LICENSE SALES AGENT USER GUIDE

HUNTING AND FISHING LICENSE GUIDE FOR AUTHORIZED DNR LICENSE SALES AGENTS

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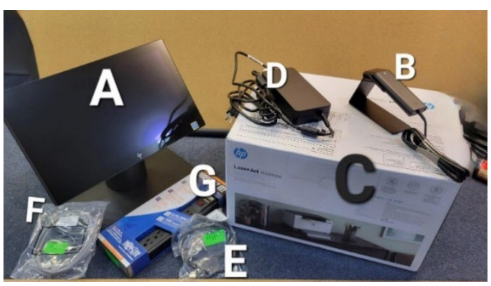
Equipment Introduction And Troubleshooting

Assigned Equipment

Your business has been assigned a set of equipment to be used for the sale of DNR licenses. This equipment is the property of the DNR and should be handled with care while it is on site at your business. Below is a list of the items the DNR supplies to an Authorized Sales Agent (the boxed items on the left and the finished system on the right. Your equipment should remain assembled as shown below, and should not be taken apart, have pieces removed, or items replaced without permission from the DNR.



A. Kiosk with Dual Monitors
B. Handheld Scanner
C. Printer (shipped separately)
D. Kiosk Power Cord Brick
E. Black USB Printer Cable
F. Gray Network Cable
G. Surge Protector/Power Strip

Main Kiosk

Your kiosk is equipped with a PC in the base and two attached touch screen monitors. The larger monitor faces you while the small er monitor faces the customer. This kiosk must be placed in a location where the customer has access to sign the small screen at the end of a transaction.

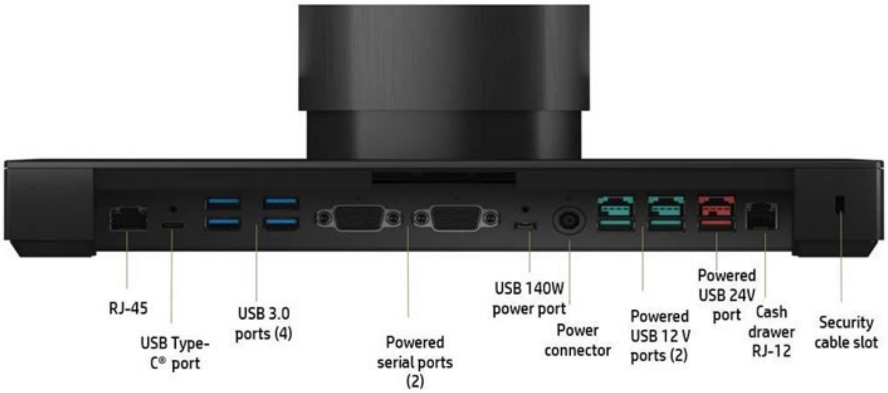

Agent facing monitor


Customer facing monitor


Side view

Equipment Setup

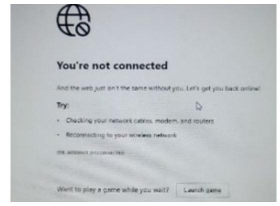
1. Carefully remove **Kiosk (A)** from the foam packaging. Remove any plastic and paper protectors. Please refer to the below image which shows the ports located on the base of the **Kiosk (A)**.



2. Attach gray **Network Cable (F)** to the RJ-45 port on the base of the kiosk (see image above). Attach other end of the cable into your location's network device (router, modem, etc).
   a. If the included network cable is not long enough to support your equipment setup at your chosen location, you may use your own longer network cable.
   b. Wired internet is preferred, but if wireless internet is your only option, the network cable is not required. Please see attached sheet for Wi-Fi set up instructions once you reach step 12 below.
3. Attach **Power Brick Cable (D)** to **Power Connector Port** (see step 1).
4. Unbox **Printer (C)** and place in convenient location.

5. Connect the **Black USB Printer Cable (E)** to the **Printer (C)** (see photo to the right). Connect other end of **Printer Cable (E)** to **Kiosk (A)** via one of the (4) USB 3.0 ports shown in the above photo.
6. Connect Printer Power Cord (located in printer box) to power port on the back of the printer (see photo to the right).
7. Install the paper tray cover to the printer (wrapped separately in the printer box). It will snap into place on the front of the printer to cover the paper tray.
8. Open the Handheld Scanner box and remove **Handheld Scanner and Stand (B)**. Connect the handheld scanner to one of the (4) USB 3.0 ports (see photo in step 1).
9. If you choose to connect a Keyboard or Mouse (not provided), connect to the remaining USB port.
10. Plug-in Kiosk and Printer power cords to the provided **Power Strip (G)**. **Power Strip (G)** must be plugged directly into a wall outlet.
11. Power on the **Kiosk, Small Display (A) and Printer (C).** The kiosk's power button is located under the bottom left of the large display, and the small display's power button is located on the top left side of the screen.
12. Allow the system to power on. You'll hear the scanner beep. The small display power light will be white. The printer light on the front face will be lit. If successfully connected to the internet, both large and small displays will show the agent login screens.

13. If you see the screen to the right, it means the internet is not yet connected. If using the gray network cable, ensure it is securely connected to the kiosk port and your location's network device (router, modem, etc.). If wired internet is not available, see next steps for **Alternative WI-FI set up instructions.** If unable to connect, review with your IT administrator.



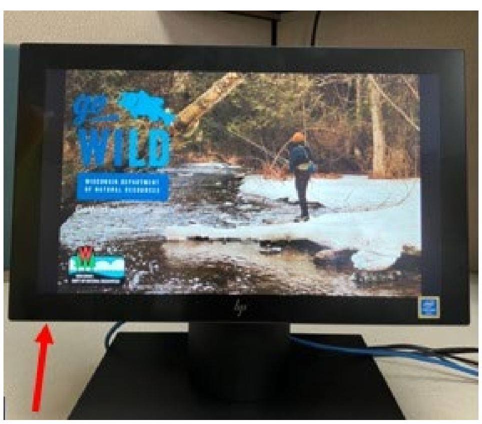
14. After all components are connected and powered on, restart the kiosk and printer by powering down large display and printer, then powering back up after 30 seconds.
15. On the printer, if the blue Wi-Fi light on the top right is lit, turn this off by pushing the Wi-Fi button.
16. Ensure that all cables are tucked neatly away, making sure no cables are "pinched" under the base.
17. When you see the Agent Sign-in screen, enter your current username and password for GoWild.

For Setup Assistance:

- Contact your **Business Support Specialist** during regular weekday business hours (M-F: 8:00am-4:30pm) if you need assistance with wireless network configuration or have installation questions.
- Contact **Wisconsin DNR's Go Wild Agent Support Line: 866.381.7668** and **Press Option 2** after business hours for Hardware Installation & Network Setup assistance.

Power And Restart

The equipment should remain powered on, and the kiosk will require a reboot from time to time. The main power button for the computer is located under the large monitor. Use this power button to turn the system on and off. The button will be lit up when power is on. Allow 20-30 seconds for shut down and startup.



Connecting To The Internet (Wired)

A wired connection is recommended for the best performance. Connect the ethernet cable to the RJ-45 port on the base of the kiosk. If your network is configured for automatic IP assignment (DHCP) the kiosk should connect to GoWild automatically. If your network requires a static IP configuration, contact the help desk at 866-381-7668 (option #2). You may need to work with your IT Administrator to complete the Static IP setup.

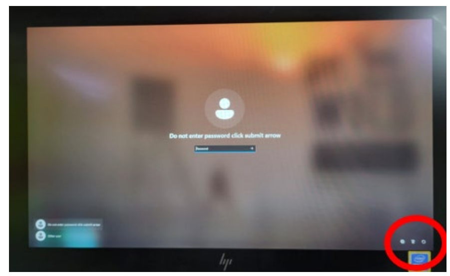
Connecting To The Internet (Wi-Fi)

Although wired connection is recommended, your kiosk may be connected to the internet using your Wi-Fi network. The included gray network cable is not required when using Wi-Fi, but please keep it in case a wired connection is needed in the future. *PLEASE NOTE: In order to complete the Wi-Fi setup, you will need a physical keyboard connected via USB to the terminal and will also need to know your Wi-Fi password.*

1. When powered on, your kiosk screen should indicate you're not connected to the internet as shown. On your keyboard, press the keys Ctrl/Alt/Delete at the same time.

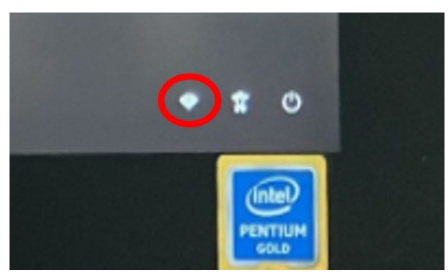
2. This will bring you to the Network/Power screen. Swipe in an upward direction on the touchscreen.

3. This will bring you to the Network/Power screen with icons in the lower right corner. Press the internet globe icon. A window will appear showing available Wi-Fi networks.

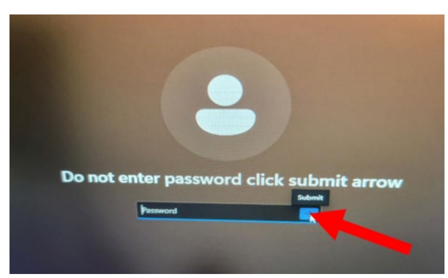


4. Select the Wi-Fi Network you wish to connect to. **Make sure the "Connect Automatically" box is checked. This will allow your kiosk to reconnect to Wi-Fi after a restart.** Select the Connect button, and you will be prompted to enter your Wi-Fi password if necessary.

5. Once the Wi-Fi is connected, the globe icon in the lower right corner will change to the Wi-Fi symbol .



6. Now back on the Network/Power page, select the arrow on the right of the "Password" field (leave the password field blank). This will bring you to back to the Agent sign in page where you may log into Go Wild.



Printer

The printer will print DNR licenses on regular 8.5x11 white printer paper which is loaded in the tray at the bottom front of the printer. The toner cartridge can be accessed by lifting the top of the printer from the front edge, and there is a handle for pulling the cartridge out.

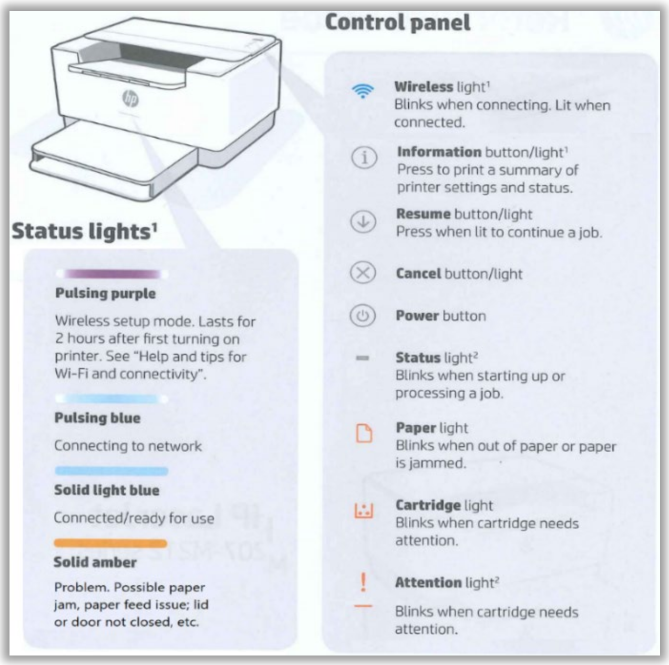


The printer should always remain powered on and connected to the kiosk using the USB printer cable (provided). **Wireless printing is not available.**

Notice the status light on the front and the buttons on the top right of the printer. These can help you determine any printer issues you may encounter.

The control panel on the top right of the printer will notify you of issues such as paper jams, or if the toner cartridge is almost out of toner.

Make sure the paper is pushed in all the way in the paper tray, so the roller is able to feed the paper properly. Use only plain white 8.5x11 printer paper.



Printer Toner

According to your Go Wild License Sales contract, agents are responsible for providing printer toner and paper. They can be ordered at most office supply stores, or online. Please order **HP134A Black Original Laser Jet Toner Cartridge,** or **HP134X Black Original Laser Jet Toner Cartridge** to always have spare toner on hand.

HP 134A Black Original LaserJet Toner Cartridge, W1340A

Yields ~ 1100 standard pages

HP 134X Black Original LaserJet Toner Cartridge, W1340X

Yields ~ 2400 standard pages

Scanner

The scanner is plugged into the base of the kiosk in one of the four USB ports and includes a magnetic stand. Use the scanner to scan barcoded documents such as driver license, state ID, or DNR hunt/fish licenses to find a customer's DNR license account. The scanner has a motion sensor so that it will scan while resting in the stand, or you may remove it to scan using the trigger.

