

RECREATIONAL LICENSES FREQUENTLY ASKED QUESTIONS

GENERAL

Q: *How do I buy a license?*

A: Licenses are available in three ways: Online, by phone (1-800-366-2661) and through retail license agents.

Q: *What is the easiest way to buy a license?*

A: Most customers find that purchasing a license online or by phone is the easiest and most convenient way, since these transactions can be made from home, a local library, a cell phone, etc.

Q: *Who do I call if I have questions or problems with a license purchase?*

A: 1-800-366-2661, Monday through Friday from 8 a.m. to 8 p.m. and 9 a.m. to 5 p.m. Saturday and Sunday.

SERVICE CHARGE

Q: *Why is there a service charge?*

A: The license system is dependent upon a modern computer network. The service charge goes directly to the vendor for the development, use and operational costs of the new system and call centers.

Q: *How much is the service charge?*

A: For telephone license sales there is a \$4.00 service charge; for online license sales there is a \$2.75 service charge and for retail license dealer sales there is a \$3.25 service charge.

Q: *Do other states sell licenses this way?*

A: Yes. Our license vendor handles license sales for 21 other states. Numerous other states also use similar vendors and have service charges.

Q: *Is there a service charge for "free" licenses?*

A: All licenses that currently are free will continue to be free and will not generate a service charge. Harvest Information Program (HIP) licenses, deer harvest records, senior licenses (65 and older) and honorary licenses have no service charge.

Q: *Are there opportunities to offset any of these service charges?*

A: Yes. The majority of hunting and fishing licenses offer sportsmen an early renewal option with a savings of \$2.75 when a same privilege license is purchased before expiration of the old license.

CURRENT ISSUES

Q: *Why can I not find my old license information in the online system?*

A: You likely have more than one account in the old license system (probably one account with a SSN and one account with a Drivers License Number (DLN)). All licenses purchased through the old system will expire beginning January 2010. Until then, call 1-800-366-2661 for assistance.

Q: *Why does the process to purchase a license take so long?*

A: During the first year of sales under the new system, some sales require complete data entry. For future license renewals, most of these data fields will automatically be entered after the sportsman is identified.

Q: *Why is the Harvest Record not automatically included?*

A: The Harvest Record is a seasonal document and now is a separate option. The online system should prompt customers to print the Harvest Record when purchasing a Big Game or Sportsman's License.

Q: *What if I don't have a credit card?*

A: Pre-loaded credit cards, which can be used for online and telephone license purchases, are available in varying amounts from most convenience stores. Additionally, local retail license agents accept cash for license sales. Visit www.georgiawildlife.com for a list of agents by county.

Q: *What if I don't have a computer?*

A: If you do not have a computer with an Internet connection at your home, here are some options:

- Call the license sales telephone number (1-800-366-2661) to make your purchase.
- Visit a local retail license agent to make your purchase.
- Check with family and friends about using their computer for your transaction or visit your local library (most have computers that can be used by the public).

RETAIL AGENTS

Q: *How do I find a retail license agent?*

A: Visit www.georgiawildlife.com for a list of agents by county.

Q: *How do I become a retail license agent?*

A: Information is available at www.georgiawildlife.com or you may call 1-800-366-2661 (press option 4, then option 9) and ask for an application to be mailed to you.

Q: *What are the requirements to be a retail license agent?*

A: An agent must be able to supply their own computer, high-speed Internet connection, printer (color or black ink) and paper.

Q: *Can a retail license agent charge me for using my credit card?*

A: Not for the license purchase. Retail license agents can only charge the \$3.25 service charge and NO other add-on charges for a transaction, limited to the selling/issuing/printing of a hunting and/or fishing license.

Q: *Can a retail license agent charge me for other associated services?*

A: It is up to the agent to decide if they want to charge customers for any additional optional services, such as laminating a license.

Q: *What if I think that I have been charged incorrectly?*

A: If you think you have been charged an additional fee for a license purchase, please call 1-800-366-2661 to report your concern.

Q: *What will happen to the agent if they are found to be charging incorrectly?*

A: First, a conservation ranger will visit the retail agent to ensure that they understand the rules. The agent will have to agree to stop any supplemental charges on a license transaction. Otherwise, Active Outdoors, the contracted license vendor, will withdraw the agent's privilege to sell licenses. It will be up to the customer to obtain reimbursement.

Q: *How does a hunter or angler know if they have been overcharged?*

A: License prices are listed in the hunting and fishing regulations booklet and the Wildlife Resources Division Web site (www.georgiawildlife.com). These amounts plus the appropriate service charge is all a license buyer should pay on a single license transaction. Sportsmen should know the prices before they buy and should check the receipt after the sale.