MAINE ONLINE SPORTSMAN'S ELECTRONIC SYSTEM

MOSES Sales Application User Manual

Version 6.02

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1. Introduction

The *Maine Online Sportsman's Electronic System (MOSES) Sales Application* (*MSA*), is an Internet-based database system designed to support Agents and agency personnel selling recreational and commercial hunting and fishing licenses, and the registration of boats, all terrain vehicles (ATVs) and snowmobiles for Inland Fisheries and Wildlife (IF&W) in Maine.

This chapter contains the following topics:

Text Conventions

Certain text styles are used to make the information in this manual clear and easy to identify.

Here is a list of style conventions and their meanings:

- *Italics* indicate the name of a screen or the name of a field, form, or report. For example: "Move the cursor to the *Last Name* field."
- **Bold** words indicate a button, menu name, or menu command. For example, in the following sentence the bold word refers to a button: "Click **Sales** to open the *Sales* screen."
- **Bold** words separated by the ">" character indicate selecting two commands from a menu, one right after the other. For example, "Click **File** > **Save**" is the same as "Click **Save** on the **File** menu."
- Underlined words indicate links you can click, which open another application screen. If the underlined word displays in black text, it is only the name of a link, not an active link. For example, "Click Logout to log out of the application."

  If the words are underlined in blue, it is an active link and can be clicked within the Help system to open another screen. For example, "See Figure 2 for an example of the Sales Report.

Hardware and Software Requirements

To successfully run *MSA*, certain hardware and software requirements are needed.

The minimum software and hardware necessary to run the application include:

- Desktop or laptop computer
- Pentium II Processor, or equivalent
- 32MB of RAM
- 20MB available hard disk space
- Internet Explorer version 5.0 or later. Internet Explorer should be set to reload web pages on every visit. For instructions on doing this, see "To Reload Web Pages on Every Visit" on page 20.
- Adobe® Acrobat® Reader version 4.0 or higher. You can download this software for free at www.adobe.com.

2. *Getting Started*

Before you begin, make sure you have Internet Explorer, version 5.0 or higher, installed and operating on your computer. If you need help with this, see your supervisor or System Administrator.

This chapter includes the following topics:

Starting the Application and Logging In

You must start *MSA* and log in before you can make online sales in the MOSES system. To start *MSA*, you need to know its Internet address. If you aren't sure what this is, contact your supervisor. In addition, you must have Internet Explorer version 5.0 or higher installed on your computer.

To Start the Application and Log In:

1. Click **Start** > **Programs** > **Internet Explorer** from the Windows *Start* menu. The Internet browser window appears.
2. Type the Internet address for *MSA* in the *Address* bar of the Internet browser, then press the **Enter** key. The *Maine Online Sportsman's Electronic System Sales Application Start* screen appears, as shown in Figure 1.

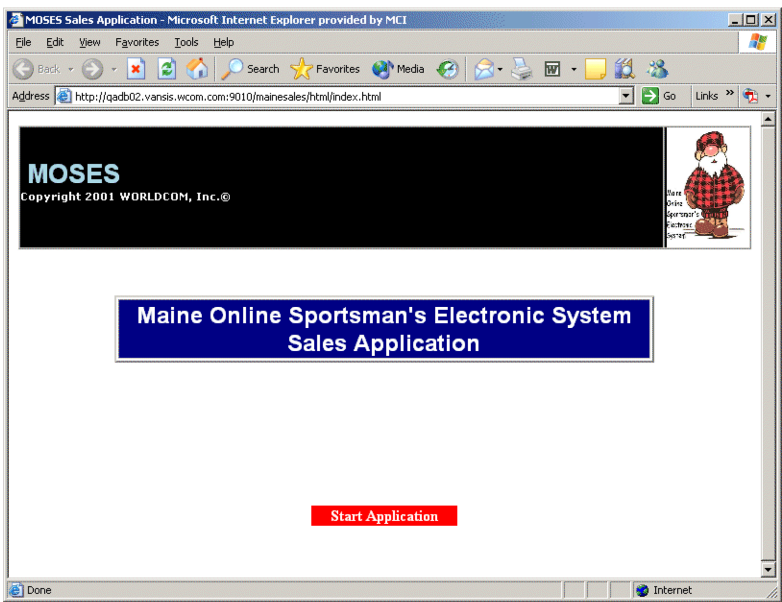


Figure 1: Maine Online Sportsman's Electronic System Sales Application Start Screen

3. Click Start Application. The *Login* screen appears, as shown in Figure 2.

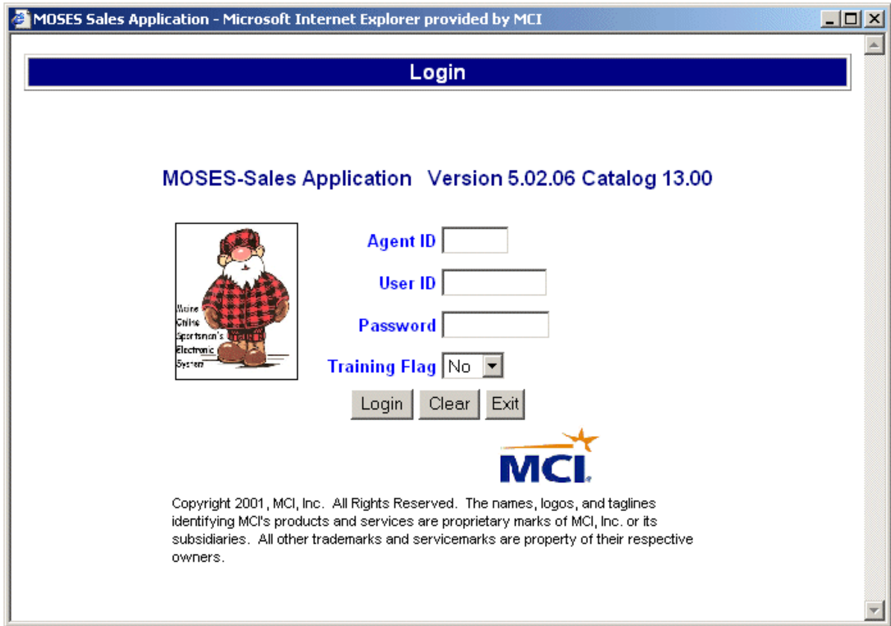


Figure 2: Login Screen

4. In the *Agent ID, User ID*, and *Password* fields, enter the appropriate information. If you do not have this information, contact your supervisor or System Administrator for help.
5. Select **Yes** or **No** from the *Training Flag* field drop-down list. Select **Yes** to enter training mode, and **No** to enter normal mode.

   In training mode, you can make practice sales, run through a "dummy" check out and generate licenses. The transactions are saved in a special database that isn't part of the MOSES system and the word "Training" is printed on licenses to show they are not valid.
6. Click *Login*. The system verifies your identity and, if log in is successful, connects you to the database.
7. If your login attempt succeeds, the *Main Menu* appears, as shown in Figure 3. This screen contains links to each function that can be performed in *MSA*. Only underlined links are active for your log in account.

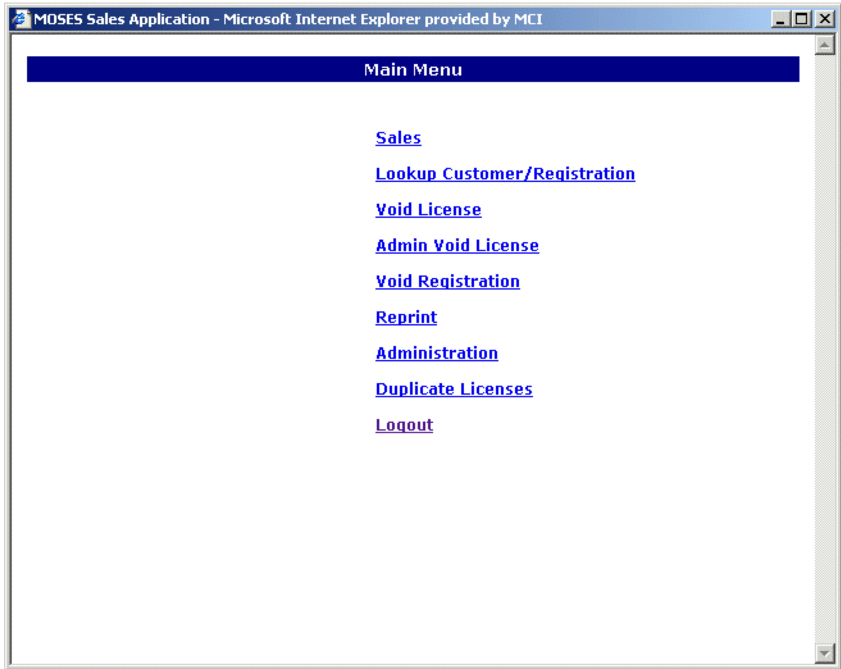


Figure 3: Main Menu Screen

If your log in attempt fails, see "Troubleshooting Login" on page 15.

Troubleshooting Login

If you do not make an entry in the *Login* screen for 30 seconds, or attempt to log in more than three times without success, *MSA* locks you out.

If your login attempt fails:

- If *MSA* has locked, close the Internet browser window, restart *MSA* and log in again (see "Starting the Application and Logging In" on page 12).
- Double-check your User ID and password and re-enter the information. The *User ID* and *Password* fields are case sensitive (*MSA* recognizes lower case and upper case letters as being different). User IDs and passwords must have the correct combination of upper and lower case letters to work correctly.
- Check to see if the **Caps Lock** key on your keyboard is activated. If activated, deactivate it and re-enter your User ID and password.

If you still cannot log in after trying these troubleshooting tips, contact your System Administrator.

Using the Main Menu

When you log into *MSA*, the first screen that appears is the *Main Menu* screen, as shown in Figure 4. Depending on the level of access you have been granted, certain links may be deactivated or not appear on the menu.

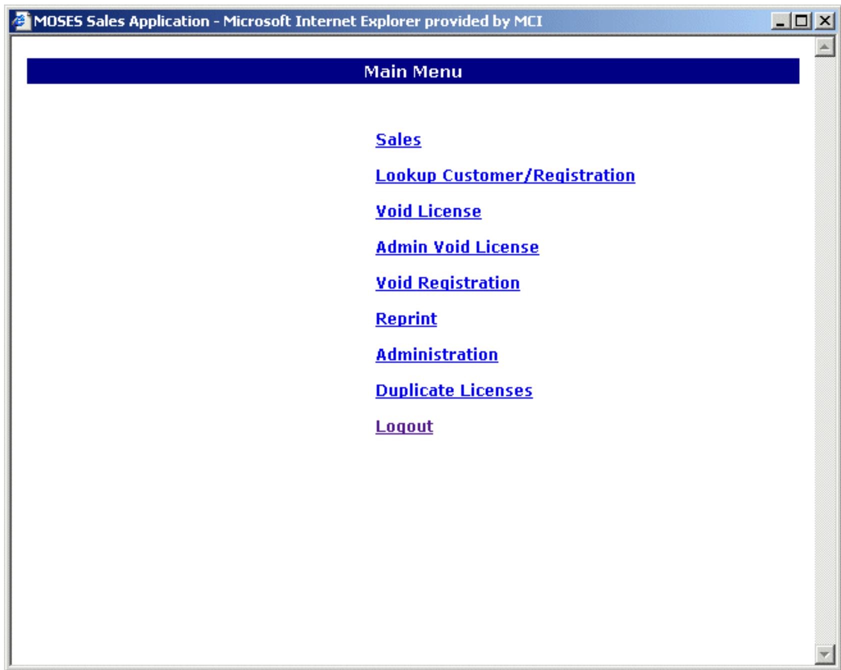


Figure 4: Main Menu

You can access all the functions currently available in *MSA* from the *Main Menu* screen.

The following is a brief description of each link and the action it performs:

- Sales — Opens the *Sales Menu* screen, through which recreational and commercial licenses, miscellaneous items and registrations are sold and managed. See "Selling Licenses and Merchandise" on page 55 and "Vehicle Registration" on page 111.
- Lookup Customer/Registration — This option displays the *Lookup Customer/Registration* screen and *Registration Menu* sub-menu screen. Use these screens to locate a customer by registration and manage different aspects of registration. See "Vehicle Registration" on page 111.
- Void License — Used to void a license within 24 hours of purchase at the point of sale. See "Voiding Licenses" on page 102.
- Admin Void License — Used to void a license if more than 24 hours has passed since it was purchased. This function is restricted to IF&W personnel. See "Voiding Licenses" on page 102.

- Void Registration — Used to void a registration. See "Voiding Registrations" on page 158.
- Reprint — Used to reprint a license that did not print correctly the first time. For example, use Reprint if the printer jams the first time a license is printed. See "Reprinting a Recreational or Commercial License" on page 88.
- Administration — Enables an Agent or Clerk with certain privileges to add and maintain Clerks, close the business day, record transactions to the computer, view mail, change passwords, set-up print options and view and print reports. See "Managing Clerk Information" on page 163.
- Duplicate Licenses— Enables a lost, stolen or destroyed Lifetime or miscellaneous (complimentary) license to be duplicated. This function is restricted to IF&W personnel. See "Duplicating a Recreational or Commercial License" on page 92.
- Logout — Logs you out of the application and returns to the *Login* screen. See "Logging Out and Exiting" on page 21.

Using Link Menus & Standard Buttons

When a link is selected on the *Main Menu* screen, a new screen appears with functions that enable you to perform a specific task. At the top of each screen a series of links, called a *Link Menu*, displays. Each link performs a specific function, such as opening a different screen or logging out. The links change depending on the screen currently being viewed. See "Link Menu" on page 18 for detailed descriptions of the links that may appear.

In addition, there are standard buttons that appear on most screens. Each button performs a specific function that never changes, no matter on which screen the button appears. See "Standard Buttons" on page 19 for details.

Link Menu

A *Link Menu*, as shown in Figure 5, appears along the top of most application screens.

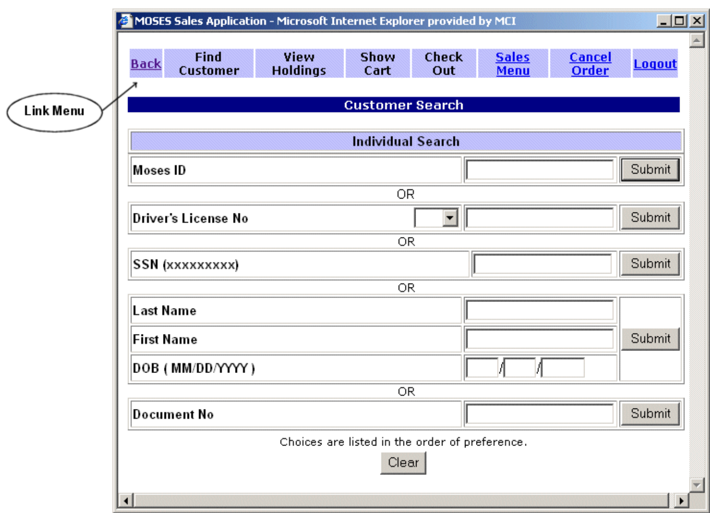


Figure 5: Link Menu

This menu contains links to different functions in the *Sales Application*, such as opening a different screen, cancelling an order or logging out.

The *Link Menu* contains the following commands. Some commands are always active (underlined), while others are only active on certain screens.

- Back — Returns to the previous screen.
- Find Customer — Opens the *Customer Search* screen, which is used to locate customer information.
- View Holdings — Lists license items purchased by a customer.

- Show Cart — Lists items that are selected for purchase as part of the current sale.
- Check Out — Opens the *Checkout* screen, which is used to collect payment and print licenses.
- Sales Menu — Opens the *Sales* menu through which licenses, merchandise and registrations are sold and managed.
- Cancel Order — Removes all items from the shopping cart and opens the *Main Menu* screen.
- Logout — Logs you out of the *Sales Application*.

Standard Buttons

Standard buttons appear on application screens. Wherever a button appears, the function it performs is always the same.

Standard buttons perform the following function:

- **Submit** — Submits the information entered into the MOSES system and continues to the next screen. In many cases, information is not saved in the MOSES system until check out has been completed.
- **Back** — Discards unsaved changes and returns to the previous screen.
- **Clear** — Discards unsaved changes and resets the current screen.

Reloading Web Pages

To be sure that you are viewing current information, you can set your Internet browser to always display the latest version of a screen. To do this, you select options in the Internet browser so that web pages are reloaded every time you open a new screen.

To Reload Web Pages on Every Visit

1. Select **Tools** > **Internet Options** from the Internet Explorer menu bar.
2. Click **Settings**.
3. Under *Check for newer versions of stored pages*, select *Every visit to the page*.
4. Click **OK** in the *Settings* window.
5. Click **OK** to save your changes in the *Internet Options* window.

Logging Out and Exiting

When you are ready to quit or want to let someone else use the application, you must log out. If you forget to log out before quitting or closing the browser window, you won't be able to log out again until the system times out. HOW LONG BEFORE THE SYSTEM TIMES OUT?

To Log Out:

1. Click Logout on the *Link Menu* at the top of most screens, or as a link on the *Main Menu* or *Sales Menu* screen. The *Login* screen reappears, as shown in Figure 6, indicating that you are no longer logged in to the application.

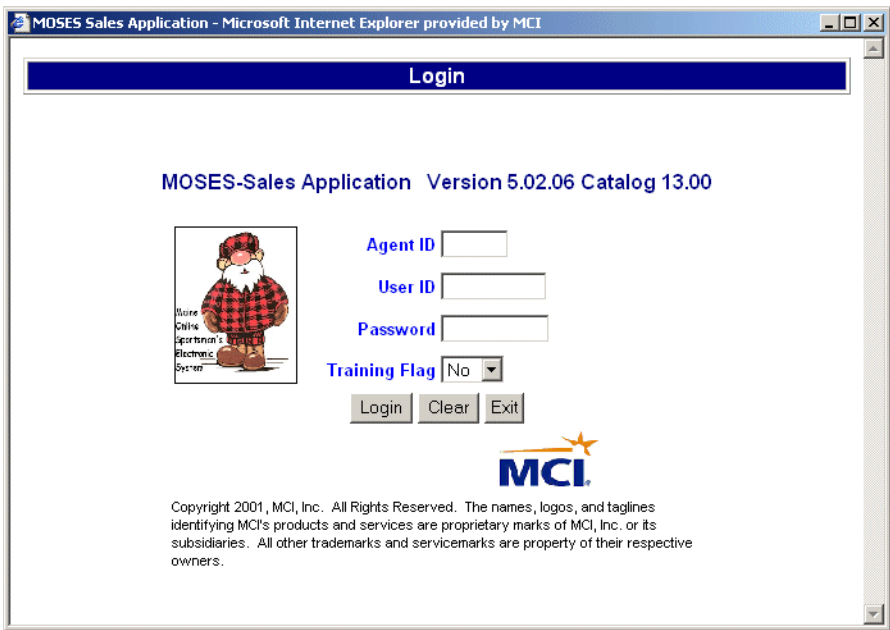


Figure 6: Login Screen

2. To close the Internet browser window, click the **X** in the upper, right-hand corner of the browser window frame.

3. *Locating a Customer, Business or Registration Record*

Before items can be selected for purchase, a record updated or a vehicle registration task performed, the record for the individual customer, business or vehicle must be located and selected. The *Customer Search* screen enables you to locate an individual customer or business record. The *Registration Lookup* screen enables you to locate a vehicle registration record by entering sets of information called search criteria. See "How Searches Work" on page 24 for more information on search criteria.

If an individual customer, business or vehicle registration record is not located, a new record can be created. A new record should only be created after a search has been performed and it is confirmed that the record does not exist. This helps avoid the possibility of creating a duplicate record.

This section contains the following topics:

How Searches Work

The *Customer Search* and *Registration Lookup* screens are divided into sections, each with its own **Submit** button. Between each section the word "OR" appears. This means that search criteria entered in one OR another section can be selected to perform a search. Do not enter data in more than one search box. The system only uses data in the search box corresponding to the **Submit** button you click.

The *Last Name, First Name and DOB* section contains multiple fields. The relationship between the fields within a single section is an "AND" relationship. In order to perform a search, all fields must have search criteria entered and only records that match all search criteria entered are returned. For example, in the *Last Name, First Name and DOB* section, an individual's last name, first name AND date of birth must be entered to perform a search in this section. Only records that match the last name, first name and date of birth entered are returned.

Using the Advanced Search Feature

If no records are located that match the search criteria entered, the *Advanced Search* check box appears. Click the box and then click **Submit** again to perform an advanced search. The advanced search feature uses the name or word entered in a search field and expands the search to include similar sounding words and extensions of the name or word. For example, if you entered *Fred*, the advanced search searches for and returns records containing *Fred*, *Phred*, *Frederick*, and so on.

Locating a Customer Record

A customer's record must be located and selected before choosing items for purchase or performing a task related to that customer. If a customer does not have a record in the system, you will need to add a new customer record (see "Adding a New Customer" on page 46). It is important to perform a search before creating a new customer record to avoid accidentally creating duplicate records.

To Search for an Individual Customer

1. Click Sales on the *Main Menu* screen. The *Sale Menu* appears, as shown in Figure 7.

NOTE: The *Main Menu* is the first screen that appears after you log in to *MSA*.

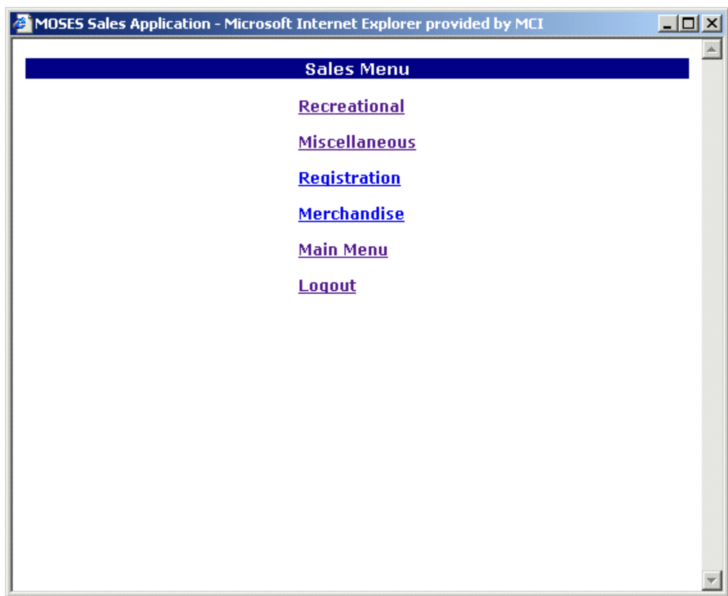


Figure 7: Sales Menu Screen

2. Click Recreational on the *Sales Menu* screen.

   -OR-

   Click Find Customer on the *Link Menu* if you are in a screen other than the *Sales Menu* screen.

   The *Customer Search* screen appears, as shown in Figure 8. The screen contains several sets of one or more related search fields, each grouped in a box with its own **Submit** button. These groups are referred to as "search boxes" (see "How Searches Work" on page 24).

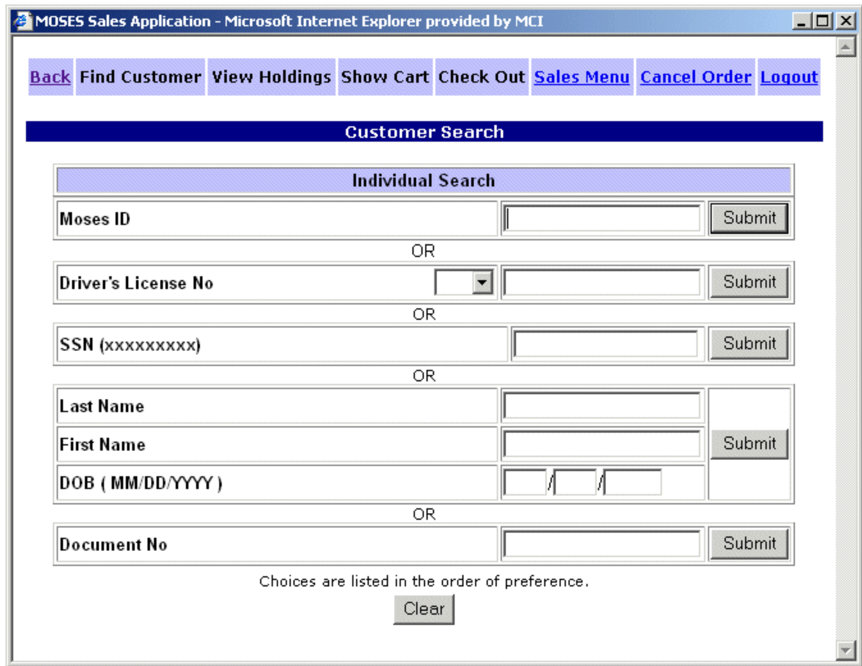


Figure 8: Customer Search Screen

3. Type the information you want to search on in the fields in one of the search boxes.

   Do not enter data in more than one search box. The system only uses data in the search box corresponding to the **Submit** button that you click. Fields appearing on this screen include:

Individual Search Boxes	Description
Moses ID	ID number that uniquely identifies customers who are already entered in the system.
Drivers License Number	Customer's drivers license state and number. Select the state from the drop-down list.
SSN	Customer's Social Security Number.
Last Name, First Name, DOB	Customer's name and date of birth. You must enter data all fields in this search box.
Document No	The unique number assigned to a currently held license document.

Searches that use unique information usually return results faster. For example, the *MOSES ID* is unique for every customer, so searching on this field should quickly return one (or zero) customers. By contrast, the name "Smith" is common, so searching for "Smith" in the *Last Name* field might take longer and return more possible matches.

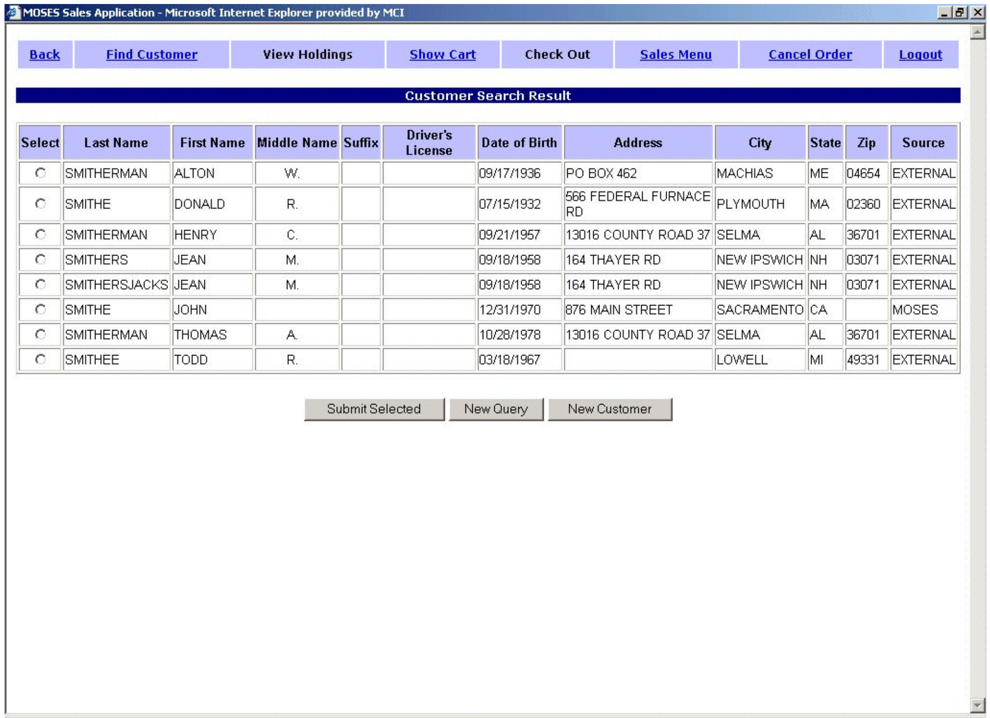
4. Click **Submit** in the appropriate search box.

   The system searches for customer records that matches the information in the search box. All other search boxes are ignored. Click **Clear** if you want to search again using different information.

   - If no customers match your search, *"No record found..."* is displayed and the *Advanced Search* check box and **New Customer** button appears on the screens. Perform an advanced search (see "How Searches Work" on page 24) or click **New Customer** to create a new customer (see "Adding a New Customer" on page 46).
   - If several customers match your search, the results appear in the *Customer Search Results* screen (Figure 9). Go to Step 5.
   - If one customer matches your search, their information appears in the *Customer Details* screen (Figure 10). Go directly to Step 6.

5. In the *Customer Search Results* screen (Figure 9), click the radio button in the *Select* column next to the customer you want, then click **Submit Selected**. The *Customer Details* screen appears, displaying the customer's information, as shown in Figure 10.

   If the customer you want is not listed, create a new customer record as described in "Adding a New Customer" on page 46.



Select	Last Name	First Name	Middle Name	Suffix	Driver's License	Date of Birth	Address	City	State	Zip	Source
○	SMITHERMAN	ALTON	W.			09/17/1936	PO BOX 462	MACHIAS	ME	04654	EXTERNAL
○	SMITHE	DONALD	R.			07/15/1932	566 FEDERAL FURNACE RD	PLYMOUTH	MA	02360	EXTERNAL
○	SMITHERMAN	HENRY	C.			09/21/1957	13016 COUNTY ROAD 37	SELMA	AL	36701	EXTERNAL
○	SMITHERS	JEAN	M.			09/18/1958	164 THAYER RD	NEW IPSWICH	NH	03071	EXTERNAL
○	SMITHERSJACKS	JEAN	M.			09/18/1958	164 THAYER RD	NEW IPSWICH	NH	03071	EXTERNAL
○	SMITHE	JOHN				12/31/1970	876 MAIN STREET	SACRAMENTO	CA		MOSES
○	SMITHERMAN	THOMAS	A.			10/28/1978	13016 COUNTY ROAD 37	SELMA	AL	36701	EXTERNAL
○	SMITHEE	TODD	R.			03/18/1967		LOWELL	MI	49331	EXTERNAL

Figure 9: Customer Search Results Screen

6. Verify that the information on the *Customer Details* screen (Figure 10) is correct and fill in any missing information. You must fill in all fields with blue labels and answer all *Yes/No* questions before you can continue.

   If any of the information that displays is incorrect, update the information before continuing (see "Updating Customer Information" on page 49).

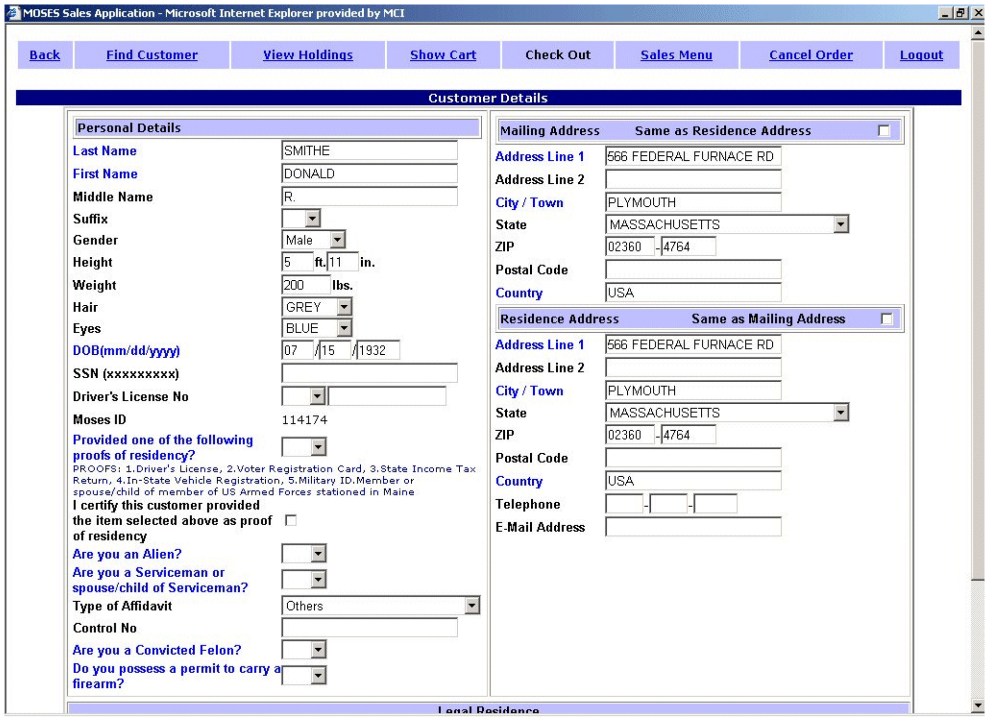


Figure 10: Customer Details Screen (Partial View)

7. Click **Sell to Customer** to continue with a sale. See "Selling Licenses and Merchandise" on page 55.

   -OR-

   Click a link in the *Link Menu* to perform that task for the currently selected record.

Locating a Business Record

You must first locate the business's record before selecting items for purchase by a business or performing a task for that business. If the business does not have a record in the system, you will need to add a new business record (see "Adding a New Business" on page 50). It is important to perform a search before creating a new business record to avoid creating duplicate records.

To Search for a Business

1. Click Sales on the *Main Menu* screen. The *Sale Menu* appears, as shown in Figure 11.

NOTE: The *Main Menu* is the first screen that appears after you log in to *MSA*.

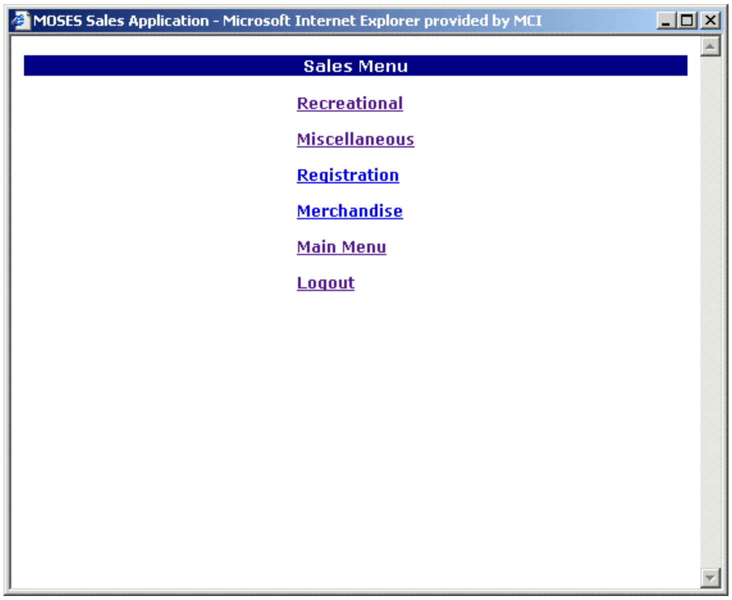


Figure 11: Sales Menu Screen

2. Click Miscellaneous on the *Sales Menu* screen.

   The *Customer Search* screen appears, as shown in Figure 12. At the bottom of the screen, the *Business Search* section displays. The section contains several sets of one or more related search fields, each grouped in a box with its own **Submit** button. These groups are referred to as "search boxes" (see "How Searches Work" on page 24).

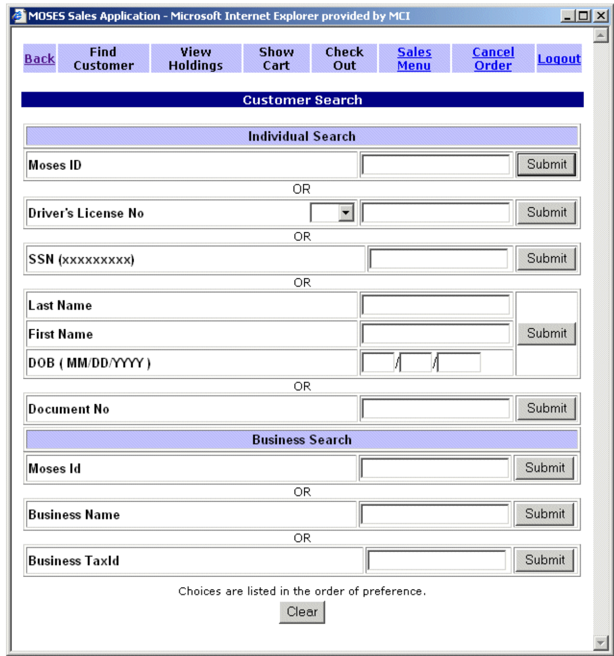


Figure 12: Customer Search Screen with Business Search Section

3. Type the information you want to search on in the fields in one of the search boxes.

   Do not enter data in more than one search box. The system only uses data in the search box corresponding to the **Submit** button that you click. Fields appearing on this screen include:

Business Search Boxes	Description
Moses ID	ID number that uniquely identifies businesses that are already entered in the system.
Business Name	The name of the business.
Business Tax ID	The unique Tax identification number assigned to the business by the Internal Revenue Service.

4. Click **Submit** in the appropriate search box.

   The system searches for business data that matches the information in the search box. All other search boxes are ignored. Click **Clear** if you need to search again using different information.

   - If no businesses match your search, *"No record found..."* is displayed and the *Advanced Search* check box and **New Business** button appears on the screens. Perform an advanced search (see "How Searches Work" on page 24) or click **New Business** to create a new customer (see "Adding a New Business" on page 50).
   - If several businesses match your search, the results appear in the *Business Search Results* screen. Go to Step 5.
   - If one business matches your search, their information appears in the *Business Details* screen (Figure 13). Go directly to Step 6.

5. In the *Business Search Results* screen (Figure 9), click the radio button in the *Select* column next to the customer you want, then click **Submit Selected**. The *Business Details* screen appears, displaying the business's information, as shown in Figure 13.

   If the business you want is not listed, create a new business record as described in "Adding a New Business" on page 50.

6. Verify that the information on the *Business Details* screen (Figure 13) is correct and fill in any missing information. You must fill in all fields with blue labels and answer all *Yes/No* questions before you can continue.

   If any of the information that displays is incorrect, update the information before continuing (see "Updating Business Information" on page 53).

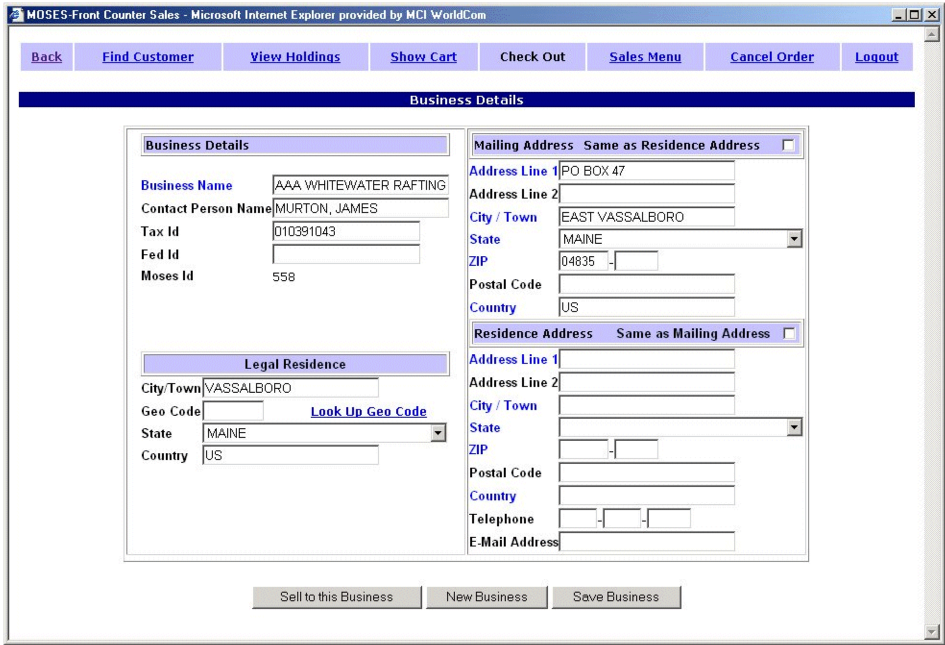


Figure 13: Business Details Screen

7. Click **Sell to Business** to continue the sale. See "Selling Licenses and Merchandise" on page 55.

   -OR-

   Click on a link in the *Link Menu* to perform that task for the currently selected record.

Locating a Vehicle Registration Record

Sport vehicles (boats, ATVs or snowmobiles) can be registered using *MSA*. Before registering a vehicle or managing a registration record, the registration record must be located and selected.

There are two ways to search for and select a registration record. If you are adding a new registration, perform a search as described in "To Search for a Registration When Adding a New Registration" on page 39. If you are searching for an existing registration, follow either set of instructions listed in this section. However, using the *Lookup Customer/Registration* menu to access the *Registration Lookup* screen as described in "To Search a Registration Record" on page 34 does not enable the **New Registration** button and a new registration record can not be created as part of that search process.

To Search a Registration Record

Use these instructions to locate registration records when you are not adding a new registration. This search does not enable the **New Registration** button. To perform a search and add a new record if the registration is not located, follow the instructions described in "To Search for a Registration When Adding a New Registration" on page 39.

1. Click Lookup Customer/Registration on the *Main Menu* screen. The *Lookup Customer/Registration* menu appears, as shown in Figure 14.

NOTE: The *Main Menu* is the first screen that appears after you log in to *MSA*.

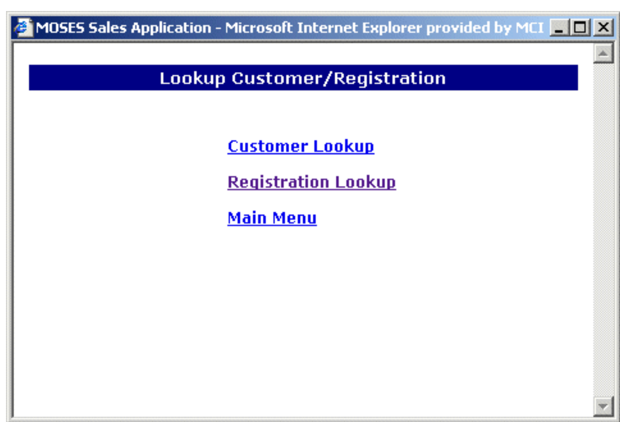


Figure 14: Lookup Customer/Registration Menu Screen

2. Click Registration Lookup. The *Registration Lookup* screen appears, as shown in Figure 15. The screen contains several sets of one or more related search fields, each grouped in a box with its own **Submit** button. These groups are referred to as "search boxes" (see "How Searches Work" on page 24).