The scanner is motion activated and will scan documents without removing it from the holster. It will also work like the previous scanner where you point it at the barcodes and press the trigger. If your scanner does not seem to scan a WI driver licenses properly, it may need to be calibrated. Contact your Business Support Specialist for assistance. Hereare a few more basic tips:

- Keep the scanner in the holster and "wake" the scanner by waving your hand in front. Scan the document while the scanner light is on.
- Don't scan too close. It is better if you hold it about 8-10 inches away
- Cover the smaller barcode on the back of the Driver license/State ID. If that barcode gets scanned you will see an error message.
- Refresh the page by selecting the Sales Home Link in the upper right.

General Equipment Care And Maintenance Tips

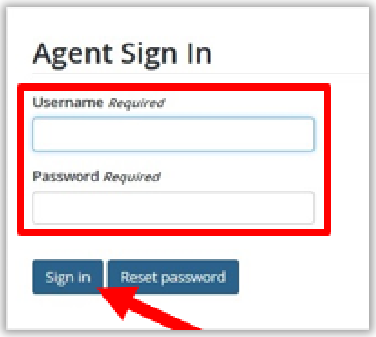
- Make sure the power strip is plugged directly into a wall outlet. Do not use multiple power strips or extension cords to connect to power.
- Leave your equipment powered on. The equipment is designed to check in overnight with the host servers to make sure it can accept any software updates.
- Reboot your system periodically. It is always a good idea to reboot your machine to ensure it is taking any required updates. It can also refresh the connection to the internet allowing the system to operate faster. Minor operation errors could also be resolved with a restart.
- Do you prefer using a keyboard and mouse? These can easily be connected to the USB ports on the back of the kiosk base.
- The system should only be used with the DNR issued printer; do not attempt to connect your own printer. If you have any issues with the DNR issued printer, please contact the Agent Support line at 866-381-7668 and select Option #2.
- Always log off after completing your customers' sales. Do not leave the terminal unattended while you are logged in, and do not post your username/password where it can be seen by others.
- Do not share usernames and passwords. Each user should have their own unique username and password to log in. Your user account will become "locked" if you enter your username or password wrong three times in a row.
- Do not use any stylus or pen to operate the touch screen. The touch sensors are meant to be used by touch of your fingers.

Logging Into The System

You may also view a slide show example of a complete license sale on your agent corner training page under the "Start Here" button and select Start Your Tour.

Agent Sign-In Page

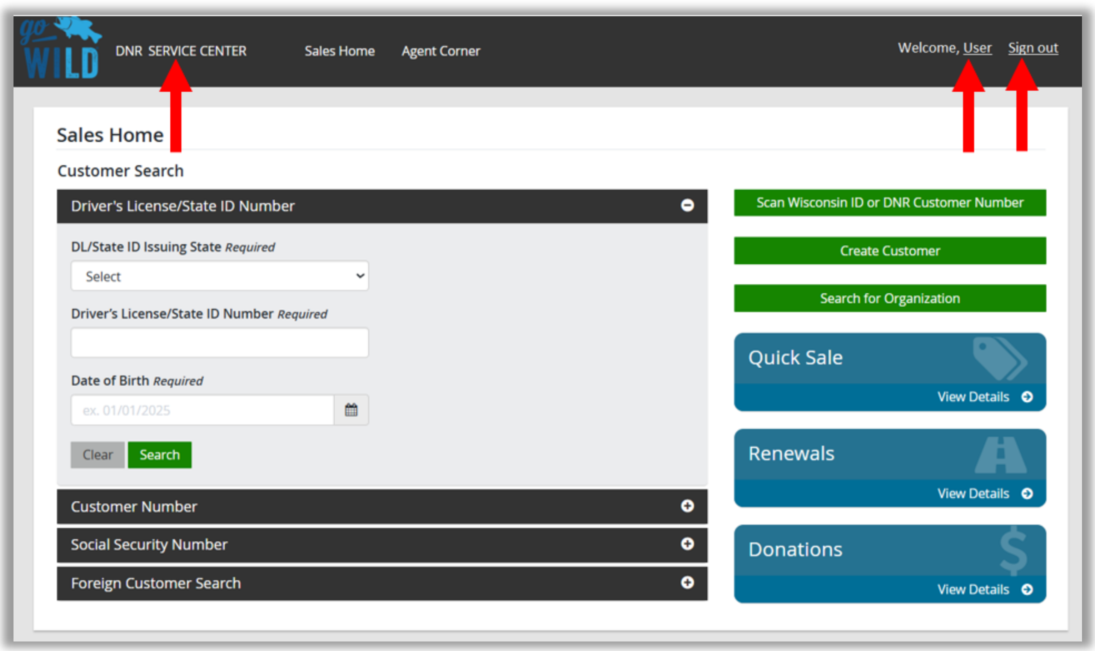
It is here you will enter the previously created username and password to gain access to the system. Enter you assigned username and password and select Sign In. If you have trouble logging in or have forgotten your password, touch the Reset Password button. You will be asked for the username and the answer to the security question that you set up when you created the account. *Note: The system is designed to log you off automatically after approximately 20 minutes of inactivity.*



If you are unable to reset your password, contact your store manager/employer to ask for assistance. If the manager is unavailable, contact the DNR Agent support line at 866-381-7668. You will need to provide some information for yourself and for the business before a password can be reset. *All employees who use the Go Wild system should have their own assigned username/password. Do not share passwords with other users and never post your username or password out in the open for others to see. The system will deactivate a user who has not logged in for more than 90 days.*

Sales Home Screen

The Sales Home screen is where all your license sales will start. A small window will immediately display letting you know the scanner is ready to search for a customer. At the top of the screen, it displays the agent location, the user who is currently signed in, and an option to sign out at any time.

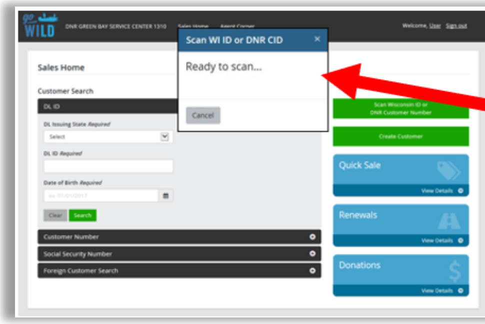


Searching For A Customer Record

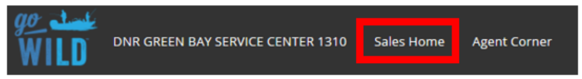
Using The Document Scanner

Before scanning any document, make sure that the Ready to Scan window is showing on the Sales Home page. Agents can search for accounts by scanning three different items from a customer:

- Wisconsin Driver's License/State ID. (Out of State driver licenses/State IDs will not scan).
- A previous Wisconsin hunting/fishing license (Out of State hunting/fishing licenses will not scan).
- Scanning a WDNR Go Wild Conservation Card.



If this box is no longer in the screen, you can hit the Scan Wisconsin ID or DNR Customer Number button or Sales Home link to refresh the page and make it reappear.



If you are scanning a Wisconsin driver license or WI State ID card, make sure to scan the larger of the two barcodes on the back. If you scan the smaller one, the system may give an error message. If you have trouble, try covering the smaller barcode before scanning.

Scan this barcode on the back of a Wisconsin driver license or WI State ID.

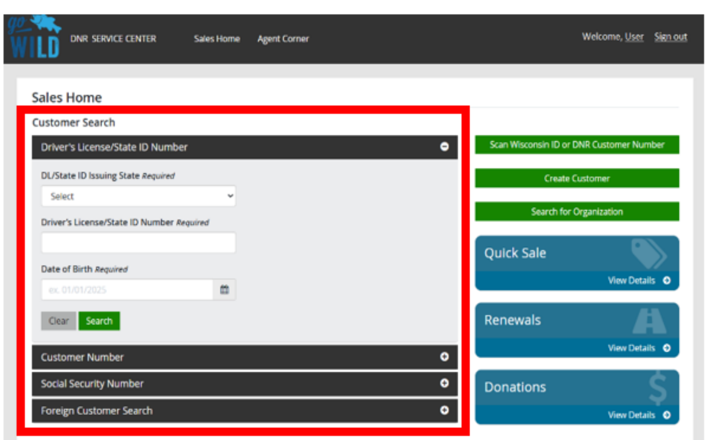
Scan the barcode on a DNR license

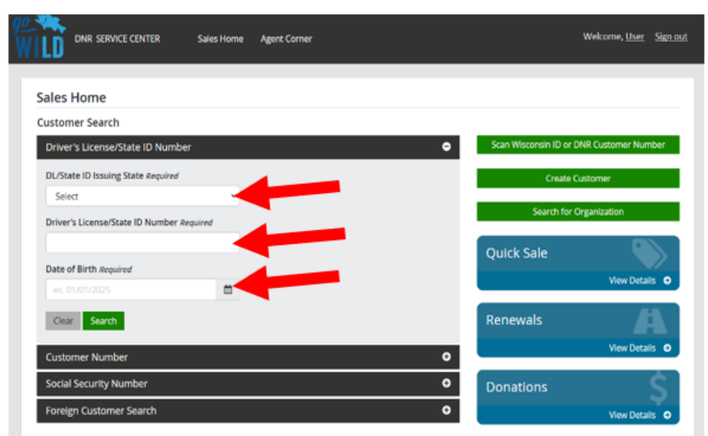
Using The Manual Search Option

If you do not have a customer document to scan, select Cancel on the ready to scan box and you will see the four manual search options. Choose to search by Driver License/State ID, DNR Customer Number, Social Security Number, or do a search for a Foreign Customer with a Visa or passport number.

The example below is searching by using a Driver License/State ID. You will be required to enter the issuing state, license number, and the customer's date of birth. Enter the info and touch the Search button.

Note: Do not necessary to enter any dashes, slashes, or punctuation.





Possible Error Messages

You may encounter an error message while trying to search for a customer account. The customer may have never purchased a license in Wisconsin before, which means they have no account at all. It is recommended to ask a customer ahead of time before searching. Other issues may be due to incorrect info entered, or an existing error in their account.

Error Customer Not Found: Please try again with different search criteria.

The system could not find the customer based on the search method you used. Try the search again using a different method (scanning a different document or trying the different manual entries).

Error We could not match the Customer's Date of Birth, please check the search criteria and try again.

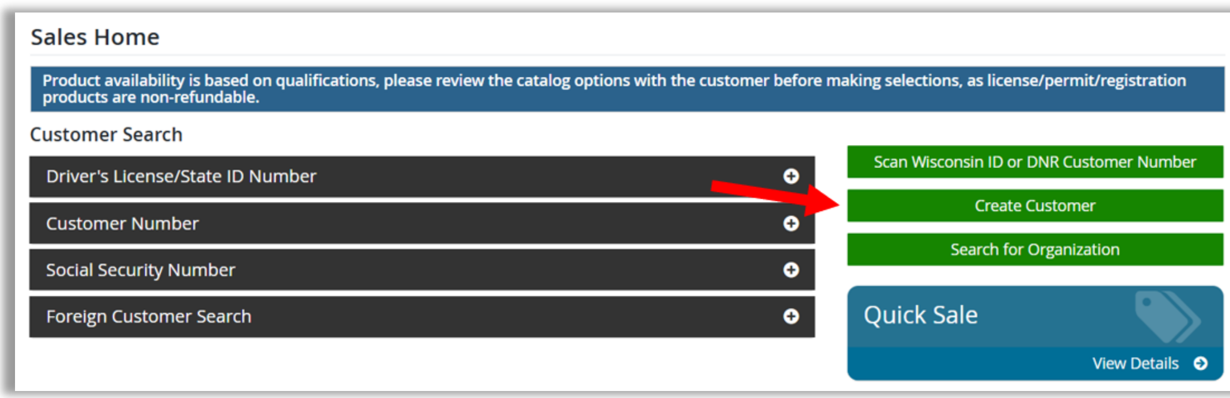
A customer record has been found, but there may be an error in the record itself that is preventing you from continuing. Once again, try searching with other methods (driver license, State ID, SSN, etc). If you still get the same error, contact the DNR at 866-381-7668. They will correct the issues in the customer record.

Error **Customer account cannot be created without DNR assistance. Please contact the Agent Support line at 866-381-7668**

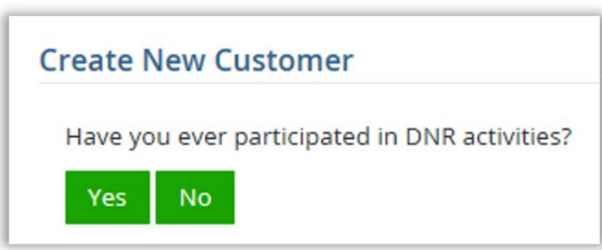
The customer may already have a DNR customer account, but it has an error preventing you from continuing. Contact the DNR Agent Support line for assistance. If the customer has never had any licenses with the DNR you may need to create a new account.

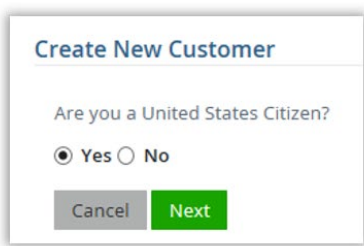
Creating A New Customer Account

First ask the customer if they have ever purchased a hunt/fish license, registered a recreational vehicle, or taken a safety course in Wisconsin. If so, it is likely they already have a record with the Wisconsin DNR. If not, select the Create Customer Button at the right side of the page.

