Lifetime License Replacement Guide

When: Wednesday, August 28, 2024 to Friday, November 1, 2024.

Who Qualifies: Customers that did not receive their Lifetime Tags in the mail.

[Customers that lost or damaged their Lifetime Tags are **not** eligible for free replacement.]

How to Properly Replace Tags

Locate Customer's profile and view their Active Licenses on the left side of the screen.

<u>Licenses (\$5 Replacement License)</u> – lists all the customer's currently active licenses.

Lifetime Licenses will contain the word "Lifetime."

Carcass Tags (\$10 Replacement Tag) – lists all the customer's currently active carcass tags.

Free Replacement Items (\$0 Replacement Free) – Marine Registry

The following is a list of the various Lifetime Licenses customers may have in their profile and corresponding carcass tags:

Lifetime Hunting

Bear Carcass Tag Reg Season Deer Carcass Tag

Lifetime Bowhunting OR Lifetime Muzzleloading

Bow / Muzz Either Sex Tag

Lifetime Bowhunting AND Lifetime Muzzleloading

Bow / Muzz Either Sex Tag Bow / Muzz Antlerless Tag

Lifetime License (Hunt/Fish/Turkey)

Bear Carcass Tag
Reg Season Deer Carcass Tag
Fall Turkey Tag
Spring Turkey Tag #1
Spring Turkey Tag #2

Lifetime Fishing Lifetime Trapping

Example

Customer Licenses

ACTIVE LICENSES

DMP HISTORY

\$5 Replacement License

Lifetime License (Hunt/Fish/Turkey) 16-69

Doc #: 18-24-00014346

\$10 Replacement Tag

Bear Carcass Tag

Doc #: 24-02-00142499

Valid: 9/1/2024 - 12/31/2024

Reg Season Deer Tag

Doc #: 24-03-00142501

Valid: 9/1/2024 - 1/31/2025

Fall Turkey Tag - Statewide -

Doc #: 24-14-00142502

Valid: 10/1/2024 - 12/4/2024

Spring Turkey Tag #1

Doc #: 24-15-00142500

Valid: 4/15/2025 - 5/31/2025

Spring Turkey Tag #2

Doc #: 24-16-00142498

Valid: 4/15/2025 - 5/31/2025

Lifetime Hunt/Fish/Turkey sometimes gets abbreviated as Lifetime License (Hunt & Fish) for display reasons.

Select both, the '\$5 Replacement License' box and the '\$10 Replacement Tag' box.

Then, Click 'REPLACE LICENSES/TAG(S)

\$15.00 Charge – Check out to CASH.

Email or Print the licenses for the customer.

Inform the customer that any previously received tags (like DMP Carcass Tags) are no longer active. They need to use the tags that you are providing them. The system updates the Doc #'s upon replacement.

REPLACE LICENSES/TAG(S)

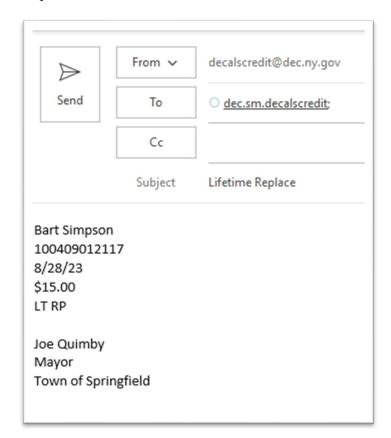
How to Get Credit

Agents will not automatically be credited for Lifetime Replacements.

After processing the sale, send an email to <u>DECALSCREDIT@DEC.NY.GOV</u> or call Revenue at 1-800-962-5622 (M-F 8:30 AM to 4:30 PM).

Agents will need to provide the Customer's name, DEC ID #, transaction date, amount of credit requested, a brief explanation of why the credit is being requested, and your agent name or ID #.

Sample Email:



Recommendations:

Copy & Paste customer name & ID # from the main page of the customer's profile.

Abbreviating Free Lifetime Replacement as 'LT RP' is acceptable.

Often, email signatures contain your agency name.

For Security Reasons: Please do <u>not</u> include confidential customer information (i.e.- Driver's License #, address, or DOB).

Revenue Accounting is the only department that can authorize or reverse replacement fees. The system will not allow agents to void replacement fees.

When Revenue reverses the charge, the system automatically time stamps when the charge is reversed. (Revenue can not change the date credit is issued.)

Requests for credit should be received within 30 days.

Lifetime Licenses replaced **prior to** August 28th or **after** November 1st are subject to all applicable replacement fees (up to \$15.00).

FAQ

Why are there no carcass tags in the customer's profile?

- 1.) **No Hunter Education:** Adding the hunter education will cause the tags to generate and the tags will be mailed to the customer within 10-14 business days.
- 2.) **Prior year tags were returned by the Post Office:** Updating the customer's mailing address will cause the system to generate tags and the tags will be mailed to the customer within 10-14 business days.
- 3.) Customer needs to purchase an annual hunting license: Customers with Lifetime Bow or Lifetime Muzzleloading without a Lifetime Hunting License will not receive tags until they purchase either, an Annual or Lifetime Hunting License.

Can I charge the Customer the \$1.00 Print Fee if they request that I print their tags?

1.) Only if the proposed regulation passes. DEC will notify all agents if it is approved and when DECALS is updated to reflect the fee.

The Customer does not want to pay the \$1.00 Print Fee. What do I do?

1.) Offer to email the license to the customer. The customer would then be responsible for printing their licenses and tags.

What other ways can a customer access their Lifetime Licenses and tags?

- 1.) NYS Hunting and Fishing App
- 2.) NYS Hunting and Fishing Website
- 3.) Calling the Call Center or License Sales and having the tags emailed to the customer.

For any additional questions: please send an email to <u>DECALSCREDIT@DEC.NY.GOV</u> or call Revenue at 1-800-962-5622 (M-F 8:30 AM to 4:30 PM).