Electronic License System License Online Sales Manual





part of Cactive NETWORK

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License Sale Main Menu

The License Sales Main Menu allows you to sell a license, void a license, reprint a license, view reports and receive messages.

Minnesota Department of Online License Sales	Natural Res	ources	Street of Street
DNR Home About th Minnesota's O	e DNR DNR News Co nline Licensing C	Center	
		Close	
Customer Search	Void License	Reprint License	
	Reports	Messages	
REMINDER: Agent, please remind custome Notice. ELS personal data collected: name, address private and cannot be released to anyone. A be directed to DNR at 651-297-1230 or toll You have	ers to read the posted Colle ses, driver's license, and da Any questions or any reques free at 1-877-348-0498. O Unread Messages	ction of SSN and Private Data te of birth is considered st for data on individuals may	
	99910 - DNR WEB POS		
	AOHFMNWebmaster@activenetw of Nature Resources 1-877-348-049 Jent Help Desk 1-877-447-1319	ork.com (response within 48 hours) or call 8	
copyright notice	accessibility linking	privacy	
© 2010 MN Depa	rtment of Natural Res	sources	

Located across the top right corner of the screen there is a *close* button. Clicking on the *close* button will close the application.

Sell a License

In order to sell a license, click the Customer Search button on the License Sales Main Menu screen. This will open the Customer Identification screen.

Customer Identification Page	
	Cancel
Select for your customer record. Choose a search method	
Driver's License # and Date of Birth	
*MN residents 21 and older must search by Driver's License, Date of Birth	
Customer ID # and Date of BirthCFirearm Safety # and Date of BirthCSocial Security # and Date of BirthC	
Foreign Customers	
Foreign Customer ID # and Date of Birth	
Business Customers	
Customer ID # and first 3 letters of business name	
Collection of Social Security Numbers Federal and state laws require the Minnesota Department of Natural Resources (DNR) to collect Social Security Number (SSN) when purchasing a DNR game and fish license. The federal law is Ti of the Social Security Act, U.S.C., Title 42, section 666(a) 13. The state law is Minnesota Statutes, s 97A.442. Your SSN is private data under the Federal Privacy Act, 1974 and Minnesota Statutes, s 913.355. If you apply for a DNR license or registration and you do not have a SSN you must give u certification that you do not have a SSN. If you do not give us your SSN or a certification, DNR ca issue your license. The DNR is required to provide your SSN or cretification to the Minnesota Dep of Human Services for child support enforcement purposes. Others who may have access to you include individuals whose work assignment require access and persons authorized by state or fo or pursuant to a court order, or by your written consent. Collection of Private Data Your name, addresses, date of birth, and driver's license number collected under Minnesota Stati section 97A to complete a Minnesota Department of Natural Resources (DNR) electronic licensin transaction are classified as private data under Minnesota Statutes, section 84.0874. You can re to provide this information, but without it, DNR cannot issue a license, pass, sticker, registration, or other electronic license transaction. The private data may be released to law enforcement, individuals whose work assignment requires access, and persons authorized by state or federal pursuant to a court order, or by your written consent. In addition, private data, other than your license number, may also be released to a government entity and for natural resource manager purposes, including recruitment, retention, and training certification and verification.	your itle IV-[, section s a nnot wartmei r SSN ederal I tutes, ng fuse fuse i law or driver' ment

Clicking on the cancel button located at the top of the screen will bring you back to the License Sales Main menu. The Customer Identification screen allows you to identify the customer in several ways.

- Drivers license and Date of Birth
- DNR customer number and Date of Birth
- Firearm safety and Date of Birth
- Social Security number and Date of Birth
- Foreign Customer ID number and Date of Birth

Manual Customer Search

Customer searches can be performed manually using other criteria such as the Social Security number and Firearms Safety number. Examples of each search are below.

Driver's License and Date of Birth



Customer DNR number and Date of Birth





Social Security number and Date of Birth



Foreign Customer and Date of birth



If under any of the five options of customers search criteria the customer is not found, a new customer record will need to be created using the data provided. <u>NOTE: Resident's 21 and</u> <u>older can only be searched by their Minnesota Driver's License or Public Safety ID Number, in</u> <u>order to purchase resident licenses.</u>

Customer Not Found/Create a New Customer

If the customer information you are searching is not located or has not previously purchased a license, click on the Create New Customer button. Next, select/click on whether the customer is an **individual** or **business customer**.

