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Chapter 1 – DNR Point of Sale Overview

Purpose of This Guide

This training manual describes the procedures used in operating the DNR POS terminal. You are responsible to use the terminal in accordance with the legal requirements, policies, and procedures that the Michigan Department of Natural Resources (DNR) has set forth for its Retail Sales Agents.

POS Program Changes

The DNR POS system has evolved from a standalone sales terminal, which sent all of its sales data at the end of the day via a phone connection, to a PC-based transaction system, which utilizes the Internet to exchange sales information and updates as they happen.

POS Hardware

Your DNR POS Ship Kit will contain the following five pieces of hardware:

- HP rp3000 or rp5800 Point of Sale System
- HP 15-inch LCD Monitor
- HP USB POS Keyboard with touchpad and Magnetic Swipe Reader
- HP USB Thermal Receipt Printer
- Zebra GK420t Thermal Transfer Printer

Note: To minimize the space requirements, the keyboard includes a touchpad (similar to those found on laptops) instead of a mouse. However, if you prefer, you can purchase a USB mouse and install it yourself.

In addition to hardware, the DNR POS Ship Kit will contain additional items including cables and instructional material.

Installation and Setup

For the most current DNR POS component list, installation instructions and setup procedures refer to the Point of Sale (POS) Agent Hardware Manual and/or DVD that came with your equipment.

Connecting to the Internet

Your DNR POS system is web-based, which means it relies on the Internet to verify logins, conduct sales and receive program updates. In order to use and maintain the system, you will need a reliable internet connection provided by a dependable internet service provider (ISP.) The DNR does not provide an Internet connection or recommend service providers. For internet connection issues you should contact your ISP provider. The DNR does provide assistance once you have established that your DNR POS
terminal is connected to a working internet connection. For assistance, call the DNR at 800-737-6367.
Chapter 2 - Help and Learning Tools

Online Help

The DNR POS system is Windows based and as such, has an extensive online help system. Selecting the Help menu option on the left side of the page will display help on the current topic.

Getting Help

The DNR Agent Helpdesk can be reached at 800-737-6367. This line is staffed from 8:00 a.m. until 5:00 p.m. Monday through Friday, excluding State holidays. This number should be called for help with DNR equipment, policies, regulations, financial issues, supplies, problems, and license customer service questions, or if an agent cannot readily find the necessary information in this manual or in other documentation provided with your DNR POS system.

Note: This number is intended to serve DNR retail sales agents and is not to be given out to customers. The number for customers to contact the DNR is 517-373-1204.

DNR Agent Helpdesk  800-737-6367
Customer Contact  517-373-1204

When you call the DNR, please be prepared to provide your terminal number, phone number, and a brief description of the problem.

Using the Training Video Clips

Many online help topics include a link to open a video clip providing an on-screen demonstration of how to use that page in the POS system. To start the demonstration, click the link. The demonstration will play in a new browser window. When the clip has completed, you can close that browser window.

Repairs

If you are experiencing any problems with the equipment, and have already performed troubleshooting as described in the Point of Sale (POS) Agent Hardware Manual, please call the DNR Agent Helpdesk at 800-737-6367 for assistance.

License Questions

For questions concerning hunting and fishing licenses, you can refer to the hunting and trapping digest, fishing guide, special hunt digests or select the Most Accessed Digests link on the left side of the page within the DNR POS system. You can also access the DNR website at www.michigan.gov/dnr utilizing a personal computer. A supply of all available digests will arrive approximately a week or two before the season, including special application drawings. When you need to re-order more digests, please call the DNR Agent Helpdesk 800-737-6367 for assistance.
State of Michigan Point of Sale

Chapter 3 - System Security

Security Overview

DNR POS system access is granted by entering a valid username and password. The DNR assigns each terminal a unique username and password. You can change the password at any time. Passwords expire after 90 days and a new password must be selected. If you lose the password, or have any other security related issues, please contact the DNR Agent Helpdesk.

Agent Log In

Following a successful startup process, the first page your system will display is the Agent Log In page shown here:

To log in to the system:

1. Enter your username in the Username field. Usernames are not case sensitive.
2. Select, or tab down to, the Password field and enter your password. Passwords are case sensitive. As a security feature, the password characters you enter are displayed as generic symbols.
3. When your entries are complete, select the Login button.

The DNR POS system will validate your Login and, if successful, will display the Swipe Customer ID page, allowing you to start a transaction or select other system options on the left side of the page.

Problems

If there is a problem with either the username or password, you will receive the error message “Your login attempt was not successful. Please try again.” and you will be given another opportunity to log in with the correct information. If you have several failed attempts at logging in, you should contact the DNR Agent Helpdesk to resolve the problem.

If your Internet connection is not working, the system will be unable to validate your username and password.
Chapter 3 - System Security

Expired Password

If your password has expired, the Agent Password Management page will be displayed and you will be required to create a new password.

Session Timeout

If your DNR POS terminal is inactive for more than 3 hours, you will automatically be logged out of the system and returned to the Agent Log In page.

Transaction Timeout

If you have begun a transaction on your DNR POS terminal by selecting an option from the Transaction Selection page and the transaction is not complete within 30 minutes, your transaction will time out and you will be taken to the Swipe Customer ID page.

Transaction Delays

The type and speed of your Internet connection may create brief delays following the selection of an item on the page. In this situation, the system does not display an hourglass or other symbol to let you know about network communication that is taking place. Do not attempt to reselect the item on the page in an effort to speed up the process. If you are patient, the next screen will display as expected.

Logging Out

When you are finished using the DNR POS system, you can end your session by selecting the Logoff link on the left side of the page. This secures your DNR POS terminal from unauthorized use.

Please do not turn the system off before completing your transaction and selecting the Logoff option. The system may be processing information and data could be lost.

Password Management

Agents can change their DNR POS terminal password at any time. Your password will also expire every 90 days, requiring you to create a new one. The Password Management page allows you to change the password associated with your account.

