



License Agents User Guide

Go Outdoors Electronic Licensing System of Iowa

<https://www.Sales.GoOutdoorsIowa.com>

Contents

Overview	3
Welcome to the New Go Outdoors Iowa Electronic Licensing System!.....	3
Key Features and Benefits of the Go Outdoors Iowa System	3
Help & Assistance	4
Contacting Support / Customer Service	4
Accessing the Go Outdoors Iowa System	5
User Credentials.....	5
Logging In to the Agent Point of Sale (POS) System.....	6
Choosing Account Security Questions.....	7
Resetting Username and Password.....	8
Go Outdoors Iowa POS Home Page	11
Home Page Menu Options.....	11
Administration	12
Creating & Managing User Accounts.....	12
Ordering Supplies	13
Creating System User Accounts (Agent Manager & Supervisor Roles Only).....	13
Managing Existing User Accounts.....	16
Ordering Supplies	17
Resetting Your Password.....	19
IDNR Customer Accounts	20
Locating and Creating Customer Accounts.....	20
Barcode Scanner.....	21
Customer Search Criteria.....	22
Creating a New Customer Account.....	25
Managing Customer Accounts & Licenses.....	30
Editing Customer Account Details	32
Sales / Void.....	33
Current Licenses	34
Selling Duplicate Licenses.....	34
Printing License Documents	37
Durable Hard Cards.....	37

Agent Sales	39
Selling Licenses	40
Searching for a License in the Catalog	40
Browsing the Product Catalog.....	41
License Activity Packages.....	43
Adding Licenses to the Customer Shopping Cart.....	44
Surveys and Cross Sells.....	46
Managing the Customer Shopping Cart.....	48
Checking Out & Collecting Payment.....	48
Voiding Transactions.....	50
Void Permissions & Timeframes.....	50
Voiding a Transaction.....	50
Void Reasons	53
Harvest Registration.....	55
Accessing Reports.....	57
Total Agent Daily Sales	58
ACH to Item Detail Report.....	58
My Employee Orders	59
ACH Totals Report	59
ACH Parent Accounting Report.....	59
Hardware Overview	60
RP9 / POS Unit Troubleshooting.....	60
Internet Connectivity / Network Settings.....	61
Star TSP 700ii License Printer.....	62

Overview

Welcome to the New Go Outdoors Iowa Electronic Licensing System!

The Iowa Department of Natural Resources (IDNR) is excited to bring License Agents and Customers an all new, online licensing and Point of Sale (POS) system that offers users enhanced benefits and features.

Beginning February 26, all License Agents must complete fishing and hunting license sales and transactions through the all-new Go Outdoors Iowa system using the custom Agent Point of Sale site, <https://Sales.GoOutdoorsIowa.com>.

Log in credentials will be provided to attendees within 24 hours from training completion.

Current POS Terminals: Your current POS Terminals will not be operational after February 25 and should no longer be used beginning February 26, 2019.

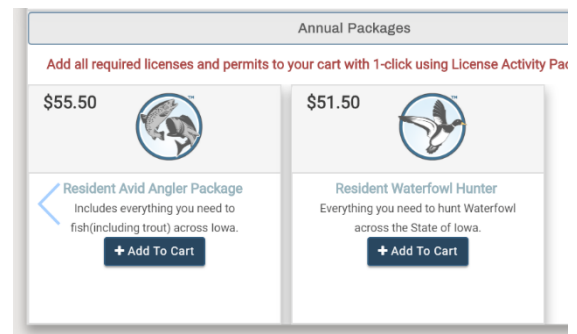
Key Features and Benefits of the Go Outdoors Iowa System

The new Go Outdoors Iowa will bring IDNR, License Agents, and Customers improved features and benefits. To prepare you for these changes, please carefully review the following important changes:

License Activity Packages

The Go Outdoors Iowa system has been designed to simplify the sales process for License Agents and customers and will include a new feature, License Activity Packages. "License Activity Packages" is a new feature offered through the Go Outdoors Iowa system. License Activity Packages offer License Agents a one-click sales process to add all required licenses and permits to the customer's shopping cart based on the activity they would like to participate in.

Packages are displayed on the customer profile and are customized based on the customer's residency status to ensure the customer obtains the appropriate licenses. Any items included in the package the customer already has are removed from the shopping cart when the license package is added to the customer's shopping cart.

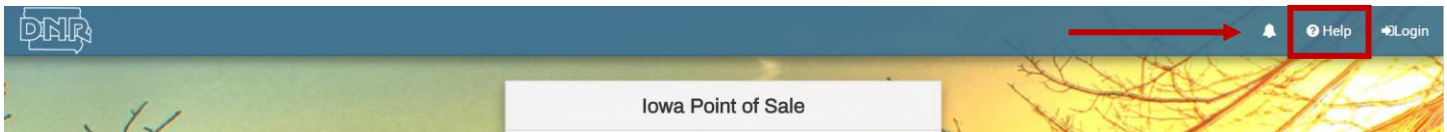


These features and changes are just a couple examples of the enhancements the Go Outdoors Iowa system offers users, and this user manual will provide additional details regarding these changes, as well as step-by-step descriptions of navigating the system.

While training is recommended, the Go Outdoors Iowa system has been designed to be very intuitive and an easy to use application that can be operated without training.

Help & Assistance

The Help menu item at the top of any page will give you access to help topics for the Point of Sale system. To access help topics from any screen, click on the **Help** menu option, which will open the support page in a new window / tab.



On the **Help** page, you'll find guidance and information for the entire Point of Sale application—each page will include help information that is relevant to the screen you are on.

Remote Support — From the help page, you can also access the Remote Support option. When contacting the Help Desk, representatives may instruct you to access this feature for a technician to remote in to your computer for troubleshooting. The technician will provide additional instructions for completing the remote support connection as needed.

- If you are using a state provided POS unit, the TeamViewer remote support tool is already configured on your device.
- If you are using your own hardware, you should be able to access this feature without installing a program / administrative rights should not be required.

Contacting Support / Customer Service

If you need assistance with accessing the Go Outdoors Iowa system, hunting / fishing regulations, or with selling licenses and IDNR products, contact IDNR using the information below.

Technical Support	HelpDesk@GoOutdoorsIowa.com
Phone	(833) 426 – 0141

Accessing the Go Outdoors Iowa System

User Credentials

The application supports different user types such as Sales Clerks, Agent Managers, and Accountants. To access the application, you will need the proper credentials—including your agent ID, username, and password. Your access to features and options may vary in these areas:

- Customer Account Details
- Transaction History View
- User Management
- Order Supplies
- Reports
- Void Permissions

Obtaining a Go Outdoors Iowa Account: System users with the **Agent Manager** role will have the ability to create user accounts for the location. Please contact your location manager to obtain credentials. If you are a location manager or need assistance, please contact the Help Desk using the contact information provided in the [Support](#) section of this manual.

Logging In to the Agent Point of Sale (POS) System

Logging in is easy. Start by using the **Agent ID** assigned to your sales location, **username**, and **password** – which will be included in your account confirmation email or user details provided by your location manager.

Agent ID: The Agent ID is the number printed on the bottom of the license documents you currently issue and will be a required field to log in to the new Go Outdoors Iowa system beginning February 26, 2019.

To login:

1. Navigate to the Go Outdoors Iowa License Agent **Point of Sale** login page, <https://www.Sales.GoOutdoorsIowa.com/>, as shown in the figure.
2. Enter your Agent ID, Username, Password and click **Login**.
3. If the system returns an error message regarding log in credentials, please re-enter your login details or reset your password. Please refer to the [Reset Username and Password](#) section in this guide for additional instructions or contact your system administrator for assistance.

Choosing Account Security Questions

During your initial log in, you will be prompted to choose security questions and provide corresponding answers. Security questions are used to assist you with resetting your account or password in the future.

Setting up security questions is simple and generally takes less than one minute.

1. The **Security Questions** screen is shown in the figure. In the drop-down for **Question 1**, choose a security question for which you can easily provide an answer, and then click the **Select** button.
2. Enter the **Answer** for question 1. We recommend you provide an answer you will be able to remember in the future should you need to reset your password.
3. Choose a question and carefully enter the **Answer** for **Question 2**.
4. After verifying that the questions and answers are correct, click the **Save** button.

Reset your security questions!

Security Questions

Question 1: *
 Select

Answer: *

Question 2: *
 Select

Answer: *

Start Over **Save**

Resetting Your Security Questions: You can also reset your account security questions by clicking on the Administration Dropdown menu in the top menu, then click on Administration, and select Reset Password. This screen will allow you to reset your password or reset your security questions. Agent Managers can also reset security questions for users within their sales location.

Resetting Username and Password

If you are having trouble logging in, the system will return an error message like the one shown in the figure below.

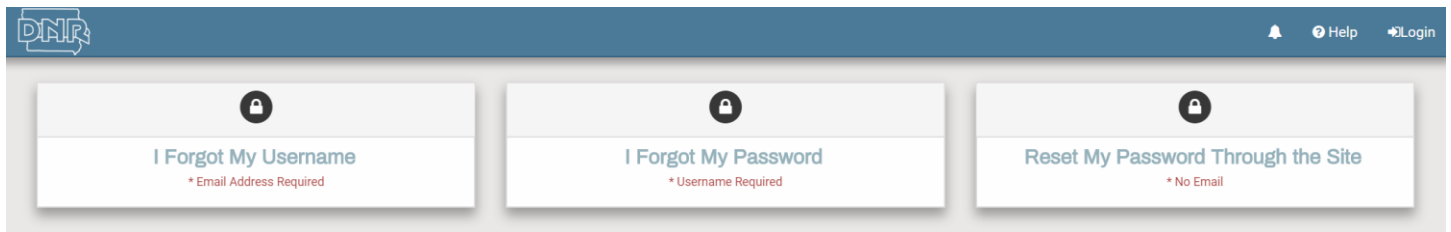
The screenshot shows the 'Iowa Point of Sale' login interface. At the top, a pink error message reads: 'Invalid user credentials. Enter a valid Agent ID, Username, and Password.' Below this are three input fields: 'Agent ID' (containing 'Agent ID'), 'Username' (containing 'training.agent'), and 'Password' (masked with dots). At the bottom, there are two buttons: a dark blue 'Login' button and a light blue 'Trouble Logging In?' button, which is highlighted with a red rectangular border.

Users will be locked out after four failed login attempts.

If you are locked out, please contact your location Manager.

To reset your username or password, begin by clicking the **Trouble Logging In?** link at the bottom of the login page.

You will find several options at the **Reset Password** page:



I Forgot My Username — You can reset your username using this option by providing your Agent ID and email address associated with your account. Note, you must have a valid email address associated with your account to use this option.

I Forgot My Password — Using this option, you can choose to receive a password reset email with a temporary link to reset the account. Note, you must have a valid email address associated with your account to use this option.

Reset My Password Through the Site — Using this option, you can reset your password in the application by providing your Agent ID, Username, First Name and Last Name. You must use this option if you do not have a valid email address associated with your account or if you are having difficulties accessing the password reset email.

Resetting Your Username or Password (With Email Address)

To send your username or password-reset instructions to your email address, you must have an email address associated with your user account. Please contact a system manager at your location to confirm your account’s email address or to add an email address to your account.

1. On the Reset Password page, select **I Forgot My Password (Username Required)**.
2. Enter your Agent ID and Username in the corresponding fields.

3. Click the **Send me an email** button. A message will be sent to your email address that contains instructions and a link for resetting your username or password.

Recover your Password (Instantly through the Site)

To reset and recover your password within the Point of Sale application and without an email address associated with the account, follow the steps below:

1. On the **Reset Password** page, click on the **Reset My Password Through the Site** button. The Password Recovery page opens.
2. On the **Password Recovery** page (shown in the figure below), enter the following required fields:
 - Agent ID
 - Username
 - First Name
 - Last Name

3. Click on the **Submit** button to display the **Password Recovery** page.

The **Password Recovery** page prompts you to answer your security questions that were setup for this account during your initial login. You will need to answer the questions and then submit your answers. Continue with the remaining few steps below.

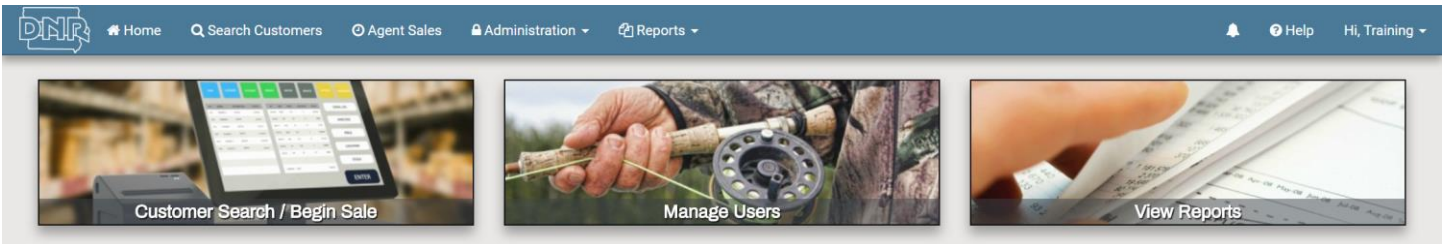
4. On the **Recover Password** page, enter the answers for the security questions correctly and then click on the **Submit** button to display the **Change Password** page.
5. On the **Change Password** page (shown below), enter a **New Password**.

4. Carefully enter this new password again in the **Confirm New Password** field, and then click on the **Change Password** button.

5. Once your password is changed, you will be required to use the new password to log in to the system next time you log in.

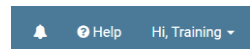
Go Outdoors Iowa POS Home Page

After successfully logging in to the application, the home page will appear. Here, you can locate and create DNR customer accounts and process transactions, view your daily order history, manage user accounts (Agent Supervisors & Managers), and view / print reports. You can also access relevant help topics on any screen by clicking the **Help** button located on the top right corner of every page.



Home Page Menu Options

- **Search Customers** – Every sale will begin with locating or creating a DNR customer account. Start here to begin the sales process.
- **Agent Sales** – View your daily transaction history, reprint licenses (within 10 minutes of sale), and void transactions.
- **Administration** – Manage user accounts, order supplies and reset your password (Availability varies by user role).
- **Reports** – Access a variety of reports (Reports will vary based on user role).



You can also find these links on the right of the menu bar of any page:

- **Help** – Access the user guide and system help topics for assistance.
- **Log Off** – Log off the system and end your session.

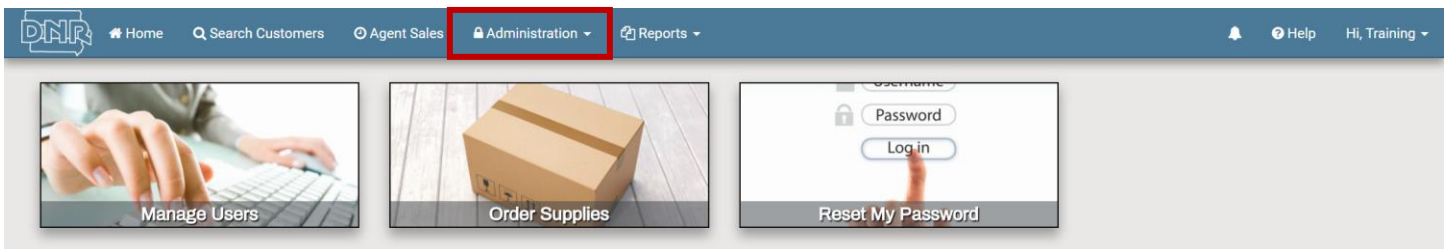
Your login user name, Agent ID and user role appear on the footer of any page when logged in.

Administration

License Agent Managers have access to the Administration page, where you can:

- Create and manage system user accounts for the sales location,
- Reset account password and security questions, and
- Order supplies (like paper) for the sales location.

To access these options, click on the **Administration** tab.



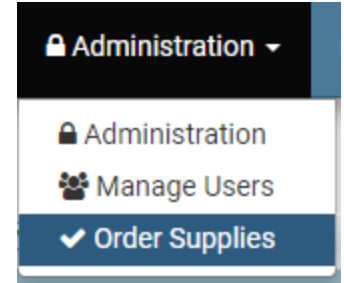
Creating & Managing User Accounts

- **Create a New User Account** — Managers can create additional user accounts for users within their agent location at any time by selecting this option.
- **View User Accounts** — The Manage Users home page will display a list of all Active user accounts for the agent location of the user logged in.
- **Manage User Accounts** — On the Manager Users screen, you will find a listing of users for the agent location. Selecting the username on any of the user accounts listed will direct Managers to the user account management page, where Managers can:
 - Unlock User Accounts
 - Reset User Account Passwords
 - Reset User Security Questions
 - Send Password Reset Email
 - Edit User Account Details, like User Role or Email Address

Ordering Supplies

Managers can order the following supplies for their agent location by selecting the **Order Supplies** option from Administration drop down on the main menu.