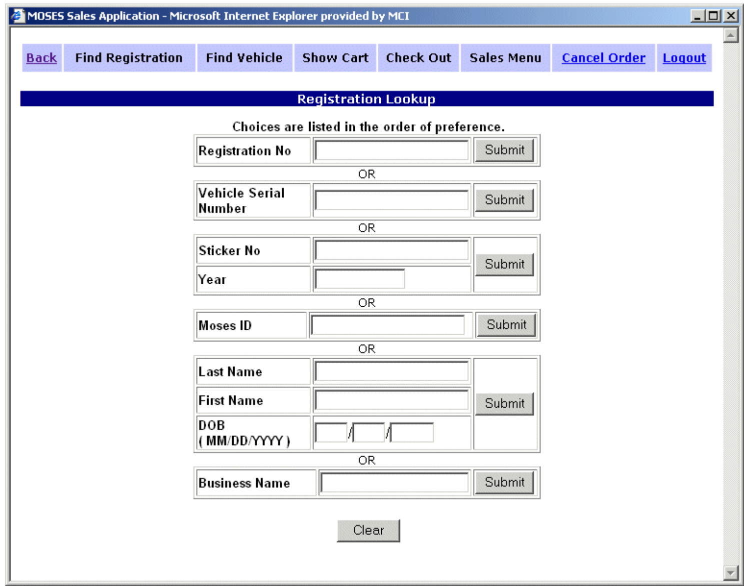


Figure 15: Registration Lookup Screen

3. Type the information you want to search on in the fields in one of the search boxes.

   Do not enter data in more than one search box—the system only uses data in the search box corresponding to the **Submit** button that you click. Fields appearing on this screen include:

Individual Search Boxes	Description
Registration ID	ID number assigned to each vehicle when registered.
Vehicle Serial Number	The manufacturer's serial number for the vehicle. Also known as the VIN (Vehicle Identification Number).
Sticker No, Year	The vehicle sticker number and the year the sticker was issued.
MOSES ID	The unique ID number that identifies the registration in the MOSES system.
Last Name, First Name, DOB	Customer's name and date of birth. You must enter data in all fields in this search box. Enter the birth date using the format MM/DD/YYYY.
Business Name	The name of the business that owns the vehicle, if applicable.

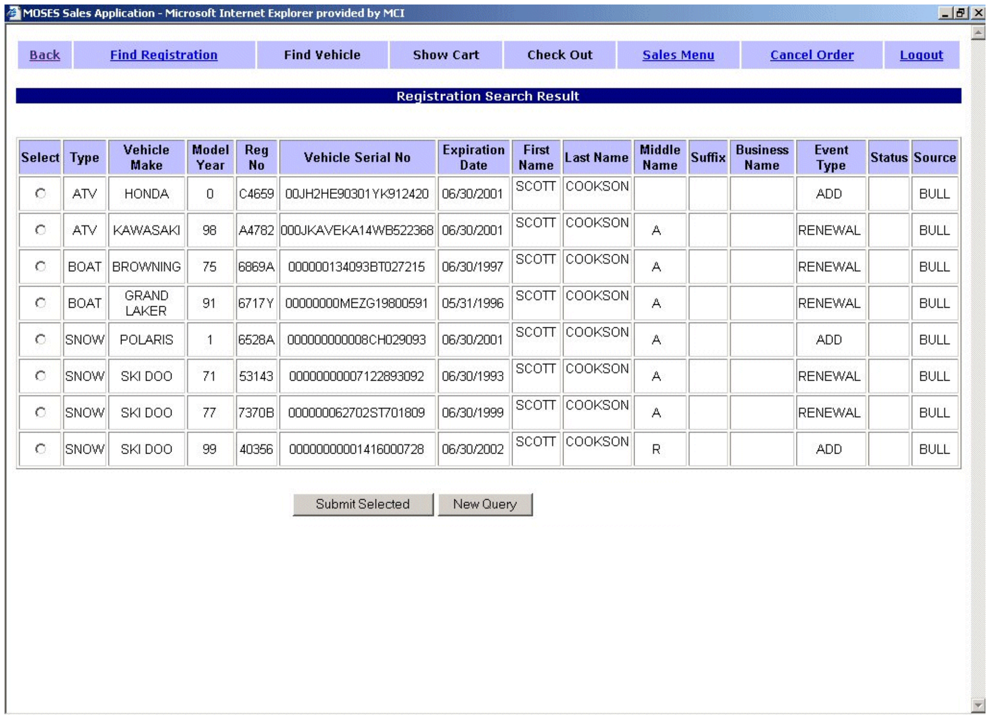
Searches that use unique information usually return results faster. For example, the *Registration ID* is unique for every vehicle, so searching on this field should quickly return one (or zero) registrations. By contrast, the name "Smith" is common, so searching for "Smith" in the *Last Name* field might take longer and return more possible matches.

4. Click **Submit** in the appropriate search box.

   The system searches for registration data that matches the information in the search box. All other search boxes are ignored.

   - If no records match your search, *"No record found..."* is displayed on the screen and the *Advanced Search* check box appears. Perform an advanced search (see "How Searches Work" on page 24) or click **Clear** if you need to search again using different information.
   - If several records match your search, the results appear in the *Registration Search Results* screen (Figure 16). Go to Step 5.
   - If one record matches your search, the information appears in the *Registration Details* screen (Figure 17). Go to Step 6.

5. In the *Registration Search Results* screen (Figure 16), click the radio button in the *Select* column next to the record you want, then click **Submit Selected**. The *Registration Details* screen appears displaying details of the record, as shown in Figure 17.



Select	Type	Vehicle Make	Model Year	Reg No	Vehicle Serial No	Expiration Date	First Name	Last Name	Middle Name	Suffix	Business Name	Event Type	Status	Source
○	ATV	HONDA	0	C4659	00JH2HE90301YK912420	06/30/2001	SCOTT	COOKSON				ADD		BULL
○	ATV	KAWASAKI	98	A4782	000JKAVEKA14WB522368	06/30/2001	SCOTT	COOKSON	A			RENEWAL		BULL
○	BOAT	BROWNING	75	6869A	000000134093BT027215	06/30/1997	SCOTT	COOKSON	A			RENEWAL		BULL
○	BOAT	GRAND LAKER	91	6717Y	00000000MEZG19800591	05/31/1996	SCOTT	COOKSON	A			RENEWAL		BULL
○	SNOW	POLARIS	1	6528A	000000000008CH029093	06/30/2001	SCOTT	COOKSON	A			ADD		BULL
○	SNOW	SKI DOO	71	53143	00000000007122893092	06/30/1993	SCOTT	COOKSON	A			RENEWAL		BULL
○	SNOW	SKI DOO	77	7370B	000000062702ST701809	06/30/1999	SCOTT	COOKSON	A			RENEWAL		BULL
○	SNOW	SKI DOO	99	40356	00000000001416000728	06/30/2002	SCOTT	COOKSON	R			ADD		BULL

Figure 16: Registration Search Results Screen

If the record you want is not listed, create a new record as described in "Registering a New Vehicle" on page 114.

6. Verify that the information on the *Registration Details* screen (Figure 17) is correct. If any of the information that displays is incorrect, you can update the information before continuing (see "Modifying an Existing Registration" on page 146).

Figure 17: Registration Details Screen (Partial View)

7. Click **Submit** to continue with a registration task.

   For detailed instructions on performing a specific task, see the following section:

   - "Registering a New Vehicle" on page 114
   - "Renewing a Registration" on page 126
   - "Transferring Registration Between Vehicles" on page 130
   - "Rolling Over Registration to a New Owner" on page 135
   - "Upgrading Boat Registration" on page 141
   - "Modifying an Existing Registration" on page 146
   - "Reactivating a Registration" on page 148
   - "Duplicate Registrations" on page 150
   - "Reprinting a Registration" on page 153
   - "Attaching a Notice of Transfer" on page 156

   -OR-

   Click on a link in the *Link Menu* to perform that task for the currently selected record.

To Search for a Registration When Adding a New Registration

1. Click Sales on the *Main Menu* screen. The *Sales Menu* appears, as shown in Figure 18.

NOTE: The *Main Menu* is the first screen that appears after you log in to *MSA*.

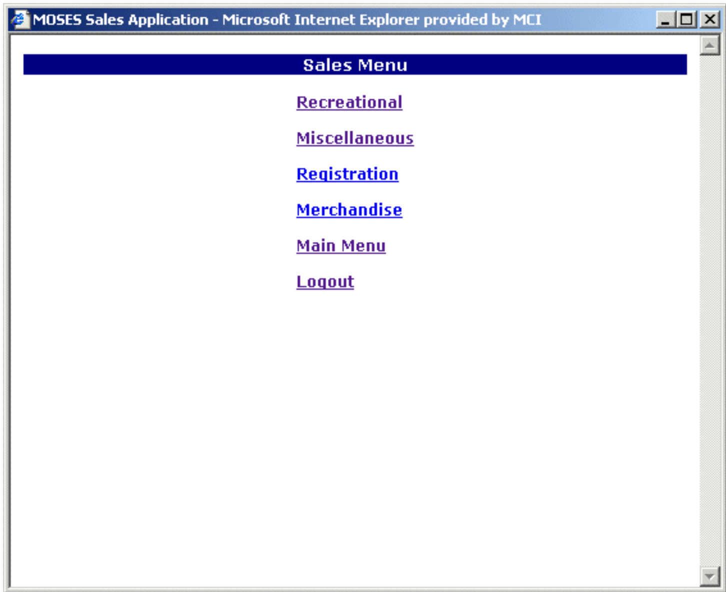


Figure 18: Sales Menu Screen

2. Click Registration. The *Registration Lookup* screen appears, as shown in Figure 19.

   The screen contains several sets of one or more related search fields, each grouped in a box with its own **Submit** button. These groups are referred to as "search boxes" (see "How Searches Work" on page 24).

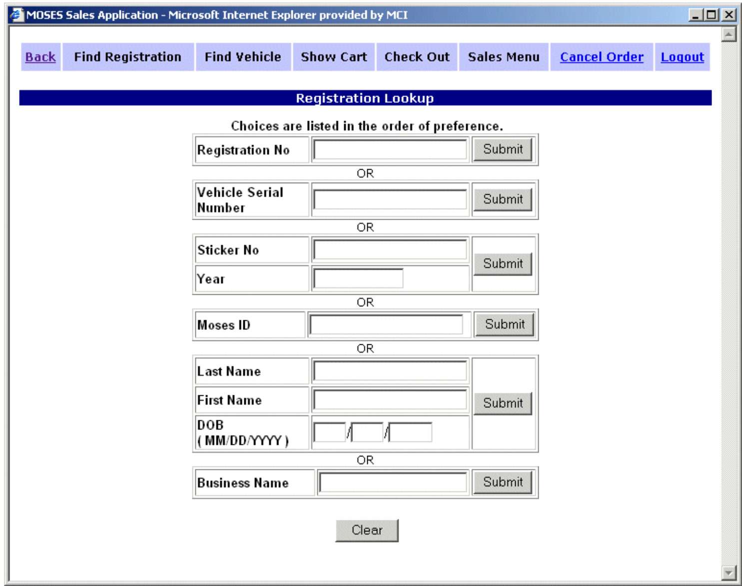


Figure 19: Registration Lookup Screen

3. Type the information you want to search on in the fields in one of the search boxes.

   Do not enter data in more than one search box. The system only uses data in the search box corresponding to the **Submit** button that you click. Fields appearing on this screen include:

Individual Search Boxes	Description
Registration No.	ID number assigned to each vehicle when registered.
Vehicle Serial Number	The manufacturer's serial number for the vehicle. Also known as the VIN (Vehicle Identification Number).
Sticker No., Year	The vehicle sticker number and the year the sticker was issued.
MOSES ID	The unique ID number that identifies the registration in the MOSES system.
Last Name, First Name, DOB	Customer's name and date of birth. You must enter data in all fields in this search box. Enter the birth date using the format MM/DD/YYYY.
Business Name	The name of the business that owns the vehicle, if applicable.

Searches that use unique information usually return results faster. For example, the *Registration ID* is unique for every vehicle, so searching on this field should quickly return one (or zero) customers. By contrast, the name "Smith" is common, so searching for "Smith" in the *Last Name* field might take longer and return more possible matches.

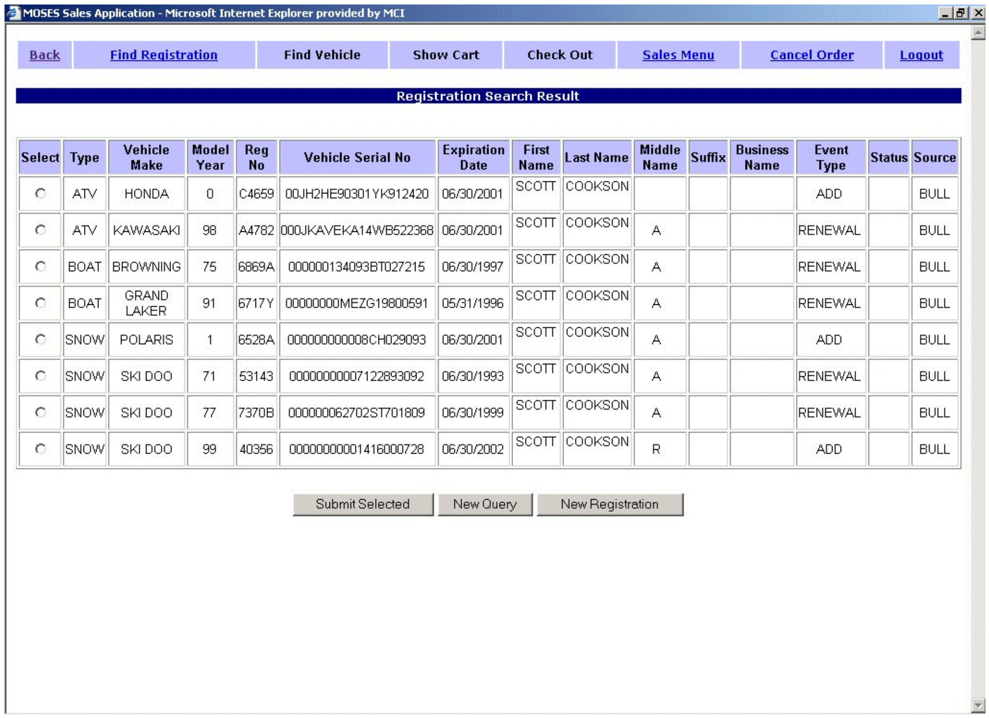
4. Click **Submit** in the appropriate search box.

   The system searches for registration data that matches the information in the search box. All other search boxes are ignored. Click **Clear** if you need to search again using different information.

   - If no records match your search, *"No record found..."* is displayed and the *Advanced Search* check box and **New Registration** button appear on the screen. Perform an advanced search (see "How Searches Work" on page 24) or click **New Registration** to create a new record (see "Registering a New Vehicle" on page 114).
   - If several records match your search, the results appear in the *Registration Search Results* screen (Figure 20). Go to Step 5.
   - If one record matches your search, the information appears in the *Registration Details* screen (Figure 21). Go to Step 6.

5. In the *Registration Search Results* screen (Figure 20), click the radio button in the *Select* column next to the record you want, then click **Submit Selected**. The *Registration Details* screen appears displaying details of the record, as shown in Figure 21.

   If the record you want is not listed, create a new record as described in "Registering a New Vehicle" on page 114.



Select	Type	Vehicle Make	Model Year	Reg No	Vehicle Serial No	Expiration Date	First Name	Last Name	Middle Name	Suffix	Business Name	Event Type	Status	Source
○	ATV	HONDA	0	C4659	00JH2HE90301YK912420	06/30/2001	SCOTT	COOKSON				ADD		BULL
○	ATV	KAWASAKI	98	A4782	000JKAVEKA14WB522368	06/30/2001	SCOTT	COOKSON	A			RENEWAL		BULL
○	BOAT	BROWNING	75	6869A	000000134093BT027215	06/30/1997	SCOTT	COOKSON	A			RENEWAL		BULL
○	BOAT	GRAND LAKER	91	6717Y	00000000MEZG19800591	05/31/1996	SCOTT	COOKSON	A			RENEWAL		BULL
○	SNOW	POLARIS	1	6528A	000000000008CH029093	06/30/2001	SCOTT	COOKSON	A			ADD		BULL
○	SNOW	SKI DOO	71	53143	00000000007122893092	06/30/1993	SCOTT	COOKSON	A			RENEWAL		BULL
○	SNOW	SKI DOO	77	7370B	000000062702ST701809	06/30/1999	SCOTT	COOKSON	A			RENEWAL		BULL
○	SNOW	SKI DOO	99	40356	00000000001416000728	06/30/2002	SCOTT	COOKSON	R			ADD		BULL

Figure 20: Registration Search Result Screen

6. Verify that the information on the *Registration Details* screen (Figure 21) is correct. If any of the information that displays is incorrect, you can update the information before continuing (see "Modifying an Existing Registration" on page 146).

Figure 21: Registration Details Screen (Partial View)

7. Click **Submit** to continue with a registration task.

   For detailed instructions on performing a specific task, see the following section:

   - "Registering a New Vehicle" on page 114
   - "Renewing a Registration" on page 126
   - "Transferring Registration Between Vehicles" on page 130
   - "Rolling Over Registration to a New Owner" on page 135
   - "Upgrading Boat Registration" on page 141
   - "Modifying an Existing Registration" on page 146
   - "Reactivating a Registration" on page 148
   - "Duplicate Registrations" on page 150
   - "Reprinting a Registration" on page 153
   - "Attaching a Notice of Transfer" on page 156

   -OR-

   Click on a link in the *Link Menu* to perform that task for the currently selected record.

4. Managing Customer and Business Records

To complete a purchase, register a vehicle or perform other tasks for a customer, the customer must have a record in the MOSES system. The customer may be an individual or a business. Both individual and business records can be added and updated as needed. However, when updating a record, it is recommended that it be updated before selecting items to purchase. When updates to a record are submitted, all items currently in the shopping cart are removed and will need to be selected again.

A new record should only be created after conducting a search (see "Locating a Customer, Business or Registration Record" on page 23) and confirming that the record does not exist in the MOSES system. This helps prevent the creation of duplicate records.

A new individual or business record is not saved until a sales or registration transaction involving that individual or business is successfully completed. However, updates to an existing record are saved immediately, whether or not a sale or registration is completed.

This section contains the following topics:

Adding a New Customer

If an individual customer does not exist in the system, you must add their personal information before making a sale. Customer information is not saved in the MOSES system until a sales or registration transaction has been completed.

Certain fields are mandatory and must be filled in to successfully create a new customer record. Mandatory fields display with blue labels.

To Add a New Customer

1. Perform a search and verify that the customer is not already in the system. See "Locating a Customer Record" on page 25.

   The *Customer Search* screen appears, displaying the message "No record found..." (Figure 22) or the *Customer Search Results* screen appears.

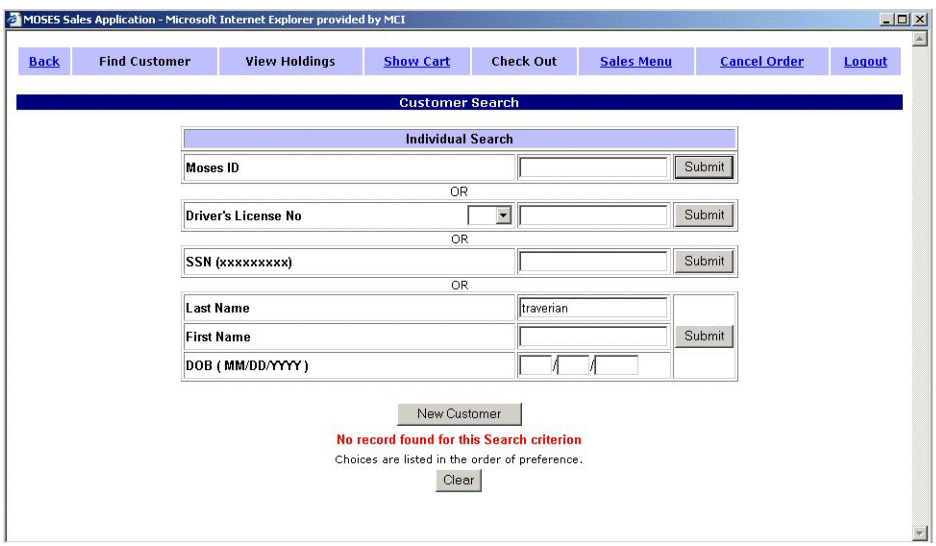


Figure 22: Customer Search Screen - Customer Not Found

2. Click **New Customer** to open the *New Customer* screen to add an individual customer, as shown in Figure 23.

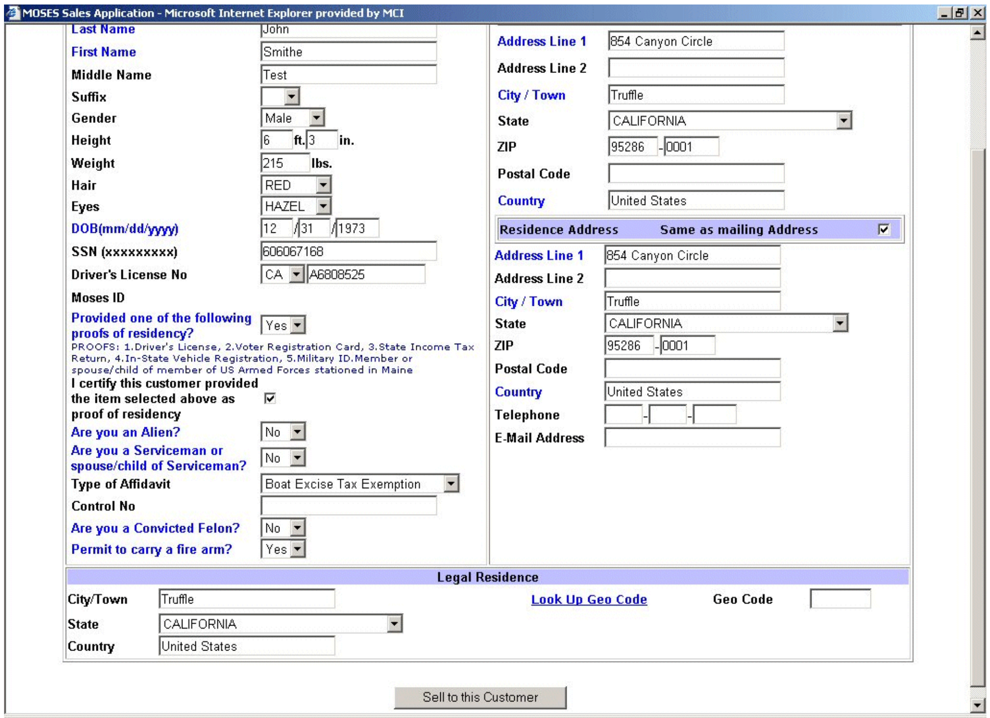


Figure 23: New Customer Screen (Partial view of lower portion of screen)

3. Fill in the *Personal Details* section. You must fill in *Name*, and *Date of Birth* and answer all **Yes/No** questions before you can continue.
4. In the *Legal Residence* section, enter the *City/Town*, then click Look Up Geo Code. If there is only one geo-code for the specified area, the system automatically fills it in. Otherwise select a geo-code from the list of possible matches.
5. Enter the customer's mailing and residence information in the *Mailing Address* and *Residence Address* sections. The *Address Line 1*, *City* and *Country* fields are mandatory and must be filled in.

   If the mailing and residence addresses are the same, enter the information in one section and click the *Same as* check box in the other section. The information in the first section is automatically entered in the second section.

A brief description of each field is provided in the following table:

Field	Description
Address Line 1, Address Line 2, City, State, Country and Zip	Enter the customer's residential or mailing address, including full street address, city, state (select from the drop-down list), country and ZIP Code. If the address has a suite, building name or secondary mailing information, enter this in the *Address Line 2* field.
Telephone	Enter the customer's home or business telephone number, listing the area code first.
E-Mail Address	Enter the customer's e-mail address.

6. Click **Sell to this Customer** to continue with a sale. See "Selling Licenses and Merchandise" on page 55.

   Customer information is not saved until you complete a sale. If you log out without making a sale, the customer information is not added to the MOSES system.

Updating Customer Information

You can update information in a customer record at any time. However, it is recommended that any updates be made before selecting items for purchase. If any updates to a record are made after items have been selected, once the updated information is saved all items in the shopping cart are removed and will have to be selected again.

To Update Customer Information

1. Perform a search and locate the customer record being updated. See "Locating a Customer Record" on page 25. The *Customer Details* screen appears, as shown in Figure 24.

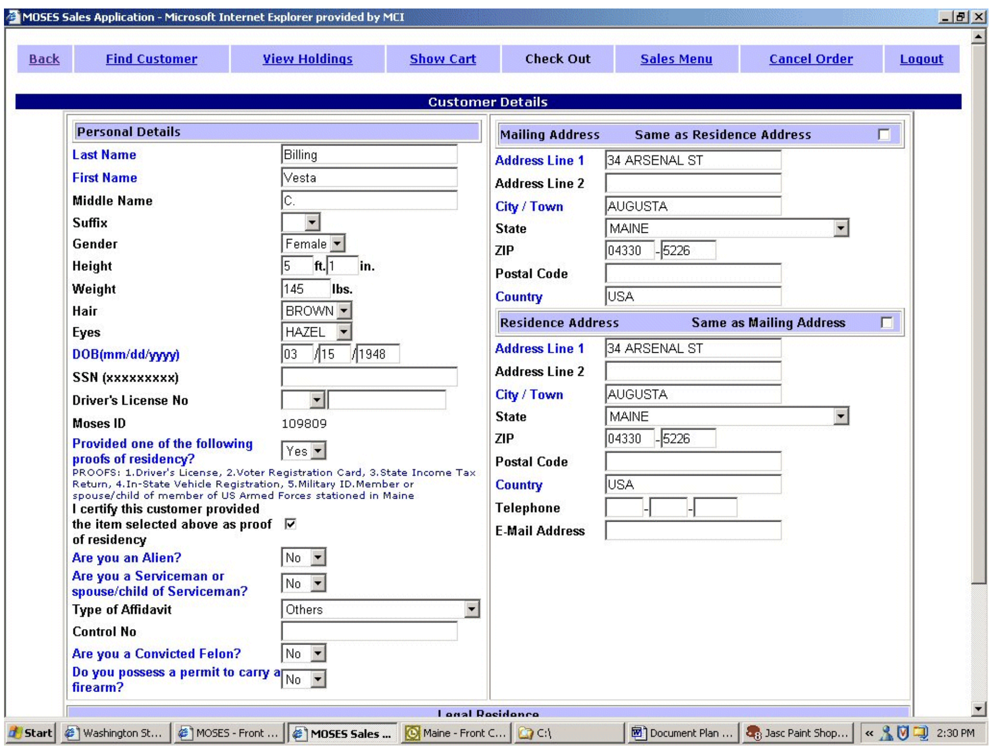


Figure 24: Customer Details Screen (Partial View)

2. Update the information as needed. See the section "To Add a New Customer" on page 46 for details.

3. Click **Sell to this Customer** to continue with a sale. See "Selling Licenses and Merchandise" on page 55.

   -OR-

   Click **Save Customer** to save the changes without continuing with a sales transaction.

Adding a New Business

If the business you want does not exist in the system, you must add the business information before making a sale, registering a vehicle or performing another task. Business information is not saved in the MOSES system until a sales or registration transaction has been completed. Businesses can only purchase commercial licenses, not recreational licenses.

Certain fields are mandatory and must be filled in to successfully create a new customer record. Mandatory fields display with blue labels.

To Add a New Business

1. Perform a search and verify that the business is not already in the system. See "Locating a Business Record" on page 30.

   The *Business Search* screen appears, displaying the message "No record found..." (Figure 25) or the *Business Search Results* screen appears.

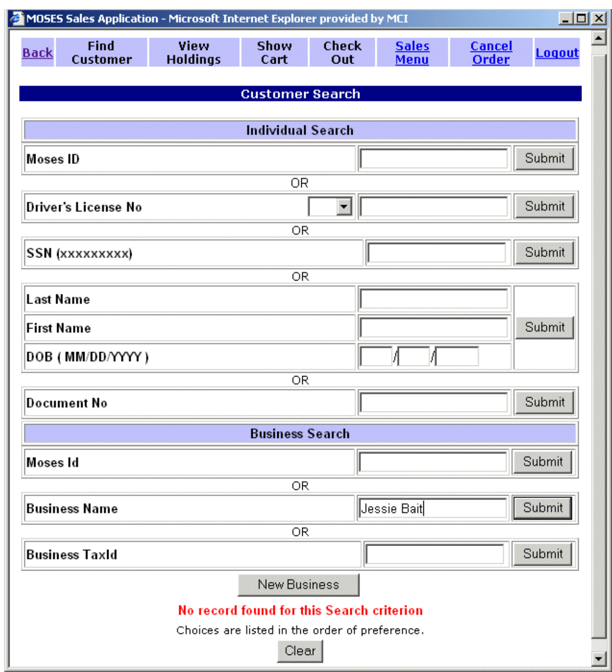


Figure 25: Business Search - Business Not Found

2. Click **New Business**. The *Business Details* screen appears, as shown in Figure 26.

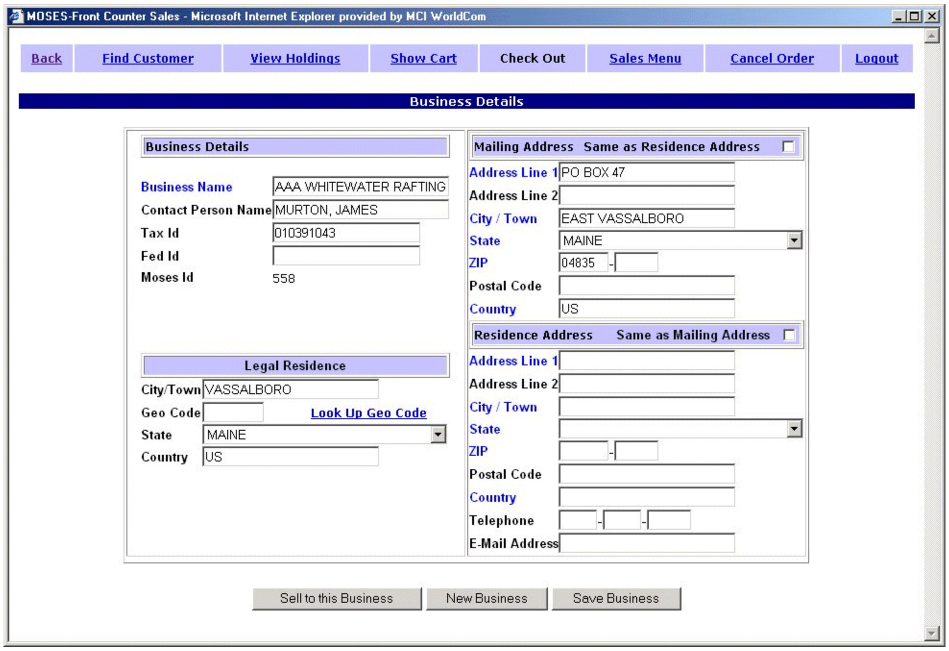


Figure 26: Business Details Screen

NOTE: Business information is not saved until you complete the sale. If you log out without making a sale, this information won't be added to the MOSES system.

3. Fill in the *Business Name* and, if available, *Contact Person Name* and *Tax ID*. You must fill in all fields with blue labels before you can continue.

4. In the *Legal Residence* section, enter the legal address of the business. To specify a *Geo Code*, enter the *City/Town*, then click Look Up Geo Code. If there is only one geo-code for the specified area, the system automatically fills it in. Otherwise, select a geo-code from the list of possible matches.

5. Enter the business mailing and owner's residence information in the *Mailing Address* and *Residence Address* sections. The *Address Line 1*, *City* and *Country* fields are mandatory and must be filled in.

   If the mailing and residence addresses are the same, enter the information in one section and click the *Same as* check box in the other section. The information in the first section is automatically entered in the second section.

A brief description of each field is provided in the following table:

Field	Description
Address Line 1, Address Line 2, City, State, Country and Zip	Enter the customer's residential or mailing address, including full street address, city, state (select from the drop-down list), country and ZIP Code. If the address has a suite, building name or secondary mailing information, enter this in the *Address Line 2* field.
Telephone	Enter the customer's home or business telephone number, listing the area code first.
E-Mail Address	Enter the customer's e-mail address.

6. Click **Sell to this Business** to continue with a sale. See "Selling Licenses and Merchandise" on page 55.

   Business information is not saved until you complete a sale. If you log out without making a sale, the business information is not added to the MOSES system.

Updating Business Information

You can update information in a business record at any time. However, it is recommended that any updates be made before selecting items for purchase. If any updates to a record are made after items have been selected, once the updated information is saved all items in the shopping cart are removed and will have to be selected again.

To Update Business Information

1. Perform a search and locate the business record being updated. See "Locating a Business Record" on page 30. The *Business Details* screen appears, as shown in Figure 27.

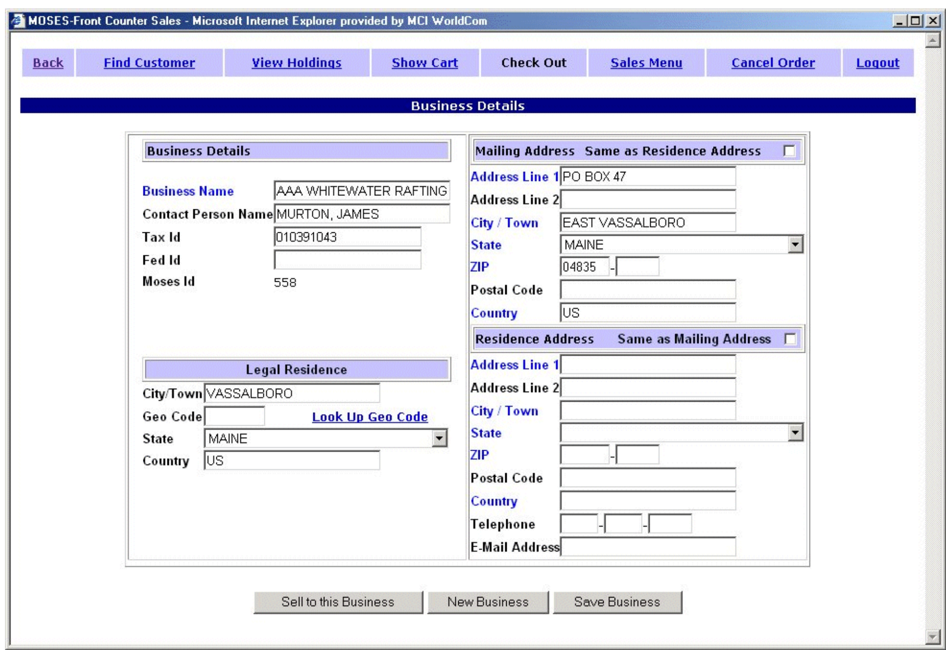


Figure 27: Business Details Screen

2. Update the information as needed. See the section "To Add a New Business" on page 50 for details.
3. Click **Sell to this Business** to continue with a sale. See "Selling Licenses and Merchandise" on page 55.

   -OR-

   Click **Save Business** to save the changes without continuing with a sales transaction.

5. Selling Licenses and Merchandise

Through *MSA* recreational, commercial and merchandise items can be sold to the public. Recreational licenses are for the sole purpose of recreational hunting and fishing, and not for profit hunting and fishing. Commercial licenses are bought by an individual or business for hunting and fishing for profit. Commercial licenses can only be sold through authorized IF&W personnel.

Only those licenses that a customer is eligible to purchase display as available for sale in the *Recreational Sales* or *Commercial Sales* screens. Availability is based on a customer's age, residency, required certification, previously purchased licenses, disability, military status, American Indian status and previous felony convictions. If a customer is not eligible to purchase a license, the item does not display.

A list of licenses currently held by the customer can be viewed at any time. See "Viewing Current Licenses Held" on page 86 for detailed instructions.

This section contains the following topics:

Overview of Selling Licenses

Follow this general procedure to make a sale. Go to the section of the manual listed for details on how to perform a step in the procedure.

General Procedure for Selling Licenses

1. Search for the record of the individual or business in the MOSES database. See "Locating a Customer, Business or Registration Record" on page 23.
2. If no record is returned, indicating that there is no record of the individual or business in the MOSES system, create a new record. See "Managing Customer and Business Records" on page 45.
3. Select the recreational or commercial licenses the individual or business wants to purchase. For recreational items, see "Selling Recreational Licenses" on page 60. For commercial items, see "Selling Commercial Licenses and Miscellaneous Items" on page 70.

   Depending on the items selected, secondary screens may appear prompting you to enter additional information. Enter the information as needed.
4. Select any merchandise the customer wants to purchase. See "Selling Merchandise" on page 67.
5. Confirm, correct and make adjustments to the purchase in the *Shopping Cart* screen.
6. Collect payment, print documents and save the transaction using the *Check Out* screen. See "Check Out: Finalizing the Purchase" on page 80.

Description of Items for Sale

Depending on a customer's age, residency, required certification, previously purchased licenses, disability, military status, American Indian status and previous felony convictions, certain licenses are available for purchase through *MSA*. Non-license items, such as collector stamps, are also available for purchase.

The following sections provide a brief description of the most common items for sale. For more detailed information, or information on license restrictions, contact IF&W.

Hunting Licenses

To hunt, a hunter must possess a valid hunting license. Hunting licenses vary depending on the weapon used, such as use of a bow or muzzle, or the game being hunted, such as deer or bear. Depending on the type of hunting, the customer may be provided with a hunting license, carcass tag or a stamp that is adhered to a currently valid license.

Fishing Licenses

Anglers must possess a fishing license to legally fish. Fishing licenses may be purchased that allow an angler to fish for an entire fishing season within a license year, for a 7-day period or for a single day.

Trapping Licenses

Hunters must possess a trapping license to legally trap animals.

Lifetime Licenses

Lifetime licenses are valid for use by the holder for the duration of their lifetime. Lifetime licenses are not available for purchase during an overlap period for the current license year. The upcoming license year must be selected before Lifetime licenses appear as an item available for purchase. See "Important! License Years and Overlap Period" on page 59 for an overview of overlap periods.

Supersport Licenses

Supersport licenses are valid for use by the holder for the duration of one license year. These licenses enable the holder to hunt and fish using the same license if they meet the necessary requirements.

Stamps

IF&W offers a series of non-postal stamps to help raise funds to improve and protect fish and wildlife preserves. Every year a new, unique stamp is made available to the public.

Combinations

A combination item has two or more components bundled together. As a bundle, these items usually cost less than if bought separately. Each component has its own set of conditions and can be sold as an individual item. The customer must meet the conditions set for all items in a combination to purchase the combination license packet.

Important! License Years and Overlap Period

Each license year starts and ends on predetermined dates, usually starting in the current year and ending in the following year. For example, license year 2005 might begin October 1, 2004 and end September 30, 2005.

Licenses for the upcoming license year may be available for purchase prior to the start of the license year even though the current license year is still in effect. During this overlap period, licenses for the current year and the upcoming year are available for purchase at the same time.

WARNING: You cannot change the license year once it is selected and you continue on to other screens to select licenses.

For example, on August 30, 2004, hunting licenses for the license years 2004 and 2005 are *both* available for purchase. By default, the current license year (2004) is always selected. If the license year is *not* changed to 2005, any licenses purchased will only be valid for license year 2004 and expire on September 30, 2004, a few weeks later. If the license year is changed to 2005, any licenses purchased are not valid until license year 2005 starts on October 1, 2004, however the licenses remain valid until license year 2005 ends on September 30, 2005, a full year later.

Lifetime licenses are not available for purchase during an overlap period for the current license year. The upcoming license year must be selected before Lifetime licenses appear as an item available for purchase.

Selling Recreational Licenses

Recreational licenses are available for purchase for recreational hunting and fishing activities. These licenses are not intended for hunting and fishing activities performed for a profit, such as selling the game or leading hunting trips (see "Selling Commercial Licenses and Miscellaneous Items" on page 70 for "for profit" licenses). After the customer's information is in the system, you can select the license items they want to purchase from the *Recreational Sales* screen.

Only those licenses that a customer is eligible to purchase display in the *Recreational Sales* screen. For example, if a customer is not allowed to purchase a carcass tag because they have previously purchased the maximum number allowed, that carcass tag does not display as an item available for sale. Businesses cannot purchase recreational licenses.

A list of licenses currently held by the customer can be viewed at any time. See "Viewing Current Licenses Held" on page 86 for detailed instructions.

To Sell a Recreational License

NOTE: The *Main Menu* is the first screen that appears after you log in to *MSA*.

1. Click Sales on the *Main Menu* screen.

   -OR-

   Click Sales Menu on the *Link Menu* in any screen it appears as an active link.

   The *Sales Menu* appears, as shown in Figure 28.

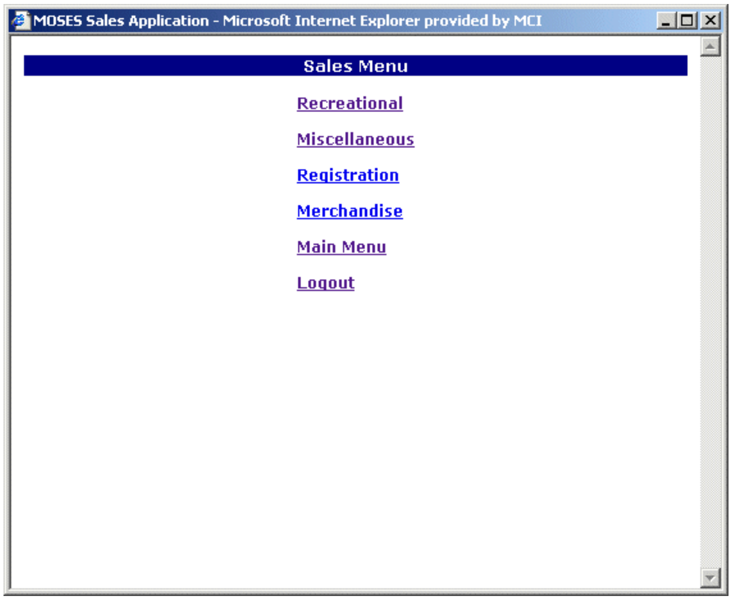


Figure 28: Sales Menu Screen

2. Click Recreational. The *Customer Search* screen appears, as shown in Figure 29.

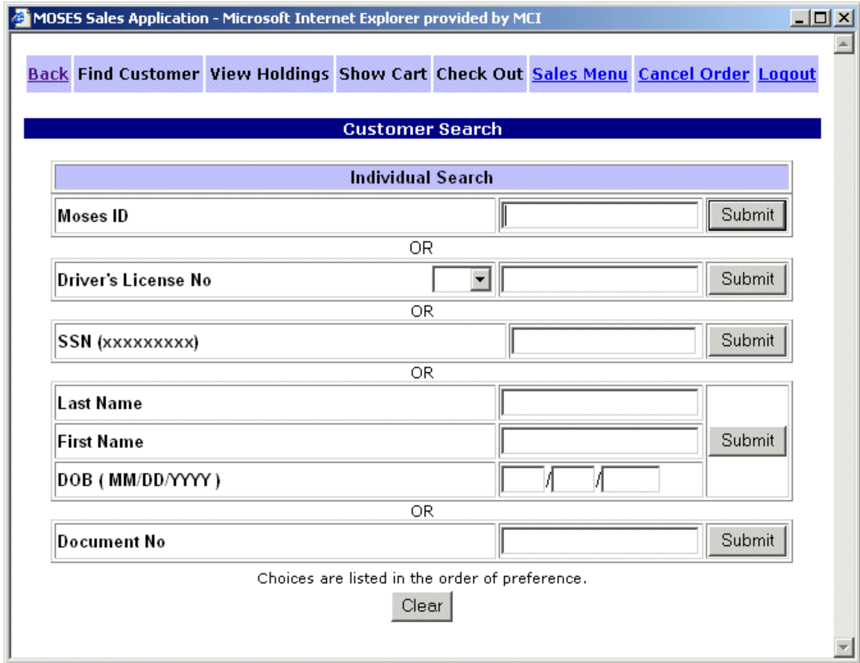


Figure 29: Customer Search Screen

3. Perform a search and select the customer purchasing licenses (see "Locating a Customer Record" on page 25). The *Customer Details* screen appears, as shown in Figure 30.

