

**NORTH CAROLINA  
WILDLIFE RESOURCES COMMISSION**

**ALVIN**  
**Quick Reference Guide For  
Sales Agents**



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# PART 1: INTRODUCTION



Welcome to ALVIN!

ALVIN is an acronym for the NC Wildlife Resources Commission's *Automated License & Vessel Information Network*.

ALVIN replaces a number of legacy applications with one Internet-based system which uses a standard web browser to access NCWRC records in real time. If you used the previous system, you will quickly appreciate how much easier it is to use ALVIN in your day-to-day work as a sales agent in the NCWRC System.

## ***The Purpose of this Manual***

This manual is designed to be used for both **TRAINING** and **REFERENCE**. However, it is not *exhaustive*. There are too many specific task variations both in ALVIN and in regulatory process to include every possible variation or example.

Fortunately, this is not necessary. ALVIN is both easy and intuitive. Everything you need to accomplish follows a clear and logical process that will quickly become self evident. The purpose of this manual is to provide *representative samples* of work taken from the tasks most commonly performed. After one or two transactions, system use will become virtually self-explanatory.

This manual also covers basic transactions processed by both *Vessel Registration* and *License Sales Agents*. It covers the most frequent transactions you may expect to sell in your day-to-day work with either product line.

If you sell *only* Vessel *or* License products **don't worry**. ALVIN is used to sell both lines but this manual will make it easy to find those tasks which pertain specifically to your business—without being distracted by those which do not.

If you need additional help, ALVIN includes numerous help options and pop-up reminders which will make it easy to remember what comes next. Help files will be only a mouse click away, with direct links to the NCWRC Website. Additional regulatory, procedural, or customer support information may be available by phone via the NCWRC Agent's Help Desk at (800) 662-7350.

ALVIN will eventually include online help for every task—including copies of this manual for easy printing and updating as the software is improved.

## ***Target Audience for this Manual***

This procedure manual is designed to be used by *Agents* who process Vessel and/or License transactions in the field. However, ALVIN's "look and feel" is the same for all users, whether used by an agent or support personnel at NCWRC headquarters. This unified look will make it

much easier for you to work with the Help Desk to resolve any issues or answer your questions as they arise.

### ***How this Manual is Organized***

This User Manual is divided into logical sections which include many *step-by-step examples* of the most common Vessel and License transactions. Check the Table of Contents to find the detailed instructions for each topic and transaction type.

If you process ONLY Vessel OR License transactions, simply attend to the sections of this manual which meet your requirements.

However, ALVIN is a unified system which is fundamentally the same for both product lines. BOTH Vessel and License agents will need to refer to the **System Basics** section for details related to:

- Understanding the Hardware Setup
- Logging into the System
- Viewing Home Page Information
- Performing Security User Maintenance
- Navigating in the System
- Searching for Customer Information
- Viewing and Printing Reports
- Accessing Online Resources

Please review the System Basics carefully before moving on to perform specific sales-related tasks. Understanding them is required to get the most out of ALVIN to your own business advantage.

## **PART 2: SYSTEM BASICS**

Basic ALVIN functionality remains the same for all users. This part of the manual presents material common to both License and Vessel Registration agents.

### ***If You Are New to Computers***

ALVIN is designed to be as easy and intuitive as possible. It uses common standards for software development and computer hardware. If you've ever used a PC to play games, check email, or browse the Web then you already have the basic skills to use ALVIN.

But if you are brand new to using a keyboard or mouse there are just a few things you will want to review and practice before starting to use ALVIN.

**NOTE:** The following instructions apply specifically to the equipment provided by NCWRC. Your own personal equipment, if used, may provide additional options.

### **Using the Mouse**

Hold the sides of the mouse with the thumb, ring finger and pinkie of your right hand. (There is no way to swap the mouse to "left handed" using the NCWRC-supplied equipment.)

Place your right hand index finger on the left mouse button. (The right mouse button, used in some Windows applications, has NO FUNCTION in ALVIN. Please ignore it!) Rest your wrist on the desk or mouse pad.

Keep the mouse on the mouse pad. You can lift the mouse to move it when you run out of room on the pad.

Move the mouse on the mouse pad and watch the screen—see the arrow move, too? When you want to select something on the screen, move the VERY TIP of the mouse pointer arrow to the center of what you want to select.

When you're ready to select an item, you will need "click" on it. Simply move your right index finger down on the left button in a quick and gentle motion that makes a quiet clicking sound. Make sure to hold the mouse firmly while clicking so the arrow doesn't slide off the item you've selected.

Nothing in ALVIN requires a "double click" action. If nothing happens when you click, it usually means you need to aim the arrow more accurately. Move it a bit and try clicking again.

### **Using the Keyboard**

The compact keyboard supplied by NCWRC is designed to take up less room on your counter. If you prefer, you may purchase and install your own keyboard. It MUST be a "Standard Windows PS/2" keyboard.

**NOTE:** If you use your own keyboard—and it doesn't work—the NCWRC help desk will not be able to troubleshoot it.

## Pop-Up Boxes

When ALVIN needs to provide messages in the context of your work a box will appear in the middle of the screen. These are called “Pop-Up Boxes,” and are designed to get your attention with regard to an error, a warning, or a need for additional information.

An *Error Box* tells you that a mistake has been made—often a field has been left blank or contains invalid information. (For example, a date of birth in the future or no county selected.)

A *Message Box* lets you know about something about to happen or not to forget a key item. (For example, to enter HIP certificate information or check on the print status of a form.)

The pop-up box may ask you to fill out a form or answer a question—or it may just present a message. After completing the pop-up box task or reading its message, use the mouse to click on the “**OK**,” “**Cancel**,” or “**Submit**” button when appropriate to the context.

You won't be able to continue the transaction until you've closed the pop-up box.

## Filling out Forms

Most of ALVIN is filling out forms on the screen instead of on paper. You simply type the required information in each box (these boxes are also called “Fields”) and move on to the next screen.

*However, you must **select** a box before you can type anything in it.*

Simply use your mouse to select the box where you want to enter information—and **CLICK** on it. You'll know it's selected for typing if the **blinking cursor** appears in the field. (This is a vertical line that blinks to indicate the spot where the letters will show up when you type.)

If you don't see the cursor blinking in any field, then try clicking in it again with the mouse pointer arrow.

Using the mouse to click on every box before typing works fine, but you can move more quickly from one field to the next by using the **Tab** key. (It is the larger key with left and right arrows on the left side of the NCWRC-supplied keyboard.) Each time you press the Tab key the next field or button will be selected so you can keep your hands on the keyboard. If you want to go back to a previous field, hold the **Shift** key down then type the Tab key. This will move your blinking cursor backwards.

Filling out forms will become much faster with a brief amount of practice.

## ALVIN Conventions

ALVIN accepts information in certain formats. Failing to provide it may result in error messages.

**DATES:** Always requires eight numbers. For example 03/13/1957 (but NOT 3/13/57—or any other variation!). Just type the numbers, not the slashes—ALVIN puts them in automatically.

**PRICES:** Whole numbers only—no decimal points or dollar signs.

**PHONE NUMBERS:** Ten numbers only. ALVIN puts in the parentheses and dash.

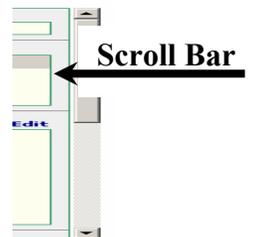
**PUNCTUATION:** *Never use it!* NO fields in ALVIN accept punctuation marks.

**SPACES:** Don't press the space bar before or after the words in the form boxes. This can cause error pop-up boxes in ALVIN which may be confusing.

**OPTION BUTTONS:** Little empty **circles** where you **MUST** choose *only one* option among two or more. Click in the circle of choice with tip of the mouse arrow pointer before continuing.

**CHECK BOXES:** Little empty **squares** where you **MAY** choose *any, all or none* of the options presented. Click in the square of choice with tip of the mouse arrow pointer to select before continuing.

**SCROLLING:** Some pages in ALVIN contain too much information to fit in one screen. When this occurs there will always be a **Scroll Bar** on the right side which lets you move up or down to see the rest. To “scroll” means to move your mouse arrow pointer to the scroll bar, click on it with the left mouse button. Then, *while keeping the mouse button held down*, move the mouse up or down to change what is displayed on the screen. (This is called “clicking and dragging” in computer lingo.)



**DROP-DOWN BOXES:** Lists of pre-written options (typically, the list of NC counties or US States) which display in one of two ways:

1. Use your mouse click on the small down-pointing arrow and scroll down.
  - a. Click on the item of your choice to select it.
2. Select the drop-down box and type the first letter of the item you want, such as “W” for Wake county.
  - a. Repeat the first letter until the right item appears. (For example, pressing “W” once selects Wake, pressing twice selects Warren, three times selects Washington, etc.)

**UPPER/LOWER CASE:** Your choice! ALVIN converts all letters to upper case when submitted.

Most of these conventions are simply standard conventions in most computer applications. You will quickly begin to use them without thought.

## ***Understanding the Hardware***

ALVIN is an Internet-based application. This means you may access ALVIN through any computer with an Internet connection and a standard web browser. (See Appendix for setup requirements when using your own equipment.)

Most agents are using computer equipment (“hardware”) supplied by NCWRC which includes the following:

- One Neoware box with power cable/AC adapter
- One keyboard with cable attached
- One mouse with cable attached
- One monitor with power cable/AC adapter and connecting cables
- One printer with power cable, parallel cable, and paper/toner supplies



Your only equipment obligation is to provide a standard telephone line with which to connect the above system to the NCWRC system through our toll-free dial-up services. This need not be a dedicated line, but it will be “busy” to incoming calls whenever you are completing transactions using this system. Your level of sales frequency will be the determining factor in your decision about providing a dedicated line for ALVIN use.

Using all of this equipment will require three AC 110-volt outlets. NCWRC requires the use of a power strip. You may use the one previously provided with the old system—or use one of your own.

Complete instructions for unpacking, setting up, and powering on the equipment provided by NCWRC was included in the original box when the equipment was shipped to you. However, a copy is available at any time by contacting the Help Desk.

## About Printing...

NCWRC will supply agents with all the consumable supplies required, including paper, special stock (when required), and toner (if you use the printer supplied by NCWRC). Agents will simply need to order more before they run out, which can be done using ALVIN. (At the time of this publication ordering supplies is not yet available through ALVIN. Watch for it in an upcoming release. For now, contact the Help Desk to order supplies.)

If you are using the equipment supplied by NCWRC all documents will be formatted correctly when printed. You need be concerned about only two things:

1. Ensuring that the proper paper stock is inserted correctly before printing—blank side facing the front, top end down.

**NOTE:** Licenses **MUST** be printed on the card stock provided by NCWRC, but receipts and vessel registration docs may be printed on the watermarked bond supplied by NCWRC—or on regular, plain white copy paper. *Licenses printed on plain paper are NOT valid and must be destroyed and reprinted.*

2. Checking the toner level and ordering more when it gets low.

The Lexmark E321 printer has a Low Toner warning light which indicates that it's time to order a new cartridge. However, the life of these cartridges is estimate at 4,000 copies—and perhaps many more. You may continue to use a cartridge until the printed copy suffers a drop in readability. *Cartridge life may also be extended by removing it, shaking it gently, and placing it back in the printer.*

If you are using your own equipment there are several additional considerations:

1. A laser printer *must* be used as copies made with ink jet printers are made illegible when exposed to moisture in the field.
2. The printed format must precisely match the NCWRC standard, especially when printing Licenses. A sample license is provided in this manual so you may compare the results of your printing with ours.
3. Formatting your printer will require making changes to your browser settings. A list of these changes is included in the Appendix of this manual.
4. Details about how to change the printer cartridge may also be found in the Appendix to this manual.

## Additional Considerations

When setting up the equipment in your workspace please consider the following:

- Do not cover the vent holes on the Neoware box. It may overheat and fail without adequate ventilation. A few inches of space should be sufficient.
- If you need the space, the Neoware box may be stood at a 90-degree angle on your counter using the support legs supplied.

- Try to avoid touching the monitor screen with your fingers or any other object as this will leave marks and can lead to scratching.
- Do not attach your personal printer to the Neoware box. It won't print properly.
- Place the AC adaptors on a flat surface. Do not let them hang unsupported from the back. This can cause a loose connection and even damage the adapters' connections.
- Be sure to plug all NCWRC equipment into the surge protector.
- Do not place a cover over the monitor when the unit is on. The heat from the monitor, when confined by a cover, can damage the monitor.

## **Connecting to ALVIN**

As mentioned above, you may connect to ALVIN *either by* using the equipment provided by NCWRC—*or* via your own Internet connection and hardware. (**NOTE:** It is acceptable to use *both* the NCWRC and your business system to connect to ALVIN concurrently so long as you are not working on the same transaction in multiple locations.)

After powering on the NCWRC equipment the Neoware box will “boot up” a copy of Microsoft Windows XP© Embedded. While this looks like a standard Windows desktop, you will note that it contains no icons other than the Start menu.

**IMPORTANT:** The equipment provided by NCWRC is “locked down” to prevent the installation, modification, addition, or removal of any software, hardware, or components by the agent. The NCWRC Help Desk will NOT support customizations of any kind, including high-speed Internet connections, LANs, or different printers.

Also, those using the NCWRC system will not be able to surf the Internet (other than the NCWRC and Agent Support pages), check web email, play computer games, or visit online chat rooms. Simply put, agents can use this equipment “AS IS” to access *only* ALVIN via the on-board dial-up connection.

### **HOW COME?**

As you know, there are unlimited combinations of computer parts, software, and Internet connectivity options available. However, it is *impossible* for the NCWRC Help Desk to provide effective technical support in this environment. If you have a problem using the NCWRC-provided equipment, software, or connection the Help Desk will be able to answer your questions or repair the issue.

However, if you modify this system *in any way* the Help Desk will NOT be able to provide you with support. Please respect this requirement by using this system only as it is shipped to you—and emphasize this to the “computer geeks” who work in your store. Our ability to support YOU depends on this...

### **...Using NCWRC Equipment**

Power on your equipment. When the Windows boot process is complete, use your mouse (left button, single-click only) to click  Start

From the list which appears *directly above*, click on 

Click on “CONNECT” and the dial-up process will begin (you will hear the sound of a telephone dialing and the buzz of a connection being completed).

Enter the username and password provided by NCWRC to connect to the server.

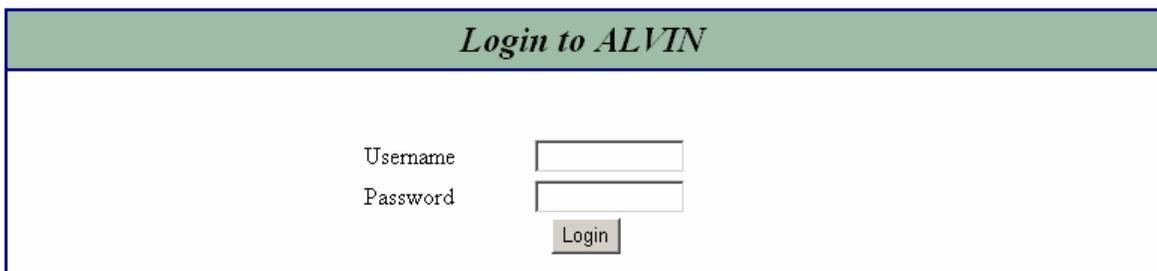
**NOTE:** This username and password connects the Neoware box to the modem

### **...Using Your Own Equipment**

Open Internet Explorer and type the URL (www.ncalvin.org) in the address bar and press ENTER on your keyboard.

### **Logging Into ALVIN**

You will know your connection to ALVIN is successful when you are presented with the following screen:



*Login to ALVIN*

Username

Password

Type your Login ID and Password in the appropriate boxes and click on 

### **Understanding Login IDs & Passwords**

One of the benefits of ALVIN is that its design follows standard network access protocols for access and security. While this sounds complicated, it simply means that every individual who uses ALVIN may have a unique Login ID and Password—and that this presents several advantages:

- Rights-based user access.
- Tracking and reporting activity.
- Enhanced security and protection.

Rights-based user access means that each Login ID/Password combination will be assigned specific, limited “rights” to view, change, or make use of ALVIN’s features. This allows each user to perform his designated “role” (sales agent, administrator, help desk operator, etc.) without being able to access parts of ALVIN unrelated to his job function. This prevents users from performing duties for which they are unqualified or prohibited. Each agent will be provided with the ability to create an unlimited number of Login IDs/Passwords and assign each one the rights required to conduct business in YOUR store.

**NOTE:** NCWRC will maintain ONLY the MASTER Login ID/Password—not the ones you create in your store. The Help Desk can reset this information at your request—but NOT recall or view any password changed Agents.

The tracking and reporting aspect means that the assignment of unique Login IDs/Passwords will create a *permanent record* of which Login ID/Password user has completed each transaction. This record will be available to administrative, NCWRC, and Wildlife Enforcement officers on a “need to know” basis. As such, it will serve to prevent and correct irregularities in both Vessel and License sales. Simply put, there will be *no anonymity* in the use of ALVIN.

An additional advantage of unique Login ID/Password use is the enhanced security and system protection it provides. By creating a unique user for everyone in your store or business you can instantly remove access for any “problem” employee without the need to change passwords for everyone else. Simply log into ALVIN with the administrator password (supplied to you by NCWRC) and edit the password field for any of your employees. And if each user has a unique Login ID/Password it will be easy to track individual activity on ALVIN no matter where the user logs in.

