



New Mexico
Department of
Game & Fish

License Vendor Manual

Web-based Sales/Vendor Licensing System

2024-2025

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2024 License Year Announcements

Dual License Year Sales from March 25-31 Beginning March 25, you'll need to choose the license year (2023 or 2024) you wish to sell licenses for. All **2023-24** licenses expire March 31. All **2024-25** licenses become valid April 1. 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 1-2, 2024 - New Mexico Free Fishing Weekend. No license required (all other fishing rules apply)

September 28-29, 2024 - National Hunting and Fishing Day. No fishing license required (all other fishing rules apply)

Gila Trout Permit Is a permit required ONLY for Black Canyon, Gilita Creek, Mineral Creek, Mogollon Creek, Sapillo Creek, West Fork Gila River (headwaters to East Fork confluence), Whitewater Creek, and Willow Creek (including tributaries). The Department tracks how many of these permits are issued, therefore please **DO NOT** sell this permit unless customer specifically asks for it.

Carcass Tags A carcass tag is required in addition to the printed license for all big-game and turkey hunts. License vendors will issue a carcass tag with each big-game or turkey license they sell and can also issue duplicate tags for any applicable license the customer has previously purchased. Only one control number will be required with any purchase of a cougar and spring turkey license. A Second Tag will be included with the antler/horn and carcass tag.

Duplicate Carcass Tag Fee A \$6.00 Fee will only be charged when a duplicate carcass tag is obtained. A reprint of the license will be required when a new control number is issued. This fee will be charged in addition to \$1.00 Vendor Fee.

E-Tag Option Customers may choose to e-tag their big-game animal or turkey when purchasing their license(s). If they choose to receive a physical carcass tag, they cannot later use the e-tag option. If the e-tag option was used for the prior 2023-2024 license year, customers must uninstall and reinstall the NM E-Tag App for the 2024-2025 license year.

Big Game Draw License Reprint Applicants who are successful in drawing big game licenses will receive their carcass tags in the mail if they did not choose the e-tag option. License vendors will be able to reprint big game draw licenses only after they issue duplicate carcass tags to the customers.

Private Land Elk/Pronghorn Ranch numbers are no longer required when selling private land elk & pronghorn antelope licenses. Customers must provide authorization numbers which for elk, start with EM-123456 (mature bull), EE-123456 (either sex), EA-123456 (antlerless/cow) or SMZ-1234567 (special management zone). For pronghorn antelope authorization numbers will start with AM-123456 (mature buck) or AF-123456 (female/immature male).

Private-Land OTC Pronghorn Antelope Private-land pronghorn licenses are available to purchase over-the-counter. A public land hunt code must be selected when purchasing these licenses. A game hunting license and the HMAV will be required at time of purchase. Customers must possess written permission before entering private lands.

Overview

New Mexico Game and Fish license vendors use a web-based sales system also known as the Vendor Licensing System to sell hunting, fishing and trapper licenses.

The system is based on a unique customer identification number (CIN) which includes the date of birth, a dash and three random generated letters.

It provides customer-based smart sales options. The fees for licenses, permits and stamps are based on age, residency and military status.

The system accepts Visa/MC/AMEX/Discover and gives each license vendor the option to take cash.

License vendors are subject to certain conditions and eligibility requirements when they opt to take cash.

License Vendor Computer Requirements

Any modern computer with a USB port,

A plain paper printer,

PDF reader (such as Adobe®) software installed,

A high-speed internet connection,

- ✓ Google Chrome
- ✓ Microsoft Edge
- ✓ Firefox
- ✓ Apple Safari

Refer to pages 41-42 for the complete list of computer/system requirements.

A license vendor is responsible for all costs pertaining to the internet service provider, computer, monitor, printer and supplies needed to utilize the vendor licensing system.

A carcass tag printer is not an available option for license vendors.

Getting Started

License vendors are provided with a username and password for the primary contact (manager), this person will have “manager” credentials.

The manager can then create usernames and passwords for all other users—these people will have “user” credentials.

License vendors may have “users” changed to “managers” by contacting the sell or licensing section (see page 43 for contact information).



VENDOR MANAGER LOGIN

VENDOR MANAGER LOGIN

* Manager Username:

* Manager Password:

Login

Manager Log-in Credentials

Global Announcement:

Important messages are posted under the **global announcement** section and can be viewed before a manager logs-in to the vendor licensing system.

Message For Vendor:

Individual messages are posted as necessary under the **message for vendor** section and can be viewed after a manager logs-in to the vendor licensing system.

To Log-in:

Go to vendorsales.wildlife.state.nm.us,

The site requires a two-step login,

- A manager must log in with username and password (opening the terminal for sales),
- A user must then log in, which will be the actual salesperson. (The manager may also be the user.)

The manager's session will automatically stay open for 9 hours unless the manager logs out.

To Log-out:

Managers can log out when needed;

- Managers must enter their username and password to log out.

At the top right of the screen the system displays who is logged in.

Store Level Managers

Can assign and inactivate store users (p. 9);

Can void licenses within the noted guidelines (p. 36);

Can run reports: (p. 40)

- ✓ Sales Detail/Carcass Tag Detail
- ✓ Sales Summary /Carcass Tag Summary

Can make payments for cash collected (p. 38).

