



LICENSE SALES SYSTEM GUIDE

Texas Parks and Wildlife Department

Point of Sale Terminal

For technical assistance, please contact the TLC Help Desk
1-866-852-8793

Version 2017.05

Copyright © 2017 Gordon-Darby, Inc.

Table of Contents

Connecting to the Database 1

Selling Licenses and Other Items 2

 Starting Menu Overview 2

 Starting Sales Application and Logging In..... 3

 Searching for a Customer 7

 Selecting Items11

 Shopping Cart Contents13

 Checkout 15

 Printing and Print Verification 17

Replacing a License21

 Identifying the Customer21

 Selecting Items to Replace 22

 Concluding the Sale 23

Voiding a License 24

 Identifying the Document to Void 24

 Selecting Item(s) to Void 26

 Concluding the Void Transaction 27

Administration 30

 Change User Password 30

 Clerk Maintenance – Overview32

 Clerk Maintenance – Access Clerk Maintenance Screen 34

 Clerk Maintenance – Adding Users 35

 Clerk Maintenance – Reset User’s Password 37

 Clerk Maintenance – Editing Users38

 Clerk Maintenance - Inactivating Users 40

Generating Reports42

Messages 46

This Page intentionally blank

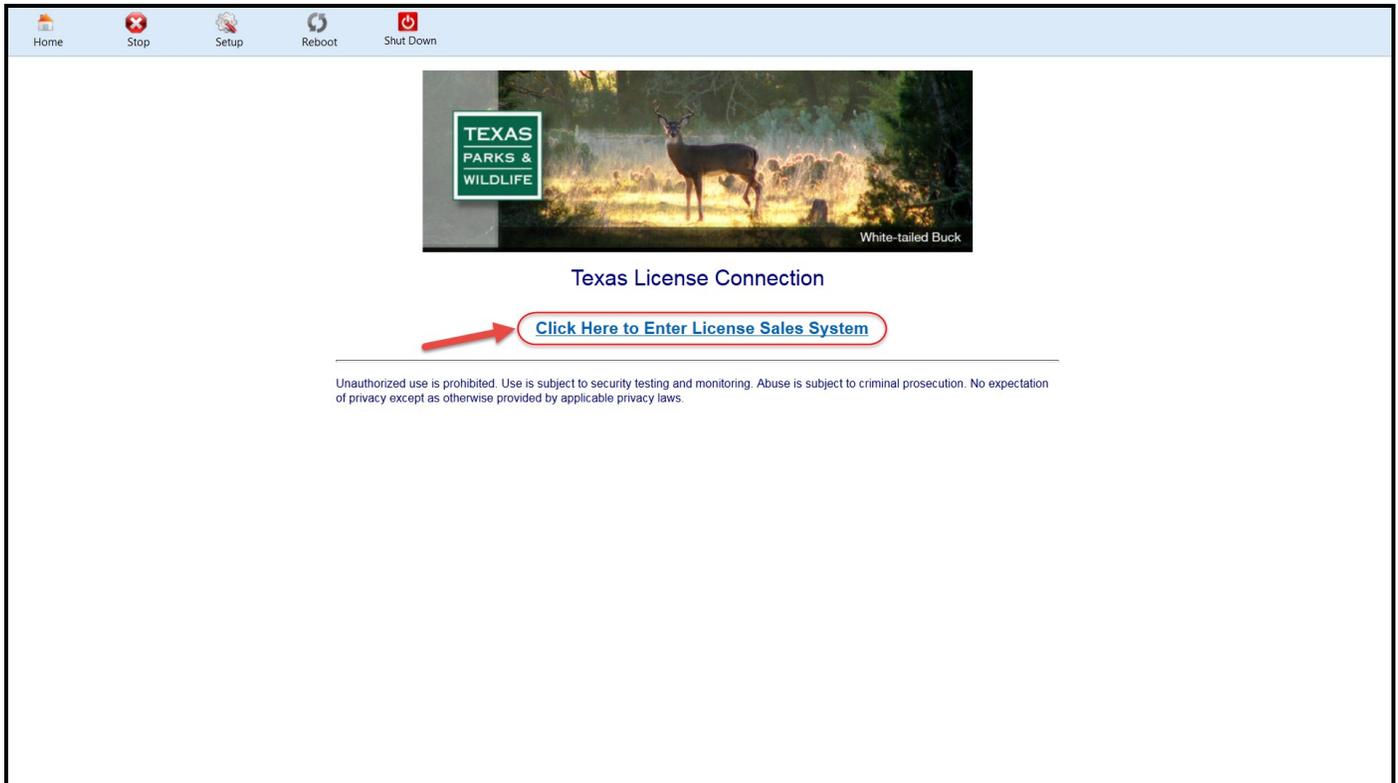
Connecting to the Database

This section is **ONLY** for Thin Client CPU users. Agents using their own PC are given the web link (url) to connect to the database.

Power on the Thin Client CPU.

From the **HOME** screen:

1. Left click the **CLICK HERE TO ENTER LICENSE SALES SYSTEM** link.



Note:

The appearance of the **HOME** screen may change from time to time; however, there will always be a link to enter the License Sales System.

Starting Menu Overview

The screen below is displayed once the system is connected to the database.

The options (excluding sales) from this screen are:

- System
 - Help – Opens a new window and presents a help menu with a table of contents and index.
 - System Info – Displays information about the user’s computer system and browser.
- Printer Setup
 - Install Printer Font – Downloads the current license printer font file to the license printer, where it is stored locally in the printer. This option should only be selected when the font file has changed. On a Thin Client, this option does not function correctly unless the license printer is properly installed.
 - Install Printer Component – This option is not available on Thin Client CPU devices. It is used only by agents using their own PC(s). Opens a screen with detailed instructions on how to install the necessary components so the license printer is recognized.
- Print Samples
 - Print Sample License – sends a sample license to the license printer to verify proper license printer function.
 - Print Sample Receipt – sends a sample receipt to the receipt printer to verify proper receipt printer function.



Starting Sales Application and Logging In

1. From the **SALES MENU**, left click the **START APPLICATION** link.

TEXAS PARKS AND WILDLIFE DEPARTMENT

License Sales Application

Version 3.8
Engine E-1.3.1

<p>Sales Menu</p> <p>Start Application </p> <p>System</p> <p>Help</p> <p>System Info</p>	<p>Printer Setup</p> <p>Install Printer Font</p> <p>Install Printer Component</p> <p>Print Samples</p> <p>Print Sample License</p> <p>Print Sample Receipt</p>
--	--

This site is best viewed in Internet Explorer or FireFox
[Check Our Supported Browsers](#)

Unauthorized use is prohibited. Use is subject to security testing and monitoring. Abuse is subject to criminal prosecution. No expectation of privacy except as otherwise provided by applicable privacy laws.

Copyright © 2017 Gordon-Darby.

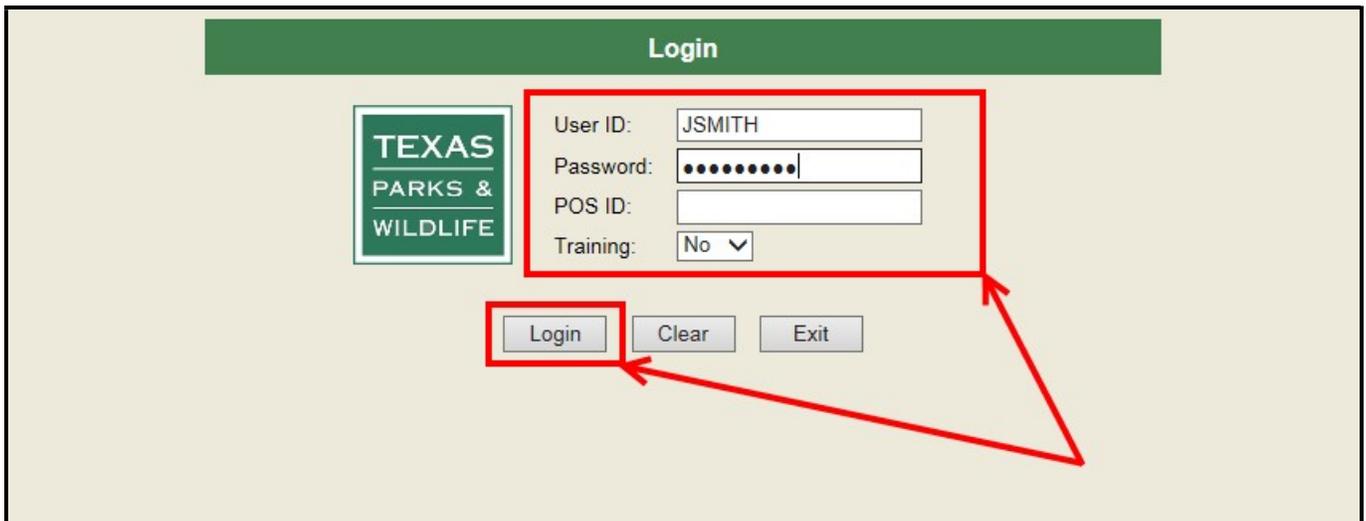
- From the **LOGIN** screen, enter the User ID and Password into the corresponding fields and left click the **LOGIN** button.

On a thin client device, the POS ID is automatically populated.

On a non-thin client device (using own PC), the POS ID must be entered.

Leave Training as “No” for regular sales.

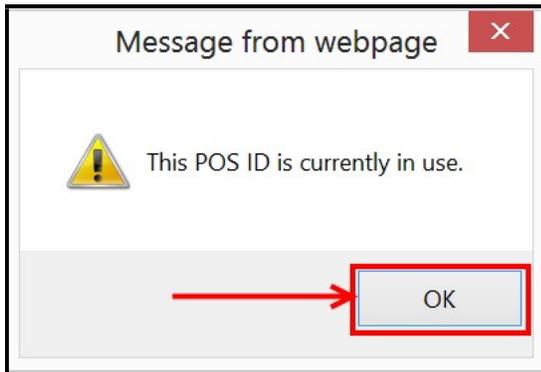
For training mode, select “Yes” from the Training pull-down. Sales and Voids can be done in training mode; however, no actual data is saved. Nothing is recorded in training mode. Sales transactions are not saved; customer additions or changes are not saved. An invalid license and receipt are printed.



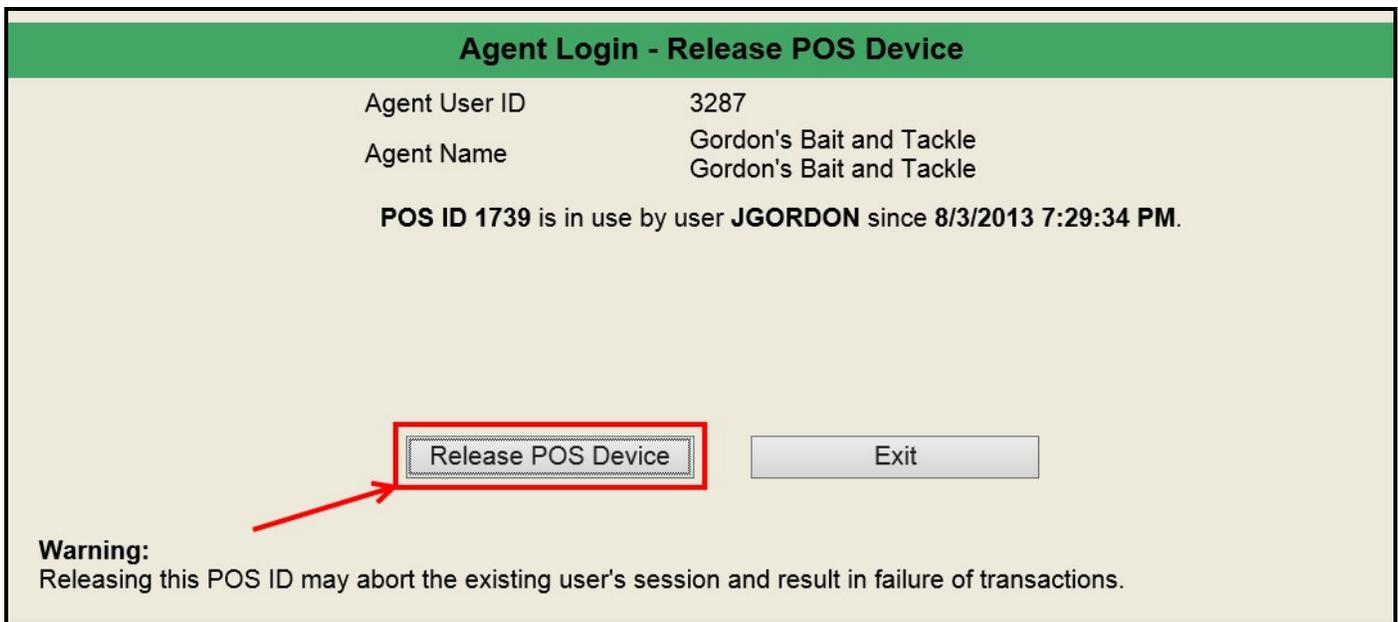
- In order to complete the login, the User ID must be valid for this agent, the password must be correct and the POS ID must be valid for the agent. If one or more of the entries is incorrect, an error message will be displayed.



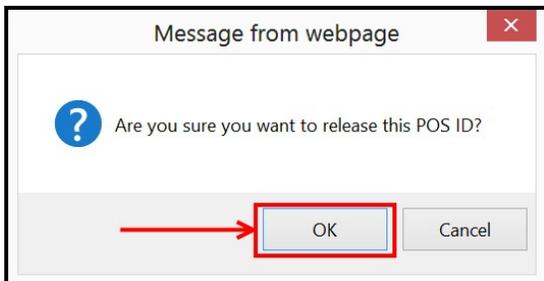
- If the previous sales session was ended abnormally, the database may “think” the POS ID is in use. The message below will be displayed. Left click the **OK** button.



