

Department of Natural Resources (DNR)



Fish and Wildlife e-Licensing System

Vendor User Guide

April 2015

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What is e-Licensing?

e-Licensing is an electronic web-based system that enables residents of New Brunswick and non-residents to purchase licenses and apply for draws for angling, hunting and trapping from vendors, at Service New Brunswick centres and online.

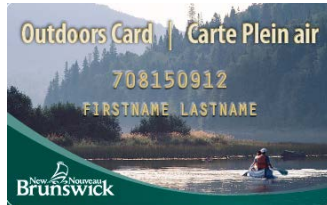
What's new with e-Licensing?

Registration

Information such as name, address and contact information will be collected once when a customer accesses e-Licensing for the first time. A customer may simply want to register or may do this when purchasing a licence. Once the customer is registered in e-Licensing, they will be assigned an **Outdoors Card number**. This number uniquely identifies the customer in e-Licensing and will always be displayed on their licences. There is no charge to the customer for registration.

Outdoor Card

An Outdoors Card number (as mentioned in previous section) will be printed on a card that will be sent to the customer by mail four to six weeks after registration. The card can be used anytime when the customer wishes to access e-Licensing or to identify themselves at a vendor or SNB centre. There is no charge to the customer for the Outdoors Card.



Licence Format

All licences bought in e-Licensing will be printed on a standard 8 ½" x 11" sheet of paper. If your customer purchases multiple licences, they will all appear on the same sheet. This new licence design allows easy and accessible printing.

Licence No.		Type of Licence	Issue Date and Time	WAZ	Tag Numbers	Expiry Date
N° de permis		Type de permis	Date et heure d'émission	WAZ	Numéros d'étiquette	Date d'expiration
IMPORTANT: Non-resident hunters must hunt with a licensed guide. Non-resident anglers require a licensed guide when angling in Guide Regulated Waters. / Non-residents must hunt with a licensed guide. Non-resident anglers require a licensed guide when angling in Guide Regulated Waters. / Les chasseurs non-résidents doivent chasser en compagnie d'un guide titulaire d'une licence. Les non-résidents qui pêchent dans les eaux et les ports ont besoin d'être accompagnés d'un guide titulaire d'une licence.						

Universal Tag

A **NEW** salmon will be used in 2015. The tags have two parts consisting of an adhesive label and metal wire. Tagging instructions are found on the back of the adhesive label.

It's necessary to activate tags in e-Licensing when selling a licence which requires tags. This is done by entering a tag number in e-Licensing during the sale of a licence. The tag number will be displayed next to the relevant licence on the printed 8 ½ X 11 licence format.

What can a vendor do in e-Licensing?

A vendor will be able to carry out the functions listed below with the exception of those identified with **. Functions identified with ** must be carried out in a Service New Brunswick centre.

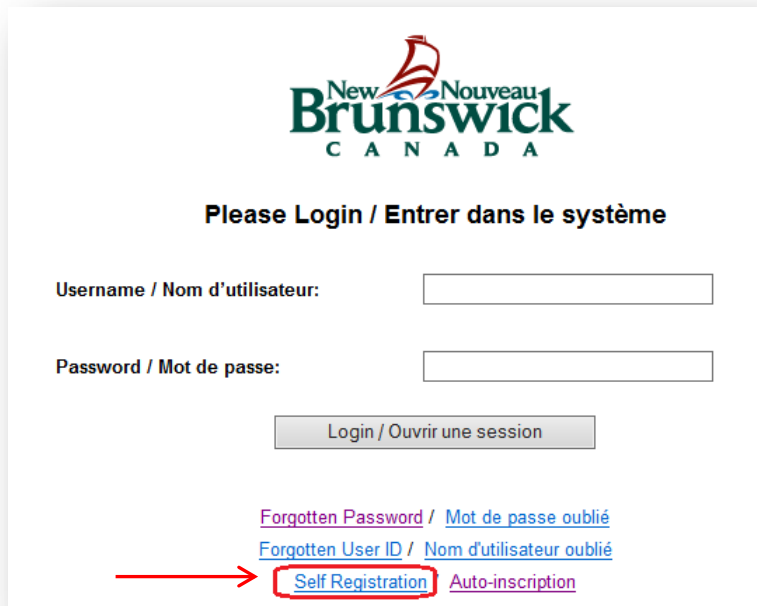
Function
Search for Client
Client Registration
Update Profile
Purchase a Licence
Print Licence/Replace Licence
Cancel Licence
View Active Licences
Add Additional Tags to Salmon Licence
Link Moose Draw History
**Change Name and Date of Birth
**Replace tags

Getting Started

All staff members must be registered in Identity and Access Management (IAM) in order to use the e-Licensing system. Staff members must “Self Register” at www.snb.ca/iam and follow these steps:

Step #1

Click “Self Registration”



The screenshot shows the login page for New Brunswick Canada. At the top is the logo with "New Brunswick" in English and "Nouveau Brunswick" in French, with "CANADA" below it. The heading "Please Login / Entrer dans le système" is centered. Below this are two input fields: "Username / Nom d'utilisateur:" and "Password / Mot de passe:". A "Login / Ouvrir une session" button is below the password field. At the bottom, there are three links: "Forgotten Password / Mot de passe oublié", "Forgotten User ID / Nom d'utilisateur oublié", and "Self Registration / Auto-inscription". A red arrow points to the "Self Registration" link, which is also highlighted with a red rectangular box.

Step #2

Click “Accept” at the bottom of the “Terms and Conditions” page

Step #3

Complete the “Self Registration Profile” screen then click “Next”

- Self Registration: Profile

1 Profile 2 Self-Authentication setup 3 My contact info

• = Required

Title	<input type="text"/>		
• First Name	Joe	Middle Name	<input type="text"/>
• Last Name	Employee	• Full Name	Joe Employee
• E-Mail	joe.employee@job.ca	• Confirm email	joe.employee@job.ca
• Requested Login Name	JOE	• Preferred Language	English ▼
• Choose a password	••••••••	• Re-enter password	••••••••

Step #4

Complete the 5 “**Security Questions**” and click “**Next**”. Note that you are not able to use the same answer for more than 1 question, nor can the answer be a word that is in the question.

• Security Question 1	In what city or town was your first job?
• Answer 1	Moncton
• Security Question 2	Who is your favourite actor?
• Answer 2	Adam Sandler
• Security Question 3	Where would your dream vacation take you?
• Answer 3	Hawaii
• Security Question 4	Where were you when you first heard about 9/11?
• Answer 4	Home Depot
• Security Question 5	In what city or town did your mother and father meet?
• Answer 5	Sunny Brae

Once this step has been completed, you will receive a confirmation email advising it was successful and providing you with your “**Account Number**”.

Dear Joe Employee,

Thanks for registering on SNB web sites.

Please find below your account number. This number will be requested when you contact SNB Help Desk.

Your Account Number: 381801050

Regards,

SNB

Cher(Chère) Joe Employee,

Merci de vous être enregistré(e) sur le site de SNB.

Veuillez trouver ci-dessous votre numéro de compte. Ce numéro vous sera utile chaque fois que vous communiquerez avec le service d'assistance de SNB.

Votre numéro de compte: 381801050

Cordialement,

SNB

Step #5

Forward your account number confirmation email to your **Client Administrator** to get assigned the proper role for access to e-Licensing system.


Login

Once a staff member has been assigned access to the e-Licensing system by the Client Administrator, they can sign in to e-Licensing by clicking on the “**e-Licensing Login**” link located on the DNR Vendor e-Licensing page at the following website: www.snb.ca/dnrvendor



Click the “**e-Licensing Login**” link to access the **e-Licensing** system. A secure login page will open.

The user must enter their username and password on the secure login page in order to gain access to the e-Licensing system.



Please Login / Entrer dans le système

Username / Nom d'utilisateur:


Password / Mot de passe:

[Login / Ouvrir une session](#)

[Forgotten Password / Mot de passe oublié](#)
[Forgotten User ID / Nom d'utilisateur oublié](#)
[Self Registration / Auto-inscription](#)


Notice: This system is to be used by authorized users only. By continuing to use the system the user represents that he/she is an authorized user and agrees to the Terms and Conditions.
Nota : Ce système doit être utilisé seulement par les utilisateurs autorisés. En continuant d'utiliser ce système, les utilisateurs confirment qu'ils sont autorisés à y accéder et qu'ils acceptent les modalités.

Brought to you by / Fourni par



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The user must enter their Username and Password to gain access to the e-Licensing system. This username and password **must not** be shared with any other employee!



User: Joe Vendor Organization: 123 Company Ltd. [Logout](#) [Help](#) [Français](#)

[Client Search](#)
[Client Registration](#)

Client Search

Option 1 - Enter both fields

Date of Birth (YYYY-MM-DD)

Outdoors Card Number

[Search](#)

Option 2 - Enter Date of Birth and 2 other fields. Note that First and Last Name are considered 1 field.

Date of Birth (YYYY-MM-DD)

First Name Last Name

Phone Number

Postal Code/Zip Code

Email

[Search](#)

If your login attempt is successful, the "Client Search" screen of the e-Licensing system will open. You are now ready to begin working.

You are now ready to begin working in the e-Licensing system.

“How To”:

Search for Client

Description	<ul style="list-style-type: none">• Search for an existing customer’s profile• Search for a customer to verify that they do not already have a profile before registering them for an Outdoors card.
How to	<ol style="list-style-type: none">1. If <i>Client Search</i> screen is not already displayed, click <i>Client Search</i> (top left side menu)2. There are 2 search options (see Example 1)<ol style="list-style-type: none">a. <i>Option 1</i> - enter date of Birth and the Outdoors Card number or NBb. <i>Option 2</i> – enter the date of birth and 2 other fields (note that the first and last name count as 1 field)3. Click <i>Search</i>4. <i>Client Search Result</i> screen will be displayed. Validate information on the screen with the customer to confirm that the correct profile has been found (see Example 2)5. If an incorrect result is found, simply click <i>Client Search</i> to refresh your screen and begin again6. If no result is found (see Example 3), the customer will have to be registered (see Registration for Outdoors Card)
Additional Information	<ul style="list-style-type: none">• It is very important that you do not disclose information on the screen to the customer. Always ask the customer to give you the information and validate the information on the screen to confirm the correct customer profile has been found.

Example 1:

New Brunswick CANADA

User: Joe Vendor Organization: 123 Company Ltd. Logout Help Français

Client Search

Client Registration

Client Search

Option 1 - Enter both fields

Date of Birth (YYYY-MM-DD)

Outdoors Card Number

Search

Option 2 - Enter Date of Birth and 2 other fields. Note that First and Last Name are considered 1 field.