The Password Management page will automatically be displayed if you log in with an expired password. To change your password prior to its expiration, select the Change Password link on the left side of the page.

If you decide to change your password while you are conducting a customer transaction, you will have to restart the entire transaction from the beginning.
To change your password when the Password Management page appears:

1. Enter your username in the Username field.

2. Select, or Tab down to, the Current Password field and enter your current password. Notice that all password fields display security characters in the place of the actual typed characters.

3. Select, or Tab down to, the New Password field and enter your new password. When creating a new password, it must contain 8 – 12 characters and at least one character must be non-numeric. You can reuse old passwords, but not one of the most recent three passwords. If you use upper or lowercase letters, be aware that passwords are case sensitive, e.g.; STORE123 and store123 are different passwords.

4. Select, or Tab down to, the Confirm New Password field and re-enter your new password.

5. When your entries are complete, select the Change Password button.

6. To keep your old password, select the Cancel button. If a password change was required by the system, you will be directed to the Login page and subsequently back to the Password Management page.

If there is any problem with your login, follow the instructions in the message displayed.

Passwords must follow these rules:

- Minimum of eight characters
- Maximum of twelve characters
- Must contain one non-numeric character
- Must be different than the previous three passwords
- May contain upper or lower alphabetic characters and is case-sensitive
- May contain numbers, but they are not required
- May contain any of the following characters: ^_+-=\~:;?[]!.#$$%
Chapter 4 - Fundamental POS Features

Basic Features and Navigation Overview

The DNR POS system uses a standard Microsoft Windows interface to display and exchange sales transaction and system information. All of the pages appear in windows governed by Internet Explorer. If you are familiar with web browsing using the Internet Explorer browser, you will be very comfortable using the DNR POS system.

Selecting items on the page can be accomplished by using the Tab key to move from item to item, or by using the touchpad on the keyboard to move the cursor (pointer.) To move the cursor, lightly drag your fingertip across the touchpad surface. The cursor will move in the same direction as your finger. You then select objects by clicking or "tapping" on the touchpad.

The touchpad has two buttons located below the touchpad surface. These are the same left and right buttons you would find on a computer mouse. Clicking the left button will select the object under the cursor. Clicking the right button usually displays a secondary menu of options, if they are available. If you would rather use the touchpad to select an item, you can move the cursor to the desired object and then tap the touchpad. To open a link or menu item, simply double-click or double-tap on it. Initially you should practice with the touchpad to discover what cursor actions result from using the various options.
The basic DNR POS page layout is shown below. This is the first page you will see after you have successfully logged in to your DNR POS.

The typical DNR POS window displays the Michigan DNR banner and the State of Michigan Official Website image at the top of the page. The bottom of the page contains State of Michigan copyright information.
Along the left side of every page is a series of links that provide access to additional DNR POS resources.

Note: You will not see these links until you have successfully logged in to your DNR POS.

The links on the left side of the page include the following:

- **Bulletins** – opens a new window to display agent bulletins that are available for viewing.
- **Sales Detail Report** – opens a new window to display options for requesting a sales report.
- **List of Licenses** – opens a new window to display a list of licenses currently available for purchase from this sales outlet.
- **Most Accessed Digests** – opens a new window to display the most popular digests from the DNR website.
- **Contact the DNR** – opens a new window to display current DNR contact information from their website.
- **FAQ** – opens a new window to display more detailed information on questions frequently asked of the DNR.
- **Help** – opens a new window to display additional help on the current process that is active in the main page.
- **Change Password** – displays a security window that allows you to change the password for the DNR POS terminal.
- **Logoff** – secures your DNR POS terminal by ending your session and requiring a login with a valid user ID and password.

The center of the page will display information, instructions and input options relevant to the DNR POS function you are using.

**Licenses and Reports**

To view a list of licenses currently available from your sales outlet, select the List of Licenses link located on the left side of any of the pages, once you are successfully logged in to your DNR POS.

The DNR POS system also produces a sales report to help you monitor your business. For your convenience, and to conserve natural resources, the report appears as a screen page display. If you require printed reports, it can be printed locally on your receipt printer. If you require report options not currently available in the DNR POS system, please contact the DNR Agent Helpdesk.
Working Online in Real Time

The DNR POS system uses an active Internet connection to conduct business and system maintenance in real time. This means that:

- The software your system uses can be updated as soon as it is available. Your system, no matter how remotely located, will never be “out of date”.
- Any recently implemented licensing prerequisites by the DNR will now take effect immediately.
- Customer DNR ID or Sportcard information will remain stored with the customer, reducing the need for redundant questions.
- Replacing and voiding items will be faster and easier since the system will only display the appropriate customer items.
- The sales reports now display on their own page in the DNR POS system giving you access to up to 13 months of sales data whenever you request it. The new report display gives you more flexibility while conserving printer stock. You also have the option to print the report on the receipt printer. Bulletins also display on their own page allowing you to select the bulletins you wish to view.

Software/System Updates

System updates and DNR POS application software updates will take advantage of the Internet connection and will attempt to run after normal business hours. The updates may be related to the DNR POS application software or the Microsoft Windows operating system. If you try to use the system while a DNR POS application software update is in progress, you will receive a message that the system is in Maintenance Mode. Occasionally system updates require that the system be restarted to complete their installation. If this is the case, you may see a message to this effect.

System Restrictions

While the DNR POS system has all the components of a typical office business PC, it is designed to function solely as a DNR Agent Point of Sales terminal. Do not load additional software, or install additional hardware, on the system. The DNR receives an automatic notification when the system configuration has been changed. If you have questions about the capabilities of your DNR POS system, please contact the DNR Agent Helpdesk.

Supplies

It is your responsibility to maintain your inventory levels of license stock and digests. It is difficult to sell licenses if you run out of printing supplies. If you need more printing supplies or digests, please call the DNR Agent Helpdesk at 800-737-6367.
Chapter 5 – Selling an Item

Overview

Selling an item using the DNR POS system involves several steps. They typically include:

Swiping the Customer’s ID – When a customer presents a Michigan driver license or Michigan identification card, answer the customer military status and disability questions, then use the keyboard magnetic swipe reader to swipe the identification card to identify the customer to the DNR POS system. Licenses from other states cannot be swiped.

