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Issuing Department of Wildlife Resources Products

DWR -1.00

END REVISION>>>>>

Original Date: 01/23/2012

Revision Date: 07/01/2020

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POLICY		
<<<<<REVISION		
Title: Issuing Department of Wildlife Resources Products		
Effective Date: January 23, 2012	Revision Date: July 1, 2020	END REVISION>>>>>
Authority: DMV Policy		
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Policy:		
DMV Customer Service Centers will issue the following Department of Wildlife Resources (DWR) products:		
<ul style="list-style-type: none">• Hunting Licenses• Fishing Licenses		
DMV will perform voids and issue refunds for DWR products provided the customer:		
<ul style="list-style-type: none">• Returns to the CSC where the product was originally issued within 4 hours of issuance, and• Surrenders the originally issued product,		
DMV will collect and mail to DWR for processing customer applications for boat title, original boat registration, and boat registration renewal.		
DMV will provide at no fee a 90-day Temporary Certificate of Boat Number to customers submitting application for an original boat registration.		
<ul style="list-style-type: none">• The 90-day Temporary Certificate of Boat Number is not provided to customers submitting applications for boat registration renewal.		
IMPORTANT: The purchase of Department of Wildlife Resources Products will not waive the \$5 renewal fee for DMV products (licenses/vehicle registrations). END REVISION>>>>>		
Exception:		
<ul style="list-style-type: none">• DMV does NOT issue lifetime licenses.• DMV does NOT issue full, 3-year boat registrations.		
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<ul style="list-style-type: none">• DMV does NOT renew boat registrations, but will mail to DWR for processing.• DMV Direct does NOT issue DWR products. END REVISION>>>>>		

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OVERVIEW

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Department of Wildlife Resources (DWR) hunting licenses and fishing licenses will be available for purchase at DMV Customer Service Centers (licenses may also be purchased at the DWR Website).

Customers applying for these licenses are **NOT REQUIRED** to:

- Present any proof of identification for DWR licenses or registrations,
- Have a DMV record if they are only completing a DWR transaction,
- Comply with any outstanding DMV requirements (non-check related stops, suspensions, revocations, etc) in order to receive a DWR product at a DMV CSC.

EXCEPTION: If it is discovered that the customer has an outstanding check stop on their record, DMV will not accept a check from the customer.

DMV will mail applications with payment for titling and registering boats, or for boat registration renewal to DWR for processing.

Reports are available for managers to reconcile DWR related purchases. **END REVISION>>>>>**

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CUSTOMER REQUIREMENTS

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Product Purchase

1. Request the type of DWR license desired,
 - Hunting license,
 - Submit existing hunting license (expired or unexpired), if applicable.
 - Fishing license,
 - Submit existing fishing license (expired, or unexpired), if applicable.

AND/OR

2. Submit application and payment for boat title and/or registration for mailing to DWR for the following:
 - Application to title a boat.
 - Application to register a boat.
 - Application to renew an existing boat registration. **END REVISION>>>>>**

3. Pay the required fee(s).
4. Sign the permit/license.

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Product Void/Refund

1. Return within 4 hours to the Customer Service Center that issued the original product.
2. Surrender the originally issued product.
3. Request correction/void/refund.
4. Collect refund/make payment, if necessary.
5. If requesting a correction, verify accuracy of new product. **END REVISION>>>>>**

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FRONT COUNTER CSR - PURCHASE DWR PRODUCT

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1. Determine the type of DWR credential the customer desires to purchase.
 - If the customer is applying to title a boat and/or for a full 3-year boat registration, prepare the application and payment for mailing to DWR following guidelines in the [Front Counter CSR – Mailing Boat Title/Registration Renewal Applications](#) section.
 - If the customer is unsure of what type of credential he desires, provide him with the appropriate booklet(s):

- Hunting and Trapping in Virginia
 - Virginia Freshwater Fishing & Watercraft Owner's Guide
2. Log into the DWR Point of Sale (POS) system through MySelect. Determine if the customer already has an existing DWR record.

IMPORTANT: Customers are **not required** to present any personal identification documents when requesting a DWR product. CSRs **may** request identification to ensure that the correct information is entered into the system.

