



# **Nebraska Game and Parks Commission**

## **Permitting System User Guide for External Agents**



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## Overview

The NGPC Permitting System enables the sportspersons of Nebraska to purchase hunting and fishing licenses at their convenience over the internet, at agent locations throughout Nebraska, or at select NGPC locations.

This User Guide provides step-by-step instructions for External Agents that sell hunting and fishing licenses and products to customers. These users can also manage customer accounts and view customer orders.

The functions available to a user depend on their user role. For example, managers have access to functionality that clerks may not have access to.

Before you begin, be sure that the following tasks have been completed.

- The workstation has been set up according to the NGPC Permitting System setup instructions.
- Login information (Login ID and Password) has been created for all other agents in the location.
- All Agent Clerks have been provided with a Login ID and Password.
- The entire document has been reviewed by each user so they are familiar with the new NGPC Permitting System.



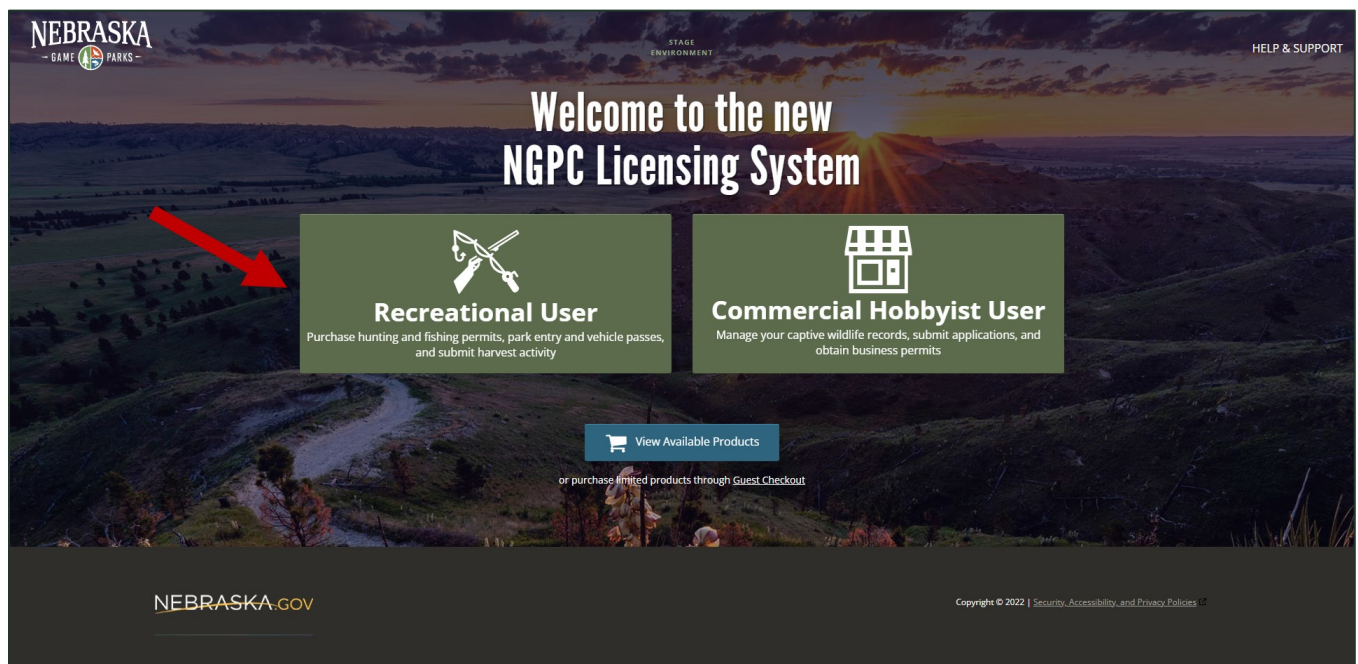
## Accessing the NGPC Permitting System

The NGPC Permitting System is a public-facing system designed for customers and agents. With an NGPC account, a customer can purchase licenses and products and submit harvest reports online.

### Logging In

To log in to the NGPC Permitting System, follow these steps.

1. Connect to the NGPC Permitting System website: <https://www.gooutdoorsne.com/>
2. Click **Recreational User**.



3. Click **Account Login**.

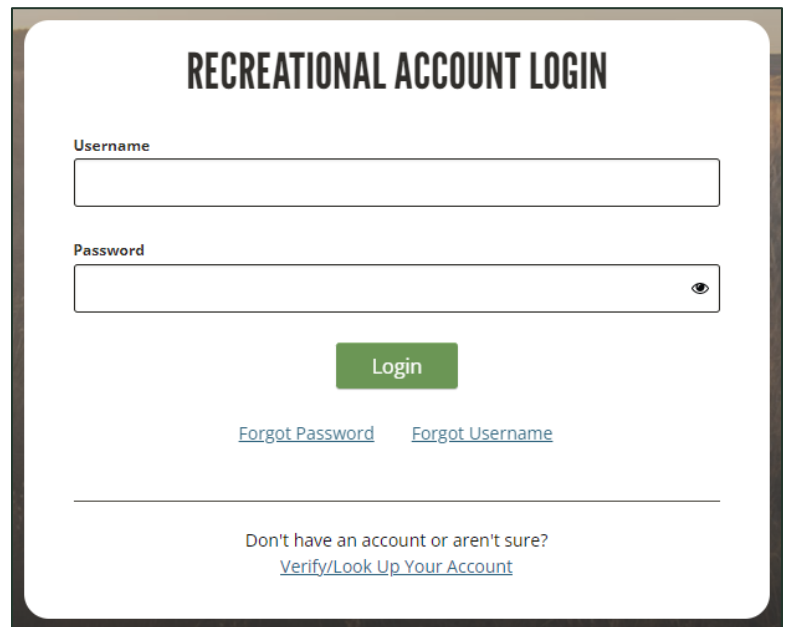


4. Enter your **Username** and **Password**.

5. Click **Login**.

If you forgot your username or password, contact NGPC at 402-471-0641 for assistance.

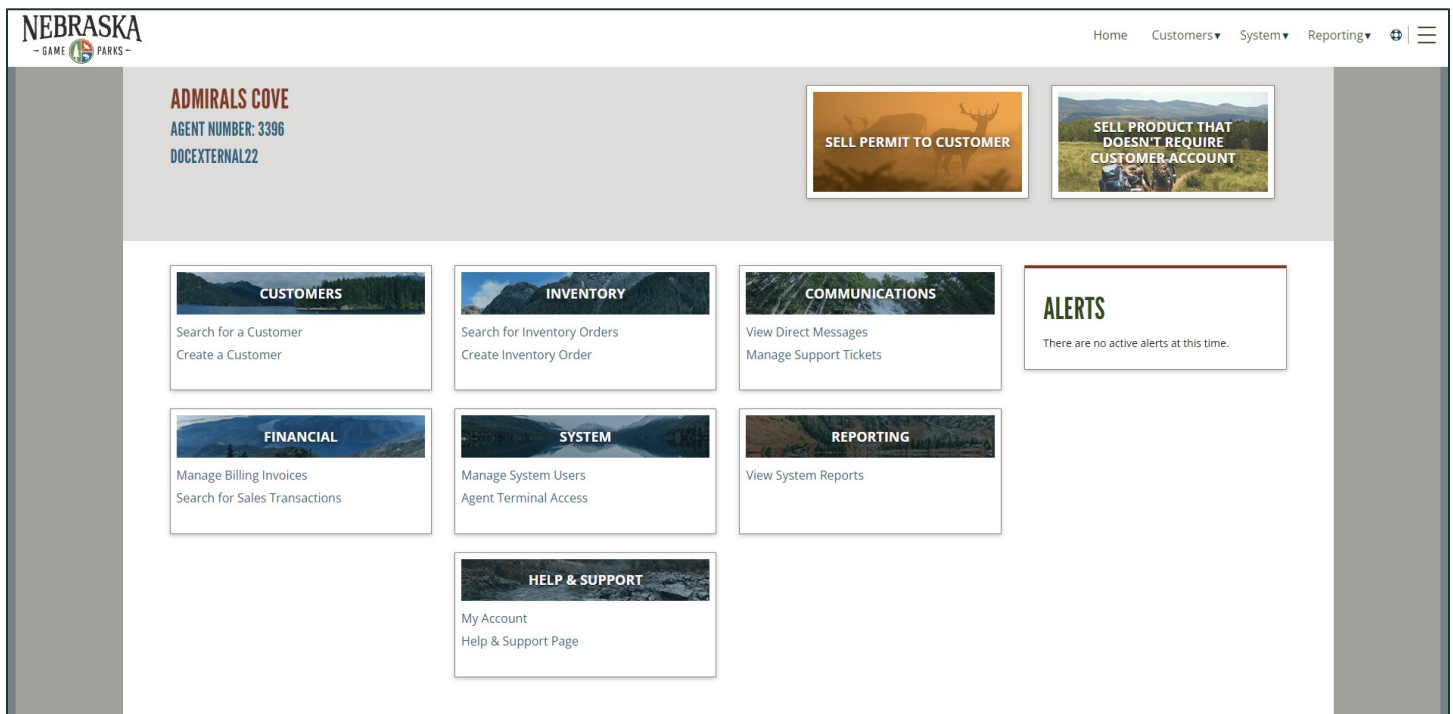
**Note:** Do not use the *Forgot Password* or *Forgot Username* links.



The image shows a 'RECREATIONAL ACCOUNT LOGIN' form. It has a title 'RECREATIONAL ACCOUNT LOGIN' at the top. Below the title are two input fields: 'Username' and 'Password'. The 'Password' field has an eye icon to toggle visibility. Below the input fields is a green 'Login' button. Under the button are two links: 'Forgot Password' and 'Forgot Username'. At the bottom, there is a link 'Verify/Look Up Your Account' preceded by the text 'Don't have an account or aren't sure?'.

After successfully logging in, the home page displays. Here, you can manage NGPC customer accounts and user accounts, sell licenses, view and create inventory orders, manage support tickets, and more.

**Note:** Options displayed on this page vary based on your User Role.



## Home Page Menu Options

The system menu on the home page provides the following options:



- **Home** — Navigate to the user's home page.
- **Customers** — Search for an existing customer account, or create a new customer account.
- **System** — Manage system user accounts.
- **Reporting** — View system reports.

**Note:** Individual Permissions control access to various parts of this site—options displayed on this page vary based on your User Role.

You can also find the following links after clicking the menu icon on the right side of any page:



- **Manage My Account** — Edit system user details.
- **Messages** — Display messages sent to this user.
- **System Alerts** — Display system alerts.
- **Help & Support** — Display relevant help topics.
- **Logout** — Log out of the system and end your session.

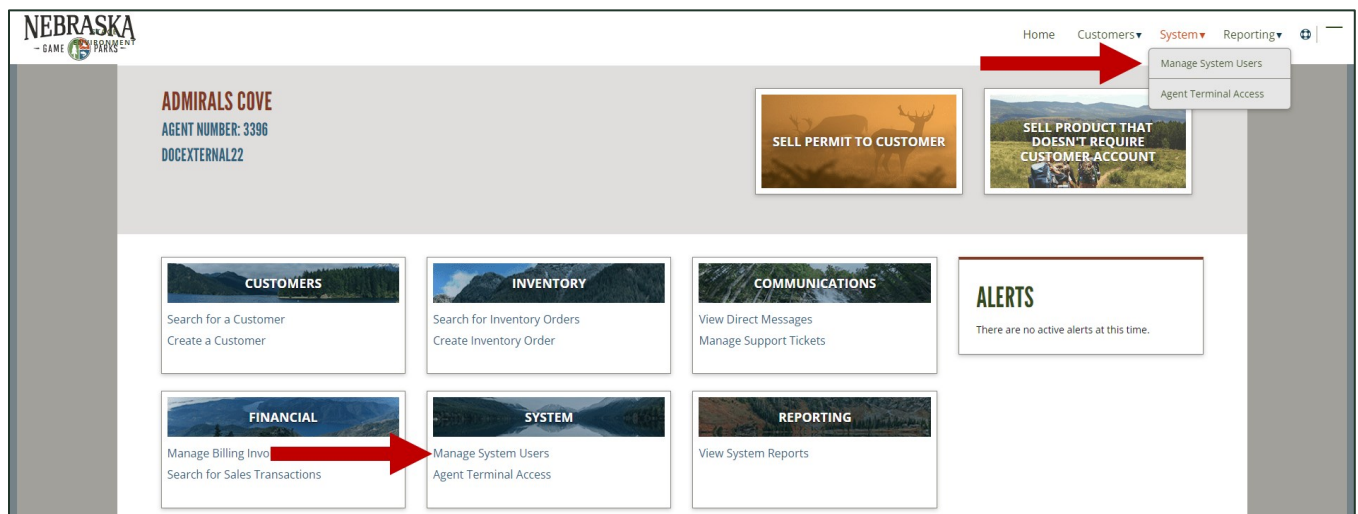
# Managing User Accounts

Each user must be assigned a username and password to log in to the system. External Agent Managers can manage system users by creating and editing user accounts.

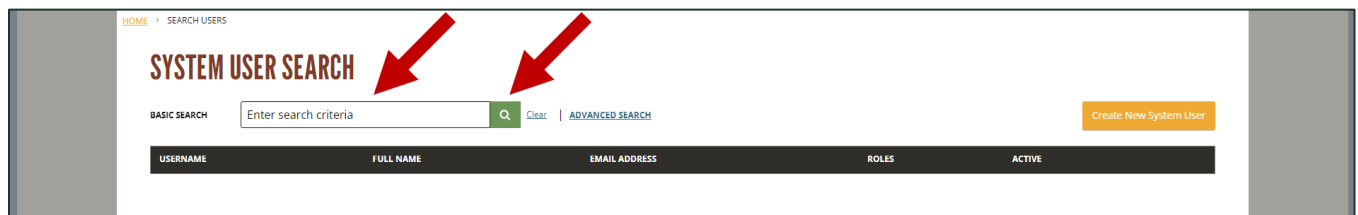
## Searching for an Existing User Account

Before creating a user account, search for an existing account for this user. To search for a user account, follow these steps.

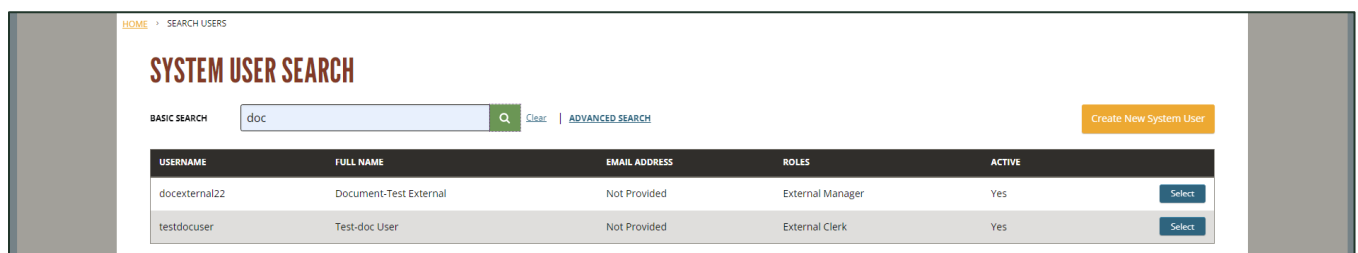
1. Click **Manage System Users** from the System tile or from the System menu on the navigation bar.



2. Enter the search criteria, and click the Search icon.



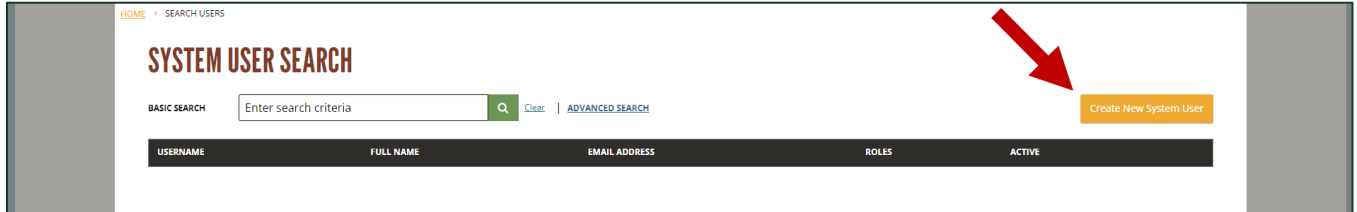
The search results display.



## Creating a New User Account

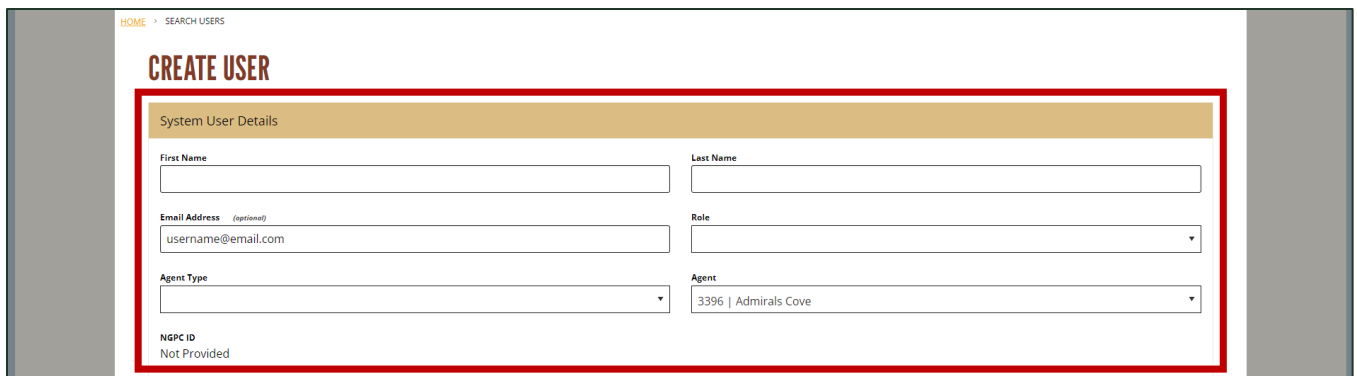
If the user does not already have a user account, you can create a new user account by following these steps.

1. From the System User Search page, click **Create New System User**.



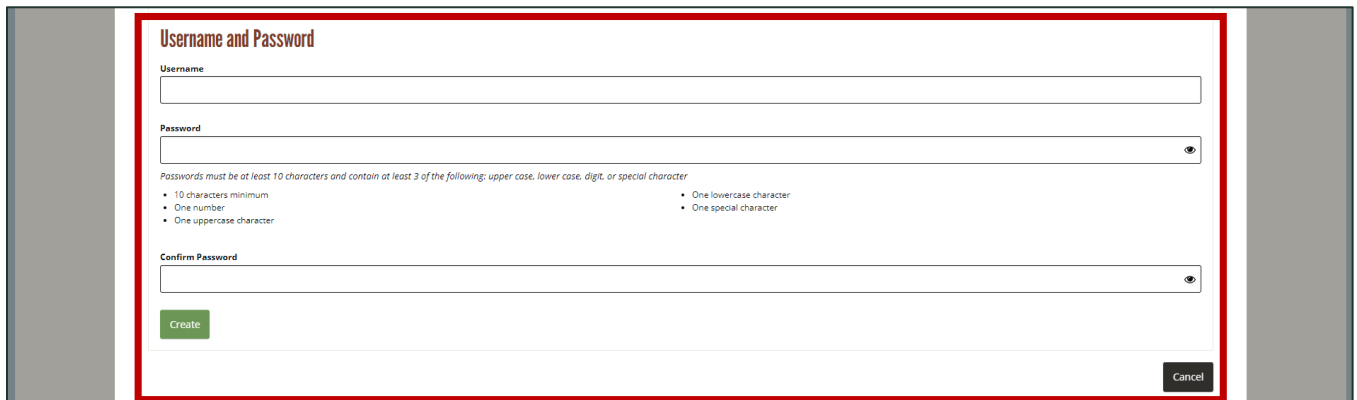
The screenshot shows the 'SYSTEM USER SEARCH' page. At the top, there is a search bar with the text 'Enter search criteria' and a green search button. To the right of the search bar is a red arrow pointing to an orange button labeled 'Create New System User'. Below the search bar is a table with columns: USERNAME, FULL NAME, EMAIL ADDRESS, ROLES, and ACTIVE.

