



State of Michigan

AGENT USER GUIDE

Version 1.7

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ATTENTION:

**THE IMAGES AND SCREENSHOTS IN THIS
DOCUMENT ARE FOR EDUCATIONAL
PURPOSES ONLY.**

**ALL PRODUCT NAMES, DESCRIPTIONS, AND
PRICES ARE SUBJECT TO CHANGE IN THE
LICENSING SYSTEM.**

I. EQUIPMENT

IN THE BOX

Michigan DNR has provided to Agents a dedicated point of sale terminal for the express purpose of selling licenses, applications, and permits.

In the box you should find:

- ▶ **Instructions for**
 - Setting up your new equipment
 - Returning your old equipment (with shipping label)

- ▶ **Equipment**
 - New Terminal (with power cable)
 - New License Printer (with power cable)
 - New Barcode Scanner
 - New Keyboard
 - New Mouse
 - New Surge Protector (power strip)
 - New Network Cable

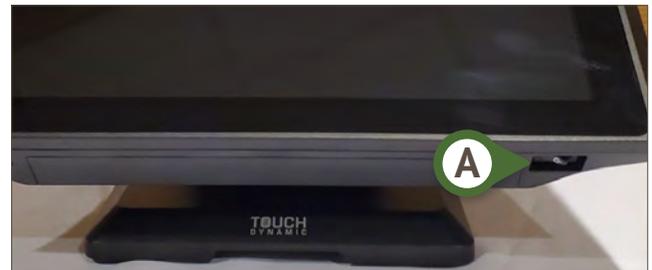


SETUP

UNBOXING THE EQUIPMENT

To ensure easy setup, Michigan DNR has connected all equipment prior to shipping. To setup:

- ▶ Clear a counter space 24 inches wide by 22 inches deep.
- ▶ Unpack the box and lift the equipment tray out of the box.
- ▶ Place the tray on the counter and tear the perforations on the tray towards the back of the terminal.
- ▶ Slide the equipment off the tray directly on to the counter.
- ▶ Plug in the surge protector (power strip) and, if needed, the network cable.
- ▶ Press the power button (A) on the bottom right corner of the terminal and it will start.

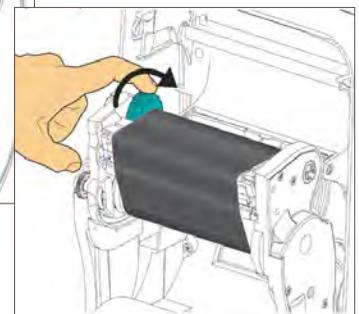
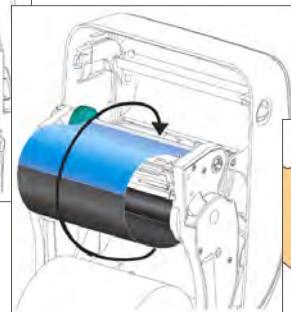


- ▶ Open the lid of the printer.



- ▶ Load the New License Paper

- ▶ Load the ribbon



NOTE: Each ribbon roll should provide for two (2) rolls of license stock.

NETWORK CONNECTIVITY - REQUIREMENTS

Michigan DNR has provided 2 methods of connecting the new point-of-sale (POS) terminal to the internet:

▶ **Wired Network Connection**

- Preferred Connectivity Method
- Automatic IP Setup (DHCP)
- Static IP Setup is available
(Contact the help desk at 800-737-6367 for assistance, available 7 a.m. - 7 p.m. ET, 7 days/week)

▶ **Wireless Network Connection**

- Available for Agent locations where a wired connection is not available.
- Network Protocols: 802.11a/b/g/n
- Required Security Encryption: WPA2 Personal

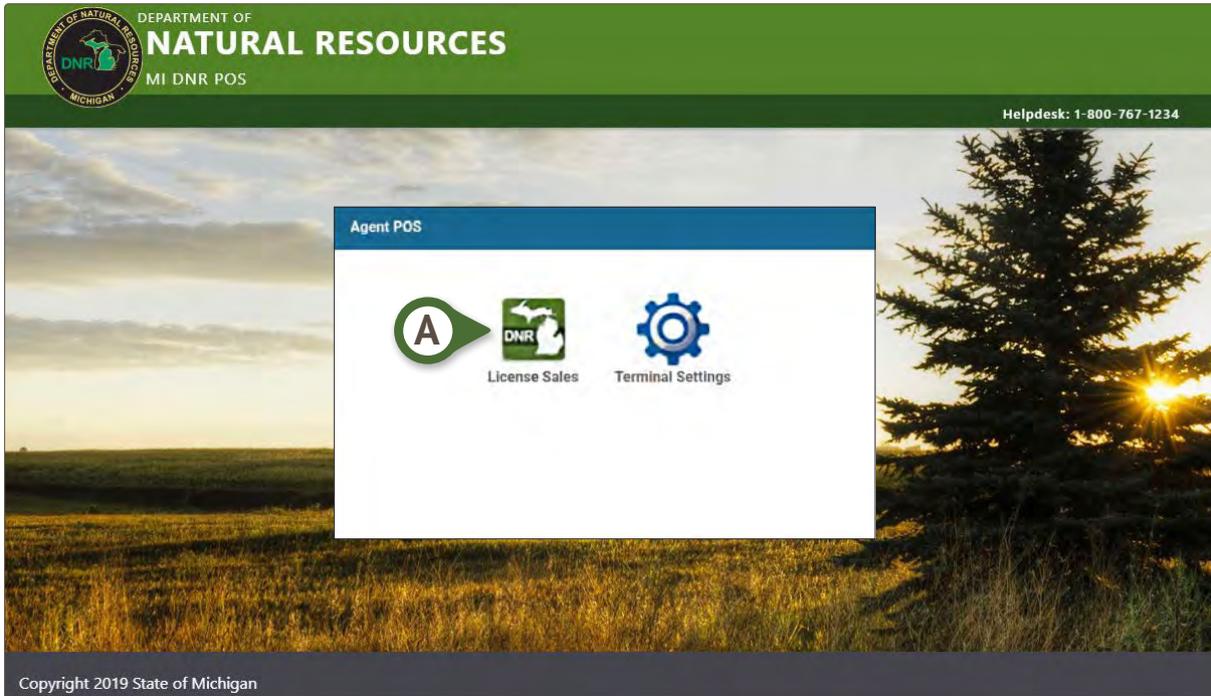
NETWORK CONNECTIVITY - WIRED

To connect to a wired network:

- ▶ **Connect the existing network cable to your network switch.**
- ▶ **If a longer cable is needed:**
 - Open the cable panel on the back of the terminal.
 - Remove the existing network cable.
 - Insert a new Ethernet (Cat 5e or Cat 6) cable.



- ▶ If your network is configured for automatic IP assignment (DHCP) the terminal will be able to connect to the POS application immediately
 - Press or click the device **[BACK]** button

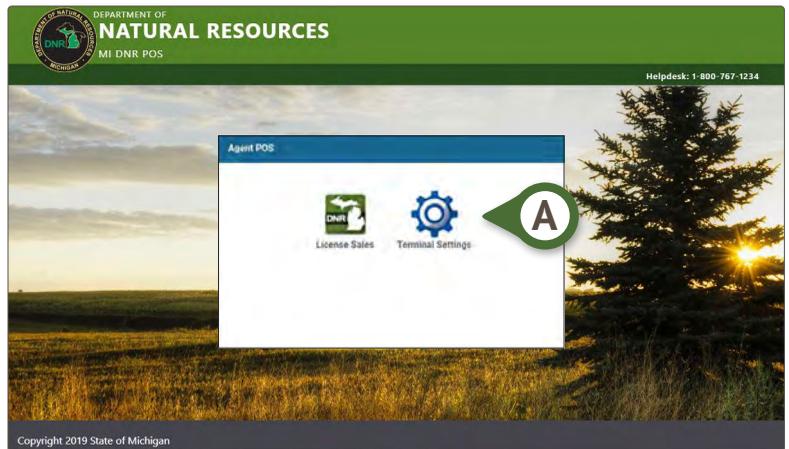


- Select the **[LICENSE SALES] (A)** application
- ▶ If your network requires a static IP configuration, contact the help desk at 800-737-6367 for assistance, available 7 a.m. - 7 p.m. ET, 7 days/week.

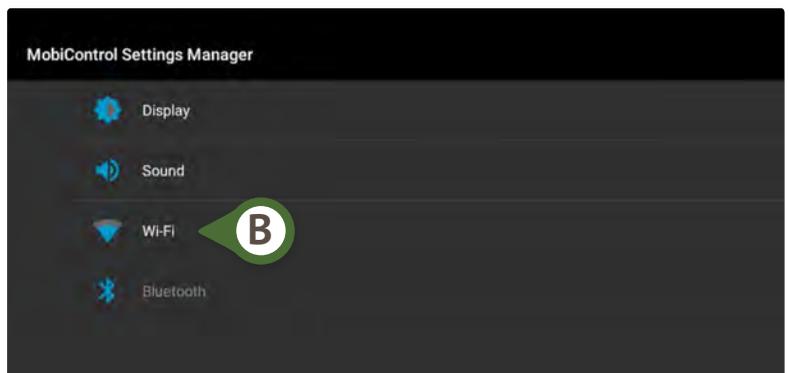
NETWORK CONNECTIVITY - WIRELESS

To connect to a wireless network:

- ▶ Press or click the device **[BACK]** button.
- ▶ Select the **[TERMINAL SETTINGS]** (A) button



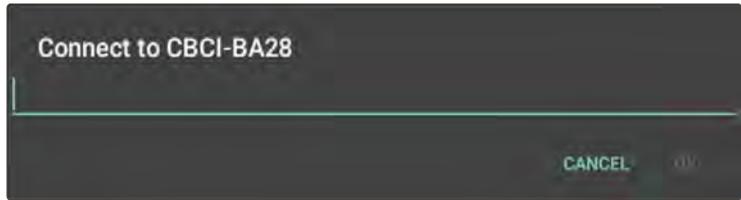
- ▶ Select **[WI-FI]** (B)



