

Vendor Bulletin

2024

Department Contacts

Chad Nelson
Assistant Chief, License Operations
(505) 412-9652

Lisa Brejcha
Special Hunts Supervisor
(505) 476-8093

Kevin Romero
Vendor Licensing Specialist
(505) 476-8096

Melody Gonzales
Vendor Training Liaison
(505) 476-8164

Information Call Center
1-888-248-6866

Department Offices

Main Office
Wildlife Way
Santa Fe, NM 87507

Northwest Office
Alamo Road NW
Albuquerque, NM 87120
(505) 222-4700

Southwest Office
Northrise Drive
Las Cruces, NM 88011
(575) 532-2100

Northeast Office
York Canyon Road
Raton, NM 87740
(575) 445-2311

Southeast Office
West College Blvd
Roswell, NM 88201
(575) 624-6135

WILDLIFE.STATE.NM.US

2024-2025 VENDOR AGREEMENTS

Please return the fillable vendor agreement by **February 29, 2024**, to continue your vendor privileges. The agreement may be e-mailed to DFG-Vendor@state.nm.us, mailed to the attention of Vendor Licensing at 1 Wildlife Way Santa Fe, NM 87507 or faxed to (505) 476-8180.

2024-2025 CONSIGNMENT/DELIVERY OF NEW CARCASS TAGS

NMDGF Vendor Licensing will be consigning 2024-2025 carcass tags before March 25, 2024. Each license vendor will be required to sign a consignment agreement before the carcass tags are issued. Please **DO NOT** give NMDGF personnel the 2023-2024 carcass tags when the new carcass tags are delivered.

2024-2025 NEW MEXICO HUNTING RULES & INFO BOOKLETS

The 2024-2025 NM Hunting Rules & Info booklets will now include rules and information for Big Game/Turkey, Upland Game, Migratory Game Birds, and Furbearers. The new hunting rules and info booklet is currently available online and license vendors will receive the quantity they requested in the upcoming weeks.

2023-2024 CARCASS TAGS MUST BE RETURNED

Beginning **April 1, 2024**, license vendors can start returning all their blank/unissued carcass tags to the attention of Vendor Licensing at 1 Wildlife Way Santa Fe, NM 87507.

License vendors should include copies of the carcass tag tracking sheet if there are carcass tags that are not physically accounted for but can be accounted for because they have been documented on the carcass tag tracking sheet.

The carcass tags must be returned postmarked by **May 10, 2024**. UPS return labels will be provided by the Department upon request. Please contact Melody Gonzales at (505) 476-8164 or email vendor licensing at DFG-Vendor@state.nm.us to request a return label.

Failure to return all blank/unissued carcass tags by the specified deadline will result in a penalty fee of \$100.00 per carcass tag. End of the year invoices will be mailed/emailed by the end of June. Payment must be submitted within 30 days of the invoice date to maintain vendor privileges. Penalty fees will no longer be waived.

2024-2025 CARCASS TAG AUDIT SCHEDULE/CARCASS TAG TRACKING SHEET

It is recommended that license vendors conduct carcass tag audits every other month to ensure all the blank/unissued carcass tags are accounted for and they will be given to the 10th of the following month to report discrepancies. Please see the 2024-2025 Carcass Tag Audit Schedule.

A carcass tag will automatically be displayed in the system as "issued" when it is properly vended through the system. It is also recommended that license vendors maintain a carcass tag tracking sheet to document each carcass tag that is issued. This will help maintain a physical account of the carcass tags that are consigned and avoid transposing control numbers, which is the most common reason carcass tags result in being displayed as blank/unissued and out of sequence.

Vendor Bulletin

2024

EARLY LICENSE SALES

Beginning March 25, 2024 you'll need to choose the license year (2023 or 2024) you wish to vend licenses for. All 2023 licenses expire March 31, 2024. All 2024 licenses become valid April 1, 2024. Be sure to ask customers when they plan to fish, hunt or trap before choosing the license year.

If customers want to purchase fishing licenses for 2023, they have the option to purchase 1-Day or 5-Day licenses. When customers want to purchase fishing licenses that will be valid for less than (5) days, 1-Day licenses for each day must be added to the cart individually.

FREE FISHING WEEKENDS – SAVE THE DATES

June 1-2, 2024 - New Mexico Free Fishing Weekend. No license required (do not vend one-day fishing licenses for these dates)

September 28-29, 2024 - National Hunting and Fishing Weekend. No license required (do not vend one-day fishing licenses for these dates)

IMPORTANT REMINDERS

Residency Changes

During the Big Game Draw application period, **January 17-April 24, 2024**, the Department does not allow residency changes to be made by license vendors. This function will be unavailable until after the draw results are released. Please have customers contact the Information Call Center if their residency or address needs to be changed.

Big Game Draw License Reprint

Big game carcass tags will be mailed to all successful draw applicants, and they will include all the required license information on the top portion of the tags. License vendors will be able to reprint big game draw licenses only after duplicate carcass tags are issued to the customers.

Electronic Tagging (E-Tag) Available for all Big Game & Turkey

Customers purchasing big game or turkey licenses will be able to select the E-Tag option. If chosen, vendors should select Print License and hand the customer the e-tag instructions. Customers may only opt out of the e-tag option by purchasing a duplicate carcass tag. If the e-tag option was used previously for the 2023-2024 license year, customers must uninstall/reinstall the NM E-Tag App for the 2024-2025 license year.