2. Enter the system user details.



The screenshot shows the 'CREATE USER' form. The form is titled 'CREATE USER' and has a section 'System User Details'. The form contains the following fields: First Name, Last Name, Email Address (optional), Role, Agent Type, and Agent. The 'Email Address' field is pre-filled with 'username@email.com'. The 'Agent' field is pre-filled with '3396 | Admirals Cove'. The 'NGPC ID' field is pre-filled with 'Not Provided'. A red border highlights the entire form area.

3. Enter the username and password, and confirm the password.



The screenshot shows the 'Username and Password' form. The form is titled 'Username and Password' and contains the following fields: Username, Password, and Confirm Password. The Password field has a toggle icon to show or hide the password. Below the Password field, there is a list of requirements: Passwords must be at least 10 characters and contain at least 3 of the following: upper case, lower case, digit, or special character. The requirements are: 10 characters minimum, One number, One lowercase character, One uppercase character, and One special character. A green 'Create' button is at the bottom left, and a 'Cancel' button is at the bottom right. A red border highlights the entire form area.

4. When all information has been entered, click **Create**.



The User Information page displays.

The screenshot shows the 'USER EDIT' page for a user named 'TEST-DOC USER' (username: TESTDOCUSER). The page is divided into two main sections. On the left, there's a sidebar with navigation links: 'Overview', 'System User Details' (selected), and 'Support Tickets'. The main content area is titled 'SYSTEM USER DETAILS' and contains two columns of information. The first column lists 'First Name: Test-doc', 'Last Name: User', and 'Role: External Clerk'. The second column lists 'User Name: testdocuser', 'Email Address: Not Provided', 'Agent: Admirals Cove', and 'NGPC ID: Not Provided'. There are buttons for 'Change Password' and 'Change Username' on the left, and an 'Edit' link on the right.

Field	Value
First Name	Test-doc
Last Name	User
Role	External Clerk
User Name	testdocuser
Email Address	Not Provided
Agent	Admirals Cove
NGPC ID	Not Provided

5. Give the login information to the user. When the user first logs in to the system, they will be prompted to change their password.

## Modifying a User Account

External Agent Managers can make changes to the information in an existing user account. To edit a user account, follow these steps.

1. Locate the desired user account by following the steps described in the [Searching for an Existing User Account](#) section of this user guide.
2. Select the desired user account from the search results by clicking the corresponding **Select** button.

The screenshot shows the 'SYSTEM USER SEARCH' page. It has a search bar with 'doc' entered and a 'Clear' button. There are links for 'ADVANCED SEARCH' and 'Create New System User'. Below the search bar is a table with columns: USERNAME, FULL NAME, EMAIL ADDRESS, ROLES, ACTIVE, and a 'Select' button. The table contains two rows: 'doceexternal22' (Document-Test External, Not Provided, External Manager, Yes) and 'testdocuser' (Test-doc User, Not Provided, External Clerk, Yes). A red arrow points to the 'Select' button for 'testdocuser'.

USERNAME	FULL NAME	EMAIL ADDRESS	ROLES	ACTIVE	
doceexternal22	Document-Test External	Not Provided	External Manager	Yes	Select
testdocuser	Test-doc User	Not Provided	External Clerk	Yes	Select

3. The User Information page displays. To modify the system user details, click **Edit**.

This screenshot is identical to the one above, showing the 'SYSTEM USER DETAILS' page for 'TEST-DOC USER'. A red arrow points to the 'Edit' link in the top right corner of the details section.

- Make the desired changes and click **Save**, or click **Save and Close** to save the information and go back to the home page.

The screenshot shows the 'SYSTEM USER DETAILS' form for a user named 'TEST-DOC USER'. The form includes fields for First Name, Last Name, Email Address, Role, Agent Type, and Agent. The 'Save' button is highlighted with a red arrow.

Field	Value
First Name	Test-doc
Last Name	User
Email Address (optional)	username@email.com
Role	External Clerk
Agent Type	External Agent
Agent	3396   Admirals Cove
NGPC ID	Not Provided

## Changing a User's Password

To change the password for a user account, follow these steps.

- Locate the desired user account by following the steps described in the [Searching for an Existing User Account](#) section of this user guide.
- Select the desired user account from the search results by clicking the corresponding **Select** button.

The screenshot shows the 'SYSTEM USER SEARCH' results table. A red arrow points to the 'Select' button for the 'testdocuser' account.

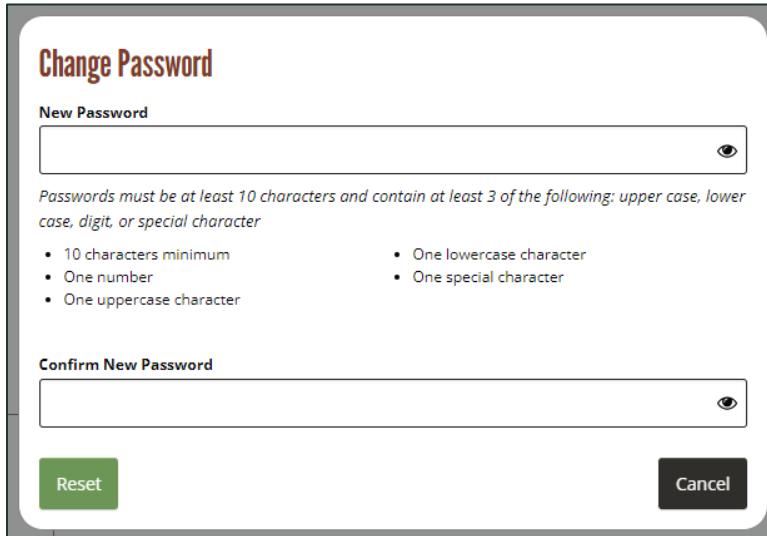
USERNAME	FULL NAME	EMAIL ADDRESS	ROLES	ACTIVE	
docexternal22	Document-Test External	Not Provided	External Manager	Yes	Select
testdocuser	Test-doc User	Not Provided	External Clerk	Yes	Select

- Click **Change Password**.

The screenshot shows the 'SYSTEM USER DETAILS' form for a user named 'TEST-DOC USER'. The 'Change Password' button is highlighted with a red arrow.

Field	Value		
First Name:	Test-doc	User Name:	testdocuser
Last Name:	User	Email Address:	Not Provided
Role:	External Clerk	Agent:	Admirals Cove
		NGPC ID:	Not Provided

4. Enter the new password, confirm the new password, and click **Reset**.



**Change Password**

**New 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 New Password**

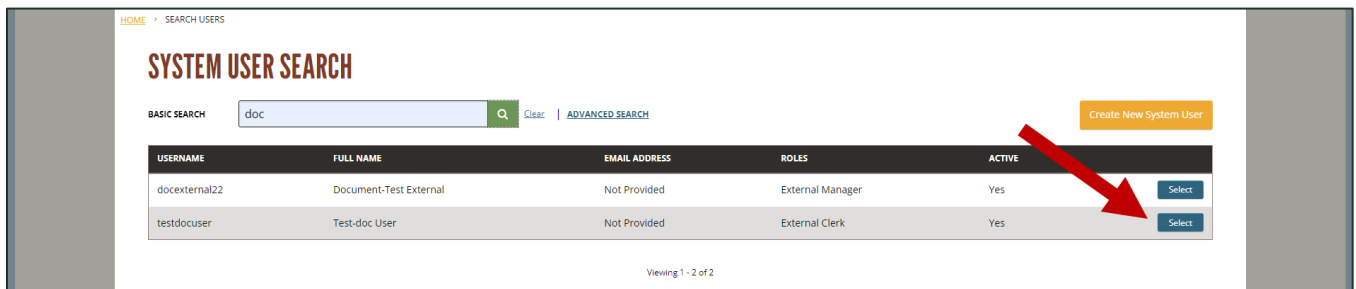
**Reset** **Cancel**

5. Give this new password information to the user. The next time the user logs in to the system, they will be prompted to change their password.

## Changing a Username

To change the username for a user account, follow these steps.

1. Locate the desired user account by following the steps described in the [Searching for an Existing User Account](#) section of this user guide.
2. Select the desired user account from the search results by clicking the corresponding **Select** button.



HOME > SEARCH USERS

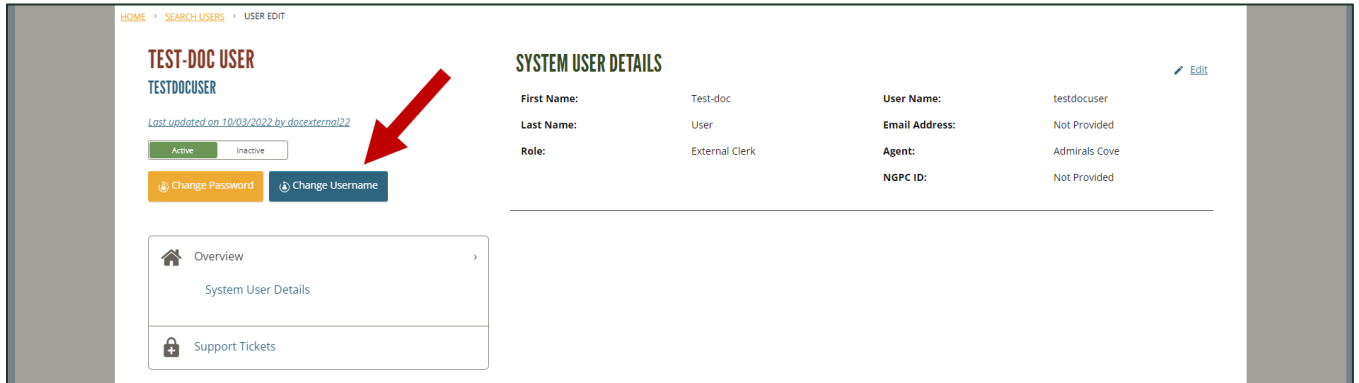
### SYSTEM USER SEARCH

BASIC SEARCH    | [ADVANCED SEARCH](#)

USERNAME	FULL NAME	EMAIL ADDRESS	ROLES	ACTIVE	
docexternal22	Document-Test External	Not Provided	External Manager	Yes	<input type="button" value="Select"/>
testdocuser	Test-doc User	Not Provided	External Clerk	Yes	<input type="button" value="Select"/>

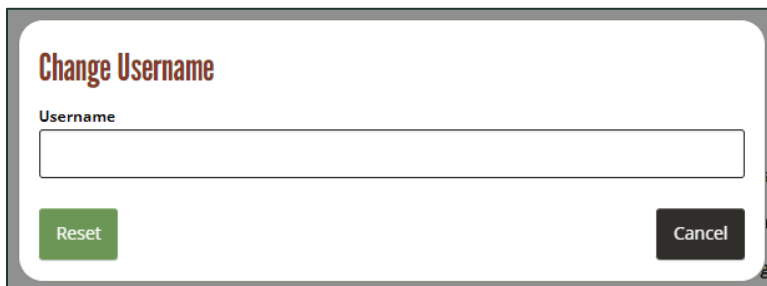
Viewing 1 - 2 of 2

3. Click **Change Username**.



The screenshot shows the 'TEST-DOC USER' profile page. On the left, there's a sidebar with 'Overview', 'System User Details', and 'Support Tickets'. The main content area has 'SYSTEM USER DETAILS' with fields for First Name, Last Name, Role, User Name, Email Address, Agent, and NGPC ID. A red arrow points to the 'Change Username' button in the left sidebar.

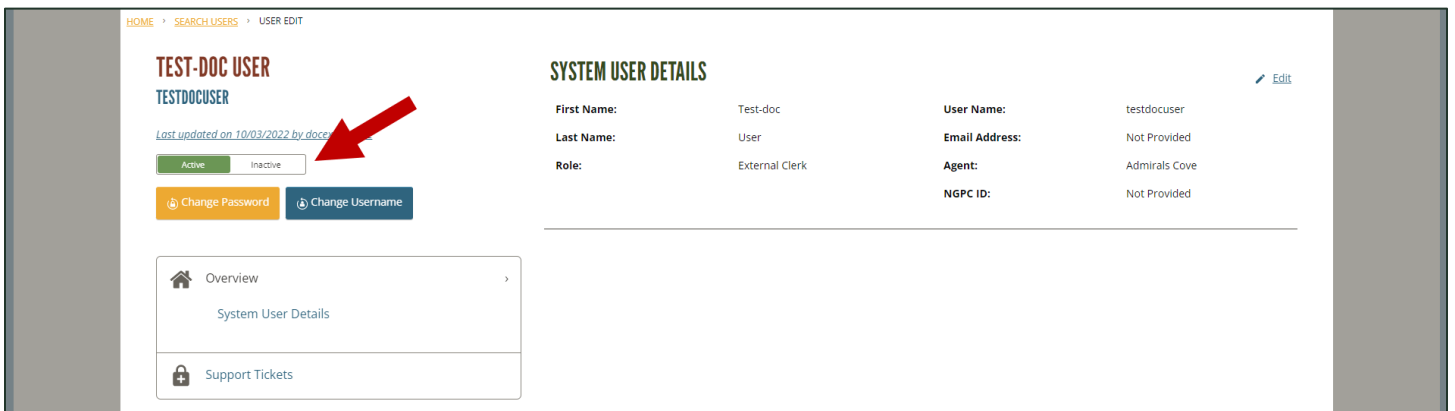
4. Enter the new username, and click **Reset**.



The screenshot shows the 'Change Username' modal form. It has a 'Username' input field, a 'Reset' button, and a 'Cancel' button.

## Deactivating a User Account

To deactivate a user account, follow the steps in the [Searching for an Existing User Account](#) section to locate the desired user account. Then click **Inactive** to inactivate the user account.



The screenshot shows the 'TEST-DOC USER' profile page. On the left, there's a sidebar with 'Overview', 'System User Details', and 'Support Tickets'. The main content area has 'SYSTEM USER DETAILS' with fields for First Name, Last Name, Role, User Name, Email Address, Agent, and NGPC ID. A red arrow points to the 'Inactive' button in the left sidebar.

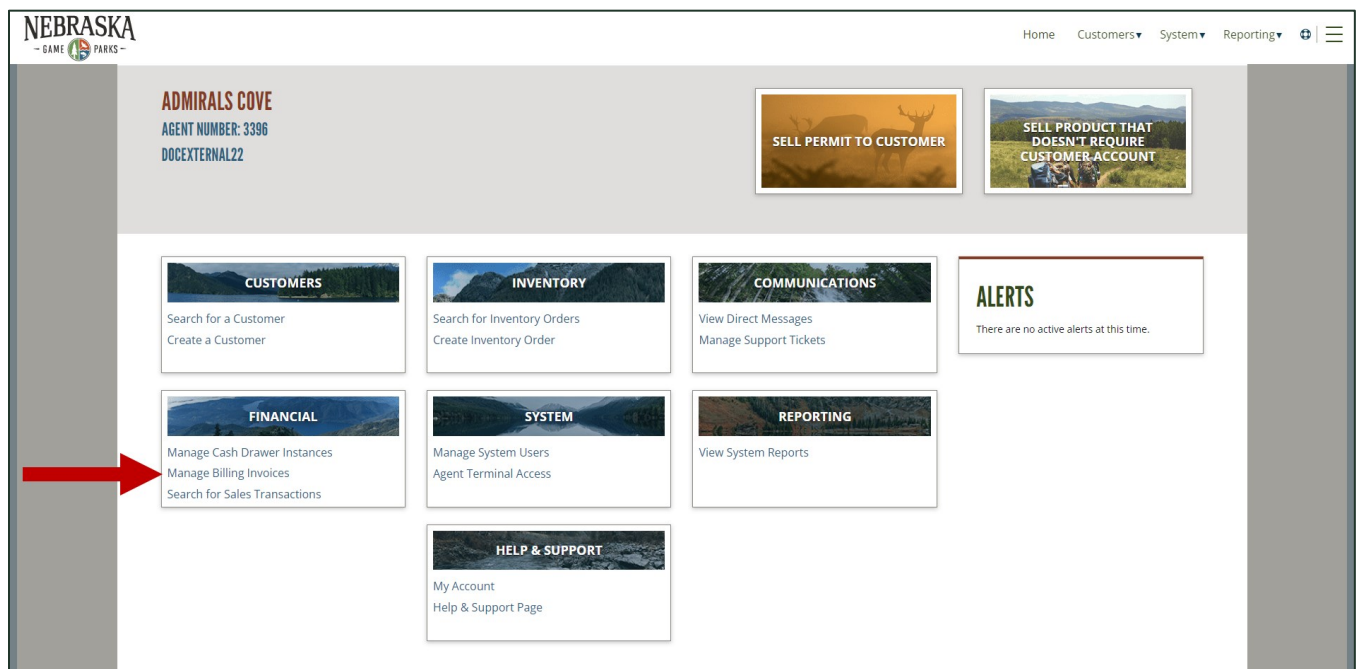
## Managing Billing Invoices

External Agents can view and print the monthly invoices for their location. For each invoice, payment is due on the 10<sup>th</sup> of the month. The status of the invoice is updated when NGPC receives and processes the payment.

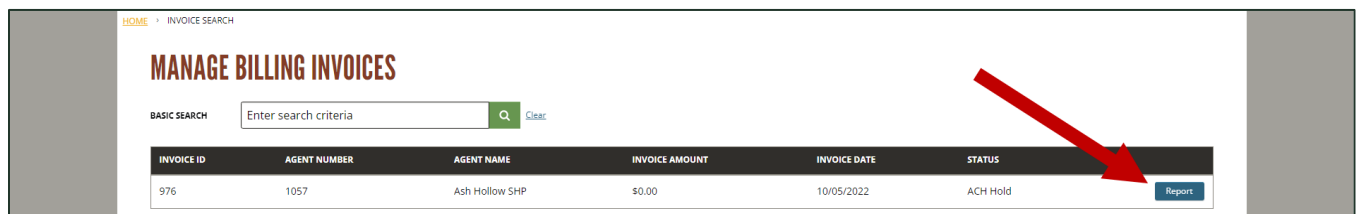
All refunds require NGPC approval. If a refund is not approved, it will not be included in the invoice. When a refund is approved, it will be included in the invoice for the month in which it was approved.