NOTE: The questions will default to NO. If any of the questions apply to the customer, selecting YES to the appropriate question will allow special items to appear in the Catalog.

Since the military discount cannot be combined with the Blind or Disabled Veteran discount, the Military Resident question is mutually exclusive with either the Veteran’s disability or Legally blind. If the Military Resident question is set to Yes, the Disabled Veteran and Legally blind questions will be set to No, and vice versa.

If the customer’s Michigan driver license or identification card does not swipe successfully, the customer presents a Sportcard or DNR ID, or the customer presents out-of-state identification, you must click the button at the bottom of the page to start the manual customer ID entry option.

Manual Customer ID Entry Option – When the customer is using a Sportcard or DNR ID, or if the customer’s Michigan driver license or Michigan identification card will not swipe, manually enter the customer’s identification information from a valid source and date of birth, then select the response that best describes the customer’s residency status. Use the radio buttons to respond to the disability questions as appropriate.

Valid identification information can be one of the following: Michigan driver license, Michigan identification card, Sportcard ID, or DNR ID. If the customer does not have a valid form of identification, they may purchase a Sportcard ID or obtain a DNR ID after manually entering the customer’s date of birth, selecting the residency status, and responding to the disability questions.

NOTE: Disability questions will default to NO. Since the military discount cannot be combined with the Blind or Disabled Veteran discount, the Military Resident status is mutually exclusive with either the Veteran’s disability or Legally blind. If either Active Military Resident or Non-Resident is selected in the residency section, the disability questions will not be available. If the customer has a Veterans Administration 100% disability letter, or is legally blind, selecting YES to the appropriate question(s) will allow special items to appear on the Catalog that will not appear for other customers.

Transaction Selection - Click the Item Sale button. The Transaction Selection page will not be displayed if the customer is purchasing a Sportcard ID or a DNR ID. If you are purchasing a Sportcard ID or DNR ID, you will be taken directly to the Catalog page.
Chapter 5 – Selling an Item

Catalog - Displays all items that are currently available for sale from this sales outlet based on the license and certain customer characteristics. The first time this page opens, if the customer is 65 or older a message indicating that fact is displayed.

Answer Any Additional Questions - Appears if the DNR POS system needs additional information based on the item the customer wants to buy.

Review the Shopping Cart - View and manage the contents of the customer's shopping cart.

Sportsman Against Hunger - If a donation to Sportsman Against Hunger is not already being made, the agent is legally required to ask the customer if they would like to donate to the program. The DNR POS system will prompt to ask this question.

Input Customer Information - Only required if the customer is buying a Sportcard ID or DNR ID card.

Checkout - Review a summary of the customer's order prior to submission.

Order Complete - List the customer's items that are being printed on the license and/or receipt printer. Verify that the customer has signed all items requiring a signature. Print the agent receipts.

Payment - An agent is required to collect payment through their own cash drawer or credit card machine. The DNR POS terminal does not perform this function.

Swiping the Customer ID

This page allows you to swipe the customer's Michigan driver license or Michigan identification card through the keyboard magnetic swipe reader to identify the customer to the DNR POS system.

Swipe is only allowed for a Michigan driver license or Michigan identification card. If the customer presents a Sportcard, DNR ID, or any out-of-state identification, click the button to go directly to the Manual Customer ID page.
Instructions

1. Select the appropriate Yes/No response to the resident customer military status and disability questions.

2. Swipe the customer's Michigan driver license or Michigan identification card through the magnetic swipe reader. If the card was successfully read, you will be taken to the Transaction Selection page.

3. If the card swipe is not successful, click the button to go to the Manual Customer ID page.

Manual Customer ID Entry

This page allows you to manually enter the customer's identification information. For Sale Processing, if the customer does not have an ID, they may purchase a Sportcard ID or obtain a DNR ID.
### Instructions

If the customer presents a Michigan Driver License, Michigan ID, Sportcard ID, or DNR ID:

1. Enter the complete identification number in the space that corresponds to the identification type presented. Omit spaces and dashes. When you enter an identification number, the corresponding radio button is selected automatically.

   If you need to change the identification type, clear the previously entered identification number before entering the new number.

2. Enter the Customer’s Date of Birth (mmm, dd, yyyy).
   - Select the month from the drop-down list.
   - Select the day from the drop-down list.
   - Enter the four digit year.

3. Use the radio buttons to select the customer’s residency status.

4. If the customer’s status is NOT Active Duty Military Resident, or Non-Resident, use the radio buttons to respond to the disability questions.

5. Click the Submit button. If the ID is validated, you will be taken to the Transaction Selection page.
6. If DNR POS cannot validate the customer’s information, a message appears with further instructions.

If the customer does not have a Michigan Driver License, Michigan ID, Sportcard ID, or DNR ID or their identification cannot be validated:

- **For Sale Processing:**
  a. Click the radio buttons to select the appropriate form of ID to add to the customer’s shopping cart.
  b. Enter the Customer’s Date of Birth (mmm, dd, yyyy).
  c. Use the radio buttons to select the customer’s residency status.
  d. If the customer’s status is NOT Active Duty Military Resident, or Non-Resident, use the radio buttons to respond to the disability questions.
  e. Click the Submit button. You will be taken to the Catalog page.

- **For Replacement or Void Processing:**
  If the customer does not have the ID used to purchase the item, the agent should contact the DNR.
Chapter 5 – Selling an Item

Transaction Selection

This page is used to select the type of transaction to be processed.

Options

- Click the **Item Sale** button to sell a new item. The Catalog page will display.

- Click the **Item Replace** button to replace a previously purchased item. The Replaceable Items page will display.

- Click the **Item Void** button to void a previously purchased item. The Voidable Items page will display.

