TEXAS PARKS & WILDLIFE

Users Guide

Texas Parks and Wildlife
Point of Sale Terminal

Contents

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1   Introduction

Welcome to the Texas License Connection point of sale terminal!

The point of sale terminal is part of the Texas License Connection and is used to sell hunting and fishing licenses in retail locations and Texas Parks and Wildlife (TPW) offices. This application is an alternative to the web-based PC application and provides the same functions.

What's in this Guide?

This User Guide provides the procedures and information you need to do the following:

- Sell hunting and fishing licenses
- Print the license documents and appropriate receipts
- Void or reissue licenses in case of loss or damage
- View mail messages from the host, and send mail messages to the host
- Order and receive supplies for the system
- Print reports of daily transactions and sales
- Maintain settings and parameters for the terminal including setting up new users and passwords, and setting the tax rates for taxable items.

Conventions Used in this Guide

The following typographic conventions are used in this User Guide:

- Upper case letters are used for menu and screen names. For example, the MAIN menu and the SALES menu.
- Buttons or menu selections that you touch or press in a procedure are presented in a bold typeface, such as **ENTER**, **CLEAR**, or **SALES**, for example.
- For the sake of brevity, an abbreviated style is used to represent a series of menu commands. For example, **SALES > MORE > VOID** means "from the SALES menu choose **MORE** and then choose **VOID**"

Related Documents and Resources

You may find the following resources helpful as they provide additional information about the Hypercom License application:

- **Training video**. Describes the features and functions of the Hypercom License Application and point of sale (POS) terminal and how to perform

transactions using the system. It also provides instructions on how to connect the components of the terminal together.

- **Quick Reference Guide**. Contains the basic procedures on a single sheet for quick reference. The Quick Reference Guide also contains barcodes you can scan for the most frequently purchased licenses.
- **Training Mode** is available on the terminal for you to learn how to use the system without connecting to the regular database.This is a good way to quickly learn the system and is recommended for training.

Quick Tour of the System Hardware

Hypercom Terminal

The Hypercom terminal contains the touch-sensitive display, the card reader, the agent receipt and reports printer, and the built-in pinpad. You can use the card reader to identify a customer by swiping the customer's Texas driver's license through the reader, or by swiping the Lifetime License card issued by TPW.

License Printer

The license printer (Veriphone) is used to print the license documents.

Bar Code Scanner

The scanner is used to identify the customer by scanning the customer information from the license document, or from the Lifetime License card issued by TPW. The scanner needs to be programmed before it can be used. Instructions are shipped with the system.

Keyboard

The keyboard is a smaller version of a standard PC keyboard and is used to type in the various information required to sell licenses and to perform other system tasks. You will find that many of the functions can be accomplished using either the hot keys on the keyboard or the touch sensitive areas on the screen for maximum flexibility and convenience.

A stacker is also included with the terminal equipment which provides an upper shelf for the license printer and Hypercom terminal and a lower slide out tray for the keyboard.

Navigating Screens and Menus

Using the Touch-sensitive Screen

The Hypercom terminal provides a touch-sensitive screen which displays buttons and icons. The tasks you perform on the terminal require only a light finger touch to activate the commands. You can also use the stylus provided with each Hypercom unit to touch the screen.

Entering and Editing Data

Each screen provides touch-sensitive buttons and icons to let you make selections from menus and to move to the next screen or return to a previous screen.

Use the keyboard to type information into the data fields

This button displays a keyboard on the screen. Not required for use.

CUSTOMER ID ← → X

Enter First Name:

KEY ← CLEAR ENTER

Touch ENTER when you complete your entry, this saves your entry and moves you to the next screen

Touch this backspace arrow to delete characters one at a time

Touch CLEAR to delete the entire entry so you can start over

Moving Between Screens

The touch-sensitive buttons shown below are used to move between screens and to close screens when you complete a task.

Touch the left arrow to go to the previous screen or menu

Touch the right arrow to to move forward to the next screen

CUSTOMER ID ← → X

Enter First Name:

KEY ← CLEAR ENTER

Touch the X icon to close the window and exit the function
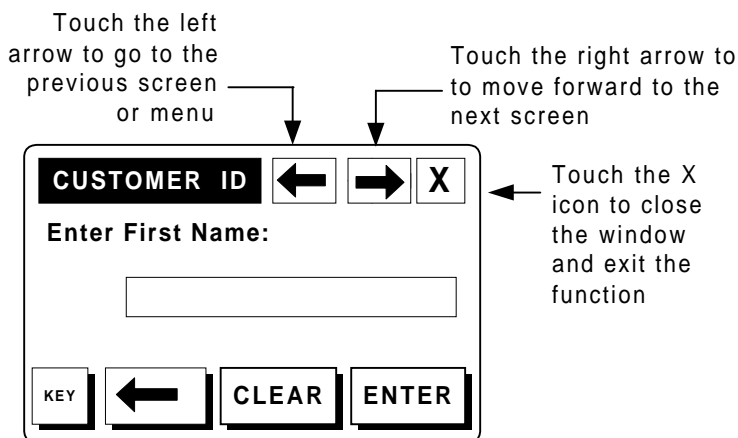
Keyboard Hot Keys

Many of the keys on the keyboard have identical functions to the button icons on the Hypercom terminal screen. The keyboard hot keys are shown below.

←┘Enter Equivalent to touching the button**s YES**, **ENTER**, or **SELECT** in the lower right corner of the screen**.** On screens without these buttons, it is equivalent to **DONE**

Esc Equivalent to **NO** where supported, and the exit icon **X** at the top right corner of the screen

← → Equivalent to the ← → buttons at the top of some of the screens. Used for scrolling between screens, or returning to a previous menu.

↓ ↑ Equivalent to **SCROLL** or **DETAIL** when appearing on a screen.

Backspace ← Equivalent to the ← button appearing on the lower left of entry screens.

Del Equivalent to **CLEAR** or **REMOVE** when supported on the lower left of entry screens.

! 1 - **^ 6** Can be used to select options on various menus. Each key corresponds to the position of the button on the menu. For example, key number 1 corresponds to the top left menu button, key 2 corresponds to the top right menu button and key 3 corresponds to the middle left menu button.

F2 Equivalent to **NEW** when it appears on a screen.

Getting Help

The Help Desk is available to help you to troubleshoot equipment and software problems.

Contacting the Help Desk

Contact telephone number (toll-free) for the Help Desk: 1-866-852-8793

If you cannot perform any licensing tasks due to equipment problems and the Help Desk has submitted an exchange request, the Help Desk can complete a sale on your behalf, over the phone. You will receive full credit for the sale.

The help desk will assist you if necessary with the sales that are pending and then will fill out the equipment exchange request. The Help Desk will not make the customer wait.

The Help Desk will not be able to assist you in completing sales however in the following situations:

- If your terminal has been locked out by Texas Parks and Wildlife for administrative reasons.
- When your phone connection is interrupted for some reason and you cannot connect to the TLC database. In this case, you can perform some licensing functions, but not all. You must operate your terminal off-line.

In Case of License Printer Problems

Do not attempt to correct any problems with the license printer involving the tension of the mechanism or the heating elements. Contact the Help Desk.

If there are any problems with the printing of the text, or paper feed through problems, contact the Help Desk.

Offline Processing

Your terminal is offline whenever the connection to the TLC system is interrupted. When your terminal is off-line you can still issue licenses, and then when the terminal is back online, the information you entered is sent to the host database for updating. Some functions however require a connection to the host and therefore cannot be accomplished when the terminal is offline.

Functions Available When Terminal is Off-line

You can perform the following procedures and functions even when your connection to the TLC system is interrupted:

- Log on and log off
- Add customers
- Issue licenses (You can swipe the customer's Texas driver's license or other AAMVA -compliant license through the card reader. You can also scan current license documents to enter the customer information into the terminal.
- Cancel a transaction

- Print the license document and dealer receipt
- Change your password
- Use Terminal Help

If you have supervisory privileges, you can do the following when offline:

- Authorize new users
- Modify most terminal configuration settings and options.

Functions Not Available When Terminal is Off-Line

You cannot perform the following procedures if your connection to the TLC system is interrupted:

- Identify customers in the TLC system database.
- Update customer information
- View a customer's current holdings
- Use override to sell licenses
- Void or replace licenses
- Receive TPW messages or process mail
- Process End Shift reports
- Generate and print sales and administrative reports
- Order stock
- Data refresh or other application updates.

2 Getting Started

This chapter introduces you to the system by explaining how to perform a first time procedure on a terminal, and how to log on to the system and access the Main menu. Logging on requires only a password and user ID. The procedure and rules for creating user IDs and password are included.

Starting the System for the First Time

When you activate a terminal for the first time, you must perform a start up procedure. The start up procedure enables the host to recognize the terminal in the system. WorldCom provides you with the Agent Location Manager ID and the password you need to enter with your initial system documentation. The start up procedure is done only once for each terminal at a location.

If you have more than one terminal at your location, use this start up procedure for each terminal.

NOTE: The system components should be set up and interconnected prior to powering on the terminal and Hypercom printer.

1 Power up the terminal and printer. After a boot up sequence, the following screen displays.

```
┌─────────────────────────────┐
│  FIRST TIME            X     │
├─────────────────────────────┤
│  Welcome to the Texas        │
│  Parks and Wildlife          │
│  License Connection          │
│  System <TLC>.               │
│  ┌──────┐  ┌──────┐ ┌──────┐ │
│  │ INIT │  │      │ │  OK  │ │
│  └──────┘  └──────┘ └──────┘ │
└─────────────────────────────┘
```

2 Touch **OK**.

```
┌─────────────────────────────┐
│  FIRST TIME            X     │
├─────────────────────────────┤
│  Enter Agency ID:            │
│                    ┌───────┐ │
│                    │       │ │
│                    └───────┘ │
│  ┌──────┐ ┌───────┐┌───────┐ │
│  │  ←   │ │ CLEAR ││ ENTER │ │
│  └──────┘ └───────┘└───────┘ │
└─────────────────────────────┘
```

3 Type in the Agency ID (provided by WorldCom). Touch **ENTER.** The User ID screen displays.

```
┌─────────────────────────────┐
│  FIRST TIME            [X]   │
│                              │
│  Enter User ID:              │
│                              │
│               ┌────────────┐ │
│               │   *******  │ │
│               └────────────┘ │
│                              │
│ ┌─────┐ ┌────┐ ┌──────┐┌─────┐│
│ │ KEY │ │ ←  │ │CLEAR ││ENTER││
│ └─────┘ └────┘ └──────┘└─────┘│
└─────────────────────────────┘
```

NOTE: Both the User ID and password are case sensitive.

4 Type in the your user ID and touch **ENTER**. The Password screen displays.

```
┌─────────────────────────────┐
│  FIRST TIME            [X]   │
│                              │
│  Enter Password:             │
│                              │
│               ┌────────────┐ │
│               │   *******  │ │
│               └────────────┘ │
│                              │
│ ┌─────┐ ┌────┐ ┌──────┐┌─────┐│
│ │ KEY │ │ ←  │ │CLEAR ││ENTER││
│ └─────┘ └────┘ └──────┘└─────┘│
└─────────────────────────────┘
```

5 Type in the password provided by WorldCom. Touch **ENTER**. The terminal connects to the host, verifies information and then displays the Main Menu.

```
┌─────────────────────────────────┐
│  MMM, DD, YY          HH:MM      │
│                                  │
│ ┌─────────────┐  ┌─────────────┐ │
│ │    SALES    │  │  READ MSG   │ │
│ └─────────────┘  └─────────────┘ │
│ ┌─────────────┐  ┌─────────────┐ │
│ │ CHANGE PWD  │  │   LOGOFF    │ │
│ └─────────────┘  └─────────────┘ │
│ ┌─────────────┐  ┌─────────────┐ │
│ │ MANAGEMENT  │  │    MORE     │ │
│ └─────────────┘  └─────────────┘ │
└─────────────────────────────────┘
```

What's Next?

If you are the Agent Location Manager you can now set up users in the terminal. Log on with the password and logon ID provided by WorldCom. If you have multiple terminals at your location, User IDs and passwords must be set up at each terminal. Users authorized to use multiple terminals will require a user ID and password at each terminal they are authorized to use.

If you want to also sell licenses, set up a new user ID and password for yourself and assign both clerk and supervisory privileges.

For procedures, refer to *Authorizing New Users*, in Chapter 5.

Logging On

You must be logged on to the system to perform any system functions. The logon screen appears after the system is powered on and has booted up. Your supervisor or manager provides user IDs and passwords.

To log on

1 With the LOGON screen displayed, type in your user ID.

TIP: To correct a typing error touch the left arrow key to backspace, or touch CLEAR to delete the entry.

```
┌──────────────────────────┐
│   LOGON          X       │
│                          │
│  Enter UserID:           │
│   ┌────────────────┐     │
│   └────────────────┘     │
│  ┌────┐ ┌───┐┌──────┐┌─────┐│
│  │KEY │ │ ← ││CLEAR ││ENTER││
│  └────┘ └───┘└──────┘└─────┘│
└──────────────────────────┘
```

2 Touch **ENTER**. The Password screen displays.

If you enter an incorrect user ID, or type it incorrectly, you get an INVALID USER message. You must retype it. Note that both password and user id are case-sensitive.

```
┌──────────────────────────┐
│   LOGON          X       │
│                          │
│  Enter Password          │
│   ┌────────────────┐     │
│   └────────────────┘     │
│  ┌────┐ ┌───┐┌──────┐┌─────┐│
│  │KEY │ │ ← ││CLEAR ││ENTER││
│  └────┘ └───┘└──────┘└─────┘│
└──────────────────────────┘
```

3 Type in your password and touch **ENTER**. Note that asterisks display. The Training Mode screen displays.

```
┌──────────────────────────┐
│   LOGON          X       │
│                          │
│  Training Mode?          │
│                          │
│   ┌──────┐   ┌──────┐    │
│   │ YES  │   │  NO  │    │
│   └──────┘   └──────┘    │
└──────────────────────────┘
```

4 For Training Mode, touch **YES**. To bypass the training mode touch **NO**. You can also just press **ENTER** on the keyboard to indicate **NO**.

About the Training Mode

The training mode gives you access to the same functions provided by the online active system. You can enter customers, sell and print licenses, as well as cancel and void licenses. None of your entries will affect the live system and are all deleted from the "training" database overnight. If you want to spend some time learning the system, and getting acquainted with the menus and functions, the training mode is a quick and effective way to do it.

The training mode should be used to train all new employees and allow them the opportunity of using the system in a practice mode.

When you are in training mode, all documents, receipts, or reports produced will have TRAINING printed on them. The document number indicated for licenses issued in the training mode is "training".

To exit training mode, you simply logoff from the Main Menu.

Main Menu

The MAIN Menu is the starting point for all terminal activities and displays again after you complete a sales transaction or other system function. The date and time are indicated at the top.

```
┌─────────────────────────────────┐
│ MMM, DD, YY           HH:MM     │
│  ┌────────────┐  ┌────────────┐ │
│  │   SALES    │  │  READ MSG  │ │
│  └────────────┘  └────────────┘ │
│  ┌────────────┐  ┌────────────┐ │
│  │ CHANGE PWD │  │   LOGOFF   │ │
│  └────────────┘  └────────────┘ │
│  ┌────────────┐  ┌────────────┐ │
│  │ MANAGEMENT │  │    MORE    │ │
│  └────────────┘  └────────────┘ │
└─────────────────────────────────┘
```

SALES - Provides Access to the SALES menu and all sales transactions performed at the terminal. Refer to Chapter 3 for Sales functions

CHANGE PWD - Allows you to change your password.

MANAGEMENT - Provides access to the MANAGEMENT menu and management functions such as reports and terminal settings. This can be accessed only by supervisors and the Agent location manager. Refer to Chapter 5 for Management functions.

READ MSG - Allows you to see the last message sent by the host.

LOGOFF - Logs you off the system. Allows another user to log on.

MORE - Provides the additional Main menu options for HELP and END SHIFT.

  TERM HELP - Provides Help Options

  END SHIFT- Requests the shift report from the host.

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Changing your Password

You can change your password any time you are logged on. If you are the Agent Location Manager and want to change your password, you must have the WorldCom Help Desk change it for you.

Passwords and IDs are stored separately at each terminal. Therefore, if you use other terminals at your location, you must change your password at each terminal.

TIP: Make sure the **caps lock** on your keyboard is off when you enter or change your password.

Rules for Passwords and User IDs

When you create a new password and/or a user ID, you must follow these requirements:
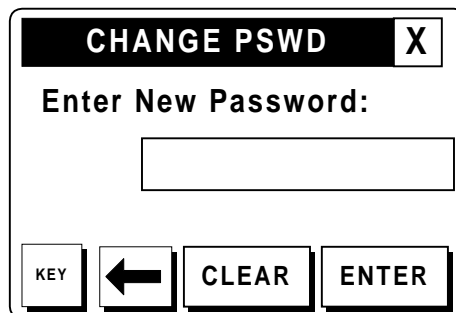
- Use at least five characters, but no more than ten in your password or ID. Any combination of letters and numbers will work.
- You cannot use a sequence of characters such as 12345, or recurring characters such as 222222, or ccccc.
- Your password and user ID are case-sensitive, so you must always use the same combination of upper and lower case characters to log on.

To change your password

1 From the Main Menu select **CHANGE PSWD**.

```
┌─────────────────────────────────┐
│ MMM, DD, YY        HH:MM         │
├─────────────────────────────────┤
│  ┌──────────────┐ ┌────────────┐ │
│  │    SALES     │ │  READ MSG  │ │
│  └──────────────┘ └────────────┘ │
│  ┌──────────────┐ ┌────────────┐ │
│  │  CHANGE PWD  │ │   LOGOFF   │ │
│  └──────────────┘ └────────────┘ │
│  ┌──────────────┐ ┌────────────┐ │
│  │  MANAGEMENT  │ │    MORE    │ │
│  └──────────────┘ └────────────┘ │
└─────────────────────────────────┘
```

The CHANGE PSWD screen displays.

```
┌─────────────────────────────────┐
│  CHANGE PSWD            X        │
├─────────────────────────────────┤
│  Enter Password:                 │
│                                  │
│  ┌────────────────────────────┐  │
│  │                            │  │
│  └────────────────────────────┘  │
│                                  │
│  ┌─────┐ ┌───┐ ┌───────┐ ┌─────┐ │
│  │ KEY │ │ ← │ │ CLEAR │ │ENTER│ │
│  └─────┘ └───┘ └───────┘ └─────┘ │
└─────────────────────────────────┘
```

2 Enter your current password. Your password appears as a series of asterisks on the screen to maintain security. Touch **ENTER**. You are prompted for your new password

```
┌─────────────────────────────────┐
│  ████████████████████████  ┌───┐│
│  █  CHANGE PSWD          █  │ X ││
│  ████████████████████████  └───┘│
│   Enter New Password:           │
│  ┌───────────────────────────┐  │
│  │                           │  │
│  └───────────────────────────┘  │
│  ┌────┐ ┌────┐┌───────┐┌──────┐ │
│  │KEY │ │ ◄─ ││ CLEAR ││ ENTER│ │
│  └────┘ └────┘└───────┘└──────┘ │
└─────────────────────────────────┘
```

3 Enter your new password and touch **ENTER**. You are prompted to enter your new password again to confirm it.

4 Enter your new password again and touch **ENTER**. You are returned to the MAIN menu. You can now log on using your new password.

Reading and Printing Messages

Occasionally the host sends messages to the terminals. Messages from the host display automatically on your terminal. You can print the message or close the window and read and print the message later. Keep in mind however, that when a new message arrives, the previous message is deleted from the terminal memory. Messages can be read and also sent from the Management Process Mail function.

To print a message

1 Read the message if convenient. To view the remainder of the message, use the right and left scroll arrows.

```
┌─────────────────────────────────┐
│ ██████████ ┌────┐┌────┐ ┌───┐   │
│ █ MAIL   █ │ ◄─ ││ ─► │ │ X │   │
│ ██████████ └────┘└────┘ └───┘   │
│ New Licenses go on               │
│ sale August 15th                 │
│                                  │
│                     ┌──────────┐ │
│                     │  PRINT   │ │
│                     └──────────┘ │
└─────────────────────────────────┘
```

2 To print the message on the terminal printer, touch **PRINT**.

3 To close the window, touch the **X** exit icon in the window.

Logging off

You should log off the system when you are not selling licenses or performing other terminal activities. The system logs you off automatically after 5 minutes if there is no activity on the terminal.
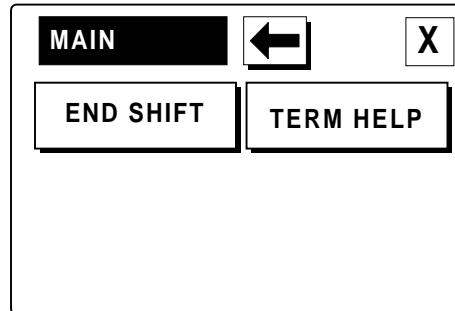
To log off:

• From the main menu touch **LOGOFF**. The logon screen displays. You can log on again later, or any person authorized to sell licenses can log on.