Date of Birth (YYYY-MM-DD)

First Name Last Name

Phone Number

Postal Code/Zip Code

Email

Search

Option 1

Enter:

- Date of Birth *and*
- Outdoor Card Number if existing e-licensing customer

Click "Search"

Option 2

Enter:

- Date of Birth
- And 2 of the following:*
- First and Last Name
- Phone Number
- Postal Code/Zip Code
- Email

Click "Search"

Example 2:

New Brunswick CANADA

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help

Client Search

Client Registration

Outdoors #: 307589242
H CLARKE
99 STATION RD
ROTHESAY, NB E2E 5W3
Canada
Registered NB Resident

Client Search Result

IMPORTANT - Do not disclose information on the screen. Validate information on the screen with client to confirm correct profile found.

Name: H CLARKE
Date of Birth (YYYY-MM-DD): 1959-05-23
Address: 99 STATION RD
ROTHESAY, NB E2E 5W3
Canada

Email: clarke@clarke.com
Daytime Phone: 506-555-6666
Evening Phone:
Mobile Phone:

Back

Purchase a Licence

Apply for a Draw

View Active Licences

View Draw Applications

Link Moose Draw History

Update Profile

< Client Details

< Identification and Preferences

< Training Qualifications

Vendor to confirm customer information is correct.

If a search result is returned, the vendor will be able to do the following:

- Purchase a licence for customer
- Update customer profile
- Add tag numbers
- Reprint licence
- Cancel licence (must be within 60 minutes of original purchase)

Example 3:

New Brunswick
CANADA

User: Joe Vendor Organization: 123 Company Ltd. Logout Help

[Client Search](#)
[Client Registration](#)

No client match found, double check the spelling of the name or ask for an Outdoors card number

Client Search

Option 1 - Enter both fields

Date of Birth (YYYY-MM-DD) (*) 1969-02-10

Outdoors Card Number (*) 307589242

Search

Option 2 - Enter Date of Birth and 2 other fields. Note that First and Last Name are considered 1 field.

Date of Birth (YYYY-MM-DD) 1969-02-10

First Name Last Name

Phone Number

Postal Code/Zip Code

Email

Search

If no search result is returned, a message will be displayed. Double check customer information and try searching again by clicking “**Client Search**” to refresh your search screen.

If no match found, the customer will need to be registered by clicking on the “**Client Registration**” link (see [Registration for Outdoors Card](#) section).

Registration for Outdoors Card

Description	<ul style="list-style-type: none"> Customer needs to register for an Outdoors Card
Required Documents	<ul style="list-style-type: none"> For Residents- A valid New Brunswick Driver's Licence or New Brunswick Photo Identification Card (Note: If the customer has neither, he / she must register at a Service New Brunswick Centre to provide proof of residency) For Non-Residents- ID must be shown
How to	<ol style="list-style-type: none"> Search for customer to ensure they are not registered (see Search for Client) Click <i>Client Registration</i> Indicate if customer is a NB Resident or a Non-Resident (see Example 4) <ul style="list-style-type: none"> To qualify as a NB Resident, customer must show New Brunswick Driver's Licence or New Brunswick Photo Identification Card Click <i>Next</i> Complete <i>Client Details</i> screen and click <i>Next</i> (see Example 5) <ul style="list-style-type: none"> Enter the customer's name as it appears on their Driver's Licence Note: If the customer has a separate mailing address, uncheck the <i>Same as Home Address</i> box. If there is a PO Box number, put it in the Address Line 1 field Complete <i>Identification and Preferences</i> screen and click <i>Next</i> (see Example 6) <ul style="list-style-type: none"> For residents who have a NB Driver's Licence/NB Photo Identification card – complete the Identification and Proof of Residency section with their NB Driver's Licence/NB ID card number. The system will validate the number and date of birth For residents who are unable to provide a NB Driver's Licence/NB Identification, they must go to Service New Brunswick to register Complete Training Qualifications screen and click <i>Next</i> (see Example 7, Example 7.1, Example 7.2) <ul style="list-style-type: none"> This may be completed at a later date if the customer is not applying for a hunting licence at the time of registration. Complete NB Resident Moose Draw History Screen (see Example 8). Customer must choose whether or not they would like their previous Moose Draw history to be linked to their new e-Licensing profile (Outdoors Card Number). <ul style="list-style-type: none"> If No, choose either <i>I never applied to the NB moose Draw</i> or <i>I understand that my moose history will be lost</i> If Yes, choose either <i>Link NB Resident Moose Draw later</i> (if the client does not have the information required) or <i>Link NB Resident Moose Draw now</i> (choose Identification Type from dropdown menu and enter Identification Number) (see Link Moose Draw History for more information) Click <i>Next</i> Review information on <i>Confirmation</i> screen with customer <ul style="list-style-type: none"> Click <i>Edit</i> button to make necessary changes (see Example 9) Once changes are complete, click <i>Return to Summary</i> (see Example 9.1, Example 9.2) Once registration is complete, Registration Complete screen will appear (see Example 10)

	11. If client is purchasing a licence (see Purchase a Licence for more information)
Customer Receives	<ul style="list-style-type: none"> Printed record of their Outdoors Card Number if customer does not plan to purchase a licence or if customer is purchasing a licence, the Outdoors Card Number will be displayed on the licence.
Additional Information	<ul style="list-style-type: none"> DNR will mail the Outdoors Card to the customer in 6-8 weeks

Example 4:

New Brunswick
CANADA

User: Joe Vendor Organization: 123 Company Ltd. Logout Help Français

Client Search
Client Registration

DNR Registration - Residency Information

*Mandatory field

IMPORTANT - To validate his / her residency and to register as a New Brunswick resident, a client must provide a New Brunswick Driver Licence or a New Brunswick Identification Card number. If the client has neither, he / she must register at a Service New Brunswick service centre to provide proof of residency.

Are you registering the client as a: (*)

☐ New Brunswick Resident

☐ Non-Resident

Next

NOTE: All fields marked with (*) indicate a mandatory field that must be completed to proceed.

Select whether customer is a NB Resident or Non-Resident, then click "Next"

Example 5:

Client Search
Client Registration

DNR Registration - Client Details - Resident

****Mandatory field**

Request identification and fill out the following fields.

Make sure you have the proper spelling of the client's name and the correct date of birth as name and date of birth can only be changed at a Service New Brunswick service centre once registration is complete.

First Name (*) Last Name (*) Middle Name

Date of Birth (*) (YYYY-MM-DD)

Home Address

Enter your postal code and click Address Lookup.

Postal Code (*)

Civic Number (*) Street (*) Street Type (*)

Street Direction Unit Type Unit Number

City (*) Province (*) New Brunswick Country (*) Canada

Mailing Address

☒ Same as Home Address

Contact Information

Email

Confirm Email

Daytime Phone (*) Ext.

- Make sure first and last names as well as date of birth are entered correctly (same as they appear on NB Driver Licence or NB Photo ID card) as once registration is complete, these can only be updated at a Service NB centre

- Enter customer "Postal Code"
- Then click "Address Look up" button
- Then enter customer's "Civic Number" (street #) to complete address

- Email must be an individual email address and not shared with other family members
- You must enter at least one phone number where customer can be reached
- Then click the "Next" button

Example 6:

New Brunswick
CANADA

User: Joe Vendor Organization: 123 Company Ltd. Logout Help

Client Search
Client Registration

DNR Registration - Identification and Preferences

****Mandatory field**

To validate residency, enter the client's New Brunswick Driver Licence or New Brunswick Identification Card number; or, ask for one of the pieces of identification listed in the dropdown menu. If identification was shown from the dropdown menu, select an Other Residency Qualification and request appropriate proof of residency.

If the client has a New Brunswick Conservation Education Card number, enter it below in order to link his / her hunter and trapper education qualifications to his / her profile; or, enter his / her DNR Client number to link his / her existing records.

DNR may wish to communicate to the client important information such as Fish and Wildlife surveys.

Identification and proof of residency

NB Driver's Licence/NB Identification Card Number: (*)

Other Information

NB Conservation Ed #/ DNR Client #: (2)

Preferred Language of Communication? (*)

Preferred Method of Communication? (*)

Receive DNR notifications via email? (*) ☐ Yes ☐ No

Residents **must have** a valid **NB Driver's Licence** or **NB Photo ID card**.

Note: If customer has no NB Driver Licence or NB Photo ID card they must visit a Service New Brunswick Centre to prove residency in order to register as a NB Resident.

The NB Conservation Ed #/DNR Client # is an optional field. This information can be entered during registration or updated at a later time.

You must select a preferred language of communication and preferred method. If email is selected, a unique email address must be captured.

Example 7:

User: Joe Vendor Organization: 123 Company Ltd. [Logout](#) [Help](#)

[Client Search](#)
[Client Registration](#)

DNR Registration - Training Qualifications

Please refer the client to DNR's *Hunt & Trap* summary of regulations and the DNR website for hunter and trapper education qualifications.

New Brunswick training is linked to DNR's Conservation Education Database automatically and cannot be changed. If information is missing, the client can contact his / her local DNR district office.

New Brunswick Training

Course Type
N/A



NOTE: New Brunswick training is automatically populated by DNR's Conservation Education Database. If there is information missing, the customer must contact their local DNR District office.

Example 7.1:

Out of Province Training

Add out-of-province training information below. This includes all training in any provinces (except New Brunswick) / territories, states or other countries. Add the course / card reference number for the course type for which the client qualifies. Use the course name as indicated on his / her certificate or card. Choose the New Brunswick course type closest to his / her training, using the dropdown menu.

Under Section 82.2 of the *Fish and Wildlife Act*, DNR may verify training qualifications for validity.

Course/Card Reference #	Location	Course Name	Course Type	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

If applicable: Out of Province Training can be entered here. Click the **green +** icon to add additional lines. Click the **red X** icon to remove a line.

Example 7.2:

Previous Hunting / Trapping Experience

Gun hunters, bow / crossbow hunters and trappers born prior to January 1, 1981, and who are not first-time hunters / trappers may sign a certificate or show that they have held a previous applicable licence as proof of experience.

Hunting

☐ Client has shown a previous Hunting licence?

OR

☐ Client has signed a certificate stating that he/she held a Hunting licence?

Trapping

☐ Client has shown a previous Fur Harvester's licence?

OR

☐ Client has signed a certificate stating that he/she held a Fur Harvester's licence?

Bow Hunting

☐ Client has shown a previous Bow Hunting licence?

OR

☐ Client has signed a certificate stating that he/she held a Bow Hunting licence?

Customers born prior to January 1, 1981 and who are not first-time hunters/trappers may sign a certificate or show they have held a previous licence as proof of experience. Click the appropriate box beside the proof they show then click **"Next"**.