- ▶ Select the appropriate wireless network

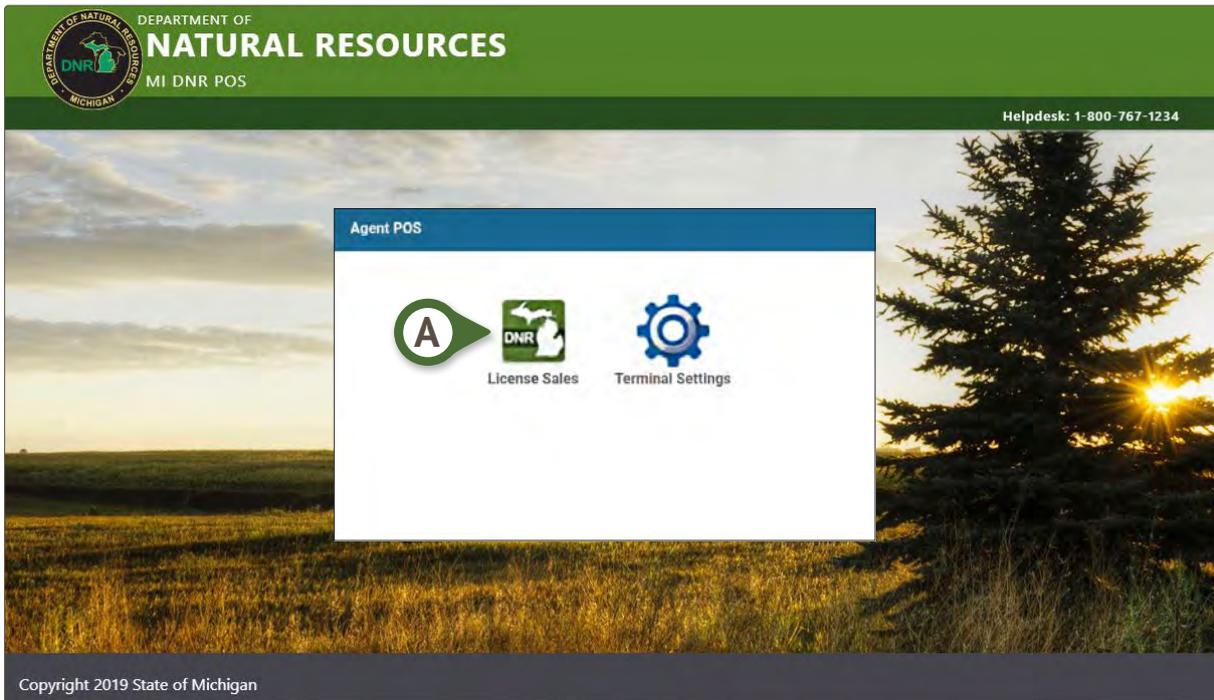


- ▶ Enter the wireless network password
- ▶ Click OK
- ▶ The selected network will show Connected status
- ▶ If the network was configured correctly the terminal will be able to connect to the POS application immediately.



Press or click the device **[BACK]** button

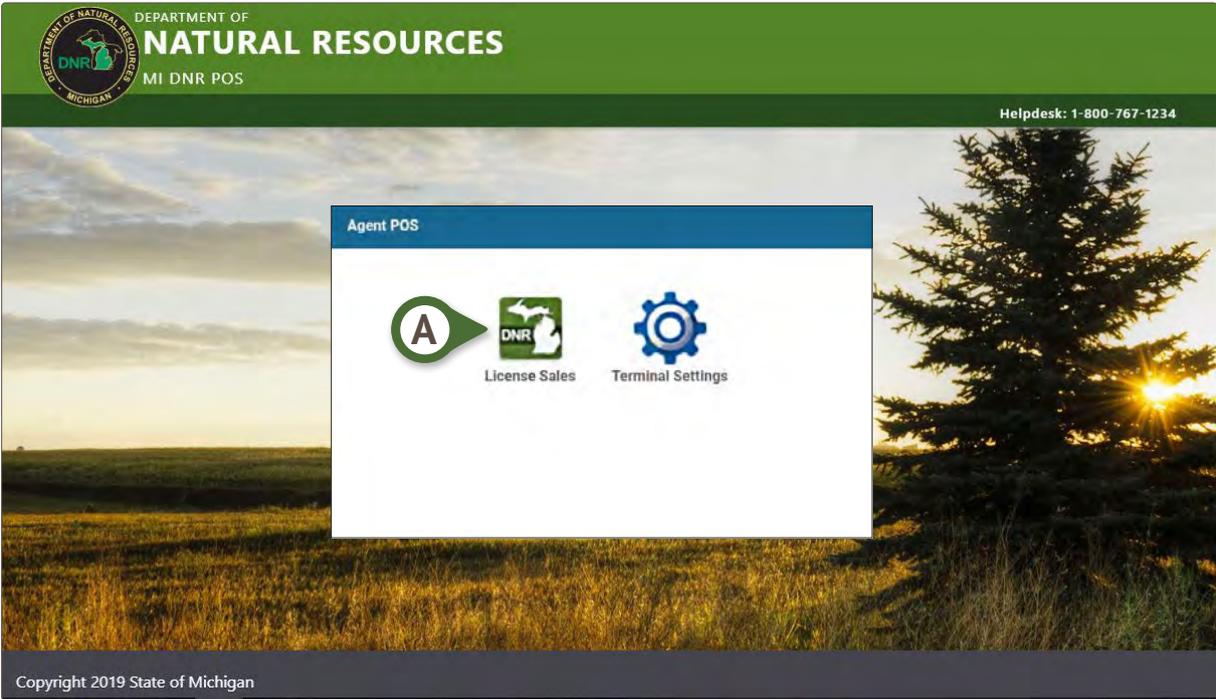
Select the **[LICENSE SALES] (A)** application



II. LICENSE SALES

FIRST START

After the terminal is unpacked, started, and connected to the internet, Agents will select the **[LICENSE SALES] (A)** icon on the **Terminal Home Page**.



When this is launched for the first time, Agents will be asked for their **AGENT ID**.

NOTE: Carefully enter the Agent ID and double check what has been entered before saving. If an Agent ID is entered incorrectly, contact technical support at 800-737-6367.

When entered correctly, the Agent ID will automatically populate on the login page in the future.

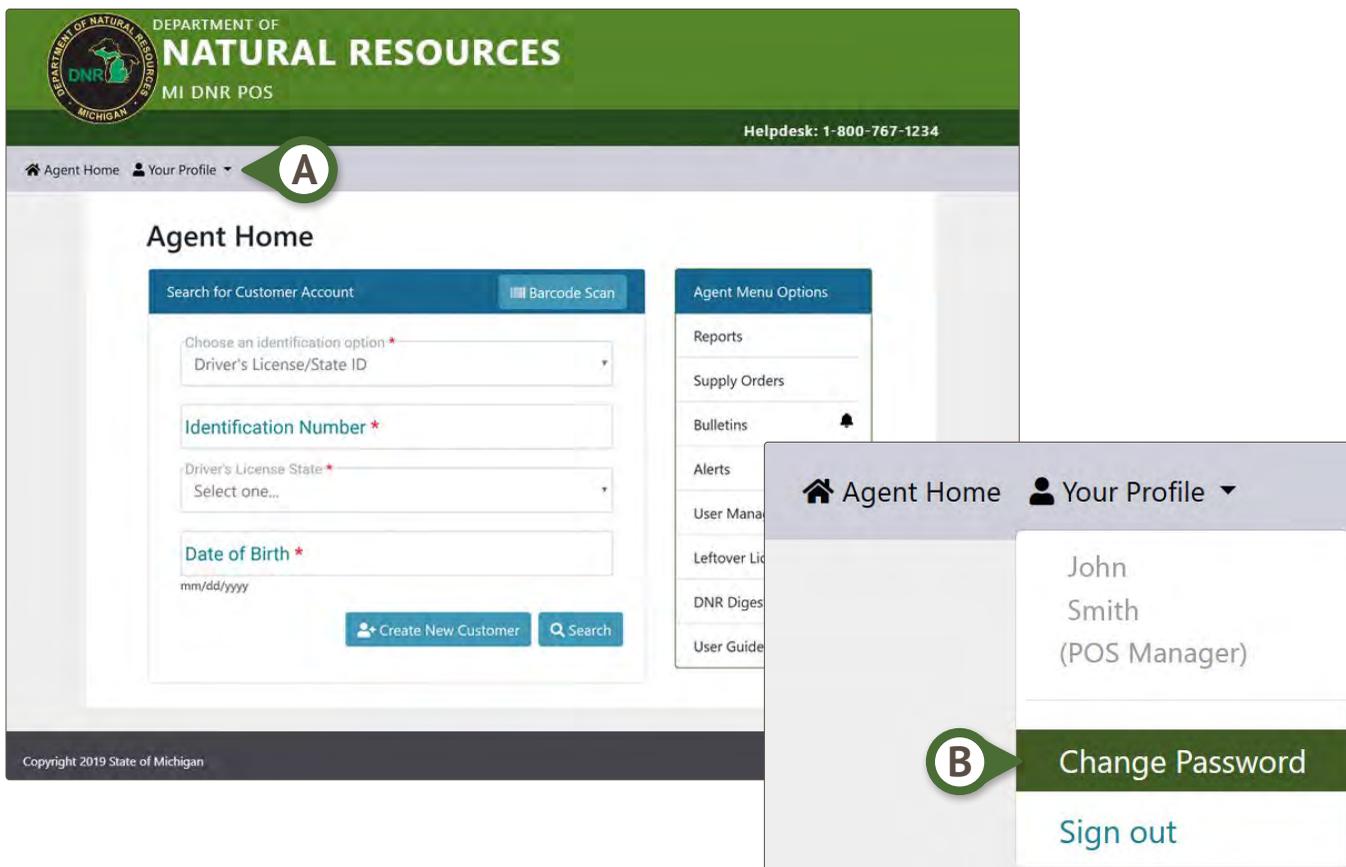


MI DNR AGENT LOGIN

To access the licensing service, Agents will be required to provide the following:

- ▶ Username
- ▶ Initial Agent Manager User ID is DNR-####, where “####” is your agent id.
- ▶ The DNR-#### can be found on the shipping label, prefixed to the agent’s store name.
- ▶ Password
- ▶ The first password for all users will be “Welcomewelcome01”.

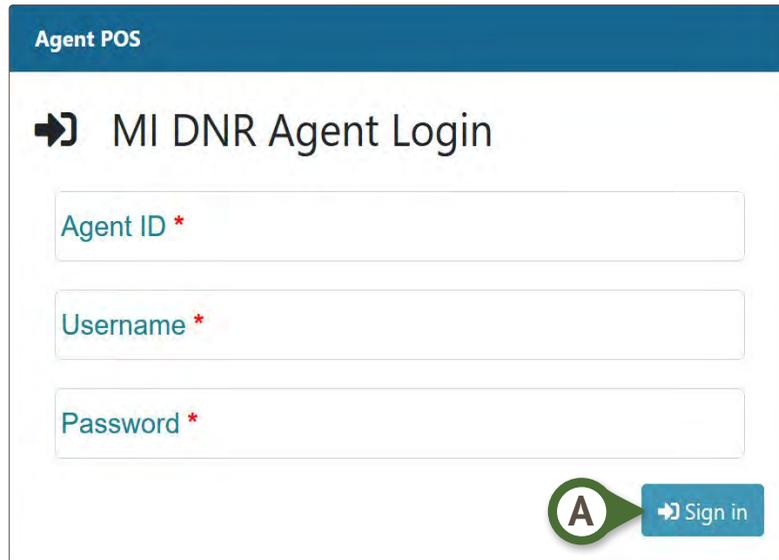
After successfully logging into the system the first time, select [YOUR PROFILE] (A) from the upper left portion of the page and click [CHANGE PASSWORD] (B).