Ending the Shift

This procedure ends the shift and prints the End of Shift report.

• From the MAIN menu select **MORE > END SHIFT.**

```
┌─────────────────────────────────┐
│  ┌────────────┐  ┌────┐   ┌───┐  │
│  │ MAIN       │  │ ← │   │ X │  │
│  └────────────┘  └────┘   └───┘  │
│  ┌────────────┐  ┌──────────┐    │
│  │ END SHIFT  │  │ TERM HELP│    │
│  └────────────┘  └──────────┘    │
│                                  │
│                                  │
│                                  │
└─────────────────────────────────┘
```

Viewing Online Help

Term Help provides information and procedures for terminal procedures.

1 From the Main menu, select TERM HELP. A list of help topics appears.

```
┌────────────────────────────────┐
│ ┌──────────┐ ┌──┐┌──┐┌───┐      │      Use the right and
│ │ HELP     │ │ ←││ →││ X │      │      left scroll arrows
│ └──────────┘ └──┘└──┘└───┘      │      to scroll through
│ ┌───────────────────────────┐  │      the help topics
│ │  Changing Your Password   │  │
│ └───────────────────────────┘  │
│ ┌───────────────────────────┐  │
│ │  Password Requirements    │  │
│ └───────────────────────────┘  │
│ ┌───────────────────────────┐  │
│ │     Voiding Licenses      │  │
│ └───────────────────────────┘  │
└────────────────────────────────┘
```

2 Select the topic you want. The help topic displays.

```
┌────────────────────────────────┐
│ ┌──────────────────────┐ ┌───┐ │
│ │       HELP           │ │ X │ │
│ └──────────────────────┘ └───┘ │
│  To change your password,      │
│  select CHANGE PWD on          │
│  Main menu. Remember to        │
│  change your password at       │
│  each terminal and to also     │
│      ┌────────┐ ┌───────┐      │
│      │ SCROLL │ │ PRINT │      │
│      └────────┘ └───────┘      │
└────────────────────────────────┘
```
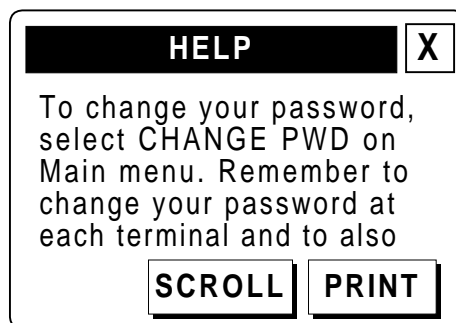
3 Touch **SCROLL** to view additional topic information. To Print the topic touch **PRINT**.

This page left blank for duplex printing.

3   Selling Licenses

To sell a license you must first identify the customer. If the customer is not in the database, you must create a new record for the customer. After you identify the customer, you can select licenses, proceed to checkout and then print the license documents and an agent receipt.
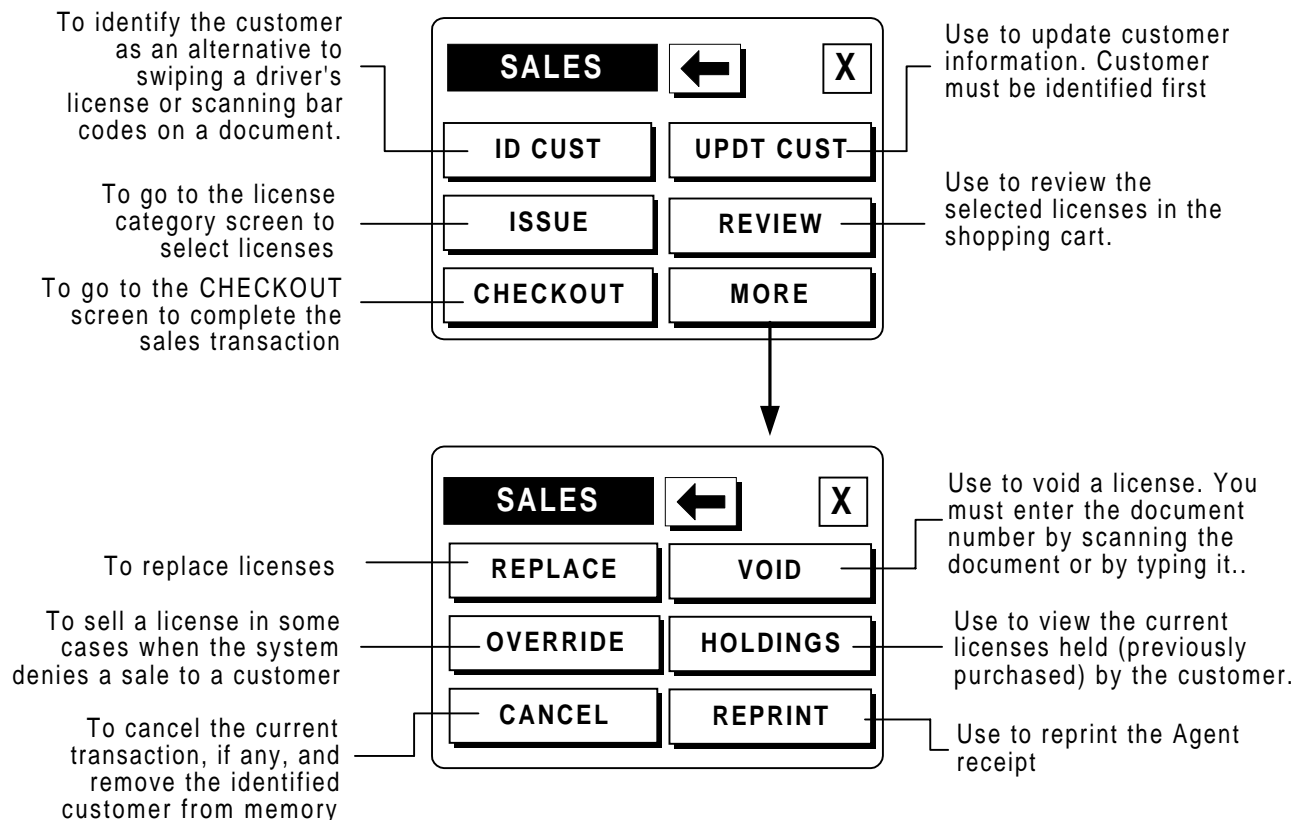
Using the Sales Menu

The SALES menu provides access to all of the functions related to sales transactions. Once you have identified a customer, the functions provided on the primary sales screen are automatic so you will not have to return to this screen to complete a license sale unless you are working outside the normal license flow.

To identify the customer as an alternative to swiping a driver's license or scanning bar codes on a document.

Use to update customer information. Customer must be identified first

SALES ← X

ID CUST   **UPDT CUST**

To go to the license category screen to select licenses

Use to review the selected licenses in the shopping cart.

ISSUE   **REVIEW**

To go to the CHECKOUT screen to complete the sales transaction

CHECKOUT   **MORE**

SALES ← X

To replace licenses

Use to void a license. You must enter the document number by scanning the document or by typing it..

REPLACE   **VOID**

To sell a license in some cases when the system denies a sale to a customer

Use to view the current licenses held (previously purchased) by the customer.

OVERRIDE   **HOLDINGS**

To cancel the current transaction, if any, and remove the identified customer from memory

CANCEL   **REPRINT**

Use to reprint the Agent receipt

Identifying the Customer

You must identify the customer before you can sell licenses to the customer. Choose one of the following methods to identify a customer:

- Swipe the customer's Texas (or AAMVA-compliant) drivers license or Lifetime License card through the Hypercom card reader
- Scan the bar code for the **Cust#** or the **Doc #** on a hunting or fishing license previously purchased by the customer through the Texas License Connection
- Type in customer information such as name and date of birth, social security number and date of birth, driver license number, or name and phone number.

What is AAMVA-compliant?

AAMVA-compliant refers to the standard for the use of bar codes and magnetic stripes on identification cards established by the American Association of Motor Vehicle Administrators (AAMVA) and the International Standards Organization (ISO). The purpose of the standard is to ensure that the bar code and magnetic stripe infrastructure developed by one State agency is compatible with the infrastructure developed by all other State agencies and similar agencies in other states.

Using the Scanner or Card Reader

The quickest and most accurate methods to identify a customer are to either scan the customer number barcode on a Texas Parks and Wildlife license, or to swipe a Texas (or AAMVA-compliant) driver's license or a Lifetime License card through the card reader on the Hypercom Unit.

The Lifetime License Card issued by Texas Parks and Wildlife has both a bar code for scanning and a magnetic strip for swiping.
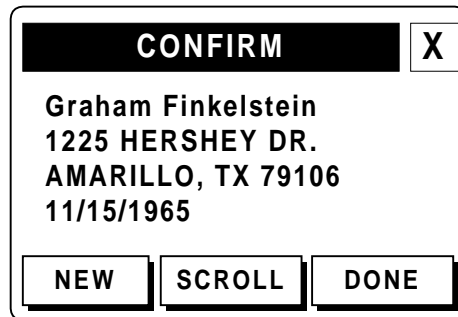
TIP: The scanner or card reader are the best ways to identify a customer.

To identify the customer

1 From any screen with an asterisk in the title bar, choose one of the following identification methods:

- Swipe the customer's Texas driver's license (or other AAMVA-compliant license) or Lifetime License card through the card reader on the Hypercom terminal
- Scan the customer number or document number barcode on a current or expired license document.

To scan a document number or customer name, hold the scanner over the barcode and depress the button on the scanner until a beep is heard.

The terminal responds instantly to either a card swipe or the scanner and contacts the host to search for the customer search. The CONFIRM screen displays.

```
┌──────────────────────────────┐
│  ┌──────────────────┐ ┌───┐  │
│  │    CONFIRM       │ │ X │  │
│  └──────────────────┘ └───┘  │
│                              │
│  Graham Finkelstein          │
│  1225 HERSHEY DR.            │
│  AMARILLO, TX 79106          │
│  11/15/1965                  │
│                              │
│  ┌──────┐ ┌────────┐ ┌──────┐│
│  │ NEW  │ │ SCROLL │ │ DONE ││
│  └──────┘ └────────┘ └──────┘│
└──────────────────────────────┘
```
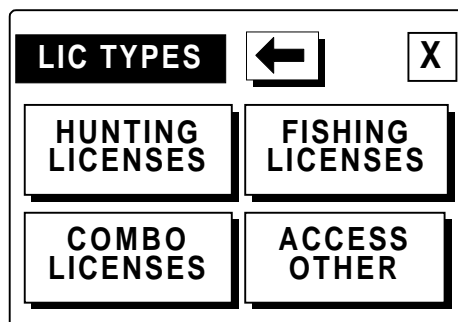
2 Verify the information with the customer and touch **DONE**. The LICENSE TYPES menu displays.

```
┌──────────────────────────────┐
│  ┌──────────┐ ┌───┐    ┌───┐ │
│  │ LIC TYPES│ │ ← │    │ X │ │
│  └──────────┘ └───┘    └───┘ │
│  ┌───────────┐ ┌───────────┐ │
│  │ HUNTING   │ │ FISHING   │ │
│  │ LICENSES  │ │ LICENSES  │ │
│  └───────────┘ └───────────┘ │
│  ┌───────────┐ ┌───────────┐ │
│  │ COMBO     │ │ ACCESS    │ │
│  │ LICENSES  │ │ OTHER     │ │
│  └───────────┘ └───────────┘ │
└──────────────────────────────┘
```
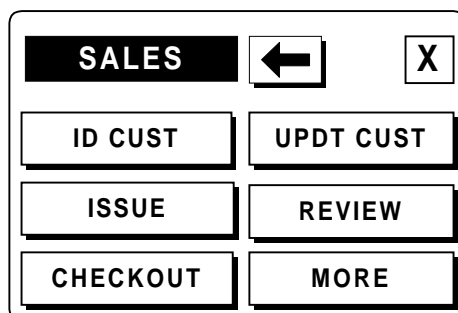
NOTE: If you need to update any customer information you should do so before issuing licenses. See *Updating Customer Information* in this chapter.

3 From the LIC TYPES screen you select a license category and then a license. Refer to the section *Selecting Licenses to Sell* in this chapter.

Entering Information to Identify the Customer

If the correct customer is not displayed, you must use an alternate method, such as entering customer information as described below. DO NOT enter a new customer until you have tried at least three identification methods.

To identify the customer

1 From the MAIN menu select **SALES**. The SALES menu displays.

```
┌──────────────────────────────┐
│  ┌──────────┐ ┌───┐    ┌───┐ │
│  │  SALES   │ │ ← │    │ X │ │
│  └──────────┘ └───┘    └───┘ │
│  ┌───────────┐ ┌───────────┐ │
│  │ ID CUST   │ │ UPDT CUST │ │
│  └───────────┘ └───────────┘ │
│  ┌───────────┐ ┌───────────┐ │
│  │ ISSUE     │ │ REVIEW    │ │
│  └───────────┘ └───────────┘ │
│  ┌───────────┐ ┌───────────┐ │
│  │ CHECKOUT  │ │ MORE      │ │
│  └───────────┘ └───────────┘ │
└──────────────────────────────┘
```

2 Select **ID CUST**. The ID TYPE screen appears. The ID Type screen gives you several options for identifying the customer.

```
┌─────────────────────────────────────────┐
│  ┌──────────────┐  ┌─────┐      ┌─────┐  │
│  │   ID TYPE    │  │ ◄── │      │  X  │  │
│  └──────────────┘  └─────┘      └─────┘  │
│                                          │
│  ┌──────────────┐  ┌──────────────┐      │
│  │   NEW CUST   │  │  DL NUMBER   │      │
│  └──────────────┘  └──────────────┘      │
│                                          │
│  ┌──────────────┐  ┌──────────────┐      │
│  │  NAME & DOB  │  │   NAME/PH #  │      │
│  └──────────────┘  └──────────────┘      │
│                                          │
│  ┌──────────────┐  ┌──────────────┐      │
│  │  SSN & DOB   │  │     MORE     │      │
│  └──────────────┘  └──────────────┘      │
└──────────────────────────────│───────────┘
                               ▼
   ┌──────────────┐  ┌──────────────┐
   │    TLC ID    │  │    DOC ID    │
   └──────────────┘  └──────────────┘
```

3 Select one of the identification methods to identify the customer.

ID Options	Description and input
NAME & DOB	Enter the customer's first name, last name and date of birth. For the DOB, use the format MM/DD/YYYY.
SSN & DOB	Enter the customer's social security number without spaces or formatting, and enter the date of birth in the form MM/DD/YYYY.
DL NUMBER	Enter the customer's driver's license state and number.
NAME/PH#	Enter the customer's first and last name and telephone number. Include the area code, but no spaces or dashes.
DOC ID	Enter the document number of a recent or current license purchased by the customer. **NOTE**: You can also scan the document number.
TLC ID	Type in the customer's TLC number. This is the same as the Customer Number which you can scan from an existing or previous license document. You can also scan the TLC ID. The TLC ID (customer number) is a unique identification number assigned by the system to each customer.

The CONFIRM screen displays when the host locates the customer record.

```
┌─────────────────────────────────┐
│  ████████████████████    ┌───┐  │
│  ██  CONFIRM      ██      │ X │  │
│  ████████████████████    └───┘  │
│                                 │
│  Graham Finkelstein             │
│  1225 HERSHEY DR.               │
│  AMARILLO, TX 79106             │
│  11/15/1965                     │
│                                 │
│  ┌───────┐ ┌────────┐ ┌───────┐ │
│  │ NEW   │ │ SCROLL │ │ DONE  │ │
│  └───────┘ └────────┘ └───────┘ │
└─────────────────────────────────┘
```

NOTE: If the customer displayed is not the correct customer, exit the screen and use an alternate method to find the customer

4 Verify the information with the customer. Note that the date of birth may appear on the next screen if there are two lines for the address.

5 If correct, press **DONE**. The license category screen displays.

6 If any customer information needs to be updated you should make the changes before issuing licenses. To do this touch the **Exit** icon to return to the SALES menu. Refer to *Updating Customer Information* in this chapter.

```
┌─────────────────────────────────┐
│  ████████████  ┌─────┐   ┌───┐  │
│  █ LIC TYPES █  │ ←   │   │ X │  │
│  ████████████  └─────┘   └───┘  │
│                                 │
│  ┌──────────┐  ┌──────────┐     │
│  │ HUNTING  │  │ FISHING  │     │
│  │ LICENSES │  │ LICENSES │     │
│  └──────────┘  └──────────┘     │
│  ┌──────────┐  ┌──────────┐     │
│  │ COMBO    │  │ ACCESS   │     │
│  │ LICENSES │  │ OTHER    │     │
│  └──────────┘  └──────────┘     │
└─────────────────────────────────┘
```

7 Select a license category.

8 Refer to the section *Selecting Licenses to Sell* in this chapter.

Selecting a Customer from Multiple Matches

If more than one customer matches the information, you must choose the customer from a list of matching customers provided by the host.

```
┌─────────────────────────────────────┐
│  ┌──────────────┐  ┌───┐ ┌───┐ ┌───┐ │
│  │   CHOOSE     │  │ ← │ │ → │ │ X │ │
│  └──────────────┘  └───┘ └───┘ └───┘ │
│  Graham Finkelstein                   │
│  1225 Hershey Dr.                     │
│  Amarillo, TX 79106                   │
│  11/15/1965                           │
│                                       │
│  ┌────────┐ ┌──────────┐ ┌─────────┐  │
│  │  NEW   │ │  SCROLL  │ │ SELECT  │  │
│  └────────┘ └──────────┘ └─────────┘  │
└─────────────────────────────────────┘
```

Use the arrow buttons to view matching customers

1 Verify name, address, and birth date with the customer.

2 If there is no correct match, touch the EXIT icon and select a different search method. DO NOT create a new customer unless you have tried at least three identification methods.

3 With the correct customer displayed, touch **SELECT**. The host retrieves the full customer information and displays the CONFIRM screen. Note that the birth date will appear on the next screen if the address uses two lines.

```
┌─────────────────────────────────────┐
│  ┌───────────────────────┐    ┌───┐  │
│  │      CONFIRM          │    │ X │  │
│  └───────────────────────┘    └───┘  │
│  Graham Finkelstein                   │
│  1225 HERSHEY DR.                     │
│  AMARILLO, TX 79106                   │
│  11/15/1965                           │
│                                       │
│  ┌────────┐ ┌──────────┐ ┌─────────┐  │
│  │  NEW   │ │  SCROLL  │ │  DONE   │  │
│  └────────┘ └──────────┘ └─────────┘  │
└─────────────────────────────────────┘
```

4 To confirm the customer, touch **DONE**. You can now select licenses to sell.

Handling Customer Holds

If there is a system hold preventing the issuance of a license to a customer, refer the customer to 512 389-4630 to resolve and/or clarify the issue.

Entering a New Customer

If a customer is not in the database, you must create a new customer record. Before you enter a new customer, however, try at least three identification methods to locate the customer in the database.

To add a new customer

1 From the MAIN menu select **SALES > ID CUST > NEW CUST.**

```
┌─────────────────────────────────────┐
│  ID TYPE      ←          X           │
│                                      │
│  ┌──────────────┐  ┌──────────────┐  │
│  │  NEW CUST    │  │  DL NUMBER   │  │
│  └──────────────┘  └──────────────┘  │
│  ┌──────────────┐  ┌──────────────┐  │
│  │   TLC ID     │  │   DOC ID     │  │
│  └──────────────┘  └──────────────┘  │
│  ┌──────────────┐  ┌──────────────┐  │
│  │  DOB & SSN   │  │    MORE      │  │
│  └──────────────┘  └──────────────┘  │
└─────────────────────────────────────┘
```

2 The first ID CUST screen displays.

```
┌─────────────────────────────────────┐
│  ID CUST     ←   →   X                │
│                                      │
│  Enter First Name:                   │
│  ┌────────────────────────────────┐  │
│  │                                │  │
│  └────────────────────────────────┘  │
│                                      │
│  ┌────┐ ┌────┐ ┌───────┐ ┌───────┐   │
│  │KEY │ │ ←  │ │ CLEAR │ │ ENTER │   │
│  └────┘ └────┘ └───────┘ └───────┘   │
└─────────────────────────────────────┘
```

TIP: If you hear two beeps when you press ENTER, you have not entered the required information for the field.