### **Creating and Using Secure Login IDs/Passwords**

NCWRC will assign a unique Login ID/Password to each sales agent. This user name will give you the “rights” to create as many Login IDs/Passwords as your store requires—along with the rights to see all the reports and access to other administrative functions required by the managers in your store.

**NOTE:** The key advantage of using this functionality is LOST if you do not create a unique Login ID/Password for each and every person who uses ALVIN in your store.

*THIS INCLUDES CREATING ONE FOR THE STORE MANAGER!*

In other words, using the “Master” Login ID/Password assigned by NCWRC, create a Login ID/Password for each person in your store—and then put it away in a secure location and use it for *no other purpose* as you go about your daily business.

**NOTE:** NCWRC recommends that you do NOT change the Master password to aid in Help Desk support of your system.

**How Come?** “Why not share the master Login ID/Password with everyone in the store? Or if there are only one or two of us, why bother to add more?”

The advantages of tracking “who does what” has already been mentioned—and the tracking benefit is *lost* if everyone in your store shares the same master Login. To ALVIN, it will appear that only one person is performing every transaction or task.

There are still more good reasons to create your own login for daily use...

For one thing, you can probably create a Login ID/Password which is easier for you to remember than the one provided by NCWRC.

But the best reason is that if the master Login ID/Password is stolen or lost it can lead to a thief using your store's key to ALVIN—and *no one will be able to stop her until the password is changed by the NCWRC Help Desk*. This could be problematic outside of normal support hours.

By keeping the master Login ID/Password unused and in a secure place you will avoid ever needing to call NCWRC to “terminate” a stolen or compromised account. You simply login with the master Login ID and change it at your convenience.

**NOTE:** The Help Desk can reset your master Login ID/Password, however NCWRC will **not** have a record of the Passwords for users you create in your store. If a person in the store forgets a password, simply login as the administrator (the “master” user account supplied by NCWRC with ALVIN) and create a new one for him. Follow the same process if someone leaves the store and should be denied further access to ALVIN. Remember, anyone with an Internet connection can access ALVIN from *anywhere* if they have an active Login ID/Password.

**ALSO:** If you change your master Password NCWRC can only reset it—NOT view it.

## **Guidelines for Creating & Protecting Good Passwords**

Login IDs/Passwords provide unique identifiers that enable a system to identify authorized users. Passwords are the first line of defense against system intruders. Good passwords can prevent someone from assuming your identity and accessing ALVIN.

Consider the following guidelines when creating passwords for your store employees:

- Strong passwords are eight or more characters with a combination of numeric and special characters. (For example: @ \* & ! ^ ? etc.)
- Don't choose words that can be found in any dictionary, whether English or any language (hackers use password dictionaries).
- Don't reverse the spelling of a dictionary word.
- Don't choose a name associated with you in any way (middle name, store name, maiden name, pet's name, child's name, your favorite team's name, etc.)
- Don't use words from the King James Bible.
- Use an acronym from an easy-to-remember phrase (!A stitch in time saves nine!) can translate to !ASITS9!
- Make your password at least 8 characters long.
- Use a mixture of letters, numbers and special characters. (Example: \$jafe90+)

**NOTE:** NCWRC requires that passwords be at least six characters in length and contain at least one non-alphabetic character. Passwords are case sensitive in ALVIN.

## Protecting your password

It is very important that you understand that protecting your password can keep your data safe. Below are some guidelines to protect your passwords.

- Don't write down your password (or post it on your computer monitor!)
- Don't give anyone else your password.
- Watch for “shoulder surfers.” (People looking over your shoulder when logging in.)
- Only YOU need to know your password. (They can get their own...)
- Always click on “LOG OUT” or “CLOSE” when leaving ALVIN unattended or another user takes over the sales counter. (“CLOSE” is required if using your own equipment. This prevents getting back to ALVIN by hitting the browser’s “BACK” button.)
- Change your password regularly—at least every six months.

Following these guidelines will make using ALVIN much more safe and secure—not to mention any of the other places on the Internet which require password access...

## Pre-Defined Roles in ALVIN

The master Login ID/Password will give you the system rights to create and maintain users in your store. ALVIN provides you with several pre-defined roles which you may assign to any of the users you create.

**NOTE:** “License Only” Agents will only be able to choose license-appropriate roles—and “Vessel Only” Agents can only choose vessel roles for their in-store personnel.

A detailed description of Roles in ALVIN is included in the section covering **User Maintenance**

After successfully logging in, you will be presented with the following screen:

The screenshot shows the ALVIN user interface. At the top, there is a green header with the ALVIN logo and the text "automated license and vessel information network". Navigation links include "Home", "License", "Vessel Registration", "Search", "Support", "Finance", and "Administration". On the right side of the header, there are links for "Shopping Cart", "Logoff", and "Close".

The main content area is titled "Welcome to the NC Wildlife Information Network". It includes a welcome message: "Welcome to the North Carolina Wildlife Automated License and Vessel Information Network. At this site you will be able not only to sell hunting and fishing licenses, you will also be able to do vessel registrations for your customers. We hope you enjoy the visit!". To the right of the text is an image of various wildlife animals (a bear, a deer, a bird, and a fish) over a map of North Carolina.

Below the welcome message is a section titled "Wildlife Announcements". It contains an "IMPORTANT NOTICE" stating: "ALVIN IS NOW A PRODUCTION/LIVE SITE. DO NOT PROCESS ANY TEST TRANSACTIONS. ANY TRANSACTIONS PROCESSED WILL SHOW ON YOUR EFT." It also includes a "There's more to come..." section mentioning that ALVIN is still under development and additional features will be available in the near future. There are also links for "Duplicate Swan Permit" and "Logging off ALVIN".

From here, you will be able to accomplish the tasks and transactions required in your day-to-day operations.

**NOTE:** If a dialog box appears asking whether you want to turn on “Auto Complete,” simply click on “**NO**” to ensure the best performance in ALVIN.

## ***Navigation in ALVIN***

After you have successfully logged into ALVIN you are ready to begin working.

### **ALVIN Navigation Conventions**

Some of the tabs at the top of the screen are common to every agent who uses ALVIN, whether you sell License, Vessel Registration, or both. This manual will illustrate the features in these tabs before giving details about how to process the License and Vessel Registration transactions.

Moving around in ALVIN is easy: just click on any of the tabs at the top of the screen to visit any of the categories available for your use as an agent.



These section headings may include (depending upon your Login ID/Password):

- Home
- License
- Vessel Registration
- Search
- Support
- Finance
- Administration

The tab options on this screen will vary depending on your Login ID/Password. For example, agents who sell only **License** will not see the **Vessel Registration** tab. And users who are Sales Agents won't see the **Reports** tab. *Each user sees ONLY the parts of ALVIN required to perform his or her tasks.*

Some of these main tabs contain sub-headings, each to be discussed in context.

In most cases, actual screen shots from ALVIN will be used to clarify each step in the process of completing tasks.

**NOTE:** When navigating in ALVIN using your own equipment don't use the back/forward buttons in your browser software. This may cause you to lose data you've already typed. Please use the navigation buttons inside the ALVIN application to move around. (HINT: Press the **F11** key on your keyboard to toggle off the browser's navigation buttons while using ALVIN. Simply press **F11** again to restore the screen to normal.)

## Home

Everyone who has successfully logged into ALVIN will be presented with the Home screen. Here is where NCWRC will present “Wildlife Announcements.” These are up-to-the-minute bulletins for your attention. These will include general information, maintenance schedules, new special hunt opportunities, regulation changes—anything that agents should know in the performance of their roles.

**NOTE:** These announcements will change regularly—perhaps several times a day. Please review them carefully each time you log in.

Many of the headlines will be “hyperlinks.” That means you may click on them to open windows with more detailed information.

Also, in the upper left corner of this screen there will be links to other web sites of value to agents. At a minimum, these will be the NCWRC website and the Agent Support website. These are the same websites you would see by using a standard Internet browser. In the future, additional links may be provided.

**NOTE:** There will be no way to browse to non-NCWRC websites using the equipment provided.

## Search

Click on the Search tab when you wish to look up information about a customer or vessel. The following screen appears:



By default, you may search by NC Registration Number. (**NOTE:** A successful search requires that you enter the NC Registration Number *without* the “NC” at the beginning and with **NO** dashes, spaces, or punctuation.)

ALVIN will also allow searches on Hull ID Number, Customer or Vessel Owner’s name, Title Number, Old Hull Number, and WRC Number.

After filling in the required fields, click on 

If any records match, ALVIN will present you with a list of search results from which you may choose additional details by clicking on any one of the results in the list.

The results of searching are for look-up only. No changes may be made to a customer or vessel from this screen. However, many changes are permitted during actual Vessel or License transactions. If you see an error in the results, please contact the Help Desk.

**NOTE:** Searches may be conducted for *authorized use only*. The information in ALVIN is for private use by NCWRC and its agents for official business. This information **must not** accessed or distributed for personal or non-NCWRC use **of any kind**. Doing so may subject an agent to disciplinary or regulatory action.

Search functionality is going to improve in future releases of ALVIN.

## Administration

If you are logged in as agent with “Administrator” rights you will see the Administration tab:



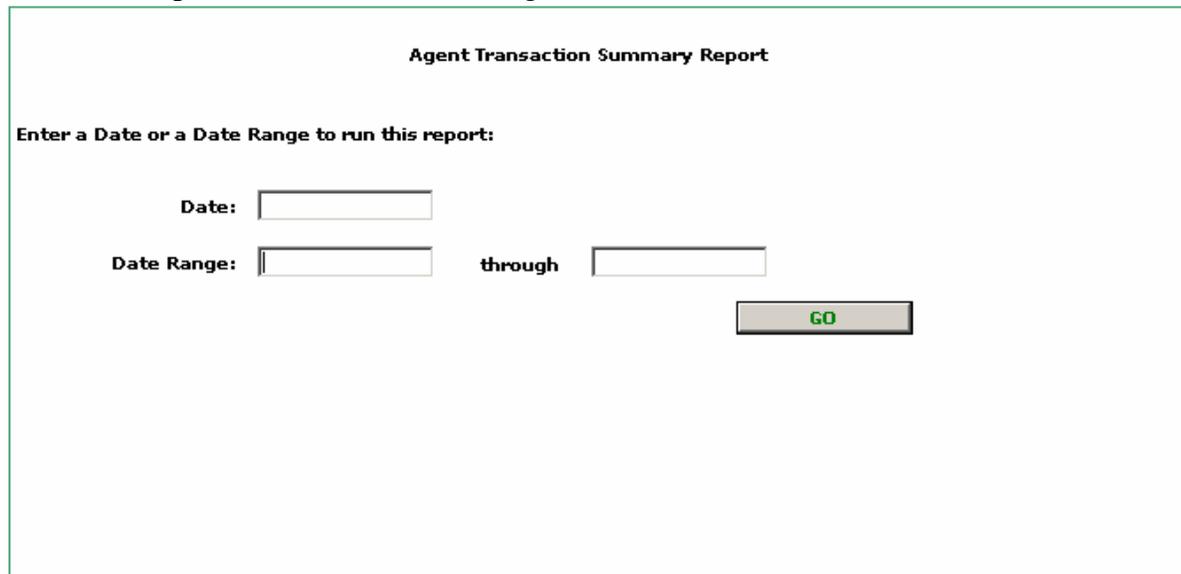
Agents with ALVIN administrator rights can view three sub-headings:

- Reports
- Documents
- User Maintenance

## Reports

ALVIN provides you with an Agent Transaction Summary Report which may include any range of dates you choose.

Click on “**Reports**” to view the following:

A screenshot of the "Agent Transaction Summary Report" form. The form has a title "Agent Transaction Summary Report" at the top. Below the title is the instruction "Enter a Date or a Date Range to run this report:". There are three input fields: a "Date:" field, a "Date Range:" field, and a "through" field. The "Date Range:" and "through" fields are connected by the word "through". To the right of the "through" field is a "GO" button.

You may type in a single date in the upper Date field—or a “start/through” range in the lower two fields.

**NOTE:** You may choose one or the other. Leave the lower two fields blank if you want a single date—or leave the upper field blank if you desire a range report. Otherwise, ALVIN will give you erroneous data.

**ALSO:** Please don't use any dates earlier than 01/01/2005. This will also produce errors in the report.

If desired, you may print the resulting report by clicking on 

**NOTE:** Each week's specific EFT draft information is available under the **Finance** tab.

Those whose Role is "Sales Agent" will not see the Reports tab in ALVIN.

## Documents

When a need arises to print a form "on the fly," click on this tab. ALVIN will provide a quick and convenient way to print out miscellaneous forms related to your business.



If you need a large quantity of forms please order them from the Help Desk. Otherwise, just click on any of these buttons to print one for immediate use.

Forms other than those in the above example may also be included in ALVIN (for example, the License Certification Form).

**NOTE:** Forms should be printed on blank paper stock.

## User Maintenance

As stated in the *Basics* section, ALVIN permits you to create a unique Login ID and Password for each person who requires access in your store.

**NOTE:** You must be logged in with a Supervisor Login ID and Password in order to add or modify users in your system.

Agent Login IDs and Passwords will be one of three types and will determine what you see in the ALVIN application when you login:

1. License Sales Outlet Supervisor—LICENSE ONLY agent
2. Vessel Sales Outlet Supervisor—VESSEL ONLY agent
3. License/Vessel Sales Outlet Supervisor—VESSEL and LICENSE agent

The User Maintenance function is located under the Administration tab and click on User Maintenance. You will see all users that have been set up for your store. If you are the only user set up at that time, the list will have only your name.

Here is a sample **User Maintenance** screen (after users have been added):

The screenshot shows the 'Administration' tab selected in the top navigation bar. Below it, the 'User Maintenance' section is active. The page header indicates 'Agent: Cartoon Land' and 'Sales Outlet: Hunting & Fishing Services'. A table lists the following users:

User	User ID	Role	
FLINTSTONE, FRED	flintstonef	License Sales	Select
FLINTSTONE, PEBBLES WILMA	flintstonep	License Sales	Select
JETSON, GEORGE	jetsong	License Sales	Select
RUBBLE, BARNEY ROCK	rubbleb	License Sales	Select
RUNNER, ROAD	agent	License Agent Supervisor	Select

A 'Create New User' button is located at the bottom right of the table area.

To modify an existing user, click on the **Select** link to the right of the name. Change the password and any other information required, then click on **Save User**.

To create a new user click on **Create New User**

The screenshot shows the 'Create New User' form. The page header is the same as the previous screenshot. The form is divided into two sections:

**Contact Information**

- Name: Betty (First), [ ] (Middle), Rubble (Last), [ ] (Suffix)
- Phone: [ ]
- Fax: [ ]
- Email: [ ]
- Department: [ ]

**User Information**

- User ID: rubbleb
- Role: License Sales
- Password: mabmab3
- Confirm Password: mabmab3

Buttons for 'SAVE USER' and 'CANCEL' are at the bottom right.

Fill out the empty fields then click **SAVE USER**

## New User Details

The New User Contact Information screen appears with fields for entering a new user name. When you enter a new user, ALVIN *automatically generates* the new user's Login ID. This Login ID consists of the user's first name initial and last name; for example, **brubble**. If the user name already exists in Alvin, a number will be added to the end to make the user unique (example: brubble2).

## Denying Access to a User

If an employee is no longer employed the store for whatever reason—but especially under unhappy circumstances—you should *immediately* go to the User Maintenance screen and change their password. This will prevent that employee from “selling” license under your store name.

**NOTE:** You must **not** delete the user, as this would remove the record of his activities.

## Understanding Roles and Tasks

ALVIN provides you with several roles to which your users may be assigned.

The following table shows you the roles that you can create for your users.

User's Role	Available Roles for creating new users
License Sales Outlet Supervisor	License Sales License Sales Outlet Supervisor
Vessel Sales Outlet Supervisor	Vessel Sales Vessel Sales Outlet Supervisor
License/Vessel Sales Outlet Supervisor	License/Vessel Sales License/Vessel Sales Outlet Supervisor

The roles you assign are based on the tasks to be performed by the employee.

Roles	Tasks
License Sales	License Sales
License Sales Outlet Supervisor	License Sales, EFT Review, User Maintenance, Reports
Vessel Sales	Vessel Sales
Vessel Sales Outlet Supervisor	Vessel Sales, EFT Review, User Maintenance, Reports
License/Vessel Sales	License and Vessel Sales
License/Vessel Sales Outlet Supervisor	License and Vessel Sales, EFT Review, User Maintenance, Reports

If you need assistance adding or maintaining users, the WRC Help Desk can help you maintain users linked to your business or Sales Outlet. However, Help Desk personnel keep no record of passwords you create. If a password is forgotten, simply log in and review it.

## Ordering Supplies

Use the form on this link to order supplies such as toner, paper, etc.

**NOTE:** This feature will be available in an upcoming release of ALVIN. Do NOT use the Support Request feature (next section) to order supplies.

## Support

Turn to this section when you wish to report a technical problem. You will be able to enter a “ticket” with which you can track the issue and view the response of NCWRC Technical Support. Here is an example of an open support issue:

Request #	Request Name	Date Opened	Sales Outlet	Assigned To	Status	Status Date
648	TEST ISSUE	1/12/2005	12713	WRC Help Desk	Open	1/12/2005

Please enter as much detail as you can to make troubleshooting possible. Create a new request for each issue, and check back regularly on this tab to view the status and resolution as it is updated by NCWRC staff.

