
DNR POS Channel Sales Summary of Changes

South Carolina Department of Natural Resources

09/2013



DNR

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DEPARTMENT OF NATURAL RESOURCES POINT OF SALE CHANNEL

The Department of Natural Resources (DNR) is migrating to a new web based system. This user guide will help in navigating through the new Point of Sale (POS) system as well as highlight changes from the old system.

A user with the role of a POS cashier will have the ability to sell, void, and reprint licenses and permits. This manual covers the following sections:

- Hunting & Fishing Licenses
- Duplicate Licenses
- Reprint Last License
- Void Licenses

I. RECREATIONAL LICENSES AND PERMITS

STEP 1: LOGIN

Your site administrator will provide your **User Name** and **Password** to you. To set up a new user account, change or reset password, please contact your site administrator. Complete the following steps to login to the Point of Sale System:

1. Enter your **User Name** and **Password**.
2. Click **Login** to enter the system.



SOUTH CAROLINA
Department of Natural Resources
Customer Service Portal

A screenshot of the "User Login" form is shown within a dark blue border. The form has a light yellow background. At the top, it says "User Login" in bold. Below that, it says "Enter your user name and password to log in". There are two input fields: "User Name: *" and "Password: *". A speech bubble points to the "User Name" field with the text "Enter your User name and Password". Below the fields is a green "Login >" button with a red border.

STEP 2: SELECT THE SALES OPTION

In the opening screen, you will have the following sales options:

- Hunting & Fishing Licenses
- Duplicate Licenses
- Reprint Last License

Unlike your previous DNR system, you will have a radio button to the left of each sales option. Complete the following steps to select a sales option:

1. Click on the radio button next to the option the customer is requesting.
2. Click **Continue**.

SC DNR Sales Home

Welcome to the South Carolina Department of Natural Resources Online Services

To quickly access your account, have your SCDNR Customer Identification Number (CIDN) in hand. Your CIDN can be found on any hunting or fishing license issued by the department. See the example on the right. Other options are available to access your account on the following screen.

To apply for hunting and fishing licenses and permits or register for a lottery hunt, you must have proof of identity such as:

- a valid driver's license issued in the United States *or*
- a valid State issued identification card *or*
- a US Dept of Defense Military Identification *or*
- an unexpired Passport if you are a foreign national

If you do not have these items, please visit the South Carolina Department of Natural Resources regional office.

As a reminder, it is a violation of South Carolina State law to willfully or knowingly make a false statement when applying for a South Carolina hunting or fishing license or permit.

Recreational and commercial hunting & fishing license applicants are required to disclose their social security number. This is required under Federal law 42 U.S.C.A. § 666(a)(13) (2003) and South Carolina State law § 63-14-1080. This information is provided to the South Carolina Department of Social Services Child Enforcement Unit to establish, modify, and enforce child support orders. An applicant that declines to provide this information cannot be issued a SCDNR hunting/fishing license, permit, or tag.

General information about licenses and pricing can be found on the [SC DNR Website](#).

For specific questions regarding licenses or regulations, [email SCDNR License Division](#) or call 803.734.3833 Mon-Fri 8:30-4:45 ET.



Choose an option below to continue

- ☐ HUNTING & FISHING LICENSES
- ☐ DUPLICATE LICENSES
- ☐ REPRINT LAST LICENSE

Continue »

STEP 3: CUSTOMER LOOKUP AND ADD NEW CUSTOMER

In the old system, you have to identify whether the customer is a new or an existing customer before starting the transaction. In the new system, you will complete a search on each customer first, then proceed to add new customers or process with existing customers. The search is done in both cases.

The following are the options to search for a customer:

- **Customer ID and Date of Birth**
- **Last Name, Date of Birth** and either **Last Four Digits of Social Security Number (SSN)** or **Last Four Digits of Driver's License (DL)**

3a: New Customer: Resident, Non-Resident (US), Military Personnel or Dependent

The following are the steps to add a new customer:

1. Enter the **Last Name, Date of Birth** and either Last four digits of the **DL Number** or **SSN**.
2. Click on **Continue**.

[Home](#) > [Customer Search](#)

Customer Search

Search for the customer using one of the options below
Find-A-Customer Page

International Customer ?

Returning customer with customer ID

Customer ID #:

Date of Birth: Month Year

OR

New or returning customer with no known Customer ID

Last Name: *

Date of Birth: * Month Year

*Enter the last 4 of either DL or SSN:

DL # (Last 4):

~ OR ~

SSN (Last 4):

Enter Last Name and Date of Birth
(i.e. December 01 1980)

Enter either the last 4 numbers of DL or SSN

« Back Continue »

3. If you get no results, you will have an option to **Search Again** or **Manually Enter Customer Information**.
4. Select **Manually Enter Customer Information**.

[Home](#) > [Customer Lookup](#) > [Not Found](#)

Customer Not Found

Choose an option below to continue

☐ Search Again
☒ Manually Enter Customer Information

« Back Continue »

5. Select the **Residency Type**, and then click **Continue**. NOTE: The following are the two additional options that were not available in the old system:
 - **Non-Resident (International Address)**
 - **Resident, stationed outside of SC, but on leave in SC** - For military personnel stationed outside of SC

Customer Residency

Select the correct residency type below

[Residency Requirements & Information](#)

Residency Type: *

- ☒ **Resident**
- ☐ Non-Resident (U.S. Address)
- ☐ Non-Resident (International Address)
- ☐ Full time student attending a SC university, college, or technical school
- ☐ Military personnel stationed in SC
- ☐ Dependant of military personnel on active duty stationed in SC
- ☐ Resident, stationed outside of SC, but on leave in SC

« Back

Continue »