3 Type in the following customer information. Touch **ENTER** to advance to the next screen. The fields with an asterisk * indicate required information. For customers with a foreign residence, the appropriate screens are provided for you to enter the foreign address information.

- **First Name*** Enter the customer's first name.

- **Middle Initial** Optional. Press **ENTER** to skip.

- **Last Name*** Enter the customer's last name

- **Suffix** Optional. Press **ENTER** to skip.

- **Gender** M or F.

- **Height** <Feet>Enter a single number for feet.

- **Height** <IN> Enter the number of inches.

- **Eye Color** Valid values are: BLK, BLU, BRO, GRY, GRN, HAZ, MAR, MUL, PNK. Defaults to XXX for unknown. Touch **CLEAR** to clear the default entry for eye color.

- **Hair Color** Valid values are: BLK, BLN, BRO, GRY, RED, SDY, WHI. Defaults to XXX for unknown. Touch **CLEAR** to clear the default entry for hair color.

- **Date of Birth*** (DOB). Use the format MM/DD/YYYY

- **Enter SSN** Enter 9 digit SSN.

- **Country USA?*** Defaults to **Y** for YES. Press ENTER to continue, or to change the country, touch CLEAR and enter **N** for NO and enter the country name on the screen that follows.

- **Enter DL State** Enter the state where the driver's license was issued (use the 2 letter postal code).

- **Enter Driver License** Enter the license number.

- **Texas Resident?*** Enter **Y** or **N** to indicate if the customer is a Texas resident. A customer must live in the state for a minimum of six (6) continuous months to be considered a resident.

- **Enter Address*** Enter the customer's street address (You can use address line 2 for an apartment number)

- **Enter City*** Enter the name of the customer's city.

- **Enter State*** Enter the customer's state. Defaults to TX. If you indicated for a customer that the country was not USA, you are prompted for State or Province which is a required field.

- **Enter Zip code*** Enter the zip code. If you indicated for a customer that the country was not USA, you are prompted for Postal Code which is a required field.

- **Enter Zip + 4** Enter if available. You will not be prompted for this if you indicated Not USA for the customer's country.

- **Enter Phone Number**: Enter 10 digits for the home phone number including the area code.

- **Mailing Addr Same?:** Enter Y if the mailing address is the same as the address already entered. If it's different enter N, touch ENTER and type the Mailing Address information as prompted.

NOTE: The customer is not saved in the database until the license transaction is completed.

4   When you have entered the required information the LIC TYPES screen displays.


5   From the LIC TYPES screen you select a license category and licenses. Refer to the section *Selecting Licenses to Sell* in this chapter.
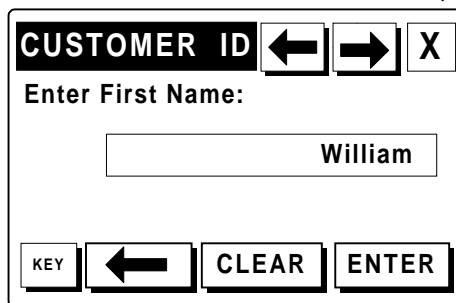
Updating Customer Information

After you identify the customer in the system, verify all information is correct with the customer. Update any information as needed.

To update customer information

1   Identify the customer if you have not already done so, and from the SALES menu choose **UPDT CUST**.
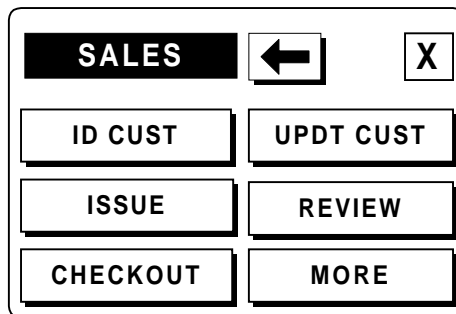
2   The CUSTOMER ID screen appears with the first name of the customer.

3   Use the upper right arrow (or keyboard right arrow) to advance to the screen with the customer information you want to update.

4   To change information, touch the backspace (left arrow) or touch **CLEAR** to remove the entire entry, then type in the new information.

5   To save your entry and advance to the next item, touch **ENTER**. If you make a mistake, you can touch **CLEAR** and then re-type it, or touch the lower arrow button to backspace one character at a time.

6   When you have finished the update, touch the **Exit** icon at the top right of the screen, or press **Esc** on the keyboard. The screen closes and the SALES menu displays.

Selecting Licenses to Sell

The specific licenses available to a customer depend on the customer's age, residency status, license year, and the current licenses held by the customer. Not all licenses are available at every location. For certain licenses the system may prompt you for HIP or other information.

TIP: You can quickly enter license selections by scanning the bar codes for the most popular and frequently purchased licenses on the *Quick Reference Guide*.

To select licenses

After you have identified the customer, the LIC TYPES screen displays showing the license categories.

```
┌──────────────────────────────────┐
│ ┌────────────┐ ┌───┐      ┌───┐   │
│ │ LIC TYPES  │ │ ← │      │ X │   │
│ └────────────┘ └───┘      └───┘   │
│  ┌──────────┐    ┌──────────┐     │
│  │ HUNTING  │    │ FISHING  │     │
│  │ LICENSES │    │ LICENSES │     │
│  └──────────┘    └──────────┘     │
│  ┌──────────┐    ┌──────────┐     │
│  │  COMBO   │    │  ACCESS  │     │
│  │ LICENSES │    │  OTHER   │     │
│  └──────────┘    └──────────┘     │
└──────────────────────────────────┘
```

1 Select a license category. The licenses available in the category are displayed.

2 If you are prompted for the license year, select the license year for which you want to select licenses. You cannot sell licenses for different years in the same transaction.

```
┌──────────────────────────────────┐
│ ┌───────────┐ ┌───┐┌───┐ ┌───┐    │
│ │ LIC YEAR  │ │ ← ││ → │ │ X │    │
│ └───────────┘ └───┘└───┘ └───┘    │
│  ┌────────────────────────────┐   │
│  │            2001            │   │
│  └────────────────────────────┘   │
│  ┌────────────────────────────┐   │
│  │            2002            │   │
│  └────────────────────────────┘   │
└──────────────────────────────────┘
```

```
┌──────────────────────────────────┐
│ ┌────────────┐ ┌───┐┌───┐ ┌───┐   │
│ │ SELECT LIC │ │ ← ││ → │ │ X │   │
│ └────────────┘ └───┘└───┘ └───┘   │
│  ┌────────────────────────────┐   │
│  │       211 $10.00           │   │
│  │     SALTWATER FI           │   │
│  └────────────────────────────┘   │
│  ┌────────────────────────────┐   │
│  │       212 $7.00            │   │
│  │    FRESHWATER TRT          │   │
│  └────────────────────────────┘   │
└──────────────────────────────────┘
```

Use the arrows to view the licenses available in the selected category

3 Select the requested license. Scroll as needed to see additional licenses available in the chosen category.

4 Enter HIP survey information if required. Enter a number or a **Y** or **N** for each question as appropriate as shown in the sample HIP screen.

```
┌─────────────────────────────────────┐
│ ████████████████████████  ┌───┐     │
│ █   HIP REPORT         █  │ X │     │
│ ████████████████████████  └───┘     │
│                                     │
│ #1 WILL HUNT DOVES,                 │
│ DUCKS, GEESE & OTHER?               │
│                           ┌───┐     │
│                           │ N │     │
│                           └───┘     │
│ ┌────┐ ┌──────┐ ┌───────┐ ┌───────┐ │
│ │KEY │ │  ←   │ │ CLEAR │ │ ENTER │ │
│ └────┘ └──────┘ └───────┘ └───────┘ │
└─────────────────────────────────────┘
```

Default setting is **N**. Touch **CLEAR** to remove a setting and then type in the appropriate answer

NOTE: HIP certification is required for a customer purchasing a hunting license who has not been HIP certified for the year.

You may also be prompted for ancillary information.

5 Press **ENTER** to complete each HIP question. The LIC TYPES screen displays again.

6 In some cases you may also be prompted for ancillary information. Type the information as requested on the screens. For example, vehicle data may be required for a conservation passport.
For additional information on ancillary questions and appropriate responses, refer to Appendix B.

7 To select another license, choose the license category and then select a license using the steps above.

8 When you have finished selecting licenses, touch the **X Exit** Icon to return to the Main menu, or press **ENTER** to proceed directly to the REVIEW screen.

Using Override for License Purchases

If a customer wants to buy a license for which he is not eligible, as the sales agent you can, at your discretion, sell the license using *Override.* You must enter a reason for using Override.

```
┌─────────────────────────────────────┐
│ ████████████████  ┌─────┐  ┌───┐     │
│ █   SALES      █  │  ←  │  │ X │     │
│ ████████████████  └─────┘  └───┘     │
│  ┌───────────┐      ┌───────────┐    │
│  │  REPLACE  │      │   VOID    │    │
│  └───────────┘      └───────────┘    │
│  ┌───────────┐      ┌───────────┐    │
│  │ OVERRIDE  │      │ HOLDINGS  │    │
│  └───────────┘      └───────────┘    │
│  ┌───────────┐      ┌───────────┐    │
│  │  CANCEL   │      │  REPRINT  │    │
│  └───────────┘      └───────────┘    │
└─────────────────────────────────────┘
```

TIP: To save time you can select licenses by scanning the bar codes on the *Quick Reference Guide*.

1 From the MAIN menu choose **SALES>MORE>OVERRIDE**.
The License Types screen displays. The licenses previously unavailable are available.

2 Select the license type.

3 Select the license to be sold. Press **ENTER** after each license selection.

4 At the SALES menu, touch **CHECKOUT** when you are ready to complete the sale and proceed to checkout.

Reviewing Items and Checking Out

The REVIEW screen indicates the name of the customer and the number of items selected and in the shopping cart. You can review the detail on each item

```
┌─────────────────────────────────┐
│  ███████████  ┌──┐ ┌──┐  ┌─┐     │
│  █ REVIEW  █  │← │ │→ │  │X│     │
│  ███████████  └──┘ └──┘  └─┘     │
│                                  │
│  Customer Name:                  │
│  Graham                          │
│  Finkelstein                     │
│  Items in Cart           1       │
│                                  │
│  ┌────────┐ ┌────────┐ ┌───────┐ │
│  │        │ │ DETAIL │ │ DONE  │ │
│  └────────┘ └────────┘ └───────┘ │
└─────────────────────────────────┘
```

1 Press **DETAIL.** The details for the first item display and show the fee amount for the item and the total for all items.

```
┌─────────────────────────────────┐
│  ███████████  ┌──┐ ┌──┐  ┌─┐     │
│  █ REVIEW  █  │← │ │→ │  │X│     │
│  ███████████  └──┘ └──┘  └─┘     │
│                                  │
│  Hunting Leas                    │
│  License Fees <$>      200.00    │
│  Total State Fees <$>:           │
│                                  │
│                        214.00    │
│  ┌────────┐ ┌────────┐ ┌───────┐ │
│  │ REMOVE │ │        │ │ DONE  │ │
│  └────────┘ └────────┘ └───────┘ │
└─────────────────────────────────┘
```

2 To review the next item, touch the right arrow button. To remove an item, touch **REMOVE.**

```
┌─────────────────────────────────┐
│  ███████████  ┌──┐ ┌──┐  ┌─┐     │
│  █ REVIEW  █  │← │ │→ │  │X│     │
│  ███████████  └──┘ └──┘  └─┘     │
│                                  │
│  Archery Hunt                    │
│  License Fees <$>         7      │
│  Total State Fees <$>:           │
│                                  │
│                        214.00    │
│  ┌────────┐ ┌────────┐ ┌───────┐ │
│  │ REMOVE │ │        │ │ DONE  │ │
│  └────────┘ └────────┘ └───────┘ │
└─────────────────────────────────┘
```

3 After you review the items, touch **DONE** to proceed to CHECKOUT. The CHECKOUT screen displays the fees and amounts.

```
┌─────────────────────────────────────┐
│ ████████████ ┌──┐ ┌──┐ ┌─┐          │
│ █CHECKOUT█ │← │ │→ │ │X│          │
│ ████████████ └──┘ └──┘ └─┘          │
│                                     │
│  State Fees <$>:          214.00    │
│  Trans Fees <$>:            0.00    │
│  Refund Amount <$>:         0.00    │
│  Total w/Tax <$>:           0.00    │
│  Total Fees <$>:          214.00    │
│  ┌──────────┐ ┌────┐ ┌──────────┐   │
│  │ CANCEL   │ │    │ │ ACCEPT   │   │
│  └──────────┘ └────┘ └──────────┘   │
└─────────────────────────────────────┘
```

NOTE: State and local taxes not currently functional.

4 The Checkout screen shows the total fees.

5 If the customer approves the totals and items, touch **ACCEPT**. You can cancel the entire transaction by touching **CANCEL**. The method of payment screen appears.

```
┌─────────────────────────────────────┐
│ ██████████ ┌──┐ ┌──┐ ┌─┐            │
│ █TENDER █ │← │ │→ │ │X│            │
│ ██████████ └──┘ └──┘ └─┘            │
│                                     │
│   ┌──────────┐    ┌──────────┐      │
│   │  CASH    │    │  CHECK   │      │
│   └──────────┘    └──────────┘      │
│                                     │
│   ┌──────────┐    ┌──────────┐      │
│   │ CREDIT   │    │  DEBIT   │      │
│   │  CARD    │    │  CARD    │      │
│   └──────────┘    └──────────┘      │
└─────────────────────────────────────┘
```

6 Select a payment method for the transaction. If you select credit card, the following screen displays for card type. If you choose check, for example, you are prompted for the check number. Cash or debit card will take you to the password screen.

```
┌─────────────────────────────────────┐
│ ████████████████████████ ┌─┐        │
│ █SELECT CARD TYPE █ │X│        │
│ ████████████████████████ └─┘        │
│                                     │
│   ┌──────────┐    ┌────────────┐    │
│   │   VISA   │    │ MASTERCARD │    │
│   └──────────┘    └────────────┘    │
│                                     │
│   ┌──────────┐    ┌──────────┐      │
│   │ DISCOVER │    │  OTHER   │      │
│   └──────────┘    └──────────┘      │
│                                     │
└─────────────────────────────────────┘
```

7 If you selected credit card indicate the type of credit card. If you selected check, enter the check number. The password screen displays.

8 Type in your password to proceed with the transaction.

The PRINTING ACCEPTANCE screen displays after each license document prints.

```
┌─────────────────────────────────────┐
│ ┌─────────────────────────┐ ┌───┐   │
│ │ PRINTING ACCEPTANCE     │ │ X │   │
│ └─────────────────────────┘ └───┘   │
│                                      │
│   Document Printed                   │
│   Correctly?                         │
│                                      │
│   ┌──────────┐      ┌──────────┐     │
│   │    NO    │      │   YES    │     │
│   └──────────┘      └──────────┘     │
│                                      │
└─────────────────────────────────────┘
```

NOTE: You can also use the License Test to check the printer alignment. Refer to the Management chapter for details.

9   Make sure the license has printed correctly and shows the correct name and address, and verify with the customer that the correct licenses and tags have been printed.

10 Touch **YES** if the license printed correctly.
    After the license successfully prints, the Dealer Receipt prints.

11 Touch **NO** if the license did not print correctly to reprint the license. See *Reprinting Licenses* below.

12 Have the customer sign all license documents before leaving your location.

13 Use the credit card, check or cash procedures established at your location to take the payment.

Reprinting Licenses

IMPORTANT

If the license did not print correctly and you answered NO to the prompt *Document Printed Correctly?,* the system will attempt to print a correct license.

If the License continues to be misaligned or does not print correctly, the license is automatically voided and you must start over.

Misprinted or otherwise unusable licenses should be returned to TPW in accordance with the procedures established by TPW for your location.

License Example

For each license transaction, at least one Dealer receipt and at least one license document prints. Refer to example below.

License Document Layout

The TLC license document has three main areas in the center of the license document and 14 smaller areas (or "boxes") for the tags located around the outer edge of the license document.

A The center area shows the customer name and address, a customer number barcode and a document number barcode and valid license dates. HIP certification may appear also

B The area to the left shows the name and address of the agent, and the fees.

C The right center area contains additional customer identification information, and endorsements if applicable.

About the Tags

Tags are printed on the 14 smaller surrounding box areas. Tags are perforated so that they can be removed from the body of the license and attached to the harvested animal or fowl by a tie through the tag.

If a customer purchases additional tags or endorsements that do not fit on the license, another license document is printed for them.

This page left blank for two-sided printing

4 Replacing and Voiding Licenses

License documents can be issued to replace documents that have been lost, damaged or stolen. A replacement fee is generally charged. Not all licenses can be replaced. Replaced licenses are marked with the word REPLACEMENT.

TPW maintains strict policies for voiding documents. You must use care when voiding documents because this affects daily sales totals and agents are charged when voided documents are not returned to TPW. Voided or replaced documents must be returned within a specified number of days, currently 45 to TPW.

Replacing License Documents

The customer must fill out and sign a copy of TPW Replacement Form when a license is replaced. The original signed form must be submitted to TPW and you must retain a copy of this form for 3 years.

To replace a license document

1   Log on if not already logged on and from the MAIN menu select **SALES**.

2   Identify the customer using one the following methods:

   • Swipe a driver's license through the card reader, or scan the customer number or a document number barcode on a previously issued license document

   • Swipe a Lifetime License card through the reader

   • From the SALES Menu select **ID CUST** and choose an identification method, for example **SSN & DOB**.

3   Return to the SALES menu and select **MORE > REPLACE**. The REPLACE screen displays the licenses held by the customer and the replacement fees.

```
┌──────────────────────────────────┐
│ ┌───────────┬─────┬─────┬───┐    │
│ │  REPLACE  │ ←   │  → │ X │    │
│ └───────────┴─────┴─────┴───┘    │
│   ┌────────────────────────────┐ │
│   │     101 Resident Hun       │ │
│   │         $6.00              │ │
│   └────────────────────────────┘ │
│   ┌────────────────────────────┐ │
│   │     119 Turkey Stamp       │ │
│   │         $1.00              │ │
│   └────────────────────────────┘ │
└──────────────────────────────────┘
```

4   Select a license to be replaced. Use the scrolling arrows to view any additional licenses held by the customer.
If there are tags associated with the license the following screen appears.

```
┌─────────────────────────────────────┐
│  ┌──────────────┐ ┌──┐┌──┐ ┌─┐      │
│  │   REPLACE    │ │← ││→ │ │X│      │
│  └──────────────┘ └──┘└──┘ └─┘      │
│                                      │
│  Tag used?                           │
│  #1 Rio Grande turkey                │
│  valid only in county w              │
│  bag limit of 4 turkeys              │
│                                      │
│  ┌────────┐ ┌────────┐ ┌────────┐   │
│  │  NO    │ │ SCROLL │ │  YES   │   │
│  └────────┘ └────────┘ └────────┘   │
│                                      │
└─────────────────────────────────────┘
```

5 If the tag was used touch **YES,** if not, touch **NO.** Unused tags will be included on the replacement license.

6 Select other licenses for replacement as needed.

7 When you are finished selecting licenses, press the **X Exit** icon or **ENTER** to return to the SALES menu.

```
┌─────────────────────────────────────┐
│  ┌──────────────┐ ┌──┐     ┌─┐      │
│  │    SALES     │ │← │     │X│      │
│  └──────────────┘ └──┘     └─┘      │
│                                      │
│  ┌────────────┐  ┌────────────┐     │
│  │  ID CUST   │  │ UPDT CUST  │     │
│  └────────────┘  └────────────┘     │
│                                      │
│  ┌────────────┐  ┌────────────┐     │
│  │   ISSUE    │  │  REVIEW    │     │
│  └────────────┘  └────────────┘     │
│                                      │
│  ┌────────────┐  ┌────────────┐     │
│  │  CHECKOUT  │  │   MORE     │     │
│  └────────────┘  └────────────┘     │
│                                      │
└─────────────────────────────────────┘
```

8 Select **REVIEW.** The REVIEW screen displays.

```
┌─────────────────────────────────────┐
│  ┌──────────────┐ ┌──┐┌──┐ ┌─┐      │
│  │   REVIEW     │ │← ││→ │ │X│      │
│  └──────────────┘ └──┘└──┘ └─┘      │
│                                      │
│  Customer Name:                      │
│  Graham                              │
│  Finkelstein                         │
│  Items in Cart            1          │
│                                      │
│  ┌────────┐ ┌────────┐ ┌────────┐   │
│  │        │ │ DETAIL │ │  DONE  │   │
│  └────────┘ └────────┘ └────────┘   │
│                                      │
└─────────────────────────────────────┘
```

9 Touch **DETAIL** to review the items in the cart**.** To go to Checkout, touch **DONE.** The CHECKOUT screen displays.

The CHECKOUT screen shows the fees and totals. You can also cancel the transaction from this screen.

```
┌─────────────────────────────────────┐
│ CHECKOUT     ◄──  ──►   X            │
│                                      │
│  State Fees <$>:          7.00       │
│  Trans Fees <$>:          0.00       │
│  Refund Amount <$>:       0.00       │
│  Total w/Tax <$>:         7.00       │
│                                      │
│  ┌────────┐ ┌────────┐ ┌────────┐    │
│  │ CANCEL │ │ REVIEW │ │ ACCEPT │    │
│  └────────┘ └────────┘ └────────┘    │
└─────────────────────────────────────┘
```

NOTE: State and local taxes not currently functional.