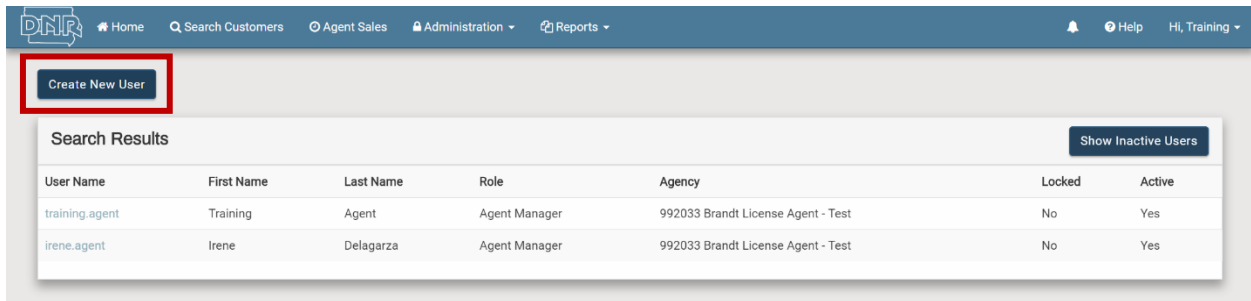
- 4 Roll License Stock Kits
- Fishing Regulation Guides
- Hunting / Trapping Regulation Guides



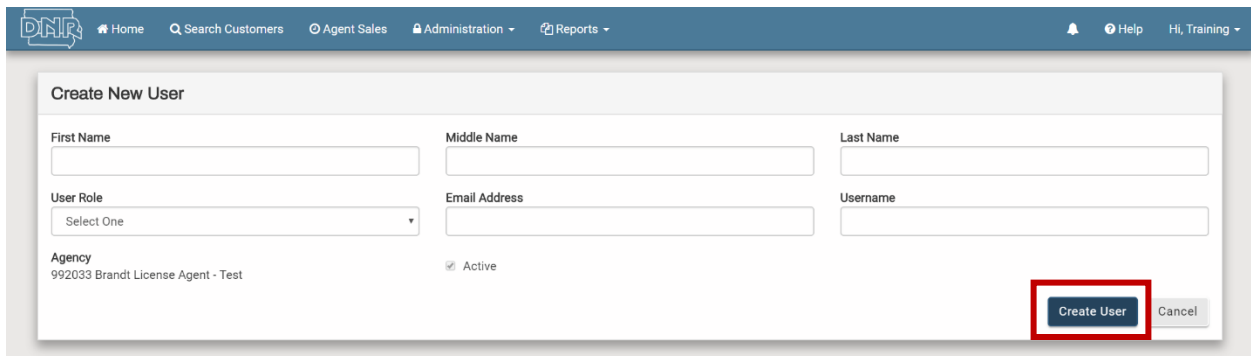
Creating System User Accounts (Agent Manager & Supervisor Roles Only)

To create user accounts for employees within your sales location, Agent Managers can:

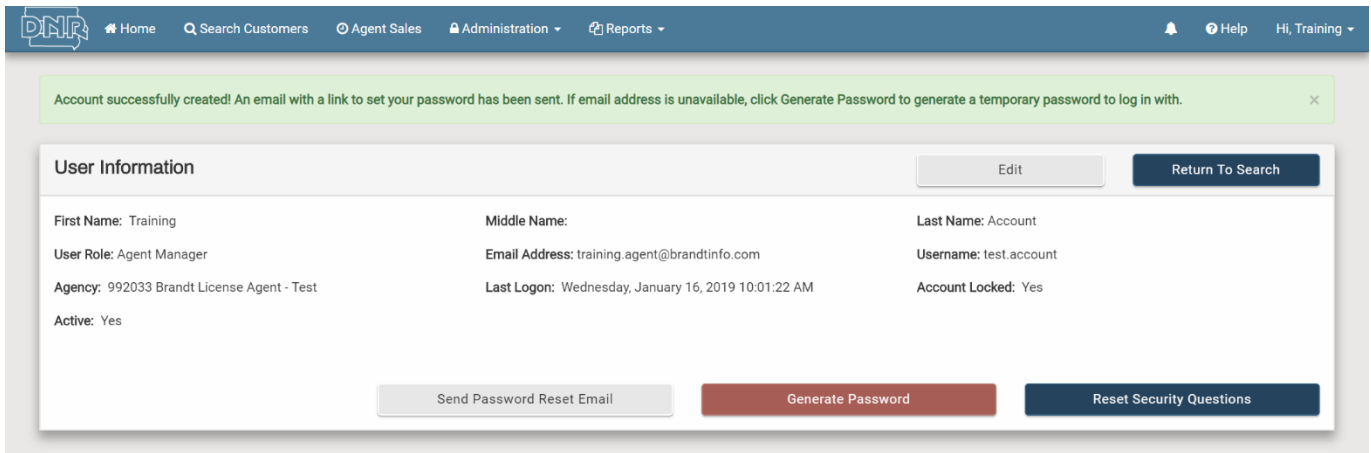
1. Select the **Administration** tab on the main menu and then select **Manage Users**.
2. From the Manage Users page, select **Create New User**.



3. On the **Create New User** page, enter all required fields, which are the user's first and last name, email address, user role and desired username. (A username cannot be edited / changed once it is created.) We recommend using the FirstName.LastName format for the username.



4. Select the **Create User** button to open the **User Profile** page, which will contain the information for this new user.
 - If the **user has a valid email address associated with their account**, they will receive a password reset email when the account is created.
 - If **no email address is associated with the user account**, select the **Generate Password** button. This will generate a temporary password you can give the user to log in for the first time. After logging in, the user can permanently update their password.



License Agent Point of Sale User Roles

The following roles are available for assignment for License Agent users created. These roles are for Agents issuing licenses through <https://Sales.GoOutdoorsIowa.com>

Agent Clerk

- Used for General Clerks
- Agent Clerks cannot change their own user role
- Basic license sales permissions
- Can void their own transactions within 4 hours from transaction completion
- Can view & download **Total Agent Daily Sales** report for their own transactions
- Cannot access ACH reports

Agent Supervisor

- For Supervisors / Key Holders / Team Leads
- Basic license sales permissions
- Can void transactions within 4 hours from transaction completion
- Can create user accounts for their sales location

- Can manage accounts, user roles, and reset passwords for their sales location
- View and download employee and ACH reports

Agent Manager

- For Managers or Business Owners
- Basic license sales permissions
- Can void transactions within 4 hours from transaction completion
- Can create user accounts for their sales location
- Can manage accounts, user roles, and reset passwords for their sales location
- View and download all reports – including employee and ACH reports

Agent Accountant

- Read Only / Cannot sell licenses
- Cannot void transactions
- Cannot create user accounts
- Can access all employee, accounting, and ACH reports

Managing Existing User Accounts

Selecting a user name on the list of location user accounts displays the following screen where the user account details can be edited, or a manager can generate a temporary password or send a password reset email, and reset security questions for the user account.

The screenshot displays a 'User Information' form for a user named 'Training'. The form includes fields for First Name, Middle Name, Last Name, User Role, Agency, Email Address, Last Logon, Username, and Account Locked status. The user is active. At the top right, there is an 'Edit' button and a 'Return To Search' button (highlighted with a red box). At the bottom, there are three buttons: 'Send Password Reset Email', 'Generate Password', and 'Reset Security Questions' (the latter two are highlighted with a red box).

Send Password Reset Email: Select this option to send a password reset email to the email address on file for the user account. Users should receive the password reset email within 5 minutes of selecting this option. Please check your spam / junk folder if you do not see the email after a few minutes.

Generate Password: Select this option to generate a temporary password for the user account. The user can log in to their account with this temporary password, and will be prompted to set a permanent password on their next login.

TIP: Use the Generate Password option if a user is having difficulties receiving the password reset email / does not have immediate access to the email account on file.

Reset User Account Security Questions: To reset the security questions for a user within your sales select the **Reset Security Questions** button. At the next login, it will be necessary for the user to choose a new set of security questions and supply corresponding answers.

Ordering Supplies

From the administration menu, users can order supplies for fishing / hunting license sales operations.

The **Order Supplies** option gives users the ability to:

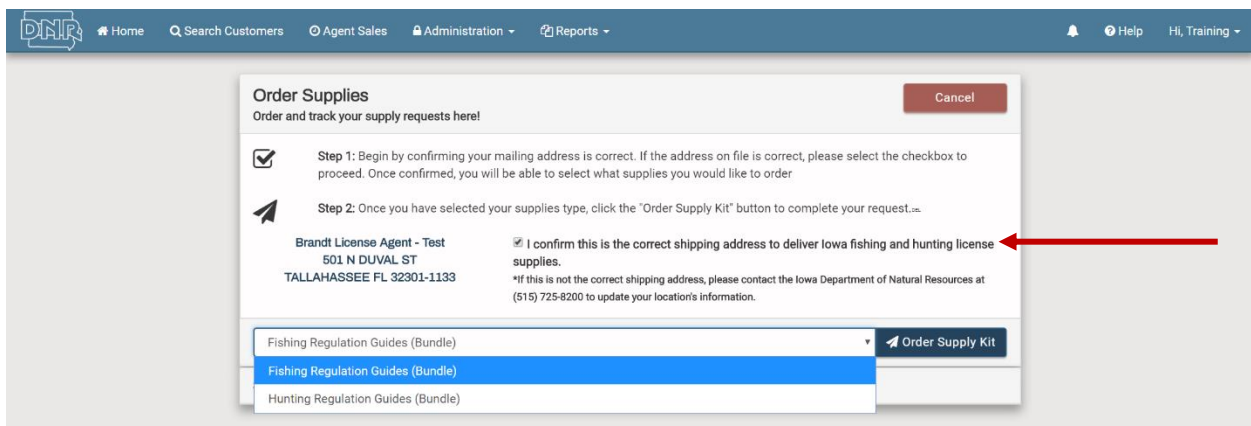
- Order fishing and hunting regulation guides
- Order additional license paper stock (if applicable)
- View supply order history

To order supplies for your agent location, follow the steps below:

1. Select the **Administration** tab on the main menu and choose **Order Supplies**.
2. On the Order Supplies page, the system will display your sales location’s registered shipping address. **Please review the shipping address to ensure that the supplies will be shipped to the correct location.** You must verify your shipping address prior to accessing the supply catalog listing.

Incorrect Shipping Address: To update your location’s shipping address, please contact IDNR at (515) 725-8200.

3. After reviewing your location’s shipping address, **check** the confirmation box in order to display the list of supplies available to your agent location. You need to confirm your shipping address before you can choose from the supplies drop-down.
4. Select the **Order Supply Kit** button to finalize the order. A confirmation message will be displayed and the ordered supplies will be displayed under the Supply Order History for Agent table. (See sample confirmation page on the next page.)



The page will display a confirmation of the supply request. From this page, you can also view the supply order history for your sales location.

Order Supplies

Cancel

Order and track your supply requests here!

Step 1: Begin by confirming your mailing address is correct. If the address on file is correct, please select the checkbox to proceed. Once confirmed, you will be able to select what supplies you would like to order

Step 2: Once you have selected your supplies type, click the "Order Supply Kit" button to complete your request.

Test License Agent
3240 BAILEY DRIVE
IOWA CITY IA 52240

I confirm this is the correct shipping address to deliver Iowa fishing and hunting license supplies.

*If this is not the correct shipping address, please contact the Iowa Department of Natural Resources at (515) 725-8200 to update your location's information.

Fishing Regulation Guides (DNR) ▼

Order Supply Kit

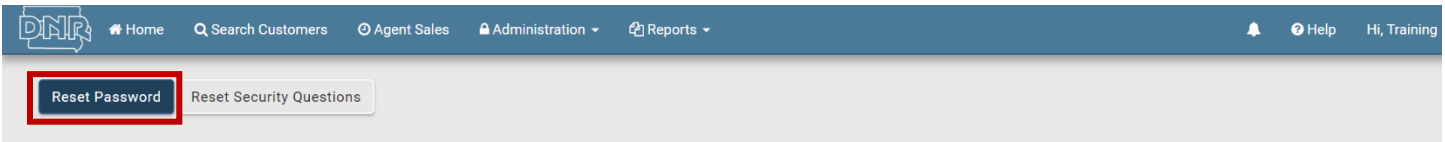
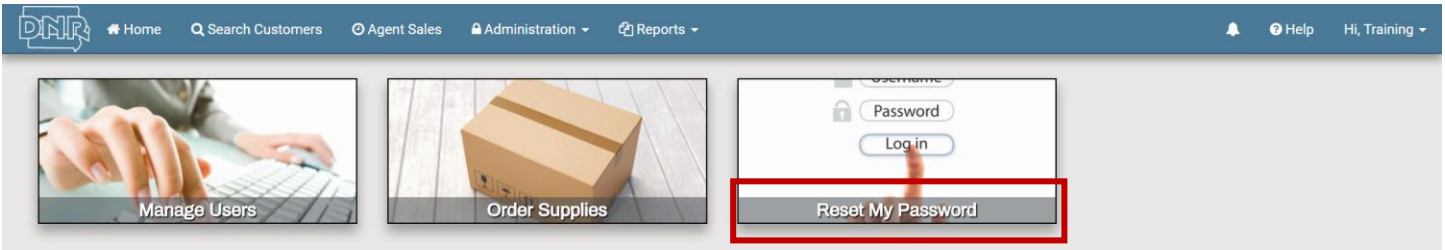
Your supply order was submitted successfully!
×

Supply Order History For Agent 992034

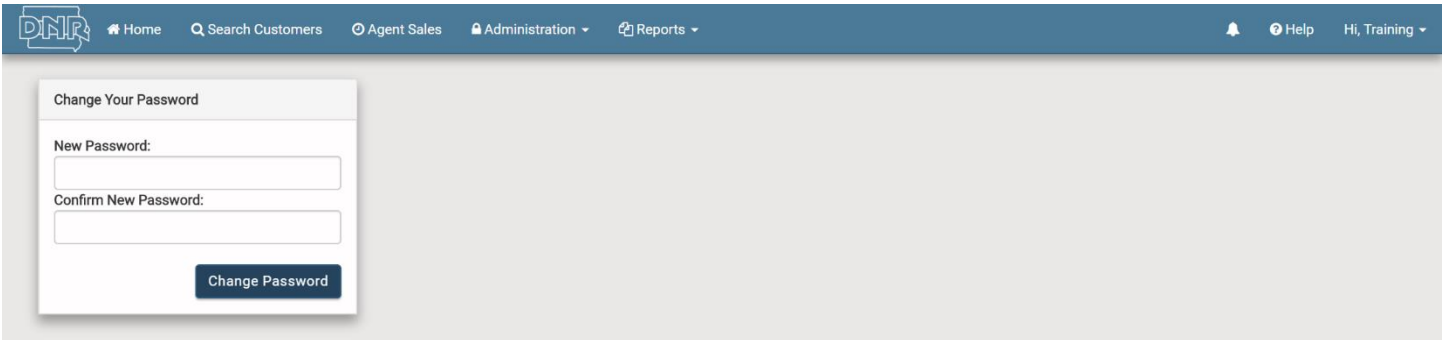
Order Confirmation #	Order Date	Kit Type	Ordered By	Shipping Date	Tracking Number
2083	1/25/2019 1:41:42 PM	Fishing Regulation Guides (DNR)	training.agent992034		

Resetting Your Password

Select the **Reset My Password** tile on the home page to reset your password.



To change your password, select **Reset Password** and enter a **New Password**. Carefully enter this new password again in the **Confirm New Password** field, and select the **Change Password** button.



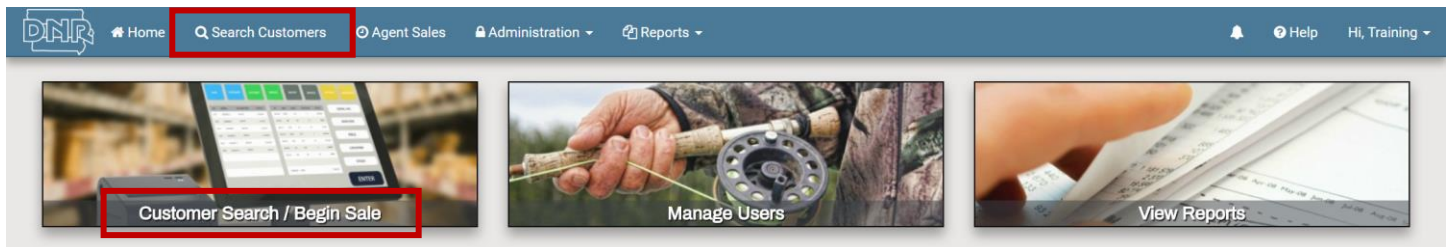
Once your password is changed, you will be required to use the new password to log in to the system next time you log in.

IDNR Customer Accounts

Creating an IDNR customer account is easy and fast. You will be required to search for a customer account before creating a new one to ensure the customer does not have a record.

