Nebraska Game and Parks Commission

Permitting System User Guide for External Agents

Contents

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.

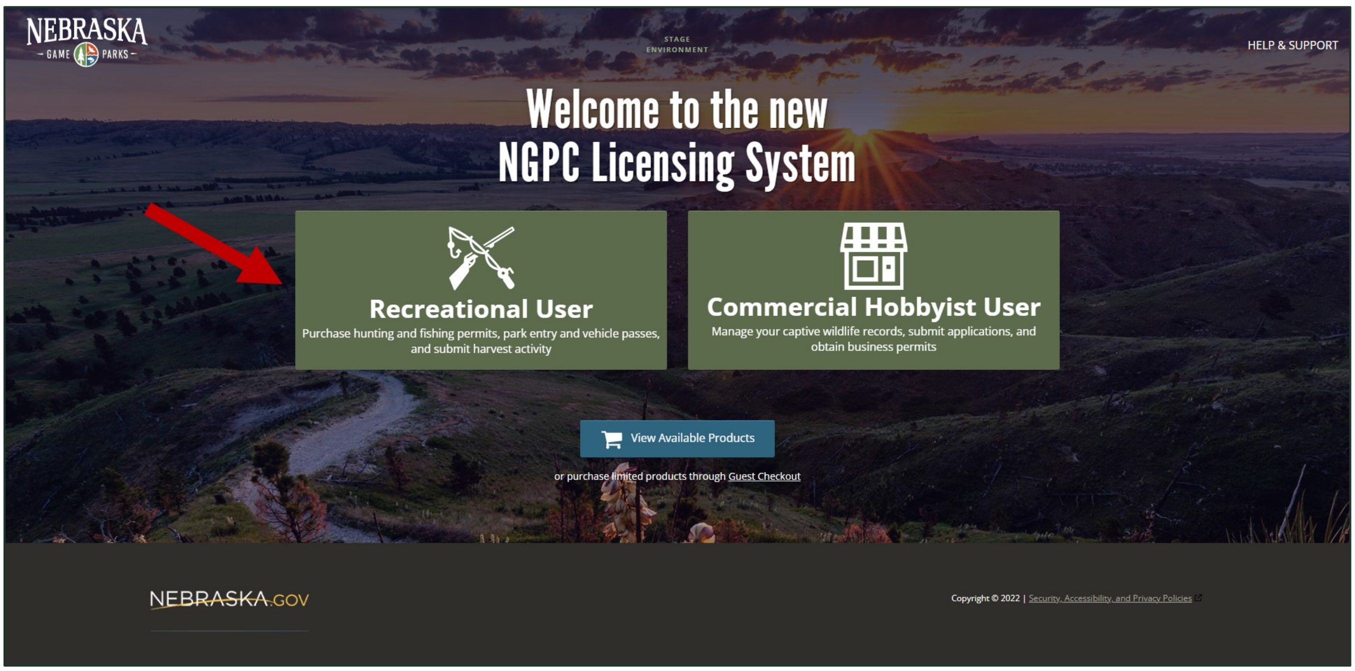
Accessing the NGPC Permitting System

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**.

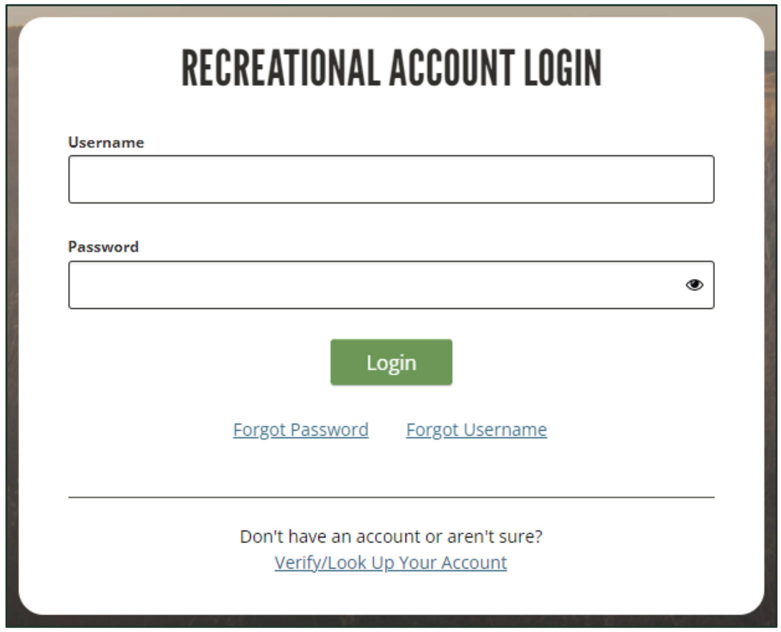


3. Click **Account Login**.

4. Enter your **Username** and **Password**.
5. Click **Login**.

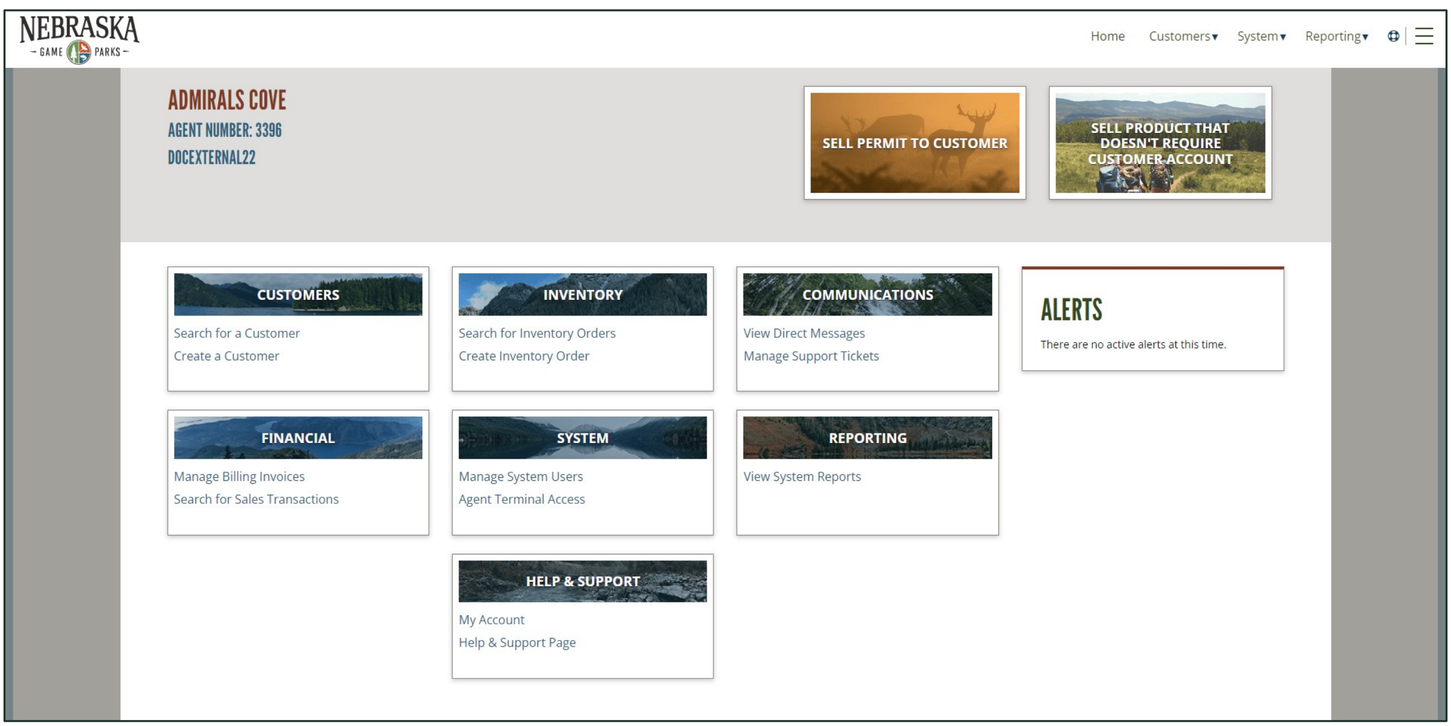
   If you forgot your username or password, contact NGPC at 402-471-0641 for assistance.