Adding Store Managers

A manager should register the person as a user in the system, then contact the vendor licensing section.

Vendor licensing personnel will change the user to a manager.

Setting Up Users

Store level managers must set up store users.

On the **Home** screen go to **Search**:

- Select **Users**,
- Then select **Add User**,
- Enter a **User Name**
 - ✓ Must be unique, 4-15 letters or numbers with no special characters;
 - ✓ The Department strongly recommends choosing a username with which you can identify the user as an individual, such as first initial and last name, or an employee number.
- Enter the **First Name** and **Last Name, Middle Initial**
- Enter user a generic **Password**, for example: Huntfish@2024.
 - ✓ Passwords must be at least 10 characters and require a capital letter, a lowercase letter, a number and a special character.
 - ✓ User should change this password when they initially login.

Please refer to the *Password Reset Instructions* that are accessible by selecting **Help** on the Home screen.

- For new users, check the **Active** box,
- To deactivate a user, uncheck the Active box.
- Select **Save**.

User Log-in Credentials

A user can only log in if a manager is logged in.

Users will enter their username and password.

User log in will time out after 30 minutes without activity—after that time the user will automatically be logged off,

Only one user at a time can be logged in.

Important Notice: The system will automatically deactivate username logins for all personnel that have not logged in or had any sale activity for 90 days.

Active users with manager credentials will continue to have the ability to reinstate users for those individuals that need to regain access.

Security Measures

Username in the system are unique and should identify the person so the license vendor can:

- ✓ Follow up with transactions,
- ✓ Address licensing issues,
- ✓ Track sales and unusable carcass tags on reports.

Security Alert!

Username and passwords should not be shared. Users and managers should log out if leaving the terminal unattended.

Creating A Customer Account

Customers must have a valid account with a customer identification number (CIN) in the vendor licensing system to purchase hunting, fishing or trapper licenses. If a customer is not in the system (see Searching for a customer, page 15), the license vendor must click to “**Create a new Customer**” and enter all the required information to create an account.

All the required information to create an account is marked by a red asterisk and can be found on the customer’s driver's license. If you ask to see their driver's license, verify if the customer’s information is current .

Required Information:

- ✓ Legal first name
- ✓ Legal last name
- ✓ Date of birth
- ✓ Last four digits of social security number
- ✓ Enter 0000 if the customer does not have a SSN
- ✓ Gender
- ✓ Height/Weight
- ✓ Eye/Hair Color

Once an account is created, only Department personnel can change the identifying information highlighted above.

Customer Residency Status - A customer must have lived in New Mexico for 90 days to claim residency.

Customers must answer if they are a resident of New Mexico—yes or no.

If they provide a date that is 90 days or more in the past, then they may be marked as resident by selecting Yes and the residency date must be entered.

If they provide a date that is less than 90 days, then the customer cannot be marked as a resident until 90 days have passed.

Please enter the physical address for the customer. If the customer has a foreign address the state field may be left blank and the province/country, city and zip code fields will have to be completed.

A primary phone number is required.

Select **Save Customer**.

Customer Identification Number (CIN)

When a customer's information is entered, they should be unique in the system, and the system should generate a message if an account already exists.

- ✓ This prevents duplicate license sales.
- ✓ Allows the Department to match customers to the Law Enforcement databases.
- ✓ Ensures accurate information.

A unique Customer Identification Number (CIN) is assigned to a customer when an account is created:

The CIN consists of the customer's complete date of birth, mmddyyyy, followed by a dash and three randomly assigned letters, i.e., 01041983-EFQ.

This allows the Department to provide license options (smart options) suitable for the customer profile (i.e. Senior licenses for eligible seniors).

It allows the Department to prevent duplicate license sales (can't buy a fishing license twice) and to issue only true duplicates (reprints).

It allows the Department to keep accurate records related to individual hunting, fishing, and trapper privileges.

Registering A Customer Account

If a customer has an unregistered account, you'll need to enter all required information to register the account.

An "Unregistered" Customer is a customer who has a partial account in our database.

Information required from the customer is marked by a red asterisk.

- ✓ A driver's license number and state may be entered; this is NOT required information, but it is useful to our game wardens.
- ✓ License vendors may also enter a hunter education number for a course that was completed out of state for a customer who is 17 years old and younger.
- ✓ An email address is requested but is not required. It allows the customer to receive electronic copies of their hunting, fishing & trapper licenses and receipts for online purchases. It also allows the Department to notify Big Game Draw applicants if they are successful in drawing big game or turkey licenses.

Searching For A Customer

Our customer database is large; many customers you work with will already be in our system.


The most effective customer search is by last name and the last four digits of the social security number on the **Home** screen.


This may produce multiple choices, which will then allow you to pick the correct one by verifying their date of birth.

You may use any or all of the search fields available—the less information you search by, the more results you will get. The more information you search by, the narrower your results will be.

Search by the CIN or the Username should provide exact matches as these fields are unique in our system.