To view billing invoices, follow these steps.

1. Log in to the NGPC Permitting System following the steps in the [Logging In](#) section of this user guide.
2. Click **Manage Billing Invoices** from the Financial tile on the home page.



3. The list of invoices displays. To view or print an invoice, click **Report**.



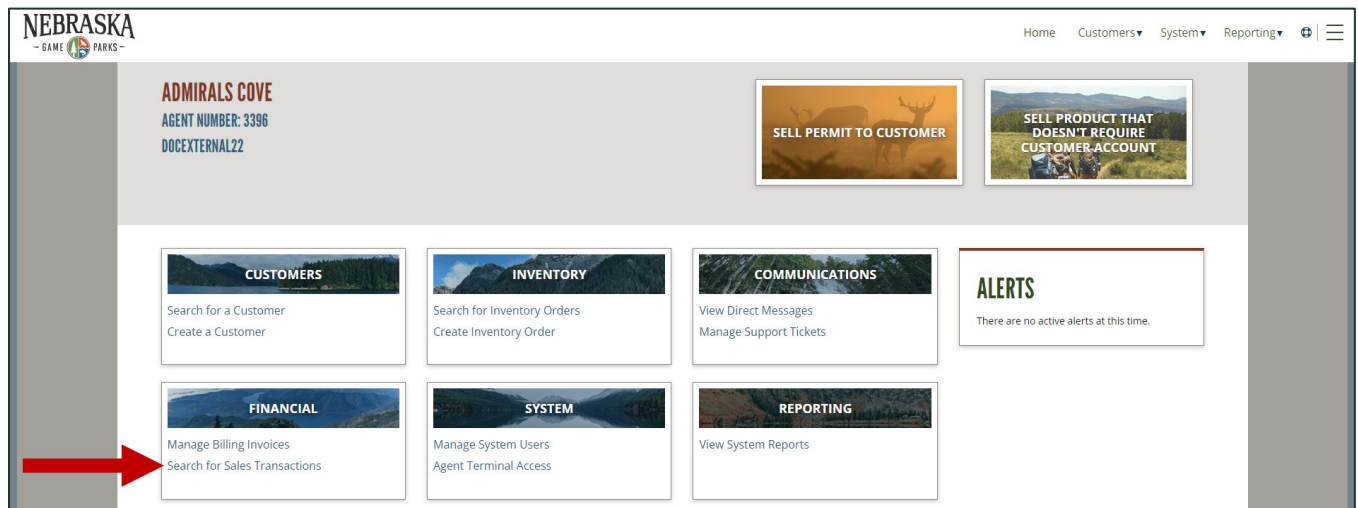
The invoice displays in a separate browser tab, and you can use the browser's print functionality to print the documents.



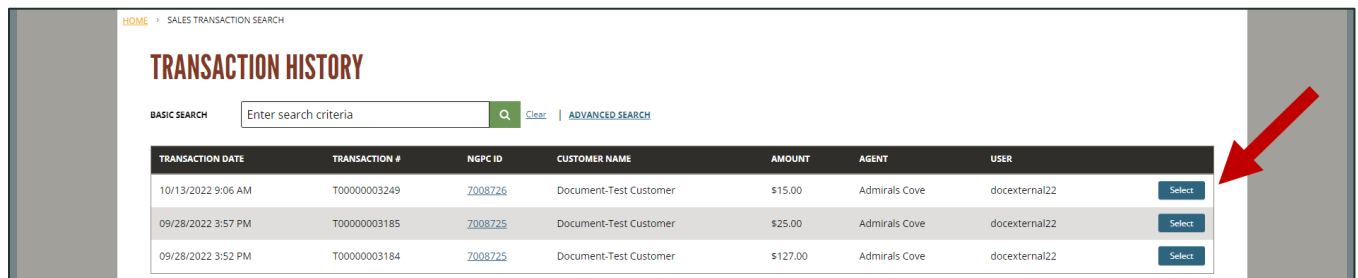
## Viewing Sales Transactions

External Agents can view the sales transactions for their location. To view sales transactions, follow these steps.

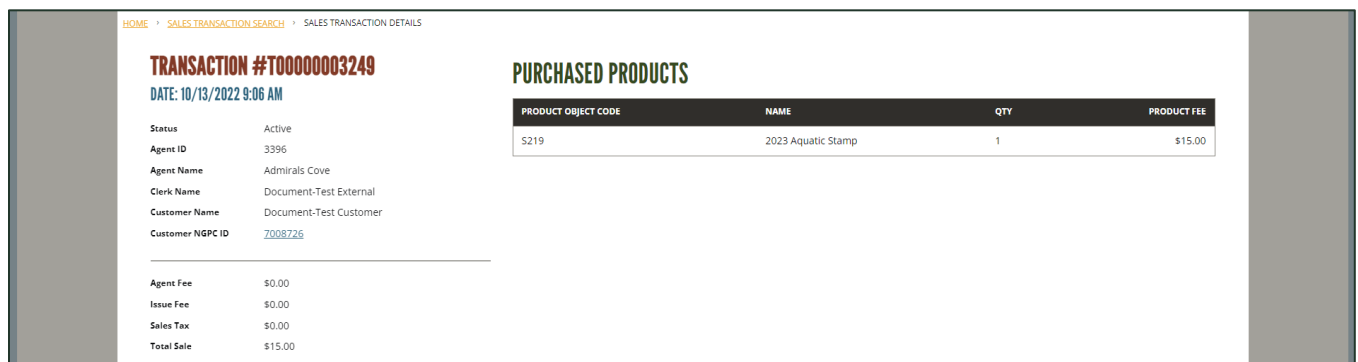
- Log in to the NGPC Permitting System following the steps in the [Logging In](#) section of this user guide.
- Click **Search for Sales Transactions** from the Financial tile on the home page.



- The available sales transactions display. To view the details of a transaction, click the corresponding **Select** button.



The transaction details display.

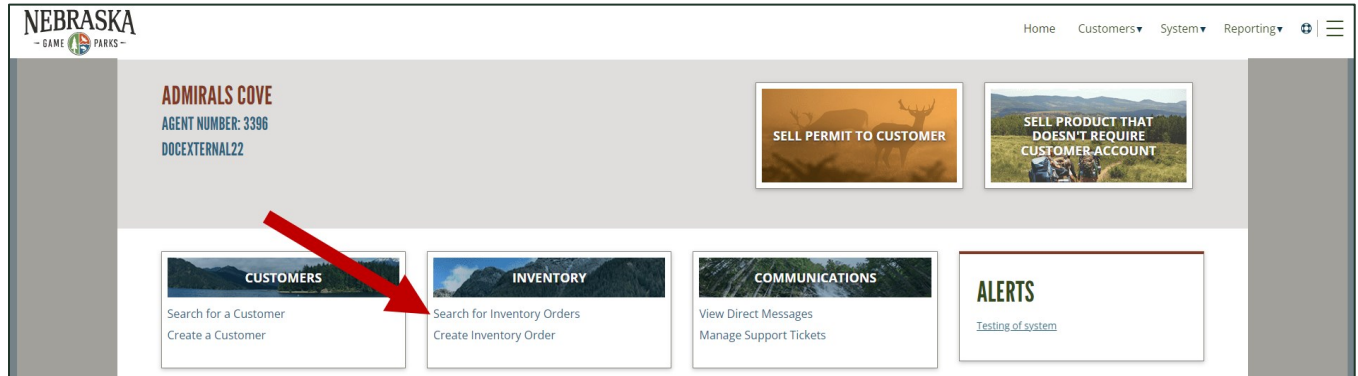


# Managing Inventory Orders

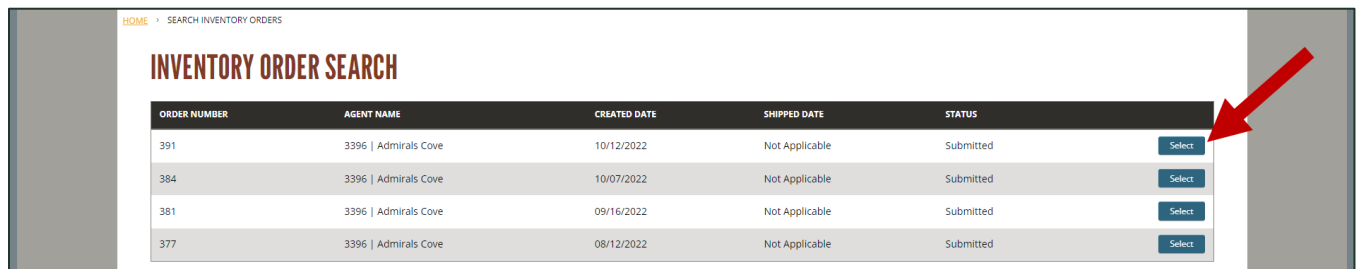
NGPC Clerk Managers can view and create inventory orders for their location.

To view inventory orders, follow these steps.

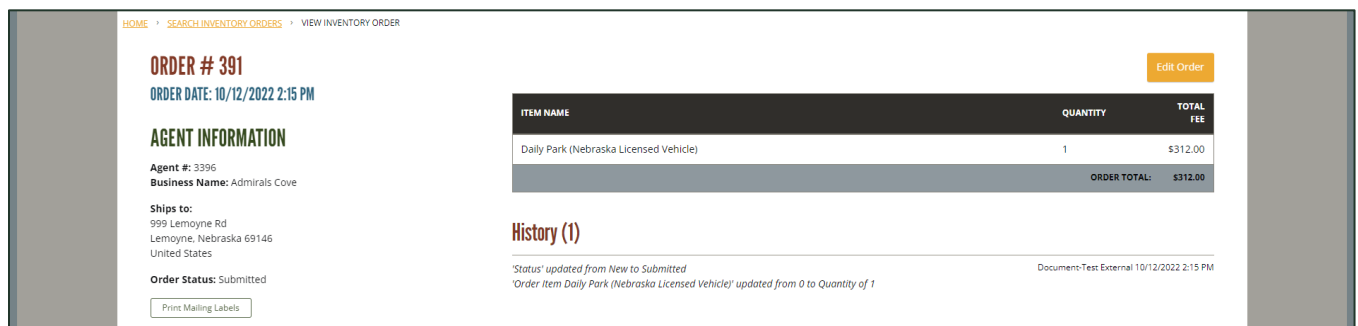
1. Log in to the NGPC Permitting System following the steps in the [Logging In](#) section of this user guide.
2. Click **Search for Inventory Orders** from the Inventory tile on the home page.



3. The orders for their location display. To view the details of an order, click the corresponding **Select** button.



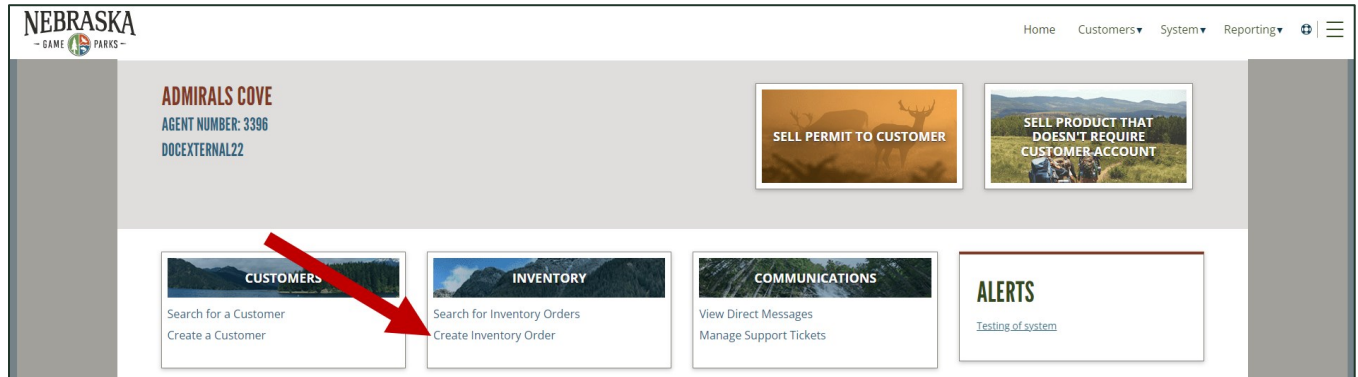
The order details display.



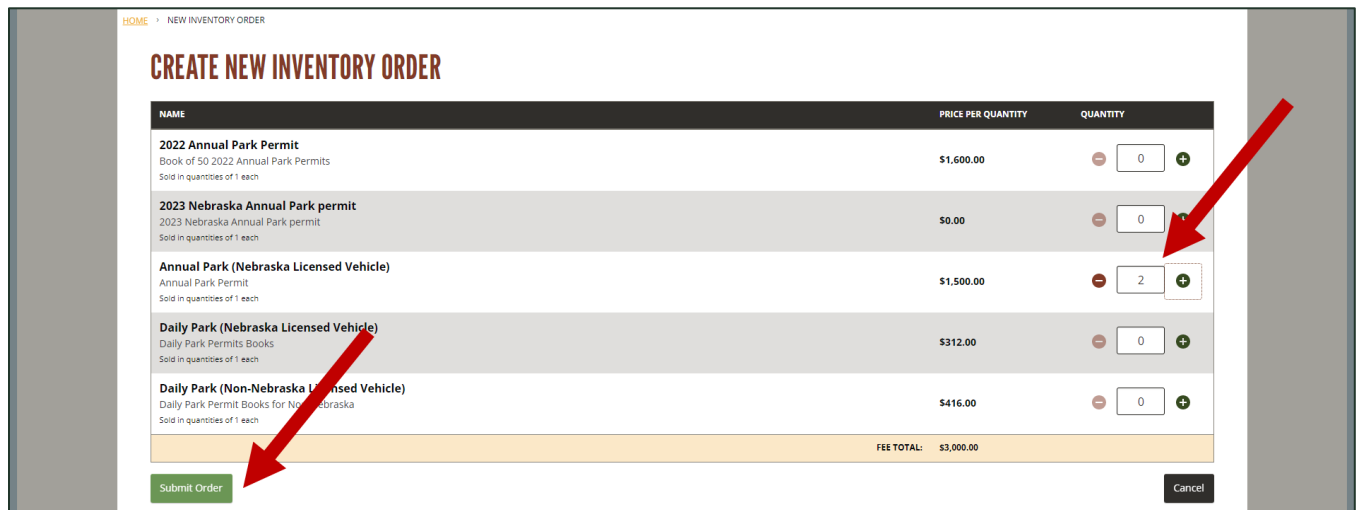
## Creating an Inventory Order

To create an inventory order, follow these steps.

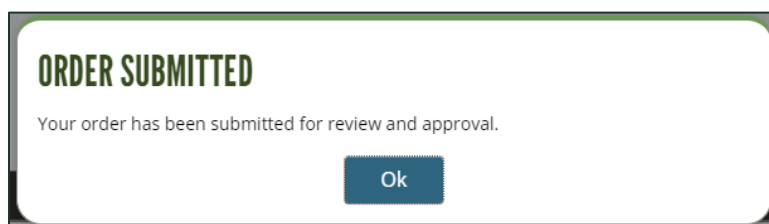
1. Log in to the NGPC Permitting System following the steps in the [Logging In](#) section of this user guide.
2. Click **Create Inventory Order** from the Inventory tile on the home page.



3. Select item(s) to order by increasing the **Quantity** to the desired value. Then click **Submit Order**.



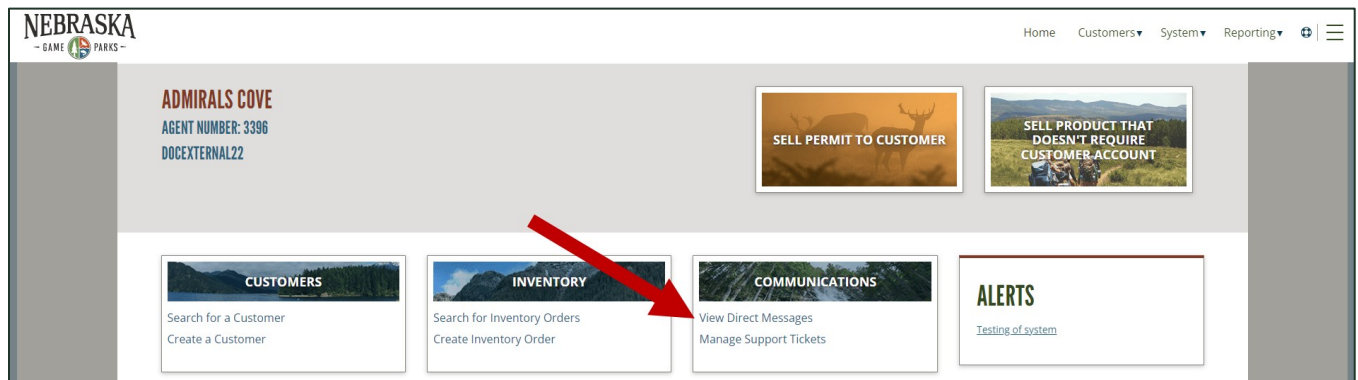
4. A confirmation modal displays. Click **OK**.



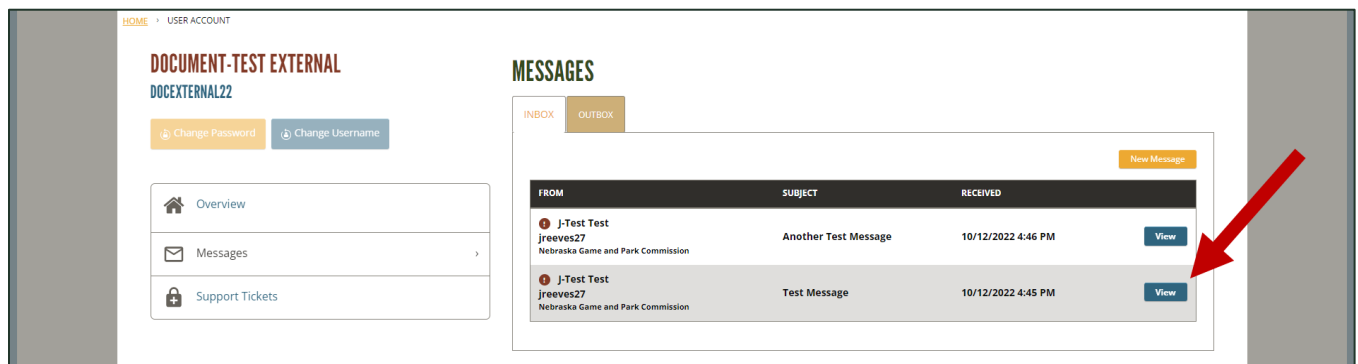
# Managing Communications

External Agents can view messages that have been sent to them, and they can send messages to NGPC. To view messages, follow these steps.

