

# Vendor Bulletin

2025

## Department Contacts

Information Center  
1-888-248-6486

Melody Gonzales  
Vendor Licensing Specialist  
(505) 476-8164

Vendor Training Coordinator  
(505) 476-8096

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

Lisa Brejcha  
Special Hunts Supervisor  
(505) 476-8093

## Department Offices

Main Office  
1 Wildlife Way  
Santa Fe, NM 87507

Northwest Office  
7816 Alamo Road NW  
Albuquerque, NM 87120  
(505) 222-4700

Southwest Office  
2715 Northrise Drive  
Las Cruces, NM 88011  
(575) 532-2100

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

Southeast Office  
1615 West College Blvd  
Roswell, NM 88201  
(575) 624-6135

**WILDLIFE.DGF.NM.GOV**

## IMPORTANT DATES

### 2025-2026 VENDOR AGREEMENTS

Please return the fillable vendor agreement by **February 28, 2025**, to continue your vendor privileges for the 2025-2026 license year. Agreements may be e-mailed to [DGF-Vendor@dgf.nm.gov](mailto:DGF-Vendor@dgf.nm.gov) or mailed to the attention of Vendor Licensing at 1 Wildlife Way Santa Fe, NM 87507 or faxed to (505) 476-8180.

### 2025-2026 CONSIGNMENT/DELIVERY OF NEW CARCASS TAGS

NMDGF Vendor Licensing will be consigning 2025-2026 carcass tags before March 24, 2025. Each license vendor will be required to sign a consignment agreement before the carcass tags are issued. NMDGF personnel will **NOT** take the 2024-2025 (teal/green) carcass tags when the 2025-26 (pink) carcass tags are delivered.

### 2025-2026 NEW MEXICO HUNTING RULES & INFO BOOKLETS

The 2025-2026 hunting rules and information booklet will be available online by January 15, but printed copies will not be available until late February. We apologize for this inconvenience.

### 2024-2025 CARCASS TAGS MUST BE RETURNED

Beginning **April 1, 2025**, 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.

Please include copies of the carcass tag tracking sheets if the license vendors maintained them to physically document the carcass tags that have been issued to customers. This will help resolve any issues with carcass tags that are not accounted for.

The carcass tags must be returned postmarked by **May 10, 2025**. UPS return labels will be provided by the Department upon request. Please contact Melody Gonzales at (505) 476-8164 or email vendor licensing at [DGF-Vendor@dgf.nm.gov](mailto:DGF-Vendor@dgf.nm.gov) 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. Penalty fees will not be waived.

### 2025-2026 CARCASS TAG AUDIT SCHEDULE

It is recommended that license vendors conduct audits every other month to ensure all their blank/unissued are accounted for. License vendors should submit tracking sheets documenting any discrepancies by the 10<sup>th</sup> day of the following month to report discrepancies. Please see the 2025-2026 Carcass Tag Audit Schedule.

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## **EARLY LICENSE SALES**

Beginning March 24, 2025, you'll need to choose the year (2024 or 2025) you wish to vend licenses for. All 2024 licenses expire March 31, 2025. All 2025 licenses become valid April 1, 2025. Be sure to ask customers when they plan to fish, hunt or trap before choosing the license year.

## **FREE FISHING WEEKENDS – SAVE THE DATES**

June 7-8, 2025 - New Mexico Free Fishing Day. No license required (do not vend one-day fishing licenses for these dates)

September 27-28, 2025 - National Hunting and Fishing Day. No license required (do not vend one-day fishing licenses for these dates)

## **IMPORTANT REMINDERS**

### **DO NOT CREATE ANOTHER ACCOUNT**

If you see a message that an account already exists for the customer, please contact the Information Center or Vendor Licensing. If the customer has a notification on their account, their license privileges are revoked and they will need to call (505) 476-8065 or login to their account online. **DO NOT** create another account. If a duplicate account is knowingly created to complete a sale, vendors must notify the Department at their earliest opportunity during normal business hours.

### **Residency Changes**

During the Big Game Draw application period, **January 15, 2025 – April 23, 2025**, 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 Vendor Licensing if their residency or address needs to be changed.

### **Gila Trout Permit –ONLY ADD IF REQUESTED**

Please **DO NOT** add the Gila Trout Permit to any fishing license purchase unless the customer asks for it specifically.

### **Electronic Tagging (E-Tag) Available for Big Game & Turkey Licenses**

Customers purchasing big game or turkey licenses will be able to select the E-Tag option. Vendors must print the e-tag instructions for the customer by clicking print license. Once the license is issued, customers may only opt out of the e-tag option by purchasing a duplicate carcass tag from a DGF office, license vendor or by phone. If the e-tag option was used previously for the 2024-2025 license year, customers must uninstall/reinstall the NM E-Tag App for the 2025-2026 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 must file a

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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.

### **Handicapped Licenses**

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

### **Federal Duck Stamps**

The Federal Duck Stamp is available in the system from July 1 through March 10 and is required for hunting ducks and geese for anyone 16 and older. The Department honors duck stamps that are purchased in another state.

Proof of purchase of the duck stamp will be included on the game hunting license and the physical stamp will be mailed after March 10 each year.

### **Private Land Elk/Pronghorn Antelope Licenses**

To purchase, customers must provide an authorization number 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.)

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## 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 must deactivate their account under your vendor as soon as possible. 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 the user to a manager. DO NOT share usernames or passwords.

## 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. To claim residency, the date of residency must be at least 90 days in the past.
  - 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, to minimize 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 the cash back to them; if they paid with a credit card, they will automatically be refunded 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 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!** Vendor Licensing and The Information Center are available Monday – Friday, 8:00 am – 5:00 pm.

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## **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](mailto: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://wildlife.dgf.nm.gov/home/contact/license-vendors/>

## **CONTACT VENDOR LICENSING FOR IMMEDIATE ASSISTANCE**

Please contact Melody Gonzales 505-476-8164 or the Information Center at 888-248-6866 for license vendor or customer assistance M-F 8am-5pm (closed Holidays), questions or to report systematic issues.

For non-urgent issues, please contact Vendor Licensing via email at [DGf-Vendor@dgf.nm.gov](mailto:DGf-Vendor@dgf.nm.gov).