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



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.



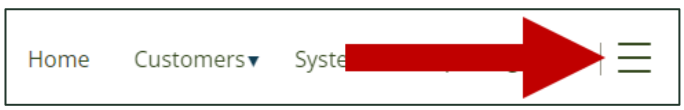
Home Page Menu Options

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.

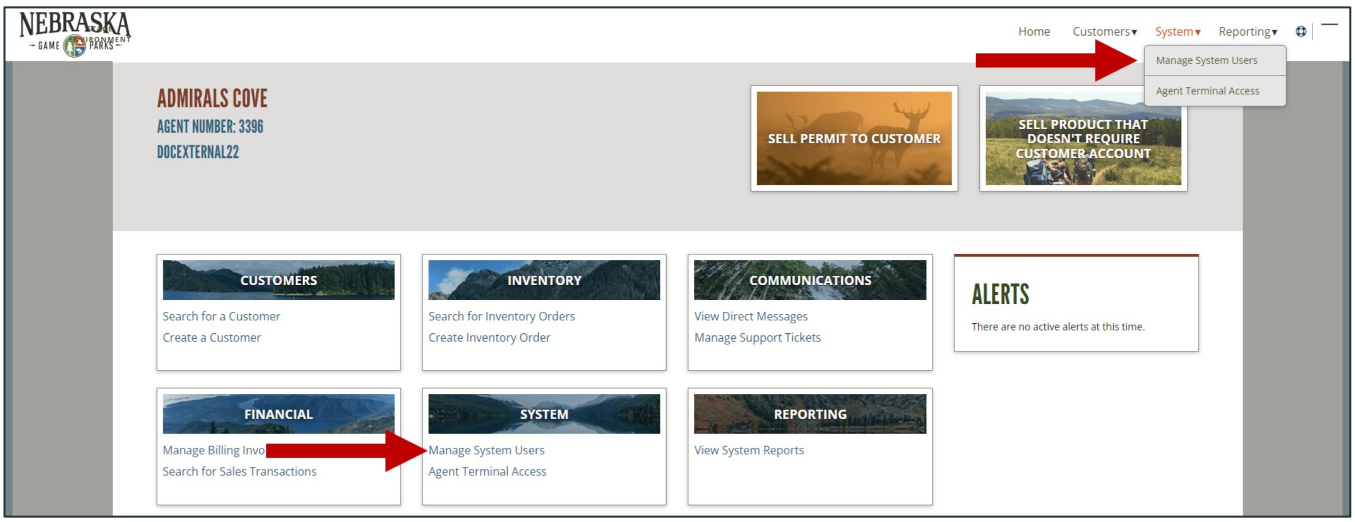
Managing User Accounts

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.

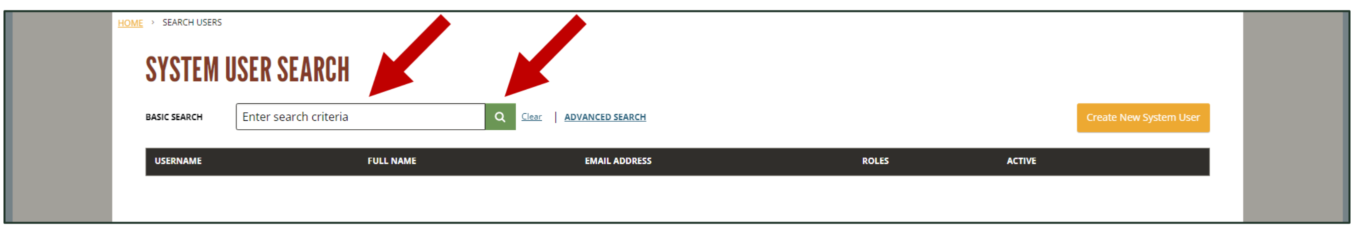
Searching for an Existing User Account

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

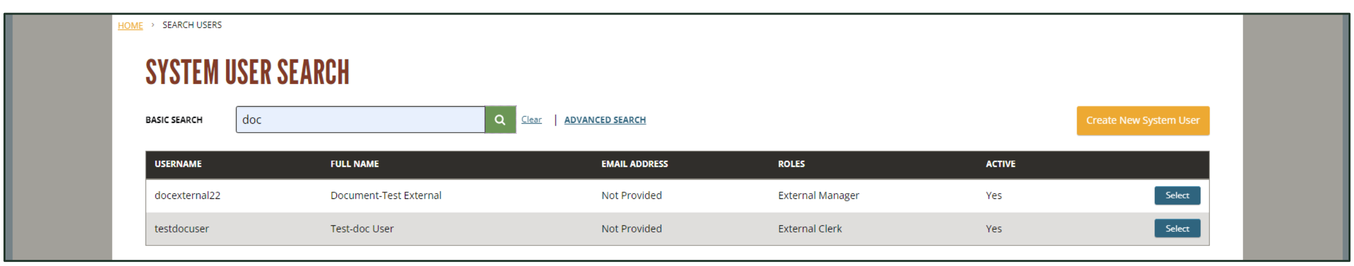
1. Click **Manage System Users** from the System tile or from the System menu on the navigation bar.



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



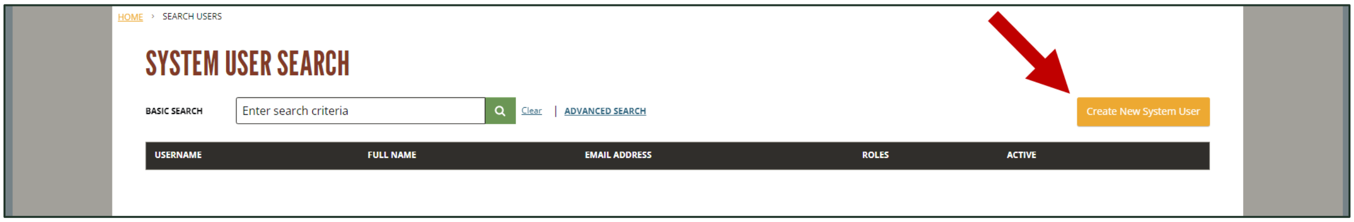
The search results display.