[Back](#)

[Next](#)

Example 8:

User: Joe Vendor Organization: 123 Company Ltd. Logout Help

Client Search
Client Registration

DNR Registration - NB Resident Moose Draw History

***Mandatory field**

The Outdoors Card Number is now the unique identifier to apply for the New Brunswick Resident Moose Draw. The client's New Brunswick Resident Moose Draw History can only be linked to his / her Outdoors Card Number if he / she provides his / her New Brunswick Medicare number, Department of National Defence Identification number or RCMP Identification number. If the client has applied to the New Brunswick Resident Moose Draw in the past and wishes to maintain his / her priority pool (application history), select "Yes, Link NB Resident Moose Draw now" and enter the identification type and number.

Previous application(s) to the NB Resident Moose Draw to be linked to the Outdoors Card Number? (*)

No

- ☐ Never applied to NB Resident Moose Draw.
- ☐ I understand my NB Resident Moose Draw History will be lost.

Yes

- ☐ Link NB Resident Moose Draw History later.
- ☐ Link NB Resident Moose Draw History now.

Identification Type

Identification Number

Back Next

IF NO – Choose either “I never applied to the NB Moose Draw” if customer does not hunt or “I understand that my moose history will be lost” if they have a draw history but do not wish to link it to their Outdoor Card number.

IF YES – Choose either to link now or later. If linking now, the customer must provide either their Medicare number, RCMP ID number or DND ID number to link their moose draw history this one time. Afterwards, it will become attached to their Outdoor Card number.

Example 9:

User: Joe Vendor Organization: 123 Company Ltd. Logout Help

Client Search
Client Registration

DNR Registration - Confirmation

Carefully review information for accuracy and modify if needed.

DNR Registration - Residency Information

Are you Applying as a New Brunswick Resident? Y

DNR Registration - Client Details

First Name: Bo
Last Name: Hunter
Middle Name:
Date of Birth: 1983-09-14

Home Address
212 LINCOLN RD
FREDERICTON NB E3B 2A3
Canada

Mailing Address
☒ Same as Home Address

Contact Information

Email: bohunter@gmail.com
Daytime Phone: 506-454-6666
Evening Phone:
Mobile Phone:

Edit

Review information on confirmation screen with customer. If you need to make changes to information that you entered, click the “Edit” button beside the section you need to update and you will be returned to that screen to make the change. If changes are required to more than one screen, click the “Back” button to return to a previous screen or the “Next” button to advance to the next screen. Once all changes have been made, click “Return to Summary”. Once returned to “Summary Page”, click “Complete Registration” button to complete the registration process.

Example 9.1:

DNR may wish to communicate to the client important information such as Fish and Wildlife surveys.

Identification and proof of residency
NB Driver's Licence/NB Identification Card Number:

Other Information
NB Conservation Ed #/ DNR Client #: (?)
Preferred Language of Communication? (*)
Preferred Method of Communication? (*)
Receive DNR notifications via email? (*) ☐ Yes ☒ No

[Return to Summary](#)

[Back](#) [Next](#)

If changes are required to more than one screen, click the “**Back**” button to return to a previous screen or the “**Next**” button to advance to the next screen. Once all changes have been made, click “**Return to Summary**”.

Example 9.2

Contact Information

Email: chris.fish@hotmail.com
Daytime Phone: 506-453-5477
Evening Phone:
Mobile Phone:

DNR Registration - Training Qualifications [Edit](#)

New Brunswick Training

Course Type			
N/A			

Course/Card Reference #	Location	Course Name	Course Type
N/A	<input type="text" value="N/A"/>	N/A	<input type="text" value="N/A"/>

DNR Registration - NB Resident Moose Draw History [Edit](#)

Previous application(s) to the NB Resident Moose Draw to be linked to the Outdoors Card Number?: Never applied to NB Resident Moose Draw.
Identification Type:

[Back](#) [Complete Registration](#)

Once returned to “**Summary Page**”, click “**Complete Registration**” button to complete the registration process. The “**Registration Complete**” page will open.

Example 10:

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help

Client Search
Client Registration

Outdoors #1315456145
BO HUNTER
212 LINCOLN RD
FREDERICTON, NB E3B 2A3
Canada
Registered NB Resident

Purchase a Licence
Apply for a Draw
View Active Licences
View Draw Applications
Link Moose Draw History
Update Profile
• Client Details
• Identification and Preferences
• Training Qualifications

DNR Registration - Complete

The Outdoors Card is unique and identifies the client in the e-Licensing system.

If the client wishes to have a record of his / her Outdoors Card Number and does not plan on purchasing a licence at this time, print a copy of his / her registration.

An Outdoors Card will be mailed to the client in 6 to 8 weeks.

Your Outdoor Card Number 315456145

Print Registration Purchase a Licence

An Outdoor Card number will generated as soon as the registration process is complete. A permanent card with this number will be mailed to the customer in 6-8 weeks. If the customer is not purchasing a licence at this time, click **"Print Registration"** to provide them with a copy of their Outdoor Card Number.

If the customer is purchasing a licence at this time, the Outdoor Card Number will be printed on the licence. Click **"Purchase a Licence"** button.

Update Profile

Change of Name, Date of Birth, Address or Contact Information

Description	<p>Customer would like to make a change to their name or date of birth - CAN ONLY BE DONE AT A SERVICE NEW BRUNSWICK CENTRE</p> <p>Customer would like to make a change to address, contact information or their preferences (language or method of communication)</p>
How to	<ol style="list-style-type: none">1. <i>Search</i> for customer (see Search for Client)2. Confirm customer's identity by validating the information displayed on the <i>Client Search Result</i> screen3. Under the <i>Update Profile</i> section, click on <i>Client Details</i> (change of address or contact information). Click on <i>Identification and Preferences</i> to make a change to the customer's preferences (see Example 11)4. Make necessary changes (see Example 12)5. Click <i>Update</i>
Customer Receives	Replacement licence, if applicable (see Additional Information)
Additional Information	<p>It is not necessary to replace the licence when updating the customer's profile. If the customer wants a licence containing the new information, they may print it, free of charge, through the online channel (at home). If they would like you to print it, there is a fee.</p> <p>It is very important that you do not disclose information on the screen to the customer. Always ask the customer to give you the information and validate the information on the screen to confirm the correct customer profile has been found.</p>

Example 11:

New Brunswick
CANADA

User: Joe Vendor Organization: 123 Company Ltd. [Logout](#) [My Cart\(0\)](#) [Help](#)

Client Search

[Client Registration](#)

Outdoors #1315456145
BO HUNTER
212 LINCOLN RD
FREDERICTON, NB E3B 2A3
Canada
Registered NB Resident

[Purchase a Licence](#)
[Apply for a Draw](#)
[View Active Licences](#)
[View Draw Applications](#)
[Link Moose Draw History](#)
[Update Profile](#)
-Client Details
-Identification and Preferences
-Training Qualifications

Client Search Result

IMPORTANT - Do not disclose information on the screen. Validate information on the screen with client to confirm correct profile found.

Name	BO HUNTER
Date of Birth (YYYY-MM-DD)	1983-09-14
Address	212 LINCOLN RD FREDERICTON, NB E3B 2A3 Canada

Email	bohunter@gmail.com
Daytime Phone	506-454-6666
Evening Phone	
Mobile Phone	

[Back](#)

To make a change to address or contact information after a customer has been registered in the system, click “**Client Details**”. Click “**Identification and Preferences**” to change preferences.

Example 12:

[Purchase a Licence](#)
[Apply for a Draw](#)
[View Active Licences](#)
[View Draw Applications](#)
[Link Moose Draw History](#)
[Update Profile](#)
-Client Details
-Identification and Preferences
-Training Qualifications

Click “Update” if changes have been made.

Name: CHRIS FISHER
Date of Birth: 1984-04-24

Home Address
Enter your postal code and click Address Lookup.
Postal Code (*) E3A 2A3 [Address Lookup](#)

Civic Number (*) 16 Street (*) CHERRY Street Type (*) Avenue ☐
Street Direction ☐ Unit Type ☐ Unit Number
City (*) FREDERICTON Province (*) New Brunswick Country (*) Canada

Mailing Address
☒ Same as Home Address

Contact Information
Email chris.fish@hotmail.com
Confirmation Email chris.fish@hotmail.com
Daytime Phone (*) 506-453-5477 Ext.
Evening Phone Ext.
Mobile Phone

[Update](#)

Make necessary changes to customer profile information, then click “**Update**” to save the changes.

Update Training Qualifications

Description	Client has shown additional proof of hunting qualifications, such as, Conservation Education Card, previous hunting licence, etc.
Required Documents	Conservation Education card, and/or ; Previous hunting, trapping, or bow hunting licence, and/or ; Proof of having completed an out of province training course
How to	<p>To link Conservation Education card information:</p> <ol style="list-style-type: none"> 1. <i>Search</i> for customer (see Search for Client) 2. Confirm client's identity by validating the information displayed on the <i>Client Search Result</i> screen (see Additional Information) 3. Under the <i>Update Profile</i> section, click on <i>Identification and Preferences</i> (see Example 13) 4. Add the client's <i>Conservation Education Card Number</i>, and click <i>Update</i> (see Example 14). The system will retrieve the information from the DNR database, and populate the successfully completed courses on the <i>Training Qualifications</i> screen (see Example 14.1) <p>To update out of province training, or indicate that the client has shown a previous hunting licence:</p> <ol style="list-style-type: none"> 1. <i>Search</i> for customer (see Search for Client) 2. Confirm customer's identity by validating the information displayed on the <i>Client Search Result</i> screen (see Additional Information) 3. Under the <i>Update Profile</i> section, click on <i>Training Qualifications</i> (see Example 15) 4. Add the customer's new information 5. For out of province training, complete the <i>Out of Province Training</i> section (see Example 16) 6. To indicate that the client has shown a previous hunting licence, or has completed a certification for a particular licence, check the appropriate checkbox (see Example 16.1) 7. Click <i>Update</i>
Additional Information	It is very important that you do not disclose information on the screen to the customer. Always ask the customer to give you the information and validate the information on the screen to confirm the correct customer profile has been found.

Example 13:

New Brunswick
CANADA

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help

Client Search

Client Registration

Outdoors #: 315456145
BO HUNTER
212 LINCOLN RD
FREDERICTON, NB E3B 2A3
Canada

Registered NB Resident

Purchase a Licence

Apply for a Draw

View Active Licences

View Draw Applications

Link Moose Draw History

Update Profile

- Client Details
- Identification and Preferences
- Training Qualifications

Client Search Result

IMPORTANT - Do not disclose information on the screen. Validate information on the screen with client to confirm correct profile found.

Name	BO HUNTER
Date of Birth (YYYY-MM-DD)	1983-09-14
Address	212 LINCOLN RD FREDERICTON, NB E3B 2A3 Canada

Email	bohunter@gmail.com
Daytime Phone	506-454-6666
Evening Phone	
Mobile Phone	

Back

To update NB Training Qualifications, click on “**Identification and Preferences**”. The “**Profile – Identification and Preferences**” page will open.

