



WEST VIRGINIA  
**DNR**

## WEST VIRGINIA DIVISION OF NATURAL RESOURCES

POS Agent Quick Reference Guide

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## INTRODUCTION

The Electronic Licensing & Game Check System (WV ELS) will allow the sportspersons of WV to purchase hunting and fishing licenses and check game at their convenience over the internet or at agent locations throughout West Virginia, or at select DNR locations.

### **WHAT IS THE WV ELS POS USER GUIDE?**

The WV ELS Point of Sale (POS) User Guide provides step-by-step instructions for staff of License Dealers that will sell hunting and fishing licenses and products to customers. These individuals will be able to manage customer information and view customer orders. This guide also provides step-by-step instructions for License Dealer staff that are assigned as License Dealer Administrators to manage user accounts for their location.

02  
LOGIN

## BEFORE YOU BEGIN

The WV ELS POS terminal consist of the desktop computer, keyboard, mouse, numeric keypad, barcode scanner and printer.

- The terminal has been set up and connected to the printer and scanner, according to the WV ELS Setup Instructions.
- License Dealer Administrator has created login information (Login ID and Password) for all other dealer users for their location.
- License Dealer Clerks should have a Login ID and Password provided to you, by your manager.
- Review the entire document to be familiar with the new WV ELS system.

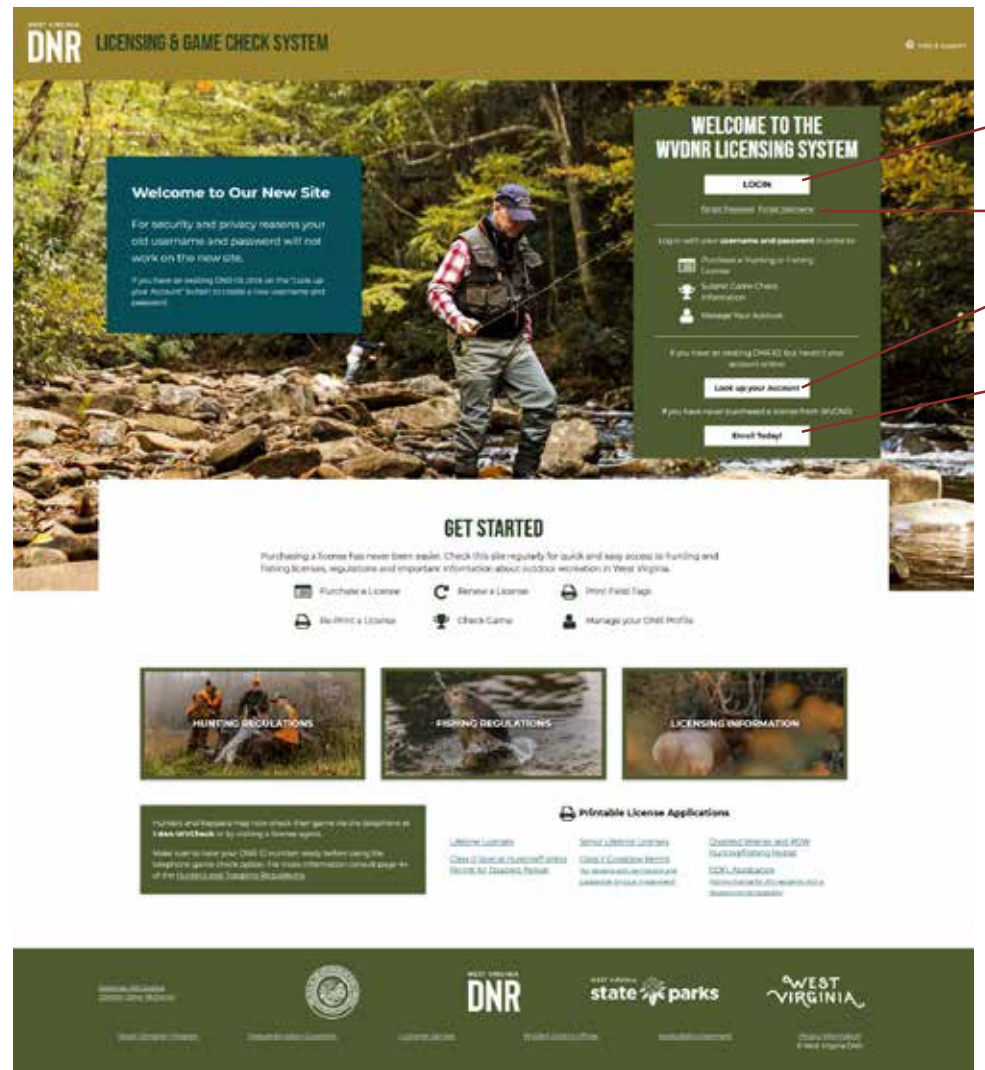
# ACCESSING WV ELS

## WV ELS PORTAL

WV ELS is a public facing portal designed for customers and dealers. The WV ELS portal page is used to log in to the WV ELS system (1), use the ID and Birthdate tab to determine if they have an account (3), and provides functionality for customers to create a WV DNR account (4). With a WV DNR account a customer can purchase licenses and products and submit harvest reports online. The numbered features refer to the numbered WV ELS Portal page image shown below. At the bottom of the login page links are provided so that a customer can obtain information on licenses, submitting reports and other information about WV DNR.

As a dealer, after you sign into your terminal, the WV ELS login page will be displayed. The POS terminals do not have access to the internet. You will log in to the WV ELS system from the login page shown below.

To the right is an illustration of the WV ELS login page. Dealers will use this page to log in to WV ELS and access the “Forgot Password?” (2) self-service feature.



WV ELS Portal Login Page

**WV ELS LOGIN**

The following are the basic step-by-step instructions to log in using your WV DNR Username and Password:

1. Dealers will first log in to the POS terminal to access the WV ELS login page
2. Enter your Username and password [picture of login box]
3. Click **Login**. After logging in, the WV ELS Home page is displayed.

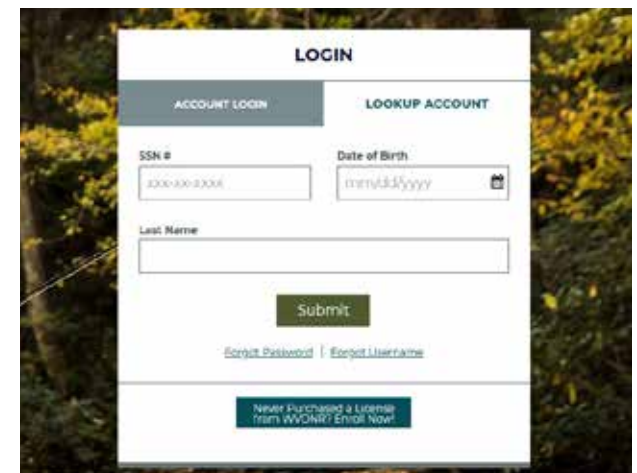
If login is unsuccessful, a validation message is displayed:

- The username or password is incorrect
- User is locked out
- Invalid MAC Address. Access denied.