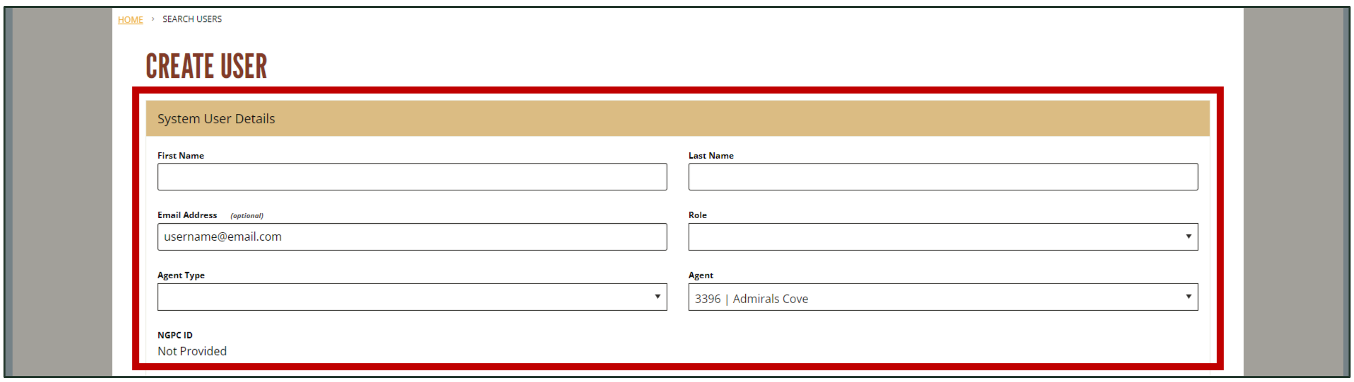
Creating a New User Account

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

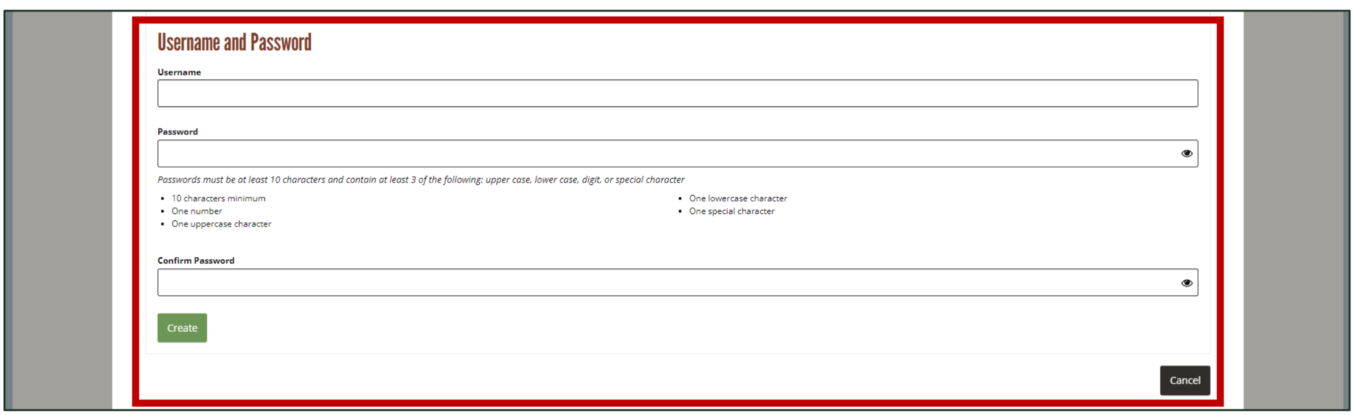
1. From the System User Search page, click **Create New System User**.



2. Enter the system user details.

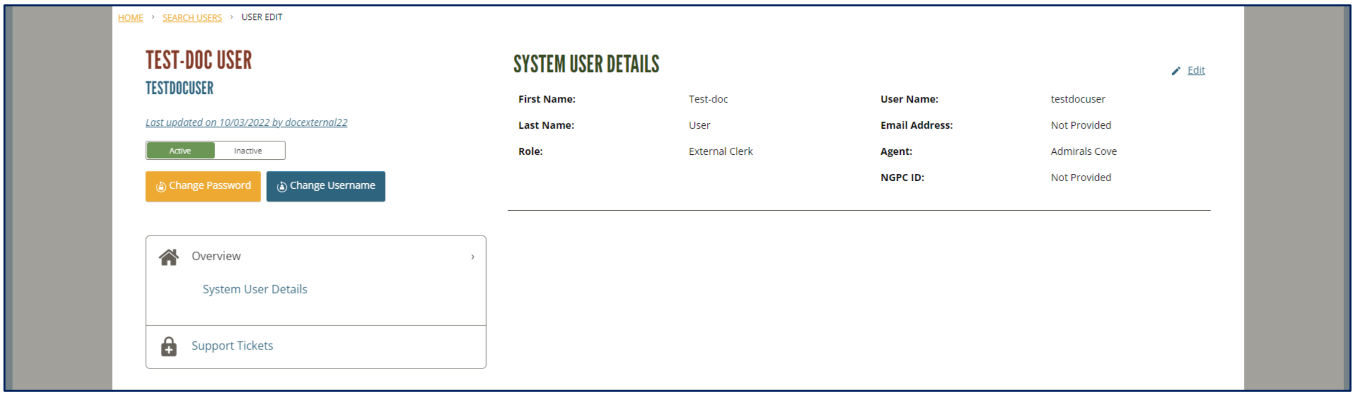


3. Enter the username and password, and confirm the password.



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

The User Information page displays.

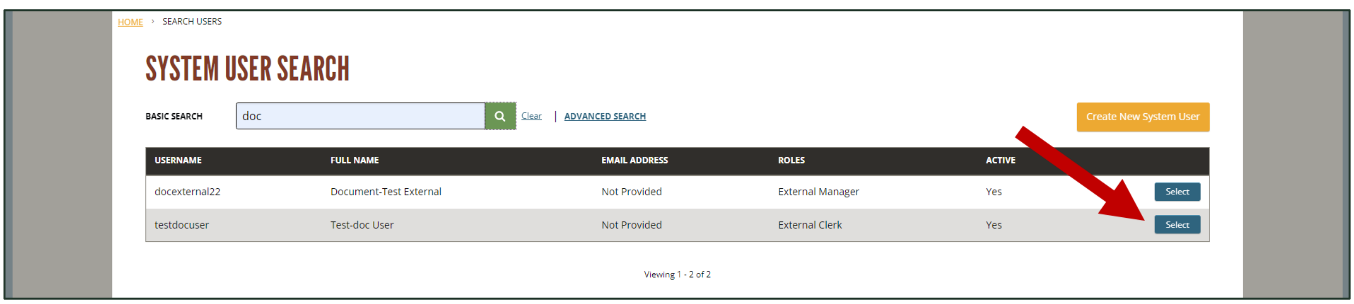


5. Give the login information to the user. When the user first logs in to the system, they will be prompted to change their password.

