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Void/Reprint

A VOID is a cancellation of a license that **has PRINTED** or that an agent is **UNABLE TO PRINT**. Voids must be processed within **15 minutes** of the sale.

- **ONLY Managers and supervisors** identified in the user management tool can void a license/permit processed within the past **15 minutes.** Someone with the manager or supervisor security level **must be present** at all times in order to void a license/permit or an agent **risks loss of revenue**
- Managers, supervisors and clerks can reprint license/permits processed within the past **15 minutes** without being charged
- An attempt to **REPRINT** the license/permit should be performed if the license has NOT printed
- A VOID ***must*** be done if the customer doesn't pay for the printed license or if the license fails to print
- If you cannot get a license to print/reprint, void the license and select "failed to print" as the void reason
- If you have printing difficulty and are unsure of whether a transaction went through or not, go to Void/Reprint to see if the transaction appears on the screen

To process a **Void** or **Reprint** through the system;

1. Select 'Void/Reprint' from the menu on the left side of the page
2. Select the radio button under Void or Reprint depending on the action desired
3. Select a reason code from the drop down box provided
4. Select 'Submit'

   If you void a license/permit, you may print the void confirmation page for your records (on white paper). This **does not** need sent to the Ohio Division of Wildlife.

Write "VOID" on the original license document(s) and mail them to the Division of Wildlife within 60 days. Please review your agent (Daily) report to determine which voided licenses must be returned.

Individual licenses/permits that are part of a multiple license/permit transaction cannot be voided. No refunds or credit will be issued.

License/Permit Sales

Before processing a License/Permit Sale

- Make sure the license paper is in the printer correctly
- Do not use the Back button during the sale

To process a **License/Permit Sale**;

1. Login to the Home Page
2. Select ' License /Permit Sales' from the menu on the left panel
3. Verify the Residency and answer the Citizenship question
4. Select an identification option (**preferably the customer's Customer ID Number**), select Continue
5. Verify the customer's information; update when needed
   a. If this is new customer, enter the information
   b. Select Continue
6. Select from the License/Permit list that is available for the customer, select Continue
7. Verify the selection, select Continue to Checkout
8. If additional items are not added, select Continue
9. Collect the proper amount of money from the customer
10. Print the License/Permit

Harvest/Game Check

License agents are required by contract to perform game check transactions on behalf of hunters.

To process a **Harvest/Game Check transaction**;

1. Login to the Home Page
2. Select ' Harvest/Game Check' from the menu on the left panel
3. Determine whether the customer who harvested the deer or turkey wants to check their game under landowner status
4. If the customer does not have a permit and wants to check their game under the landowner exemption, check the box 'I wish to report my harvest under landowner status', complete the Harvest information
5. If the customer has a permit, enter the Permit number and the customer's Date of Birth, complete the Harvest information
6. Print the Confirmation Page/Receipt

Ohio License and Game Check System

Ohio Department of Natural Resources
DIVISION OF WILDLIFE

Quick Reference Card

Refer to the Web POS User Guide on the left side of the Home Page of the Web POS application for detailed information.

Location ID: 5 5 ___ ___ ___ ___ ___

Agent ID: ___ ___ ___ ___ ___

** Please read the '**IMPORTANT NOTICES**' daily when you login to the Web POS Application

Important Phone Numbers and Links:

For assistance with the Web POS application:
Active Outdoors Agent Help Desk: 1-866-703-1929
Open 7 days a week, 5:00am - Midnight

For assistance with customer records, rules, regulations or accounting:
DOW – Division of Wildlife: 1-800-945-3543
Open Monday-Friday, 8:00am–5:00pm, except holidays

Link to additional license agent support documents and policies:
http://www.Ohiolicenseagent.com

Link to the Ohio License and Game Check System, Web POS application Home Page:
https://www.oh.wildlifelicense.com/login.php

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Quick Reference Card

User Management

The following information can be accessed from the User Management option in the menu on the left side of the Home Page.

- Create a New User
- Update / Delete a User
- Reset User Passwords (depending on security level)

If a password is reset or a new user is created, the user must log in within 30 minutes otherwise the user is again locked out. Passwords can also be reset by calling the Active Outdoors Help Desk at 1-866-703-1929.

Supply Orders

Supplies must be ordered through the Web POS software application. Allow 4-5 business days for delivery after you order supplies.