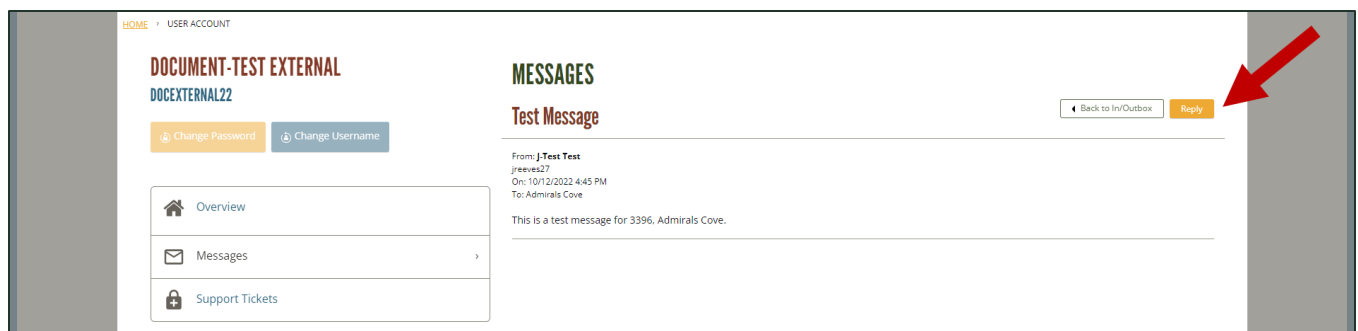
1. Log in to the NGPC Permitting System following the steps in the [Logging In](#) section of this user guide.
2. Click **View Direct Messages** from the Communications tile on the home page.



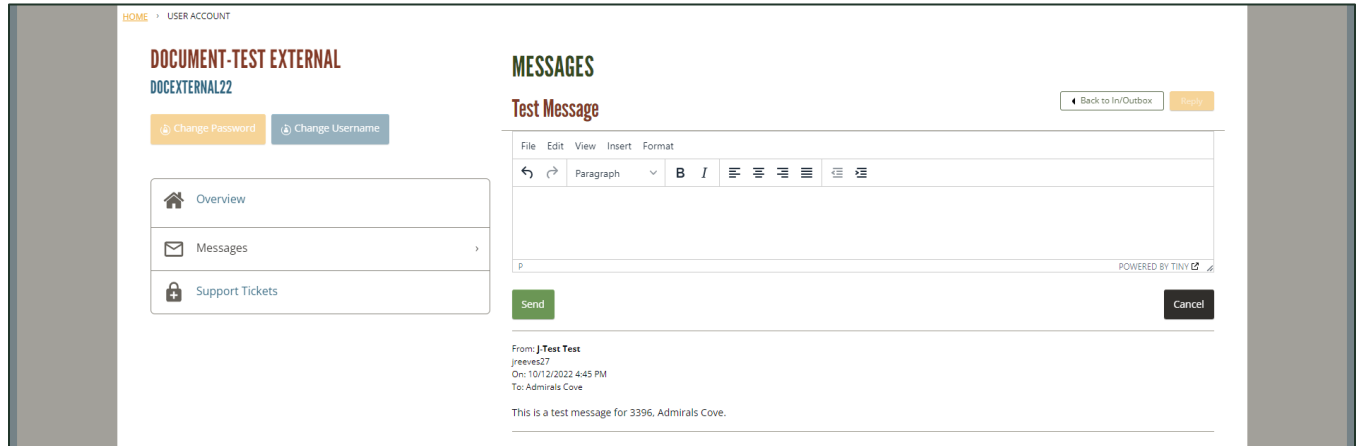
3. A list of the available messages displays. To view a message, click the corresponding **View** button.



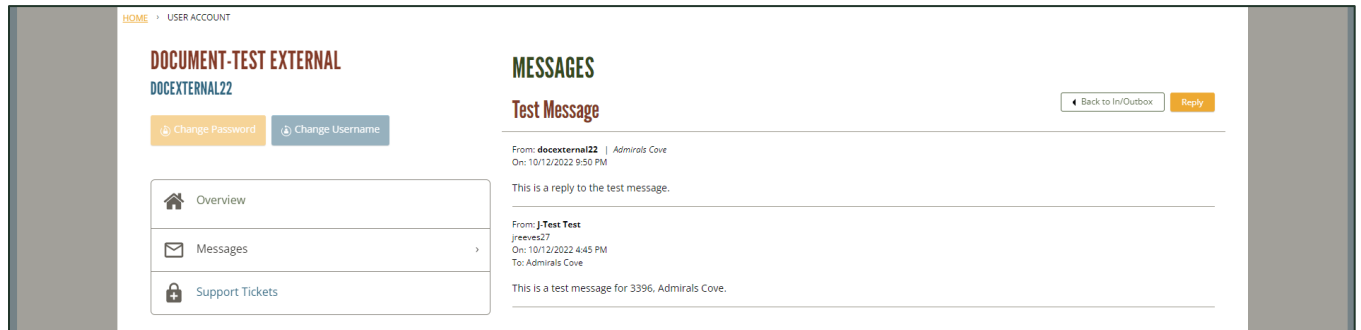
4. The message displays. To reply to the message, click **Reply**.



5. Enter the reply text, and click **Send**.



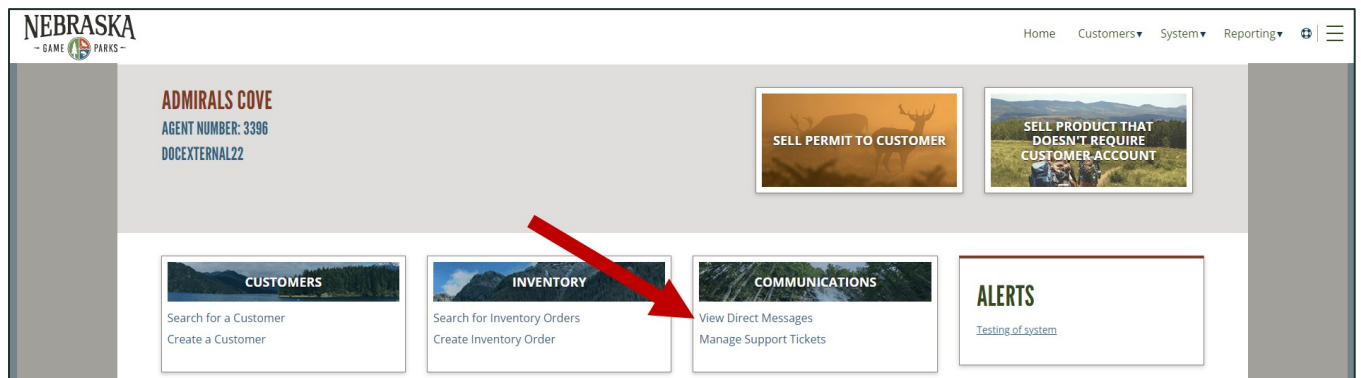
The message history displays.



## Sending a Message

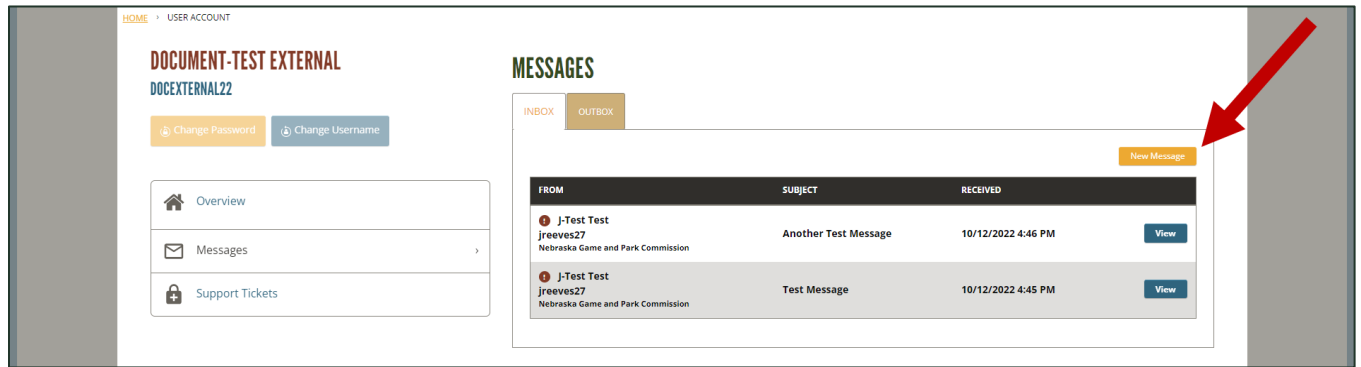
To send a message to another NGPC agency user, follow these steps.

1. Log in to the NGPC Permitting System following the steps in the [Logging In](#) section of this user guide.
2. Click **View Direct Messages** from the Communications tile on the home page.

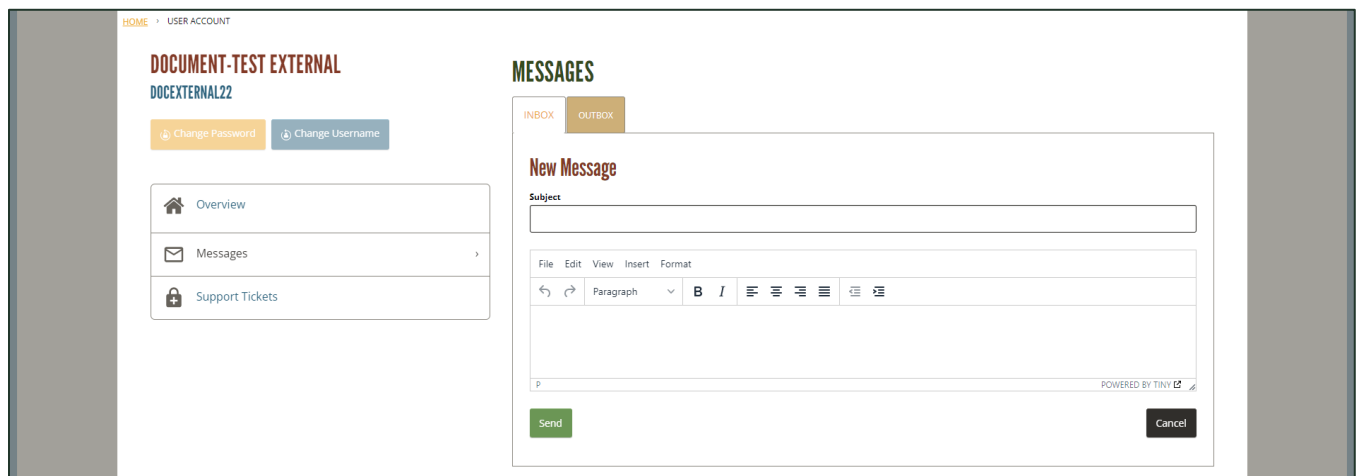




3. Click **New Message**.



4. Enter a **Subject** for the message, and enter the message text.

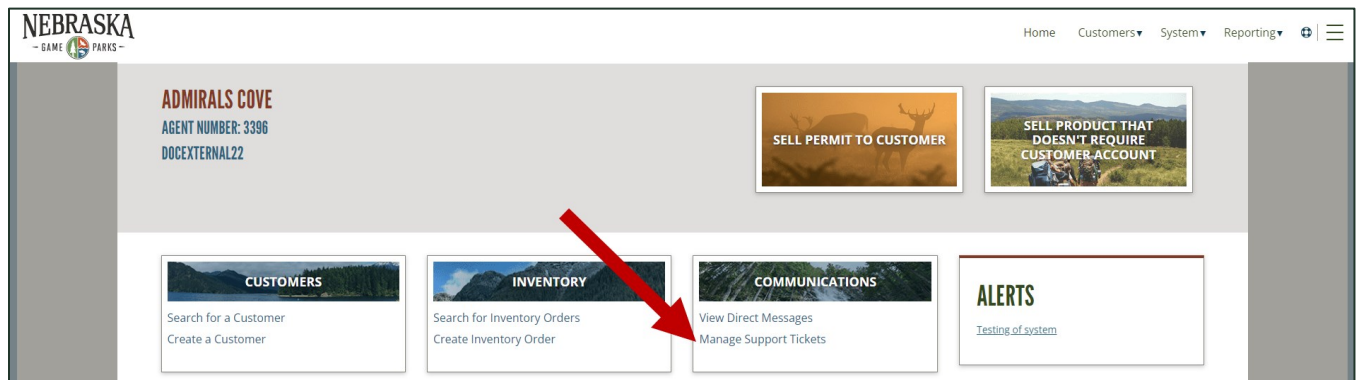


5. When you are finished composing the message, click **Send**.

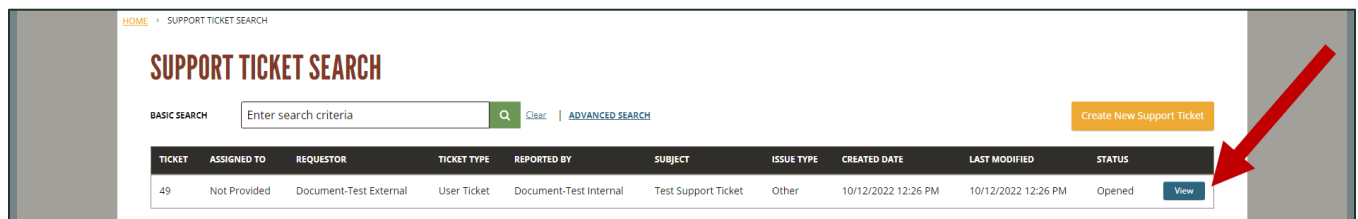
## Managing Support Tickets

External Agents can view customer support tickets and user support tickets for their location. To view support tickets for your location, follow these steps.

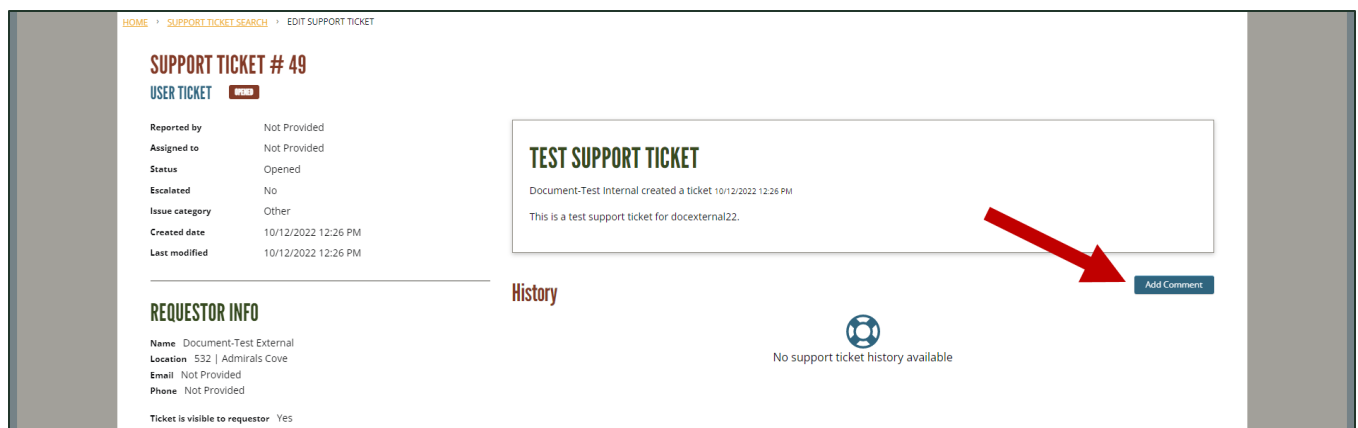
1. Log in to the NGPC Permitting System following the steps in the [Logging In](#) section of this user guide.
2. Click **Manage Support Tickets** from the Communications tile on the home page.



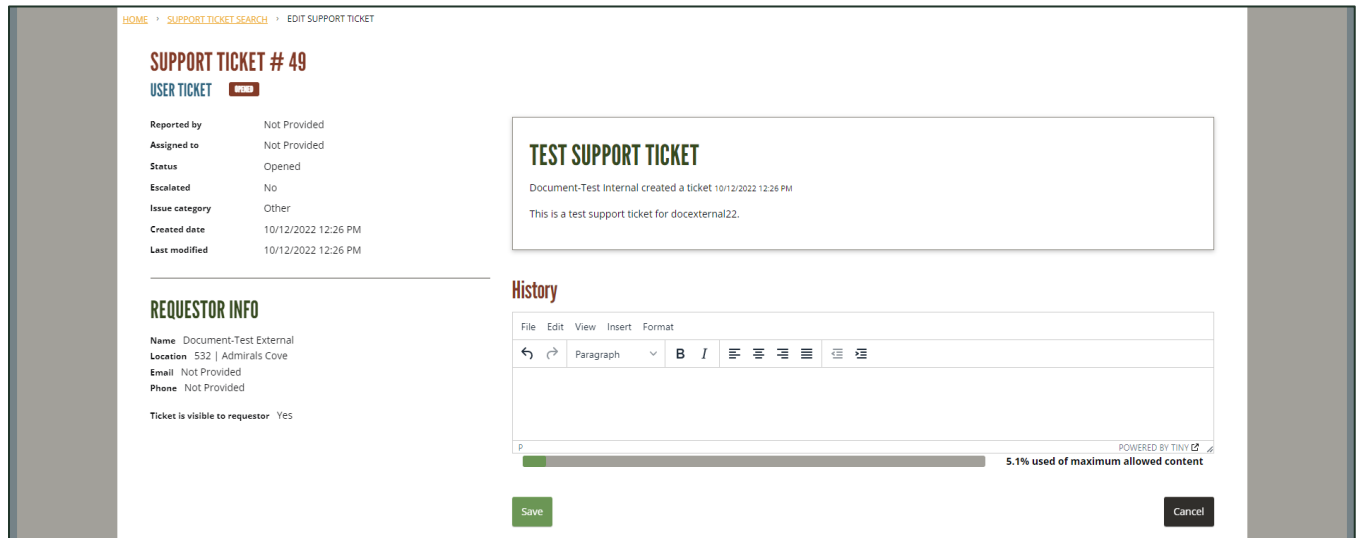
3. The available support tickets display. To view the details of a ticket, click the corresponding **View** button.



4. The ticket details display. To add a comment to the ticket, click **Add Comment**.



5. Enter the comment, and click **Save**.



HOME > SUPPORT TICKET SEARCH > EDIT SUPPORT TICKET

### SUPPORT TICKET # 49

USER TICKET **OPEN**

Reported by	Not Provided
Assigned to	Not Provided
Status	Opened
Escalated	No
Issue category	Other
Created date	10/12/2022 12:26 PM
Last modified	10/12/2022 12:26 PM

#### REQUESTOR INFO

Name: Document-Test External  
Location: 532 | Admirals Cove  
Email: Not Provided  
Phone: Not Provided  
Ticket is visible to requestor: Yes

#### TEST SUPPORT TICKET

Document-Test Internal created a ticket 10/12/2022 12:26 PM  
This is a test support ticket for docexternal22.