6. Complete the customer information. NOTE: All fields that have a preceding asterisk (*) are required fields.

Home > Customer Lookup > Customer Profile

Customer Profile

Verify the information below before proceeding

Customer is a Resident

[Change](#)

Name as it appears on identification card

First Name: * Last Name: *
Middle Name: Suffix:

NOTE: If the Physical and Mailing Address are the same, click 'Yes' here to avoid having to enter it twice

Physical and Mailing addresses are the SAME: ☐ Yes ☒ No

Address

Physical address:

Street: *
City: *
State: * SOUTH CAROLINA (SC)
Zip Code: * -
County: *
Country: * UNITED STATES OF AMERICA

Mailing address:

Street: *
City: *
State: *
Zip Code: * -
Country: * UNITED STATES OF AMERICA

Demographic Information

Gender: * ☐ Male ☐ Female
Date of Birth: * June 03 1960
Ethnicity: *

SSN: * - -
Verify SSN: * - -

The disclosure of your social security number is required pursuant to Federal law 42 U.S.C.A. § 666(a)(13)(2003) and South Carolina State law § 20-7-949. Your social security number will serve as your principal identification number to determine your eligibility for licenses. It will also be provided to law enforcement agencies and the South Carolina Child Support Enforcement of Department of Social Services Unit to establish, modify, and enforce child support obligations.

Optional Information

Phone numbers are optional. However, if you enter a number, you must select a phone type.

Primary Phone #: - -
Phone Type: ☐ Home ☐ Mobile
☐ Work ☐ Other

Alternate Phone #: - -
Phone Type: ☐ Home ☐ Mobile
☐ Work ☐ Other

Email Address:

☐ Would you like to receive email updates from SC DNR?

If you wish to be notified through email about natural resource issues and agency events, please provide your email address. Email addresses are not available for commercial purposes to outside parties. You are not required to provide an email address to purchase a SCDNR privilege.

[« Back](#) [Continue »](#)

7. Select the customer **Identification Type**. Enter the **ID Number** and select the **Issuing State**. Click **Continue**. (Note: The issuing state option will not be available if you select **Passport**).

[Home](#) > [Customer Lookup](#) > [Customer Profile](#) > [Customer Identification](#)

Customer Identification

Complete any missing information below

ID Type: * ☐ Driver License ☐ ID Card ☐ Passport

ID Number: *

For your protection only the last four numbers are displayed.
Enter this number exactly as it appears on your identification.

Verify ID Number: *

Issuing State: * SOUTH CAROLINA (SC) ▼

« Back
Continue »

3b: New Customer: International

There is a new and convenient feature to add new international customers or returning international customers whose Customer ID is unknown. The following are the steps to add the customer:

1. Click on **International Customer** on the Customer Search page.

[Home](#) > [Customer Search](#)

Customer Search

Search for the customer using one of the options below
Find-A-Customer Page

International Customer ?

Returning customer with customer ID

Customer ID #:

Date of Birth: Month ▼ Year

OR

New or returning customer with no known Customer ID

Last Name:

Date of Birth: Month ▼ Year

DL # (Last 4):

DL # (Last 4):

SSN (Last 4):

« Back
Continue »

2. Enter the customer's Name, Address, Phone number, and Demographic data. Note - you can use the **Zip Code** field to enter the postal code. When entering international customers, the field will accept both numbers and letters.
3. Click **Continue** to advance to the Customer Identification page or back to make changes.

Home > Customer Lookup > Customer Profile

Customer Profile

Verify the information below before proceeding

Name as it appears on identification card

First Name: * Last Name: *

Middle Name: Suffix:

Address

Physical address:

Street: *

City: *

State: * INTERNATIONAL (IT)

Zip Code: * - optional

Country: *

Demographic Information

Gender: * ☒ Male ☐ Female

Date of Birth: * March

Ethnicity: * WHITE

Optional Information

Phone numbers are optional. However, if you enter a number, you must select a phone type.

Primary Phone #: - -

Phone Type: ☐ Home ☐ Mobile ☐ Work ☐ Other

Alternate Phone #: - -

Phone Type: ☐ Home ☐ Mobile ☐ Work ☐ Other

Email Address:

☐ Would you like to receive email updates from SC DNR?

If you wish to be notified through email about natural resource issues and agency events, please provide your email address. Email addresses are not available for commercial purposes to outside parties. You are not required to provide an email address to purchase a SCDNR privilege.

4. Select **Passport** for customer identification and enter the passport **ID Number**. Click **Continue** to proceed.

The screenshot shows the 'Customer Identification' page. At the top, a breadcrumb trail reads: Home > Customer Lookup > Customer Profile > Customer Identification. The page title is 'Customer Identification' with the instruction 'Complete any missing information below'. There are three radio buttons for 'ID Type': 'Driver License', 'ID Card', and 'Passport'. The 'Passport' option is selected and highlighted with a red box. Below this is a text input field for 'ID Number: *', also highlighted with a red box. A yellow box contains the text: 'For your protection only the last four numbers are displayed. Enter this number exactly as it appears on your identification.' Below this is a text input field for 'Verify ID Number: *', highlighted with a red box. At the bottom are two buttons: '< Back' and 'Continue >', with the 'Continue >' button highlighted with a red box.

3c: Existing Customer

The following are the steps to find an existing customer:

1. Complete the customer search using one of these two options:
 - **Customer ID** and **Date of Birth**
 - **Last Name**, **Date of Birth** and either Last Four Digits of Social Security Number (**SSN**) or Last Four Digits of Driver's License (**DL**)
2. Click on **Continue**.