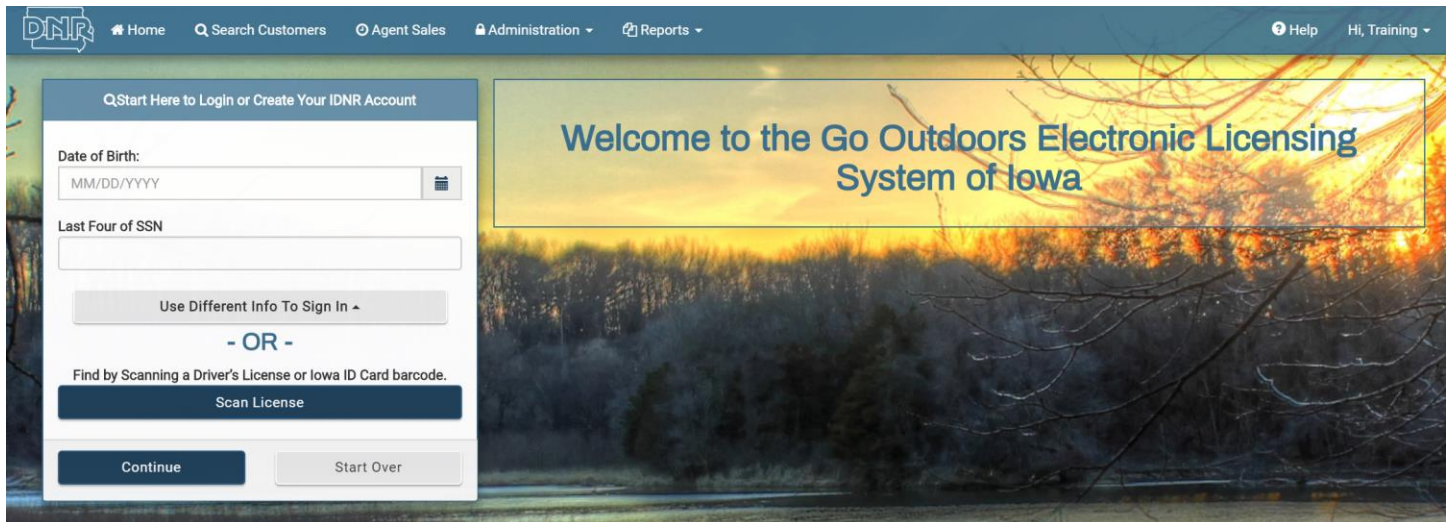
Locating and Creating Customer Accounts

To start a transaction, always begin by selecting the Search Customers tab or the Customer Search / Begin Sale tile on the main menu to locate or create an IDNR customer account.



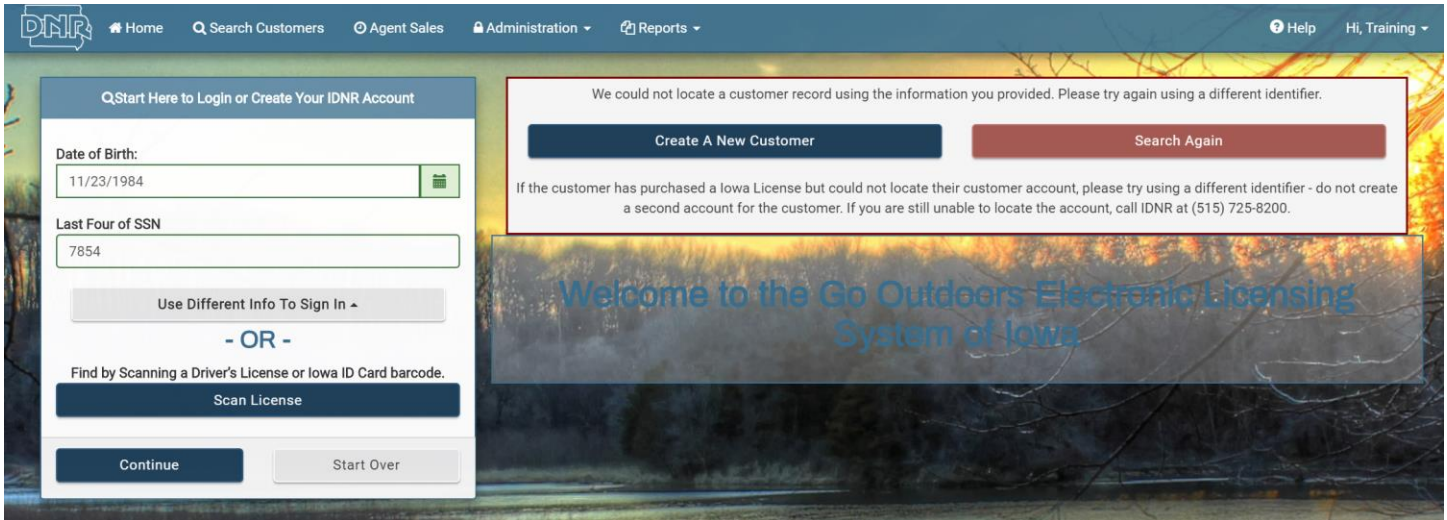
Enter the customer's **date of birth** and a **second identifier** to locate or create a customer account. This is the first step to any transaction in the Go Outdoors Iowa system.

- The default second identifier on the customer lookup page is set to **Last Four of SSN**.
- You can choose a different second identifier by selecting the **Use Different Info to Sign In** button. Refer to [Customer Search Criteria](#) section.



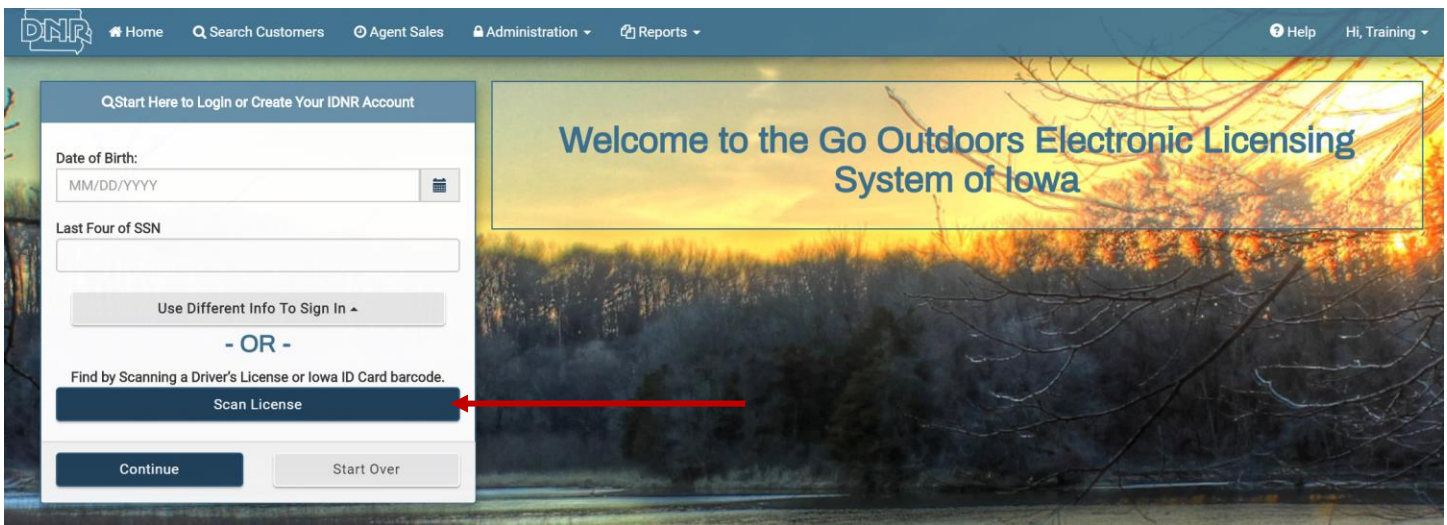
Check for existing customer account: If the customer has previously purchased an Iowa fishing or hunting license, you can easily find the customer account using the customer lookup tool, which is the first step in any transaction.

If no matching record is found, you will be prompted to create a new customer account or perform another search.



Barcode Scanner

Using a barcode scanner, Agents can scan a customer's driver's license or state identification card for both Iowa residents *and* out of state customers. **You do not need to select the 'Scan License' button to begin the scan. However, the button is available as needed to initiate a scan.**



Scanning the customer's identification will populate the customer lookup screen and will take License Agents directly to the customer's profile if a match is found.

If a match is found, the customer's new profile screen will be populated with as much information from the license / ID as possible. Collect the remaining required fields to complete the new profile.

Customer Search Criteria

The customer's **Date of Birth** and **Last Four of SSN** are required to start the customer lookup or account creation process. Additional identifiers / document types include:

- Driver's License or State ID and Issuing State
- DNR Customer ID
- International / Non – Resident Identification types, including:
 - Passport ID Number
 - U.S. Travel Visa Number
 - Green Card Number
 - Non U.S. Driver's License Number
 - Tax ID Number (for Business Accounts)

Search with SSN + Date of Birth

To locate the customer account with the last four digits of their social security number and date of birth, follow these steps:

1. Enter the customer **Date of Birth** in MM/DD/YYYY date format (such as 02/13/1977). The system automatically adds the slash in between.
2. Enter the **last four digits of the customer's social security number** in the corresponding fields.

The screenshot shows the 'Go Outdoors Iowa License Agent User Guide' interface. The top navigation bar includes 'Home', 'Search Customers', 'Agent Sales', 'Administration', 'Reports', 'Help', and 'Hi, Training'. The main content area features a search form on the left and a welcome message on the right. The search form is titled 'Start Here to Login or Create Your IDNR Account' and contains the following fields and buttons:

- Date of Birth:** A text input field with a calendar icon, labeled 'MM/DD/YYYY'.
- Last Four of SSN:** A text input field.
- Use Different Info To Sign In >** A button.
- OR -** A separator.
- Find by Scanning a Driver's License or Iowa ID Card barcode.** A section with a **Scan License** button.
- Continue** and **Start Over** buttons at the bottom of the form.

The welcome message on the right reads: 'Welcome to the Go Outdoors Electronic Licensing System of Iowa'.

3. Select **Continue**. Error messages will appear if one or more of the entries are incorrectly formatted or missing. If the customer account is found, then the **Customer Profile** page will be displayed.

Search with Driver's License or State ID

To search for an account using a customer's driver's license or state ID, simply make the substitution of the specific secondary identifier(s) and enter the customer's date of birth, driver's license or state ID and the issuing state.

The screenshot shows the login page for the Go Outdoors Electronic Licensing System of Iowa. The page has a navigation bar at the top with links for Home, Search Customers, Agent Sales, Administration, and Reports. On the left, there is a search form titled "Start Here to Login or Create Your IDNR Account". The form includes a "Date of Birth" field with a calendar icon, a "Driver's License or State ID" field (highlighted with a red box), and an "Issuing State" dropdown menu currently set to "Iowa". Below these fields are buttons for "Driver's License Number", "- OR -", and "Scan License". At the bottom of the form are "Continue" and "Start Over" buttons. On the right, a large banner reads "Welcome to the Go Outdoors Electronic Licensing System of Iowa" against a background of a sunset over a field.

Search with IDNR Number (and Date of Birth)

To locate the customer account with the customer's date of birth and IDNR number, enter the date of birth and IDNR number as listed on the customer's previous license documents. Select **Continue**.

This screenshot is identical to the one above, showing the same search form. In this instance, the "IDNR Number" field is highlighted with a red box, indicating the alternative search criteria. The rest of the interface, including the navigation bar, banner, and other form elements, remains the same.

Search with Other Document Types

If the customer does not have any of the identifiers given in the previous sections, you can use another document type—such as:

- Non U.S Driver’s License number
- Passport ID Number
- U.S. Travel Visa Number
- Green Card Number
- Tax ID Number (for Business Accounts)

After entering the customer **Date of Birth**, choose **Other Document Type** from the **Use Different Info to Sign In** drop-down. Then select the **Document**

Type and enter the value of the identifier. Error messages will appear if one or more of the entries are incorrect.

QStart Here to Login or Create Your IDNR Account

Date of Birth:

Select Document Type ▾

Provide the Document ID Number

Other Document Type ▲

- OR -

Find by Scanning a Driver’s License or Iowa ID Card barcode.

Scan License

Continue

Start Over

Creating a New Customer Account

To create a new customer account, complete all required profile fields that are marked with the red asterisk (*). If the customer has a valid Iowa driver's license, many of these customer profile fields will automatically populate based on driver's license data and the customer's residency status will be automatically set. **Please ensure all information is collected and verified with the customer for accuracy.**

Customer Information All fields indicated with an (*) are required

Residency *
 Nonresident
 I am a U.S. Citizen
 I am NOT a U.S. Citizen

Customers 18+ must hold a current, valid Iowa Driver's License / Non Operators ID for 90 Days to be classified as a Resident
[View Residency Requirements](#)

First Name * **Middle Name** **Last Name *** **Suffix**

Gender * **Birth Date *** **SSN: *** SSN Exempt

Document Type: * **Number: *** **Issuing State: ***

Email:

Primary Phone: **Secondary Phone:**

Physical Address Different Mailing Address International Address

Street: * **Apt / Suite / Other:** **City: *** **State: ***

Zip Code: * **County: ***

To create a customer account, follow these steps:

1. **Classify the Customer's Residency Status:** The Customer's Residency status will be defaulted based on whether or not a match is found in the Iowa Driver's License file database.
 - **Current Resident** – The customer must have a valid Iowa Driver's License number to be considered a Resident. If a match is found, the customer profile fields will be populated based on the driver's license record.
 - **Non Resident** – Out of state customers (without a valid Iowa driver's license) will be automatically set to a Non-Resident.

- **Military (Including Dependents) Stationed in State** – Customers must present a valid Military DoD ID to be considered a U.S. Military / U.S. Military Dependent customer. You must enter the customer’s DoD ID number in order to proceed with this customer type.
- **Full Time Student (In State)** – Customers must present a valid College ID from any college in the State of Iowa to be considered a Full Time Student (In State) and will have access to Resident licenses. Agents must verify the customer’s student ID card and enter the ID number and School Name on the customer profile once the “Full Time Student” residency status is selected.

Please note: It is important to properly classify a customer’s residency status, as license and product availability and pricing will vary based on residency status.

2. Select the customer’s citizenship status: **U.S. Citizen** or **Non U.S. Citizen**. (Note – The citizenship selection will dictate required customer account fields. This field is defaulted to U.S. Citizen).
3. If the account is a Business Account, check the **Is Business** indicator and enter the **Business Name**.
4. If an IA Driver’s License record match is not found and you need to create the customer, you must enter the customer **First Name** and **Last Name**. You can also enter the customer’s **Middle Name** and **Suffix**.
5. Next, choose the customer **Gender** from the drop-down.
6. Confirm customer’s **Birth Date**.

Customer Date of Birth: The **Birth Date** field captures the date of birth that you provided in the Date of Birth field on the Customer Lookup page when creating a new IDNR customer account.

Youth Customers: You can create IDNR customer accounts for Youth customers in the Go Outdoors Iowa system. You will not be required to provide a driver’s license number for youth customers.

7. a) Based on the Residency and Citizenship type entered for the customer, you will be prompted to enter the customer’s full **U.S. Driver’s license** number or **State ID**, and corresponding **Issuing State** when **I am U.S. Citizen** is selected.

b) If you chose **I am Not a U.S. Citizen** for the customer citizenship status, you need to enter a document type and document number. Select the document type from the **Document Type** drop-down list, which is one of the following types:

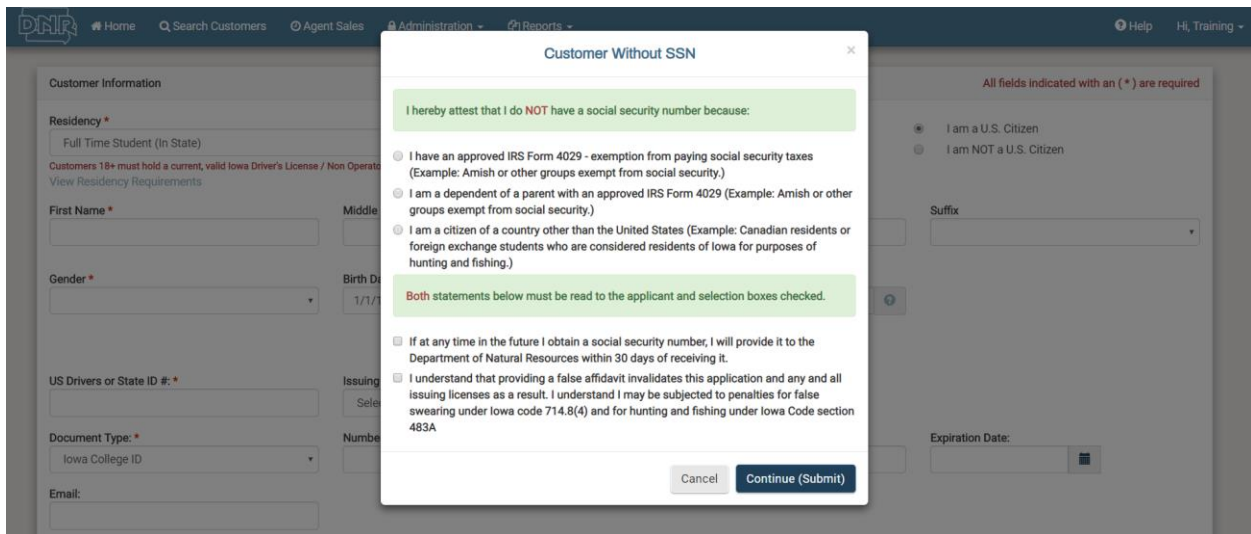
- Passport
- VISA
- Green Card
- Non U.S. Driver’s License

8. Enter the document number in the **Document Number** field.

9. **a)** Enter the customer’s full **Social Security Number**, if prompted.