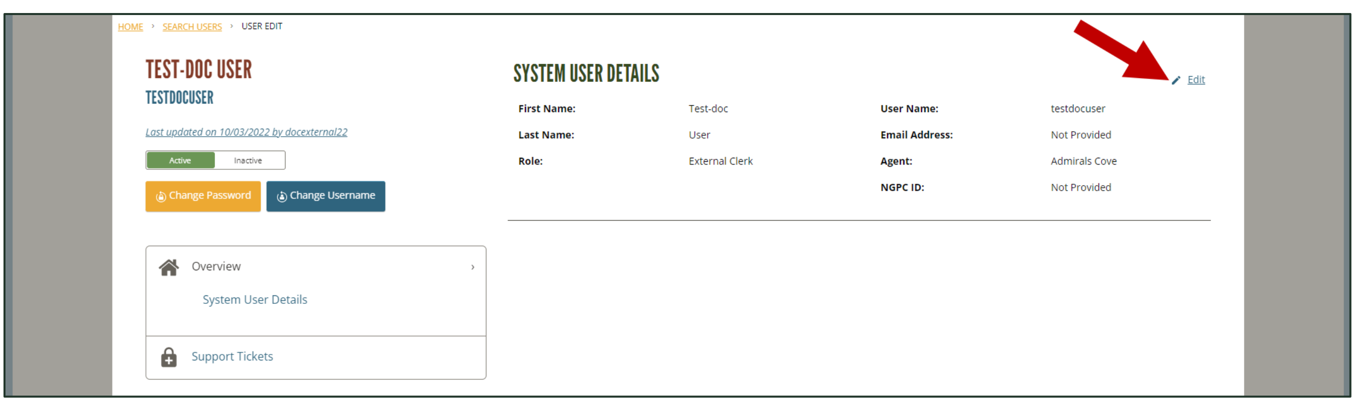
Modifying a User Account

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

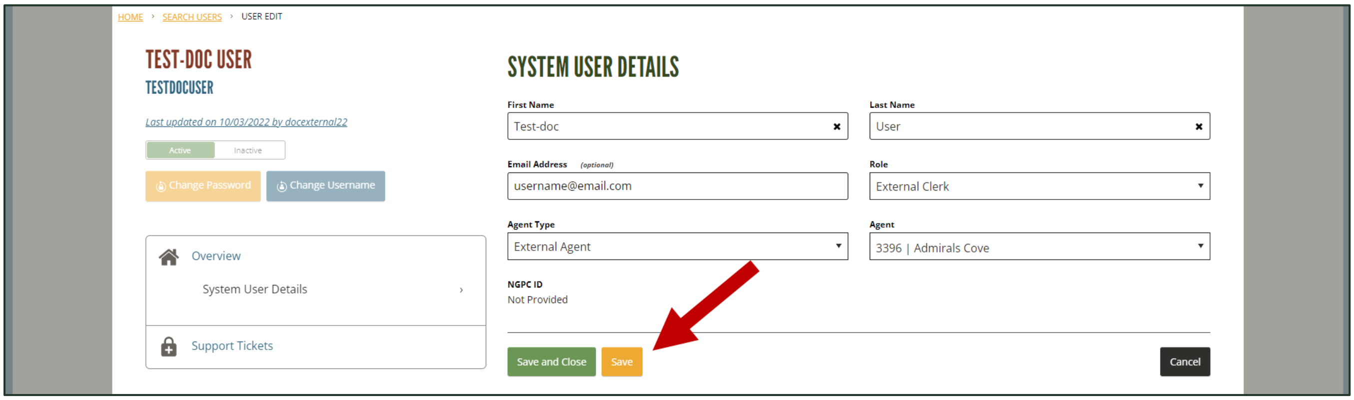
1. Locate the desire user account by following the steps described in the Searching for an Existing User Account section of this user guide.
2. Select the desired user account from the search results by clicking the corresponding **Select** button.



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



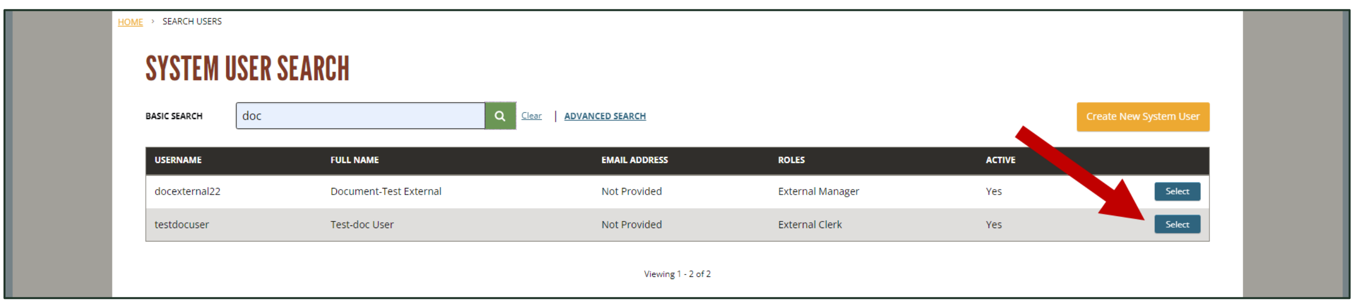
4. Make the desired changes and click **Save**, or click **Save and Close** to save the information and go back to the home page.