The screenshot shows the 'Customer Search' page. At the top, a breadcrumb trail reads: Home > Customer Search. The page title is 'Customer Search' with the instruction 'Search for the customer using one of the options below' and the subtext 'Find-A-Customer Page'. There is a tab labeled 'International Customer' with a question mark icon. Below this are two main sections. The first section is titled 'Returning customer with customer ID' and contains two text input fields: 'Customer ID #' and 'Date of Birth:'. The 'Date of Birth' field has a dropdown for 'Month' and a text input for 'Year'. This entire section is highlighted with a red box. Below this section is a yellow circle with the text 'OR'. The second section is titled 'New or returning customer with no known Customer ID' and contains four text input fields: 'Last Name:', 'Date of Birth:', 'DL # (Last 4):', and 'SSN (Last 4):'. The 'Date of Birth' field has a dropdown for 'Month' and a text input for 'Year'. This entire section is highlighted with a red box. To the right of the 'DL # (Last 4):' and 'SSN (Last 4):' fields is a blue speech bubble that says 'Only one needed. DL or SSN, not both.' At the bottom are two buttons: '< Back' and 'Continue >', with the 'Continue >' button highlighted with a red box.

3. Review the customer information. Click **Continue** to proceed if the search yields the correct customer. Click **Back** to search again or **Add New Customer** if the results do not match your customer.

Home > Customer Lookup > Customer Verification

Customer Verification

Verify the information below before proceeding or choose to add a new customer

Customer Name: SMITH, MISTER
Customer Number: C00099972701
Mailing Address: 123 ANY STREET, COLUMBIA, SC 29201, US
Physical Address: 123 ANY STREET, COLUMBIA, SC 29201, US
Primary Phone:
Alternate Phone:
Email Address:

< Back + Add New Customer **Continue >**

4. Verify the residency information and update if needed. To edit, click on **Change**.

Home > Customer Lookup > Customer Profile

Customer Profile

Verify the information below before proceeding

Customer is a **Resident** **Change** Customer Name: SMITH, MISTER
Customer Number: C00099972701

Name as it appears on identification card

First Name: * MISTER X Last Name: * SMITH
Middle Name: Suffix: ▼

Address

5. Verify the customer information and update as needed. Continue to the Customer ID screen as described in section **3a. Step 7** above.

STEP 4: SELECT CUSTOMER PRIVILEGES

This page will display the options that are available for purchase to the customer and show the privileges that the customer already possesses.

Select the privileges that the customer would like to purchase. Note, if only one license is allowed, the quantity field is greyed out and has a default value of one. You will also see the current privileges that your customer holds.

Home

Home > Customer Lookup > Customer Profile > Customer Identification > Select Privileges

Select Privileges

Select the privileges you wish to purchase

Privileges available for the selected customer to purchase

Privileges Available for Purchase

#	License Name	License Description	Qty.	Cost
HUNTING LICENSES/PERMITS				
☐	ANNUAL STATE HUNTING LICENSE (NON RES) RH03	VALID THROUGH JUNE 30, 2014. TO HUNT STATEWIDE DURING OPEN SEASONS.	Enter Quantity if not defaulted to 1 1	\$125.00
☐	10 DAY STATE HUNTING LICENSE (NON RES) RH04	VALID 10 CONSECUTIVE DAYS FROM THE START DATE. TO HUNT STATEWIDE DURING OPEN SEASONS.	Qty 1	\$75.00
☐	3 DAY STATE HUNTING LICENSE (NON RES) RH05	VALID 3 CONSECUTIVE DAYS FROM THE START DATE. TO HUNT STATEWIDE DURING OPEN SEASONS.	Qty 1	\$40.00
☐	ANNUAL BIG GAME PERMIT (NON RES) RH07	VALID THROUGH JUNE 30, 2014. STATE HUNTING LICENSE IS REQUIRED. FOR HUNTING BEAR, DEER AND TURKEY IN	1	\$100.00
☐	ANNUAL WILDLIFE MANAGEMENT AREA PERMIT (NON RES) RH09	VALID THROUGH JUNE 30, 2014 TO HUNT ON WILDLIFE MANAGEMENT AREAS DURING OPEN SEASONS.	1	\$76.00
☐	ANNUAL MIGRATORY BIRD PERMIT (NON RES) RH12	TO HUNT MIGRATORY GAME BIR WOODCOCK, MARSH HEN, COOT BRANT	Default of 1 if only one license/permit is allowed 1	\$0.00
☐	ANNUAL MIGRATORY WATERFOWL PERMIT (NON RES) RH14	TO HUNT BRANTS, DUCKS AND GEESE; STATE HUNTING LICENSE, MIGRATORY GAME BIRD PERMIT AND FEDERAL MIGRA	1	\$5.50
☐	ANNUAL SHOOTING PRESERVE LICENSE (NON RES) RH16	INDIVIDUAL LICENSE TO ONLY HUNT THOSE SPECIES A SHOOTING PRESERVE IS LICENSED TO RELEASE, NOT VALID	1	\$8.50
☐	SEASONAL WILD TURKEY TAGS (NON RES) RH24	WILD TURKEY TRANSPORTATION TAGS, SET OF 5, STATE HUNTING AND BIG GAME REQUIRED	5	\$0.00
☐	ANNUAL APPRENTICE STATE HUNTING LICENSE (NON RES) RH34	APPRENTICE STATE HUNTING LICENSE	1	\$125.00
FISHING LICENSES/PERMITS				
☐	ANNUAL FRESHWATER FISHING LICENSE (NON RES) RF03	VALID THROUGH JUNE 30, 2014 TO FISH IN THE FRESHWATERS OF THE STATE.	1	\$35.00
☐	14 DAY FRESHWATER FISHING LICENSE (NON RES) RF04	VALID FOR 14 CONSECUTIVE DAYS FROM START DATE, TO FISH IN THE FRESHWATERS OF THE STATE	Qty 1	\$11.00
☐	ANNUAL SALTWATER FISHING LICENSE (NON RES) RF08	VALID THROUGH JUNE 30, 2013 TO FISH IN THE SALTWATERS OF THE STATE.	1	\$35.00
☐	14 DAY SALTWATER FISHING LICENSE (NON RES) RF09	VALID FOR 14 CONSECUTIVE DAYS FROM START DATE, TO FISH IN THE SALTWATERS OF THE STATE	Qty 1	\$11.00
☐	3 YR FRESHWATER FISHING LICENSE (NON RES) RF21	TO FISH IN FRESHWATERS, EXPIRES JUNE 30, 2015	1	\$105.00
☐	3 YR SALTWATER FISHING LICENSE (NON RES) RF23	TO FISH IN SALTWATERS, EXPIRES JUNE 30, 2015	1	\$105.00