Note: All U.S. citizens or Iowa Residents are required to provide their full social security number. Please collect and verify this information with the customer to ensure the profile is created accurately and uniquely.

b) If the customer does not have a Social Security and is exempt from providing one, check the **SSN Exempt** checkbox. It will display the **Customer without SSN** attestation page. Read the attestations to the customer and ensure they acknowledge each statement.



10. Enter a valid customer email address, such as john@gmail.com, in the **Email** field.

Customer Email Addresses: Please collect the customer’s email address whenever possible. Having a valid email address on file offers customers many benefits, such as license confirmation emails, electronic copies of their license documents, and renewal reminder emails.

11. Choose a **Primary Phone (Optional)** type from the drop-down and enter the customer’s **Primary Phone Number**. If the customer does not have a phone number, choose to opt out using the *Primary Phone Opt-Out drop-down* next to the field.

- Choose a **Secondary Phone (Optional)** type from the drop-down and enter the customer's **Secondary Phone Number**, if any.
- Navigate to the **Physical Address** form as shown in the figure below, and enter the customer's physical address.

The screenshot shows a form titled "Physical Address" with two checkboxes at the top: "Different Mailing Address" and "International Address", both of which are unchecked. The form contains the following fields:

- Street: * (text input)
- Apt / Suite / Other: (text input)
- City: * (text input)
- State: * (dropdown menu with "Select One" selected)
- Zip Code: * (text input with a refresh icon)
- County: * (dropdown menu with "Select One" selected)

At the bottom of the form are two buttons: "Create Customer" (dark blue) and "Cancel" (red).

Verify if the mailing address is the same as the physical address to ensure any products that may require shipment are sent to the correct address.

Different mailing address: If the customer's mailing address is different from the physical address, check the "**Different Mailing Address**" checkbox. The Mailing Address form will be displayed.

This screenshot shows the same "Physical Address" form, but with the "Different Mailing Address" checkbox checked. Below the physical address section, a new section titled "Mailing Address" is visible, containing the same set of fields as the physical address section:

- Street: * (text input)
- Apt / Suite / Other: (text input)
- City: * (text input)
- State: * (dropdown menu with "Select One" selected)
- Zip Code: * (text input with a refresh icon)
- County: * (dropdown menu with "Select One" selected)

The "Create Customer" and "Cancel" buttons remain at the bottom.

International address: Customers are not permitted to provide an international mailing address, as IDNR only mails items within the United States.

- Select the **Create Customer** button to create and save the new customer account. Once the account is created, the **Customer Profile** page will be displayed.

International Addresses for Customer Accounts

To complete the international address form, follow these steps:

1. Navigate to the **Physical Address** form as shown in the figure below, and select the **International Address** check box.

The screenshot shows a web form titled "Physical Address" with two main sections: "Physical Address" and "Mailing Address". In the "Physical Address" section, there are checkboxes for "Different Mailing Address" and "International Address". The "International Address" checkbox is highlighted with a red box. Below these checkboxes are input fields for "Street: *", "Apt / Suite / Other:", "City: *", "Country: *", and "International Postal Code: *". The "Country: *" field is a dropdown menu with "Select One" as the current selection. The "Mailing Address" section contains input fields for "Street: *", "Apt / Suite / Other:", "City: *", "State: *", and "Zip Code: *". The "State: *" field is a dropdown menu with "Select One" as the current selection. At the bottom of the form, there are two buttons: "Create Customer" (blue) and "Cancel" (red).

2. Enter the **Street** name, **City**, and choose the **Country** from the drop-down list.
3. Enter the **International Postal Code** field and, if necessary, enter more address information in the **Apt / Suite / Other** field.
4. Select the **Create Customer** button to create the customer account. Select **Cancel** to discard any of these entries.

Managing Customer Accounts & Licenses

The **Customer Profile** screen is the central location for managing customer accounts, information, and beginning the sales process

The black customer information header bar across the top of the page will allow you to navigate back the customer's profile page (page shown below) from any page accessed through the sales workflow.

The screenshot shows the DNR Customer Profile page for a customer named 'Love To Fish' with ID 1000222118. The page features a navigation bar at the top with options like Home, Search Customers, Agent Sales, Administration, and Reports. Below the navigation bar, there are two main sections: 'Purchase Licenses' and 'Harvest Reporting'. A red box highlights a row of six buttons: 'Update Info', 'Sales / Void', 'License History', 'Show Expired Licenses', 'Purchase Duplicate Licenses', and 'Manage Certifications'. Below these buttons, the customer's information is displayed in a grid format, including their date of birth, email, driver's license number, mailing address, and contact information.

Love To Fish	DNR Customer ID 1000222118	Current Resident
Date of Birth: 6/24/1983	Mailing Address:	Phone: (321) 507-0077
E-mail: irene.delagarza@brandtinfo.com	3212 Bailey Drive	Secondary Phone: Not Provided
Driver's License Number: 118634478 (IA)	Iowa City, IA 52240 (Johnson (52))	Hunter Safety: 11051983, (IA)

These are the features available on this page:

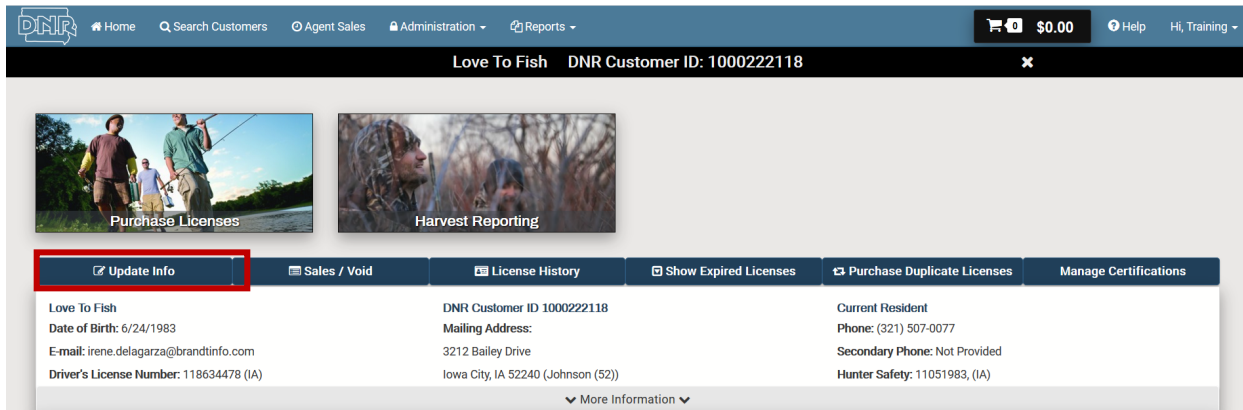
- **Purchase Licenses** – Access the License Catalog and add licenses to the cart.
- **Harvest Reporting** – Access the Harvest Reporting page, view the customer's harvest history and register a harvest.
- **Update Info** – Edit customer information on the customer account. Not all fields can be edited – you may need to contact DNR to edit certain information like the customer name or SSN.
- **Sales / Void** – View the customer transaction history and void customer transactions.
- **License History** – View all previous and current licenses purchased through the Go Outdoors Iowa Electronic Licensing system for the specified customer.
- **Show Expired Licenses** – This will display all of the customer's licenses including expired licenses.
- **Purchase Duplicate Licenses** – This will allow you to select which licenses to issue a duplicate for from a list of the customer's active / current licenses.

Important Details: Duplicate licenses will reflect the most recent information on the customer profile, including updated addresses. You must contact IDNR to change a customer's first name or last name, or SSN.

Editing Customer Account Details

Once a customer account is created, you will have the ability to view and edit certain customer account information (like contact information and addresses) at any time and without having to complete a license sale / transaction. To edit customer account information, follow these simple instructions:

1. Navigate to the Customer Profile / Customer Information page.
2. Select the **Update Info** button to edit certain customer account fields, as shown in the figure:



3. Make any necessary changes, and select **Update Customer** to save these changes to the customer account.

The screenshot shows a form for updating customer address information. The form is titled 'Update Address' and has three tabs: 'Primary Address', 'Different Mailing Address', and 'International Address'. The 'Primary Address' tab is selected. The form contains the following fields:

- Street: * (3212 Bailey Drive)
- Apt / Suite / Other: (empty)
- City: * (Iowa City)
- State: * (Iowa)
- Zip Code: * (52240)
- County: * (Johnson (52))

At the bottom of the form, there are two buttons: 'Update Customer' (blue) and 'Cancel' (red).

Sales / Void

To view all transactions for a specific customer, simply navigate to the **Customer Information** page and select the **Sales / Void** button. The **Customer Transaction History** page will appear as shown in the figure below.

The screenshot shows the 'Customer Information' page for 'Love To Fish' (DNR Customer ID: 1000222118). The 'Sales / Void' button in the navigation menu is highlighted with a red box. Below the menu, customer details are displayed in three columns:

- Customer Name:** Love To Fish
- Date of Birth:** 6/24/1983
- E-mail:** irene.delagarza@brandtinfo.com
- Driver's License Number:** 118634478 (IA)
- DNR Customer ID:** 1000222118
- Mailing Address:** 3212 Bailey Drive, Iowa City, IA 52240 (Johnson (52))
- Current Resident:** Yes
- Phone:** (321) 507-0077
- Secondary Phone:** Not Provided
- Hunter Safety:** 11051983, (IA)

On the Customer Transaction History page, you can:

- Reprint a customer's license documents within 10 minutes of the transaction time for cases where printer issues caused the license document to not print immediately after the transaction.
- Void transactions completed at the sales location within the designated time frame allowed by the user's role access level. See the [Voiding Transactions](#) section for step-by-step instructions on voiding transactions.

The screenshot shows the 'Customer Transaction History' page for 'Love To Fish' (DNR Customer ID: 1000222118). The page displays a table of transactions with the following data:

Transaction #	Date	Customer	DNR Customer ID	Status	Business Name	Username	Amount	Void Transaction?
16732927	1/29/2019 9:19:07 PM	FISH	1000222118	Paid	Test License Agent (992034)	training.agent	\$26.00	Select One
16732923	1/29/2019 6:52:40 PM	FISH	1000222118	Paid	Brandt Service Desk (880002)	training.account	\$0.00	Select One

- **Transaction #** — Transaction # of the order
- **Details** — Select **Details** to view the details of the transaction (see the section below).
- **Date** — Date and time the transaction was processed.
- **Customer** — Customer's last name associated with the transaction; click the name to access the customer profile.

- **DNR Customer ID** — A unique identifier that links DNR transactions to the customer record; click the number to access the customer profile.
- **Status** — Displays the status of the transaction, such as *Paid, Voided, Void Pending*
- **Business Name** — Displays the license agent’s business name.
- **Username** — Displays the name of the user who processed the transaction.
- **Void Transaction** — Displays the void selection list if within the void time frame, or the void status if the order has already been voided.

Current Licenses

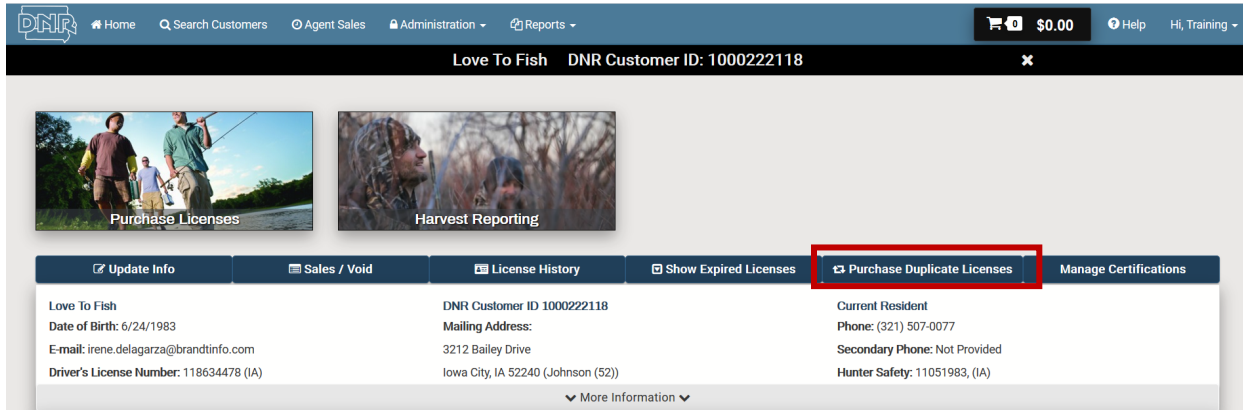
If the customer has any current licenses, these will appear in the **My Licenses** section on the **Customer Profile**.

My Licenses	Effective Date	Expiration Date
RES BOUNDARY WATER TROTLINE	12/15/2019	01/10/2020
BONUS LINE - 3RD FISH LINE	12/15/2019	01/10/2020
OUTDOOR COMBO HUNT/FISH/HAB	12/15/2019	01/10/2020
GINSENG HARVEST	09/01/2019	03/15/2020

Selling Duplicate Licenses

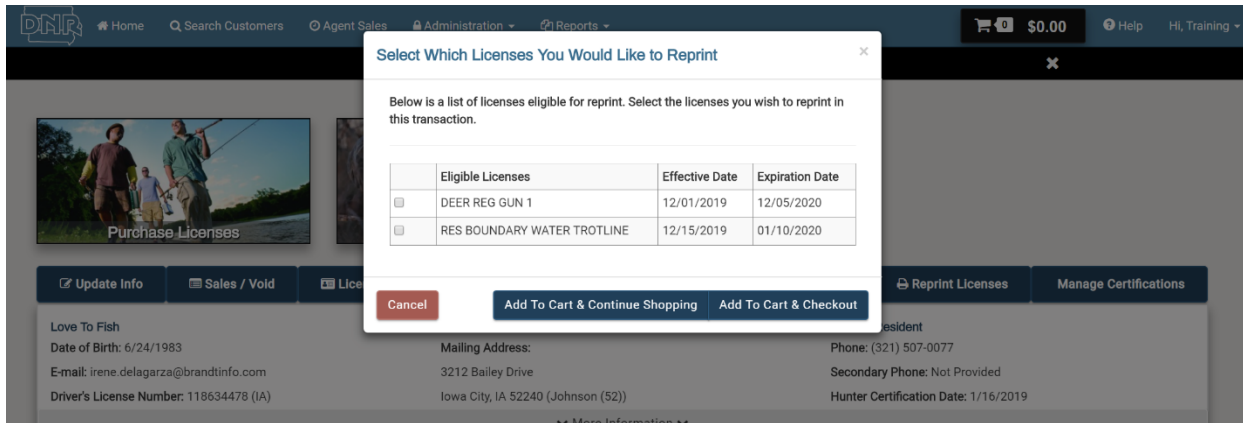
License Agents will continue to sell duplicate licenses to customers who wish to purchase a durable stock replacement license for \$4.50 per privilege.

- On the customer's profile, click the **Purchase Duplicate Licenses** button.



Purchase Duplicate Licenses: The button is only displayed if the customer has an active license on file.

- You will be prompted to select which license type to reprint. Only current and eligible licenses can be reprinted.



- Once you have selected the licenses, you can continue shopping or add the items to cart and proceed to checkout.
- On the checkout page, click **Process Order** to complete the order.

The screenshot shows the DNR checkout interface. At the top, there is a navigation bar with 'Home', 'Search Customers', 'Agent Sales', 'Administration', and 'Reports'. A shopping cart icon shows a total of \$4.50. Below the navigation bar, the page title is 'Love To Fish DNR Customer ID: 1000222118'. The main content area is titled 'Checkout Details' and contains a table with the following data:

Item	Detail	Term	Start Date	End Date	Quantity	Cost	
1	Duplicate - DEER REG GUN 1	Love To Fish	Annual	01/18/2019	01/30/2020	1	\$4.50

Below the table, the subtotal is \$4.50, handling fees are \$0.00, and the total is \$4.50. At the bottom left, there are two buttons: 'Cancel' and 'Process Order', with the 'Process Order' button highlighted by a red rectangular box.