CUSTOMER SEARCH

DL Scanner Field: (Click here, then scan Driver's License)	<input type="text" value="DL Scanner Field"/>		
First Name:	<input type="text" value="First Name"/>	Last Name:	<input type="text" value="Last Name"/>
Date of Birth:	<input type="text" value=""/> 	SSN-Last 4:	<input type="text" value="SSN-Last 4"/>
Username:	<input type="text" value="Username"/>	CIN:	<input type="text" value="01041983-EFQ"/>

 **Search** (Helpful Hint: Search by last name and last four of SSN.)

Work with the customer to determine which account is correct for the customer (usually by verifying date of birth as part of the CIN).

A search may return an unregistered customer (p. 14), or an inactive customer (p. 16).

Inactive Customers

An “inactive” customer is a customer whose account has been deactivated by the Department.

Look for an active account using any two combinations of first name, last name, DOB and last four of SSN.

View the results you receive and determine if any are the correct customer.

Customer accounts may be in a dormant status due to three years of inactivity.

Using the same search criteria will reactivate a dormant customer account.

Duplicate Customer Accounts

If you find duplicate customers in your search, you’ll need to verify the customer’s date of birth and last four of their SSN.

If this information is different, use the account with the correct information. If it is the same, use the first account that displays.

Inform the customer they have two (or more) accounts.

Ask the customer to contact the Department to resolve the issue (888-248-6866).

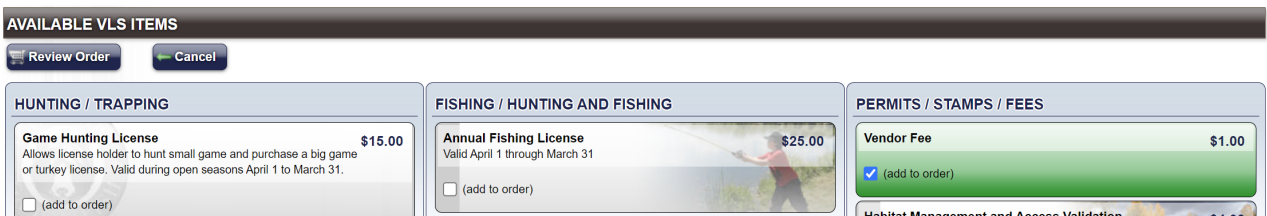
Click **Select** once you have verified that you have the correct customer.

VLS License Sales

Under the VLS License Year 2023 section the license vendor has the option to sell, reprint or void over-the-counter hunting, fishing and trapper licenses, stamps, and other permits.



The Available VLS Items screen will have three columns for hunting/trapping, fishing and permits, stamps and fees. Each section will include a description and fee for each item.



The VLS Items screen will automatically display the license fees based on age, residency & military status. Therefore, you will see different prices listed for customers who are residents/non-residents, under 17 yrs., 18-64 yrs., 65-69 yrs. , 70 yrs. & over and customers who are on active duty or veterans.

If the selections or fees appear incorrect, check the customer's information (age, residency, military discounts) by selecting **View Customer** to ensure their information correct in the system.

License Sales-continued

Before selling a license verify if the customer's address and residency status is correct in the system.

- Select **Edit Customer**



- Verify if the customer is resident/nonresident. Select **Yes** or **No** to the NM Resident question. If applicable, enter the date the customer established residency in NM.
- Verify the customer's physical address and update it, as necessary. Select **Submit** to save any changes that are made.

To sell a license, below the **Hunting/Trapping** column select:

- **Original**
- Select the **(add to order)** box on all the items the customers wants to purchase.
- Once the selections are made select **Review Order**
- Review customer selections and if the choices are incorrect, select **Edit Selection**
- Uncheck the (add to order) box for the incorrect item to remove it from the order.
- When the order is correct select **Add to Cart**

License Sales-Completing Order

- If the order is complete, select the green **Shopping Cart**
- Review the order and total amount with the customer to confirm.
- Once order is confirmed, select **Checkout**

The customer must acknowledge the Terms of Agreement and agree to follow New Mexico hunting and fishing laws;

- Please state the following terms to the customer:

You understand that you are subject to all Game & Fish and regulations . You certify that you are providing accurate information, and you accept responsibility for all applicable fees.

- Check the box to acknowledge that you have read the Terms of Agreement

The customer must also confirm their current Customer Residency Status.

- Check the box to confirm the Residency Status is accurate and Correct (This information was verified before the license was sold.)
- Select **Cash** and **Continue**; OR if the **Credit Card** is selected, enter the required information and **Continue**.
- If the license sale is for big game or turkey, the system will prompt you to issue a carcass tag. Refer to pages 29-30 for carcass tag instructions.
- When the order has been successfully processed, select **Print License & Print Receipt**.

Informative Messages

Purchase Conflict

The system will populate informative messages to notify license vendors if the customer is purchasing an item they already have, if they are ineligible to purchase an item or to verify if they are eligible for the military discount.

Please refer to the complete list of *VLS System Messages* that is accessible by selecting Help on the VLS Home screen.

If you select a license a customer has already purchased in the current license year, you will receive an error stating there is a “conflict with an existing purchase.”

- ✓ The pop-up box will display the conflicting licenses.
- ✓ Inform the customer of the conflict and ask if they need a license reprinted instead.

Note: By selecting the Reprint option that is located under VLS License Year section you will be able to view the items the customer has already purchased.