- The “in use” information is displayed for the user. The user can choose to release the POS Device by left-clicking the **RELEASE POS DEVICE** button on the following screen. The user should make sure that no other user has the POS ID in use on another PC (Thin Client CPU POS IDs are fixed).



- A confirm window is displayed. Left-click the **OK** button. User must re-login.



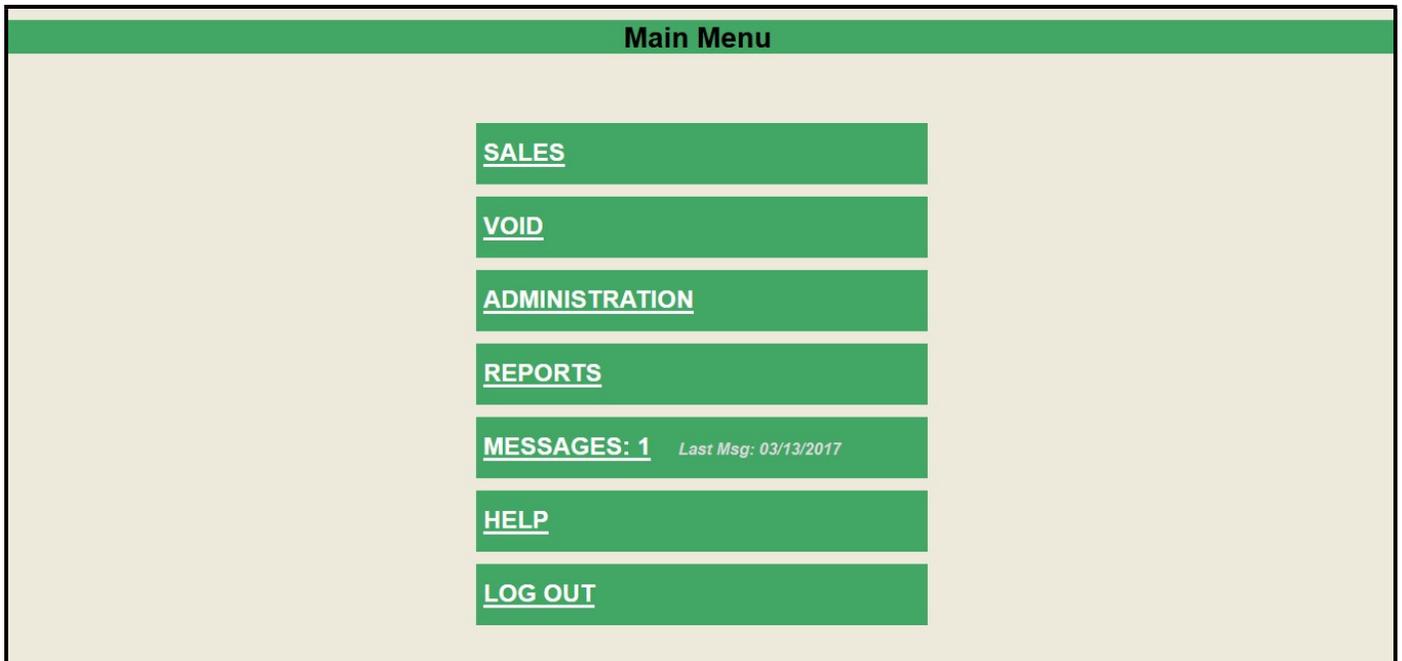
7. The **MAIN MENU** is displayed.

The following menu options are described in subsequent sections of this guide:

- **SALES**
- **VOID**
- **ADMINISTRATION**
- **REPORTS**
- **MESSAGES** (Note that current message count and the last date a message was added is displayed here for your convenience.)

The **HELP** option opens a new window with help topics available through a Table of Contents and an Index.

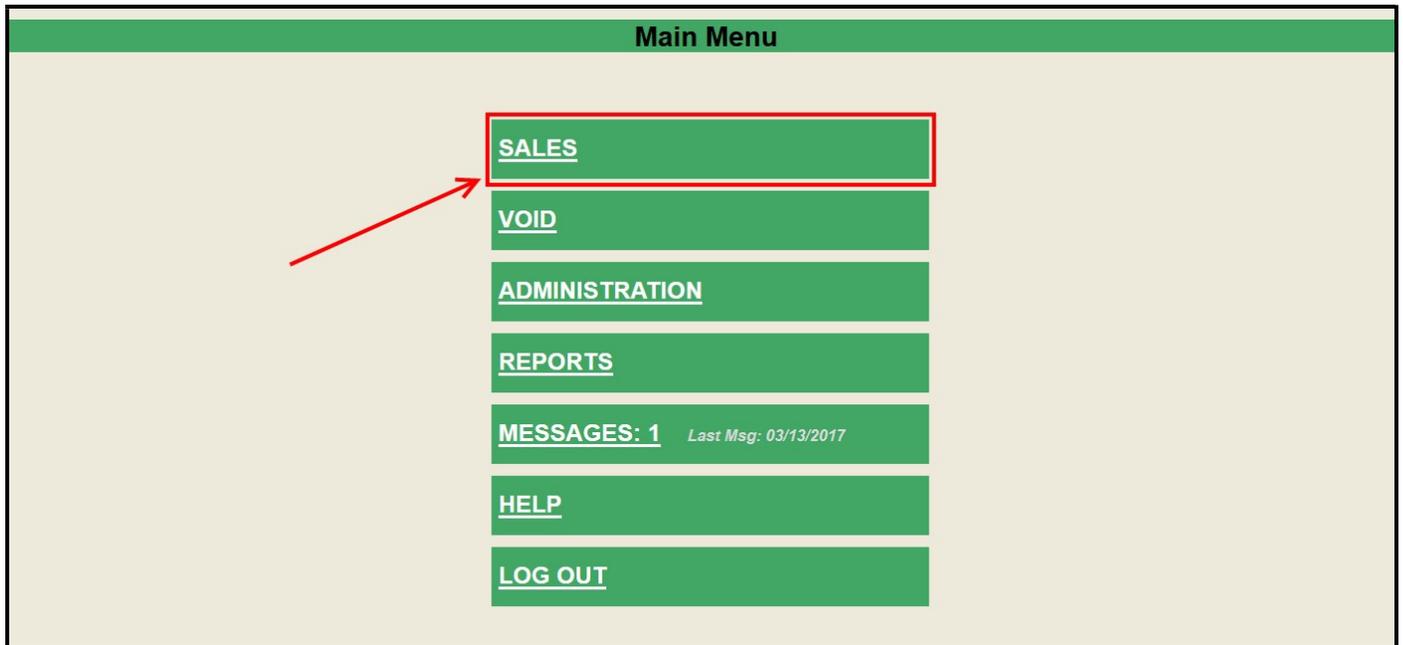
The **LOGOUT** option logs the user out and returns to the **LOGIN** Screen.



Searching for a Customer

From the **MAIN MENU**:

1. Left click the **SALES** link.



2. Enter the search criteria in the appropriate field and left click the corresponding **SEARCH** button.

Notes:

- Pick any one of the available search criteria.
- Customer ID and Document Number are the most accurate search criteria. The Customer ID and Document Number are printed on a previously issued license.
- Even if the customer is probably not a current customer, searching by driver’s license is useful. It is possible, particularly for customers with a Texas driver’s license, that the database will have most of the necessary information. This will save data entry time.
- If no customer information is located, a new customer record can be created, and data already entered will be carried to the **CUSTOMER DETAILS** screen. Data entered for searching helps complete the new customer record and saves time.

- If more than one matching customer record is found, select the desired account and left click the **OK** button. If none of the multiple customer records match the customer, left click the **CREATE A NEW CUSTOMER** button.

Find Another Customer Sales Show Cart Checkout Cancel Order Logout

Customer Search Results

Back To Search Screen Results: 2 Create a New Customer

Select	Last Name	First Name	Middle Name	Date of Birth	Street Address	Zip Code
Select	Franklin	Ben		8/7/1933	2410 AMPERE DR	40299
Select	Franklin	Ben		8/7/1933	1 DELL WAY	78682

OR

- If no customer is found in the search, either modify the entered search information and retry, or left click the **CREATE A NEW CUSTOMER** button.

Find Another Customer Sales Show Cart Checkout Cancel Search Logout

Customer Search

Driver's License TX Search

OR

First Name George Search
Last Name Jones Search
DOB (MM/DD/YYYY) 08 / 07 / 1933 Search

OR

Customer ID Search

OR

Document Number Search

Zero results found.

Create a New Customer

Switch To Business Customer Search

Note:

It is imperative that all efforts to locate the existing customer record are exhausted before a new record is created.

- Once the customer record is found, verify the account information and left click the **CONTINUE** button to proceed to the **ITEM SELECTION** screen. In the case of a new customer, enter all required fields and left click the **CONTINUE** button.

Find Another Customer
Sales
Show Cart
Checkout
Cancel Order
Logout

Customer Details

Personal Details		Residence Address <input type="checkbox"/> Foreign	
Last Name *	<input type="text" value="Franklin"/>	Address Line 1 *	<input type="text" value="1 DELL WAY"/>
First Name *	<input type="text" value="Ben"/>	Address Line 2	<input type="text"/>
Middle Name	<input type="text"/>	City/Town *	<input type="text" value="ROUND ROCK"/>
Suffix	<input type="text"/>	State *	<input type="text" value="TX"/>
Gender	<input type="text"/>	Zip *	<input type="text" value="78682"/> <input type="text" value="7000"/>
Height	Feet <input type="text"/> Inches <input type="text"/>	County	<input type="text" value="Other"/>
Eye Color	<input type="text"/>	Phone No.	<input type="text"/> - <input type="text"/> - <input type="text"/>
Hair Color	<input type="text"/>	E-Mail Address	<input type="text"/>
DOB (MM/DD/YYYY) *	<input type="text" value="08"/> / <input type="text" value="07"/> / <input type="text" value="1933"/>	Mailing Address <input type="checkbox"/> Foreign	
SSN (xxxxxxxx) ***	<input type="text" value="*****"/>	Same as Residency Address <input type="checkbox"/>	
Affidavit Collected for SSN ***	<input type="checkbox"/>	Address Line 1 *	<input type="text" value="1 DELL WAY"/>
Driver's License	<input type="text" value="TX"/> <input type="text" value="BR549"/>	Address Line 2	<input type="text"/>
Passport Number ***	<input type="text"/>	City/Town *	<input type="text" value="ROUND ROCK"/>
Passport Issuing Country	<input type="text"/>	State *	<input type="text" value="TX"/>
Customer ID	<input type="text" value="171240000003"/>	Zip *	<input type="text" value="78682"/> <input type="text" value="7000"/>
Texas Resident? **	<input type="text" value="Yes"/>		
Military Status	<input type="text" value="None"/>		

Cancel
Back To Search
View Holdings

Continue

* Mandatory field

** Texas residency requires six months continuous residency with the intent to remain in the state. If you are on active military duty or are a military dependent, you are considered a Texas resident.

*** Only one field containing this indicator is required.

Notes:

If the displayed customer is incorrect, left click the **BACK TO SEARCH** button.

The customer's current holdings can be displayed by left clicking the **VIEW HOLDINGS** button.

Selecting Items

Retrieve the customer’s record.

1. The current customer for whom items are being selected is shown in the upper left portion of the window.

First, select the Item Category (Combo, Hunting, Fishing, or Miscellaneous).

Items displayed are based upon the customer’s age, residency status, and current year holdings.

Select the item by left clicking the **ADD ITEM TO CART** button.

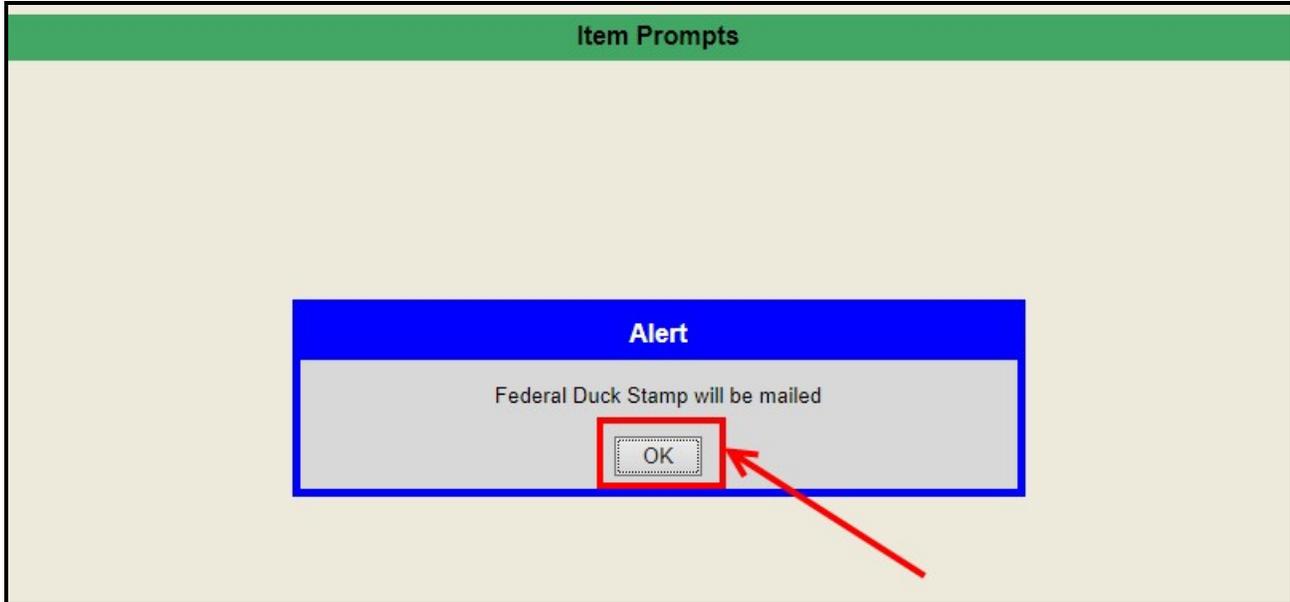
2017 Recreational Sales

Item Category	Item ID	Item Name	Price
Hunting	102	Senior Resident Hunting	\$7.00
Hunting	138	Fed Duck Stamp	\$28.50
Hunting	106	Resident Trapper's	\$19.00
Hunting	132	Hunting Lease Small (1 to 499 acres)	\$79.00
Hunting	133	Hunting Lease Medium (500 to 999 acres)	\$147.00
Hunting	134	Hunting Lease Large (1000 and over acres)	\$252.00

Other options on the **ITEM SELECTION** screen are described on Page 16.