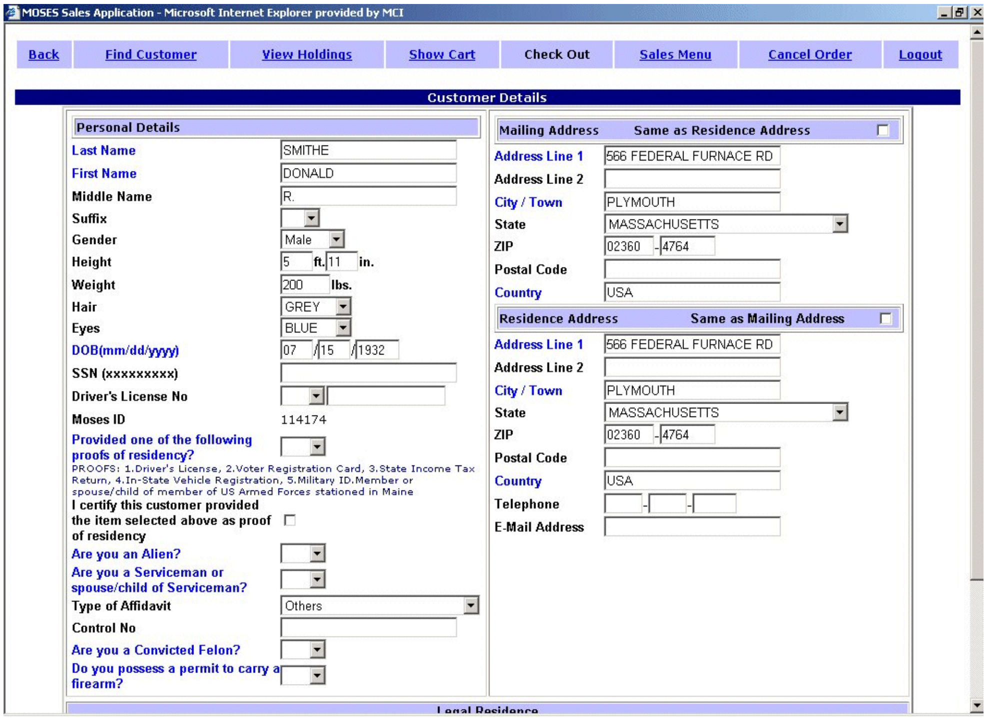


Figure 30: Customer Details Screen (Partial View)

4. Verify that this is the correct customer and that all information is current.

   If any information needs to be updated, make the changes and click **Save Customer**. If the customer is updated after items have been selected, the items will be removed from the shopping cart and will have to be selected again.

5. Click **Sell to this Customer**. The *Recreational Sales* screen appears, as shown in Figure 31.

Figure 31: Recreational Sales Screen

WARNING: Be sure that you pick the correct year during an overlap period. See "Important! License Years and Overlap Period" on page 59.

6. Select a *License Year* by clicking the radio button next to the year during which the items sold will be valid. This can be the current or upcoming year.

7. Click the check box next to the items to be purchased. Click **OK** on any message boxes that may appear. In some cases, you will be prompted for additional information.

   Following are some of the instances when you may be prompted to enter additional information:

NOTE: If you select a license in error and a secondary screen appears, click **Cancel** on the secondary screen to return to the *Recreational Sales* screen. Or, if a **Cancel** button does not appear, click **Submit** before making any entries or selections.

- *Recreational Questions* - Some licenses require that the customer answer a list of questions. Enter the customer's answers or check the questions that apply and click **Submit**.
- *Recreational Permissions* - Some licenses require a hunting or fishing permit. Enter the customer's answers or check the questions that apply to select a permit and click **Submit**.
- *HIP Survey* - Certain licenses require Harvest Information Program (HIP) certification. For details, see "Submitting an HIP Survey" on page 77.
- *Enter Quantity* - Some license items can be sold in multiple quantities. In the *Enter Quantity* screen, enter the quantity the customer wants to purchase and click **OK**.
- *Enter Date* - Certain licenses require the entry of a start date and time. Enter a date and time in the corresponding fields and click **Submit**.

8. Repeat Step 7 until all items to be purchased have been selected.

   Each selected item appears on the *Recreational Sales* screen with a check mark in the check box next to it. Some licenses can be purchased more than once. For these licenses, the item is placed in the shopping cart, but does not display with a check mark in the *Recreational Sales* screen.

9. Click **Done** or Show Cart to go to the *Shopping Cart* screen and verify the list of items to be purchased, as shown in Figure 32.

   To remove an item, select the corresponding check box in the *In Cart* column.

   To add an item, click **Recreational Sales** or **Commercial** and select additional items. You can also click Sales Menu and select another sales task (such as Registration) to include in this transaction.

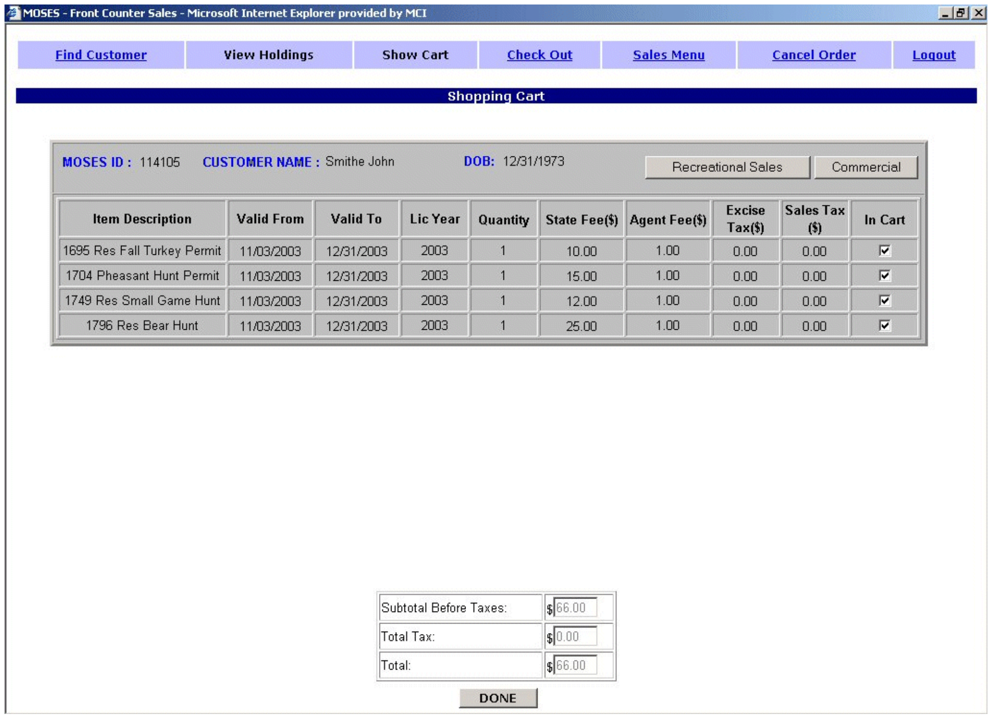


Figure 32: Shopping Cart Screen

NOTE: Click Cancel Order at any time to cancel the transaction and return to the *Main Menu* screen.

10. Click **Done** or Check Out in the *Shopping Cart* screen to go to the *Checkout* screen and proceed with check out. See "Check Out: Finalizing the Purchase" on page 80.

Selling Merchandise

Merchandise are items available for sale to anyone, whether or not they have a business or customer record in the MOSES system. A customer record does not need to be selected to make the sale. Merchandise items can be added to a sale for recreational or commercial license items as part of another sales transaction.

To Sell Merchandise

NOTE: The *Main Menu* is the first screen that appears after you log in to *MSA*.

1. Click Sales on the *Main Menu* screen.

   -OR-

   Click Sales Menu on the *Link Menu* in any screen it appears as an active link.

   The *Sales Menu* appears, as shown in Figure 33.

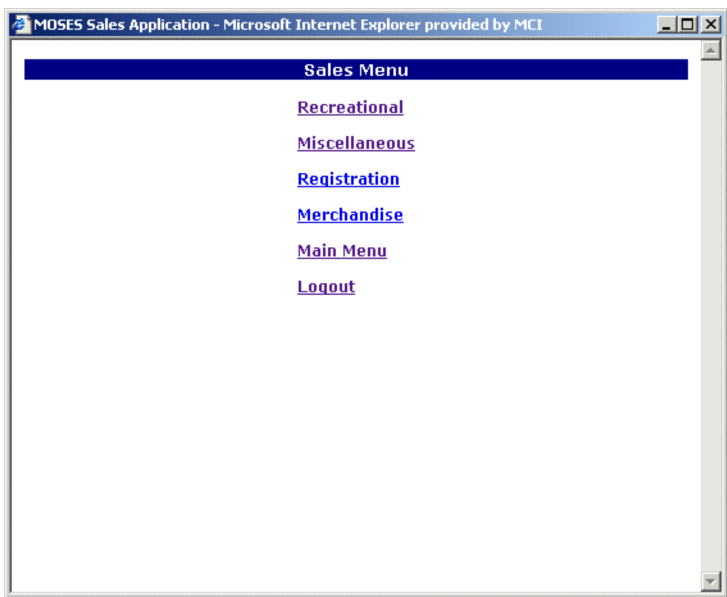


Figure 33: Sales Menu Screen

2. Click Merchandise. The *Merchandise Sales* screen appears, as shown in Figure 34.

Figure 34: Merchandise Sales Screen

3. Select a *License Year* by clicking the radio button next to the year during which the items sold will be valid. This can be the current or upcoming year.
4. Select the items the customer wants to purchase. When you click a check box next to an item, the item is added to the shopping cart but still remains available in the list of items for sale.
5. Click **Done** or Show Cart when you are finished selecting items for purchase. The *Shopping Cart* screen appears, as shown in Figure 35.

   -OR-

   Click Sales Menu to return to the *Sales Menu* screen and select another sales task (such as Registration) to include in this transaction.

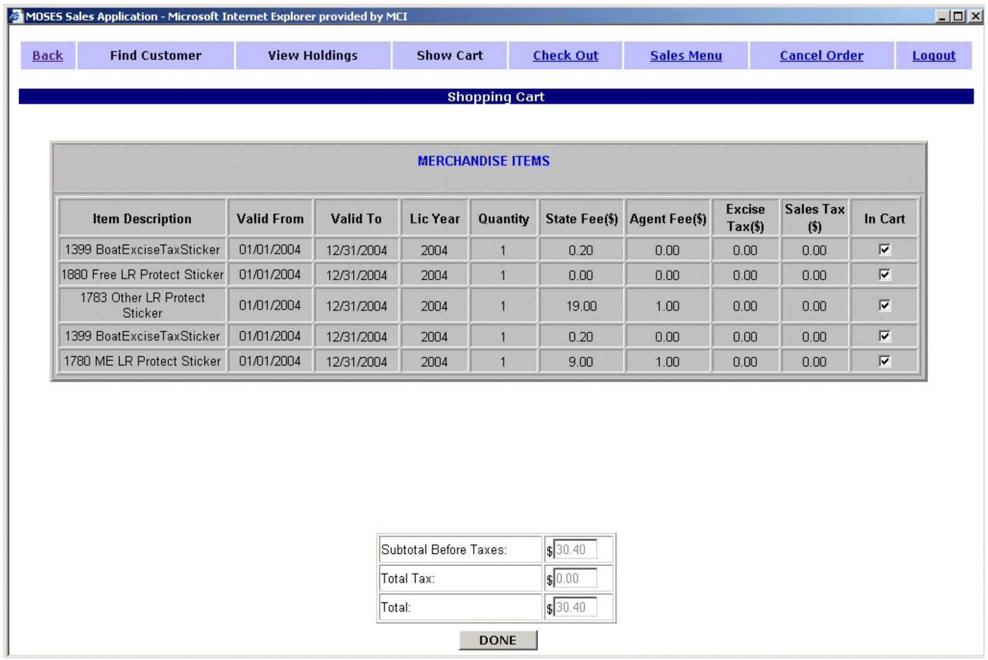


Figure 35: Shopping Cart Screen

6. On the *Shopping Cart* screen (Figure 35), verify the list of items to be purchased is correct.

   To remove an item, select the corresponding check box in the *In Cart* column.

NOTE: Click Cancel Order at any time to cancel the transaction and return to the *Main Menu* screen.

7. Click **Done** or Check Out in the *Shopping Cart* screen to go to the *Check Out* screen and proceed with check out. See "Check Out: Finalizing the Purchase" on page 80.

Selling Commercial Licenses and Miscellaneous Items

Commercial license items are bought by an individual for themselves or on behalf of a business group. These licenses are used for "for profit" hunting and fishing activities. Miscellaneous items are licenses that may be used by an individual or business are part of running a business or sport-related activity, such as camp trip leader, wholesaler, tracking dog permit, live bait retailer, and so on.

Only licenses that a customer is eligible to purchase display as available for sale in the *Miscellaneous Sales* screen. For example, if a customer is not allowed to purchase a carcass tag because they have previously purchased the maximum number allowed, that carcass tag does not display as an item available for sale.

Commercial licenses and miscellaneous items are only available for sale through authorized IF&W personnel. Contact IF&W for more information. Both individuals and businesses can purchase commercial licenses and miscellaneous items.

A list of licenses currently held by the customer can be viewed at any time. See "Viewing Current Licenses Held" on page 86 for detailed instructions.

To Sell a Commercial License

NOTE: The *Main Menu* is the first screen that appears after you log into *MSA*.

1. Click Sales on the *Main Menu* screen.

   -OR-

   Click Sales Menu on the *Link Menu* in any screen it appears as an active link.

   The *Sales Menu* appears, as shown in Figure 36.

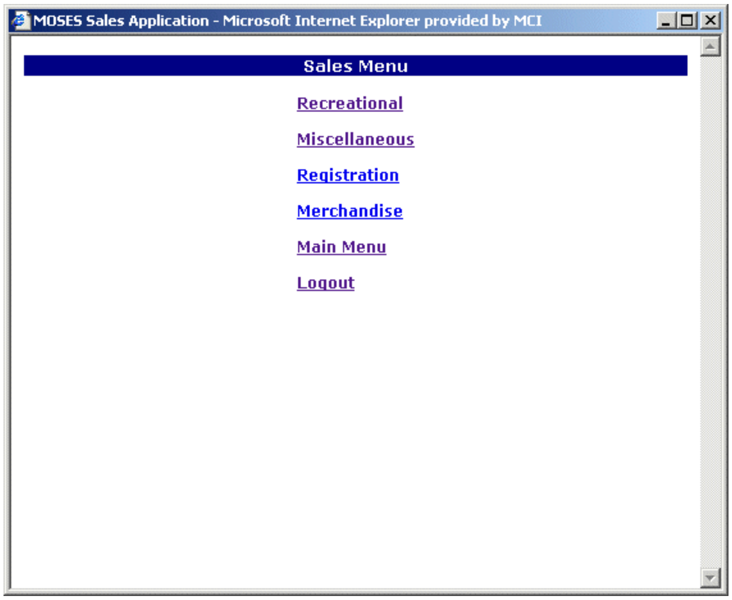


Figure 36: Sales Menu Screen

2. Click Miscellaneous. The *Customer Search* screen appears, as shown in Figure 37.

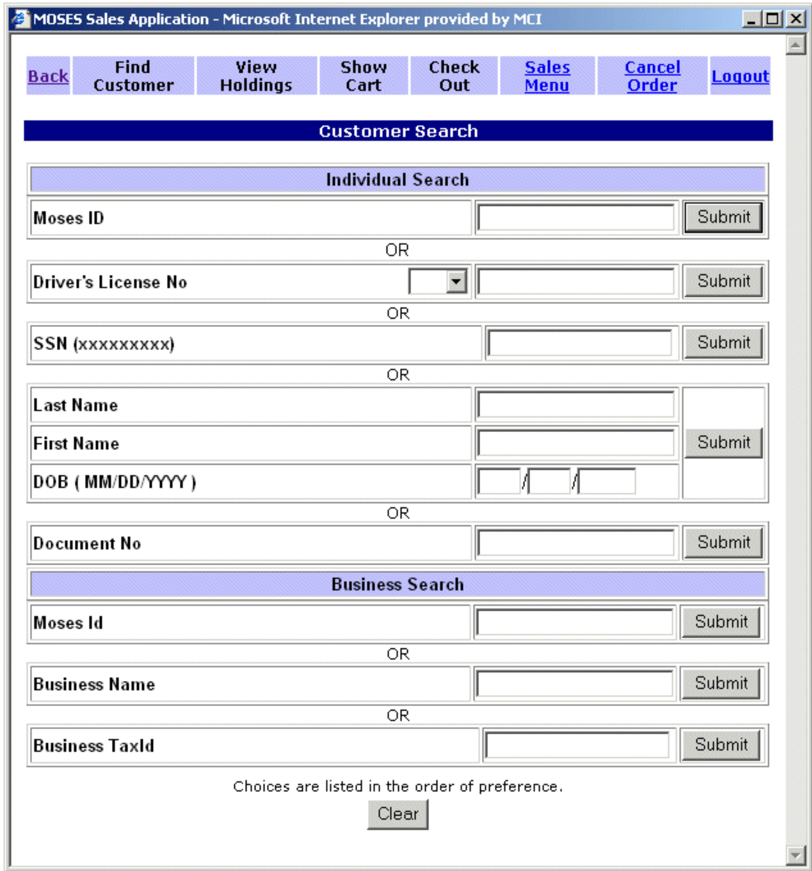


Figure 37: Customer Search Screen with Business Search Section

3. Perform a search and select the customer or business purchasing licenses (see "Locating a Customer, Business or Registration Record" on page 23). Depending on the record selected, the *Customer Details* or *Business Details* screen appears. Figure 38 is an example of the *Customer Details* screen.

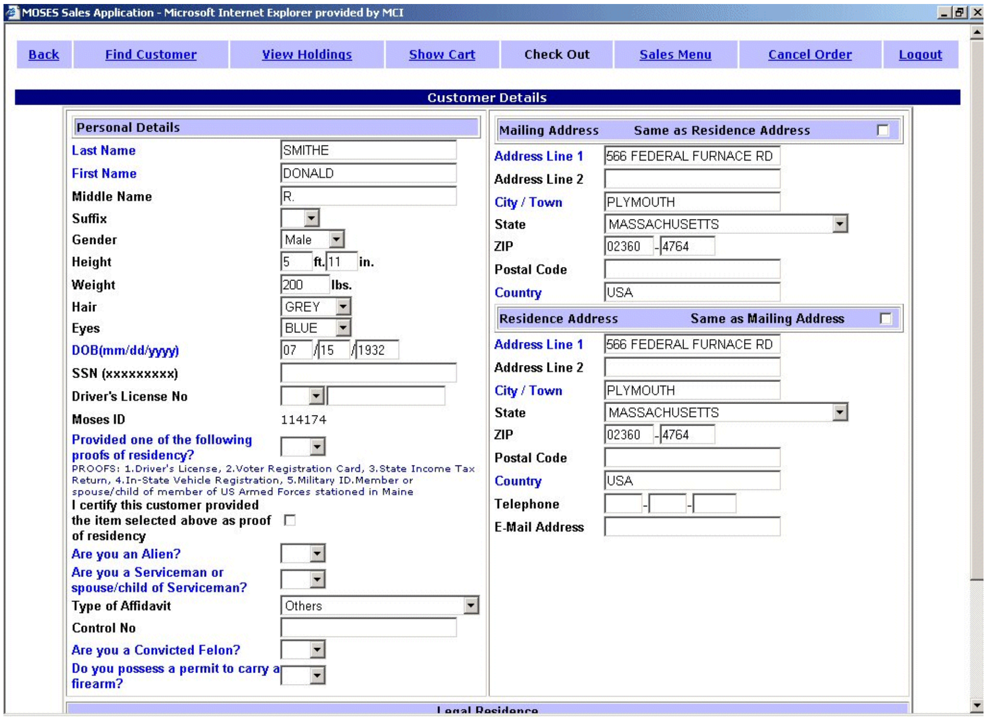


Figure 38: Customer Details Screen (Partial View)

4. Verify that this is the correct customer or business, and that all information is current.

   If any information needs to be updated, make the changes and click **Save Customer** or **Save Business**. If the information is updated after items have been selected, the items will be removed from the shopping cart and will have to be selected over again. See "Updating Customer Information" on page 49 for detailed instructions.

5. Click **Sell to this Customer** or **Sell to this Business**, located at the bottom of the *Customer Details* or *Business Details* screen. The *Miscellaneous Sales* screen appears, as shown in Figure 39.

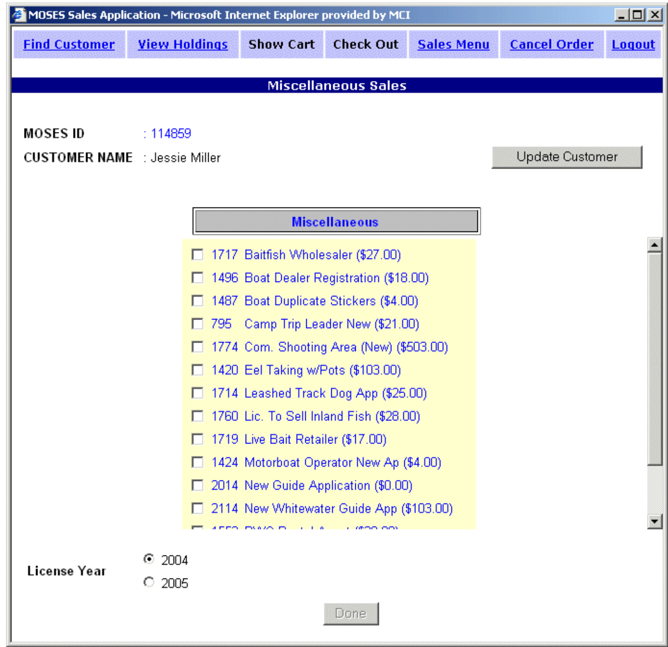


Figure 39: Miscellaneous Sales Screen

6. Select a *License Year* by clicking the radio button next to the year during which the items sold will be valid. This can be the current or upcoming year.

WARNING: Be sure that you pick the correct year during an overlap period. See "Important! License Years and Overlap Period" on page 59.

7. Click the check box next to the items to be purchased. Click **OK** on any message boxes that may appear. In some cases, you will be prompted for additional information.

   Following are some of the instances where you may be prompted to enter additional information:

NOTE: If you select a license in error and a secondary screen appears, click **Cancel** on the secondary screen to return to the *Miscellaneously Sales* screen. Or, if a **Cancel** button does not appear, click **Submit** before making any entries or selections.

- *Miscellaneous Questions* - Some licenses require that the customer answer a list of questions. Enter the customer's answers or check the questions that apply and click **Submit**.
- *Miscellaneous Permissions* - Some licenses require a permit. Enter the customer's answers or check the questions that apply to select a permit and click **Submit**.
- *HIP Survey* - Certain licenses require HIP certification. For details, see "Submitting an HIP Survey" on page 77.
- *Enter Quantity* - Some license items can be sold in multiple quantities. The default value, which is displayed in the quantity text field, is the minimum number of the item the customer can buy. In the *Enter Quantity* screen, enter a quantity and click **OK**.
- *Enter Date* - Certain licenses require the entry of a start date and time. Enter a date and time in the corresponding fields and click **Submit**.

8. Repeat Step 7 until all items to be purchased have been selected.

   Each selected item appears on the *Miscellaneous Sales* screen with a check mark in the check box next to it. Some licenses can be purchased more than once. For these licenses, the item is placed in the shopping cart, but does not display with a check mark in the *Miscellaneous Sales* screen.

9. Click **Done** or <u>Show Cart</u> to go to the *Shopping Cart* screen and verify the list of items to be purchased, as shown in Figure 40.

   To remove an item, select the corresponding check box in the *In Cart* column.

   To add an item, click **Recreational Sales** or **Commercial** and select additional items. You can also click <u>Sales Menu</u> and select another sales task (such as <u>Registration</u>) to include in this transaction.

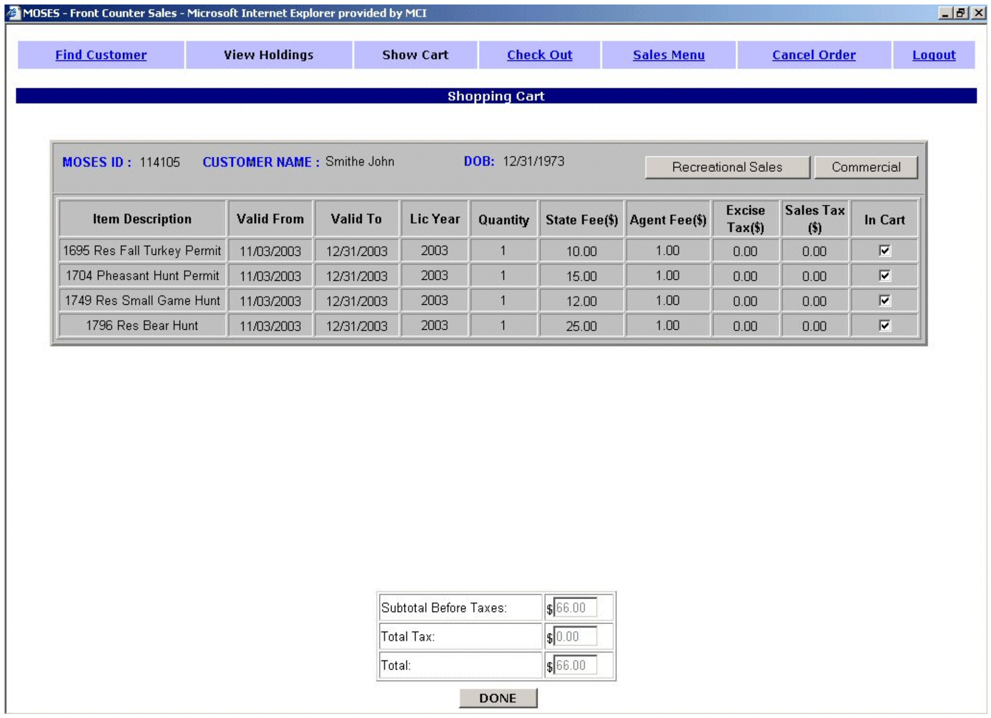


Figure 40: Shopping Cart Screen

NOTE: Click <u>Cancel Order</u> at any time to cancel the transaction and return to the *Main Menu* screen.

10. Click **Done** or <u>Check Out</u> in the *Shopping Cart* screen to go to the *Check Out* screen and proceed with check out as described in "Check Out: Finalizing the Purchase" on page 80.

Submitting an HIP Survey

Certain licenses require Harvest Information Program (HIP) certification to legally hunt. HIP certification is granted automatically when the customer completes a HIP survey questionnaire once during a license year.

When a license is selected that requires HIP certification, and the customer has not previously submitted a completed questionnaire, the *HIP Survey* screen appears prompting the customer to complete the survey before continuing. If the customer does not complete the purchase, the certification will be cancelled and will not be valid.

If the customer does not complete the HIP survey, they can still purchase the license, but it is illegal to use it to hunt migratory birds.

To Submit an HIP Survey

1. The first screen that appears for the HIP survey is the *Recreational Questions* screen, as shown in Figure 41. Read the question to the customer and select the check box if the customer agrees. Click **Submit** to continue. The *HIP Survey* screen appears, as shown in Figure 42.

NOTE: If the customer does not want to continue with the survey, click **Submit** without selecting the check box. The previous screen reappears and the customer will not be HIP certified.

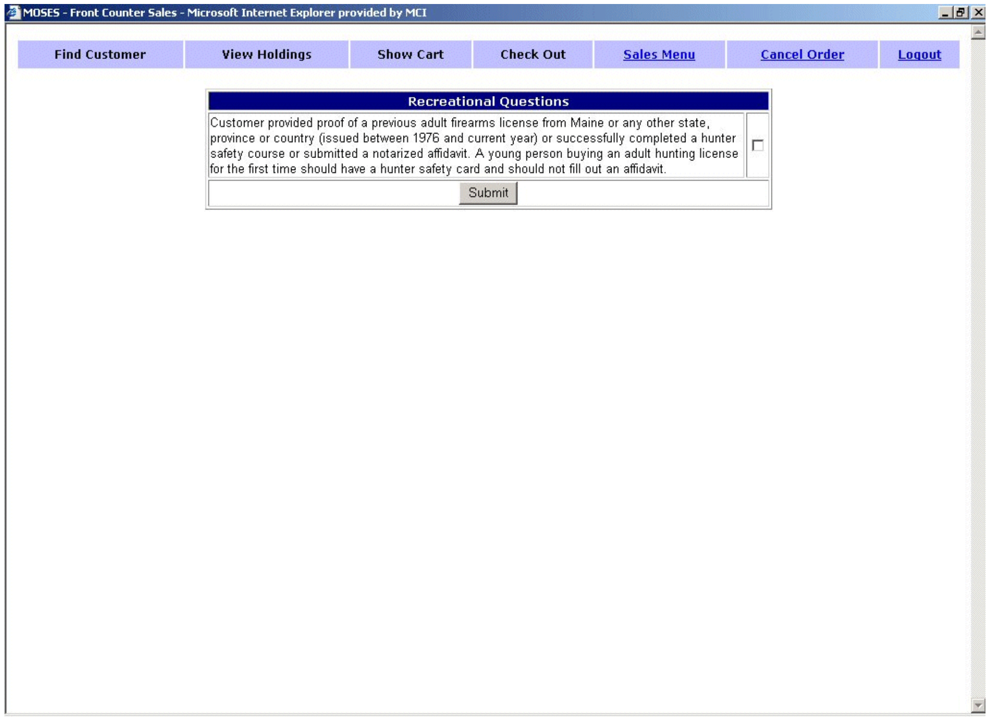


Figure 41: Recreational Questions Screen for the HIP Survey

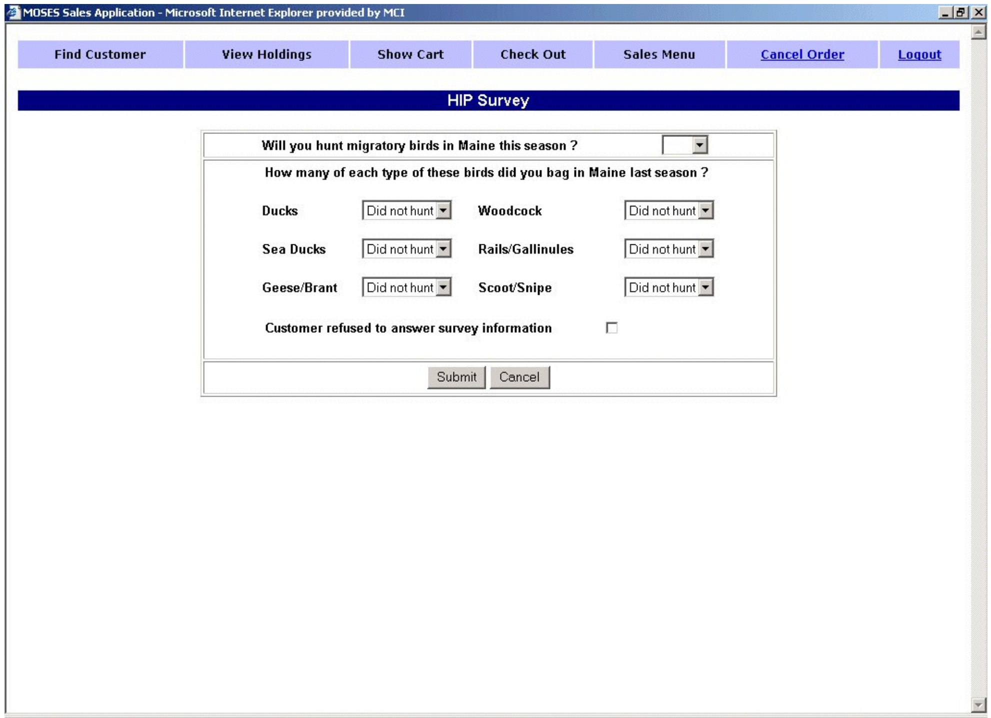


Figure 42: HIP Survey Screen

2. On the *HIP Survey* screen (Figure 42), ask the customer each of the questions in the survey and record their answer by selecting the appropriate choice from the drop-down lists.

NOTE: If **Cancel** is clicked on the *HIP Survey* screen, the entire survey is cancelled and the customer will not be HIP certified.

3. Click **Submit** to save the entries and return to the previous screen and return to the previous screen.

Check Out: Finalizing the Purchase

After all items are selected and have been verified in the shopping cart, you can proceed with check out. Check out is the process of collecting payment, printing out a receipt and providing the customer with the items they have purchased.

To Check Out

1. After verifying that the items that are listed for purchase on the *Shopping Cart* screen are correct, click **Done** or Check Out. The *Check Out* screen appears, as shown in Figure 43.

NOTE: To open the *Shopping Cart* screen click Show Cart on the *Link Menu*.

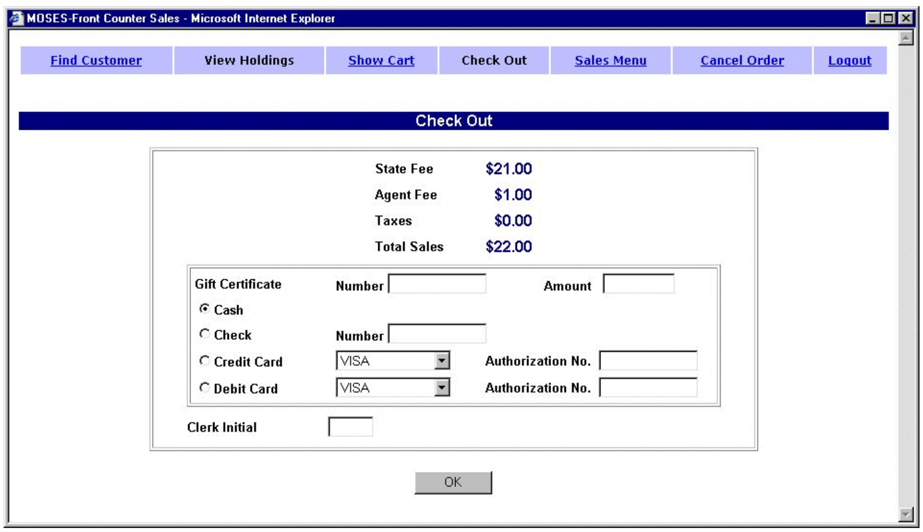


Figure 43: Check Out Screen

2. Confirm the amount of purchase with the customer, then enter payment information. Payment information consists of:

Payment Type	Description
Gift Certificate	Enter the gift certificate Number and Amount.
Cash	Select **Cash** as the form of payment.
Check	Select **Check** and enter the check *Number* that displays on the check being used for payment.
Credit	Select **Credit** and then select the credit card type (**Visa** or **MasterCard**). After verifying the charge, enter the *Authorization No* provided by the authorizing agency.

Payment Type	Description
Debit	Select **Debit** then and select the card type associated with the debit card (only **Visa** or **MasterCard** debit cards are accepted). After verifying the charge, enter the *Authorization No* provided by the authorizing agency.

3. Enter your initials in the *Clerk Initial* field and click **OK**. The *Fulfillment* screen appears, as shown in Figure 44. This screen lists the documents (called inventory) that will be printed as part of the sale.

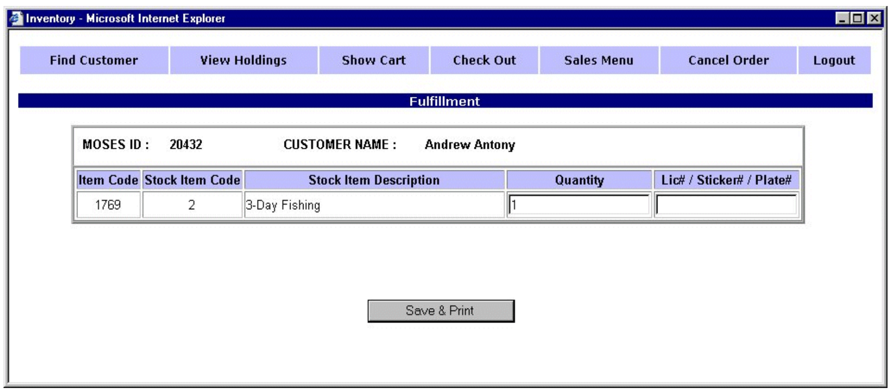


Figure 44: Fulfillment Screen

Some sales, such as certain merchandise sales, do not result in inventory. In these cases, a *Fulfillment* screen similar to the one shown in Figure 45 appears.

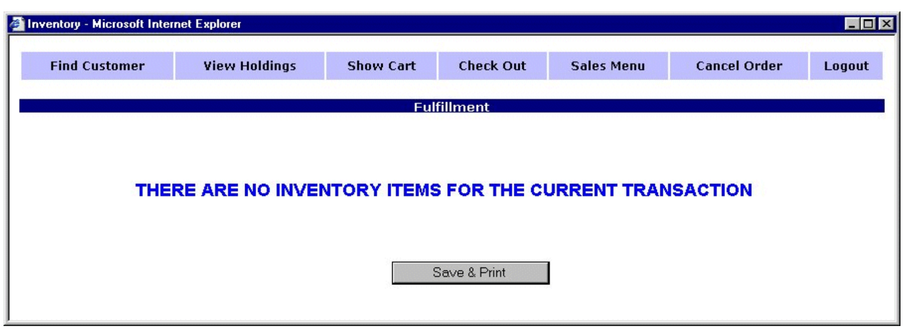
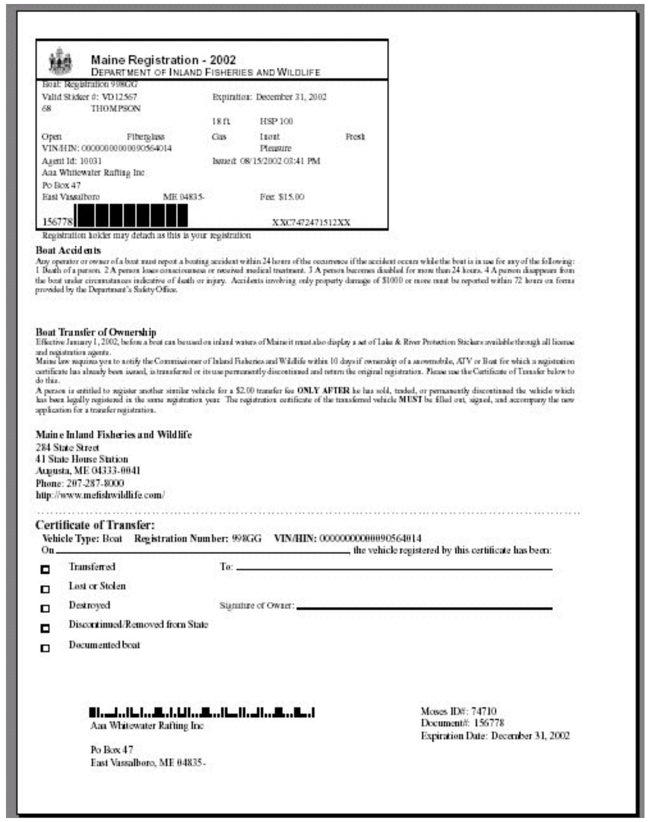


Figure 45: Fulfillment Screen (No Inventory Items)

4. If the sale generated inventory (see Figure 44), enter the license, sticker or plate number of the item in the *Lic#/Sticker#Plate#* field and click **Save and Print**.

For inventory sales, the system creates and opens a PDF document containing a *License Permit* for the items that have been purchased, as shown in Figure 46.



Maine Registration - 2002
DEPARTMENT OF INLAND FISHERIES AND WILDLIFE

Boat: Registration 998GG
Valid Sticker #: VD12567 Expiration: December 31, 2002
68 THOMPSON
18 ft. HSP 100
Open Fiberglass Gas Inout Fresh
VIN/HIN: 000000000000090564014 Pleasure
Agent Id: 10031 Issued: 08/15/2002 03:41 PM
Aaa Whitewater Rafting Inc
Po Box 47
East Vassalboro ME 04835- Fee: $15.00
156778 XXC7472471512XX

Registration holder may detach as this is your registration

Boat Accidents
Any operator or owner of a boat must report a boating accident within 24 hours of the occurrence if the accident occurs while the boat is in use for any of the following: 1 Death of a person. 2 A person loses consciousness or received medical treatment. 3 A person becomes disabled for more than 24 hours. 4 A person disappears from the boat under circumstances indicative of death or injury. Accidents involving only property damage of $1000 or more must be reported within 72 hours on forms provided by the Department's Safety Office.

Boat Transfer of Ownership
Effective January 1, 2002, before a boat can be used on inland waters of Maine it must also display a set of Lake & River Protection Stickers available through all license and registration agents.
Maine law requires you to notify the Commissioner of Inland Fisheries and Wildlife within 10 days if ownership of a snowmobile, ATV or Boat for which a registration certificate has already been issued, is transferred or its use permanently discontinued and return the original registration. Please use the Certificate of Transfer below to do this.
A person is entitled to register another similar vehicle for a $2.00 transfer fee **ONLY AFTER** he has sold, traded, or permanently discontinued the vehicle which has been legally registered in the same registration year. The registration certificate of the transferred vehicle **MUST** be filled out, signed, and accompany the new application for a transfer registration.

Maine Inland Fisheries and Wildlife
284 State Street
41 State House Station
Augusta, ME 04333-0041
Phone: 207-287-8000
http://www.mefishwildlife.com/

Certificate of Transfer:
Vehicle Type: Boat **Registration Number:** 998GG **VIN/HIN:** 000000000000090564014
On ______________________ the vehicle registered by this certificate has been:

- ☐ Transferred To: ______________________
- ☐ Lost or Stolen
- ☐ Destroyed Signature of Owner: ______________________
- ☐ Discontinued/Removed from State
- ☐ Documented boat

Aaa Whitewater Rafting Inc

Po Box 47
East Vassalboro, ME 04835-

Moses ID#: 74710
Document#: 156778
Expiration Date: December 31, 2002

Figure 46: License Permit Screen

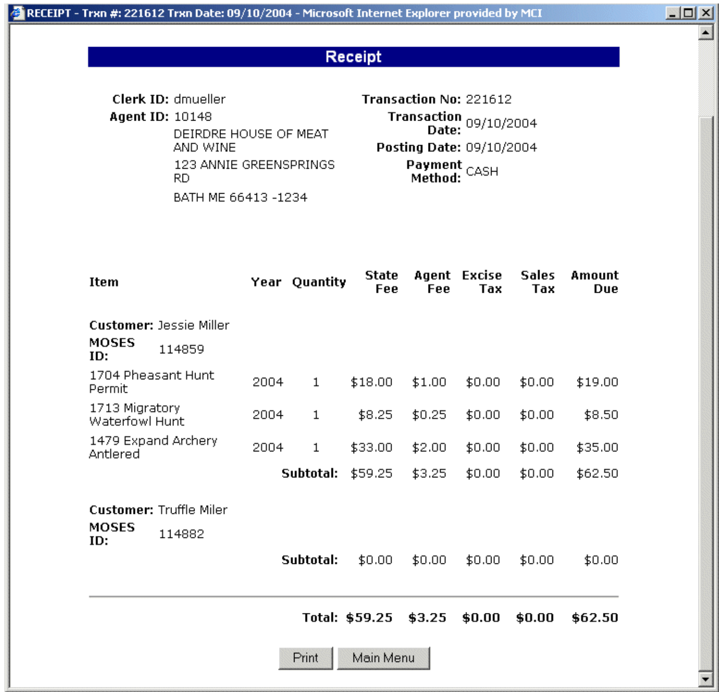


Figure 47: Receipt Screen

An additional screen, the *Receipt* screen, also appears, as shown in Figure 47.