• Unable to loc further assistant	Customer Identification Page cate customer using information entered. Please revise your search. If you have any questions please connece.	ntact DNR for
	Create New Customer	

Customer Identification Page	
Create a New Customer	
Select which type of customer you wish to create:	
Individual Customer	
Business Customer	
C	ancel

Individual Customer

Enter the customer's Social Security Number (SSN) and Date of Birth or Minnesota Driver's License, and Date of Birth. If you have entered a SSN for the customer, click on the continue button. Next, fill out the applicable customer information on the Customer Information screen. Once all data on the customer has been entered click the submit button. Individuals that do not have a SSN click on the Create US customer w/o SSN button.

Customer Identification Page
Create a New Customer
There are a few exceptions to the SSN requirements. Non U.S. Citizens can create a DNR customer record by providing their Visa or Passport # in lieu of a SSN. State and Federal law allows customers who are U.S. Citizens, but do not have a SSN, to submit a sworn affidavit in lieu of an SSN. Affidavit forms are available from the DNR License Center and must be completed before sale can continue.
Social Security #:
Date of Birth:
OR
Create US customer w/o SSN
OR
Customer Identifier #:
Identifier Type: VISA 🔻
Date of Birth:
Continue

Customer Iden	tification Page
Customer I	nformation
First Name:	
Middle Name:	
Last Name:	
Birth Date:	
Drivers License State:	▼
Drivers License Number:	
Country:	UNITED STATES
Address Line 1:	
Address Line 2:	
City:	
State/Province:	■
Postal Code:	
Phone Number:	
Gender:	
Weight:	
Eye Color:	
Height:	▼ 0" ▼
Email:	
Submit	Cancel

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

Business Customer

When Business customers purchase licenses and permits they will need a business customer profile to reflect their status. Selecting the Business customer button, you will enter the Business Name, Contact Name, and the Business Address for that business customer. Once all information on the customer has been entered click the submit button

Customer Iden	tification Page
Customer I	nformation
Business Name:	
Contact Name:	
Country:	UNITED STATES
Address Line 1:	
Address Line 2:	
City:	
State/Province:	
Postal Code:	
Phone Number:	
Submit	Cancel

Confirm Customer Information

Once you have submitted the new customer information, confirm that all the information is accurate. If you discover any discrepancies click on the Edit Customer Info button at the bottom of the screen. If there are no changes click on the Purchase button on the right side of the screen which will bring you to the Residency Verification screen.

Custo	mer Identification Page	
Customer I	Information	
Customer ID: First Name: Middle Name: Last Name: Birth Date: Drivers License State: Drivers License Number:	999912348 JOHN TEST SMITH 03/08/1956 MICHIGAN S999912348000	Purchase
Country: Address Line 1: Address Line 2: City: State/Province: Postal Code:	UNITED STATES 1356 FISHING ST MUNCHKIN LAND MN MINNESOTA 55026	Insert your Social Security Number
Phone Number: Gender: Weight: Eye Color: Height: Email: Edit Cust	(651)355-0150 MALE 50 BROWN 4' 0"	Return to Home

Residency Verification

Upon review of the Customer Information screen for accuracy and selecting the Purchase button you will need to select if the customer is a Resident or Nonresident. Selecting either Resident of Nonresident will then bring you to the License Selection screen.