Enter your current password (initially set to “Welcomewelcome01”), enter a new password, and confirm the new password.

NOTE: Passwords must be a minimum of eight characters long. They must contain at least one capital letter, one lowercase letter and one number. Passwords will expire and must be reset by each user every 90 days.

After resetting your password, you will be required to log in with your username and new password.



Click **[SIGN IN] (A)** to continue.

An Agent will have 5 attempts to successfully log in to the service. On the fifth unsuccessful attempt the account will be locked for a period of 30 minutes. The Agent User will need to contact a Manager User at their store or contact the help desk at 800-737-6367 for assistance, available 7 a.m. - 7 p.m. ET, 7 days/week.

ADDING ADDITIONAL USERS

At this point, you may create additional user accounts.

See "USER MANAGEMENT" section for further instructions.

AGENT HOME PAGE

After successfully logging into the service, Agents are taken to the **[HOME PAGE]**.

Users will be navigated to this page when selecting **[AGENT HOME] (B)** from the top left portion of the screen.



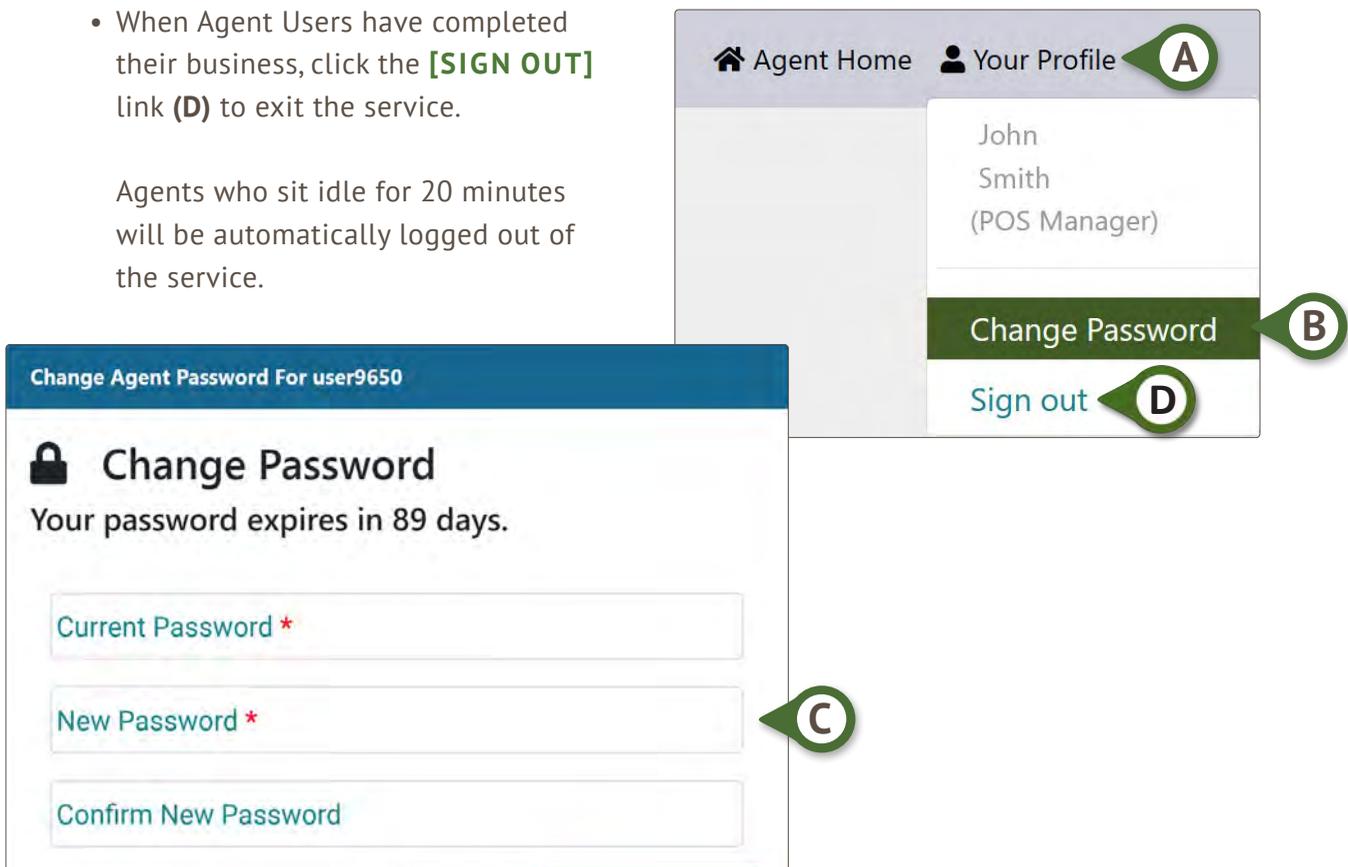
HELP DESK NUMBER

- ▶ Michigan DNR provides a technical support help desk to all agents by calling 800-737-6367, available 7 a.m. - 7 p.m. ET, 7 days/week.

YOUR PROFILE

- ▶ When Agents need to review or update their user information, select the **[YOUR PROFILE]** link (A) to review and make changes.
- ▶ Clicking the **[CHANGE PASSWORD]** (B) button will provide access to reset the current user's password (C).
- ▶ Sign Out
 - When Agent Users have completed their business, click the **[SIGN OUT]** link (D) to exit the service.

Agents who sit idle for 20 minutes will be automatically logged out of the service.



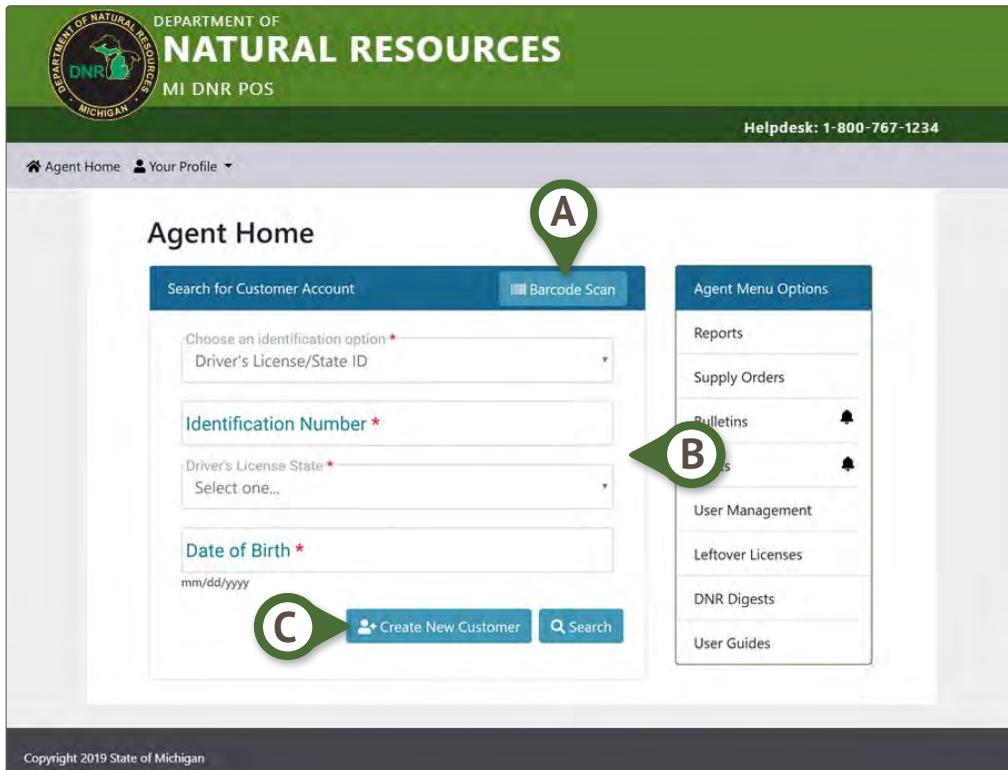
The image shows a user interface for an agent's profile. At the top, there are two navigation links: 'Agent Home' and 'Your Profile'. The 'Your Profile' link is highlighted with a green circle and labeled 'A'. Below this, a dropdown menu is open, showing the user's name 'John Smith (POS Manager)'. Two options are visible in the dropdown: 'Change Password' (highlighted with a green circle and labeled 'B') and 'Sign out' (highlighted with a green circle and labeled 'D'). Below the dropdown, a modal window titled 'Change Agent Password For user9650' is shown. It has a blue header and contains a lock icon, the title 'Change Password', and the text 'Your password expires in 89 days.' There are three input fields: 'Current Password *', 'New Password *', and 'Confirm New Password'. The 'New Password *' field is highlighted with a green circle and labeled 'C'.

AGENT OPERATIONS

All agent POS operations are initiated from this page, whether they are involved with customer sales or support the agent directly (reports, user management, ...).

SEARCH FOR CUSTOMER ACCOUNT

- ▶ **BARCODE SCAN BUTTON (A)**
Use this button to search for a customer using the provided barcode scanner.
- ▶ **SEARCH FOR CUSTOMER ACCOUNT (B)**
Use this section to search for existing customers in the licensing service.
- ▶ **CREATE NEW CUSTOMER (C)**
Use this button to create a new customer profile for someone who has never had a license in the State of Michigan.



AGENT MENU OPTIONS

- ▶ **REPORTS (A)**
Use this menu item to view Agent sales reports.
- ▶ **SUPPLY ORDERS (B)**
Use this menu item to place and view orders for consumables (license stock, ribbons, etc.) or for products for resale (serialized permits, passes, etc.)
- ▶ **BULLETINS (C)**
Use this menu to review bulletins posted by MI DNR.
- ▶ **ALERTS (D)**
Use this menu to review alerts posted by MI DNR.
- ▶ **USER MANAGEMENT (E)**
Use this menu item to manage users within an individual Agent.
- ▶ **LEFTOVER LICENSES (F)**
View Leftover License counts per license type.
- ▶ **DNR DIGESTS (G)**
View online versions of the MI DNR Digests.
- ▶ **USER GUIDES (H)**
View online versions of the MI DNR POS User Guides and Training Videos.