2. As items are selected, additional details may be required.

Some items generate “Alert” windows to display pertinent information. Left click the **OK** button to proceed.



Some items require a date range. Enter the date range, and left click the **OK** button to proceed.



The user will be prompted for any required information as part of the item selection process.

- The **SHOPPING CART CONTENTS** screen is displayed automatically once an item is selected and all associated information (quantity, ancillary data, etc.) has been entered.

At this point in the **SHOPPING CART CONTENTS** screen, qualifying license item will generate additional donation(s) option line(s). Select the appropriate donation(s) option(s) radio button. A radio button must be selected to be able to checkout. If the customer does not elect to donate, select the “No Thanks” radio button. Each customer with eligible item(s) in the **SHOPPING CART CONTENTS** screen will be required to answer the donation questions.

Once the donation(s) selection(s) are made, more items can be added to this shopping transaction by returning to the **ITEM SELECTION** screen. Left click the **CONTINUE SHOPPING** button to return to that screen.

Find Another Customer
Sales
Show Cart (3)
Cancel Order
Logout

Shopping Cart Contents

Customer Name: Ben Franklin Customer ID: {PENDING}

Customer Specifications:
 Height: Gender: Eye Color: DOB: 08/07/1933
 Address: 1 DELL WAY ROUND ROCK TX 78682

Item #	Item Description	C/R	Valid From	Valid To	Lic. Year	Txn	Qty	Fees (\$)	
138	Fed Duck Stamp	R	01/24/2017	03/09/2017	2017	Sale	1	28.50	Remove
213	Resident One Day All Water Fishing License	R	01/28/2017	01/28/2017	2017	Sale	1	11.00	Remove
860	Veterans Donation	R	01/24/2017	08/31/2017	2017	Sale	1	5.00	Remove
								Customer Total:	\$44.50

1. Do you want to donate to support Texas Veterans?
 \$1.00 \$5.00 \$10.00 \$20.00 No Thanks

2. Do you want to help feed hungry Texas families with a donation to Hunters for the Hungry?
 \$1.00 \$5.00 \$10.00 \$20.00 No Thanks



Continue Shopping

Total Cart Fee: \$44.50

Checkout

4. There are numerous options available from the **ITEM SELECTION** screen:
 - Another customer can be added to the transaction by left clicking the **FIND ANOTHER CUSTOMER** button or left clicking the **ADD** button.
 - If there is already more than one customer in this transaction, select the desired customer from the pull-down list to the left of the **ADD** button.
 - To return to the **CUSTOMER DETAILS** screen, left click the **UPDATE CUSTOMER PROFILE** button. Note certain changes to the customer profile may empty the cart for that customer.
 - To view the customer's current year holdings, left click the **VIEW/CHANGE HOLDINGS** button.
 - The **PURCHASE OVERRIDE** button can be left clicked to access otherwise unavailable items for this customer.
 - If there are items for sale for the NEW license year, they can be accessed by left clicking the **SHOW YYYY ITEMS** button (YYYY is the new license year, 2014 in the example below). Note that the NEW license year becomes the default on 8/15, and this button becomes the OLD license year about to end (which would be 2013 if the date was between 8/15/2013 and 8/31/2013).

[Find Another Customer](#)
[Sales](#)
[Show Cart \(1\)](#)
[Checkout](#)
[Cancel Order](#)
[Logout](#)

Item Selection

Current Customer: Ben Franklin Add

Customer ID: XXXXXXXXXX Update Customer Profile Purchase Override

Customer Name: Ben Franklin View/Change Holdings Show 2014 Items

2013 Recreational Sales

[Combo](#)

[Hunting](#)

[Fishing](#)

[Miscellaneous](#)

Hunting			
Add Item To Cart	102	Senior Resident Hunting	\$7.00
Add Item To Cart	106	Resident Trapper's	\$19.00
Add Item To Cart	132	Hunting Lease Small (1 to 499 acres)	\$79.00
Add Item To Cart	133	Hunting Lease Medium (500 to 999 acres)	\$147.00
Add Item To Cart	134	Hunting Lease Large (1000 and over acres)	\$252.00
Add Item To Cart	135	Archery Hunting Stamp	\$7.00
Add Item To Cart	137	HIP Certification	\$0.00
Add Item To Cart	138	Fed Duck Stamp	\$17.00
Add Item To Cart	167	Upland Game Bird Stamp	\$7.00
Add Item To Cart	168	Migratory Game Bird Stamp	\$7.00
Add Item To Cart	173	Annual Public Hunting Permit	\$48.00

- From the **SHOPPING CART CONTENTS** screen, review the customer's order for accuracy. To remove an item from the shopping cart, left click the **REMOVE** link. Left click the **CHECKOUT** button to proceed to checkout.

[Find Another Customer](#)
[Sales](#)
[Show Cart \(3\)](#)
[Cancel Order](#)
[Logout](#)

Shopping Cart Contents

Customer Name: Ben Franklin Customer ID: {PENDING}

Customer Specifications:
 Height: Gender: Eye Color: DOB: 08/07/1933
 Address: 1 DELL WAY ROUND ROCK TX 78682

Item #	Item Description	C\R	Valid From	Valid To	Lic. Year	Txn	Qty	Fees (\$)	
138	Fed Duck Stamp	R	01/24/2017	03/09/2017	2017	Sale	1	28.50	Remove
213	Resident One Day All Water Fishing License	R	01/28/2017	01/28/2017	2017	Sale	1	11.00	Remove
860	Veterans Donation	R	01/24/2017	08/31/2017	2017	Sale	1	5.00	Remove
								Customer Total:	\$44.50

1. Do you want to donate to support Texas Veterans?
 \$1.00 \$5.00 \$10.00 \$20.00 No Thanks

2. Do you want to help feed hungry Texas families with a donation to Hunters for the Hungry?
 \$1.00 \$5.00 \$10.00 \$20.00 No Thanks

Continue Shopping

Total Cart Fee: \$44.50

Checkout

6. Select the appropriate method of payment and fill out any additional payment information that may be required (i.e., check number, credit card type).
7. To finalize the sale, left click the **PRINT AND SAVE** button.

The screenshot shows a checkout interface with a navigation bar at the top containing buttons for 'Find Another Customer', 'Sales', 'Show Cart (2)', 'Checkout', 'Cancel Order', and 'Logout'. Below this is a green header labeled 'Checkout'. The main content area displays 'Total Sales: \$44.50'. A red box highlights the payment options: 'Cash' (selected), 'Check' (with a 'Check #' field), 'Credit Card' (with a 'Card Type' dropdown), and 'Debit Card' (with a 'Card Type' dropdown). Below these options is a 'Sales Person' field containing 'JGORDON'. At the bottom, three buttons are visible: 'Cancel Order', 'Go Back', and 'Print and Save'. A red box highlights the 'Print and Save' button, with a red arrow pointing to it from the right side of the payment options box.

Notes:

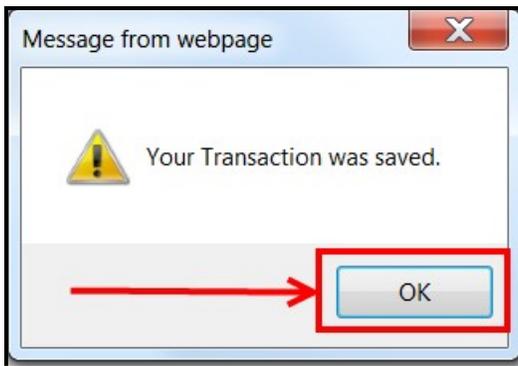
Once the **PRINT AND SAVE** button has been pressed, the transaction is final. To make changes to the transaction after that point, the order must be voided.

The **CANCEL ORDER** button will empty the shopping cart and return user to **MAIN MENU**.

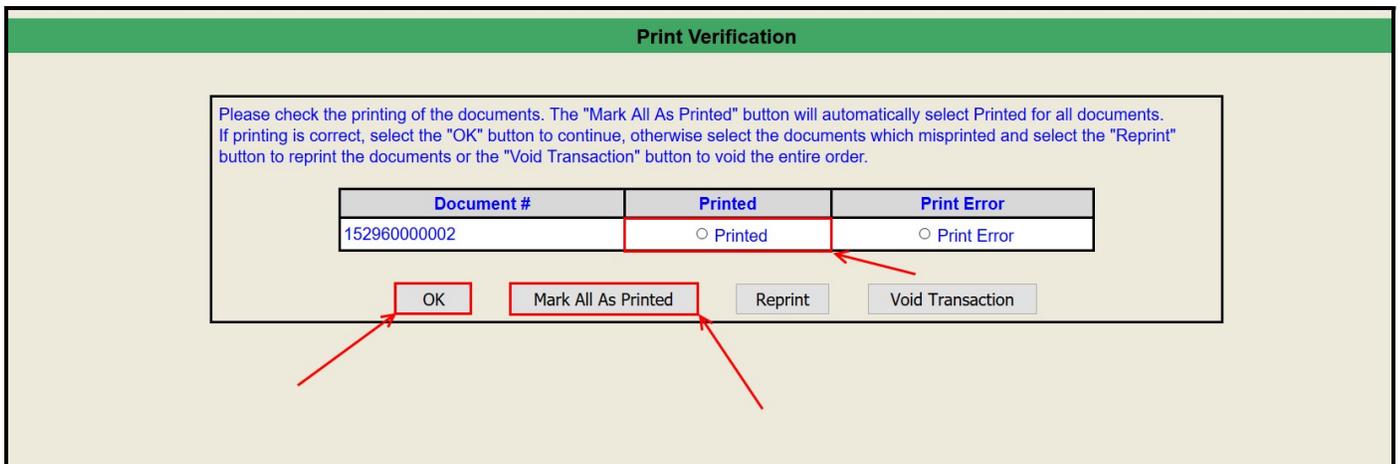
The **GO BACK** button will return you to the **SHOPPING CART CONTENTS** screen.

Printing a License

1. Left click the **OK** button to proceed.



2. From the **PRINT VERIFICATION** screen, first determine if all documents printed correctly. If all documents printed correctly, left click the **MARK ALL AS PRINTED** button and then left click the **OK** button.



3. If any of the documents printed but the print quality was poor or the license(s) did not fit onto one license panel, make the necessary adjustments to the License Printer.

Select the **PRINT ERROR** radio button for each document that did not print correctly and then left click the **REPRINT** button to reprint the document(s).

Print Verification

Please check the printing of the documents. The "Mark All As Printed" button will automatically select Printed for all documents. If printing is correct, select the "OK" button to continue, otherwise select the documents which misprinted and select the "Reprint" button to reprint the documents or the "Void Transaction" button to void the entire order.

Document #	Printed	Print Error
152960000002	<input type="radio"/> Printed	<input checked="" type="radio"/> Print Error

OK
Mark All As Printed
Reprint
Void Transaction

Notes:

A maximum of three reprints can be performed before the **REPRINT** button becomes inactive. After the original print and three reprint attempts, the license must either be accepted as correct and final by left clicking the **OK** button or it will be automatically voided when another reprint attempt is made.

Selection of the **VOID TRANSACTION** button will void all documents listed on the **PRINT VERIFICATION** screen and take the user directly to the **TRANSACTION RECEIPT** screen for printing.

All voided documents must be returned to TPWD Headquarters within 45 days.

Printing a Receipt

- 4. Left click the **NETWORK PRINT** (PC only) or the **RECEIPT PRINT** button (Thin Client only) to print the receipt.

Left click the **DONE** button to continue.

The screenshot shows a 'Transaction Receipt' window with a green header. Inside, there is a blue header for 'TEXAS PARKS AND WILDLIFE' and a 'Receipt' section. The receipt details include: Date: 01/24/2017 5:58 PM, Trans ID: 152980000002, Agent ID: 8460, POS ID: 1529, Clerk ID: JOE, and Payment Type: CASH. The licensee is Ben Franklin and the customer number is 152940000002. The first document (Doc #: 152960000002) contains two items: '213 - Res One Day All Water' for \$11.00 and '138 - Fed Duck Stamp' for \$28.50. The second document (Doc #: 152960000003) contains one item: '860 - Veterans Donation' for \$5.00. The total amount is \$44.50. At the bottom, there are three buttons: 'Done', 'Network Print', and 'Receipt Print'. A red box highlights these buttons, and a red arrow points to the 'Receipt Print' button.

ITEM	YR	QTY	AMOUNT
213 - Res One Day All Water	17	1	\$ 11.00
138 - Fed Duck Stamp	17	1	\$ 28.50

ITEM	YR	QTY	AMOUNT
860 - Veterans Donation	17	1	\$ 5.00

Total: \$ 44.50

Replacing a License

Identifying the Customer

1. Retrieve the customer's record.

The customer's holding can be viewed from either the **CUSTOMER DETAILS** screen or the **ITEM SELECTION** screen.

