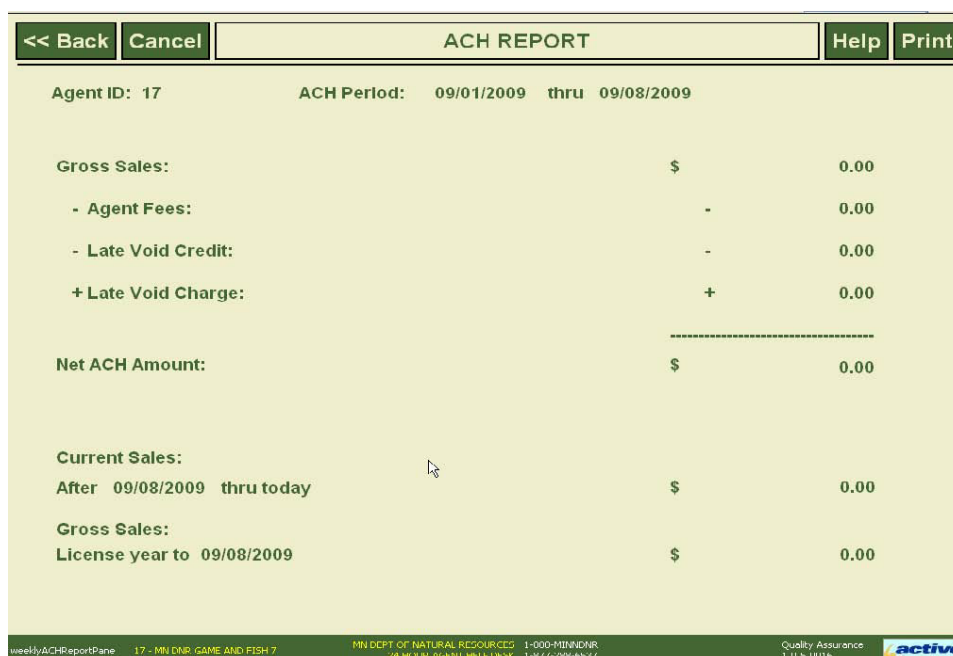

The *ACH History* is similar to the *ACH Report* however; current and year-to-date sales amounts are not shown.

The Agent ID and dates defining the ACH period are displayed at the top of the page. Financial information for the period includes the agent's gross sales amount, total agent fees, late void credit amount, late void charge amount, and the net ACH amount. Press the *Print* button at the top right of the screen to print out a copy.

Agent Void Sales Report

The information shown is a list of void transactions that occurred during the date period shown at the top of the screen.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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The *Agent Void Sales From:* date is initially set to one month prior to the current date. The *To:* date is set to the current date. If you touch a date text box, a numeric key pad is displayed at the bottom of the screen, where you can enter a date in MMDDYYYY format. If you touch the calendar next to the date, a calendar appears on the screen so you can select the date desired. When you change the date, press the *Refresh* button to update the list of transactions.

Customer ID #, transaction number, transaction date and time, void status, year and action date, are shown for each void transaction.

Void status will describe where in the void return process your documents are. The statuses and meanings are listed below:

Void Status	Meaning
Blank	Void not posted to the account
Charged	License document was not returned to DNR within 60 days
Declined	Received only part of the license document
Reimburse	DNR charged for the item and the item was later returned with an explanation
Returned	Item was successfully returned to DNR

If the list of voids exceeds the number that can be shown on one screen, a scroll bar on the right allows you to see other pages by moving the scroll up or down. Press the *Print* button at the top right of the screen to print out a copy.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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Daily Sales by Clerk

The *Daily Sales by Clerk Report* allows someone with Manager Level Access to view a report detailing what privleges were sold by each clerk, how many transactions, the commission amount for the agent and if there were any voided transactions completed by the clerk.

The first screen shown is a date and user selection screen. Enter the date for the transactions you wish to view. If you touch the *Date* text box, a numeric key pad is displayed at the bottom of the screen, where you can enter a date in MMDDYYYY format. If you touch the calendar next to the date, a calendar appears on the screen so you can select the date desired.

User Name: is a drop down menu. To use a drop-down menu, simply touch the small white arrow next to the box. A list of users appears. Select the user for the transactions you wish to view by touching the name in the drop down list. Press *Submit* to see the list of transactions for the user and date selected.

