STATE OF MICHIGAN
DEPARTMENT OF NATURAL RESOURCES
LANSING

RICK SNYDER
GOVERNOR

RODNEY A. STOKES
DIRECTOR

February 10, 2012
License Sales Equipment Upgrade Letter #3

Dear DNR License Retailer:

In order to keep you informed of our progress in rolling out the new Point of Sale (POS II) license sales equipment, a new website has been developed specifically with you in mind. The website will contain information and updates regarding the new license equipment, copies of correspondence we've sent you, and informational flyers you can print for your customers. You can view previous letters and other information regarding this rollout at: http://www.michigan.gov/licenseagent

Scheduling for Equipment Transition

By now you have either selected or been assigned a month to make the conversion from your old equipment to the new POS II. To verify your store's conversion date, please visit the website above and search by terminal number. If your location has more than one terminal, don't forget to check them all separately.

During your conversion month your store will receive the new POS II equipment, installation and operational instructions (paper manual and DVDs), and an extra roll of the new receipt paper. Once you receive the equipment, you will have up to 2 weeks to install it, send data on the old equipment, and mail the old equipment setup back using the shipping materials and postage provided.

Print Ribbon

Use the 2012 orange license stock that you will receive in late February and your old and new ribbon to print licenses on the POS II.

Your old ribbon will work just fine in the new license printer except that there will not be any warning when it is close to running out. Please be mindful of this and be sure to change the ribbon when it is getting low. If it does run out, licenses will come out with no text printed on them. You must void these licenses and reissue them.

Since you may have several ribbons on hand and we have a considerable warehoused supply of the old ribbon, we're asking your help to monitor your printer ribbon with the new POS II equipment and help us use up the old ribbon. We have ordered new printer ribbons that have a shiny metal-colored Mylar trailer that signals the POS to give a warning message when the ribbon is running low.

Technical Needs for Firewalls

For those of you whose internet connection sits behind a firewall, we can provide our URLs upon request. Simply send an e-mail to MDNR-E-License@michigan.gov and type "IP Address" in the subject line. We will send the links in mid-February.

Terminal Fees for Both Sets of Equipment

During the conversion, there will be a 2 week window allowed for installation. During these 2 weeks you will upload the old Omni Verifone terminal after the last day of sales, install the new equipment and test the internet connection, and mail back the old equipment using the postage provided. To insure you are not overcharged with terminal fees during this time, your EFT will be credited for 2 weeks of terminal fees. This will appear on the "Miscellaneous" Field on your EFT. Any store that does not return the old equipment during the 2 week window will continue to be charged for each POS setup retained. If you are unsure how to send data to upload your sales to the DNR on the old equipment, please call the Agent helpdesk during business hours.

Get Excited! We Are!

A number of you have phoned or written to share your excitement at receiving the new equipment and software. We appreciate your enthusiasm. With your help we'll continue to make improvements and technological advancements to our licensing system. As always, please feel free to contact us at the numbers below.

Sincerely,

Denise Gruben
For the Michigan DNR Licensing Team

AGENT HELPDESK
800-737-6367
MDNR-E-License@michigan.gov