Click to select privilege

Enter Quantity if not defaulted to 1

Default of 1 if only one license/permit is allowed

Privileges the customer already possesses

Current Privileges

Only privileges you do not possess will display as purchase options. Also, if you own a license that includes the privilege, it will not display for purchase.

Name of Current Privilege

ANNUAL STATE HUNTING LICENSE (RES)

« Back

Continue »

4a: Conflicts

Some privileges will not be available to the customer if they already have an existing license. For example, if a customer purchased a 3Yr Combination License in 2010, this privilege will not appear in the list of options until it is due for renewal.

4b: Pre-Requisites and Other Requirements

There are privileges that require meeting certain conditions prior to purchase of a license. For instance, to buy an Annual Big Game Permit, an Annual State Hunting License is required. Additional requirements may be required based on the privilege selected. An error will be received if Pre-requisites are not met.

Once you click on **Continue**, the system will prompt you to enter the additional required information as needed. Common examples are Hunter Education Details and Migratory Bird Survey as shown below.

Home > Customer Lookup > Customer Profile > Select Privileges > Additional Hunting Info

Additional Info Required

Complete the required information below to proceed

Hunter Education Information

Hunter Ed. #: *

Hunter Ed. State: *

Migratory Bird Information

Will you hunt migratory birds in South Carolina this year? * ☐ Yes ☐ No

« Back Continue »

4c: Seasonal privileges

Seasonal privileges such as Shrimp Baiting license, Antlerless Deer Tags, and Turkey Tags will only appear as the hunting season approaches.

4d: Short-term privileges

For Short-term privileges such as 14 Day Saltwater Fishing License, you will need to enter the start date. Once you select the privilege(s) and click on next, you will be prompted to enter the **Start Date** as shown below.

Home > Customer Lookup > Customer Profile > Select Privileges > Select Temporary Licenses Dates

Select Temporary License Dates

Designate the start date for the temporary license(s)

Start Dates:

14 DAY SALTWATER FISHING LICENSE (RES) #1: *

14 DAY SALTWATER FISHING LICENSE (RES) #2: *

« Back Continue »

STEP 5: ORDER SUMMARY

Verify the order. Click **Back** if changes are needed. Click **Continue** if everything is correct to complete the purchase.

Home > Customer Lookup > Customer Profile > Customer Identification > Select Privileges > Summary

Order Summary

Verify the information below, then select a payment type

Purchaser Summary
 JONES, MISTER
 1301 GERVAIS STREET, COLUMBIA, SC 29201

Shopping Cart

Item Name	Notes	Quantity	Cost
14 DAY FRESHWATER FISHING LICENSE (RES)	VALID PERIOD: 10/01/13 - 10/14/13	1	\$5.00
Subtotal:			\$5.00
Total SC.Gov charges:			\$5.00

This online service is provided by SC.GOV, a third party, working under a contract administered by the South Carolina Budget and Control board, Division of State Information Technology (DSIT). The online price of items or services purchased through SC.GOV, the state's official Web portal, includes funds used to develop, maintain, enhance and expand the service offerings of the state's portal.

[<< Back](#)
[Continue >>](#)

STEP 6: PRINT LICENSE

The receipt will be shown. Other privileges owned by the customer will also be shown on the receipt.

1. Click on **Print** to print the license.
2. Click **Continue** to return to the sales options page.



[Home](#)

Receipt

PLEASE PRINT THIS PAGE

South Carolina Department of Natural Resources

Resident

*** SAMPLE ***

SC.GOV ORDER NUMBER:: 8768

CUSTOMER#: C00099972733

ISSUED TO: MISTER JONES

ADDRESS: 1301 GERVAIS STREET

CITY: COLUMBIA STATE: SC ZIP: 29201

BIRTH DATE: 12/09/91 GENDER: M

ETHNICITY:

ISSUING AGENT: POS NEW VENDOR(99-111)

DATE: 09/23/13 TIME: 10:26 AM

ALL ACTIVE PRIVILEGES

LICENSE TYPE

14 DAY FRESHWATER FISHING LICENSE (RES)

VALID PERIOD

10/01/13 - 10/14/13

Persons whose privileges are suspended are not eligible to apply, hold, or use a DNR license, permit, stamp, or tag.

SIGNATURE

Operation Game Thief
Protect South Carolina's Natural Resources
1.800.922.5431 or #OGT

Today's Purchases

14 DAY FRESHWATER FISHING LICENSE (RES)

VALID PERIOD: 10/01/13 - 10/14/13 \$5.00

Total Amount Due: \$5.00

[Continue »](#)

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II. DUPLICATE LICENSES AND PERMITS

STEP 1: SELECT SALES OPTIONS

When you need to sell a duplicate license:

1. Select **Duplicate Licenses** from the sales options.
2. Click **Continue**.

Home

SC DNR Sales Home

Welcome to the South Carolina Department of Natural Resources Online Services

To quickly access your account, have your SCDNR Customer Identification Number (CIDN) in hand. Your CIDN can be found on any hunting or fishing license issued by the department. *See the example on the right.* Other options are available to access your account on the following screen.

