

**MTCCA and MMTCTA IF&W Working Group**  
**Questions for Bill Swan, Licensing & Registration Director, State of Maine**  
**March 2008**

**IF&W Answers in RED**

1. "I'd like to thank the staff at IF&W for their patience and help during the last few years in helping us learn MOSES and bring our accounts up to date."

Thank you. We would also like to thank all the MOSES agents for using our system and being patient with us. We know there are still lots of things you would like to see the MOSES system do and we are committed to continuous improvement of the system.

2. "Curious about if the registration fee will change for those who do not belong to a snowmobile club and if it does pass how will we know when doing registrations that belongs to the club?"

"One question we have is how will the proposed snow mobile increase affect us? How will we be able to track if a club is involved or not?"

The proposed legislation to base the snowmobile registration fee on club membership did not pass this year so you will not need to worry about this for at least another year.

3. "I just wanted to be sure that we were going to be getting a second printing of our boat preprints. At least half of last year's registrations were missing from the first batch received."

Yes, we will be sending out a second batch of boat preprints in the very near future. They are being printed now.

4. Boat pre-prints: "The area for excise tax is a bit small. Also, I've always thought a spot for sales tax would be in order. Perhaps instead of two boxes for temporary sticker numbers and permanent sticker numbers they could be incorporated into one."

We will consider this the next time we change the blank preprint form.

5. "It continues to be a large problem in" some communities "the fact that second owners are dropped from registrations. Many of these owners are tied into our moorings and we spend a great bit of time researching old registrations, adding the names again".

Adding secondary owners to the registration printout is on our list of things to do. Secondary owner information is currently available for viewing in the MOSES system.

6. "I feel that it would be very beneficial to all the Agents/Clerks for IF&W if the process wasn't so repetitive. We should only need to key in the persons name once and access all information pertaining to them. For example, you input the person's name and DOB. Then it shows you the items they have registered or licenses they have. If they have three snowmobiles to register, you click on the first one, it takes you to another screen where you input the registration number. You then have to go back to finding the person you want, then find their previous registration, choose it, etc. Is there a way to once you have found the first item, you can click on more items to process at the same time or a "go back to" button when you are done registering the first item and want to choose the next one or two or three, etc. What is the quickest way to do more than one transaction for a person?"

We will contact the person who submitted this question directly and work with them so they understand the best way to do these type transactions.

7. "I had a customer come in yesterday and said that she had an awful time on the internet trying to buy a superpack license, do you know of any problems with that?"

There is no problem in buying a superpack license on the internet.

8. What are the agent fees for IFW sales? "My main question is duplicate snow/boat/atv reg. with stickers. Is it 1\$ or 2\$. All the changes have really confused our girls and me too!"

There have been no recent changes in agent fees. For MOSES agents, the agent fees for both licenses and registrations are provided by the system. For manual license agents, the agent fees for all licenses are shown on the license form. For manual registration agents, the agent fees are shown on page 4 of the registration agent manual. To answer this question specifically, the agent fee for all duplicate registrations is \$1.

9. How could we get the agent fee increased to \$2 per renewal for registrations as received from the sale of a game license?

This would require a law change. You should submit legislation proposing this through the Maine Municipal Association.

10. "I have spoken with Dale Freise about the information for when to issue resident boat registrations without a milfoil. But my concern was having instructions in print telling clerks how to reregister if the owner then

wants to get his resident milfoil sticker after already registering it for saltwater use only.”

This is covered on page 20 of the Boat registration manual ... the transaction is called a Milfoil Upgrade.

11. Is there a list of what complimentary licenses can be obtained by whom?

This information can be found on pages 20 and 53 of the License manual.

12. Is there any chance of being able to scan the bar code on a driver's license or on game license or registration to bring up the customer in MOSES?

No, this is not something we are going to do. If the customer brings in their previous MOSES license, you should look the customer up by their MOSES ID. If the customer does not have their previous MOSES license and does not know their MOSES ID number, you should look the customer up by their name and DOB. If the customer brings in a previous registration, you should look the vehicle up by the registration number. If the customer does not have their previous registration and does not know the registration number of the vehicle they want to register, you should look the vehicle up by the customer's name and DOB.