

IF&W Working Group, Email Meeting – March 2009

Please See IF&W answers below in RED.

1. I have a question about Moses reporting. Currently there is no way to print reports by user or for a certain time frame. This makes it extremely difficult when doing cash ups because if a customer receipt is missing, there is no way to just print a report for the month to show all the transactions for a certain Moses user. Instead we have to go day by day to print a detail report to see when transactions were done. Was wondering if the state plans on updating Moses anytime soon to add that feature?

In the past we have added new reports when a need is identified. We are not certain but there may very well already be a way to get at the info required to solve the problem described above. We suggest that you call the MOSES help line when you have a specific problem to see if we can help you.

2. My only question right now, because we only use Moses for hunting and fishing, is why can't there be some sort of "marriage" between them and Trio? We put all the information in to Moses to get the license and then have to turn around and put all the same information again into the receipts in Trio, plus the Moses license doesn't have the number 1751 etc) of the permissions the person is getting and that is information asked for on the Trio side---Also, on the Moses reports they don't give the numbers of the person identity and the license number---wouldn't that make it easier to cross check the report against the issues?

There is a Trio interface to MOSES. Please contact Trio for more info.

3. Non Resident Snowmobile & Boat Registrations - If the owner lives out of state and the snowmobile or boat resides in Maine is this a non resident registration?

If the owner is not a resident of Maine, it would be a nonresident snowmobile registration. All boat registrations are the same ... residency of the owner does not matter.

4. Why doesn't IFW have a supplies requisition sheet like Vital, BMV and Animal Welfare, rather than sending a new batch of forms and baggies automatically? I have sent some back to them in the past because I had way too many and they are accumulating again. I'm talking about baggies, serial numbers for boats, exempt excise applications, etc. Maybe even not send a full pad of hunting/fishing licenses ~ I didn't use one last year. Just thinking of ways to cut costs. Is this possible?

We choose to send supplies at the same time we send out license and registration materials to save on shipping costs. We do have a requisition sheet for additional supplies you might need. We have found that some of our agents do not want bags and we now keep a list of these agents and don't send them any.

5. When processing multiple recreational vehicles for the same customer, it would be helpful for the selection box to be highlighted as you process each registration. This would ensure that you do not duplicate registrations. - could this be implemented into the program?

Something like this could be implemented but it would be a major programming change. We have very limited funds for programming changes and this change is not planned at this time.

6. Is there any way that when we do multiple registrations that we can do them all at once and not have to keep going in and out of the registration screen? Is it possible to set up the registrations for those people owning and registering multiple boats, snowmobiles or atv's , by allowing us to be able to check them all at once without having to go back to and forth to enter in the Registration #'s?

Something like this could be implemented but it would be a major programming change. We have very limited funds for programming changes and this change is not planned at this time.

7. I do have a concern about the fees I read about in the paper today. And one of those is the fee for kayaks and canoes if the people do not already have a hunting, fishing, or trapping license. This is the vacation state, right? How does that promote tourism? And, why the expense of another division within the department? I can understand the rescue charge and I can go along with that. But, I can hear a lot of complaints from the outdoors people on the fee increases. They already think they are too high and with \$3.50 on top of that, plus not printing license books or charging for them... I am already seeing a slow down with licenses and this will probably increase that. We have a lot of people who hunt and fish as a supplement for the food budget and this will hurt them.

What proposed fee increases and new licenses will be collected by Municipal Agents next year?

There are no new licenses, permits, or registrations for next year. However, there are fee increases for next year and we will notify all agents of these changes when we send out materials for next year.

8. Do you know any further information regarding the Salt Water Fishing license the Feds are mandating in 2010? I heard some information, and I was wondering if

IFW was addressing this with the legislature? Maybe because it's salt water, it would be Marine Resources?

This is a Marine Resources issue. This was discussed by the legislature in the last session and no decision was made. At this point, there will be no saltwater license for 2010.

9. Occasionally, we'll have someone pay for a license or registration partially in cash and partially in check. Is there some way that on the payment received page we can list the amounts for each instead of just checking the box? Otherwise, at the end of the day report won't come out right for the cash/check mix.

Our experience is that this would be a very rare occurrence. Given the limited funds for changes, this change is not planned at this time.

10. Occasionally when calling IF&W for help I reach someone that is not friendly to towns. What can we do as agents to improve our relationships with the IF&W staff?

We certainly stress with our employees that we want them to be friendly with everyone they deal with. However, we understand that this is not always the case. One suggestion is that if you are nice to them they are highly likely to be nice to you.