Mandatory Harvest Reporting

The system will block the sale of a license for customers that have failed to file their mandatory harvest report. If you receive a hunter harvest notification for a customer you are selling the license to, please advise them they may file a harvest report by calling our information center at 1-888-248-6866 M-F 8am-5pm (closed weekends) or by logging into their account. License vendors do not have access to file harvest reports.

Gila Trout Permit

Please **DO NOT** issue Gila Trout Permits unless the customer asks for it specifically.

Handicapped Licenses

It is not the Department's policy to request proof of disability from customers who purchase handicapped hunting and fishing licenses.

Vendor Bulletin

2024

Duplicate Customer Accounts

If you are unable to access a customer account for any reason, please DO NOT CREATE ANOTHER ACCOUNT for the customer. Please contact Vendor Licensing or the Information Center.

Private Land Elk/Pronghorn Antelope Licenses

Ranch numbers are no longer required when vending private land elk & pronghorn antelope licenses. Customers must provide authorization numbers which will start with EM-123456 (mature bull), EE-123456 (either sex), EA-123456 (antlerless/cow), AM-123456 (mature buck) or SMZ-1234567 (special management zone).

Customers must contact the landowners who issued them the authorization numbers if the system indicates the authorization number has been sold or issued to a different customer.

Who Needs A Stamp? - Countertop-Tent Signs

By law, notice of the requirement to possess such stamps shall be displayed prominently in all places where hunting, trapping, or fishing licenses are sold. Please contact Vendor Licensing if you need new countertop tent signs to publicly display the stamp requirements.

The Habitat Management & Access Validation (HMAV) is required for anyone 18 and older for fishing, hunting, and trapping. It is also required in conjunction with any purchase of an over-the-counter private land license or ranch only private land elk license and ranch-wide private land antelope license.

It is not required in conjunction with any free license or privilege (fishing licenses for residents 70 yrs. & older, 100% disabled veterans who carry a DAV card)

The Habitat Stamp is required for fishing, hunting, and trapping ONLY on U.S. Forest Service or Bureau of Land Management Lands. It is also required for anyone under 12 yrs. olds in conjunction with any purchase of a game hunting license and/or big game/turkey licenses.

It is not required in conjunction with any free license or privilege (fishing licenses for residents 70 yrs. & older, 100% disabled veterans who carry a DAV card; valid for small game and deer.)

Deactivation of Username Logins

The system will automatically deactivate username logins in your vendor account for all personnel that have not logged into the system or had any sale activity during the last 90 days. Users with manager credentials will continue to have the ability to reinstate users for those individuals that need to regain access.

If employees leave your business, you should make their user account inactive as soon as possible. Vendor Licensing can assist in making managers inactive should they leave. This is very important for the security of your vendor account. If you need help with this, please contact Vendor Licensing.

Do Not Share Usernames or Passwords

Manager/User Login usernames must be unique for security purposes. The system now requires a first and last name to be entered when a new username is created. Store level managers must set up store users and contact Vendor Licensing to change a user to a manager.

Vendor Bulletin

2024

Notes For Personnel Authorized To Vend Licenses

1. Before processing a transaction:
 - a. Review the customer's information in their account profile and make sure it is up to date, specifically their address and residency. This will allow you to check the box to confirm residency before a transaction is processed.
 - b. Whenever possible, update the customer's information so that we are providing accurate information in the customer account and on their license; this is very important for conservation officers as well.
 - c. Repeat the order to the customer and make sure everything that they want to purchase is correct, this will leave little room for error and confusion.
 - d. Inform the customer of the price for the license (this is important, for it will eliminate any voided sales/transactions).
 - e. Make sure the customer wants to continue with their purchase before clicking on the payment icons (Cash, Credit Card).
 - f. If the customer does not want to continue with the transaction—CLEAR CART.
2. If the transaction has been completed and it needs to be voided a manager MUST log-in and VOID the sale within an eight (8) hour period. If the eight-hour time limit has elapsed, please call Vendor Licensing and we will void the transaction. **Remember:** If the customer paid with cash the vendor must refund those monies back to them; if they paid with a credit card, those monies will automatically be refunded to the credit card used after the void.
3. If a customer has incorrect information in their account (wrong last four of SSN/DOB, last name is misspelled) have the customer contact Vendor Licensing or the Information Call Center and we will correct their existing account. **DO NOT CREATE ANOTHER ACCOUNT** for the customer.
4. **WHEN IN DOUBT** call vendor licensing. We will be more than happy to assist you with any questions or concerns you may have. **DO NOT TURN CUSTOMERS AWAY!**
5. Vendor Licensing and The Information Call Center are available Monday – Friday, 8:00 am – 5:00pm.

VENDOR TRAINING RESOURCES ARE AVAILABLE

Vendor Training is available year-round and can be conducted remotely through Zoom. Please contact Melody Gonzales at (505) 476-8164 or by e-mail Melody.Gonzales@dgf.nm.gov to schedule training for new or existing personnel.

The License Vendor Manual, Quick Reference Guide, Duplicate Carcass Tag Instructions and Private Land Elk/Antelope Instructions are accessible through the Vendor Licensing System and on the DGF website <https://www.wildlife.state.nm.us/home/contact/license-vendors/>

CONTACT VENDOR LICENSING FOR IMMEDIATE ASSISTANCE

Please contact Melody Gonzales 505-476-8164 or Kevin Romero 505-476-8096 for customer assistance M-F 8am-5pm (closed Holidays), questions or to report systematic issues.

For non-urgent issues you may contact Vendor Licensing via email at DFG-Vendor@state.nm.us.