Hunter Harvest Conflict

All barbary sheep, deer, elk, ibex, javelina, oryx, pronghorn, turkey and trapper license holders must submit a harvest report, whether they hunted or harvested.

If you receive a message displaying that a customer did not file a harvest report,

- ✓ Inform the customer they will have to file the report online or by phone before purchasing the license.
- ✓ Harvest reports can be filed by calling 888-248-6866 during normal business hours (M-F 8am-5pm) closed holidays and weekends.

License vendors cannot file harvest reports for customers.

Harvest Information Program (HIP) Number

Also known as the Migratory Bird Permit

A federal validation is required of any hunter purchasing a game-hunting license who intends to hunt migratory birds in the upcoming season.

Migratory birds include doves (except Eurasian collared doves), band-tailed pigeons, sandhill cranes, ducks, geese, coots, common moorhens, snipes, soras, and Virginia rails

The survey questions future hunters about the previous year's results, ask each question in the survey and record the customer's answers.

Customers who purchase any type of game-hunting license should be asked:

- ✓ “Do you intend to hunt migratory birds this year?”
 - If they say “Yes” they need the HIP validation;
 - If they say “No” they do not need the HIP validation.

Handicapped Licenses

It is not the Department's policy to request documentation from customers who purchase handicapped licenses. Requesting that customers provide proof of disability or handicapped status is a privacy violation.

- ✓ The attestation below will pop-up when this type of license is selected and must be read to any customer requesting a Handicapped License:

IMPORTANT! You have selected a resident handicapped license. Handicapped licenses are available to any resident of New Mexico that has a severe physical or developmental disability. To qualify, an applicant must have one or more disabilities that substantially limit one or more major life activities. See the appropriate rules and information booklet for details. All other laws and rules must be followed.

By accepting this acknowledgment, I certify that I meet established requirements as documented in Chapter 17 NMSA 1978 to possess this type of license.

If the customer certifies they meet the requirement you've done your due diligence and may proceed with sale.

Required Stamps & Game-Hunting License

A pop-up box may appear regarding stamps, if this appears, the customer does not have the Habitat Stamp and/or HIP number in their account.

Customers are required to purchase the HMAV and should know what other stamps they need. License vendors are required to display the WHO NEEDS A STAMP tent sign provided by the Department.

Who Needs A Stamp?

Habitat Management and Access Validation (HMAV)

- Will automatically be added to the first purchase of any hunting, fishing or trapping license
- Required for everyone age 18 and older for fishing, hunting and trapping anywhere in New Mexico (once per license year)

Not required in conjunction with any free license or privilege:

- Free fishing license for resident seniors 70 and older
- Disabled Veteran card issued by NMDGF

Habitat Stamp

- Required for fishing, hunting and trapping ONLY on U.S. Forest Service or BLM lands

Not required in conjunction with any free license or privilege:

- Free fishing license for resident seniors 70 and older
- Disabled Veteran card issued by NMDGF: valid for deer, small game and fishing (required for any big-game or turkey license, except deer)
- No license required for fishing or trapping for juniors under 12 (required for hunting)

A game-hunting license pop up box may appear if they are purchasing a big game or turkey license and they do not have a game-hunting license through the Department. The system will block the sale of a big-game or turkey license if the customer does not have a game hunting license.

Required Stamps - continued

Habitat Management and Access Validation

- ✓ A Habitat Management and Access Validation (HMAV) must be purchased and possessed by all hunters, trappers or anglers, except individuals 17 years of age and younger, resident anglers 70 years and older (free fishing license) and 100% disabled veteran card holders. Only one HMAV each license year is required.
- ✓ Funds from the sale are used to lease access to private lands for public use, provide public access to landlocked public land, and provide improvement, maintenance, development and operation of State Game Commission property for fish and wildlife habitat management.
- ✓ The HMAV will automatically be added to the shopping cart with the first purchase of a hunting, fishing or trapping license if required
- ✓ Residents 70 and older will need to purchase an additional HMAV if hunting or trapping.

Habitat Improvement Stamp

- ✓ Hunters and anglers must purchase and possess a current Habitat Stamp for U.S. Forest Service and Bureau of Land Management (BLM) lands in New Mexico, except anglers 11 years of age and younger, resident anglers 70 years and older (free fishing license) and 100% disabled resident veterans in conjunction with privileges covered by the Disabled Veteran Card.
- ✓ Only one stamp is required each license year for these lands. The stamp is not required on other public property, or on private property. The stamp is not required in Unit 28, a predominately BLM property under military withdrawal.
- ✓ Funds from the sale of habitat stamps are used to improve wildlife habitat. All hunters, trappers and anglers are encouraged to purchase
- ✓ The habitat stamp is required for hunters 12 and older, residents 70 and older if hunting or trapping, and DAV card holders if trapping or hunting turkey or any big-game species other than deer.

Over The Counter (OTC) Private Land Licenses

Starting in April, license vendors will be able to sell OTC private land barbary sheep licenses and in June, OTC private land oryx licenses will be available to sell to customers. After July, license vendors will be able to sell OTC private land deer, pronghorn antelope and ibex licenses.