 - If the customer already has a DWR record, inquire on the record.
 - Information found on the customer's previously issued hunting/fishing license may be used to conduct an express sale.
 - If the customer does NOT have a DWR record, enter the required customer information.
 3. Process the purchase transaction.
 - ii. Receive verbal verification from customers applying for hunting licenses of completion of all required hunting educational requirements (proof documents are **NOT REQUIRED**).
 4. Record the cost of the customer's license(s).
 5. Print the DWR license(s).
 6. Collect the customer's payment.
 - DMV accepts out of state checks as payment for the DWR credential.
 7. Enter the customer's payment information and the license count in "Collect DWR Revenue" in the DMV System.
 8. Enter the customer's DWR license number.
 9. Return any submitted proof documents to the customer.
 10. Instruct the customer to review and sign the license.
 - If the customer's license is incorrect, perform a void and issue a corrected license (refer to [Front Counter CSR = Return/Void DWR Product](#) section).
 - Ask the customer if a waterproof envelope is needed for the license and provide one (if needed).
 11. Advise the customer to contact DWR with product questions (the contact number is printed on the license/registration). **END REVISION>>>>>**

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FRONT COUNTER CSR - RETURN/VOID DWR PRODUCT

1. Verify that the product being returned or voided is eligible by ensuring the following requirements are met:
 - a. Originally issued license and/or registration are returned within 4 hours of issuance to the same office that originally issued the product.
 - i. Refer to the Agent number printed on the DWR product for location.
 - ii. Refer to the time stamp printed on the DWR product.
 - a. Originally issued license and/or registration are surrendered.

IMPORTANT: If the customer is NOT eligible to return their product to the CSC, return the DWR product (if applicable) to the customer and instruct him to contact DWR.
2. Log into the DWR Point of Sale (POS) system through MySelect. **END REVISION>>>>>**
3. Inquire in the system on the product being returned/voided using the number on the original license/registration.
4. Void the transaction.

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 - Print two void receipts from the DWR POS system. **END REVISION>>>>>**
5. Refund/collect the customer's payment, if applicable.
 - Issue a refund for the full amount when the customer desires to void the original product, and does not wish to obtain any additional products.

- Refund the difference in price when a customer purchases a new product that costs less than the original product.
- Collect the difference in price when a customer purchases a new product that costs more than the original product.

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NOTE: Refunds of the purchase price are given from the CSR's currency drawer. Automated refunds cannot be processed for DWR products/services.

6. Retain the original DWR product.
7. Write "Void" across the face of the original DWR product, ensuring the license number remains visible.
8. Issue the customer a void receipt.
9. Instruct the customer to review and sign the newly issued DWR product (if applicable).
 - If the customer's license is incorrect, perform a void and issue a corrected license.
10. Void the transaction in MySelect (if payment has been recorded in MySelect.)
11. Inform the customer that if he has any questions regarding DWR products, he should contact DWR (the contact number is printed on license/registration). **END REVISION>>>>>**
12. Attach the voided licenses/registrations to the second void receipt and send with the daily work for document preparation (refer to the [Document Distribution List](#)).

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FRONT COUNTER CSR – MAILING BOAT TITLE/REGISTRATION/RENEWAL APPLICATIONS

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1. Accept customer application, documents, and payment.

IMPORTANT: Although the application is being mailed to DWR, it is important for the CSR to help ensure successful processing at DWR by:

 - Reviewing the application to ensure required fields are completed, and
 - Requesting the customer complete the application when necessary.
2. Inform the customer that DMV will mail their application to DWR for processing.
3. Provide customers submitting applications for full boat registration with a 90 day Temporary Certificate of Boat Number at no cost.
 - The 90-day Temporary Certificate of Boat Number is not processed in the system. It is a form completed by the CSR that will allow the customer to use the boat until they receive the full registration from DWR.
4. Instruct the customer that payments (checks, cashier's checks, money orders) must be made out to the **Treasurer of Virginia** and submitted along with required documentation for mailing to DWR.
 - a. Credit cards are not an acceptable method of payment when accepting applications for mailing to DWR. DO NOT record a customer's credit card information on any mailed transaction documents, in accordance with DMV's [Safeguard the Card](#) guidelines. **END REVISION>>>>>**
5. On the Temporary Certificate of Boat Number form, record the following:
 - a. Name of applicant (as it appears on their application for title/registration)
 - b. Registration number currently on boat (if no previous registration number is available or has been issued, check the appropriate box)
 - c. Make of boat
 - d. Length (in feet and inches)
 - e. Hull Identification Number
6. Remove the carbon copy of the Temporary Certificate of Boat Number form and retain for DMV use.

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 - a. Stamp the original Temporary Certificate of Boat Number form with the DWR stamp (on the back side).
 - b. Ensure the date indicated on the stamp reflects the current date.
7. Photocopy all of the customer's documents and application

- Retain the photocopy on file at the CSC for 6 months for reference in case the customer does not receive their registration from DWR (in accordance with [CSCOM-1101](#)). **END REVISION>>>>**
8. Place each customer's original documents and payment in its own blank envelope and seal it.
 - a. Customers applying to title/register their boats will often have three items to submit:
 - i. Title/MCO
 - ii. Application for title/registration
 - Titles issued after 1998 (green colored titles) include a transfer section that may be used in lieu of a separate application to title/register.
 - iii. Payment

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IMPORTANT: DMV does NOT verify the accuracy of applications or payment for any DWR transactions unless they are processed at DMV. CSRs will review the customer's application for completeness and request completion by the customer when required fields are left blank. Customers may submit additional documents to DWR.

