

Electronic License System Quick Reference Guide

Minnesota Residency

To purchase resident rate licenses, individuals who are 21 or older must provide a **current** Minnesota driver's license (DL) or state identification (ID) card (not just the yellow DL/ID application paper) **and** have lived in the state for at least 60 consecutive days. An individual under 21 who does not have a Minnesota DL or ID must provide other evidence of 60-day residency. It is the individual's responsibility to provide enough documentation to prove they have maintained legal residency in the state for at least 60 days.

Creating a new customer account

- Search for the customer
- If the customer is not found, click **Create New Customer**
- If the customer is:
 - *A US citizen:* enter customer social security number and date of birth, then click **Continue**
 - *A non-US citizen:* choose identifier type (non-US driver's license, passport, etc.), enter number from the identifier, enter date of birth, then click **Continue**
- Enter the customer's information, then proceed with the license sale
 - If the customer does not have a DL or ID, leave the **D/L State** box blank

Nonresidents Eligible for Resident Licenses

Nonresidents who meet one of the following requirements may purchase resident rate licenses. Use either the **Resident Military Status** (bottom left on residency screen) or the **Nonresident Residency Exception** (bottom right on residency screen) button.

- Click on the appropriate button:
 - **Resident Military Status:**
 - *Military members with non-Minnesota DL/ID:* Must show current orders to be stationed in MN
 - **Nonresident Residency Exception:**
 - *Spouse of active military member:* Must show their spouse's active military orders and their spouse's MN DL or ID.
 - *Full-time student residing in MN:* Must show a fee statement (a student ID is not acceptable) showing full-time status. You will also need to enter their MN address.
 - *Nonresident under 21 whose parent is a resident:* The parent must show their current MN DL or ID.
- Choose the reason for the exception, click **Continue**, then click **Resident** and proceed with the sale.

Licenses Only Available from the DNR Office in St. Paul

The following license types may only be purchased through the DNR office in St. Paul. Applications for each of these licenses are available on the DNR website.

- Permanent angling licenses for 100% service-connected disabled veterans
- Permanent angling licenses for developmentally disabled individuals
- Lifetime licenses (Original purchase only, lifetime renewals may be printed by license agents)

Lifetime License Renewals

If an individual requests a lifetime license renewal, click on the **Lifetime Renewal** tab on the License Selection screen and choose the license renewal that they request.

Special Annual Angling Licenses (Code 107)

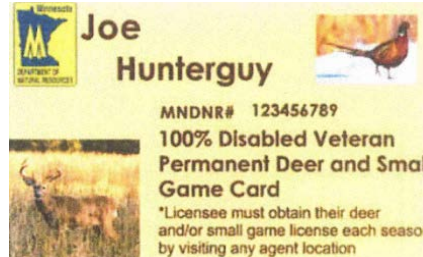
Minnesota residents who meet one of the following requirements are eligible for a free fishing license. Note: 100% service-connected disabled veterans are not eligible for the Special Annual Angling License unless they meet one of the criteria listed below. 100% service-connected disabled veterans should contact the DNR License Center for instructions on how to obtain a free permanent angling license.

- *Legally blind*: Must provide a doctor statement indicating that they are legally blind.
- *Individual receiving Social Security Disability or Supplemental Income (SSI, SSDI)*: Must provide a letter dated within the past year stating that they are receiving SSI/SSDI. Individuals 65 or older must provide a letter stating that they received Social Security Disability prior to the age of 65.
- *Individual receiving disability benefits under the Federal Railroad Retirement Act or US Postal Service*: Must provide a letter dated within the past year stating that they are receiving disability benefits.
- *Individual receiving worker's compensation for total and permanent disability*: Must provide a letter from worker's compensation stating that they receive compensation for total and permanent disability.
- *Foreign Exchange student attending school in MN and living with a host family*: Must provide paperwork from the exchange program or school.

Military Licenses

- *Disabled veterans*: Must provide either a letter from the Department of Veterans Affairs indicating 100% service-connected disability or a 100% Disabled Veteran Permanent Deer and Small Game Card issued by the MN DNR, and a current MN DL/ID (use the **Resident Military Status** button described above, then scroll down in the list of licenses to find the Disabled Veteran Small Game or Disabled Veteran Deer licenses. These will show a price of \$0.)
- *Home on leave stationed outside MN or 24 month discharge from overseas*: Must provide leave papers or DD214 discharge papers and current MN DL/ID. For fishing and small game, no license is issued. They must carry their leave papers or DD214 discharge papers and current MN DL/ID when fishing or hunting small game. For big game and turkey, use the **Resident Military Status** button described above, then scroll down in the list of licenses to find the appropriate Military license. These will show a price of \$0.)

Sample 100% Disabled Veteran Card:



Super Sports Licenses

If an individual purchases a Super Sports License prior to August 1, they will receive a printout that tells them the deer license will not be available until August 1. To print a Super Sports Deer License on or after August 1, scroll down in the list of licenses until you find the Super Sports Firearm Deer, Super Sports Archery Deer or Super Sports Muzzleloader Deer license. Only one type of deer license is included in the price of a Super Sports License. If an individual wants more than one type of deer license, they need to purchase the additional licenses.