- ✓ Customers must possess written permission from the landowners to hunt on private land, but they are not required to show the written permission to purchase OTC private land licenses.
- ✓ License vendors must verify the residency status/address, the weapon type, game unit & hunt dates with customers before selling any OTC private land licenses.

To sell an OTC private land license, below the **Hunting/Trapping** column select:

- **Original**
- Select a **Weapon** and **Hunt** from the drop-down boxes.
- Select the **(add to order)** box on the item the customer wants to purchase.
- Once the selections are made select **Review Order**
- If the order is correct, select **Add to Cart**
- If the order is complete, select the green **Shopping Cart**
- Review the order and total amount with the customer to confirm.
- Once order is confirmed, select **Checkout**
- Proceed with checkout by acknowledging the terms of agreement with the customer, confirm their current residency status and select the method of payment.
- After the payment is processed the system will prompt you to issue a carcass tag. Refer to pages 29-30 for carcass tag instructions.

Private Land Elk/Pronghorn

Under the Private Land Elk/Pronghorn section the license vendor has the option to sell, reprint, change hunt dates or void private-land elk and pronghorn antelope licenses.

Please refer to the *Private Land Elk & Pronghorn Antelope Licenses* manual that is accessible by selecting Help on the VLS Home screen.

- ✓ Ranch numbers are no longer required when selling private land elk & pronghorn antelope licenses. Customers must provide authorization numbers which for elk, start with EM-123456 (mature bull), EE-123456 (either sex), EA-123456 (antlerless/cow) or SMZ-1234567 (special management zone). For pronghorn antelope authorization numbers will start with AM-123456 (mature buck) or AF-123456 (female/immature male).
- ✓ 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.
- ✓ The license vendor must first verify the customer's residency status/address, then enter the authorization number, select a hunt code from the drop-down menu, if applicable, enter specific start and end dates (either three or five consecutive days) within the listed date range.
- ✓ A game hunting license along with applicable stamp(s) are required with the purchase of a private land elk/pronghorn license, and if necessary, they can be added to the shopping cart under VLS License Year section.
- ✓ Only Unit-Wide licenses require the purchase of both the HMAV & habitat stamps.
- ✓ Proceed with checkout by acknowledging the terms of agreement with the customer, confirm their current residency status and select the method of payment.
- ✓ After the payment is processed the system will prompt you to issue a carcass tag. Refer to pages 29-30 for carcass tag instructions.

Payment-Credit Card

We accept Visa/MasterCard/AMEX/Discover credit/debit cards.

- Type in the required information for credit/debit card payments including the security code located on back of the card.
- ✓ If you receive an error message for the customer to contact their financial institution, you may reenter their credit card information and process it again.
- ✓ If you continue to receive the error message, the customer should contact their financial institution or provide a different a credit card. The customer may have insufficient funds on their credit card, or they may have to authorize their financial institution to release the funds.
- ✓ Credit Card payments go directly to the Department.

Payment-Cash

- Cash payments are accepted by choosing the “Cash” option.
- ✓ Each license vendor accepting cash must submit payment for license sales to the Department every two weeks or when the total amount due reaches \$ 5,000; whichever comes first.

Refer to page 38 for information on payment to Game and Fish.

Carcass Tags

The Department will consign carcass tags to each license vendor prior to the beginning of each license year and will conduct an audit at the end of the license year to account for all carcass tags not issued to customers.

All carcass tags designated unusable in any month during the license year must be returned to the Department no later than the 10th day of the next month, and all blank, unused carcass tags must be returned to the Department at the end of the license year, no later than May 10.

A fee of \$100 per missing carcass tag shall be levied upon the license vendor for failure to return any carcass tag designated unusable or any blank, unused carcass tag as required.

It is recommended for license vendors to follow the *Helpful Tips to Avoid Financial Liability* which are accessible by selecting Help on the VLS Home screen.

- ✓ Keep all unusable and unissued/blank carcass tags in a safe and secured location.
- ✓ Ensure proper training on issuing carcass tags is provided to new personnel.
- ✓ Perform routine audits by generating carcass tag detail and summary reports.
- ✓ Maintain a written log or tracking sheet (optional).
- ✓ Report discrepancies to the Department and request assistance as necessary.
- ✓ Stay informed of procedural changes as they may occur every license year.

Issuing Carcass Tags

- ✓ A carcass tag and license must be issued in conjunction with any big game or turkey license sale.
- After completing a sale that includes a big game or turkey license the license vendor will enter the six-digit control number that is printed on the carcass tag and select **Continue Tag 1 of 1**.
- ✓ The system will then display the completed carcass tag as it should appear.
- The license vendor must clearly handwrite the information contained in all the fields using a thin sharpie, including the squiggly line on the top section as shown.
- ✓ The completed carcass tag should look exactly like what is displayed on the screen.

Please write the information displayed in all tag fields clearly. You must complete the antler/horn tag portion as well as the carcass tag portion even for non-antlered/horn species. You have 9 minutes before the screen times out.

Use the provided sharpie and print all information displayed legibly. Make sure the control number displayed matches the number on the tag.

DO NOT DISCARD ANY TAGS IF YOU MAKE A MISTAKE AND HAVE TO REISSUE!

Print or reprint the license and verify that the tag number matches.

