Recreational License Issuance System

GO OUTDOORS

Florida

FLORIDA FISH AND WILDLIFE CONSERVATION COMMISSION

Recreational Licensing Manual






WELCOME

The Recreational License Issuance Service (RLIS) application is designed to offer a simple, resourceful application for agents and customers to purchase fishing and hunting licenses, as well as any other services related to license fulfillment. This manual will provide you with the necessary steps and information to complete sales and other customer services tasks.

OUR VISION

The RLIS system provides efficient, easy to use systems and applications for purchasing fishing and hunting licenses. The goal of RLIS is to successfully maintain all applications and equipment for agents and customers. This RLIS vision is to successfully provide agents and customers with the proper resource to enjoy wildlife and recreational hunting and fishing while maintaining all license information, purchase data, and areas of importance for the Florida Fish and Wildlife Conservation Commission.

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LICENSING AGENT USER’S GUIDE

General Information

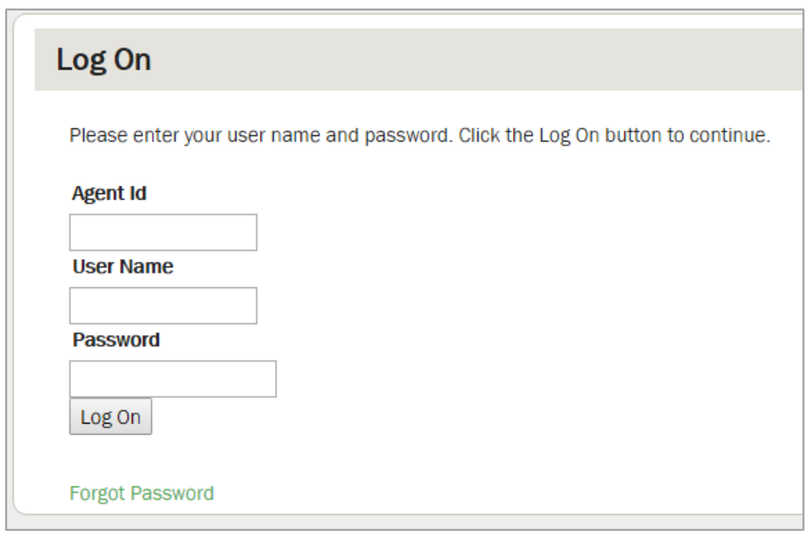
The RLIS application serves as a platform for the sale and purchase of recreational hunting and fishing licenses in the state of Florida. Customers will be able to shop online, make purchases at agent locations, or make purchases via telephone.

Logging In

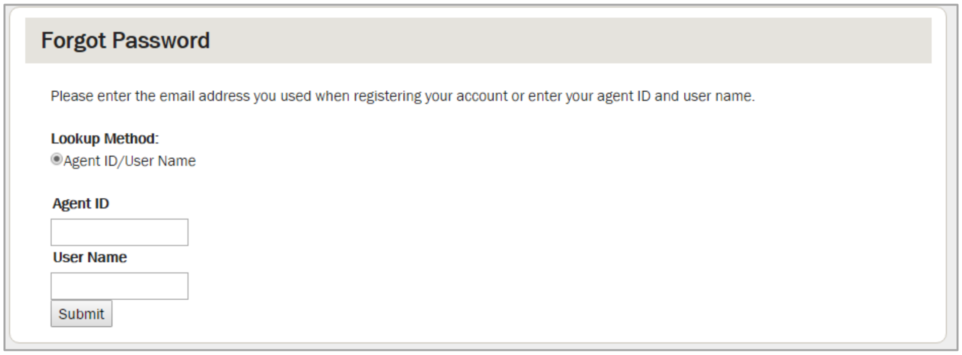
To launch the RLIS application, visit www.rlis.myfwc.com and the Log On screen will display. Enter your Agent ID, User Name and Password to gain access. When logging in for the first time, RLIS will require you to change your password.

Please be sure your password includes the following:

- Eight or more characters
- Both upper and lower case letters (e.g., A-Z, a-z)
- Digits (e.g., 0-9), punctuation characters and other special characters (e.g. ~, `, !, @, #, $, %, ^, &, *, (,), _, -, +, =, {, }, [,], |, \, :, ;, “, ‘, <, , >, ., ?, /)
- No slang, dialect, jargon, etc.
- No personal information, names of family, etc.