**Note:** License Dealer users must be logged on to a POS terminal that has a MAC Address associated with the dealer.

**FORGOT PASSWORD?**

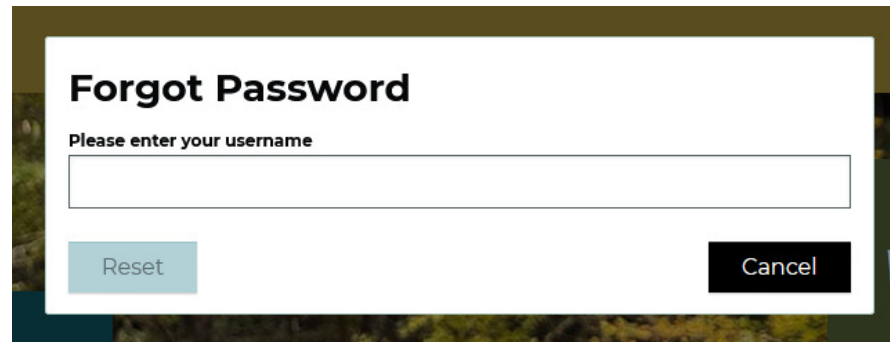
The **Forgot Password?** link is beneath the **Login** button on the WV ELS log in page. This is a self-service feature to create a new password. If the username is found, an email with instruction is sent to the email address associated with the username.



Available links for “Forgot Password”

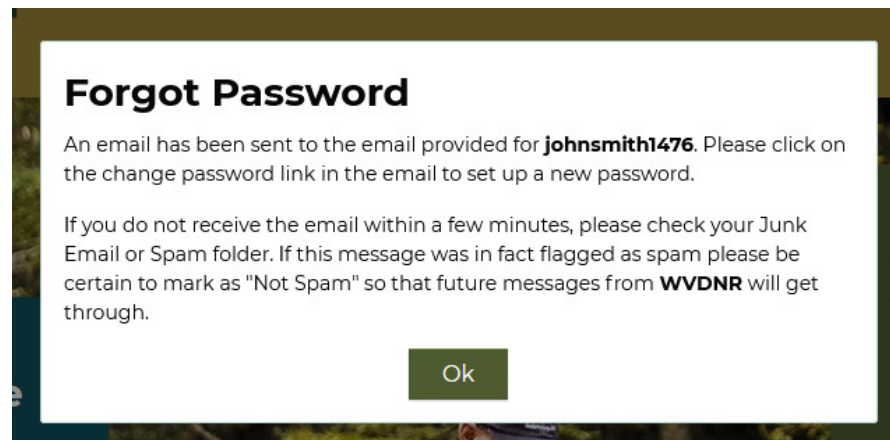
The following are the basic step-by-step instructions to reset a password:

1. Sign in to the POS terminal and click the **Forgot Password?** link on the Log In page located beneath the **Login** button
2. Enter your username and click **Reset**.



The screenshot shows a white dialog box titled "Forgot Password" with a dark green border. Inside the dialog, the text "Please enter your username" is positioned above a single-line text input field. Below the input field, there are two buttons: a light blue button labeled "Reset" on the left and a dark grey button labeled "Cancel" on the right.

3. After clicking **Reset**, you will see a message like the one below. The message informs you that an email has been sent with the instructions on changing your password. Click **OK**.

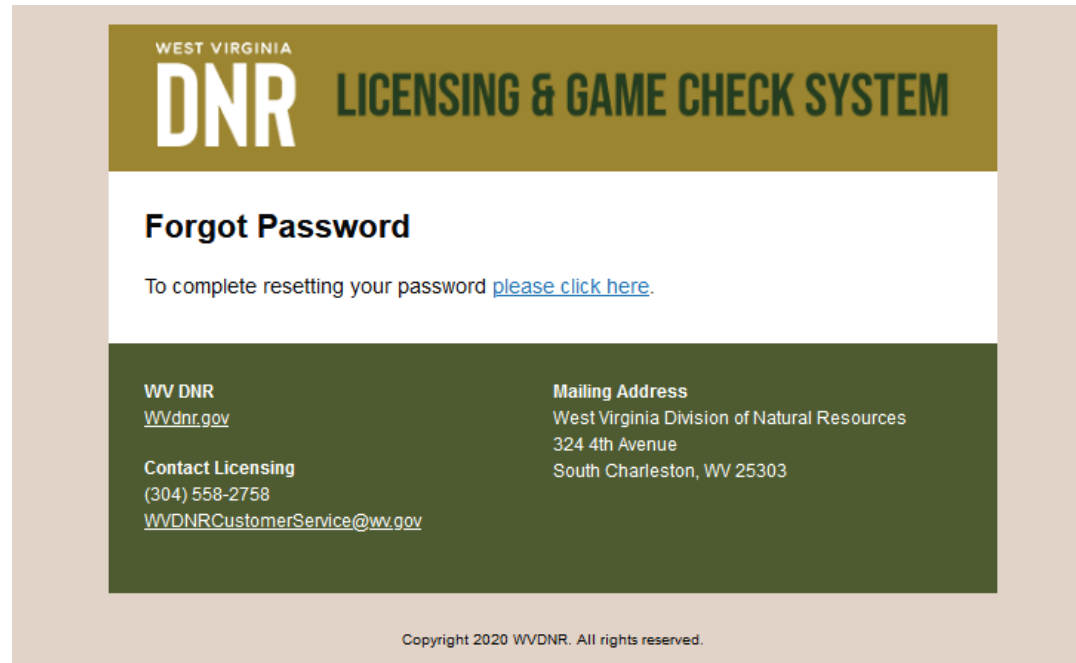


The screenshot shows a white dialog box titled "Forgot Password" with a dark green border. The text inside reads: "An email has been sent to the email provided for **johnsmith1476**. Please click on the change password link in the email to set up a new password." Below this, it says: "If you do not receive the email within a few minutes, please check your Junk Email or Spam folder. If this message was in fact flagged as spam please be certain to mark as 'Not Spam' so that future messages from **WVDNR** will get through." At the bottom center of the dialog is a dark green button labeled "Ok".