#### History

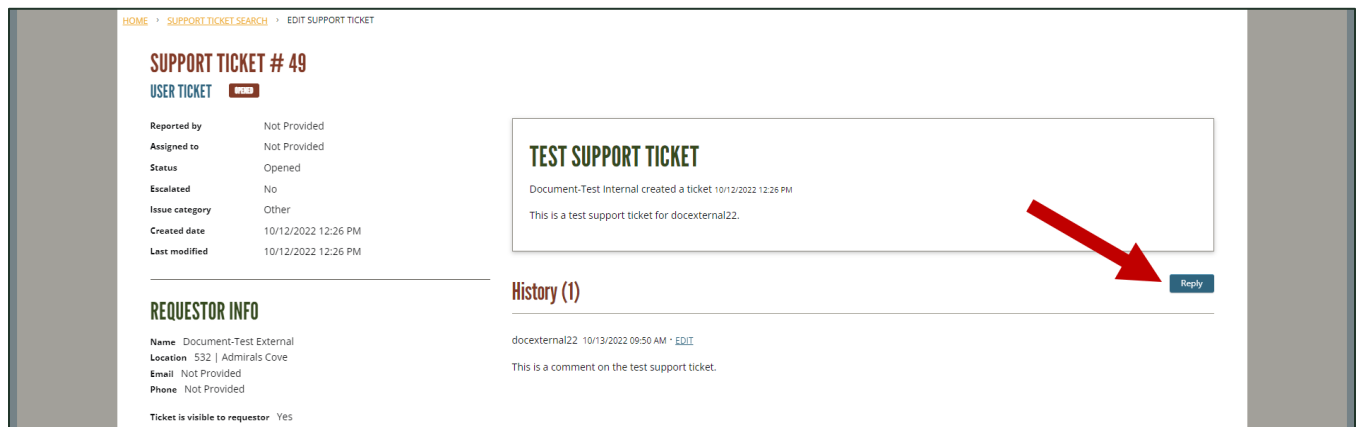
File Edit View Insert Format

Paragraph B I

5.1% used of maximum allowed content

Save Cancel

6. To reply, click **Reply**.



HOME > SUPPORT TICKET SEARCH > EDIT SUPPORT TICKET

### SUPPORT TICKET # 49

USER TICKET **OPEN**

Reported by	Not Provided
Assigned to	Not Provided
Status	Opened
Escalated	No
Issue category	Other
Created date	10/12/2022 12:26 PM
Last modified	10/12/2022 12:26 PM

#### REQUESTOR INFO

Name: Document-Test External  
Location: 532 | Admirals Cove  
Email: Not Provided  
Phone: Not Provided  
Ticket is visible to requestor: Yes

#### TEST SUPPORT TICKET

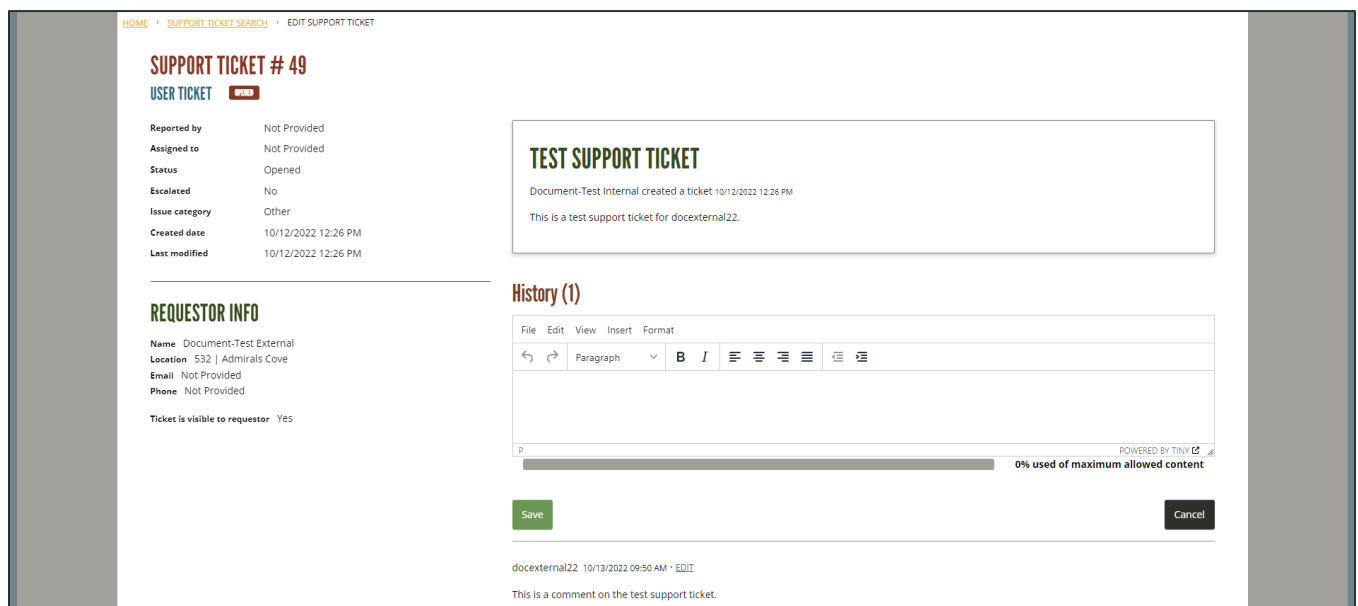
Document-Test Internal created a ticket 10/12/2022 12:26 PM  
This is a test support ticket for docexternal22.

#### History (1)

docexternal22 10/13/2022 09:50 AM [EDIT](#)  
This is a comment on the test support ticket.

Reply

7. Enter the reply, and click **Save**.



HOME > SUPPORT TICKET SEARCH > EDIT SUPPORT TICKET

### SUPPORT TICKET # 49

USER TICKET **OPEN**

Reported by	Not Provided
Assigned to	Not Provided
Status	Opened
Escalated	No
Issue category	Other
Created date	10/12/2022 12:26 PM
Last modified	10/12/2022 12:26 PM

#### REQUESTOR INFO

Name: Document-Test External  
Location: 532 | Admirals Cove  
Email: Not Provided  
Phone: Not Provided  
Ticket is visible to requestor: Yes

#### TEST SUPPORT TICKET

Document-Test Internal created a ticket 10/12/2022 12:26 PM  
This is a test support ticket for docexternal22.

#### History (1)

File Edit View Insert Format

Paragraph B I

0% used of maximum allowed content

Save Cancel

docexternal22 10/13/2022 09:50 AM [EDIT](#)  
This is a comment on the test support ticket.

The ticket history displays.

**SUPPORT TICKET # 49**  
USER TICKET

Reported by: Not Provided  
Assigned to: Not Provided  
Status: Opened  
Escalated: No  
Issue category: Other  
Created date: 10/12/2022 12:26 PM  
Last modified: 10/12/2022 12:26 PM

**REQUESTOR INFO**  
Name: Document-Test External  
Location: 532 | Admirals Cove  
Email: Not Provided  
Phone: Not Provided  
Ticket is visible to requestor: Yes

**TEST SUPPORT TICKET**  
Document-Test Internal created a ticket 10/12/2022 12:26 PM  
This is a test support ticket for docexternal22.

**History (2)**

docexternal22 10/13/2022 09:52 AM [EDIT](#)  
This is a reply to the comment on the test support ticket.

docexternal22 10/13/2022 09:50 AM [EDIT](#)  
This is a comment on the test support ticket.

## Creating a Support Ticket

Users can create support tickets either for a customer or for another user. To create a support ticket, follow these steps.

1. Log in to the NGPC Permitting System following the steps in the [Logging In](#) section of this user guide.
2. Click **Manage Support Tickets** from the Communications tile on the home page.

NEBRASKA  
- GAME & PARKS -

Home Customers System Reporting

ADMIRALS COVE  
AGENT NUMBER: 3396  
DOCEXTERNAL22

SELL PERMIT TO CUSTOMER

SELL PRODUCT THAT DOESN'T REQUIRE CUSTOMER ACCOUNT

**CUSTOMERS**  
Search for a Customer  
Create a Customer

**INVENTORY**  
Search for Inventory Orders  
Create Inventory Order

**COMMUNICATIONS**  
View Direct Messages  
Manage Support Tickets

**ALERTS**  
[Testing of system](#)

3. Click **Create New Support Ticket**.

**SUPPORT TICKET SEARCH**

BASIC SEARCH  [Clear](#) [ADVANCED SEARCH](#) [Create New Support Ticket](#)

TICKET	ASSIGNED TO	REQUESTOR	TICKET TYPE	REPORTED BY	SUBJECT	ISSUE TYPE	CREATED DATE	LAST MODIFIED	STATUS
50	Not Provided	Document-Test Internal	User Ticket	Document-Test External	Test Support Ticket	Other	10/12/2022 12:27 PM	10/12/2022 12:27 PM	Opened <a href="#">View</a>

4. Select the **Ticket Type**, enter the information to search for an existing customer or user, and click **Search**.

### CREATE NEW SUPPORT TICKET

Ticket type  
☒ Customer ☐ User

Create ticket on behalf of (Requestor)

NGPC ID

DOB

First Name

Last Name

Search

Cancel

5. Select the desired customer or user from the search results by clicking the corresponding **Select** button.

### CREATE NEW SUPPORT TICKET

Ticket type  
☐ Customer ☒ User

Create ticket on behalf of (Requestor)

Username

DOB

First Name

Last Name

Please select the customer/user this support ticket will be created on behalf of:

USERNAME	FIRST NAME	LAST NAME	
docexternal22	Document-Test	External	Select

Viewing 1 - 1 of 1

Search

Cancel



6. Enter the information for the ticket, and click **Save**.

## CREATE NEW SUPPORT TICKET

Ticket type  
User Ticket

Requestor  
Document-Test External

Ticket is visible to requestor  
☐ Yes ☒ No

Requestor Email (optional)  
username@email.com

Requestor Phone Number (optional)  
(xxx) xxx-xxxx

Status  
Opened

Escalate Ticket  
☐ Yes ☒ No

Issue Category

Assigned To  
Not Provided

Subject

Description

File Edit View Insert Format

↶ ↷ Paragraph ▾ **B** *I* [List Icons] [Link Icon]

P

POWERED BY TINY

Save

Cancel

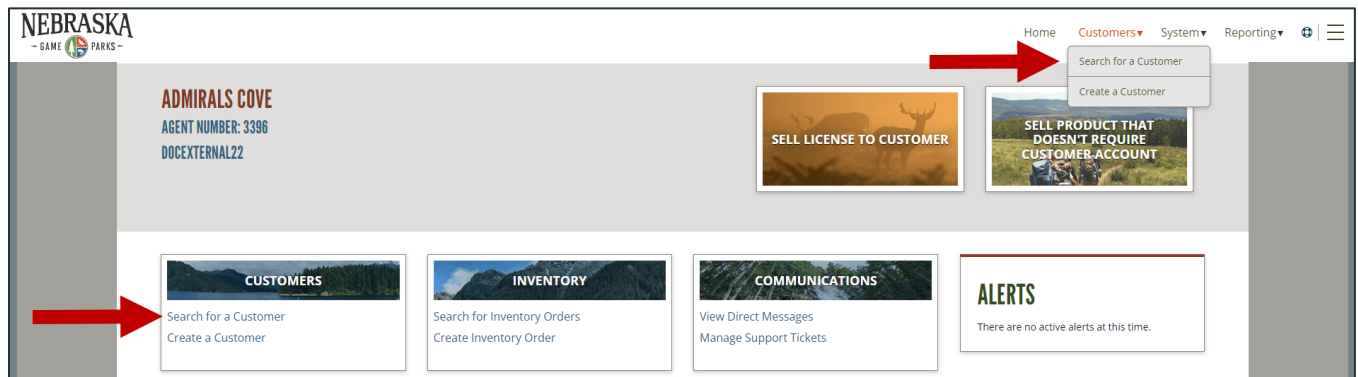
## Managing Customer Accounts

External Agents can manage customer accounts by maintaining the customer profile, adding customer notes, adding hunter education and certification information, and maintaining disability information for the customer.

### Searching for a Customer Account

To search for an existing customer account, follow these steps.

1. Click **Search for a Customer** from the Customers tile or from the Customers menu on the navigation bar.



2. When searching for a customer account, select the search criteria you want to enter, and click **OK**.

- The Customer Search page displays search fields based on your selection above. Enter the search criteria, and click **Search**.

If you want to change the type of search criteria to use, click **Change Search Criteria**, select the desired search criteria, and click **OK**.

- First Name, Last Name, and Date of Birth

The screenshot shows the 'CUSTOMER SEARCH' page. At the top left is a breadcrumb 'HOME > CUSTOMER SEARCH'. The title 'CUSTOMER SEARCH' is in large, bold, brown letters. On the top right are two buttons: 'Scan License' and 'Create New Customer'. Below the title are three input fields: 'First Name', 'Last Name', and 'Date of Birth' (with a date picker icon). Below these fields is a green 'Search' button, a 'Clear' link, and a 'Change Search Criteria' link.

- NGPC ID and Date of Birth

The screenshot shows the 'CUSTOMER SEARCH' page with the search criteria changed. The 'First Name' and 'Last Name' fields are now empty, and the 'Date of Birth' field remains. A new 'NGPC ID' field has appeared. The 'Search', 'Clear', and 'Change Search Criteria' links are still present at the bottom.

- Last 4 digits of Social Security Number and Date of Birth

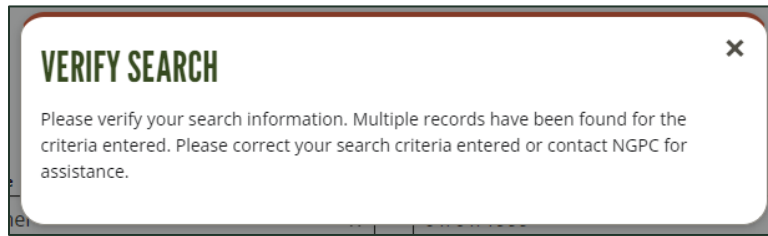
The screenshot shows the 'CUSTOMER SEARCH' page with the search criteria changed again. The 'NGPC ID' field is now empty, and a new 'Last Four of SSN' field (with a placeholder 'Last Four (xxxx)') has appeared. The 'Date of Birth' field remains. The 'Search', 'Clear', and 'Change Search Criteria' links are still present at the bottom.

#### 4. Results:

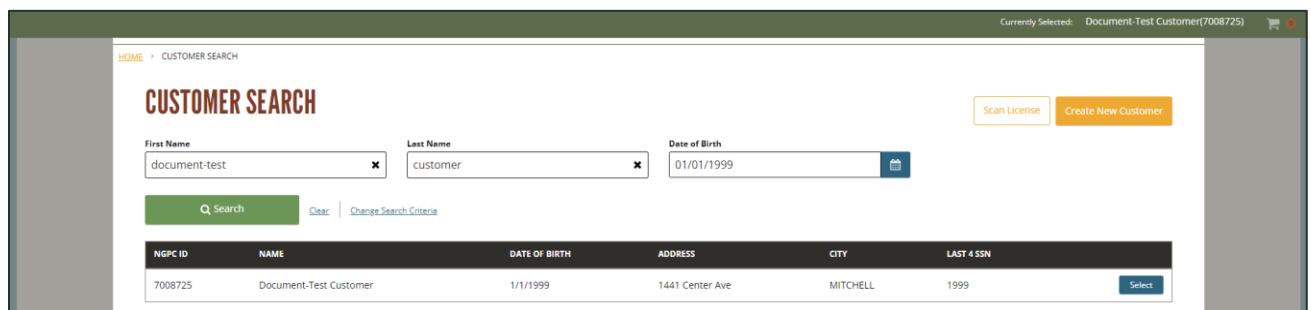
- If no matching customer record is found, a message displays that enables you to either start a new search or create a customer account.

The screenshot shows a modal dialog box with the title 'NO CUSTOMER FOUND' in large, bold, green letters. Below the title is a message: 'No customer was found from your search. Would you like to change your search criteria or create a new customer?'. At the bottom are three buttons: 'Change Search Criteria' (orange), 'Create Customer' (green), and 'Cancel' (black).

- B.** If more than one record is found, a message displays. Correct your search information, or select a different set of search criteria to locate the desired customer account.

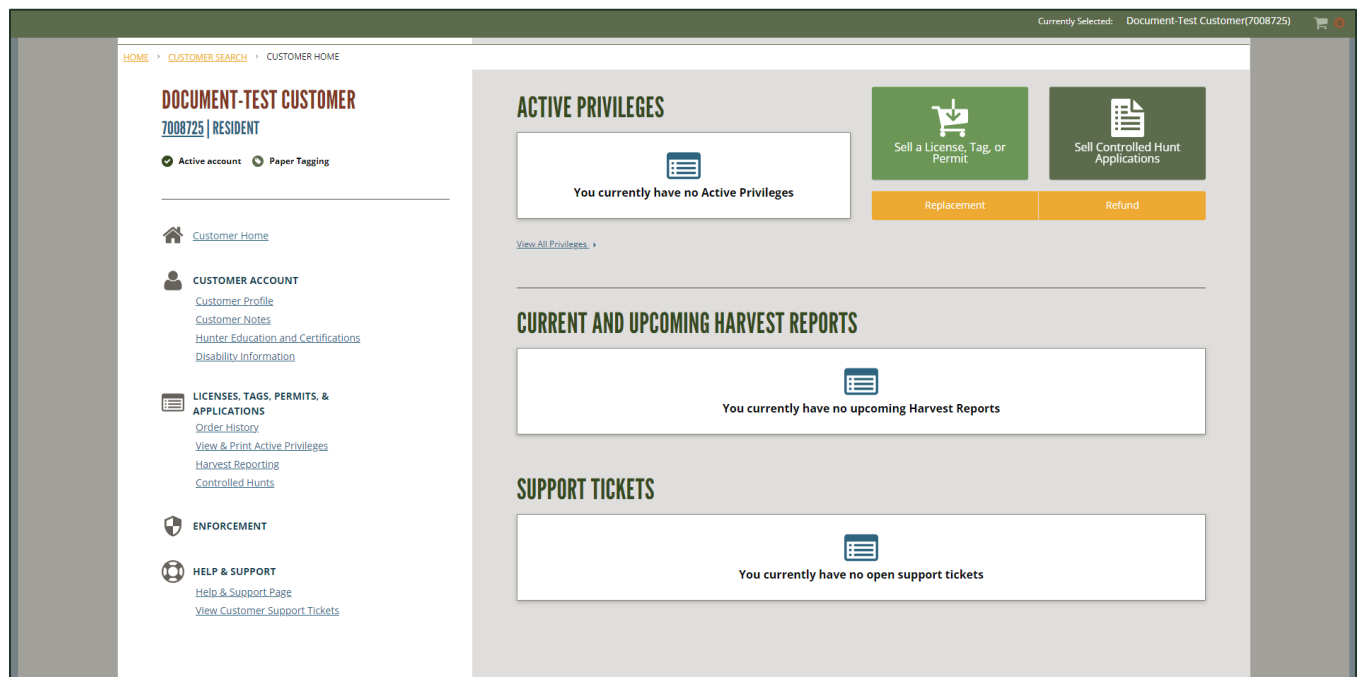


- C.** When an exact match is found, the customer record displays. Click **Select** to display the customer's home page.

A screenshot of the "CUSTOMER SEARCH" page. At the top, it says "Currently Selected: Document-Test Customer(7008725)". The search form has fields for "First Name" (document-test), "Last Name" (customer), and "Date of Birth" (01/01/1999). Below the form is a table with one row of results for "Document-Test Customer" with ID 7008725. A "Select" button is next to the row.

NGPC ID	NAME	DATE OF BIRTH	ADDRESS	CITY	LAST 4 SSN
7008725	Document-Test Customer	1/1/1999	1441 Center Ave	MITCHELL	1999

- 5.** You may be required to review and verify the customer account information. Review each page of information with the customer, make any necessary changes, and click **Next** on each page. When you are finished, click **Verify & Continue**.