To **order Supplies** follow these steps:

1. Login to the Home Page
2. Select 'Supply Order' from the menu on the left
3. Next to the item(s) needed, enter the quantity needed
4. Select "Order Supplies" at the bottom of the screen
5. Print the confirmation page for your records (on white paper)

Keep the confirmation page in case you need to contact the Active Outdoors Help Desk at 1-866-703-1929. The Active Outdoors Help Desk handles license paper orders only. You must contact the Ohio Division of Wildlife for concerns about other supply orders.

Reports

All reports are accessible from the menu on the left side of the Home Page of the Web POS application.

ACH (Weekly)

On Tuesday morning of each week your ACH (Weekly) Report is available for review. Review the report by going to Reports, ACH (Weekly). If Monday is a banking holiday, the ACH Report is available for review on Wednesday morning.

On Thursday of each week, your bank account is debited (an electronic funds transfer 'EFT' occurs) for the amount shown on your ACH (Weekly) Report. The weekly totals in the ACH Report include transactions processed between 12:01am Tuesday morning and midnight the following Monday (except for weeks in which Monday is a banking holiday).

Agent (Daily) – Includes sales for a single day

- Select Reports from the menu on the left side of the Home Page
- Select Agent (Daily) and Select a date
- A summary of the day's transactions is displayed
- This report details licenses that were voided and must be returned to the Division of Wildlife within 60 days

Clerk (Daily) - Includes sales for a specific clerk for a single day

- Select Reports from the menu on the left side of the Home Page
- Select Clerk (Daily) and Select a date
- Select the Clerk from the drop-down menu under Select User
- A summary of the clerk's transactions for the selected date is displayed

Questions pertaining to the ACH report should be directed to the Division of Wildlife at 1-800-945-3543

Code	Description
Resident Adult	
0100	Resident Fishing
0101	Resident Fishing (upgrade)
0140	1 Day Fishing
0142	Lake Erie Charter 1 Day Fishing
0200	Resident Hunting
0202	Resident Hunting Apprentice
0300	Deer Permit Either Sex
0322	Deer Permit Antlerless Only
0400	Spring Turkey Permit
0420	Fall Turkey Permit
0500	Fur Taker Permit
0502	Fur Taker Permit Apprentice
0600	Ohio Wetlands Stamp
Non-Resident Adult	
0110	Non Resident Fishing
0111	Non Resident Fishing (upgrade)
0120	3 Day Fishing
0141	1 Day Fishing
0143	Lake Erie Charter 1 Day Fishing
0220	Non Resident Hunting
0222	Non Resident Hunting Apprentice
0230	Non Resident 3 Day Hunt Small Game
0301	Deer Permit Either Sex
0323	Deer Permit Antlerless Only
0401	Spring Turkey Permit
0421	Fall Turkey Permit
0520	Non Resident Fur Taker Permit
0522	NR Fur Taker Permit Apprentice
0601	Ohio Wetlands Stamp
Youth (Resident and Non-Resident)	
0210	Youth Hunting
0212	Youth Hunting Apprentice
0315	Youth Deer Permit Either Sex
0322	Deer Permit Antlerless Only
0415	Youth Spring Turkey Permit
0425	Youth Fall Turkey Permit
0510	Youth Fur Taker Permit
0512	Youth Fur Taker Permit Apprentice

Code	Description
Reduced Cost Resident Seniors – 66 years of age or older & born on or after 1/1/1938	
0005	Resident Fishing
0010	Resident Hunting
0020	Deer Permit Either Sex
0022	Deer Permit Antlerless Only
0040	Spring Turkey Permit
0060	Fall Turkey Permit
0070	Fur Taker Permit
0080	Ohio Wetland Stamp
Free Licenses - Resident Seniors - born on or before 12/31/1937	
0800	Resident Fishing
0810	Resident Hunting
0820	Deer Permit Either Sex
0822	Deer Permit Antlerless Only
0840	Spring Turkey Permit
0860	Fall Turkey Permit
0870	Fur Taker Permit
0880	Ohio Wetlands Habitat Stamp (Endorsement Only)
Range Permits	
0700	Range Permit Annual
0720	1 Day Range Permit
Duplicates	
999	Duplicate License Fees

Revised 12/2011