To apply for hunting and fishing licenses and permits or register for a lottery hunt, you must have proof of identity such as:

- a valid driver's license issued in the United States *or*
- a valid State issued identification card *or*
- a US Dept of Defense Military Identification *or*
- an unexpired Passport if you are a foreign national

If you do not have these items, please visit the South Carolina Department of Natural Resources regional office.

As a reminder, it is a violation of South Carolina State law to willfully or knowingly make a false statement when applying for a South Carolina hunting or fishing license or permit.

Recreational and commercial hunting & fishing license applicants are required to disclose their social security number. This is required under Federal law 42 U.S.C.A. § 666(a)(13) (2003) and South Carolina State law § 63-14-1080. This information is provided to the South Carolina Department of Social Services Child Enforcement Unit to establish, modify, and enforce child support orders. An applicant that declines to provide this information cannot be issued a SCDNR hunting/fishing license, permit, or tag.

General information about licenses and pricing can be found on the [SC DNR Website](#).

For specific questions regarding licenses or regulations, [email SCDNR License Division](#) or call 803.734.3833 Mon-Fri 8:30-4:45 ET.

CUSTOMER ID NUMBER

To find your customer identification number, please see the number in the lower left hand corner of your DNR issued license.

Choose an option below to continue

- ☒ HUNTING & FISHING LICENSES
- ☐ DUPLICATE LICENSES
- ☐ REPRINT LAST LICENSE

Continue »

STEP 2: IDENTIFY CUSTOMER TYPE

There are two options for customer type:

- Individual
- Business

Click on the radio button that relates to your customer then click **Continue**.

The screenshot shows a web form titled "Select Customer Type" with a breadcrumb "Home > Customer Type". Below the title is the instruction "Choose an option below to proceed". There are two radio button options: "This is an individual" and "This is a business". The "This is an individual" option is selected. At the bottom are two buttons: "« Back" and "Continue »".

STEP 3: CUSTOMER LOOKUP AND VERIFICATION

1. Complete the customer search using one of these two options:

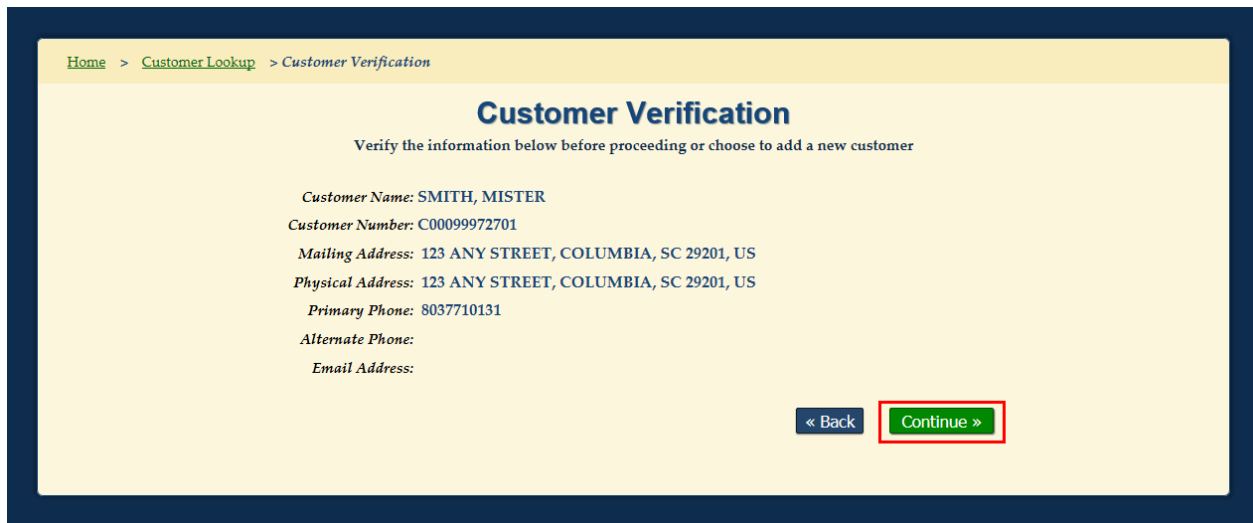
- **Customer ID and Date of Birth.**
- **Last Name, Date of Birth** and either Last Four Digits of Social Security Number (**SSN**) or Last Four Digits of Driver's License (**DL**).

The screenshot shows a web form titled "Customer Search" with a breadcrumb "Home > Customer Search". Below the title is the instruction "Search for the customer using one of the options below" and a link "Find-A-Customer Page". There is a tab labeled "International Customer" with a question mark icon. Below this are two main sections separated by an "OR" circle. The first section, "Returning customer with customer ID", has a red box around the "Customer ID #" and "Date of Birth" fields. The second section, "New or returning customer with no known Customer ID", has a red box around the "Last Name", "Date of Birth", "DL # (Last 4)", and "SSN (Last 4)" fields. A callout bubble next to the DL and SSN fields says "Only one needed. DL or SSN, not both." At the bottom are two buttons: "« Back" and "Continue »".