III. CUSTOMER MANAGEMENT

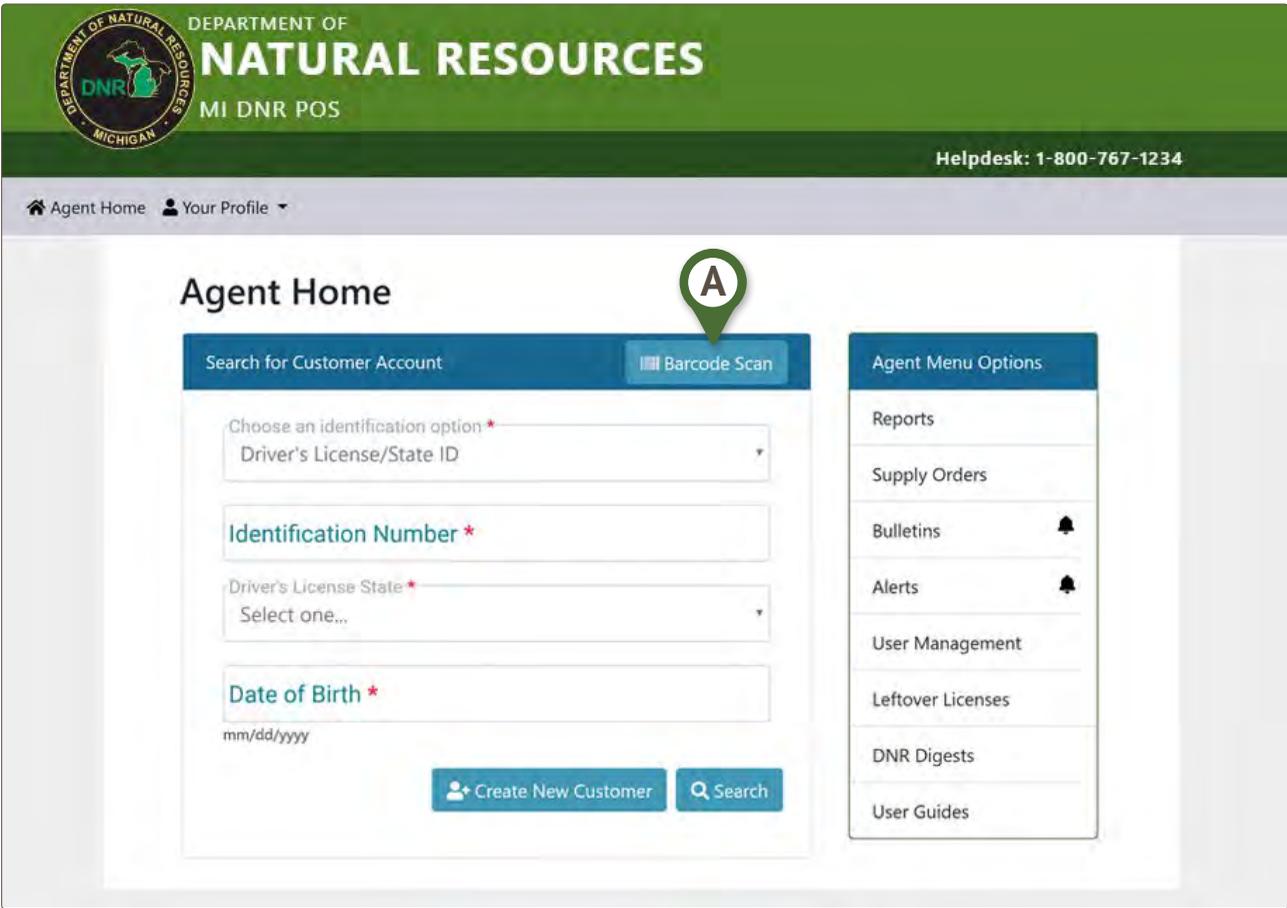
SEARCH FOR CUSTOMER ACCOUNT

Agents should search for customers using their Driver's License/State ID, DNR Sport Card, or Customer Number before attempting to create a new customer.

The system will allow an out of state driver's license as identification for the purchase of a product, in lieu of a Sportcard. Sportcards will still be available for purchase, if needed.

SEARCHING FOR A CUSTOMER

To search for a customer, enter the required information marked by a red asterisk (*) or click **[BARCODE SCAN]** button **(A)** and use the attached scanner to search with the barcode on the document presented by the customer.



With the cursor positioned in the **Identification Number** field (A), the barcode scanner can be used without clicking on the **[BARCODE SCAN]** button (B).



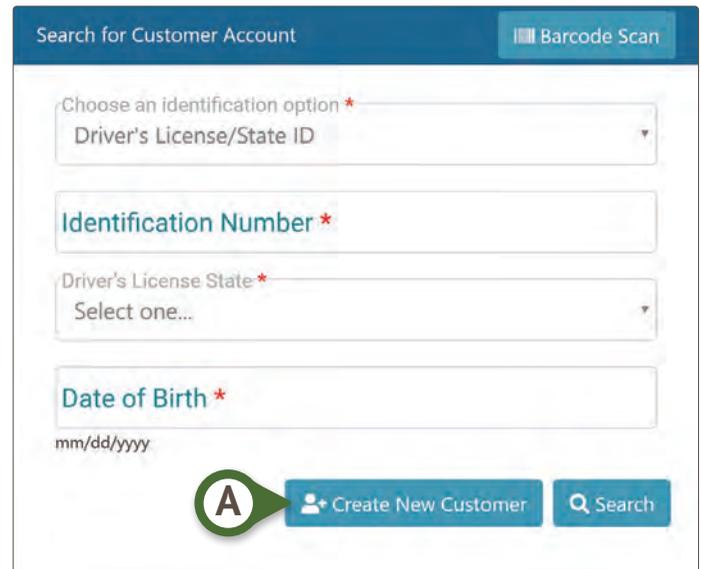
If a search was initiated by scanning the barcode and no customer is found, the application will automatically navigate to the **Create New Customer** page and populate the page with as much information as possible from the scanned card. The agent will now have the opportunity to update any of the customer's missing information.

If no customer is found, the application automatically navigates to the **Create New Customer** page and populates the page with as much information as possible from the scanned card.

CREATE CUSTOMER ACCOUNT

To create a new profile for a customer who has never purchased a license in Michigan, select the **[CREATE NEW CUSTOMER]** option **(A)** on the **Agent Home** page.

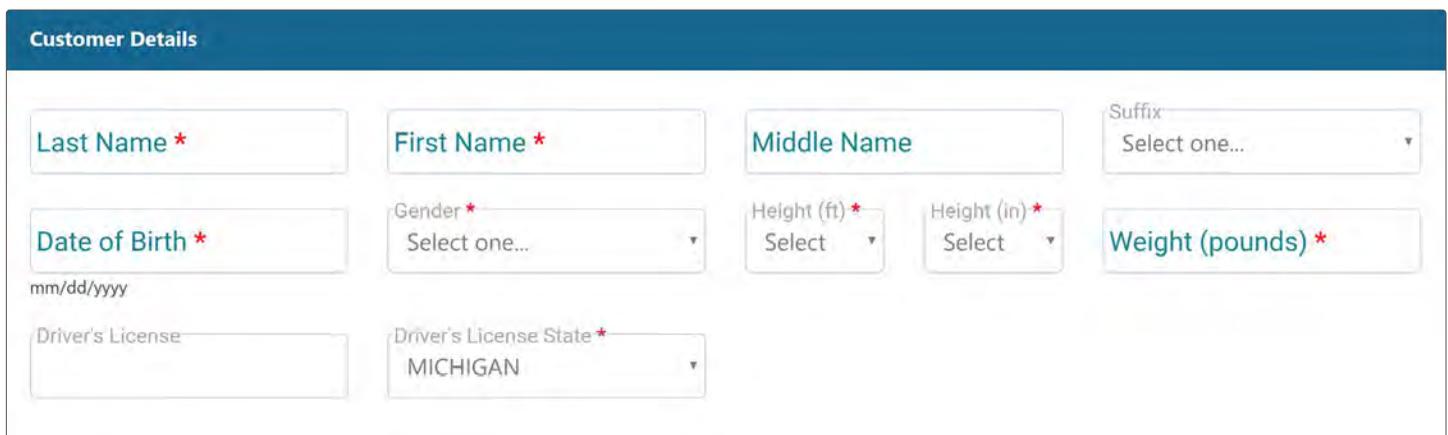
Agent Home



The Agent will proceed to the **Customer Detail** screen.

CUSTOMER DETAILS

All required fields must be completed to create the Customer Account and are marked with a red asterisk (*). Remember, some fields may be completed for you if a barcode was scanned when searching for the customer.



SPECIAL FIELD CONSIDERATIONS

Contact Information

▶ **I wish to receive DNR updates**

- Allows the DNR to send the customer specific information, based on purchases the customer has made, via email or text message, depending on which option(s) are selected.
- Allows DNR to automatically send transaction receipts to the customer’s listed email address.
- For example: The start of the Elk application period.
- Contact Methods: Email (using provided email address), Text Message (using provided phone number).

Contact Information

I wish to receive DNR updates:

via email via text message

Customer Declaration Information

▶ **When ‘MI Resident’ = “YES”, the following fields are presented:**

- ‘Legally Blind’
- ‘Active US Military’
- ‘Disabled veteran’

▶ **When ‘MI Resident’ = “NO”, the following fields are presented:**

- ‘Student in MI’
- ‘Stationed in MI’

Customer Profile Acknowledgement Review

- ▶ **Statement:** “This is to acknowledge that the above provided information is accurate and true.”
- ▶ **Clicking on ‘Save’ affirms this with the customer**

Customer Profile Acknowledgement Review

By selecting the ‘Save’ button you are agreeing to the State of Michigan [Terms and conditions](#) and acknowledging your profile is accurate.



CUSTOMER PROFILE - CONFIRM / UPDATE

After successfully searching for a Customer account, Agent Users must select the action they wish to perform from the **Transaction Type** box (A).

- ▶ **SALES** – Sell a license, application, or permit to a customer.
- ▶ **VOIDS** – Void a previous purchase the customer has made.
- ▶ **REPLACE LOST** – Issue a replacement license for a customer.

Select Customer Transaction Type

Select the action to perform with this customer.

Transaction Type
Sales
VOIDS
Replace Lost



Customer Information
Name: John Hunter
DOB: 01/28/1980
Edit Profile

If the customer's information has changed (address, phone number, etc.), select the **[EDIT PROFILE]** button to proceed to the **Customer Information** box on the right of the screen.