Issue the customer the license and tag together.

NEW MEXICO DEPARTMENT OF GAME AND FISH

500001 2014-2025

NEW MEXICO DEPARTMENT OF GAME AND FISH

500001 2014-2025

BEAU N. ARROW SECOND TAG COUGAR 24-123456
1234567 01041983-EFQ

NEW MEXICO DEPARTMENT OF GAME AND FISH

500001 2014-2025

BEAU N. ARROW COUGAR 24-123456
1234567 01041983-EFQ

Keep this tag! Game storage authorized for one year from date of kill.

Tag Completed 1 of 1

If the handwritten tag looks exactly like the image on the screen, click Tag Completed to proceed to Print License.

Entered Wrong Control Number

Click Entered Wrong Control Number to go back and re-enter a different control number if the number is transposed.

Unusable Not Issued

DO NOT DISCARD! If the handwritten tag cannot be issued to the customer for any reason, click Unusable Not Issued. This button marks control number as unusable in the system. You may enter a different control number to rewrite the tag.

Return Unusable Tag to 1 Wildlife Way Santa Fe, NM 87507

Issuing Carcass Tags-continued

- If there are no mistakes on the handwritten carcass tag, select **Tag Completed** to issue the tag.
- ✓ If the sale included more than one big game license, repeat these steps until all the carcass tags are issued.
- Once the carcass tag(s) are issued the license vendor will select **Print License** and then **Print Receipt**.
- ✓ The tag number is an eight-digit number (i.e. 24-123456), which is different from the six-digit control number, is printed on the license and it should match the tag number that is handwritten on the carcass tag .
- If the control number was entered incorrectly, select **Entered Wrong Control Number** to return to the previous screen and enter the correct control number.
- If a mistake is made while handwriting the information on the carcass tag, the license vendor should select **Unusable-Not Issued** and then write “UNUSABLE” in large letters across the face of the carcass tag.
- ✓ DO NOT DISCARD THE TAG!
- ✓ All unusable tags must be returned to the Department by 10th day of the following month to avoid financial liability.



License vendors will receive an invoice for unusable carcass tag(s) that have not been returned after 30 days of noncompliance. The penalty fee(s) may be waived if the unusable carcass tag(s) can be returned.

E-Tag Option

On the Review Order screen license vendors can select the E-Tag Option for the purchase of any big game or turkey license and add it to the cart.

CHOOSE TAGGING OPTION

Species		
Ibex License:	<input type="radio"/> Issue Tag	<input checked="" type="radio"/> E-Tag Option - No tag will be issued

Once the sale is processed the system will not require the license vendor to issue a carcass tag.

The system will automatically populate the screen to print the license and receipt for the customer.

The license will include an additional page of information and instructions;

E-TAG OPTION INFORMATION AND INSTRUCTIONS

- You have chosen the E-Tag option. You are now required to install the NM E-Tag app on your smartphone, log in to your account to upload your license information, and must be able to display your license on your phone at all times while in the field.
- It is your responsibility to ensure that your smartphone is operational and charged at all times.
- Upon harvesting an animal, you will obtain your E-Tag number through the app, and must then write the E-Tag number, CIN and date of kill on a durable material in permanent ink and attach it to the animal as required for physical tags.
- If an antler or horn tag is required, you will need to write the information on durable material a second time and attach it to the antler or horn as required for physical tags.
- If you decide you'd prefer a physical carcass tag, you may purchase a duplicate tag at any license vendor or NMDGF office for a \$6 fee. If a physical tag is purchased, the E-Tag option will be invalidated and may not be reselected.

E-Tag Option - continued

The NM E-Tag app will be operable in field even if the customer is out of cell service.

The license must be verified prior to leaving cell service, the customer must not log out of the app and their smartphone/device must be fully charged.

If the e-tag option was used previously for the 2023-2024 license year, customers must uninstall and reinstall the NM E-Tag App for the 2024-2025 license year.

Customers **MUST** be able to show their license on their smartphone/device.

Customers choosing to e-tag must still submit a harvest report.

Customers may obtain a duplicate carcass tag for \$ 6.00 if they decide to change their tagging option and want a physical carcass tag instead.

Once a physical carcass tag is issued to a customer, they will not be able to change it to an e-tag.

Duplicate Carcass Tags

License vendors can issue duplicate carcass tags for any big game or turkey license that has been previously purchased, including Big Game Draw licenses.

- ✓ License vendors must verify the residency status/address with customers before issuing duplicate carcass tags.

- On the **Customer Home** screen, under the **Carcass Tags** section, select **Issue/Reissue**.
- Select **Issue** or **Reissue** next to the species that requires a duplicate carcass tag, and the system will add the \$ 6.00 duplicate carcass tag fee to the Shopping Cart.
- Select the green **Shopping Cart** and then select **Checkout**
- Check the boxes to acknowledge the **Terms of Agreement** and verify the **Customer Residency Status**
- After selecting **Cash** or **Credit Card** and completing the sale,
- The license vendor will enter the six-digit control number that is printed on the carcass tag and select **Continue Tag 1 of 1**.
- The system will then display the completed carcass tag as it should appear.
- The license vendor must clearly handwrite the information contained in all the fields using a thin sharpie, including the squiggly line on the top section.
- The completed carcass tag should look exactly like what is displayed on the screen.
- If there are no mistakes on the handwritten carcass tag, select **Tag Completed** to issue the tag.
- Once the carcass tag is issued the license vendor will select **Print License** and then **Print Receipt**.