9. On the front of the blank envelope, write the customer's last name, CSC Location Code, and "DWR". **END REVISION>>>>**
10. Issue the customer the original Temporary Certificate of Boat Number form.
 - The Temporary Certificate of Boat Number form is issued at no fee.

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11. Inform the customer that if he has any questions regarding DWR products or applications, he should contact DWR directly.
12. Place the individual envelopes marked "DWR" in the designated area on the back counter for document preparation. **END REVISION>>>>**
13. File photocopied application documents and the carbon copy of the Temporary Certificate of Boat Number in accordance with the [Report and Document Retention Table](#).

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CSC MANAGEMENT

CSR Login

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- Management must create a new and different DWR login for any visiting or transferring CSR.

Audit

1. Monthly, management must perform a random audit of DWR reports. Management must compare Transaction Activity - Vehicle reports with DWR reports to ensure matching transactions exist.
 - Management must print reports to perform the audit.
2. If matching transactions exist, no additional steps are necessary.
3. If matching transactions do not exist, report them to the DWR Program Manager and wait for further direction. **END REVISION>>>>**

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DMV CONTACT CENTER DIRECT ACTIONS

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- DMV Contac Center **does not issue** Department of Wildlife Resources DWR products.
 - Customers may also research DWR at their website www.HuntFishVA.com
- DMV Customer Service Centers may:
 - Issue the following DWR products
 - Hunting Licenses

- Fishing Licenses
- Temporary Boat Registrations
- Void previously issued DWR products ONLY if the customer:
 - Is returning to the Customer Service Center where the product was originally issued,
 - Is returning with the originally issued product, and
 - Was issued the product within the last 4 hours.
- Customers with DWR related questions not answered here should be directed to contact DWR directly at 1-866-721-6911. **END REVISION>>>>**

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POINTS TO REMEMBER

General

- Customers may register or renew their boat registrations in the following ways:
 - <<<<<REVISION**
 - Submitting documents and payment to a CSC for mailing to DWR,
 - Submitting documents and payment in person at the **DWR Richmond office** (cannot renew in-person at the other DWR regional offices),
 - Mailing the DWR application with payment to DWR,
 - Online for **renewals** only with the PIN (PIN is provided on the renewal form mailed by DWR).
- Customer applications for full (3 year) boat registrations are mailed by the CSC to DWR for processing. The CSC will issue the customer a 90-day Temporary Certificate of Boat Number.
- Although DMV does not verify the accuracy of the information written on mailed DWR applications, CSRs must review the customer's application for completeness and request the customer to complete required fields that are left blank to help ensure the success of the transaction and avoid customer inconvenience. **END REVISION>>>>**
- DMV does not issue 90-day Temporary Certificates of Boat Number to customers applying for boat registration **renewals**.

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- If a customer is requesting both a DWR and DMV product, the CSR should process the customer's DMV transaction prior to processing the DWR transaction.
- Customers applying for a DMV product and a DWR product in the same visit must pay separately for the DMV product. Payment for the DWR product in the form of check or money order must be mailed with the documents sent to DWR for processing.
- DWR CANNOT accept credit cards as payment for work mailed by DMV. DO NOT record a customer's credit card information on any mailed transaction documents, in accordance with DMV's [Safeguard the Card](#) guidelines.
- To restock DWR inventory (booklets, waterproof envelopes, temporary boat number certificates, etc.) refer to the Electronic Ordering System (EOS).
- If a CSR allows their password to expire or becomes locked out of the DWR POS system, management is authorized to reset the CSR's password.
- If, when submitting an application to title or register a boat, a customer has not included all necessary documents or payment, DWR will contact the customer directly. **END REVISION>>>>**

Overage/Shortage

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- If a CSR encounters an overage/shortage, and the customer only conducted a DWR transaction, perform a revenue correction.

- If a CSR encounters a shortage attributed to a customer who purchased a DWR product AND a DMV product, the shortage is placed on the DMV transaction (if possible). This cannot be performed if the customer did not purchase a DMV product OR if the customer paid with cash.
- If a CSR's revenue is out of balance upon closing, and the CSR performed DWR transactions, a DWR report should be printed to aid in reconciliation. **END REVISION>>>>>**

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RELATED LINKS

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- DWR - Point of Sale [Online User Manual](#) **END REVISION>>>>>**

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CONTACT

For additional information contact:

- CSC Manager/Assistant Manager
- DMV Contact Center Help Desk at (804) 367-6646

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