For assistance with resetting your password, click on the Forgot Password link and RLIS will display the screen above to assist with the password recovery.


Forgot Password

Please enter the email address you used when registering your account or enter your agent ID and user name.

Lookup Method:
Agent ID/User Name

Agent ID

User Name

Submit

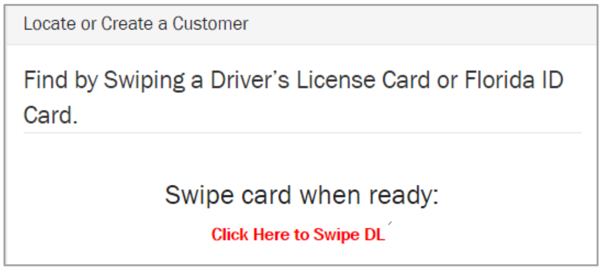
Selling a License

Selling a license using RLIS can be completed in a few easy steps as outlined below. The process includes identifying or creating a customer, selecting available licenses, and receiving payment for all license purchases.

Locating an Existing Customer

To locate an existing customer, an agent can:

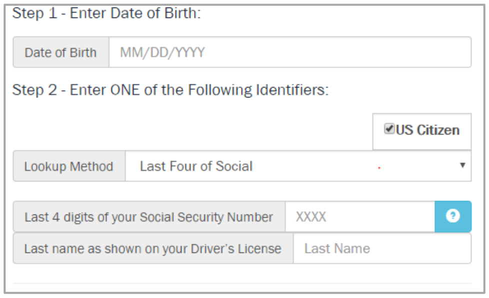
- Swipe the customer's Florida Driver's License or Florida ID Card, or
- Enter the Date of Birth and one other valid form of identification (driver's license number, social security number, or FWC Customer ID)


Locate or Create a Customer

Find by Swiping a Driver's License Card or Florida ID Card.

Swipe card when ready:

Click Here to Swipe DL


Step 1 - Enter Date of Birth:

Date of Birth MM/DD/YYYY

Step 2 - Enter ONE of the Following Identifiers:

US Citizen

Lookup Method Last Four of Social

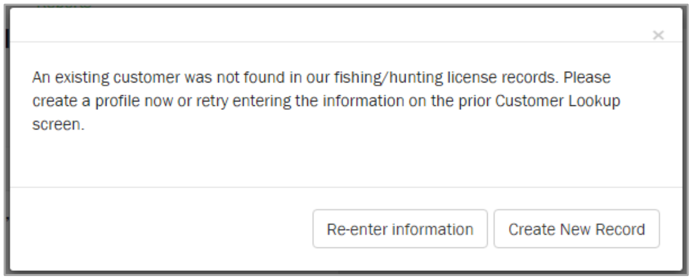
Last 4 digits of your Social Security Number XXXX

Last name as shown on your Driver's License Last Name

When a customer record is identified, all customer information will be displayed, including current license information. Additional licenses may be sold by selecting Purchase a License.

Creating a New Customer

If you are unable to find a customer record, you may be prompted to enter the customer's full social security to locate the record. If there is still no record located, the Create New Customer screen will appear.



On the Create Customer screen, enter the necessary customer information to complete the customer profile, and then click Create Customer.

Selecting a License from the Catalog

After adding or finding the customer's record, the Customer Details screen is displayed. To select a license to sell, choose Purchase a License. RLIS will display all available licenses that the customer is eligible to purchase based on age, licenses, and other factors.

To select a license for purchase, click Add to Cart and the item will be displayed.