- Click the **Cancel Order** button if you want to leave without completing the order. A confirmation message will display. Click the OK button to clear the shopping cart and return to the Swipe Customer ID page. Click the Cancel button to close the confirmation message without exiting the page.
Chapter 5 – Selling an Item

Using the Catalog

The Catalog page displays all items that are currently available for sale on this DNR POS terminal based upon the license and customer characteristics. If the customer is 65 years old or older, a message is displayed stating that, when this page first opens.

Many items are not available until the customer possesses a base or prerequisite item. After adding the base item to the customer’s cart, items requiring that base item will appear in the catalog. Also, if the customer possesses an item that excludes the purchase of another specific item, those items will not appear in the catalog.

### Catalog

**Select a Category:**

<table>
<thead>
<tr>
<th>Year</th>
<th>Code</th>
<th>Name</th>
<th>Price</th>
<th>More Info</th>
<th>Select Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>200</td>
<td>Fish All Species RES MO</td>
<td>$26.00</td>
<td>More Info</td>
<td>Buy Now!</td>
</tr>
<tr>
<td>2014</td>
<td>203</td>
<td>Fish 24 Hour MO</td>
<td>$10.00</td>
<td>More Info</td>
<td>Buy Now!</td>
</tr>
<tr>
<td>2014</td>
<td>204</td>
<td>Fish 72 Hour MO</td>
<td>$30.00</td>
<td>More Info</td>
<td>Buy Now!</td>
</tr>
<tr>
<td>2014</td>
<td>205</td>
<td>Muskellunge Harvest TagMO</td>
<td>$0.00</td>
<td>More Info</td>
<td>Buy Now!</td>
</tr>
<tr>
<td>2014</td>
<td>206</td>
<td>Sturgeon Permit and TagMO</td>
<td>$0.00</td>
<td>More Info</td>
<td>Buy Now!</td>
</tr>
</tbody>
</table>

**Instructions**

1. Select the item category from the drop-down list. The page will display a list of the items available for purchase by the customer.

2. Review the items available for sale. If an item will expire in 90 days or less and is not in the Miscellaneous category, the item expiration date text is displayed in red and italics.

3. The Price column displays the item price.

4. Clicking the More Info link opens the Most Accessed Digests page where you can review current hunting digests in addition to other DNR forms, publications, and maps.
5. Click the **Buy Now** button to add the item to the shopping cart.

6. If the item being selected is classified as an Annual, is not in the Miscellaneous category, has a Season Ending Date of less than April 1st of the current year, and is being purchased in January or February of the current year, upon clicking the **Buy Now** button, an informational message is displayed. The message explains that the customer is to be informed that the selected item is expiring in XX days. The message will also provide the next license year's starting sales date.

   - As an example, if you are selling an annual fish license in January, this message will appear.

7. If the item selected does not require additional information or system approval, the Catalog page is again displayed to allow further shopping. A message is displayed that affirms the item has been added.

8. If the item selected requires any additional information, the Additional Questions page will be displayed. After providing the additional information, you will be taken back to the Catalog page to allow further shopping. A message is displayed that affirms the item has been added.

9. If the customer is not eligible or authorized to purchase the item, the reason will display at the top of the page.

Additional Options

- Clicking the **View Shopping Cart** symbol at the top right of the list, or the **Shopping Cart** button at the bottom of the list, also takes you to the Shopping Cart page to continue with the purchase.

- Click the **Cancel Order** button to leave without completing the sale. A confirmation message will display. Click the OK button to clear the shopping cart and return to the Swipe Customer ID page. Click the Cancel button to close the confirmation message without exiting the page.
Additional Questions

This page appears if the DNR POS system needs additional information based on the item the customer wants to buy.

### Additional Questions

#### 110 - Base RES MO

**Hunter Safety**

- To purchase the hunting license(s) you are adding to your shopping cart, you must have successfully completed a course in Hunter Safety or have previously possessed a hunting license other than an apprentice license.

- The customer meets this requirement
- The customer does not qualify to purchase this hunting license

---

**Instructions**

1. **Answer all of the questions that appear on the page.**
   
   **Combination License**
   
   This section is displayed when a combination license is being purchased. If there are no additional questions for this item, the button is disabled.

   Clicking the More Info link opens the Most Accessed Digests page in a new window where you can review current hunting digests in addition to other DNR forms, publications, and maps.

2. **License Effective Date**
   
   The date and time selected is when the license becomes effective.
   
   a. Enter the date in mm/dd/yyyy format. You can also click the `calendar` to open the calendar and pick the date.
   
   b. Enter the time in hh:mm AM/PM format. You can also use the control at the end of the field to adjust the time.

3. **Elk Hunting**
   
   Click the radio button to select a response.
Chapter 5 – Selling an Item

Hunt Areas
This section lists the number of hunt area choices available for the item selected. You will need to select at least one area for your hunt.

a. For each hunt area choice, click the field to open the list of available choices. Click to select the customer's choice from the list.

b. Clicking the Clear Choice link deletes the selection.

Existing Hunt Party
Enter the customer's 12-digit Party ID number in the space provided.

If the customer supplies a Party ID number, the customer will not be allowed to select a hunt area.

Hunter Safety
Click the radio button to select a response.

Land Ownership
This question will only appear for some hunt areas after the hunt area has been selected.

a. Click the radio button next to the best response that describes the customer's basis for obtaining a Private Land Antlerless License.

b. Enter the LAND OWNER'S Phone Number in the space provided. Enter numbers only, for example: 5175551212.

Migratory Bird

a. Ask the customer the first question, "Did the customer hunt any of the following migratory birds listed in question 2 through 5 last year?" Click the radio button to select a response.

b. If the customer answers YES to the first question, the customer is REQUIRED to answer the subsequent questions. If the customer answers NO, then you may bypass the remaining questions on behalf of the customer.

c. Answer the questions about the customer's duck and coot, goose, and woodcock harvest from last year by clicking the field at the end of the field to open the list of available choices. Click to select your choice from the list.

d. Answer the question about hunting snipe, rails, or gallinules last year by clicking the appropriate radio button.