**NOTE:** If you have an urgent request do not use this tab to contact NCWRC. The issues appear in the account of the NCWRC Help Desk and are addressed regularly, but immediate Agent support needs should still be communicated via the toll-free number: **800-662-7350**

## Finance

ALVIN provides Agents with easy access to each week’s EFT draft. Click on the **Finance** tab and the following summary appears:

Amount	Description	Business Week		
\$850.00	Sales	01/01/2005 To 01/08/2005	Research	Detail
(\$58.85)	Net Commission	01/01/2005 To 01/08/2005	Research	Detail

You may view all your transactions for this period by clicking the [Detail](#) link.

## Printing in ALVIN

Printing in ALVIN is the same whether you are a Vessel or License Agent—or both. When you complete any transaction, ALVIN will present you with a “**Submit**” button. Once you have

clicked on **Submit**—and the next page appears—the transaction is COMPLETE as far as NCWRC is concerned.

- If a license transaction, a successful Submission means the person is known by NCWRC to be a valid license holder.
- If a vessel transaction, NCWRC will flag the transaction as “in route to NCWRC” where we will be expecting the paperwork to arrive for approval and completion. (NEW and TRANSFER only—RENEW and DUPLICATE require no paperwork mailed to NCWRC.)

One of the many advantages of using ALVIN is its ability to print multiple document copies as required—or to reprint if something goes wrong with the first printed copy.

If you need to reprint any papers—license or vessel registration—simply load the paper and click on the print button again.

**NOTE:** *No extra transaction charges are being assessed—and no additional license or registration transactions are being assigned—when you reprint a document!*

A reprint is basically a photocopy—not an entirely new transaction. Please feel free to use the print button to make as many copies as you need for your records, and to reprint licenses which have printed improperly due to paper jams, wrong side printed, out of toner, etc.

**NOTE:** Do NOT print extra license copies for your customers. Only one “good” copy is authorized, and any more than one is *counterfeiting*. If extra license copies are accidentally produced, destroy and discard them.

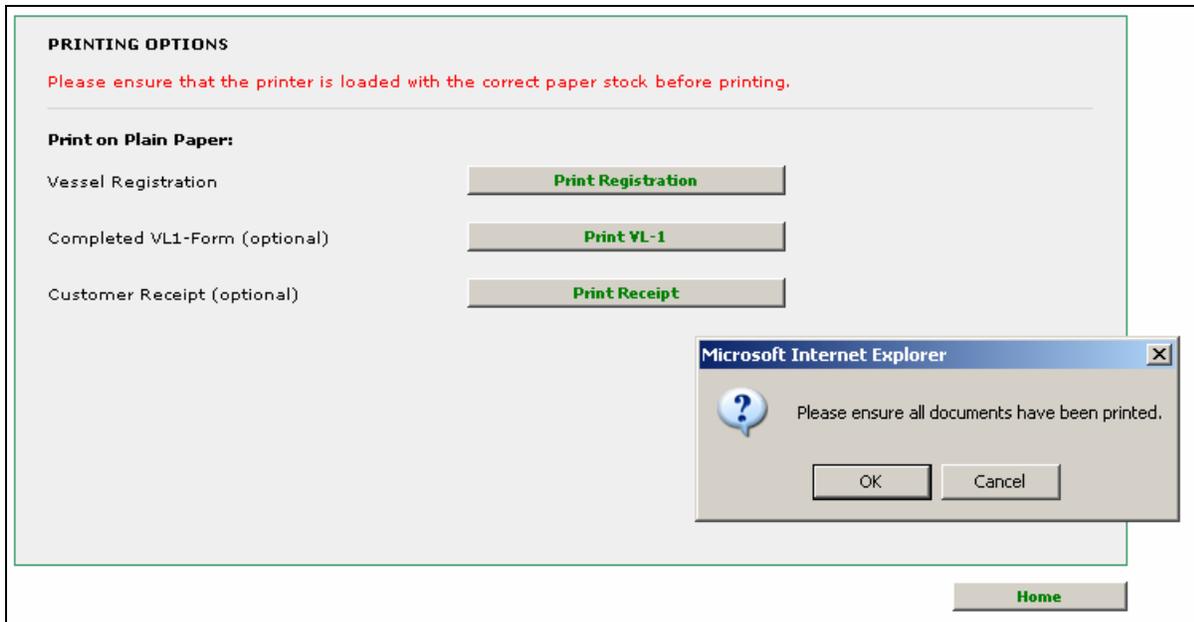
When you are SURE everything is printed properly, click on the “**Home**” button to return to the ALVIN welcome screen from which you may start a new transaction. ALVIN will pop up a message box to ask you if you are sure.

Click “**Cancel**” to return to the Print Options screen and try again.

Click “**OK**” to go to the ALVIN welcome screen.

**NOTE:** When you get to the welcome screen, your only option to reprint is to VOID the just-completed transaction and do a new transaction to replace it. *Obviously, this means making sure that your documents are printed successfully **BEFORE** clicking on the Home button!*

The next screen is an example of what you will see after submitting a complete transaction. The pop-up warning message—which appears when you click on “**Home**” is also displayed:



## ***Understanding the ALVIN Shopping Cart***

ALVIN allows you to combine multiple transactions in one payment. For example, your customer may wish to purchase a vessel renewal and a fishing license for another person at the same time. ALVIN lets you accomplish this in one transaction by using the Shopping Cart feature.

As you complete each transaction, ALVIN will require that you “Submit” (vessel transactions) or “Add to Cart” (license transactions).

If you wish to add transactions beyond those on the screen, click [Select More Items](#)

When you are finished and wish to complete the transaction, click [Checkout >>](#)

Upon checkout, ALVIN will present you with a **Review** screen similar to this:

**Review** → Payment/Submit

**Payment Information** **Order Total: \$15.00**

<b>Customer</b> JACK J CRAWFORD 320 W ELM AVE HOLLY SPRINGS, NC 27540 9618	<b>Addr Type</b> Residence	<b>Country</b> United States	<b>County</b> Wake	<b>DOB</b> 10/01/1960	<b>NCDL</b>	<b>Phone</b>	<a href="#">Edit</a>
--	-------------------------------	---------------------------------	-----------------------	--------------------------	-------------	--------------	----------------------

Item	Qty	Price	Eff. Date	Exp. Date	Transaction	
Res State Hunt	1	\$15.00	01/27/2005	01/27/2006	New	<a href="#">Remove</a>

[Add Another Customer](#) [Cancel](#) [Continue >>](#)

From here, you may change the customer's information or add additional items *for the same customer* by clicking on [Edit](#)

You may remove items from the shopping cart by clicking on the [Remove](#) link.

You may add additional items for another customer by clicking on [Add Another Customer](#)

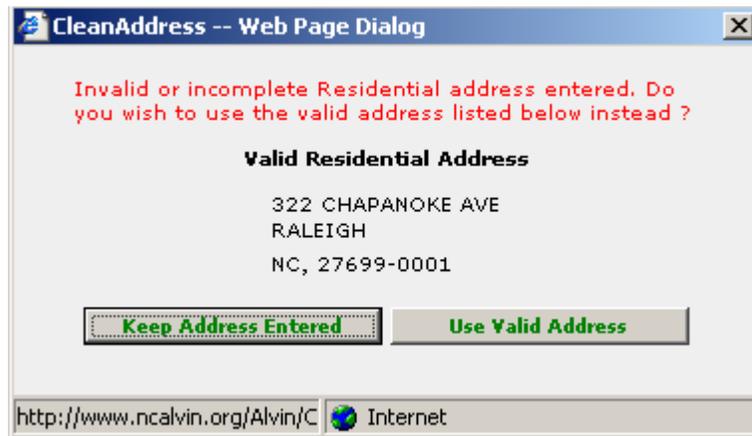
If everything is complete and correct, move forward by clicking on [Continue >>](#)

ALVIN will then present you with the final steps to submit the transaction and print the required documents.

### **Address Checking in ALVIN**

Whenever a customer's address is submitted in ALVIN it is checked against the latest US Postal Service database for validity.

If the address is found—but it is slightly different than the USPS version—ALVIN will present a pop-up box with a message similar to this:



Review the changes suggested by ALVIN. If correct, click on “Use Valid Address.” However, if the customer is *sure* that the suggested change is invalid, click on “Keep Address Entered.”

**NOTE:** Some addresses are not yet in the USPS database, but most of the time ALVIN’s suggested corrections will be accurate.

If a totally unrecognized address is entered, the following message will appear:



This probably means that there is a major error in the customer’s address: wrong zip code, city name misspelled, unrecognized street name, etc.

Please double-check the customer’s address as entered before clicking on “Yes.” If it is not correct, click on “No” and make the changes.

**NOTE:** ALVIN will accept *ANY address you enter*, so please do your best to type with accuracy. This will make it much easier to service your customers in the future.

### **Voiding Transactions in ALVIN**

Agents are responsible for voiding their own license transactions. There is a two-hour window from the time a transaction is processed in which Agents can routinely void a transaction. After the two-hour void window has expired, Agents may phone NCWRC help desk up to seven days

from a transaction sales date for approval to void the transaction. Agents cannot void license transactions after seven days following the original transaction sales date.

**NOTE:** After completing a transaction and returning to the Home screen there is no way for an Agent to reprint a license or vessel registration. This is the most common cause for Voids, and may be avoided simply by ensuring that the paperwork has properly printed before clicking on the “**Home**” button.

## **Voiding License Transactions**

After seven days, customers must deal directly with WRC to void a license and must present a valid reason for requesting the void.

The license void process works very much like the process in the old system: you can process a void within 2 hours of the transaction and refund the customer’s money by searching on the customer and selecting Void on the Customer Info screen. The primary difference between the old system and the new is that a refund is not issued to the agents account until the license void documentation is received by WRC.

WRC must receive paperwork on ALL license voids—including the voids processed in the 2-hour window—before a refund is issued to the agent’s account. The agent must send in the documentation (void transaction receipt and voided license) to WRC within 15 days of the void transaction date.

If the proper procedures for voiding a transaction are followed, the amount of the sale is refunded to the WSA. The only time an agent will not be refunded is when the void was not processed correctly or the paperwork is not received by WRC within 15 days of the void transaction date.

### **Important Considerations:**

1. Reviewing Each Transaction Before Printing Will Eliminate Most Voids.
2. At Close Of Business Each Day, All License Void Documentation Must Be Placed In The Postage-Paid “VOID TRANSACTION ONLY” Envelope Provided By WRC And Mailed.

For additional help or for instructions on how to proceed with voiding a license transaction, call the WRC help desk at 1-800-662-7350.

## **Voiding Within the Two-Hour Window**

When it is necessary to void a transaction within two hours of printing a transaction, such as, when you make an error or the printer malfunctions, follow the procedure outlined below:

Searching for the customer and select “Void” on the Customer Info screen.

Upon completion of the void, immediately staple the void transaction receipt to the voided license. At close of business each day, place all the void documentation from that day in the postage-paid “VOID TRANSACTION ONLY” envelope and mail to NCWRC.

If the license did not print, attach a written explanation (i.e. “license did not print; printer malfunction”) to the void transaction receipt.

**NOTE:** If the void transaction receipt is not attached to the voided transaction, NCWRC cannot record the voided transaction, which will result in the agent not receiving a refund for the void.

If the void transaction receipt does not print, attach a written explanation including sales outlet Agent name, time, date, license type, customer name, and WRC customer number or other identification number to the voided license. This will give NCWRC enough information to record the voided transaction. If the paperwork is not received by NCWRC within 15 days of the void transaction date, the agent will not receive a refund for the void.

### **Voids After the Two-Hour Window**

Some situations require voiding a transaction after the two-hour window has expired. If more than two hours—but up to seven days—following the transaction sales date, the agent can contact the NCWRC help desk for approval. If the void request is approved, the WSA will refund the customer’s money and NCWRC will refund the agent upon receipt of the required documentation.

Upon completion of the void, immediately staple the void transaction receipt to the voided license. At close of business each day, place all the void documentation from that day in the postage-paid “VOID TRANSACTION ONLY” envelope and mail to NCWRC.

If the license does not print, attach a written explanation (i.e. “license did not print; printer malfunction”) to the void transaction receipt. If the void transaction receipt is not attached to the voided transaction, NCWRC cannot record the voided transaction, which will result in the agent not receiving a refund for the void. If the void transaction receipt does not print, attach a written explanation including sales outlet (Agent) name, time, date, license type, customer name, and WRC customer number or other identification number to the voided license. This will give WRC enough information to record the voided transaction.

If the paperwork is not received by WRC within 15 days of the void transaction date, the agent will not receive a refund for the void.

If a void is needed and more than 7 days has passed since the license transaction sales date, the customer must contact WRC directly and WRC will handle the refund. The customer must submit the required documentation (voided license, etc.) for the void to be processed.

### **NCWRC Help Desk License Void Approval**

Voids after the 2-hour window will be approved *only* if an incorrect license was issued or to correct critical keyed information such as incorrect driver’s license number or incorrect date of birth. If there are questions about whether a void will be approved, Help Desk personnel can

determine if the transaction may be voided and can tell you how to proceed. If the void is approved and WRC has received required documentation, the Agent will receive will receive a refund for the void.

**NOTE:** *Failure To Comply With These Procedures Will Result In The Agent Not Receiving A Refund For The Void.*

### **Vessel Transaction Void Procedures**

At the present time, agents are not able to process voids for vessel transactions. This functionality will be added in a future release of ALVIN, but until that time, vessel transaction voids must be processed by NCWRC. If you need to void a vessel transaction within 7 days of the vessel transaction sales date, call the NCWRC help desk at 1-800-662-7350. If approved, the help desk will void the transaction and a refund will be issued to your account.

Because vessel customers are no longer issued a registration card and decal at the time the transaction is processed, agents are not required to submit documentation for voided vessel transactions. Agent accounts will be refunded for vessel transaction voids upon approval and processing of the void by NCWRC.

If a void is needed—and more than seven days have passed since the vessel transaction sales date—the customer must contact NCWRC directly and NCWRC will handle the refund to the customer.

### **NCWRC Help Desk Vessel Void Approval**

Voids after the two-hour window will be approved only if an incorrect registration was issued or to correct critical keyed information such as incorrect driver's license number or incorrect date of birth. If there are questions about whether a void will be approved, Help Desk personnel can determine if the transaction may be voided and can instruct you on how to proceed. If the void is approved, the WSA will receive will receive a refund for the void.

**NOTE:** *Reviewing Each Transaction Before Printing Will Eliminate Most Voids.*

For additional help or for instructions on how to proceed with voiding a vessel transaction, call the NCWRC help desk at 1-800-662-7350.

**NOTE:** *Failure To Comply With These Procedures Will Result In The Agent Not Receiving A Refund For The Void.*

If the error occurred ***within the last two hours***, ALVIN permits you to return to the customer record and VOID the license. Within the 2-hour window, the void process is virtually identical to the sales process.

### **Void Process Example**

For example, the customer has purchased a Resident State Hunt and Big Game license, but has come back within two hours to purchase a Sportsman license instead. Follow these steps.



The Shopping Cart will again appear, but this time it will contain a negative amount due—a number in red parentheses at the top of the screen.

**Review** ← Payment/Submit

**Payment Information** **Order Total: (\$25.00)**

**Customer**  
JOHNNY J SMITH JR  
322 CHAPANOKE RD  
RALEIGH, NC 27603 3400

**Addr Type** Residence **Country** United States **County** Wake **DOB** 01/01/1960 **NCDL** 123123123 **Phone** 919 719-2883 [Edit](#)

Item	Qty	Price	Eff. Date	Exp. Date	Transaction	
Res State Hunt	1	(\$15.00)	01/13/2005	01/13/2006	Void	<a href="#">Remove</a>
Res Big Game	1	(\$10.00)	01/13/2005	01/13/2006	Void	<a href="#">Remove</a>
HIP Certification	1	\$0.00	01/13/2005	01/13/2006	Void	<a href="#">Remove</a>

[Add Another Customer](#) [Cancel](#) [Continue >>](#)

After reviewing the voided items, click on



The **Payment/Submit** screen will appear. Click on



The **Printing Options** screen will appear, from which you will print the void receipt for your records and a customer receipt if requested.

**NOTE:** At the date of this document’s publication (Jan 05), the Agent may void ONLY license transactions. All vessel transaction voids must be processed by phoning the Help Desk. ALVIN will provide Vessel void functionality in a planned future release.

Printing Options screen:

**PRINTING OPTIONS**

Please ensure that the printer is loaded with the correct paper stock before printing.

---

**Print on Plain Paper:**

Customer Receipt (optional)

Void Receipt

Click the **“Home”** button to complete the VOID. The void credit should appear in your EFT and Transaction Reports. Phone the NCWRC Help Desk if you need assistance with Voids.

## Summary of Basic Features

This completes the discussion of features which are common to all ALVIN agents. The rest of this manual will present specific details for Vessel Registration or License transactions. Please refer to the Table of Contents for a complete list of tasks.

## Part 3: VESSEL REGISTRATION

### *Vessel Registration Overview*

If you are an authorized Vessel Registration Agent you will be able to perform all of the standard tasks when you log into ALVIN with your unique Login ID/Password.

This manual will take you through a step-by-step process for completing representative samples of each of the major types of vessel agent tasks.