- The license document will automatically print. Select the **Print License / Receipt** button to print the documents if the license does not automatically print.

The screenshot shows the DNR transaction confirmation page. At the top, the navigation bar is similar to the checkout page, but the shopping cart icon shows a total of \$0.00. The page title is 'Love To Fish DNR Customer ID: 1000222118'. A green banner at the top of the main content area reads: 'Checkout Completed! Thank you for your purchase! We e-mailed a copy of the license to: irene.delagarza@brandtinfo.com'. Below this banner is a 'Continue Shopping' button. The main content area is titled 'Transaction Details' and contains a table with the following data:

License	Detail	Term	Start Date	Expire Date
Duplicate - DEER REG GUN 1	Love To Fish	Annual	01/18/2019	01/30/2020

Below the table, the subtotal is \$4.50, handling fee is \$0.00, and the total is \$4.50. At the bottom left, there are two columns of customer information:

Love To Fish Date of Birth: 6/24/1983 E-mail: irene.delagarza@brandtinfo.com Driver's License Number: 118634478 (IA)	DNR Customer ID 1000222118 Mailing Address: 3212 Bailey Drive Iowa City, IA 52240 (Johnson (52))	Current Resident Phone: (321) 507-0077 Secondary Phone: Not Provided Hunter Certification Date: 1/16/2019
--	--	---

At the top right of the 'Transaction Details' section, there are two buttons: 'Void Transaction' and 'Print License / Receipt', with the 'Print License / Receipt' button highlighted by a red rectangular box.

Printing License Documents

If your sales location is using **Point of Sale hardware** issued by DNR's vendor, the license document will automatically print upon checkout.

If your sales location is using its **own hardware**, the license document will automatically open for printing. Simply follow the directions on your printer dialog box to print the document. See example below.

The screenshot shows a 'Print' dialog box in the foreground. The dialog box contains the following information:

- Printer Name: Canon MG3100 series
- Status: Ready
- Type: Canon MG3100 series Printer
- Where: USB001
- Comment: (empty)
- Print to file:
- Print range:
 - All
 - Pages from: 1 to: 1
 - Selection
- Copies: Number of copies: 1
- Collate:
- Buttons: OK, Cancel

The background page shows a transaction confirmation screen with the following details:

- Checkout Completed! Thank you for your purchase!
- Temporary Authorization Number: 0212424083763101292
- Transaction Status: 1 - Paid
- License: COMMERCIAL FISH HELPER
- Detail: Love To Fish
- Term: Annual
- Start Date: 01/29/2019
- Expire Date: 01/10/2020
- Subtotal: \$52.00
- Handling Fee: \$0.00
- Total: \$52.00

Durable Hard Cards

Through the new licensing system, Iowa DNR is now offering durable hard card licenses available only for annual licenses as a \$5 option upgrade. The hard card offers customers a durable, stylish, and long lasting option to carry their license. It fits perfectly in a wallet or pocket.

The screenshot shows a search interface for licenses. The search criteria are:

- License Name: hard card
- License Type: Enter Type / ID
- License Category: Select One

The search results are displayed under the heading 'Specialty' and include the following table:

Type	License	Description	Term	Price	
1004	COLLECTIBLE DURABLE HARD CARD		Other	\$5.00	+ Add To Cart

Hard card licenses will be mailed to the customers' mailing address on file and customers should receive their hard card licenses in the mail within 1 week from the date of purchase.

Agent Sales

In the **Agent Sales** tab, users can review a list of transactions for the agent location, which will vary based on the user role. Users will have the ability to perform the following in the Agent Sales tab:

- View daily total sales
- Search transaction by transaction date
- Print Daily Sales
- Reprint license documents within 10 minutes of the transaction time for cases where printer issues caused the license document to not print immediately after the transaction.
- Void transactions completed at the sales location within the designated time frame allowed by the user's role access level. See the [Voiding Transactions](#) section for step-by-step instructions on voiding transactions.

The screenshot shows the 'Test License Agent Order History' page for Agent ID: 992034. At the top, there is a navigation bar with 'Home', 'Search Customers', 'Agent Sales', 'Administration', and 'Reports'. A user profile bar shows 'Irene Delagarza' and 'DNR Customer ID: 299038794'. A shopping cart icon shows '\$0.00'. Below the navigation, there are buttons for 'Print Daily Sales' and 'Void Selected Orders'. A summary section shows 'Daily Total \$139.00' and '# of Transactions 7'. A search bar is present with a 'Search' button and a 'Reset' button. The main table contains the following data:

Transaction #	Date	Customer	DNR Customer ID	Status	Business Name	Username	Amount	Void Order?
16732935	1/29/2019 10:06:35 PM	FISH	1000222118	Paid	Test License Agent	training.agent	\$26.00	Select One
16732934	1/29/2019 10:05:51 PM	FISH	1000222118	Paid	Test License Agent	training.agent	\$26.00	Select One
16732933	1/29/2019 10:03:15 PM	FISH	1000222118	Paid	Test License Agent	training.agent	\$22.00	Select One
16732932	1/29/2019 9:36:08 PM	FISH	1000222118	Paid	Test License Agent	irene.agent	\$37.00	Select One

Selling Licenses

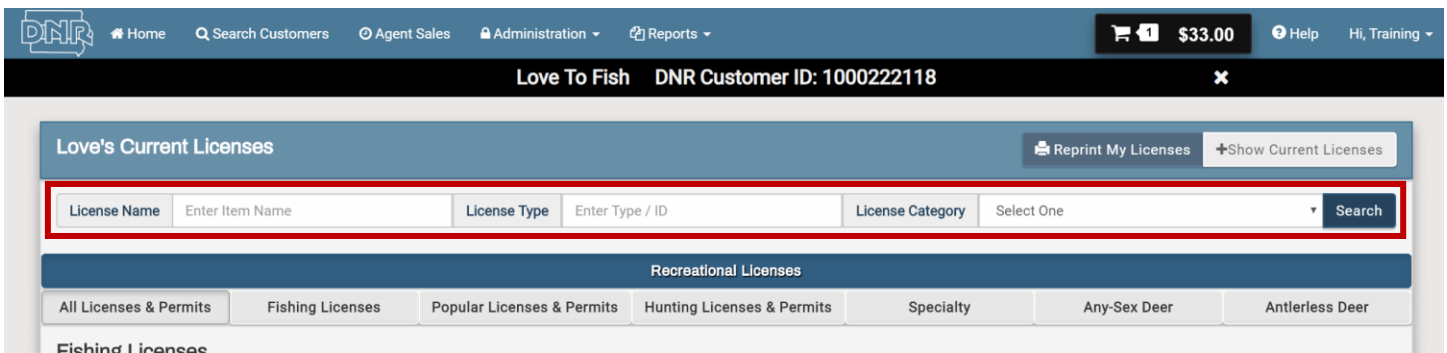
To sell licenses, the first step is to always locate or create an IDNR customer account in the Go Outdoors Iowa system. Licenses are available through the product catalog, and can be accessed by clicking on the **Purchase Licenses** tile on the customer's profile.



Searching for a License in the Catalog

The product catalog page features a Search Tool to easily locate a specific license. To locate a license, you can enter one or a combination of the following search criteria:

- License Name
- License Type ID
- License Category



The search results will be listed alphabetically by License Name. You can also sort the licenses by License Name or Type by clicking the header name.

License Name Enter Item Name License Type Enter Type / ID License Category Select One Search

Recreational Licenses

All Licenses & Permits Fishing Licenses Popular Licenses & Permits Hunting Licenses & Permits Specialty Any-Sex Deer Antlerless Deer

Fishing Licenses

Type	License	Description	Term	Price	
92	RESIDENT TROUT FISH FEE	?	Annual	\$14.50	+ Add To Cart

Popular Licenses & Permits

Type	License	Description	Term	Price	
1004	COLLECTIBLE DURABLE HARD CARD	?	Other	\$5.00	+ Add To Cart

Hunting Licenses & Permits

Type	License	Description	Term	Price	
860	DUPLICATE HUNT ED CERTIFICATE	?	Season	\$4.50	+ Add To Cart
37	RESIDENT APPRENTICE HUNT/HAB	?	Annual	\$35.00	+ Add To Cart
16	RESIDENT FUR HARVEST 16+	?	Annual	\$26.00	+ Add To Cart

Browsing the Product Catalog

To access the catalog, click on the **Purchase Licenses** tile on the customer’s profile.

The catalog is grouped by Recreational product classes, which contains a list of all licenses and products the customer is eligible to purchase based on their age, residency, and other business rules.

Recreational Licenses – the catalog of licenses includes categories, such as the following. Note that not all categories will be displayed at all times, depending on the season and customer eligibility status.

- Fishing Licenses
- Popular Licenses & Permits
- Hunting Licenses & Permits
- Specialty
- Any-Sex Deer
- Antlerless Deer

Recreational Licenses

All Licenses & Permits Fishing Licenses Popular Licenses & Permits Hunting Licenses & Permits Specialty Any-Sex Deer Antlerless Deer

To view the licenses or products for each product class, simply click on the catalog menu tab.

Once you are on the main catalog page, you can:

- Click **Add to Cart** to add the desired license to the customer’s shopping cart.
- **Browse items in the catalog** by product category, like fishing or hunting.
- Click the **My Cart** icon to view all items currently in the customer’s cart.
- Click **[X]** on the **customer navigation bar** to cancel the transaction and exit the customer account.
- View the **Price** of each item available to the customer.

The screenshot displays the 'Love To Fish' interface for a customer with ID 1000222118. At the top, a navigation bar includes links for Home, Search Customers, Agent Sales, Administration, and Reports. A shopping cart icon shows a total of \$28.50. The main content area is titled 'Love's Current Licenses' and contains a table with the following data:

License	Type	Term	Effective Date	Expiration Date
RES BOUNDARY WATER TROTLINE	Resident	Annual	12/15/2019	01/10/2020
BONUS LINE - 3RD FISH LINE	All	Annual	12/15/2019	01/10/2020
OUTDOOR COMBO HUNT/FISH/HAB	Resident	Annual	12/15/2019	01/10/2020
GINSENG HARVEST	Resident	Annual	09/01/2019	03/15/2020

Below the current licenses, there is a search bar with fields for License Name, License Type, and License Category, along with a Search button. The 'Recreational Licenses' section is active, showing sub-categories: All Licenses & Permits, Fishing Licenses, Popular Licenses & Permits, Hunting Licenses & Permits, Specialty, and Any-Sex Deer. The 'Fishing Licenses' sub-category is selected, displaying a table with the following data:

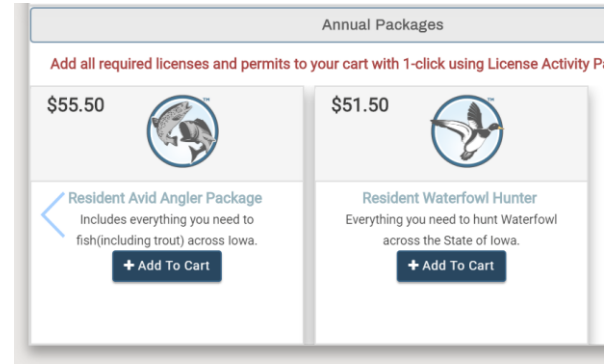
Type	License	Description	Term	Price	Action
92	RESIDENT TROUT FISH FEE	?	Annual	\$14.50	+ Add To Cart

The 'Popular Licenses & Permits' sub-category is also visible, showing a table with the following data:

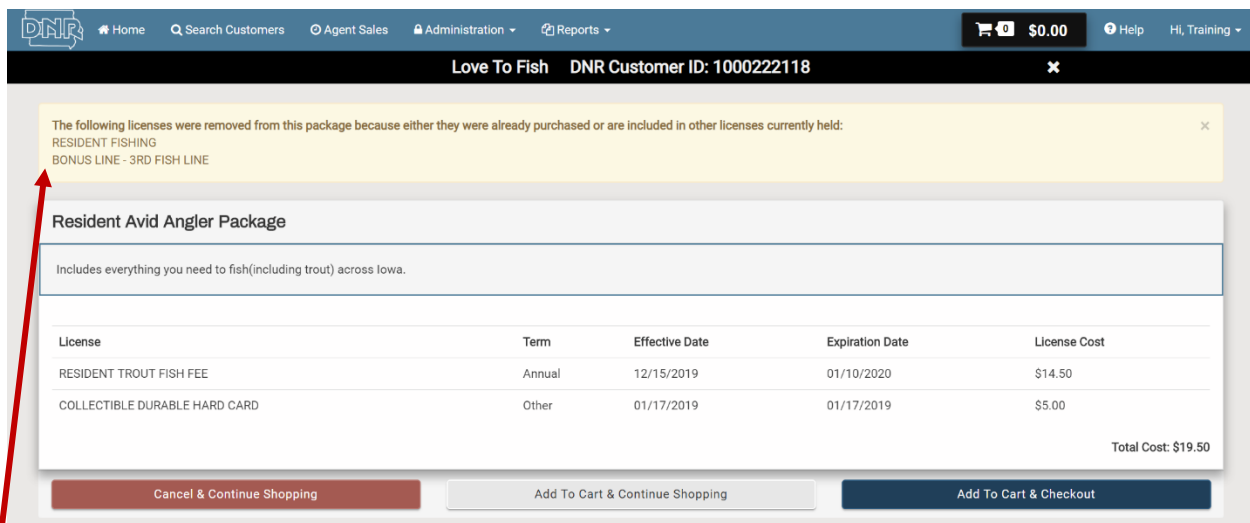
Type	License	Description	Term	Price	Action
1004	COLLECTIBLE DURABLE HARD CARD	?	Other	\$5.00	+ Add To Cart

License Activity Packages

A new feature offered through the Go Outdoors Iowa license sales system, **License Activity Packages**, offers License Agents a one-click user workflow to add all required licenses and permits to the customer shopping cart based on the fishing or hunting activity the customer would like to participate in. You can view and add packages to the cart from the customer profile screen.



1. To add a package to cart, simply click on the **Add to Cart** button on the activity package.



Note: If the customer already purchased some of the required licenses included in the Activity Package or some of the licenses are already included in other licenses currently held, a message will appear at the top of the screen and only the licenses not currently held will be added to the package.

2. Next, choose one of the following options:
 - **Cancel & Continue Shopping** — Cancel the addition of this license to the cart and return to the product catalog.
 - **Add to Cart & Continue Shopping** — Add the selected license to the shopping cart and continue shopping for additional licenses.
 - **Add to Cart & Checkout** — Add the license to the cart and finalize the transaction.