10 To complete the transaction, touch **ACCEPT**. The TENDER screen appears.

```
┌─────────────────────────────────────┐
│ TENDER       ◄──  ──►   X            │
│                                      │
│   ┌──────────┐     ┌──────────┐      │
│   │   CASH   │     │  CHECK   │      │
│   └──────────┘     └──────────┘      │
│                                      │
│   ┌──────────┐     ┌──────────┐      │
│   │  CREDIT  │     │  DEBIT   │      │
│   │   CARD   │     │  CARD    │      │
│   └──────────┘     └──────────┘      │
└─────────────────────────────────────┘
```

11 Choose the method of payment.

If you choose **CREDIT CARD** for example, the following screen displays for you to indicate the type of credit card. If you choose CHECK you are prompted to enter the check number.

```
┌─────────────────────────────────────┐
│ SELECT CARD TYPE    X                │
│                                      │
│  ┌──────────┐     ┌────────────┐     │
│  │   VISA   │     │ MASTERCARD │     │
│  └──────────┘     └────────────┘     │
│  ┌──────────┐     ┌────────────┐     │
│  │ DISCOVER │     │   OTHER    │     │
│  └──────────┘     └────────────┘     │
│                                      │
└─────────────────────────────────────┘
```

12 For credit card sales, enter the type of credit card.

The REGULATION screen appears.

```
┌─────────────────────────────────────┐
│  ████████████  ┌───┐ ┌───┐  ┌───┐   │
│  █REGULATION█  │ ← │ │ → │  │ X │   │
│  ████████████  └───┘ └───┘  └───┘   │
│                                      │
│  Agent must obtain and               │
│  keep on file a signed copy          │
│  of TPW's Replacement                │
│  form 341                            │
│                                      │
│  ┌──────────┐ ┌──────────┐ ┌───────┐ │
│  │          │ │          │ │  OK   │ │
│  └──────────┘ └──────────┘ └───────┘ │
└─────────────────────────────────────┘
```

13 Obtain the customer signature on the form 341 and touch **OK**.

14 Verify the printed license contains the correct items and is printed correctly.

15 Touch **YES** if the license printed correctly. Touch **NO** if the license did not print correctly. To reprint the license *See Reprinting Licenses* below.

16 Have the customer sign all license documents before leaving your location.

Reprinting Licenses

IMPORTANT

If the licenses do not print correctly and you answered NO to the prompt *Document Printed Correctly?,* the system will attempt to print the license again. If the license continues to be misaligned or is not printing correctly, the system will void the transaction after three attempts, and you must start over.

Misprinted or otherwise unusable licenses should be returned to TPW in accordance with the procedures established by TPW for your location.

Voiding Licenses

NOTE: *Voiding* a license is not the same as *cancelling* a license. You can cancel a license transaction (all or part) only at the time of sale.

You can void licenses and issue refunds within the following limitations established by TPW and enforced by the system.

- Licenses can be voided only at the location where they were purchased

- After a set amount of time, currently 48 hours, an authorization number is required from TPW. As the agent you must call TPW for an authorization number, or use the procedure established at your location.

- Voided licenses must be returned to TPW headquarters within 45 days of being voided (per our License Agent Agreement). Failure to do so can result in fees being swept from your account even if you have refunded the customer's money.

- When a license is voided, all associated tags are voided.

- You cannot void a license if your terminal is off-line.

Authorization numbers are issued at the discretion of TPW. If an authorization number is not issued, the customer must make arrangements directly with Texas Parks and Wildlife to void and return the license.
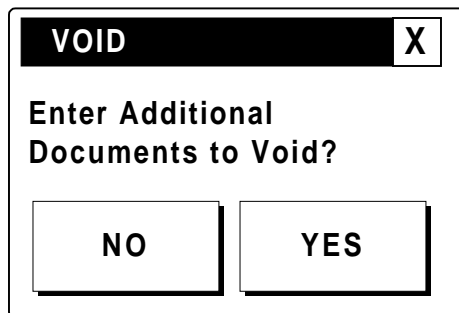
To void a license

1 Log on to the system if you are not already logged on.

2 From the MAIN menu select **SALES** > **MORE** > **VOID**. The VOID screen displays.

```
┌─────────────────────────────┐
│ VOID                    X    │
│                              │
│  Document Number:            │
│                              │
│    ┌───────────────────┐     │
│    │                   │     │
│    └───────────────────┘     │
│                              │
│  ┌───┐ ┌──┐ ┌──────┐ ┌──────┐│
│  │KEY│ │← │ │CLEAR │ │ENTER ││
│  └───┘ └──┘ └──────┘ └──────┘│
└─────────────────────────────┘
```

NOTE: You cannot void a document if the terminal is off-line.

3 Scan the document number on the license, or type the document number and touch **ENTER**. The system prompts you for additional documents to void.
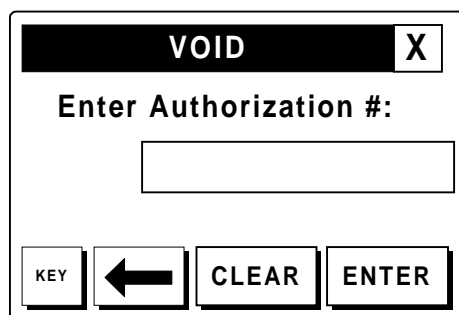
```
┌─────────────────────────────────┐
│ ███████████             ███████ │
│ █ VOID   █               █ X █  │
│ ███████████             ███████ │
│                                 │
│ Enter Additional                │
│ Documents to Void?              │
│                                 │
│  ┌──────────┐   ┌──────────┐    │
│  │          │   │          │    │
│  │   N O    │   │   YES    │    │
│  │          │   │          │    │
│  └──────────┘   └──────────┘    │
└─────────────────────────────────┘
```

4 If you have more documents to void touch **YES**, and enter the document numbers. Otherwise, touch **NO**. The AUTHORIZATION screen displays if required.
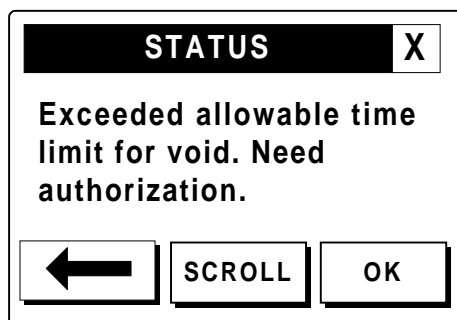
```
┌─────────────────────────────────┐
│      ███████████      ███████    │
│      █  VOID   █        █ X █     │
│      ███████████      ███████    │
│                                 │
│    Enter Authorization #:        │
│                                 │
│     ┌─────────────────────┐     │
│     │                     │     │
│     └─────────────────────┘     │
│                                 │
│ ┌────┐ ┌──────┐ ┌──────┐ ┌─────┐│
│ │KEY │ │ ◄──  │ │CLEAR │ │ENTER││
│ └────┘ └──────┘ └──────┘ └─────┘│
└─────────────────────────────────┘
```

NOTE: An authorization number is required only once for a voiding session. If TPW does not issue an authorization number, the customer must contact TPW directly to void the license.

5 Do one of the following:

- If the license was purchased under 48 hours ago, press **ENTER** to bypass this screen and go to the REVIEW screen.

- If the license was purchased more than 48 hours ago call TPW to obtain an authorization number, or follow the procedure at your location. Enter the Authorization # and touch **ENTER.**

- If you attempt to void a license after 48 hours without an authorization number the following screen displays. In this case you must touch **OK** and enter an authorization number.

```
┌─────────────────────────────────┐
│    ███████████        ███████    │
│    █ STATUS  █          █ X █     │
│    ███████████        ███████    │
│                                 │
│ Exceeded allowable time          │
│ limit for void. Need             │
│ authorization.                   │
│                                 │
│ ┌──────────┐ ┌────────┐ ┌──────┐│
│ │   ◄──    │ │ SCROLL │ │  OK  ││
│ └──────────┘ └────────┘ └──────┘│
└─────────────────────────────────┘
```

If the license was purchased less than 48 hours ago, or if greater than 48 hours and you have entered the authorization number, the REVIEW screen displays with customer name and items to be voided.

```
┌─────────────────────────────┐
│ ┌───────────┐  ┌──┐ ┌──┐ ┌─┐│
│ │  REVIEW   │  │← │ │→ │ │X││
│ └───────────┘  └──┘ └──┘ └─┘│
│ Customer Name:              │
│ Susan                       │
│ Mulvaney                    │
│ Items  in cart         1    │
│ ┌────────┐ ┌────────┐┌─────┐│
│ │        │ │ DETAIL ││DONE ││
│ └────────┘ └────────┘└─────┘│
└─────────────────────────────┘
```

6 To review item details, touch **DETAIL**. If there is more than one item in the cart, use the scrolling arrows to view the items.

7 Verify that items to be voided are correct. Touch **DONE** to proceed to the CHECKOUT screen.

```
┌─────────────────────────────┐
│ ┌───────────┐ ┌──┐ ┌──┐ ┌─┐ │
│ │ CHECKOUT  │ │← │ │→ │ │X│ │
│ └───────────┘ └──┘ └──┘ └─┘ │
│ State Fees <$>:         0.00 │
│ Trans Fees <$>:         0.00 │
│ Refund Amount <$>:     19.00 │
│ Total w/Tax <$>:      -19.00 │
│ ┌────────┐┌────────┐┌──────┐ │
│ │ CANCEL ││        ││ACCEPT│ │
│ └────────┘└────────┘└──────┘ │
└─────────────────────────────┘
```

8 To accept the refund amount and void the document(s), touch **ACCEPT**. To cancel the entire transaction, touch **CANCEL**.
The TENDER screen appears. Indicate how the refund will be made, for example by cash or by check.

NOTE: If possible, use the same transaction type as used for the original purchase. TPW offices **must** use the same transaction type.

```
┌─────────────────────────────┐
│ ┌───────────┐ ┌──┐ ┌──┐ ┌─┐ │
│ │  TENDER   │ │← │ │→ │ │X│ │
│ └───────────┘ └──┘ └──┘ └─┘ │
│  ┌─────────┐    ┌─────────┐ │
│  │  CASH   │    │  CHECK  │ │
│  └─────────┘    └─────────┘ │
│  ┌─────────┐    ┌─────────┐ │
│  │ CREDIT  │    │  DEBIT  │ │
│  │  CARD   │    │  CARD   │ │
│  └─────────┘    └─────────┘ │
└─────────────────────────────┘
```

9 Select the payment type. TPW offices must use the same transaction type as used in the original purchase. If you choose credit card you will be prompted to indicate the type of credit card.

10 Enter your password when prompted.

The COLLECT DOCUMENT screen reminds you to collect the document(s).

```
┌─────────────────────────────────┐
│ ┌─────────────────────────┬───┐ │
│ │ COLLECT DOCUMENT        │ X │ │
│ └─────────────────────────┴───┘ │
│                                 │
│  Document Number                │
│  794300000012                   │
│                                 │
│              ┌──────────────┐   │
│              │     OK       │   │
│              └──────────────┘   │
│                                 │
└─────────────────────────────────┘
```
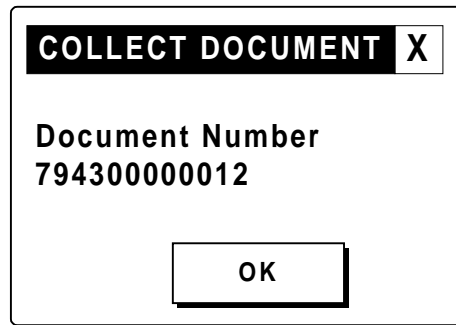
11 Collect the document(s) from the customer and touch **OK**. The agent receipt is printed.The *Returnable Documents* report shows all your voided documents.

12 Follow the procedure established at your location for returning voided documents to TPW.

13 To return to the SALES menu, touch the **Exit** icon.

5 Management Functions

Management functions allow you to print reports, authorize system users, change terminal settings, test terminal components, order and receive stock and receive and send mail messages.

Management functions are restricted to users with supervisor permissions. If you are logged on as a user without supervisory permissions and try to access management functions, the message INSUFFICIENT PRIVILEGES displays. The system will prompt you and ask you if you want to log on as a user with supervisory privileges, or return to the Main Menu.

Management Menu

To access the MANAGEMENT menu, select **MANAGEMENT** from the MAIN Menu.

```
┌─────────────────────────────────────┐
│ MANAGEMENT   ←        X              │
│  ┌──────────┐   ┌──────────┐         │
│  │ PROCESS  │   │  MANAGE  │         │
│  │ REPORTS  │   │  STOCK   │         │
│  └──────────┘   └──────────┘         │
│  ┌──────────┐   ┌──────────┐         │
│  │CONFIGURE │   │ PROCESS  │         │
│  │ TERMINAL │   │   MAIL   │         │
│  └──────────┘   └──────────┘         │
│  ┌──────────┐                        │
│  │AUTHORIZE │                        │
│  │  USERS   │                        │
│  └──────────┘                        │
└─────────────────────────────────────┘
```
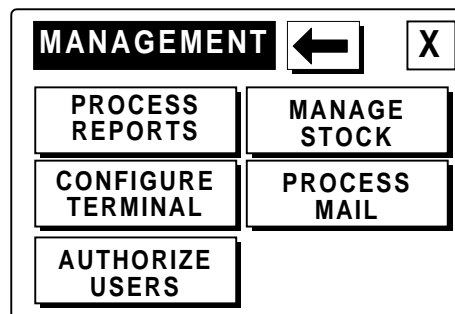
Processing Reports

The reports are sent from the host in a pre-set format and print on the receipt printer. For some reports, you must enter start and stop dates.

To print reports

1 Log on to the terminal if you are not already logged on.

2 From the MAIN menu, select **MANAGEMENT > PROCESS REPORTS.** The REPORTS menu displays.

```
┌─────────────────────────────────────────┐
│  ┌──────────────┐  ┌───┐     ┌───┐       │
│  │   REPORTS    │  │ ← │     │ X │       │
│  └──────────────┘  └───┘     └───┘       │
│   ┌─────────────┐   ┌─────────────┐      │
│   │    SHIFT    │   │    DAILY    │      │
│   │   REPORT    │   │    SALES    │      │
│   └─────────────┘   └─────────────┘      │
│   ┌─────────────┐   ┌─────────────┐      │
│   │  RETURNABLE │   │   ACCOUNT   │      │
│   │  DOCUMENTS  │   │   NOTICE    │      │
│   └─────────────┘   └─────────────┘      │
│   ┌─────────────┐                        │
│   │  INVENTORY  │                        │
│   │   REPORT    │                        │
│   └─────────────┘                        │
└─────────────────────────────────────────┘
```

3 Select the report you want to print out.

4 Enter a start and stop date if required for the report. Use the format MM/DD/ YYYY for the dates. Touch **ENTER**.

5 Enter any other information required to define the report. Refer to the table of report descriptions below.

Report Descriptions

The reports are described below.

Report	Description and Input Requirements
Shift Report	The Shift report lists all transactions for each position in the period of time from the last time a shift report was run. This report is generally run to balance the transactions for the shift. • If you access the report (End Shift) from the Main menu, you can access only the current report. • To access the report for a previous shift, you must enter the date in the Start Date field.
Daily Sales	Report shows all sales for all terminals at a location. • Report includes a detailed listing of all transactions, including fees and refunds, by transaction number, and by terminal. • Sales totals are reported for each POS terminal. This report provides the net total due to Texas Parks and Wildlife for that day. • The report can be run any time during the day and as many times as you want. Use this report to reconcile receipts against licensing transactions, and to plan daily deposits to bank account for the electronic funds transfer.
Returnable Documents	This report lists the outstanding voided or reprinted documents that have been collected at the location and are to be mailed to TPW. This report specifies no dates or periods.

Report	Description and Input Requirements
Account Notice	Also referred to as the "sweep report", displays the amounts to be swept from the bank accounts to pay to TPW for the transactions. The Agent is notified when this report is ready. This report indicates: • account balance which is the grand total of the amount owed to TPW, but not necessarily the amount to be swept • total amounts to be swept including licensing fees, and other charges such as lease fees • date and time funds will be swept from your bank account • disputed amounts, if any • refund fees • amounts due to TPW currently on hold
Inventory Report	This report lists the items considered by the host to be controlled inventory items and therefore present at the location.

Managing Stock

Use the MANAGE STOCK function to order and receive stock for your terminal and to confirm the receipt of stock.

Ordering Stock

You can order all of the supplies needed at the terminal to complete sales transactions.

To order stock

1   From the MAIN menu select **MANAGEMENT > MANAGE STOCK**. The STOCK screen displays.
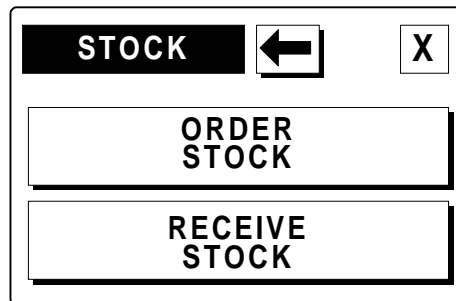
2   Select **ORDER STOCK**. The list of available stock items displays.
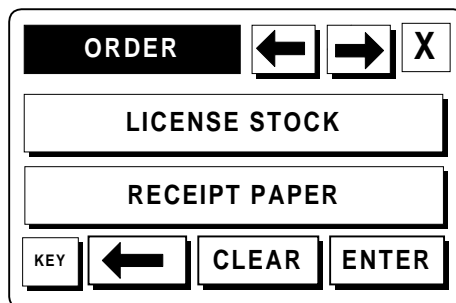
Use the scrolling arrows to view items available for ordering
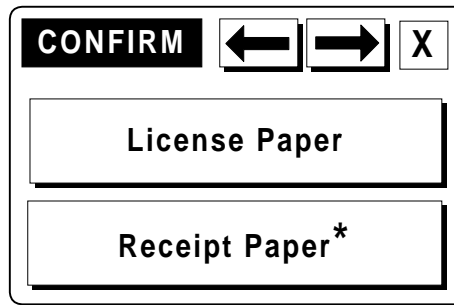
3   Select the item or items you want. An asterisk appears next to the selected items

4   You can order the following items:

- Receipt paper
- Ribbon for License printer
- License stock
- Large kit (6 rolls) - stock of all supplies
- Small kit (2 rolls) - stock of all supplies

5   When you have selected items to be ordered, touch **ENTER**. The terminal connects to the host and sends the order. A default quantity is sent with the stock request.

Confirming Received Stock

You should confirm all stock received. This is important for record keeping, and for cases in which you receive a partial shipment.
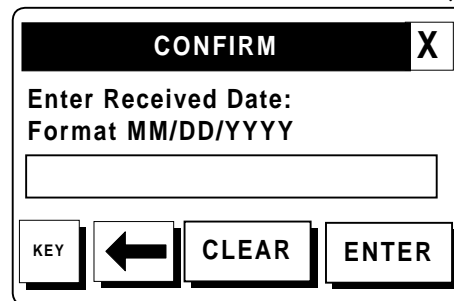
To confirm receipt

1 From the MAIN menu select **MANAGEMENT > MANAGE STOCK > RECEIVE STOCK**. The list of shipped items displays.

```
┌─────────────────────────────────────┐
│ ▐CONFIRM▌  ◄──  ──►   X              │
│                                      │
│   ┌──────────────────────────────┐   │
│   │       License Paper          │   │
│   └──────────────────────────────┘   │
│                                      │
│   ┌──────────────────────────────┐   │
│   │      Receipt Paper*          │   │
│   └──────────────────────────────┘   │
└─────────────────────────────────────┘
```

2 Select the items received. Selecting an item places an asterisk next to it and confirms it was received. For each item selected the CONFIRM date screen displays.

```
┌─────────────────────────────────────┐
│  ▐     CONFIRM         ▌   X         │
│                                      │
│  Enter Received Date:                │
│  Format MM/DD/YYYY                    │
│                                      │
│  ┌──────────────────────────────┐    │
│  │                              │    │
│  └──────────────────────────────┘    │
│  ┌────┐ ┌────┐ ┌───────┐ ┌───────┐   │
│  │KEY │ │ ◄──│ │ CLEAR │ │ ENTER │   │
│  └────┘ └────┘ └───────┘ └───────┘   │
└─────────────────────────────────────┘
```

3 Enter the date item was received and touch **ENTER**. You are returned to the CONFIRM screen

4 Press **ENTER** when you are finished. The terminal sends the confirmation to the host.

Authorizing System Users.