2. From the **CUSTOMER DETAILS** screen, left click the **VIEW HOLDINGS** button.

The screenshot shows the 'Customer Details' screen with the following fields and values:

Personal Details		Residence Address <input type="checkbox"/> Residential Address Is Foreign	
Last Name *	Franklin	Address Line 1 *	2410 AMPERE DR
First Name *	Ben	Address Line 2	
Middle Name		City/Town *	LOUISVILLE
Suffix		State *	KY
Gender		Zip *	40299 3865
Height	Feet <input type="text"/> Inches <input type="text"/>	Phone No.	<input type="text"/> - <input type="text"/> - <input type="text"/>
Eye Color		E-Mail Address	<input type="text"/>
Hair Color		Mailing Address <input type="checkbox"/> Mailing Address Is Foreign	
DOB (MM/DD/YYYY) *	08 / 07 / 1933	Same as Residency Address <input type="checkbox"/>	
SSN (xxxxxxxx) ***	*****	Address Line 1 *	2410 AMPERE DR
Affidavit Collected for SSN ***	<input type="checkbox"/>	Address Line 2	
Driver's License	TX <input type="text"/>	City/Town *	LOUISVILLE
Passport Number ***	<input type="text"/>	State *	KY
Passport Issuing Country	<input type="text"/>	Zip *	40299 3865
Customer ID	<input type="text"/>		
Texas Resident? **	No		
Military Status	None		

At the bottom of the form, there are four buttons: Cancel, Back To Search, View Holdings (highlighted with a red box and a red arrow), and Continue.

* Mandatory field
 ** Texas residency requires six months continuous residency with the intent to remain in the state. If you are on active military duty or are a military dependent, you are considered a Texas resident.
 *** Only one field containing this indicator is required.

- To select the item(s) to be replaced from the **ITEM SELECTION** screen, left click the **VIEW/CHANGE HOLDINGS** button.

[Find Another Customer](#)
[Sales](#)
[Show Cart](#)
[Checkout](#)
[Cancel Order](#)
[Logout](#)

Item Selection

Current Customer: Ben Franklin

Customer ID: ██████████

Customer Name: Ben Franklin

2013 Recreational Sales

[Combo](#)
[Hunting](#)
[Fishing](#)
[Miscellaneous](#)

Hunting			
Add Item To Cart	102	Senior Resident Hunting	\$7.00
Add Item To Cart	106	Resident Trapper's	\$19.00
Add Item To Cart	132	Hunting Lease Small (1 to 499 acres)	\$79.00
Add Item To Cart	133	Hunting Lease Medium (500 to 999 acres)	\$147.00
Add Item To Cart	134	Hunting Lease Large (1000 and over acres)	\$252.00
Add Item To Cart	135	Archery Hunting Stamp	\$7.00
Add Item To Cart	137	HIP Certification	\$0.00
Add Item To Cart	138	Fed Duck Stamp	\$17.00
Add Item To Cart	167	Upland Game Bird Stamp	\$7.00
Add Item To Cart	168	Migratory Game Bird Stamp	\$7.00
Add Item To Cart	173	Annual Public Hunting Permit	\$48.00

- From the **CUSTOMER HOLDINGS** screen, choose the desired license(s) to replace by selecting the corresponding option button(s).

Customer Holdings

#1529600000022

Customer Name: Ben Franklin
Customer ID: XXXXXXXXXX

Document Number: 1529600000022 Inventory Replacement Upgrade **Replace**

Item #	Item Description	C\I\R	Quantity	Year	Valid From	Valid To	Replaceable	Fee
102	Senior Resident Hunting	R	1	2017	03/14/2017	08/31/2017	Yes	\$6.00
								Total: \$6.00

Document Number: 1529600000021 Inventory Replacement Upgrade Replace

Item #	Item Description	C\I\R	Quantity	Year	Valid From	Valid To	Replaceable	Fee
115	Non-Resident Trapper	R	1	2017	03/14/2017	08/31/2017	Yes	\$3.00
								Total: \$3.00

Document Number: 1529600000002 Inventory Replacement Upgrade Replace

Item #	Item Description	C\I\R	Quantity	Year	Valid From	Valid To	Replaceable	Fee
213	Resident One Day All Water Fishing License	R	1	2017	08/01/2017	08/02/2017	Yes	\$10.00
138	Fed Duck Stamp	R	1	2017	03/14/2017	04/27/2017	Yes	\$3.00
								Total: \$13.00

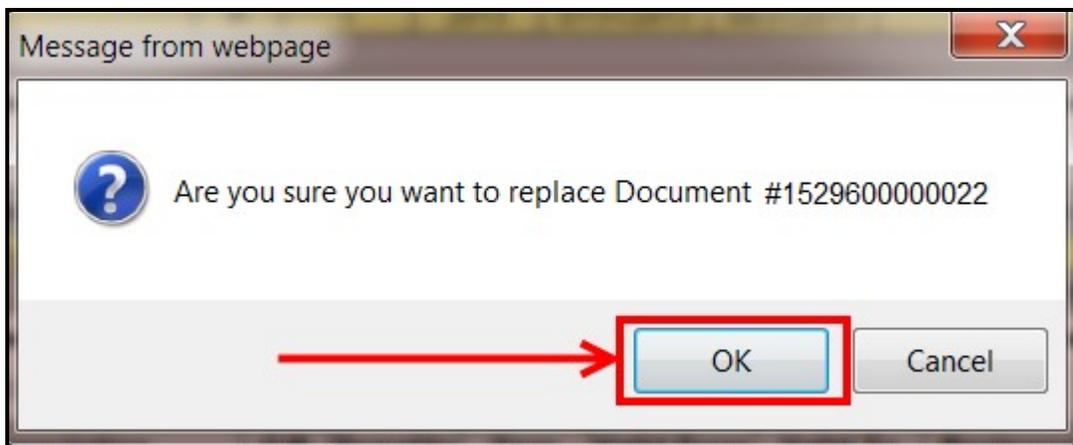
Document Number: 1529600000003 Inventory Replacement Upgrade Replace

Item #	Item Description	C\I\R	Quantity	Year	Valid From	Valid To	Replaceable	Fee
860	Veterans Donation	R	1	2017	03/14/2017	08/31/2017	Call TPWD	\$0.00
								Total: \$0.00

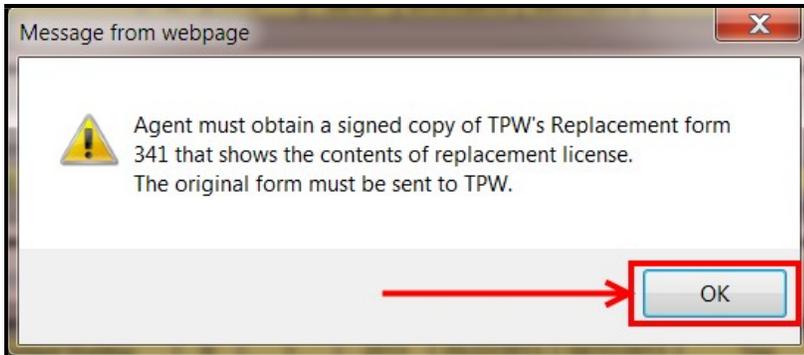
Indicates Recreational Licenses

Indicates Commercial Licenses

- Left click the **OK** button to confirm the license replacement.



- Left click the **OK** button to confirm that TPWD’s Replacement Form 341 has been signed by the customer.



Note: TPWD’s Replacement Form 341 can be obtained from TPWD’s website at <http://www.tpwd.state.tx.us/> Left click the “Doing Business” link and then the “Agency Forms” link.

- If there are tags associated with the license, the **SELECT USED TAGS** screen will be displayed. Ask the customer which tags have already been used. Mark the tags used by checking the appropriate box(s). Then left click the **CONTINUE** button. Used tag(s) will not print on the replacement license.

Select Used Tags

Use the diagram below to mark off tags that have been used.

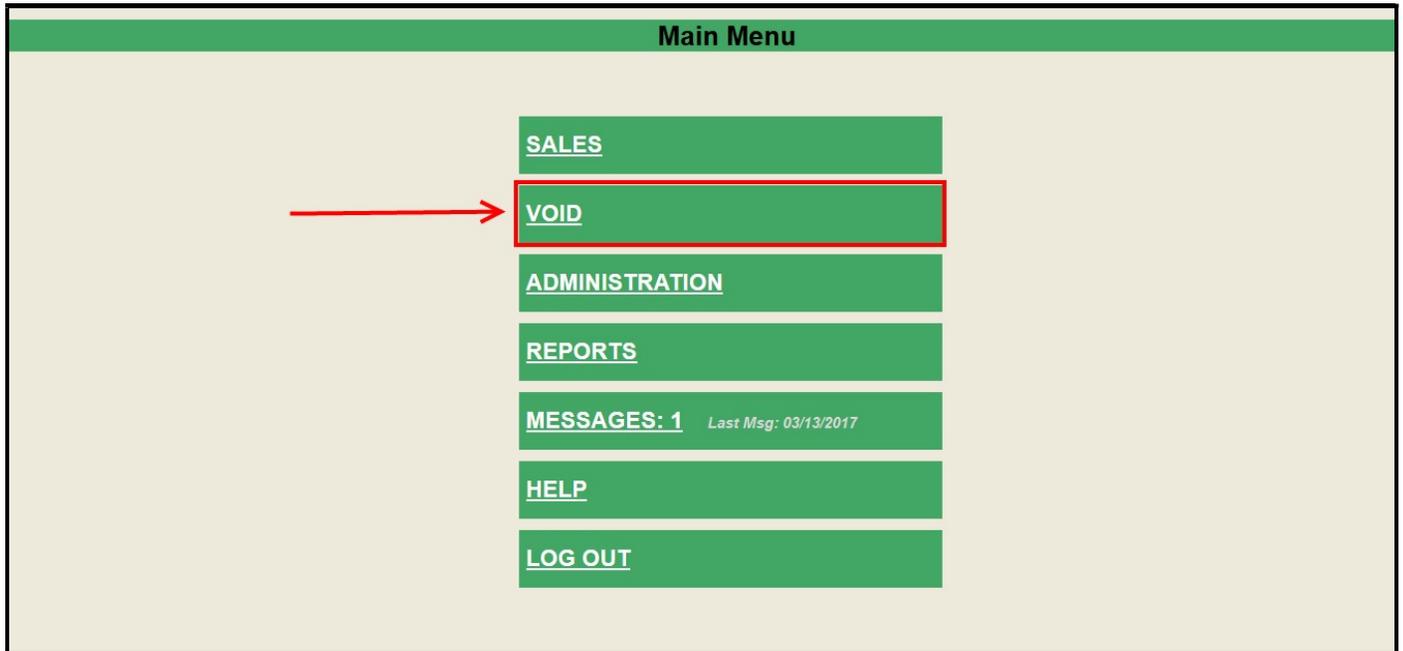
#1 RIO GRANDE TURKEY valid only in county with bag limit of 4 turkeys	Not a Tag	Not a Tag	Not a Tag	#11 MULE DEER BUCK OR ANTLERLESS CUT OUT TAG DATE
#2 RIO GRANDE TURKEY valid only in county with bag limit of 4 turkeys	Not a Tag	Not a Tag	Not a Tag	#10 MULE DEER ANTLERLESS ONLY SEE OUTDOOR ANNUAL CUT OUT TAG DATE
#3 EASTERN OR RIO GRANDE TURKEY in any co. with bag limit of 1 OR Rio in co. with bag limit of 4				#9 WHITE-TAILED DEER BUCK OR ANTLERLESS CUT OUT TAG DATE
#4 RIO GRANDE TURKEY in county with bag limit of 1 turkey or 4 turkeys. NOT VALID IN EAST TEXAS.	#5 WHITE-TAILED DEER ANTLERLESS ONLY CUT OUT TAG DATE	#6 WHITE-TAILED DEER ANTLERLESS ONLY CUT OUT TAG DATE	#7 WHITE-TAILED DEER BUCK OR ANTLERLESS CUT OUT TAG DATE	#8 WHITE-TAILED DEER BUCK OR ANTLERLESS CUT OUT TAG DATE

Unused
 Used
 Not Applicable

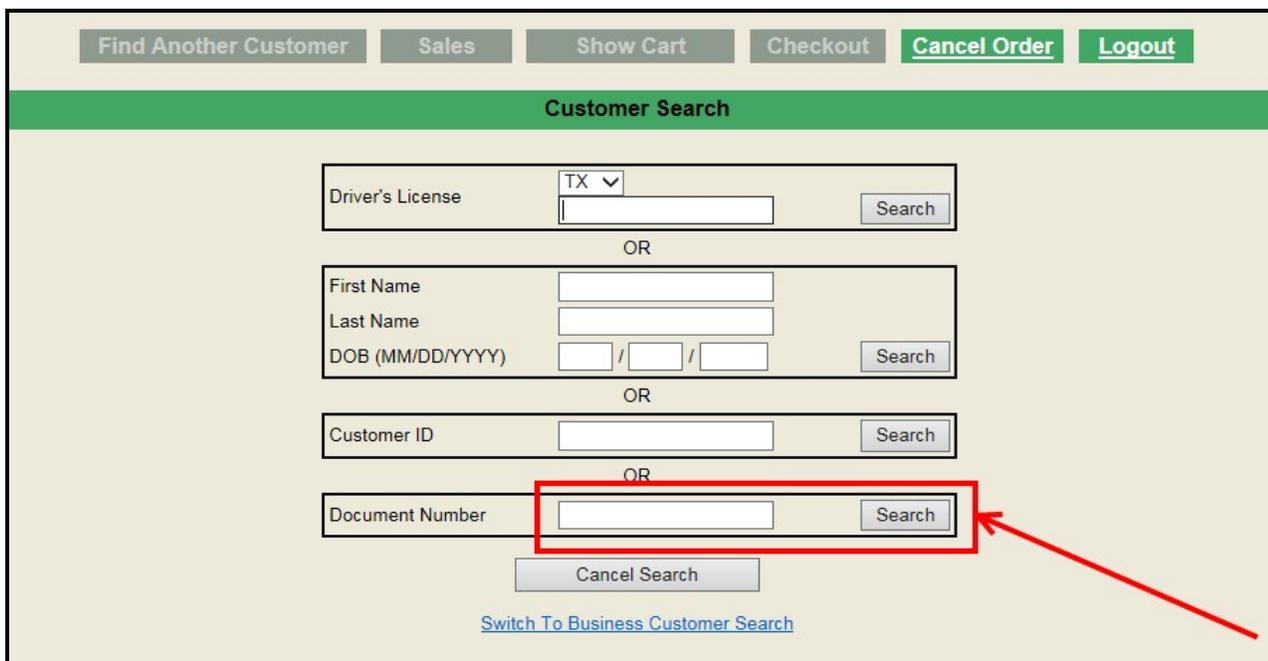
The replacement item is then added to the shopping cart, which is automatically displayed. The conclusion of the sale is identical to a non-replacement item sale.

