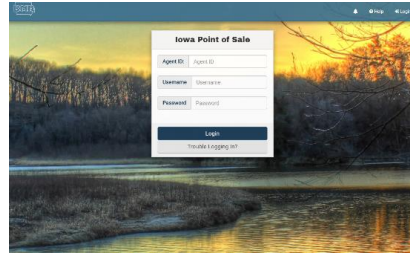




Logging In

Go to: Sales.GoOutdoorsIowa.com

- Enter Agent ID number
- Enter Username
- Enter Password

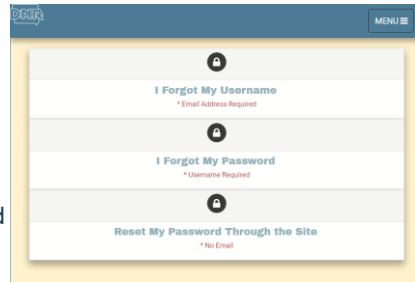


Trouble Logging In?

I Forgot My Username: Requires Agent ID, Name, Email, & Security Questions.

I Forgot My Password: Requires Agent ID, Name, Email, & Security Questions.

I Want to Reset My Password: Reset Password without Email. Requires Agent ID, Name, Email, Security Questions



Creating and Locating Customer Accounts

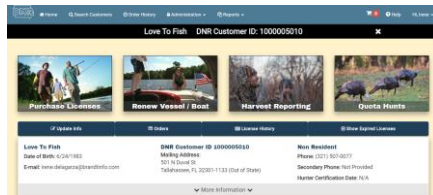
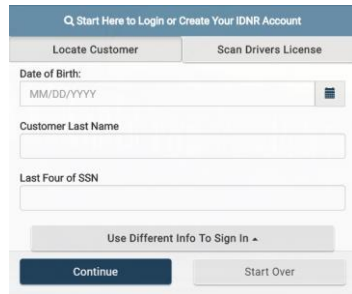
Every transaction starts with locating / creating a DNR Customer Account

To locate / create a Customer Account, enter customer Date of Birth & one of the following:

- Last 4 of SSN; or
- Iowa DNR Customer ID; or
- Driver's License & State

Click Continue

- If a matching Customer Account is found, the account will be displayed.
- If no match is found, enter the required information (*) & select **Create Customer**.
- A customer ID will be assigned / displayed on the customer account & license.
- Residency is still verified through Iowa Driver's Licenses.



*Ensure all customer fields are verified by the customer.

Selling a License

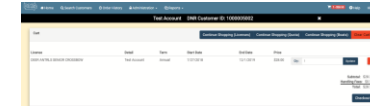
1. Click **Purchase Licenses** on the Customer Profile OR click on a **License Activity Package**.

The catalog will display licenses based on customer eligibility (age, residency, & license requirements). License Activity Packages offer a 1-click path to add all required licenses for popular activities.

2. Select **Add to Cart** for the desired item.

Ask the customer any survey questions or license specs, such as start dates or add-ons, if prompted.

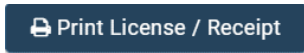
3. Click **Checkout & collect payment**.



4. Click **Process Order** once amount due is collected.



5. A PDF of the license will appear for printing & emailed to the customer – or click **Print License / Receipt** on the Confirmation Screen.



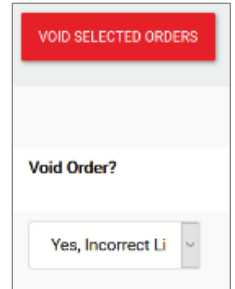
Voiding Orders

- Click **Void Order** on the Order Confirmation Page OR Click **Order History** on the Site Menu.
- Choose a **Void Reason** to specify why the order was voided.
- Click **Void Selected Orders**.

License Agents must return funds collected to customer for voided orders

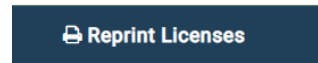
Agent Clerk: Can Void Licenses Until Midnight on the Day of the Order

Agent Manager: Can Void Licenses Until Midnight the Day after the Order



Reprinting a License

Reprinting a license in the Go Outdoors Iowa system is easy. Licenses purchased through any channel can be reprinted.



License reprints will include all valid licenses on file for the customer.

Locate the customer account. Then click Reprint Licenses on the Customer Profile page. A PDF of the license will be generated for printing. Customers with a valid email address on file will also receive an email with their license.