Example 14:

New Brunswick
CANADA

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help Français

Client Search

Client Registration

Outdoors #: 315456145
BO HUNTER
212 LINCOLN RD
FREDERICTON, NB E3B 2A3
Canada

Registered NB Resident

Purchase a Licence

Apply for a Draw

View Active Licences

View Draw Applications

Link Moose Draw History

Update Profile

- Client Details
- Identification and Preferences
- Training Qualifications

Profile - Identification and Preferences

***Mandatory field**

If the client has a New Brunswick Conservation Education Card number, enter it below in order to link his / her hunter and trapper education qualifications to his / her profile; or, enter his / her DNR Client number to link his / her existing records.

DNR may wish to communicate to the client important information such as Fish and Wildlife surveys.

NB Conservation Education #/ DNR Client #: (2)

Preferred Language of Communication? (*)

Preferred Method of Communication? (*)

Receive DNR notifications via email? (*) ☒ Yes ☐ No

Update

Add the customer's NB Conservation Education or DNR Client ID #. Click “**Update**”. This will retrieve successfully completed NB Fish and Wildlife course information from the DNR database.

Example 14.1:

User: Joe Vendor Organization: 123 Company Ltd. [Logout](#) [My Cart\(0\)](#) [Help](#) [Français](#)

[Client Search](#)
[Client Registration](#)

Outdoors #121939431
HEATHER GRAHAM
99 PARKHURST DR.
FREDERICTON, NB E3B 2K2
Canada
Registered NB Resident

[Purchase a Licence](#)
[Apply for a Draw](#)
[View Active Licences](#)
[View Draw Applications](#)
[Link Moose Draw History](#)
[Update Profile](#)
-Client Details
-Identification and Preferences
-Training Qualifications

Profile - Training Qualifications

Please refer the client to DNR's *Hunt & Trap* summary of regulations and the DNR website for hunter and trapper education qualifications.

New Brunswick training is linked to DNR's Conservation Education Database automatically and cannot be changed. If information is missing, the client can contact his / her local DNR district office.

New Brunswick Training

Course Type
Hunter Education

Out of Province Training

Add out-of-province training information below. This includes all training in any provinces (except New Brunswick) / territories, states or other countries. Add the course / card reference number for the course type for which the client qualifies. Use the course name as indicated on his / her certificate or card. Choose the New Brunswick course type closest to his / her training, using the dropdown menu.

Under Section 82.2 of the Fish and Wildlife Act, DNR may verify training qualifications for validity.

Course/Card Reference #	Location	Course Name	Course Type	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Update"/>

All successfully completed NB Training Courses will automatically display.

Example 15:

New Brunswick CANADA

User: Joe Vendor Organization: 123 Company Ltd. [Logout](#) [My Cart\(0\)](#) [Help](#)

[Client Search](#)
[Client Registration](#)

Outdoors #1215456145
BO HUNTER
212 LINCOLN RD
FREDERICTON, NB E3B 2A3
Canada
Registered NB Resident

[Purchase a Licence](#)
[Apply for a Draw](#)
[View Active Licences](#)
[View Draw Applications](#)
[Link Moose Draw History](#)
[Update Profile](#)
-Client Details
-Identification and Preferences
-Training Qualifications

Client Search Result

IMPORTANT - Do not disclose information on the screen. Validate information on the screen with client to confirm correct profile found.

Name	BO HUNTER
Date of Birth (YYYY-MM-DD)	1983-09-14
Address	212 LINCOLN RD FREDERICTON, NB E3B 2A3 Canada
Email	bohunter@gmail.com
Daytime Phone	506-454-6666
Evening Phone	
Mobile Phone	

To update Out of Province Training or proof of previously held licence, click on "Training Qualifications". The "Profile - Training Qualifications" page will open.

Example 16:

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help Français

Client Search
Client Registration

Outdoors #: 019399431
HEATHER GRAHAM
99 PARKHURST DR.
FREDERICTON, NB E3B 2K2
Canada
Registered NB Resident

Purchase a Licence
Apply for a Draw
View Active Licences
View Draw Applications
Link Moose Draw History

Update Profile
- Client Details
- Identification and Preferences
- Training Qualifications

Profile - Training Qualifications

Please refer the client to DNR's Hunt & Trap summary of regulations and the DNR website for hunter and trapper education qualifications.

New Brunswick training is linked to DNR's Conservation Education Database automatically and cannot be changed. If information is missing, the client can contact his / her local DNR district office.

New Brunswick Training

Course Type
Hunter Education

Out of Province Training

Add out-of-province training information below. This includes all training in any provinces (except New Brunswick) / territories, states or other countries. Add the course / card reference number for the course type for which the client qualifies. Use the course name as indicated on his / her certificate or card. Choose the New Brunswick course type closest to his / her training, using the dropdown menu.

Under Section 82.2 of the Fish and Wildlife Act, DNR may verify training qualifications for validity.

Course/Card Reference #	Location	Course Name	Course Type	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Update"/>

To update **Out of Province Training** enter out of province course information. If entering more than one course, click the "green +" icon to add additional lines. Click "Update".

Example 16.1:

Previous Hunting / Trapping Experience

Gun hunters, bow / crossbow hunters and trappers born prior to January 1, 1981, and who are not first-time hunters / trappers may sign a certificate or show that they have held a previous applicable licence as proof of experience.

Hunting

☒ Client has shown a previous Hunting licence
OR
☐ Client has signed a certificate stating that he/she held a Hunting licence

Trapping


☒ Client has shown a previous Fur Harvester's licence
OR
☐ Client has signed a certificate stating that he/she held a Fur Harvester's licence

Bow Hunting

☐ Client has shown a previous Bow Hunting licence
OR
☒ Client has signed a certificate stating that he/she held a Bow Hunting licence

To update **Previous Hunting /Trapping Experience** click the box beside the appropriate proof they show then click "Update".

Purchase a licence

Description	Purchasing a Licence
How to	<ol style="list-style-type: none"> 1. Search for customer (see Search For Client) 2. Confirm client's identity by validating the information displayed on the <i>Client Search Result</i> screen (see Additional Information) 3. Make any necessary updates to the client's profile (see Update Client Profile) 4. Click <i>Purchase a Licence</i> (see Example 17) 5. The <i>Purchase a Licence</i> screen will appear (see Example 18) 6. Only the type(s) of Angling Licence(s) which are in season and for which the customer is eligible to purchase will be listed 7. Click <i>Purchase</i> beside the type of licence the customer wishes to purchase (see Example 18) 8. For non-resident 3 and 7 day licences, enter the <i>Licence Start Date</i> (see Example 19). Click <i>Next</i> 9. For Salmon licences with tags, add tag numbers. Enter the first number then click the  button to add the next tag number (see Example 20, Example 20.1). When you have entered all the tag numbers, click <i>Next</i> 10. Review information on <i>Transaction Summary</i> screen with customer (see Example 21) 11. To purchase more than 1 licence, click <i>Purchase A Licence again</i> to return to list of licences the customer is eligible to purchase, click <i>Purchase</i> beside the next licence 12. You may remove items from the order by clicking <i>Remove from Cart</i> (see Example 21.1, Example 21.2) 13. Once payment is processed in vendor cash register, click <i>Payment Successful</i> (see Example 22 and Example 22.1) 14. Click <i>Print Licence</i> (see Example 23). Click on licence pdf to print licence. Do not close the pdf file until you are sure the licence has printed successfully. 15. Click <i>Back to Receipt</i> 16. If the client would like a copy of their receipt, click <i>Print Receipt</i> 17. Click <i>Done</i>
Customer Receives	<ul style="list-style-type: none"> • Licence • "Fish Book" (Angling Regulations and Licence Information brochure) • Salmon tags, if applicable.
Additional Information	<p>It is very important that you do not disclose information on the screen to the client. Always ask the client to give you the information and validate the information on the screen to confirm the correct client profile has been found.</p> <p>Customers are responsible to confirm prior to signing the licence that it is the type of licence they requested.</p> <p>Non-resident 3 and 7 day licences must be issued for consecutive days including the first and last day of fishing period.</p>

	<p>The Add Tags screen will display the maximum number of tags allowed for the licence.</p> <p>Resident – 4 tags per season</p> <p>Non-Resident – 4 tags per season</p> <p>Seasonal licence – 4 tags</p> <p>7 day licence – 2 tags</p> <p>3 day licence – 1 tags</p> <p>Non-residents purchasing a 3 or 7 day licence can purchase subsequent 3 or 7 day licences in the same season provided they are not issued more than 4 tags per season.</p> <p>Children under 16 years of age who do not hold a Salmon licence may angle with a holder of a Salmon licence. Their catch must be included with holder's daily catch. Children (10-15 years of age) must buy a licence if they want their own catch limit at Atlantic salmon.</p> <p>Non-residents require a licensed guide while fishing salmon or while fishing in designated salmon waters. Refer to "Fish Book" (Angling Regulations and Licence Information brochure) for designated waters.</p>
--	--

Example 17:

New Brunswick CANADA

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help

Client Search

Client Registration

Outdoors #1215456145
BO HUNTER
212 LINCOLN RD
FREDERICTON, NB E3B 2A3
Canada
Registered NB Resident

Purchase a Licence

Apply for a Draw

View Active Licences

View Draw Applications

Link Moose Draw History

Update Profile

Client Details

Identification and Preferences

Training Qualifications

Client Search Result

IMPORTANT - Do not disclose information on the screen. Validate information on the screen with client to confirm correct profile found.

Name BO HUNTER
Date of Birth (YYYY-MM-DD) 1983-09-14
Address 212 LINCOLN RD
FREDERICTON, NB E3B 2A3
Canada

Email bohunter@gmail.com
Daytime Phone 506-454-6666
Evening Phone
Mobile Phone

Back

Once customer has been located in the system, click "Purchase a Licence"

Example 18:

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help Français

Client Search
Client Registration

Outdoors #: 364848723
JOHN HUNTER
48 FLEMING RD
FREDERICTON, NB E3B 5J7
Canada
Registered NB Resident

Purchase a Licence
Apply for a Draw
View Active Licences
View Draw Applications
Link Moose Draw History
Update Profile
Client Details
Identification and Preferences
Training Qualifications

Purchase a Licence

The licences available for purchase are based on a client's registration information. If the licence that the client wishes to purchase is not listed, he / she may not have the appropriate qualifications (for example: age, residency, and training).

When choosing a licence that requires tag(s), please ensure to have tag(s) ready for activation.

Angling Licences

Resident Salmon - Live Release	\$40.68	<input type="button" value="Purchase"/>
Resident Salmon	\$40.68	<input type="button" value="Purchase"/>
Resident Ice Fishing	\$22.60	<input type="button" value="Purchase"/>
Resident Angling	\$25.99	<input type="button" value="Purchase"/>

*Total cost includes, when applicable, fish stocking fee, conservation fee and tax.

The “**Purchase a Licence**” screen will open. Only licences the customer is eligible to purchase will display. Click the “**Purchase**” button beside the licence the customer wishes to purchase.