Voiding a License

1. From the **MAIN MENU**, left click the **VOID** button.



2. Enter the search criteria into the appropriate field and left click the corresponding **SEARCH** button.



Note:

The preferred method of search is using the Document Number from the license being voided.

- 3. From the **CUSTOMER DETAILS** screen, verify that the correct customer record has been selected and left click the **VOID** button.

Customer Details

Personal Details

Last Name *

First Name *

Middle Name

Suffix

Gender

Height Feet Inches

Eye Color

Hair Color

DOB (MM/DD/YYYY) * / /

SSN (xxxxxxxx) ***

Affidavit Collected for SSN ***

Driver's License

Passport Number ***

Passport Issuing Country

Customer ID

Texas Resident? **

Military Status

Residence Address Residential Address Is Foreign

Address Line 1 *

Address Line 2

City/Town *

State *

Zip *

Phone No. - -

E-Mail Address

Mailing Address Mailing Address Is Foreign

Same as Residency Address

Address Line 1 *

Address Line 2

City/Town *

State *

Zip *

Cancel

Back To Search

Void

* Mandatory field
** Texas residency requires six months continuous residency with the intent to remain in the state. If you are on active military duty or are a military dependent, you are considered a Texas resident.
*** Only one field containing this indicator is required.

- From the **CUSTOMER HOLDINGS** screen, select the document to be voided by choosing the corresponding **VOID** option button.

Customer Holdings

Customer Name: Ben Franklin
 Customer ID: XXXXXXXXXX

Document Number: 152960000022 Void

Item #	Item Description	C\R	Quantity	Year	Valid From	Valid To	Voidable	Fee
102	Senior Resident Hunting	R	1	2017	03/14/2017	08/31/2017	Yes	\$7.00
Total:								\$7.00

Document Number: 152960000021 Void

Item #	Item Description	C\R	Quantity	Year	Valid From	Valid To	Voidable	Fee
115	Non-Resident Trapper	R	1	2017	03/14/2017	08/31/2017	Yes	\$315.00
Total:								\$315.00

Document Number: 152960000002 Void

Item #	Item Description	C\R	Quantity	Year	Valid From	Valid To	Voidable	Fee
213	Resident One Day All Water Fishing License	R	1	2017	08/01/2017	08/02/2017	Yes	\$22.00
138	Fed Duck Stamp	R	1	2017	03/14/2017	04/27/2017	Yes	\$28.50
Total:								\$50.50

Document Number: 152960000003 Void

Item #	Item Description	C\R	Quantity	Year	Valid From	Valid To	Voidable	Fee
860	Veterans Donation	R	1	2017	03/14/2017	08/31/2017	Yes	\$5.00
Total:								\$5.00

Indicates Recreational Licenses
 Indicates Commercial Licenses

Go Back

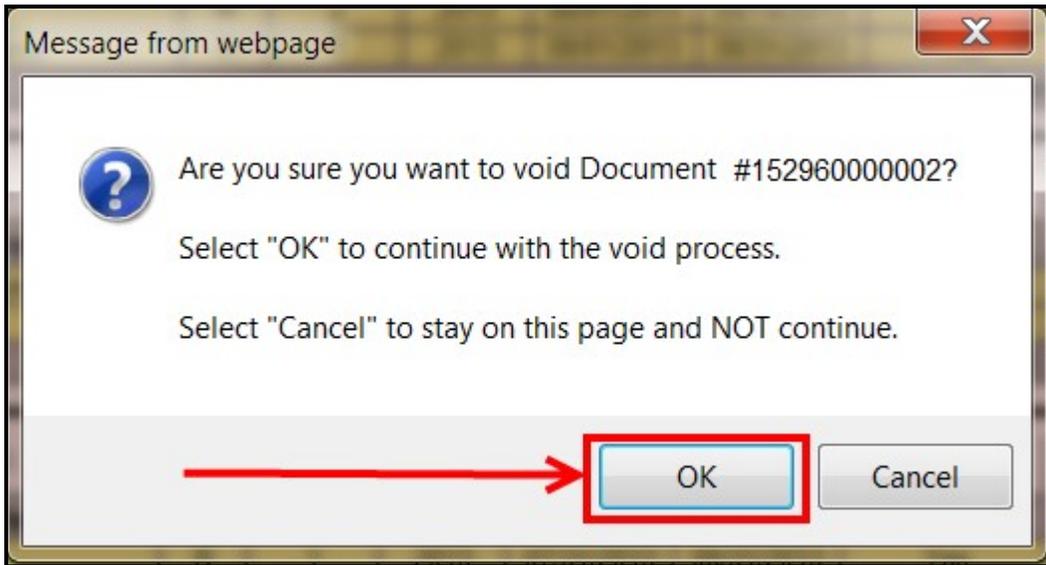
Note:

If the **VOID** option button is grayed out and the Voidable status is Call TPWD, this indicates that the 48-hour timeframe to void the license has expired or the item was sold by another agent. TPWD authorization is required if outside of issuing agent void period.

Version 2017.05

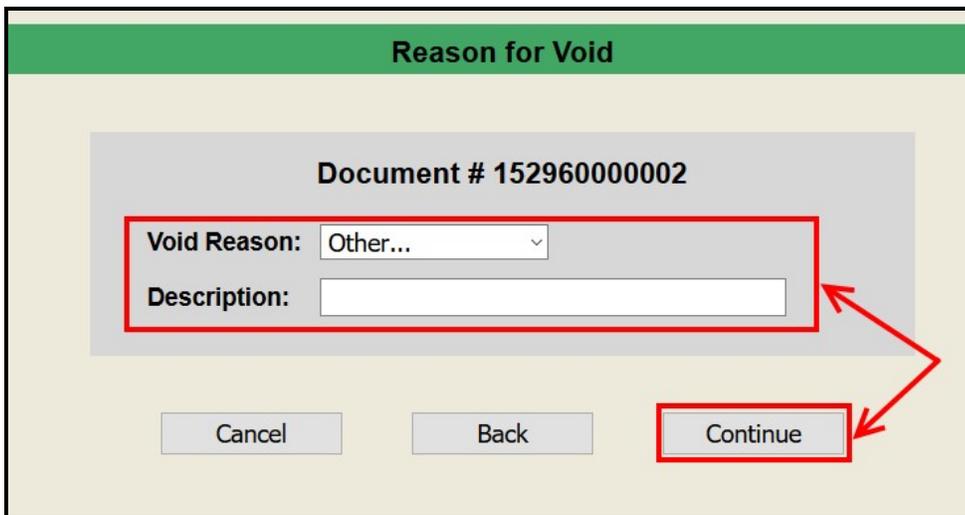
Page | 26

5. Left click the **OK** button to confirm the correct document has been selected to be voided.

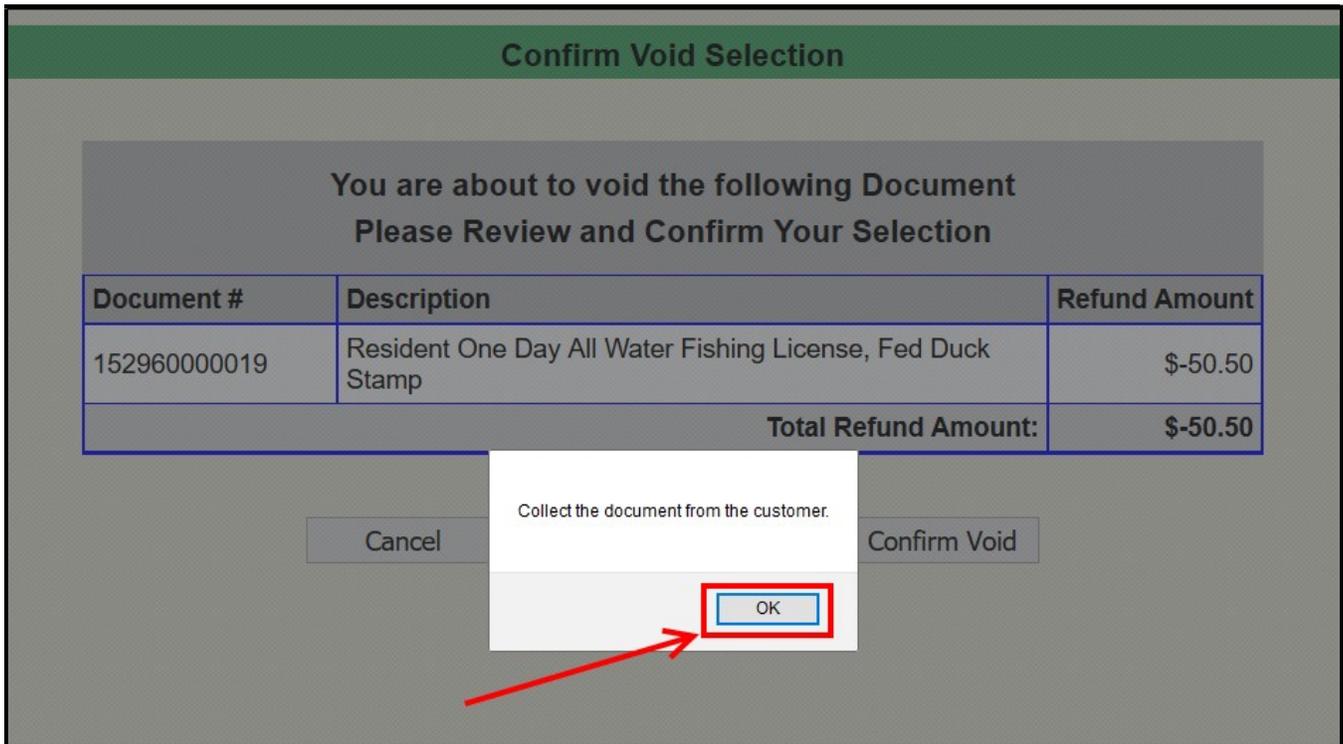


6. From the **REASON FOR VOID** screen, choose the appropriate reason that the document is being voided by selecting the corresponding option. Certain reasons require that a description be entered.

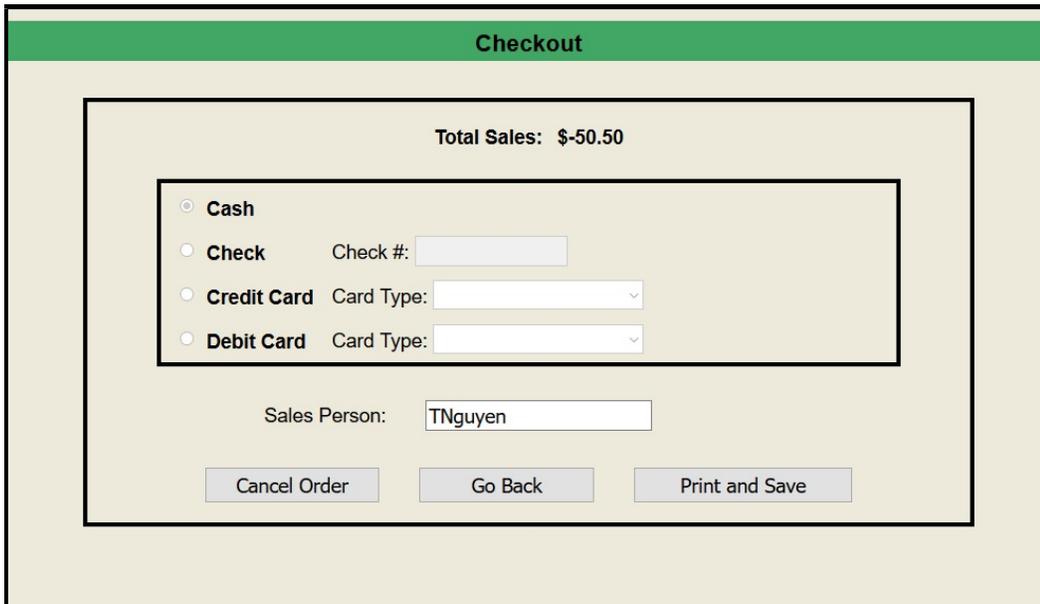
7. When finished, left click the **CONTINUE** button.



- A prompt window will be displayed as a reminder to collect the document from the customer. Left click the **OK** button to continue to checkout.



- The **CHECKOUT** screen is identical to the **CHECKOUT** screen in sales and defaults to original transaction payment method.