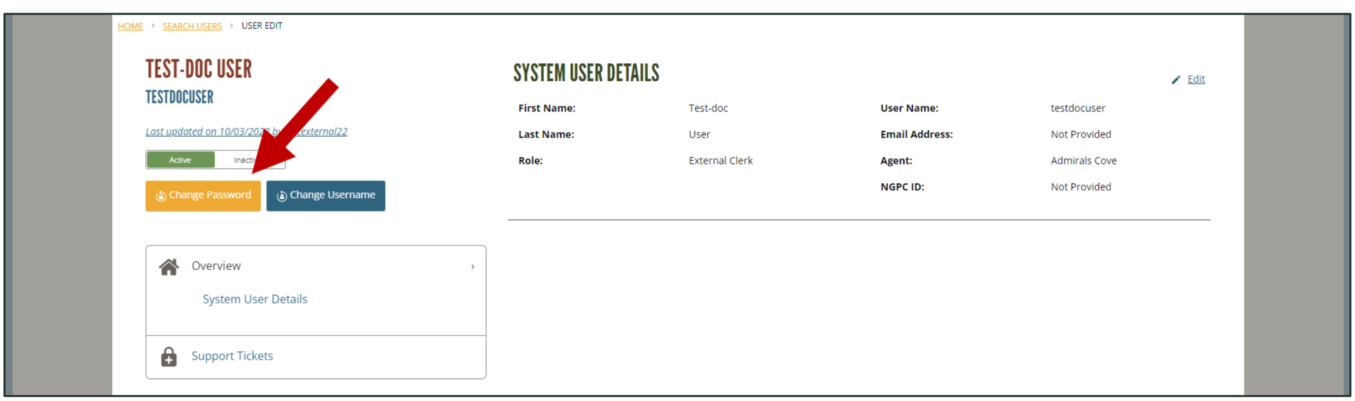
Changing a User's Password

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

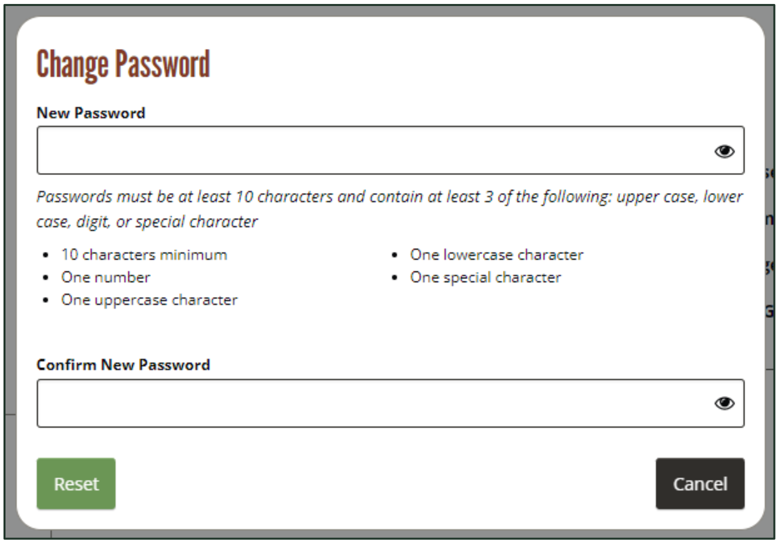
1. Locate the desire user account by following the steps described in the [Searching for an Existing User Account] section of this user guide.
2. Select the desired user account from the search results by clicking the corresponding **Select** button.



3. Click **Change Password**.



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

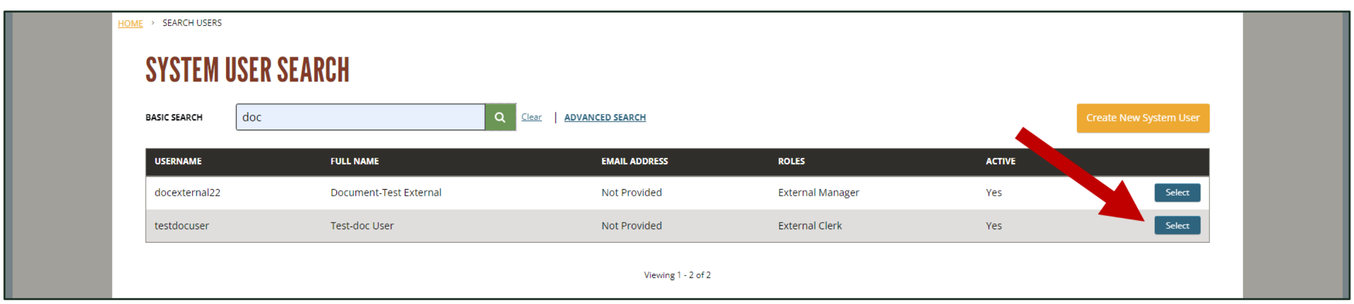


5. Give this new password information to the user. The next time the user logs in to the system, they will be prompted to change their password.

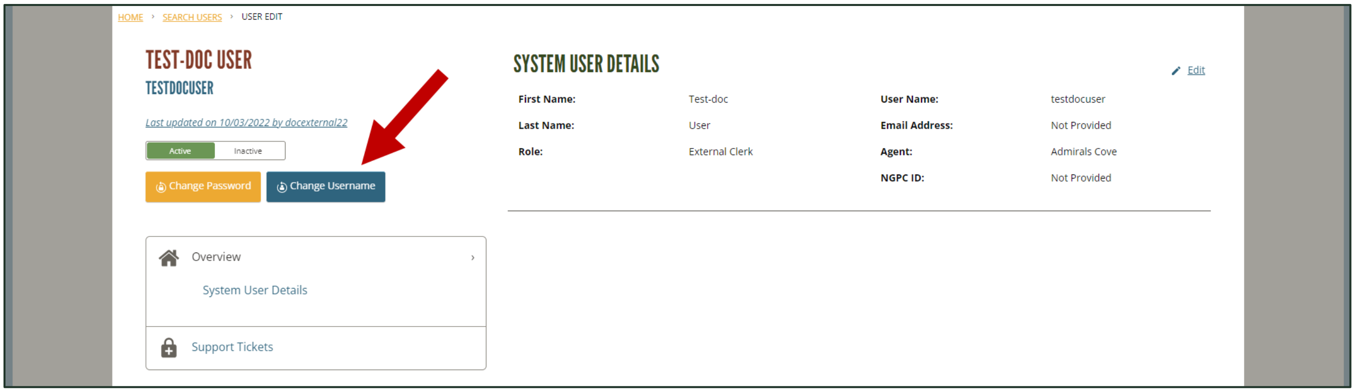
Changing a Username

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

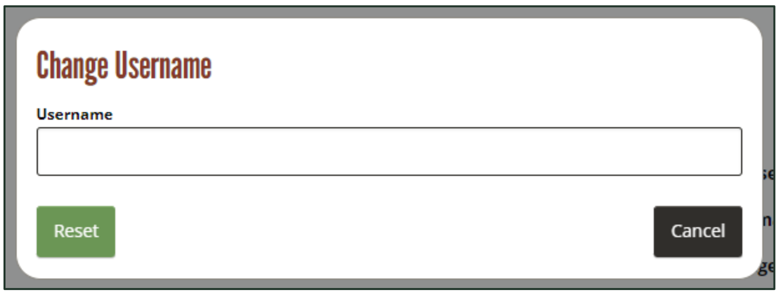
1. Locate the desire user account by following the steps described in the Searching for an Existing User Account section of this user guide.
2. Select the desired user account from the search results by clicking the corresponding **Select** button.



