

MTCCA and MMTCTA IF&W Working Group
Agent Questions for Bill Swan, Licensing & Registration Director, State of Maine
September 10, 2008

Includes Current Information as of February 6, 2009

IF&W answers in RED

1. "I don't have a criticism or concern regarding IFW, but I do have a comment. I wanted to say that I'm appreciative of the e-mails that are sent when there is a problem with MOSES, as well as someone being on the other end of the line to assist with any problems I have with a customer's license."

"Nothing from me except to say that what contact I've had with IF&W this season has been very positive and helpful."

Thanks!

2. "I would like to be able to put two names right on the registration. A lot of our patrons need this for proof for insurance purposes."

This is on the list of things for our programming support group to do.

3. "We have Trio/Harris bookkeeping system and have paid for the program for MOSES, but we also process registrations for" another Town, "which is unorganized so all excise tax is sent to the State of Maine monthly. Is there a way working with Trio/Harris that this would be separated automatically. Right now it does not, so we have paid for the program for over a year for nothing. I have contacted IFW in the past, which I was told they would check into it. Have heard nothing since then. I am sure there are other town's who collect \$ for the State of Maine."

We need the phone number of the agent with this issue so we contact them to understand more about this problem. This agent should call the MOSES line at 866-244-5762 and ask for Dale Freise to review the issue for a solution.

4. "Is the State printing their material anymore??? Or just internet? Such as migratory bird schedule, etc."

Migratory bird laws were sent out last fall. There is ongoing discussion in the legislature on the topic of law books. Right now we plan to update, print, and distribute updated law books for ATVs and boats this spring.

5. "Another concern with Moses is it is slow, will lose the data part way through the process. The most frustrating is losing it just as you are about to print the license or registration. I was doing the monthly report yesterday and had a hard time proving. Twice the clerk lost the data while in Moses and could not get back into Moses. So she manually did the registration. The registration had completed in Moses and was included in the

report. It was as easy fix once I knew what it was, but time consuming finding it. This past month we had several boat and ATV registrations as well as hunting & fishing licenses we had to process manually.”

There are times when the state’s network is slow because of a problem. However, this is rare. If you are consistently seeing slow response, the problem is most likely with your ISP provider or with the network in your office. If you contact us when this is going on, we can tell you if we have known problems on our end at that time.

6. “Cannot find a place to do a duplicate, is a duplicate a reprint in MOSES? You cannot print a MOSES receipt from a reprint and that is handy for us and it also makes it much easier in cash receipting if there is a transaction number.”

You can do a duplicate in MOSES. Please refer to your manual. For example, a duplicate game license is an option under “other” in Recreational Sales after you have located the customer and go to the selection for the authorities on a license. It is true that you can’t reprint a receipt. However, all the data on that receipt can be found on the Daily Sales Detail Report. Please call the MOSES hotline if you still need help with this.

7. Multiple requests to have the ability to login to MOSES for the whole day.

We will discuss this with our programming support folks.

8. “If you do not use MOSES very often, it still seems very difficult to move around in the registration section versus the license section.”

Registrations are by their nature are more complex than licenses. If you have not been to the MOSES training class for registrations, we highly suggest that you do so. If you haven’t been to training for quite some time, we suggest that you attend again. Also, we have a totally separate MOSES training system that you can access from your office to practice if you want to.

9. “... my question was how can we increase the town agent fees for IFW to five dollars or even four? How do we go about doing this for better revenue?”

You should submit a law change proposal to the legislature through the Maine Municipal Association.

10. “Why are non-resident registrations so high when we are the “vacation land”? It seems that it would be better to charge them an amount closer to the resident rates to reward them for coming to our state.”

All fees for all items that IF&W sells are determined by the Maine legislature. If you have ideas about fee changes, we suggest you submit a bill to the legislature through your local representative.

11. What information in MOSES is a public record? Can someone's address in MOSES be released upon request?

All information in MOSES except SSN is a public record. Yes, you can release address information upon request.

12. "Here is a question that a clarification or process instruction sheet many may find useful.

Situation: Disabled Vet - he has a complimentary hunting, fishing, archery license

Questions:

expanded archery what does he get on a complimentary basis? (answer is one antlerless tag)

does he have to pay for anything? (answer is a buck tag or additional antlerless, I believe)

What other 'tags' are provided with the general complimentary license (turkey? waterfowl? night coyote? etc)?"

Please see pages 20 and 54 of the November 2008 version of the License Agent Manual.

13. "...let me know if there will be any fee changes, increases, etc."

The only fee changes this year were on snowmobiles. Information of these fee changes was included with the snowmobile sticker distribution.