Adding Licenses to the Customer Shopping Cart

To sell individual items, select the **Purchase Licenses** tile from the Customer Profile,

1. On the **License Catalog** page, locate the desired license and select **Add to Cart**.

The screenshot displays the 'License Catalog' interface for a customer named 'Love To Fish' with ID 1000222118. The interface includes a search bar and navigation tabs for 'Recreational Licenses'. The 'Fishing Licenses' section is active, showing a table with the following items:

Type	License	Description	Term	Price	Action
92	RESIDENT TROUT FISH FEE	?	Annual	\$14.50	+ Add To Cart

The 'Popular Licenses & Permits' section shows:

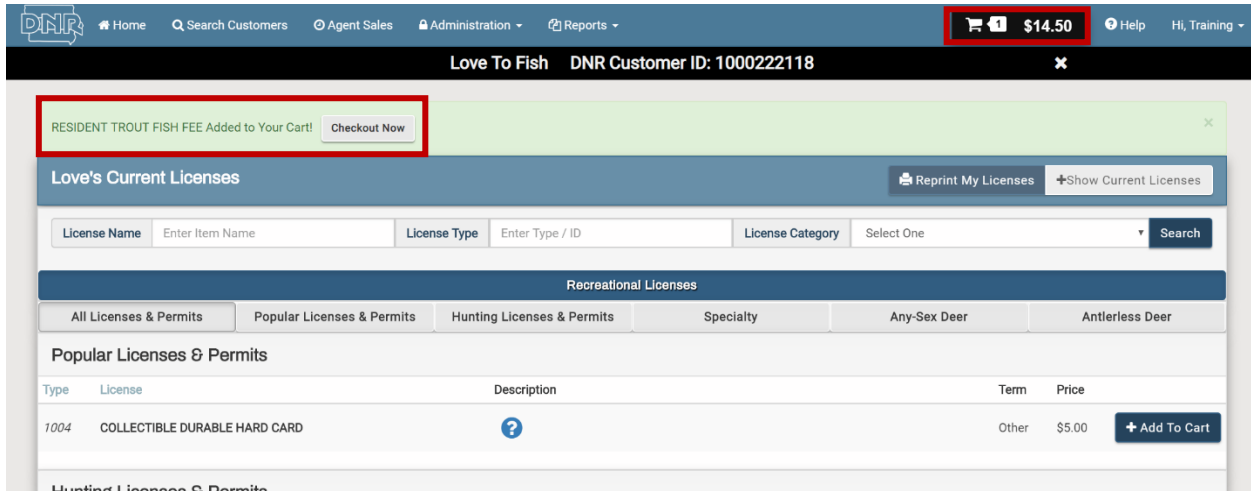
Type	License	Description	Term	Price	Action
1004	COLLECTIBLE DURABLE HARD CARD	?	Other	\$5.00	+ Add To Cart

The 'Hunting Licenses & Permits' section shows:

Type	License	Description	Term	Price	Action
200	DEER REG GUN 1	?	Season	\$33.00	+ Add To Cart
860	DUPLICATE HUNT ED CERTIFICATE	?	Season	\$4.50	+ Add To Cart
37	RESIDENT APPRENTICE HUNT/HAB	?	Annual	\$35.00	+ Add To Cart

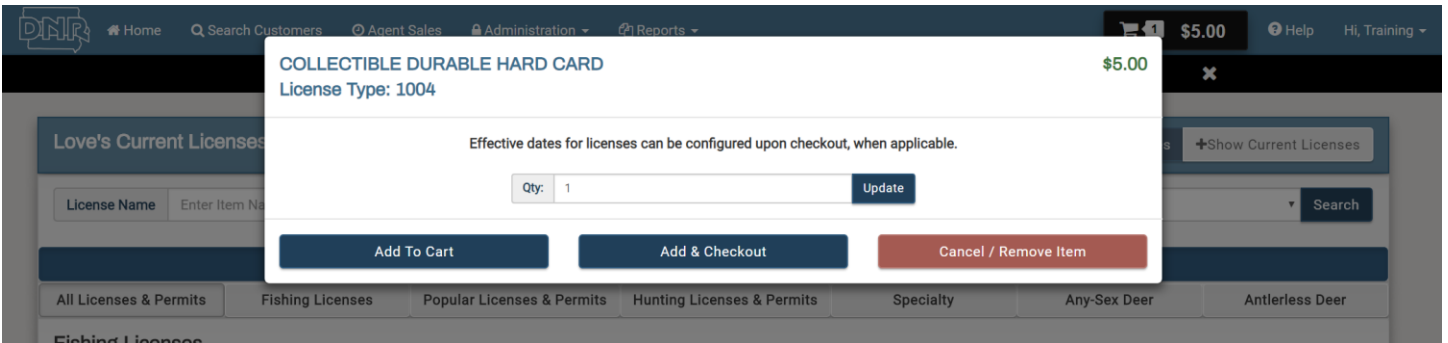
Note: The product catalog will display available licenses and items based on the customer’s eligibility and license requirements, including residency, age, license requirements, season, and more. If a license does not appear in the catalog, the customer may not be eligible to purchase the item.

2. You can continue to add more licenses to the cart by simply clicking **Add to Cart** or choose to checkout by selecting on the **Checkout Now** button or the **Cart** icon.

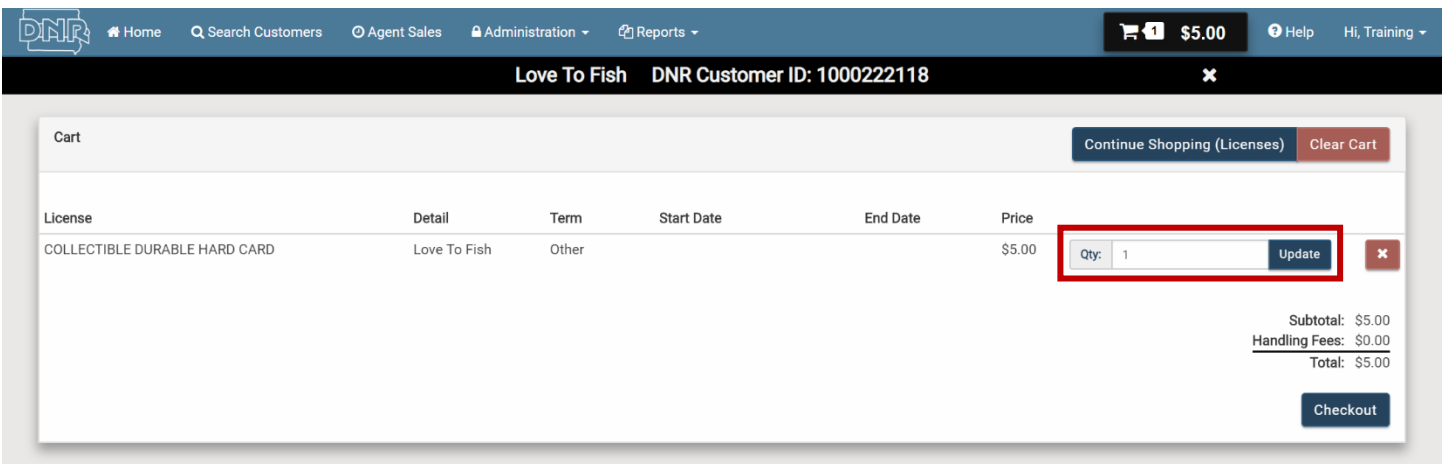


Multiple Quantity Licenses

Some licenses can be purchased in multiple quantities. On the pop up display, enter the number of items you would like to add to the cart, click **Update** and add the item(s) to cart.



You can also update the quantity on the cart page.

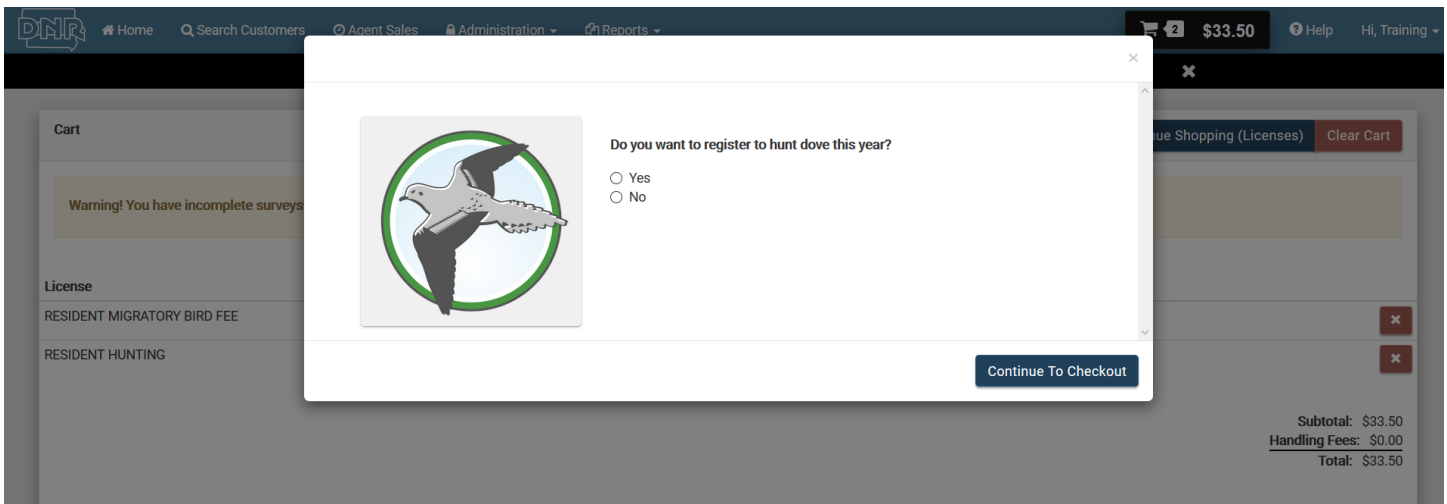


Surveys and Cross Sells

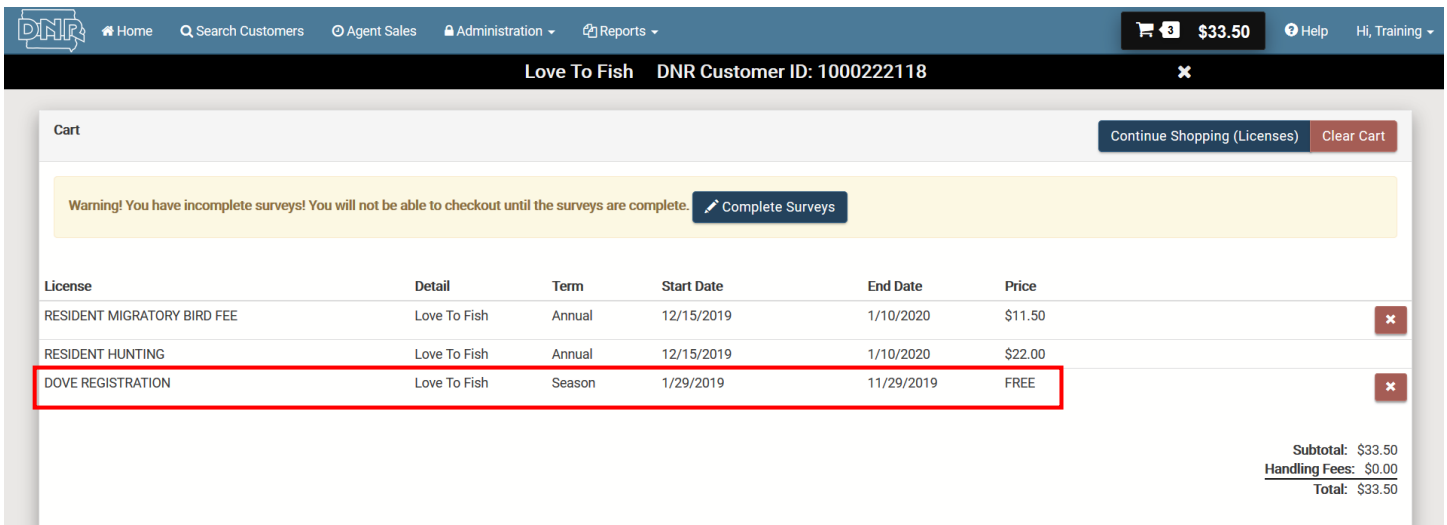
When adding certain licenses and items to the customer’s shopping cart, you will be prompted with a **cross sell question** or **survey** associated with the item added to the cart during checkout.

Cross Sells

When you add a license to the cart that has a cross sell question, the cross sell pop up will be displayed.



If you select **Yes**, the license / item will be added to the cart.



Surveys

The application will automatically recognize licenses that require the completion of a survey or question and direct you to the survey / data entry page.

The screenshot shows the top navigation bar with the DNR logo, Home, Search Customers, Agent Sales, Administration, and Reports. The user is logged in as 'Hi, Training' with a cart value of \$33.50. Below the navigation bar, the page title is 'Love To Fish' and the customer ID is '1000222118'. The main content area is titled 'Cart' and contains a warning message: 'Warning! You have incomplete surveys! You will not be able to checkout until the surveys are complete.' A 'Complete Surveys' button is highlighted in a red box. Below the warning is a table of items in the cart:

License	Detail	Term	Start Date	End Date	Price
RESIDENT MIGRATORY BIRD FEE	Love To Fish	Annual	12/15/2019	1/10/2020	\$11.50
RESIDENT HUNTING	Love To Fish	Annual	12/15/2019	1/10/2020	\$22.00
DOVE REGISTRATION	Love To Fish	Season	1/29/2019	11/29/2019	FREE

At the bottom right of the cart, the totals are: Subtotal: \$33.50, Handling Fees: \$0.00, Total: \$33.50. There are 'Continue Shopping (Licenses)' and 'Clear Cart' buttons at the top right of the cart area.

Choose from each of the survey question drop-downs and then select the **Submit** button to continue when all questions are answered.

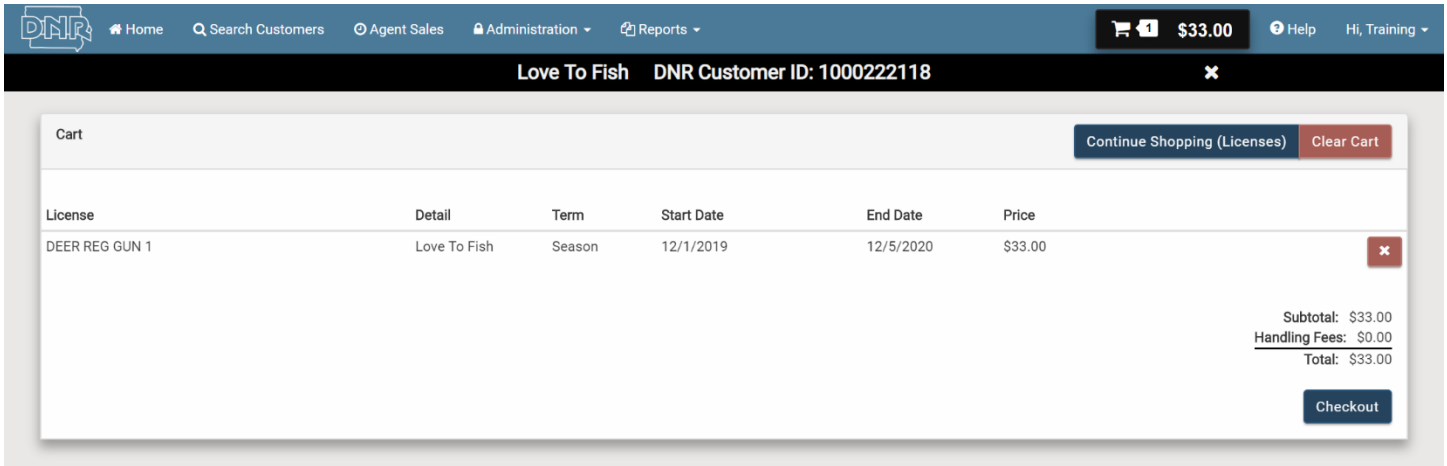
The screenshot shows the top navigation bar with the DNR logo, Home, Search Customers, Agent Sales, Administration, and Reports. The user is logged in as 'Hi, Training' with a cart value of \$16.50. Below the navigation bar, the page title is 'Love To Fish' and the customer ID is '1000222118'. The main content area is titled 'Survey' and contains a message: 'To complete the purchase of this item, please complete the survey below. Your item will NOT be processed with the rest of your cart without the completion of the survey below.' The survey is titled 'Federal Migratory Bird Survey' and contains six questions, each with a drop-down menu:

- How many Ducks did you bag in Iowa last season? (Drop-down: -- Select One --)
- How many Geese did you bag in Iowa last season? (Drop-down: -- Select One --)
- Did you hunt Brant in Iowa last season? (Drop-down: -- Select One --)
- Did you hunt Coots or Snipe in Iowa last season? (Drop-down: -- Select One --)
- Did you hunt Rails in Iowa last season? (Drop-down: -- Select One --)
- Did you hunt Woodcock in Iowa last season? (Drop-down: -- Select One --)


A 'Submit' button is located at the bottom right of the survey form.

Managing the Customer Shopping Cart

On the customer **Shopping Cart** screen, you can make changes to order items prior to checkout. You can access the customer shopping cart at any time by selecting the **Cart** icon at the top of the system menu.



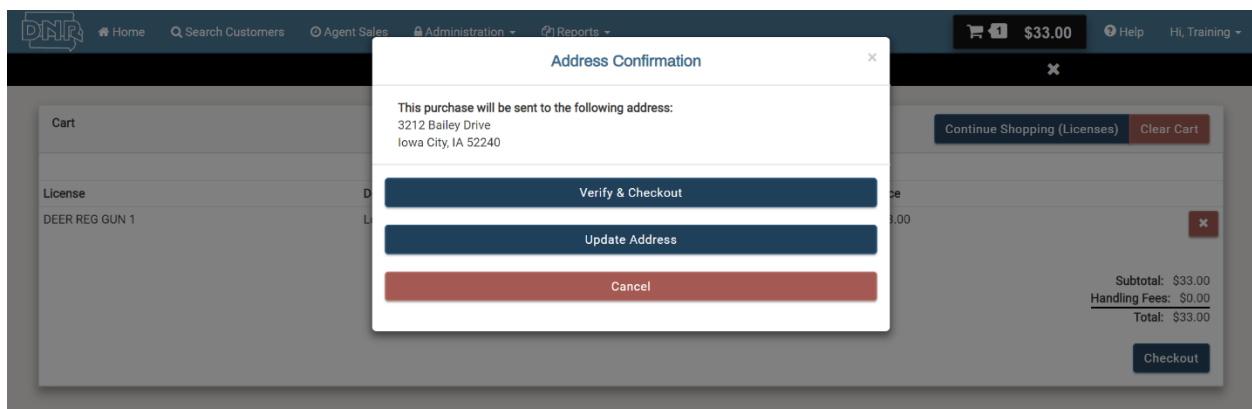
To Update or Remove Items from the Shopping Cart:

- Remove a specific item in the shopping cart by clicking the  icon.
- **Continue Shopping (Licenses)** — Returns user to the license catalog to add more licenses to the customer shopping cart.
- **Clear Cart** — Remove all the items in the cart.