4. Access your email account and click the change password link in the email. The link directs you to the reset password page.

Click the *please click here* link.



Note: Please check your Junk or Spam folder, if you do not see it in your Inbox, then contact Customer Relations Section, Hunting and Fishing License Unit:

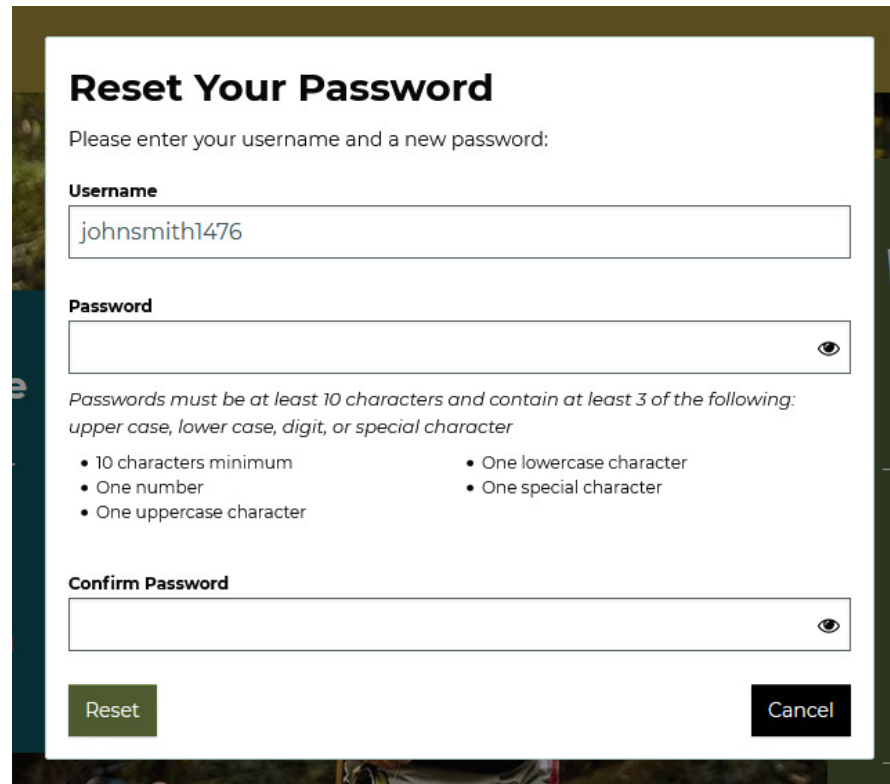
(304) 558-2758

[WVDNRCustomerService@wv.gov](mailto:WVDNRCustomerService@wv.gov)

5. The **Reset Password** modal is displayed.

Enter your username and a new password and reenter the password to confirm.

Click **Reset**



**Reset Your Password**

Please enter your username and a new password:

**Username**

**Password**

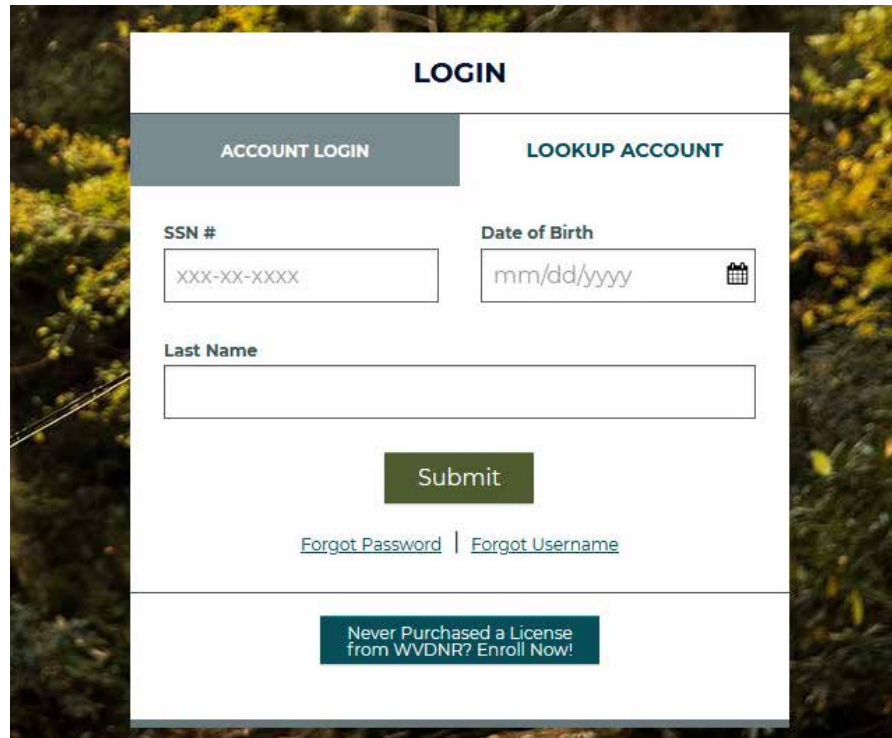
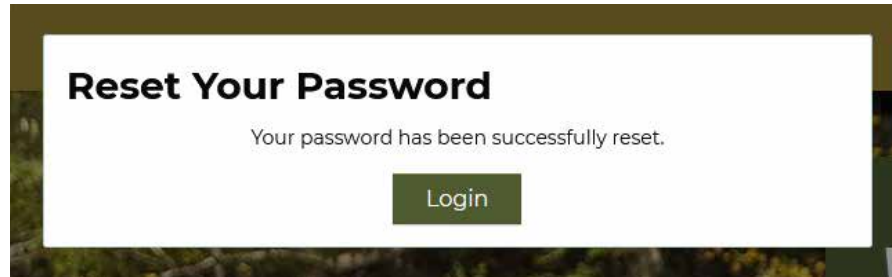
*Passwords must be at least 10 characters and contain at least 3 of the following:  
upper case, lower case, digit, or special character*

- 10 characters minimum
- One number
- One uppercase character
- One lowercase character
- One special character

**Confirm Password**

**Reset** **Cancel**

- After submitting reset, a message will be displayed that the password has been successfully reset. Click **Login** to log in to WV ELS using your new password.