- ✓ A duplicate carcass tag can not be reissued as an E-Tag.

Carcass Tags When Bag Limit is 2

NEW MEXICO DEPARTMENT OF GAME AND FISH

500001 2024-2025

NEW MEXICO DEPARTMENT OF GAME AND FISH

500001 2024-2025

NEW MEXICO DEPARTMENT OF GAME AND FISH

500001 CARCASS TAG 2024-2025

Keep this tag! Game storage authorized for one year from date of kill.

NEW MEXICO GAME & FISH

COUGAR 24-123456

1234567 01041983-EFQ

License Number CIN Number

COUGAR 24-123456

Hunt Code Tag Number

1234567 01041983-EFQ

License Number CIN Number

Completely remove triangles for month and day of kill.

Completely remove triangles for month and day of kill.

- Only one control number (carcass tag) will be required with any purchase of a cougar and spring turkey license.
- The system will display how to complete the middle and bottom sections of the tag. The middle section will require either “Second Tag,” “Antler/Horn Tag” or “Invalid-Do Not Use” to be handwritten in addition to other required fields.
- License vendors will not be required to handwrite the top portion of the carcass tag but must cross it out as shown on the screen.

Print License & Receipt

- ✓ A PDF reader, such as Adobe® must be installed.
- ✓ Once payment has been submitted and any carcass tags have been issued for the order, the license vendor can print the license and receipt.
- ✓ Customer receipts cannot be reprinted through the vendor licensing system. However, customers may log-on to their account online at onlinesales.wildlife.state.nm.us to reprint receipts.

License Reprint

- On the **Home** screen, search for the customer by their name and the last four digits of their SSN.
- Under the **VLS License Year** section select **Reprint**.
- The licenses that are available to reprint will be displayed.

(Draw licenses are not available to reprint unless a duplicate carcass tag is issued.)

- **Select** the license that you want to reprint.
- Select the green **Shopping Cart**; The system will automatically charge a \$1.00 vendor fee

(This fee can be waived at license vendor's discretion by selecting **Remove Vendor Fee**)

- Select **Checkout**.
- Select **Print License** to print the license.

Voiding Licenses

- ✓ Only users with manager credentials may void licenses up to 8 hours after the original sale.
- Under the **VLS License Year** section select **Void**.
- Select the license that needs to be voided.
- Select **Void (update payments)**
- ✓ This will automatically generate a full refund to the original credit card.
- ✓ If the customer paid with cash, it must be refunded manually.
- ✓ License vendors are responsible for all cash transactions in their location. The Department will not void cash sales for license vendors.
- ✓ Any voids outside of the parameters noted above must be processed administratively by the Department.

License Restrictions

Customers who violate any rule stated under the Hunting and Fishing License Revocation 19.31.2 NMAC Rule may have their accounts restricted by the Department.

Points are assessed against privileges based on the type of violation committed. Any person accumulating 20 points or more within any consecutive three-year period shall be considered for revocation of the following: all hunting, fishing and trapping license privileges; any guiding and outfitting registration; landowner authorizations; and/or any permit or certificate issued under Chapter 17, NMSA 1978 and its implementing rules.

New Mexico is a member of the Interstate Wildlife Violator Compact (IWVC) and may recognize the suspension or revocation of license privileges of any person listed as a wildlife violator by another participating state. New Mexico will notify IWVC of all revocations, and other states may reciprocate New Mexico's revocations.

- ✓ If you receive a message that some or all license sales are restricted for a customer, please have the customer call the revocation manager 505-476-8065.
- ✓ The customer can also find more information regarding their status by logging into their account at onlinesales.wildlife.state.nm.us.

Store Payment For Cash Transactions

Payments for cash transactions are due every two weeks or \$5000.00, whichever comes first.

- ✓ License vendors will be notified by email and messages will be posted under the **Message For Vendor** section when payments for cash transactions are due.

- To make payment a user with manager credentials must log-in the system.
- On the **Home** screen select **Admin**
- Select **Make Cash Sales Payment**
- Select either **Credit Card** or **Checking Account** and enter all the required information (noted by an asterisk).
- Select **Continue** to process the payment successfully.

- ✓ Payments are accepted electronically only by Visa, MC, Discover or AMEX or by entering a company or personal check information.
- ✓ Payment information is updated every night at midnight.

License Vendors may accept cash for license sales without securing a surety bond if they have a credit score of 550 or higher.

Penalty Payment For Carcass Tags

License vendors are subject to a \$100 penalty fee for each blank/unissued and unusable carcass tag that is not accounted for on a monthly and annual basis.

- ✓ Vendor licensing will change the carcass tag status to **Penalty** for any blank/unissued or unusable carcass tag that is not returned by the specified deadlines.
- ✓ License vendors will be sent an invoice for any carcass tags that have been marked as penalties.