11. When you have checked the residency box prior to issuing anything and corrections are necessary on an address for example. Then I tell the system to save the changes, I then have to re-check the box for proof of residency. This is a duplication of effort that could perhaps be eliminated?

In this case, one of the changes that you made could have impacted the residency of the customer. This is why it asks you to check the box again.

12. Law Books: one concern I've heard from customers is about fines, etc. How can people go by the laws when there are no law "books"? Not everyone has a computer or gets on line.

We have printed and distributed law books.

13. Law Books: Non-residents don't usually bring computers with them to go fishing or hunting. Needing to go online to access laws is counter-productive to educating people about laws and rules. As far as saving money – this is an example of penny wise and pound foolish with matters of being customer friendly to the tourists. Has a final decision been reached to not print law books?

We have printed and distributed law books.

14. Could there be more info in the rules book about the Superpak licenses? There is almost nothing. Also some kind of index. Is this possible?

The law books do have a table of contents. Details of the Superpak license are contained in the license manual.

15. Moose Lottery: We're charging people to photocopy an application – embarrassing to the Town to be so picky.....but not everyone gets online or has access to computer. Any suggestion?

There is a new law that we have notified agents about that allows you to help a customer apply online and charge them a \$2 agent fee.

16. If they aren't mailing out moose permit applications how do you get the number that allows for extra drawings? Allot of people have signed up for years and paid extra for extra drawings they are assigned a number. It is always printed on the permit when they send it out. What should agents tell customers?

People are now matched up with their bonus points based on name and DOB. People need to be careful to use the same name and DOB they have in previous years. When people use the online application, it shows them their bonus points so they can make sure they are matching up properly.

17. We received a paper form for the 2009 Maine Moose Permit Lottery Application for people who either don't have and/or feel uncomfortable using a computer. Will that also happen with the Any Deer Permit? Thanks for having this forum.

We did send a sample Any Deer Permit paper application form to all agents.

18. How about putting the model of snowmobiles, atvs and boats on the registrations? People come in and want to register their ARCTIC CAT - PUMA and they have 5 arctic cat snowmobiles registered. The model would be really helpful. Could this be done?

Something like this could be implemented but it would be a major programming change. We have very limited funds for programming changes and this change is not planned at this time.

19. It would be very advantageous for us to have in place some kind of mechanism in MOSES that would flag anyone in violation and not eligible to purchase a hunting or fishing license or to register a recreational vehicle or boat. Any plans of this in the future?

The MOSES system actually has this capability but we have chosen not to use it. The reason for this is that it puts our agents in direct conflict with our customers. We have chosen to put the responsibility for this on the customers themselves. If they purchase a license or registration when they are under revocation and are caught, they will be prosecuted for that as well.

20. First, let me say thank you for all your efforts, and we do appreciate them however, why is the program so repetitive? We should be able to pull up a customer's name and just check off everything they want, without going in and out several times. This is very time consuming for us as Clerks/Tax Collectors. Are there any plans to make the program more user friendly?

You can do what you are talking about when selling licenses and permits to a customer. We assume you are talking about when you are registering multiple vehicles for the same customer. Making this change would require significant programming work and there is no funding to do this at this time.

21. Is MOSES able to track all inventory, including the Milfoil stickers? As we are accountable for them, and it would be nice if all sticker #'s were listed and therefore traceable on reports. Is this possible? Thank you for your time and consideration.

MOSES does track all inventory. There are reports you can run to show your inventory on MOSES. If you have questions on this, please call the MOSES help line.

22. We find that many times an individual will have multi Moses accounts that their various registrations/permissions are filed under. An example of this would be for a gentleman by the name of Thomas Bryan Jenkins that goes by his middle name the majority of time. Because there were many filings for him with unfortunately no consistency in the way they were processed prior to Moses, he has active accounts under T. Bryan Jenkins (T. as first name and Bryan as Middle), T. Bryan all listed under first name and I even believe there is one under Thomas Bryan Jenkins. This makes it very difficult to find his registrations and permissions. I have asked IF & W in the past if they would consolidate his accounts into one as it is the same individual and was told that they could not do that. Is there any talk of consolidating duplicate accounts for this type of reason?

At this point, we have consolidated thousands of multiple MOSES IDs. We continue to do this work on a daily basis. You can help us with this by making sure that you use the person's formal name in the MOSES system. The name shown on their driver's license or other form of ID would be the name we want in the MOSES system. If you find names in MOSES that don't match the driver's license, please change them to match the name on the driver's license.

23. What can we do to help IF&W?

Encourage more agents to become MOSES agents.