HIP (Harvest Information Program) Certification

When selling small game or sports licenses, the customer must be asked these questions if they plan on hunting migratory birds. Click **Yes** when the terminal asks if they plan on hunting migratory birds. Ask the customer the questions listed on the terminal.

Firearm Safety

- Required for individuals born after December 31, 1979.
- If the terminal asks for a firearm safety number the customer must have firearm safety or an apprentice hunter validation to purchase that license type.
 - If the customer completed firearm safety in MN and the number is not on file, call the DNR License Center.
 - If the customer completed firearm safety in another state they must provide a firearm safety card. Enter the number from the card when the terminal requests it.
 - The Apprentice Hunter Validation is found under **Small Game** or **Other** on the license terminal. It may only be purchased in two license years in a lifetime. Individuals using the Apprentice Hunter Validation must also have the appropriate licenses and stamps for the species they intend to hunt. Those using the Apprentice Hunter validation must be within sight and hearing distance of an adult who has a valid license to hunt the same species of game.

Seasons/License Dates

- Fishing:
 - Licenses are valid March 1-February 28. Licenses for the next license year are not available until mid-February.
 - Opener is the Saturday two weeks prior to Memorial Day Weekend
- Shelter licenses are valid March 1-April 30 of the following year
- Deer:
 - Lottery opens August 1st and ends the Thursday after Labor Day
 - Firearm deer opener is the Saturday nearest to November 6th
- Seasons and lottery deadlines for other species may be found on the DNR website

Unable to Sell Message

After location a customer file, if you see a warning that says "Information: We are unable to sell some licenses to this customer. Have customer contact MN DNR License Center at 651-297-1230 or toll-free 1-877-348-0498 between 8:00-4:30 Monday-Friday" you should click the **OK** button. The terminal will only allow you to sell licenses that the customer is eligible to purchase. If you do not see the type of license the customer is requesting, have them call the DNR License Center.

Voiding a License

- Only the most recent transaction may be voided on the terminal and it must be done within 10 minutes of the sale.
- If you need to void any other transactions you must call the DNR License Center or the 24-hour help desk. Calls to void a transaction should be made immediately.

Outstanding Voids

- You must mail all voided licenses to the DNR within 30 days. Voided licenses not received within 30 days will be charged to your account.
- If all licenses in a transaction are not returned, the report will show Declined or Charged, and you will be charged for the entire sale. If you return the rest of the transaction within 30 days the charge will be reversed.
- To see the status of all voided licenses on your terminal: click on **Reports** then **Agent Voided Sales Report**
 - **Pending:** The void hasn't been received by the DNR.
 - **Returned:** The void has been received and accepted.
 - **Declined:** The void or a portion of the void was returned to the DNR but has been declined. The agent will be charged for the void.
 - **Charged:** The void wasn't received within 30 days and has been charged to the agent.

Additional Fees/Credit Cards

Additional fees may be charged to customers purchasing licenses under the following circumstances:

- Agents may charge a convenience fee of not more than three percent (3%) of the total cost of the licenses purchased by individuals who use credit cards for payment. If charging a fee, agents must post a sign informing customers of the fee. The sign must be near the point of purchase, clearly visible, include the amount of the fee, and state: "License agents are allowed by state law to charge a fee not to exceed three percent of the cost of state licenses to persons who use electronic bank cards for payment. The fee is not required by state law." Agents should contact the credit card processing company they use to determine if they allow you to charge a fee on transactions.

ACH

- Agent bank accounts are "swept" every Monday at 11:59 pm. Weekly sweeps include sales from the previous Tuesday to the end of the business day the following Monday. You can run a report from your terminal the Tuesday morning after the sweep. Monday holidays add a day to this schedule.
- Agents that have non-sufficient funds in their bank account will fail the ACH sweep and will be notified by the DNR. See agent contract for fail and retry process.

Messages on ELS Terminal

The DNR sends important messages to ELS agents on their terminals. A note at the bottom of the License Sales Main Menu will tell you if you have unread messages. Press the **Messages** button on the top right of the screen to see the list of available messages. Click **View** next to the message you wish to read.

Assistance

- During DNR License Center hours (8:00-4:30, Monday-Friday) the License Center should be contacted (1-877-348-0498 or 651-297-1230) for all types of assistance except technical issues with the ELS terminal or printer.
- Outside of DNR License Center hours, the 24-Hour helpdesk should be contacted (1-877-447-1319) for assistance.
- The 24-hour helpdesk should be contacted for any technical issues with the ELS terminal or printer.

ELS Agent Management Website:

- The agent management website provides resources designed just for agents. The website offers code sheets with current license prices, forms, and reference materials. The [agent website address](http://dnr.state.mn.us/licenses/els_agentmgmt.html) is http://dnr.state.mn.us/licenses/els_agentmgmt.html