Example 19:

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help

Client Search
Client Registration

Outdoors #: 339447438
CHRIS HUNTER
6 RUE LAURIER
CANADAC, PQ J2R 2H5
Canada
Registered NB Non-Resident

Purchase a Licence
Apply for a Draw
View Active Licences
View Draw Applications
Link Moose Draw History

Licence Details - Non-Resident Angling (7-Day)

***Mandatory field**

For 3- or 7-day licences, the dates are inclusive. The end date will be calculated based on the type of licence. Make sure the start date is accurate.

Licence Start Date (*)

All non-resident 3 and 7 day licences require a licence start date. The system will automatically calculate the end date based on the type of licence and these dates will appear on the printed licence. Enter the start date in the “**Licence Start Date**” field then click “**Next**”.

Example 20:

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help


Client Search
Client Registration

Outdoors #:J35095021
JANE FISHERMAN
61 BRISTOL ST
FREDERICTON, NB E3B 4W2
Canada
Registered NB Resident

Purchase a Licence
Apply for a Draw
View Active Licences
View Draw Applications
Link Moose Draw History
Update Profile
-Client Details
-Identification and Preferences
-Training Qualifications



Add Tags - Resident Salmon

Minimum Required 1 Maximum Allowed 4

To activate tags, click on  and enter new tag numbers in the field below.

New Tags

Tag #

Back Cancel Next

There is a required minimum and maximum number of tags that must be entered for a licence requiring tags. The required number that must be entered is displayed in the “Minimum Required” and “Maximum Allowed” fields.

Enter the first tag number in the “Tag #” field then click the “green +” button to add the next tag, or the “red x” button to remove a line.

Example 20.1:

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help


Client Search
Client Registration

Outdoors #:J35095021
JANE FISHERMAN
61 BRISTOL ST
FREDERICTON, NB E3B 4W2
Canada
Registered NB Resident



Purchase a Licence
Apply for a Draw
View Active Licences
View Draw Applications
Link Moose Draw History
Update Profile
-Client Details
-Identification and Preferences
-Training Qualifications


Add Tags - Resident Salmon

Minimum Required 1 Maximum Allowed 4

To activate tags, click on  and enter new tag numbers in the field below.

New Tags

Tag # AA8 000 002  

Tag # AA7 000 003 

Back Cancel Next

Once you have entered all the required tags, click the “Next” button. If an invalid number or duplicate number was entered, an error message stating which tag number is invalid/duplicate will display at the top of the page. Go to “Tag #” field with invalid/duplicate tag number, overwrite with correct Tag # and click “Next”.

Example 21:

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(1) Help

Client Search
Client Registration

Outdoors #:341607760
CHRIS FISHER
16 CHERRY AVE
FREDERICTON, NB E3A 2A3
Canada
Registered NB Resident

Purchase a Licence
Apply for a Draw
View Active Licences
View Draw Applications
Link Moose Draw History
Update Profile
-Client Details
-Identification and Preferences
-Training Qualifications

Transaction Summary

IMPORTANT - All licences and draw applications are non-refundable.

Do not click “Payment Successful” until payment has been processed in the point of sale system.

Reference # 7164

Resident Salmon - Live Release

PLU	Fee Description	Fee Amount
605016	Resident Salmon - Live Release	\$26.00
601000	Fish Stocking Fee	\$5.00
601004	Conservation Fee	\$5.00
HST		\$4.68
Total		\$40.68

Remove from Cart

Order Total \$40.68

Payment Successful Empty Cart

Review all information on “Transaction Summary” screen. To purchase another licence, click the “Purchase a Licence” menu item and follow the same steps as [Example 18](#). Once order is complete, proceed to collect payment from customer.

If you selected the wrong licence for purchase, simply click the “Remove from Cart” button. A “Confirmation” screen will open.

Example 21.1:

The screenshot shows the Brunswick Canada web application interface. The top header includes the logo and user information: "User: Joe Vendor Organization: 123 Company Ltd." with links for "Logout", "My Cart(1)", and "Help". A left sidebar contains navigation links: "Client Search", "Client Registration", "Purchase a Licence", "Apply for a Draw", "View Active Licences", "View Draw Applications", "Link Moose Draw History", "Update Profile", and "Identification and Preferences". The main content area displays a confirmation dialog titled "Remove Licence Resident Salmon - Live Release". The dialog asks, "Are you sure you want to remove this item from cart?" and provides "Yes" and "No" buttons. A blue arrow points from the "No" button to a text box on the right.

You will be prompted to make sure you want to remove an item from your cart. Click **"Yes"** to remove it and **"No"** if you want the item to remain in your cart. If you click **"No"**, you will be returned to the **"Transaction Summary"** screen.

Example 21.2:

The screenshot shows the Brunswick Canada web application interface. The top header includes the logo and user information: "User: Joe Vendor Organization: 123 Company Ltd." with links for "Logout", "My Cart(0)", "Help", and "Français". A left sidebar contains navigation links: "Client Search", "Client Registration", "Purchase a Licence", "Apply for a Draw", "View Active Licences", "View Draw Applications", "Link Moose Draw History", "Update Profile", and "Identification and Preferences". The main content area displays the "Transaction Summary" screen with the message: "There are no items in your cart." A blue arrow points from the "My Cart(0)" link to a text box on the right.

If you click **"Yes"**, the item will be removed from the cart. The **"Transaction Summary"** screen will display the message: **"There a no items in your cart"**.

Click **"Purchase a Licence"** to add a new item to the cart.

Example 22:

User: Joe Vendor Organization: 123 Company Ltd. [Logout](#) [My Cart\(1\)](#) [Help](#)

[Client Search](#)
[Client Registration](#)

Outdoors #1341607760
CHRIS FISHER
16 CHERRY AVE
FREDERICTON, NB E3A 2A3
Canada
Registered NB Resident

[Purchase a Licence](#)
[Apply for a Draw](#)
[View Active Licences](#)
[View Draw Applications](#)
[Link Moose Draw History](#)
[Update Profile](#)
• Claim Details
• Identification and Preferences
• Training Qualifications

Transaction Summary

IMPORTANT - All licences and draw applications are non-refundable.

Do not click "Payment Successful" until payment has been processed in the point of sale system.

Reference # 7164

Resident Salmon - Live Release [Remove from Cart](#)


PLU	Fee Description	Fee Amount
605016	Resident Salmon - Live Release	\$26.00
601000	Fish Stocking Fee	\$5.00
601004	Conservation Fee	\$5.00
HST		\$4.68
Total		\$40.68

Order Total \$40.68

[Payment Successful](#) [Empty Cart](#)


Once payment has been successfully processed in your cash register, click the "Payment Successful" button. A message: "You are being redirected to the Payment Hub page" then a screen stating "Processing to payment page" (see Example 22.1) will appear for a few seconds before the "Transaction Complete – Receipt" screen opens.

Example 22.1:



Processing to payment page, please wait.
Please do not press the back button or close your browser

Brought to you by /
Fourni par



© 2010 Service New Brunswick

This screen will only appear for a few seconds before the "Transaction Complete – Receipt" screen opens.

Example 23:

New Brunswick
CANADA

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help

Client Search

Client Registration

Outdoors #1250595021
JANE FISHERMAN
61 BRISTOL ST
FREDERICTON, NB E3B 4W2
Canada
Registered NB Resident

Purchase a Licence

Apply for a Draw

View Active Licences

View Draw Applications

Link Moose Draw History

Update Profile

- Client Details
- Identification and Preferences
- Training Qualifications

Transaction Complete - Receipt

Transaction Details

Client Name: JANE FISHERMAN

Outdoors Card Number: 350595021

Reference #: 6877

Date/Time: 2015-03-17 13:28:22

Quantity: 1

Licence Number	350595021
Licence Reprint	\$5.25
HST	\$0.68
Total	\$5.93
Order Total	\$5.93

Click "Print Licence" and make sure licence is legible. The client must review and sign the licence at the counter. If the client is purchasing on behalf of another, the client should initial next to each licence they purchased.

If contact details include an email, a receipt will be sent electronically. If not, a printed receipt may be provided upon request.

Print Licence

Print Receipt

Done

Click "**Print Licence**" button to print the licence. Click on licence PDF to print licence. Do not close PDF file until you are certain the licence has printed successfully. Click "**Print Receipt**" button to provide the customer with a copy of their receipt. Click the "**Done**" button to close the transaction. Note the "**Done**" button will not be enabled until you have clicked the "**Print Licence**" button.

Print a Licence/Replace a Licence

Description	Reprinting a licence
How to	<ol style="list-style-type: none"> 1. <i>Search</i> for customer (see Search for Client) 2. Confirm customer's identity by validating the information displayed on the <i>Client Search Result</i> screen 3. Click on <i>View Active Licences</i> (see Example 24). A list of the customer's active licences will be displayed 4. Click the <i>Reprint Licence</i> button, located at the bottom of the screen (see Example 25) 5. <i>Transaction Summary</i> screen will open, process payment in your cash register. 6. Once payment is processed, click <i>Payment Successful</i> button (see Example 26) 7. <i>Transaction Complete</i> screen will open, click the <i>Print Licence</i> button (see Example 27) 8. Once licence has printed successfully, click the <i>Done</i> button, or click the <i>Print Receipt</i> button if customer also wants a receipt (see Example 28)
Customer Receives	Reprint of licence displaying active licences
Additional Information	<p>There is a fee of \$5.93 to reprint a licence for a customer. If the customer chooses to do this at home there is no charge.</p> <p>It is very important that you do not disclose information on the screen to the customer. Always ask the customer to give you the information and validate the information on the screen to confirm the correct customer profile has been found.</p>

Example 24:

New Brunswick CANADA

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help

Client Search

Client Registration

Outdoors #1215456145
BO HUNTER
212 LINCOLN RD
FREDERICTON, NB E3B 2A3
Canada
Registered NB Resident

Purchase a Licence

Apply for a Draw

View Active Licences

View Draw Applications

Link Moose Draw History

Update Profile

Client Details

Identification and Preferences

Training Qualifications

Client Search Result

IMPORTANT - Do not disclose information on the screen. Validate information on the screen with client to confirm correct profile found.

Name BO HUNTER
Date of Birth (YYYY-MM-DD) 1983-09-14
Address 212 LINCOLN RD
FREDERICTON, NB E3B 2A3
Canada

Email bohunter@gmail.com
Daytime Phone 506-454-6666
Evening Phone
Mobile Phone

Back

Click on "**View Active Licences**". The "**Active Licences**" screen will open, a list of the customer's active licences will be displayed.