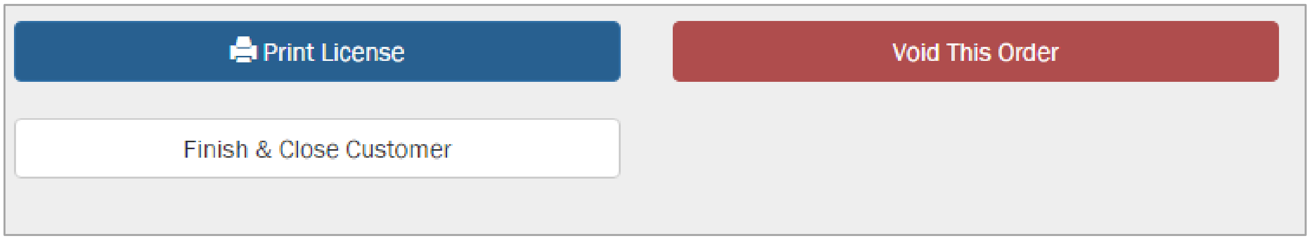
Term	Price	
1 year	$17.00	+ Add to Cart

Click Add to Cart and the item will be added to the customer's online cart. Select Add to Cart & Continue Shopping to select additional licenses and/or permits and click Add to Cart until all desired items have been selected.

For each item selected, the Checkout screen is displayed. This allows the contents of the cart to be viewed. The option to Remove from Cart is also available for each item. To continue shopping, click on Continue Shopping for this Customer. When all desired items have been selected, click on Complete Order and RLIS will display the Checkout Complete screen.

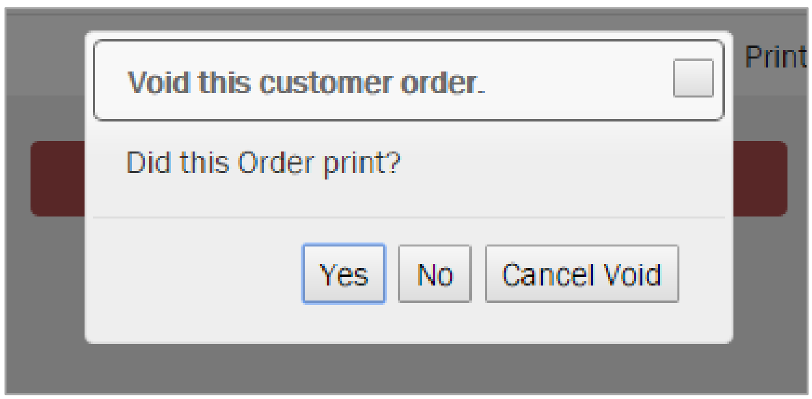
Checking Out

The Checkout Complete screen provides the options to Print License, Void This Order, or Finish and Close Customer record.



Selecting Print License will print the license to the local printer and allow it to be viewed on the screen.

Selecting Void This Order will prompt a new pop-up, where the system will ask if the Order was printed.
Yes, No, or Cancel Void are the selection options.



If a license fails to print from the Checkout Complete page, it can be reprinted for free from the Agent Orders History section of RLIS. This will not charge the customer for a reprint, since the original print was unsuccessful.

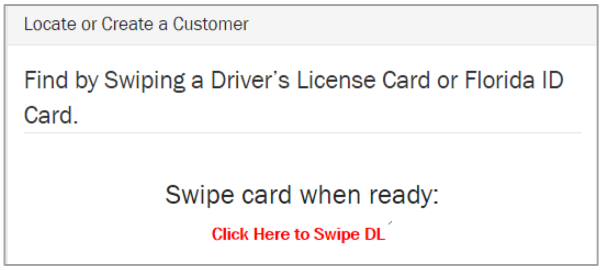
Voiding a License

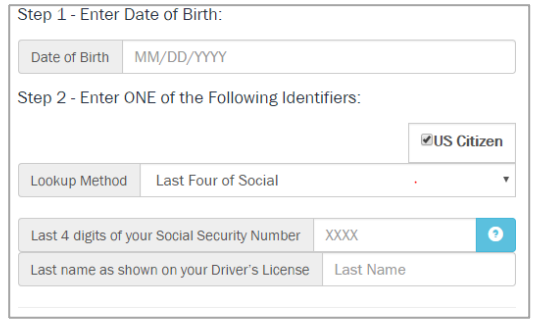
Note: The sale of a license can only be voided within a certain time frame based on the privileges of the agent performing the void as listed below:

- The clerk who sold the license can only void the sale that same day before midnight, Eastern Time.
- A manager may void the sale for any clerk on the same day of purchase, and before midnight the next day.
- A Help Desk technician may void the sale for any clerk the day of and up to 3 days after the day of the order, before midnight, Eastern Time.

Please contact the Agent Help Desk at 855-779-5907 for further assistance with voids.