### **ALVIN and the VL-1 Form**

ALVIN's registration process is designed to work in conjunction with the standard VL-1 form used to register vessels state-wide. If you have a completed VL-1 to work with, you should have all the information you need to successfully accomplish these registration tasks. If you do not have a completed VL-1 at the beginning of a transaction you may print one out for the customer to sign at the end of the ALVIN interview process.

**NOTE:** Agents are required to submit a VL-1 **signed by ALL owners** for NEW and TRANSFER transactions, whether filled out by hand or printed by ALVIN. (No VL-1 is required for RENEW or DUPLICATE transactions.)

### **The Vessel Registration Tab**

After logging into the vessel screen you will notice a row of tabs near the top of the page:



Begin by clicking on **Vessel Registration** and the following options appear:



The *Second Level* options for **Registration** are:

- New
- Renew
- Transfer
- Duplicate

Clicking on any of these will open the screens necessary to accomplish these tasks.

This manual will explain—and then demonstrate—each of the tasks which may be completed in ALVIN as a Vessel Registration agent.

**NOTE:** ALVIN will only permit the sale of 3-year Registrations and Renewals. Customers who require a 1-year Registration or Renewal must apply directly through the NCWRC office in Raleigh (1-800-628-3773).

## New

Begin the New Vessel Registration process by clicking on “New” under the Vessel Registration tab and the following screen will appear:



The screenshot shows the ALVIN web application interface. At the top left is the North Carolina Wildlife Resources logo featuring a dog. The main header reads "alvin automated license and vessel information network". Below the header is a navigation menu with tabs for Home, License, Vessel Registration (highlighted), Search, Reports, Documentation, and Support. Under the Vessel Registration tab, there are sub-tabs for New, Renew, Transfer, and Duplicate. The main content area contains a question: "Is this a Dealer Registration?" with radio buttons for Yes and No, where No is selected. Below this is a text input field labeled "Enter Hull ID #:" and a green button labeled "Search for Vessel".

Type the 12- or 15-digit Hull ID # in the box and click

**Search for Vessel**

**NOTE:** If an already-existing HIN is discovered when conducting a NEW vessel registration please phone NCWRC Help Desk to research the vessel.

## Dealer Registrations

Dealer registrations do not require a HIN because *they are not assigned to any specific vessel*. A dealer registration is a special registration number, always ending with the letter “X” and is used so a dealer can create a placard and hang it on showroom vessels which customers may then take for a “test ride.” Dealer registrations are *never* permanently affixed to vessels and they do not give a dealer the right to use a showroom vessel for personal or pleasure use.

*Don't confuse a dealer registration with a vessel which is owned by a business.* Most agents will have **very few** valid requests for a dealer registration. For this reason the Default is set to “**No.**” When in doubt, call the Help Desk.

## Individual or Business Registrations

You will begin most new registrations by clicking “**No**” in the Dealer Registration question. You will then enter the Hull ID Number and search for the vessel.

If a vessel with this HIN is NOT found in the system (which it should not be if it is really a NEW vessel) you will be presented with the following screen:

The screenshot shows a web form with the following elements:

- Question 1: "What Proof of Ownership does the customer have?" with a dropdown menu showing "--Choose Proof--".
- Question 2: "Does the new owner have a lien on this vessel?" with radio buttons for "Yes" and "No".
- Question 3: "Is the vessel being titled?" with radio buttons for "Yes" and "No".
- Red text instruction: "If the vessel was titled out of state, the out of state title must be submitted to WRC to receive a NC title."
- Question 4: "Is the vessel documented with the Coast Guard?" with radio buttons for "Yes" and "No".
- Red text instruction: "Documented vessels cannot be titled or have a lien recorded."
- Buttons at the bottom: "CANCEL" (red text) and "NEXT PAGE >>" (green text).

You must answer every question on this page or an error message will result when you attempt to continue to the **Next Page**.

Use the drop-down box to select the proof of ownership being presented. Title is optional ONLY if there is no lien on the vessel. There is no opportunity to add a title or lien during the transaction if “no” is selected at this point in the transaction, so question the customer carefully to avoid errors.

**NOTE:** If the answer to “Does the new owner have a lien on this vessel?” is “yes,” then ALVIN will automatically add a Title (and its fees) to the transaction and ask for the required lien-holder information. Why? Because regulation requires that all vessels with liens be titled.

If the vessel is being titled or a lien is being added, ALVIN will present you with appropriate places to enter the information during the following interview. For this example no title or lien will be required.

After completing these four questions click on 

You will now be presented with the first of four successive registration screens, each to be completed in order.

- Owner Info
- Vessel Info
- Purchase Info
- Review / Submit

The **Owner Info** screen allows you to search for an existing Individual or Business. For an Individual you must type in both first and last names. If you select Business, type in the company's name.

ALVIN will then either open the owner (if the name is unique) or present you with a list of matches.

Find the owner that matches this transaction and click on



If no owner is found in the system click on



The following screen appears:

Fill out this page as completely and accurately as possible. ALVIN will warn you with an error message if you attempt to move forward leaving any required fields blank or try to include “illegal” characters or formats. (For example, you’ll get an error if you use an asterisk in a name field, or the name of a month in the date field.)

Please make every effort to include accurate information in those fields not technically required to complete this section. Accurate information will make it much easier to find and service a customer in the future.

**NOTE:** All date fields must be formatted as: xx/xx/xxxx, for example 01/01/1968. Simply type in the 8-digit date and ALVIN will format it properly, including the slashes.

Some customers have a different mailing address than their actual place of residence. It is important that you capture BOTH if they are different. Notice that this screen has a check box in the upper right corner. Checking this box tells ALVIN that the mailing and physical address are identical.

The FIRST address you will type here is the *mailing address*.

After you have filled in the mailing address information, simply check “Residence same as Mailing Address” to let the system know that both the residence and mailing are identical. The “Add Residence Address” option will then disappear.

Otherwise, click on “**Add Residence Address**” to enter the owner’s actual place of residence.

At this time you may also “**Add Additional Owner(s)**” to the vessel by clicking on that link.

Fill in as many fields as possible. If you miss any required information, the following warning box will appear:



In this case, Address, City, and Zip were left blank. They must be filled in before continuing.

**NOTE:** Some fields are optional. However, accurate information (NC Driver’s License Number, and Phone Number are important records for customer service.) Social Security Numbers will NOT be used in ALVIN.

When you have completed filling out the **Owner** screen, click on

**NEXT PAGE >>**

The **Vessel Info** screen appears:

The screenshot shows a web application interface for vessel information. At the top, there are four tabs: "Owner Info", "Vessel Info" (which is selected), "Purchase Info", and "Summary". Below the tabs is a "Vessel Detail:" section. On the left side, there are several input fields: "Hull Id:" with the value "QUR122122122", "Vessel Status:" with a dropdown menu set to "Active", "Year:" with the value "2002", "Model:" with the value "Bay Boy", "Manufacturer:" with the value "Ultra", "Length: (ft/in)" with two input boxes containing "18" and "3", "Hull:" with a dropdown menu set to "Fiberglass", "Primary Use:" with a dropdown menu set to "Pleasure", "Fuel:" with a dropdown menu set to "Gasoline", "Propulsion:" with a dropdown menu set to "Inboard", "Type:" with a dropdown menu set to "Open", "Old Hull Id:" (empty), and "Notified:" (empty). On the right side, there is a "Vessel taxed county:" dropdown menu set to "Wake". Below this are two columns of motor information: "Motor1:" and "Motor2:". Each column has four input fields: "Make:", "Horsepower:", "Serial #:", and "Price:". At the bottom of the form, there are three buttons: "Cancel" (in red), "<< Back Page" (in green), and "Next Page >>" (in green).

Fill out the form as completely as possible. All of the information on the left side—as well as the “**Vessel taxed county**”—is *required*. However, “**Motor1**” and “**Motor2**” are optional.

**NOTE:** There are two fields on this screen which Agents may view—but not modify: “**Old Hull Id**” and “**Notified.**” These used when a duplicate HIN previously existed and required a reassigned number from NCWRC. The original (duplicate) HIN will appear in “Old Hull Id” and the “Notified” field will display the status of the owner notification process.

When all vessel information is filled out, click on 

Fill out the **Purchase Info** as completely as possible, as in this example:

Owner Info → Vessel Info → **Purchase Info** → Summary

**Purchase Detail:**

Purchased From:	<input type="text" value="Hondasuki of Reno"/>	Reg Other State:	<input type="text"/>
Address1	<input type="text" value="88 Martin St"/>	Other State Reg #:	<input type="text"/>
Address1(cont.)	<input type="text"/>		
City	<input type="text" value="Clayton"/>		
State	<input type="text" value="North Carolina, NC"/>		
Zip	<input type="text" value="27566"/> - <input type="text"/>		
Phone	<input type="text" value="(919) 303-3656"/>		
Purchase Price:	<input type="text" value="19400"/>		
Purchase Date:	<input type="text" value="11/02/2004"/>		
Purchased From State:	<input type="text" value="North Carolina, NC"/>		
Proof of Ownership:	<input type="text" value="Dealers Bill of Sale"/>		

When complete, click on



The **Review / Submit** screen now appears and includes all the information you have entered for this vessel registration (you will have to scroll down to see all this information).

Owner Info → Vessel Info → Purchase Info → **Summary**

**Fee Summary:**

Transaction Type:	<b>New 3 Year Registration</b>	Transaction Fee:	<b>\$25.00</b>
-------------------	--------------------------------	------------------	----------------

**Registration Summary:**

Reg #:	NC-0	Status:	Active	Status Date:	12/17/2004	Updated By:	
Req Issued:	12/17/2004	Req Other State:					
Req Years:	3	Other State Req #:					
Exp Date:	12/31/2007	Titled:	NO	Title#:			

**New Owner Summary:** [View/Edit](#)

Owner Name:	<b>TIM BROWN</b>	<input checked="" type="radio"/> Mailing Address	<input type="radio"/> Resident Address
Social Security #:		Address:	<b>123 W MAIN AVE</b>
NC Driver's Lic #:	<b>123123123</b>	City:	<b>HOLLY SPRINGS</b>
Date of Birth:	<b>1/27/1971</b>	State:	<b>NC</b>
Phone #:	<b>919 773-2881</b>	Zip:	<b>27540</b>
		Country:	<b>USA</b>

**Secondary Owner(s):**

If you need to make any changes, simply click on **Edit** to reenter that section of the form.

Otherwise, click on



After saying **OK** to the confirmation message, you will receive a screen similar to this:

Review → Payment/Submit

**Payment Information** **Order Total: \$25.00**

**Vessel Customer**  
TIM BROWN  
123 W MAIN AVE  
HOLLY SPRINGS NC 27540

**Addr. Type** Mailing    **Country** United States    **County**    **DOB** 1/27/1971    **NCDL** 123123123    **Phone** 919 778-2881

Item	Qty	Price	Eff. Date	Exp. Date	Transaction	
New 3 Year Registration	1	\$25.00	11/10/2004	11/30/2007	New	<a href="#">Remove</a>

[Add Another Customer](#)    [Cancel](#)    [Continue >>](#)

Your transaction is now placed in the ALVIN “Shopping Cart.” From here, you may add additional items to the same transaction.

**NOTE:** As of this publication date (Jan 05), only one vessel transaction is permitted per transaction. This limit will be removed in an upcoming release.

To do so, click on [Add Another Customer](#)

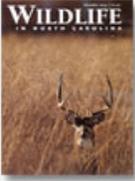
The Shopping Cart is your last opportunity to edit the transaction. It is recommended that you review the transaction with the customer and make any changes at this point.

If the customer is ready to check out, click on [Continue >>](#)

### **About *Wildlife in North Carolina* Magazine**

At this point in the transaction, ALVIN will ask you if the customer would like to subscribe to the award-winning *Wildlife in North Carolina* magazine.

Review → **Payment/Submit**



**Would you also like to purchase a subscription to the *Wildlife in North Carolina* magazine?**

- Magazine subscription for one year **\$12.00**
- Magazine subscription for three years **\$30.00**
- Magazine subscription that does not expire **\$150.00**
- No thanks

<< Back Cancel Continue >>

After answering this question click on 

**NOTE:** Agents receive a 6% commission on all magazine sales. There is no way to “turn off” the magazine prompt, nor any plans to remove it from the process.

### **Purchaser Information**

In some cases a vessel transaction is completed by someone other than the vessel owner. If so, the following screen allows you to record this information by choosing “other purchaser” from the drop-down list.

## Purchaser Selection Screen:

Review → Payment/Submit

**Payment Information**      **Order Total: \$25.00**

Select Purchaser:

<< Back      Cancel      Submit >>

After selecting the purchaser, click on 

At this point the transaction is submitted to NCWRC to begin the registration process in Raleigh. Print Registration screen will appear:

**PRINTING OPTIONS**

Please ensure that the printer is loaded with the correct paper stock before printing.

**Print on Plain Paper:**

Vessel Registration	
Completed VL1-Form (optional)	
Customer Receipt (optional)	

Microsoft Internet Explorer

Please ensure all documents have been printed.

OK      Cancel

Home

## Printing Registration Documents

Make sure that the appropriate paper is loaded in your printer, and then click on **Print Registration Documents**.

ALVIN will print as many copies as are normally required for a given transaction, but the browser's print dialog will open allowing you to customize the number of copies to print. Check to see that your documents have printed properly before moving to the next step.

You may print as many times as required to complete the transaction.

When you are finished, click on

A rectangular button with a thin border and the word "Home" centered in green text.

ALVIN will ask you to be sure that all documents are printed. Make sure they are! After you click on **Home** and say **OK** to the warning message, *there is no way to reprint the registration other than to void the transaction and start over.*

Also, there is NO EXTRA CHARGE to print multiple copies. If you print more than one copy, it will NOT show up on your account as additional sales.

### VESSEL Printing Buttons:

1. **Vessel Registration.** You **MUST** print the documents from this button to complete the transaction. It prints all the paperwork you and your customer need and includes:
  - a. The temporary registration paper which the customer will sign and carry until the permanent registration card and decal arrive.
  - b. The checklist of documents you need to send to NCWRC in the postage-paid envelope. **Remember to send ALL vessel transaction paperwork to NCWRC DAILY.**
  - c. A paper summarizing the transaction details to keep for your records.
2. **Completed VL-1 Form (Optional).** If the transaction requires submitting a VL-1 Form to NCWRC—and a hand-written copy was not filled out—you may print this out, *have ALL of the vessel owners sign it*, and submit it with the required paperwork.
  - a. Some transactions don't require a VL-1 (renewal and duplicate) so there's no requirement to print this.
3. **Customer Receipt (Optional).** Use this button if you or your customer want a printed receipt for the transaction.
  - a. This is NOT the temporary Registration.

### What about the decal?

Previously, agents would print registration decals which customers would affix to their vessel. With ALVIN, you will print out temporary registration papers and NCWRC will send the decal directly to the customer.

**NOTE:** It is critically important that you send all vessel transactions to NCWRC daily. The speed at which decals are issued depends on how quickly they are received in Raleigh.

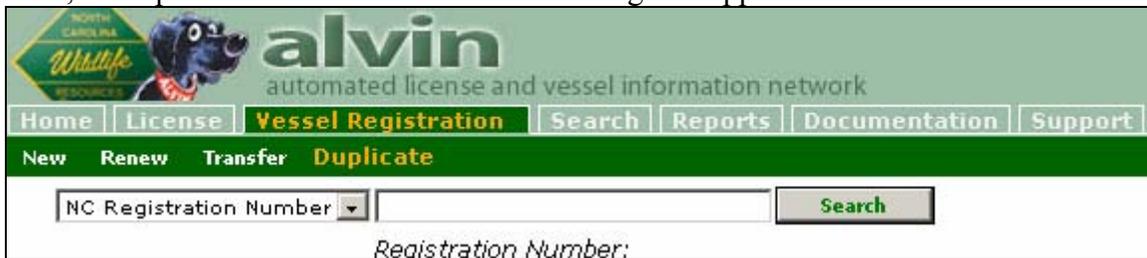
If all the paperwork is submitted correctly, the customer will receive his permanent registration and decal well within the 60-day temporary period. If she does not receive it, there is almost certainly a problem she needs to resolve directly with NCWRC. Please refer her to the customer Help Line.

Also, you are not required to mail in any paperwork for vessel renewals or duplicate registrations. These will be sent directly to the customer in about 12 business days.

This change in protocol will help to prevent incomplete transactions from getting “stuck” in the system, making the vessel owner responsible to submit complete paperwork and to respond promptly to requests from NCWRC. Failure to do so will result in NO Decal or Permanent Registration card being issued.

### Other Vessel Registration Tasks – General Information

Of the four Vessel Registration tasks in ALVIN, only “New” requires entering a new Hull ID Number to begin the transaction. All of the other three begin by asking you to **search for** an existing vessel, either using the HIN or the NC Registration number. If you select Renew, Transfer, or Duplicate from the task bar the following will appear:



The screenshot shows the ALVIN web interface. At the top left is the logo for "alvin" (automated license and vessel information network) featuring a dog and a "Wildlife Resources" logo. Below the logo is a navigation bar with buttons for Home, License, Vessel Registration (highlighted), Search, Reports, Documentation, and Support. Below the navigation bar is a task bar with buttons for New, Renew, Transfer, and Duplicate. Below the task bar is a search form with a drop-down menu labeled "NC Registration Number" and a "Search" button. Below the search form is the text "Registration Number:".

Use the drop-down box to select either NC Registration Number or Hull ID Number.