2. Click on **Continue**.

STEP 4: VERIFY CUSTOMER INFORMATION

1. Review the customer information and click **Continue**.



The screenshot shows a web application interface for 'Customer Verification'. At the top, a breadcrumb trail reads 'Home > Customer Lookup > Customer Verification'. The main heading is 'Customer Verification' in bold. Below it, a sub-heading says 'Verify the information below before proceeding or choose to add a new customer'. The customer details are listed as follows: 'Customer Name: SMITH, MISTER', 'Customer Number: C00099972701', 'Mailing Address: 123 ANY STREET, COLUMBIA, SC 29201, US', 'Physical Address: 123 ANY STREET, COLUMBIA, SC 29201, US', 'Primary Phone: 8037710131', 'Alternate Phone:', and 'Email Address:'. At the bottom right, there are two buttons: a grey '« Back' button and a green 'Continue »' button, which is highlighted with a red rectangular border.

Home > Customer Lookup > Customer Verification

Customer Verification

Verify the information below before proceeding or choose to add a new customer

Customer Name: SMITH, MISTER
Customer Number: C00099972701
Mailing Address: 123 ANY STREET, COLUMBIA, SC 29201, US
Physical Address: 123 ANY STREET, COLUMBIA, SC 29201, US
Primary Phone: 8037710131
Alternate Phone:
Email Address:

« Back Continue »

2. Verify the customer information and update if needed. Click **Continue** to proceed.

Customer Profile

Verify the information below before proceeding

Customer is a **Resident**

[Change](#)

Customer Name: SMITH, MISTER

Customer Number: C00099972701

Name as it appears on identification card

First Name: * MISTER

Last Name: * SMITH

Middle Name:

Suffix:

Address

Physical and Mailing addresses are the SAME: ☐ Yes ☒ No

Physical address:

Street: * 123 ANY STREET

City: * COLUMBIA

State: * SOUTH CAROLINA (SC)

Zip Code: * 29201 -
optional

County: * RICHLAND

Country: * UNITED STATES OF AMERICA

Mailing address:

Street: * 123 ANY STREET

City: * COLUMBIA

State: * SOUTH CAROLINA (SC)

Zip Code: * 29201 -
optional

Country: * UNITED STATES OF AMERICA

Demographic Information

Gender: * ☒ Male ☐ Female

Date of Birth: * March 01 1991

Ethnicity: * WHITE

Optional Information

Phone numbers are optional. However, if you enter a number, you must select a phone type.

Primary Phone #: 803 - 771 - 0131

Phone Type: ☒ Home ☐ Mobile

☐ Work ☐ Other

Alternate Phone #: - -

Phone Type: ☐ Home ☐ Mobile

☐ Work ☐ Other

Email Address:

☐ Would you like to receive email updates from SC DNR?

If you wish to be notified through email about natural resource issues and agency events, please provide your email address. Email addresses are not available for commercial purposes to outside parties. You are not required to provide an email address to purchase a SCDNR privilege.

[« Back](#)

[Continue »](#)

3. Verify the customer identification type and update if needed. Click **Continue** to proceed to the summary page or **Back** to make changes.

The screenshot shows a web form titled "Customer Identification" with the instruction "Complete any missing information below". The breadcrumb trail at the top is "Home > Customer Lookup > Customer Profile > Customer Identification". The form contains the following fields and options:

- ID Type:** Three radio buttons are present: "Driver License" (selected), "ID Card", and "Passport".
- ID Number:** A text input field containing "*****3123".
- Verification Note:** A yellow box states: "For your protection only the last four numbers are displayed. Enter this number exactly as it appears on your identification."
- Verify ID Number:** A text input field, currently empty, which is highlighted with a red rectangle.
- Issuing State:** A dropdown menu showing "SOUTH CAROLINA (SC)".
- Navigation:** Two buttons at the bottom: a blue "« Back" button and a green "Continue »" button, which is highlighted with a red rectangle.

4. Select the privilege type to reprint.

The screenshot shows a web form titled "Privilege Type Selection" with the instruction "Select which type of license to duplicate". The breadcrumb trail at the top is "Home > Customer Lookup > Customer Profile > Customer Identification". The form contains the following fields and options:

- Privilege Type:** Two radio buttons are present: "Commercial" and "All other privileges" (selected). The "All other privileges" option is highlighted with a red rectangle.
- Navigation:** Two buttons at the bottom: a blue "« Back" button and a green "Continue »" button, which is highlighted with a red rectangle.

STEP 5: ORDER SUMMARY

Verify the order. Click **Back** if changes need to be made to the order. Click **Continue** if everything is correct to complete the purchase.

[Home](#) > [Customer Lookup](#) > [Customer Profile](#) > [Customer Identification](#) > [Select Privileges](#) > [Summary](#)

Order Summary

Verify the information below, then select a payment type

Purchaser Summary
SMITH, MISTER
123 ANY STREET, COLUMBIA, SC 29201
803-771-1013
Mailing Address:
123 ANY STREET, COLUMBIA, SC 29201

Shopping Cart

Item Name	Notes	Quantity	Cost
RECREATIONAL LICENSE -DUPLICATE		1	\$3.00
Subtotal:			\$3.00
Total SC.Gov charges:			\$3.00

This online service is provided by SC.GOV, a third party, working under a contract administered by the South Carolina Budget and Control board, Division of State Information Technology (DSIT). The online price of items or services purchased through SC.GOV, the state's official Web portal, includes funds used to develop, maintain, enhance and expand the service offerings of the state's portal.

[« Back](#) [Continue »](#)

STEP 6: PRINT LICENSE

View the order summary. You will see the other privileges that the customer has.