Profile

Customer Detail

Last Name* Hunter	First Name* Jane	Middle Name	Suffix Select one...
Date of Birth* 01/01/1980 <small>mm/dd/yyyy</small>	Gender* FEMALE	Height (ft)* 5	Height (in)* 2
Weight (pounds)* 110	Driver's License H254738571534	Driver's License State* MICHIGAN	Customer Number 722283580

Contact Information

I wish to receive DNR updates:

via email via text message

Email* jane.hunter@dnrsmplema	Primary Phone* 517-228-9754	Secondary Phone
----------------------------------	--------------------------------	-----------------

Residence Address

Street 1* 3315 MOORES RIVER DRIVE	Street 2	City* LANSING	State/Prov* MICHIGAN
Zip/Postal Code* 48911-1050	Country* UNITED STATES		

Customer Declaration Information

Michigan resident* Yes	Legally blind* No	Active US Military* No	Disabled veteran* No
<small>Select YES if you are a Michigan resident.</small>	<small>Select YES if you are legally blind.</small>	<small>Select YES if you are currently a full time federal active-duty status in the US Military.</small>	<small>Select YES if you are a 100% disabled veteran as deemed by the V.A. or individually unemployable as deemed by the V.A.</small>



TRANSACTION TYPE

SALES

To proceed with purchasing a new product, click the **[SALES]** item (A) on the **Transaction Type** menu. This will navigate the user to the **Product Catalog** page.

LINK: Go to SALES

VOIDS

To Void a recently purchased transaction, select the **[VOIDS]** item (B) on the **Transaction Type** menu.

LINK: Go to VOIDS

REPLACE LOST

To Replace a lost document from a recently purchase transaction, select the **[REPLACE LOST]** item (C) on the **Transaction Type** menu.

LINK: Go to TRANSACTION TYPE

Select Customer Transaction Type

Select the action to perform with this customer.



IV. PRODUCT SELECTION

CATEGORY TABS

After the Agent has successfully searched for or created a new Customer Account, licenses and products can be selected. New Licenses for purchase can be found under related **Product Category** menus:

- ▶ **FISH**
 - Fishing
 - License Bundles (Hunt/Fish)
- ▶ **HUNT**
 - License Bundles (Hunt/Fish)
 - Base/Small Game
 - Deer/Elk/Bear/Turkey Applications & Licenses
 - Waterfowl (State/Federal)
 - Fur Harvesting/Trapping
 - Federal Migratory Bird Survey
 - Fur Bearer Tags
- ▶ **PARKS & TRAILS**
 - ORV/ORV Trail
 - Snowmobile
- ▶ **DONATIONS**
 - Sportsmen Against Hunger
- ▶ **ADMINISTRATION**
 - Sportcard

Product Catalog

Please select the licenses, permits or applications you would like from the list below. You will only see items that you are qualified to purchase.

Fish
Hunt
Parks & Trails
Donations
Administration

License Bundles		
Hunt/Fish Combo ⓘ (115) Season: 2019.	\$76.00	Unavailable ⓘ
Hunt/Fish Combo Apprentice ⓘ (125) Season: 2019.	\$76.00	Unavailable ⓘ
Mentored Youth Hunt ⓘ (320) Season: 2019.	\$7.50	Unavailable ⓘ
Deer Combo ⓘ (130) Season: 2019.	\$40.00	+ Select
Base/Small Game		
Base ⓘ (110) Season: 2019.	\$11.00	Unavailable ⓘ ✔ 1 In Cart
Base Apprentice ⓘ (120) Season: 2019.	\$11.00	Unavailable ⓘ
Pheasant/Sharp Tailed Grouse ⓘ (006) Season: 2019.	\$0.00	+ Select

Customer Information

Name:
Jane Hunter

DOB:
01/01/1980

[Edit Profile](#)

Delivery Method

Shopping Cart

(203) Fish Daily
Valid: 02/27/2020 03:40 PM - 02/29/2020 03:40 PM
\$20.00 Qty: 1 [🗑](#)

(110) Base
Valid: 03/01/2019 12:00 AM - 03/31/2020 11:59 PM
\$11.00 Qty: 1 [🗑](#)

Total Price: \$31.00

[Cancel Order](#)

[Checkout](#)



SELECTING NEW HUNTING/FISHING LICENSES

When clicking on the product category tab (**HUNT** for example) all products available to that Customer are presented, sorted into categories (i.e. License Bundles, Base/Small Game, etc.) with a **[SELECT]** button to their right.

- ▶ **Items not available to the selected customer will show as [UNAVAILABLE] (A).**

and will have a question mark icon.

- ▶ **Clicking on the Question Mark icon  will provide the Agent with a reason why that product is not available and list any prerequisites for purchase.**
- ▶ **Examples:**
 - Prerequisite license must be purchased first.
 - License has already been purchased.
 - License/Application purchase limit has been met.

Unavailable Product Help

This product requires you to have one of the following prerequisites:

- (110) Base
- (111) Base
- (115) Hunt/Fish Combo
- (116) Hunt/Fish Combo
- (120) Base Apprentice
- (121) Base Apprentice
- (117) Base Lifetime
- (324) Base MYH
- (125) Hunt/Fish Combo Apprentice
- (126) Hunt/Fish Combo Apprentice
- (114) Base PMH
- (310) Base Lifetime

Unavailable 

A

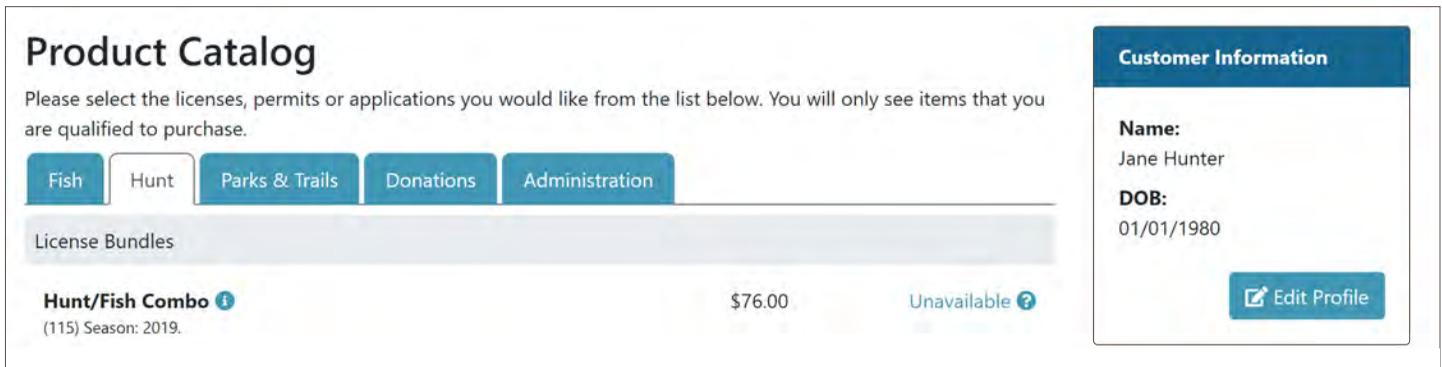
Unavailable 

Unavailable 

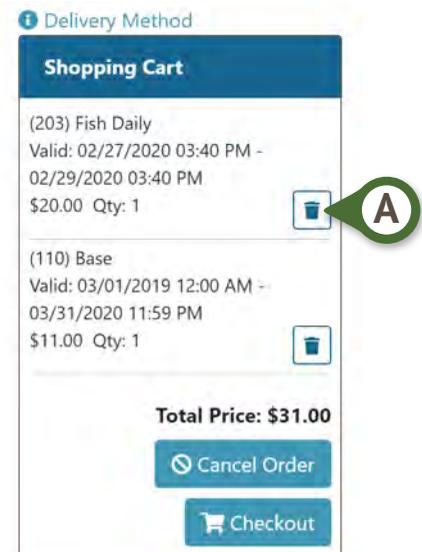
SELECTING NEW LICENSES (CONT.)

Once a product is selected, the **[SELECT]** button changes to **[UNAVAILABLE]** and a check mark with the note “**1 IN CART**” appears in the product row.

The item also appears in the **Shopping Cart** box on the right side of the screen.



Selecting the **[TRASH CAN]** icon **(A)** next to an item in the **Shopping Cart** box clears that individual product from the cart and makes it available to be selected again.



Some products will require additional information or declaration to be completed.

► **Examples:**

- A Fish Daily license requires the start date, start time, and the number of days the license is to be valid before it can be submitted to the **Shopping Cart**.
- Some product selections require Hunter Safety validation, Migratory Bird Survey questions, or special hunt application questions (i.e. hunt management unit).

SELECTING NEW LICENSES (CONT.)

CUSTOMER INFORMATION BOX

From the **Product Catalog** page, Agents can review a Customer profile summary in the upper right corner. If needed, selecting the **[EDIT PROFILE]** button **(A)** will return the Agent to the Customer Profile page for editing.

Please note that this action will remove all items from the customer's shopping cart.

Product Catalog

Please select the licenses, permits or applications you would like from the list below. You will only see items that you are qualified to purchase.

Fish
Hunt
Parks & Trails
Donations
Administration

License Bundles

Hunt/Fish Combo ⓘ <small>(115) Season: 2019.</small>	\$76.00	Unavailable ⓘ
--	---------	---------------

Customer Information

Name:
Jane Hunter

DOB:
01/01/1980

A
Edit Profile

COMPLETE ITEM SELECTION

If the Customer is no longer interested in purchasing a license, clicking the **[CANCEL ORDER]** button **(B)** will return the Agent to the **Agent Home** page.

After all licenses and products are selected and any additional requirements are completed, the Agent will click the **[CHECKOUT]** button **(C)** on the product catalog to proceed with the transaction.

Shopping Cart

Delivery Method ⓘ

(203) Fish Daily
Valid: 02/27/2020 03:40 PM - 02/29/2020 03:40 PM
\$20.00 Qty: 1 🗑️

(110) Base
Valid: 03/01/2019 12:00 AM - 03/31/2020 11:59 PM
\$11.00 Qty: 1 🗑️

Total Price: \$31.00

Cancel Order
B

C
Checkout

V. SALES PROCESSING

SALES CHECKOUT

SHOPPING CART

On the **Sales Checkout** page, the Agent must confirm items in the Shopping Cart

By clicking on the **[TRASH CAN ICON] (A)** Agents can remove individual items from the Shopping Cart.

If the Customer wishes to purchase more licenses or permits, the Agent can click the **[KEEP SHOPPING] (B)** to return to the Product Catalog page to add more items to the cart.

Sales Checkout

Shopping Cart for: Jane Hunter

(110) Base Quantity: 1 Price: \$11.00 Season: 2019 Valid: 03/01/2019 12:00 AM - 03/31/2020 11:59 PM	\$11.00	
(140) Deer Quantity: 1 Price: \$20.00 Season: 2019 Valid: 03/01/2019 12:01 AM - 01/31/2020 11:59 PM	\$20.00	
(203) Fish Daily Quantity: 1 Price: \$20.00 Season: 2019 Valid: 02/26/2020 05:38 PM - 02/28/2020 05:38 PM	\$20.00	
Total:	\$51.00	





DONATIONS

Agents are required to inquire if Customers would like to donate to the Sportsmen Against Hunger program. Multiple donation values are available in the drop-down box **(A)**.