5. Click **Print** on the Adobe Acrobat menu bar to print a copy of the receipt that displays. This completes the sales transaction.

Troubleshooting Printing PDF Document

If you have problems printing PDF files:

- In Acrobat Reader v. 4.0, make sure the following check box is *not* selected: **File > Preference > General: Web Browser Integration**.
- In Acrobat Reader v. 5.0, make sure the following check box is *not* selected: **File > Preference > General: Display PDF in Browser**.

6. *Managing Licenses*

Occasionally a license will be lost, stolen, destroyed or does not print properly. If a license is lost, stolen or destroyed, the customer or business can get a duplicate license for a minimal fee, if any. If a license does not print correctly, another one can be reprinted at that time for no additional cost.

Licenses can be voided during the same business day they were purchased by an Agent. After 24 hours, a license document can only be voided by authorized IF&W personnel. When a license is voided on the same business day it was purchased, the license must be collected by the selling Agent. Fees are reimbursed to the purchaser. If a license is voided after 24 hours have passed from the time of purchase, the license does not need to be returned and no fees are reimbursed.

Any time a license is duplicated, it is important to view the licenses currently held by the customer before proceeding. This ensures that the customer is the valid holder of the license. For more information, see "Viewing Current Licenses Held" on page 86.

For information on replacing and duplicating registrations, see "Vehicle Registration" on page 111.

This section contains the following topics:

Viewing Current Licenses Held

You can view the recreational and commercial licences currently held by a customer at any time. It is especially important to view licenses to verify that the customer is the valid holder of a license when issuing a reprinted license or voiding a license.

To View Holdings

1. Perform a search and select the individual or business whose current licenses you want to view. See "Locating a Customer, Business or Registration Record" on page 23.

   Depending on the record selected, the *Customer Details* or *Business Details* screen appears. Figure 48 is an example of the *Customer Details* screen.

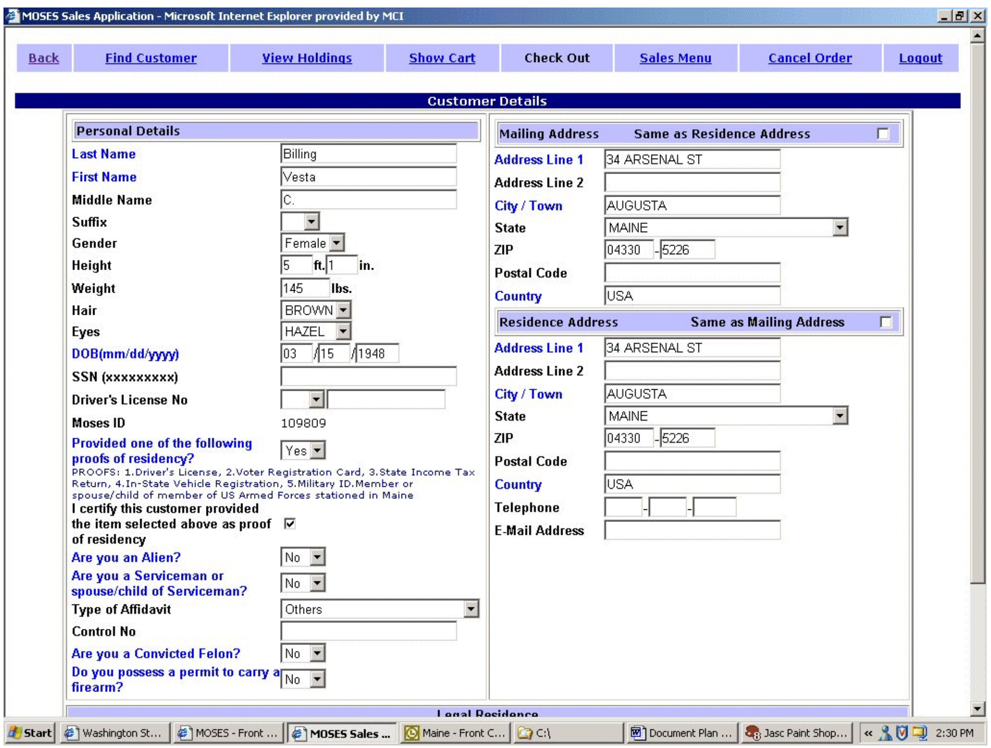
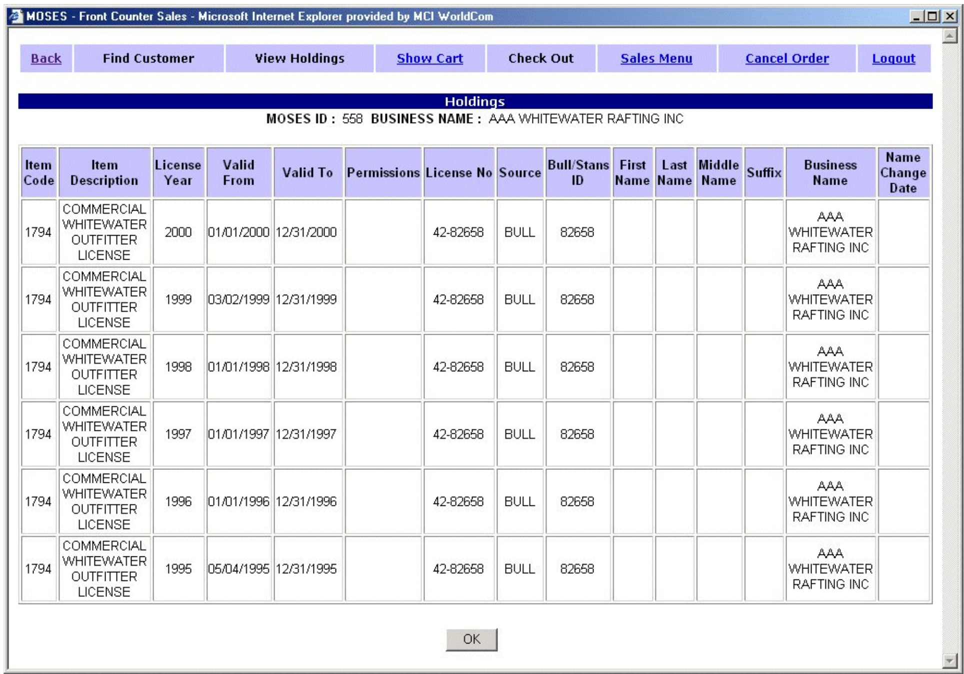


Figure 48: Customer Details Screen (Partial View)

2. Click View Holdings on the *Link Menu* located at the top of the screen. The *Holdings* screen appears, as shown in Figure 49.



Item Code	Item Description	License Year	Valid From	Valid To	Permissions	License No	Source	Bull/Stans ID	First Name	Last Name	Middle Name	Suffix	Business Name	Name Change Date
1794	COMMERCIAL WHITEWATER OUTFITTER LICENSE	2000	01/01/2000	12/31/2000		42-82658	BULL	82658					AAA WHITEWATER RAFTING INC	
1794	COMMERCIAL WHITEWATER OUTFITTER LICENSE	1999	03/02/1999	12/31/1999		42-82658	BULL	82658					AAA WHITEWATER RAFTING INC	
1794	COMMERCIAL WHITEWATER OUTFITTER LICENSE	1998	01/01/1998	12/31/1998		42-82658	BULL	82658					AAA WHITEWATER RAFTING INC	
1794	COMMERCIAL WHITEWATER OUTFITTER LICENSE	1997	01/01/1997	12/31/1997		42-82658	BULL	82658					AAA WHITEWATER RAFTING INC	
1794	COMMERCIAL WHITEWATER OUTFITTER LICENSE	1996	01/01/1996	12/31/1996		42-82658	BULL	82658					AAA WHITEWATER RAFTING INC	
1794	COMMERCIAL WHITEWATER OUTFITTER LICENSE	1995	05/04/1995	12/31/1995		42-82658	BULL	82658					AAA WHITEWATER RAFTING INC	

Figure 49: Holdings Screen

Each row describes a license currently held by the customer.

3. Click **OK** to return to the previous screen.

   -OR-

   Click Sales Menu to open the *Sales Menu* screen and perform a sales activity. See "Selling Licenses and Merchandise" on page 55.

Reprinting a Recreational or Commercial License

Occasionally, recreational licenses are lost, stolen or destroyed and a replacement license needs to be reprinted. If the license being replaced is a commercial license, see "Duplicating a Recreational or Commercial License" on page 92 before reprinting the license. Depending on the situation, a duplicate of a commercial license should be issued, not a reprinted license. Agents do not receive a fee for reprinting a license.

If a newly purchased license does not print properly, follow the instructions below to reprint the license.

To Reprint a License

NOTE: The *Main Menu* is the first screen that appears after you log in to *MSA*.

1. Click Sales on the *Main Menu* screen.

   -OR-

   Click Sales Menu on the *Link Menu* in any screen it appears as an active link.

   The *Sales Menu* screen appears, as shown in Figure 50.

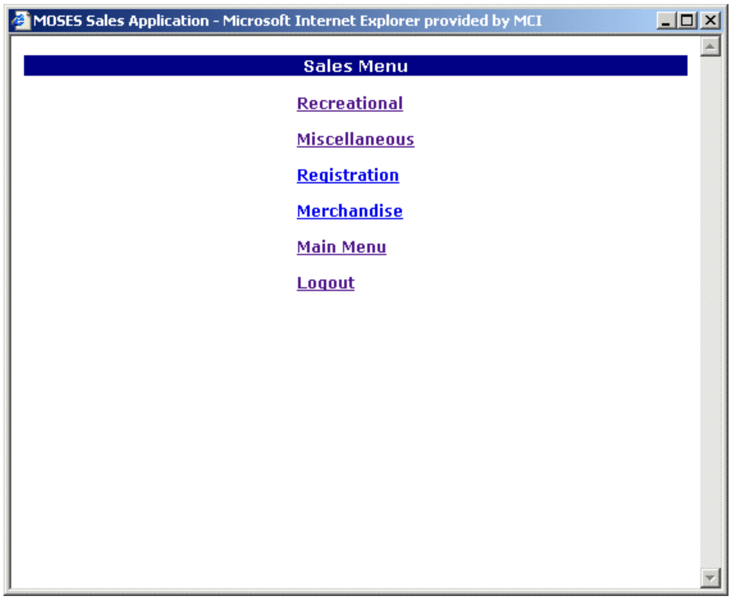


Figure 50: Sales Menu Screen

2. Click Reprint on the *Sales Menu* screen. The *Customer Search* screen appears, as shown in Figure 51.

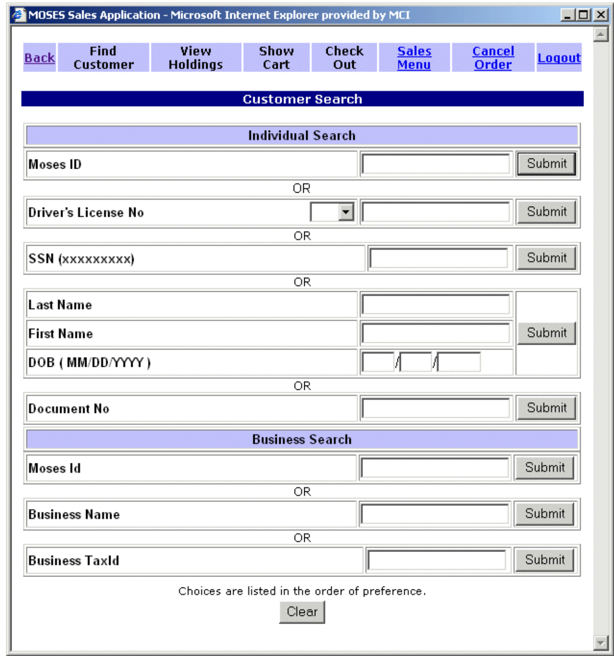


Figure 51: Customer Search Screen

3. Perform a search and select the customer or business whose license is to be reprinted. See "Locating a Customer, Business or Registration Record" on page 23.
4. Depending on the record selected, the *Customer Details* or *Business Details* screen appears. Figure 52 is an example of the *Customer Details* screen.

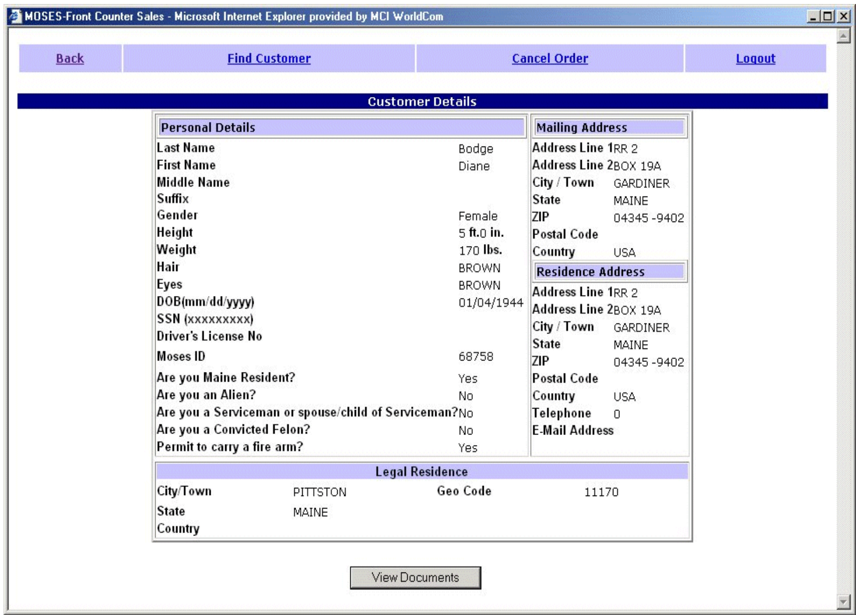


Figure 52: Customer Details Screen

5. Click **View Documents**. The *Documents List* screen appears, listing licenses currently held by the customer or business, as shown in Figure 53. There may be many individual license items grouped together on a single document line.

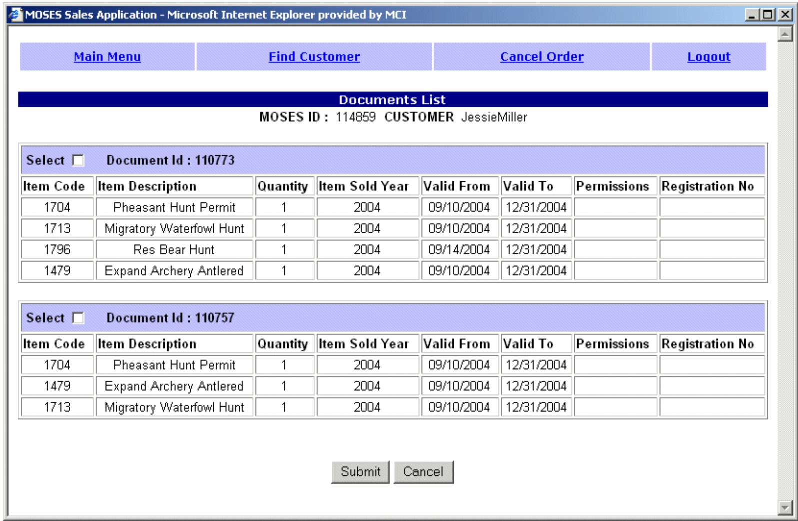


Figure 53: Documents List Screen

6. Select the *Select* check box in the section listing the document to be reprinted, then click **Submit**.

   The *Customer Search* screen reappears and a new Internet browser window opens displaying a PDF file containing the license to be printed.

7. Select **File**>**Print** from the Internet browser window tool bar to print the license for the customer.

Duplicating a Recreational or Commercial License

Occasionally recreational or commercial licenses are lost, stolen or destroyed and need to be replaced by creating a duplicate license. A customer may be charged a fee for a duplicate licenses and the Agent receives their standard fee for issuing a license.

Before issuing a duplicate license, it is recommended that you verify that the customer requesting the license is the valid holder of the license and that the license is valid for the current license year. See "Viewing Current Licenses Held" on page 86 for instructions on viewing a list of current licenses held.

To Duplicate a Recreational or Commercial License

1. Click Sales on the *Main Menu* screen.

   NOTE: The *Main Menu* is the first screen that appears after you log in to *MSA*.

   -OR-

   Click Sales Menu on the *Link Menu* in any screen it appears as an active link.

   The *Sales Menu* screen appears, as shown in Figure 54.

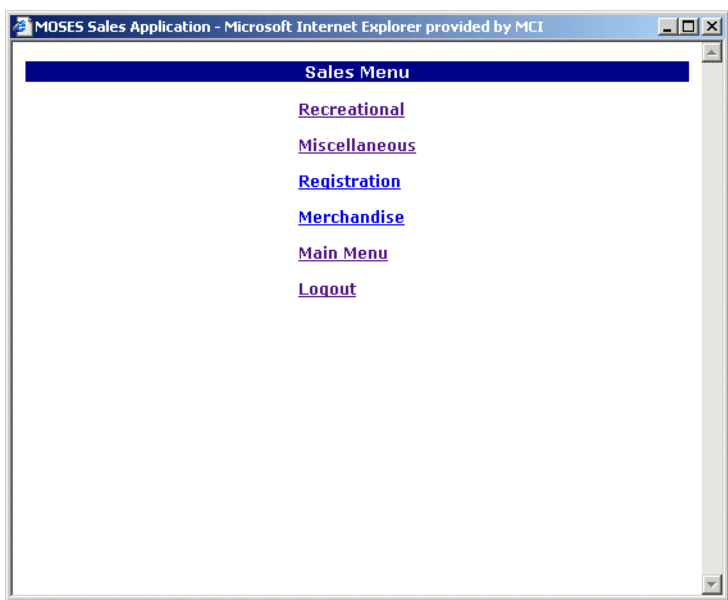


Figure 54: Sales Menu Screen

2. Depending on the license being duplicated, click Recreational or Commercial. The *Customer Search* screen appears, as shown in Figure 55.

NOTE: Only IF&W personnel can duplicate commercial licenses.

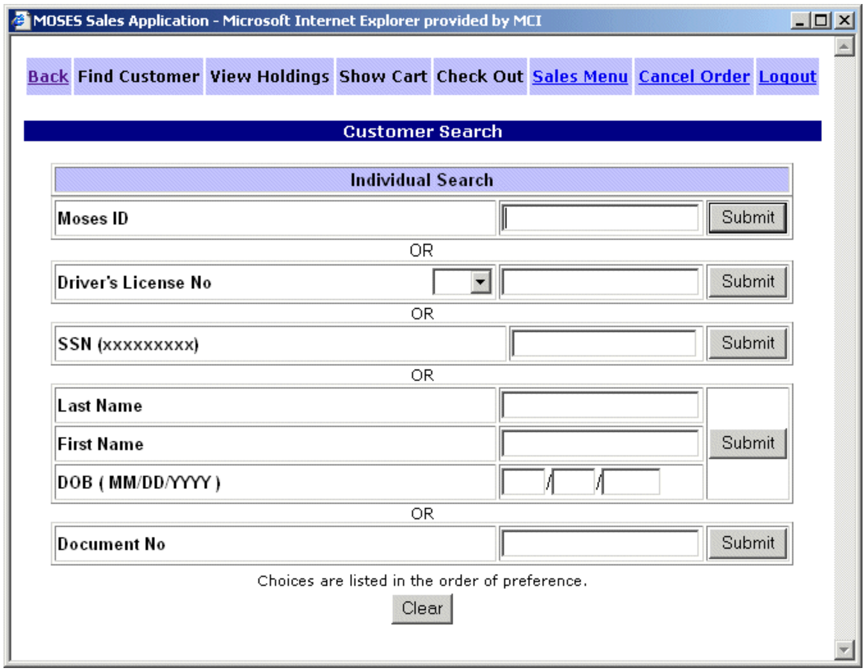


Figure 55: Customer Search Screen

3. Perform a search and select the individual or business whose license is to be duplicated (see "Locating a Customer, Business or Registration Record" on page 23). Depending on the record being selected, the *Customer Details* or *Business Details* screen appears. Figure 56 is an example of the *Customer Details* screen.

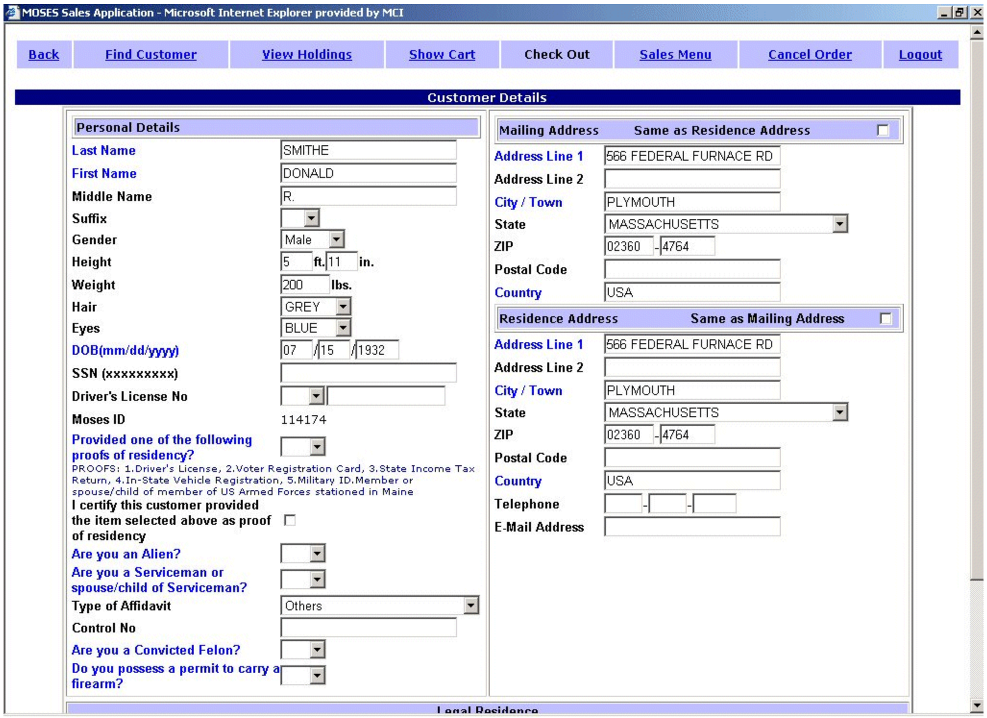


Figure 56: Customer Details Screen (Partial View)

4. Verify that this is the correct customer, and that all information is current.
5. Click **Sell to this Customer** or **Sell to this Business**, located at the bottom of the screen. The *Recreational Sales* or *Commercial Sales* screen appears. Figure 57 is an example of the *Recreational Sales* screen.

Figure 57: Recreational Sales Screen

6. Select a *License Year* by clicking the radio button next to the year during which the license to be duplicated is valid.

7. In the *Others* section, select the check box next to the items to be duplicated. Click **OK** on any message boxes that may appear.

   In some cases, you will be prompted for additional information. Fill in the information and click **Submit** on the screens that display to continue.

8. Click **Done** or Show Cart to go to the *Shopping Cart* screen and verify the item to be duplicated is listed.

NOTE: Click Cancel Order at any time to cancel the transaction and return to the *Main Menu* screen.

9. Click **Done** or Check Out in the *Shopping Cart* screen to go to the *Check Out* screen and proceed with check out. See "Check Out: Finalizing the Purchase" on page 80.

   Certain duplicate licenses do not require a fee, however, the check out process must still be completed in order to print out the duplicate license.

Duplicating a Miscellaneous or Lifetime License

Occasionally miscellaneous (complimentary licenses) or Lifetime licenses (see "Lifetime Licenses" on page 57) are lost, stolen or destroyed and need to be replaced by creating a duplicate license. A customer may be charged a fee and the Agent receives their standard fee when a duplicate license is issued.

Before issuing a duplicate license, it is recommended that you verify that the customer requesting the license is the valid holder of the license and that the license is valid for the current license year. See "Viewing Current Licenses Held" on page 86 for instructions on viewing a list of current licenses held.

To Duplicate a Miscellaneous or Lifetime License

1. Click Duplicate Licenses on the *Main Menu* screen.

   The *Duplicate Licenses* screen appears, as shown in Figure 58.

NOTE: The *Main Menu* is the first screen that appears after you log in to *MSA*.

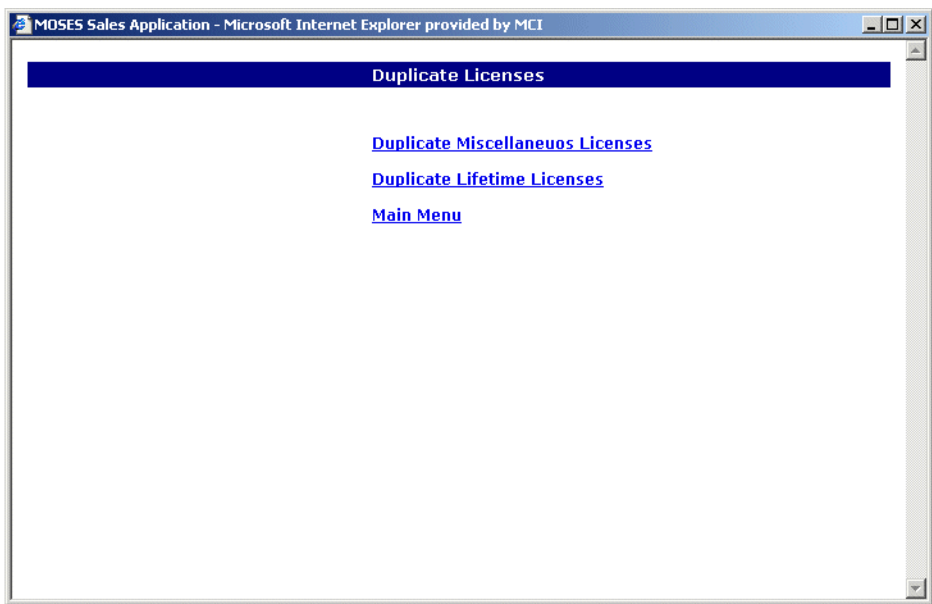


Figure 58: Duplicate Licenses Screen

2. Depending on the license being duplicated, click Duplicate Miscellaneous Licenses or Duplicate Lifetime Licenses. The *Customer Search* screen appears, as shown in Figure 59.

NOTE: Only IF&W personnel can duplicate commercial licenses.

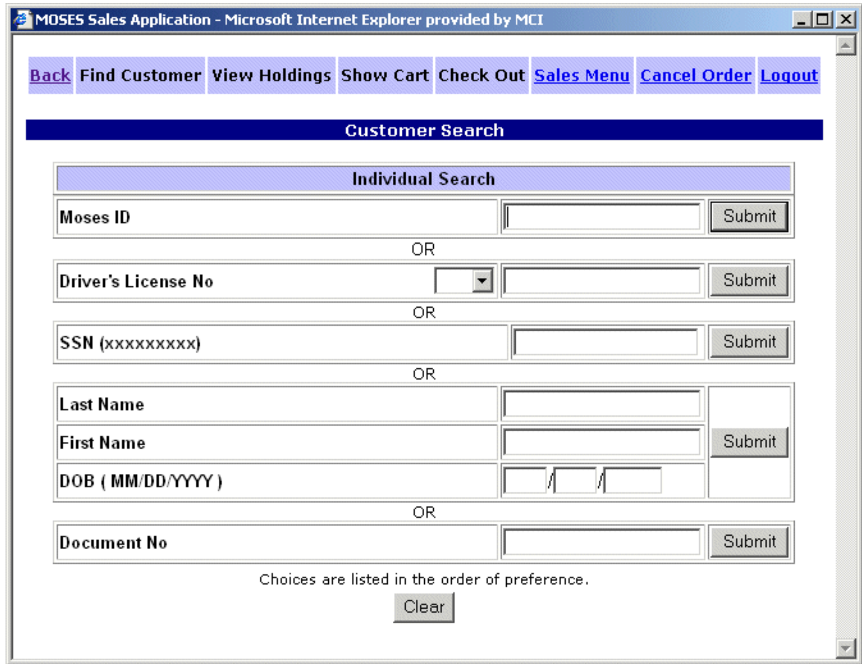


Figure 59: Customer Search Screen

3. Perform a search and select the individual or business whose license is to be duplicated (see "Locating a Customer, Business or Registration Record" on page 23). Depending on the record being selected, the *Customer Details* or *Business Details* screen appears. Figure 60 is an example of the *Customer Details* screen.

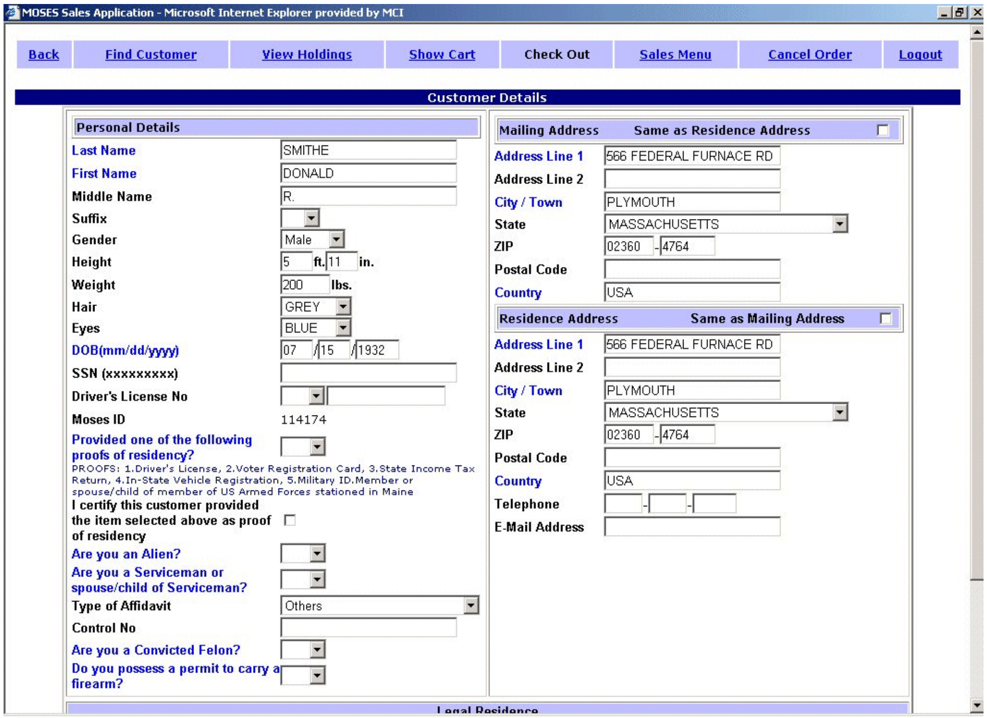


Figure 60: Customer Details Screen (Partial View)

4. Verify that this is the correct customer, and that all information is current.

   If this is not the correct customer, perform another search with new search criteria (see "Locating a Customer Record" on page 25) or update the information before proceeding (see "Updating Customer Information" on page 49).

5. Click **Duplicate Holdings**, located at the bottom of the screen. The *Duplicate Holdings* screen appears listing the current miscellaneous or Lifetime licenses that can be duplicated, as shown in Figure 61.

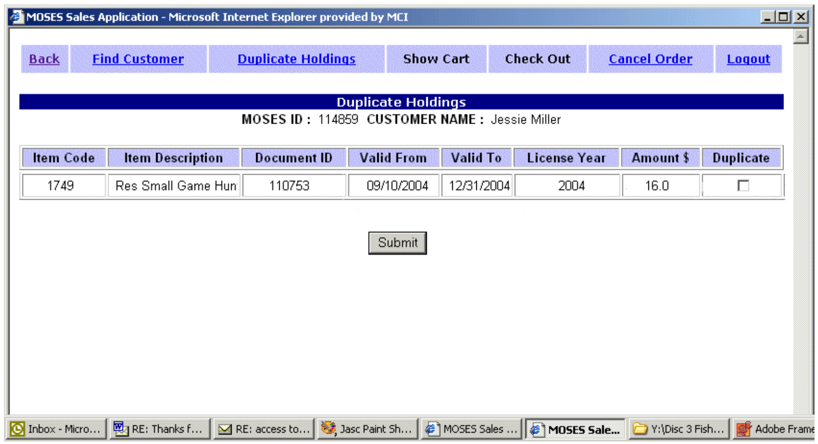


Figure 61: Duplicate Holdings Screen

6. Select the check box in the *Duplicate* column next to each license to be voided, and then click **Submit**. The *Shopping Cart* screen appears, listing the license to be duplicated, as shown in Figure 62.

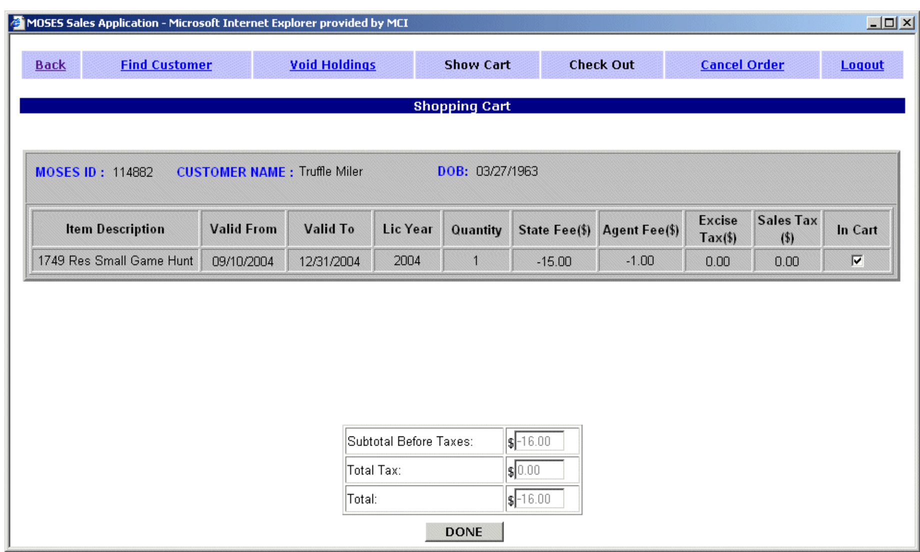


Figure 62: Shopping Cart Screen for Duplicated License

NOTE: Click Cancel Order at any time to cancel the transaction and return to the *Main Menu* screen.

7. Click **Done** or Check Out in the *Shopping Cart* screen to go to the *Check Out* screen and proceed with check out. See "Check Out: Finalizing the Purchase" on page 80.

Certain duplicate licenses do not require a fee. However, the check out process must still be completed in order to print out the duplicate license.

Voiding Licenses

Licenses can only be voided on the same date of purchase through the point of sale or Agent who sold the license. The voided license must be returned to the Agent. The customer is then reimbursed any fees paid for the license. After 24 hours, the license can only be voided by authorized IF&W personnel. The voided license does not need to be turned in, but no fees are reimbursed.

If fees are reimbursed for a voided license, the reimbursement is in the same form used to purchase the license. For example, if the license was purchased using a credit card, the reimbursed fees are credited back to the same credit card account.

The following conditions apply when voiding a license document:

- An Agent may not be able to void a document sold through another Agent's business.
- Lifetime licenses cannot be voided.
- All documents being voided as part of a single transaction must have the same payment type and payment mode to be voided.

To Void a License on the Date of Purchase

1. Click Void License on the *Main Menu* screen. The *Customer Search* screen appears, as shown in Figure 63.

NOTE: The *Main Menu* is the first screen that appears after you log in to *MSA*.

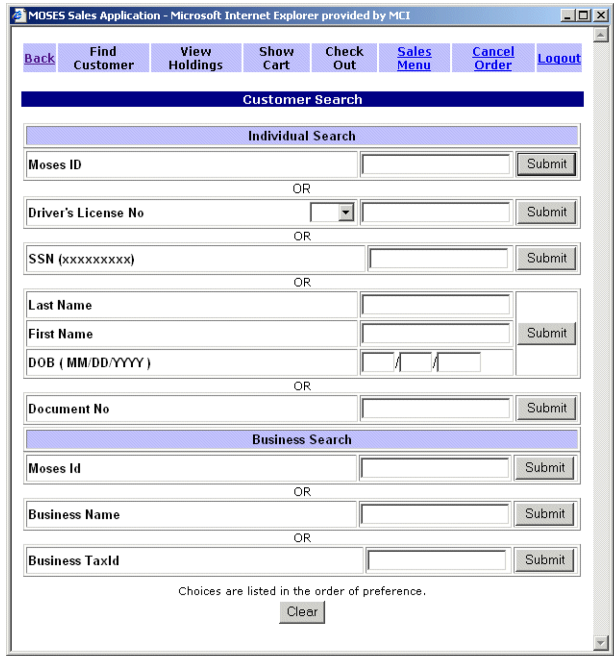


Figure 63: Customer Search Screen

2. Perform a search and locate the record for the individual or business voiding a license (see "Locating a Customer, Business or Registration Record" on page 23). Depending on the record selected, the *Customer Details* or *Business Details* screen appears with a **Void Holdings** button at the bottom of the screen, as shown in Figure 64.

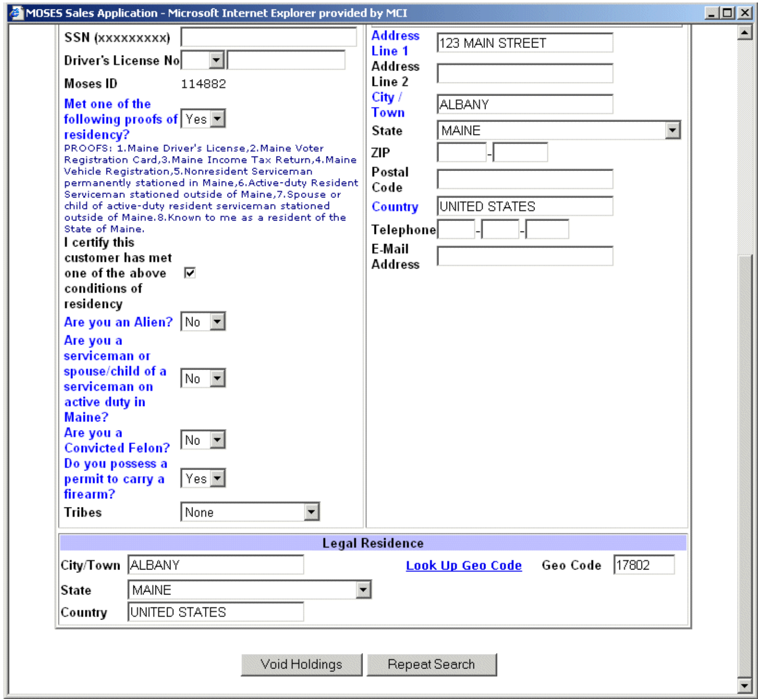


Figure 64: Customer Details Screen With Void Holdings Button (Partial View)

3. Click **Void Holdings**. The *Void Holdings* screen appears, as shown in Figure 65.

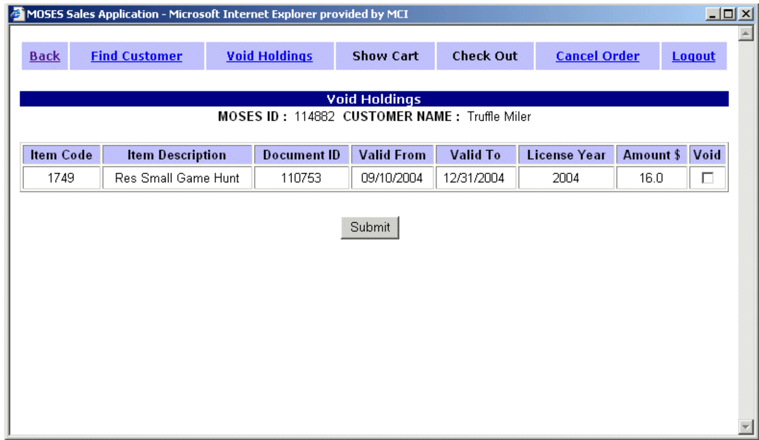


Figure 65: Void Holdings Screen

4. Select the check box in the *Void* column next to each license to be voided, and then click **Submit**. The *Shopping Cart* screen appears, listing the license to be voided, as shown in Figure 66.

WARNING: Be careful that the correct license is being voided. Once voided, it cannot be reactivated.

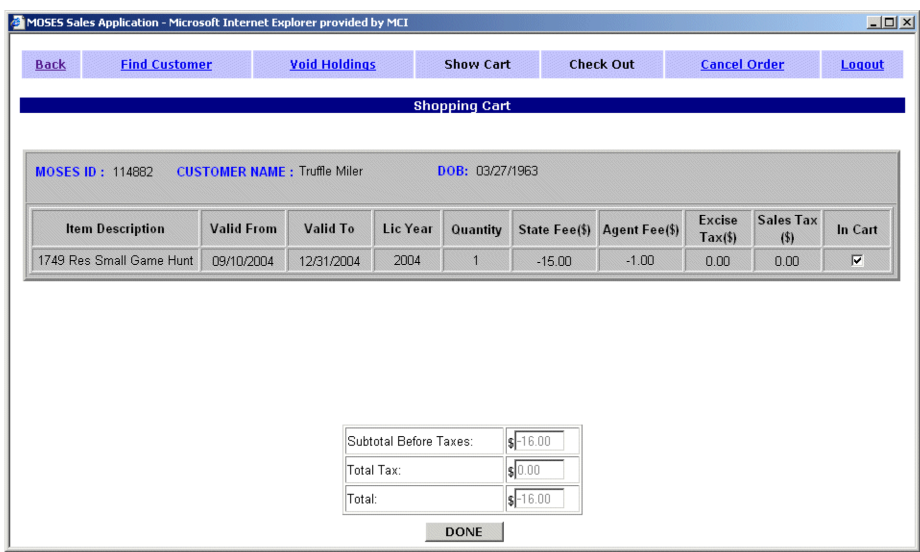


Figure 66: Shopping Cart Screen for Voided License

The fee for the license displays as a negative number to indicate a reimbursement if the license is being voided on the same day as it was purchased.

NOTE: Click Cancel Order at any time to cancel the transaction and return to the *Main Menu* screen.

5. Click **Done** or Check Out in the *Shopping Cart* screen to go to the *Check Out* screen and proceed with check out. See "Check Out: Finalizing the Purchase" on page 80.

   Complete check out to void the license and reimburse any fees due the customer. At this time, the voided license must be retrieved from the customer.

To Void a License After 24 Hours

NOTE: The *Main Menu* is the first screen that appears after you log in to *MSA*.