7. After logging in, you will be presented with your **POS Agent Dashboard**.

**DNR LICENSING & GAME CHECK SYSTEM** Home Customers Products

**BARKERS HARDWARE INC**  
Location Number: 3092  
cmiller@dealer

**SELL LICENSE TO CUSTOMER** **DOWNLOAD FIELD GAME TAGS**

**CUSTOMERS**  
[Search for a Customer](#)  
[Download Field Game Tags](#)

**SUPPLY**  
[Manage Inventory Items](#)  
[Search for Supply Orders](#)  
[Create Supply Order](#)

**PRODUCTS**  
[Search for a Product](#)

**COMMUNICATIONS**  
[View Direct Messages](#)  
[Manage Support Tickets](#)

**FINANCIAL**  
[Search for Sales Transactions](#)

**WILDLIFE MANAGEMENT**  
[Manage Hunts](#)  
[Search Game Checks](#)

Governor Jim Justice  
Director Steve McDaniel

WEST VIRGINIA DNR

WEST VIRGINIA state parks

WEST VIRGINIA

[Organ Donation Program](#) [Frequently Asked Questions](#) [Customer Service](#) [WVDNR District Offices](#) [Accessibility Statement](#) [Privacy Information](#)  
© West Virginia DNR

03

LICENSE AND PRODUCT SALES

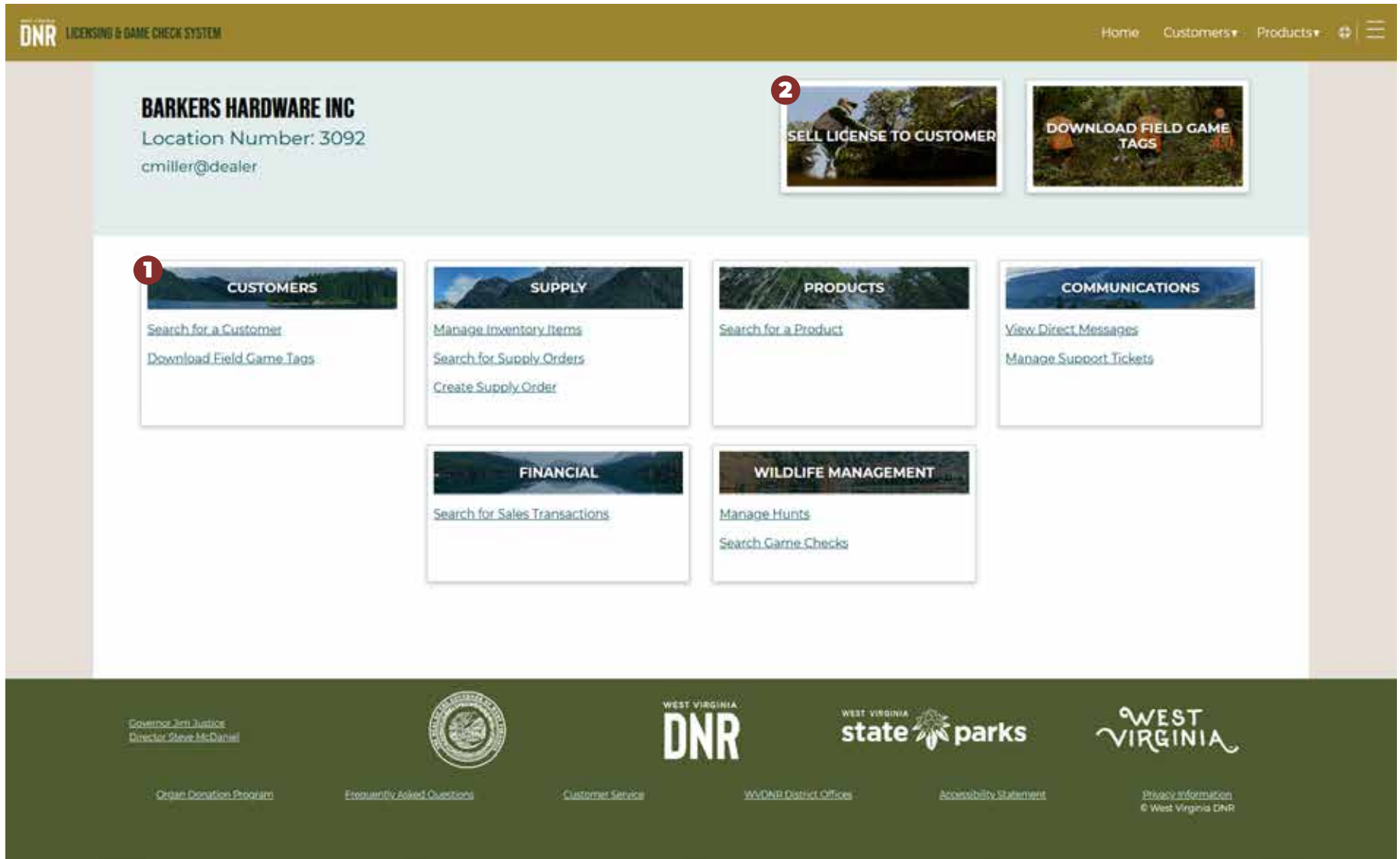
## SALES PROCESS BASICS

This section provides the information on how to conduct license and product sales. License sells require customers to have a WV ELS account. WV ELS will guide you through the process. The basic steps are:

- Find the customer account, if an account does not exist you will create one for them.
- Validate customer's information such as name, address and other information.
- Use the customer's product catalogs to sell licenses and other products. The product catalogs are organized by product categories. Products are also categorized as products that are available for today's purchase and products for next season.
- Add the products to the shopping cart.
- Go through the checkout process, review the cart, complete any survey questions associated with the products, complete any attestations, and print documents.

**SEARCHING FOR A CUSTOMER**

The customer search function is used to conduct all regular license sales. The WILD provides several ways to access the **Customer Search** page. On your homepage, you will see the Customers tile (1) and **Sell From the Catalog** (2). Click either of these to start the search.



From the **Customer Search page**, you can find a customer by entering specific customer information, or scan a driver license. The scanner is operational when a scanner has been configured to the ELS system and a manual search for a customer has been performed first.

To manually find a customer, you will need to enter their last name and date of birth. It must be an exact match. When found, the customer record will display, and you may click **Select** to get to that customer’s homepage.

Occasionally, you will be asked to verify and review the customer’s information. Please review the information with the customer, editing any information as needed. Read aloud any attestations before verifying.

If the customer record is not found, you have the option to scan their driver’s license or create a new customer record. Exhaust all options to find the customer before creating a new record.