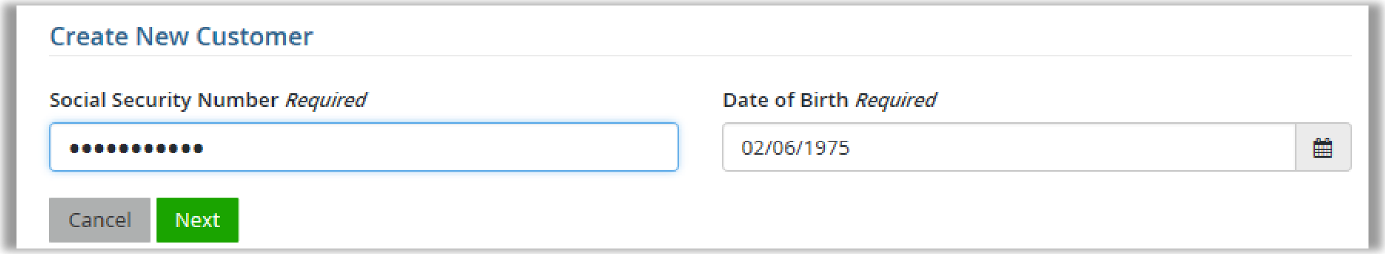


The next screen will ask if the customer has ever participated in any DNR activities (purchased a license, registered a boat, or completed a safety course). Answering YES means they already have a customer account, and the system will return to the customer search. Answering NO will start the account creation process and ask if the customer is a US citizen.





If they are a US Citizen, the customer's Social Security Number and date of birth are required. If they are NOT a US Citizen, it will ask for a Visa/Passport number. *IMPORTANT - A new account cannot be created if the customer is unable to provide either of these.*



Enter the customer's Driver license state and number (if available). If the customer does not have a driver license or WI State ID, leave **both** fields blank and select Next.

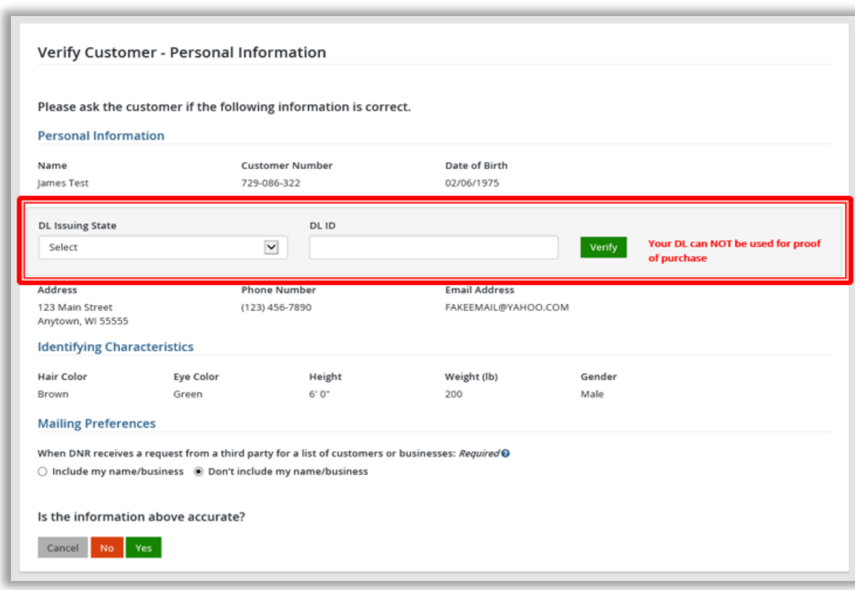
NOTE: If it turns out the customer already has an account on file with either of those items (SSN or Driver license number), the system will locate that record and bring you to that customer's account automatically. You may then proceed with the sale. Otherwise, continue following the screens and adding the rest of the customer information to finish creating the account. Once finished, it will then bring you to the customer catalog for license selection.

Updating A Customer Record

Verify Personal Information

Confirm with the customer that their account information is correct. If something in the account needs to be changed, select the NO button at the bottom to enter edit mode. Or select YES if all information is accurate.

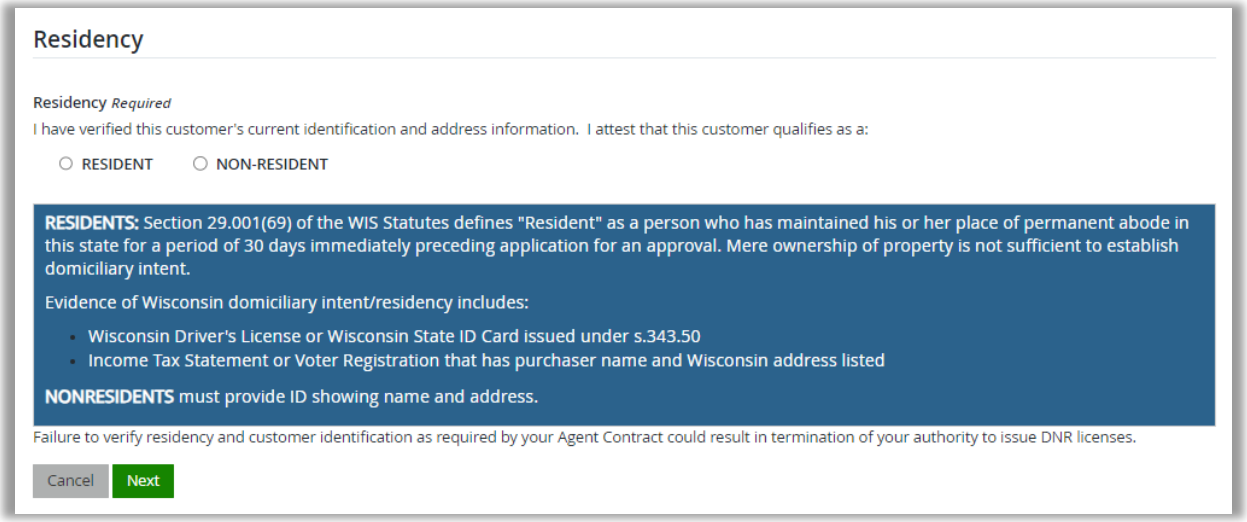
If the customer has a Wisconsin Driver License or State ID, enter the number and select the Verify button. This will confirm it is a valid ID and will allow the customer to carry it as proof of license purchase. It will tell you the status of the DL number in the red print to the right. If the number is entered correctly but will not verify, the customer will not be able to carry their driver license as proof of purchase.



Verify Customer Residency

The customer must present proof of residency to purchase at resident rates, which include the following.

- Wisconsin Driver's License or Wisconsin State ID Card issued under s.343.50, or
- Wisconsin Income Tax Statement, or
- Wisconsin Voter Registration that has purchaser's name and Wisconsin address listed



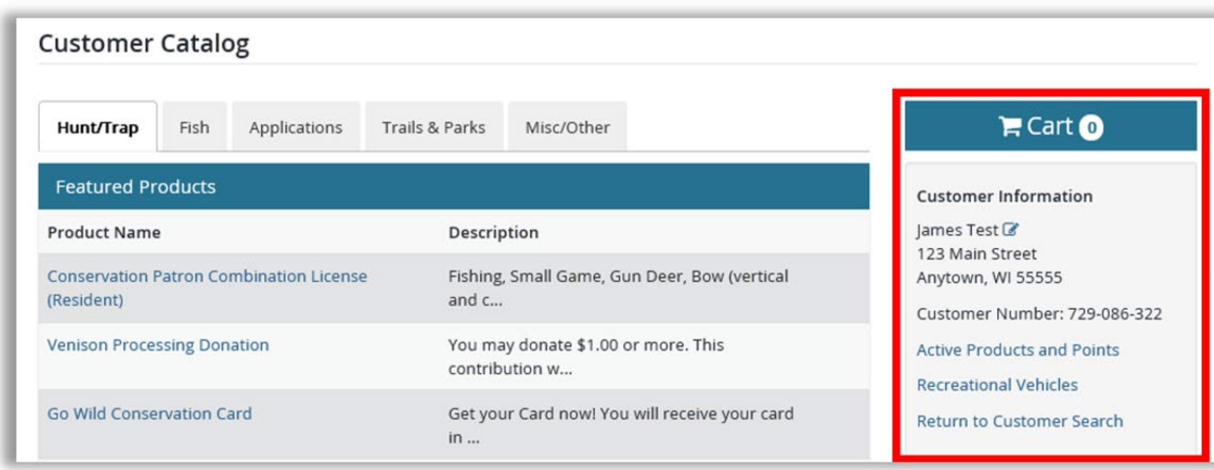
Note: A previous fishing/hunting license, or a GoWild Conservation Card is NOT an official form of ID and cannot be used as proof of residency. Paying property taxes in Wisconsin is not proof of residency. ***If a customer cannot provide proof of WI Residency, they may only purchase a nonresident license at this time.***

Navigating The Customer Catalog

Customer Information Area

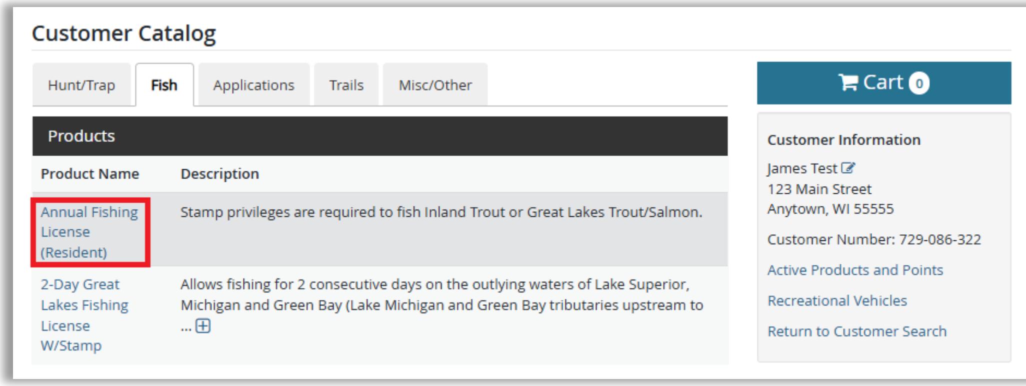
The right-side panel displays information related to the customer and links to give you more information:

- Cart. This button will open the Shopping Cart page, showing you any licenses that are waiting to be checked out.
- Active Products and Points. This link will take you to a page that displays all the licenses the customer has purchased so far that license year. This is helpful if you do not see a product in the product list.
- Recreational Vehicles. This link will take you to a page that displays all the recreational vehicles (Boats, ATVs, snowmobiles, etc) that the customer has registered in their name. This is where you would go to renew one of those recreational vehicles for the customer.



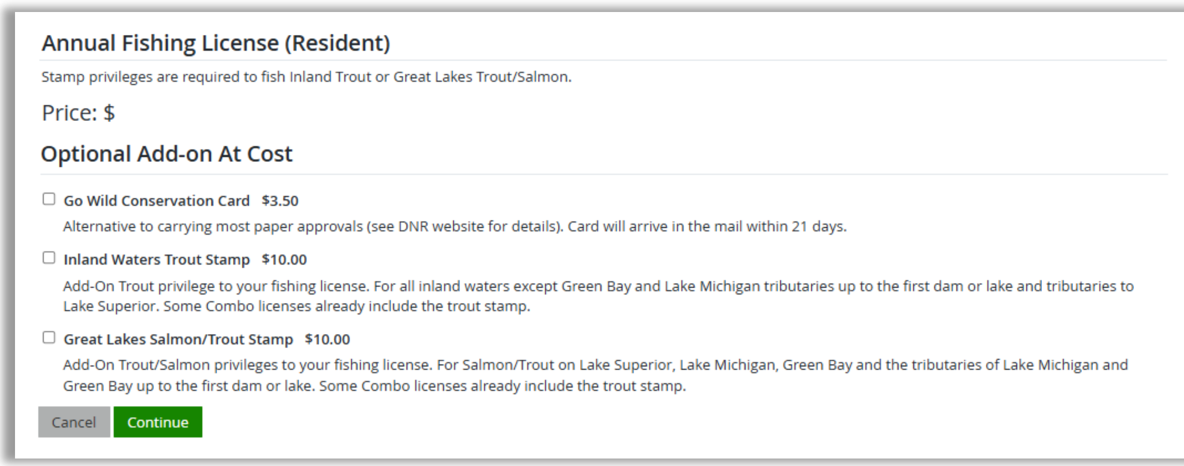
License Selection

The license catalog is broken up into tabs by license type.   Select the appropriate tab and scroll down to find the license products. Touch the blue license text to select it.