1. Click Admin Void License on the *Main Menu* screen. The *Customer Search* screen appears, as shown in Figure 67.

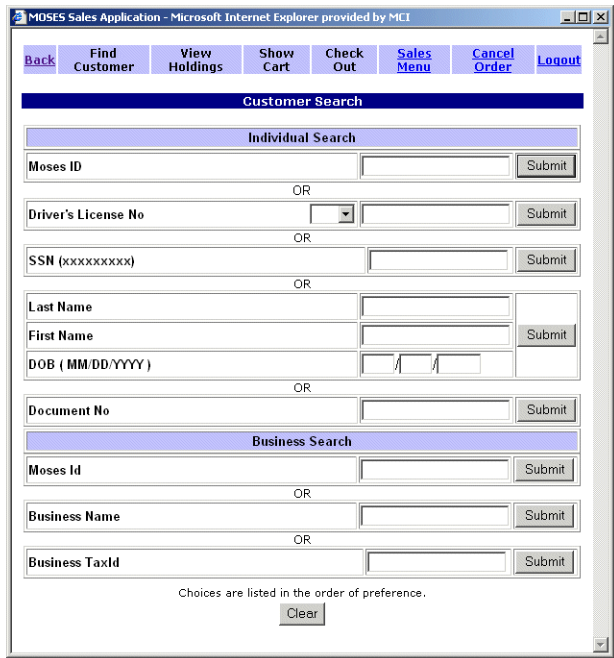


Figure 67: Customer Search Screen

2. Perform a search and locate the record for the individual or business voiding a license (see "Locating a Customer, Business or Registration Record" on page 23). Depending on the record selected, the *Customer Details* or *Business Details* screen appears with a **Void Holdings** button at the bottom of the screen, as shown in Figure 68.

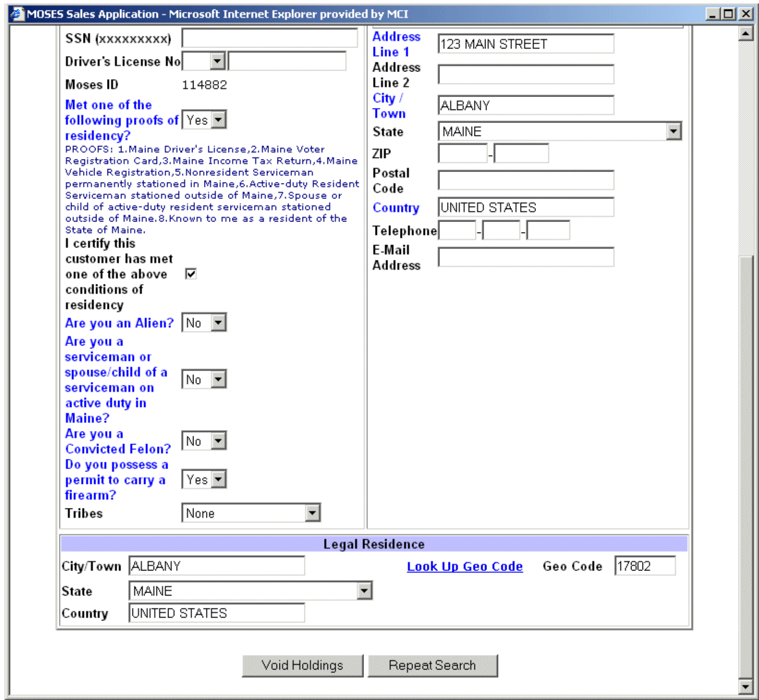


Figure 68: Customer Details Screen With Void Holdings Button (Partial View)

3. Click **Void Holdings**. The *Void Holdings* screen appears, as shown in Figure 69.

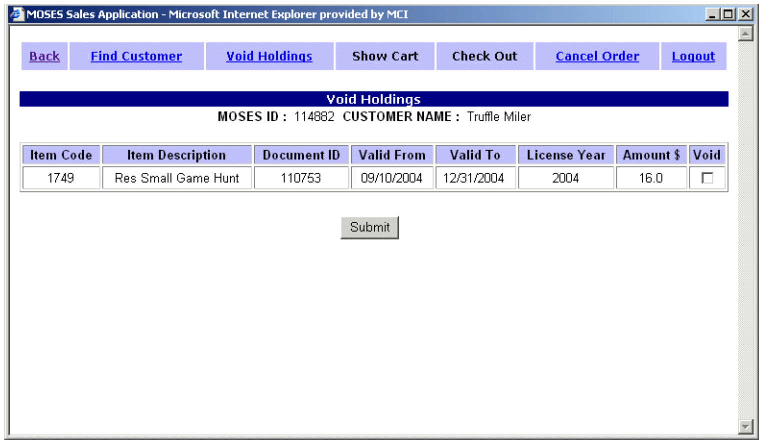


Figure 69: Void Holdings Screen

4. Select the check box in the *Void* column next to each license to be voided, and then click **Submit**. The *Shopping Cart* screen appears, listing the license to be voided, as shown in Figure 70.

WARNING: Be careful that the correct license is being voided. Once voided, it cannot be reactivated.

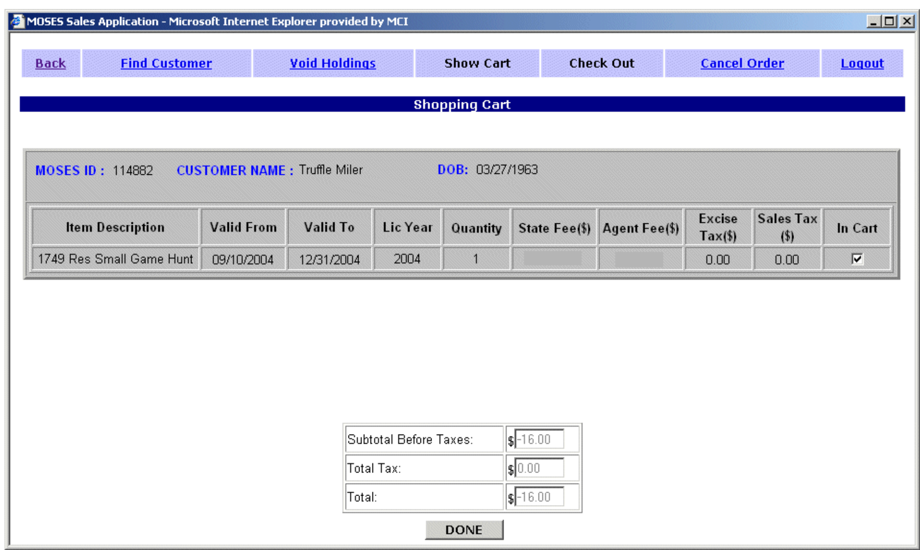


Figure 70: Shopping Cart Screen for Voided License

If the license is being voided after 24 hours has passed, no fees are reimbursed.

NOTE: Click **Cancel Order** at any time to cancel the transaction and return to the *Main Menu* screen.

5. Click **Done** or Check Out in the *Shopping Cart* screen to go to the *Check Out* screen and proceed with check out. See "Check Out: Finalizing the Purchase" on page 80.

   Checkout must be completed to void the license. No fees are reimbursed and the customer is not required to turn in the voided license.

7. Vehicle Registration

Several sports-related vehicles can be registered and the registration managed using *MSA*. Vehicles registered through this application include boats, All Terrain Vehicles (ATVs) and snowmobiles.

Usually only new registrations are added to the MOSES system. However, in rare instances, a legacy registration record that is not in the system may need to be added.

This section contains the following topics:

Viewing Vehicle Registration History

You can view a list of registration transactions associated with a vehicle at any time. The information that displays is for the vehicle selected only and not for all vehicles owned by a single owner. To view information for several vehicles owned by a single owner, search for each vehicle using the owner's name as search criteria as described in "Locating a Vehicle Registration Record" on page 34.

To View a Vehicle's Registration History

1. Perform a search and select the vehicle. See "Locating a Vehicle Registration Record" on page 34. The *Registration Details* screen appears listing detailed information, as shown in Figure 71.

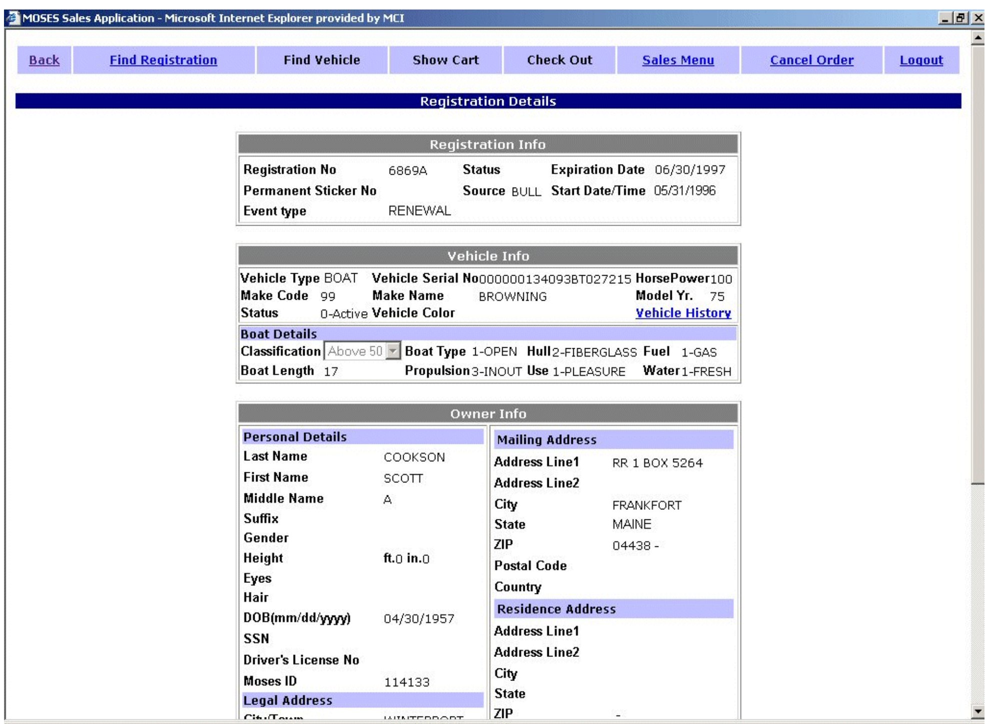
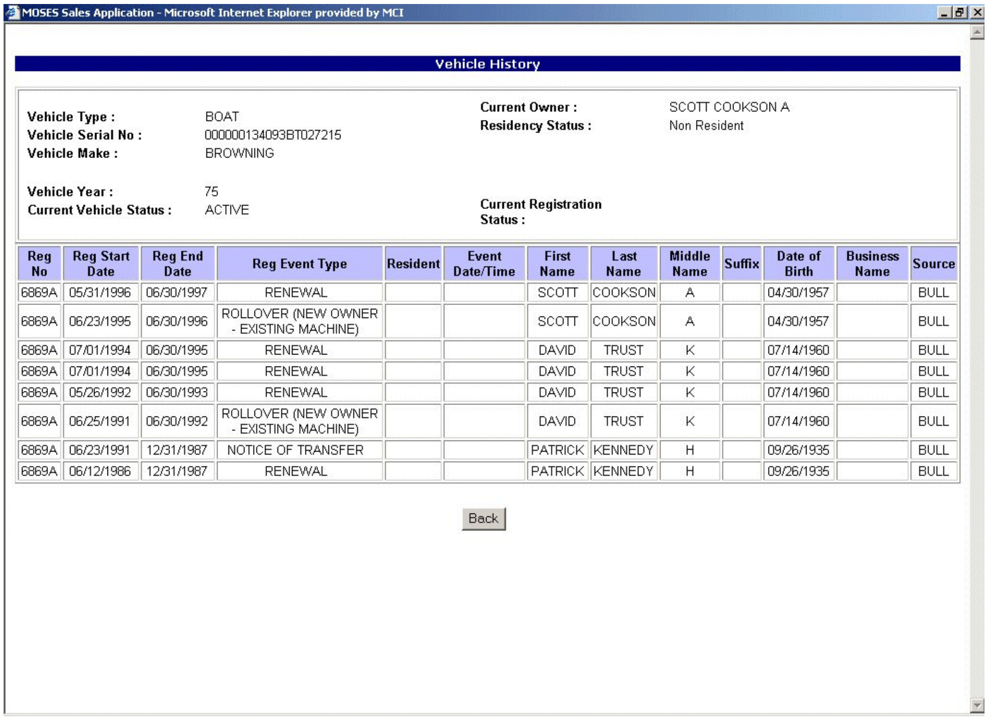


Figure 71: Registration Details Screen (Partial View)

2. Click Vehicle History in the *Vehicle Info* section. The *Vehicle History* screen appears, as shown in Figure 72.


MOSES Sales Application - Microsoft Internet Explorer provided by MCI

Vehicle History

Vehicle Type :	BOAT	**Current Owner :**	SCOTT COOKSON A
Vehicle Serial No :	000000134093BT027215	**Residency Status :**	Non Resident
Vehicle Make :	BROWNING		
Vehicle Year :	75		
Current Vehicle Status :	ACTIVE	**Current Registration Status :**	

Reg No	Reg Start Date	Reg End Date	Reg Event Type	Resident	Event Date/Time	First Name	Last Name	Middle Name	Suffix	Date of Birth	Business Name	Source
6869A	05/31/1996	06/30/1997	RENEWAL			SCOTT	COOKSON	A		04/30/1957		BULL
6869A	06/23/1995	06/30/1996	ROLLOVER (NEW OWNER - EXISTING MACHINE)			SCOTT	COOKSON	A		04/30/1957		BULL
6869A	07/01/1994	06/30/1995	RENEWAL			DAVID	TRUST	K		07/14/1960		BULL
6869A	07/01/1994	06/30/1995	RENEWAL			DAVID	TRUST	K		07/14/1960		BULL
6869A	05/26/1992	06/30/1993	RENEWAL			DAVID	TRUST	K		07/14/1960		BULL
6869A	06/25/1991	06/30/1992	ROLLOVER (NEW OWNER - EXISTING MACHINE)			DAVID	TRUST	K		07/14/1960		BULL
6869A	06/23/1991	12/31/1987	NOTICE OF TRANSFER			PATRICK	KENNEDY	H		09/26/1935		BULL
6869A	06/12/1986	12/31/1987	RENEWAL			PATRICK	KENNEDY	H		09/26/1935		BULL

Back

Figure 72: Vehicle History Screen

Each row represents a single registration transaction.

3. Click **Back** to return to the *Registration Details* screen.

   -OR-

   To perform a specific registration task, see the following section:

   - "Registering a New Vehicle" on page 114
   - "Renewing a Registration" on page 126
   - "Transferring Registration Between Vehicles" on page 130
   - "Rolling Over Registration to a New Owner" on page 135
   - "Upgrading Boat Registration" on page 141
   - "Modifying an Existing Registration" on page 146
   - "Reactivating a Registration" on page 148
   - "Duplicate Registrations" on page 150
   - "Reprinting a Registration" on page 153
   - "Attaching a Notice of Transfer" on page 156

Registering a New Vehicle

Before registering a new vehicle, perform a search to make sure the vehicle is not already registered. It is recommended that you search using the Vehicle Identification Number (VIN). This is the fastest and surest way to locate an existing record. This ensures that duplicate registration records for the same vehicle are not created.

Vehicle registration involves entering two categories of information: vehicle details and owner details. For each, you perform a search and add the vehicle and/or owner information as needed.

Certain fields are mandatory and must be filled in to successfully create a new record. Mandatory fields display with blue labels.

To Register a New Vehicle

1. Perform a search to verify that the vehicle is not already in the MOSES system. See "Locating a Vehicle Registration Record" on page 34.

   The *Registration Lookup* screen appears, displaying the message "No record found..." (Figure 73) or the *Registration Search Results* screen appears.

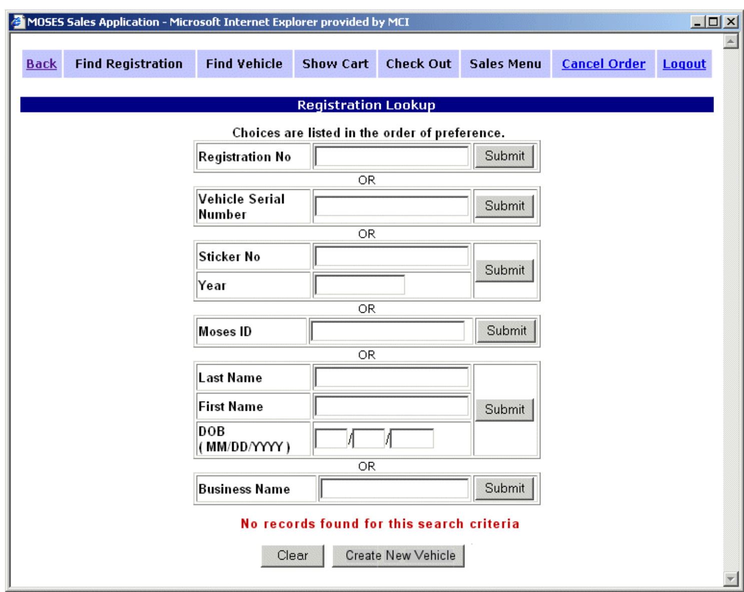


Figure 73: Registration Lookup Screen - No Record Found

2. Click **Create New Vehicle**. The *Vehicle Search* screen appears, shown in Figure 74. Using the *Vehicle Search* screen, check to make sure that a vehicle profile does not already exist in the system.

A vehicle profile is created when information for vehicles not registered with the DMV is entered into the MOSES system. For example, if a vehicle is stolen from a dealership. If a vehicle profile exists for the vehicle you are creating a registration for, select it before proceeding. If you do not, the existing profile record and the registration record will list duplicate information in MOSES.

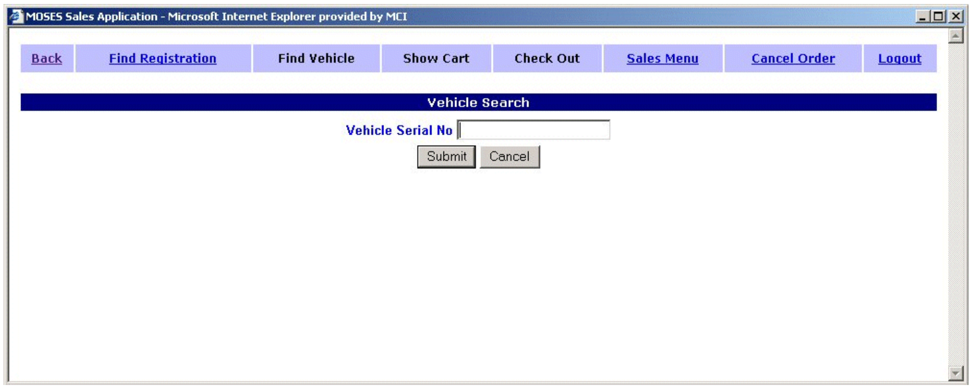


Figure 74: Vehicle Search Screen

3. In the *Vehicle Serial Number* field, enter the vehicle's VIN and click **Submit**.

   Different screens appear depending on the results of the search:

   - If no matching vehicle profile is found, a "No record found" message and a **Create New Vehicle** button appear on the screen, as shown in Figure 75. Click **Create New Vehicle** to display the *Vehicle Details* screen with blank fields. Go to Step 4.
   - If a matching vehicle profile is found, the *Vehicle Details* screen appears listing the vehicle information, as shown in Figure 76.

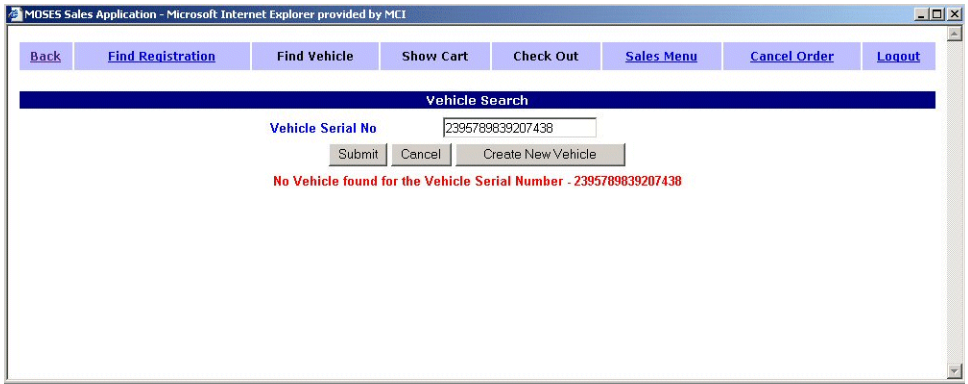


Figure 75: Vehicle Search Screen - No Record Found

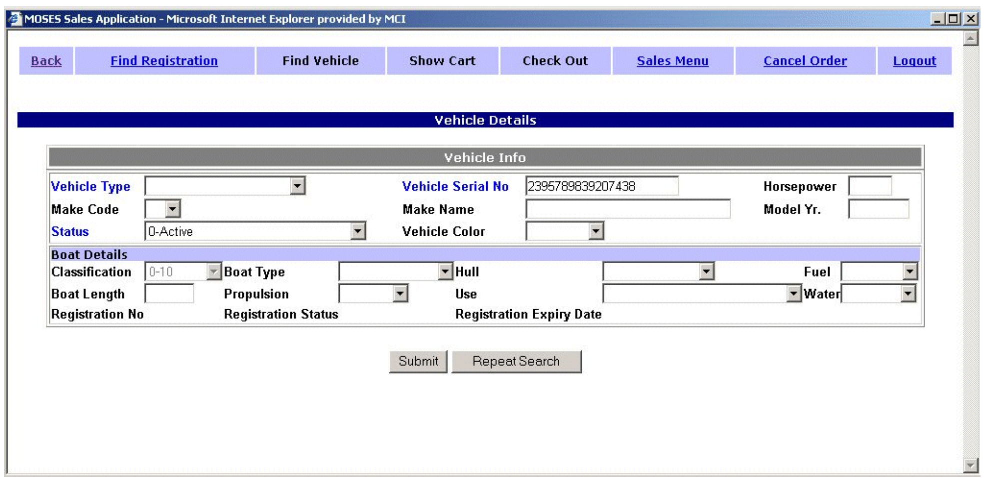


Figure 76: Vehicle Details Screen with Information Filled in

4. In the *Vehicle Details* screen, fill in vehicle information.

NOTE: Vehicle information is not saved until you complete the transaction.

Enter information by typing in or selecting an option from the drop-down lists as described in the following table. Fields with blue labels are mandatory and must be filled in.

Vehicle Info	Description
Vehicle Type	Options are ATV, Boat, Snow (mobile), Nonresident Snow, Antique Snow, Homemade and Unknown.
Vehicle Serial No.	Vehicle serial number.
Horsepower	Vehicle horsepower.
Make Code	Code that identifies the make of the vehicle.

Vehicle Info	Description
Make Name	Vehicle make.
Model Yr	Vehicle model year.
Status	Options are: Active, Lost/Stolen, Discontinued-Removed From State, Documented, Destroyed, Ready to Register.
Vehicle Color	Vehicle color.

If the vehicle being registered is a boat, in the *Boat Details* section, include the additional information as described in the following table:

Boat Details	Description
Classification	Class that describes the boat.
Boat Type	Open, Cabin, Sail, Canoe, Houseboat, Other, Pontoon or PWC.
Hull	Wood, Fiberglass, Metal, Inflatable, or Other
Fuel	Gas, Diesel or Other.
Boat Length	Length of the boat
Propulsion	Out (outboard), In (Inboard) or Inout.
Use	Pleasure, Commercial Fish, Commercial Passenger, Rent, Dlr/Mfr (Dealer/ Manufacturer) or Other.
Water	Fresh, Sal, or Both.
Registration No.	Displays registration number after the boat is registered.
Registration Status	Displays registration status after the boat is registered.
Registration Expiry Date	Displays registration expiration date.

5. Click **Submit** on the *Vehicle Details* screen. The *Customer Search* screen appears, as shown in Figure 77, appears. This screen is used to find or add information about the vehicle's owner.

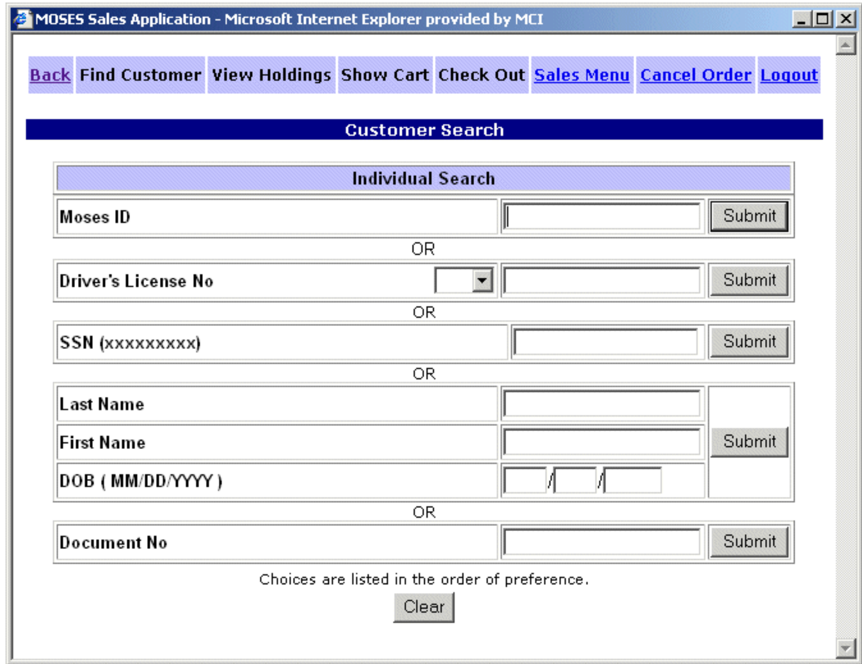


Figure 77: Customer Search Screen

6. Perform a search for the vehicle's owner and select the owner if their information is already in the system. See "To Search for an Individual Customer" on page 25.

   If the vehicle owner is not found, add the owner as a new customer as described in "Adding a New Customer" on page 46.

7. After a new customer record is created, or the current record displayed is verified as the correct one, click **Submit** on the *Customer Details* screen. The *Registration Details* screen appears, as shown in Figure 78.

Figure 78: Registration Details Screen (Partial View)

8. The *Vehicle Info* and *Owner Info* sections of the screen display the vehicle and owner information. Change the information that displays as needed.
9. In the *Registration Info* section, enter the *Registration No* and *Permanent Sticker No* for the vehicle in the appropriate fields.

   Select the *Fee Exempt* check box if the vehicle owner is exempt from paying registration fees for this vehicle. Contact IF&W for more information about exemptions.
10. Click **Submit** when all registration information is entered. The *Registration Items* screen appears, as shown in Figure 79.

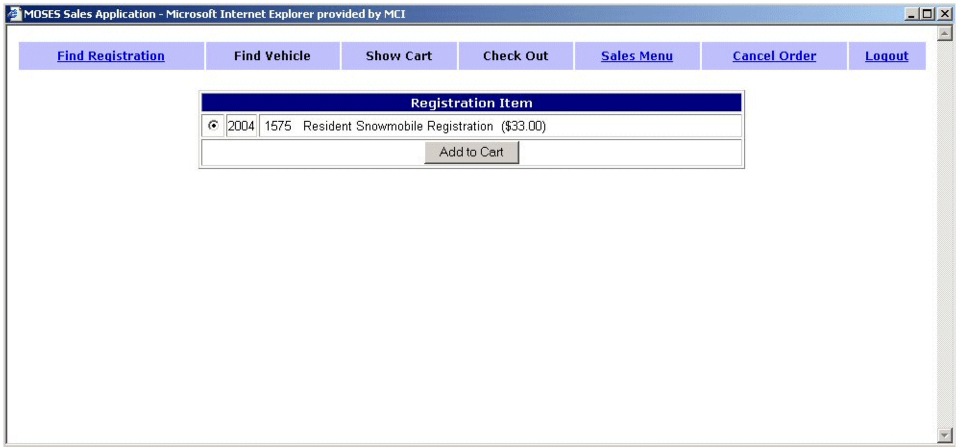


Figure 79: Registration Items Screen

11. Select the radio button next to the item, then click **Add to Cart**. The *Shopping Cart* screen appears with the item listed, as shown in Figure 80.

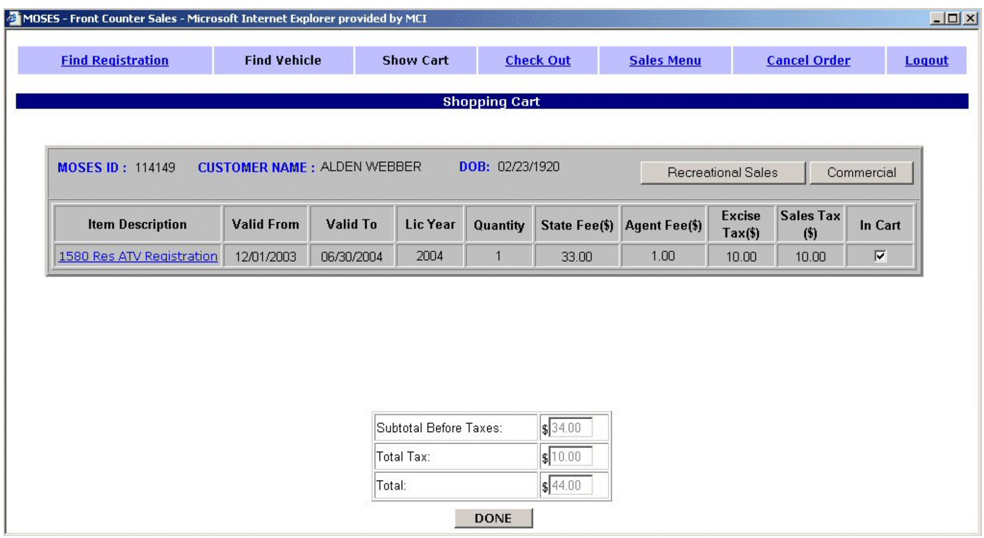


Figure 80: Shopping Cart Screen with Registration Item

12. Verify that the shopping cart is correct.

    To remove an item, select the corresponding check box in the *In Cart* column.

    To add an item, click **Recreational Sales** or **Commercial** and select additional items. You can also click Sales Menu and select another sales task to include in this transaction. See "Selling Licenses and Merchandise" on page 55.

NOTE: Click Cancel Order at any time to cancel the transaction and return to the *Main Menu* screen.

13. Click **Done** or Check Out in the *Shopping Cart* screen to go to the *Check Out* screen and proceed with check out as described in "Check Out: Finalizing the Purchase" on page 80.

Changing the Vehicle Type

Occasionally, the type of vehicle registered will need to be changed. Whenever a new vehicle type is entered, the new vehicle must be registered and a fee collected. If the vehicle type was entered in error, the new vehicle must be registered, but the fee can be waived by checking the *Fee Exempt* check box in the *Registration Info* screen.

To Change the Vehicle Type

1. Perform a search and select the registration record to be changed. (See "Locating a Vehicle Registration Record" on page 34.) The *Registration Details* screen appears, as shown in Figure 81.

Figure 81: Registration Details Screen (Partial View)

2. Verify that the correct vehicle is displayed, then click **Submit**. The *Registration Event* screen appears, as shown in Figure 82.

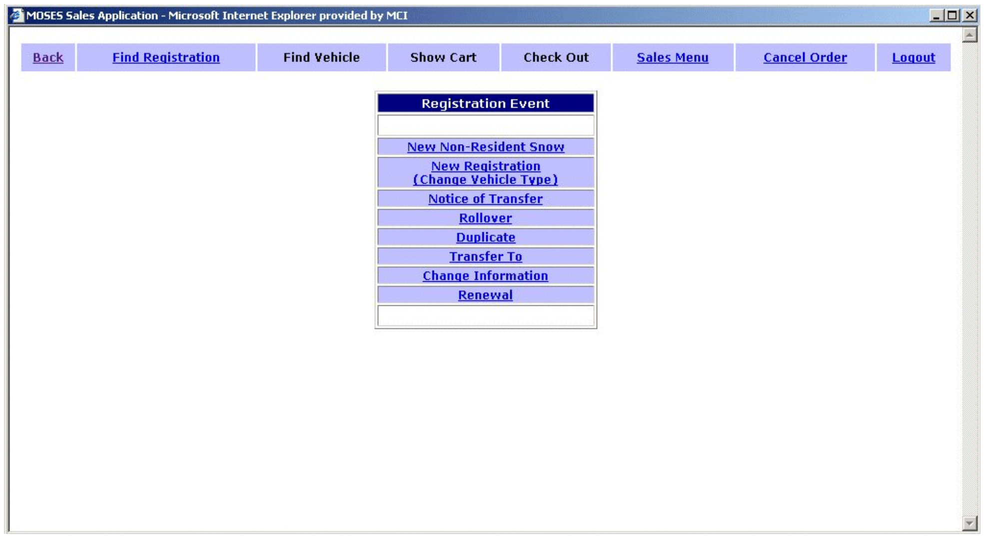


Figure 82: Registration Event Screen

3. Click New Registration (Change Vehicle Type) on the *Registration Event* screen. The *Registration Details* screen reappears with editable fields.
4. Type the amount of tax collected in the *Collected Tax* field, then change the data in the *Vehicle Info* section of the screen.
5. Verify that the information on the screen is correct, then click **Submit**. The *Registration Item* screen appears, as shown in Figure 83, listing the price of the new registration.

   If any information needs to be updated, make the changes as described in “Modifying an Existing Registration” on page 146, then click **Submit**.

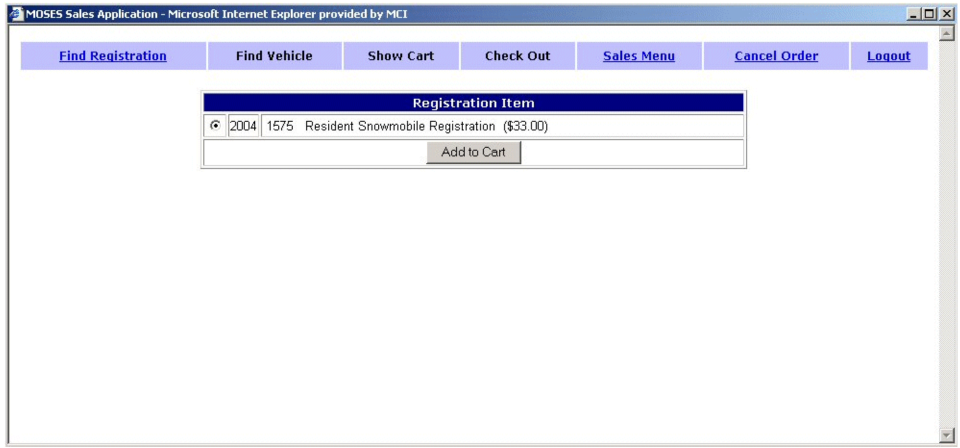


Figure 83: Registration Item Screen

6. Select the radio button next to the item listed, then click **Add to Cart**. The *Shopping Cart* screen appears, as shown in Figure 84.

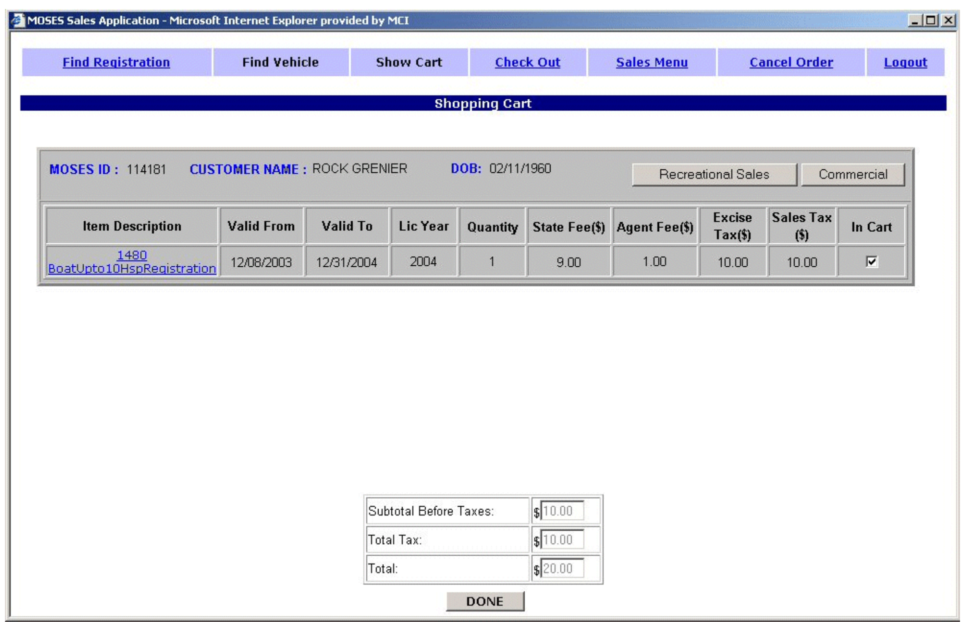


Figure 84: Shopping Cart Screen With Change Registration Item

7. Verify that the shopping cart is correct.

   To remove an item, select the corresponding check box in the *In Cart* column.

To add an item, click **Recreational Sales** or **Commercial** and select additional items. You can also click Sales Menu and select another sales task to include in this transaction. See "Selling Licenses and Merchandise" on page 55.

NOTE: Click Cancel Order at any time to cancel the transaction and return to the *Main Menu* screen.

8. Click **Done** or Check Out in the *Shopping Cart* screen to go to the *Check Out* screen and proceed with check out as described in "Check Out: Finalizing the Purchase" on page 80.

Renewing a Registration

Registrations expire on a pre-determined date. A registration can be renewed prior to its expiration by setting a new date of expiration. For example, if a registration is set to expire on January 30, 2004, the registration can be renewed so that it now expires on January 30, 2005. Registrations cannot be renewed after the expiration date has passed. If the expiration date has passed, the customer will need to purchase a new registration.

To Renew a Registration

1. Perform a search and select the registration to be renewed. (See "Locating a Vehicle Registration Record" on page 34.) The *Registration Details* screen appears, as shown in Figure 85.

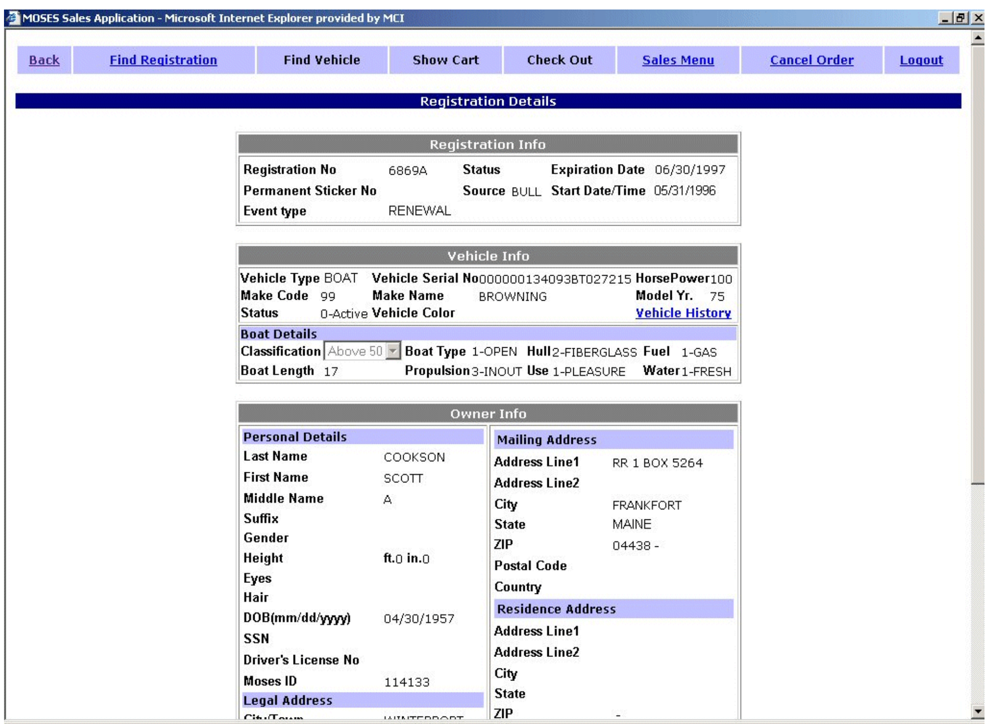


Figure 85: Registration Details Screen (Partial View)

2. Verify that the correct vehicle is displayed, then click **Submit**. The *Registration Event* screen appears, as shown in Figure 86.

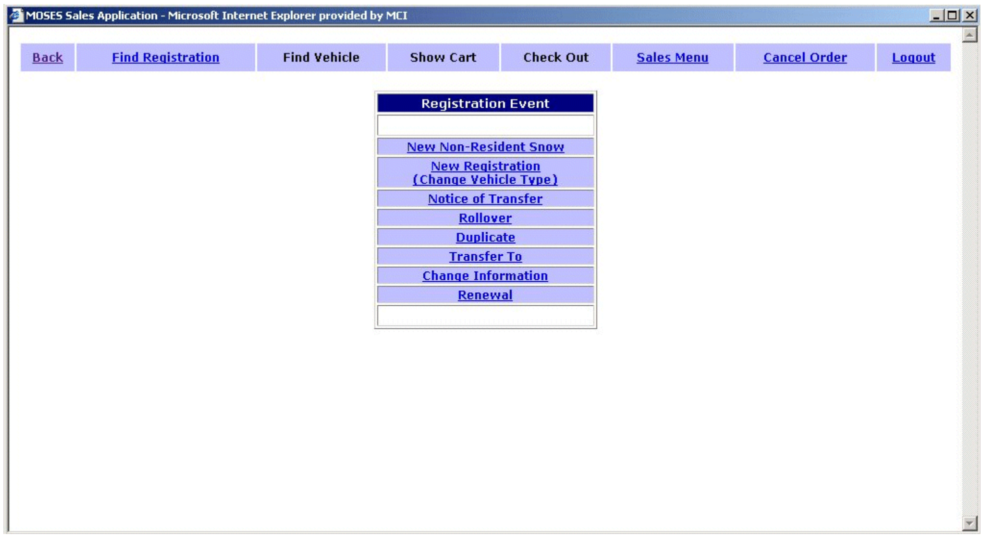


Figure 86: Registration Event Screen

3. Click Renewal on the *Registration Event* screen. The *Registration Details* screen reappears.
4. Verify that the information that displays is correct and click **Submit**. The system displays the *Registration Item* screen (Figure 87) and lists the renewal price.

   If any information needs to be updated, make the changes as described in "Modifying an Existing Registration" on page 146, then click **Submit**.

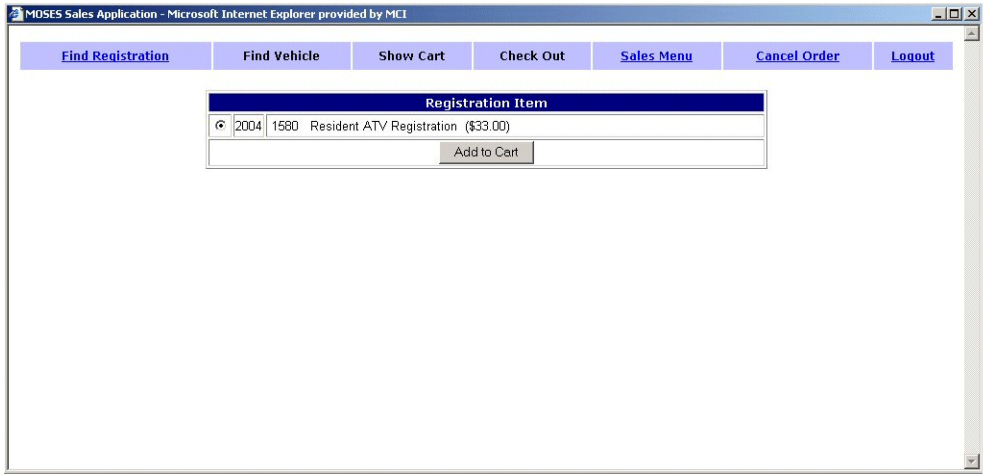


Figure 87: Registration Item Screen

5. Select the radio button next to the item listed, then click **Add to Cart**. The *Shopping Cart* screen appears, as shown in Figure 88.