Initial Customer Search



Customer Search performed and no results found

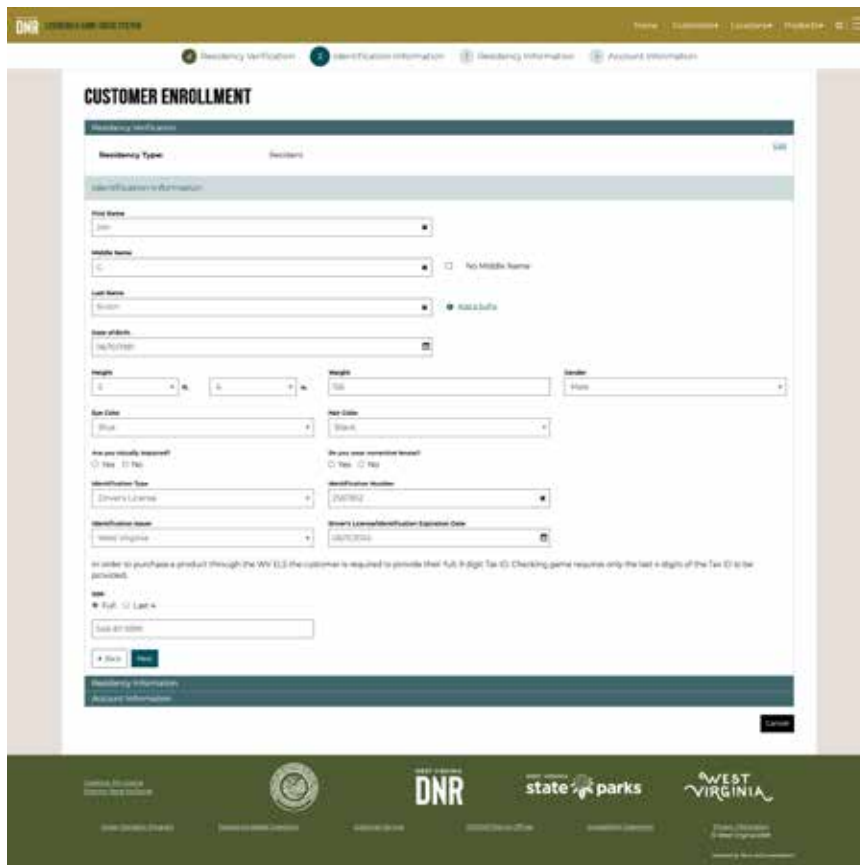


Customer Search displays found results

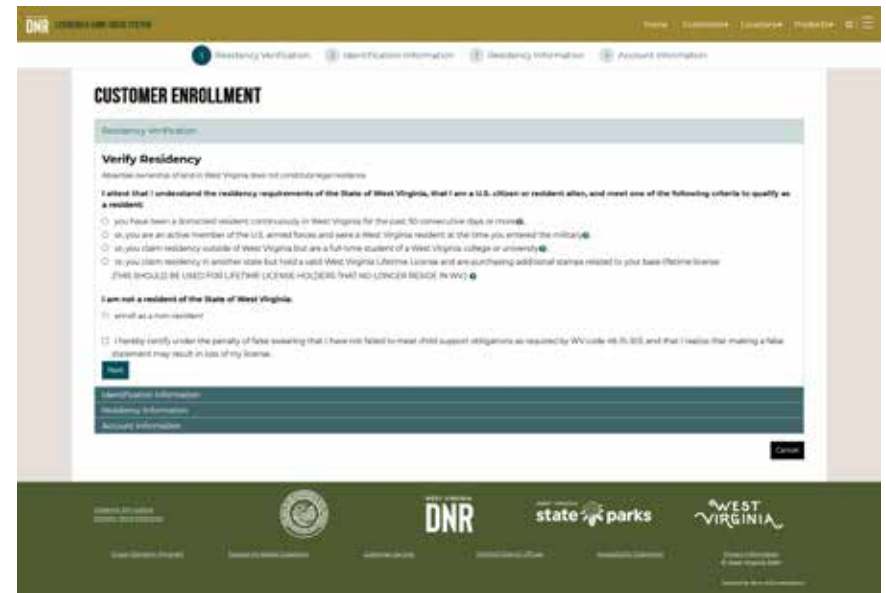


### CREATING A CUSTOMER

If you have not been able to find the customer’s record or know that the customer has never purchased a license through WV DNR before, you may create a new customer record after attempting a thorough search of the customer records. The **Create New Customer** button will show only when a search has been unsuccessful.



Creating a Customer – Identification Information



Creating a Customer – Residency Verification

Click the **Create New Customer** button to begin creating a new customer record. Complete the Residency Attestation, Identification Information, Residency Information, and Account Information sections. All fields are required unless they are noted as optional.

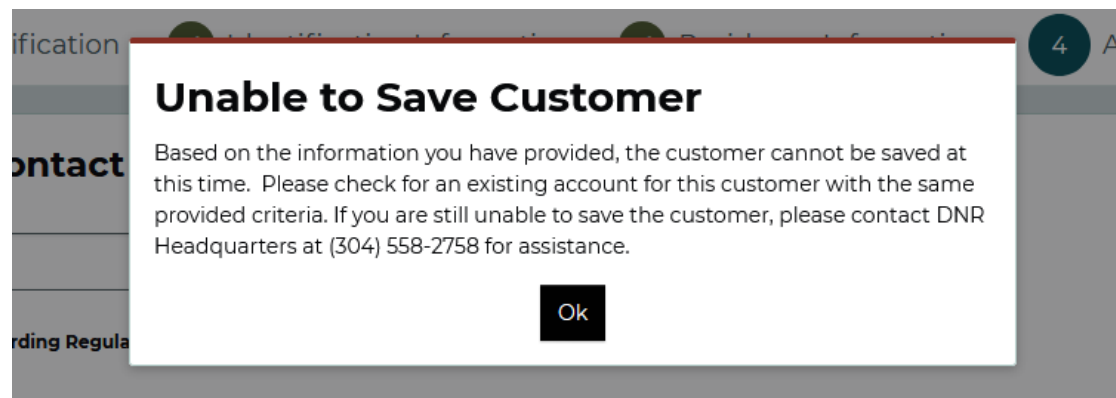
Clicking **Next** at the bottom of each section will advance the form until all sections are complete.