The Authorize Users function allows you to add new users to the system and to edit or delete existing users.

```
┌─────────────────────────────────────┐
│ MANAGEMENT  ◄──      X              │
│  ┌──────────┐  ┌──────────┐         │
│  │ PROCESS  │  │ MANAGE   │         │
│  │ REPORTS  │  │ STOCK    │         │
│  └──────────┘  └──────────┘         │
│  ┌──────────┐  ┌──────────┐         │
│  │CONFIGURE │  │ PROCESS  │         │
│  │TERMINAL  │  │ MAIL     │         │
│  └──────────┘  └──────────┘         │
│  ┌──────────┐                       │
│  │AUTHORIZE │                       │
│  │ USERS    │                       │
│  └──────────┘                       │
└─────────────────────────────────────┘
```
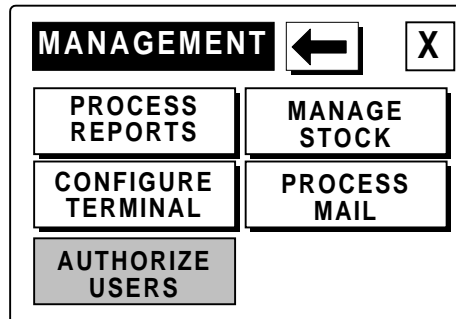
About User Privileges

There are two types of user privileges for using the point of sale terminal: **Clerk** and **Supervisor**. Each user's role in your group (i.e., clerk or supervisor or both) suggests the particular privileges that should be assigned.

- Clerk privileges allow you to perform all sales procedures, but not management procedures.
- Supervisor privileges do not include sales but allow access to management functions such as printing reports, adding users with clerk privileges, ordering stock, and sending messages to the host.
- To perform both sales and management functions, you must have both the Clerk and Supervisor privileges assigned by the Agent Location Manager.
- The Agent Location Manager cannot perform sales functions but can assign supervisor privileges to a user, and can also assign both clerk and supervisor privileges to a user.

Multiple User Locations

At each location, only one person is assigned as the Agent Location Manager. In locations with many employees, and more than one point of sale terminal, more than one user may be assigned supervisor privileges, many others assigned clerk privileges, and other employees may be assigned both clerk and supervisor privileges to be able to sell licenses as well as access management functions. This way a user with both privileges only has to log on under a single user ID.

An Agent Location Manager who will also be performing license sales can create a separate logon ID and password with both supervisor and clerk privileges.

Users must be assigned User IDs and passwords at each terminal they are authorized to use.

Adding System Users

NOTE: In locations with multiple terminals, each user must be assigned the appropriate privileges at each terminal.

To add a user to the system

1 Log on to the terminal if you are not already logged on.

2 From the Main Menu select **MANAGEMENT > AUTHORIZE USERS**. The USERS menu displays.

```
┌─────────────────────────────────────┐
│  ┌──────────┐ ┌───┐      ┌───┐       │
│  │  USERS   │ │ ← │      │ X │       │
│  └──────────┘ └───┘      └───┘       │
│  ┌──────────────┐ ┌──────────────┐   │
│  │  ADD USERS   │ │  DEL USERS   │   │
│  └──────────────┘ └──────────────┘   │
│  ┌──────────────┐                    │
│  │  EDIT USERS  │                    │
│  └──────────────┘                    │
│                                      │
└─────────────────────────────────────┘
```

3 Select **ADD USERS**. The ADD USER Screen displays.

```
┌─────────────────────────────────────┐
│  ┌──────────────────────────┐ ┌───┐  │
│  │       ADD USER           │ │ X │  │
│  └──────────────────────────┘ └───┘  │
│  Enter User ID:                      │
│                                      │
│                    ┌──────────────┐  │
│                    │              │  │
│                    └──────────────┘  │
│                                      │
│  ┌─────┐ ┌──────┐ ┌───────┐ ┌──────┐ │
│  │ KEY │ │  ←   │ │ CLEAR │ │ENTER │ │
│  └─────┘ └──────┘ └───────┘ └──────┘ │
└─────────────────────────────────────┘
```

4 Type the ID for the new user and touch **ENTER**. The PASSWORD screen displays.

```
┌─────────────────────────────────────┐
│  ┌──────────────────────────┐ ┌───┐  │
│  │       ADD USER           │ │ X │  │
│  └──────────────────────────┘ └───┘  │
│  Enter Password:                     │
│                                      │
│                    ┌──────────────┐  │
│                    │    *******   │  │
│                    └──────────────┘  │
│                                      │
│  ┌─────┐ ┌──────┐ ┌───────┐ ┌──────┐ │
│  │ KEY │ │  ←   │ │ CLEAR │ │ENTER │ │
│  └─────┘ └──────┘ └───────┘ └──────┘ │
└─────────────────────────────────────┘
```

5 Type the password for the new user and touch **ENTER**. You are prompted to enter the password again to confirm your entry.

6 Type the password again. The SET PERMISSIONS screen displays.

```
┌──────────────────────────────┐
│ SET PERMISSIONS      │ X │    │
│ ┌──────────────────────────┐ │
│ │       CLERK *            │ │
│ └──────────────────────────┘ │
│ ┌──────────────────────────┐ │
│ │      SUPERVISOR          │ │
│ └──────────────────────────┘ │
│                              │
└──────────────────────────────┘
```

The Supervisor privilege can be assigned only by the Agent Location Manager

7 Select **CLERK** and/or **SUPERVISOR** to designate the permissions allowed to the new user. An asterisk appears next to the selected permission.

8 To save the permissions and close the screen, touch the exit icon or press **ENTER** on the keypad or keyboard.

Deleting Users from the Terminal

If you have supervisor privileges you can delete only users who have clerk privileges. Only the Agent Location Manager can delete a user with supervisory privileges. If your location has multiple terminals, you need to delete the user at all authorized terminals.

NOTE: A supervisor cannot delete another supervisor, and the Agent Location Manager can never be deleted. The user currently logged on cannot be deleted.

To delete a user from the terminal

1 From the MANAGEMENT Menu select **AUTHORIZE USERS > DEL USERS.** A list of system users displays.

```
┌──────────────────────────────┐
│ DELETE USER ← → │ X │         │
│ ┌──────────┐  ┌──────────┐   │
│ │ JWILSON  │  │  ERIC    │   │
│ └──────────┘  └──────────┘   │
│ ┌──────────┐  ┌──────────┐   │
│ │  JOEYC   │  │ VICKYK   │   │
│ └──────────┘  └──────────┘   │
│ ┌──────────┐  ┌──────────┐   │
│ │ SUSANB   │  │ DAVID    │   │
│ └──────────┘  └──────────┘   │
└──────────────────────────────┘
```

2 Select the user to be deleted. The system displays a confirmation screen.

```
┌─────────────────────────────────┐
│  ██████████████████████  ┌───┐   │
│  █   DELETE USER      █  │ X │   │
│  ██████████████████████  └───┘   │
│                                   │
│   Are you Sure?                   │
│                                   │
│                                   │
│   ┌──────────┐    ┌──────────┐   │
│   │   NO     │    │   YES    │   │
│   └──────────┘    └──────────┘   │
└─────────────────────────────────┘
```
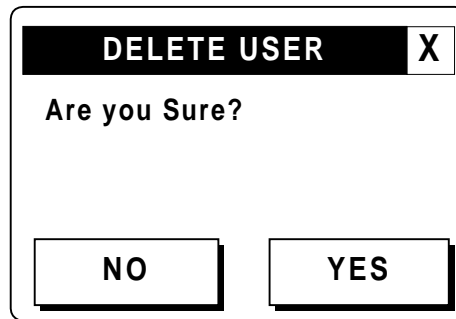
3 To delete the user touch **YES**. The DELETE USER screen displays to allow you to delete another user. Touch the exit icon to close the screen.

Changing User Passwords and IDs

If you have supervisor privileges you can change the ID and passwords of users with clerk privileges. Only the Agent Location Manager can change the passwords and IDs of users with supervisory privileges. If you are the Agent Location Manager and wish to change your password, you must have the Help Desk change your password for you.

Note the following:
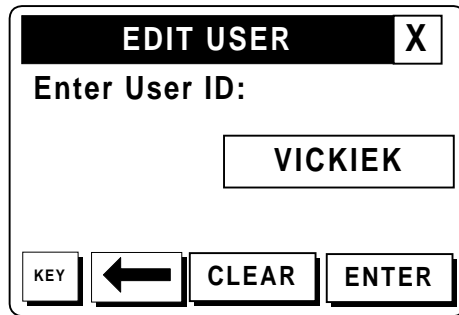
- Users can change their own passwords from the MAIN menu.
- You cannot change your own password when you are logged on.

To change a password, ID or permissions

1 From the MANAGEMENT menu select **AUTHORIZE USERS > EDIT USERS.** The list of users displays.

```
┌─────────────────────────────────┐
│ ████████████ ┌──┐┌──┐ ┌───┐     │
│ █ EDIT USER █ │← ││→ │ │ X │     │
│ ████████████ └──┘└──┘ └───┘     │
│  ┌──────────┐   ┌──────────┐    │
│  │ JWILSON  │   │   ERIC   │    │
│  └──────────┘   └──────────┘    │
│  ┌──────────┐   ┌──────────┐    │
│  │  JOEYC   │   │  VICKYK  │    │
│  └──────────┘   └──────────┘    │
│  ┌──────────┐   ┌──────────┐    │
│  │  SUSANB  │   │  DAVID   │    │
│  └──────────┘   └──────────┘    │
└─────────────────────────────────┘
```
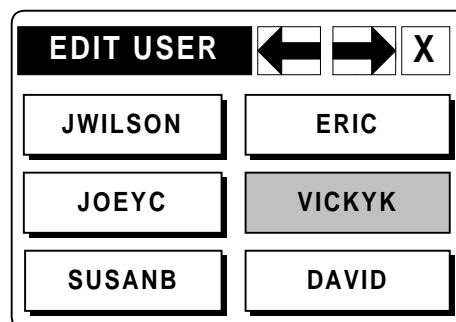
2 Select the user to be edited. The User ID displays.
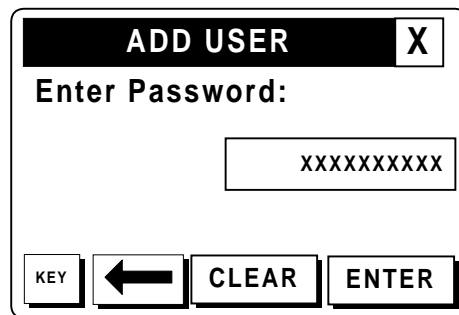
```
┌─────────────────────────────────────┐
│  ███████████████████████████  ████   │
│  █     EDIT USER          █   █ X █   │
│  ███████████████████████████  ████   │
│  Enter User ID:                      │
│                                      │
│                  ┌─────────────────┐ │
│                  │   VICKIEK       │ │
│                  └─────────────────┘ │
│                                      │
│  ┌─────┐ ┌──────────┐ ┌───────┐ ┌───────┐ │
│  │ KEY │ │   ◄──    │ │ CLEAR │ │ ENTER │ │
│  └─────┘ └──────────┘ └───────┘ └───────┘ │
└─────────────────────────────────────┘
```

3 Edit the user's ID as needed and touch **ENTER**. The USER PASSWORD screen displays.

```
┌─────────────────────────────────────┐
│  ███████████████████████████  ████   │
│  █     ADD USER           █   █ X █   │
│  ███████████████████████████  ████   │
│  Enter Password:                     │
│                                      │
│                  ┌─────────────────┐ │
│                  │   XXXXXXXXXX     │ │
│                  └─────────────────┘ │
│                                      │
│  ┌─────┐ ┌──────────┐ ┌───────┐ ┌───────┐ │
│  │ KEY │ │   ◄──    │ │ CLEAR │ │ ENTER │ │
│  └─────┘ └──────────┘ └───────┘ └───────┘ │
└─────────────────────────────────────┘
```

4 Edit the password as needed and touch **ENTER**. The CONFIRM PASSWORD screen displays.

5 Enter the password again and touch ENTER. The current permissions for the user display.

6 Select or de-select a permission as required.

7 Touch the **Exit** icon to return to the previous menu.

Terminal Configuration

The CONFIGURE TERMINAL function allows you to set various terminal operating parameters and settings. For example, you can change the telephone numbers for connecting to the host, change some options for printing receipts, and set the percentages used to calculate state and local taxes.

Several of the options under the terminal configuration are for use primarily by the Help Desk for troubleshooting, and should not be accessed.
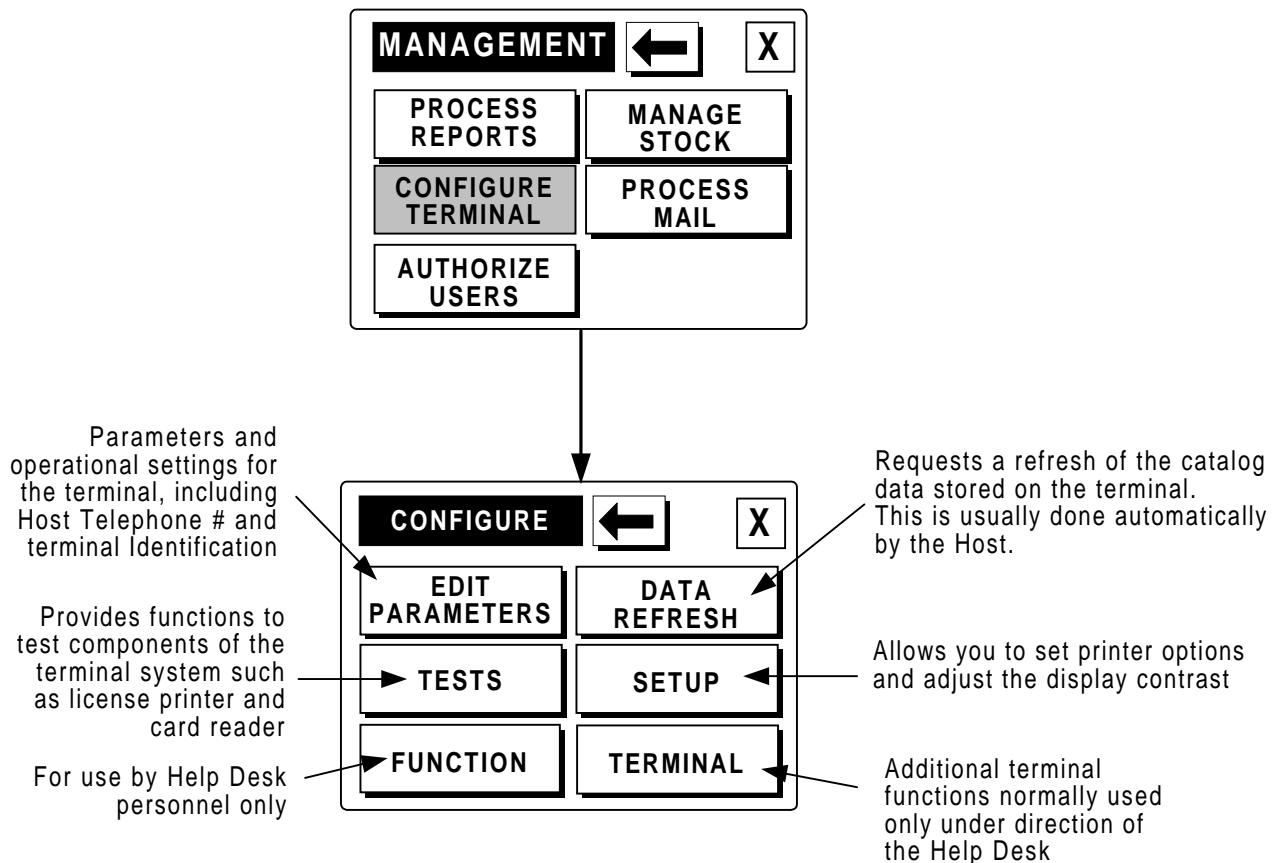
Edit Parameters

This function allows you to edit terminal parameters and settings. You may need to change parameters if there are changes in your area or location.

To edit parameters

1 From the CONFIGURE menu select **EDIT PARAMETERS**. The current value of each setting is shown.

2 Press **ENTER** to advance through the parameter screens.

3 To enter a new value touch **CLEAR** and type in the new information or value.

4 To exit and save your entries, touch the **Exit** icon.

The following table lists the parameters.

.

Parameter	Description/Entry required
PABX	Indicates the prefix required to dial out if the terminal connects to the host through a PBX system.
Agency ID	Your agency ID number.
Review inventory Y/N	Indicates if the application must display a list of inventory items at the end of each session.
Print two receipts Y/N	Set this to Y (Yes) if you require an extra copy of the dealer receipt at your location.
Cut receipt Y/N	Set this to Y Yes if you want each receipt to be cut after each transaction, unless at your location you want to keep all receipt information on one slip.
Enable end shift Y/N	Indicates if the END SHIFT button on the MAIN menu is active.
State tax percentage	This function not currently available.
Local Tax Percentage	This function not currently available.
NMS TELEPHONE NUM	This is the telephone number used by the system to connect to the system for program loads.
INIT TELEPHONE NUM	This is the telephone number the terminal connects to for initialization.
Termmaster Term ID	This is the ID number for the terminal.
TermMaster dial time	The local time when the terminal will dial the Termaster.

Setup Functions

You can use the SETUP functions under CONFIGURATION to set the date and time on the terminal, check the receipt printer and adjust the contrast on the Hypercom display screen. Use 0000 (zeroes) for the password to enter these functions.

PARAMETER	Description/Procedure
PRINTER	Sends short line feeds to the receipt printer on the Hypercom unit. Use to verify printer feed operation or to feed paper after replacing an empty roll.
CONTRAST	Use to adjust the contrast of the display. Adjust the contrast higher or lower as needed.

Testing System Components

You can use the TEST functions to test the display, keyboard, receipt printer, license printer and card reader. There is also a loopback test to verify connectivity with the host.
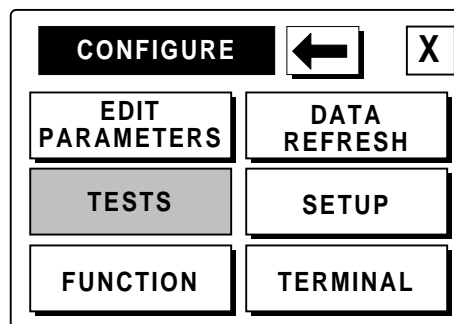
To test terminal components

1 From the MAIN Menu select **MANAGEMENT** > **CONFIGURE TERMINAL > TESTS**. The TEST menu displays.
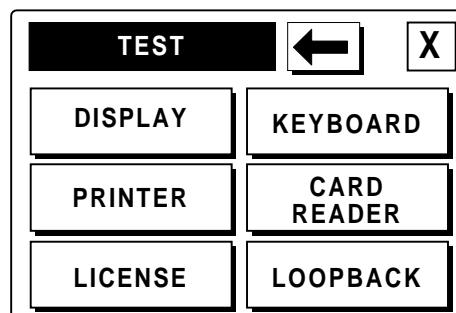
2 Select from the following tests listed in the following table:

Test	Description/Procedure
DISPLAY	Screen reverses contrast; a TEST screen appears, touch the **TEST** button to reverse contrast, touch again to reverse contrast. Press the exit icon to quit the test and return to main menu.
PRINTER	Tests the receipt printer. Upper and lower case characters are printed on a test sample. If the terminal displays an error message, verify the terminal is properly configured and the printer is enabled.
KEYBOARD	Performs an internal test and either passes or fails. Press a number or letter key on the keyboard and verify the key pressed displays on the screen.
LICENSE	Prints an alignment license on the license printer. All tag areas are printed over with "x" as an aid to verify license paper is properly aligned. This test should be done prior to making a sale to verify the printer is aligned. ***Contact the Help Desk for license printer problems that cannot be corrected after a sample print and alignment test.***
CARD READER	Swipe a card through the reader. The number. encrypted into the card will display if the card reader is functioning properly.
LOOPBACK	Connects to the host and sends and receives an internal message to verify connectivity with the host. Pass or fail message appears.