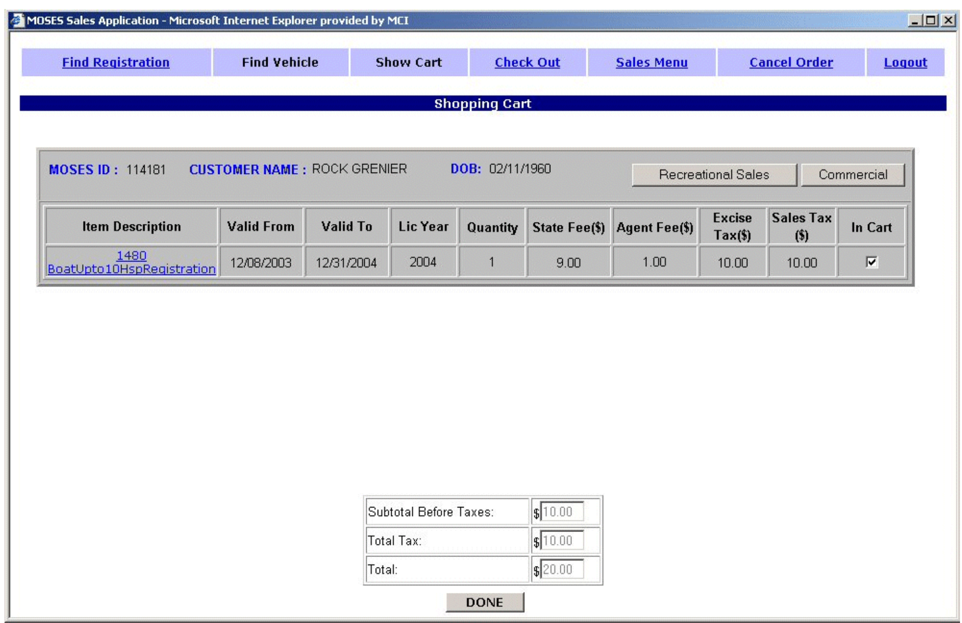


Figure 88: Shopping Cart Screen With Change Registration Item

6. Verify that the shopping cart is correct.

   To remove an item, select the corresponding check box in the *In Cart* column.

To add an item, click **Recreational Sales** or **Commercial** and select additional items. You can also click Sales Menu and select another sales task to include in this transaction. see "Selling Licenses and Merchandise" on page 55.

NOTE: Click Cancel Order at any time to cancel the transaction and return to the *Main Menu* screen.

7. Click **Done** or Check Out in the *Shopping Cart* screen to go to the *Check Out* screen and proceed with check out as described in "Check Out: Finalizing the Purchase" on page 80.

Transferring Registration Between Vehicles

A registration can be transferred from one vehicle to another. Usually a transfer occurs when an owner wants to transfer a registration that is still valid for a period of time to a different vehicle that they own. Transferring a registration removes the registration from the first vehicle, so that it is no longer registered, and then separately registers the second vehicle.

To Transfer Registration

1. Perform a search and select the registration that is to be transferred to another vehicle (See "Locating a Vehicle Registration Record" on page 34.) The *Registration Details* screen appears, as shown in Figure 89.

Figure 89: Registration Details Screen (Partial View)

2. Verify that the correct vehicle is displayed, then click **Submit**. The *Registration Event* screen appears, as shown in Figure 90.

   If any information needs to be updated, make the changes as described in "Modifying an Existing Registration" on page 146, then click **Submit**.

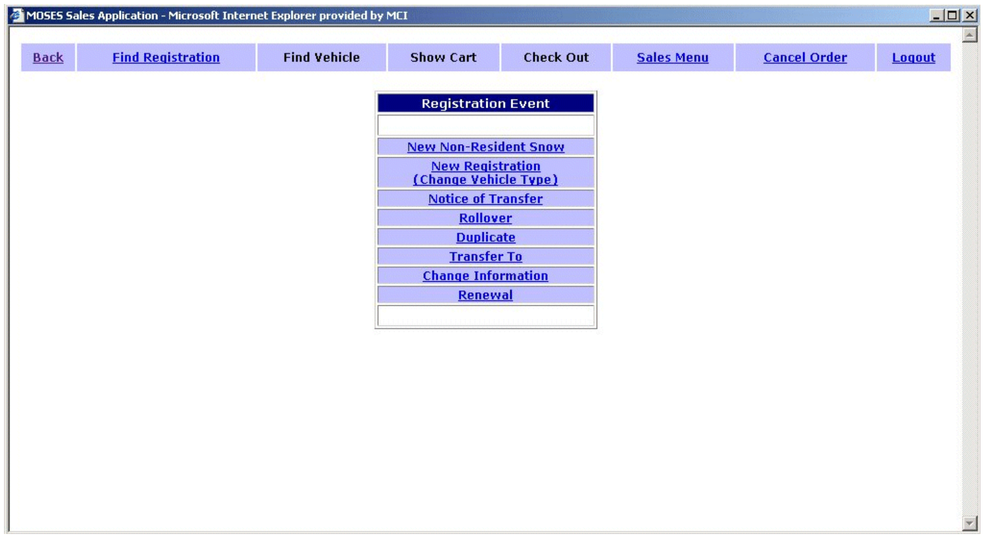


Figure 90: Registration Event Screen

3. Click Transfer To on the *Registration Event* screen. The *Registration Lookup* screen reappears, as shown in Figure 91.

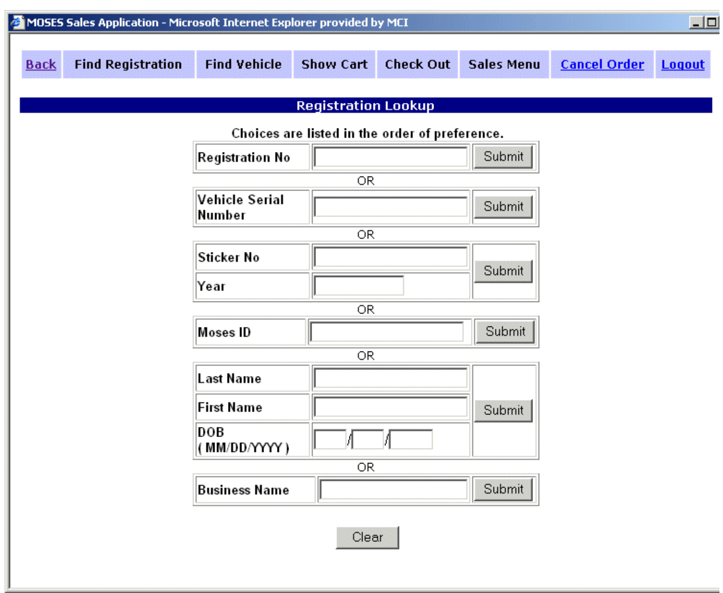


Figure 91: Registration Lookup Screen

4. On the *Registration Lookup* screen, search for the vehicle to which the registration is to be transferred to. See "Locating a Vehicle Registration Record" on page 34 for details on performing a search.

Different screens appear depending on the results of the search:

- If the destination vehicle has not been registered, the system returns a "*No record found*" message. Create a new registration, as described in "Registering a New Vehicle" on page 114.
- If the destination vehicle has already been registered, the *Registration Details* screen appears, listing the vehicle's details, as shown in Figure 92.

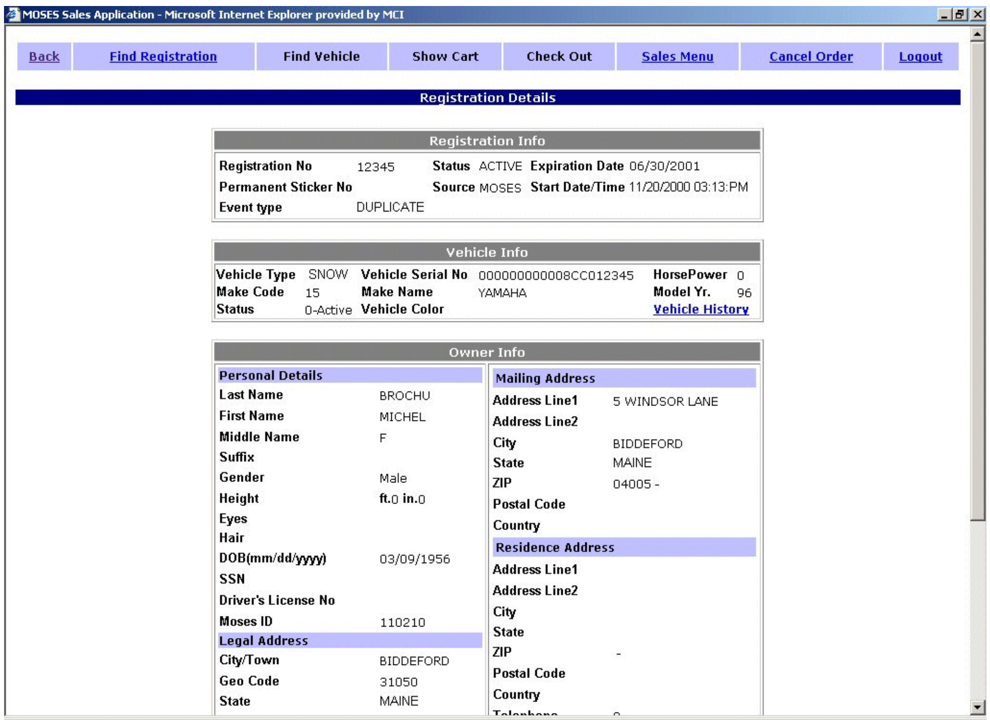


Figure 92: Registration Details Screen (Partial View)

5. After the new registration is created, or the current registration displaying is verified as the correct one, click **Submit**. The *Registration Items* screen appears, as shown in Figure 93.

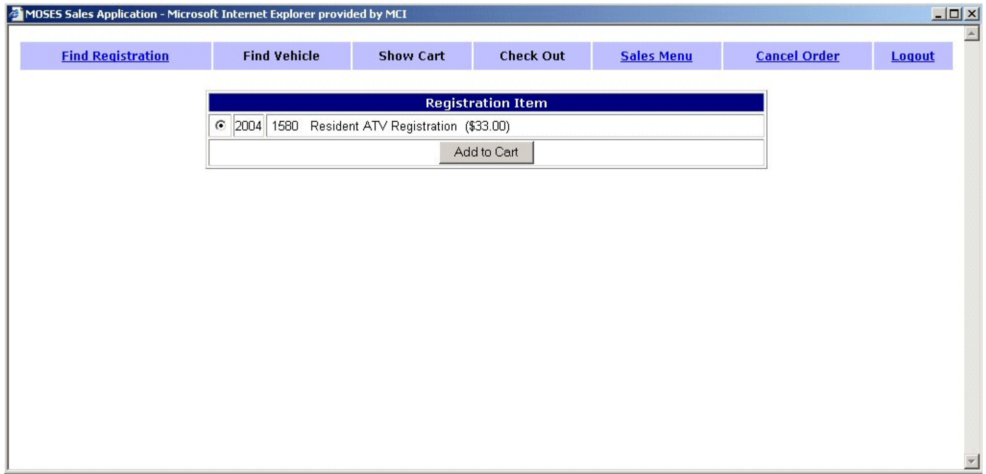


Figure 93: Registration Item Screen

6. Select the radio button next to the item listed, then click **Add to Cart**. The *Shopping Cart* screen appears, as shown in Figure 94.

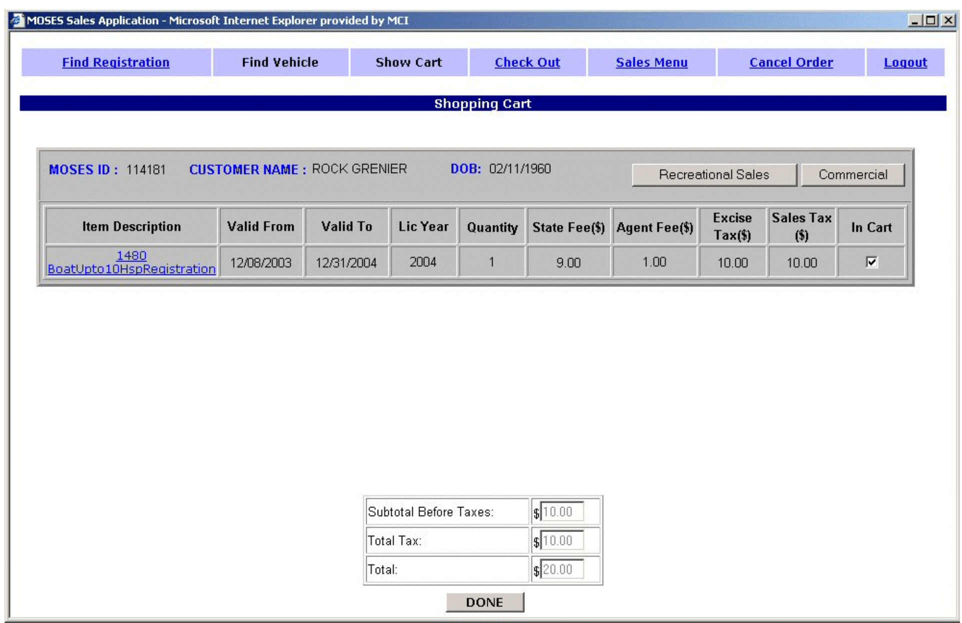


Figure 94: Shopping Cart Screen With Change Registration Item

7. Verify that the shopping cart is correct.

   To remove an item, select the corresponding check box in the *In Cart* column.

To add an item, click **Recreational Sales** or **Commercial** and select additional items. You can also click Sales Menu and select another sales task to include in this transaction. see "Selling Licenses and Merchandise" on page 55.

NOTE: Click Cancel Order at any time to cancel the transaction and return to the *Main Menu* screen.

8. Click **Done** or Check Out in the *Shopping Cart* screen to go to the *Check Out* screen and proceed with check out as described in "Check Out: Finalizing the Purchase" on page 80.

Rolling Over Registration to a New Owner

When a vehicle is transferred from one owner to another, the registration associated with the vehicle can be rolled over to the new owner. Registrations can only be rolled over if the new owner of the vehicle is a resident of Maine. Registration cannot be rolled over for non-residents.

To perform a rollover, the vehicle registration and a customer record for the original owner of the vehicle must both exist in the MOSES system. The new owner of the vehicle must also exist in the system, but can be added during the rollover process.

To Roll Over a Registration to a New Owner

1. Perform a search and select the registration that is to be rolled over to a new owner (See "Locating a Vehicle Registration Record" on page 34.) The *Registration Details* screen appears, as shown in Figure 95.

Figure 95: Registration Details Screen (Partial View)

2. Verify that the correct vehicle is displayed, then click **Submit**. The *Registration Event* screen appears, as shown in Figure 96.

   If any information needs to be updated, make the changes as described in "Modifying an Existing Registration" on page 146, then click **Submit**.

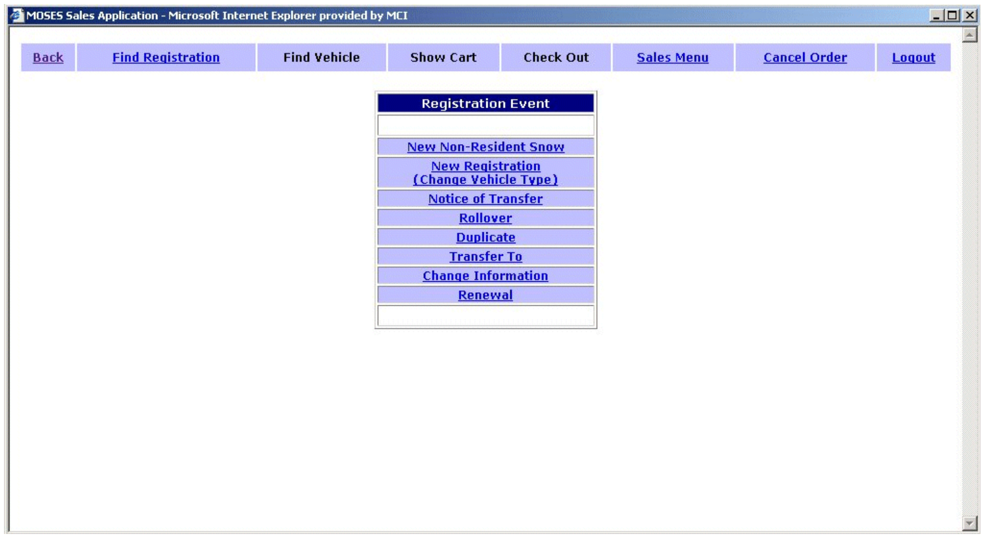


Figure 96: Registration Event Screen

3. Click Rollover on the *Registration Event* screen. The *Customer Search* screen appears, as shown in Figure 97.

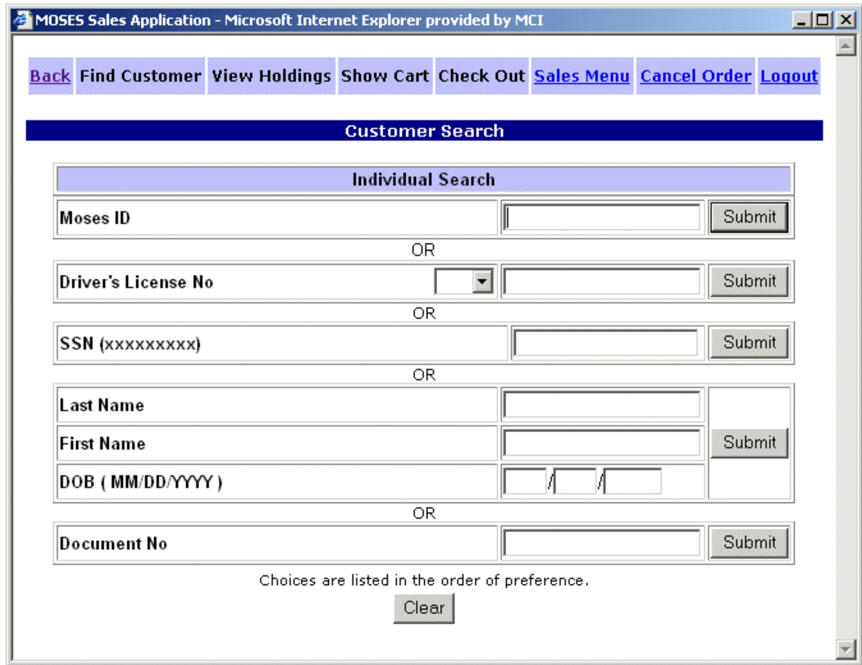


Figure 97: Customer Search Screen

4. On the *Customer Search* screen, search for the owner receiving the registration (the person to whom the registration is being rolled over to). See "Locating a Customer Record" on page 25 for details on performing a search.

   Different screens appear depending on the results of the search:

   - If the new owner is not located, the system returns a "*No record found*" message. Create a new customer, as described in "Adding a New Customer" on page 46.
   - If the new owner is located, the *Customer Details* screen appears, listing the customer's details, as shown in Figure 98.

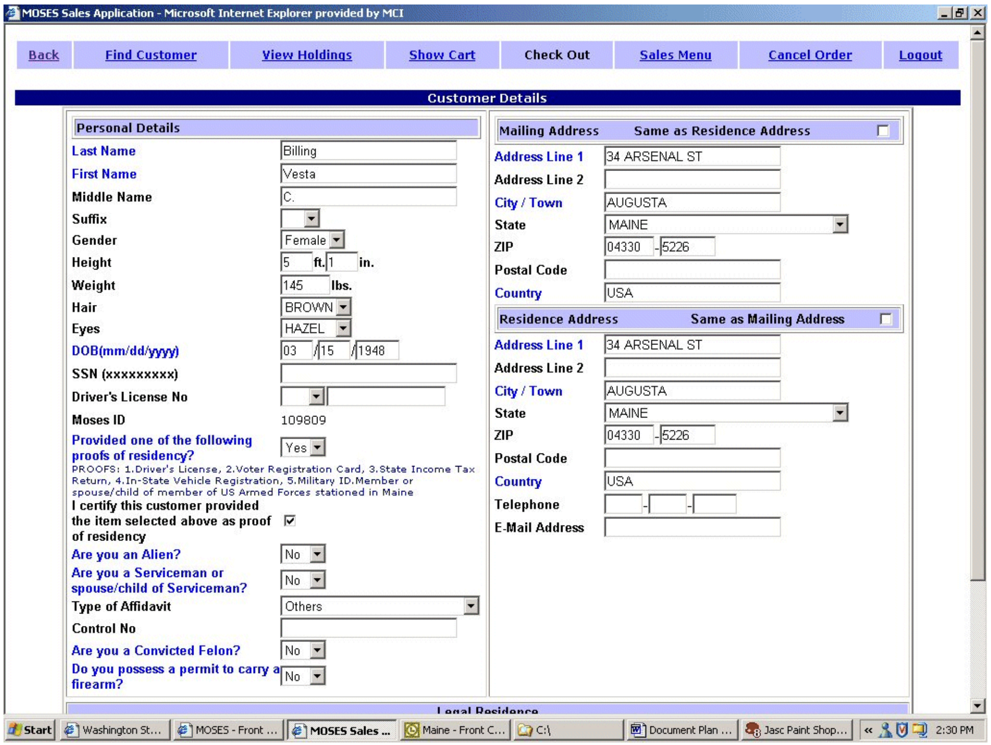


Figure 98: Customer Details Screen (Partial View)

5. After the new customer record is created, or the current customer record displayed is verified as the correct one, click **Submit**. The *Registration Items* screen appears, as shown in Figure 99.

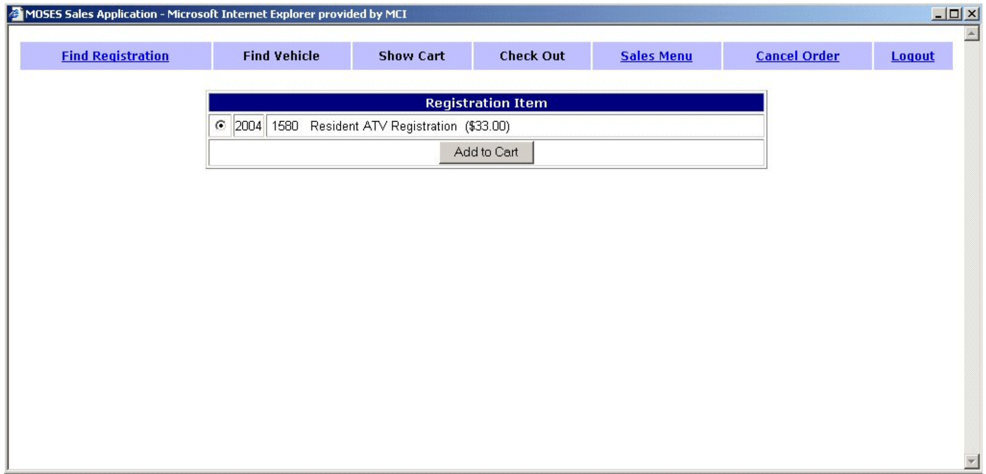


Figure 99: Registration Item Screen

6. Select the radio button next to the item listed, then click **Add to Cart**. The *Shopping Cart* screen appears, as shown in Figure 100.

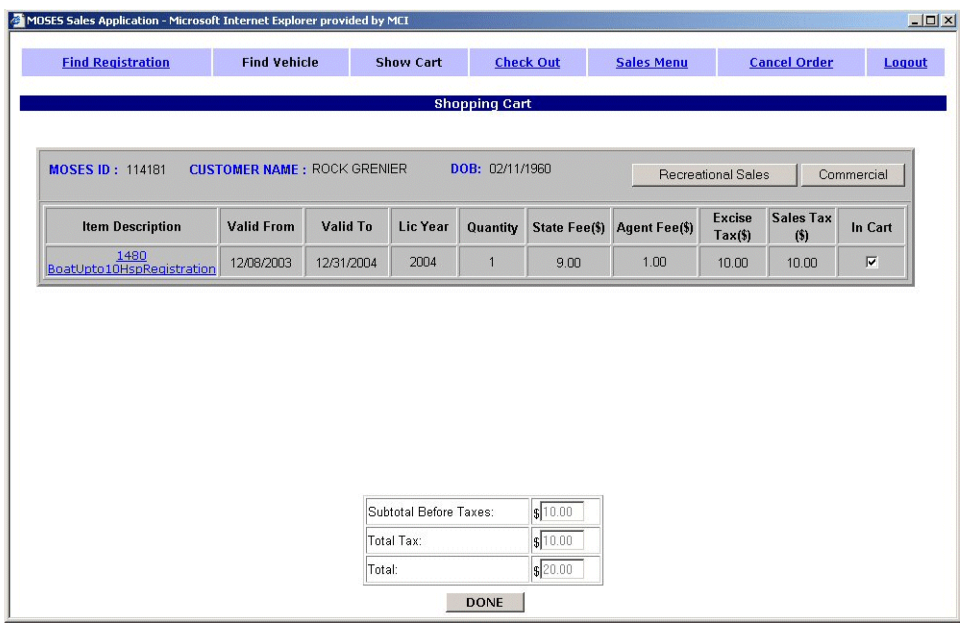


Figure 100: Shopping Cart Screen With Change Registration Item

7. Verify that the shopping cart is correct.

   To remove an item, select the corresponding check box in the *In Cart* column.

   To add an item, click **Recreational Sales** or **Commercial** and select additional items. You can also click Sales Menu and select another sales task to include in this transaction. see "Selling Licenses and Merchandise" on page 55.

NOTE: Click Cancel Order at any time to cancel the transaction and return to the *Main Menu* screen.

8. Click **Done** or Check Out in the *Shopping Cart* screen to go to the *Check Out* screen and proceed with check out as described in "Check Out: Finalizing the Purchase" on page 80.

Upgrading Boat Registration

The price of boat registration varies depending on the horsepower of the boat engine. If a customer increases the boat's horsepower, they must upgrade the boat registration to reflect the additional horsepower.

To Upgrade a Boat Registration

1. Perform a search and select the registration for the boat this being upgraded (See "Locating a Vehicle Registration Record" on page 34.) The *Registration Details* screen appears, as shown in Figure 101.

Figure 101: Registration Details Screen (Partial View)

2. Verify that the correct boat is displayed, then click **Submit**. The *Registration Event* screen appears, as shown in Figure 102.

   If any information needs to be updated, make the changes as described in "Modifying an Existing Registration" on page 146, then click **Submit**.

Figure 102: Registration Event Screen

3. Click Upgrade on the *Registration Event* screen. The *Registration Lookup* screen appears, as shown in Figure 103.

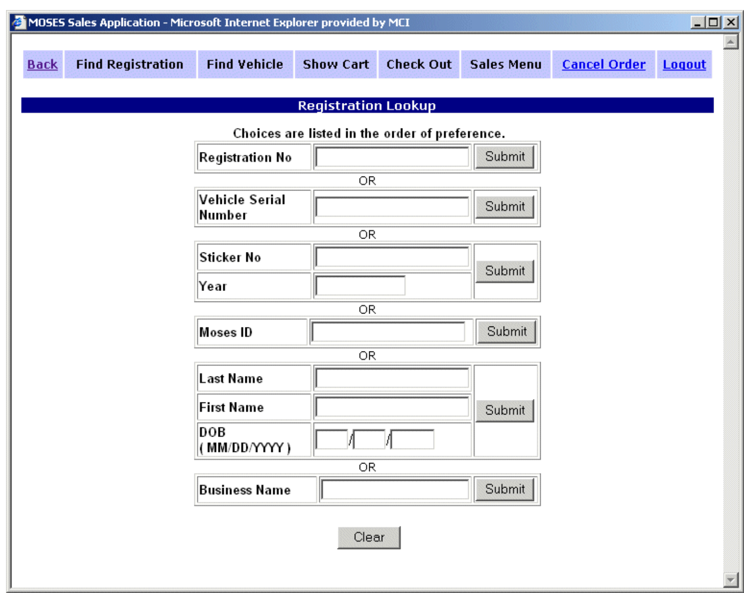


Figure 103: Registration Lookup Screen

4. On the *Registration Lookup* screen, search for the boat being upgraded. See "Locating a Vehicle Registration Record" on page 34 for details on performing a search.

Different screens appear depending on the results of the search:

- If the boat has not been registered, the system returns a "*No record found*" message. Create a new registration, as described in "Registering a New Vehicle" on page 114.
- If the boat has already been registered, the *Registration Details* screen appears, listing the boat's details, as shown in Figure 104.

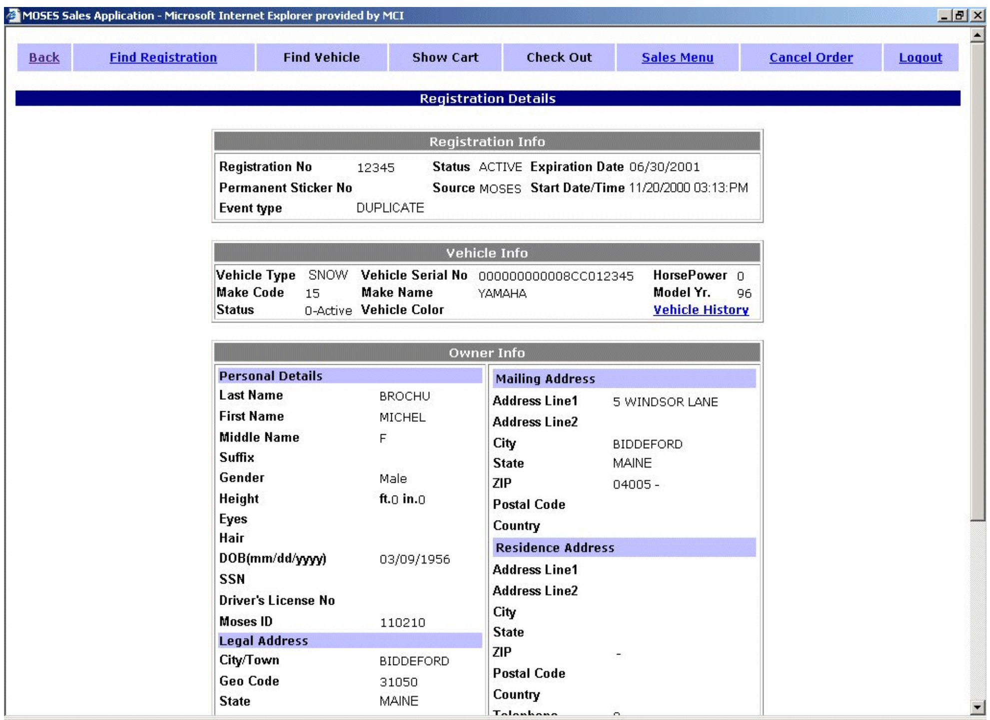


Figure 104: Registration Details Screen (Partial View)

5. After the new registration record is created, or the current registration record that displays is verified as the correct one, click **Submit**. The *Registration Items* screen appears, as shown in Figure 105.

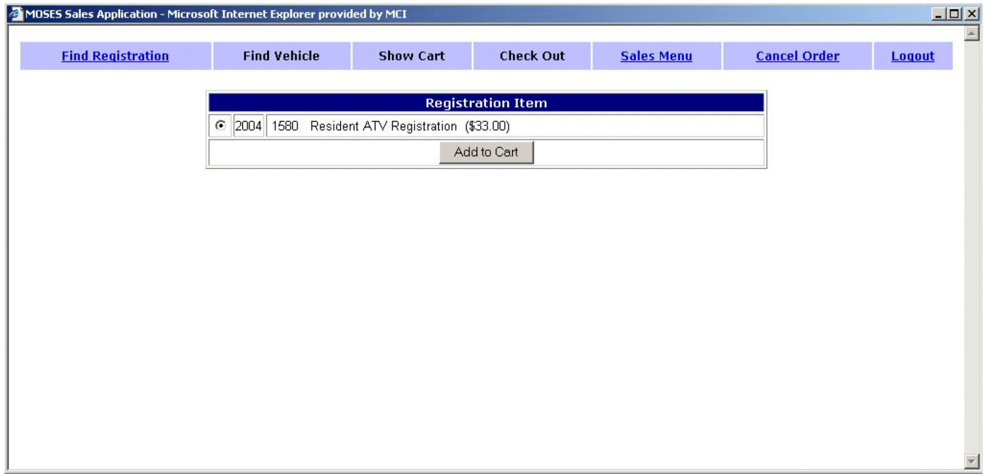


Figure 105: Registration Item Screen

6. Select the radio button next to the item listed, then click **Add to Cart**. The *Shopping Cart* screen appears, as shown in Figure 94.

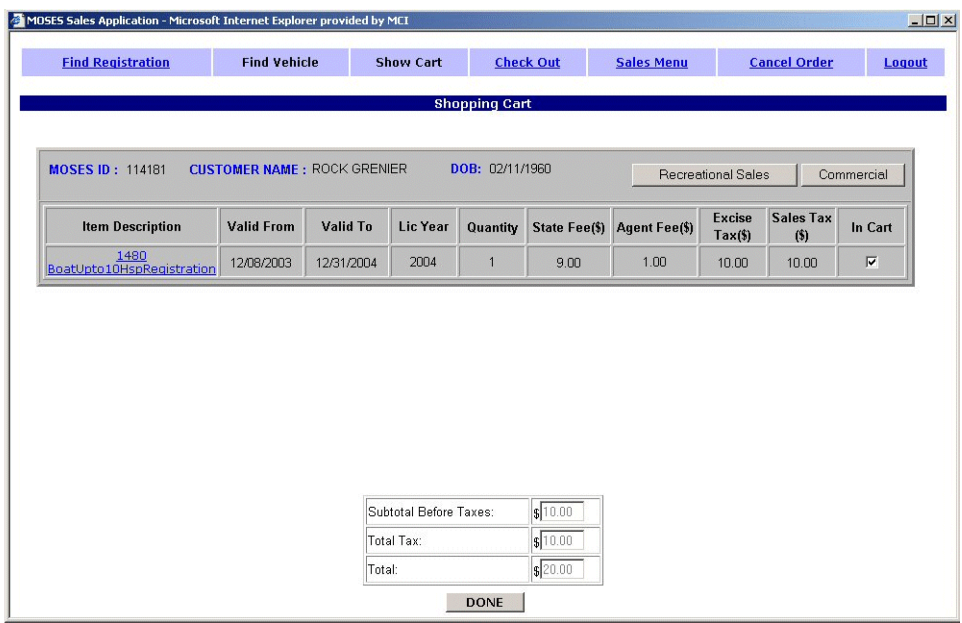


Figure 106: Shopping Cart Screen With Change Registration Item

7. Verify that the shopping cart is correct.

   To remove an item, select the corresponding check box in the *In Cart* column.

To add an item, click **Recreational Sales** or **Commercial** and select additional items. You can also click Sales Menu and select another sales task to include in this transaction. see "Selling Licenses and Merchandise" on page 55.

NOTE: Click Cancel Order at any time to cancel the transaction and return to the *Main Menu* screen.

8. Click **Done** or Check Out in the *Shopping Cart* screen to go to the *Check Out* screen and proceed with check out as described in "Check Out: Finalizing the Purchase" on page 80.

Modifying an Existing Registration

Existing registration information, such as a owner name change or new address, can be updated as needed. Be sure to change vehicle or owner information in the correct record. Vehicle information, such as type of vehicle and horsepower, is updated in the registration record. Owner information, such as mailing address or name change, is updated in the business or customer record. The following instructions describe how to change information in a registration record. For information on changing a customer record, see "Managing Customer and Business Records" on page 45.

To Update a Registration Record

1. Perform a search and select the registration to be updated (See "Locating a Vehicle Registration Record" on page 34.) The *Registration Details* screen appears, as shown in Figure 107.

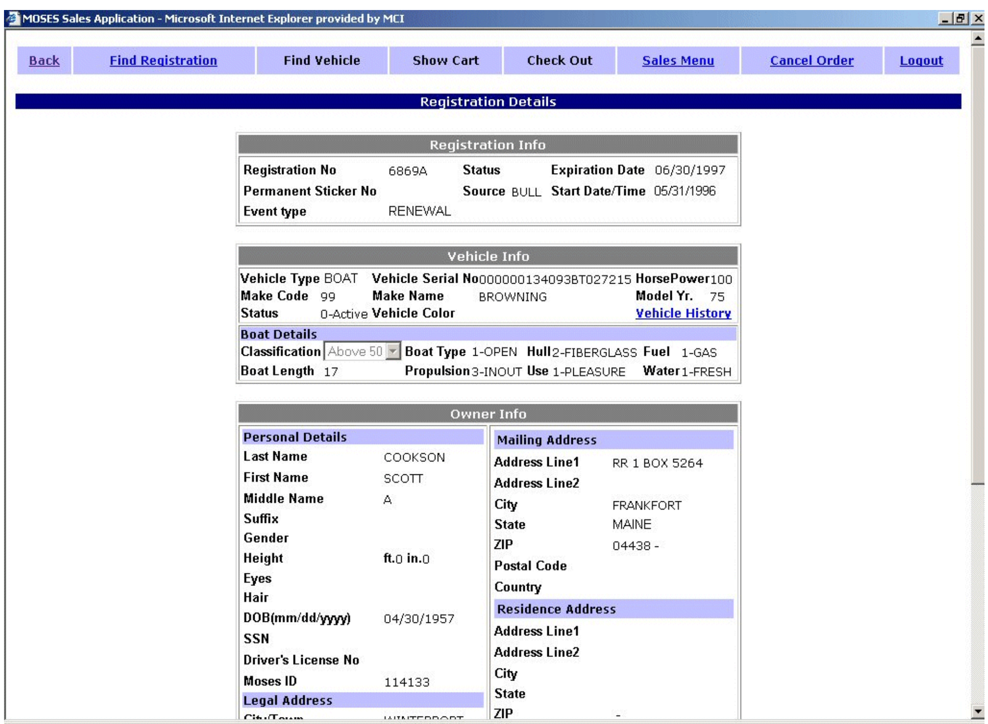


Figure 107: Registration Details Screen (Partial View)

2. Verify that the correct registration is displayed, then click **Submit**. The *Registration Event* screen appears, as shown in Figure 108.

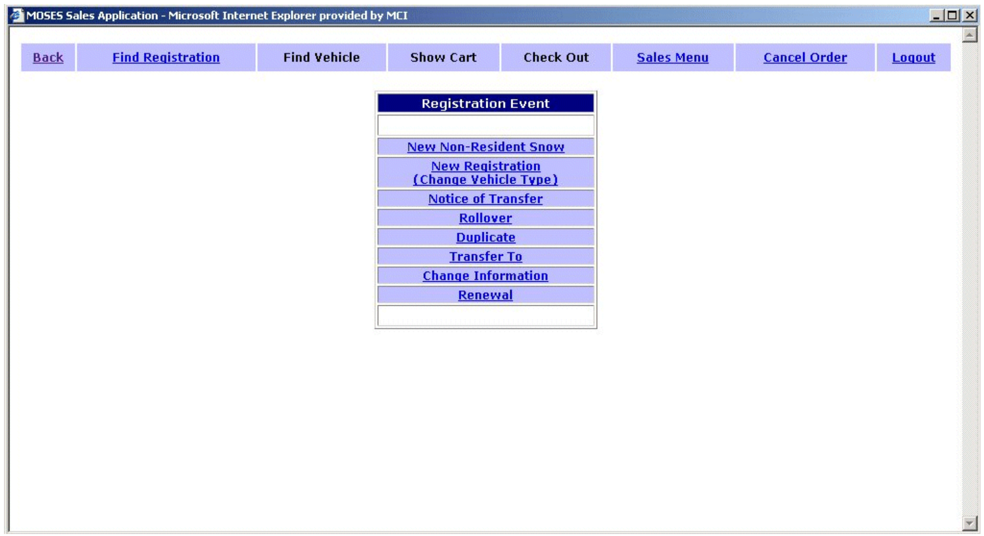


Figure 108: Registration Event Screen

3. Click Change Information on the *Registration Event* screen. The *Registration Details* screen reappears with editable fields.
4. Update the information as needed, and then click **Submit** to save your changes and return to the *Registration Lookup* screen. See the tables in the section "To Add a New Customer" on page 46 for a detailed description of each field.

Reactivating a Registration

The status of a registration can be switched between inactive and active. When inactive, the vehicle is considered "not registered", but retains the registration record in the MOSES system.

To Reactivate a Vehicle

1. Perform a search and select the registration to be reactivated (See "Locating a Vehicle Registration Record" on page 34.) The *Registration Details* screen appears, as shown in Figure 109.

Figure 109: Registration Details Screen (Partial View)

2. Verify that the correct registration is displayed, then click **Submit**. The *Registration Event* screen appears, as shown in Figure 110.

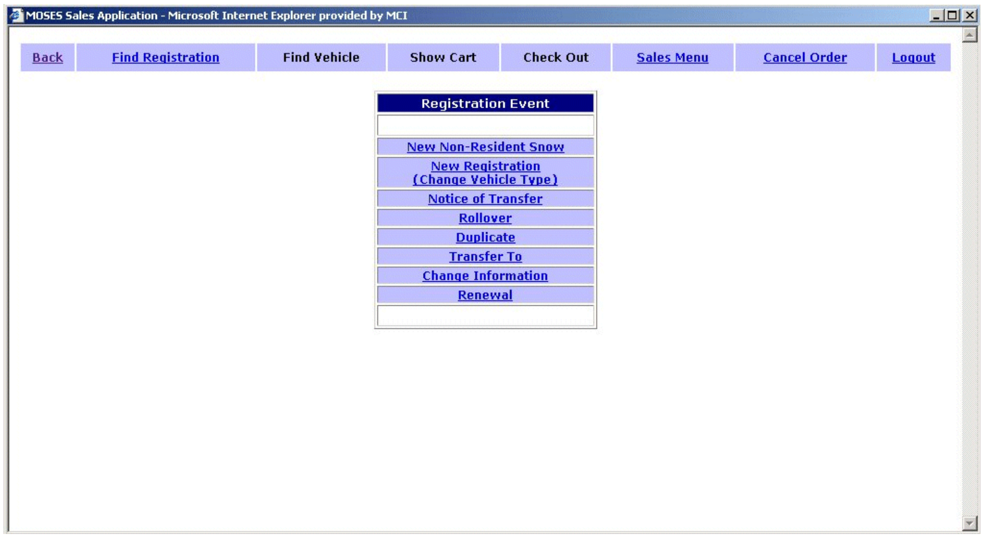


Figure 110: Registration Event Screen

3. Click Reactivate on the *Registration Event* screen, and then click **Submit**. The registration is reactivated.

Duplicate Registrations

Occasionally, a registration document will be destroyed, stolen or lost and need to be replaced. To replace a registration document, a duplicate can be issued. Depending on the registration type, a fee may be charged.

Before issuing a duplicate registration, it is recommended that you verify that the customer requesting the registration is the valid holder of the registration and that the registration is valid for the current license year. See "Viewing Vehicle Registration History" on page 112 for instructions on viewing a list of current registration.

To Issue a Duplicate Registration

1. Perform a search and select the registration being duplicated (See "Locating a Vehicle Registration Record" on page 34.) The *Registration Details* screen appears, as shown in Figure 111.

Figure 111: Registration Details Screen (Partial View)

2. Verify that the correct registration is displayed, then click **Submit**. The *Registration Event* screen appears, as shown in Figure 112.