1. Click on **Print** to print the license.
2. Click **Continue** to return to the sales options page.

Receipt

PLEASE PRINT THIS PAGE

South Carolina Department of Natural Resources
Resident
*** SAMPLE ***
*** DUPLICATE LICENSE ***

SC.GOV ORDER NUMBER:: 8769
CUSTOMER#: C00099972701
HUNTER ED#:
ISSUED TO: MISTER SMITH
ADDRESS: 123 ANY STREET
CITY: COLUMBIA STATE: SC ZIP: 29201
BIRTH DATE: 03/01/91 GENDER: M
ETHNICITY:
ISSUING AGENT: POS NEW VENDOR(99-111)
DATE: 09/23/13 TIME: 10:51 AM

ALL ACTIVE PRIVILEGES	VALID PERIOD
LICENSE TYPE RECREATIONAL LICENSE -DUPLICATE	09/23/13 - 06/30/14
ANNUAL BIG GAME PERMIT (RES)	09/19/13 - 06/30/14
ANNUAL STATE HUNTING LICENSE (RES)	09/17/13 - 06/30/14

Persons whose privileges are suspended are not eligible to apply, hold, or use a DNR license, permit, stamp, or tag.

SIGNATURE

Operation Game Thief
Protect South Carolina's Natural Resources
1.800.922.5431 or #OGT

Today's Purchases
RECREATIONAL LICENSE -DUPLICATE \$3.00

Total Amount Due: \$3.00

Continue »

III. REPRINT LICENSE

Each user will be able to reprint the last license they sold. Users will not be able to reprint each other's last sale.

STEP 1: SELECT SALES OPTIONS

Complete the following steps to reprint the last license:

1. Select **Reprint Last License** from the sales options.
2. Click **Continue**.

[Home](#)

SC DNR Sales Home

Welcome to the South Carolina Department of Natural Resources Online Services

To quickly access your account, have your SCDNR Customer Identification Number (CIDN) in hand. Your CIDN can be found on any hunting or fishing license issued by the department. *See the example on the right.* Other options are available to access your account on the following screen.

To apply for hunting and fishing licenses and permits or register for a lottery hunt, you must have proof of identity such as:

- a valid driver's license issued in the United States *or*
- a valid State issued identification card *or*
- a US Dept of Defense Military Identification *or*
- an unexpired Passport if you are a foreign national

If you do not have these items, please visit the South Carolina Department of Natural Resources regional office.

As a reminder, it is a violation of South Carolina State law to willfully or knowingly make a false statement when applying for a South Carolina hunting or fishing license or permit.

Recreational and commercial hunting & fishing license applicants are required to disclose their social security number. This is required under Federal law 42 U.S.C.A. § 666(a)(13) (2003) and South Carolina State law § 63-14-1080. This information is provided to the South Carolina Department of Social Services Child Enforcement Unit to establish, modify, and enforce child support orders. An applicant that declines to provide this information cannot be issued a SCDNR hunting/fishing license, permit, or tag.

General information about licenses and pricing can be found on the [SC DNR Website](#).

For specific questions regarding licenses or regulations, [email SCDNR License Division](#) or call 803.734.3833 Mon-Fri 8:30-4:45 ET.

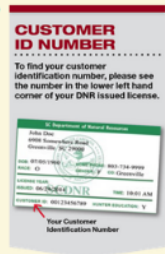
Choose an option below to continue

☐ HUNTING & FISHING LICENSES

☐ DUPLICATE LICENSES

☐ REPRINT LAST LICENSE

[Continue »](#)



STEP 2: ENTER REASON FOR REPRINT

Enter the reason for reprinting the license. Keep the reason short and to the point.

Transactions List

Select a transaction to reprint and provide a reason for reprinting

Reason For Reprint: *

« Back

Continue »

STEP 3: PRINT RECEIPT

Verify the customer information. Click **Print** to print the license and then **Continue** to return to the sales options page.

Receipt

PLEASE PRINT THIS PAGE

South Carolina Department of Natural Resources

Resident

*** SAMPLE ***

SC.GOV ORDER NUMBER:: 8769

CUSTOMER#: C00099972701

HUNTER ED#:

ISSUED TO: MISTER SMITH

ADDRESS: 123 ANY STREET

CITY: COLUMBIA STATE: SC ZIP: 29201

BIRTH DATE: 03/01/91 GENDER: M

ETHNICITY: W

ISSUING AGENT: (00-000)

DATE: 09/23/13 TIME: 10:51 AM

ALL ACTIVE PRIVILEGES

LICENSE TYPE

RECREATIONAL LICENSE -DUPLICATE

VALID PERIOD

09/23/13 - 06/30/14

Persons whose privileges are suspended are not eligible to apply, hold, or use a DNR license, permit, stamp, or tag.

SIGNATURE

Operation Game Thief
Protect South Carolina's Natural Resources
1.800.922.5431 or #OGT