When entering a NC Registration, type *only* the number plus two-letter extension. Don't include the letters “NC” at the beginning—or any punctuation. For example:

**BAD:** NC 1312-GB or 1312-GB  
**GOOD:** 1312GB or 1312gb

**NOTE:** When entering a HIN, be aware that the letter “O” and the number “0” (zero) are NOT the same thing.

Remember, if you are renewing, transferring, or duplicating a registration the vessel **MUST** be in the NCWRC database. If you can't find it please contact the Help Desk.

When you have entered a valid number and clicked on Search, ALVIN will display the results for that number as in this example:

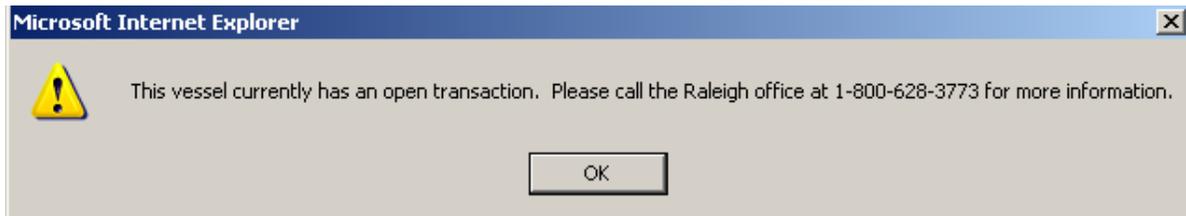
HULL ID	REG NO	REG EXPIRE DATE	TITLE NO	OWNER	YEAR	MANUFACTURER	LIEN
NCZ046160487	0679BK	8/31/2013		DONALD JONES	1987	H M	NO

Please verify you have selected the correct vessel.

**IMPORTANT!!**

- Update the customer address if it has changed.
- Update the tax county if the boat has been moved.

If the search for an existing vessel results in a boat that is currently being processed by NCWRC, the following message will appear:



Follow the instructions in this message for more information and tell the customer the transaction cannot be completed until the vessel's open transactions have cleared.

If the vessel found is inactive you will also receive an error message. Please call the Help Desk for more information.

Vessels generally become inactive because the owner never completed the previous transaction properly and NCWRC is still waiting for paperwork of some kind. The customer may have to work directly with the NCWRC Vessel staff to clear up open issues.

For a Renewal or Duplicate, ALVIN will remind you to ask the vessel owner to confirm both his address and the vessel's tax county during the next steps in the transaction.

For a Transfer, ALVIN will ask you the same questions regarding Proof of Ownership, Lien, Title, and Coast Guard documentation you saw when creating a New registration.

### **Renew**

ALVIN permits only 3-year Renewals for vessels which are about to expire. If the registration date is more than 60 days in the future the following error will appear:



Click OK to cancel the transaction and ask to customer to try again within 2 months of expiration.

If your search for a vessel is successful the following screen will appear:

HULL ID	REG NO	REG EXPIRE DATE	TITLE NO	OWNER	YEAR	MANUFACTURER	LIEN
PLE380247696	2431CS	8/31/2007		PAUL EVANS	1996	POLARIS	NO

Please verify you have selected the correct vessel.

**IMPORTANT!!**

- Update the customer address if it has changed.
- Update the tax county if the boat has been moved.

**CANCEL**      **NEXT PAGE >>**

If the wrong vessel and/or owner is displayed Cancel the transaction and try the search again.

If you confirm that the correct vessel and owner appears click



The following screen appears:

HULL ID	REG NO	REG EXPIRE DATE	TITLE NO	OWNER	YEAR	MANUFACTURER	LIEN
PLE380247696	2431CS	8/31/2007		PAUL EVANS	1996	POLARIS	NO

[Owner Info](#) → [Vessel Info](#) → [Summary](#)

**Owner Detail:**  Individual  Business  Primary Owner
 **Address Detail:**  Mailing  Residence

Last Name: 
Country:

First Name: 
Address 1:

Middle Name: 
Address 1 (cont.):

Suffix: 
City:

Social Security #: 
State:

NC Driver's Lic#: 
Zip:  -

Date of Birth:

Phone #:

Name Type	Name	Mailing Address	Primary Owner
INDIVIDUAL	PAUL EVANS	313 KENILWORTH RD , GREENVILLE	YES

This page allows you to confirm that the current owner is correct. You may update any of the fields that are not “grayed out”. If you see any errors in fields you cannot edit, please call the Help Desk.

When the review is complete, click on



The vessel detail screen will appear next:

HULL ID	REG NO	REG EXPIRE DATE	TITLE NO	OWNER	YEAR	MANUFACTURER	LIEN
PLE380247696	2431CS	8/31/2007		PAUL EVANS	1996	POLARIS	NO

Owner Info → **Vessel Info** → Summary

**Vessel Detail:**

Hull Id:  Vessel taxed county:

Vessel Status:  **Motor1:**  **Motor2:**

Year:  Make:  Make:

Model:  Horsepower:  Horsepower:

Manufacturer:  Serial #:  Serial #:

Length: (ft/in)  -  Price:  Price:

Hull:

Primary Use:

Fuel:

Propulsion:

Type:

Old Hull Id:

Notified:

Update the tax county if required. Motor details are optional. Other changes must be made by NCWRC via the Help Desk.

Verify the correct address—or make corrections. Then click

The Summary page appears:

HULL ID	REG NO	REG EXPIRE DATE	TITLE NO	OWNER	YEAR	MANUFACTURER	LIEN
PLE380247696	2431CS	8/31/2007		PAUL EVANS	1996	POLARIS	NO

Owner Info → Vessel Info → **Summary**

**Fee Summary:**

Transaction Type: **Renew 3 Year Registration** Transaction Fee: **\$25.00**

**Registration Summary:**

Reg #: **NC-2431CS** Status: **Active** Status Date: **11/11/2004** Updated By:

Req Issued: **11/11/2004** Req Other State:

Req Years: **6** Other State Req #:

Exp Date: **8/31/2010** Titled: **NO** Title#:

**New Owner Summary:** [View/Edit](#)

Owner Name: **PAUL EVANS**  Mailing Address  Resident Address

Social Security #: \_\_\_\_\_ Address: **313 KENILWORTH RD**

NC Driver's Lic #: **431942** City: **GREENVILLE**

Date of Birth: **2/1/1978** State: **NC**

Phone #: **919 756-6930** Zip: **27858-6312**

Country: **USA**

**Secondary Owner(s):**

Examine this screen carefully and edit as needed.

If no changes are required, Submit the transaction and the Shopping Cart will appear:

**Review** —> Payment/Submit

**Payment Information** **Order Total: \$25.00**

**Vessel Customer**  
PAUL EVANS  
313 KENILWORTH RD  
GREENVILLE NC 27858-6312

**Addr. Type** Mailing  
**Country** United States  
**County**  
**DOB** 2/1/1978  
**NCDL** 431942  
**Phone** 919 756-6930

Item	Qty	Price	Eff. Date	Exp. Date	Transaction	
Renew 3 Year Registration	1	\$25.00	11/11/2004	8/31/2010	New	<a href="#">Remove</a>

[Add Another Customer](#) [Cancel](#) [Continue >>](#)

You may place additional items in the Shopping Cart by clicking on

[Continue To Shop](#)

To complete the transaction and check out, click on

[Continue >>](#)

You will then be presented with the standard check out and registration print process as described under **New** registration.

### **Duplicate**

A customer will require a Duplicate when his original registration papers have been lost or destroyed. Conduct the search for the vessel as described above.

The following screen will appear:

HULL ID	REG NO	REG EXPIRE DATE	TITLE NO	OWNER	YEAR	MANUFACTURER	LIEN
NC2046160487	06798K	8/31/2013		DONALD JONES	1987	H M	NO

**Owner Info** → Summary

**Owner Detail:**  Individual  Business  Primary Owner

Last Name:

First Name:

Middle Name:

Suffix:

NC Driver's Lic#:

Date of Birth:

Phone #:

**Address Detail:**  Mailing  Residence

Country:

Address 1:

Address 1 (cont.):

City:

State:

Zip:  -

Name Type	Name	Mailing Address	Primary Owner
INDIVIDUAL	DONALD JONES	2630 BIG NECK RD NW , ASH	YES

This page allows you to confirm that the current owner is correct. You may update any of the fields that are not “grayed out”. If you see any errors in fields you cannot edit, please call the Help Desk.

When the review is complete, click on

The Summary screen will appear:

HULL ID	REG NO	REG EXPIRE DATE	TITLE NO	OWNER	YEAR	MANUFACTURER	LIEN
NC2046160487	0679BK	8/31/2013		DONALD JONES	1987	H M	NO

Owner Info → **Summary**

**Fee Summary:**

Transaction Type: **Duplicate Registration** Transaction Fee: **\$2.00**

**Registration Summary:**

Reg #: NC-0679BK Status: **Active** Status Date: **8/19/2004** Updated By:

Req Issued: **8/19/2004** Req Other State:

Req Years: **9** Other State Req #:

Exp Date: **8/31/2013** Titled: **NO** Title#:

**New Owner Summary:** [View/Edit](#)

Owner Name: **DONALD JONES**  Mailing Address  Resident Address

NC Driver's Lic #:

Date of Birth: **1/1/1950** Address: **2630 BIG NECK RD NW**

Phone #: **910 754-9996** City: **ASH**

State: **NC**

Zip: **28420-3374**

Country: **USA**

**Secondary Owner(s):**

[Cancel](#) [<< Back Page](#) [Submit](#)

Examine this screen carefully and edit as needed. If no changes are required, Submit the transaction and the Shopping Cart will appear:

**Review** → **Payment/Submit**

**Payment Information** **Order Total: \$2.00**

**Vessel Customer** **Addr. Type** **Country** **County** **DOB** **NCDL** **Phone**

DONALD JONES Mailing United States 1/1/1950 0 910 754-9996

2630 BIG NECK RD NW

ASH NC 28420-3374

Item	Qty	Price	Eff. Date	Exp. Date	Transaction	
Duplicate Registration	1	\$2.00	11/11/2004	8/31/2013	New	<a href="#">Remove</a>

[Add Another Customer](#) [Cancel](#) [Continue >>](#)

You may place additional items in the Shopping Cart by clicking on

[Continue To Shop](#)

To complete the transaction and check out, click on

[Continue >>](#)

You will then be presented with the standard check out and registration print process as described under **New** registration.

## Transfer

Transfers in ALVIN are similar to New registrations. Begin by searching for the vessel. Like Renewals and Duplicates, the vessel **must** appear in the search results in order to complete a transfer.

The following screen shows a typical example of a **Transfer** of an in-state vessel requiring a 3-year civilian registration and no title.

HULL ID	REG NO	REG EXPIRE DATE	TITLE NO	OWNER	YEAR	MANUFACTURER	LIEN
CNXQMC3170G202	0850CW	2/28/2006		PAUL ERNEST EARL	2002	SHINKWAY IND. C	NO

**Please verify you have selected the correct vessel.**

What Proof of Ownership does the customer have?

Does the new owner have a lien on this vessel?  Yes  No

Is the vessel being titled?  Yes  No

If the vessel was titled out of state, the out of state title must be submitted to WRC to receive a NC title.

Is the vessel documented with the Coast Guard?  Yes  No

Documented vessels cannot be titled or have a lien recorded.

If the transfer documentation doesn't match the owner in the system, an agent can't complete the transfer.

When complete, choose

The **Owner Info** page will then appear:

HULL ID	REG NO	REG EXPIRE DATE	TITLE NO	OWNER	YEAR	MANUFACTURER	LIEN
CNXQMC3170G202	0850CW	2/28/2006		PAUL ERNEST EARL	2002	SHINKWAY IND. C	NO

**Owner Info** → Vessel Info → Purchase Info → Summary

Individual  Business **Search for existing Individual or Business.**

**Last Name:**  **First Name:**

Owner not found. Search Again or Create New Owner.

The **current** owner's information appears at the top of the page, **BUT** *this is where you begin the process of entering the information about the **NEW** owner of the vessel.* (The one the vessel is being transferred TO...)

At this point you must search to see if the person buying the vessel already exists in the ALVIN database. Simply type the NEW owner's Last Name and First Name in the appropriate boxes and click on **Search for Owner**.

If a match is found simply click on "Select" from the results list.

In this example, a search for Ted Collins resulted in no results so click on **Create New Owner**. The following screen will appear (with the First and Last Names already entered):

HULL ID	REG NO	REG EXPIRE DATE	TITLE NO	OWNER	YEAR	MANUFACTURER	LIEN
CNXQMC3170G202	0850CW	2/28/2006		PAUL ERNEST EARL	2002	SHINKWAY IND. C	NO

**Owner Info**   [Vessel Info](#)   [Purchase Info](#)   [Summary](#)

**Owner Detail:**    Individual    Business    Primary Owner   **Address Detail:**    Mailing    Residence

Last Name:

First Name:

Middle Name:

Suffix:

NC Driver's Lic#:

Date of Birth:

Phone #:

Residence same as Mailing Address

Country:

Address 1:

Address 1 (cont.):

City:

State:

Zip:  -

[Add Additional Owner](#)

Fill in as many fields as possible. At this time you may also [Add Residence Address](#) (if the owner's mailing address differs from his residence address) or [Add Additional Owner\(s\)](#) by clicking on either of these two links.

When complete, click on

The **Vessel Info** screen now appears.

HULL ID	REG NO	REG EXPIRE DATE	TITLE NO	OWNER	YEAR	MANUFACTURER	LIEN
CNXQMC3170G202	0850CW	2/28/2006		PAUL ERNEST EARL	2002	SHINKWAY IND. C	NO

Owner Info → **Vessel Info** → Purchase Info → Summary

**Vessel Detail:**

Hull Id:  Vessel taxed county:

Vessel Status:

Year:

Model:

Manufacturer:

Length: (ft/in)  -

Hull:

Primary Use:

Fuel:

Propulsion:

Type:

Old Hull Id:

Notified:

Motor1: Make:  Horsepower:  Serial #:  Price:

Motor2: Make:  Horsepower:  Serial #:  Price:

ALVIN then displays current vessel information.

You may make any corrections, then click

**NOTE:** The system requires that you choose a “Vessel taxed county” from the drop-down list. If you don’t, the following warning message will appear:



### Choosing a Tax County

County information is required for personal property taxation records. The owner may choose either his county of residence or the county in which the vessel is kept.

The next screen provides you with **Purchase Info**. This is where you enter or confirm the information about the *SELLER* of the vessel, whether a business or an individual.

When possible, ALVIN will pre-fill this information with the data on record. However, it is sometimes the case that the vessel has been taken out of state and sold since our last recorded

transaction. You may need to update this screen with information about the current owner from whom the vessel is being purchased.

Also, when the paperwork is received by NCWRC, a clear trail of ownership must be established. Please help your customer to provide all the documentation which proves the legal transfer of ownership in order to ensure a timely completion of the registration. Many transactions become inactive because this paperwork is incomplete.

After completing the Vessel Info page the following screen is next:

HULL ID	REG NO	REG EXPIRE DATE	TITLE NO	OWNER	YEAR	MANUFACTURER	LIEN
CNXQMC3170G202	0850CW	2/28/2006		PAUL ERNEST EARL	2002	SHINKWAY IND. C	NO

Owner Info → Vessel Info → **Purchase Info** → Summary

**Purchase Detail:**

Purchased From:  Reg Other State:

Address1:  Other State Reg #:

Address1(cont.):

City:

State:

Zip:  -

Phone:

Purchase Price:

Purchase Date:

Purchased From State:

Proof of Ownership:

Pay particular attention to the “Proof of Ownership” drop-down box. It must match the documents provided as proof of transfer. If the current Proof of Ownership is changed at any time, the following warning box appears as a safeguard against accidentally changing this field.



When you have finished working on the **Purchase Info** page, click on



At this time the **Review / Submit** page appears.

HULL ID	REG NO	REG EXPIRE DATE	TITLE NO	OWNER	YEAR	MANUFACTURER	LIEN
CNXQMC3170G202	0850CW	2/28/2006		PAUL ERNEST EARL	2002	SHINKWAY IND. C	NO

Owner Info → Vessel Info → Purchase Info → **Summary**

**Fee Summary:**

Transaction Type: **Transfer - 3 year Registration** Transaction Fee: **\$25.00**

**Registration Summary:**

Reg #: **NC-0850CW** Status: **Active** Status Date: **11/11/2004** Updated By:

Req Issued: **11/11/2004** Req Other State:

Req Years: **3** Other State Req #:

Exp Date: **11/30/2007** Titled: **NO** Title#:

**New Owner Summary:** [View/Edit](#)

Owner Name: **TED J COLLINS**  Mailing Address  Resident Address

Social Security #: Address: **129 MAIN ST**

NC Driver's Lic #: **123123123** City: **APEX**

Date of Birth: **1/26/1971** State: **NC**

Phone #: **919 773-2881** Zip: **27504**

Country: **USA**

**Secondary Owner(s):**

[Cancel](#) [<< Back Page](#) [Submit](#)

Scroll down. If you are satisfied that the information is complete, click



You will then be presented with the standard Shopping Cart and checkout process as described under New registration.

### **Other Title and Lien Information**

The following basic information is provided for your general use in servicing title transactions. For more information, please phone the help desk.