Minnesota's Online Licensing Center
Customer Information
Acceptable Residency Requirements and Forms of Identification
A Minnesota Resident is defined as: A United States citizen or resident alien who has maintained a legal residence in the state for at least 60 consecutive days before purchasing a license.
Proof of Residency:
Residents Age 21 and Older: Must provide a valid Minnesota Driver's License or Public Safety ID
Residents Under Age 21: If under 21 and you do not have a Minnesota Driver's License or Public Safety ID the person must provide other evidence of 60-day residency. It is the person's responsibility to provide enough documentation to prove that they have maintained legal residency in the state for at least 60 days.
Residents Claiming Exemption Under Religious Freedom Act: Contact MN DNR.
Nonresident Under Age 21 Whose Parent Is A Minnesota Resident: May obtain resident licenses by parent providing Minnesota Driver's License or Public Safety ID.
Nonresident Student: Students spending the full-term school year may purchase a resident license by providing documentation of full-time student status and proof they reside in the state during the school year.
Nonresident Military: A person in the U.S. Armed Forces who is stationed or training in the state and their spouse may purchase resident hunting and fishing licenses by providing official military papers stating that the person is stationed in the state.
<u>Note:</u> Failure to properly verify residency and request appropriate customer identification as required by your ELS Agent Contract could result in termination of your authority to
<u>Note:</u> For customers who can claim a residency other than what is on their customer file, please select an exception by selecting the "Nonresident Residency Exception" below. <u>Note:</u> For resident customers who can purchase special military privileges, please select a military status by selecting the "Resident Military Status" below.
Residency Exceptions:
No Exceptions Nonresident Residency Exception Resident Military Status
Resident Nonresident
View Customer Information

NOTE: Please read all on-screen instruction for Residency Requirements. For any question about a customer's eligibility to purchase a resident license, contact the DNR.

License Selection Screen and License Description Screen

The License Selection screen will allow you to select the products your customer wishes to purchase. If they wish to purchase a duplicate license that they have already purchased in a previous transaction click on the View Duplicates button at the top of the screen. Selected licenses will then bring you to the License Description screen and allow you to select/purchase sub categories within that license. In addition, you may need to ask the purchaser harvest program information or donation questions if applicable depending on the license being purchased. You will have the option to add licenses to your cart and continue shopping, add to cart and begin checkout or continue on back to the list of licenses.

<< Back	Continue	> Finish Cancel JOHN TE	ST SMITH / Purchase a License	
L. License Se	election >	> 2. Shopping Cart >> 3. Shipping	g Address >> 4. Payment	
		View Duplicates	Proceed to Checkout	
		You have [0] lice	ense(s) in your shopping cart.	
			Fishing	
	Gene	ral Fishing		
	130	STURGEON TAG		\$5.00
	121	NONRESIDENT INDIVIDUAL ANGLING		\$40.50
	124	NONRESIDENT FAMILY ANGLING		\$53.50
	118	NONRESIDENT SPEAR FROM DARK HOUSE	1	\$40.50
	Shor	Term		
	110	24 HOUR ANGLING		\$9.50
	126	NONRES 7-DAY ANGLING		\$29.50
	127	NONRES 72-HOUR ANGLING		\$25.00
	125	NR 14-DAY MARRIED COUPLE ANGLING		\$41.50
	Ice S	helter		
	118	NONRESIDENT SPEAR FROM DARK HOUSE		\$40.50
	116	NONRESIDENT SHELTER		\$34.00
	117	NONRESIDENT SHELTER 7-DAY		\$20.00
	132	RENTAL 3 YEAR SHELTER		\$79.00
	133	NON RESIDENT 3 YEAR SHELTER		\$100.00
		Hur	nting/Trapping	
	Smal	l Game/Trap		
	221	NONRESIDENT SMALL GAME		\$85.50



Shopping Cart Screen

The Shopping Cart screen allows you to view what licenses have been selected to be purchased, you will have the option to proceed to check out or continue to shop for additional licenses. Clicking on the Proceed to Check out or the continue button will bring you to the Payment screen. Note: You should collect payment for items generated for the customer at this time.