A screenshot of the "DOCUMENT-TEST CUSTOMER" home page. The page shows the customer's name, ID, and status (RESIDENT). It has a sidebar with navigation links for "Customer Home", "CUSTOMER ACCOUNT", "LICENSES, TAGS, PERMITS, & APPLICATIONS", "ENFORCEMENT", and "HELP & SUPPORT". The main content area has sections for "ACTIVE PRIVILEGES", "CURRENT AND UPCOMING HARVEST REPORTS", and "SUPPORT TICKETS", each with a message indicating no active items and buttons for "Replacement" and "Refund".

**DOCUMENT-TEST CUSTOMER**  
7008725 | RESIDENT

Active account Paper Tagging

**ACTIVE PRIVILEGES**  
You currently have no Active Privileges  
View All Privileges

**CURRENT AND UPCOMING HARVEST REPORTS**  
You currently have no upcoming Harvest Reports

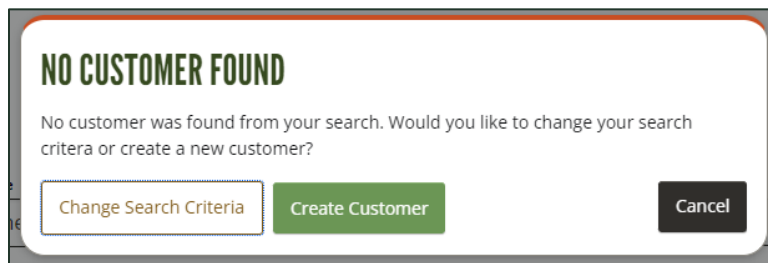
**SUPPORT TICKETS**  
You currently have no open support tickets

## Creating a Customer Account

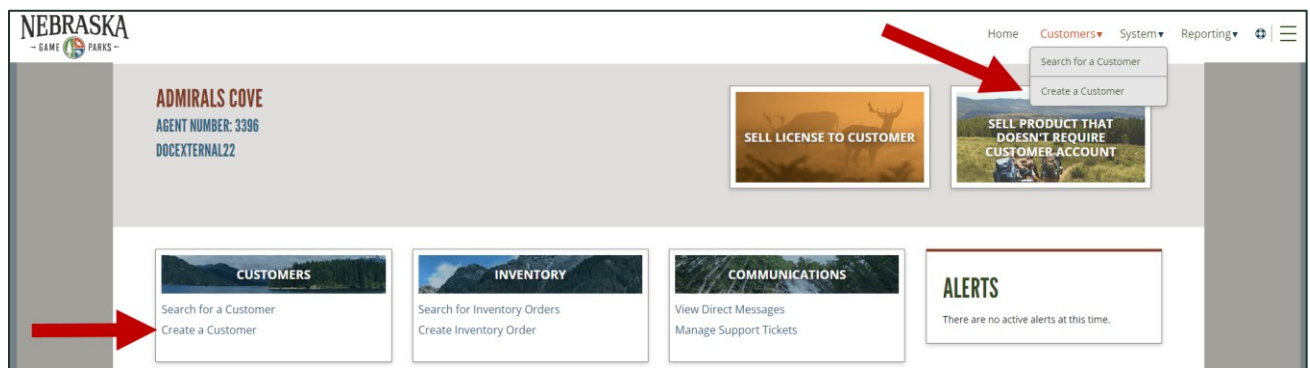
If you cannot locate the customer's record or know that the customer has never purchased a license through NGPC, you may create a new customer record by following these steps.

1. To create a customer account:

A. If no customer record was found, click **Create Customer**.



B. Or, from the home page, click **Create a Customer** from the Customers tile or from the Customers menu on the navigation bar.



2. Complete the Residency Verification section, and click **Next**.

A screenshot of the "CUSTOMER ENROLLMENT" form. The form has a grey header with the title "CUSTOMER ENROLLMENT" and a progress bar with four steps: 1. Residency Verification (active), 2. Identification Information, 3. Residency Information, and 4. Account Information. The main content area is titled "VERIFY RESIDENCY" and contains a section for "Residency Verification". It asks the user to attest that they understand the residency requirements of the State of Nebraska and meet one of the following criteria to qualify as a resident: 

- ☐ you have resided in Nebraska continuously for at least 30 days with the intent to become a Nebraska resident.
- ☐ or, you are active duty military currently stationed in Nebraska for a period of at least 30 days; or a Nebraska resident stationed outside Nebraska as part of a military assignment.
- ☐ or, you are a full-time student attending school in Nebraska for a period of at least 30 days; or a Nebraska resident attending school in another state.

It also asks the user to attest that they are not a resident of the State of Nebraska: 

- ☐ enroll as a non-resident
- ☐ I certify that my privilege to hunt, fish or harvest fur is NOT currently revoked in any jurisdiction (County, State, City, Federal or Canadian province) and I am NOT delinquent on any child support payments. I certify that my residency status is accurate as defined by the rules and regulations of the Nebraska Game and Parks Commission.

At the bottom, there is a "Next" button and a "Cancel" button.



3. Complete the Identification Information section, and click **Next**.

✓ Residency Verification

2 Identification Information

3 Residency Information

4 Account Information

## CUSTOMER ENROLLMENT

Residency Verification

Residency Type: Resident [Edit](#)

Identification Information

Legal First Name

Middle Name (optional)

Last Name [Add a Suffix](#)

Date of Birth  
mm/dd/yyyy

Height 

ft.

in.

 Weight Gender

Eye Color Hair Color

Are you a US Citizen?  
☒ Yes ☐ No

Are you a Veteran?  
☐ Yes ☒ No

SSN  
Last Four (xxxx)

Back

Next

Residency Information

Account Information

Cancel

4. Complete the Residency Information section.

The screenshot shows the 'CUSTOMER ENROLLMENT' form with four progress indicators at the top: Residency Verification (checked), Identification Information (checked), Residency Information (active, highlighted in orange), and Account Information (disabled). The form is divided into three main sections: Residency Verification, Identification Information, and Residency Information. The Residency Verification section shows 'Residency Type: Resident' with an 'Edit' link. The Identification Information section shows personal details: 'Full Name: Document-Test Customer', 'DOB: 01/01/1999', 'Gender: Female', 'Eye Color: Blue', 'Height: 5' 5"', 'Hair Color: Brown', 'Weight: 125', 'SSN: 1999', and 'Are you a US Citizen?: Yes', with an 'Edit' link. The Residency Information section is titled 'Primary Physical Address' and contains fields for 'Address Line 1 (Street or PO Box)', 'Address Line 2 (Apr, Suite, Unit, Building) (optional)', 'Country' (a dropdown menu showing 'United States'), 'Zip Code', 'City', and 'State' (a dropdown menu). Below these fields is a link 'Add a different Mailing Address' and 'Back' and 'Next' buttons. At the bottom right of the form is a 'Cancel' button.

5. If the customer's mailing address is different than their physical address, click **Add a different Mailing Address**, and enter the corresponding information.

The screenshot shows the 'Mailing Address' form. It has a radio button option 'Same as Primary Address' which is currently selected. Below this are fields for 'Address Line 1 (Street or PO Box)', 'Address Line 2 (Apr, Suite, Unit, Building) (optional)', 'Country' (a dropdown menu), 'Postal Code', and 'City'.

6. When you have finished entering residency/address information, click **Next**.

7. Complete the Account Information section.

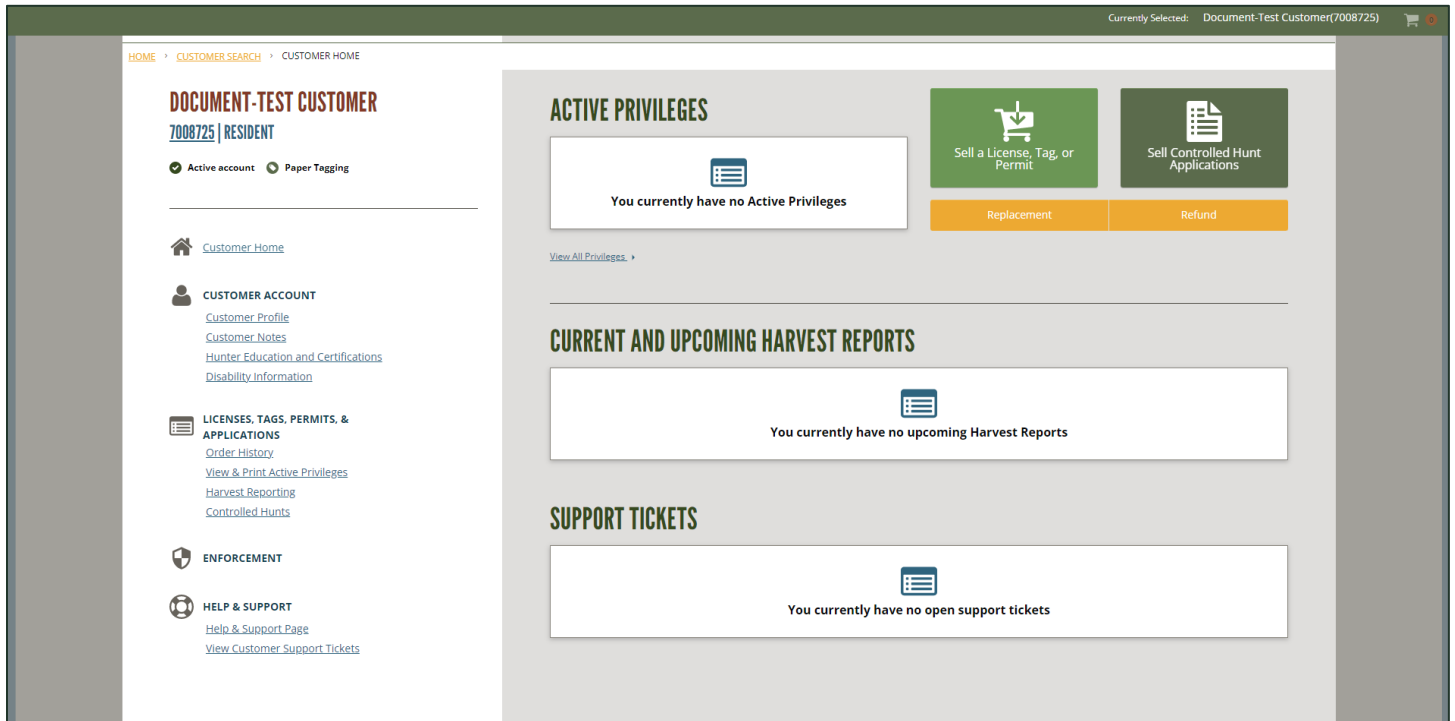
The screenshot shows the 'CUSTOMER ENROLLMENT' form with four progress indicators at the top: Residency Verification (checked), Identification Information (checked), Residency Information (checked), and Account Information (active, highlighted in orange). The form is divided into sections: Residency Verification (Residency Type: Resident), Identification Information (Full Name, DOB, Height, Weight, Are you a US Citizen?, Gender, Eye Color, Hair Color, SSN), Residency Information (Primary Physical Address, Mailing Address), and Account Information. The Account Information section is expanded, showing a heading 'What are the best ways to contact you?' followed by an Email Address field (username@email.com), a checkbox for receiving promotional information (checked), a Phone Number field ((xxx) xxx-xxxx), and a Phone Number Type dropdown (Mobile). Below this is a section for 'Preferred tag notching method' with a question about electronic vs. paper tags, radio buttons for E-Tagging (selected) and Paper Tagging, and 'Back' and 'Create' buttons. A 'Cancel' button is located at the bottom right of the form.

8. Select the tag notching method, and provide the customer with the information that displays. Then click **OK**.

The screenshot shows a confirmation dialog box titled 'E-TAGGING'. The text inside reads: 'Your preferred notching method will be updated to **E-Tagging**. Once saved, your tags will be notched through the website or mobile app. This can only be changed once per license year. Please contact NGPC if you need assistance.' At the bottom, there are 'Ok' and 'Cancel' buttons.

9. When all customer information has been correctly entered, click **Create**.

Upon successful creation, the customer's home page displays.



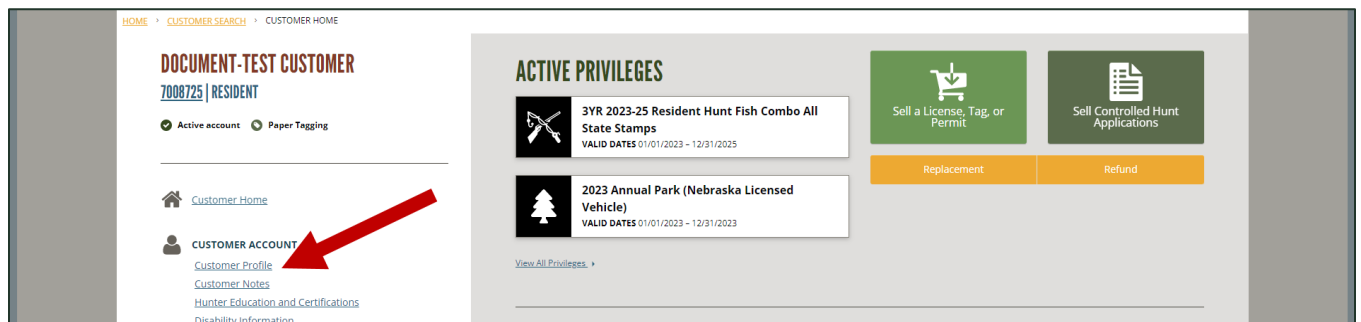
The customer now has an NGPC account but with no credentials to log in to the system.

The customer can log in by selecting an ID type from the drop-down list, verifying their information, and creating a username and password to use for login purposes.

## Editing a Customer Account

To edit a customer account, follow these steps.

1. Locate the desired customer record using the steps in the [Searching for a Customer Account](#) section of this user guide.
2. From the customer account home page, click **Customer Profile**.



- Choose the section you want to edit by clicking the **Edit** link for the desired section.

The screenshot shows the 'CUSTOMER PROFILE' page for 'Document-Test Customer(7008725)'. The left sidebar contains navigation links: Customer Home, CUSTOMER ACCOUNT (Customer Profile, Customer Notes, Hunter Education and Certifications, Disability Information), LICENSES, TAGS, PERMITS, & APPLICATIONS (Order History, View & Print Active Privileges, Harvest Reporting, Controlled Hunts), ENFORCEMENT, and HELP & SUPPORT (Help & Support Page, View Customer Support Tickets). The main content area has four sections, each with an 'Edit' link:

- RESIDENCY VERIFICATION**: Residency Type: Resident
- IDENTIFICATION INFORMATION**: Full Name: Document-Test Customer, Gender: Female, DOB: 01/01/1999, Eye Color: Blue, Height: 5' 5", Hair Color: Brown, Weight: 125, SSN: 1999, Are you a US Citizen?: Yes
- RESIDENCY INFORMATION**: Primary Physical Address: 1441 Center Ave, MITCHELL, Nebraska 69357, Scotts Bluff, United States; Mailing Address: 1441 Center Ave, MITCHELL, Nebraska 69357, Scotts Bluff, United States
- ACCOUNT INFORMATION**: Email Address: donotreply@brandinfo.com, Phone: (308) 555-1999 (Mobile), Username: Not Provided, SMS/Text Messages Authorized: No, Tagging preference: Paper Tagging

- Edit the information, as needed, and then click **Save**, or click **Save and Close** to save the information and go back to the customer's home page.

The screenshot shows the 'CUSTOMER PROFILE' page for 'Document-Test Customer(7008725)' with the 'RESIDENCY INFORMATION' section expanded. The 'Primary Physical Address' form contains the following fields:

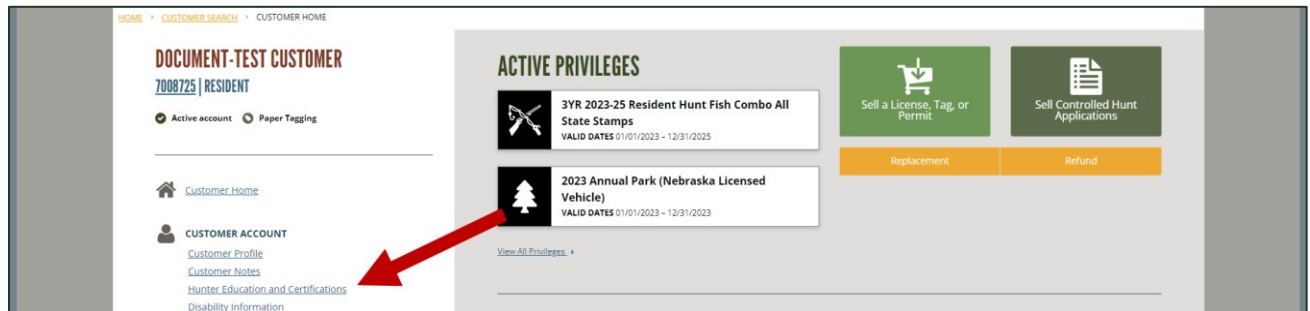
- Address Line 1 (Street or PO Box): 1441 Center Ave
- Address Line 2 (Apt, Suite, Unit, Building) (optional):
- Country: United States
- Zip Code: 69357
- City: MITCHELL
- State: Nebraska
- County: Scotts Bluff

Below the form is a link: [Add a different Mailing Address](#). At the bottom are three buttons: 'Save and Close', 'Save', and 'Cancel'.

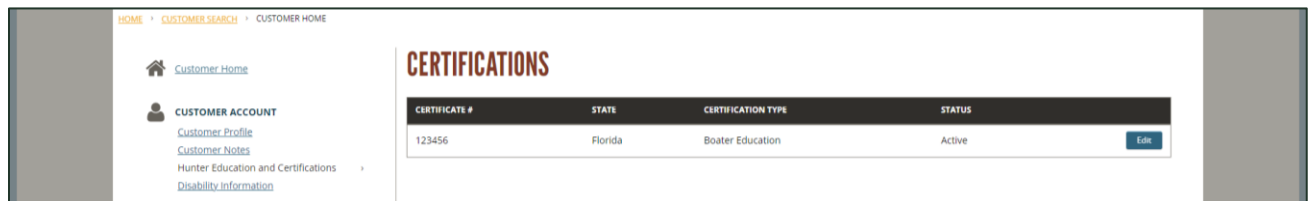
## Viewing Hunter Education and Disability Information

External Agents can view the hunter education and certification information and the disability information for a customer. To view this information, follow these steps.