### **Title Regulation Basics**

North Carolina is an *optional* vessel titling State. A certificate of title is considered an additional proof of ownership document, along with the required certificate of vessel registration. The title supports whether or not a lien (security interest) exists against a vessel. Most lending institutions require a vessel owner to apply for a title when they have a security interest in the vessel. Lien holders may also file a UCC-1 (Uniform Commercial Code filing) to secure their interest in a vessel.

The vessel owner must sign the VL-1 form for validity, unless a lien holder has Power of Attorney to sign the application for the vessel owner. In this case, a copy of the Power of Attorney must be submitted with the title application (must include a visible notary stamp or seal). All owners of a vessel who are shown as “buyers” on a bill of sale must sign the VL-1 form before the transaction is processed. A notarized statement must be submitted when a co-

buyer desires to have their name deleted as “Owner of Record.” The statement should note that they no longer have an interest in the vessel.

When a vessel is introduced into North Carolina from another State, and the owner wishes to title the vessel, any outstanding certificate of title that may exist for the vessel must be surrendered to the Commission before a North Carolina vessel title is issued.

If a vessel is titled, the owner’s resident and mailing addresses must be included in the transaction process. ALVIN will not permit you to title a vessel when the owner’s address is only a PO Box. A physical location (residence) must also be included along with the mailing address.

If a lien is shown on the VL-1 form at initial application, the certificate of title is forwarded to the lien holder when printed. Lien holders will retain the title until their interest is secured, and lien holders will then release the lien by filling in the appropriate spaces on the reverse side of the certificate of title. *This requires notarization* for validity. The title should then be forwarded to the Commission in order for the lien to be released on Commission records.

Title certificates sent to the Raleigh office by a lien holder for the purpose of releasing a lien are stamped “Lien Released” and the Registration/Title office will date and initial the release of lien. The title certificate is then forwarded to the owner.

However, a buyer of a titled vessel is not required to transfer the title (unless there is a lien on the vessel) when transferring registration, but must return the original title at the time of registration. If a vessel was titled in North Carolina, the *original North Carolina title must be surrendered to NCWRC.*

Titling a vessel is optional unless there is a lien on a vessel. If there is a lien a title must always be purchased. By regulation, there is no provision for titling a vessel *without* registration.

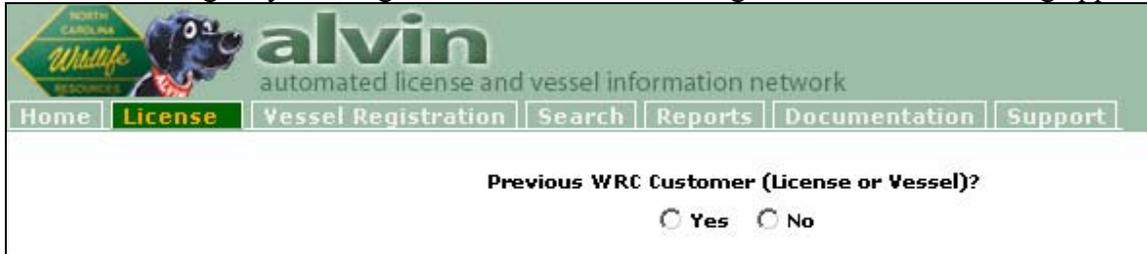
As always, questions about liens and titling may be directed to the NCWRC Help Desk. Also, look for regulatory details to be placed at your fingertips by using ALVIN to access the NCWRC web site.

## PART 4: LICENSE TRANSACTIONS

### License Sales Overview

If you are authorized to sell license products, the **License** tab will appear when you log into ALVIN. (All other tabs will be the same as described in the introduction to this manual.)

All license sales begin by clicking on “**License**” on the Navigation bar. The following appears:



The screenshot shows the ALVIN web interface. At the top left is the logo for "Wildlife Resources" with a dog's head. Next to it is the "alvin" logo and the text "automated license and vessel information network". Below this is a navigation bar with tabs: "Home", "License" (which is highlighted in green), "Vessel Registration", "Search", "Reports", "Documentation", and "Support". Below the navigation bar is a form with the question "Previous WRC Customer (License or Vessel)?" and two radio buttons: "Yes" and "No".

### About the “WRC Number”

All previous and new customers in the NCWRC database will be assigned a seven-digit WRC number which will uniquely identify them in the system. ALVIN will eliminate the use of Social Security Numbers and reduce the reliance on driver’s license numbers for identifying customers for both legal and practical reasons.

The WRC Number will be printed on all new license and vessel registration products, and returning customers will be easily located by searching on this number. It will take some time for all customers and agents to recognize the WRC Number and use it in new transactions. However, NCWRC encourages you to use this number whenever possible to achieve the fastest and most reliable search results.

When ALVIN is first released you may find it difficult to find an existing customer by using their WRC Number (not yet printed on older documents) or NC Driver’s License (youth, non-driving, or out-of-state customer). It is recommended that you search for customers by Last Name and Date of Birth—or using the Advanced Search feature—until the WRC Number system is fully implemented.

You must use the drop-down box to select either the WRC or NC Driver’s License numbers.

### What is an “Existing Customer?”

NCWRC has combined both its License and Vessel Owner databases into one, so please ALWAYS start your license sale process by clicking on “Yes” to see if the customer is in the database. This will save you work—and help to prevent duplicate entries of the same customer.

Click on “Yes” to see the customer search screen (simple search):

Previous WRC Customer (License or Vessel)?

Yes  No

1) Search by Last Name and WRC Customer Number/Driver's License Number:

Last Name:  WRC Customer No.  [Advanced Search >>](#)

2) Search by Last Name and Date of Birth:

Last Name:  Date of Birth:

You have three customer search options:

1. By Last Name and WRC Customer No.
2. By Last Name and NC Driver's License No.
3. By Last Name and Date of Birth

### Searching for an Existing Customer

A WRC Number will become your first choice as ALVIN becomes established. However, it will take many months to get everyone assigned this number, so early search results on this field may be less successful.

You may also search by NC Driver's License Number, which may provide better search results. But as you know, many NCWRC customers do not possess a NC Driver's License.

As a consequence, your most effective search will be using the Last Name and Date of Birth. It is *highly recommended* that you use this as your first search every time.

**NOTE: You must type the Last Name in the same section as the second criterion.** That is, if you search by WRC Number or NC Driver's License, type the Last Name in the box in the UPPER left. If you search by Date of Birth, type the Last Name in the box in the LOWER left.

When complete, click on

If no customers matching your search are found the following message will appear:

Search found no customers. Edit existing search criteria or select another search option, and click 'Search'.  
Otherwise, click 'Add Customer' below to proceed with adding the customer to the system.

ALVIN also includes an “Advanced Search” link which gives you the ability to extend your customer search with additional criteria. The following screen shows the results of searching for a customer by last name only.

The screenshot displays the 'License Holder Information' search interface. It includes input fields for Last Name (filled with 'crawford'), First Name, Middle Name, Date of Birth, Residence City, Residence State, Telephone, and WRC Customer No. A 'Search' button is present. Below the search fields, a message reads: 'If customer is not listed, try another search. Modify the search criteria and click 'Search' to refresh the list below.' A table of search results is shown with the following data:

	Customer #	Name	Residence Address	Telephone	DOB	Dup Cust
Select	4330537	JACK D CRAWFORD	178 BERRONG DR , HAYESVILLE NC	828 389-4063	11/20/1956	<input type="checkbox"/>

Below the table, a message states: 'If customer is listed more than once and you are certain they are the same person, please check mark those entries and click 'Log Dup Customer'.' A 'Log Dup Customer' button is located to the right. At the bottom of the interface are buttons for 'View Items', 'Checkout', 'Cancel', 'Add Customer', and 'Select Customer'.

Naturally, the broader your search choices, the more results will appear. You may fill in as many—or as few—of the Advanced Search fields as you like. You may also search by filling in the first few letters of a name field. For instance, typing “jo” in the First Name box would include everyone whose first name is Joe, Joseph, John, Joan, etc. The more specific you can be, the fewer the names which will appear in the search results.

## Working with Customer Search Results

Your search for a customer may return several possible outcomes:

1. *No customer found.*
  - a. Try searching with different field contents if you. Otherwise, simply click on **Add Customer**.
2. *One or more customer(s) found, but none is the customer you are searching for.*
  - a. These may have the same name, but are not the right person. Click on **Add Customer**.
    - i. Call the Help Desk if two different people share the same WRC or NC Driver’s license number.
3. *One customer is found and is the person you are looking for.*
  - a. Simply click on **Select Customer**
4. *Multiple customers found and one is the person your are searching for.*

- a. First click on the word “**Select**” on the left side of the desired customer. This will highlight the one you want.
  - i. Then click the **Select Customer** button in the lower right corner of this screen to continue.
5. *Multiple customers found; two (or more) are duplicates of the customer you are searching for.* (In other words, the same customer appears more than once in the database.)
  - a. Use your mouse to click on the “**Duplicate**” check box beside each instance of the customer whose name appears more than once—even if the addresses are different, so long as the customer ensures you that they are both “him.”
  - b. After the boxes are checked, click on “**Log Dup Customer**”
    - i. This flags the customer’s data for research by NCWRC. No further corrective action required on your part.
  - c. Then click on **Select Customer** to continue.

When the proper customer has been selected the review screen appears:

**Customer Info** → License & Permit Info → Review → Payment/Submit

**Customer#:** 4330537

**License Holder Information** **Residency:** Resident of NC

First Name: JACK Phone: 828 389-4063

Middle Name: D DOB: 11/20/1956 NC Driver's License: 0000020546335

Last Name: CRAWFORD Gender:  Email:

Suffix: Jr.

**Residential Address** **Mailing Address** ( Same as residence?  Yes  No )

Country: United States Country: United States

Address: 178 BERRONG DR Address:

City: HAYESVILLE City:

State: North Carolina, NC State: North Carolina, NC

Zip: 28904 - 5606 Zip:  -

County: Clay County:

[Log Errors](#)

<< Back      Checkout      Cancel      Continue >>

If you are adding a NEW customer, this same screen will appear but the fields will be blank.

At this point, confirm that all the information is correct and fill in as much information as possible. If you forget to fill in a required field ALVIN will pop up an error message.



If you need to see license products which are expired you must choose a prior period from there. (More about this in the section on Renewals.)

## Selecting a NEW License Item

If the customer wishes to purchase any NEW license product (NOT a renewal or replacement) click on the “New Item” button in the lower right. The following screen will then appear:

The screenshot shows a web interface with a progress bar at the top: Customer Info → **License & Permit Info** → Review → Payment/Submit. The main content area is titled "Please select the desired type of license:" and contains a list of radio button options:

- Hunting Only
- Fishing Only
- Trapping Only
- Special Hunt Permits
- Hunting/Fishing Combination
- Privileges Only (Big Game, Game Lands, Waterfowl Hunting, Special Trout, Exempt Big Game)
- Other Licenses/Permits (Hunt/Fish Guide, RCGL)

At the bottom of the form are four buttons: "<< Back" (green text), "Checkout", "Cancel" (green text), and "Continue >>" (green text).

At this point you begin the process of adding license products to the sale. Click on ANY of the types of licenses and the screen will change at the bottom to include the term choices (annual, short-term, lifetime) appropriate to the license category selected.

License type screen:

Customer Info → **License & Permit Info** → Payment → Review/Submit

**Please select the desired type of license:**

- Hunting Only
- Fishing Only
- Trapping Only
- Special Hunt Permits
- Hunting/Fishing Combination
- Privileges Only (Big Game, Game Lands, Waterfowl Hunting, Exempt Big Game Report Card)
- Other Licenses/Permits (Hunt/Fish Guide, RCGL)

**Select the desired term for the item:**

- Annual  Lifetime

<< Back      Check Out      Cancel      Continue >>

In this example, “Hunting Only” and “Annual” are selected. The appropriate licenses meeting that criteria appear next. (You must use the Scroll Bar to see all the choices on this screen):

Customer Info → **License & Permit Info** → Review → Payment/Submit

Customer	Address	Phone	Resident	Status
JACK J CRAWFORD	320 W ELM AVE, HOLLY SPRINGS NC		Yes	Active

**Hunt**   Fish   Trap   Combo   Privileges   Other      Items In Cart: 1

- Res State Hunt \$15.00**  
Privileges available for purchase with this license:
  - Res Big Game \$10.00
  - Game Lands \$15.00
  - Waterfowl \$10.00
  - HIP Certification
  - Federal Duck Stamp \$15.50
- County Hunt \$10.00**  
Privileges available for purchase with this license:
  - Res Big Game \$10.00
  - Game Lands \$15.00
  - Waterfowl \$10.00
  - HIP Certification

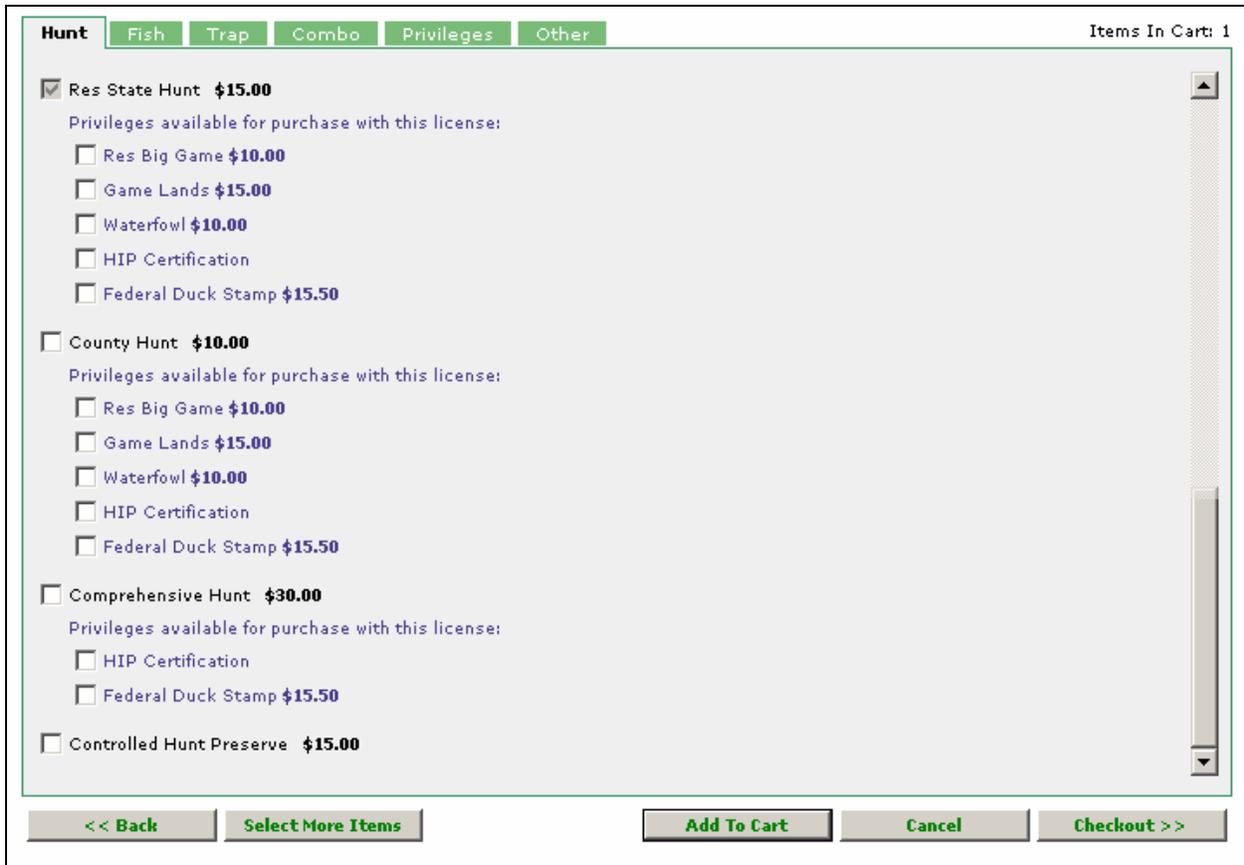
<< Back      Select More Items      Add To Cart      Cancel      Checkout >>

Please note that this screen also includes a first-level tab bar across the top with the same categories that just appeared. Clicking on any of them allows you to keep on selling license products to the same customer as needed.<sup>1</sup>



The following screens appear when you click each tab category (you may need to use the scroll bar to see all the choices on some screens):

### HUNT Tab Options



<sup>1</sup> **NOTE:** The system will allow you to sell *more* items than the customer may actually need. For example, you could sell them *both* the county and the state licenses—which is an error as the “Res State Hunt” license covers the purchaser’s county hunting. ALVIN allows you to sell *whatever the customer* wants, but it is important to work with the customer to understand which items meet his or her need.