1. Look up the customer record using the steps on page 4 of the RLIS user manual.





2. Click the green button above the customer information at the top of the page labeled Agent Orders History.
3. This brings up a table of the customer's orders in descending order. Clicking on a specific order will expand it showing all of the items purchased for that order.

Note: Agents can only void the entire order, not individual items within the order.

4. Proceed to find the correct order to void. Next, select Void Order.
5. The status of the void will initially change to pending. After review by the FWC, the void status will then change to one of the following:
   - **Pending** – the Agent/RLIS sets this status when FWC is awaiting a return document (item)
   - **Returned** – the Agent returns the document and FWC records the return within the Void Charge Days
   - **Declined** – the Agent returns the document after the Void Charge Days and FWC does not allow the Agent to be reimbursed
   - **Charged** – the Agent does not return the document within the Void Charge Days and RLIS charges the Agent for the item
   - **Reimbursed** - the Agent returns the document after the Void Charge Days and FWC allows the Agent to be reimbursed

Selling a License Reprint

To sell a license reprint, begin by locating the customer's information. This may be done by using the same steps mentioned on page 4 of the RLIS manual.

When RLIS identifies the customer's record, it will display the stored information as well as any current licenses. To reprint a license, click on Replacement License.

My Current Licenses

Show License History | Purchase a License for a Customer | Replacement License

License	Description	Type	Term	Effective Date	Expiration Date	Extra Information
Snook Permit		Non-Resident	1 year	08/23/2016	08/23/2017	
Lobster Permit		Non-Resident	1 year	08/22/2016	08/22/2017	

Reports

To print reports, you must be logged in as a General Agent Manager. Once logged in, click on the Reports tab.

Rather Fishing Details | Permit Availability | Boat-Capt-Pier | Agent Orders History | Reports | Close Rather Fishing

You may select either My Daily Orders or My Employee Orders.

Reports

Report Category	Report Name	Report Description
Agent	My Daily Orders	listing of orders created by a selected user
Agent	My Employee Orders	listing of orders for all clerks employed by a specified Agent

If My Employee Orders is selected, the orders can be filtered by the dates. Then click View Report.

My Employee Orders

Start Date | End Date | View Report

Once the reports are shown, click the Export button to move them to an Excel sheet for any accounting purposes.

Managing User Accounts

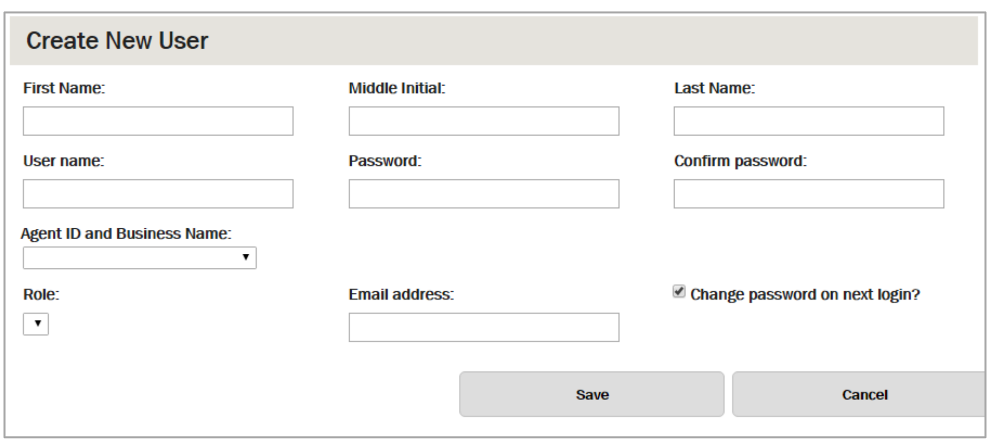
Only a manager may manage, create, and edit agent user accounts.

Once logged in, select the "Manage Users" tab from the menu at the top of the screen.
Inside the "Manage Users" tab there are two options: create a new user or edit a user that already exists.

When creating a new user, fill out the following information:

- First Name
- Middle Name
- Last Name
- User name
- Password
- Role
- E-mail Address
- Agent ID and Business Name
- Password Change options

After the information is entered, click the "Save" button, which will save the new user and allow the information provided to be reviewed.