10. The **TRANSACTION RECEIPT** screen is identical to the **TRANSACTION RECEIPT** in sales, but the amounts are negative, indicating a refund.

Transaction Receipt

TEXAS PARKS AND WILDLIFE

Receipt

Date: 03/14/2017 10:24 AM
 Trans ID: 152980000019
 Agent ID: 8460
 POS ID: 1529
 Clerk ID: TNguyen
 Payment Type: CASH

Licensee: Ben Franklin
 Customer #: XXXXXXXXXX

Doc #: 152960000019

ITEM	YR	QTY	AMOUNT
213 - Res One Day All Water	17	1	\$ -22.00
138 - Fed Duck Stamp	17	1	\$ -28.50
Total:			\$ -50.50



Void Rules	
1.	Documents can only be voided within 48 hours of the original sale.
2.	After 48 hours, the Agent must contact TPWD at 800-792-1112 for void authorization.
3.	Documents can only be voided as part of a single transaction and have same payment type as the original sale.

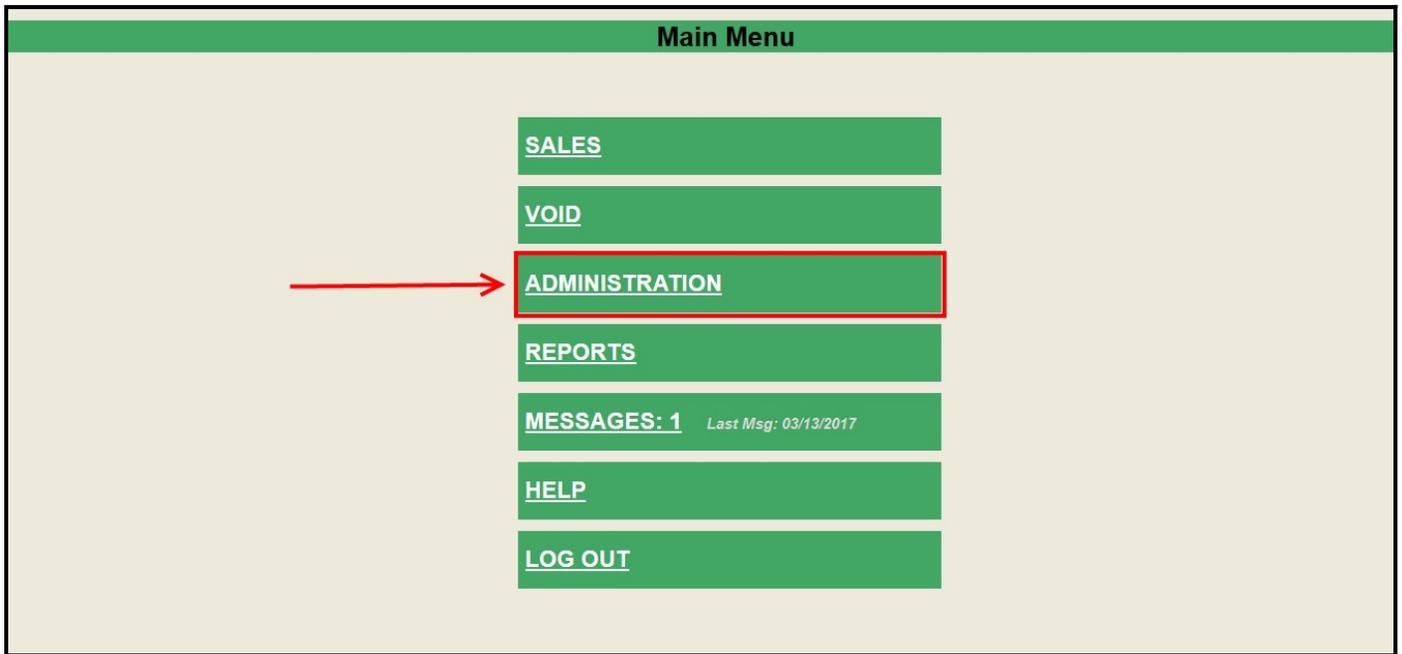
Change User Password

This function allows any user to change their password at any time.

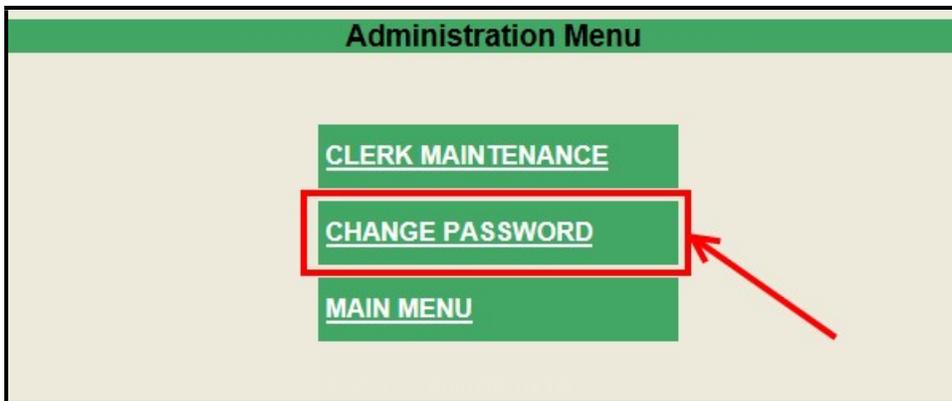
This feature can be used when the user knows their current password.

The system will force users to change their password from time to time.

1. From the **MAIN MENU**, left click the **ADMINISTRATION** button.



2. From the **ADMINISTRATION MENU**, left click the **CHANGE PASSWORD** button.



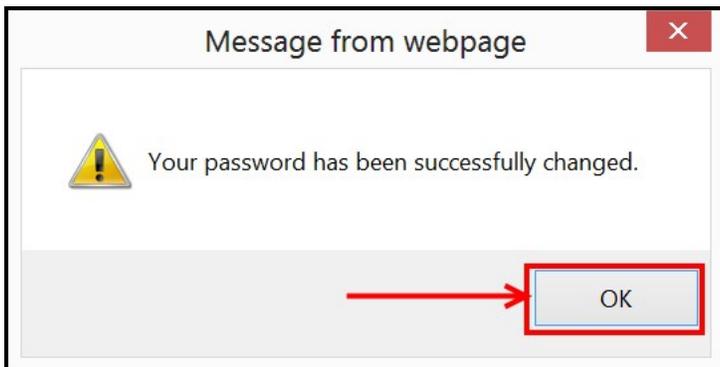
- From the **CHANGE PASSWORD** screen, enter the current (old) password, the new password, and reenter the new password.

Password requirements are shown on the screen.

Left click the **SUBMIT** button to continue.

- A message window confirming the change will be displayed if the password change was successful.

Left click the **OK** button to continue.



CLERK MAINTENANCE

There are three types of User ID's available for use in the License Sales System:

- **Primary Location Manager**
- **Secondary Location Manager**
- **Clerk.**

Each User ID's role is discussed below:

- Primary Location Manager (PLM) privilege allows the user to perform all sales and management procedures. There is only one PLM per agent. The PLM is set up by TPWD, cannot be inactivated through the License Sales System, and has a password that cannot be reset locally (the PLM must contact the Help Desk).
- Secondary Location Manager (SLM) privilege allows the user to perform all sales and management procedures as determined by the PLM, including adding, changing and inactivating clerks and other SLMs.
- Clerk privilege allows the user to perform all sales procedures but not necessarily all management procedures. Management procedures are individually selected and assigned by the Primary or Secondary Location Manager.

At each location, only one person is assigned as the PLM. In locations with many employees, more than one user may be assigned SLM or Clerk privileges to be able to sell licenses, as well as access management functions.

Authorized users (PLM and others authorized by the PLM) can:

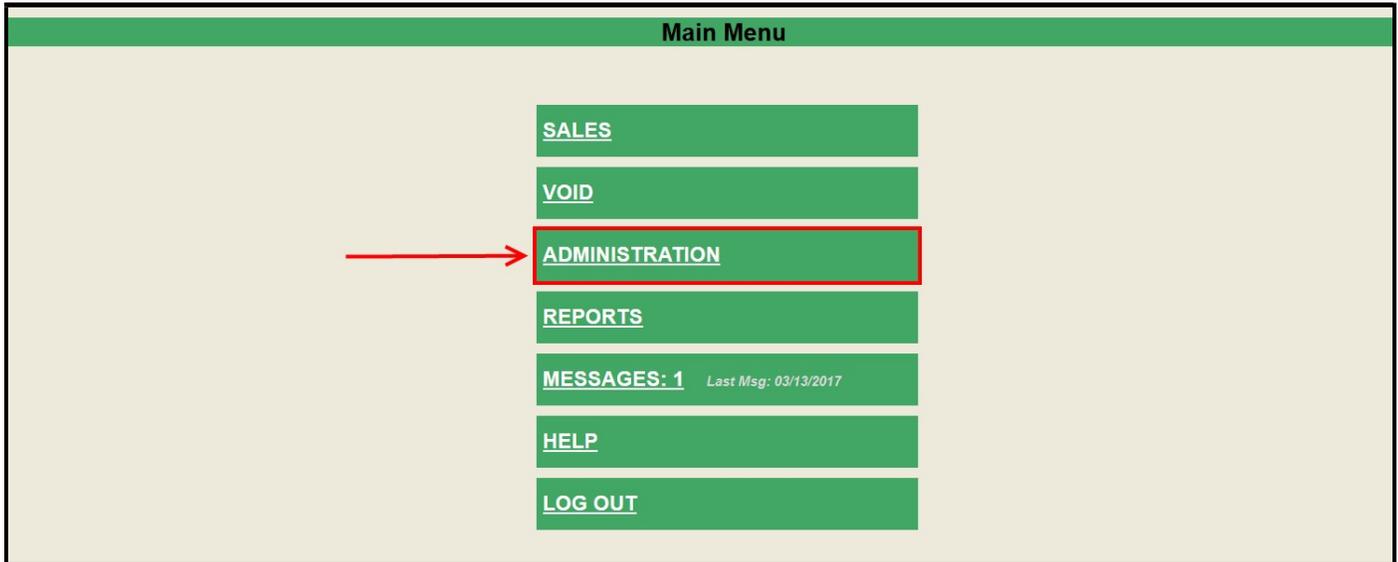
- Reset User's Password
- Add Users
- Edit Users
- Inactivate Users

Each of these functions is available from the **CLERK MAINTENANCE** screen.

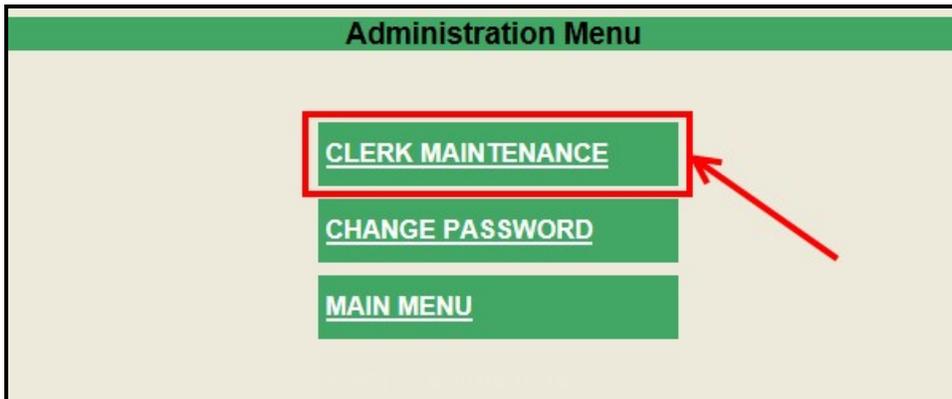
Access CLERK MAINTENANCE Screen

This function allows authorized users (as set in the user configuration) to reset another user's password.

1. From the **MAIN MENU**, left click the **ADMINISTRATION** button.



2. From the **ADMINISTRATION MENU** screen, left click the **CLERK MAINTENANCE** button.



Adding Users

This function allows authorized users (as set in the user configuration) to add new users.

1. Access the **CLERK MAINTENANCE** screen (**ADMINISTRATION** button from **MAIN MENU**, then **CLERK MAINTENANCE** button).
2. Left click the **ADD CLERK** button.

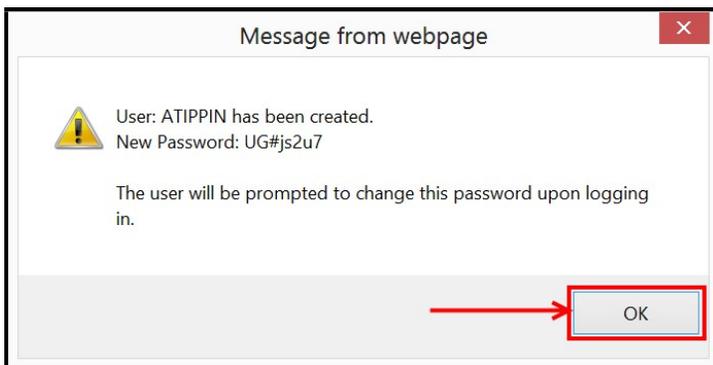
The screenshot shows the 'Clerk Maintenance' interface. At the top, there are two menu tabs: 'Admin Menu' and 'Main Menu'. Below them is a green header bar labeled 'Clerk Maintenance'. The main area contains a table with 11 columns: 'Select', 'Name', 'User ID', 'View TPW Mail', 'Order Stock', 'Order Inventory', 'Review Account Notice', 'View/Print Shift Report', 'View/Print Daily Sales Report', 'View/Print Outstanding Documents', and 'Change Payment Type'. There are 8 rows of user data. Below the table is a row of four buttons: 'Edit Clerk', 'Inactivate Clerk', 'Add Clerk', and 'Reset Selected Clerk's Password'. The 'Add Clerk' button is highlighted with a red rectangular box, and a red arrow points to it from the right.