License Add-Ons

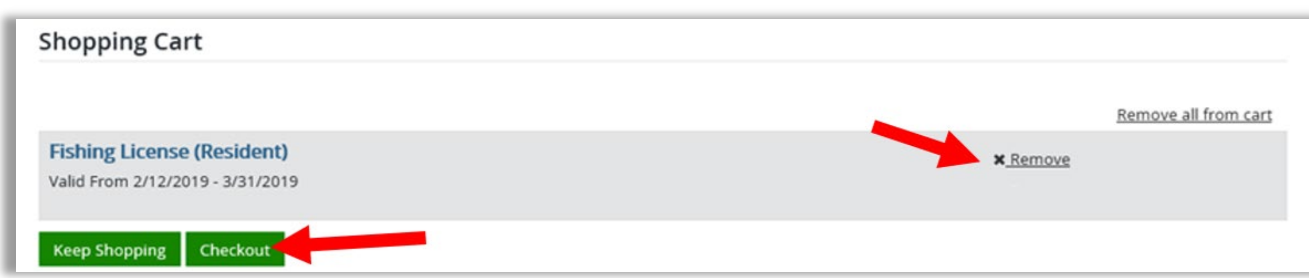
Some licenses will have optional or even required Add-on products that will display on the screen after the license is selected. Make sure to ask the customer if they need any of the add-ons with their license and check the box on all the items they request. If the customer is unsure, have them read the descriptions of the add-ons to help make their choice.



Shopping Cart And Checkout

Shopping Cart

Review the items with the customer. Touch the Remove link on any of the items if you need to delete them from the cart. Select Keep Shopping if the customer requests purchase additional products or select Checkout to continue.



Donations

If the customer wishes to donate money to the Cherish Wisconsin Outdoors Fund, have them select one of the blue donation choice buttons.

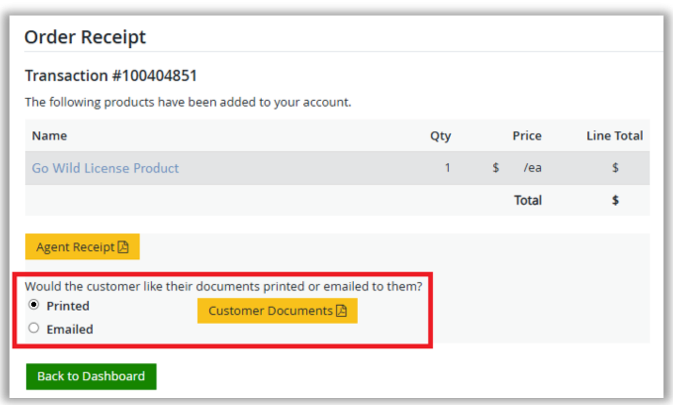
Customer Signature

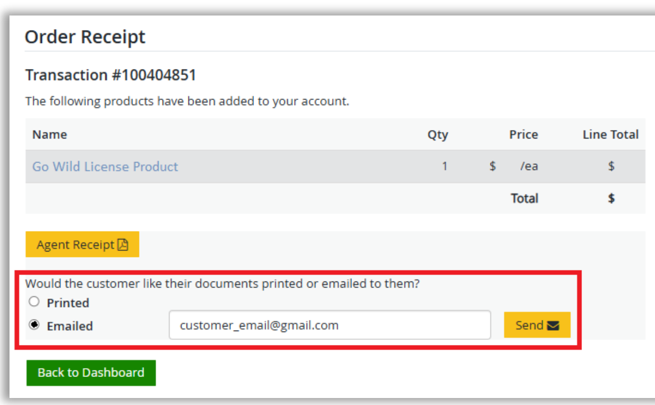
The customer must sign the small screen with their finger to complete the sale. Never sign on behalf of the customer. Select Confirm Payment to finalize the sale. *Note: This is the last chance to cancel the sale before it is posted to the customer account.*

Printing the License Documents

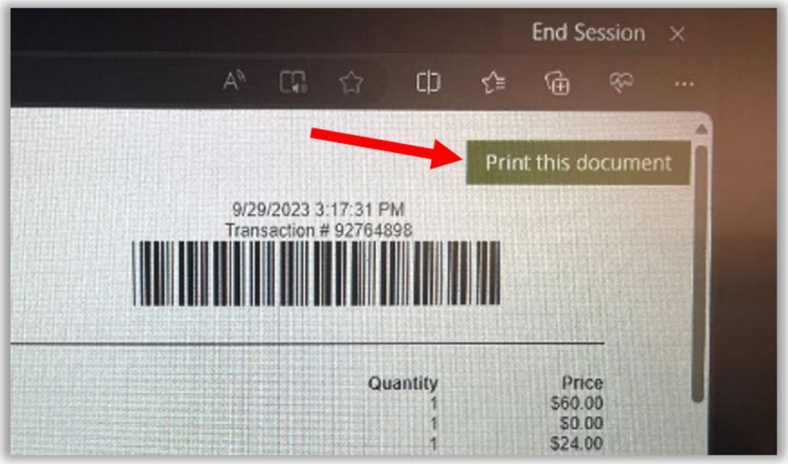
Printing The Order Receipt. Customers may receive a printed copy of the license or may have the license documents emailed to them. *NOTE: You may both print and email the license if the customer requests.*

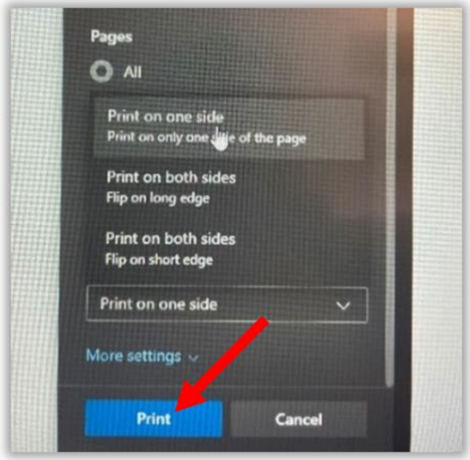
- PRINT OPTION: Select Printed to display the Customer Documents button.
- EMAIL OPTION: Select Emailed, enter the customers email address if necessary, and select Send.





The license document will open on your screen. Select the green Print this document button in the upper right. This will open the printer settings. Make sure the printer setting is set to Print on one side. Once that is set, select the final Print button at the bottom. The license document(s) will be sent to the printer.



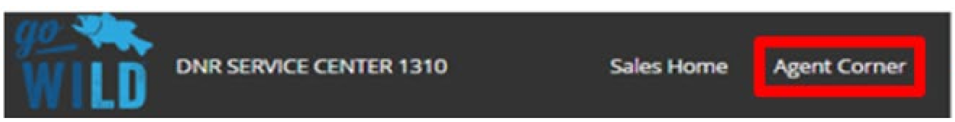


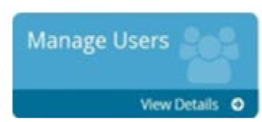
The printed paper license should be given to customers after every transaction. Customers have multiple options to choose from when carrying license proof, but sometimes the paper copy is required to carry.

- **Original Hard Copy Document -** A paper receipt printed directly from Go Wild
- **Digital File -** A Department-generated PDF image saved to an electronic device
- **Authenticated Wisconsin driver license or WI State ID -** *(Out of state driver licenses do not qualify)*
- **Go Wild Conservation Card -** *(Available to both Wisconsin residents and nonresidents)*

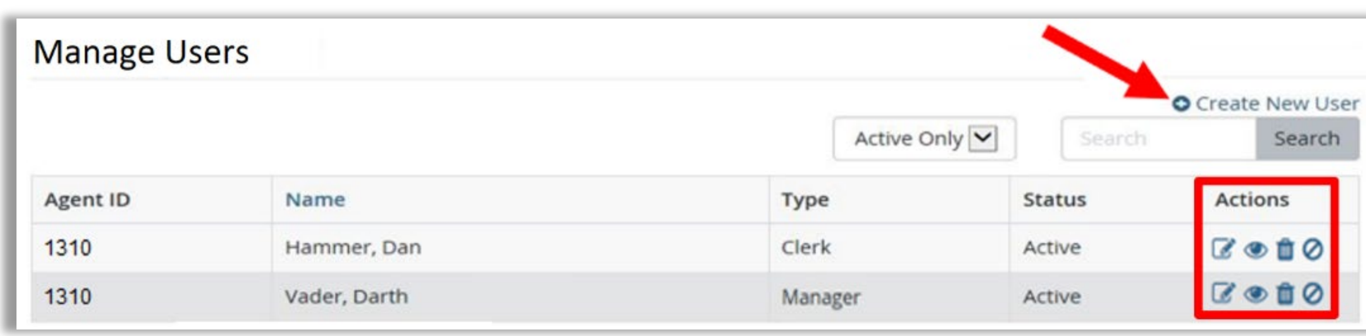
Creating Staff User Accounts

All who operate the kiosk at your business should have their own user account to log in. It is recommended that users have their own ID to help with security and transaction management. Users assigned as managers can create more users on your kiosk. Select the Agent Corner link and choose the Manage Users button.

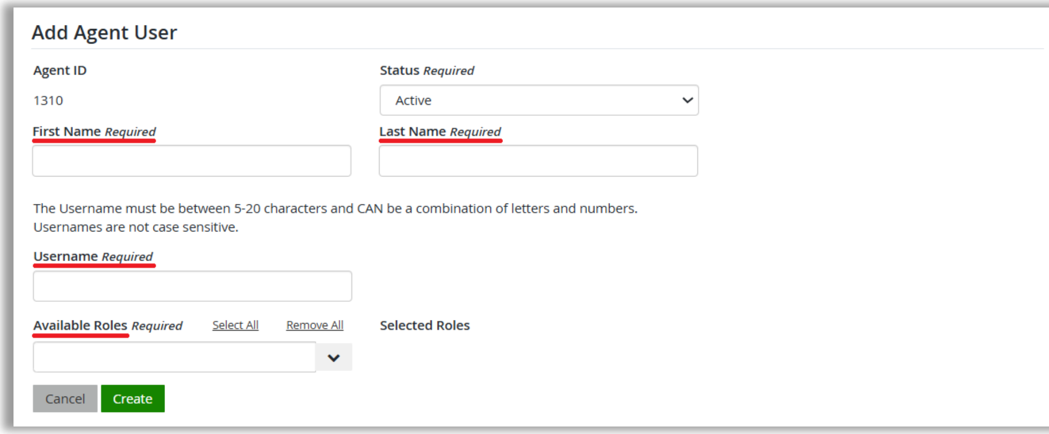




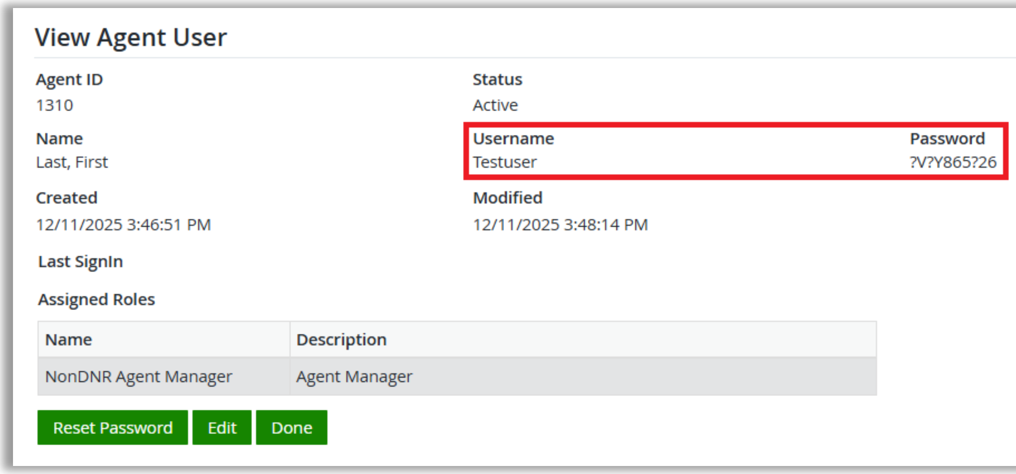
Manage Users - This screen will list any users that have already been added to this agent account. Your first user will be set up as a manager in the system. Managers can view or edit users under the Actions column. Clerks may view only. Touch Create New User to add a new user to the list.



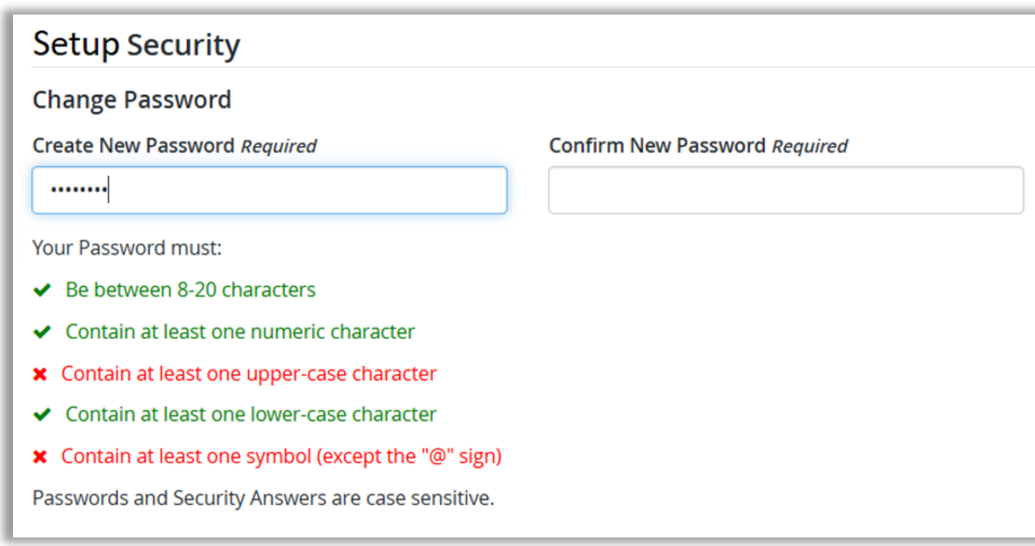
Add Agent User - Enter the employees first and last name, and their desired username. Following the on-screen guidelines. Choose the Available Role of the user (Manager or Clerk). Select Create.