Refreshing the Data Catalog

The Data Refresh function is used to perform a refresh of the current catalog data stored on the terminal. If a manual data refresh is required a message appears on the screen to prompt you. The host can also send updated parameters to the terminal with the refresh data.

You should logon and check at the beginning of each business day to see if you need a data refresh. The refresh process can be time consuming, therefore do it at the least busy time if possible.

To perform a data refresh

1 From the MANAGEMENT Menu, select **CONFIGURE TERMINAL > DATA REFRESH.**

2 Wait for the data refresh to complete. Return to sales activities as needed.

Viewing and Sending Mail

When the host sends a mail message to your terminal, the message displays automatically., except when you are in a transaction. TPW can send messages to all agents or just specific agents. When a new message arrives, the old message is deleted from the terminal memory. You can also print the mail message.

When you send mail it goes only to TPW. Your mail messages can be up to 40 characters, maximum.

To view mail

1 From the MAIN Menu select **MANAGEMENT > PROCESS MAIL.** The MAIL Menu displays.

```
┌─────────────────────────────────┐
│ ████████████  ┌─────┐      ┌───┐ │
│ █  MAIL    █  │  ←  │      │ X │ │
│ ████████████  └─────┘      └───┘ │
│                                  │
│   ┌──────────┐   ┌──────────┐    │
│   │  VIEW    │   │ RECEIVE  │    │
│   │  MAIL    │   │  MAIL    │    │
│   └──────────┘   └──────────┘    │
│   ┌──────────┐                   │
│   │  SEND    │                   │
│   │  MAIL    │                   │
│   └──────────┘                   │
└─────────────────────────────────┘
```
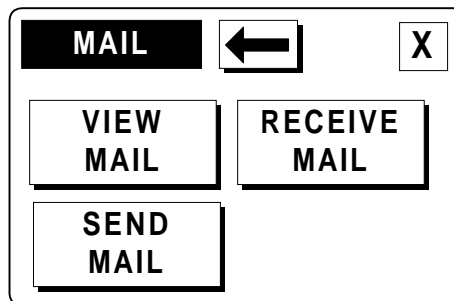
2 Touch **VIEW MAIL**. The message header screen displays.

```
┌─────────────────────────────────┐
│ █████████████████████████ ┌───┐ │
│ █        MAIL            █ │ X │ │
│ █████████████████████████ └───┘ │
│ Message: 4                       │
│ Subject: New Licenses            │
│    Date: 10/20/2001              │
│    From: TPW                     │
│ ┌────────┐ ┌────────┐┌────────┐  │
│ │        │ │ SCROLL ││ PRINT  │  │
│ └────────┘ └────────┘└────────┘  │
└─────────────────────────────────┘
```
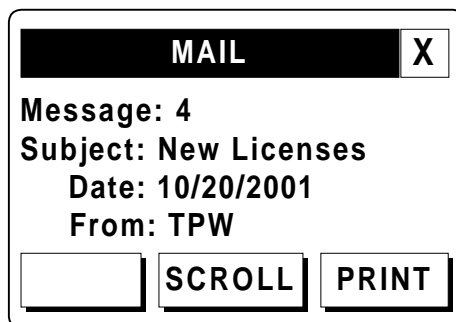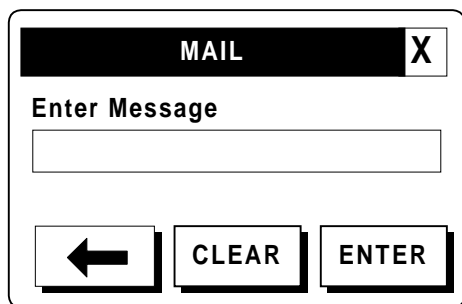
3 Touch **SCROLL** to view the message.

4 To print the message, touch **PRINT**.

To receive mail

1 From the MANAGEMENT Menu select **PROCESS MAIL > RECEIVE MAIL**. Any new mail on the host will be downloaded. The previous message, if any will be deleted from the terminal memory

2 Touch **SCROLL** to view the entire message, if necessary.

3 To print the message, touch **OK**.

To send mail

1   From the MANAGEMENT menu select **PROCESS MAIL > SEND MAIL**. The MAIL screen displays.

```
┌─────────────────────────────────┐
│  ██████████████████████  ┌───┐  │
│  ████  MAIL  ████████    │ X │  │
│  ██████████████████████  └───┘  │
│  Enter Message                  │
│  ┌───────────────────────────┐  │
│  │                           │  │
│  └───────────────────────────┘  │
│                                 │
│  ┌────────┐  ┌───────┐ ┌──────┐ │
│  │   ◀─   │  │ CLEAR │ │ENTER │ │
│  └────────┘  └───────┘ └──────┘ │
└─────────────────────────────────┘
```

2   Type in your message and touch **ENTER**. The message is sent to the host.

INDEX

APPENDIX A - List of Values

This appendix lists Red Drum Fishing Areas, Standby Hunt Areas, and Standby Hunt Date Codes. See also the *Public Hunting Lands* booklet for Standby Hunting Area, Hunt Date Code, and Hunt Category.

This Appendix also includes a list of Texas Counties.

TYPE	CODE	DESCRIPTION
Red Drum Fishing Areas	1	Galveston Bay
Red Drum Fishing Areas	2	Matagorda Bay
Red Drum Fishing Areas	3	East Matagorda Bay
Red Drum Fishing Areas	4	West Matagorda Bay
Red Drum Fishing Areas	5	Aransas Bay
Red Drum Fishing Areas	6	Sabine Lake
Red Drum Fishing Areas	7	San Antonio Bay
Red Drum Fishing Areas	8	Corpus Christi Bay
Red Drum Fishing Areas	9	Upper Laguna Madre
Red Drum Fishing Areas	10	Lower Laguna Madre
Standby Hunt Areas	AN	Anacua WMA
Standby Hunt Areas	AS	Atlanta SP
Standby Hunt Areas	BB	Brazos Bend SP
Standby Hunt Areas	BD	Baird WMA
Standby Hunt Areas	BG	Black Gap WMA
Standby Hunt Areas	BS	Big Bend Ranch SP
Standby Hunt Areas	BW	Lake Brownwood SP
Standby Hunt Areas	CB	Colorado Bend SP
Standby Hunt Areas	CC	Caprock Canyons SP
Standby Hunt Areas	CH	Chapote WMA
Standby Hunt Areas	CL	Choke Canyon SP- Calliham Unit
Standby Hunt Areas	CP	Chaparral WMA
Standby Hunt Areas	DB	Angelina Neches/Dam B WMA
Standby Hunt Areas	DH	Devils Sinkhole SNA
Standby Hunt Areas	DM	Davis Mountains SP
Standby Hunt Areas	DS	Devils River SNA

TYPE	CODE	DESCRIPTION
Standby Hunt Areas	DV	Dinosaur Valley SP
Standby Hunt Areas	EB	Ebony WMA
Standby Hunt Areas	EL	Elephant Mountain WMA
Standby Hunt Areas	EN	Gus Engeling WMA
Standby Hunt Areas	ES	Enchanted Rock SNA
Standby Hunt Areas	FB	Fort Boggy SP
Standby Hunt Areas	FS	Fairfield Lake SP
Standby Hunt Areas	GC	Government Canyon
Standby Hunt Areas	GE	Gene Howe WMA
Standby Hunt Areas	GN	Garner SP
Standby Hunt Areas	GR	Granger WMA
Standby Hunt Areas	GS	Guadalupe River SP
Standby Hunt Areas	GU	Guadalupe Delta WMA
Standby Hunt Areas	HC	Honey Creek SNA
Standby Hunt Areas	HS	Hill Country SNA
Standby Hunt Areas	HV	Huntsville SP
Standby Hunt Areas	IL	Inks Lake/Longhorn Caverns SP
Standby Hunt Areas	JD	James Daughtrey WMA
Standby Hunt Areas	KC	Keechi Creek WMA
Standby Hunt Areas	KE	Kerr WMA
Standby Hunt Areas	KS	Kickapoo Cavern SP
Standby Hunt Areas	LH	Lake Houston SP
Standby Hunt Areas	LS	Lost Maples SNA
Standby Hunt Areas	LW	Lake Whitney SP
Standby Hunt Areas	MA	Matador WMA
Standby Hunt Areas	MD	Mad Island WMA
Standby Hunt Areas	MM	Mason Mountain WMA
Standby Hunt Areas	MS	Lake Mineral Wells SP
Standby Hunt Areas	MT	Matagorda Island SP/WMA
Standby Hunt Areas	MU	J.D. Murphree WMA
Standby Hunt Areas	NS	Choke Canyon SP - North Shore Unit

TYPE	CODE	DESCRIPTION
Standby Hunt Areas	OS	Old Sabine Bottom WMA
Standby Hunt Areas	PF	Pedernales Falls SP
Standby Hunt Areas	PM	Pat Mayse WMA
Standby Hunt Areas	PP	Peach Point WMA
Standby Hunt Areas	PS	Possum Kingdom SRA
Standby Hunt Areas	RB	Rita Blanca National Grasslands
Standby Hunt Areas	RC	Richland Creek WMA
Standby Hunt Areas	SA	San Angelo SP
Standby Hunt Areas	SC	Seminole Canyon SHP
Standby Hunt Areas	SL	South Llano River SP
Standby Hunt Areas	SO	Somerville WMA
Standby Hunt Areas	SR	Sea Rim SP
Standby Hunt Areas	SS	Somerville SRA
Standby Hunt Areas	TA	Taormina WMA
Standby Hunt Areas	VS	Village Creek
Standby Hunt Areas	WB	Walter Buck WMA
Standby Hunt Areas	WO	White Oak Creek WMA
Standby Hunt Areas	CD	Caddo Lake
Standby Hunt Areas	CA	Caddo National Grasslands WMA
Standby Hunt Areas	PA	Pedernales Falls Annex SP
Standby Hunt Areas	AC	Arroyo Colorado SP
Standby Hunt Areas	RP	Resaca de la Palma WMA
Standby Hunt Areas	SD	Sierra Diablo WMA
Standby Hunt Areas	LB	Lake Bob Sandlin
Standby Hunt Areas	SF	Nannie Stringfellow WMA
Standby Hunt Areas	LM	Lake McClellan USFS Recreation Area
Standby Hunt Categories	ADE	Archery Deer
Standby Hunt Categories	AEX	Archery Exotic Only
Standby Hunt Categories	ALE	Alligator
Standby Hunt Categories	EXO	Exotic Only
Standby Hunt Categories	GAE	Gun Pronghorn; Buck Only

TYPE	CODE	DESCRIPTION
Standby Hunt Categories	GDA	Gun Deer; Antlerless/Spike
Standby Hunt Categories	GDE	Gun Deer; Either Sex
Standby Hunt Categories	GFH	Feral Hog
Standby Hunt Categories	GJE	Javelina
Standby Hunt Categories	GTS	Spring Turkey
Standby Hunt Categories	XXX	Guided Exotic Hunt Package
Standby Hunt Categories	YAL	Youth Only Alligator
Standby Hunt Categories	YDA	Youth Only Gun Deer; Antlerless
Standby Hunt Categories	YDE	Youth Only Gun Deer; Either Sex
Standby Hunt Categories	YJE	Youth Only Javelina
Standby Hunt Categories	YTS	Youth Turkey Spring
Standby Hunt Categories	DXX	Guided Deer Hunt Package
Standby Hunt Categories	TXX	Guided Turkey Hunt Package
Standby Hunt Categories	VXX	Guided Varmint Hunt Package
Standby Hunt Categories	GXX	Guided Gemsbok Hunt Package
Standby Hunt Categories	SXX	Guided Scimitar-Horned Oryx Hunt Package
Standby Hunt Categories	WXX	Guided Waterbuck Hunt Package
Standby Hunt Categories	PLA	Private Lands Antlerless/Spike
Standby Hunt Categories	PLE	Private Lands Deer Either Sex
Standby Hunt Date Codes	GDE-HCAA	01/07/2002 - 01/16/2002
Standby Hunt Date Codes	GDE-HS01	01/07/2002 - 01/09/2002
Standby Hunt Date Codes	GDE-HS02	01/14/2002 - 01/16/2002
Standby Hunt Date Codes	GDE-HSAA	01/07/2002 - 01/16/2002
Standby Hunt Date Codes	GDE-IL01	12/05/2001 - 12/07/2001
Standby Hunt Date Codes	GDE-ILAA	12/05/2001 - 12/07/2001
Standby Hunt Date Codes	GDE-JD01	12/05/2001 - 12/07/2001
Standby Hunt Date Codes	GDE-JD02	12/12/2001 - 12/14/2001
Standby Hunt Date Codes	GDE-JDAA	12/05/2001 - 12/14/2001
Standby Hunt Date Codes	GDE-KC01	11/09/2001 - 11/11/2001
Standby Hunt Date Codes	GDE-KC02	11/16/2001 - 11/18/2001
Standby Hunt Date Codes	GDE-KCAA	11/09/2001 - 11/18/2001

TYPE	CODE	DESCRIPTION
Standby Hunt Date Codes	GDE-KE01	11/14/2001 - 11/17/2001
Standby Hunt Date Codes	GDE-KEAA	11/14/2001 - 11/17/2001
Standby Hunt Date Codes	GDE-KS01	11/09/2001 - 11/11/2001
Standby Hunt Date Codes	GDE-KSAA	11/09/2001 - 11/11/2001
Standby Hunt Date Codes	GDE-LH01	01/07/2002 - 01/09/2002
Standby Hunt Date Codes	GDE-LH02	01/14/2002 - 01/16/2002
Standby Hunt Date Codes	GDE-LHAA	01/07/2002 - 01/16/2002
Standby Hunt Date Codes	GDE-LS01	01/09/2002 - 01/11/2002
Standby Hunt Date Codes	GDE-LS02	01/16/2002 - 01/18/2002
Standby Hunt Date Codes	GDE-LS03	01/23/2002 - 01/25/2002
Standby Hunt Date Codes	GDE-LSAA	01/09/2002 - 01/25/2002
Standby Hunt Date Codes	GDE-LW01	01/09/2001 - 01/11/2001
Standby Hunt Date Codes	GDE-LWAA	01/09/2001 - 01/11/2001
Standby Hunt Date Codes	GDE-MA01	11/17/2001 - 11/19/2001
Standby Hunt Date Codes	GDE-MA02	12/01/2001 - 12/03/2001
Standby Hunt Date Codes	GDE-MAAA	11/17/2001 - 12/03/2001
Standby Hunt Date Codes	GDE-MM01	12/10/2001 - 12/13/2001
Standby Hunt Date Codes	GDE-MM02	12/13/2001 - 12/16/2001
Standby Hunt Date Codes	GDE-MM03	12/16/2001 - 12/19/2001
Standby Hunt Date Codes	GDE-MM04	12/19/2001 - 12/22/2001
Standby Hunt Date Codes	GDE-MMAA	12/10/2001 - 12/22/2001
Standby Hunt Date Codes	GDE-MT01	11/30/2001 - 12/02/2001
Standby Hunt Date Codes	GDE-MTAA	11/30/2001 - 12/02/2001
Standby Hunt Date Codes	GDE-NS01	11/02/2001 - 11/04/2001
Standby Hunt Date Codes	YDE-BGAA	11/23/2001 - 11/25/2001
Standby Hunt Date Codes	YDE-CB01	12/26/2001 - 12/28/2001
Standby Hunt Date Codes	YDE-CBAA	12/26/2001 - 12/28/2001
Standby Hunt Date Codes	YDE-EL01	11/23/2001 - 11/25/2001
Standby Hunt Date Codes	YDE-ELAA	11/23/2001 - 11/25/2001
Standby Hunt Date Codes	YDE-EN01	11/03/2001 - 11/04/2001
Standby Hunt Date Codes	YDE-ENAA	11/03/2001 - 11/04/2001

TYPE	CODE	DESCRIPTION
Standby Hunt Date Codes	YDE-ES01	12/26/2001 - 12/28/2001
Standby Hunt Date Codes	YDE-ES02	01/02/2002 - 01/04/2002
Standby Hunt Date Codes	YDE-ESAA	12/26/2001 - 01/04/2002
Standby Hunt Date Codes	YDE-GE01	12/28/2001 - 12/30/2001
Standby Hunt Date Codes	YDE-GEAA	12/28/2001 - 12/30/2001
Standby Hunt Date Codes	YDE-HC01	01/05/2002 - 01/06/2002
Standby Hunt Date Codes	YDE-HC02	01/12/2002 - 01/13/2002
Standby Hunt Date Codes	YDE-HCAA	01/05/2002 - 01/13/2002
Standby Hunt Date Codes	YDE-IL01	12/26/2001 - 12/28/2001
Standby Hunt Date Codes	YDE-ILAA	12/26/2001 - 12/28/2001
Standby Hunt Date Codes	YDE-JD01	12/21/2001 - 12/23/2001
Standby Hunt Date Codes	YDE-JDAA	12/21/2001 - 12/23/2001
Standby Hunt Date Codes	YDE-KE01	11/23/2001 - 11/25/2001
Standby Hunt Date Codes	YDE-KEAA	11/23/2001 - 11/25/2001
Standby Hunt Date Codes	YDE-LH01	01/05/2002 - 01/06/2002
Standby Hunt Date Codes	YDE-LHAA	01/05/2002 - 01/06/2002
Standby Hunt Date Codes	YDE-LM01	11/03/2001 - 11/04/2001
Standby Hunt Date Codes	YDE-LM02	11/10/2001 - 11/11/2001
Standby Hunt Date Codes	YDE-LMAA	11/03/2001 - 11/11/2001
Standby Hunt Date Codes	YDE-MA01	10/27/2001 - 10/28/2001
Standby Hunt Date Codes	YDE-MAAA	10/27/2001 - 10/28/2001
Standby Hunt Date Codes	YDE-MM01	10/27/2001 - 10/28/2001
Standby Hunt Date Codes	YDE-MMAA	10/27/2001 - 10/28/2001
Standby Hunt Date Codes	YDE-OS01	10/27/2001 - 10/28/2001
Standby Hunt Date Codes	YDE-OSAA	10/27/2001 - 10/28/2001
Standby Hunt Date Codes	YDE-PM01	11/10/2001 - 11/11/2001
Standby Hunt Date Codes	YDE-PMAA	11/10/2001 - 11/11/2001
Standby Hunt Date Codes	YDE-PP01	10/20/2001 - 10/21/2001
Standby Hunt Date Codes	YDE-PPAA	10/20/2001 - 10/21/2001
Standby Hunt Date Codes	YDE-RC01	10/27/2001 - 10/28/2001
Standby Hunt Date Codes	YDE-RCAA	10/27/2001 - 10/28/2001