Select	Name	User ID	View TPW Mail	Order Stock	Order Inventory	Review Account Notice	View/Print Shift Report	View/Print Daily Sales Report	View/Print Outstanding Documents	Change Payment Type
<input type="radio"/>	Deb Powers	DebPowers	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	JAMES GORDON	JGORDON	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Joel Unverzagt	JoelU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Joshua McInturff	JoshuaM	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Robert Kennedy	RobK	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Steve Smith	SteveS	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Tim Unverzagt	TimU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Buttons: Edit Clerk, Inactivate Clerk, **Add Clerk**, Reset Selected Clerk's Password

3. From the **ADD NEW CLERK** screen, enter the Clerk’s last name, first name and desired User ID into the corresponding fields.
4. Select the clerk type (SLM or Clerk).
5. Select desired permissions. Note certain permissions (View TPW Mail, Order Stock and Order Inventory) are not currently implemented; they are left here for future use and system compatibility.
6. Left click the **SUBMIT** button to add the Clerk’s account.

7. Give the temporary password to the new user. Left click the **OK** button to continue.



Reset User’s Password

This function allows authorized users (as set in the user configuration) to reset another user’s password.

The “new” password is temporary and allows the user to log in and change their password to something known only to them.

This feature can **NOT** be used to reset the password for the Primary Location Manager. The Primary Location Manager must contact the Help Desk to reset their password.

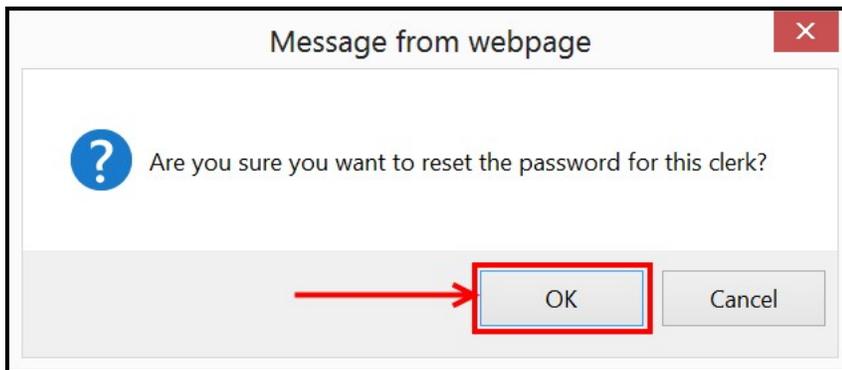
1. Access the **CLERK MAINTENANCE** screen (**ADMINISTRATION** button from **MAIN MENU**, then **CLERK MAINTENANCE** button).
2. Select the user to reset by left clicking the button next to the user’s name.
3. Left click the **RESET SELECTED CLERK’S PASSWORD** button.

The screenshot shows the 'Clerk Maintenance' interface. At the top, there are two menu tabs: 'Admin Menu' and 'Main Menu'. Below them is a green header bar labeled 'Clerk Maintenance'. The main area contains a table with the following columns: Select, Name, User ID, View TPW Mail, Order Stock, Order Inventory, Review Account Notice, View/Print Shift Report, View/Print Daily Sales Report, View/Print Outstanding Documents, and Change Payment Type. The table lists several users, including Deb Powers, JAMES GORDON, Joel Unverzagt, Joshua McInturff, Robert Kennedy, Steve Smith, and Tim Unverzagt. A red box highlights the 'Select' column, and a red arrow points to the radio button next to 'Tim Unverzagt'. Below the table, there are four buttons: 'Edit Clerk', 'Inactivate Clerk', 'Add Clerk', and 'Reset Selected Clerk's Password'. A red box highlights the 'Reset Selected Clerk's Password' button, and a red arrow points to it.

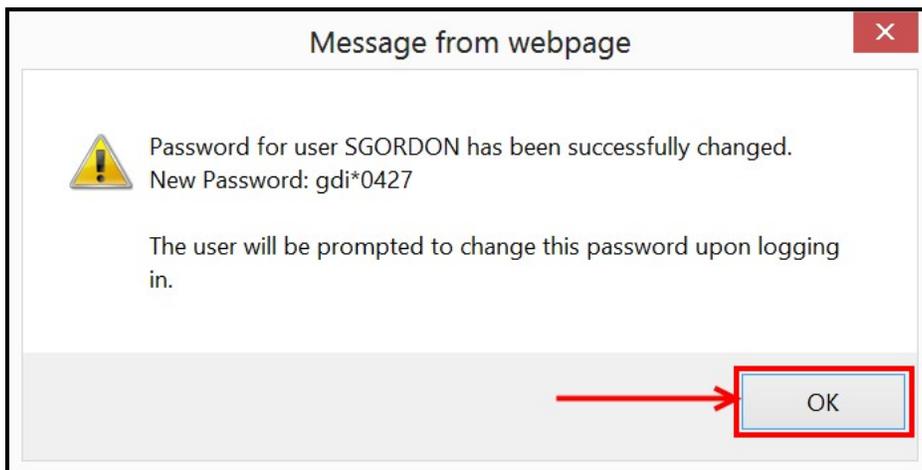
Select	Name	User ID	View TPW Mail	Order Stock	Order Inventory	Review Account Notice	View/Print Shift Report	View/Print Daily Sales Report	View/Print Outstanding Documents	Change Payment Type
<input type="radio"/>	Deb Powers	DebPowers	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	JAMES GORDON	JGORDON	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Joel Unverzagt	JoelU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Joshua McInturff	JoshuaM	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Robert Kennedy	RobK	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Steve Smith	SteveS	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Tim Unverzagt	TimU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Buttons: Edit Clerk, Inactivate Clerk, Add Clerk, Reset Selected Clerk's Password

4. Left click the **OK** button to confirm the reset.



5. Give the new temporary password to the user.
Left click the **OK** button to continue.



Note:

Passwords are case sensitive.

Editing Users

This function allows authorized users (as set in the user configuration) to edit user information and permissions.

1. Access the **CLERK MAINTENANCE** screen (**ADMINISTRATION** button from **MAIN MENU**, then **CLERK MAINTENANCE** button).
2. Select the desired account to be edited by left clicking the button next to the user's name.
3. Left click the **EDIT CLERK** button.

The screenshot shows the 'Clerk Maintenance' interface. At the top, there are two menu buttons: 'Admin Menu' and 'Main Menu'. Below them is a green header bar labeled 'Clerk Maintenance'. The main area contains a table with columns for user details and various actions. The first row, for 'Aaron Tippin', is highlighted in light blue, and its 'Select' radio button is checked. A red arrow points to this radio button. Below the table, there are four buttons: 'Edit Clerk', 'Inactivate Clerk', 'Add Clerk', and 'Reset Selected Clerk's Password'. A red arrow points to the 'Edit Clerk' button.

Select	Name	User ID	View TPW Mail	Order Stock	Order Inventory	Review Account Notice	View/Print Shift Report	View/Print Daily Sales Report	View/Print Outstanding Documents	Change Payment Type
<input checked="" type="radio"/>	Aaron Tippin	ATIPPIN	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Deb Powers	DebPowers	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	JAMES GORDON	JGORDON	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Joel Unverzagt	JoelU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Joshua McInturff	JoshuaM	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Robert Kennedy	RobK	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Steve Smith	SteveS	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Tim Unverzagt	TimU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Buttons: Edit Clerk, Inactivate Clerk, Add Clerk, Reset Selected Clerk's Password

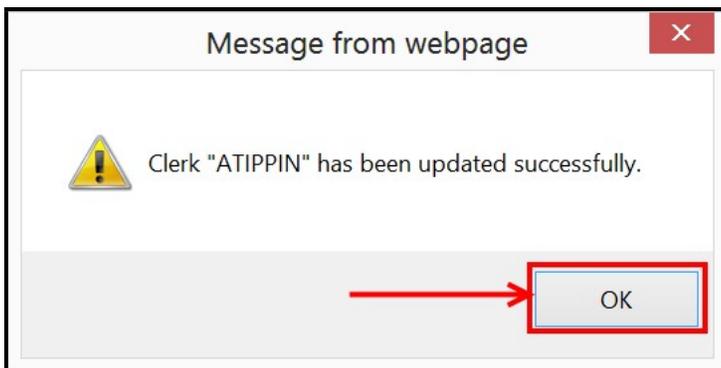
4. Make the desired changes to the Clerk's information and permissions.
5. Left click the **SUBMIT** button.

The screenshot shows the 'Edit Clerk' interface. At the top, there are three navigation tabs: 'Clerk Maintenance', 'Admin Menu', and 'Main Menu'. Below these is a green header bar with the text 'Edit Clerk'. The main content area contains the following fields and options:

- Last Name *: Tippin
- First Name *: Aaron
- User ID *: ATIPPIN
- SLM or Clerk: Clerk (dropdown menu)
- Grant All Permissions:
- View TPW Mail: Yes No
- Order Stock: Yes No
- Order Inventory: Yes No
- Review Account Notice: Yes No
- View/Print Shift Report: Yes No
- View/Print Daily Sales Report: Yes No
- View/Print Outstanding Documents: Yes No
- Change Payment Type: Yes No
- Ability to Add Clerk: Yes No
- Ability to Inactivate Clerk: Yes No
- Ability to Edit Clerk: Yes No

At the bottom left of the form area, there is a note: '* Mandatory fields'. At the bottom of the form, there is a 'Submit' button, which is highlighted with a red box and a red arrow pointing to it.

6. An info window will be displayed showing that the Clerk was updated. Left click the **OK** button to continue.



Note:

The only field that cannot be edited from the **EDIT CLERK** screen is the User ID. To change the User ID, the existing clerk account must be inactivated and added with the new User ID.

Inactivating Users

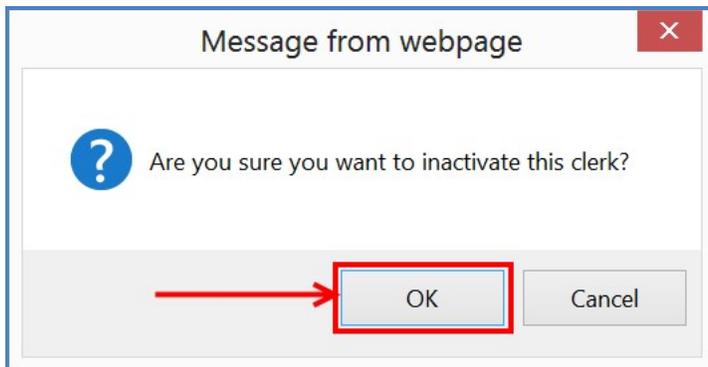
This function allows authorized users (as set in the user configuration) to deactivate users. Note the user is not actually deleted from historical records. Once inactivated, that user ID at that agent ID cannot be reused.

1. Access the **CLERK MAINTENANCE** screen (**ADMINISTRATION** button from **MAIN MENU**, then **CLERK MAINTENANCE** button).
2. Select the desired account to be edited by left clicking the button next to the user's name.
3. Left click the **INACTIVATE CLERK** button.

The screenshot shows the 'Clerk Maintenance' interface. At the top, there are two menu tabs: 'Admin Menu' and 'Main Menu'. Below them is a green header bar labeled 'Clerk Maintenance'. The main area contains a table with the following columns: Select, Name, User ID, View TPW Mail, Order Stock, Order Inventory, Review Account Notice, View/Print Shift Report, View/Print Daily Sales Report, View/Print Outstanding Documents, and Change Payment Type. The table lists several users, with 'Shirley Gordon' selected. Below the table are four buttons: 'Edit Clerk', 'Inactivate Clerk', 'Add Clerk', and 'Reset Selected Clerk's Password'. The 'Inactivate Clerk' button is highlighted with a red box, and a red arrow points to it from the left. Another red arrow points to the 'Shirley Gordon' row in the table.

Select	Name	User ID	View TPW Mail	Order Stock	Order Inventory	Review Account Notice	View/Print Shift Report	View/Print Daily Sales Report	View/Print Outstanding Documents	Change Payment Type
<input type="radio"/>	Deb Powers	DebPowers	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	JAMES GORDON	JGORDON	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Joel Unverzagt	JoelU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Joshua McInturff	JoshuaM	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Robert Kennedy	RobK	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input checked="" type="radio"/>	Shirley Gordon	SGORDON	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Steve Smith	SteveS	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<input type="radio"/>	Tim Unverzagt	TimU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

- A confirm window is displayed.
Proceed **ONLY** if you want to deactivate the user. The action is irreversible.
Left click the **OK** button to confirm.



Generating Reports

There are six different reports available via the License Sales System. Accessibility to each report is based upon each User ID's permissions. The six different reports are discussed below.