Creating a Customer – Residency Information

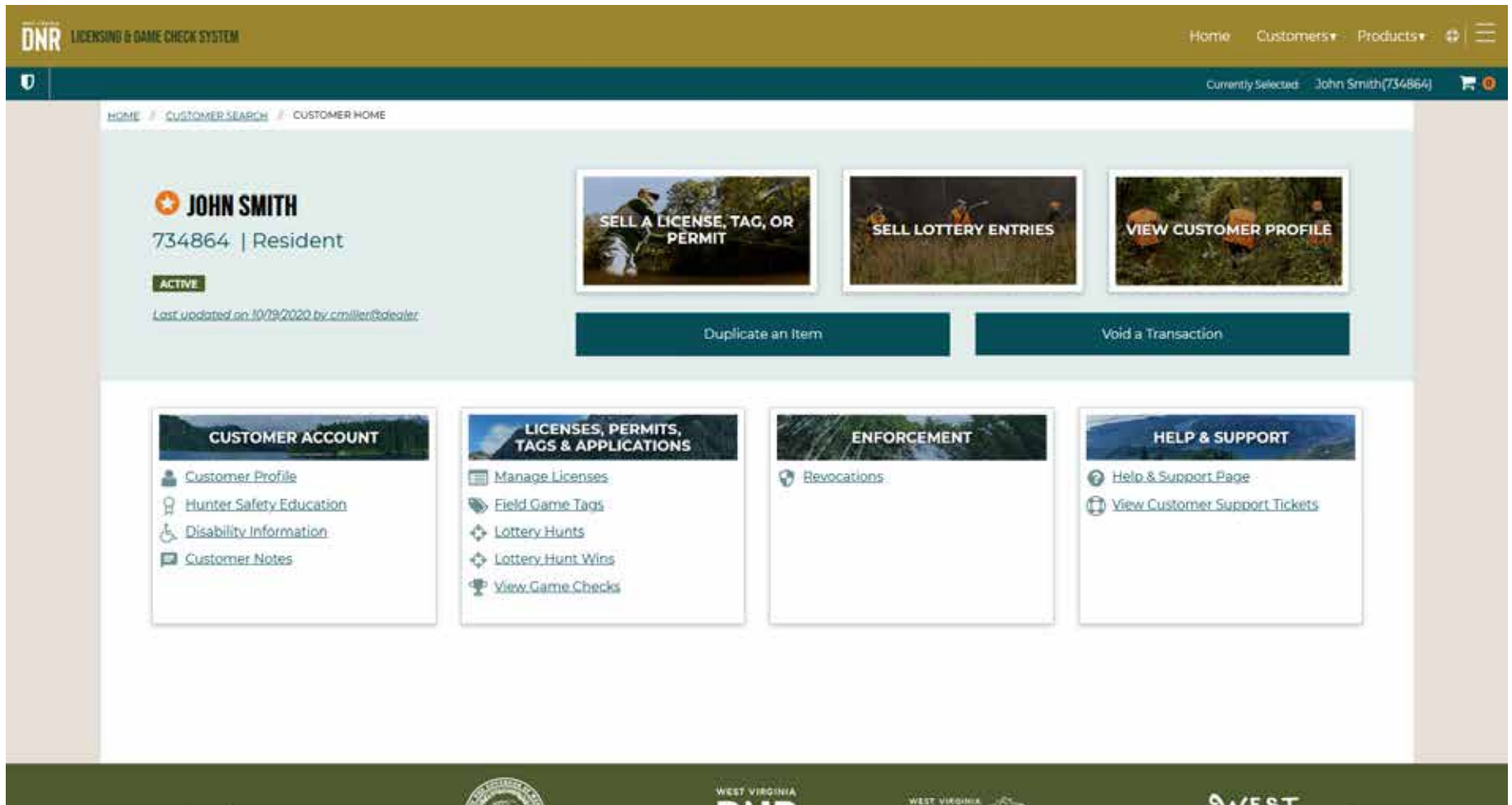
Creating a Customer – Account Information

Click **Create** to complete the customer's profile.

If you have entered information that already exists for a customer in WV ELS (such as a Social Security Number or Drivers License Identification Number), you will be prompted that you cannot to save this customer. Cancel from the customer creation and try searching for the customer again. If you are still having trouble finding or creating the customer, contact DNR Headquarters for assistance.



Unable to Save a Customer due to conflicting information

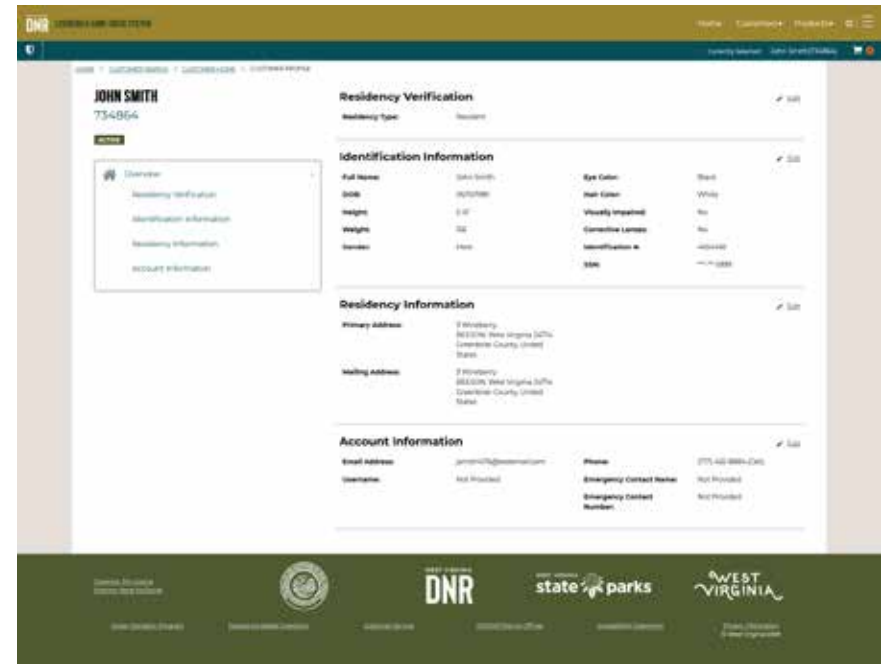


A customer's homepage, once that customer has been created or selected from a search

Upon successful creation, you will now be directed to the customer's homepage. The customer will now have a WV ELS account with no credentials to log into the system. With their Social Security Number and Birthday to identify their account, the customer will be able to log in and be asked to re-verify their information and create a username and password. This is available from the WV ELS login page.