Example 25:

Client Registration

Outdoors #: 250295021
JANE FISHERMAN
61 BRISTOL ST
FREDERICTON, NB E3B 4W2
Canada

Registered NB Resident

[Purchase a Licence](#)
[Apply for a Draw](#)
[View Active Licences](#)
[View Draw Applications](#)
[Link Moose Draw History](#)

Update Profile
-Client Details
-Identification and Preferences
-Training Qualifications

Active Licences

New Brunswick Moose Draw History
Reminder: Click [here](#) to link New Brunswick Resident Moose Draw History to your Outdoors Card.

Licence #	Type	Zone	Tag(s)	Effective Date	Action	Issued On	Total Cost
0004894	Resident Ice Fishing	-		N/A		2015-03-13	\$22.60
0004895	Resident Salmon - Live Release	-		N/A		2015-03-13	\$40.68
0004893	Resident Angling	-		N/A		2015-03-13	\$25.99

Note: Date format is YYYY-MM-DD.

Click **"Reprint Licence"** if client requests a replacement licence.

[Reprint Licence](#) Reprint fee: \$5.93

Click the **"Reprint Licence"** button to reprint the licence.

Example 26:

New Brunswick CANADA

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(1) Help Français

Client Search
Client Registration

Outdoors #: 250295021
JANE FISHERMAN
61 BRISTOL ST
FREDERICTON, NB E3B 4W2
Canada

Registered NB Resident

Purchase a Licence
[Apply for a Draw](#)
[View Active Licences](#)
[View Draw Applications](#)
[Link Moose Draw History](#)

Update Profile
-Client Details
-Identification and Preferences
-Training Qualifications

Transaction Summary

IMPORTANT - All licences and draw applications are non-refundable.
Do not click "Payment Successful" until payment has been processed in the point of sale system.

Reference # 6877

Licence Reprint # 250295021 [Remove from Cart](#)

PLU	Fee Description	Fee Amount
605102	Licence Reprint	\$5.25
HST		\$0.68
Total		\$5.93

Order Total \$5.93

[Payment Successful](#) [Empty Cart](#)

The **"Transaction Summary"** screen will open displaying the amount of the licence reprint fee. Once payment has been processed in your cash register, click the **"Payment Successful"** button.

Example 27:

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help

Client Search
Client Registration

Outdoors #135095021
JANE FISHERMAN
63 BRISTOL ST
FREDERICTON, NB E3B 4W2
Canada
Registered NB Resident

Purchase a Licence
Apply for a Draw
View Active Licences
View Draw Applications
Link Moose Draw History
Update Profile
-Client Details
-Identification and Preferences
-Training Qualifications

Transaction Complete - Receipt

Transaction Details

Client Name: JANE FISHERMAN
Outdoors Card Number: 35095021
Reference #: 6877
Date/Time: 2015-03-17 13:28:22
Quantity: 1

Licence Number	35095021
Licence Reprint	\$5.25
HST	\$0.68
Total	\$5.93
Order Total	\$5.93

Click "Print Licence" and make sure licence is legible. The client must review and sign the licence at the counter. If the client is purchasing on behalf of another, the client should initial next to each licence they purchased.

If contact details include an email, a receipt will be sent electronically. If not, a printed receipt may be provided upon request.

[Print Licence](#) [Print Receipt](#) [Done](#)

The "Transaction Complete – Receipt" screen will open, click the "Print Licence" button.

Example 28:

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help

Client Search
Client Registration

Outdoors #135095021
JANE FISHERMAN
63 BRISTOL ST
FREDERICTON, NB E3B 4W2
Canada
Registered NB Resident

Purchase a Licence
Apply for a Draw
View Active Licences
View Draw Applications
Link Moose Draw History
Update Profile
-Client Details
-Identification and Preferences
-Training Qualifications

Transaction Complete - Receipt

Transaction Details

Client Name: JANE FISHERMAN
Outdoors Card Number: 35095021
Reference #: 6877
Date/Time: 2015-03-17 13:28:22
Quantity: 1

Licence Number	35095021
Licence Reprint	\$5.25
HST	\$0.68
Total	\$5.93
Order Total	\$5.93

Click "Print Licence" and make sure licence is legible. The client must review and sign the licence at the counter. If the client is purchasing on behalf of another, the client should initial next to each licence they purchased.

If contact details include an email, a receipt will be sent electronically. If not, a printed receipt may be provided upon request.

[Print Licence](#) [Print Receipt](#) [Done](#)

Once licence has printed successfully, click the "Done" button. Note, the system will not allow you to click the "Done" button until you have clicked the "Print Licence" button. If the customer would also like a receipt, click the "Print Receipt" button before clicking the "Done" button.

Cancel a Licence

Description	Cancel the completed sale of a licence after issuing the wrong type of licence
How to	<ol style="list-style-type: none"> 1. <i>Search</i> for customer (see Search for Client) 2. Confirm customer's identity by validating the information displayed on the <i>Client Search Result</i> screen 3. Click on <i>View Active Licences</i> (see Example 29). A list of the customer's active licences will be displayed 4. Click the <i>Cancel Licence</i> button, located in the <i>Action</i> column, beside the licence you need to cancel (see Example 30) 5. Choose the reason for the cancellation from the pick list (see Example 30.1). 6. Click <i>Cancel Licence</i> 7. The system will ask if you are sure you wish to cancel the licence (see Example 30.2). Click Yes. A message will appear that says the licence was successfully cancelled (see Example 30.3) 8. If the client is not purchasing another licence, click <i>Reprint Licence</i> to reprint any remaining active licences 9. To purchase the correct licence, click <i>Purchase a Licence</i> (see Purchase a Licence)
Customer Receives	Reprint of licence displaying active licences
Additional Information	<p>Licences can only be cancelled within 60 minutes of purchase. After that they become non-refundable. Customers are responsible to confirm prior to signing the licence that it is the type of licence they requested.</p> <p>It is very important that you <u>do not disclose information</u> on the screen to the customer. Always ask the customer to give you the information and validate the information on the screen to confirm the correct customer profile has been found.</p>

Example 29:

User: Joe Vendor Organization: 123 Company Ltd. [Logout](#) [My Cart\(0\)](#) [Help](#)

Client Search
Client Registration

Outdoors #:350595021
JANE FISHERMAN
61 BRISTOL ST
FREDERICTON, NB E3B 4W2
Canada
Registered NB Resident

Purchase a Licence
Apply for a Draw
View Active Licences
View Draw Applications
Link Moose Draw History
Update Profile
-Client Details
-Identification and Preferences
-Training Qualifications

Client Search Result

IMPORTANT - Do not disclose information on the screen. Validate information on the screen with client to confirm correct profile found.

Name: JANE FISHERMAN
Date of Birth (YYYY-MM-DD): 1962-06-15
Address: 61 BRISTOL ST
FREDERICTON, NB E3B 4W2
Canada

Email: cathy.cashin@snb.ca
Daytime Phone: 5064540087
Evening Phone:
Mobile Phone:

Once the "Client Search Result" screen opens, click on "View Active Licences".

Example 30:

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help Français

Client Search
Client Registration

Outdoors #:1341627260
CHRIS FISHER
16 CHERRY AVE
FREDERICTON, NB E3A 2A3
Canada

Registered NB Resident

Purchase a Licence
Apply for a Draw
View Active Licences
View Draw Applications
Link Moose Draw History

Update Profile
-Client Details
-Identification and Preferences
-Training Qualifications

Active Licences

New Brunswick Moose Draw History
Reminder: Click [here](#) to link New Brunswick Resident Moose Draw History to your Outdoors Card.

Licence #	Type	Zone	Tag(s)	Effective Date	Action	Issued On	Total Cost
0005129	Resident Angling	-		N/A	Cancel Licence	2020-03-18	\$25.99

Note: Date format is YYYY-MM-DD.

Click "Reprint Licence" if client requests a replacement licence.

[Reprint Licence](#) Reprint fee: \$5.93

"Active Licence" screen will open. If it's within the allowed timeframe for cancelling a licence (**60 minutes**), the "Cancel Licence" button will appear in the "Action" column for each licence that has been issued.

To cancel a licence, click the "Cancel Licence" button.

You can only cancel one licence at a time. Multiple cancellations must be done individually.

Example 30.1:

Cancel Licence - Resident Ice Fishing #0003342

Refund client the amount shown.

Please choose a reason: (*)

Amount of Refund:

[Back](#) [Cancel Licence](#)

[Serious Illness or Injury \(DNR only\)](#)
[Wrong Licence Type Sold / Purchased](#)

You must enter a reason for cancelling the licence. Vendors should only select "Wrong Licence Type Sold/Purchased" as the cancellation reason even though the "Serious Illness or Injury (DNR only)" reason will display. Cancellation due to serious illness or injury is at the discretion of the Department of Natural Resources only.

After you select the reason, click "Cancel Licence" button.

Example 30.2:

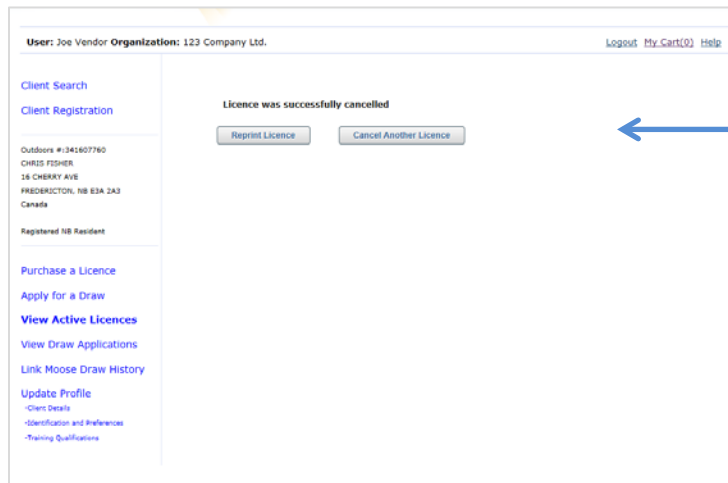
Cancel Licence - Resident Ice Fishing #0003342

Are you sure you wish to cancel this licence?

[No](#) [Yes](#)

The system will ask you if you are sure you want to cancel the licence, if so, click "Yes", if you click "No", you will be returned to previous screen where you can click the "Back" button to return to the "Active Licences" screen.

Example 30.3:



A message will appear that says the licence was successfully cancelled. If you are cancelling another licence, click the **"Cancel Another Licence"** button. If the customer is not purchasing another licence, click the **"Reprint Licence"** button. To purchase correct licence, click the **"Purchase a Licence"** menu option.

View Active Licences

Description	View list of customer's active licences
How to	<ol style="list-style-type: none">1. Search for customer (see Search for Client)2. Confirm customer's identity by validating the information displayed on the <i>Client Search Result</i> screen3. Click on <i>View Active Licences</i> (see Example 31)4. A list of the customer's active licences will be displayed (see Example 31.1)
Additional Information	It is very important that you <u>do not disclose information</u> on the screen to the customer. Always ask the customers to give you the information and validate the information on the screen to confirm the correct client profile has been found.

