

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.

Licenses (\$5 Replacement License) – 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	Lifetime License (Hunt/Fish/Turkey)
Bear Carcass Tag	Bear Carcass Tag
Reg Season Deer Carcass Tag	Reg Season Deer Carcass Tag
	Fall Turkey Tag
Lifetime Bowhunting OR Lifetime Muzzleloading	Spring Turkey Tag #1
Bow / Muzz Either Sex Tag	Spring Turkey Tag #2
Lifetime Bowhunting AND Lifetime Muzzleloading	
Bow / Muzz Either Sex Tag	Lifetime Fishing
Bow / Muzz Antlerless Tag	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

REPLACE LICENSES/TAG(S)

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Inform the customer that any previously received tags (like DMP Carcass Tags) are no longer active.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.


How to Get Credit

*****Agents will not automatically be credited for Lifetime Replacements***.**

After processing the sale, send an email to DECALSCREDIT@DEC.NY.GOV 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:

	From ▾	decalscredit@dec.ny.gov
	To	dec.sm.decalscredit
	Cc	
	Subject	Lifetime Replace
<p>Bart Simpson 100409012117 8/28/23 \$15.00 LT RP</p> <p>Joe Quimby Mayor Town of Springfield</p>		

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 not 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 DECALSCREDIT@DEC.NY.GOV or call Revenue at 1-800-962-5622 (M-F 8:30 AM to 4:30 PM).