<< Back	Cancel	CLERK DAILY SALES REPORT		Help	Print

User Name: NEHA PANTULA	Sale Transactions: 5	Void Transactions: 0
Agent ID: 99991	License Amount: $28.50	Void Amount: $0.00
Start Date: 01/13/2010	Agent Amount: $3.00	

	Sale License	Quantity	Total
012	MN COLLECTOR WATERFOWL STAMP	1	$7.50
019	TEST NEHA	1	$2.00
108	PERMANENT ANGLING	1	$0.00
110	24 HOUR ANGLING	2	$19.00
990	TIER 1 CREDIT CARD PAYMENT	3	$0.00

*Clerk totals only include active licenses. Voided totals are listed separately.

*Clerk Total: $28.50

clerkDailySalesPane   99991 - CTB TEST VENDOR   MN DEPT OF NATURAL RESOURCES   1-888-MINNDNR   PRAVEENA POREDDY(Manager)   Local   active
24 HOUR AGENT HELP DESK   1-877-447-1319

License code, license description, quantity, and sale amount, are shown for each type of license sold. The total of the license sales is shown at the bottom of the screen. Press the *Print* button at the top right of the screen to print out a copy.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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Ordering Supplies

As part of selling hunting and fishing licenses, certain items, such as license paper and copies of hunting and fishing regulations booklets, must be restocked from time to time. Your hunting and fishing license terminal has been designed to help facilitate these orders. Touch the *Supplies* button the on *License Sales Main Menu* screen to begin ordering supplies.

The first screen you see is a *Supplies History* screen. This information is a list of supply orders that occurred during the period between the *Starting Date* and *Ending Date* shown at the top of the screen. The starting date is set to one month prior to the current date. The ending date is set to the current date. You may change the dates by touching the calendar next to the date or the text box containing the date. If you touch the text box, a numeric key pad is displayed at the bottom of the screen, where you can enter a date in MMDDYYYY format.

If you touch the calendar next to the date, a calendar appears on the screen so you can select the date desired. When you have established the period of history you wish to see, press the *Refresh* button in the upper right corner to retrieve the orders for the new period.

The transaction number, transaction date, quantity, item description, user who made the order, and the status of the order, are shown for each item.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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It is also useful to note the *Status* of the order. *New* indicates the order has not been processed; *Approved* indicates the order was reviewed and approved; *Shipped* indicates the order has been shipped; and, *Cancelled* indicates the order was cancelled.

To place a new order, touch the *Place an Order* button at the bottom of the screen. The *Supplies* screen displays a list of supplies that can be ordered. Each is shown with the description on the left and a box to enter the desired quantity on the right. If the item is not currently available, *Not Available* is displayed instead of the space for the quantity. Touch the box for the quantity at the right of the item you wish to order and a numeric key pad to enter the quantity appears at the bottom of the screen. Enter the quantity desired and press *Submit* to record the order.

Supply orders also require the name of the person submitting the order. The *Order Confirmation* screen displays a text box to enter your name. After entering your name, touch *Submit* to enter the order in the system.

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

Technical Support and Regulatory Questions

If you have questions regarding the operation of your touch-screen terminal, scanner, or printer, please call the Minnesota Agent Help Desk Line.

1.877.447.1319

If you have questions regarding regulations for hunting or fishing in the State of Minnesota, please call the Minnesota Department of Natural Resources.

1.877.348.0498

Questions? Please contact the Agent Help Desk at 1-877-447-1319 or the Minnesota DNR at 1-877-348-0498.

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Reminders

Nonresident Eligible for Resident Licenses

Nonresidents who are eligible for resident license fees include military service individuals stationed in the state, full time students residing in the state or nonresidents under 21 whose parent is a resident.

Once you have created or found their nonresident record and reviewed the correct paper work select the "Nonresident Residency Exception" button on the bottom right corner of the screen. You will need to select the appropriate exception and then the resident button followed by selecting the resident license request by the customer. If you have questions regarding the proper paper work required please contact the DNR.

Military residents (If age 21 and over must have a MN Driver's license or MN State ID). Military residents eligible for a free license must be stationed outside the state and home on leave, military discharged from active service outside the USA within the last 24 months or a 100% disabled veteran. In many cases they do not need a license to hunt or fish (see regulation for specific license requirements). If they need a license that requires a tag or coupon once you have created or found their resident record use the "Resident Military Status" button on the bottom left corner of the screen and select the appropriate military status. Proceed with the sale of the appropriate license. Veterans who are 100% disabled may receive a permanent angling license by applying at the DNR main office.