Example 31:

User: Joe Vendor Organization: 123 Company Ltd. [Logout](#) [My Cart\(0\)](#) [Help](#)

Client Search
[Client Registration](#)

Outdoors #: 350595021
JANE FISHERMAN
61 BRISTOL ST
FREDERICTON, NB E3B 4W2
Canada
Registered NB Resident

[Purchase a Licence](#)
[Apply for a Draw](#)
[View Active Licences](#)
[View Draw Applications](#)
[Link Moose Draw History](#)
[Update Profile](#)
-Client Details
-Identification and Preferences
-Training Qualifications

Client Search Result

IMPORTANT - Do not disclose information on the screen. Validate information on the screen with client to confirm correct profile found.

Name	JANE FISHERMAN
Date of Birth (YYYY-MM-DD)	1962-06-15
Address	61 BRISTOL ST FREDERICTON, NB E3B 4W2 Canada

Email	cathy.cashin@snb.ca
Daytime Phone	5064549087
Evening Phone	
Mobile Phone	

[Back](#)

Click on "**View Active Licences**" to display a list of the customer's active licences.

Example 31.1:

User: Joe Vendor Organization: 123 Company Ltd.

LogoutMy Cart(0) HelpFrançais

Client Search

Client Registration

Outdoors #:350595021

JANE FISHERMAN

61 BRISTOL ST

FREDERICTON, NB E3B 4W2

Canada

Registered NB Resident

Purchase a Licence

Apply for a Draw

View Active Licences

View Draw Applications

Link Moose Draw History

Update Profile

-Client Details

-Identification and Preferences

-Training Qualifications

Active Licences

New Brunswick Moose Draw History

Reminder: Click [here](#) to link New Brunswick Resident Moose Draw History to your Outdoors Card.

Licence #	Type	Zone	Tag(s)	Effective Date	Action	Issued On	Total Cost	
0004894	Resident Ice Fishing	-		N/A		2015-03-13	\$22.60	20
0004895	Resident Salmon - Live Release	-		N/A		2015-03-13	\$40.68	20
0004893	Resident Angling	-		N/A		2015-03-13	\$25.99	20

< >

Note: Date format is YYYY-MM-DD.

The “Active Licences” screen will open. A list of the customer’s active licences will be displayed.

Add Additional Tags to a Salmon Licence

Description	Customer purchased a licence (any channel) and did not add the maximum number of tags at time of purchase
Fee	<p>If the customer adds the tags online – No charge</p> <p>If the customer would like the vendor to add tags, there is a fee</p>
How to	<ol style="list-style-type: none"> 1. Search for Client 2. Confirm customer's identity by validating the information displayed on the <i>Client Search Result</i> screen 3. Click <i>View Active Licences</i> (see Example 32) 4. In the <i>Action</i> column beside the appropriate licence, click <i>Add Tags</i> (see Example 33) 5. Enter the <i>New Tag</i> number(s) (see Example 34) 6. Click <i>Next</i> 7. Click <i>Reprint and Charge \$</i> 8. Review information on <i>Transaction Summary</i> screen with client 9. You may still remove items from order by clicking <i>Remove from Cart</i> (see Purchase a Licence) 10. Once you have processed payment in your cash register, click <i>Payment Successful</i> 11. Click <i>Print Licence</i>. Click on licence pdf to print licence with new tag number(s) for customer. Do not close the pdf file until you are sure the licence has printed successfully 12. Click <i>Back to Receipt</i> 13. If the client would like a copy of their receipt, click <i>Print Receipt</i> 14. Click <i>Done</i>
Customer Receives	<ul style="list-style-type: none"> • Salmon tags • Angling licence • "Fish Book" (Angling Regulations and Licence Information brochure) if they do not already have one
Additional Information	<p>The <i>Add Tags</i> screen will display the maximum number of tags allowed based on licence type. Any active tags will be displayed on the same screen.</p> <p>Clients may pick up the tags at a vendor and return home to add them online themselves at no charge.</p> <p>Clients may purchase their Salmon licence online. They cannot complete the transaction until they have added at least one salmon tag. They may pick up their tags at a vendor and return home to complete the purchase of the licence online.</p> <p>It is very important that we do not disclose information on the screen to the client. Always ask the client to give you the information and validate the information on the screen to confirm the correct client profile has been found.</p>

Example 32:

User: Joe Vendor Organization: 123 Company Ltd. [Logout](#) [My Cart\(0\)](#) [Help](#)

Client Search

Client Registration

Outdoors #:1350595021
JANE FISHERMAN
61 BRISTOL ST
FREDERICTON, NB E3B 4W2
Canada
Registered NB Resident

Purchase a Licence

Apply for a Draw

View Active Licences

View Draw Applications

Link Moose Draw History

Update Profile
-Client Details
-Identification and Preferences
-Training Qualifications

Client Search Result

IMPORTANT - Do not disclose information on the screen. Validate information on the screen with client to confirm correct profile found.

Name JANE FISHERMAN
Date of Birth (YYYY-MM-DD) 1962-06-15
Address 61 BRISTOL ST
FREDERICTON, NB E3B 4W2
Canada

Email cathy.cashin@snb.ca
Outdoors Phone 5064540087
Evening Phone
Mobile Phone

[Back](#)

Once the "Client Search Result" screen opens, click on "View Active Licences".

Example 33:

User: Joe Vendor Organization: 123 Company Ltd. [Logout](#) [My Cart\(0\)](#) [Help](#) [Français](#)

Client Search

Client Registration

Outdoors #:1350595021
JANE FISHERMAN
61 BRISTOL ST
FREDERICTON, NB E3B 4W2
Canada
Registered NB Resident

Purchase a Licence

Apply for a Draw

View Active Licences

View Draw Applications

Link Moose Draw History

Update Profile
-Client Details
-Identification and Preferences
-Training Qualifications

Active Licences

New Brunswick Moose Draw History
Reminder: Click [here](#) to link New Brunswick Resident Moose Draw History to your Outdoors Card.

Licence #	Type	Zone	Tag(s)	Effective Date	Action	Issued On	Total Cost
0004894	Resident Ice Fishing	-		N/A		2015-03-13	\$22.60
0004895	Resident Salmon - Live Release	-		N/A		2015-03-13	\$40.68
0004895	Resident Angling	-		N/A		2015-03-13	\$25.99
0005158	Resident Salmon	-	FP7 100 930, FP5 100 931	N/A	Add Tag(s) Cancel Licence	2015-03-19	\$40.68

Note: Date format is YYYY-MM-DD.

Click "Reprint Licence" if client requests a replacement licence.

[Reprint Licence](#) Reprint fee: \$5.93

Click the "Add Tag(s)" button located in the "Action" column beside the appropriate licence. The "Add Tags" screen will open.

Example 34:


User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help Français

[Client Search](#)
[Client Registration](#)

Outdoors #120095021
JANE FISHERMAN
61 BRISTOL ST
FREDERICTON, NB E3B 4W2
Canada
Registered NB Resident

[Purchase a Licence](#)
[Apply for a Draw](#)
[View Active Licences](#)
[View Draw Applications](#)
[Link Moose Draw History](#)
[Update Profile](#)
-Client Details
-Identification and Preferences
-Training Qualifications



Add Tags - Resident Salmon #0005158

To activate tags, click on  and enter new tag numbers in the field below.

Minimum Required Maximum Allowed

New Tags

Tag #

Active Tags

FP7100920

FP5100931

Enter the tag number in the “Tag #” field then click the “green +” button to add another field for additional tags, or the “red x” button to remove a field then click “Next”.

Example 35:

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help

[Client Search](#)
[Client Registration](#)

Outdoors #120095021
JANE FISHERMAN
61 BRISTOL ST
FREDERICTON, NB E3B 4W2
Canada
Registered NB Resident

[Purchase a Licence](#)
[Apply for a Draw](#)
[View Active Licences](#)
[View Draw Applications](#)
[Link Moose Draw History](#)
[Update Profile](#)
-Client Details
-Identification and Preferences
-Training Qualifications

Add Tags - Resident Salmon #0005158 - Confirmation

The “Add Tags – Confirmation” screen will open, click the “Reprint and Charge \$” button. The “Transaction Summary” screen will open (refer to **Purchase a Licence** section for processing payment).

Link Moose Draw History

Description	Link NB Resident Moose Draw history to a client's profile
Fee	N/A
Required Documents	The customer must provide a NB Medicare number or RCMP/Military identification number. It is not necessary to have the actual card at the time of application.
How to	<ol style="list-style-type: none"> 1. Search for client 2. Confirm customer's identity by validating the information displayed on the <i>Client Search Result</i> screen (see Additional Information) 3. Click on <i>Link Moose Draw History</i> (see Example 36) 4. If the client's Moose Draw history has already been linked, you will see a message saying that it has already been linked (see Example 37) 5. Click the radio button beside <i>Link NB Resident Moose Draw now</i> (see Example 38) 6. Choose the <i>Identification Type</i> from the dropdown menu 7. Enter the <i>Identification Number</i> 8. Click <i>Update</i> 9. You will receive an <i>Update Successful</i> message (see Example 39)
Customer Receives	N/A
Additional Information	<p>It is very important that you <u>do not disclose information</u> on the screen to the customer. Always ask the customer to give you the information and validate the information on the screen to confirm the correct customer profile has been found.</p> <p>The Outdoors Card Number is now the unique identifier to apply for the New Brunswick Resident Moose Draw. The client's New Brunswick Resident Moose Draw History can only be linked to his/her Outdoors Card Number if he/she provides his/her NB Medicare number, Department of National Defence or RCMP identification number. If the client has applied to the New Brunswick Resident Moose Draw in the past and wishes to maintain his/her priority pool (application history), the history must be linked.</p> <p>New Brunswick Medicare numbers, DND identification numbers and RCMP identification numbers will not be shared or stored in the e-Licensing system. The number provided serves the purpose of finding a customer's current New Brunswick Resident Moose Draw History and linking his/her history to his/her e-Licensing profile. The number can only be provided voluntarily. Questions about the disclosure of this information may be directed to DNR.</p>

Example 36:

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help

Client Search

Client Registration

Outdoors #:J30595021
JANE FISHERMAN
61 BRISTOL ST
FREDERICTON, NB E3B 4W2
Canada
Registered NB Resident

Purchase a Licence
Apply for a Draw
View Active Licences
View Draw Applications
Link Moose Draw History
Update Profile
-Client Details
-Identification and Preferences

Client Search Result

IMPORTANT - Do not disclose information on the screen. Validate information on the screen with client to confirm correct profile found.

Name	JANE FISHERMAN
Date of Birth (YYYY-MM-DD)	1962-06-15
Address	61 BRISTOL ST FREDERICTON, NB E3B 4W2 Canada

Email	cathy.cooper@nb.ca
Daytime Phone	5064549087
Evening Phone	
Mobile Phone	

Back

To link Moose Draw History to a customer's profile, click on "**Link Moose Draw History**" from the "**Client Search Result**" screen.