TYPE	CODE	DESCRIPTION
Standby Hunt Date Codes	YDE-SF01	10/27/2001 - 10/28/2001
Standby Hunt Date Codes	YDE-SFAA	10/27/2001 - 10/28/2001
Standby Hunt Date Codes	YDE-SS01	12/20/2001 - 12/21/2001
Standby Hunt Date Codes	YDE-SSAA	12/20/2001 - 12/21/2001
Standby Hunt Date Codes	YDE-WB01	10/27/2001 - 10/28/2001
Standby Hunt Date Codes	YDE-WB02	11/17/2001 - 11/18/2001
Standby Hunt Date Codes	YDE-WBAA	10/27/2001 - 11/18/2001
Standby Hunt Date Codes	YDE-WO01	11/17/2001 - 11/18/2001
Standby Hunt Date Codes	YDE-WOAA	11/17/2001 - 11/18/2001
Standby Hunt Date Codes	YJE-BG01	12/28/2001 - 12/30/2001
Standby Hunt Date Codes	YJE-BGAA	12/28/2001 - 12/30/2001
Standby Hunt Date Codes	YJE-CP01	11/17/2001 - 11/18/2001
Standby Hunt Date Codes	YJE-CP02	02/16/2002 - 02/17/2002
Standby Hunt Date Codes	YJE-CP03	02/23/2002 - 02/24/2002
Standby Hunt Date Codes	YJE-CP04	03/09/2002 - 03/10/2002
Standby Hunt Date Codes	YJE-CPAA	11/17/2001 - 03/10/2002
Standby Hunt Date Codes	YTS-GE01	04/06/2002 - 04/08/2002
Standby Hunt Date Codes	YTS-GEAA	04/06/2002 - 04/08/2002
Standby Hunt Date Codes	ALE-MU02	09/11/2001 - 09/12/2001
Standby Hunt Date Codes	ALE-MU03	09/12/2001 - 09/13/2001
Standby Hunt Date Codes	ALE-MU04	09/16/2001 - 09/17/2001
Standby Hunt Date Codes	ALE-MU05	09/17/2001 - 09/18/2001
Standby Hunt Date Codes	ALE-MU06	09/18/2001 - 09/19/2001
Standby Hunt Date Codes	ALE-MU07	09/19/2001 - 09/20/2001
Standby Hunt Date Codes	ALE-MU08	09/23/2001 - 09/24/2001
Standby Hunt Date Codes	ALE-MU09	09/24/2001 - 09/25/2001
Standby Hunt Date Codes	ALE-MU10	09/25/2001 - 09/26/2001
Standby Hunt Date Codes	ALE-MUAA	09/10/2001 - 09/26/2001
Standby Hunt Date Codes	DXX-MM01	11/16/2001 - 11/19/2001
Standby Hunt Date Codes	DXX-MMAA	11/16/2001 - 11/19/2001
Standby Hunt Date Codes	EXO-CC01	12/05/2001 - 12/07/2001

TYPE	CODE	DESCRIPTION
Standby Hunt Date Codes	EXO-CC02	01/02/2002 - 01/04/2002
Standby Hunt Date Codes	EXO-CC03	01/09/2002 - 01/11/2002
Standby Hunt Date Codes	EXO-CCAA	12/05/2001 - 01/11/2002
Standby Hunt Date Codes	EXO-KE01	09/11/2002 - 09/13/2002
Standby Hunt Date Codes	EXO-KE02	09/18/2002 - 09/20/2002
Standby Hunt Date Codes	EXO-KEAA	09/11/2002 - 09/20/2002
Standby Hunt Date Codes	EXO-SL01	01/07/2002 - 01/09/2002
Standby Hunt Date Codes	EXO-SL02	01/09/2002 - 01/11/2002
Standby Hunt Date Codes	EXO-SLAA	01/07/2002 - 01/11/2002
Standby Hunt Date Codes	GAE-RB01	09/29/2001 - 10/07/2001
Standby Hunt Date Codes	GAE-RBAA	09/29/2001 - 10/07/2001
Standby Hunt Date Codes	GDA-AS01	12/04/2001 - 12/06/2001
Standby Hunt Date Codes	GDA-AS02	12/11/2001 - 12/13/2001
Standby Hunt Date Codes	GDA-AS03	12/18/2001 - 12/20/2001
Standby Hunt Date Codes	GDA-ASAA	12/04/2001 - 12/20/2001
Standby Hunt Date Codes	GDA-BW01	01/15/2001 - 01/17/2001
Standby Hunt Date Codes	GDA-BW02	01/29/2001 - 01/31/2001
Standby Hunt Date Codes	GDA-BWAA	01/15/2001 - 01/31/2001
Standby Hunt Date Codes	GDA-CB01	01/02/2002 - 01/04/2002
Standby Hunt Date Codes	GDA-CB02	01/09/2002 - 01/11/2002
Standby Hunt Date Codes	GDA-CB03	01/16/2002 - 01/18/2002
Standby Hunt Date Codes	GDA-CB04	01/23/2002 - 01/25/2002
Standby Hunt Date Codes	GDA-CBAA	01/02/2002 - 01/25/2002
Standby Hunt Date Codes	GDA-CD01	01/21/2002 - 01/23/2002
Standby Hunt Date Codes	GDA-CD02	01/23/2002 - 01/25/2002
Standby Hunt Date Codes	GDA-CDAA	01/21/2002 - 01/25/2002
Standby Hunt Date Codes	GDA-CL01	01/07/2002 - 01/11/2002
Standby Hunt Date Codes	GDA-CL02	01/14/2002 - 01/18/2002
Standby Hunt Date Codes	GDA-CL03	01/21/2002 - 01/25/2002
Standby Hunt Date Codes	GDA-CLAA	01/07/2002 - 01/25/2002
Standby Hunt Date Codes	GDA-DS01	12/14/2001 - 12/16/2001

TYPE	CODE	DESCRIPTION
Standby Hunt Date Codes	GDA-DSAA	12/14/2001 - 12/16/2001
Standby Hunt Date Codes	GDA-DV01	01/21/2002 - 01/23/2002
Standby Hunt Date Codes	GDA-DV02	01/23/2002 - 01/25/2002
Standby Hunt Date Codes	GDA-DVAA	01/21/2002 - 01/25/2002
Standby Hunt Date Codes	GDA-EN01	01/22/2002 - 01/24/2002
Standby Hunt Date Codes	GDA-EN02	01/29/2002 - 01/31/2002
Standby Hunt Date Codes	GDA-ENAA	01/22/2002 - 01/31/2002
Standby Hunt Date Codes	GDA-ES01	12/17/2001 - 12/19/2001
Standby Hunt Date Codes	GDA-ES02	12/19/2001 - 12/21/2001
Standby Hunt Date Codes	GDA-ESAA	12/17/2001 - 12/21/2001
Standby Hunt Date Codes	GDA-FS01	12/03/2001 - 12/05/2001
Standby Hunt Date Codes	GDA-FS02	12/05/2001 - 12/07/2001
Standby Hunt Date Codes	GDA-FS03	01/07/2002 - 01/09/2002
Standby Hunt Date Codes	GDA-FS04	01/09/2002 - 01/11/2002
Standby Hunt Date Codes	GDA-FSAA	12/03/2001 - 01/11/2002
Standby Hunt Date Codes	GDA-GN01	12/10/2001 - 12/12/2001
Standby Hunt Date Codes	GDA-GN02	12/12/2001 - 12/14/2001
Standby Hunt Date Codes	GDA-GNAA	12/10/2001 - 12/14/2001
Standby Hunt Date Codes	GDA-GR01	11/19/2001 - 11/21/2001
Standby Hunt Date Codes	GJE-EL02	01/09/2002 - 01/11/2002
Standby Hunt Date Codes	GJE-ELAA	01/07/2002 - 01/11/2002
Standby Hunt Date Codes	GJE-JD01	01/25/2002 - 01/27/2002
Standby Hunt Date Codes	GJE-JD02	02/01/2002 - 02/03/2002
Standby Hunt Date Codes	GJE-JDAA	01/25/2002 - 02/03/2002
Standby Hunt Date Codes	GTS-CA01	04/15/2002 - 04/17/2002
Standby Hunt Date Codes	GTS-CA02	04/19/2002 - 04/21/2002
Standby Hunt Date Codes	GTS-CA03	04/26/2002 - 04/28/2002
Standby Hunt Date Codes	GTS-CAAA	04/15/2002 - 04/28/2002
Standby Hunt Date Codes	GTS-GE01	04/13/2002 - 04/15/2002
Standby Hunt Date Codes	GTS-GE02	04/20/2002 - 04/22/2002
Standby Hunt Date Codes	GTS-GE03	04/27/2002 - 04/29/2002

TYPE	CODE	DESCRIPTION
Standby Hunt Date Codes	GTS-GEAA	04/13/2002 - 04/29/2002
Standby Hunt Date Codes	GTS-JD01	04/05/2002 - 04/07/2002
Standby Hunt Date Codes	GTS-JD02	04/19/2002 - 04/21/2002
Standby Hunt Date Codes	GTS-JDAA	04/05/2002 - 04/21/2002
Standby Hunt Date Codes	GTS-KE01	04/10/2002 - 04/12/2002
Standby Hunt Date Codes	GTS-KE02	04/17/2002 - 04/19/2002
Standby Hunt Date Codes	GTS-KE03	04/24/2002 - 04/26/2002
Standby Hunt Date Codes	GTS-KEAA	04/10/2002 - 04/26/2002
Standby Hunt Date Codes	GTS-MA01	04/27/2002 - 04/29/2002
Standby Hunt Date Codes	GTS-MAAA	04/27/2002 - 04/29/2002
Standby Hunt Date Codes	GTS-PM01	04/15/2002 - 04/17/2002
Standby Hunt Date Codes	GTS-PM02	04/19/2002 - 04/21/2002
Standby Hunt Date Codes	GTS-PM03	04/26/2002 - 04/28/2002
Standby Hunt Date Codes	GTS-PMAA	04/15/2002 - 04/28/2002
Standby Hunt Date Codes	GTS-SA01	04/12/2002 - 04/14/2002
Standby Hunt Date Codes	GTS-SA02	04/19/2002 - 04/21/2002
Standby Hunt Date Codes	GTS-SAAA	04/12/2002 - 04/21/2002
Standby Hunt Date Codes	GTS-WB01	04/02/2002 - 04/04/2002
Standby Hunt Date Codes	GTS-WB02	04/09/2002 - 04/11/2002
Standby Hunt Date Codes	GTS-WB03	04/16/2002 - 04/18/2002
Standby Hunt Date Codes	GTS-WB04	04/23/2002 - 04/25/2002
Standby Hunt Date Codes	GTS-WBAA	04/02/2002 - 04/25/2002
Standby Hunt Date Codes	GXX-MM01	02/08/2002 - 02/10/2002
Standby Hunt Date Codes	GXX-MM02	02/15/2002 - 02/17/2002
Standby Hunt Date Codes	GXX-MMAA	02/08/2002 - 02/17/2002
Standby Hunt Date Codes	SXX-MM01	02/08/2002 - 02/10/2002
Standby Hunt Date Codes	SXX-MMAA	02/08/2002 - 02/10/2002
Standby Hunt Date Codes	WXX-MM01	02/15/2002 - 02/17/2002
Standby Hunt Date Codes	WXX-MM02	02/22/2002 - 02/24/2002
Standby Hunt Date Codes	WXX-MMAA	02/15/2002 - 02/24/2002
Standby Hunt Date Codes	YAL-MU01	09/29/2001 - 09/30/2001

TYPE	CODE	DESCRIPTION
Standby Hunt Date Codes	YAL-MUAA	09/29/2001 - 09/30/2001
Standby Hunt Date Codes	YDA-AC01	11/23/2001 - 11/25/2001
Standby Hunt Date Codes	YDA-ACAA	11/23/2001 - 11/25/2001
Standby Hunt Date Codes	YDA-CP01	11/23/2001 - 11/25/2001
Standby Hunt Date Codes	YDA-CP02	12/28/2001 - 12/30/2001
Standby Hunt Date Codes	YDA-CP03	01/04/2002 - 01/06/2002
Standby Hunt Date Codes	YDA-CPAA	11/23/2001 - 01/06/2002
Standby Hunt Date Codes	YDA-HV01	12/26/2001 - 12/28/2001
Standby Hunt Date Codes	YDA-HVAA	12/26/2001 - 12/28/2001
Standby Hunt Date Codes	YDA-SA01	11/10/2001 - 11/11/2001
Standby Hunt Date Codes	YDA-SAAA	11/10/2001 - 11/11/2001
Standby Hunt Date Codes	YDA-SF01	11/03/2001 - 11/04/2001
Standby Hunt Date Codes	YDA-SFAA	11/03/2001 - 11/04/2001
Standby Hunt Date Codes	YDE-AC01	12/27/2001 - 12/29/2001
Standby Hunt Date Codes	YDE-AC02	01/12/2002 - 01/13/2002
Standby Hunt Date Codes	YDE-ACAA	12/27/2001 - 01/13/2002
Standby Hunt Date Codes	YDE-BG01	11/23/2001 - 11/25/2001
Standby Hunt Date Codes	GDA-MSAA	12/18/2001 - 01/10/2002
Standby Hunt Date Codes	GDA-MT01	12/14/2001 - 12/16/2001
Standby Hunt Date Codes	GDA-MT02	12/28/2001 - 12/30/2001
Standby Hunt Date Codes	GDA-MT03	01/11/2002 - 01/13/2002
Standby Hunt Date Codes	GDA-MTAA	12/14/2001 - 01/13/2002
Standby Hunt Date Codes	GDA-OS01	11/03/2001 - 11/05/2001
Standby Hunt Date Codes	GDA-OS02	11/10/2001 - 11/12/2001
Standby Hunt Date Codes	GDA-OS03	12/01/2001 - 12/03/2001
Standby Hunt Date Codes	GDA-OS04	12/08/2001 - 12/10/2001
Standby Hunt Date Codes	GDA-OSAA	11/03/2001 - 12/10/2001
Standby Hunt Date Codes	GDA-PF01	12/04/2001 - 12/06/2001
Standby Hunt Date Codes	GDA-PF02	12/11/2001 - 12/13/2001
Standby Hunt Date Codes	GDA-PF03	12/18/2001 - 12/20/2001
Standby Hunt Date Codes	GDA-PF04	01/08/2002 - 01/10/2002

TYPE	CODE	DESCRIPTION
Standby Hunt Date Codes	GDA-PF05	01/15/2002 - 01/17/2002
Standby Hunt Date Codes	GDA-PF06	01/22/2002 - 01/24/2002
Standby Hunt Date Codes	GDA-PF07	01/29/2002 - 01/31/2002
Standby Hunt Date Codes	GDA-PFAA	12/04/2001 - 01/31/2002
Standby Hunt Date Codes	GDA-RC01	11/14/2001 - 11/16/2001
Standby Hunt Date Codes	GDA-RC02	02/04/2002 - 02/06/2002
Standby Hunt Date Codes	GDA-RC03	02/07/2002 - 02/09/2002
Standby Hunt Date Codes	GDA-RCAA	11/14/2001 - 02/09/2002
Standby Hunt Date Codes	GDA-SA01	11/16/2001 - 11/18/2001
Standby Hunt Date Codes	GDA-SAAA	11/16/2001 - 11/18/2001
Standby Hunt Date Codes	GDA-WB01	11/05/2001 - 11/07/2001
Standby Hunt Date Codes	GDA-WB02	11/12/2001 - 11/14/2001
Standby Hunt Date Codes	GDA-WB03	12/03/2001 - 12/05/2001
Standby Hunt Date Codes	GDA-WB04	12/10/2001 - 12/12/2001
Standby Hunt Date Codes	GDA-WBAA	11/05/2001 - 12/12/2001
Standby Hunt Date Codes	GDE-BB01	11/13/2001 - 11/15/2001
Standby Hunt Date Codes	GDE-BB02	12/04/2001 - 12/06/2001
Standby Hunt Date Codes	GDE-BB03	12/17/2001 - 12/19/2001
Standby Hunt Date Codes	GDE-BBAA	11/13/2001 - 12/19/2001
Standby Hunt Date Codes	GDE-BS01	11/24/2001 - 11/28/2001
Standby Hunt Date Codes	GDE-BSAA	11/24/2001 - 11/28/2001
Standby Hunt Date Codes	GDE-BW01	01/08/2002 - 01/10/2002
Standby Hunt Date Codes	GDE-BW02	01/22/2002 - 01/24/2002
Standby Hunt Date Codes	GDE-BWAA	01/08/2002 - 01/24/2002
Standby Hunt Date Codes	GDE-CB01	11/28/2001 - 11/30/2001
Standby Hunt Date Codes	GDE-CB02	12/05/2001 - 12/07/2001
Standby Hunt Date Codes	GDE-CB03	12/12/2001 - 12/14/2001
Standby Hunt Date Codes	GDE-CBAA	11/28/2001 - 12/14/2001
Standby Hunt Date Codes	GDE-CC01	11/28/2001 - 11/30/2001
Standby Hunt Date Codes	GDE-CCAA	11/28/2001 - 11/30/2001
Standby Hunt Date Codes	GDE-CP01	12/10/2001 - 12/14/2001

TYPE	CODE	DESCRIPTION
Standby Hunt Date Codes	GDE-CP02	12/17/2001 - 12/21/2001
Standby Hunt Date Codes	GDE-CP03	01/14/2002 - 01/18/2002
Standby Hunt Date Codes	GDE-CPAA	12/10/2001 - 01/18/2002
Standby Hunt Date Codes	GDE-DH01	01/07/2002 - 01/09/2002
Standby Hunt Date Codes	GDE-DH02	01/09/2002 - 01/11/2002
Standby Hunt Date Codes	GDE-DHAA	01/07/2002 - 01/11/2002
Standby Hunt Date Codes	GDE-DS01	12/07/2001 - 12/09/2001
Standby Hunt Date Codes	GDE-DSAA	12/07/2001 - 12/09/2001
Standby Hunt Date Codes	GDE-EN01	11/06/2001 - 11/09/2001
Standby Hunt Date Codes	GDE-EN02	11/12/2001 - 11/15/2001
Standby Hunt Date Codes	GDE-ENAA	11/06/2001 - 11/15/2001
Standby Hunt Date Codes	GDE-ES01	12/03/2001 - 12/05/2001
Standby Hunt Date Codes	GDE-ES02	12/05/2001 - 12/07/2001
Standby Hunt Date Codes	GDE-ESAA	12/03/2001 - 12/07/2001
Standby Hunt Date Codes	GDE-FB01	12/17/2001 - 12/19/2001
Standby Hunt Date Codes	GDE-FB02	12/19/2001 - 12/21/2001
Standby Hunt Date Codes	GDE-FBAA	12/17/2001 - 12/21/2001
Standby Hunt Date Codes	GDE-GE01	12/08/2002 - 12/10/2002
Standby Hunt Date Codes	GDE-GEAA	12/08/2002 - 12/10/2002
Standby Hunt Date Codes	GDE-GN01	12/04/2001 - 12/06/2001
Standby Hunt Date Codes	GDE-GNAA	12/04/2001 - 12/06/2001
Standby Hunt Date Codes	GDE-GS01	01/07/2002 - 01/09/2002
Standby Hunt Date Codes	GDE-GS02	01/14/2002 - 01/16/2002
Standby Hunt Date Codes	GDE-GSAA	01/07/2002 - 01/16/2002
Standby Hunt Date Codes	GDE-HC01	01/07/2002 - 01/09/2002
Standby Hunt Date Codes	GDE-HC02	01/14/2002 - 01/16/2002
Standby Hunt Date Codes	ADE-BG01	10/08/2001 - 10/12/2001
Standby Hunt Date Codes	ADE-BG02	10/22/2001 - 10/26/2001
Standby Hunt Date Codes	ADE-BGAA	10/08/2001 - 10/26/2001
Standby Hunt Date Codes	ADE-CP01	12/03/2001 - 12/07/2001
Standby Hunt Date Codes	ADE-CPAA	12/03/2001 - 12/07/2001

TYPE	CODE	DESCRIPTION
Standby Hunt Date Codes	ADE-DH01	12/03/2001 - 12/07/2001
Standby Hunt Date Codes	ADE-DHAA	12/03/2001 - 12/07/2001
Standby Hunt Date Codes	ADE-DS01	11/16/2001 - 11/20/2001
Standby Hunt Date Codes	ADE-DSAA	11/16/2001 - 11/20/2001
Standby Hunt Date Codes	ADE-EL01	10/08/2001 - 10/12/2001
Standby Hunt Date Codes	ADE-EL02	10/15/2001 - 10/19/2001
Standby Hunt Date Codes	ADE-ELAA	10/08/2001 - 10/19/2001
Standby Hunt Date Codes	ADE-FB01	10/15/2001 - 10/17/2001
Standby Hunt Date Codes	ADE-FB02	10/17/2001 - 10/19/2001
Standby Hunt Date Codes	ADE-FBAA	10/15/2001 - 10/19/2001
Standby Hunt Date Codes	ADE-GR01	10/29/2001 - 11/02/2001
Standby Hunt Date Codes	ADE-GR02	11/12/2001 - 11/16/2001
Standby Hunt Date Codes	ADE-GR03	12/03/2001 - 12/07/2001
Standby Hunt Date Codes	ADE-GR04	12/17/2001 - 12/21/2001
Standby Hunt Date Codes	ADE-GRAA	10/29/2001 - 12/21/2001
Standby Hunt Date Codes	ADE-HS01	10/29/2001 - 10/31/2001
Standby Hunt Date Codes	ADE-HS02	11/05/2001 - 11/07/2001
Standby Hunt Date Codes	ADE-HS03	11/12/2001 - 11/14/2001
Standby Hunt Date Codes	ADE-HSAA	10/29/2001 - 11/14/2001
Standby Hunt Date Codes	ADE-JD01	11/02/2001 - 11/06/2001
Standby Hunt Date Codes	ADE-JDAA	11/02/2001 - 11/06/2001
Standby Hunt Date Codes	ADE-KC01	10/05/2001 - 10/07/2001
Standby Hunt Date Codes	ADE-KC02	10/12/2001 - 10/14/2001
Standby Hunt Date Codes	ADE-KCAA	10/05/2001 - 10/14/2001
Standby Hunt Date Codes	ADE-KE01	10/17/2001 - 10/19/2001
Standby Hunt Date Codes	ADE-KE02	10/24/2001 - 10/26/2001
Standby Hunt Date Codes	ADE-KEAA	10/17/2001 - 10/26/2001
Standby Hunt Date Codes	ADE-MM01	09/28/2001 - 10/01/2001
Standby Hunt Date Codes	ADE-MM02	10/08/2001 - 10/11/2001
Standby Hunt Date Codes	ADE-MM03	10/15/2001 - 10/18/2001
Standby Hunt Date Codes	ADE-MM04	10/22/2001 - 10/25/2001

