

Department of Conservation and Natural Resources

Alabama Licensing Officials Conference

January 15-16, 2020

Presented by: Ruby Ellison

License Supervisor

Effective, December 16, 2019 the following timelines were established for voiding of a license:

- **Probates/License Commissioners: 72 hours after purchase**
- **POS Agents: 24 hours after purchase**

Licenses should be voided by the agent; however, if your allotted time has expired you may contact us at **334-242-3829** or **888-879-4150, ext. 0** and we will void the license. However, if the license contains a fulfillment privilege (hard cards, federal duck stamp) that has already shipped the license will be voided but you will not retain the credit.

Issues of untimely voiding of a license.....

- Applicants having the ability to reprint a license from the website because the license is still in an active status and utilize the privilege (hunting, fishing, etc.)
- The fulfillment process take place within 3-4 days after purchase, so when voids are not done timely the applicant will be mailed a hard card or federal duck stamp because the license is still in an active status.
- The monthly report totals are incorrect which causes manual adjustments if a license is not voided in the correct month.

Suggestions on how to ensure licenses are voided timely.....

- Make it a practice to **reconcile daily**, by running reports and balance them to your cash drawer.
- Educate your staff on the importance of voiding licenses as they occur which should be completed before generating another sale.
- Make sure that you verify information with the customer before completing the transaction (the address verification button should only be clicked after you have verified the address with the customer)
- Designate a specific person to perform the voiding process.
- Contact DCNR if needed.

Refunds

- Agents should rarely be issuing refunds back to a customer. Anything outside of the original purchase date should be referred to the License Section by calling 334-242-3829 and we will handle the refunding if needed. The summary page of the transaction should **always be verified with the customer before completing the transaction** and all customers should review their license purchase before leaving the counter for accuracy.

Physically Disabled Resident Licenses

1. Document must be dated within one year of the purchase date
2. Document must state that applicant is disabled, receiving or entitled to disability benefits or receiving SSI. A favorable response from Review and Adjudication will be accepted but must meet criteria #1.

For prior approval, fax your documents to us at 334-353-3208 or 334-242-3032 and include contact name and phone number for immediate response.

If document doesn't contain both criteria above, applicant should contact SSA (800-772-1213) and request a Benefits Verification Letter that includes the type of benefit.

Note:

You must have in hand the correct disability certification paperwork **before** issuance of the license. Customer must complete the required application which should be mailed to Montgomery along with disability certification and driver's license.

You cannot issue a Physically Disabled Resident License with paperwork from the VA.

Disabled Military Veteran's Appreciation Licenses

- Agent should review document from the VA and issue the privilege(s) based on the % of disability noted in the document.

For prior approval, fax your documents to us at 334-353-3208 or 334-242-3032 and include contact name and phone number for immediate response.

Note:

1. No application is required
2. No date compliant
3. No paperwork is mailed to Montgomery

Remember VETERAN APPRECIATION = VA paperwork

Contact Information

License Section

334-242-3829 (phone) 334-353-3208 (fax)

Wildlife and Freshwater Fisheries

334-242-3465 (phone) 334-242-3032 (fax)

Marine Resources

251-861-2882 (phone)

Correspondence/Payments

Department of Conservation
64 North Union Street, Room 438
Montgomery, AL 36104

Website:

www.outdooralabama.com

Email:

DCNR.License@dcnr.alabama.gov

Weblink (agents only)

https://www.alabamainteractive.org/dcnr_license/login