   If any information needs to be updated, make the changes as described in "Modifying an Existing Registration" on page 146, then click **Submit**.

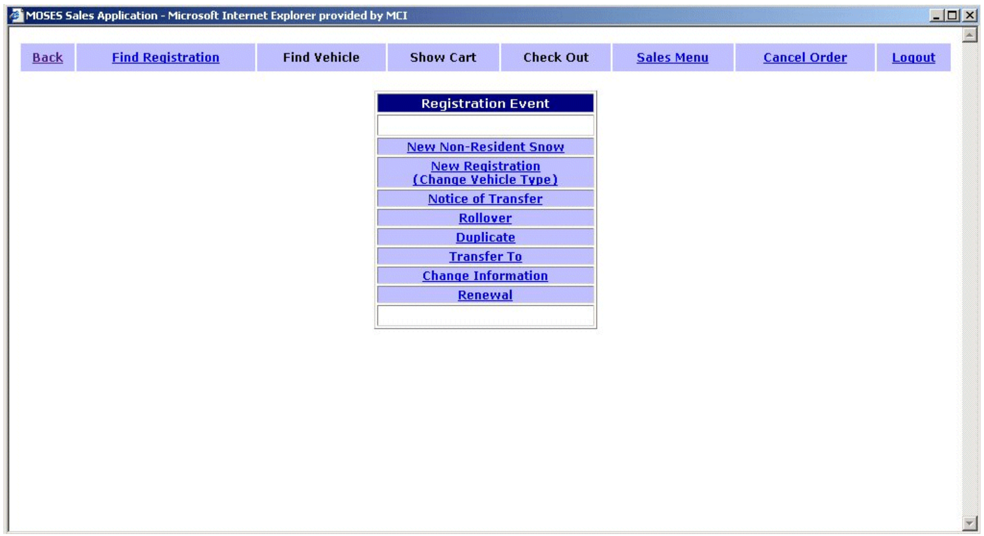


Figure 112: Registration Event Screen

3. Click Duplicate on the *Registration Event* screen. The *Registration Item* screen appears, as shown in Figure 113.

Figure 113: Registration Item Screen

4. Select the radio button next to the item listed, then click **Add to Cart**. The *Shopping Cart* screen appears, as shown in Figure 114.

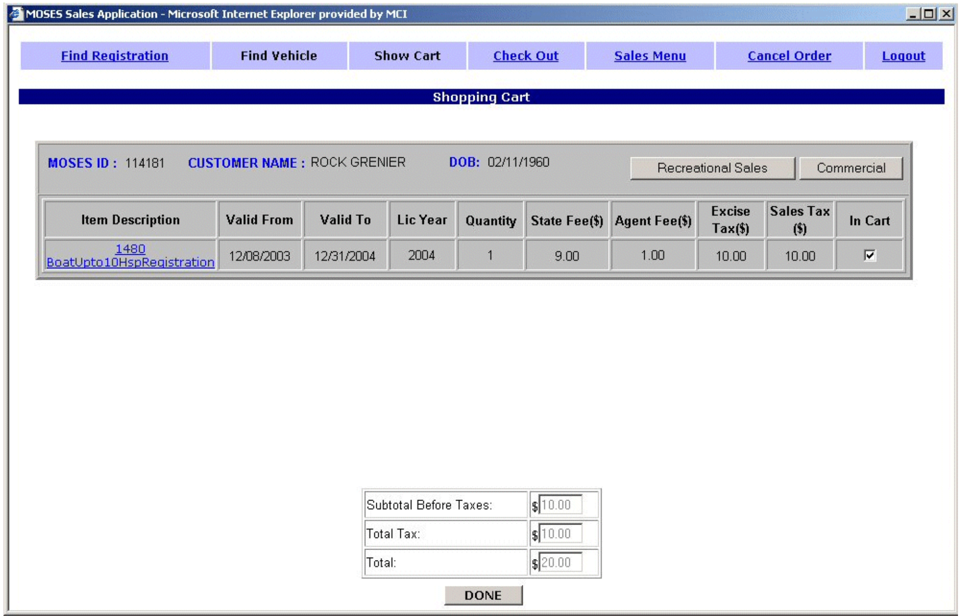


Figure 114: Shopping Cart Screen

5. Verify that the shopping cart is correct.

   To remove an item, select the corresponding check box in the *In Cart* column.

   To add an item, click **Recreational Sales** or **Commercial** and select additional items. You can also click Sales Menu and select another sales task to include in this transaction. see "Selling Licenses and Merchandise" on page 55.

NOTE: Click Cancel Order at any time to cancel the transaction and return to the *Main Menu* screen.

6. Click **Done** or Check Out in the *Shopping Cart* screen to go to the *Check Out* screen and proceed with check out as described in "Check Out: Finalizing the Purchase" on page 80.

Reprinting a Registration

If a registration document does not print properly when it is purchased, it can be reprinted at no charge to the customer.

To Reprint a Registration

1. Click Reprint on the *Main Menu* screen. The *Customer Search* screen appears, as shown in Figure 115.

NOTE: The *Main Menu* screen is the first screen that appears after you log in to *MSA*.

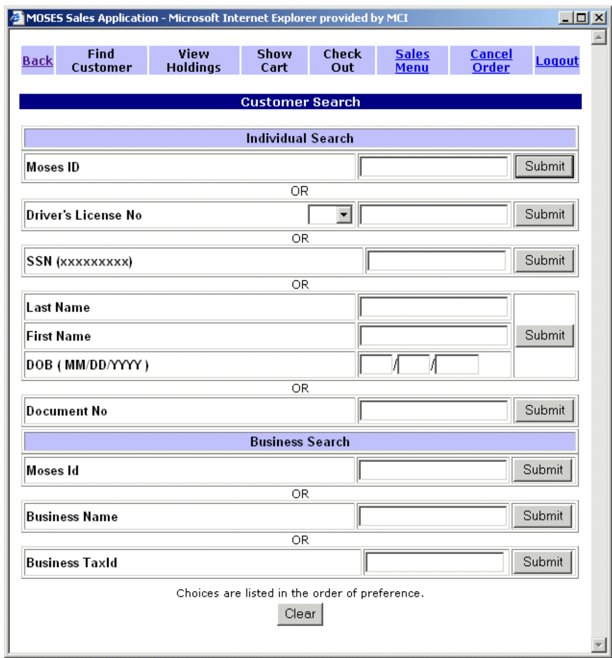


Figure 115: Customer Search Screen

2. Perform a search and select the individual or business whose registration is to be reprinted. See "Locating a Customer, Business or Registration Record" on page 23.
3. Depending on the record selected, the *Customer Details* or *Business Details* screen appears. Figure 116 is an example of the *Customer Details* screen.

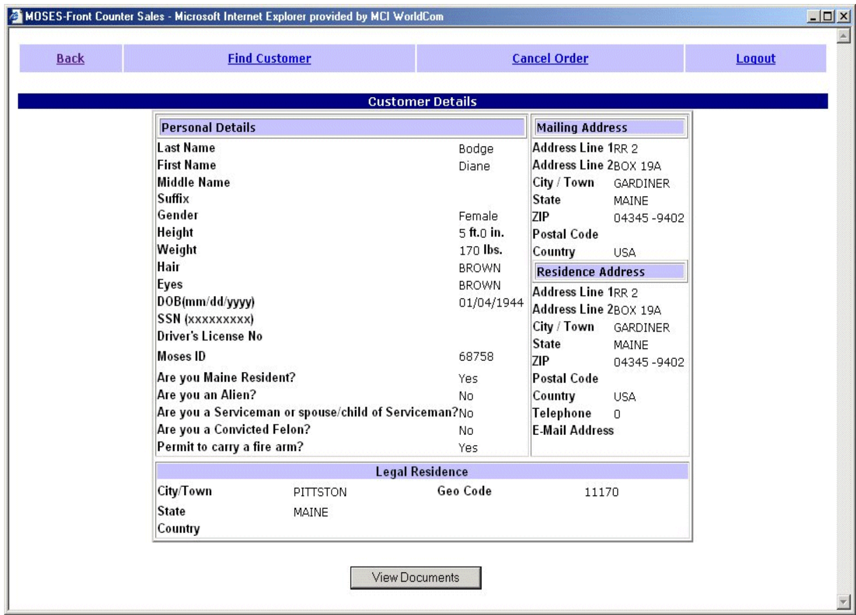


Figure 116: Customer Details Screen

4. Click **View Documents**. The *Documents List* screen appears listing licenses and registrations currently held by the individual or business, as shown in Figure 117. There may be many individual license items grouped together on a single document line.

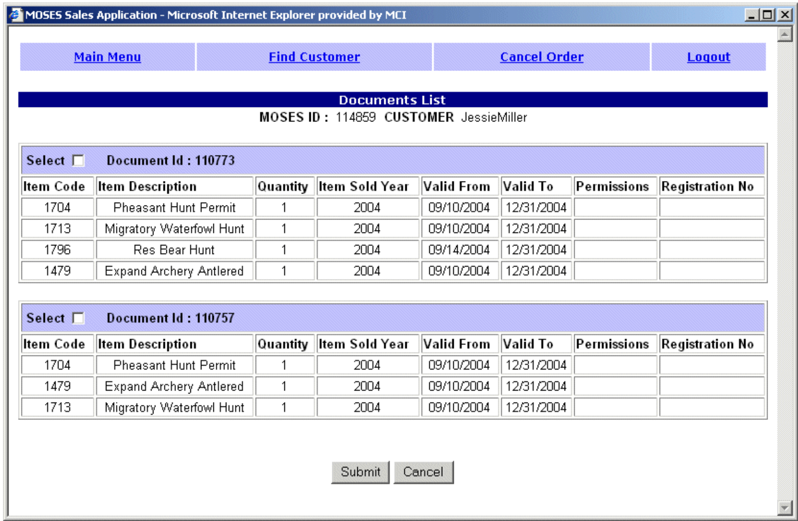


Figure 117: Documents List Screen

5. Select the check box next to the *Document Number* for the registration to be reprinted.

   The *Customer Search* screen reappears and a new Internet browser window opens displaying a PDF file containing the registration to be printed.

6. Verify that the correct customer is listed, then click **Submit**.

   MSA opens a new Internet browser window and displays an Adobe Acrobat pdf file containing the license to be printed.

7. Select **File** > **Print** from the Internet browser window tool bar to print the license for the customer.

Attaching a Notice of Transfer

When a customer sells a vehicle, they must send IF&W a Notice of Transfer. A Notice of Transfer informs IF&W that the vehicle has been sold and releases the customer from liability. After the Notice is received, IF&W personnel record the Notice of Transfer. This updates the registration in the MOSES system. Owner information for the new owner of the vehicle does not need to be entered. If the new owner chooses to register the vehicle under their name, the new owner information can be entered at that time.

To Issue a Notice of Transfer

1. Perform a search and select the registration for the vehicle that was sold (See "Locating a Vehicle Registration Record" on page 34.) The *Registration Details* screen appears, as shown in Figure 118.

Figure 118: Registration Details Screen (Partial View)

2. Verify that the correct registration is displayed, then click **Submit**. The *Registration Event* screen appears, as shown in Figure 119.

   If any information needs to be updated, make the changes as described in "Modifying an Existing Registration" on page 146, then click **Submit**.

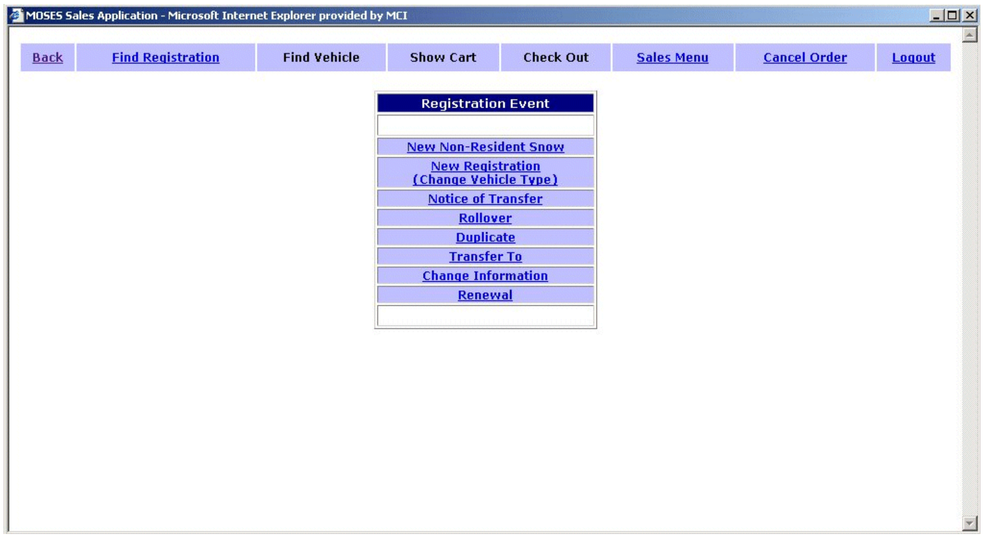


Figure 119: Registration Event Screen

3. Click Notice of Transfer on the *Registration Event* screen. The *Registration Details* screen reappears with editable fields.
4. In the *Collected Tax* field, enter the amount of tax collected, then click **Submit**. This information should be listed on the Notification of Transfer submitted by the customer.

   The registration is now updated and shows that the vehicle was transferred to a new owner.

Voiding Registrations

Registrations can be voided on the same date of purchase through the Agent who sold the registration. The voided registration must be returned to the Agent. The customer is reimbursed any fees paid for the registration.

To Void a Registration

1. Click Void Registration on the *Main Menu* screen. The *Registration Lookup* screen appears, as shown in Figure 120.

NOTE: The *Main Menu* is the first screen that appears after you log in to *MSA*.

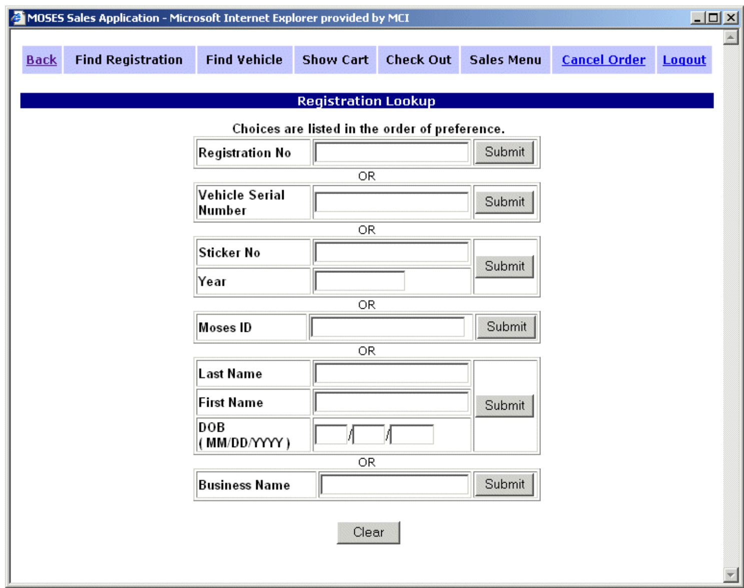


Figure 120: Registration Lookup Screen

2. Perform a search and locate the record for the individual or business voiding a registration (see "Locating a Customer, Business or Registration Record" on page 23). The *Registration Details* screen appears, as shown in Figure 121.

Figure 121: Customer Details Screen (Partial View)

3. Click **Void Registration**, located at the bottom of the screen. The *Void Registration* screen appears, as shown in Figure 122.

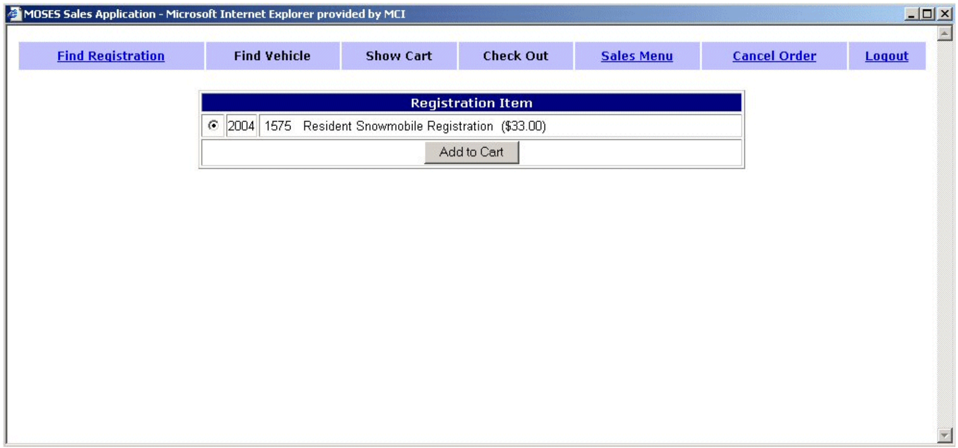


Figure 122: Registration Item Screen

4. Select the check box in the *Void* column next to each registration to be voided, and then click **Submit**. The *Shopping Cart* screen appears, listing the registration to be voided, as shown in Figure 123.

WARNING: Be careful that the correct registration is being voided. Once voided, it cannot be reactivated.

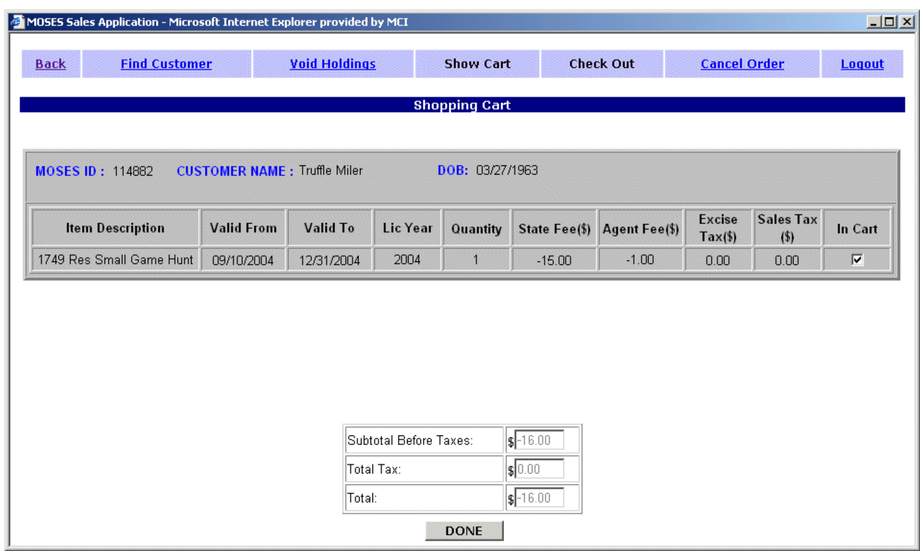


Figure 123: Shopping Cart Screen for Voided Registration

The fee for the registration displays as a negative number to indicate a reimbursement.

NOTE: Click Can-cel Order at any time to cancel the transaction and return to the *Main Menu* screen.

5. Click **Done** or Check Out in the *Shopping Cart* screen to go to the *Check Out* screen and proceed with check out. See "Check Out: Finalizing the Purchase" on page 80.

   Complete check out to void the registration and reimburse any fees due the customer. At this time, the voided registration must be retrieved from the customer.

8. *Managing Clerk Information*

Using the *Administration Menu* screen Agents and authorized Clerks can set up Clerk accounts for the *MSA* system. A Clerk account enables an employee at the Agent's place of business to log into *MSA* and determines which tools can be accessed and reports generated.

Once created, a Clerk's account can be updated or deleted at any time. Information included in a Clerk account is the Clerk's User ID and password, which is used to log in to *MSA*. Passwords can be changed as part of updating Clerk information and privileges, or a Clerk can do it for themselves through the *Change Password* screen. A password expires automatically after 90 days of issue and must be updated before the Clerk can log in (see "Changing Passwords" on page 175).

If a link on a menu is not active, the person currently logged in has not been granted access to that function.

This section includes the following topics:

Viewing Current Clerk Privileges

Current Clerk information and assigned privileges can be viewed using the *Add/ Maintain Clerk* screen.

To View Clerk Privileges

1. Click Administration on the *Main Menu* screen. The *Administration Menu* screen appears, as shown in Figure 124.

NOTE: The *Main Menu* screen is the first screen that appears after you log in to *MSA*.

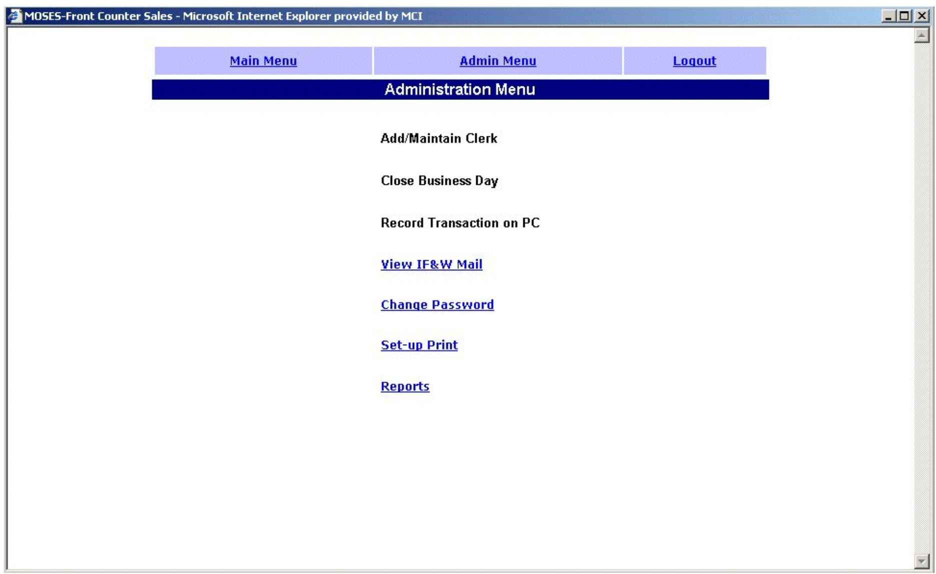


Figure 124: Administration Menu Screen

2. Click Add/Maintain Clerk. The *Add/Maintain Clerk* screen appears, as shown in Figure 125.

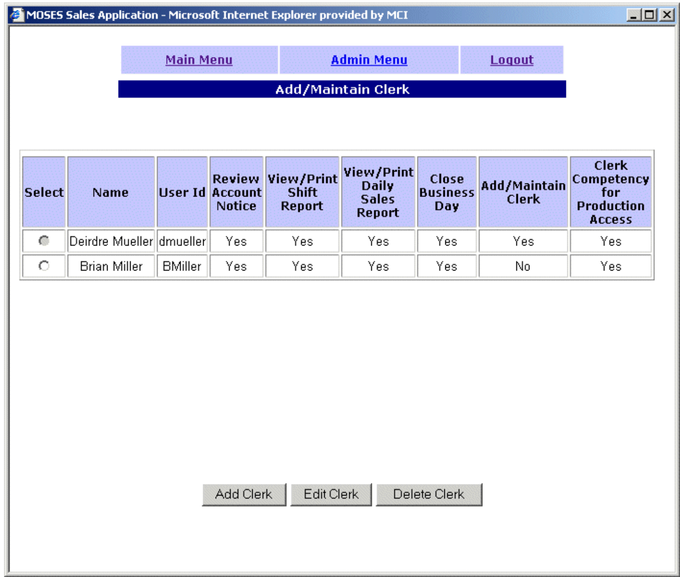


Figure 125: Add/Maintain Clerk Screen

The columns in *Add/Maintain Clerk* screen display the names and privileges granted to each Clerk as follows:

- *Name* — Clerk's first and last name.
- *User ID* — What a Clerk uses to log in to the application; all User IDs in *MSA* start with a letter and must consist solely of alphanumeric characters.
- *Review Account Notice* — Clerk's viewing privilege for Account Notice Reports.
- *View/Print Shift Report* — Clerk's viewing and printing privileges for Shift Reports.
- *View/Print Daily Sales Report* — Clerk's viewing and printing privileges for Daily Sales Reports.
- *Close Business Day* — Clerk's privilege to set the close of business day date and time.
- *Add/Maintain Clerk*— Clerk's privilege to add and update other Clerks.
- *Clerk Competency for Production Access*— Clerk's privilege to access production information.

3. Click Admin Menu to return to the *Administration Menu* screen.

Adding New Clerks

This function enables an Agent or an authorized Clerk to add a new Clerk and assign application privileges to that Clerk.

To Add a New Clerk

1. Click Administration on the *Main Menu* screen. The *Administration Menu* screen appears, as shown in Figure 126.

NOTE: The *Main Menu* screen is the first screen that appears after you log in to *MSA*.

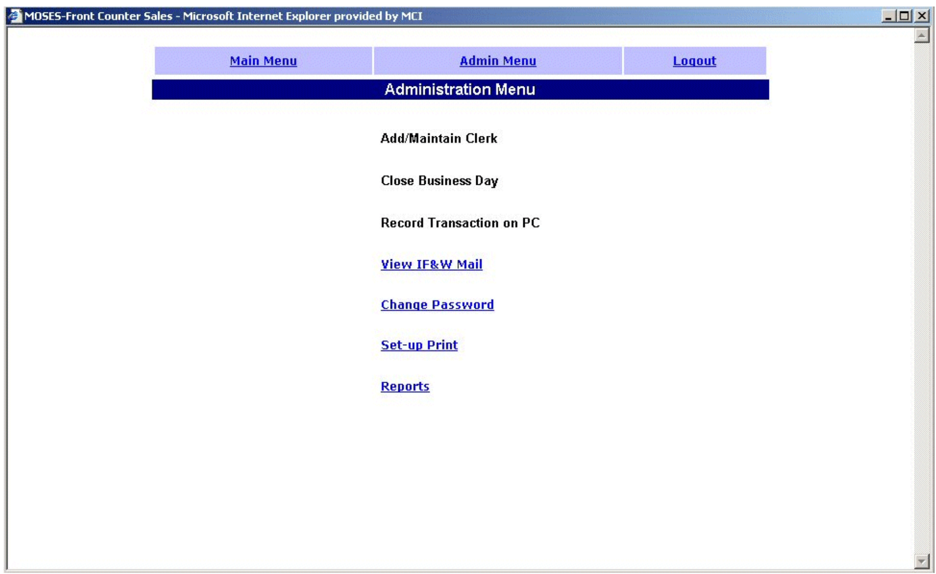


Figure 126: Administration Menu Screen

2. Click Add/Maintain Clerk. The *Add/Maintain Clerk* screen appears, as shown in Figure 127.

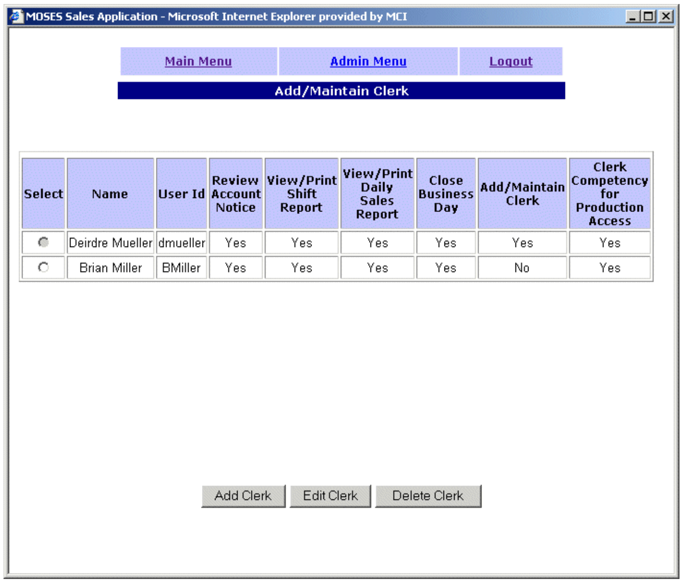


Figure 127: Add/Maintain Clerk Screen

3. Click **Add Clerk**. The *Add Clerk* screen appears, as shown in Figure 128.

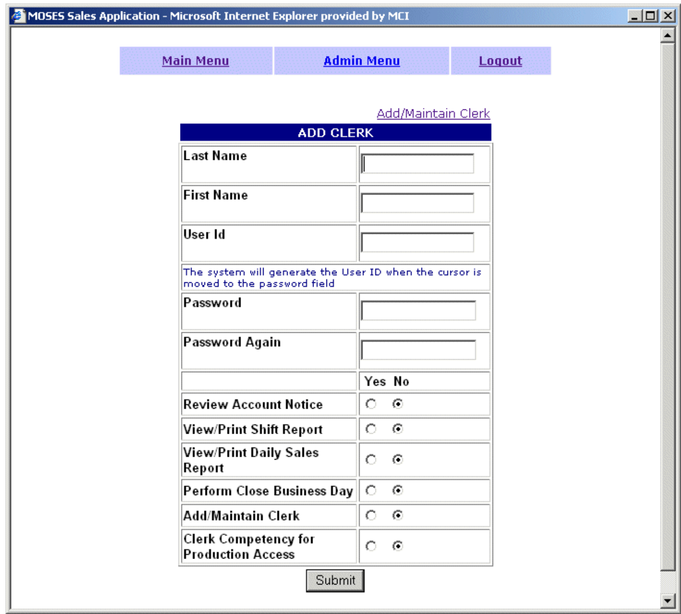


Figure 128: Add Clerk Screen

4. In the fields provided, enter information about the Clerk.

Field	Description
First Name	Enter the Clerk's first name.
Last Name	Enter the Clerk's last name.
User ID	Enter a unique identifier that starts with a letter and contains alphanumeric characters. The User ID and password are used to log in to *MSA*.
Password	Enter a password up to ten characters long. The User ID and password are used to log in to *MSA*.
Password Again	Re-enter the password.

5. Select the **Yes** or **No** radio button to grant or deny a privilege for the Clerk.

   Clerk privileges include:

   - *Review Account Notice* — Clerk can view the Account Notice report. See "Generating Account Notices" on page 205.
   - *View/Print Shift Report* — Clerk can view and print Shift reports. See "Generating Shift Reports" on page 196.
   - *View/Print Daily Sales Report* —Clerk can view and print Daily Sales reports. See "Generating Daily Sales Reports" on page 199.
   - *Perform Close Business Day* — Clerk can change the close of business time and perform related duties.
   - *Add/Maintain Clerk*— Clerk can add and update other Clerk records.
   - *Clerk Competency for Production Access*— Clerk can perform tasks associated with production access.

6. After entering all information, click **Submit** to add the new Clerk and return to the *Add/Maintain Clerk* screen.

   The newly added Clerk displays in the *Add/Maintain Clerk* screen.

Changing Clerk Information and Privileges

An Agent or an authorized Clerk can change a Clerk's personal information and privileges at any time. The Clerk's User ID and password can also be changed. Once changed, the Clerk will need the new User ID and password to log in to *MSA*.

To Update Clerk Information

1. Click Administration on the *Main Menu* screen. The *Administration Menu* screen appears, as shown in Figure 129.

NOTE: The *Main Menu* screen is the first screen that appears after you log in to *MSA*.

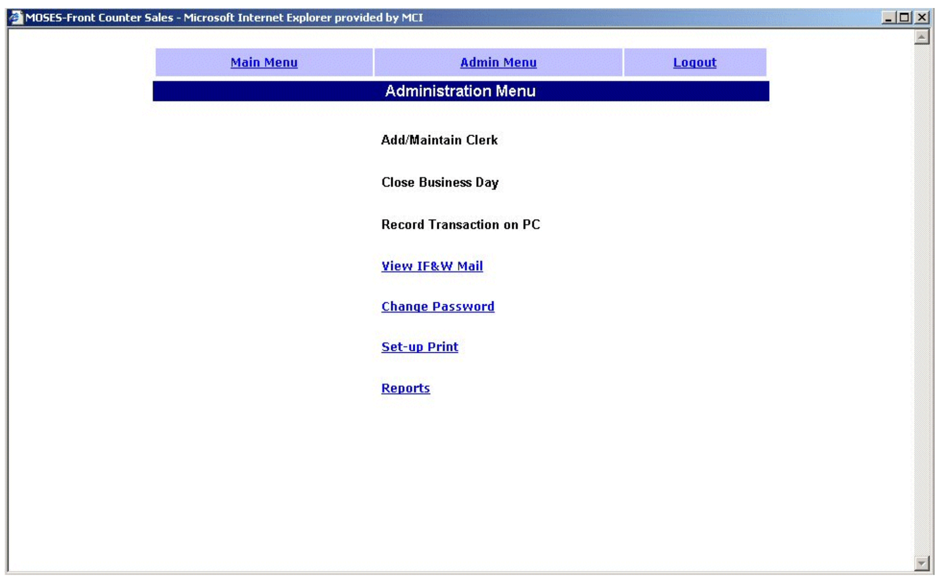
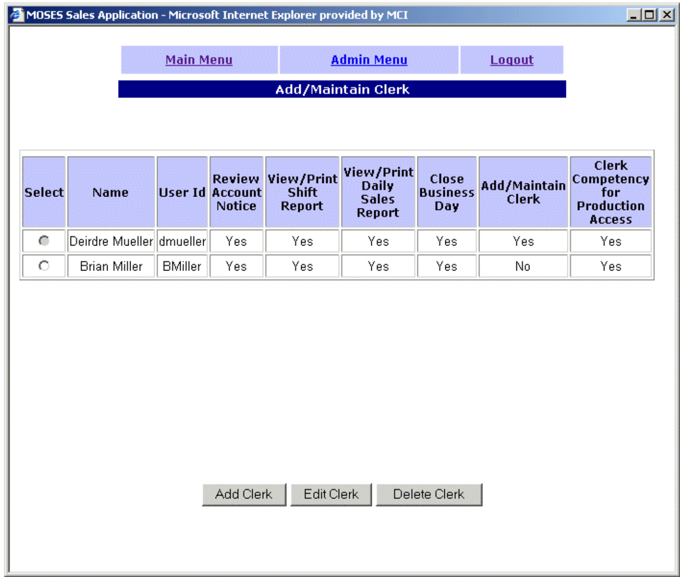


Figure 129: Administration Menu Screen

2. Click Add/Maintain Clerk. The *Add/Maintain Clerk* screen appears, as shown in Figure 130.



Select	Name	User Id	Review Account Notice	View/Print Shift Report	View/Print Daily Sales Report	Close Business Day	Add/Maintain Clerk	Clerk Competency for Production Access
◉	Deirdre Mueller	dmueller	Yes	Yes	Yes	Yes	Yes	Yes
○	Brian Miller	BMiller	Yes	Yes	Yes	Yes	No	Yes

Figure 130: Add/Maintain Clerk Screen

3. Select a Clerk by clicking the radio button next to the Clerk's name in the *Select* column, and then click **Edit Clerk**. The *Edit Clerk* screen appears, as shown in Figure 131.

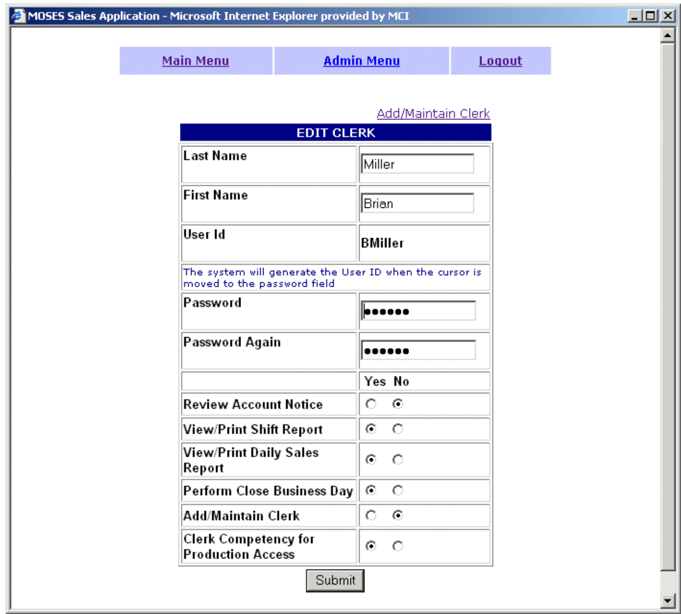


Figure 131: Edit Clerk Screen

4. Edit the fields as required. See the section, "To Add a New Clerk" on page 166 for a detailed description of each field.

5. Click **Submit** to save the changed information and return to the *Add/ Maintain Clerk* screen.

Deleting Clerk Records

At times, a Clerk record will need to be deleted. For example, when a Clerk leaves employment at the place of business. Once a Clerk record is deleted, the Clerk can no longer use their UserID or password to log into *MSA*.

To Delete a Clerk Record

1. Click Administration on the *Main Menu* screen. The *Administration Menu* screen appears, as shown in Figure 132.

NOTE: The *Main Menu* screen is the first screen that appears after you log in to *MSA*.

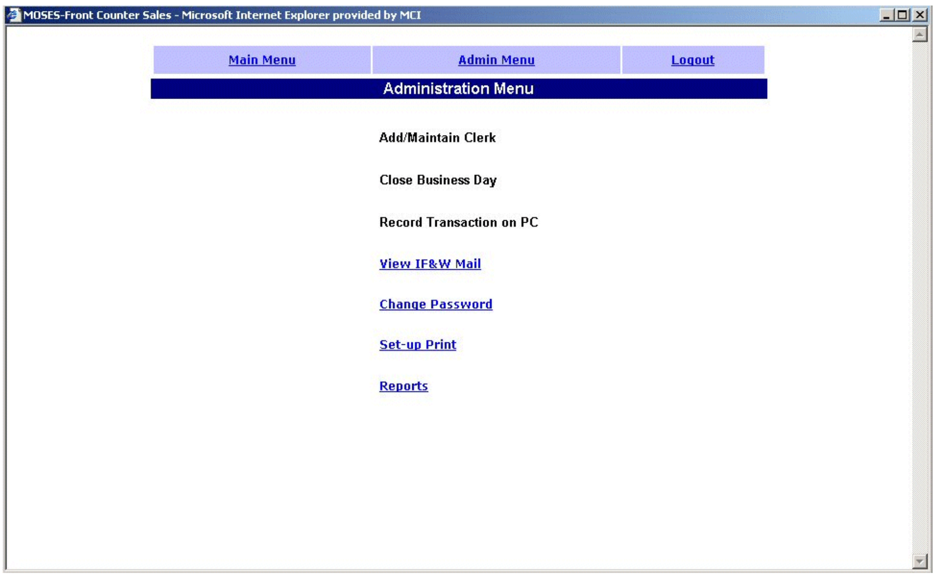


Figure 132: Administration Menu Screen

2. Click Add/Maintain Clerk. The *Add/Maintain Clerk* screen appears, as shown in Figure 133.

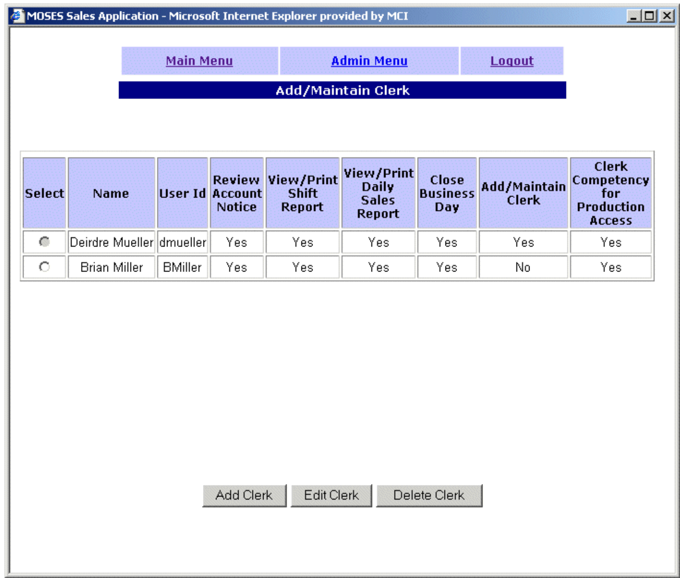


Figure 133: Add/Maintain Clerk Screen

3. Select the Clerk to be deleted by selecting the radio button next to the Clerk's name in the *Select* column.
4. Click **Delete Clerk**. The *Add/Maintain Clerk* screen reappears and the Clerk is no longer listed.

Changing Passwords

A password can be changed at any time. Agents or an authorized Clerk can change passwords for other Clerks as part of updating Clerk information or Clerks can change their own password using the *Change Password* screen.

A password expires automatically after 90 days of issue. After 90 days, if a user tries to login using an expired password, the system navigates to the *Change Password* screen and forces the user to create a new password.

To Change a Password for Another Clerk

1. Click Administration on the *Main Menu* screen. The *Administration Menu* screen appears, as shown in Figure 134.

NOTE: The *Main Menu* screen is the first screen that appears after you log in to *MSA*.

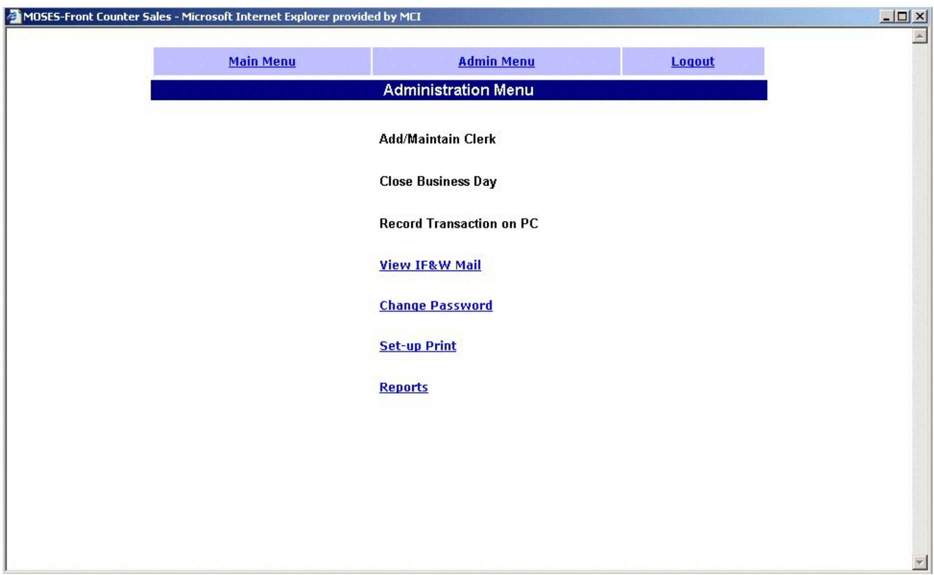


Figure 134: Administration Menu Screen

2. Click Add/Maintain Clerk. The *Add/Maintain Clerk* screen appears, as shown in Figure 135.

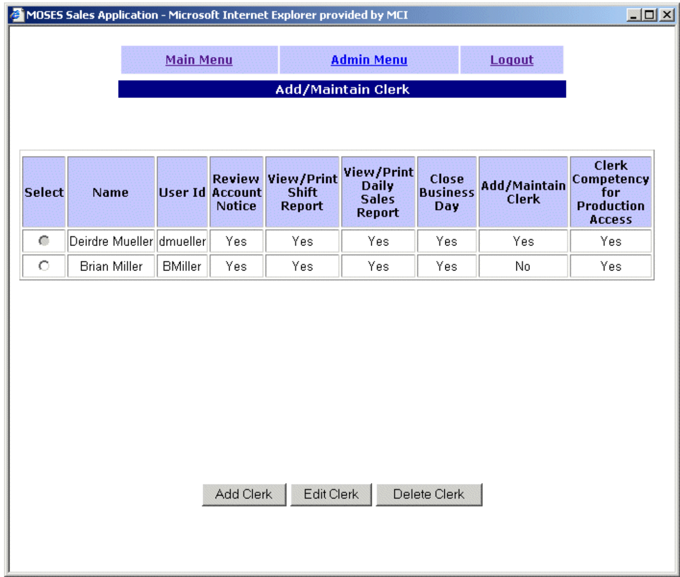


Figure 135: Add/Maintain Clerk Screen

3. Select a Clerk by clicking the radio button next to the Clerk's name in the *Select* column, and then click **Edit Clerk**. The *Edit Clerk* screen appears, as shown in Figure 137.