Purchase Multiple Items

a. Enter the number, between 1 and 20, of the indicated item in the space provided.
b. If the customer wants to purchase more than 20:
   1) Enter 20.
   2) Click the Continue button and you will be taken back to the Catalog page.
   3) Add this item to the shopping cart again. When you return to this page, enter the number, between 1 and 20, of the additional items the customer wants to purchase.

2. Click the Continue button once you have answered all the questions. If all the requirements have been met and a system approval is not required, you will be taken back to the Catalog page. The customer’s item will be added to the cart.

3. If a system approval is required, a host authorization will be performed after clicking the Continue button.
   a. If the authorization is successful, you will be taken to the Catalog page. A message is displayed indicating the item was added to the shopping cart.
   b. If the authorization is not successful, you will be taken to the Catalog page with the reason for the failure displayed at the top of the page.

Additional Options

- Clicking the Clear Form button will clear all of your entries to start over.
- Clicking the Cancel Item button displays a sale cancellation confirmation message. Click the OK button to clear the item from the shopping cart and return to the Catalog page. Click the Cancel button to close the confirmation message without exiting the page.
Working with the Shopping Cart

This page allows you to view and manage the list of items selected for purchase.

### Shopping Cart

<table>
<thead>
<tr>
<th>Remove</th>
<th>Year</th>
<th>Code</th>
<th>Item</th>
<th>Price</th>
<th>Your Price</th>
<th>More Info</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2014</td>
<td>000</td>
<td>DNR Sportcard MO</td>
<td>$1.00</td>
<td>$1.00</td>
<td>More Info</td>
</tr>
<tr>
<td>Remove</td>
<td></td>
<td></td>
<td>Fish All Species RES MO</td>
<td>$26.00</td>
<td>$26.00</td>
<td>More Info</td>
</tr>
<tr>
<td>Remove</td>
<td>2014</td>
<td>150</td>
<td>Deer Antlerless Appl MO</td>
<td>$5.00</td>
<td>$5.00</td>
<td>More Info</td>
</tr>
</tbody>
</table>

**Order Total**: $32.00

**Instructions**

1. Review all the items in the customer's cart to verify they are correct.

2. Clicking the **Remove Item** button deletes that item from the cart.
   
   If an item required for the purchase of other items is removed from the cart, any items in the cart that required that item are also removed.
   
   Items that cannot be deleted from the cart will not display the **Remove Item** button. Items that cannot be deleted from the shopping cart are:
   
   - A Sportcard ID
   - A DNR ID.
   - The associated item of a combination license. To delete the associated item, you must delete the primary item in the combination.
   - Items that are free and are included because a paid item is being purchased. For example, a HIP survey is free and is automatically included because the customer is purchasing a small game license. The HIP survey can only be removed by removing the paid item being purchased.

4. Click the **button if the customer is satisfied with the selections. If the customer does not already have a Sportsman Against Hunger (SAH) item in the cart, you will be prompted to ask if the customer is interested in purchasing one.

   As an agent, you are legally required to ask the customer if they would like to donate to the program.

   - If the customer is interested in purchasing an SAH item, click the Yes button to close the message. The $1.00 SAH item is added to the customer’s cart. If the customer is buying a Sportcard or DNR ID, the Customer Information page displays. The process then continues to display the Checkout page with the SAH item included.

   - If the customer does not want to purchase an SAH item, click the No button to close the message; the Checkout page displays.

**Additional Options**

   - Click the **Keep Shopping button if the customer wants to add additional items to the order. You will be taken back to the Catalog page.

   - Click the **Cancel Order button if you want to leave without completing the sale. You will be taken to the Swipe Customer ID page.

**Customer Information**

If the customer is buying a Sportcard or DNR ID, the DNR POS system requires additional customer information.
Instructions

1. Enter the Customer Information.
   a. Enter the First Name in the space provided. Required.
   b. Enter the Middle Name in the space provided. Optional.
   c. Enter the Last Name in the space provided. Required.
   d. Enter the name Suffix (such as, Jr, Sr, III) in the space provided. Optional.
   e. Enter the Height by selecting ft (feet) and in (inches) from the drop-down lists. Required.
   f. Enter the Weight in the space provided. Required.
   g. Enter the Gender by clicking the radio button next to the appropriate choice. Required.
   h. Enter the Phone number in the space provided. Optional.
   i. Enter the Email address in the space provided. Optional.

2. Enter the Customer Mailing Address Information.
   a. Enter the Address in the space provided. Required.
   b. Enter the Apt, PO Box, etc. address information in the space provided. Optional.
   c. Enter the City in the space provided. Required.
   d. Select the State (if other than Michigan) from the drop-down list. Required.
   e. Enter the ZIP/Postal Code in the space provided. Required.
   f. Select the Country (if other than UNITED STATES) from the drop-down list. Required.

3. Click the button to continue to the Checkout page. Click the button if you want to leave without completing the order. A confirmation message will display. Click the OK button to clear the shopping cart and return to the Swipe Customer ID page. Click the Cancel button to close the confirmation message without exiting the page.
Checkout

This page provides a summary of the customer's order prior to submission.

<table>
<thead>
<tr>
<th>Customer ID:</th>
<th>Code</th>
<th>Year</th>
<th>Item</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>200</td>
<td>2014</td>
<td>Fish All Species RES MO</td>
<td>$26.00</td>
</tr>
<tr>
<td></td>
<td>150</td>
<td>2014</td>
<td>Deer Antlerless Appl MO</td>
<td>$5.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Hunt Areas: 1001</td>
<td></td>
</tr>
<tr>
<td>Order Total</td>
<td></td>
<td></td>
<td>$31.00</td>
<td></td>
</tr>
</tbody>
</table>

Email:
Would you like to receive e-mailed application, season opener and buying reminders from the DNR? Type e-mail address here:

Please read to the customer:
I attest that this license was purchased by or for me with my ID and credentials, and that I qualify for the licenses that I have purchased.