## FISH Tab Options

Hunt **Fish** Trap Combo Privileges Other Items In Cart: 1

Res State Fish **\$15.00**  
Privileges available for purchase with this license:  
 Special Trout Fishing **\$10.00**

County Fish **\$10.00**  
Privileges available for purchase with this license:  
 Special Trout Fishing **\$10.00**

Comprehensive Fish **\$20.00**

Res Spec Dev NonComm **\$10.00**

<< Back Select More Items Add To Cart Cancel Checkout >>

## TRAP Tab Options

Hunt Fish **Trap** Combo Privileges Other Items In Cart: 1

Res State Trap **\$25.00**

County Trap **\$10.00**

<< Back Select More Items Add To Cart Cancel Checkout >>

## COMBO Tab Options

Hunt Fish Trap **Combo** Privileges Other Items In Cart: 1

**Hunt/Fish Combo \$20.00**  
Privileges available for purchase with this license:  
 Res Big Game \$10.00  
 Game Lands \$15.00  
 Waterfowl \$10.00  
 HIP Certification  
 Special Trout Fishing \$10.00  
 Federal Duck Stamp \$15.50

**Sportsman \$40.00**  
Privileges available for purchase with this license:  
 HIP Certification  
 Federal Duck Stamp \$15.50

<< Back Select More Items Add To Cart Cancel Checkout >>

## PRIVILEGES Tab Options

Hunt Fish Trap **Combo** **Privileges** Other Items In Cart: 1

**Hunt/Fish Combo \$20.00**  
Privileges available for purchase with this license:  
 Res Big Game \$10.00  
 Game Lands \$15.00  
 Waterfowl \$10.00  
 HIP Certification  
 Special Trout Fishing \$10.00  
 Federal Duck Stamp \$15.50

**Sportsman \$40.00**  
Privileges available for purchase with this license:  
 HIP Certification  
 Federal Duck Stamp \$15.50

<< Back Select More Items Add To Cart Cancel Checkout >>

## NC Waterfowl Stamp

Customers who wish to purchase the NC Waterfowl stamp may do so by contacting NCWRC directly. Call the 1-888-248-6834, extension 219.

## OTHER Tab Options

Hunt Fish Trap Combo Privileges **Other** Items In Cart: 1

- Disabled Sportsman Prog License \$10.00
- Special Guest Fishing \$50.00
- Res Hunt/Fish Guide License \$10.00
- Taxidermy \$10.00
- Res Rec Comm Gear License (Agent) \$36.00
- Res Spec Device Comm \$100.00

<< Back Select More Items Add To Cart Cancel Checkout >>

Use your mouse to click on the selection boxes to the left of each product the customer needs.

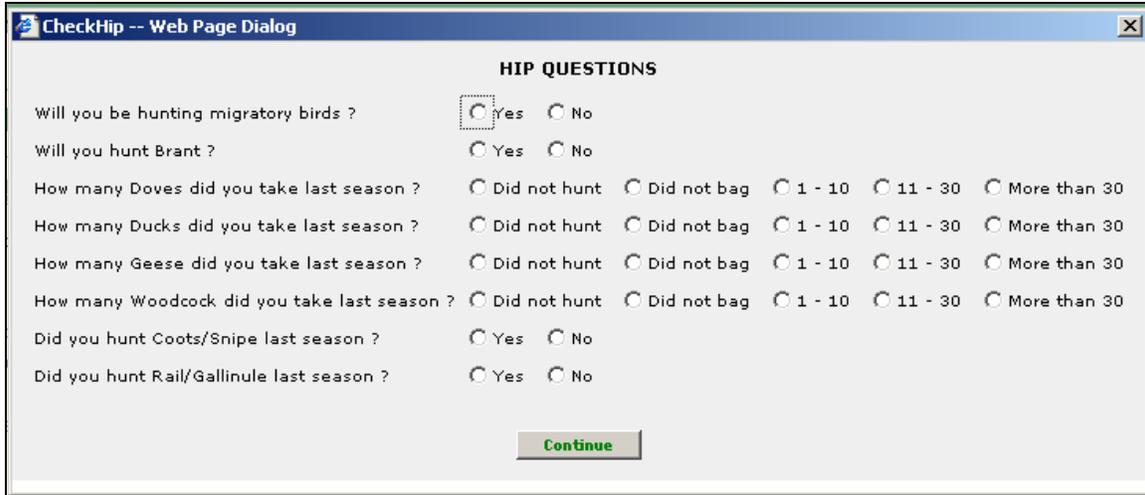
Before moving to any other screen, click on [Add To Cart](#)

When any item has been added to cart the **“Check Out”** button will become active and the check box for that item will be “grayed out.”

As you check various products, additional dialog boxes will sometimes appear to clarify or confirm special requirements, or to ensure that the customer is alerted to various conditions for sale.

## Special Alerts

If you choose the “HIP Certification” box (the **H**arvest **I**nformation **P**rogram is a federally-mandated waterfowl management initiative), you will be presented with the following screen:



The screenshot shows a web dialog box titled "CheckHip -- Web Page Dialog" with a close button in the top right corner. The main content area is titled "HIP QUESTIONS" and contains the following questions and options:

- Will you be hunting migratory birds ?  Yes  No
- Will you hunt Brant ?  Yes  No
- How many Doves did you take last season ?  Did not hunt  Did not bag  1 - 10  11 - 30  More than 30
- How many Ducks did you take last season ?  Did not hunt  Did not bag  1 - 10  11 - 30  More than 30
- How many Geese did you take last season ?  Did not hunt  Did not bag  1 - 10  11 - 30  More than 30
- How many Woodcock did you take last season ?  Did not hunt  Did not bag  1 - 10  11 - 30  More than 30
- Did you hunt Coots/Snipe last season ?  Yes  No
- Did you hunt Rail/Gallinule last season ?  Yes  No

At the bottom center of the dialog is a green button labeled "Continue".

The customer is required to answer all of these questions before continuing.

Any time you select a hunting license and attempt to add it to the Shopping Cart the following dialog box will appear:



The screenshot shows a web dialog box titled "CheckHunterSafety -- Web Page Dialog" with a close button in the top right corner. The main content area is titled "Hunter Safety Certification" and contains the following questions and options:

- Has the Customer had a previous Hunting License?  Yes  No
- Has the Customer taken the Hunter Safety Course?  Yes  No

Below the questions is the instruction: "Please provide the Certification Number and State where the course was taken:"

Certification Number:

State:

At the bottom center of the dialog is a green button labeled "Continue".

In this example, the customer has **NO** previous hunting license and has taken the hunter’s safety course. Enter the certificate number and state before clicking on “**Continue.**”



To *replace* a lost license, simply click on the word “**Replace**” to the right of the item. A confirmation pop-up box will appear similar to this one:



If the customer needs no other items, you may proceed directly to **Check Out** to complete the transaction.

**NOTE:** Click on *only one* of the current items to replace the entire license. ALVIN will print all of the customer’s current items on the replacement.

To sell a *renewal*, click on the “**Current View**” drop-down box to select a previous year.

A screenshot of a web application interface for customer information. At the top, there are navigation tabs: "Customer Info", "License & Permit Info", "Review", and "Payment/Submit". The "Customer Info" tab is active. Below the tabs, the customer's information is displayed: Customer#: 3961383, License Holder Information (First Name: C, Middle Name: GRAHAM, Last Name: SMITH, Suffix: JR., Phone: 336 723-2143, DOB: 01/01/1950, Status: Active, Residency: RES, NC Driver's License: 000, Email: [blank]), and Item View: 2003. A green callout box with blue text says "Use this drop-down box to see previous years' license" with a red arrow pointing to the "Item View" dropdown menu. Below the information, there is a table with columns: Description, Price, Eff Date, Exp Date, Status, and Action. The table contains one row: "Special Guest Fishing" with Price \$50.00, Eff Date 10/10/2003, Exp Date 10/10/2004, Status Expired, and Action Renew. At the bottom, there are buttons: "<< Back", "Checkout", "Cancel", and "New Item >>".

**Customer Info** → License & Permit Info → Review → Payment/Submit

**Customer#:** 3961383

**License Holder Information**      **Residency:** RES

First Name: **C**      Phone: 336 723-2143

Middle Name: **GRAHAM**      DOB: 01/01/1950      NC Driver's License: 000

Last Name: **SMITH**      Email:

Suffix: **JR.**      Status: **Active**      Item View: 2003

If the desired item is listed below, click on 'Renew', 'Replace' or 'Void' for the item, to perform the selected action.

Description	Price	Eff Date	Exp Date	Status	Action
Special Guest Fishing	\$50.00	10/10/2003	10/10/2004	Expired	Renew

If the desired item is not listed above click the 'Item View' dropdown to view expired licenses, or click the 'New Item' button.

<< Back      Checkout      Cancel      New Item >>

Select the license item desired and click on “**Renew**” to add the item to the Shopping Cart. You may then add additional items or proceed to Checkout.

## Other License Types

### “Disabled Sportsman” & “Special Guest” Licenses

Agents may not sell Disabled Sportsman or Special Guest licenses as these must be approved and issued at the NCWRC headquarters. Please follow the standard procedure of directing them to Raleigh for servicing this license type.

### Special Hunts

Special hunt sales have been dramatically improved in ALVIN, allowing simple selection of all available options.

Begin the Special Hunt transaction by clicking “**Special Hunt Permits**” from the first page of the License Type selection screen.

Choose “**Continue**” and the following appears:

Customer	Address	Phone	Resident	Status
ROBERT LOUIS SAMSON	1491 MACKEYS ROAD, PLYMOUTH NC	2527913544	Yes	

**Search for Hunt(s):** [Search by Area Map](#) | [Search by Hunt Selection](#)

Hunt Property:  Species:

Hunt Dates:

**Select Hunt(s) from List:**

- 7003 Suggs Mill Pond Game Land-Trapping
- 7011 Cape Fear Area Game Lands-Turkey
- 8301 Dupont State Forest Game Land-Small Game
- 8302 Dupont State Forest Game Land-Turkey

<< Back      Cancel      Select Hunts >>      Check Out

You may search the wide variety of special hunt opportunities by choosing from the **Hunt Property**, **Species**, and **Hunt Date** boxes. Narrow the search by selecting or typing in any or all of these, then click “**Search by Hunt Selection.**”

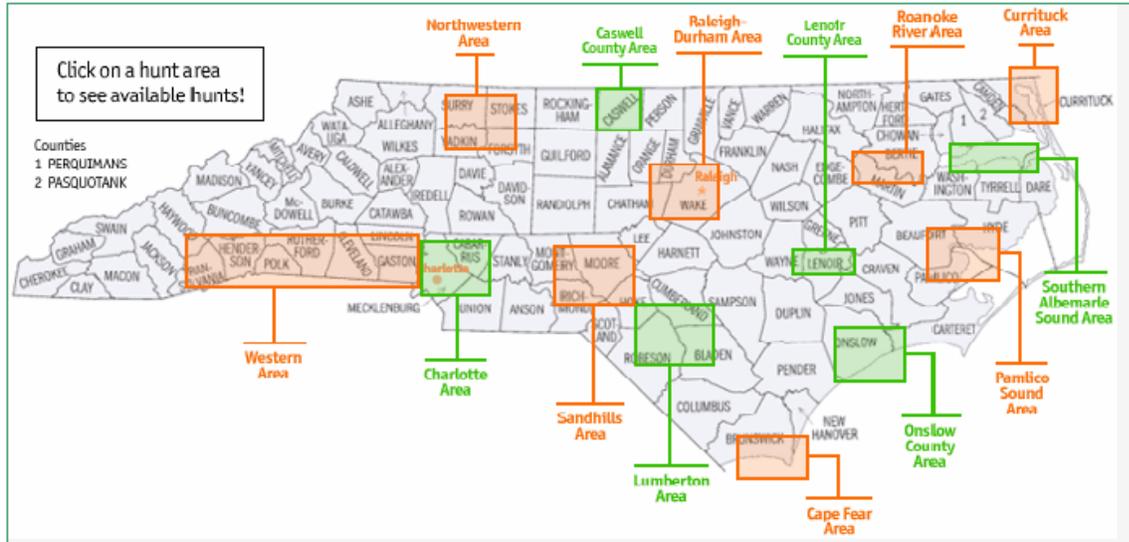
ALVIN will display all the Special Hunts which match the search criteria. (If no hunts match a pop-up box will let you know.)

When the search results are displayed, click in the selection box to the left of each hunt the customer wishes to purchase.

When complete, click [Select Hunts >>](#)

In addition to typing in search criteria, ALVIN makes it easy to “point and click” to find many Special Hunts.

If a customer knows the geographic area where she would like to hunt, click on “**Search by Area Map**” to display the interactive Special Hunts selection map.



Simply click on any of the shaded regions to display a list of available hunts. For example, clicking on “**Northwestern Area**” results in the following screen.

Customer	Address	Phone	Resident	Status
ROBERT LOUIS SAMSON	1491 MACKEYS ROAD, PLYMOUTH NC	2527913544	Yes	

**Search for Hunt(s):** [Search by Area Map](#) | [Search by Hunt Selection](#)

Hunt Property:  Species:

Hunt Dates:

**Select from Hunt List:**

Description	Cost
9331 Belews Creek-Deer	\$10.00 <a href="#">Add to Cart</a>
9334 Belews Creek-Deer	\$10.00 <a href="#">Add to Cart</a>

Click “Add to Cart” to add any of the resulting hunts to the customer’s shopping cart. The following screen appears:

Customer Info → **License & Permit Info** → Review → Payment/Submit

Customer	Address	Phone	Resident	Status
JACK D CRAWFORD	178 BERRONG DR, HAYESVILLE NC	8283894063	Yes	

**This is a party hunt.**

Please select one of the following options:

- Join a Party
- Start a Party

[Continue with Party Hunt](#)

<< Back Cancel Check Out

If the customer is joining an existing party, the following screen appears:

Customer Info → **License & Permit Info** → Review → Payment/Submit

Customer	Address	Phone	Resident	Status
JACK D CRAWFORD	178 BERRONG DR, HAYESVILLE NC	8283894063	Yes	

**Enter the Hunt Party ID:**

*Hunt Party ID*

[Back to Party Choice](#) [Search for Hunt Party](#)

<< Back Cancel Check Out

Enter the Hunt Party ID and click on [Search for Hunt Party](#). If found, simply click “Join” to add all the party’s items to the customer’s cart.

To start a new Hunt Party (even if the customer is hunting alone), select “**Start a Party**” and click on “**Continue with Party Hunt**” and the Party ID message will pop up:



Click “**OK**” and the Selection screen will appear:

Customer	Address	Phone	Resident	Status
JACK D CRAWFORD	178 BERRONG DR, HAYESVILLE NC	8283894063	Yes	

**Hunt Choices** **\*\* Please verify your Hunt Choice Numbers. They may have changed since publication of the Guide. \*\***

Any Legal  
Weapon

04/14 - 04/16	<input type="checkbox"/> 1000
04/21 - 04/23	<input type="checkbox"/> 1001
04/28 - 04/30	<input type="checkbox"/> 1002
05/05 - 05/07	<input type="checkbox"/> 1003

[Add Choices to List](#) [Clear Choices](#)

<< Back      Cancel      Continue >>      Check Out

Use your mouse to click on the boxes to the left of any hunts in the search results grid, then click on “**Add Choices to List**”

Customer Info → **License & Permit Info** → Review → Payment/Submit

Customer	Address	Phone	Resident	Status
JACK D CRAWFORD	178 BERRONG DR, HAYESVILLE NC	8283894063	Yes	

**Hunt Choices** **\*\* Please verify your Hunt Choice Numbers. They may have changed since publication of the Guide. \*\***

Any Legal Weapon

04/14 - 04/16	<input checked="" type="checkbox"/> 1000
04/21 - 04/23	<input checked="" type="checkbox"/> 1001
04/28 - 04/30	<input type="checkbox"/> 1002
05/05 - 05/07	<input checked="" type="checkbox"/> 1003

[Add Choices to List](#) [Clear Choices](#)

2ndChoice:  Any Legal Weapon 04/14 - 04/16  
 1stChoice:  Any Legal Weapon 04/21 - 04/23  
 3rdChoice:  Any Legal Weapon 05/05 - 05/07

<< Back Cancel Continue >> Check Out

You must then use the drop-down boxes to prioritize the hunt choices for the drawing.

Click “Continue” and ALVIN will then ask:

**If all of your choices are already full, do you want to be entered into a random drawing for any leftover permits?**

[Enter Random Draw](#) [Decline Random Draw](#)

ALVIN will then pop-up with:



You may then proceed to Checkout or continue to add items to the customer’s shopping cart.

## POS Special Hunts

Not all Special Hunts are “drawing permits” or “Party Hunts.” Some may be purchased and placed directly in the Shopping Cart. These are known as “Point of Sale”—POS—hunts.

For example, **Small Game** and **Trapping** may appear in the search results for a given Hunt Property, for example:

**Search for Hunt(s):** [Search by Area Map](#) | [Search by Hunt Selection](#)

Hunt Property:  Species:

Hunt Dates:

**Select from Hunt List:**

Description	Cost
7010 Brunswick County Game Land-Small Game	\$5.00 <a href="#">Add to Cart</a>
7003 Brunswick County Game Land-Small Game	\$5.00 <a href="#">Add to Cart</a>

Simply click on [Add to Cart](#) for either of the items in the above search results and the following pop-up message will appear:



No party hunt or drawing screens will appear when selling POS hunts of this type.

## Upcoming Special Hunt Features

Going forward, ALVIN’s Special Hunt selection process will be keyed directly to the NCWRC Game Lands map book and printed catalog. Plus, look for any new special hunts made available during the year by checking the “Wildlife Announcements” on the Home page when you log in.

## Conclusion

Thank you for being a partner with NCWRC in the delivery of vessel and license products to North Carolina’s sportsmen. ALVIN is a part of our commitment to provide you with the best support and service possible. Your suggestions and questions are always welcome.

