

**MTCCA and MMTCTA IF&W Working Group
Meeting with Bill Swan, Licensing & Registration Director
November 13, 2007**

Attendance: Patricia Ellis of Dallas Plantation, Deanna Hallett of Hallowell, Vera Parent of Peru, Nancy Mennealy of Lewiston & John Myers of Buxton

IF&W Staff: Bill Swan, Sue Connors, Dale Freise & Torrey Gray

Comments & Questions from Agents:

IF&W Answers in RED

1. "I really like the new daily sales report. It's very helpful. Also, I just want to thank IFW for all their help when I call. They're always pleasant and willing to help me find the answers I need for my customers."

"Thank you for changing the MOSES reports. They are much easier to use."

IF&W Response: Thanks!

2. "The one question I have is the possibility of being able to reprint out the receipt. If we miss printing it right after the license is printed, we lose the opportunity. Now that we have the new daily sales report, it isn't quite as important, but I wasn't sure if it was still being talked about."

IF&W Response: We will add this to our list of things to work on.

3. "MOSES is extremely lethargic and requires too many screen interfaces to navigate to the final result. For example, when adding a new vehicle, you need to perform a VIN search, you then need to add as a new vehicle, and you then have to go back and then search for a MOSES user to tie vehicle to. Could this be streamlined to avoid the number of interfaces that are required for information input? Could the system search the VIN as it is being added as a new vehicle and prompt when the VIN has already been used by another registrant?"

IF&W Response: We will look into doing this.

4. "There are too many screens to navigate when trying to locate a vehicle by a MOSES registrant. First, you need to find the individual in Moses, then when you view their holdings, you are unable to select for viewing, you have to exit and then re-enter through the main menu to access the registration to then either re-print or re-register. Again, too many keystrokes/screens."

IF&W Response: When you are doing a registration, you should be finding the vehicle via the Registration Look Up screen. This will be much faster. If you have questions on this, please consult your MOSES manual or call the MOSES Hotline.

5. "On reports, when I need daily sales reports for more than one day it takes lots of unnecessary steps to get the same daily report screen."

IF&W Response: You can get back to the Daily Report screen with one mouse click after you have run a daily report so we don't understand what the unnecessary steps are.

6. "Month End Recon: We are concerned that when in training it was communicated that the reporting totals on the monthly statement is incorrect. We have asked as to when this is going to be addressed. In order for us to effectively reconcile our own liability accounts we need to have accurate reporting which acts as an external control to our own accounting of monies collected for IFW."

IF&W Response: All MOSES financial reports are working properly. New improvements to the reports should make them easier for agents to understand and use. Many agents have indicated that they really like the new changes. If you are having trouble understanding the reports, we encourage you to call the MOSES Hotline for help.

7. "Is there future consideration for Online Boat Re-Registrations that could mirror that of Rapid Renew?"

IF&W Response: Yes, that is something that has been discussed. It will not be happening for quite some time due to the programming effort involved to make it happen.

8. "We do like the MOSES application...for IFW Vehicle Registrations. It has reduced the number of calls to the IFW agency looking for specific vehicles, but it has however created more time involved for the individual registration process experience for our constituents."

IF&W Response: Most agents find that as they become more familiar with the MOSES system that they can process transactions as fast or faster than they could do manually.

9. "I have no complaints (just a little pet peeve), love the online ease of processing licenses & registrations; just one little thing that gets me is when you find the customer record on the Customer Details screen, you verify physical/mailling address, you check the box you have certified they have met conditions of residency, you click continue to begin license

sale and you can't advance because there is the message as pasted below:"

[Error found in the Input Click here to view detailed message](#)

[Please enter valid Country.](#)

[Please enter valid Country.](#)

After having entered a city/town and state, shouldn't MOSES understand that we are in the United States?

[IF&W Response: We will put this on our list of things to look at.](#)

10...."there are sometimes multiple "active" listings/MOSES numbers for the same person. At times this is due to miss-spelled names or middle initials or suffixes. I have even found up to three active MOSES numbers for the same person."

"1. When we find them, are we to record the incorrect data/MOSES number and then contact MOSES Administration to delete or at least make inactive?"

[IF&W Response: We will come up with a process for agents to notify us via Email about MOSES IDs to make inactive.](#)

"2. Could we have the ability to do this at our level?"

[IF&W Response: We do not plan to allow agents to do this.](#)

"Overall, I believe this will streamline the site database and more importantly, get the customer into a one MOSES number program. An example of the effect.....we add fall turkey to a MOSES record, but the hunting license is under a different MOSES number, the resultant add-on is not a true add, rather, it is a second license hardcopy. We should have all license info on one MOSES number - one license printout."

[IF&W Response: We agree. In the short term, if you know the customer already has a license for a given year and they have multiple MOSES IDs, please find the MOSES ID that has the license and sell them additional items under that MOSES ID.](#)

- "PURGE/ COMBINE DUPLICATE MOSES ID #'S
I have on SEVERAL occasions noticed hunters receiving licenses under different ID #'s for the same year. I have corrected on current duplicates that I notice but what about past years? Did they

use both/all licenses that were issued? We have customers with anywhere from 2 to 5 different ID #'s, and we are a small town.”

IF&W Response: In the long term, we will be undertaking a massive effort to clean up multiple IDs. We plan to hire someone to help us with this on a contract basis next summer.

11. Can the length of the license be extended so that all permissions fit on one page?

IF&W Response: Yes, we already have this on our list of things to do. Our programmers have looked at this and are having trouble getting it done. We will keep this on our list of things to do.

12. I've heard that there will be no law books printed for 2008 as a cost savings measure ordered by the Governor, is this true?

IF&W Response: This is definitely being talked about but no decision has been made yet. 2008 Ice Fishing and Snowmobile law books are being printed now and will be distributed shortly.

13. When will we be allowed to issue game licenses for 2008?

IF&W Response: Always the same date each year ... December 1st.

14. “I had a 14-year-old come in to purchase a Jr. Hunting License. He had completed his hunter’s safety course. When I entered him into MOSES, there isn’t a place to put that he has completed the course.” “There’s a place for affidavits, but it doesn’t allow us to place this hunter safety course in there.” Could a place be added for hunter’s safety cards?

IF&W Response: There are long term plans to do this but it will not be done in the next year.

15. ...”if a hunter has privileges revoked it should be blocked on the IF & W - MOSES end for corresponding sales”...

IF&W Response:

We will be changing our method of dealing with people under revocation in the very near future. Basically, we will be doing away with the revocation list completely. We will be checking MOSES sales data against the revocation list and dealing with anyone who has purchased a license while under revocation on our end. The agents will no longer have the deal with revocations in any way. We will be sending more info on this along with the 2008 license materials in late November.