



## New Jersey Electronic License System

Division of Fish and Wildlife staff is working diligently with our license vendor, Aspira, to ensure a smooth transition to our new license system.

### Frequently Asked Questions

1. When will the new system be implemented?
2. What are the advantages of a new system?
3. Will my Conservation Identification Number (CID) change?
4. Can I print my licenses/permits at home?
5. Why are there additional fees (service charges) associated with the sale of licenses/permits?
6. How much is the service charge?
7. Do other states sell licenses/permits this way and charge these extra fees?
8. If I lose my license/permits, can I still get a duplicate?
9. Will I still have to purchase my Apprentice Hunting License or Buddy Fishing License at an agent?
10. Will the list of license agents remain the same?
11. Will there be additional Electronic License System Improvements and new features?

### **1. WHEN WILL THE NEW SYSTEM BE IMPLEMENTED?**

The NJ Division of Fish and Wildlife is pleased to announce a multi-year contract with Aspira to create and manage our new license system platform. The *new* New Jersey Electronic License System (NJELS) is scheduled to be operational in August 2019.

## **2. WHAT ARE THE ADVANTAGES OF A NEW SYSTEM?**

Fish and Wildlife is prioritizing the customer experience and customer convenience in the new license system.

The new Electronic License System will retain the same functionality as our previous system. **All customer records and Conservation ID Numbers (CIDs) will remain the same.**

The new Electronic License System has many useful and updated features such as:

- A newly designed web interface - The website is designed to be more user-friendly.
- Customers can connect with the device of their choice. Regardless of how one chooses to connect (desktop, laptop, tablet or smartphone), customers are treated to the same website features.
- Customers will be able to see what they purchased last year.
- All license agents can sell *all* products. There are no limitations for license agent sales. Items like the Buddy Fishing License and crabbing or shellfish licenses are available from every agent.

## **3. WILL MY CONSERVATION IDENTIFICATION NUMBER (CID) CHANGE?**

**NO.** All customer records and Conservation ID Numbers (CIDs) will remain the same. Not only is your CID staying the same, but any hunter education/prior license information that is currently on your existing profile will also be migrated to the new platform.

## **4. CAN I PRINT MY LICENSES/PERMITS AT HOME?**

Yes, all licenses/permits will be available to be printed at home.

With busy schedules and competing interests, people don't always have the luxury of planning ahead. A significant license system change is that **Internet purchases will now be a print-at-home\* license.** This popular option is successful in many other states and is especially beneficial for those whose plans change at a moment's notice.

***PLEASE NOTE: New Jersey firearm laws necessitate that all firearm hunting licenses (Firearm License, Apprentice Firearm License and All-Around Sportsman License) must also be printed on durable material and sent by mail. Online purchasers of these licenses may print a temporary, paper license valid for 15 days from the date of purchase and use that until the one printed on durable material arrives by mail.***

The print-at-home license must be treated with the same respect as a license printed on durable material. **ALL licenses must still be displayed, regardless of the print material. Anyone caught falsifying information on a license or permit will be prosecuted to the fullest extent of the law.**

## **5. WHY ARE THERE ADDITIONAL FEES (SERVICE CHARGES) ASSOCIATED WITH THE SALE OF LICENSES/PERMITS?**

The license system is dependent upon a modern computer network. As with most online purchases, all New Jersey Electronic License System Internet purchases are subject to an additional convenience fee and credit card transaction fee passed on to the customer.

To avoid these minor fees, customers may go to any license agent and pay only the item's face value. When purchasing from a license agent, customers will also have an email option to receive a PDF copy of their license purchase. This copy may be used as a duplicate license should you lose your durable copy. **A PDF copy will not be emailed or generated for any Firearm or All-Around license purchased at a license agent.**

## **6. HOW MUCH IS THE SERVICE CHARGE?**

Those who choose to purchase and print their items online will be charged an additional transaction fee (3.9%) and a credit card processing fee (2.5%) per total transaction.

For example, the purchase of a resident fishing license with trout stamp amounts to \$33.00. Add to this the transaction fee of \$1.29 (which is 3.9% of \$33) and credit card processing fee of \$0.86 (which is 2.5% of \$34.29), for an online purchase total of \$35.15.

## **7. DO OTHER STATES SELL LICENSES/PERMITS THIS WAY AND CHARGE THESE EXTRA FEES?**

Yes. Numerous states using similar vendors charge fees for their licenses/permits.

Currently, for example, Florida charges handling fees of \$2.25 or \$1.75 plus 2.5% surcharge of the total sale for all online recreational license sales. Georgia's transaction fees for licenses are \$2.50 if purchasing online, \$3.00 if purchasing through an agent, or \$5.00 if purchasing by phone.

## **8. IF I LOSE MY LICENSES/PERMITS, CAN I STILL GET A DUPLICATE?**

Yes, and now it is even easier. Duplicates are available at all participating license agents and can also be printed at home, *regardless of where the original purchase was made.*

- Internet/mobile customers may also request a durable license for an additional fee.
- For Firearm and All-Around licenses, the system will generate a new 15-day temporary pdf copy and Aspira will follow up with a mailing of the license on durable stock.
- Duplicate Hunter Education cards will also be available through the new system. They can be purchased and printed by the customer (NJ Verified Hunter Education only).

## **9. WILL I STILL HAVE TO PURCHASE MY APPRENTICE HUNTING LICENSE OR BUDDY FISHING LICENSE AT AN AGENT?**

No, you will now be able to purchase these licenses via the Internet sales site. You will even be able to purchase Buddy Fishing Licenses for yourself and your Buddy in one transaction, provided your Buddy has completed their Child Support Certification online prior to purchase.

## **10. WILL THE LIST OF LICENSE AGENTS REMAIN THE SAME?**

Fish and Wildlife does not expect many changes to the number of active license agents, however customers are reminded to please check with your local License Agent first.

Any agents that do not have the new equipment by the August roll-out date will NOT be able to sell our licenses until they can operate under the new system.

## **11. WILL THERE BE ADDITIONAL ELECTRONIC LICENSE SYSTEM IMPROVEMENTS AND NEW FEATURES?**

- **Gift Vouchers** - If you would like to give a license or a permit as a gift for someone, beginning in 2020 a gift voucher can be purchased.
- **Multiple customers may be added to one transaction**, provided that each customer has already completed their Child Support Certification.
  - A family can make purchases for all family members in a single transaction.
  - Buddy Fishing licenses may be purchased online or at license agents.
  - A mentor may purchase licenses and permits for her or his apprentice.
- **Future Electronic Harvest Reporting** will replace former reporting methods. ELECTRONIC wild turkey, coyote, grey fox, beaver and otter harvest reporting will be phased in during 2020.
- **Hunters now have access to their own harvest report records.** Hunters may print up to three years of harvest reports in one step.
- **Federal Duck Stamps** will eventually be available through the new system and an announcement will be made at that time.

We look forward to this improved system and expect the hunters, anglers and outdoors enthusiasts of New Jersey will appreciate it as well.