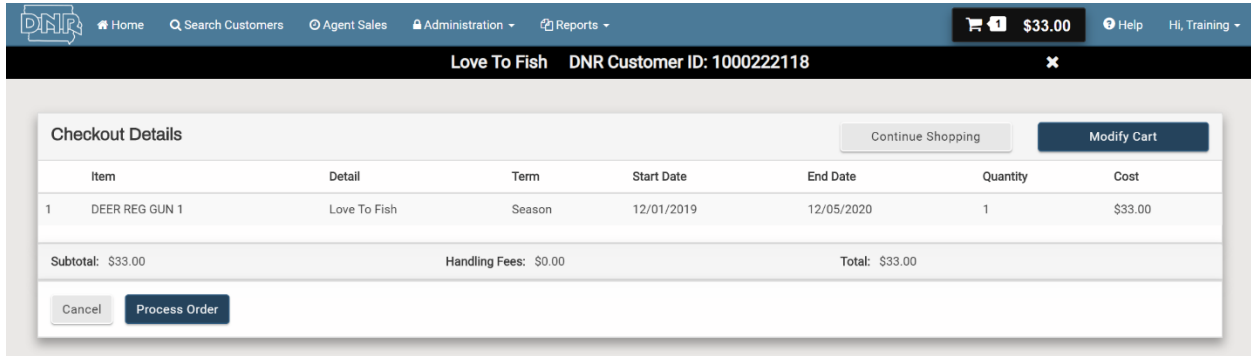
Checking Out & Collecting Payment

Once all items have been added to the cart and you have selected the **Checkout** option, you will be taken to the checkout page to finalize and process the transaction.

1. If there are items in the cart that need to be mailed, you will be prompted to verify or update the customer's address.



- Once you have verified or updated the address, you will be redirected to the **Checkout Details** page. Review all transaction items with the customer to verify accuracy.



Modifying the cart: On the checkout page, you can add or remove items in the shopping cart by clicking the **Modify Cart** button, which will open to the customer shopping cart.

- Collect payment from the customer for the full transaction amount using your sales location’s payment processing and cashiering system.

Important: License Agents should collect the total amount due *before* clicking **Process Order** and providing the customer with the license document.

- Once the transaction amount is paid in full, select the **Process Order** button to proceed to the confirmation page.
- The license document will automatically print or open for printing depending on the hardware your sales location is using. See [Printing License Documents](#) section.
- The confirmation page will indicate that the checkout is complete.
 - Select the **Continue Shopping** button to continue to shop for additional licenses for the same customer.
 - If you are using vendor provided POS hardware or have the Chrome Silent Printing feature enabled, the license documents will automatically print. If you do not have either of these features, you may need to select **Print** on your printer dialog box to initiate the print. If the documents do not print automatically, select the **Print License / Receipt** button to load a PDF of the license documents for printing.
 - Select **Void Transaction** to reverse the transaction and void the license.

Checkout Completed! Thank you for your purchase!
We e-mailed a copy of the license to: irene.delagarza@brandtinfo.com

Continue Shopping

Void Transaction Print License / Receipt

Temporary Authorization Number: 0194624083200101172	Transaction Number: 16732775	Transaction Date: Thursday, January 17, 2019 7:46:48 PM	Agent: 992034-Test License Agent	
Transaction Status: 1 - Paid				
License	Detail	Term	Start Date	Expire Date
DEER REG GUN 1	Love To Fish	Season	12/01/2019	12/05/2020
Subtotal: \$33.00		Handling Fee: \$0.00	Total: \$33.00	

Love To Fish Date of Birth: 6/24/1983 E-mail: irene.delagarza@brandtinfo.com Driver's License Number: 118634478 (IA)	DNR Customer ID 1000222118 Mailing Address: 3212 Bailey Drive Iowa City, IA 52240 (Johnson (52))	Current Resident Phone: (321) 507-0077 Secondary Phone: Not Provided Hunter Certification Date: 1/16/2019
---	---	--

Voiding Transactions

Void Permissions & Timeframes

License Agents will have escalated void permissions in the Go Outdoors Iowa system:

- **Agent Clerks** will have the ability to void their own sales within 4 hours of the transaction.
- **Agent Supervisors** will also have the ability to void transactions within 4 hours of the transaction.
- **Agent Managers** will also have the ability to void transactions within 4 hours of the transaction.

Important

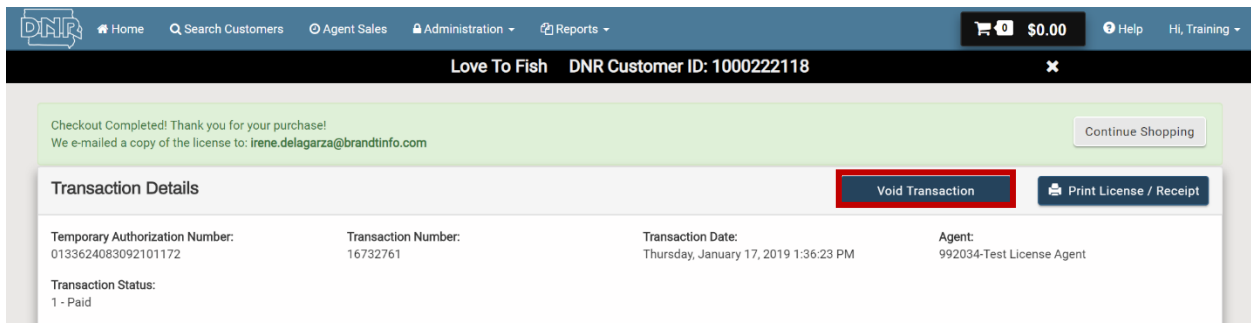
- License Agents are responsible for returning money to customers for voided transactions completed at the sales location. DNR does not provide customers with a refund for transactions where funds are collected at the license agent location.
- If you are voiding a transaction and the license document has been printed, you must continue to mail the license document back to Iowa DNR within 60 days to avoid being charged for the transaction.

Voiding a Transaction

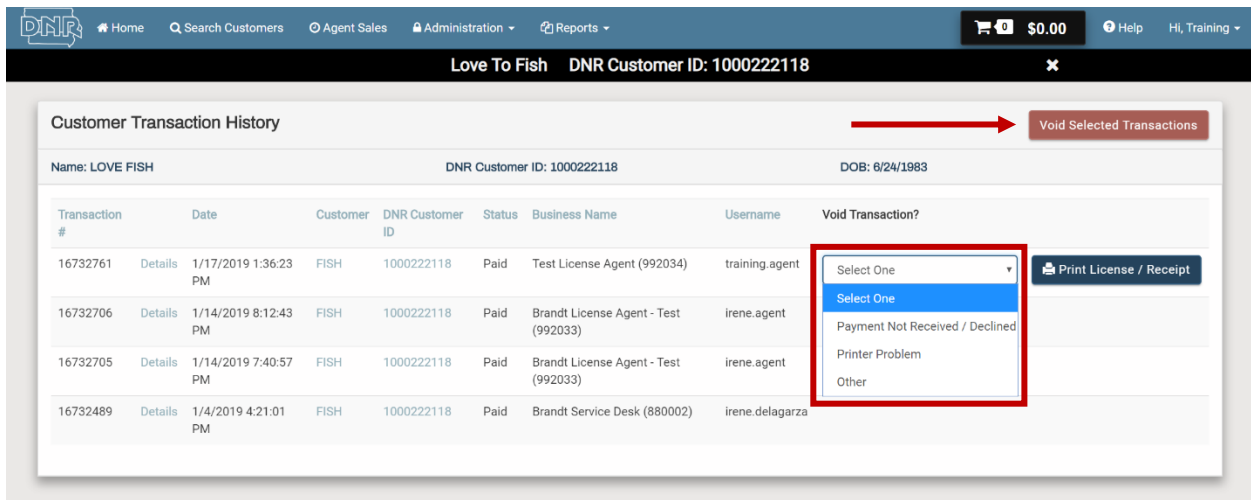
There are a few pages in the Go Outdoors Iowa Point of Sale system where license agents can void a transaction. **Note: These are all dependent on your void permissions and timeframes.**

Voiding a Transaction from the Checkout Confirmation Page

1. Upon completing the checkout process, you will see the **Void Transaction** button.

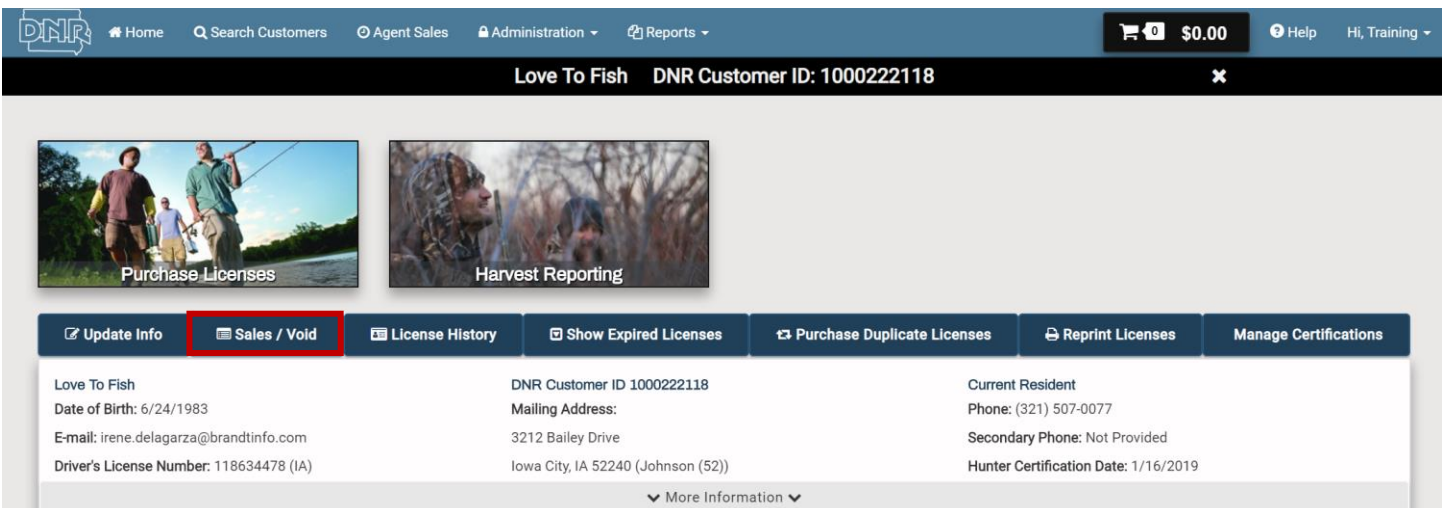


2. Selecting this option will take you to the Customer Transaction History page, where you can select the Void Reason and complete the void process.



Voiding a Transaction from the Customer Profile Page

As outlined on the [Sales / Void](#) section, you can access a customer account and void a transaction that was processed at your agent location.



Voiding a Transaction from the Agent Sales Page

License agents can access the Agent Sales page by selecting the [Agent Sales](#) tab. This page displays the lists of all transactions processed at your agent location.

Depending on the void window and your user role, you can void transactions from the Agent Sales page.

The screenshot shows the 'Agent Sales' page for 'Love To Fish' with DNR Customer ID: 1000222118. The 'Agent Sales' tab is highlighted in the navigation bar. A table displays transaction details for a license agent. A dropdown menu is open for the 'Void Order?' column, showing options: 'Select One', 'Payment Not Received / Declined', 'Printer Problem', and 'Other'. A 'Print License / Receipt' button is visible next to the transaction row.


Transaction #	Date	Customer	DNR Customer ID	Status	Business Name	Username	Amount	Void Order?
16732761	1/17/2019 1:36:23 PM	FISH	1000222118	Paid	Test License Agent	training.agent	\$14.50	Select One


The screenshot shows the same 'Agent Sales' page after a void action. A green notification banner at the top states: 'Void successful. Please mail license documents to DNR.' The transaction in the table now has a status of 'Void Pending' and a 'Pending' tag in the 'Void Order?' column.

Transaction #	Date	Customer	DNR Customer ID	Status	Business Name	Username	Amount	Void Order?
16732761	1/17/2019 1:36:23 PM	FISH	1000222118	Void Pending	Test License Agent	training.agent	\$14.50	Pending

Void Reasons

If an Agent selects **Payment Not Received** or **Other** – it needs to be reviewed by Iowa DNR. If approved, it displays “Returned”. If not approved, the status is updated to “Void Denied/Charged”. If an Agent selects **Printer Problems**, it doesn’t require an approval from IDNR so the transaction is automatically set to “Voided”.


[Home](#)
[Search Customers](#)
[Agent Sales](#)
[Administration](#)
[Reports](#)

 \$0.00
 [Help](#)
Hi, Training

Love To Fish DNR Customer ID: 1000222118

Customer Transaction History

Void Selected Transactions

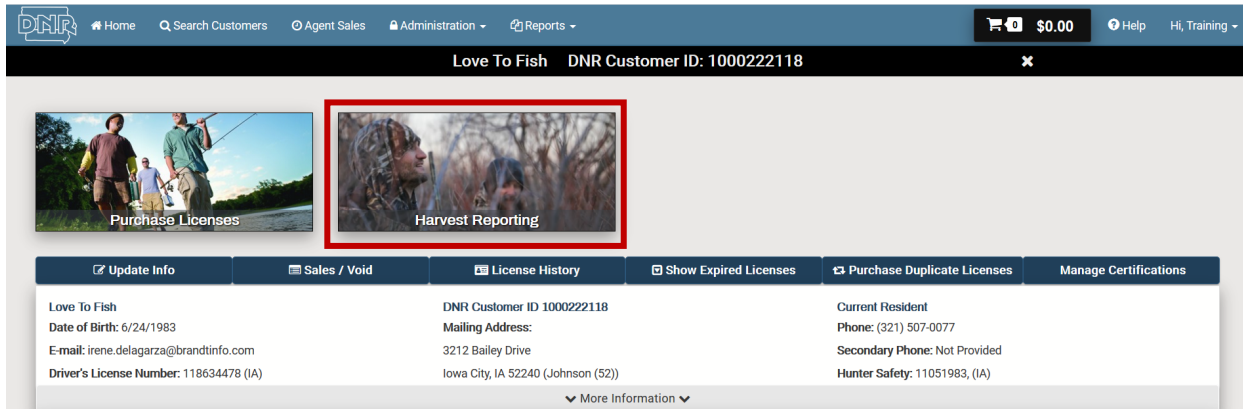
Name: LOVE FISH DNR Customer ID: 1000222118 DOB: 6/24/1983

Transaction #	Date	Customer	DNR Customer ID	Status	Business Name	Username	Void Transaction?
16732765	Details 1/17/2019 2:10:41 PM	FISH	1000222118	Voided	Test License Agent (992034)	training.agent	Returned
16732764	Details 1/17/2019 2:09:34 PM	FISH	1000222118	Voided	Test License Agent (992034)	training.agent	Voided
16732761	Details 1/17/2019 1:36:23 PM	FISH	1000222118	Paid	Test License Agent (992034)	training.agent	Void Denied / Charged Print License / Receipt
16732706	Details 1/14/2019 8:12:43 PM	FISH	1000222118	Paid	Brandt License Agent - Test (992033)	irene.agent	
16732705	Details 1/14/2019 7:40:57 PM	FISH	1000222118	Paid	Brandt License Agent - Test (992033)	irene.agent	
16732489	Details 1/4/2019 4:21:01 PM	FISH	1000222118	Paid	Brandt Service Desk (880002)	irene.delagarza	

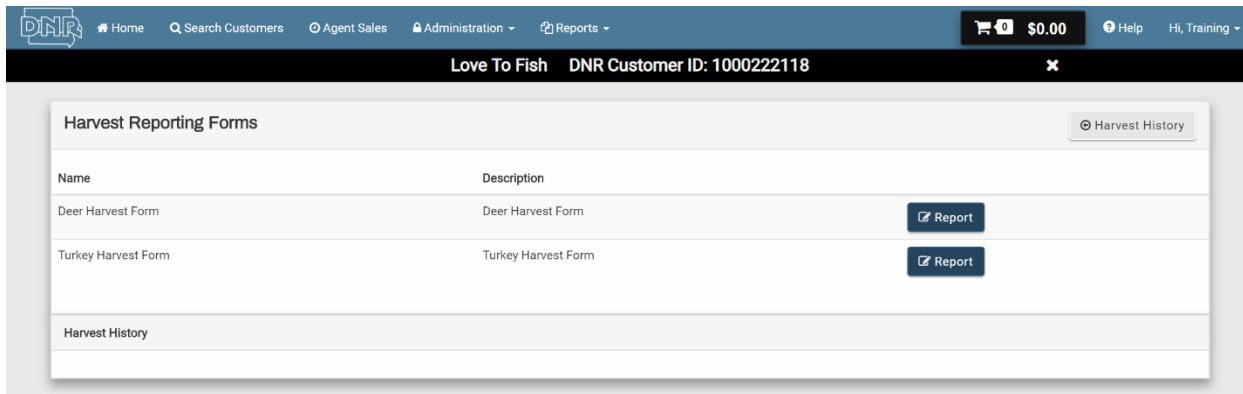
Harvest Registration

To begin the harvest registration process:

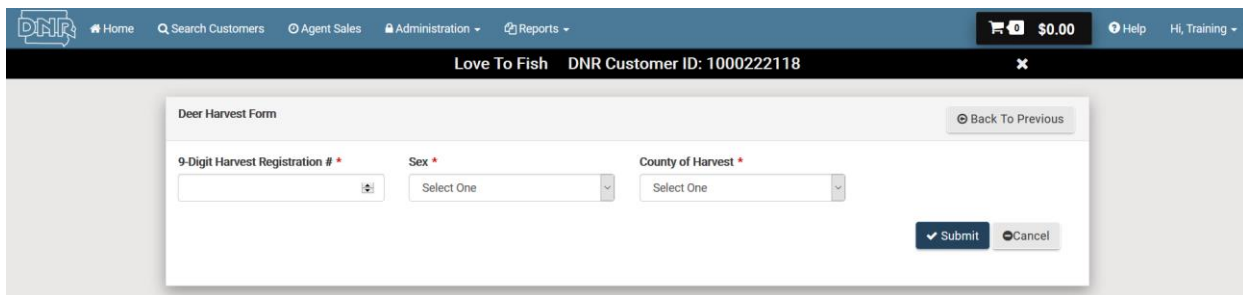
1. When you have located the correct customer account, select the **Harvest Reporting** tile on the Customer Profile home page.