View Agent User - You have just created a new Go Wild user! *IMPORTANT – note the username and generated password.* Write this password down and touch Done to return to the Manage Users page and use this new user/password to login. You will be prompted to create your own password and security question.



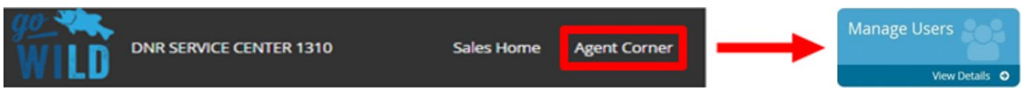
Setup Security. This step will have you create your own password, entering it twice to confirm. Your password must follow the guidelines on the screen. Each criteria will turn green as the requirement is met.



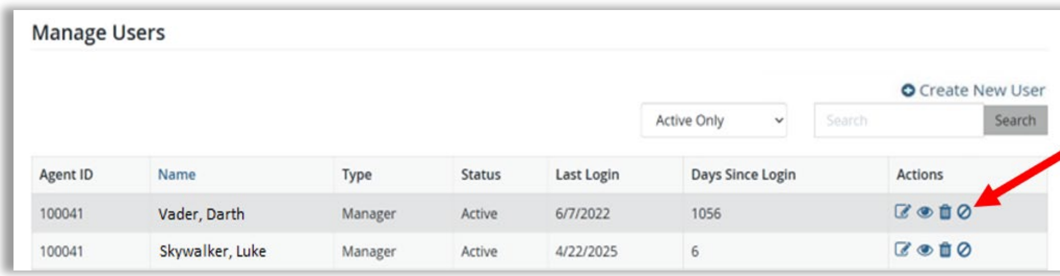
You will also create your own personal security question, and the answer to that question. This security question will be asked when you are resetting your password on your account. Touch Save Changes to go back to the Agent sign-in screen where you may use your new username/password to login.

Removing Staff User Accounts

If you have a user that no longer works at your business or no longer uses the DNR hunting/fishing license kiosk, you should remove them as an active user. Make sure you are logged in under a manager user. Select the Agent Corner link near the top of the screen and then choose the Manage Users button.



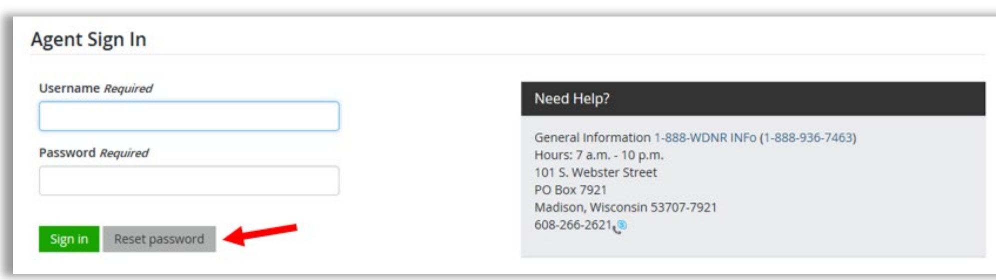
Manage Users - This screen will list all users on the agent account. Users with manager permissions may view or edit users under the Actions column. Find the user you wish to deactivate and touch the ⊘ icon. This will deactivate the user account, and they will no longer be able to log in using those credentials.



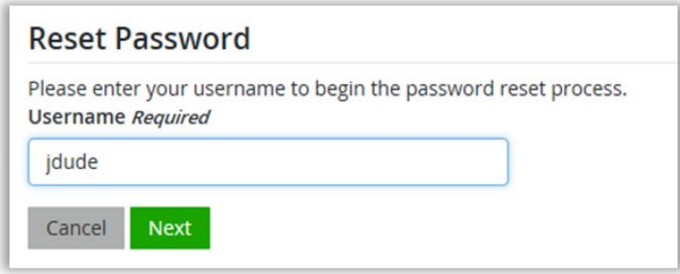
IMPORTANT - For security reasons, you should review the users assigned to your account periodically. Any user that is no longer employed should be inactivated to prevent access to the system in the future. The system will automatically inactivate users who has not logged in for 90 days. DO NOT share user accounts or passwords, and you should never post your username/password in the open for others to see.

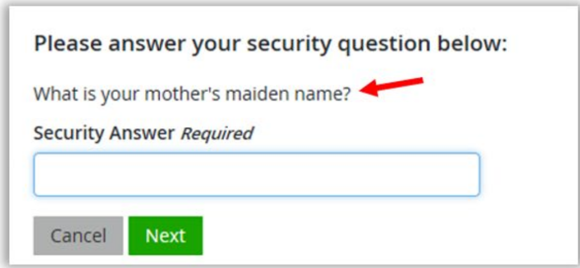
Reset Your Password

Agent Sign In - Your account will become locked if the username or password are entered wrong 3 times in a row. The following are instructions for resetting your password. Touch the Reset Password button.

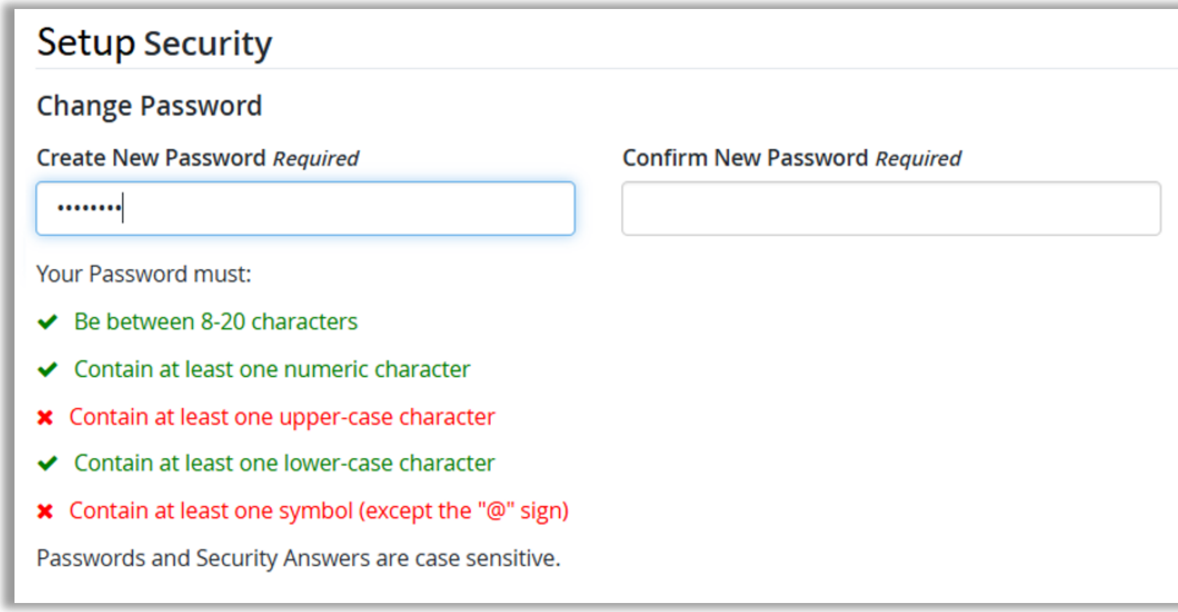


Reset Password - Enter your assigned username and touch Next. Answer your security question. You will be asked the same security question you entered when you created your user account. Type in the security answer and touch Next. *NOTE: The security answer must be entered exactly how you typed it in when you crated it, including capital letters and spaces.*





Setup Security. This step will have you create your own password, entering it twice to confirm. Your password must follow the guidelines on the screen. Each criteria will turn green as the requirement is met.



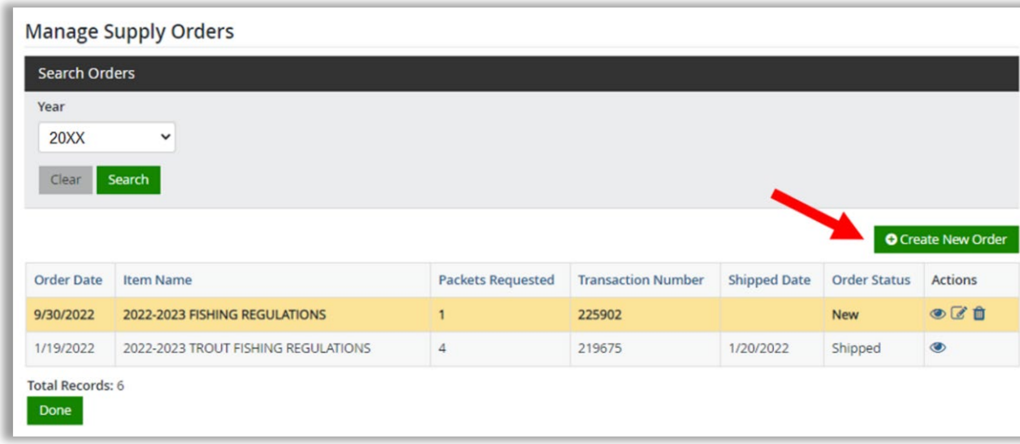
You will also create your own personal security question, and the answer to that question. This security question will be asked when you are resetting your password on your account. Touch Save Changes to go back to the Agent sign-in screen where you may use your new username/password to login.

Password assistance - If unsuccessful with your password reset, contact your store manager or supervisor to assist you. If your supervisor is unavailable, you may contact DNR for assistance at 1-866-381-7668 and select option #1.

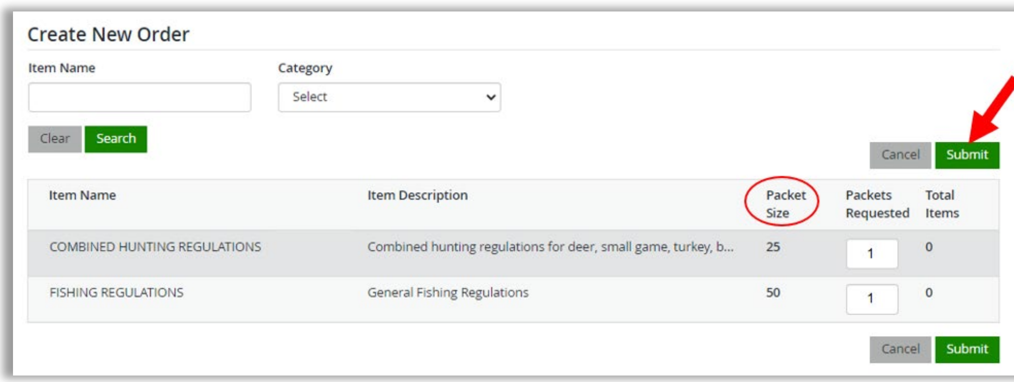
Ordering Hunt/Fish Regulations

Order DNR hunting and fishing regulations through your Go Wild kiosk. Orders should arrive within 2 business days. Select the Agent Corner link near the top and choose the Manage Supplies button.

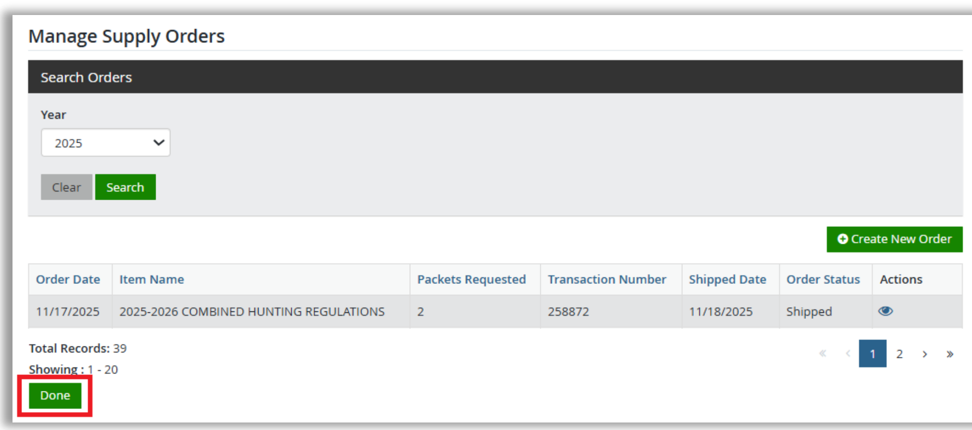
Manage Supply Orders - This page will list any recent orders made. Note the order status to avoid duplicate orders. Orders with 'New' or 'Processing' status will be highlighted. Select Create New Order.