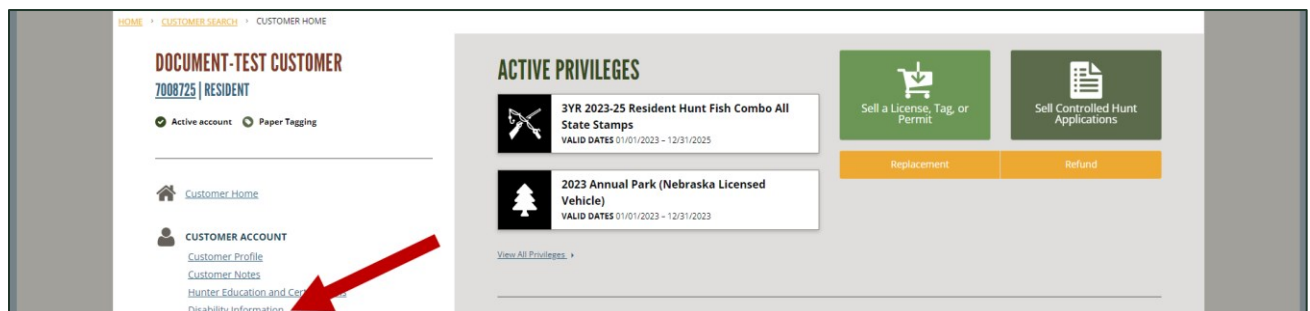
1. Locate the desired customer record using the steps in the [Searching for a Customer Account](#) section of this user guide.
2. From the customer account home page,
  - A. For hunter information, click **Hunter Education and Certifications**.



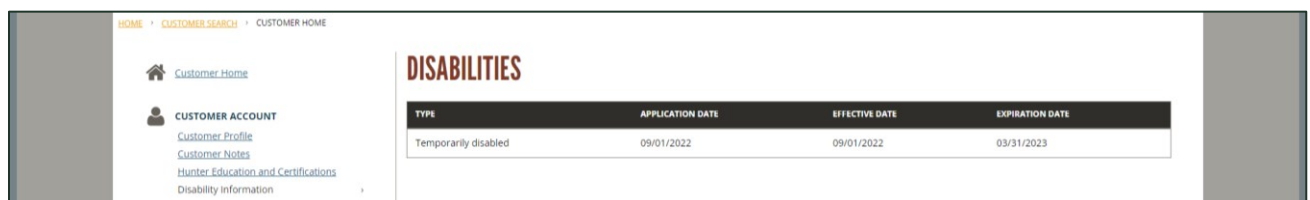
The certifications display.



- B. For disability information, click **Disability Information**.



The information displays.

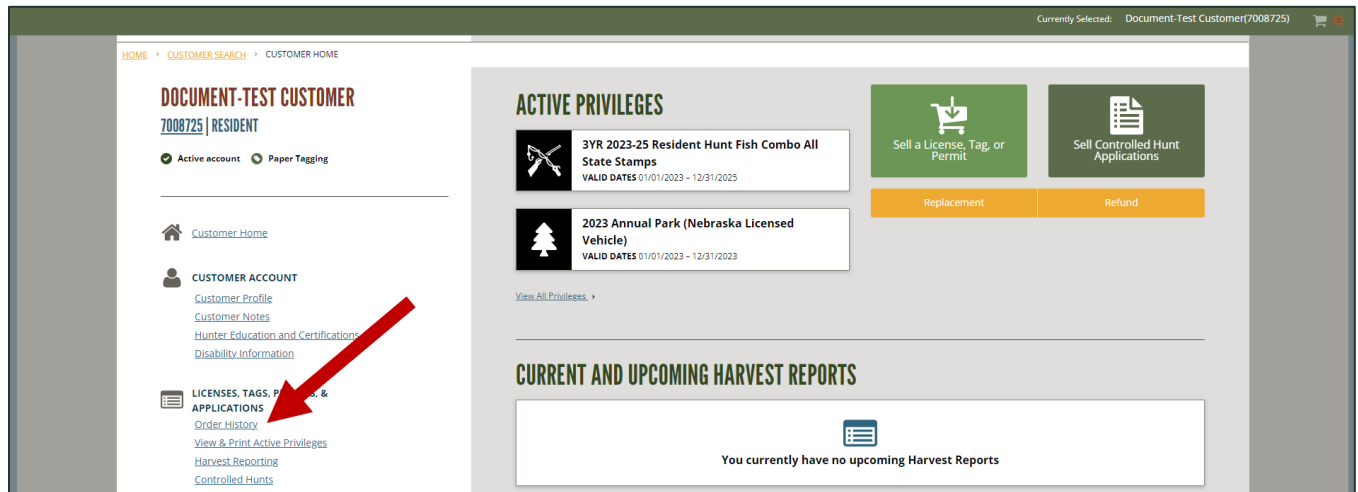


## Viewing a Customer Order History

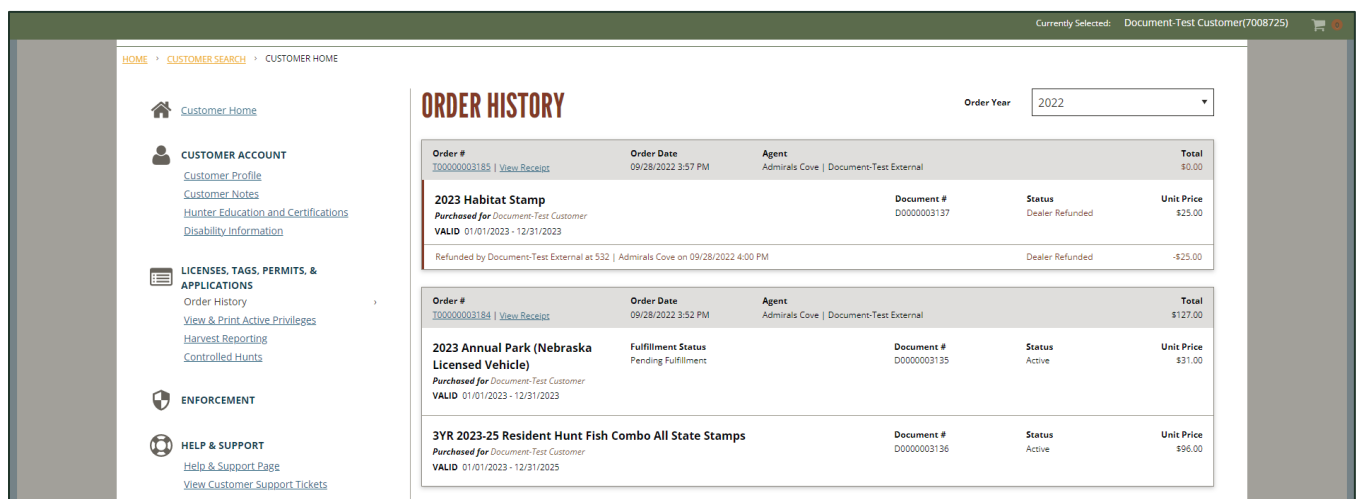
External agents can view a list of customer orders and refund an order if the order date is within the refund window.

To display a list of orders processed under a customer profile, follow these steps.

1. Locate the desired customer record using the steps in the [Searching for a Customer Account](#) section of this user guide.
2. Click **Order History**.



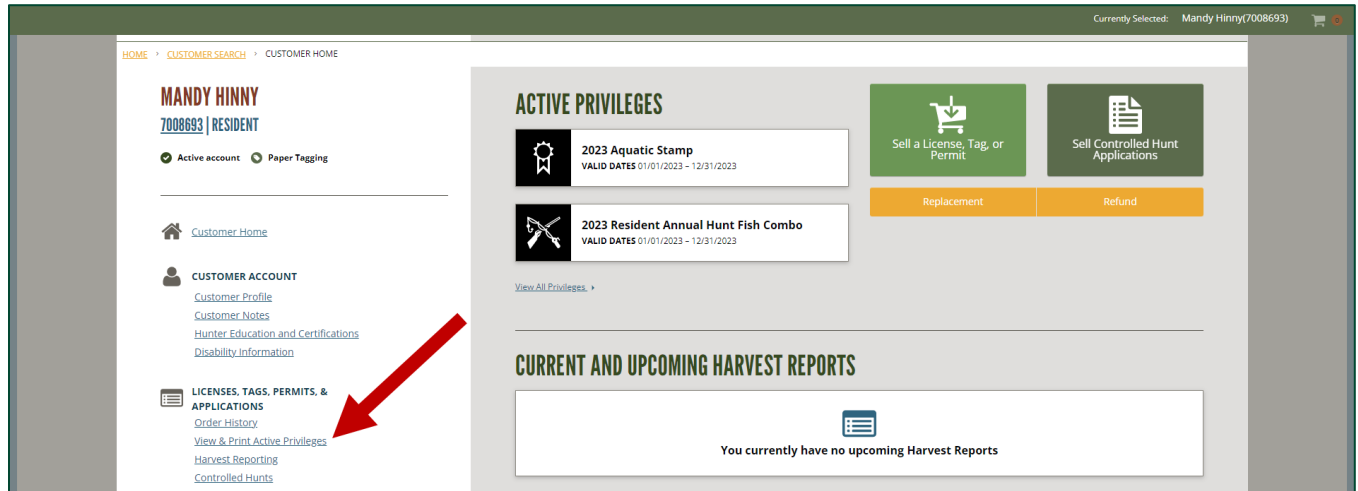
3. The customer's order history displays. To view the receipt for the order, click **View Receipt**.



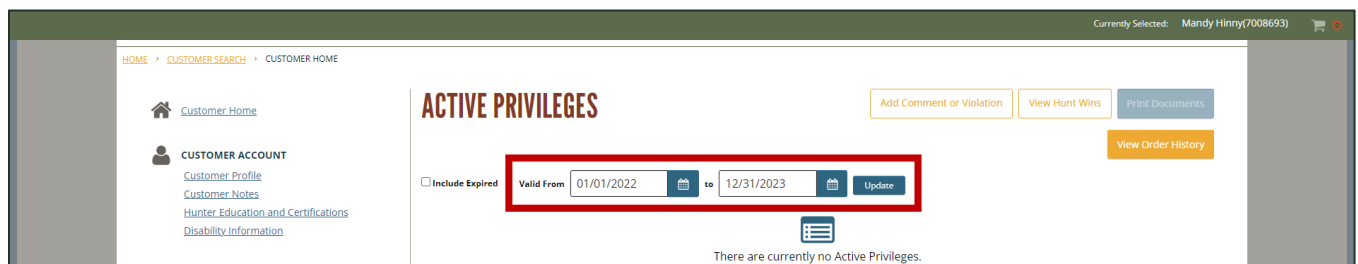
## Viewing and Printing Active Privileges

To display a customer's active privileges, follow these steps.

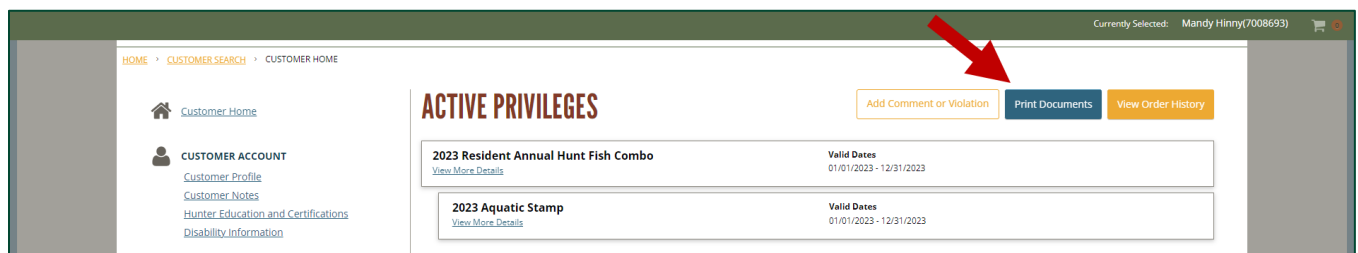
1. Locate the desired customer record using the steps in the [Searching for a Customer Account](#) section of this user guide.
2. Click **View & Print Active Privileges**.



3. Select the date range of active privileges to display, and click **Update**.



4. The active privileges display. Click **Print Documents**.





5. The available documents display. Select the documents to print, and click **Print**.

The selected documents open in a separate browser tab, and you can use the browser's print functionality to print the documents. Any reprint of a document must be done within 60 minutes of the transaction.

**PRINT DOCUMENTS**

Tags and harvest cards can only be printed once. Please ensure your printer is connected and working properly before proceeding. If a print of a tag or harvest card fails, you will need to purchase a duplicate copy from a license agent or NGPC office.

Select the type of document you want to print.

☐ Select All

☐ 2023 Resident Annual Hunt Fish Combo

☐ 2023 Aquatic Stamp

01/01/2023 - 12/31

[View More Details](#)

## Viewing and Creating Support Tickets

External Agents can create support tickets to manage interactions with customers, issues with licenses or registrations, or other documentation and correspondence. This feature of the system serves as a Customer Relationship Management (tool) and provides the following two main functions:

- **Add Notes / Record Customer Interactions:** NGPC can use this feature to log correspondence and interactions with customers via telephone, email, mail, or in person. Notes are tied to a customer profile and can be viewed by users with the proper permissions. Users can see the full note history from the customer account.
- **Support Ticketing System:** This feature also serves as a support ticketing system that enables users to create support tickets for a customer and to manage the status of the support ticket via statuses such as Opened, In Progress, Closed, and On Hold.

To manage support tickets, follow these steps.

1. Locate the desired customer record using the steps in the [Searching for a Customer Account](#) section of this user guide.
2. Click **View Customer Support Tickets**.

The screenshot shows the 'CUSTOMER HOME' page for 'DOCUMENT-TEST CUSTOMER 7008725 | RESIDENT'. The left sidebar contains several sections: 'CUSTOMER ACCOUNT' with links to 'Customer Profile', 'Customer Notes', 'Hunter Education and Certifications', and 'Disability Information'; 'LICENSES, TAGS, PERMITS, & APPLICATIONS' with links to 'Order History', 'View & Print Active Privileges', 'Harvest Reporting', and 'Controlled Hunts'; 'ENFORCEMENT'; and 'HELP & SUPPORT' with links to 'Help & Support Page' and 'View Customer Support Tickets'. A red arrow points to the 'View Customer Support Tickets' link. The main content area displays 'ACTIVE PRIVILEGES' for '3YR 2023-25 Resident Hunt Fish Combo All State Stamps' and '2023 Annual Park (Nebraska Licensed Vehicle)', both with valid dates from 01/01/2023 to 12/31/2023. Below this is a section for 'CURRENT AND UPCOMING HARVEST REPORTS' stating 'You currently have no upcoming Harvest Reports'. At the bottom, the 'SUPPORT TICKETS' section shows a table with one ticket: Ticket 42, reported by docexternal22, with the subject 'This is a test ticket', issue type 'Customer Ticket', and status 'Opened'. A link 'View All Support Tickets' is also present.

3. The support tickets associated with this customer display. To view the details of a support ticket, click the corresponding **View** button.

The screenshot shows the 'CUSTOMER SUPPORT TICKETS' page. At the top, there are filters for 'Ticket Status' and 'Ticket Issue Category', an 'Update' button, and a 'Create New Support Ticket' button. Below the filters is a table with the following data:

TICKET	REPORTED BY	SUBJECT	ISSUE TYPE	STATUS	
42	docexternal22	This is a test ticket	Fishing Regulations	Opened	<a href="#">View</a>

Below the table, it says 'Viewing 1 - 1 of 1'. A red arrow points to the 'View' button for the first ticket.

4. The ticket details display. To add a comment to the ticket, click **Add Comment**.

HOME > CUSTOMER SEARCH > CUSTOMER HOME > EDIT SUPPORT TICKET

### SUPPORT TICKET # 42

CUSTOMER TICKET **OPEN**

Reported by	Not Provided
Assigned to	Not Provided
Status	Opened
Escalated	No
Issue category	Fishing Regulations
Created date	10/04/2022 10:31 AM
Last modified	10/04/2022 10:31 AM

**REQUESTOR INFO**

Name: [Document-Test Customer](#)  
Email: [donotreply@brandtinfo.com](mailto:donotreply@brandtinfo.com)  
Phone: (308) 555-1999

Ticket is visible to requestor: No

#### History

No support ticket history available

**THIS IS A TEST TICKET**

Document-Test External created a ticket 10/04/2022 10:31 AM

This is a test ticket for documentation purposes.

**Add Comment**

5. Enter the comment, and click **Save**.

HOME > CUSTOMER SEARCH > CUSTOMER HOME > EDIT SUPPORT TICKET

### SUPPORT TICKET # 42

CUSTOMER TICKET **OPEN**

Reported by	Not Provided
Assigned to	Not Provided
Status	Opened
Escalated	No
Issue category	Fishing Regulations
Created date	10/04/2022 10:31 AM
Last modified	10/04/2022 10:31 AM

**REQUESTOR INFO**

Name: [Document-Test Customer](#)  
Email: [donotreply@brandtinfo.com](mailto:donotreply@brandtinfo.com)  
Phone: (308) 555-1999

Ticket is visible to requestor: No

#### History

File Edit View Insert Format

Paragraph B I

0% used of maximum allowed content

**Save** **Cancel**

**THIS IS A TEST TICKET**

Document-Test External created a ticket 10/04/2022 10:31 AM

This is a test ticket for documentation purposes.

6. To reply to a comment in the support ticket, click **Reply**. Then enter the comment, and click **Save**. The ticket details and history display.

HOME > CUSTOMER SEARCH > CUSTOMER HOME > EDIT SUPPORT TICKET

### SUPPORT TICKET # 42

CUSTOMER TICKET **OPEN**

Reported by	Not Provided
Assigned to	Not Provided
Status	Opened
Escalated	No
Issue category	Fishing Regulations
Created date	10/04/2022 10:31 AM
Last modified	10/04/2022 10:31 AM

**REQUESTOR INFO**

Name: [Document-Test Customer](#)  
Email: [donotreply@brandtinfo.com](mailto:donotreply@brandtinfo.com)  
Phone: (308) 555-1999

Ticket is visible to requestor: No

#### History (2)

**Reply**

docexternal22 10/04/2022 10:41 AM [EDIT](#)

This is a reply for the test support ticket.

docexternal22 10/04/2022 10:40 AM [EDIT](#)

This is the first added comment on the test support ticket.

**THIS IS A TEST TICKET**

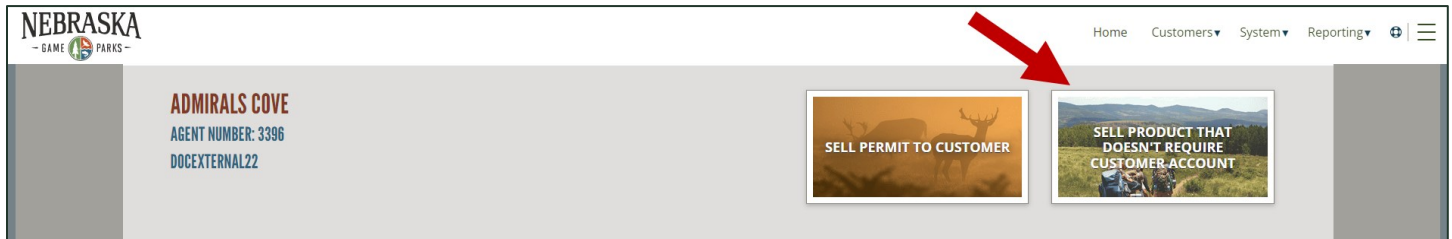
Document-Test External created a ticket 10/04/2022 10:31 AM

This is a test ticket for documentation purposes.

## Selling Licenses and Other Products

This section provides the information on how to conduct license and product sales. License sales require customers to have an NGPC customer account. Use the customer's product catalogs to sell licenses and other products. The product catalogs are organized by product categories and by season.