Example 37:

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help Français

Client Search

Client Registration

Outdoors #:J313990431
HEATHER GRAHAM
99 PARKHURST DR
FREDERICTON, NB E3B 2K2
Canada
Registered NB Resident

Purchase a Licence
Apply for a Draw
View Active Licences
View Draw Applications
Link Moose Draw History
Update Profile
-Client Details
-Identification and Preferences
-Training Qualifications

NB Moose Draw History

The Outdoors Card Number is now the unique identifier to apply for the New Brunswick Resident Moose Draw. The client's New Brunswick Resident Moose Draw History can only be linked to his / her Outdoors Card Number if he / she provides his / her New Brunswick Medicare number, Department of National Defence identification number or RCMP identification number. If the client has applied to the New Brunswick Resident Moose Draw in the past and wishes to maintain his / her priority pool (application history), select "Yes, Link NB Resident Moose Draw now" and enter the identification type and number.

NB Resident Moose Draw has already been linked.

If the customer's Moose Draw history has already been linked, you will see a message displaying that it has already been linked.

Example 38:

User: Joe Vendor Organization: 123 Company Ltd. Logout My Cart(0) Help Français

Client Search

Client Registration

Outdoors #:J30595021
JANE FISHERMAN
61 BRISTOL ST
FREDERICTON, NB E3B 4W2
Canada
Registered NB Resident

Purchase a Licence
Apply for a Draw
View Active Licences
View Draw Applications
Link Moose Draw History
Update Profile
-Client Details
-Identification and Preferences
-Training Qualifications

NB Moose Draw History

The Outdoors Card Number is now the unique identifier to apply for the New Brunswick Resident Moose Draw. The client's New Brunswick Resident Moose Draw History can only be linked to his / her Outdoors Card Number if he / she provides his / her New Brunswick Medicare number, Department of National Defence identification number or RCMP identification number. If the client has applied to the New Brunswick Resident Moose Draw in the past and wishes to maintain his / her priority pool (application history), select "Yes, Link NB Resident Moose Draw now" and enter the identification type and number.

Previous application(s) to the NB Resident Moose Draw to be linked to the Outdoors Card Number?

No

☐ I understand my NB Resident Moose Draw History will be lost.

☐ Never applied to NB Resident Moose Draw.

Yes

☐ Link NB Resident Moose Draw History later.

☒ Link NB Resident Moose Draw History now.

Identification Type

Identification Number

Update

Next, click the radio button beside "**Link NB Resident Moose Draw History now**". You will then have to enter an "**Identification Type**" which is a Medicare card, Dept. of National Defence card or RCMP identification card. Next, enter the number of that identification type in the "**Identification Number**" field. It must be the number they used when they applied for the moose draw in the past in order for the system to find a match for their history. Click "**Update**".

Example 39:

User: Joe Vendor Organization: 123 Company Ltd. [Logout](#) [My Cart\(0\)](#) [Help](#)

[Client Search](#)
[Client Registration](#)

Outdoors # 319290431
HEATHER GRAMM
99 PARKHURST DR
FREDERICTON, NB E3B 2K2
Canada
Registered NB Resident

[Purchase a Licence](#)
[Apply for a Draw](#)
[View Active Licences](#)
[View Draw Applications](#)
[Link Moose Draw History](#)
[Update Profile](#)
- Client Details
- Identification and Preferences
- Training Qualifications

Profile successfully updated.

NB Moose Draw History

The Outdoors Card Number is now the unique identifier to apply for the New Brunswick Resident Moose Draw. The client's New Brunswick Resident Moose Draw History can only be linked to his / her Outdoors Card Number if he / she provides his / her New Brunswick Medicare number, Department of National Defence Identification number or RCMP Identification number. If the client has applied to the New Brunswick Resident Moose Draw in the past and wishes to maintain his / her priority pool (application history), select "Yes, Link NB Resident Moose Draw now" and enter the identification type and number.

NB Resident Moose Draw has already been linked.

If linking of Moose Draw history is successful, you will receive **"Profile successfully updated"** message.

Logout

New Brunswick CANADA

User: Joe Vendor Organization: 123 Company Ltd. [Logout](#) [Help](#) [Français](#)

[Client Search](#)
[Client Registration](#)

Client Search

Option 1 - Enter both fields

Date of Birth (YYYY-MM-DD)

Outdoors Card Number

If you are not working in e-Licensing, it is good practice to log out of the application when you have finished a transaction. You can log out by clicking the **"Logout"** option on the top right of your task bar.

New Brunswick CANADA

[Français](#)

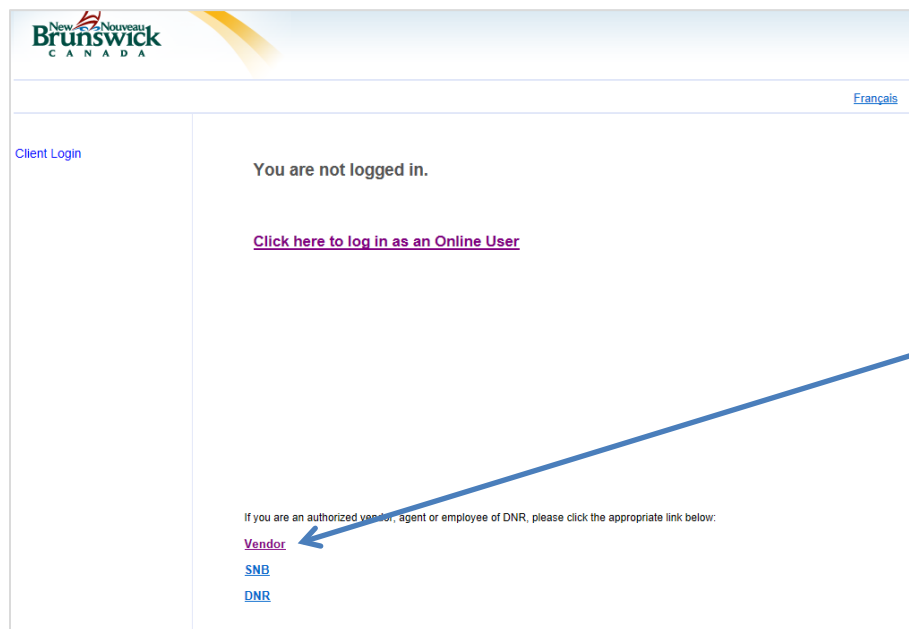
[Client Login](#)

You are not logged in.

[Click here to log in as a vendor user](#)

A logout page will open stating you are no longer logged into e-Licensing. There will also be a link **"Click here to log in as a vendor user"** that you click to sign back into the system.

Session Time-Out



If a user is signed into e-Licensing and the application remains idle for 30 minutes the session will automatically time out and the user will be returned to a log in screen where they can click on the **Vendor** link beneath the "If you are an authorized vendor, agent or employee of DNR, please click the appropriate link below:" message.

Troubleshooting Errors, Issues or Discrepancies

The following table has been developed to help you determine when you should contact the helpdesk to report a potential issue. Sometimes there may be an issue or discrepancy with a customer's record that you will not be able to correct/change and the customer will have to contact the Department of Natural Resources during regular business hours to inquire about it. The helpdesk is there to assist in the event of a technical system issue that prevents you from being able to access the e-Licensing system or complete a transaction.

Error, Issue or Discrepancy	Who to contact?
Log In:	
If you are trying to sign in/log in and get an error message : "You have no roles assigned to you, please contact the administrator of the application you were trying to access"	Your employer has not assigned the DNR e-Licensing Vendor role to you. Contact your company's "Client Administrator" and ask to have the DNR e-Licensing Vendor role added to your IAM profile. You must provide your company's "Client Administrator" with your IAM account number. Your account number can be found on the confirmation email you received when you self-registered for your IAM account.
You have forgotten your IAM password	Click the "Forgotten Password" link on the login page and answer your security questions – note the answers must be entered exactly as they were

Error, Issue or Discrepancy	Who to contact?
	originally entered. If you are still unsuccessful, contact the helpdesk at 1-888-832-2762.
Your IAM password has expired and you forget your security question answers	Contact the helpdesk at 1-888- 832-2762.
You click on the vendor e-licensing link and get a message : “Internal Server Error” or “Cannot Display Page”	The system may be down, contact the helpdesk at 1-888-832-2762 to report the issue.
You log in and get an error message: “Failed to authenticate user”	There may be an issue with your company’s e-Licensing account set up. Contact the Department of Natural Resources at 506-453-3826 during regular business hours.
Registration:	
You get a message that the Driver’s Licence number has already been used	Double check that you entered the correct number. You will not be able to continue with the registration. Instruct the customer to contact DNR at 506-453-3826 during regular business hours to have this investigated.
<p>You entered a NB Driver’s Licence number or NB Photo ID card number and get one of the following error messages:</p> <ul style="list-style-type: none"> - HTTP request failure; or - End-of-body reached 	The Driver Licence lookup service (DPS webservice) may be down. You will not be able to register anyone as a Resident. Contact the helpdesk at 1-888-832-2762 to report this issue.
<p>You click on the “Address Look Up” button during the registration process but it’s not finding the customer’s address, message:</p> <p>“No match was found. Enter address information”</p>	The address lookup service (OCIO web service) may be down. You can enter the customer’s address manually. Contact the helpdesk at 1-888-832-2762 to report the issue.
Customer’s DNR training qualification is not appearing or is incorrect on the “Profile – Training Qualification” screen	DNR’s database (DNR web service) may be down. This does not prevent you from proceeding with the registration. Instruct the customer to contact DNR at 506-453-3826 during regular business hours to have their training qualifications reviewed.
<p>You get an error when you clicked the “Complete Registration” button during the registration process:</p> <p>“HTTP request failure”; “end-of-body reached” or “e-Licensing is currently experiencing technical difficulties. Please try again later”</p>	DNR’s database (DNR web service) may be down. Contact the helpdesk at 1-888-832-2762 to report this issue.
You get a message that the Conservation Education number has already been used	Double check that you entered the correct number. You can clear the number from the “NB

Error, Issue or Discrepancy	Who to contact?
	Conservation Ed # / DNR Client #" field and continue without it. Instruct the customer to contact DNR at 506-453-3826 during regular business hours to have this investigated.
<p>You get an error message when you entered a conservation education number or DNR client ID number:</p> <p>"HTTP request failure"; "end-of-body reached" or "e-Licensing is currently experiencing technical difficulties. Please try again later"</p>	<p>DNR's database (DNR web service) may be down. You can clear the number from the "NB Conservation Ed # / DNR Client #" field and continue. It's not a mandatory field and the number can be entered at a later date.</p>
Licence and Draws availability	
The licence the customer wants to purchase is not there.	Instruct the customer to contact DNR at 506-453-3826 during regular business hours to have this investigated.