3. Click **Change Username**.

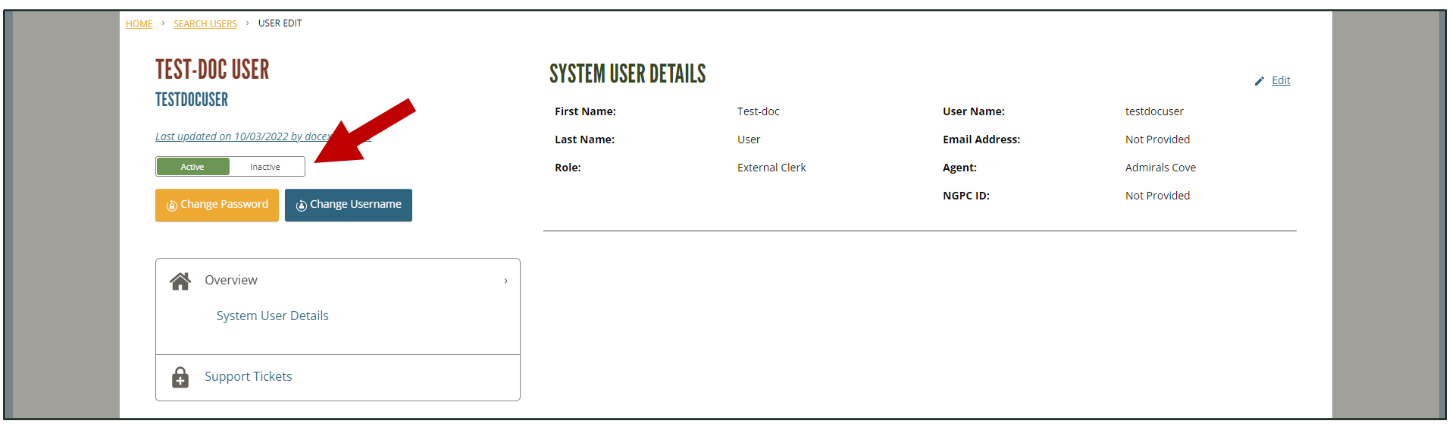


4. Enter the new username, and click **Reset**.



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.



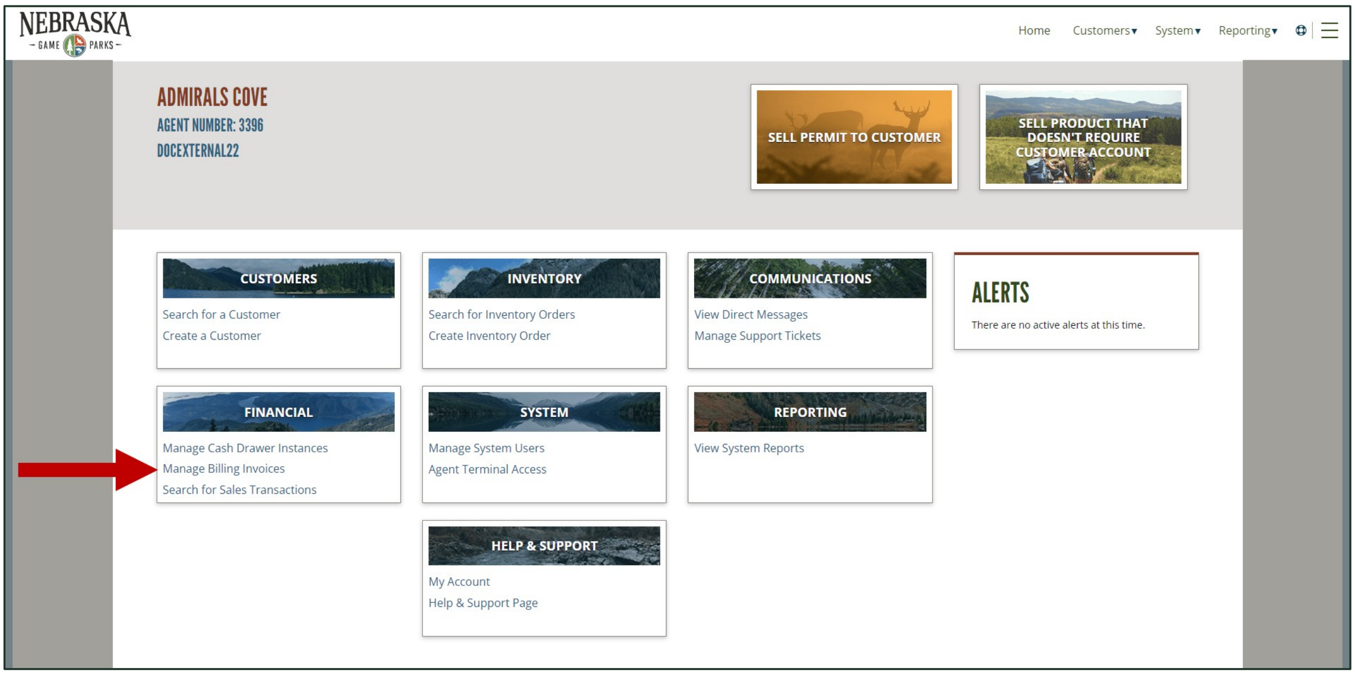
Managing Billing Invoices

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

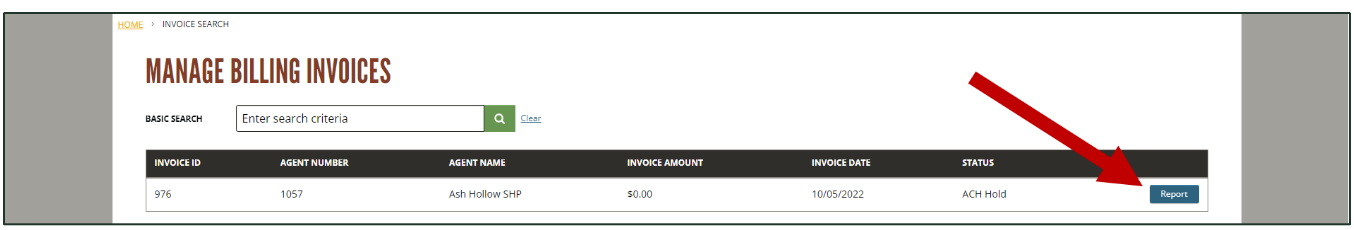
All refunds require NGPC approval. If a refund is not approved, it will not be included in the invoice. When a refund is approved, it will be included in the invoice for the month in which it was approved.

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**.

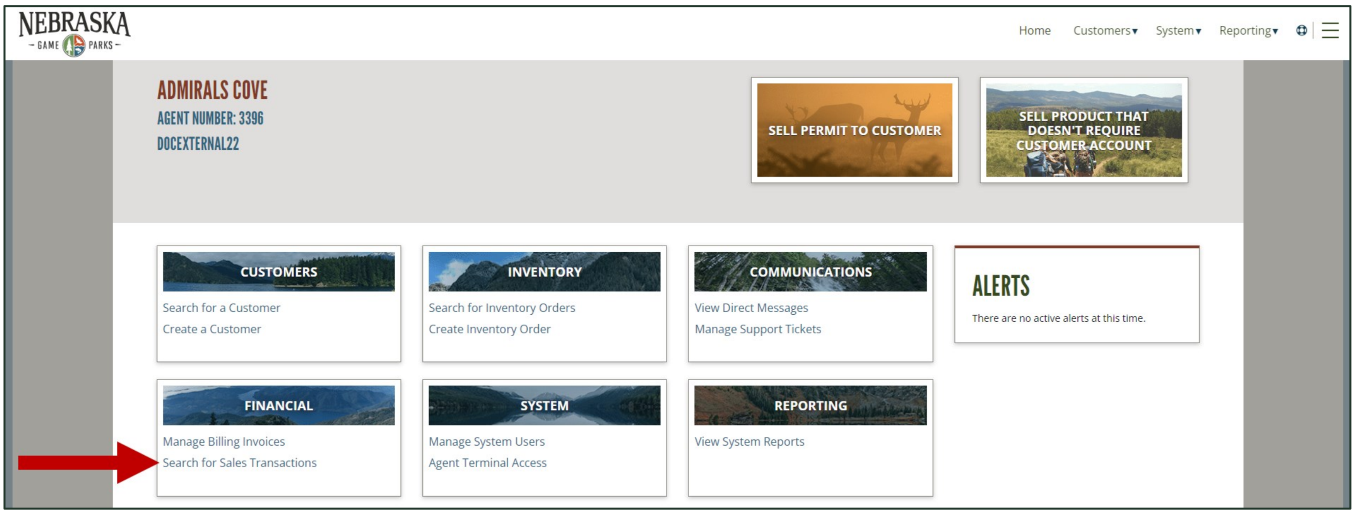


The invoice displays in a separate browser tab, and you can use the browser's print functionality to print the documents.