Create New Order - Notice the list of available items for order. Note the Packet Size, and type in the number of PACKETS you would like to receive (not the number of items). Touch Submit when finished.



Manage Supply Orders - You will see the new order highlighted on the Manage Supply Orders screen. Select Done when finished to return to the Agent Corner main page.

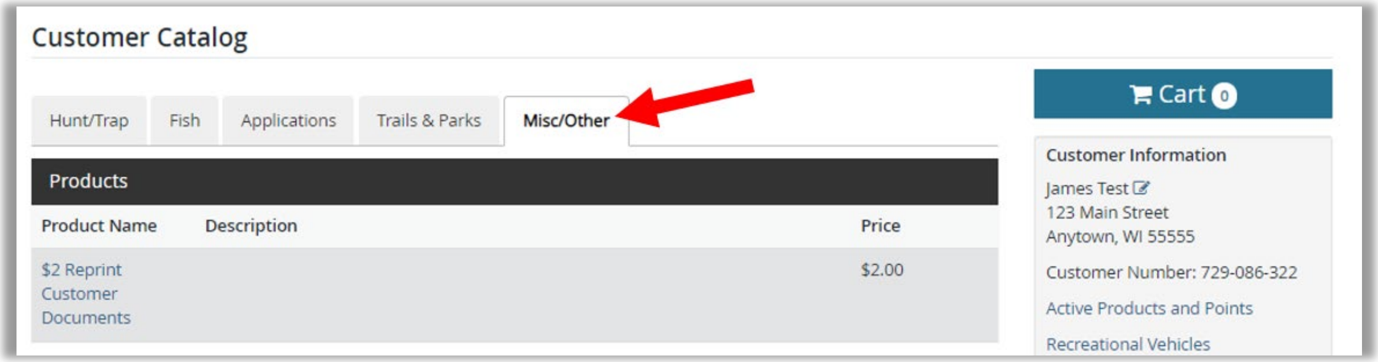


Reprinting A License

Reprinting A License ($2 Fee)

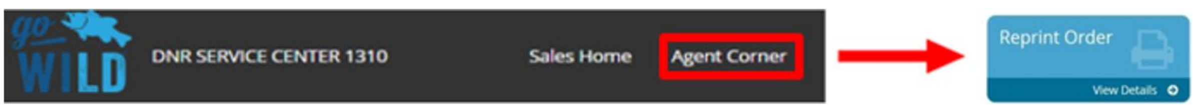
Customers may request a reprint from agent locations. This is common if they lost or destroyed their original copy, or they may not have a printer at home to print it themselves. There is a $2 fee to print this product for a customer. If you need to do a reprint due to an issue during the sale, please refer to the next topic – Reprinting A license (No Cost).

Search for the customer and make your way to the Customer Catalog. Select the Misc/Other tab, and you will see the $2 Reprint Customer Documents. The reprint will include all the licenses they purchased so far that year. Add to cart and print the license for the customer.

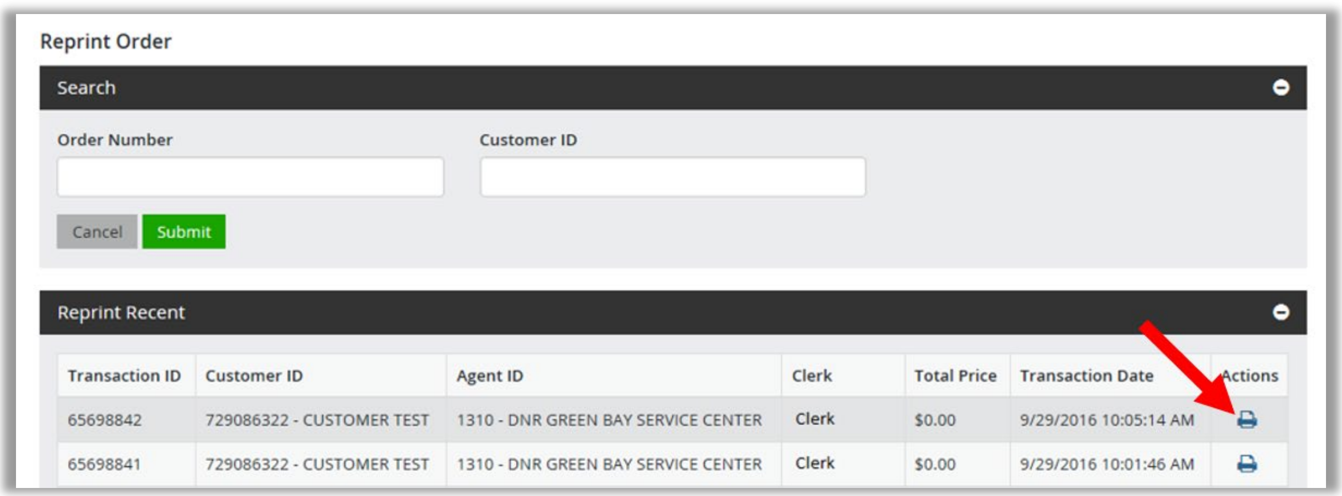


Reprinting A License (No Cost)

You may need to reprint a license due to an error with the printer or the original did not print correctly. You can run a reprint for free, however, you are limited to the most recent 5 transactions your location processed that same day. Select the Agent Corner at the top of the page and select the Reprint Order Button.



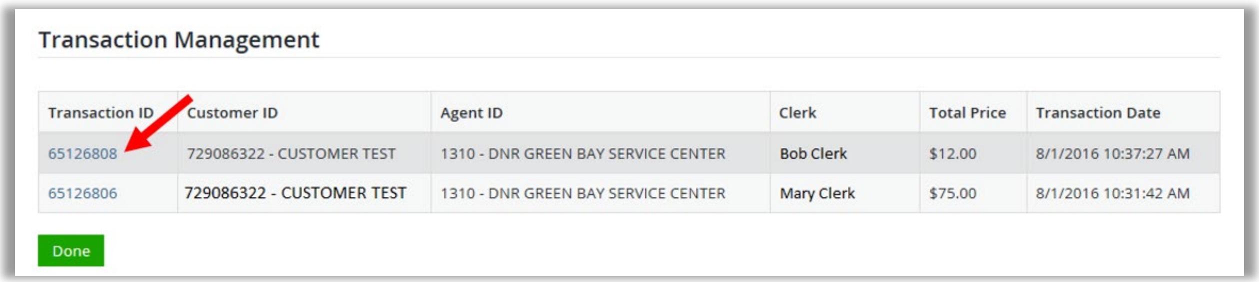
The last five transactions you processed will appear under the Reprint Recent heading. Locate the transaction you wish to print and select the printing icon under the Actions column. This will reprint all items purchased within that transaction.



Voiding A license

A license may need to be voided if the wrong license was sold, the customer does not have enough to pay, etc. You can void a license at your kiosk for up to 30 minutes, and if it was one of the last 5 transactions you sold that day. Touch the Agent Corner link at the top of the screen and touch the Voids button.

Transaction Management - A list of the last 5 transactions will show on the screen if they were processed in the last 30 minutes. Touch the Transaction ID for the transaction that you wish to void.

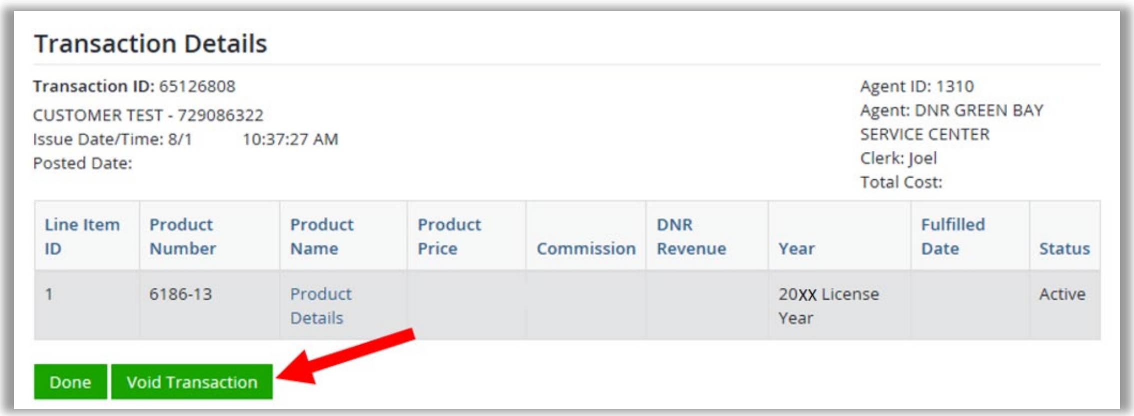


Transaction Management

Transaction ID	Customer ID	Agent ID	Clerk	Total Price	Transaction Date
65126808	729086322 - CUSTOMER TEST	1310 - DNR GREEN BAY SERVICE CENTER	Bob Clerk	$12.00	8/1/2016 10:37:27 AM
65126806	729086322 - CUSTOMER TEST	1310 - DNR GREEN BAY SERVICE CENTER	Mary Clerk	$75.00	8/1/2016 10:31:42 AM

Done

Transaction Details - Double check it is the correct transaction and select the Void Transaction button.



Transaction Details

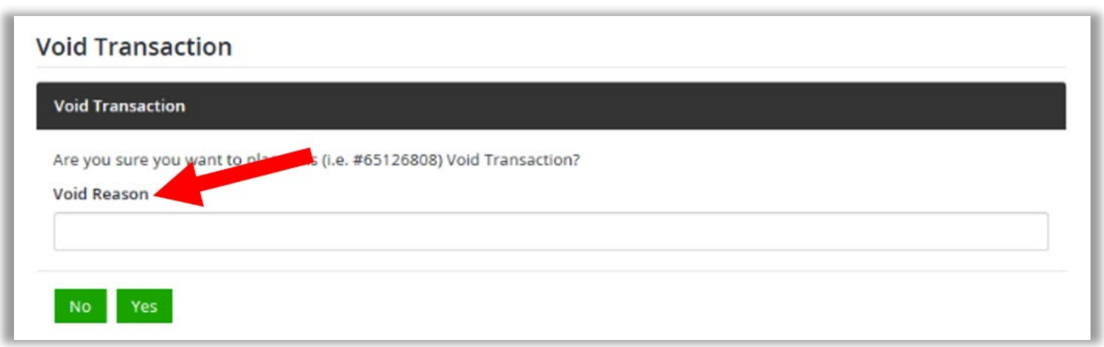
Transaction ID: 65126808
CUSTOMER TEST - 729086322
Issue Date/Time: 8/1 10:37:27 AM
Posted Date:

Agent ID: 1310
Agent: DNR GREEN BAY SERVICE CENTER
Clerk: Joel
Total Cost:

Line Item ID	Product Number	Product Name	Product Price	Commission	DNR Revenue	Year	Fulfilled Date	Status
1	6186-13	Product Details				20XX License Year		Active

Done Void Transaction

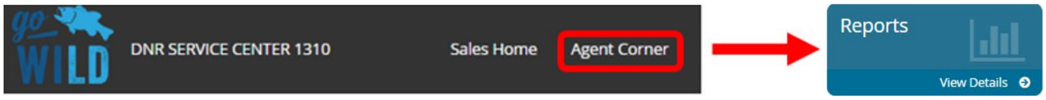
Void Transaction - A screen will pop up asking for the void reason. Please type in a specific reason in the box (wrong license/unit, payment not received, printer issue, etc.). Then touch the YES button.



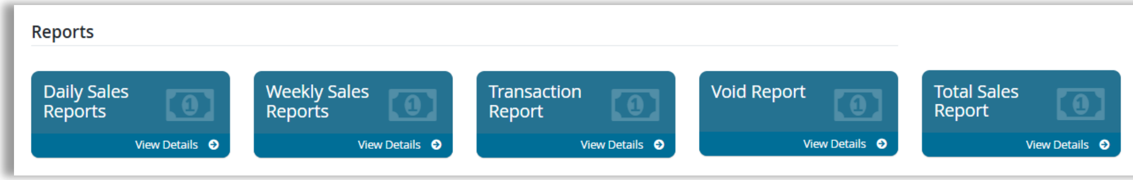
The transaction status will be changed from Active to Void. Your account will be credited the amount of the void. You can view the transaction under your Void Report in the Reports menu of the Agent Corner. Make sure to collect the paper license document from the customer and dispose of it.