Donations

The [Sportsmen Against Hunger program](#) pays for processing and distribution of donated wild game to help feed local families in need. You can choose your donation amount below, then click on the 'Donate' button to have it added to your cart.

Donate *
 2.00



Donate

COMPLETING THE SALE

SALES ACKNOWLEDGEMENT

To complete the sale, the Agent must certify, on behalf of the Client, the provided information is correct. This certification is provided by the Agent clicking the **[PURCHASE PRODUCT(S)]** button **(A)** to complete the transaction.

“I understand that by clicking Purchase Products I am attesting that these items were purchased by or for me with my ID and credentials, and that I qualify for the items that I have purchased.”

Sales Acknowledgement

I understand that by clicking 'Purchase Products' I am attesting that these items were purchased by or for me with my ID and credentials, and that I qualify for the items that I have purchased.



Cancel Order

Purchase Product(s)

When the sale is complete, the service will automatically send a sales receipt to the email address on file in the customer’s profile.

REQUIRED: The Agent must collect payment before providing the Customer with any document by print or by email.



SALES CONFIRMATION

When the purchase is complete, the **Sales Confirmation** page displays a final summary of the products purchased and the amount of the purchase. Please note that the licenses purchased act as the customer's receipt.

✓ Sales Confirmation

Products Purchased

Customer Name : Jane Hunter

Base	\$11.00
<small>(110) Season: 2019 Quantity: 1 Price: \$11.00 Valid: 03/01/2019 12:00 AM - 03/31/2020 11:59 PM</small>	
Deer	\$20.00
<small>(140) Season: 2019 Quantity: 1 Price: \$20.00 Valid: 03/01/2019 12:01 AM - 01/31/2020 11:59 PM</small>	
Fish Daily	\$20.00
<small>(203) Season: 2019 Quantity: 1 Price: \$20.00 Valid: 02/26/2020 05:38 PM - 02/28/2020 05:38 PM</small>	
Total:	\$51.00

A
B

Print License(s)
Email Receipt
Return Home

PRINT LICENSES

After completing a transaction and collecting payment, the Agent must provide the documents to the Customer by printing and/or emailing.

To print the documents, Agents will select the **[PRINT LICENSE(S)] (A)** button and the documents will begin printing.

OPTIONAL EMAIL RECEIPT

Agents can send a receipt of the transaction to the customer by selecting the **[EMAIL RECEIPT] (B)**. The field will be pre-populated if the Customer's profile has an email address on file or the Customer can provide a new email address for a one-time mailing of the receipt. Please remember that if the customer already has an email address on file that a receipt was automatically sent to them during the sales process.

REPRINT LICENSE

If there were issues during the print process for a license, the user will have the ability to reprint the license using the **[REPRINT LICENSE(S)] (A)** button. This ability is only available for a short period of time and will no longer be available once you navigate to another page.



RETURN HOME

When the transaction is complete, click the **[RETURN HOME]** button **(B)** to return to the **Agent Home** page to begin another sale.

VOIDING TRANSACTIONS

Unused hunting and fishing licenses, or applications can be voided at a POS location IF:

- ▶ **The product has not been used to tag an animal**
- ▶ **There are no other dependent licenses or permits attached to the license**
- ▶ **Within 24 hours of purchase when the license is in season, or within 30 days before season begins**
- ▶ **Applications can only be voided during the application period**

Credits will be applied to your POS account and reflected in the following weekly EFT Statement

After searching for a Customer, from the **Transaction Type** menu select **[VOIDS] (C)** to void a recent transaction.



Select slider (A) to change to [YES] for all items that are to be voided.

Base [110] Not Voidable ?

Date of Sale: 12/27/2019
 Agent ID: 3729650
 Purchase Price: \$11.00
 License Number: 5019549

Deer [140] (A) No

Date of Sale: 12/27/2019
 Agent ID: 3729650
 Purchase Price: \$20.00
 License Number: 5019550

Fish Daily [203] Yes

Date of Sale: 12/27/2019
 Agent ID: 3729650
 Purchase Price: \$20.00
 License Number: 5019551

(B)

Select the [PROCESS VOID] button (B) to continue voiding the selected transactions.

Select a [REASON] (C) for the void from the drop-down menu.

Agents can select the [EDIT VOID SELECTIONS] button (D) to return and change the voided items list.

Select the [COMPLETE VOID] button (E) to finish voiding the transaction.

Items Selected for Void

Customer Name: Jane Hunter

Fish Daily [203]
 License Number: 5019551 Date of Sale: 12/27/2019 Agent ID: 3729650 Purchase Price: \$20.00
 Total Price: \$20.00

Reason: (C)

(D) (E)

NOTE: Failure to collect a voided licence(s) from the customer will result in the Agent being charged for the product. Voided licenses need to be marked as "VOIDED" on them and returned to the DNR, in the postage paid pink envelope.



REPLACE LOST DOCUMENTS

After searching for a Customer, from the **Transaction Type** menu select the **[REPLACE LOST]** button to issue a replacement license document.

Date Issued 12/27/2019 05:41 PM	Product (110) Base	Effective Date (From, To) 03/01/2019 12:00 AM - 03/31/2020 11:59 PM	Total \$3.00	<input checked="" type="checkbox"/> No
License # 5019549	License Year 2019	Transaction # 1111981278		

Date Issued 12/27/2019 05:41 PM	Product (140) Deer	Effective Date (From, To) 03/01/2019 12:01 AM - 01/31/2020 11:59 PM	Total \$20.00	<input type="checkbox"/> Yes
License # 5019550	License Year 2019	Transaction # 1111981278		

Replacement Reason *

Select the slide to change to **[YES]** (A) for all items that are to be replaced.

At the bottom of the page, select a **[REPLACEMENT REASON]** (B) from the drop-down menu. Then, select the **[SUBMIT]** button (C) to issue the replacement items.

Complete the replacement by selecting the **[PURCHASE PRODUCTS]** button (D) and on the next page click the **[PRINT LICENSE(S)]** button.

Sales Checkout

Shopping Cart for: Jane Hunter

(140) Deer Quantity: 1 Price: \$20.00 Season: 2019	\$20.00	
Total:	\$20.00	



VI. AGENT OPTIONS

REPORTS

All users can review sales and financial reports by selecting the **[REPORTS]** item from the menu bar. Available reports are:

- ▶ **SALES BY TIME PERIOD**
 - Select a **BEGIN** and **END** date and then press the **[OPEN]** button to view a report of sales for your Agent
 - This report provides users a detailed accounting of sales for the date period selected.
- ▶ **STATEMENTS**
 - Select **[OPEN]** to view a weekly EFT statement report
 - This report provides a weekly EFT statement with net sales, net voids, net commission, and terminal fees totals.

SUPPLY ORDERS

PLACE ORDER

All users can order supplies and review their supplies order history by selecting the **[SUPPLY ORDERS]** item from the menu bar. By selecting **[PLACE ORDER]** a quantity can be selected for requested items, such as:

- ▶ License stock
- ▶ Digests/Guides
- ▶ Printer ribbons
- ▶ Pink envelopes

2019 Elk Digests	Qty / Bundle: 25 Includes: - 2019 Elk Digests (25)	\$0.00	Requested # of Bundles Select one... ▼
2019 Fish/Hunt Package	Qty / Bundle: 50 Includes: - 2019 Fishing Guide (25) - 2019 Hunting Digest (25)	\$0.00	Requested # of Bundles Select one... ▼
2019 Fishing Guide	Qty / Bundle: 25 Includes: - 2019 Fishing Guide (25)	\$0.00	Requested # of Bundles Select one... ▼
2019 Hunting Digest	Qty / Bundle: 25 Includes: - 2019 Hunting Digest (25)	\$0.00	Requested # of Bundles Select one... ▼
2019 License Stock - Blue	Qty / Bundle: 1 Includes: - 2019 License Stock - Blue (1)	\$0.00	Requested # of Bundles Select one... ▼



HISTORY

Users will be able to view their order history by selecting the **[HISTORY]** item. The **Search Orders** section provides several different parameters on which to search, but if no parameters are selected all orders will be presented on clicking the **[SEARCH]** button **(A)**.

The screenshot shows the 'History' page. At the top, there is a 'Search Orders' section with four filters: 'Item' (dropdown), 'Status' (dropdown), 'Date Created' (calendar icon), and 'Balance Remaining' (dropdown). Below these filters are 'Clear' and 'Search' buttons. A callout 'A' points to the 'Search' button. Below the search section is a 'Placed Orders' section. It displays the following order details:

Order #: 435	Date Created: 12/14/2019	Balance Remaining: \$0.00
Item: 2019 License Stock - Blue	Qty: 1	Status: Awaiting Shipment
		Tracking #:

BULLETINS

The 'Agent Menu Options' sidebar lists the following items: Reports, Supply Orders, **Bulletins** (with a bell icon), Alerts (with a bell icon), User Management, Leftover Licenses, DNR Digests, and User Guides. A callout 'B' points to the 'Bulletins' menu item.

Agent Users will view important messages from Michigan DNR on the **Bulletins** page. When a new bulletin is waiting, a bell icon will appear on the **Agent Home** page.

Click the **[BULLETINS]** menu-item **(B)** and click **[OPEN]** **(C)** on the unread bulletin to view.

The screenshot shows a 'Bulletins' section with a single bulletin card. The card has the following information:

- Title:** Welcome!
- Display Dates:** 12/27/2019 - 02/10/2020
- Buttons:** 'Delete' (with a trash icon) and 'Open' (with an eye icon).

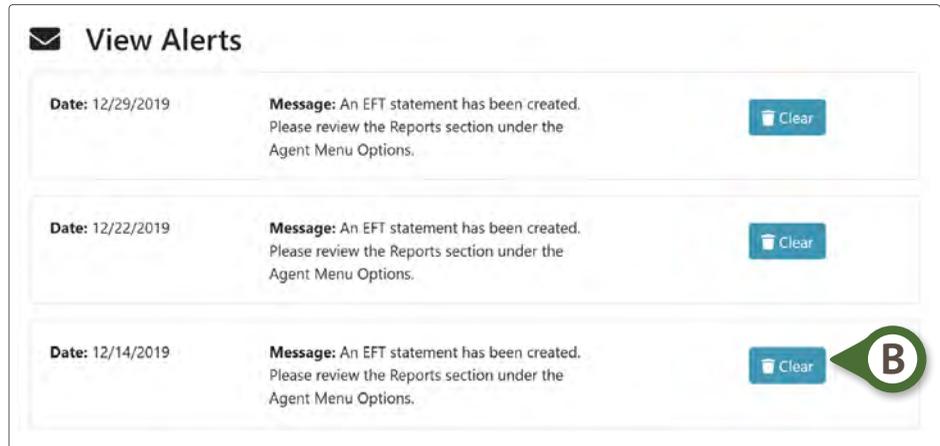
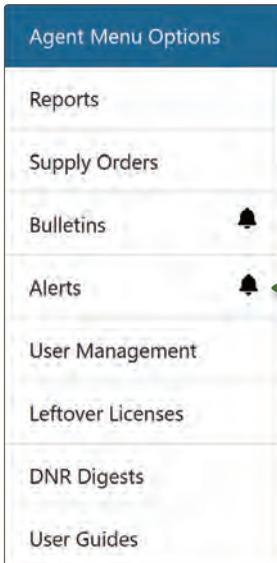
Callouts 'D' and 'C' point to the 'Delete' and 'Open' buttons respectively.