Customer I	nformation			
Name: DNR Customer ID #: Date of Birth:	JOHN TEST SMITH 999912348 03/08/1956	E Sho Car	oppir t	ng
To review a license desc purchased with the lice	cription or edit a license i ense, click on the licen	n your cart, including a se below. You will be	any stamps y	ou may have
description page. If the that information. When y changes and return to th "Remove Item" box ne	selected license required you are finished, click or he shopping cart. To rem ext to that item, then click Update Sho	variable information, the "Add to shopping ove an item from you "Update Shopping (opping Cart	cart" button r shopping ci Cart".	illowed to edit to save your art, check the
description page. If the that information. When changes and return to th "Remove Item" box ne	selected license required you are finished, click or eshopping cart. To rem ext to that item, then click Update Sho ense. Type	variable information, the "Add to shopping ove an item from you "Update Shopping (pping Cat Delivery	you will be a cart" button r shopping ci Cart".	illowed to edit to save your art, check the
description page. If the that information. When y changes and return to th "Remove Item" box ne Lice 221 NONRESIDENT SMALL GA	selected license required you are finished, click or e shopping cart. To rem ext to that item, then click Update Sho ense Type AME	variable information, the "Add to shopping ove an item from you " Update Shopping (pping Catt Delivery printable	you will be a cart" button r shopping ci Cart". Total Rei \$85.50	move Item
description page. If the that information. When y changes and return to th "Remove Item" box ne Lice 221 NONRESIDENT SMALL GA 227 HIP CERTIFICATION	selected license required you are finished, click or he shopping cart. To rem ext to that item, then click Update Shi ense Type	variable information, the "Add to shopping ove an item from you "Update Shopping (pping Cat Delivery printable printable	you will be a cart" button r shopping ci cart". Total Rec \$85.50 \$0.00	move Items
description page. If the that information. When y changes and return to th "Remove Item" box ne Lice 221 NONRESIDENT SMALL GA 227 HIP CERTIFICATION	selected license required you are finished, click or he shopping cart. To rem ext to that item, then click Update Sh ense Type AME	variable information, the "Add to shopping ove an item from you "Update Shopping (pping Cat Delivery printable printable Total:	you will be a cart" button r shopping ci Cart". Total Ret \$85.50 \$0.00 \$85.50	move Items

Payment Screen

Verify customer information and shipping address if applicable on the Payment Screen and collect payment for license then click the submit button, this will bring you to the printing of receipt screen.

Continue >> Finish Cancel JOHN TEST SMI election >> 2. Shopping Cart >> 3. Payment	TH / Purchase a	License	
Customer Information Name: JOHN TEST SMITH DNR Customer ID #: 999912348 Date of Birth: 03/08/1956	Shipı Street: City: State, Zip: Country:	Ding Address 1356 FISHING ST MUNCHKIN LAND MN, 55026 USA	
Selected Licenses 221 NONRESIDENT SMALL GAME 227 HIP CERTIFICATION		Delivery printable printable	Total \$85.50 \$0.00
Subm	ř	Total:	\$85.50

Printable Receipt Screen

Review the information on the receipt of the license sold then click on the **Printable Receipt** button (located at the top and bottom of the screen. This will give a printable view of the receipt to be printed, click the **print** button to print it.



Print Receipt Screen



Printed License

See sample of printed license below:



Voiding a License

As part of selling hunting and fishing license, sometimes you may wish to void a sale. The void license function facilitates this process. Click on the Void button at the bottom or top of the printable receipt screen. This action will then bring you to the Void Reasons screen where you will need to select why the transaction is being voided. After marking the void reason, click the void button to complete the action. A confirmation of the void will appear on the screen.

This page is your receipt. Please print this page and keep it for your records.						
Printable Re	eceipt Void					
Customer	Information					
DNR Customer ID #:	999912348					
Name:	JOHN TEST SMITH					
Date of Birth:	03/08/1956					
Address:	1356 FISHING ST					
	MUNCHKIN LAND, MN 55026					
Transaction	Information					
Transaction Number:	1					
Temporary Authorization Number:						
Date / Time:	10/31/2011 08:46					
Lice	enses					
	Dolivory Total					
LICENSE Type	Delivery Total					
000 TEST LICENSE	\$0.00					
	Total: \$0.00					
Printable Re	eceipt					
our receipt Please	print this page and					
Void Reasons	\otimes					
Payment Not Received						
O Printer Pr	oblem					
	formation					
ି Wrong Li	cense or Unit					
DINK Customer 1D #: 5	999912348					
Other · · ·						
Date of Birth:	03/08/1956					
	1256 ETCLING CT					
Address:	TODO FIDEINO DI					
Void	Cancel					
Transaction Number						

NOTE: You must send the voided license document to the DNR for credit when voided. If there are not documents to return, write a statement explaining the reasons for no document and return it with other voids. Contact the DNR with any questions.

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. Click on the Reprint License button on the License Sales Main menu screen to reprint the license.