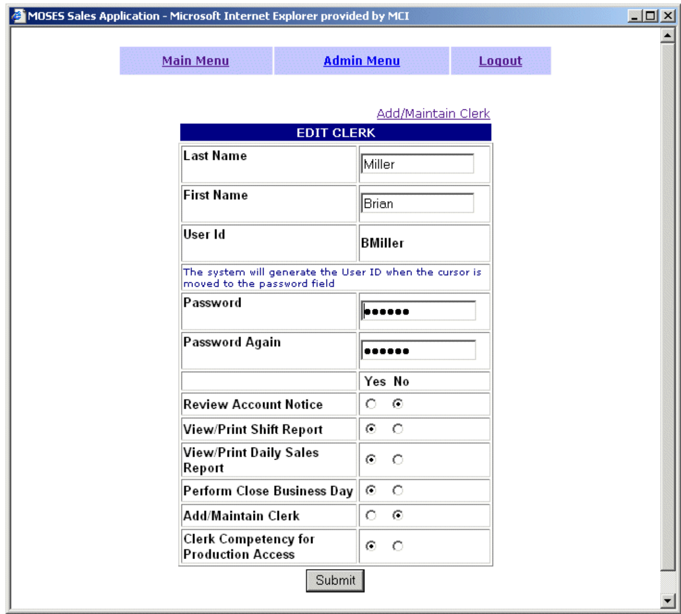


Figure 136: Edit Clerk Screen

4. In the *Password* field, enter the new password using a minimum of six and maximum of ten letters and numbers. Do not use punctuation marks or spaces.
5. In the *Password Again* field, re-enter the new password to confirm it
6. Click **Submit** to save the new password information and return to the *Add/Maintain Clerk* screen.

To Change a Password for Oneself

1. Click Administration on the *Main Menu* screen. The *Administration Menu* screen appears, as shown in Figure 137.

NOTE: The *Main Menu* screen is the first screen that appears after you log in to *MSA*.

Figure 137: Administration Menu Screen

2. Click Change Password. The *Change Password* screen appears, as shown in Figure 138.

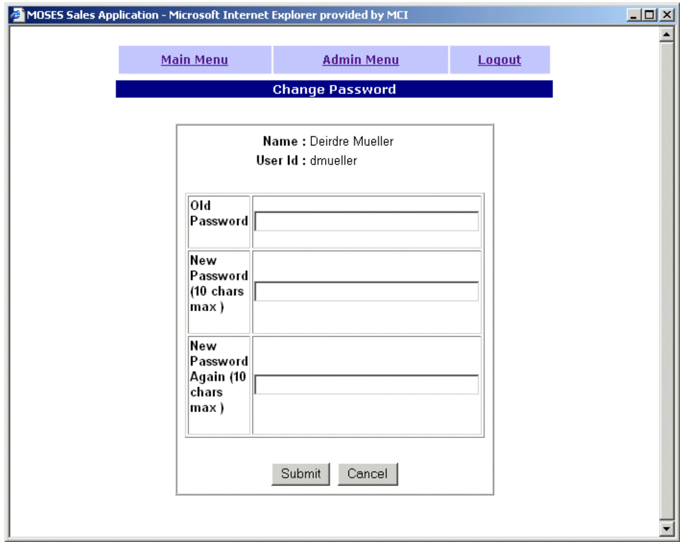


Figure 138: Change Password Screen

3. Enter the current password in the *Old Password* field.
4. In the *New Password* field, enter the new password using a minimum of six and a maximum of ten letters and numbers. Do not use punctuation marks or spaces.
5. In the *New Password Again* field, re-enter the new password to confirm it
6. Click **Submit** to save the information and return to the *Administration Menu* screen.

9. *Viewing Messages*

When a user firsts log in to *MSA*, any new messages sent by IF&W to the user automatically display in the *Message Information* screen. Previously viewed messages can be viewed again at any time.

This section contains the following topics:

Viewing Messages

An Agent or authorized Clerk can view messages through *MSA*.

To View Messages

1. Click Administration on the *Main Menu* screen. The *Administration Menu* screen appears, as shown in Figure 141.

NOTE: The *Main Menu* screen is the first screen that appears after you log into *MSA*.

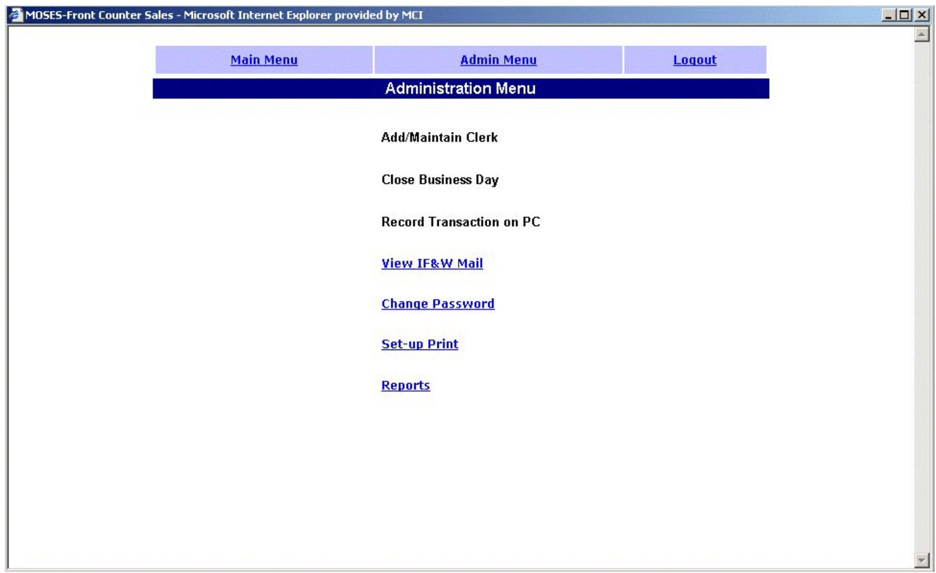


Figure 139: Administration Menu Screen

2. Click View IF&W Mail on the *Administration Menu* screen. The *Message Information* screen appears, as shown in Figure 140.

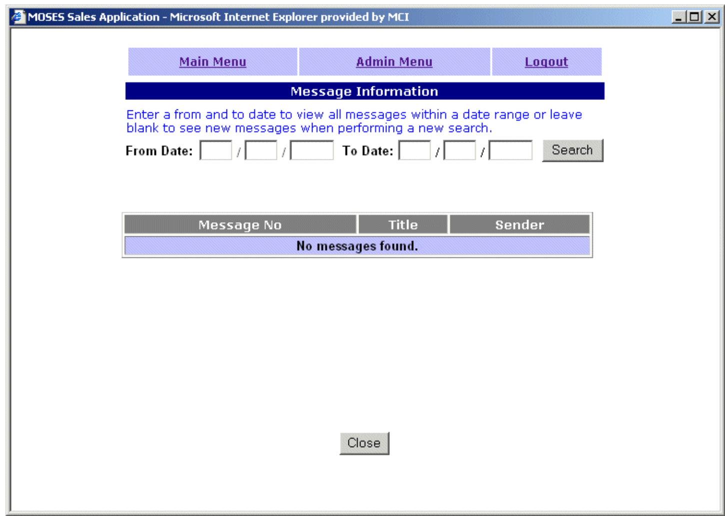


Figure 140: Message Information Screen

New messages display in the lower portion of the screen. If no messages have been received, the text "No messages found" displays.

3. Click **Close** to close the *Message Information* screen and return to the *Administration Menu* screen.

Viewing Past Messages

Messages received and viewed at an earlier date can be retrieved and viewed again at any time.

To Retrieve Past Messages

1. Click Administration on the *Main Menu* screen. The *Administration Menu* screen appears, as shown in Figure 141.

NOTE: The *Main Menu* screen is the first screen that appears after you log into *MSA*.

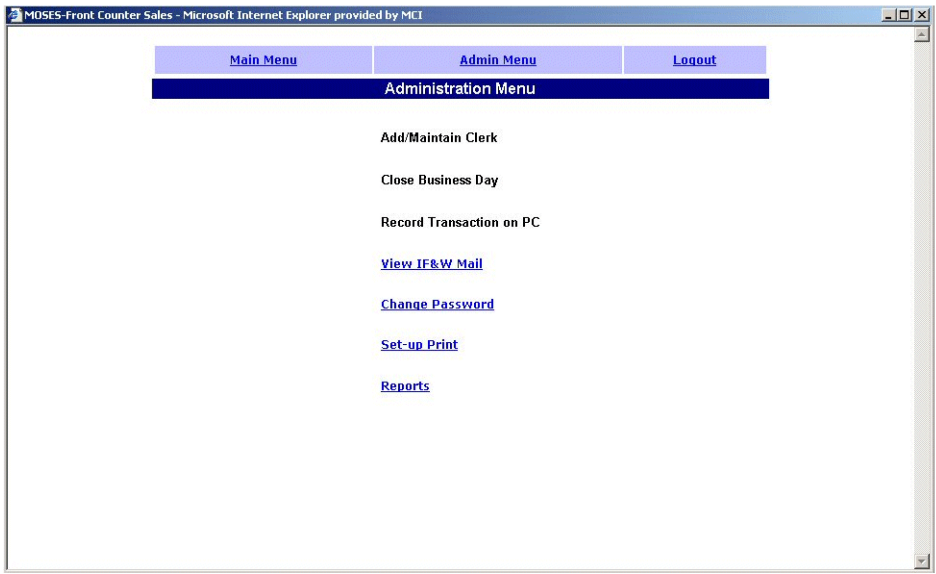


Figure 141: Administration Menu Screen

2. Click View IF&W Main. The *Message Information* screen appears, as shown in Figure 142.

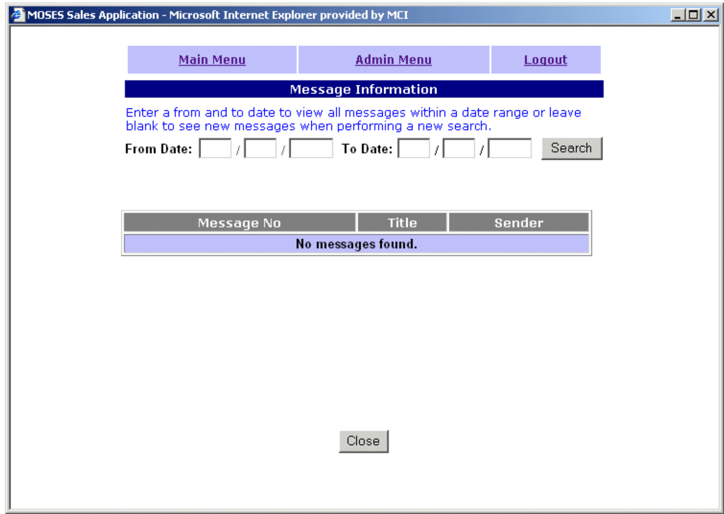


Figure 142: Message Information Screen

3. Enter dates in the *From Date* and *To Date*. MSA will search for all messages received during those dates.
4. Click **Search** to retrieve the available list of messages for the period of time entered.
5. Click **Close** to close the screen and return to the *Administration Menu* screen.

10. Closing the Business Day and Generating Reports

Several reports can be generated from data collected through MSA transactions. Each business day, all transactions that occur before the close of the business are tagged with that day's date. The close of business is an arbitrary cut-off point that determines which date data is going to be associated with.

This section contains the following topics:

Overview of Reports

MSA enables you to generate a wide variety of reports online.

Each report is accessed through a self-titled link:

- T-Letter Print generates a list of all T-Letters issued during a selected period of time.
- Shift Report shows all transactions completed at this Point of Sale location (POS) since the last Shift Report — a first time *Shift Report* lists all transactions completed at that POS ID before the report request.
- Daily Sales Report summarizes the selected day's sale.
- Account Summary Notice reports the account notices for the past billing period.
- Account Notice summarizes the total amount due to IF&W for a given billing period, as well as the amount IF&W will debit from the Agent's account for the billing period.

Recording Transactions to the Local Computer

Transactions can be copied to the local drive of the computer running the Internet browser through which *MSA* is accessed. The information recorded to the local drive includes information about items purchased and for whom the items were purchased, but not who purchased the item.

The primary purpose of recording transactions to a local drive is to enable Agents to consolicate cutomer payment amounts into a single document using a local application installed on the computer. In addition, Agents can use this information to help reconcile cash drawer balances with transactions at the end of a business day.

To Record Transactions

1. Click Administration on the *Main Menu* screen,. The *Administration Menu* screen appears, as shown in Figure 143.

NOTE: The *Main Menu* screen is the first screen that appears after you log in to *MSA*.

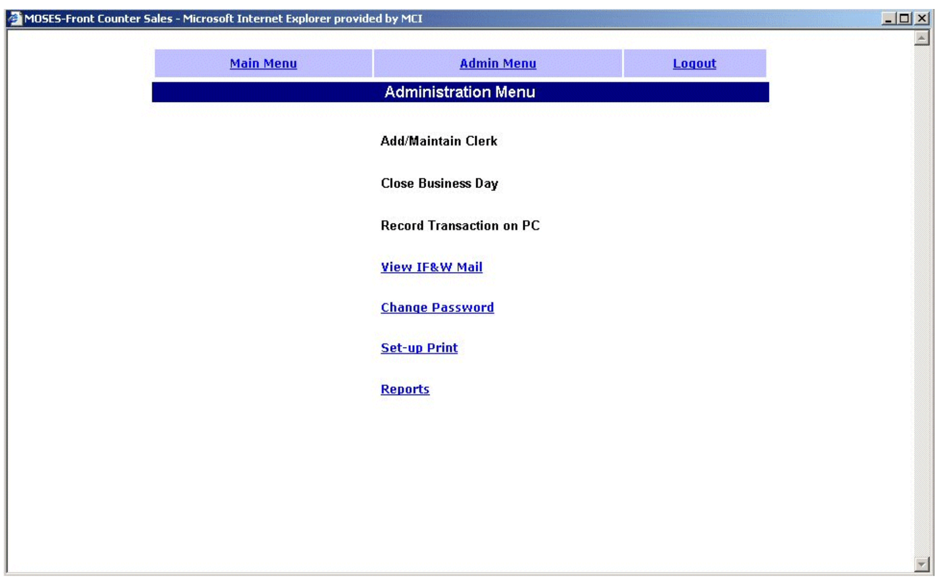


Figure 143: Administration Menu Screen

2. Click Record Transaction on PC. The *Record Transaction on PC* screen appears, as shown in Figure 151.

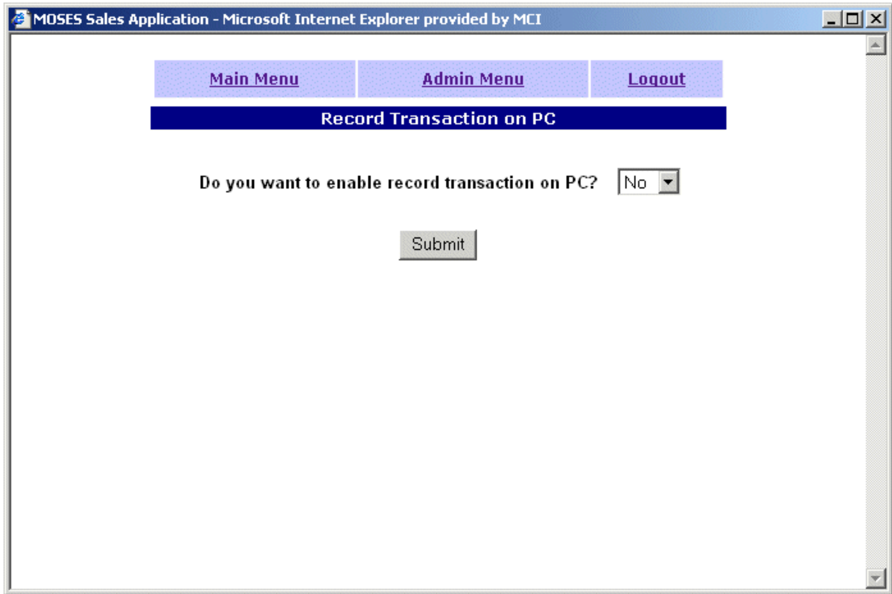


Figure 144: Record Transaction on PC Screen

3. Select **Yes** from the drop-down list and then click **Submit**.
4. The text *Successfully updated* will be displayed on the screen informing you that the change was made.

   Once this change has been made, you will be prompted to save locally when making any sales. To change this option back, repeat steps 1-4.

Closing the Business Day

The MOSES system automatically performs a close of business day process for all Agents at 11:59 p.m., local time evry day. The close of business process creates a cut-off point for storing data. Data entered before the close of business is included in reports run for that day. Data entered after the close of business is included in reports run for the next day.

Using the *Close Business Day* screen, Agents, or Clerks who have been granted the privilege, can choose to have the close of business process occur at whatever time they choose. For example, a business that switches from a day to an evening shift can have choose to have the close of business cut-off occur at 5:00 p.m. so that all data entered by the evening shift will be included in data for the next day.

To Close the Business Day

1. Click Administration on the *Main Menu* screen. The *Administration Menu* screen appears, as shown in Figure 143.

NOTE: The *Main Menu* screen is the first screen that appears after you log in to *MSA*.

Figure 145: Administration Menu Screen

2. Click Close Business Day. The *Close Business Day* screen appears, as shown in Figure 151.

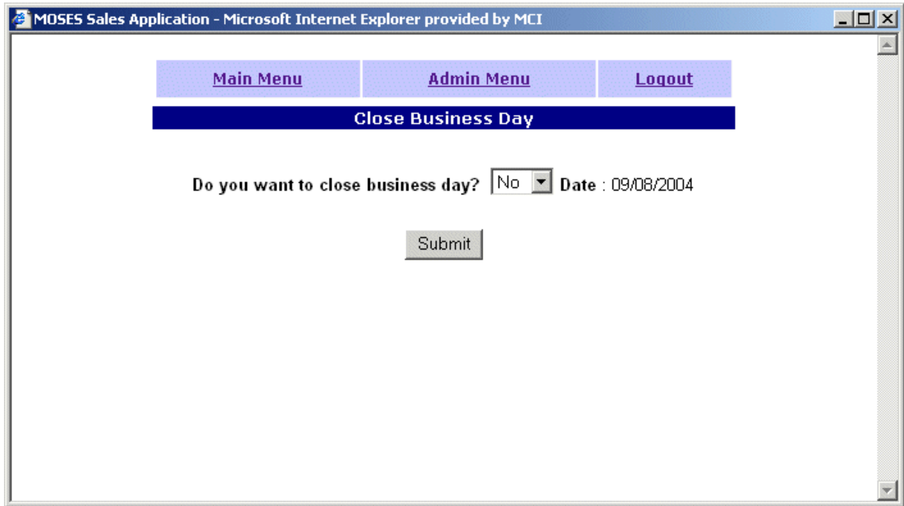


Figure 146: Close Business Day Screen

3. Select **Yes** from the drop-down list to close the current business day, and then click **Submit**.

   The current business day is immediatley closed. All transactions that occur after this point will be stored as data for the next business day.

Generating a T-Letter Print Report

T-Letters are created when ownership is transferred to another owner. The T-Letter Print Report lists all T-Letters generated within a specified time period.

To Generate a T-Letter Print Report

1. Click Administration on the *Main Menu* screen. The *Administration Menu* screen appears, as shown in Figure 147.

NOTE: The *Main Menu* screen is the first screen that appears after you log in to *MSA*.

Figure 147: Administration Menu Screen

2. Click Reports. The *Reports Menu* screen appears, as shown in Figure 151.

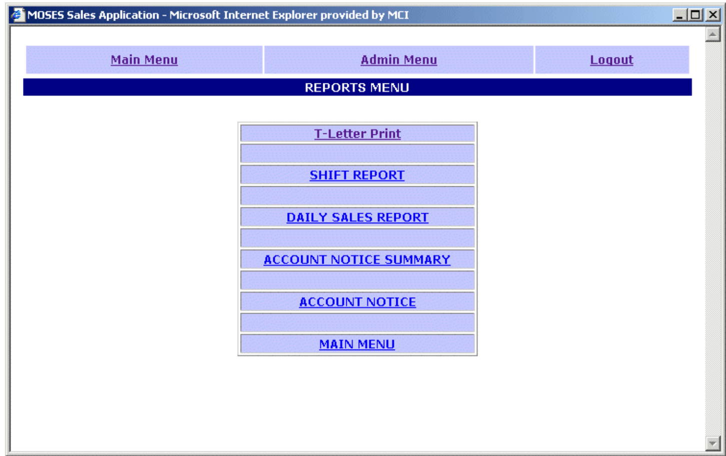


Figure 148: Reports Menu Screen

3. Click T-Letter Print. The *T-Letter* screen appears, as shown in Figure 152.

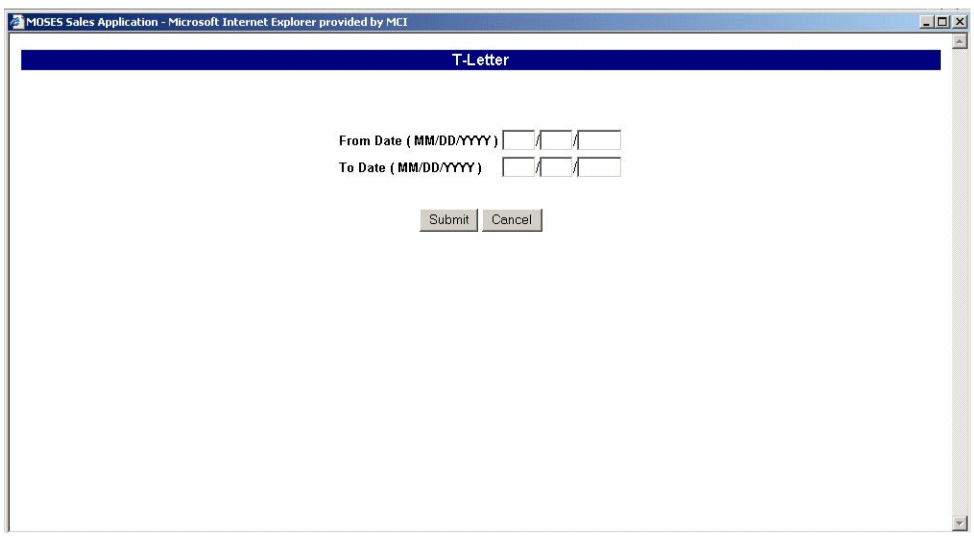


Figure 149: T-Letter Date Entry Screen

4. Enter the dates in a MM/DD/YYYY format for the *T-Letters* you want to print.
5. Click **Submit**. The system opens an Adobe® Acrobat® PDF document to display the letter.
6. Click **Print** on the Adobe Acrobat menu bar to print the receipt.

7. The *Reports Menu* reappears. Click on a link to open a different report screen or return to the *Administration Menu* screen.

Generating Shift Reports

Agents compare the cash register's transactions with a Shift Report. The Shift Report shows all transactions at a specific terminal, including the amount collected from each customer, since the last Shift Report.

A shift report cannot span more than one day. If the time elapsed since the last request is more than one calender day, the application automatically generates one Shift Report for each day. These Shift Reports are then arranged one below the other.

If necessary, close the business day (see "Closing the Business Day" on page 191) or copy the data to the local computer's hard drive (see "Recording Transactions to the Local Computer" on page 189).

To Generate a Shift Report

1. Click Administration on the *Main Menu* screen. The *Administration Menu* screen appears, as shown in Figure 150.

NOTE: The *Main Menu* screen is the first screen that appears after you log in to *MSA*.

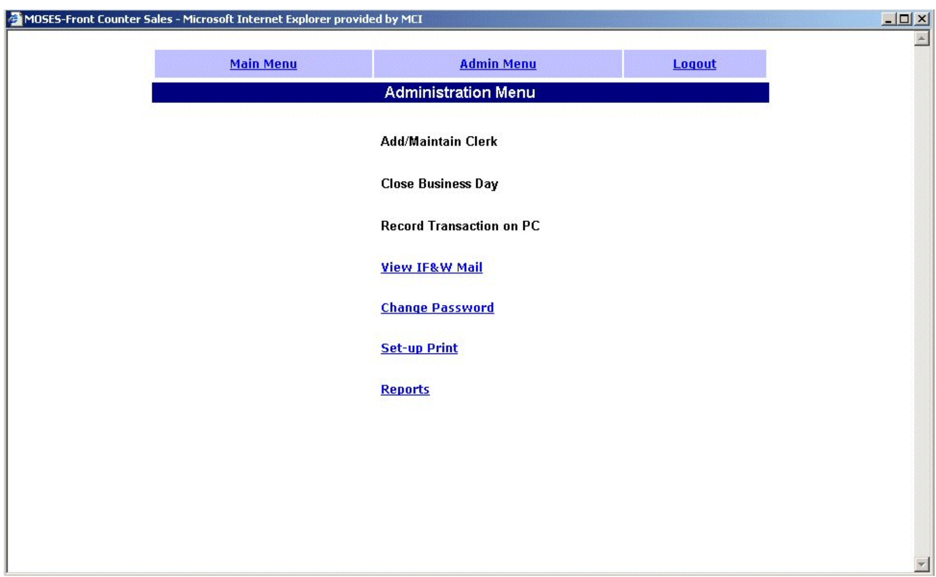


Figure 150: Administration Menu Screen

2. Click Reports. The *Reports Menu* screen appears, as shown in Figure 151.

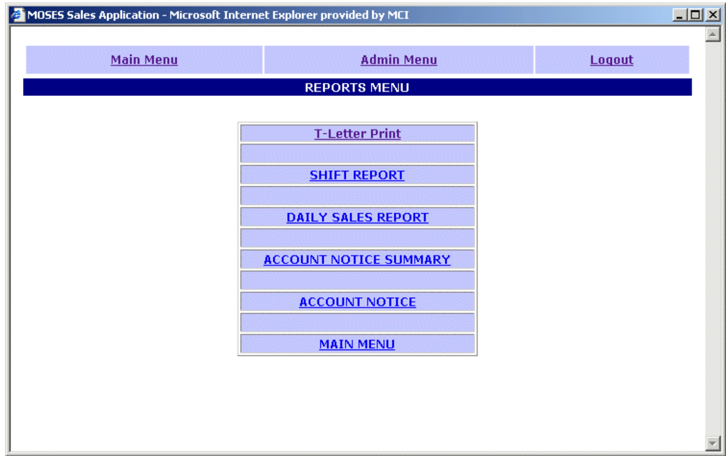


Figure 151: Reports Menu Screen

3. Click Shift Report. The *Shift Report Date Entry* screen appears, as shown in Figure 152.

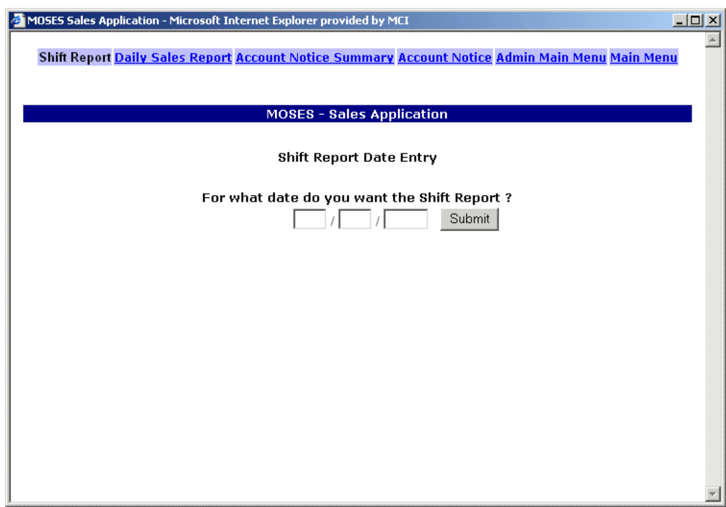


Figure 152: Shift Report Date Entry Screen

4. Enter the date you want the report to cover using the MM/DD/YYYY format.
5. Click **Submit**. The *Shift Report* screen appears listing information for sales that occurred on the date selected, as shown in Figure 153. If no sales occurred on that date, $00.00 displays for the total amount of sales.

Figure 153: Shift Report Generated Screen

6. Click <u>Print Report</u> to print the report. The report is generated on the standard printer and not printer used to print licenses.
7. Click a link on the *Link Menu* to open a different report screen or return to the *Administration Menu* screen.

Generating Daily Sales Reports

A Daily Sales Report shows details of the selected day's transactions. Agents use the Daily Sales Report to obtain a total sales number that encompasses all the Clerk's terminals.

The report lists all transactions of the day, in order of terminal and transaction number.

If necessary, close the business day (see "Closing the Business Day" on page 191) or copy the data to the local computer's hard drive (see "Recording Transactions to the Local Computer" on page 189).

To Generate a Daily Sales Report

1. Click Administration on the *Main Menu* screen. The *Administration Menu* screen appears, as shown in Figure 154.

NOTE: The *Main Menu* screen is the first screen that appears after you log in to *MSA*.

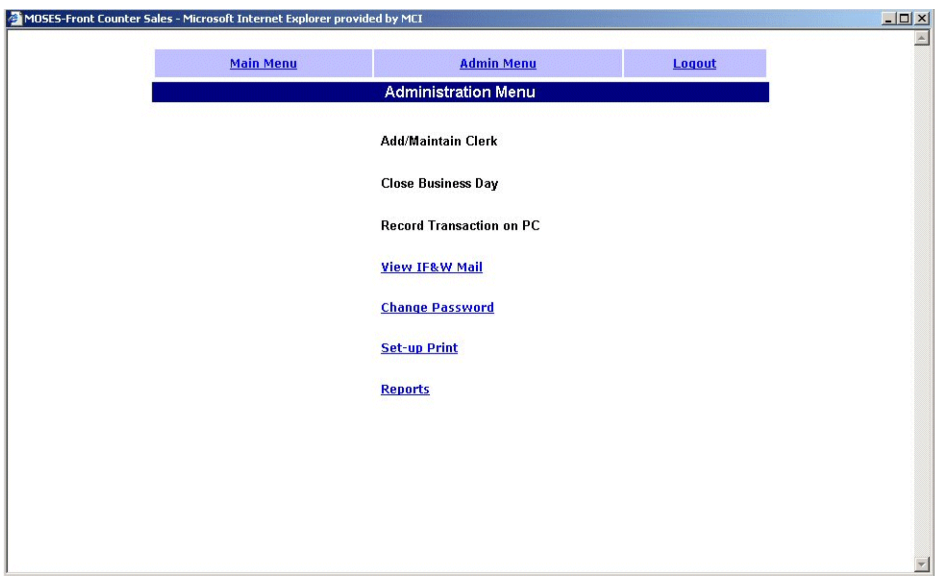


Figure 154: Administration Menu Screen

2. Click Reports. The *Reports Menu* screen appears, as shown in Figure 155.

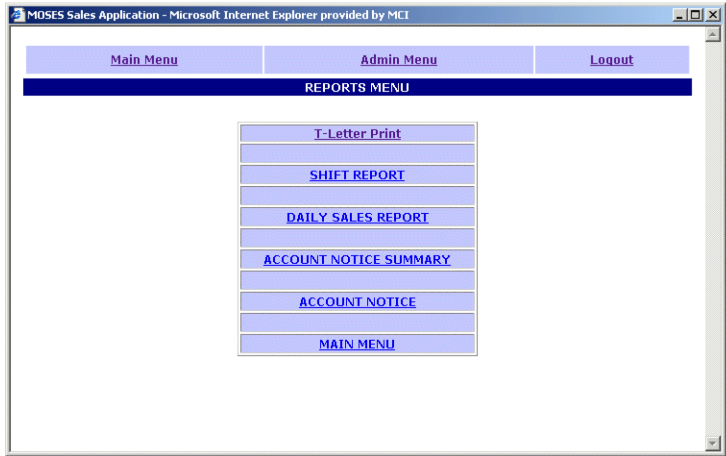


Figure 155: Reports Menu Screen

3. Click Daily Sales Report. The *Daily Sales Report Date Entry* screen appears, as shown in Figure 156.

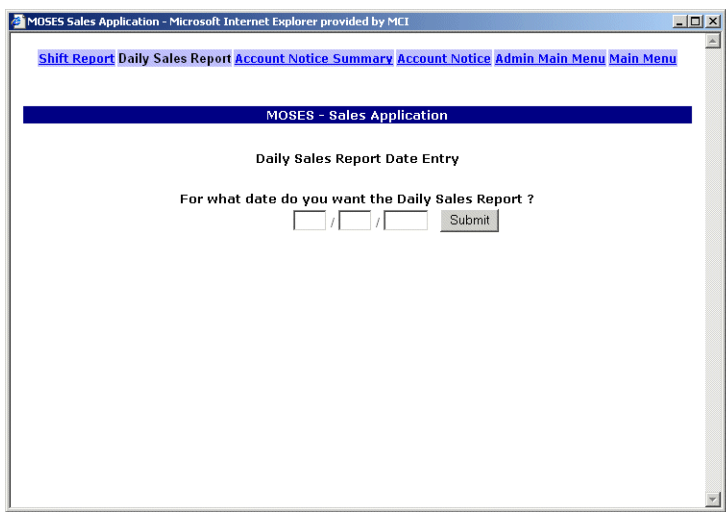


Figure 156: Daily Sales Report Date Entry Screen

4. Enter the date you want the report to cover using the MM/DD/YYYY format.
5. Click **Submit**. The *Daily Sales Report* screen appears listing information for sales that occurred on the date selected, as shown in Figure 157. If no sales occurred on that date, $00.00 displays for the total amount of sales.

Figure 157: Daily Sales Report Generated Screen

6. Click Print Report to print the report. The report is generated on the standard printer and not printer used to print licenses.
7. Click a link on the *Link Menu* to open a different report screen or return to the *Administration Menu* screen.

Generating an Account Notice Summary

The Account Notice Summary is generated at the end of the billing period and made available to the agent for on-line viewing and to print through the Moses Sales Application. The primary purpose of this report is to provide the agent with a summary level view of their account activity for a specified billing period.

All sections in the report will be the same as the original generated account notice, except the *Amounts On Hold As of Today* section, because it displays recent account notice information. The report displays details that exist on the day the Past Account Notice Report is generated and not on the day the original account notice was generated. For example, if the account notice for the past billing period is printed now it would list the unresolved transactions that have been disputed by the Agent any day before today and those that have not yet been resolved.

If necessary, close the business day (see "Closing the Business Day" on page 191) or copy the data to the local computer's hard drive (see "Recording Transactions to the Local Computer" on page 189).

To Generate an Account Notice Summary

1. Click Reports in the *Main Menu* screen. The *Reports Menu* screen appears, as shown in Figure 158.

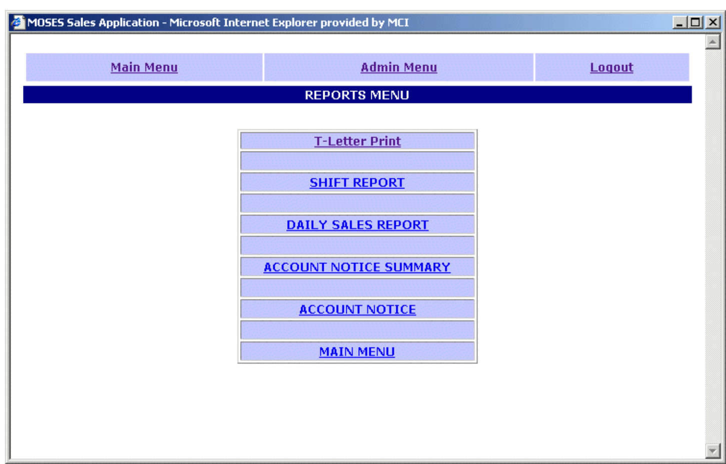


Figure 158: Reports Menu Screen

2. Click Account Notice Summary. The *Account Notice Summary* screen appears, as shown in Figure 159.

Figure 159: Account Notice Summary Screen

3. Enter the date for the Account Notice Summary report.??????
4. Click **Submit.** The *Account Notice Summary Report* screen appears, as shown in Figure 160.

Figure 160: Account Notice Summary Report

NOTE: The report is printed on the standard printer and not on the license printer.

This report displays the current charges, amount due from prior periods, and the total amount on hold.

5. Click **Print View** to see a preview of the printed report.
6. Click **Print** to print the report.

Generating Account Notices

The Account Notice report displays the total amounts due to IF&W for a billing period. It also shows the amount to be swept from the Agent's account during that billing period. Billing period durations are specified in the contract with IF&W for each specific Agent.

Swept amounts can be less than the total amount due to IF&W as of the end of a billing period. This occurs when an Agent has a dispute over a transaction(s). If the dispute is resolved before the sweep date, then those amounts are included in the sweep. If the dispute is not resolved, then the disputed sweep amounts are carried forward to the next billing period. When this happens, the total swept amounts for the billing period do not include the disputed transaction amount. Those amounts will be swept when the disputes are resolved.

Account Notice reports amounts in the following categories:

- Current Charges—sales or non-sales
- Amounts Due From Prior Periods—previously disputed transactions, previously held account notices, ACH/EFT resubmits
- Amounts on Hold As of Today—amounts disputed, previous account notices on hold

Following is a brief description of the details in the report.

- **Sales**—Daily summaries of transactions related to the actual license sales during the billing period.
- **Non Sales**—Individual transactions other than license sales, such as adjustments and lease transactions, ordered by transaction type, date, and time.
- **Previously Disputed Transactions**—Amounts of sales and non-sales transactions that were disputed during the previous billing periods and resolved in this billing period. All amounts from previously disputed transactions are included in the current sweep.
- **Previously Held Account Notices**—Includes amounts of all account notices related to prior billing periods that were put on hold and any account notices that have been released from hold status. Agent can request IF&W to hold the account notices from being swept for any reason accepted to IF&W. When the Agent is ready to make payments for the account notices on a subsequent day, then the IF&W will remove the hold status on them and make it available for ACH.
- **ACH/EFT Resubmits**—Amounts that are resubmitted by IF&W. If any ACH submitted by IF&W is rejected by the Agent's bank for any reason, IF&W may resubmit these account notices to the Agent's bank for clearance.

- **Amounts Disputed (Pending Resolutions)**—Amounts due to IF&W as of today but not included in the current ACH. These are sales and non-sales transactions that have been included during the current billing period and remain unresolved as of the date the account notice was printed — not when the account notice was generated. For example, if the account notice for the past billing period is printed now, it would list the unresolved transactions that were disputed by the Agent any day before today as well as those that are not yet resolved.
- **Previous Account Notices On Hold**—Notices that were put on hold as of today and are to be resolved. These amounts are not included in the current sweep.

If necessary, close the business day (see "Closing the Business Day" on page 191) or copy the data to the local computer's hard drive (see "Recording Transactions to the Local Computer" on page 189).

To Generate an Account Notice

1. Click Administration on the *Main Menu* screen. The *Administration Menu* screen appears, as shown in Figure 161.

NOTE: The *Main Menu* screen is the first screen that appears after you log in to *MSA*.

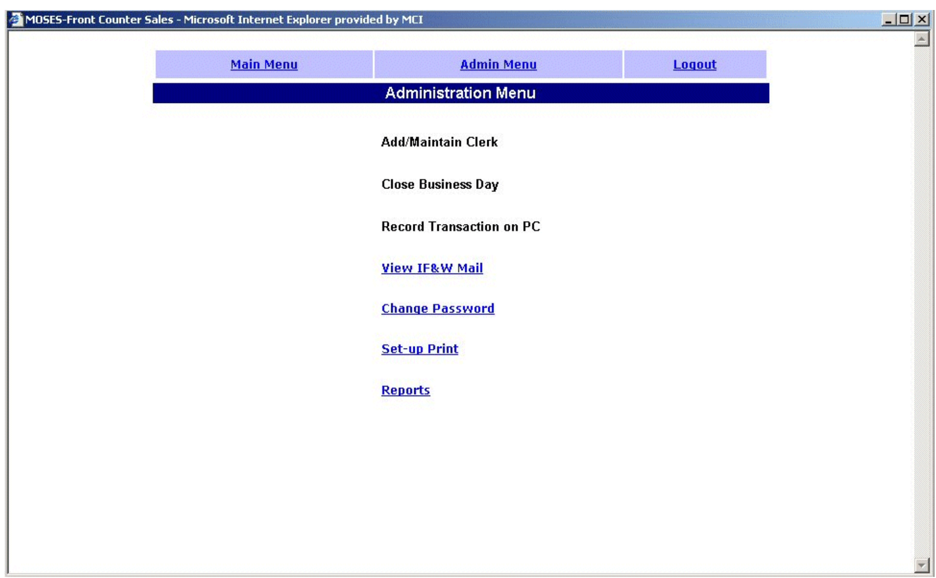


Figure 161: Administration Menu Screen

2. Click Reports. The *Reports Menu* screen appears, as shown in Figure 155.

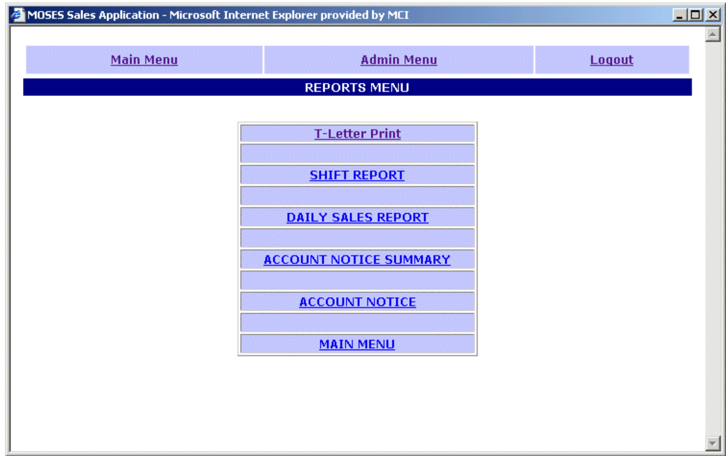


Figure 162: Reports Menu Screen

3. Click Account Notice. The *Account Notice* screen appears, as shown in Figure 163.

Figure 163: Account Notice Report Screen

NOTE: The report is printed on the standard printer and not on the license printer.

4. Click **Print View** to see a preview of the printed report.
5. Click **Print** to print the report.

ACH Sweep Statment

Write description about ACH Sweep Statements....

Run an ACH Sweep Statement

1. Can't write about this until the Account Notice screen is working
2.

Revision History

The following revisions have been made to the Maine Online Sportsman's Electronic System *MOSES Sales Application User Manual*:

Manual Version	Date	Change	Author
6.01	10/25/2004	Added sections for the Account notice Summary and Account Notice reports.	TDG
5.06.02	9/10/04	Added in missing functionality from previous manual created for app version 4.00.00. Converted manual to new EDD and restructured manual to be task oriented instead of process flow oriented.	DEM

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