Instructions

4. If the customer would like to receive e-mail reminders from the DNR, enter the customer's e-mail address in the space provided. If the customer is purchasing a Sportcard or getting a DNR ID, this option will not be shown.

5. Read the attest statement to the customer.

6. When the customer agrees to the statement, click the Customer Attest button.

   The Submit Order button will not be activated until this step is completed.

7. Click the Submit Order button. A message will display that the order is processing. When processing is complete you will be taken to the Order Complete page.
Options

- Click the **Keep Shopping** button to return to the Catalog page.

  Click the **Cancel Order** button if you want to leave without completing the order. A confirmation message will display. Click the OK button to clear the shopping cart and return to the Swipe Customer ID page. Click the Cancel button to close the confirmation message without exiting the page.

Sale Processing

If the order was not cancelled, a Sale Processing message will display while the DNR POS system completes the customer's order.

When processing is complete, you will be taken to the Order Complete page. The page is similar regardless of whether a sale, void or replacement is being processed.

Order Complete

While the customer’s items are being printed, the Order Complete window will appear.

Instructions

1. Make sure that all the customer's items have printed.
2. Have the customer sign all of their items requiring signatures.
3. Select the **Print Agent Receipt** button to complete the transaction, print the agent receipt, and return to the Swipe Customer ID page.
The items the customer purchased and the agent receipt will print. Examples are shown here:

**Customer Item**

![Customer Item Receipt]

**Agent Receipt**

![Agent Receipt]

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Chapter 6 - Replacing Items

The process for replacing items is very similar to the regular item sales process. The main differences are that you select a different transaction type and the list of items that are replaceable are limited to the customer’s prior purchases that are replaceable.

To process the replacement of one or more items:

The customer must present the ID they used to purchase the item requested to be replaced.

Swiping the Customer’s ID - When a customer presents a Michigan driver license or Michigan identification card, answer the customer military status and disability questions, then use the keyboard magnetic swipe reader to swipe the identification card to identify the customer to the DNR POS system.

Manual Customer ID Option – When the customer is using a Sportcard or DNR ID, or if the customer's Michigan driver license or Michigan identification card will not swipe, manually enter the customer's identification information from a valid source and date of birth, then select the response that best describes the customer’s residency status. Use the radio buttons to respond to the disability questions as appropriate.

Transaction Selection - Click the Item Replace button. The Replaceable Items page will be displayed, listing all items that are currently available for replacement for this customer.

Select the Replaceable Item – Select the item to be replaced from the list.

Review the Shopping Cart - View and manage the contents of the customer's shopping cart.

Checkout – Review a summary of the customer's replacement order prior to submission.

Order Complete – List the customer's items that are being printed on either the license or receipt printer. Verify that the customer has signed all items requiring a signature. Print the agent receipts.

Enter the Customer ID

1. Swipe their identification card or manually enter the customer's date of birth and identification information after you answer the resident customer military status and disability questions.

Select the Replacement Transaction

1. When the Transaction Selection page appears, select the Item Replace button.

Select the Replaceable Item

The Replaceable Items list will display. This list displays all of the items this specific customer has purchased that are eligible for replacement, and the cost to replace each.
Chapter 6 – Replacing Items

Replaceable Items

To add an item to your shopping cart, click the "Replace" button next to the item that you wish to replace.

<table>
<thead>
<tr>
<th>Year</th>
<th>Code</th>
<th>Name</th>
<th>Replace Price</th>
<th>Select Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>110</td>
<td>Base RES MO</td>
<td>$10.00</td>
<td>Replace</td>
</tr>
<tr>
<td>2014</td>
<td>133</td>
<td>Deer Regular MO</td>
<td>$20.00</td>
<td>Replace</td>
</tr>
<tr>
<td>2014</td>
<td>136</td>
<td>Deer Restricted 4+ MO</td>
<td>$20.00</td>
<td>Replace</td>
</tr>
</tbody>
</table>

Instructions

1. Click the button next to the item to add it to the Replaceable Items Shopping Cart. The Replaceable Items page remains displayed to allow for further selection.

Additional Option

- Clicking the button will take you to the Replaceable Items Shopping Cart page where the selected replaceable items are listed.

- Clicking the button will display an order cancellation message box. Click the OK button to clear the shopping cart and return to the Swipe Customer ID page. Click the Cancel button to close the confirmation message without exiting the page.
Replaceable Items Shopping Cart

This page allows you to view and manage the contents of the customer's Replaceable Items Shopping Cart.

Instructions

1. Review all the items in the customer's cart to verify they are correct. Clicking the **Remove Item** button deletes that item from the cart.

2. Click the **Checkout** button if the customer is satisfied with the selections. You will be taken to the Replaceable Items Checkout page.

Additional Options

- Click the **Replace Additional Items** button if the customer wants to replace additional items. You will be taken back to the Replaceable Items page.

- Click the **Cancel Order** button if you want to leave without completing the sale. A message box will display. Click the OK button to clear the shopping cart and return to the Swipe Customer ID page. Click the Cancel button to close the confirmation message without exiting the page.
Replaceable Items Checkout

This page provides a summary of the customer's replacement order prior to submission.

Replaceable Items Checkout

<table>
<thead>
<tr>
<th>Code</th>
<th>Year</th>
<th>Item</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>110</td>
<td>2014</td>
<td>Base RES MO</td>
<td>$10.00</td>
</tr>
<tr>
<td>136</td>
<td>2014</td>
<td>Deer Restricted 4+ MO</td>
<td>$20.00</td>
</tr>
</tbody>
</table>

Order Total $30.00

Please read to the customer:

I attest that this license was purchased by or for me with my ID and credentials, or for a youth with their credentials. I qualify for the licenses that I have purchased. I understand that I must carry afield my licenses, ID and credentials and exhibit them upon demand of a conservation officer, a tribal officer, or any other law enforcement officer. ID and credentials will include any identification and military or medical paperwork used to obtain the license or permit in your possession.