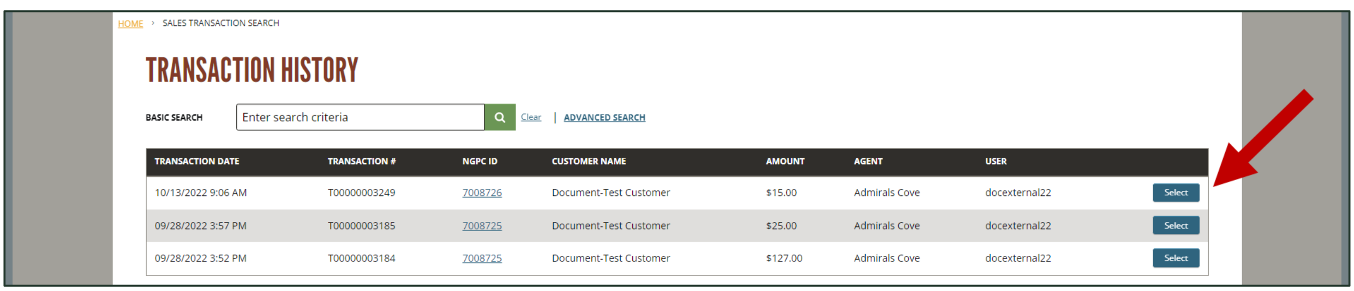
Viewing Sales Transactions

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

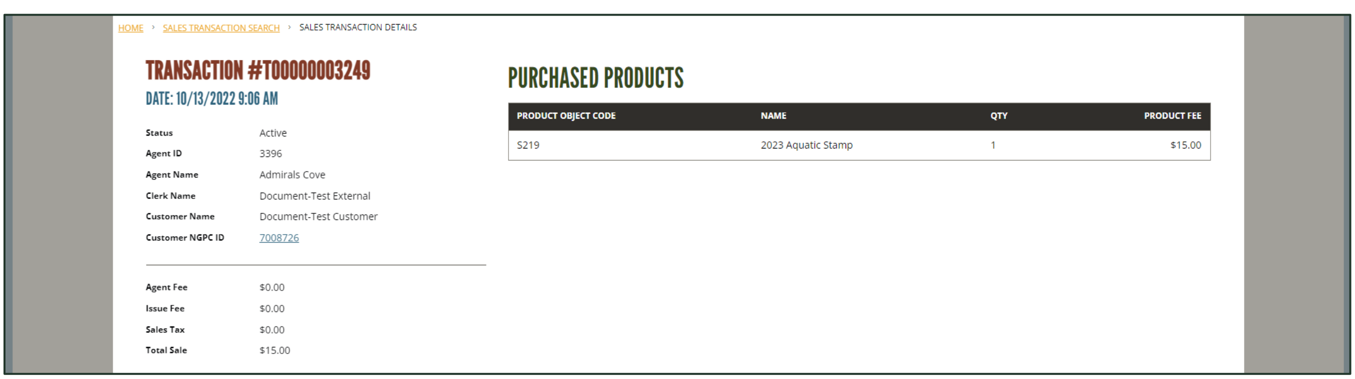
4. Log in to the NGPC Permitting System following the steps in the [Logging In](#) section of this user guide.
5. Click **Search for Sales Transactions** from the Financial tile on the home page.



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



The transaction details display.

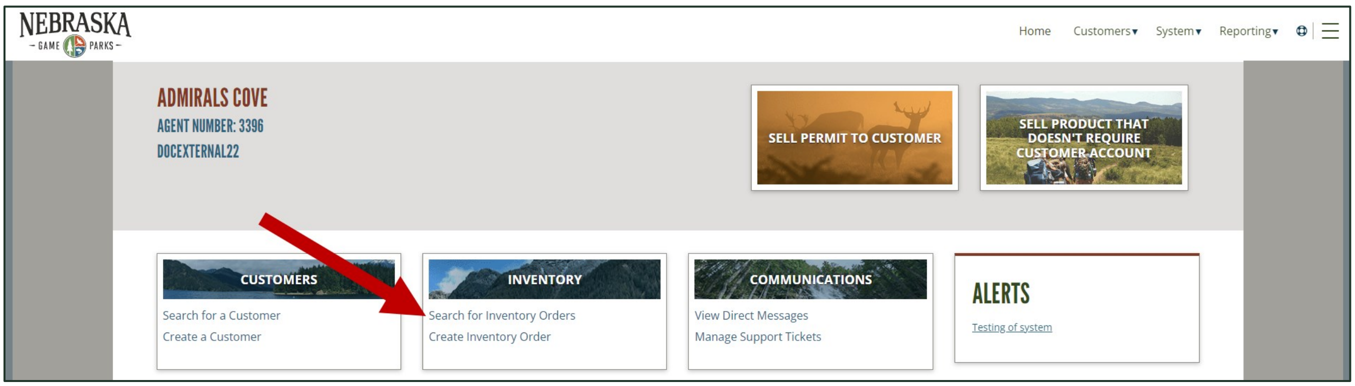


Managing Inventory Orders

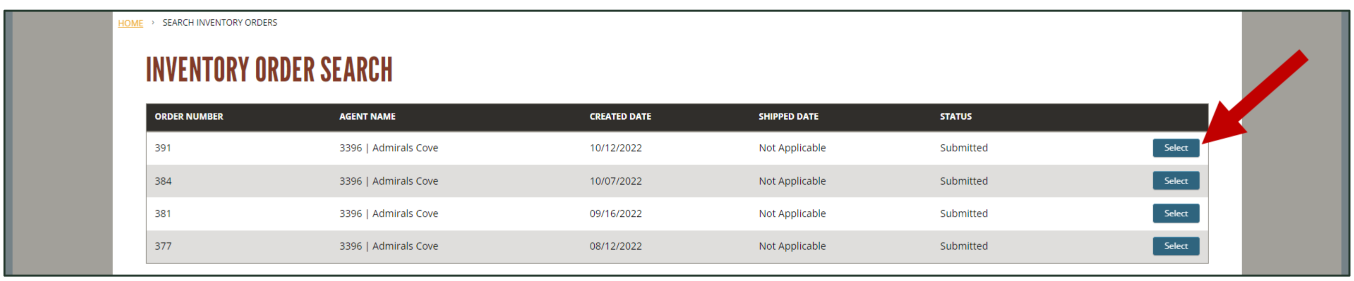
NGPC Clerk Managers can view and create inventory orders for their location.