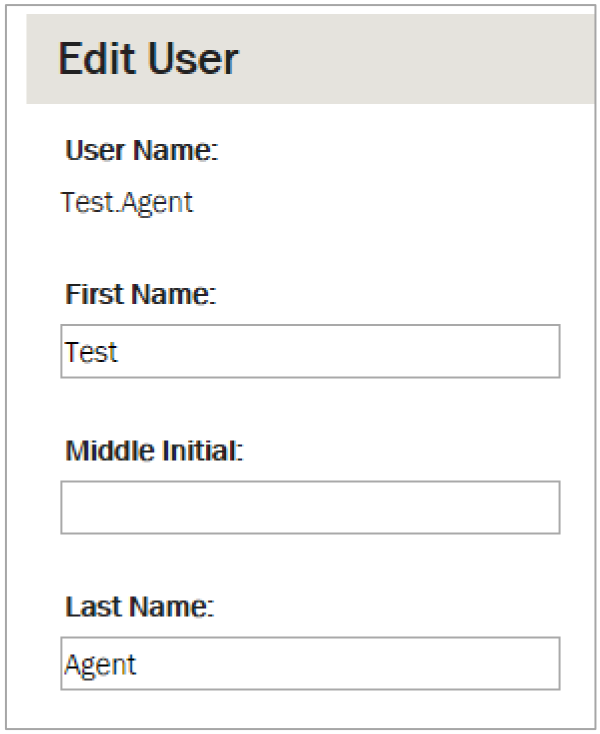


On this page, the user may be edited if any information needs to be changed. If not, click "Back to List" to return to the list of users.

To edit an existing user, select their name from the list of users.
After the customer is selected, the review page will be brought up for that user. The user can be edited or have their password reset here.

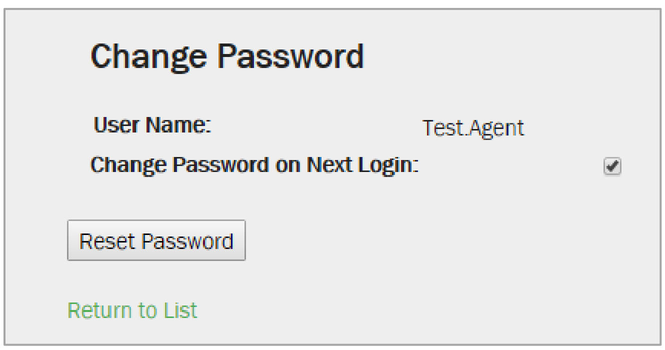
If Edit User is chosen, the edit page for that user will be brought up. This page allows editing of the following information:

- First Name
- Middle Initial
- Last Name
- Email Address
- Inactive Date
- Role



When finished with the necessary edits, press the "Save" button to make the changes permanent, or the "Cancel" button to undo anything changed.
To reset the user's password, choose the "Reset Password" option.
After selecting "Reset Password", the options to "Change Password on Next Login" and "Reset Password" will become available.

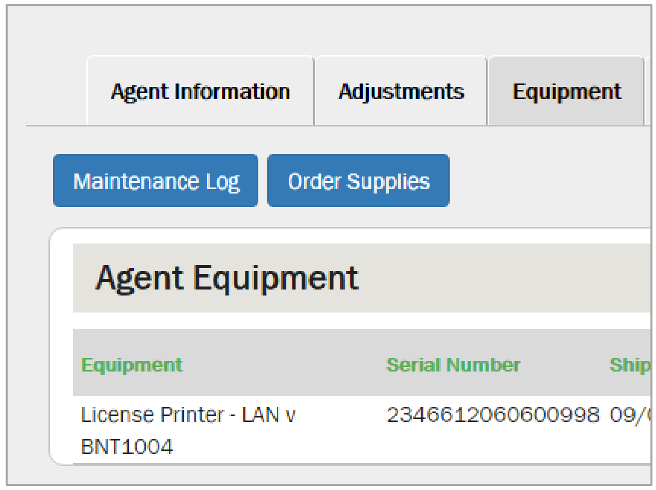
Resetting a password requires the "Change Password on Next Login" to be checked if the user wants to create their own password. If not checked, a randomly generated password will be supplied for the user's permanent use.



Reordering Supplies

Only an Agent Manager may place an order. If this is not possible, contact the Help Desk at 1-855-779-5907 to order the supplies.