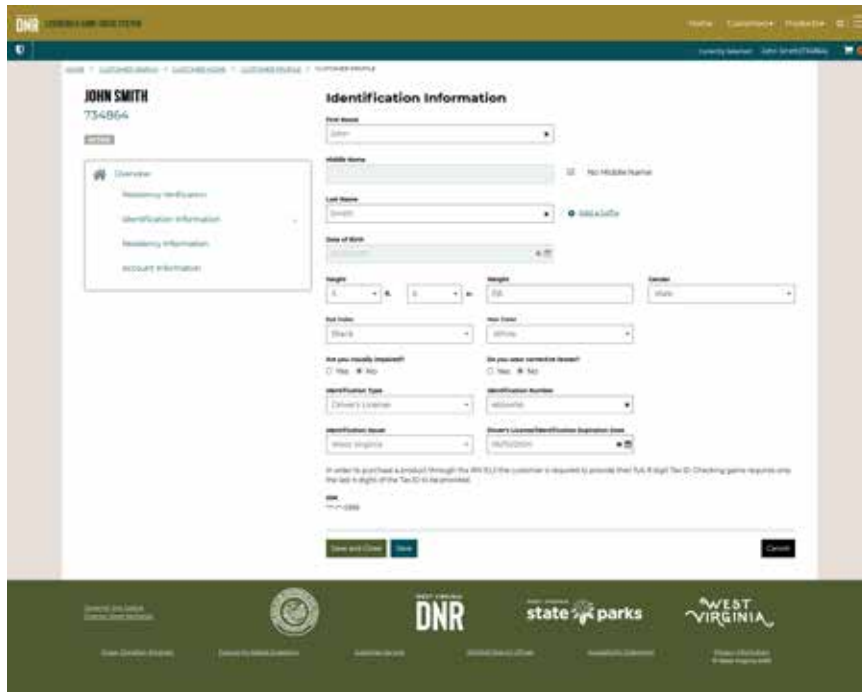
### EDITING A CUSTOMER'S ACCOUNT

From the customer's homepage you can select **View Customer Profile** or **Customer Profile** from the Customer Account tile. The profile sections are: Residency Verification, Identification Information, Residency Information, and Account Information. Choose the section you want to edit by selecting the section's name on the left-hand menu, or by clicking the **Edit** link at the top right of each section summary. Edit information as needed and then select **Save** or **Save and Close** to save and go back to the overview of the customer's profile information.



Viewing a customer's profile

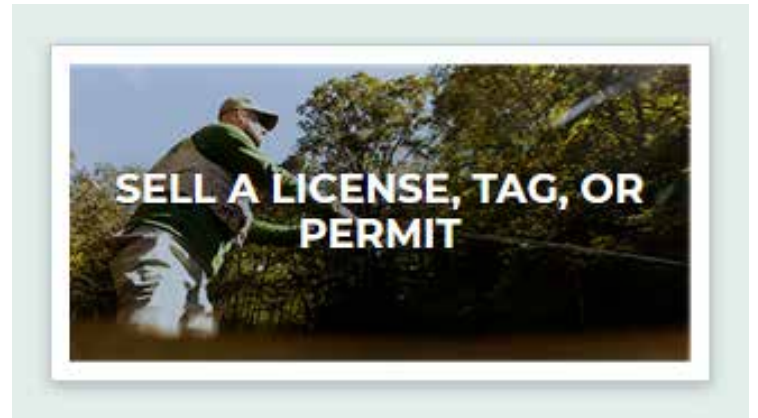
To return to the customer's homepage, you can either click the customer's name in the top-right area underneath the site's header, or use the breadcrumb links in the top-left and click **Customer Home**. Back on the customer's homepage, there are other links to view Certifications, Disability Information, Licenses, and more.



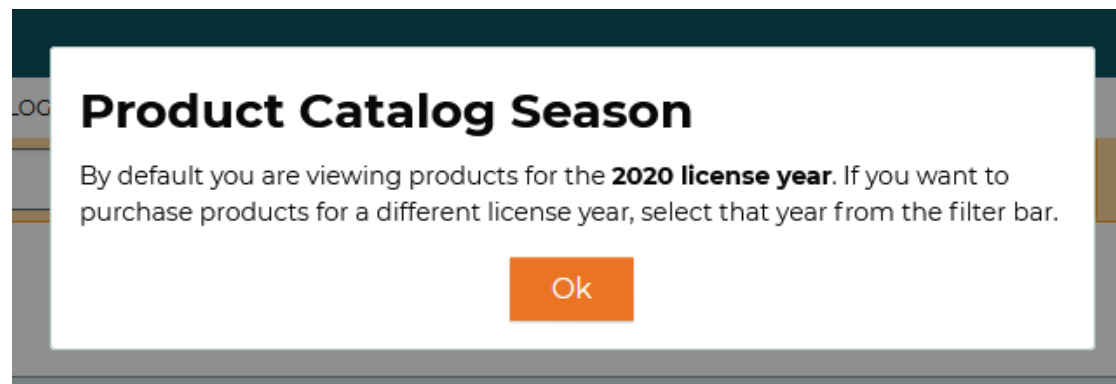
Editing a customer's profile

## ISSUING A LICENSE

Once you have searched for and selected a customer, the customer's homepage is displayed. To sell licenses and other products to the selected customer, click the **Sell License, Tag, Or Permit** button. A notice to let you know which season you are viewing will display. The products in the catalog will show all categories by default, but you can optionally limit the results by selecting the Category dropdown. You can also type within the search field to filter the results and find a product. The season dropdown allows you to view products that are available for that selected season.