- To make payment a user with manager credentials must log-in in the system.
- On the **Home** screen select **Admin**
- Select **Make Tag Penalty Payment**
- Select either **Credit Card** or **Checking Account** and enter all the required information (noted by an asterisk).

- ✓ Payments are accepted electronically by Visa, MC, Discover or AMEX or by entering a company or personal check information.
- ✓ The system will automatically change the status of the carcass tag (s) to **Penalty Paid**.

Money orders or company/personal checks can be mailed to the attention of Vendor Licensing at 1 Wildlife Way Santa Fe, NM 87507. A copy of the invoice must be included with payment.

Reports For Managers

Users with manager credentials have access to **Reports** that can be found on the **Home** screen.

- ✓ **Sales Detail** - This report provides a record of every transaction for a chosen timeframe.
- ✓ **Sales Summary report** - This report provides a summary of transactions for a chosen timeframe.

Carcass Tag Reports

The Department recommends generating the tag summary and detail reports to conduct monthly and annual carcass tag audits.

- **Tag Summary**
- Click the dropdown box to select the license **Year** and **Run Report**
- ✓ The report will display the vendor number and name, and the quantities of the carcass tags that are blank/unissued, unusable, vended, penalties, penalties paid, returned and the total that have been consigned.
- **Tag Detail**
- Click the dropdown boxes to select the license **Year** and **Tag Status**
- ✓ The report will allow license vendors to search for All, or by blank/unissued, issued unusable, penalties and penalties paid.
- ✓ The report will display all the control numbers consigned to a license vendor, with tag number, status, active, date, and salesperson.

List of System Requirements

- **Operating Systems Supported:**

Windows 10

IOS Version 14, 15 (Note: Safari browser is the same version)

- **Supported Web Browsers:**

Note: browser versions are changing constantly. The versions shown below are working with our code. A lower version number may not.

Microsoft Edge

Version 96.0.1054.57

Google Chrome

Version 96.0.4664.110

Firefox Browser

Version 95.0

Apple Safari

IOS Version 14 and 15

No Longer Supported:

Internet Explorer all version

Windows 7

List of System Requirements-continued

Whitelisting (not blocking) CyberSource/Wells Fargo Payment Gateway:

The information below is for the IT security team/technical support so they can verify everything for approvals and special configurations.

Below is the whitelist of IPs in yellow. The link below is where we obtained the IP documentation for CyberSource. It explains the various IP groupings to be whitelisted as well as the cybersource.com domain name.

- Source Document from CyberSource:

<https://support.cybersource.com/s/article/What-IP-addresses-should-I-add-to-my-white-list-to-receive-replies-and-posts-from-CyberSource>

- ACCOUNT ADMINISTRATION

What IP addresses should I add to my whitelist to receive replies and posts from CyberSource?

- May 20, 2021 • Answer
- Answer
- **CyberSource.com**

In most cases, it's sufficient to add the cybersource.com domain to your Whitelist. If, for some reason you need to add IP addresses, it's recommended that you add the full CyberSource IP range:

- **66.185.176.1 - 66.185.191.254, or**
- **66.185.176.0/20**
- ('/20' is a representation of the subnet mask)

If you prefer to add only the IP addresses currently in use, you may perform an nslookup command for the cybs-gw.ic3.com domain and add the returned IP addresses to your whitelist.

Note: Though these addresses do not change often, it is good practice to periodically re-run the nslookup command to catch any new addresses.

- Secure Acceptance

All Secure Acceptance notification messaging will originate from a different range of servers and IP addresses. If you are using any Secure Acceptance services, you must add the following IP address ranges to any whitelist or filtering logic.

- **198.241.162.1 - 198.241.162.254**
- **198.241.168.1 - 198.241.168.254**
- **198.241.206.1 - 198.241.206.254**
- **198.241.207.1 - 198.241.207.254**

New POST IP ranges

In an effort to maintain service levels and increase application resiliency, CyberSource has added additional server addresses from which asynchronous transaction updates will be delivered to customers.

The following types of notifications may be sent from these additional server addresses:

- Services Notification Types
- Secure Acceptance Order Notification messages
- Decision Manager Order Status Notification messages
- PayPal Instant Payment Notification (IPN) messages

If your payment or risk application receives any of these notification types and you have setup a firewall whitelist or other network filter to verify the 'origination IP address' for these types of messages, you must add the following IP address ranges to your configurations:

- **198.241.206.21** Article Number
- **198.241.207.21** 000001718
- Article Total View Count
- 14,693
- First Published Date
- 2/22/2018 7:15 PM

Contact Information

Contact Vendor Licensing for customer assistance, questions, to schedule training or to report systematic issues.

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

Melody Gonzales, 505-476-8164

Vendor Training Liaison

Melody.Gonzales@dgf.nm.gov

D. Kevin Romero, 505-476-8096

Vendor Licensing Specialist

DavidK.Romero@dgf.nm.gov

Lisa Brejcha, 505-476-8093

Special Hunts Supervisor

Lisa.Brejcha@dgf.nm.gov

Chad Nelson 505-476-8072

Assistant Chief, Licensing Operations

Chad.Nelson@dgf.nm.gov

If a License vendor is unable to contact Vendor Licensing, they may call the Information Call Center at 1-888-248-6866.