Reports And Sales History

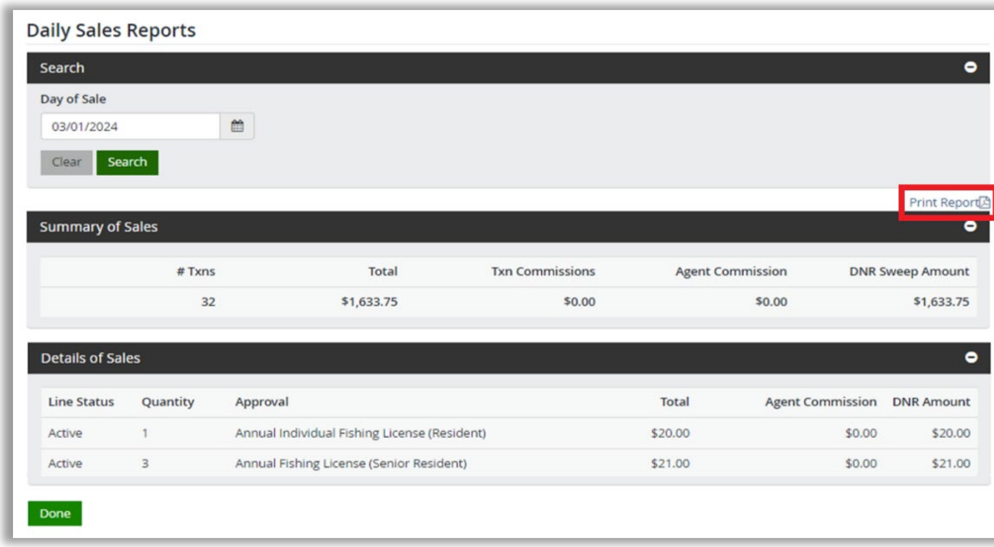
You may need to access various reports for your financial and transactional records. Select the Agent Corner link near the top of the screen and choose the Reports button.



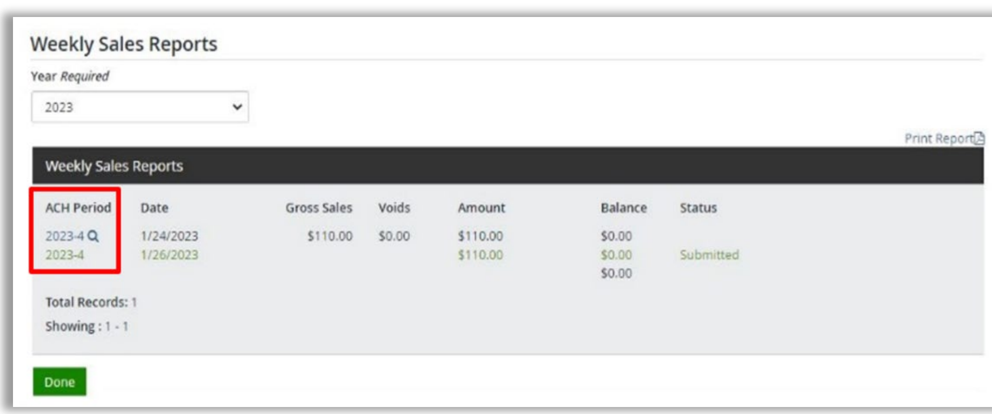
Reports. Displays all reports that are available. See below for a description of each button you see here:



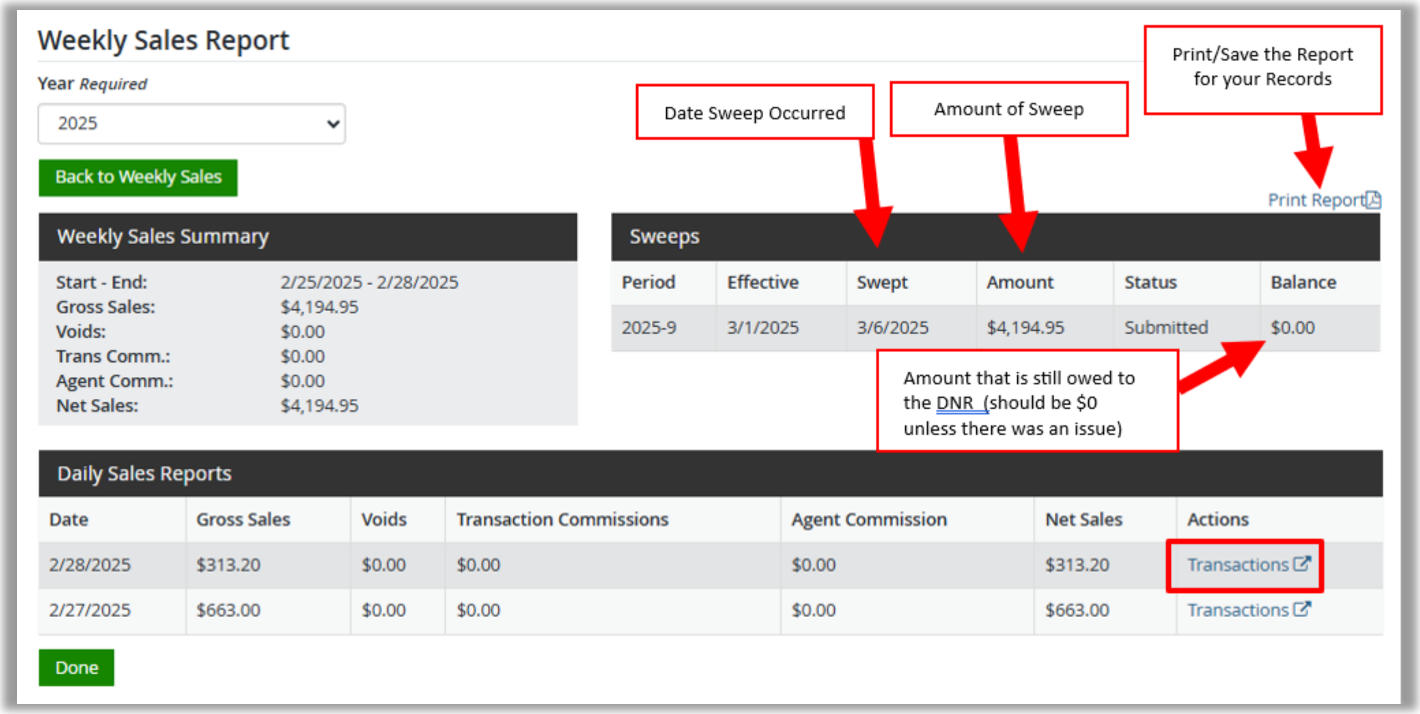
#1 Daily Sales Reports: This report will create line items for each item processed for the day selected and will also include the number of total transactions, amount of money processed, and the amount that the DNR will sweep during the next weekly ACH (see Weekly Sales Reports for more information). Select Print Report to print or save a PDF of this report for your files.



#2 Weekly Sales Reports: This report is probably the most important for your financial records. This page will display all past weekly sales periods for the current year. The most recent will be at the top. Click on the ACH Period to get a detailed report of your transactions for the week.

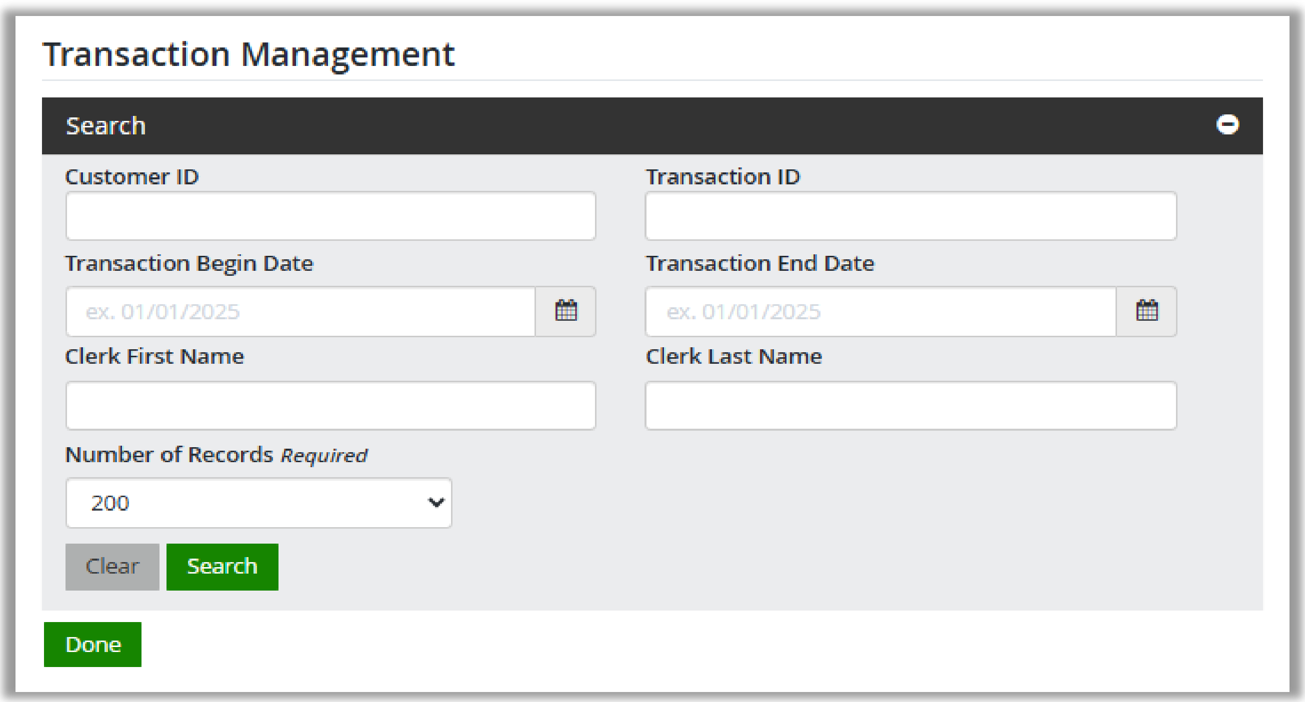


Once you select your ACH Period, a week-specific report will generate (below). This report shows several important items- especially in relation to the amount of money swept from your bank account for the transactions completed during this time. It also lists all the days during that week that you completed transactions. Click on Transactions to see the individual transactions for that day.



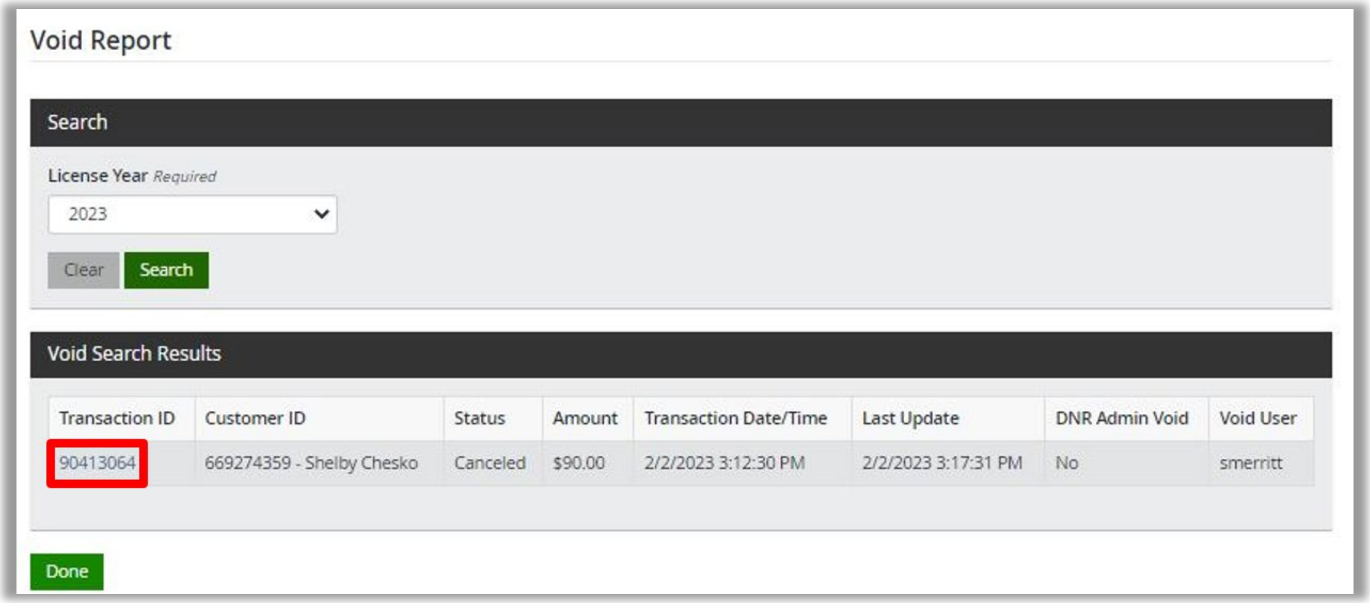
#3 Transaction Reports: This will allow you to search your past transactions using any of the following search criteria (see photo below). This can be useful for generating several different reports, for example:

- Viewing all transactions completed during a specified time period.
- Viewing all transactions completed for a single customer.
- Viewing all transactions completed by a single employee.