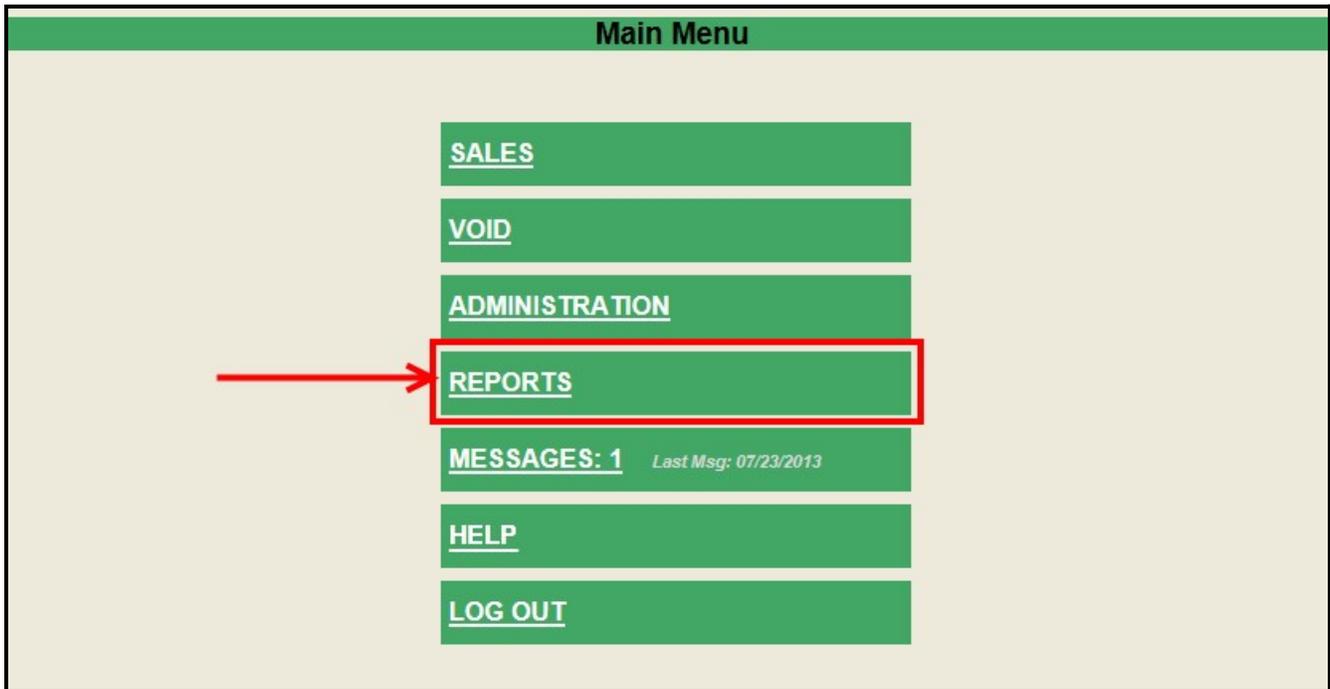
Reports	Description
Shift Report	Shows all transactions completed at this Point of Sale location (POS ID) since the last Shift Report was generated. Note a Shift Report is automatically generated for each POS ID at midnight, so the first use of this function during a day will report the shift from midnight until the time the Shift Report was generated.
Past Shift Report	Shows all completed transactions for the date selected. This report does NOT generate a Shift Report; it displays Shift Reports already generated.
Daily Sales Report	Summarizes the selected day's sales.
Outstanding Documents Report	Lists all voided documents to be returned from the agent location to TPWD.
Account Notice	Summarizes the total amount due to TPWD for a given billing period, as well as the amount TPWD will debit from the Agent's Account for the billing period.
Past Account Notice	Reports the account notices for the past billing periods. Note that a day in which an account notice was generated must be selected to display that account notice.

Note:

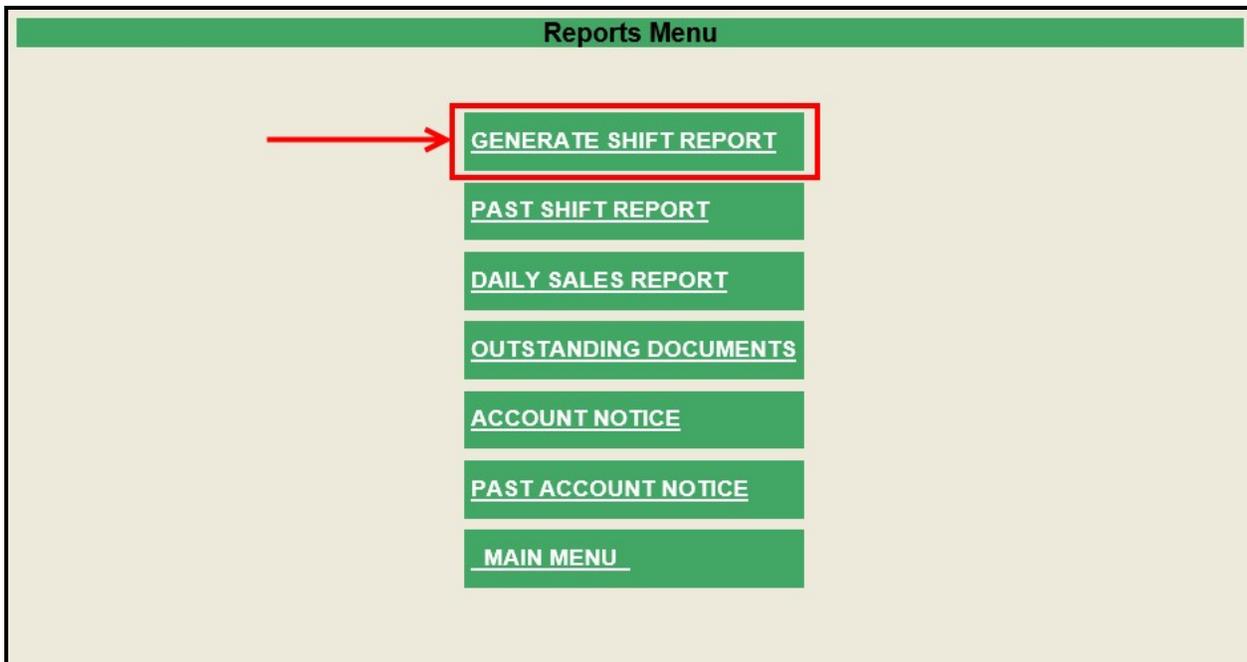
A date will be required when selecting the following reports:

- Past Shift Report
- Daily Sales Report
- Outstanding Documents Report
- Past Account Notice

1. To access the **REPORTS** screen, left click the **REPORTS** button on the **MAIN MENU** screen.



2. Left click the desired report. In the example below, the **GENERATE SHIFT REPORT** button is selected.



- The selected report is displayed.
Left click the **NETWORK PRINT** button (not available on Thin Client) or the **RECEIPT PRINT** button (Thin Client only) to print the report.
- Left click the **DONE** button to continue.

TEXAS PARKS AND WILDLIFE

Shift Report

Report Printed On : 8/4/2013 8:40:12 AM

AGENT ID: 3287
 Gordon's Bait and Tackle
 123 MAIN
 AUSTIN, TX 78744
 Requesting POS ID: 1739
Shift Report #: 2346
 Shift Period
 From: 8/4/2013 8:38:48 AM
 To: 8/4/2013 8:40:12 AM

Distribution By Payment Method

Description	Amount
Cash	\$19.00
Total	\$19.00

Transactions

Trans ID	Trans Date & Time	Pay	Fee
173980000018	08/04/2013 08:39:54 AM	Cash	\$19.00
Total			\$19.00

- For reports requiring a date or date range, enter the desired date(s) and left click the **SUBMIT** button.

Past Shift Report

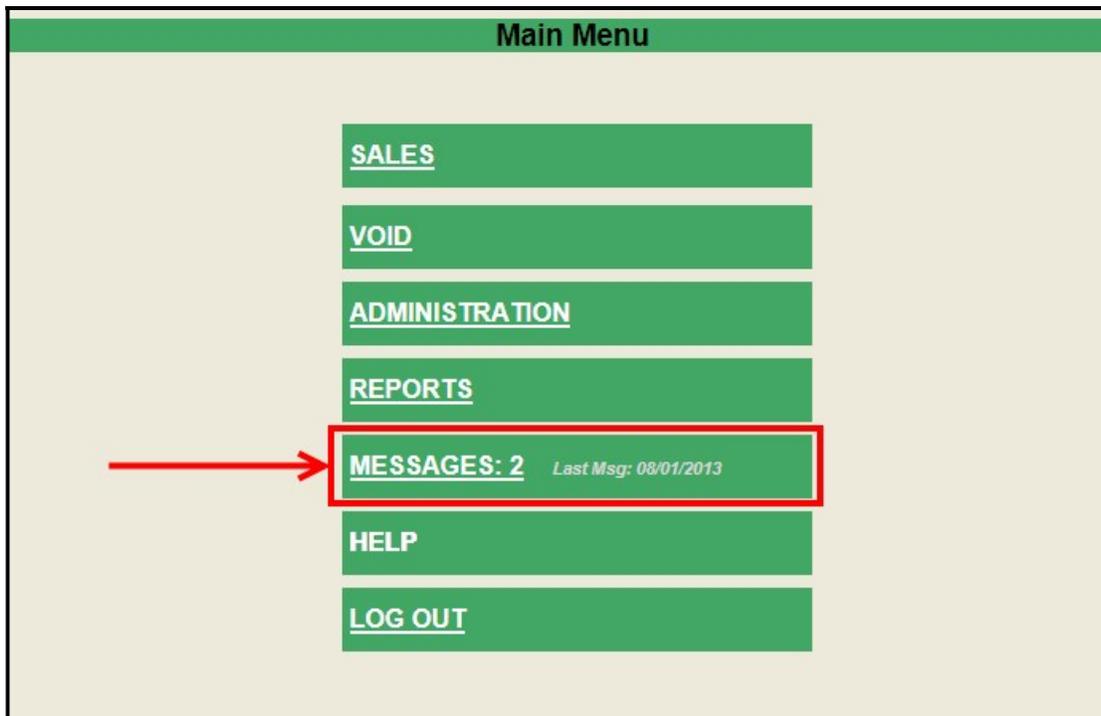
Enter Date (MM/DD/YYYY)

- Note, on the **PAST ACCOUNT NOTICE REPORT**, a date **equal** to an account notice date must be entered to return a valid past account notice.

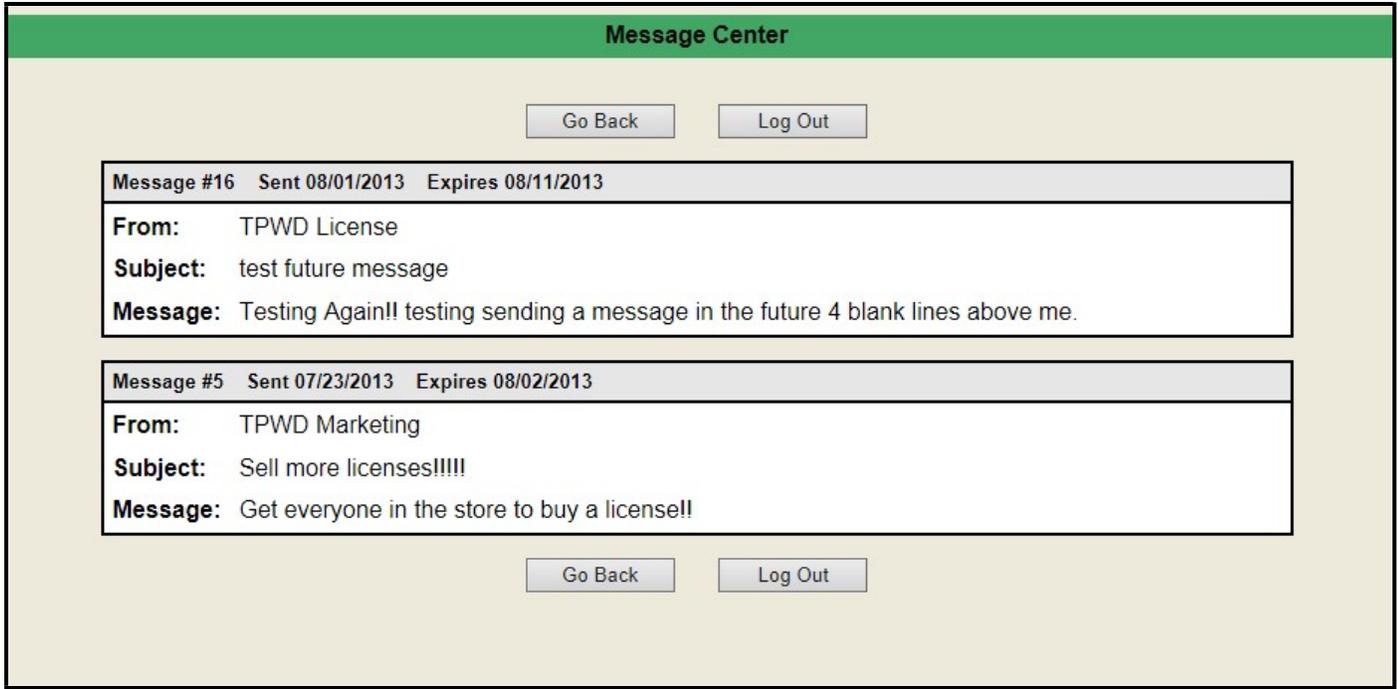
12 Most Recent Account Notices

Account #	Date	Billing From	Billing To	Amount
1746740	07/29/2013	07/22/2013	07/28/2013	\$520.60
1744707	07/22/2013	07/15/2013	07/21/2013	\$.00
1742674	07/15/2013	07/08/2013	07/14/2013	\$.00
1740641	07/08/2013	07/01/2013	07/07/2013	\$616.75
1738601	07/01/2013	06/24/2013	06/30/2013	\$.00
1736578	06/24/2013	06/17/2013	06/23/2013	\$368.60

1. To access the **MESSAGES** screen, left click the **MESSAGES** button on the **MAIN MENU** screen. Note that the current message count and the date on which the last message was posted are displayed for easy reference.



2. The **MESSAGE CENTER** screen is displayed.
Messages are displayed with the newest message at the top.
3. Left click the **GO BACK** button to continue.



Notes:

Some messages are for the PLM only. So the message count and last date posted may be different for the PLM.

Each user should review messages when they are added.

Users cannot delete messages; they are deleted periodically by the system.

The message system is one way – users cannot send messages back to TPWD using the License Sales System.

This Page intentionally blank