## **APPENDICES**

1. Support Contacts
2. Hardware & Printer Setup Guide
3. Sample License

**APPENDIX 1: NCWRC Contacts**

Agent Help Desk (NCWRC Agent’s Use Only).....(800) 662-7350

Hunt / Fish Help Desk (General Public).....(888) 248-6834

Big Game Authorization Number..... (800) I GOT ONE (800 446-8663)

Hunter Safety Courses .....(919) 773-7192

Division of Marine Fisheries .....(252) 726-7021

Migratory Bird Hunting Dates.....(800) 675-0263

Regulation Information.....(919) 662-4381

Wild Store Products .....(866) 945-3746

Vessel Registration & Titling .....(800) 628-3773

Violations Reporting .....(800) 662-7137

**Agent Help Online    [www.ncwildlife.org/agents](http://www.ncwildlife.org/agents)**

## **APPENDIX 2: Hardware Setup Guide**

### **Step 1: Check the system...**

Open all the boxes and inspect the contents. Note any damage or missing parts. Let the help desk know at once if anything is not as expected. **(1-800-662-7350)**

### **Package Contents**

Your ALVIN package will contain the following equipment:

- ◆ One Neoware box with power cable/AC adapter
- ◆ One keyboard with cable attached
- ◆ One mouse with cable attached
- ◆ One monitor with power cable/AC adapter and connecting cables
- ◆ One printer with power cable, parallel cable, and toner (paper will be supplied separately)

### **Step 2: Prepare your work space...**

Clear a space in your sales area for the new equipment. Your new system is designed to take up as little room as possible. You will need space for the flat-screen monitor where it won't be easily bumped off. Place the compact keyboard and mouse within easy reach.

The Neoware box and the laser printer may be placed under the counter or off to the side—wherever it is most convenient. However, it must be within easy reach of the cables and comfortably accessible to retrieve printed documents, plug in power cords, replace paper, etc. You may find a shelf under the counter most convenient for this purpose, especially if there are small openings available where you may run cables and power cords.

*Be sure to leave a few inches of space around the Neoware box and monitor so that air can flow around them. Don't cover them when turned on or heat may build up and damage these components.*

Additional hardware setup considerations are included in the ALVIN User's Manual which will be supplied to all Agents in a separate mailing.

### **Step 3: Connecting the components...**

Before you begin to connecting, please take a few minutes to examine the photos which follow to familiarize yourself with the various pieces and connector plugs. Some are quite similar, so examine them carefully.

Also, be gentle when inserting plugs into their jacks. Most are designed to fit ONLY one way, and require that you line up the pins properly for insertion.

Color-coded cable ends and plug-ins make this step simple and straightforward. **Diagram 1** shows the back of the Neoware box. The Table which follows shows a close-up photo of each connector and where it plugs in. The end of this guide includes a Key to the various "pictograms" on the back of the Neoware box.

NOTE: Your Neoware box has additional ports beyond those described above. These include connection ports for LAN/Network, USB (2), Serial (2), and a sound system (microphone, line in, and line out). None of these ports are used in conducting NC Wildlife business and ***it is strongly recommended that you attach no other devices to the system.*** The system comes fully configured and does not permit the installation of additional software or hardware devices. These ports may be used in the future, but have no functionality at this time.

**BACK OF THE NEOWARE BOX...**

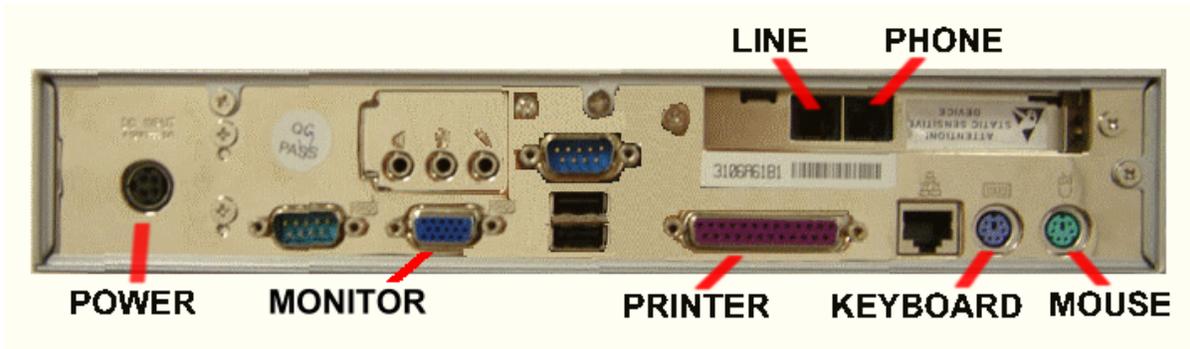
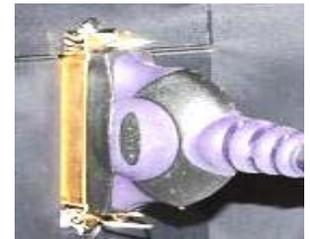


Diagram 1

## CLOSE-UP CONNECTOR PHOTOS...

<p><b>PHOTO 1</b> →</p> <p><i>Monitor Data Cable</i>—connects to back of Neoware box</p>		<p><b>PHOTO 2</b> →</p> <p><i>Phone Line</i>—connects to back of Neoware box</p>	
<p><b>PHOTO 3</b> →</p> <p><i>Monitor Power Cable</i>—connect to back of monitor</p>		<p><b>PHOTO 4</b> →</p> <p><i>Monitor Power Cable</i>—plug into the back of the monitor</p>	
<p><b>PHOTO 5</b> →</p> <p><i>Neoware Power Cable</i>—connect this to back of Neoware box</p>		<p><b>PHOTO 6</b> →</p> <p>Printer Data Cable—connect to back of printer</p>	
<p><b>PHOTO 7</b> →</p> <p><i>Printer Power Cable</i>—connect to bottom rear corner of printer</p>			

### Connection Steps

(Please refer to the Table of Photo above to complete these steps.)

1. Arrange the monitor, keyboard, Neoware box and printer in your sales space.
2. Connect the KEYBOARD cable to the **purple** port.
3. Connect the MOUSE cable to the **green** port.
4. Connect the MONITOR video [**Photo 1**] cable to the **blue** monitor port .
  - a. Take care to install this connection right side up—it fits only one way, but this isn't obvious without careful inspection...
  - b. Don't overtighten the screws holding the monitor cable on the box.
5. Connect your modular telephone cable running from the wall to the port labeled **LINE** on the back of the Neoware box. [**Photo 2**]

- a. (OPTIONAL) If you are sharing the line with a telephone handset, connect the line from your phone equipment to the port labeled **PHONE** on the back of the Neoware box.

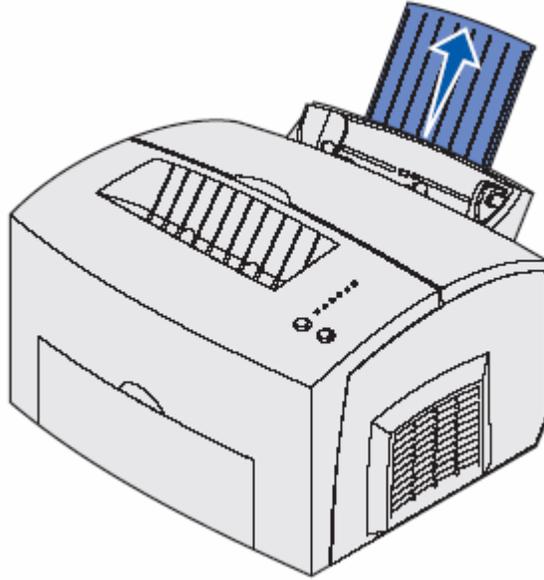
NOTE: The AC adapters for the Neoware box and the monitor are very similar. Examine the photos carefully before proceeding.

The Neoware power cable is a round, 4-pin plug with one flat side. It plugs into the back of the Neoware box **ONLY** one way—flat side facing the *nearest* side panel of the Neoware box .

6. Connect the monitor's power cable end [**Photo 3**] from its AC adapter into the back of the monitor [**Photo 4**].
7. Connect the monitor power cable (standard outlet plug end ) to the power strip. (NOTE: Use the power strip included with the old system if available.)
8. Connect the Neoware box's power cable end [**Photo 5**] from its AC adapter to the back of the Neoware box [**Diagram 1**] then plug it into the power strip.
9. Connect the printer data cable to the printer [**Photo 6**] then attach it to the PRINTER port in **violet**.
  - a. The ends of the printer data cable are quite different. The end with the screw tighteners attaches to the Neoware box, and the end with the snap tabs attaches to the printer. Each end can only be attached right side up,. Take care to match the shape of the connector to the ports.
10. Connect the printer's power cable to the bottom rear corner of the printer [**Photo 7**]
11. Connect the power strip to a reliable power source, then turn it on.
  - a. Turn on the power switch on the front of the Neoware box
  - b. Turn on the power to the monitor and printer.

#### Step 4: Prepare the Printer

Extend the rear paper support until you hear a “click.” (Below.)

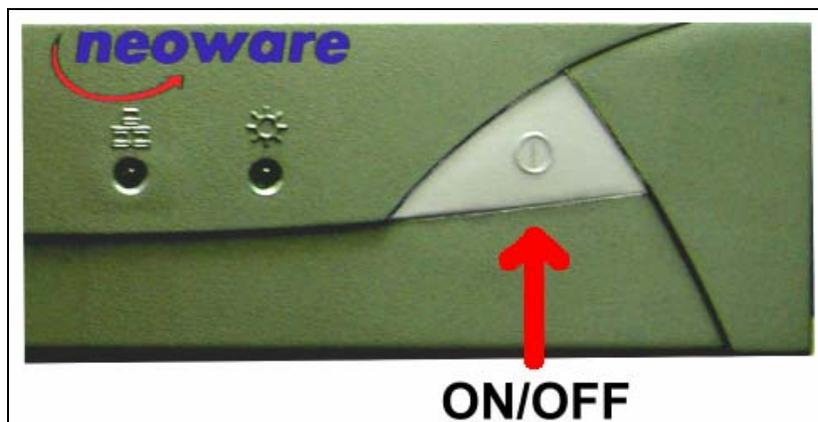


Take about 100 sheets of paper, straighten the edges on a level surface, and load it into the printer in front of the rear paper support. The top of the paper should be pointing down, facing you.

*You will have a chance to run tests later before printing valid documents.*

#### Step 5: Log On...

Turn on your new system using the on/off switch on the front of the Neoware box. Power on by briefly pressing and releasing the button. *However, you must hold the button in for about five seconds to turn it off...*



After powering up, your new system will bring up a blank Microsoft Windows © desktop with no icons.

To connect to ALVIN, click on 

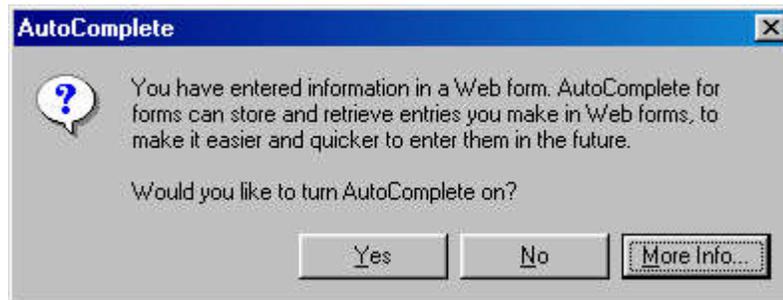
Then click on 

You will receive a connection dialog box which requires a username and password to connect to the NCWRC servers. Enter them now and click on “**Connect.**”

Your system will then dial the toll-free number supplied and make the modem connection sounds for a few seconds. (If you get no sound—or a busy signal—contact the Help Desk at once.)

Upon connection, you will be presented with a login screen where you or your personnel will type in a unique *Login ID* and *Password* to log into the ALVIN system. The Login ID/Password will be sent to you in a separate mailing.

When you begin to use ALVIN, a Windows pop-up box may offer you the option of turning “Auto Complete” on. **For best results, click on NO**

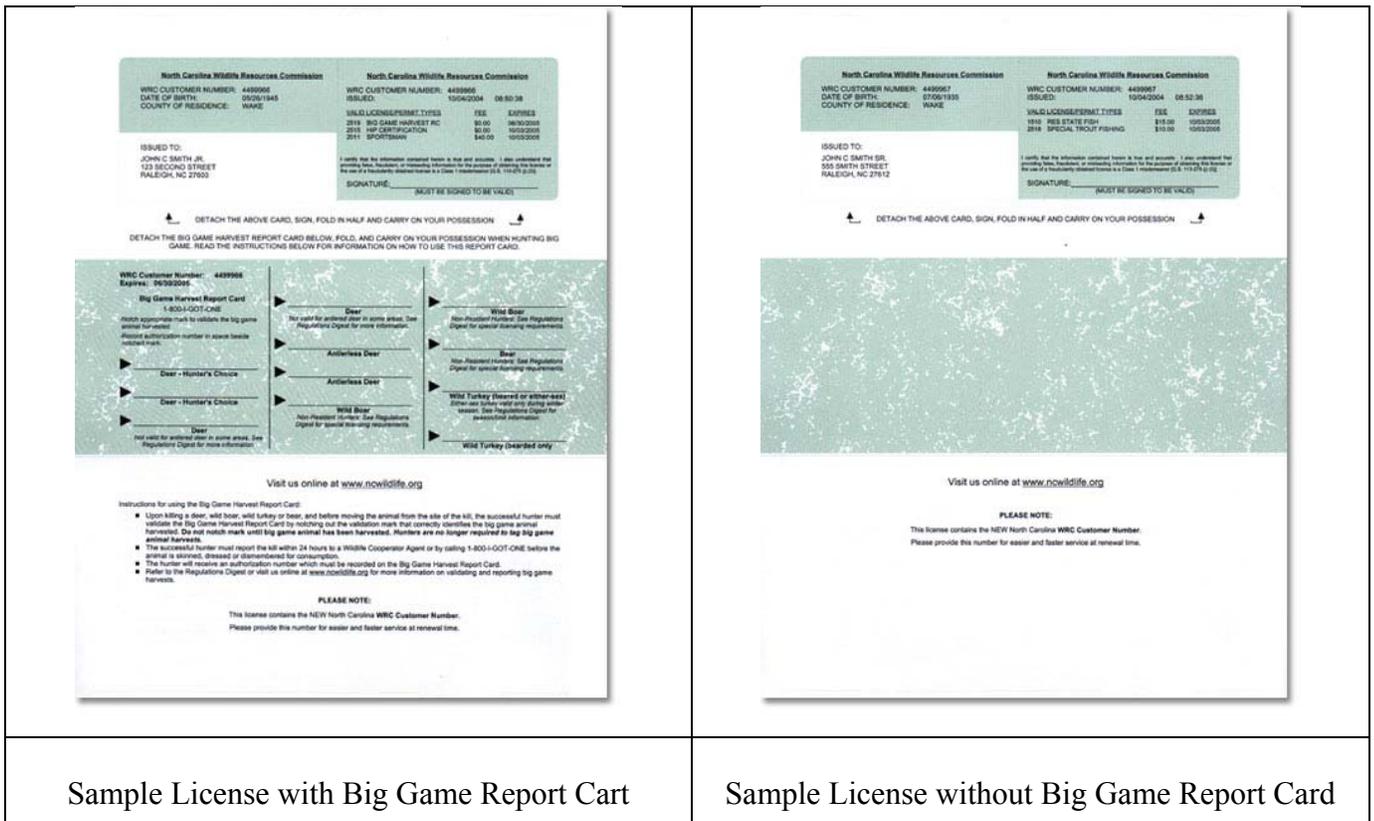


Detailed information about ALVIN—how it works and what it can do—is available at the training sessions provided by NC Wildlife and in the current user’s manual. Please phone the NC Wildlife Commission help desk at **1-800-662-7350** if you need additional training or information.

## BACK PANEL CONNECTORS – Keyed to Back of Neoware Box

<p>◆ <b>MOUSE:</b> A PS/2-type mouse port: a green-colored connection marked with the icon displayed here.</p>	
<p>◆ <b>KEYBOARD:</b> A PS/2-type keyboard port (purple-colored connector marked with the icon displayed here.</p>	
<p>◆ <b>PHONE:</b> These two ports are used if you are using a dial-up connection to NC Wildlife. The port marked “LINE” connects from the wall to this port. The one marked “PHONE” is connected between this port and your telephone. Connecting to a telephone is <b>OPTIONAL</b> and required only if you wish to share the line between the new system and an existing telephone extension. You will need to supply a standard modular telephone cable to connect to an extension.</p>	
<p>◆ <b>MONITOR:</b> A standard DB-15, high-density, VGA-type monitor connector. Connects from the monitor to the Neoware box using the blue screw-type connector matched with the icon displayed here.</p>	
<p>◆ <b>PRINTER:</b> A standard DB-25 parallel port for your printer matching the icon displayed here.</p>	
<p>◆ <b>POWER:</b> Cables are provided to connect both the monitor and the Neoware box to the power strip supplied with your system.</p>	

## APPENDIX 3: Sample License



Sample License with Big Game Report Card

Sample License without Big Game Report Card

Notice that licenses must be printed on the special stock supplied by NCWRC and aligned so that everything prints in the “green bar” spaces provided.

Agents may reprint license misprints until they conform to the standards shown. However, only one valid license may be given to a customer.

**NOTE:** When printing a new license for an existing customer, ALVIN *does not* print the Big Game Report Card if the customer’s current Report Card has not expired. ALVIN assumes that the license holder is still carrying a valid Report Card because these expire on 30 June each year, independent of the license itself. A provision to print *only* a Big Game Report Card will be added to a future release of ALVIN.