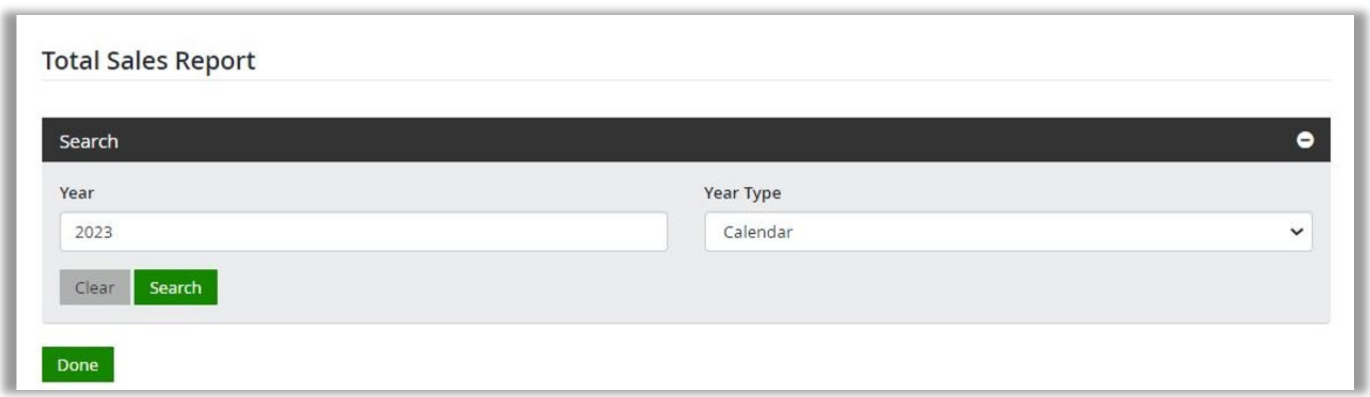


#4 Void Report: This will generate a list of transactions that have been voided in the License Year that you select. Select the year that you would like to view and then click Search.

These are your search results. You can view who the customer was, who was the user that authorized the void, and the monetary amount of the void. For more details, click on the Transaction ID number.



#5 Total Sales Report: This will produce an itemized report of the various types of transactions that have been completed during the time frame selected as well as the total sales/amount swept.



Agent Responsibilities – Contract Summary

As an Authorized Sales agent, your business has signed a contract to follow the policy and procedures involved with conducting license sales for the DNR. The following list is a summary of those contract terms.

Annual Sales activity: License agents are required to sell a minimum of 200 transactions within a 12-month period to maintain their contract with the DNR. Sales are reviewed on an annual basis, and agents below that number could result in the removal of the license kiosk and cancellation of the contract.

Sales availability: There should always be someone on staff that is available to process license sales during your business during open hours. A customer should not be denied service due to short staff or busy customer traffic. If you are unable to process a license due to a problem with the license sales equipment, please contact the tech support number 866-381-7668 to resolve the issue.

User Management: User IDs are required to be created for each user that logs into the system. User credentials should be kept confidential and not shared. Do not display or “post" your user credentials in the open where others can see them.

Always check Customer ID: License agents must always check a customer's identification (Driver License or State ID Card) before purchasing DNR hunting and fishing license approvals. *A Go Wild Conservation Card or a previous year license is not an official form of identification.*

Customer Signatures: Always have the customer sign the electronic signature screen when purchasing a license. The kiosk must be in a position where customers sign their name and attest to the statements. The agent should NEVER sign the screen on behalf of the customer.

Printer paper and toner: License sales agents are responsible for providing a supply of printer toner and paper for the license sales printer. They can be purchased at most office supply stores or ordered online. The recommended brand of toner is the HP134A or HP134X.

Replacement/return equipment: Any equipment that is replaced must be returned within 30 days using the packaging the replacement came in. Pre-paid shipping labels will be included. If the equipment is not received, an invoice will be issued for any items not returned.

Bank account updates: To avoid an ACH sweep failure due to insufficient funds or closure of account, make sure to notify DNR if your bank account information has changed. The DNR may lock your DNR sales machine until it is resolved. There may be termination of contract for three failed ACH sweeps in a 12-month period.

Equipment Ownership: This equipment is the property of DNR, and cannot be sold, transferred, or discarded. DNR sales equipment cannot be considered an asset as part of any sale of the business, foreclosure, or bankruptcy petition.

Sale of business, or business name change: In the event of a change of ownership of the ASA's business, the DNR shall be notified thirty (30) days in advance of any such change. In the event the business name is changed, a new W-9 form must be submitted within 30 days to DNR.

Safety certification: When a hunting license is selected and safety information is not in the customer’s record for anyone born on or after Jan 1, 1973, Go Wild will prompt the agent to enter the certificate number and issuing state. IMPORTANT: The agent must see the actual Hunter Safety Certificate, proof of armed forces basic training completion, or previous license with the safety number printed on it. If the customer cannot provide this information, they will be restricted to purchasing a mentor license.

WHO CAN I CALL?

Go Wild <u>Agent</u> Support Line 866-381-7668

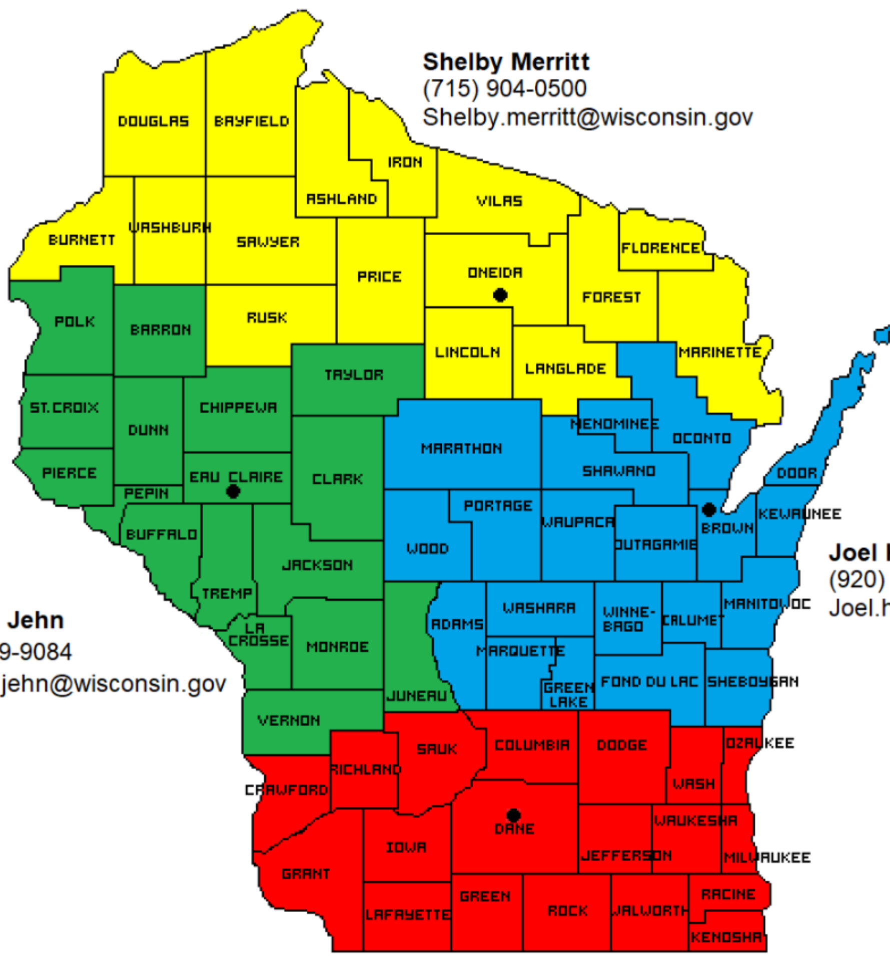
Staff are available to assist you from 7am to 10pm, 7 days a week.

Press 1	Login ID and Password Information
Press 2	Hardware Installation and Network Set Up
Press 3	DNR Licensing or Regulation Questions

DNR <u>Customer</u> Support Line 888-936-7463

Staff are available to assist from 7am to 10pm, 7 days a week.

<u>DNR Business Support Specialists</u>



Shelby Merritt
(715) 904-0500
Shelby.merritt@wisconsin.gov

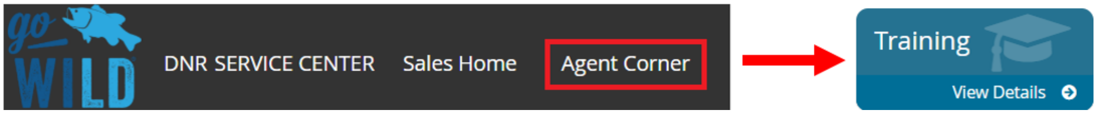
Preston Jehn
(715) 829-9084
Preston.jehn@wisconsin.gov

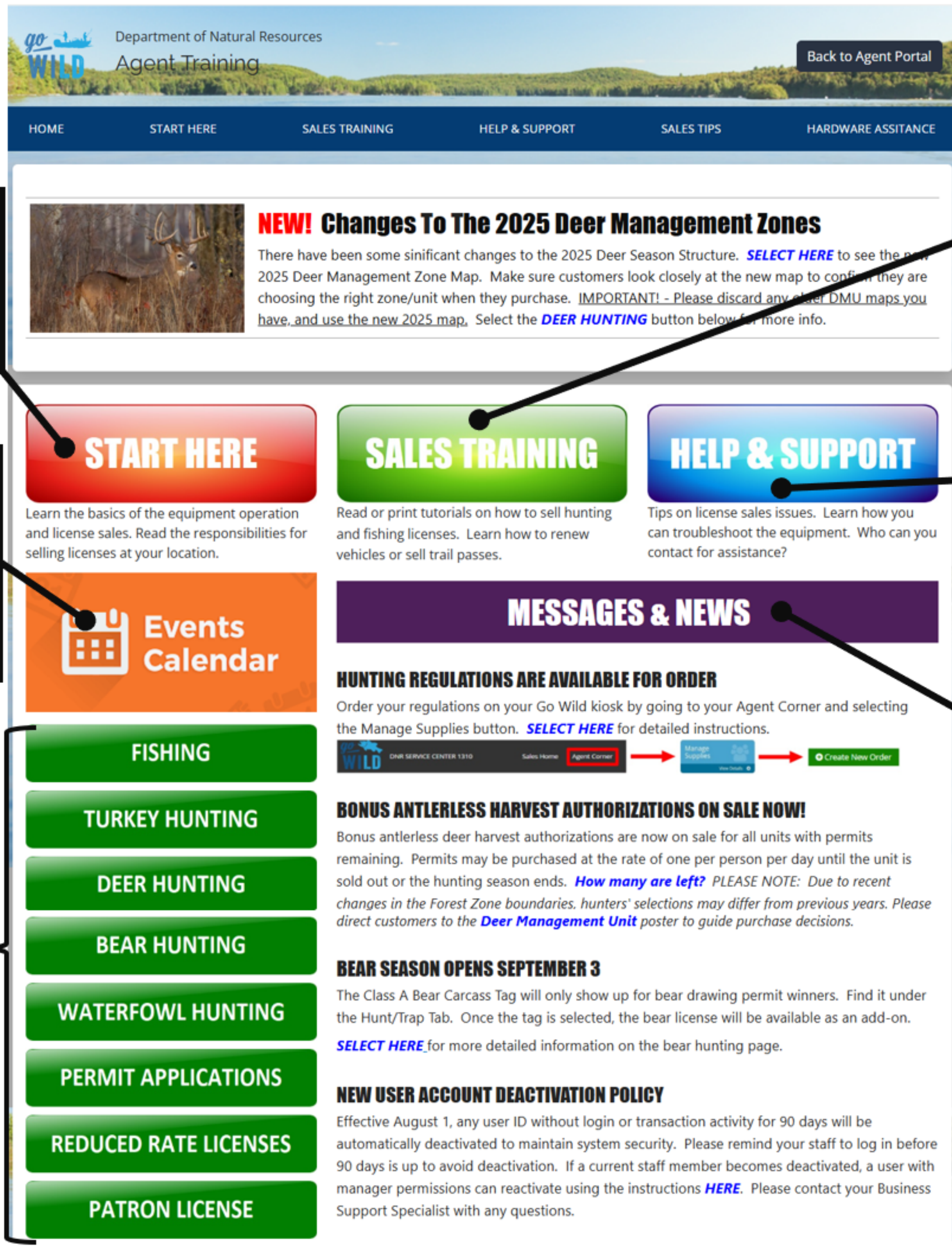
Joel Hartman
(920) 366-3207
Joel.hartman@wisconsin.gov

Kassy Bertz
(608) 220-3420
Kasondra.bertz@wisconsin.gov

AGENT CORNER TRAINING PAGE

Assistance for your license sales is available at your fingertips right on your Go Wild terminal. This web page will be updated throughout the year. Visit this page periodically for updated messages and news.





***__Start Here__* button will show you agent responsibilities and introduction materials**

__Events Calendar__ shows chronological events throughout the license year

Individual links to common license topics you will encounter throughout the year

__Sales Training__ button contains a library of training guides for selling licenses

__System Management__ order regulations, check your reports, and creating new users.

Messages and News for updated information and notifications