2. Select **Report** on the harvest reporting form of the species of you would like to report.



3. Complete the harvest form with the information available to you.



4. Once you have entered all harvest information, select **Submit**.
5. You will be taken to a confirmation page with an overview of the harvest details. From there, you can:
 - Report Another Harvest;
 - View or Print the Customer's Harvest Confirmation Card; or

- Return to the Customer’s Harvest Log to view harvest details.

The screenshot shows a web application interface for the Iowa Department of Natural Resources (DNR). The top navigation bar includes links for Home, Search Customers, Agent Sales, Administration, and Reports. A shopping cart icon shows a balance of \$0.00. The user is logged in as 'Love To Fish' with a DNR Customer ID of 1000222118. The main content area displays 'Deer Harvest Form Details' with a confirmation number of 24328924. The form includes the following information:

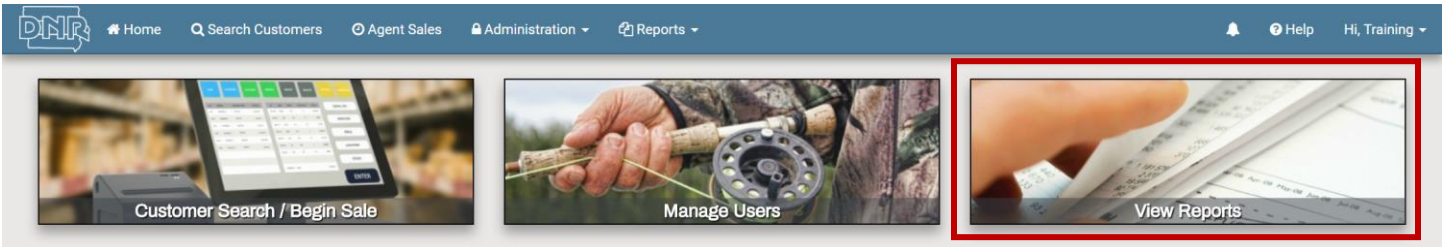
Agent: 992034 - Test License Agent	Submitted By: SD / Agent User	Channel: Online
DNR Customer ID: 1000222118	Name: FISH, LOVE	Date Submitted: 1/17/2019 9:27:52 PM
Date of Harvest: 1/17/2019	9-Digit Harvest Registration #: 123456789	Sex: Button Buck
County of Harvest: Adair (01)		

Accessing Reports

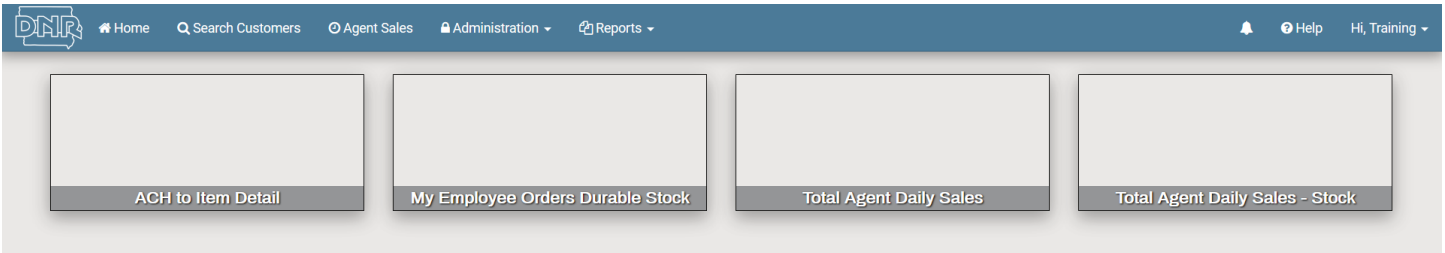
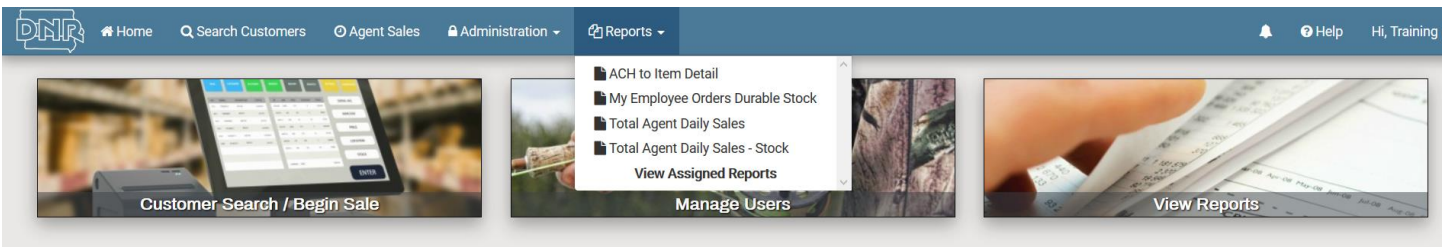
License Agents will have access to view and print reports through the system at any time.

There are two ways to access the Reports section of the system:

From the home page of the Agent Point of Sale module, select the **View Reports** tile to access the full list of the reports available.



On the header menu, select the **Reports** dropdown menu to access the full list of reports available.



Total Agent Daily Sales

The Total Agent Daily Sales report is available to all License Agent users. Select the **Print on Durable Stock** button to print the report.

Total Agent Daily Sales
For Agent 668 on 1/29/2019

DNR Customer ID	Tran Nbr	Time	Status	Sale Amount
1000222114	16732912	1/29/2019 1:57 PM	Voided	\$9.00
1000222114	16732912	1/29/2019 1:57 PM	Voided	(\$9.00)
1000222134	16732916	1/29/2019 2:39 PM	Paid	\$101.00
1000222143	16732921	1/29/2019 4:24 PM	Paid	\$28.50
78074408	16732925	1/29/2019 9:06 PM	Voided	\$4.50
78074408	16732925	1/29/2019 9:06 PM	Voided	(\$4.50)
78074408	16732925	1/29/2019 9:06 PM	Voided	(\$4.50)
78074408	16732925	1/29/2019 9:06 PM	Voided	\$4.50
Grand Total:				\$129.50

Page 1 of 1 / Report Run Date: 1/31/2019 7:37:46 PM

ACH to Item Detail Report

The **ACH to Item Detail Report** provide Agent Managers and POS Accountants with both high level and drill down details for the current ACH period.

ACH To Item Detail

The ACH to Item Detail report lists all ACH account sweep files which have been created for your agent account within the past 13 months. For each line, the Net ACH column indicates the amount which will be swept from your account corresponding Effective Date. To view the order details associated with a specific ACH sweep file, click the ACH Input File ID or the ACH Date for the sweep file you wish to view.

Agent ID	ACH Input File ID	ACH Date	Begin Date	End Date	Effective Date	Gross Sales	Beginning Sweep Agent Balance	Agent Fees	Void Pending	Void Charges	Void Credits	Adjustments	License Sales Net ACH
668	450	1/28/2019	01/21/2019	01/27/2019	01/30/2019	\$800.50	\$0.00	(\$3.50)	\$0.00	(\$301.50)	(\$112.00)	\$0.00	\$495.50
668	449	1/21/2019	01/14/2019	01/20/2019	01/23/2019	\$578.50	\$0.00	(\$21.00)	\$0.00	(\$70.50)	(\$32.50)	\$0.00	\$521.00
668	448	1/14/2019	01/07/2019	01/13/2019	01/16/2019	\$549.50	\$0.00	(\$8.50)	\$0.00	(\$211.00)	(\$7.00)	\$0.00	\$458.00
Total						\$1,928.50	\$0.00	(\$33.00)	(\$583.00)	(\$583.00)	(\$151.50)	\$0.00	\$1,474.50

Page 1 of 1 / Report Run Date: 1/31/2019 7:48:21 PM

Select the **ACH Input File ID** for the desired ACH period to view drill down details for orders within the specified period.

My Employee Orders

The **My Employee Orders** report provides a listing of all orders for the sales location and drill down details by employee for a specified date range.

ACH Totals Report

The **ACH Totals** report provides users with high level ACH totals for the past 90 days.

ACH Parent Accounting Report

The **ACH Parent Accounting** report can be accessed by users for the Parent Agent ID for business with multiple sales locations. The report will contain drill down details by ACH period for each sales location associated with the parent / corporate account.

(Available to **Agent Accountant** users for parent agent accounts only.)

Hardware Overview

The following section describes basic troubleshooting steps for hardware components provided by the vendor. You may contact the vendor Help Desk for additional hardware support as needed at (833) 426 – 0141.

RP9 / POS Unit Troubleshooting

This section applies to License Agents using the RP9 POS unit issued by the licensing vendor for license sales. Does not apply to locations using their own hardware.

POS Unit Will Not Power On

- A) Is the surge protector plugged in and powered on?
 - YES? proceed to question B
 - NO? Surge protector may need replacing, try question B and E
- B) Try turning the surge protector off and on?
 - YES? Proceed to question C (ONLY if POS doesn't power on)
 - NO? Turn off the surge protector and back on. If the surge protector is not lighting up, proceed to question E
- C) Is the power cable plugged into the POS unit and the surge protector?
 - YES? Proceed to question D
 - NO? Plug the POS unit into the surge protector
- D) Are both pieces of the power supply plugged in?
 - YES? Proceed to question E
 - NO? Connect both pieces of the power supply. If trying this resolution from question B and surge protector still doesn't work, contact the Help Desk.
- E) Have you tried plugging the surge protector into a different outlet?
 - YES? Proceed to question F
 - NO? Plug the surge protector into a different outlet. If no resolution, proceed to question F
- F) Have you tried plugging the POS unit into an outlet without the surge protector?
 - YES? There may be an issue with the power supply, and it should be replaced
 - NO? Plug the POS unit into an outlet without the surge protector. If this resolves the issue, the surge protector needs to be replaced.

NOTE: Verify the power supply by installing it on a known working unit. If the power supply does not work on the test unit, replace the power supply.

POS Unit Receives Power, But No Display

This could be due to the power saving screen and the power light is flashing.

- Try double tapping the screen.
- Press the power button once. (Do not hold the power button down as that will power off the unit)
- Restart the POS unit by powering off and restarting.
- If you are still having issues, contact the Help Desk at (833) 426 – 0141.

Internet Connectivity / Network Settings

No Internet Connection

A) Are you using an Ethernet cable or wireless adapter?

- Ethernet? Proceed to question B
- Wireless? Proceed to question D

B) Is the Ethernet cable plugged into the modem or router?

- YES? Proceed to question C
- NO? Find the Ethernet cable on the back of the POS unit and plug the opposite end into a wall jack (or equivalent). If there is no resolution, proceed to question C

C) Is the Ethernet cable plugged into the POS unit?

- YES? To question B and C, then proceed to question D
- NO? Find the Ethernet cable plugged into the wall jack (or equivalent) and plug the opposite end into the POS unit. If there is no resolution, proceed to question D

D) "Limited network" or "no network"?

- Limited network? Proceed to question E
- No network? Ethernet Cable or wireless adapter is not plugged in correctly, or the router / modem is not turned on (or does not have internet connectivity)

- Unplug the Ethernet cable on both ends (from both the POS unit & Router) and re-plug them in after about 10 seconds
 - Wireless Adapter – Unplug the wireless adapter from the unit for about 10 seconds and plug back into the unit. (Also, try a different USB port.)
 - If the router / modem does not have internet connectivity, contact your ISP (Internet Service Provider)
- E) Have you attempted to restart the router and modem?
- YES? Restart the computer
 - NO? Unplug both the router and the modem for about 10 seconds and restart the computer. If there is no resolution, proceed to question F
- F) Can you connect another device to the same router?
- YES? Contact the [Help Desk](#) at (833) 426 – 0141.
 - NO? Contact your ISP (Internet Service Provider)

Configuring a Static IP Address (Optional)

Contact the [Help Desk](#) to configure a static IP address.

Star TSP 700ii License Printer

Changing the Printer Paper Roll

1. While facing the front of the printer, push the lever on the right side of the printer and lift the cover.
2. Remove the old paper roll by pulling it out of the printer.
3. Insert the new paper roll with:
 - The free edge coming from the bottom of the roll.
 - Make sure the print face side is facing you.
4. Pull out a small amount of paper and then close the cover.
5. Hold the **"FEED"** button for two seconds to check that the roll was installed properly.


Printer Error Code Sheet

Error Description	Power Light	Error Light	Recovery Condition
High Temp detected	Flashes at .5 second intervals	OFF	The printer recovers automatically
Cover Open	ON	ON(RED)	Close the cover
Paper Near End	ON	Flashes orange lamp at 1 second intervals	Set a new paper roll and close the printer cover
Black Mark Error	ON	ON(Orange)	Set a new paper roll and close the printer cover
Out of Paper	ON	ON(Orange)	Set a new paper roll and close the printer cover
Ethernet Link disconnection (Physical link)	Flashes at 4 second intervals	Flashes at 4 second intervals	Connect an Ethernet cable
Ethernet link disconnection (IP address)	Flashes at .25 second intervals	Flashes at .25 second intervals	Set the correct IP address and restart the printer

Printer Is Printing Too Light

Contact the [Help Desk](#). A support representative will review and adjust your print settings as needed.

Printer Not Responding

Action	Yes	No
<p>Step 1 Check if the power cord is connected to the electrical outlet.</p> <p> CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.</p> <p>Is the printer responding?</p>	The problem is solved.	Go to step 2.
<p>Step 2 Check if the electrical outlet is turned off by a switch or breaker.</p> <p>Is the electrical outlet turned off by a switch or breaker?</p>	Turn on the switch or reset the breaker.	Go to step 3.
<p>Step 3 Check if the printer is on.</p> <p>Is the printer on?</p>	Go to step 4.	Turn on the printer.
<p>Step 4 Check if the printer is in Sleep or Hibernate mode.</p> <p>Is the printer in Sleep or Hibernate mode?</p>	Press the power button to wake the printer.	Go to step 5.
<p>Step 5 Check if the cables connecting the printer and the computer are inserted to the correct ports.</p> <p>Are the cables inserted to the correct ports?</p>	Go to step 6.	Insert the cables to the correct ports.
<p>Step 6 Turn off the printer, install the hardware options, and then turn on the printer. For more information, see the documentation that came with the option.</p> <p>Is the printer responding?</p>	The problem is solved.	Go to step 7.
<p>Step 7 Install the correct print driver.</p> <p>Is the printer responding?</p>	The problem is solved.	Go to step 8.
<p>Step 8 Turn off the printer, wait for about 10 seconds, and then turn on the printer.</p> <p>Is the printer responding?</p>	The problem is solved.	Contact customer support .

Instructions for Setting Up Automatic License Printing (For Locations Using Own PC)

If you are using your own computer / PC to sell licenses, you can enable automatic license printing to the Star TSP 700ii printer issued by the vendor using a Chrome browser extension feature by following the below instructions.

Kiosk or Silent printing disables the print preview / confirmation popup that otherwise appears when you print a receipt. By doing this, you can cut out an entire step in the sales process.

These instructions are for Windows and Chrome browser users.

1. If you have not already installed the Google Chrome browser, do so first. Once installed, set your license printer as your default printer.
2. Navigate to your computers desktop and right click on the Google Chrome icon. A menu will appear, select the "Properties" option from the menu.
3. A properties window will be displayed. Locate the "Target" field in this window and append a space and the text --kiosk-printing to the end of existing string of text.

Important: make sure there is a space between --kiosk-printing and the end of the string of text that already exists as shown below.

4. Apply the changes, close the window, and restart Chrome using this shortcut. You can now test kiosk printing by making a sale, and printing a receipt.