TYPE	CODE	DESCRIPTION
Standby Hunt Date Codes	ADE-MMAA	09/28/2001 - 10/25/2001
Standby Hunt Date Codes	ADE-PA01	10/04/2001 - 10/08/2001
Standby Hunt Date Codes	ADE-PA02	10/18/2001 - 10/22/2001
Standby Hunt Date Codes	ADE-PAAA	10/04/2001 - 10/22/2001
Standby Hunt Date Codes	ADE-WB01	10/01/2001 - 10/05/2001
Standby Hunt Date Codes	ADE-WB02	10/08/2001 - 10/12/2001
Standby Hunt Date Codes	ADE-WBAA	10/01/2001 - 10/12/2001
Standby Hunt Date Codes	ALE-DB01	09/15/2001 - 09/16/2001
Standby Hunt Date Codes	ALE-DB02	09/20/2001 - 09/21/2001
Standby Hunt Date Codes	ALE-DB03	09/22/2001 - 09/23/2001
Standby Hunt Date Codes	ALE-DBAA	09/15/2001 - 09/23/2001
Standby Hunt Date Codes	ALE-GU01	09/14/2001 - 09/16/2001
Standby Hunt Date Codes	ALE-GUAA	09/14/2001 - 09/16/2001
Standby Hunt Date Codes	ALE-MD01	09/14/2001 - 09/16/2001
Standby Hunt Date Codes	ALE-MDAA	09/14/2001 - 09/16/2001
Standby Hunt Date Codes	ALE-MU01	09/10/2001 - 09/11/2001
Standby Hunt Date Codes	GDE-NS02	11/09/2001 - 11/11/2001
Standby Hunt Date Codes	GDE-NS03	11/16/2001 - 11/18/2001
Standby Hunt Date Codes	GDE-NS04	11/23/2001 - 11/25/2001
Standby Hunt Date Codes	GDE-NSAA	11/02/2001 - 11/25/2001
Standby Hunt Date Codes	GDE-PA01	11/01/2001 - 11/05/2001
Standby Hunt Date Codes	GDE-PA02	11/15/2001 - 11/19/2001
Standby Hunt Date Codes	GDE-PAAA	11/01/2001 - 11/19/2001
Standby Hunt Date Codes	GDE-PM01	11/17/2001 - 11/19/2001
Standby Hunt Date Codes	GDE-PM02	11/24/2001 - 11/26/2001
Standby Hunt Date Codes	GDE-PM03	12/01/2001 - 12/03/2001
Standby Hunt Date Codes	GDE-PM04	12/08/2001 - 12/10/2001
Standby Hunt Date Codes	GDE-PMAA	11/17/2001 - 12/10/2001
Standby Hunt Date Codes	GDE-RC01	10/30/2001 - 11/02/2001
Standby Hunt Date Codes	GDE-RC02	11/05/2001 - 11/08/2001
Standby Hunt Date Codes	GDE-RC03	01/21/2002 - 01/24/2002

TYPE	CODE	DESCRIPTION
Standby Hunt Date Codes	GDE-RCAA	10/30/2001 - 01/24/2002
Standby Hunt Date Codes	GDE-SC01	12/03/2001 - 12/05/2001
Standby Hunt Date Codes	GDE-SC02	12/05/2001 - 12/07/2001
Standby Hunt Date Codes	GDE-SC03	12/10/2001 - 12/12/2001
Standby Hunt Date Codes	GDE-SC04	12/12/2001 - 12/14/2001
Standby Hunt Date Codes	GDE-SCAA	12/03/2001 - 12/14/2001
Standby Hunt Date Codes	GDE-SD01	11/30/2001 - 12/02/2001
Standby Hunt Date Codes	GDE-SDAA	11/30/2001 - 12/02/2001
Standby Hunt Date Codes	GDE-SO01	11/09/2001 - 11/11/2001
Standby Hunt Date Codes	GDE-SO02	11/16/2001 - 11/18/2001
Standby Hunt Date Codes	GDE-SOAA	11/09/2001 - 11/18/2001
Standby Hunt Date Codes	GDE-SS01	11/13/2001 - 11/15/2001
Standby Hunt Date Codes	GDE-SSAA	11/13/2001 - 11/15/2001
Standby Hunt Date Codes	GDE-WO01	11/02/2001 - 11/04/2001
Standby Hunt Date Codes	GDE-WO02	11/05/2001 - 11/07/2001
Standby Hunt Date Codes	GDE-WO03	11/09/2001 - 11/11/2001
Standby Hunt Date Codes	GDE-WO04	11/13/2001 - 11/15/2001
Standby Hunt Date Codes	GDE-WOAA	11/02/2001 - 11/15/2001
Standby Hunt Date Codes	GFH-FB01	01/25/2002 - 01/27/2002
Standby Hunt Date Codes	GFH-FBAA	01/25/2002 - 01/27/2002
Standby Hunt Date Codes	GFH-GR01	01/21/2001 - 01/23/2001
Standby Hunt Date Codes	GFH-GR02	01/28/2002 - 01/30/2002
Standby Hunt Date Codes	GFH-GRAA	01/21/2001 - 01/30/2002
Standby Hunt Date Codes	GFH-KC01	01/18/2002 - 01/20/2002
Standby Hunt Date Codes	GFH-KCAA	01/18/2002 - 01/20/2002
Standby Hunt Date Codes	GFH-MA01	02/23/2002 - 02/25/2002
Standby Hunt Date Codes	GFH-MA02	03/02/2002 - 03/04/2002
Standby Hunt Date Codes	GFH-MA03	03/09/2002 - 03/11/2002
Standby Hunt Date Codes	GFH-MA04	03/16/2002 - 03/18/2002
Standby Hunt Date Codes	GFH-MAAA	02/23/2002 - 03/18/2002
Standby Hunt Date Codes	GFH-MD01	03/02/2002 - 03/04/2002

TYPE	CODE	DESCRIPTION
Standby Hunt Date Codes	GFH-MD02	03/16/2002 - 03/18/2002
Standby Hunt Date Codes	GFH-MDAA	03/02/2002 - 03/18/2002
Standby Hunt Date Codes	GFH-MT01	01/25/2002 - 01/27/2002
Standby Hunt Date Codes	GFH-MT02	02/08/2002 - 02/10/2002
Standby Hunt Date Codes	GFH-MTAA	01/25/2002 - 02/10/2002
Standby Hunt Date Codes	GFH-OS01	03/09/2002 - 03/11/2002
Standby Hunt Date Codes	GFH-OSAA	03/09/2002 - 03/11/2002
Standby Hunt Date Codes	GFH-PP01	02/16/2002 - 02/18/2002
Standby Hunt Date Codes	GFH-PP02	03/02/2002 - 03/04/2002
Standby Hunt Date Codes	GFH-PPAA	02/16/2002 - 03/04/2002
Standby Hunt Date Codes	GFH-RP01	02/01/2002 - 02/03/2002
Standby Hunt Date Codes	GFH-RP02	02/08/2002 - 02/10/2002
Standby Hunt Date Codes	GFH-RP03	02/15/2002 - 02/17/2002
Standby Hunt Date Codes	GFH-RPAA	02/01/2002 - 02/17/2002
Standby Hunt Date Codes	GFH-SF01	02/23/2002 - 02/25/2002
Standby Hunt Date Codes	GFH-SF02	03/16/2002 - 03/18/2002
Standby Hunt Date Codes	GFH-SFAA	02/23/2002 - 03/18/2002
Standby Hunt Date Codes	GJE-BG01	02/08/2002 - 02/10/2002
Standby Hunt Date Codes	GJE-BGAA	02/08/2002 - 02/10/2002
Standby Hunt Date Codes	GJE-BS01	11/10/2001 - 11/12/2001
Standby Hunt Date Codes	GJE-BS02	12/08/2001 - 12/10/2001
Standby Hunt Date Codes	GJE-BS03	01/12/2002 - 01/14/2002
Standby Hunt Date Codes	GJE-BSAA	11/10/2001 - 01/14/2002
Standby Hunt Date Codes	GJE-CP01	01/25/2002 - 01/27/2002
Standby Hunt Date Codes	GJE-CP02	02/01/2002 - 02/03/2002
Standby Hunt Date Codes	GJE-CP03	02/08/2002 - 02/10/2002
Standby Hunt Date Codes	GJE-CPAA	01/25/2002 - 02/10/2002
Standby Hunt Date Codes	GJE-DM01	01/14/2002 - 01/16/2002
Standby Hunt Date Codes	GJE-DM02	01/16/2002 - 01/18/2002
Standby Hunt Date Codes	GJE-DM03	01/21/2002 - 01/23/2002
Standby Hunt Date Codes	GJE-DM04	01/23/2002 - 01/25/2002

TYPE	CODE	DESCRIPTION
Standby Hunt Date Codes	GJE-DMAA	01/14/2002 - 01/25/2002
Standby Hunt Date Codes	GJE-EL01	01/07/2002 - 01/09/2002
Standby Hunt Date Codes	GDA-GRAA	11/19/2001 - 11/21/2001
Standby Hunt Date Codes	GDA-GS01	01/09/2002 - 01/11/2002
Standby Hunt Date Codes	GDA-GS02	10/16/2002 - 10/18/2002
Standby Hunt Date Codes	GDA-GSAA	01/09/2002 - 10/18/2002
Standby Hunt Date Codes	GDA-HC01	01/09/2002 - 01/11/2002
Standby Hunt Date Codes	GDA-HC02	01/16/2002 - 01/18/2002
Standby Hunt Date Codes	GDA-HCAA	01/09/2002 - 01/18/2002
Standby Hunt Date Codes	GDA-HS01	11/26/2001 - 11/28/2001
Standby Hunt Date Codes	GDA-HS02	12/03/2001 - 12/05/2001
Standby Hunt Date Codes	GDA-HS03	12/10/2001 - 12/12/2001
Standby Hunt Date Codes	GDA-HS04	12/17/2001 - 12/19/2001
Standby Hunt Date Codes	GDA-HSAA	11/26/2001 - 12/19/2001
Standby Hunt Date Codes	GDA-HV01	01/07/2002 - 01/09/2002
Standby Hunt Date Codes	GDA-HV02	01/14/2002 - 01/16/2002
Standby Hunt Date Codes	GDA-HV03	01/22/2002 - 01/24/2002
Standby Hunt Date Codes	GDA-HVAA	01/07/2002 - 01/24/2002
Standby Hunt Date Codes	GDA-IL01	12/12/2001 - 12/14/2001
Standby Hunt Date Codes	GDA-IL02	01/02/2002 - 01/04/2002
Standby Hunt Date Codes	GDA-IL03	01/09/2002 - 01/11/2002
Standby Hunt Date Codes	GDA-IL04	01/16/2002 - 01/18/2002
Standby Hunt Date Codes	GDA-ILAA	12/12/2001 - 01/18/2002
Standby Hunt Date Codes	GDA-JD01	11/07/2001 - 11/09/2001
Standby Hunt Date Codes	GDA-JD02	11/09/2001 - 11/11/2001
Standby Hunt Date Codes	GDA-JD03	11/14/2001 - 11/16/2001
Standby Hunt Date Codes	GDA-JDAA	11/07/2001 - 11/16/2001
Standby Hunt Date Codes	GDA-KE01	10/31/2001 - 11/02/2001
Standby Hunt Date Codes	GDA-KE02	11/07/2001 - 11/09/2001
Standby Hunt Date Codes	GDA-KE03	11/28/2001 - 11/30/2001
Standby Hunt Date Codes	GDA-KE04	12/03/2001 - 12/05/2001

TYPE	CODE	DESCRIPTION
Standby Hunt Date Codes	GDA-KE05	12/06/2001 - 12/08/2001
Standby Hunt Date Codes	GDA-KE06	12/12/2001 - 12/14/2001
Standby Hunt Date Codes	GDA-KEAA	10/31/2001 - 12/14/2001
Standby Hunt Date Codes	GDA-KS01	11/16/2001 - 11/18/2001
Standby Hunt Date Codes	GDA-KSAA	11/16/2001 - 11/18/2001
Standby Hunt Date Codes	GDA-LB01	12/11/2001 - 12/13/2001
Standby Hunt Date Codes	GDA-LBAA	12/11/2001 - 12/13/2001
Standby Hunt Date Codes	GDA-LW01	01/07/2002 - 01/09/2002
Standby Hunt Date Codes	GDA-LWAA	01/07/2002 - 01/09/2002
Standby Hunt Date Codes	GDA-MM01	11/28/2001 - 11/30/2001
Standby Hunt Date Codes	GDA-MM02	12/03/2001 - 12/05/2001
Standby Hunt Date Codes	GDA-MM03	12/05/2001 - 12/07/2001
Standby Hunt Date Codes	GDA-MMAA	11/28/2001 - 12/07/2001
Standby Hunt Date Codes	GDA-MS01	12/18/2001 - 12/20/2001
Standby Hunt Date Codes	GDA-MS02	01/08/2002 - 01/10/2002

List of Counties

1. UPTON
2. UVALDE
3. VAL VERDE
4. VAN ZANDT
5. VICTORIA
6. WALKER
7. WALLER
8. WARD
9. WASHINGTON
10. WEBB
11. WHARTON
12. WHEELER
13. WICHITA

14. WILBARGER

15. WILLACY

16. WILLIAMSON

17. WILSON

18. WINKLER

19. WISE

20. WOOD

21. YOAKUM

22. YOUNG

23. ZAPATA

24. ZAVALA

25. Other

26. TERRY

27. THROCKMORTON

28. TITUS

29. TOM GREEN

30. TRAVIS

31. TRINITY

32. TYLER

33. UPSHUR

34. DONLEY

35. DUVAL

36. EASTLAND

37. ECTOR

38. EDWARDS

39. ELLIS

40. EL PASO

41. ERATH

42. FALLS

43. FANNIN

44. FAYETTE

45. FISHER

46. FLOYD

47. FOARD

48. FORT BEND

49. FRANKLIN

50. FREESTONE

51. FRIO

52. GAINES

53. GALVESTON

54. GARZA

55. GILLESPIE

56. GLASSCOCK

57. GOLIAD

58. GONZALES

59. GRAY

60. GRAYSON

61. GREGG

62. GRIMES

63. GUADALUPE

64. HALE

65. HALL

66. HAMILTON

67. HANSFORD

68. HARDEMAN

69. HARDIN

70. HARRIS

71. HARRISON

72. HARTLEY

73. HASKELL

74. HAYS

75. HEMPHILL

76. HENDERSON

77. HIDALGO

78. HILL

79. HOCKLEY

80. HOOD

81. HOPKINS

82. HOUSTON

83. HOWARD

84. HUDSPETH

85. HUNT

86. HUTCHINSON

87. IRION

88. JACK

89. JACKSON

90. JASPER

91. JEFF DAVIS

92. JEFFERSON

93. JIM HOGG

94. JIM WELLS

95. JOHNSON

96. JONES

97. KARNES

98. KAUFMAN

99. KENDALL

100. KENEDY

101. KENT

102. KERR

103. KIMBLE

104. KING

105. KINNEY

106. KLEBERG

107. KNOX

108. LAMAR

109. LAMB

110. LAMPASAS

111. LA SALLE

112. LAVACA

113. LEE

114. LEON

115. LIBERTY

116. LIMESTONE

117. LIPSCOMB

118. LIVE OAK

119. LLANO

120. LOVING

121. LUBBOCK

122. LYNN

123. MCCULLOCH

124. MCLENNAN

125. MCMULLEN

126. MADISON

127. MARION

128. MARTIN

129. MASON

130. MATAGORDA

131. MAVERICK

132. MEDINA

133. MENARD

134. MIDLAND

135. MILAM

136. MILLS

137. MITCHELL

138. MONTAGUE

139. MONTGOMERY

140. MOORE

141. MORRIS

142. MOTLEY

143. NACOGDOCHES

144. ANDERSON

145. ANDREWS

146. ANGELINA

147. ARANSAS

148. ARCHER

149. ARMSTRONG

150. ATASCOSA

151. AUSTIN

152. BAILEY

153. BANDERA

154. BASTROP

155. BAYLOR

156. BEE

157. BELL

158. BEXAR

159. BLANCO

160. BORDEN

161. BOSQUE

162. BOWIE

163. BRAZORIA

164. BRAZOS

165. BREWSTER

166. BRISCOE
167. BROOKS
168. BROWN
169. BURLESON
170. BURNET
171. CALDWELL
172. CALHOUN
173. CALLAHAN
174. CAMERON
175. CAMP
176. CARSON
177. CASS
178. CASTRO
179. CHAMBERS
180. CHEROKEE
181. CHILDRESS
182. CLAY
183. COCHRAN
184. COKE
185. COLEMAN
186. COLLIN
187. COLLINGSWORTH
188. COLORADO
189. COMAL
190. COMANCHE
191. CONCHO
192. COOKE
193. CORYELL
194. COTTLE
195. CRANE
196. CROCKETT
197. CROSBY
198. CULBERSON
199. DALLAM
200. DALLAS
201. DAWSON
202. DEAF SMITH
203. DELTA

204. DENTON

205. DE WITT

206. DICKENS

207. DIMMIT

208. NAVARRO

209. NEWTON

210. NOLAN

211. NUECES

212. OCHILTREE

213. OLDHAM

214. ORANGE

215. PALO PINTO

216. PANOLA

217. PARKER

218. PARMER

219. PECOS

220. POLK

221. POTTER

222. PRESIDIO

223. RAINS

224. RANDALL

225. REAGAN

226. REAL

227. RED RIVER

228. REEVES

229. REFUGIO

230. ROBERTS

231. ROBERTSON

232. ROCKWALL

233. RUNNELS

234. RUSK

235. SABINE

236. SAN AUGUSTINE

237. SAN JACINTO

238. SAN PATRICIO

239. SAN SABA

240. SCHLEICHER

241. SCURRY

242. SHACKELFORD
243. SHELBY
244. SHERMAN
245. SMITH
246. SOMERVELL
247. STARR
248. STEPHENS
249. STERLING
250. STONEWALL
251. SUTTON
252. SWISHER
253. TARRANT
254. TAYLOR
255. TERRELL

Appendix B

This appendix lists the questions and information required for ancillary data.

Fishing Licenses

Item	Questions
599 Bonus Red Drum	Bay or Gulf? Length (in inches) Area Name County

Access Other

Item	Questions/Information
132 Hunting Lease - Small	Name of area/ranch Total area (in acres) Primary county
133 Hunting Lease - Medium	(Same as Hunting Lease- Small)
134 Hunting Lease - Large	Name of area/ranch Total area (in acres) Primary county Number of owners
292 Gold Texas Conservation Passport	Vehicle make Model Model year License plate no. VIN no. Home based city
392 Silver Texas Conservation Passport	(Same as Gold Texas Conservation Passport)
444 Texas Grand Slam	Enter Quantity (No maximum) Default value is 1
457 Texas Exotic Safari	Enter Quantity (No maximum) Default value is 1

Item	Questions/Information
459 Texas Whitetail Bonanza	Enter Quantity (No maximum) Default value is 1
460 Texas Waterfowl Adventure	Enter Quantity (No maximum) Default value is 1
461 Texas Bigtime Bird Hunt	Enter Quantity (No maximum) Default value is 1
462 Texas Heritage Hunt	Enter Quantity (No maximum) Default value is 1
463 Texas Ultimate Bu	Enter Quantity (No maximum) Default value is 1
555 Collector Stamp	Enter Quantity (No maximum) Default value is 1
800 TPW Magazine - 1 year	Last name First name Middle name Suffix Address line 1 Address line 2 City State ZIP ZIP+4
801 TPW Magazine - 2 years	(Same as TPW Magazine - 1 year)