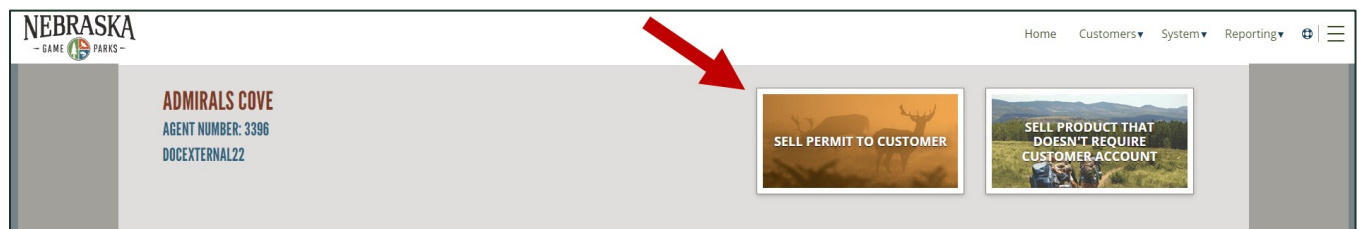
To sell a product without a customer account, click **Sell Product That Doesn't Require Customer Account** on the home page.



To sell licenses and other products using a customer account, follow these steps.

1. Locate the desired customer account using the steps in the [Searching for a Customer Account](#) section of this user guide.

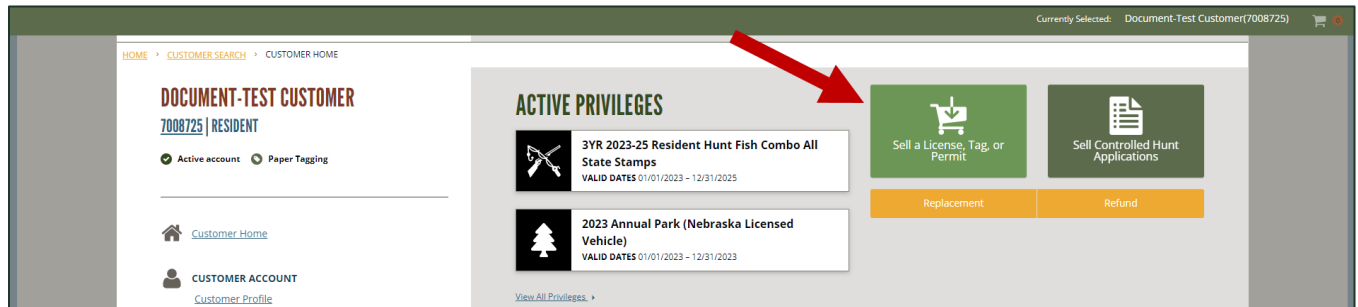
Or click **Sell Permit to Customer** on the home page, which starts the customer search process.



If the customer does not have a customer account, create an account using the steps in the [Creating a Customer Account](#) section.

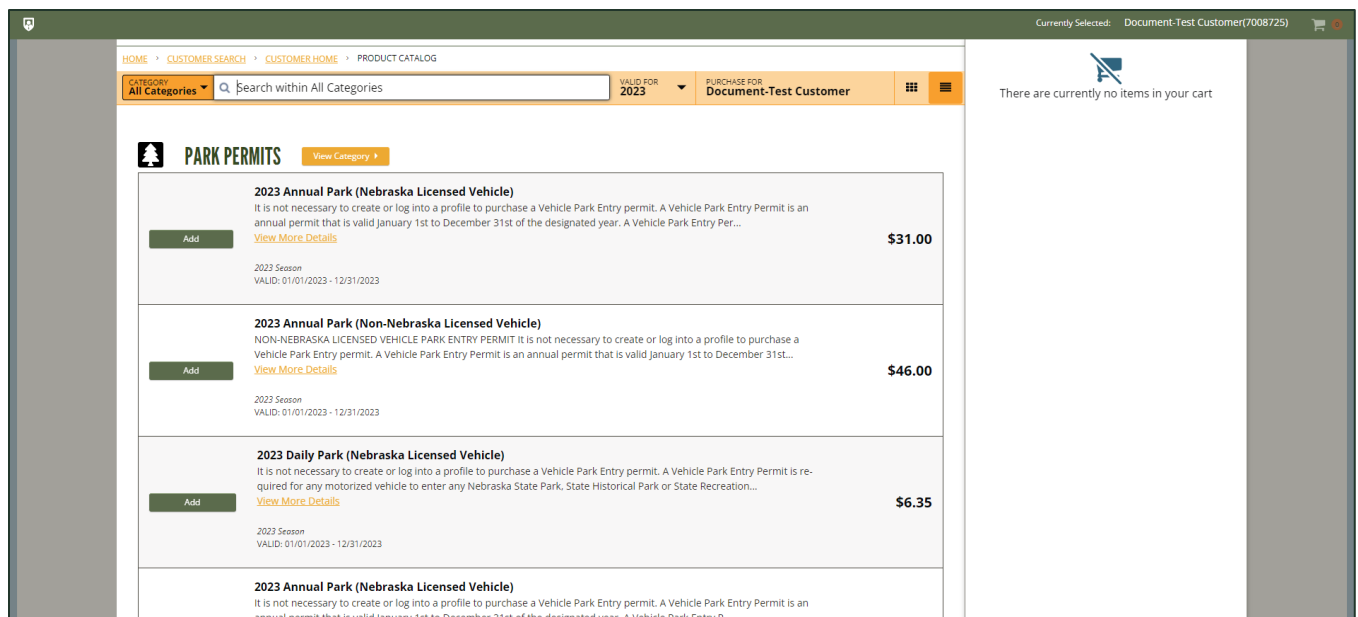
2. Validate the customer's information such as name, address, and other account information. To make any necessary changes to the customer account, use the steps in the [Editing a Customer Account](#) section.

- From the customer home page, click **Sell a License, Tag, or Permit**.



- The product catalog displays. You can add only those products that are applicable to that customer. Products that are not available for the selected customer do not display.

You can filter the items that display in the catalog by using the search bar, category drop-down list, and season drop-down list that display.



- To view more information about a product, click the corresponding **View More Details** link.
- To add a product to the shopping cart, click the corresponding **Add** button.

Products that are added to the shopping cart display with their quantity and price. If a product has been configured to automatically include other products upon purchase, those other products also display in the shopping cart.

7. Depending on the item you select, one of the following pop-up modals may display. Select the customer's choice, and click the appropriate button to continue.

### Organ Donation

**PLEASE CONSIDER ORGAN DONATION**

For questions and more information, please review [The Gift of Life Brochure](#).

Do you wish to include your name in Donor Registry of Nebraska and donate your organs and tissues at the time of your death?

☐ Yes. I choose to register as an organ and tissue donor pursuant to Nebraska Code 71-4822.

☐ No, not at this time.

[Save](#)

### Prerequisite Products

**PREREQUISITE PRODUCTS**

In order to purchase **2023 Annual Duplicate Park Entry (Non-Nebraska Licensed Vehicle)**, you must also purchase one of the following prerequisite products:

**2023 Annual Park (Non-Nebraska Licensed Vehicle)**  
NON-NEBRASKA LICENSED VEHICLE PARK ENTRY PERMIT It is not necessary to create or log into a profile to purchase a Vehicle Park Entry permit. A Vehicle Park Entry Permit is an annual permit that is...

[Add](#) **\$45.00**

VALID: 01/01/2023 - 12/31/2023

[Continue Shopping](#)

### Suggested Products

**SUGGESTED PRODUCTS**

The following products are often purchased with the product(s) in your cart:

**2023 Habitat Stamp**  
An Annual Habitat stamp is valid statewide. Habitat stamps are required of residents 16 years of age and older and nonresidents, regardless of age to hunt in Nebraska. Exceptions: Residents younger L...

[Add](#) **\$25.00**

VALID: 01/01/2023 - 12/31/2023

**2023-25 Habitat Stamp**  
2021-25 Habitat Stamp

[Add](#) **\$63.50**

VALID: 01/01/2023 - 12/31/2025

**2023-27 Habitat Stamp**  
2021-25 Habitat Stamp

[Add](#) **\$94.00**

VALID: 01/01/2023 - 12/31/2027

[Proceed to Checkout](#) [Continue Shopping](#)

8. For products that allow for multiple quantities, you can click the **Add** button again.
9. To remove a product from the shopping cart, click the red **X** to the right of the product's name. To remove all products from the shopping cart, click **Clear Cart**.

Currently Selected: Document-Test Customer(7008725)

HOME > CUSTOMER SEARCH > CUSTOMER HOME > PRODUCT CATALOG

CATEGORY: All Categories Search within All Categories VALID FOR: 2023 PURCHASE FOR: Document-Test Customer

**PARK PERMITS** View Category

**2023 Annual Park (Nebraska Licensed Vehicle)**  
It is not necessary to create or log into a profile to purchase a Vehicle Park Entry permit. A Vehicle Park Entry Permit is an annual permit that is valid January 1st to December 31st of the designated year. A Vehicle Park Entry Per...

[Added \(1\)](#) [View More Details](#) **\$31.00**

2023 Season  
VALID: 01/01/2023 - 12/31/2023

**2023 Annual Park (Non-Nebraska Licensed Vehicle)**  
NON-NEBRASKA LICENSED VEHICLE PARK ENTRY PERMIT It is not necessary to create or log into a profile to purchase a Vehicle Park Entry permit. A Vehicle Park Entry Permit is an annual permit that is valid January 1st to December 31st...

[Add](#) [View More Details](#) **\$46.00**

2023 Season  
VALID: 01/01/2023 - 12/31/2023

**2023 Daily Park (Nebraska Licensed Vehicle)**  
It is not necessary to create or log into a profile to purchase a Vehicle Park Entry permit. A Vehicle Park Entry Permit is required for any motorized vehicle to enter any Nebraska State Park, State Historical Park or State Recreation...

[Add](#) [View More Details](#) **\$6.35**

2023 Season  
VALID: 01/01/2023 - 12/31/2023

**2023 Annual Park (Nebraska Licensed Vehicle)**  
It is not necessary to create or log into a profile to purchase a Vehicle Park Entry permit. A Vehicle Park Entry Permit is an annual permit that is valid January 1st to December 31st of the designated year. A Vehicle Park Entry P...

[Proceed to Checkout](#) [Clear Cart](#)

**CURRENTLY IN CART (2)**

**2023 Annual Park (Nebraska Licensed Vehicle)** [X](#)  
QTY 1 \$31.00

**3YR 2023-25 Resident Hunt Fish Combo All State Stamps** [X](#)  
QTY 1 \$96.00

**SUBTOTAL: \$127.00**

10. When you are finished adding products to the cart, click **Proceed to Checkout**.

## Checking Out

When you have finished adding licenses and other products to the cart, complete the checkout process.

1. Review the items in the cart with the customer.

**CHECKOUT**

**CONSIDER ADDING A DONATION TO YOUR PURCHASE** [Not interested in donating at this time](#)

Hunters Helping the Hungry is a program established by the Nebraska Legislature in April 2012 that provides ground venison to Nebraskans in need. It allows hunters to donate whole field-dressed deer at participating meat processors. Food pantries and other charitable organizations distribute the ground venison across the state. The Nebraska Game and Parks Commission accepts tax-deductible cash donations to pay contracted processors and operate the program. Hunters who donate a deer pay no processing fee.

[Learn more about Hunters Helping the Hungry](#)

How much would you like to donate to Hunters Helping the Hungry Donation?

or

**ITEMS IN CART**

2023 Annual Park (Nebraska Licensed Vehicle)				
This item will be shipped to your mailing address				
Starts	01/01/2023	Ends	12/31/2023	QTY 1 \$31.00

3YR 2023-25 Resident Hunt Fish Combo All State Stamps				
Starts	01/01/2023	Ends	12/31/2025	QTY 1 \$96.00

**Customer Information**

Document-Test Customer (7008725)

1441 Center Ave  
MITCHELL, Nebraska 69357  
Scotts Bluff, United States [Edit](#)

**Order Summary**

(2 items)

ITEMS IN CART:	\$127.00
ORDER TOTAL:	\$127.00
<b>BALANCE DUE:</b>	<b>\$127.00</b>

2. If required, complete any survey questions associated with the products and any necessary attestations.
3. For products that require a start date, enter the desired start date.
4. If the customer would like to add a donation to the purchase, select a pre-configured amount, or enter the customer's desired donation amount. Then click **Add**.

5. You have the following options on the Checkout page:

- To remove a product from the shopping cart, click the red **X** for the corresponding product. To remove all products from the shopping cart, click **Clear Cart**.
- To add more items to the transaction before finalizing, click **Continue Shopping**.
- Confirm the customer's address and if any changes are needed, click the **Edit** link to the right of address.
- Click **Pay Now** to finalize the transaction. The confirmation page displays. From there, you can print any applicable documents for the customer.

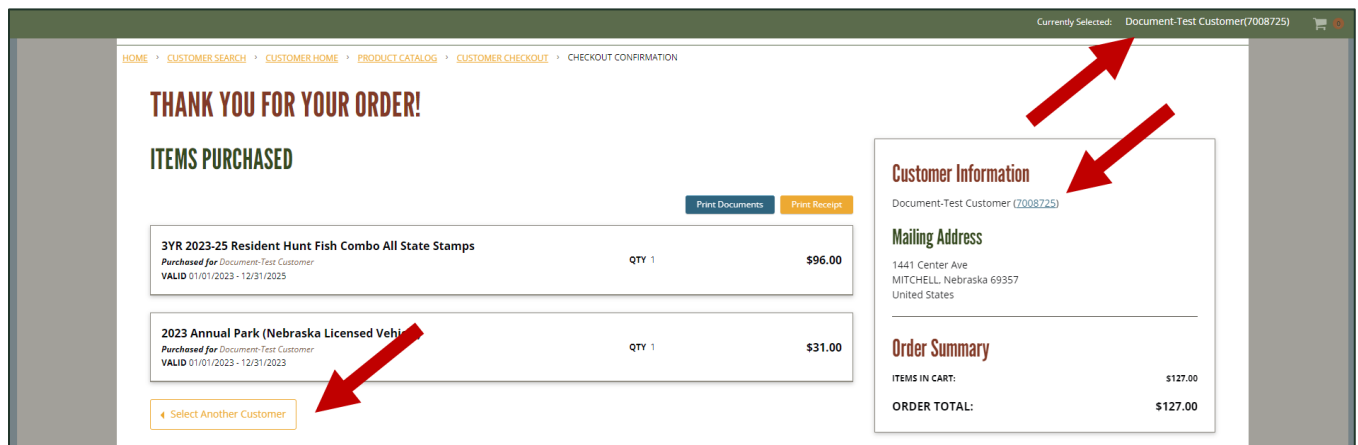
If the **Pay Now** button is disabled, check to make sure there are no date entries or unanswered surveys.

The order confirmation page displays.

- To navigate back to the customer's profile from the confirmation page, click the customer's name in the top-right corner of the page.

Or click their NGPC ID next to the customer's name in the Customer Information box.

- To search for another customer and begin a new transaction, click **Select Another Customer**.

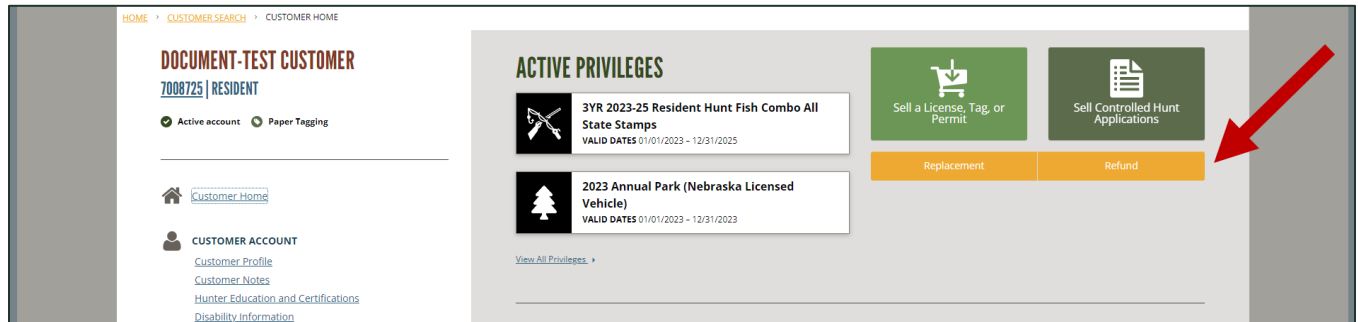




## Refunding a Transaction

To refund a transaction or item for a customer, follow these steps.

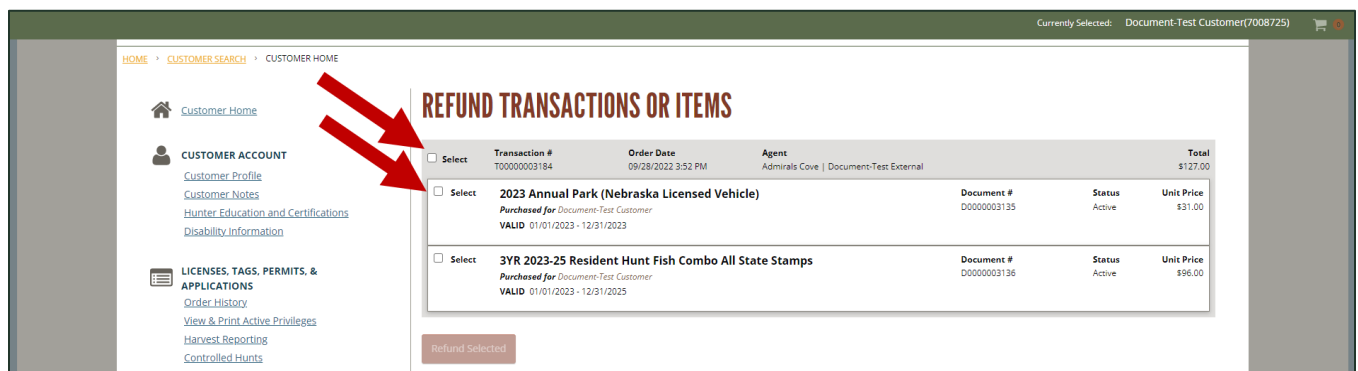
1. Locate the desired customer record using the steps in the [Searching for a Customer Account](#) section of this user guide.
2. From the customer account home page, click **Refund**.



Transactions that are available to be refunded display — only transactions within 60 minutes of sale can be refunded. Transactions list the items within that purchase along with transaction number, date and time, Agent, and total amount of the purchase.

3. To refund an entire transaction, click the **Select** checkbox for the corresponding transaction.

Or to refund an item, click the **Select** checkbox next to the desired item to refund. Then click **Refund Selected**.



4. In the pop-up modal that displays, select the **Refund reason**, and if required, enter a **Comment**.

**REFUND SELECTED TRANSACTION(S) AND/OR ITEM(S)**

This will refund all documents and products for the selected transaction(s)/item(s).  
Only the selected fees will be credited.

Refund reason  
Other

Comment

Refund Transaction(s) / Item(s) Do Not Refund Transaction(s) / Item(s)

VALID: 01/01/2022 - 12/31/2025

5. Click **Refund Transaction(s) / Item(s)**. to proceed with the refund.  
Or, to cancel this refund request, click **Do Not Refund Transaction(s) / Item(s)**.