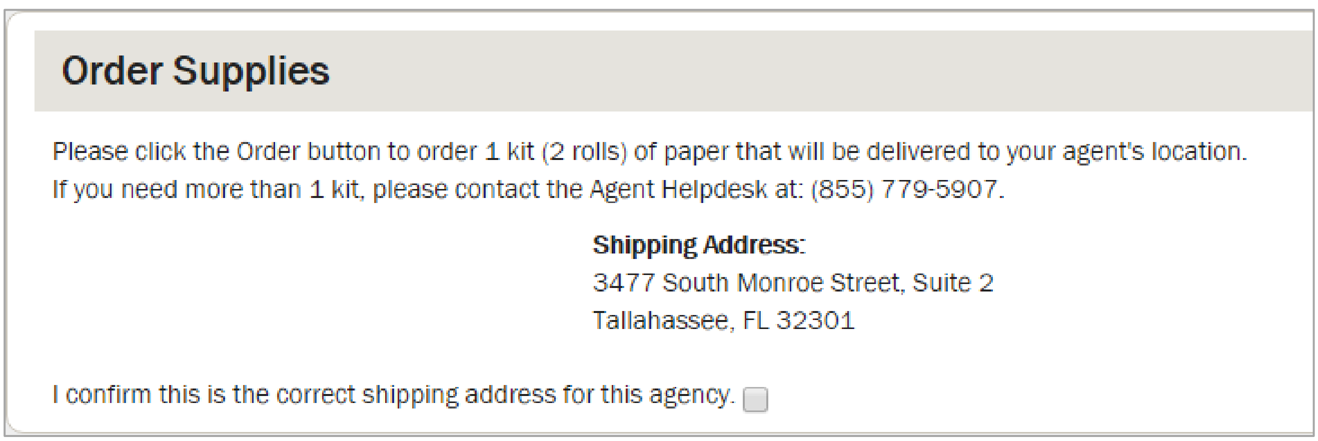
Once logged into the system, select the “Manage Agency” tab from the menu at the top of the screen.



After selecting “Manage Agency”, select the “Equipment” tab from the options on the second menu from the top.

Within the “Equipment” tab, there is an option to “Order Supplies”. Click this link to start the process of ordering a supply kit.

Confirm the shipping address is the correct address for this location. If it is not the correct address for this location, change it by contacting the Help Desk at 1-855-779-5907. Once “I confirm this is the correct shipping address for this agency” has been checked, click on “Order Supply Kit” to complete the order.



Maintaining Equipment

Use the following information to properly care for your Point of Sale unit:

- Never operate the Point of Sale unit with the outside panel removed.
- Keep the Point of Sale unit away from excessive moisture, direct sunlight, and extreme heat and cold.
- Keep liquids away from the Point of Sale unit, monitor, and other peripheral devices.
- Turn off the Point of Sale unit and wipe the exterior with a soft, damp cloth as needed. Using cleaning products may discolor or damage the finish.
- Dust or clean the Point of Sale unit with a soft cloth as needed.
- Do not leave the equipment powered on for extended periods of time, this may cause it to overheat and malfunction.
- Ensure that devices are turned off before unplugging any of the equipment from the wall.
- To prevent electrical fires, be sure to keep all wires neat and organized.
- Do not turn off the device without first saving your information and making sure that user is logged off.

Errors and Warnings

If the Point of Sale unit is experiencing operating problems. Ensure that the following connectors are securely plugged into the Point of Sale unit:

- Power connector
- Keyboard
- Mouse
- Network RJ-45 connector
- Monitor

If an error is encountered while using the application, be sure to thoroughly document the following information:

- Error message displayed
- Task that would have been successful, had error not occurred
- Date & Time that the error occurred
- Button clicked prior to error page
- **Detailed step-by-step process of how you got to the error**

Help Desk Remote Access

If difficulties arise with the Point of Sale unit and the Help Desk technician is unable to fix them over the phone, they may remote into the system to take control of the unit.

1. Press the Windows Key on your keyboard.
2. Select the TeamViewer icon in the lower right hand corner of the system tray. The icon is a small blue square with a blue square with a blue double sided arrow in the center. The program should already be running, and a window will appear containing an I.D. and password.
3. Provide the Help Desk agent with Your TeamViewer I.D. and password.