When you have finished reading, you can delete the bulletin by clicking the **[DELETE]** button **(D)** or exit the section to keep the bulletin available but marked as read.

ALERTS

Agent Users will view important system messages, like EFT notifications, on the **Alerts** page.

When a new Alert is waiting, a bell icon  will appear. Click the **[ALERTS]** menu-item **(A)** to view the unread alert.



When you have finished, you can remove the alert by clicking the **[CLEAR]** button **(B)** or exit the section to keep the alert available, but marked as read.

USER MANAGEMENT

ADD NEW USER

Agent Users with a Manager role can create new Agent Users by clicking on the **[USER MANAGEMENT]** menu-item under **Agent Menu Options**.

NOTE: All users of the licensing service are required to have their own username and password.

To create a new Agent User account select the **[ADD USER]** button **(A)**.

Staff Management

Please add Clerks, Managers, and Corporate users for each of your staff who will be using the POS system.

Manager roles have access to add, edit, and deactivate other users, sell licenses, and run reports.

Clerk roles have access to run reports, and sell licenses.

Corporate roles have access to run reports but cannot sell licenses.

Non-POS roles are exclusively for agents who do NOT have a physical POS machine and ONLY sell pre-paid ORV & Snow permits.

User Status *
 Active ▼



On the **Add New User** page, fill in all the required fields marked with a red asterisk (*):

Staff Information

<input style="width: 95%;" type="text" value="First Name *"/>	<input style="width: 95%;" type="text" value="Last Name *"/>	<input style="width: 95%;" type="text" value="Username *"/>	<input style="width: 95%;" type="text" value="Email"/>
<input style="width: 95%;" type="text" value="Status Code *"/> ACTIVE ▼	<input style="width: 95%;" type="text" value="Role Group *"/> Select one... ▼		
<input style="width: 95%;" type="text" value="New Password *"/>		<input style="width: 95%;" type="text" value="Confirm New Password *"/>	

Cancel
Save

- ▶ **First Name**
- ▶ **Last Name**
- ▶ **Username**
 - Must be unique within the licensing system, not just your Agent
- ▶ **Status Code**
 - A status code of **Active** is selected by default
 - Selecting any status code other than **Active** will prevent that user from logging in to the licensing service
- ▶ **Role Group**
 - Role groups define a user’s access in the licensing service
 - The Manager role group grants full access to selling licenses, running reports, managing user accounts, and looking-up leftover licenses
 - The Clerk role group restricts access to managing users and looking up leftover licenses



► **Confirmed Password**

- Passwords must be at least 8 characters in length
- Must contain at least one capitalized alpha character
- Must contain at least one numeric character
- Passwords will expire every 90 days
- New passwords must be confirmed before clicking the **[SAVE]** button

Adding the user’s email address is optional but recommended.

After completing all required fields and confirming the password, click the **[SAVE]** button to commit the Agent User to the system.

MANAGE EXISTING USERS

A user with a Manager role will manage other Agent User’s accounts from the **[USER MANAGEMENT]** menu-item on the **Agent Home** page.

Staff Management

Please add Clerks, Managers, and Corporate users for each of your staff who will be using the POS system.

Manager roles have access to add, edit, and deactivate other users, sell licenses, and run reports.

Clerk roles have access to run reports, and sell licenses.

Corporate roles have access to run reports but cannot sell licenses.

Non-POS roles are exclusively for agents who do NOT have a physical POS machine and ONLY sell pre-paid ORV & Snow permits.

User Status *

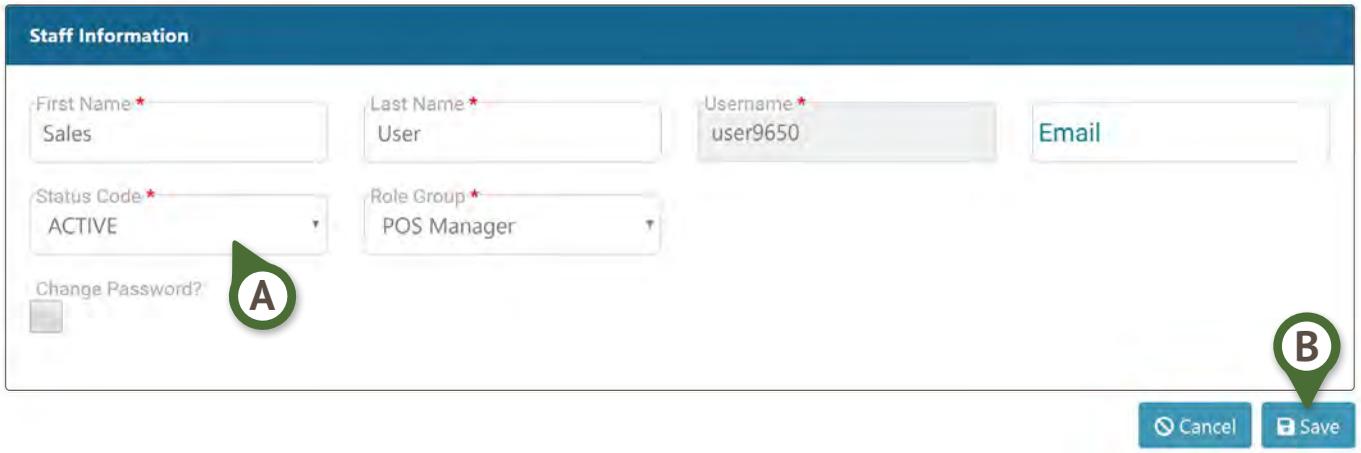
Active ▼

Add User

Username:	Full Name:	Status:	Role:	Options:
jt6550	Jonathan Terry	ACTIVE	POS Manager	
cn9650	Cody Newman	ACTIVE	POS Clerk	 A
user9650	Sales User	ACTIVE	POS Clerk	

The list of users being presented can be filtered by choosing a value in the **User Status** drop-down list.

To edit a user, select the **[OPEN]** button **(A)** next to the user record you wish to edit.



On the **Staff Information** page, you can edit the **First and Last names, Email Address, Status Code, Role Group, and change the password.** However, please note that **Username** cannot be changed.

Agent Manger users also have the ability to turn off a user’s account by setting their **Status Code (A)** to **Inactive**.

Once all changes have been made, select the **[SAVE]** button **(B)** to commit the changes.

LEFTOVER LICENSES

To view quantities of leftover licenses prior to making a sale, an Agent Manager User will select **[LEFTOVER LICENSES]** from the Agent Menu Options section of the Agent Home page. This is real time information and will change as sales occur.

LICENSE TYPE

By selecting a **[LICENSE TYPE] (C)** a list of the available leftover licenses and volume remaining will be displayed.

License Search



License Search

Leftover License Search

License Type
2019 - Antlerless Deer

Filter Available Leftover Licenses For 2019 - Antlerless Deer

A Hunt Code Management Unit County Land Type

Select one... Select one...

B Clear

Results - 8 hunts found. **C** Refresh Results

Hunt Code	Management Unit	Hunt Name	Hunt Dates	Land Type	Remaining
1003	DMU003	DMU 003 Public and CFA Land		Public	SOLD OUT

Valid on public and commercial forest land.

FILTER

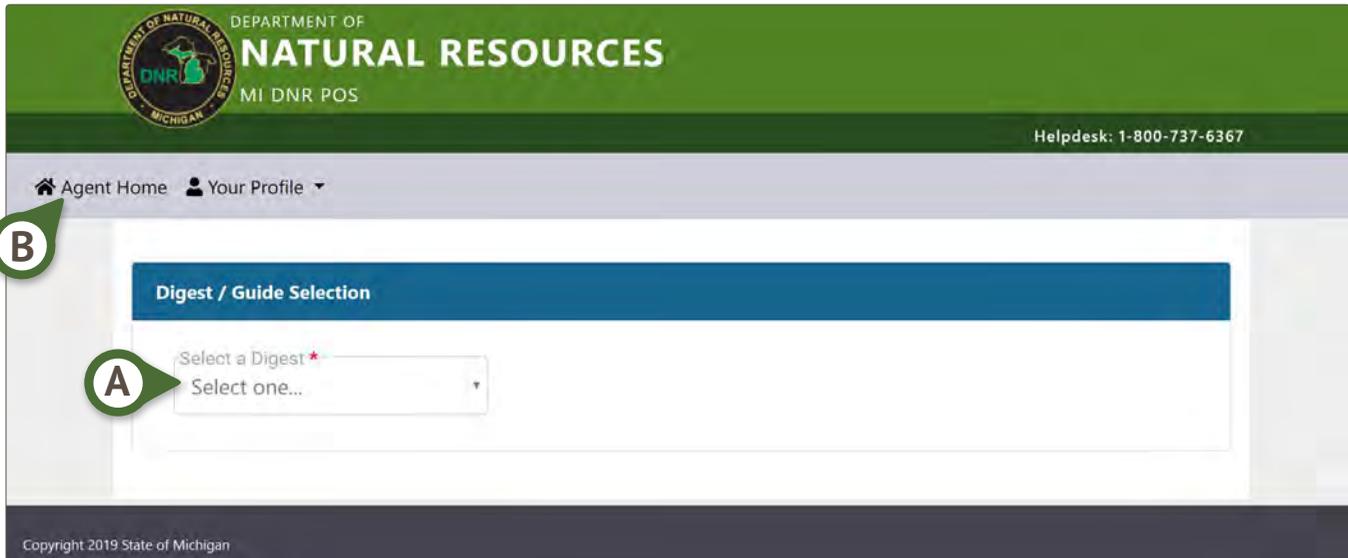
Users can filter the list of available leftover licenses **(A)** by:

- ▶ HUNT CODE
- ▶ MANAGEMENT UNIT
- ▶ COUNTY
- ▶ LAND TYPE

Use the **[CLEAR]** button **(B)** to clear any filters and return to the complete list of leftover licenses.