Receiving Messages

Your system is capable of receiving messages from the Minnesota DNR. To access your messages, click on the Messages button located on the License Sales Main Menu screen. Clicking on this button will enable you to view any recent messages that have been sent out to agents, click on the view button to read them.

Minnesota's Online Licensing Center							
Messages Cancel							
	Subject	Received	Reviewer	Review Date			
View	test	10/27/2011 10:25	RAY	10/27/2011			

Reports

From the License Sales Main Menu screen, you can select the Reports button to open up the Reports Screen. The Reports screen is designed to give agents 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 Processed Transactions Report.



ACH Reports

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

Finnesota s Onnie Electising Center								
	Printable Version	Cancel						
ACH Report								
Agent ID	: 99910 ACH F	eriod: 10/18/	2011 thru 10/24/2011					
Gros	s Sales:	\$0.	.00					
- Age	nt Fees:	- \$0.	.00					
- Late Void	l Credit:	- \$0	.00					
+ Late Void	Charge:	+ \$0	.00					
Net ACH /	Amount:	\$0	.00					
Currer After 10/24/2011 th	it Sales: ru today	\$0.	.00					
Gros License year to 10/2	s Sales: 4/2011	\$0.	.00					

Minnesota's Online Licensing Center

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 Printable Version button to print out a copy.

Total Agent Daily Sales Reports

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 click on the small calendar to right of the current date you may select a new date and then click on the refresh button to review the selected date's sales report. For each transaction on the report you may click on the View button next to it and see a more information about the transaction.

Minnesota's Online Licensing Center								
		F	rintab	le Vers	sion	0	ancel	
Enter the Sales Date you wish to view, and press Refresh								
Dail	Daily Sales For: 10/31/2011							Refresh
	? «	<u>ج</u>	Octo	ber, 2 Today	2011	<u>کې</u>	×	Click Here
	Sun	Mon	Tue	Wed	Thu	Fri	Sat	1
Tran Nbr Time Sta	2	3	4	5	6	7	1	nt State Amt Sale Amt
No Licenses Issued for the	9	10	11	12	13	14	15	
Credit Total: \$0.00 C	16	17	18	19	20	21	22	: \$0.00 State Total: \$0.00
	23	24	25	26	27	28	29	
	- 30	31						
Select date								
'	99910 - DNR WEB POS							

Agent Void Sales Reports

The Agent Void Sales *From*: section is initially set to one month prior to the current date. The *To*: section is set to the current date. If you select either of the calendars located next to each of the sections you may change the dates and click the refresh button thus allowing you to view voided transactions on different dates. The Void status will describe where in the void return process your documents are. The statuses and meanings are listed below.

Minnesota's Online Licensing Center							
Printable Version Cancel							
Agent Void Sales From: 09/30/2011 To: 10/31/2011							
Agent Void Sales Report							
Agent Void Sales From: 09/30/2011 To: 10/31/2011							
DNR Customer ID#	Tran Nbr	Date & Time	Status Year	Action Date			
No voided transactions available							

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

Processed Transaction Report

The Processed Transaction Report provides a detailed view on how many licenses/transactions were sold on a specific day and the cash and credit card totals. The license code, license description, quantity, and sale amount, are shown for each type of license sold. Selecting the calendar will allow you view another date after you have selected a date and clicked on the refresh button.

Minnesota's Online Licensing Center							
Printable Version Cancel							
Processed Transactions Report For: 10/31/2011							
Processed Transactions Report							
Processed Transactions Report For: 10/31/2011							
Sales Summary:		Sales Totals:	Transactions	Amount			
Sales Amount:	\$0.00	Cash:	0	\$0.00			
minus Agent Amount:	\$0.00	Credit Card:	0	\$0.00			
plus Non-Returned Voids:	\$0.00	Total:	0	\$0.00			
minus Returned Voids:	\$0.00						
Net ACH Amount:	\$0.00						
Tran Nbr DNR Customer ID#	Tran Type	Status ATP	Date Sale Amt	Pay Type			
No transactions found for the specified date.							

Agent ACH History Report

The Agent ACH History Report will show a list of up to five (5) dates for which ACH Report history is available. 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 will be displayed on the screen. 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.



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

1.877.348.0498