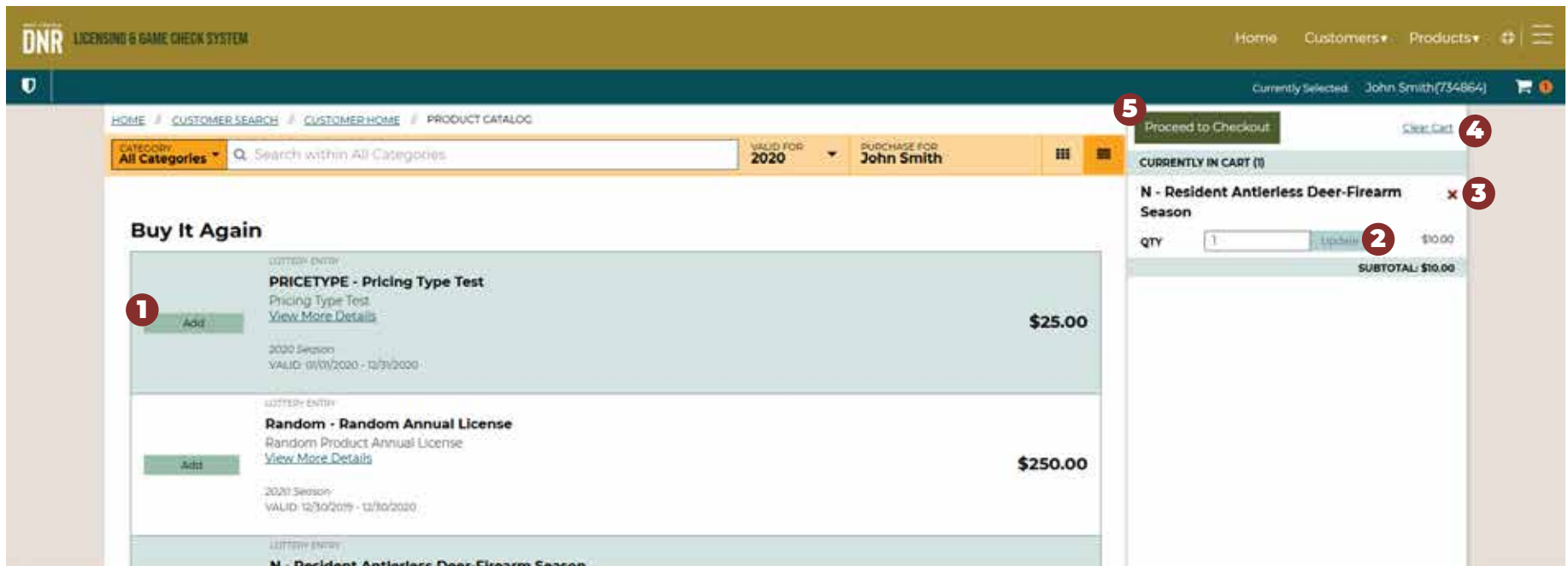


Button to enter the catalog from the customer's dashboard



Notification of default season applied to the catalog upon viewing

To add any product to the shopping cart, click the **Add** (1) button. If there are any prerequisites to purchase, a pop-up will show explaining which products must be required first and you may add them. If there are suggested products, a pop-up will show to display those optional purchasable items. Products that are added to the shopping cart will display with their quantity and price. If a product has been configured to automatically include other products upon purchase, those other products will show in the shopping cart as well. Some products allow for multiple purchases; you can click the **Add** button again or adjust the quantity within the shopping cart and select **Update** (2). To remove a product from the shopping cart, select the red **X** (3) to the right of the product's name. Or, click **Clear cart** (4) to remove all products from the shopping cart.



You will only be able to add products applicable to that customer. Products that are not available for the selected customer may not display, or may be disabled with a message that will pop-up when hovering over the **Add** button.

When you are finished adding products to the cart, click **Proceed to Checkout** (5).



In reviewing the cart, some products will require you to enter a start date (1) or require a survey (2) to be completed before the transaction can be finalized. Confirm the customer's address and if any changes are needed, click the **Edit** (3) link to the right of it. If you need to remove items from the cart, you can click the red **X** (4) to the right of each item or click **Clear cart**. You may also click **Continue Shopping** if you need to add more items to the transaction before finalizing.

If the **Pay Now** button is disabled, double check to make sure there are no date entries or unanswered surveys. Once the **Pay Now** button (5) is enabled, clicking it will finalize the transaction and direct you to the confirmation page. From here, you can print any applicable documents for the customer.

The screenshot shows the 'CHECKOUT' page of the DNR Licensing & Game Check System. The page includes a navigation bar at the top with 'Home', 'Customers', and 'Products' links. Below the navigation bar, the breadcrumb trail reads 'HOME // CUSTOMER SEARCH // CUSTOMER HOME // PRODUCT CATALOG // CUSTOMER CHECKOUT'. The main content area is divided into several sections:

- Consider adding a donation to your purchase:** This section contains two donation options: 'Make a donation to Coyote Donation' and 'Make a donation to Hunter's Helping the Hungry'. Each option has a text input field for the amount and an 'Add' button.
- Items in Cart:** This section displays a table with one item: 'N - Resident Antlerless Deer-Firearm Season'. The table has columns for 'Starts', 'Ends', 'QTY', and a price of '\$10.00'. A red 'X' icon (callout 4) is located to the right of the item name. A red circle with the number '1' (callout 1) is placed over the 'Ends' date field, which is '12/31/2020'. Below the table are 'Continue Shopping' and 'Clear Cart' buttons.
- Customer Information:** This section shows the customer's name 'John Smith (734864)', address '3 Wineberry BEESON, West Virginia 24714 Greenbrier County, United States', and a red circle with the number '3' (callout 3) next to an 'Edit' link.
- Order Summary:** This section provides a breakdown of costs: 'ITEMS IN CART: \$10.00', 'COMMISSION: \$1.00', and 'ORDER TOTAL: \$11.00'. Below this, it shows 'BALANCE DUE: \$11.00'.
- Checkout Requirements:** A message (callout 2) states: 'The following must be completed prior to checkout:'. Below this is a checkbox labeled 'Acknowledge Payment in Full and Print License', which is currently unchecked.
- Pay Now Button:** A green 'Pay Now' button (callout 5) is located at the bottom of the order summary section.

There are several ways to navigate back to the selected customer's profile from the sales confirmation page. You can select their name in the upper right, beneath the banner (1), or their DNR ID next to the customer's name in the Summary box (2). If you are complete, you may click **Select Another Customer** (3) at the bottom of the page to search for another customer and begin another transaction.

**DNR LICENSING & GAME CHECK SYSTEM** Home Customers Products

Currently Selected: John Smith(734864)

HOME // CUSTOMER SEARCH // CUSTOMER HOME // PRODUCT CATALOG // CUSTOMER CHECKOUT // CHECKOUT CONFIRMATION

## PURCHASE CONFIRMATION

Did the license print successfully? If not, [click here](#) to initiate a void.

### Items Purchased

<b>N - Resident Antlerless Deer-Firearm Season</b> Purchased for John Smith VALID 10/19/2020 - 12/31/2020	QTY 1	\$10.00
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#### Customer Information

John Smith (734864)

#### Mailing Address

3 Wineberry  
 BEESON, West Virginia 24714  
 Greenbrier County, United States

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#### Order Summary

ITEMS IN CART:	\$10.00
COMMISSION:	\$1.00
<b>ORDER TOTAL:</b>	<b>\$11.00</b>



**04**  
**VOIDS**

## VOIDING TRANSACTIONS

Once you have searched and selected a customer, the customer's homepage is displayed. Click **Void a Transaction** to begin. Transactions that are available to be voided will display — only transactions within 30 minutes of sale can be voided. Transactions will list the items within that purchase along with transaction number, date and time, total, and location of purchase. Select the transaction you would like to void and then scroll to the bottom of the page and click the **Void Selected** button. In the modal window that appears, you will need to describe the reason for voiding the transaction. Proceed by then selecting **Void Transaction(s)**, or cancel this request by selecting **Do Not Void Transaction(s)**.