Instructions

1. Read the attest statement to the customer.
2. When the customer agrees to the statement, click the button.

The button will not be activated until this step is completed.

2. Click the button. A message will display that the order is processing. When processing is complete you will be taken to the Order Complete page.

Options

- Click the button to return to the Replaceable Items page.
- Click the button if you want to leave without completing the order. A confirmation message will display. Click the OK button to clear the shopping cart and return to the Swipe Customer ID page. Click the Cancel button to close the confirmation message without exiting the page.
Chapter 6 – Replacing Items

If the order was not cancelled, a Replacement Processing message will display while the DNR POS system completes the customer's order.

Order Complete

Once the customer order has completed processing, the Order Complete page appears. This display will remain while the customer's items are being printed on either the license or receipt printer. You must verify that the customer has signed all items requiring a signature. After the verification is complete, the agent receipt is printed.

Instructions

1. Make sure that all the customer's items have printed.
2. Have the customer sign all of their items requiring a signature.
3. Click the **Print Agent Receipt** button to complete the transaction and print the agent's receipt. You will be taken to the Swipe Customer ID page.
Chapter 7 - Voiding Items

The process for voiding items is very similar to the regular item sales process. The main differences are that you select a different transaction type and the list of items that can be voided is limited to the customer’s prior purchases.

An agent does not need to be the selling agent of the originally purchased item to process the void when the item passes the void rules.

To process the void of one or more items:

Enter the Customer ID

1. Swipe the customer’s identification card or manually enter the customer’s date of birth and identification information after you answer the resident customer military status and disability questions.

Select the Void Transaction

1. When the Transaction Selection page appears, select the button.

Select the Voidable Item

The Voidable Items list will display. This list displays all of the items this specific customer has purchased that can be voided.

Instructions

1. Click the checkbox in the Select Item column to select each item to be voided.

2. Items are grouped by transaction date and transaction time. Clicking the checkbox in the group header selects all items in that group.
3. Click the **Submit Void** button. The selected items are added to the Voidable Item Shopping Cart; the Voidable Items page remains displayed to allow for further selection.

Additional Option

- Clicking the **Void Cart** button will take you to the Voidable Items Shopping Cart page to view items already in the cart.

- Clicking the **Cancel Order** button will empty the shopping cart and display an order cancellation message box. Click the OK button to clear the shopping cart and return to the Swipe Customer ID page. Click the Cancel button to close the confirmation message without exiting the page.

**Voidable Items Shopping Cart**

This page allows you to view and manage the contents of the customer's Voidable Items Shopping Cart.

![Voidable Items Shopping Cart](image)

**Instructions**

1. Review all the items in the customer's cart to verify they are correct. Clicking the **Remove Item** button deletes that item from the cart.

2. Click the **Checkout** button if the customer is satisfied with the selections. You will be taken to the Voidable Items Checkout page.

**Additional Options**

- Click the **Void Additional Items** button if the customer wants to void additional items. You will be taken back to the Voidable Items page.

- Click the **Cancel Order** button if you want to leave without completing the voids. A message box will display. Click the OK button to clear the shopping cart and return to the Swipe Customer ID page. Click the Cancel button to close the confirmation message without exiting the page.
Chapter 7 – Voiding Items

Voidable Items Checkout

This page provides a summary of the customer's void order prior to submission. The Order Total is the amount to be returned to the customer by the agent.

<table>
<thead>
<tr>
<th>Code</th>
<th>Year</th>
<th>Item</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>200</td>
<td>2014</td>
<td>Fish All Species RES MO</td>
<td>$26.00</td>
</tr>
<tr>
<td>140</td>
<td>2014</td>
<td>Deer MO</td>
<td>$20.00</td>
</tr>
</tbody>
</table>

Order Total $46.00

Options

- Click the **More Items** button to return to the Voidable Items page and select additional items.
- Click the **Submit Order** button to proceed to the Void Processing page.
- Click the **Cancel Order** button if you want to leave without completing the order. A confirmation message will display. Click the OK button to clear the shopping cart and return to the Swipe Customer ID page. Click the Cancel button to close the confirmation message without exiting the page.

If the order was not cancelled, a Void Processing message will display while the DNR POS system completes the customer's order.
Printing Void Receipts

Once the customer order has completed processing, the Print Void Receipts page appears. This display will remain while the customer’s void receipts are being printed. You must collect all the voided items from the customer. After you verify that the items have been collected, the agent receipt is printed.

Instructions

1. Make sure that the customer's receipt has printed.
2. Collect the voided items from the customer.
3. Click the button to complete the transaction and print the agent's receipt. You will be taken to the Swipe Customer ID page.
4. Refund the customer the amount indicated on the receipt.
5. Return the voided items to the DNR for reconciliation.

Sample Void Receipts are shown below.

Customer Receipt

Agent Receipt:
Chapter 8 - Agent Communications

Bulletins

A list of all of your available bulletins is displayed by clicking the Bulletins link on the left side of the page. Both read and unread bulletins are displayed. Bulletins listed in bold have not been read.

Instructions

1. Click on the bulletin subject to open the bulletin for reading.

Sorting the List

Clicking a column header will sort the list by that column.

- Clicking the column header again will reverse the sort order.

Paging through the List

The number of pages and items are displayed at the bottom of the list.

- Clicking the left and right arrow buttons takes you to the previous and next page of the list.
- Clicking a number will take you to that page.
Bulletin Details

When the subject of a bulletin is selected in the Bulletin List, the Bulletin Detail page will display the contents of the bulletin.

The printed version looks like this:

Instructions

1. The Bulletin Number and Subject are displayed at the top of the page.
2. The bulletin text is displayed in the box. If there is more text to view, a scroll bar appears on the right side of the box.