Today's Purchases

RECREATIONAL LICENSE -DUPLICATE

\$3.00

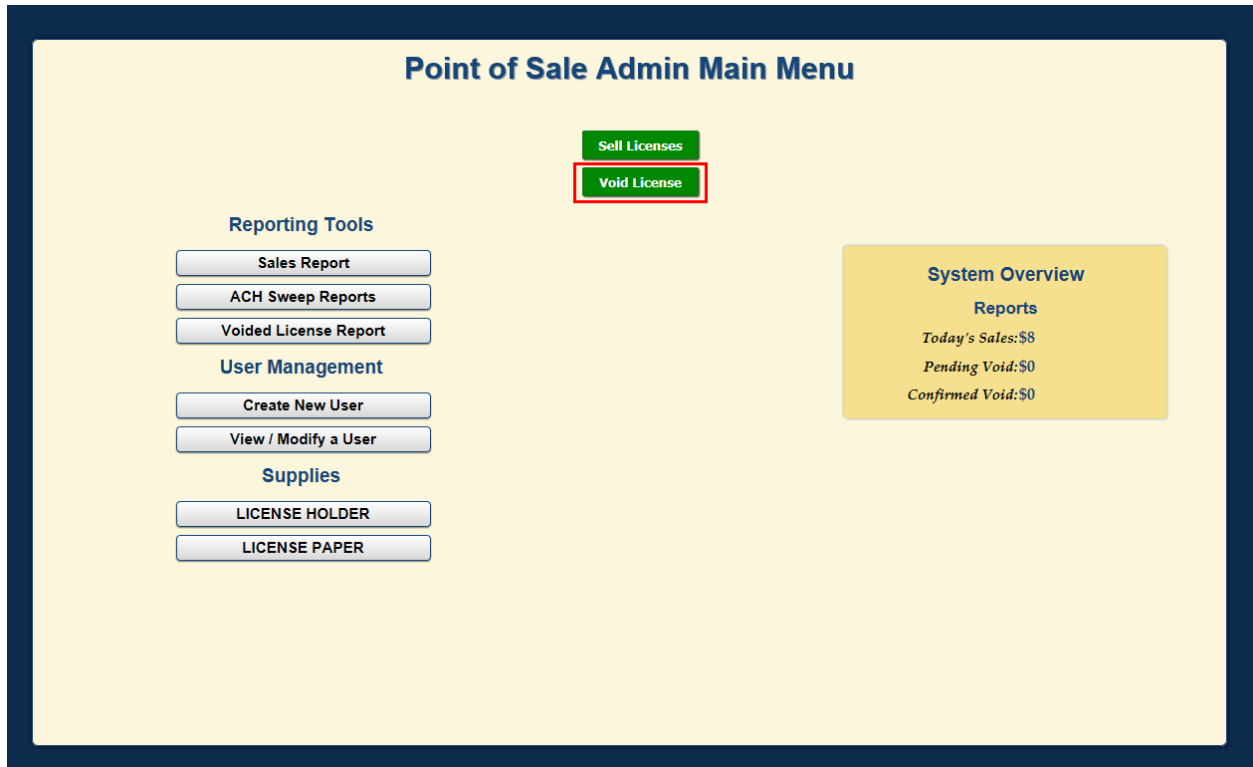
Total Amount Due: \$3.00

Continue »

IV. VOIDING LICENSES – ADMIN USERS ONLY

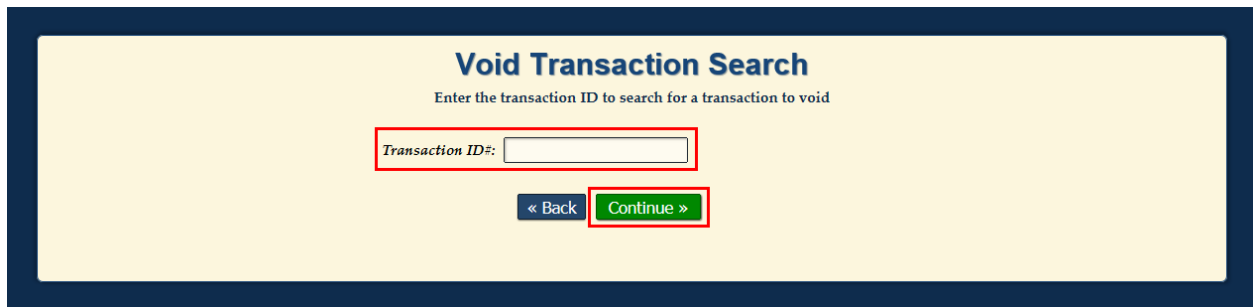
Only Admin user roles have rights to void license sales.

1. From the **Admin Main Menu**, click **Void License**.



The screenshot shows the 'Point of Sale Admin Main Menu' interface. At the top center, there are two green buttons: 'Sell Licenses' and 'Void License'. The 'Void License' button is highlighted with a red rectangular box. Below these buttons, the menu is organized into several sections: 'Reporting Tools' with buttons for 'Sales Report', 'ACH Sweep Reports', and 'Voided License Report'; 'User Management' with buttons for 'Create New User' and 'View / Modify a User'; and 'Supplies' with buttons for 'LICENSE HOLDER' and 'LICENSE PAPER'. On the right side, there is a 'System Overview' box containing a 'Reports' section with the following data: 'Today's Sales:\$8', 'Pending Void:\$0', and 'Confirmed Void:\$0'.

2. Enter the **Transaction ID** to be voided.



The screenshot shows the 'Void Transaction Search' interface. At the top, the title 'Void Transaction Search' is displayed, followed by the instruction 'Enter the transaction ID to search for a transaction to void'. Below this, there is a text input field labeled 'Transaction ID:'. The input field is highlighted with a red rectangular box. At the bottom of the form, there are two buttons: a grey button labeled '<< Back' and a green button labeled 'Continue >>'. The 'Continue >>' button is highlighted with a red rectangular box.

3. Enter the reason for the Void in the **Comments** field. Click **Confirm Void**.

Transaction Void

Choose a transaction to void

Transaction Id	Customer	Cost	Transaction Date	Status
8768	MISTER JONES	5	9/23/2013 10:26:58 AM	Closed

Privilege	Active On	Expire On	Status
14 DAY FRESHWATER FISHING LICENSE (RES)	10/1/2013 12:00:00 AM	10/14/2013 12:00:00 AM	Closed

Note: Point of Sale agents must enter a comment.

Comments:

[<< Back](#) [Confirm Void >>](#)

4. When complete, a *Transaction Successfully Voided* message is received. Click **Finish** to return to the Admin Main Menu.

✔ *Transaction Successfully Voided*

[<< Back](#) [Finish >>](#)