Use the **[REFRESH RESULTS]** button **(C)** to update the listed leftover license list remaining licenses count. Remember, this is real time information and will change as sales occur.

DNR DIGESTS



Michigan DNR makes Digests and Guides available to Agents for review on their point of sale machine from the **[DNR DIGESTS]** menu-item on the **Agent Home** page.

Use the **[SELECT A DIGEST]** drop menu **(A)** to review a specific digest or guide on screen.

When you finish with one digest you can select another or click **[AGENT HOME]** **(B)** to return to the home screen.

VII. USER TRAINING

TRAINING MODE

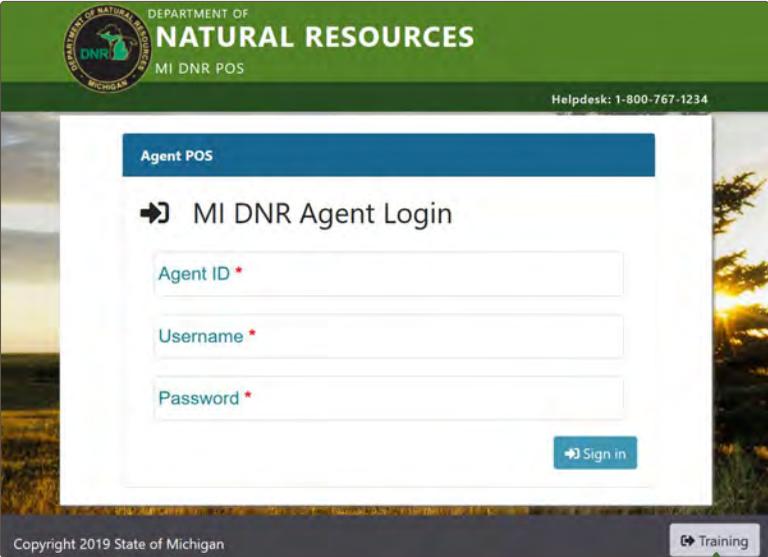
Available to users is an interactive training mode.

From the **LOGIN** page, users can select to change into **“TRAINING MODE”** and proceed to complete test sales as a training tool.

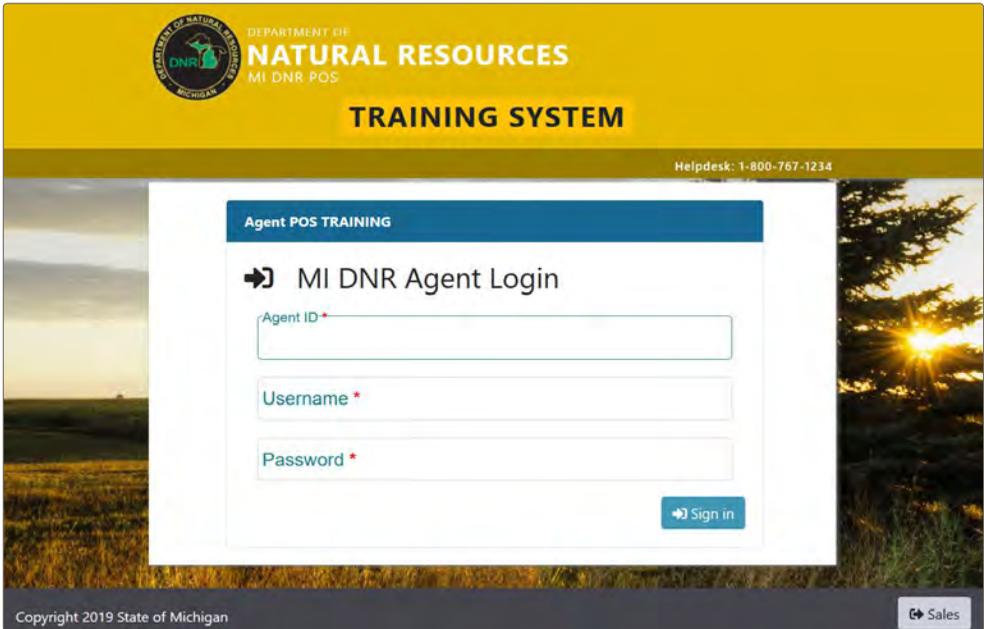
This is initiated by selecting the **[TRAINING]** button **(A)** in the lower right-hand corner of the page.

To access Training Mode, users will need a login ID and password, please use the following:

- ▶ **Agent ID: 1234**
- ▶ **Username: Training**
- ▶ **Password: Manager01**



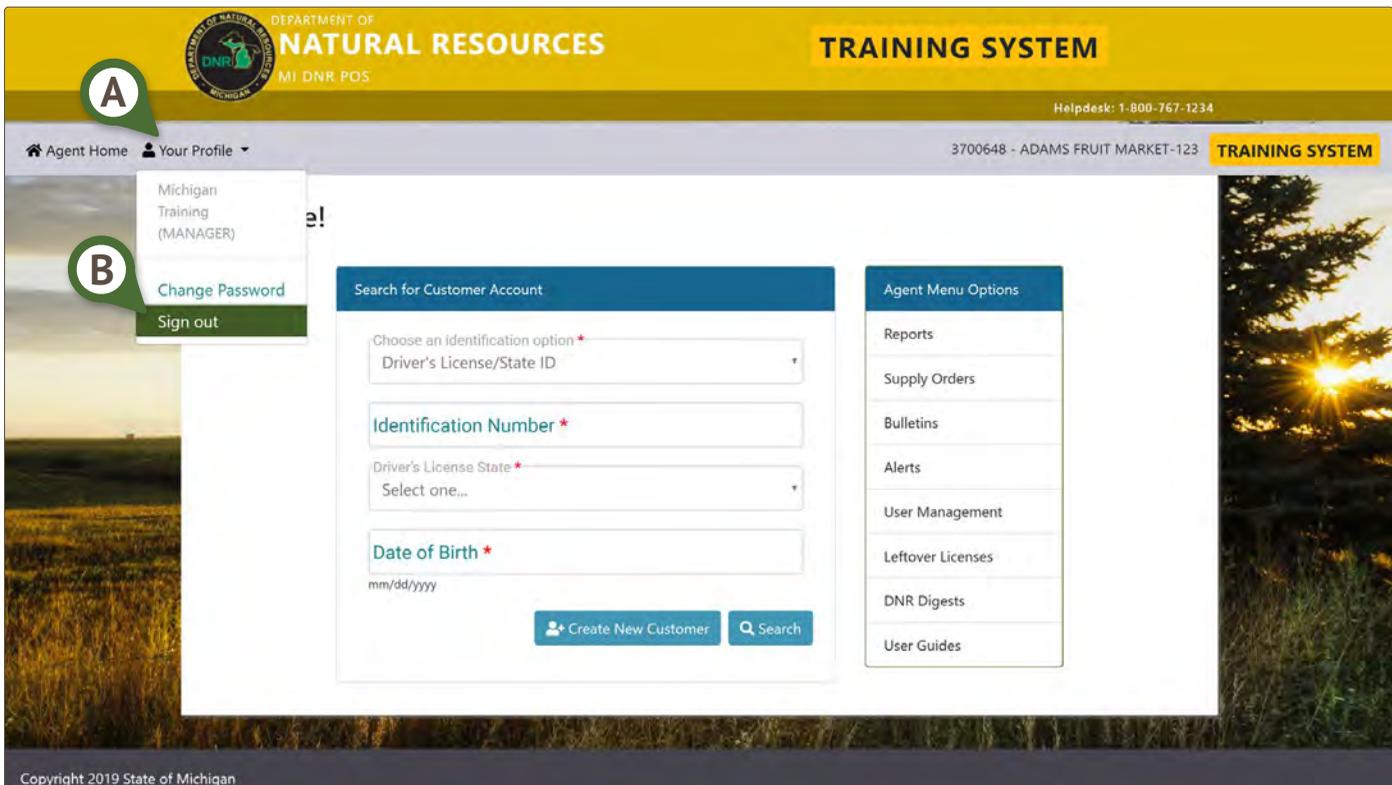
After login, users can reference this training manual or the training videos to walk them through the application to practice selling licenses, applications, and permits.



NOTE: Transactions completed in "TRAINING MODE" are not valid, and no valid documents will be printed as a result of training transactions.

After completing training, select the **[YOUR PROFILE]** button (A) and then **[SIGN OUT]** (B) to exit the system.

Next, select the **[SALES]** button, in the lower right-hand corner of the page, to return to normal sales mode.



AGENT TRAINING VIDEO SERIES & USER GUIDE

Available to users is a License Agent Training Video Series and an Agent Training Guide.

From the **Agent Home** page, users can select the **[USER GUIDES]** menu-item (A) from the **Agent Menu Options** section.

Agent Home

On the **User Guides** page, use the drop-down menus to select the **User Guide PDF (B)** or **User Guide Videos (C)** to view. When finished with each guide or video, simply select another from the menu to continue training.

When finished, select the **[AGENT HOME]** (D) to return to the **Agent Home** page.

CLEANING & MAINTENANCE

EQUIPMENT CLEANING

Cleaning instructions:

- ▶ **With a soft cloth and gentle cleaner, such as Windex® Vinegar or Windex® Ammonia-Free Glass Cleaner, spray cleaner on the cloth and wipe down equipment:**
 - Terminal and screen
 - Printer interior plastic
 - Exterior of barcode scanner
 - Keyboard and mouse

Do NOT spray cleaner directly on any equipment

- ▶ **With an alcohol swab, gently wipe down the following in the printer (Zebra):**
 - Printer Rollers
 - Print head

SUPPORT SERVICES & REPLACEMENTS

HELP DESK

Contact Information:

- ▶ **Phone Number: 800-737-6367**

When calling the help desk, you will be offered a series of options to route you to the appropriate personnel.

EQUIPMENT REPLACEMENTS PROCESS

- ▶ **Diagnostic:**
 - The DNR Help Desk will attempt to troubleshoot any reported equipment issues over the phone to ensure all License Agents are able to sell licenses as quickly and reliably as possible.
- ▶ **Replacement Order:**
 - In the event equipment cannot be reconfigured or repaired while on a support call, the DNR Help Desk will request a replacement to be sent directly to the Agent location.
- ▶ **Return Equipment:**
 - When replacement equipment arrives at an Agent location, its box will contain a replacement item, instructions for return, and a return shipping label.

Follow the included instructions to return the equipment as soon as you receive the replacement.





CONTACT INFORMATION

Licensing system questions: 800-737-6367

General hunting and wildlife questions: DNR-Wildlife@Michigan.gov | 517-284-9453 (517-284-WILD)

General enforcement questions: DNR-LawEnforcement@Michigan.gov