3. Click the Print Bulletin button to print the bulletin on the receipt printer.

4. Click the Bulletin List button to return to the Bulletin List page.

Electronic Funds Transfer Bulletin

The DNR uses Electronic Funds Transfer (EFT) transactions to conduct a weekly transfer of license and permit revenue from your designated bank account. You can view EFT bulletins from the DNR POS system.

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>SALES (06/05/99 -- 06/11/99)</td>
<td>$1,179.00</td>
</tr>
<tr>
<td>VOIDS (06/08/99 -- 06/09/99)</td>
<td>$26.00</td>
</tr>
<tr>
<td>NET COMMISSION</td>
<td>$86.48</td>
</tr>
<tr>
<td>OTHER VOID COMMISSIONS LOST</td>
<td>$0.00</td>
</tr>
<tr>
<td>LATE VOID DOCUMENTS</td>
<td>$0.00</td>
</tr>
<tr>
<td>LATE VOID ARRIVAL REIMB.</td>
<td>$7.70</td>
</tr>
<tr>
<td>TERMINAL FEES</td>
<td>$0.00</td>
</tr>
<tr>
<td>MISC ELLANEOUS</td>
<td>$0.00</td>
</tr>
<tr>
<td>PRIOR UNCOLLECTED INVOICES</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Explanation of EFT line items

SALES - Total sales for time period shown in parenthesis

VOIDS - Voids for dates indicated in parenthesis

NET COMMISSION - Sales commission, less void commission

TERMINAL FEES - Weekly fee charge

MISC ELLANEOUS - Your replacement fee sales total, minus your commission, and any other necessary adjustments made to the account by the DNR Agent Helpdesk.

PRIOR UNCOLLECTED INVOICES - Any uncollected funds, for example: failed EFTs or funds uncollected because of prenotes.
Sales Report

Sales Detail Report

The Sales Report can be run to detail each item sold on your terminal. Clicking the Sales Detail Report link on the left side of the page opens the Sales Report Request page that allows the user to generate a sales report for a given date range. A Sales Report can be generated with up to 13 months of information. A report for data older than 13 months can be requested from the DNR.

Instructions

1. Click on the Sales Detail Report link on the left side of the page. The Sales Report Request page displays.

2. Enter the Beginning Date and Ending Date for the desired report (or select the dates using the calendar selector button on the right side of each box.) The beginning date defaults to the current day. Click the button. The Sales Report page will display. If the report has multiple pages, the page controls at the top of the report window can be used for navigation.

3. The button can be used to print the report to the receipt printer. The report will be reformatted to fit on the receipt paper.
Requesting Reports

If you would like help obtaining a report that does not appear on the system, contact the DNR Agent Helpdesk group at 800-737-6367. Be ready to provide your name, terminal number, the type of report desired and the dates the report should cover.
Informational Messages

The DNR POS system occasionally provides informational messages on the page related to the data entered or related to system maintenance.

Sample Message:

⚠️ There was an error changing your password.
Please review the password rules and try again.

These messages could indicate that information you have entered was incorrect or that the DNR POS system is temporarily unavailable. If you receive one of these messages you should:

1. Follow the instructions in the message and try to continue with the transaction.
2. If the problem persists and you are unable to process the transaction:
   a. Record the error message and the page where the error was encountered.
   b. Record information about the transaction you were trying to perform and how you progressed through the transaction.
   c. Call the number provided on the page. If the error message does not provide a number, use the Contact the DNR link.
Error Messages

If the DNR POS system encounters a serious problem while processing a transaction, you will be returned to the Swipe Customer ID page and an error will display at the top of the page.

If this occurs:

1. The problem has been logged and the site administrators will investigate the problem as soon as possible.
2. Retry your transaction.
3. If the problem persists and you are unable to process the transaction:
   a. Record any Error Detail and Referring Page information.
   b. Record information about the transaction you were trying to perform and how you progressed through the transaction.
   c. Call the number provided on the page. If the error message does not provide a number, use the Contact the DNR link.
Chapter 9 – Resolving Problems

Maintenance Mode

A special page will appear when the DNR POS system is in maintenance mode and is unavailable to process transactions.

Instructions

- The DNR POS system will warn you before it enters maintenance mode. You should complete the transaction in progress and exit the system as quickly as possible.
- Any order not completed prior to the system going into maintenance mode will not be processed.
- When the DNR POS system is no longer in maintenance mode, you will be taken to the Login page.

Calling for Help

The DNR Agent Helpdesk can be reached at 800-737-6367. This line is staffed from 8:00 a.m. until 5:00 p.m. Monday through Friday, except State holidays. This number should be called for help if an agent cannot find the information in this manual or other documentation provided, with DNR equipment, policies, regulations, financial issues, supplies problems, and license customer service questions. This number is intended to serve DNR retail sales agents and is not to be given out to customers, as this will interfere with the use of this number by agents.

The number for customers to contact our office is 517-373-1204.

- DNR Agent Helpdesk..........800-737-6367
- Customer contact ..........517-373-1204

When you call the DNR, please be prepared to provide your terminal number, phone number, and a brief description of the problem.
Sources of Information

For questions concerning hunting and fishing licenses, you can refer to the hunting and trapping digest, fishing guide, special hunt digests or select the Most Accessed Digests link on the left side of the page within the DNR POS system. You can also access the DNR website at www.michigan.gov/dnr utilizing a personal computer. A supply of all available digests will arrive approximately a week or two before the season, including special application drawings. When you need to re-order more digests, please call the DNR Agent Helpdesk at 800-737-6367 for assistance.

Repairs and Supplies

If you are experiencing any problems with the equipment, and have already performed troubleshooting as described in the Point of Sale (POS) Agent Hardware Manual, please call the DNR Agent Helpdesk at 800-737-6367 for assistance.

Any serialized part that needs to be replaced is shipped next day air. In most cases, you will receive the equipment the following business day.

Accessories (receipt paper, licensing stock, licensing ribbon, digests etc.) are shipped to you via ground transport. You will receive these items in five to seven business days.

Agents are responsible for managing their inventory supplies. Plan the reorder of supplies appropriately.