To view inventory orders, follow these steps.

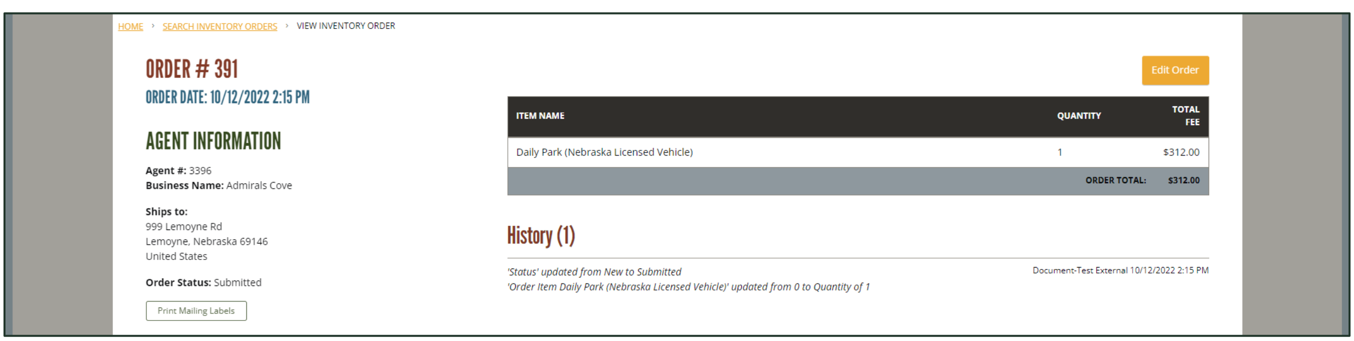
1. Log in to the NGPC Permitting System following the steps in the [Logging In]() section of this user guide.
2. Click **Search for Inventory Orders** from the Inventory tile on the home page.



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



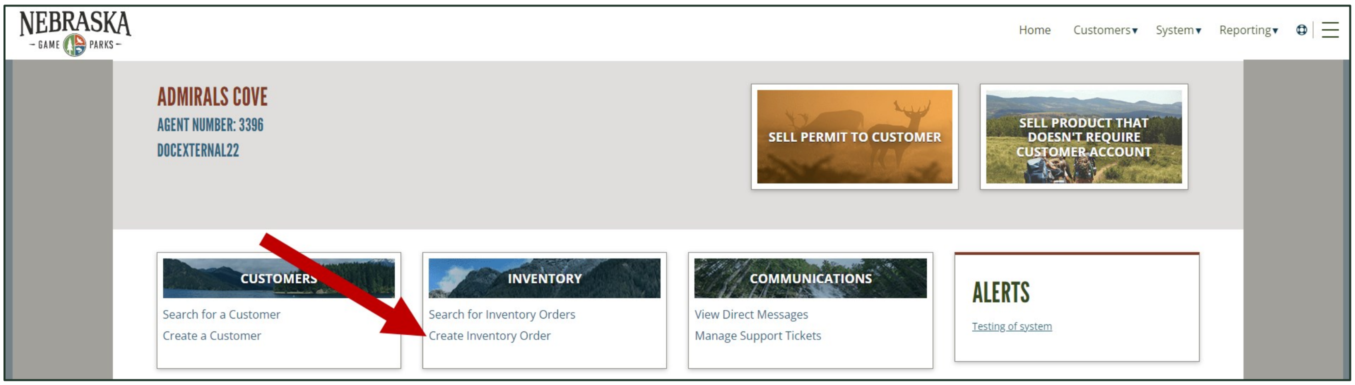
The order details display.



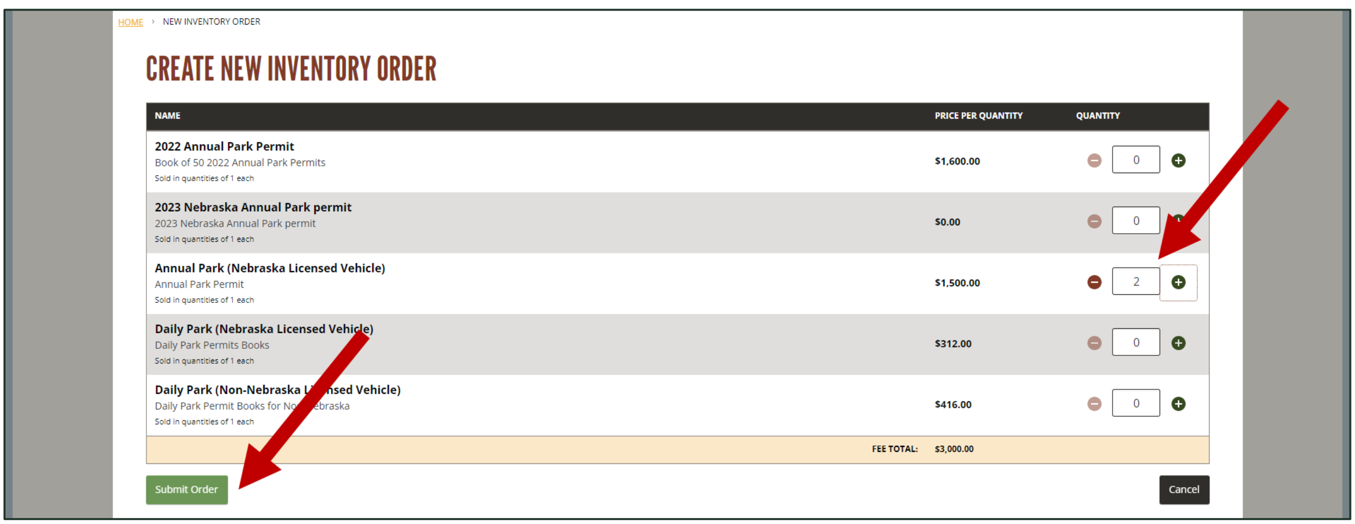
Creating an Inventory Order

To create an inventory order, follow these steps.

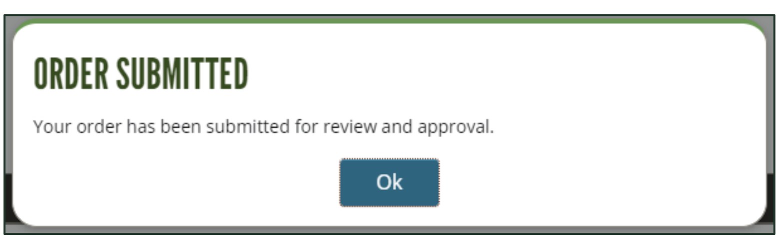
1. Log in to the NGPC Permitting System following the steps in the [Logging In] section of this user guide.
2. Click **Create Inventory Order** from the Inventory tile on the home page.



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



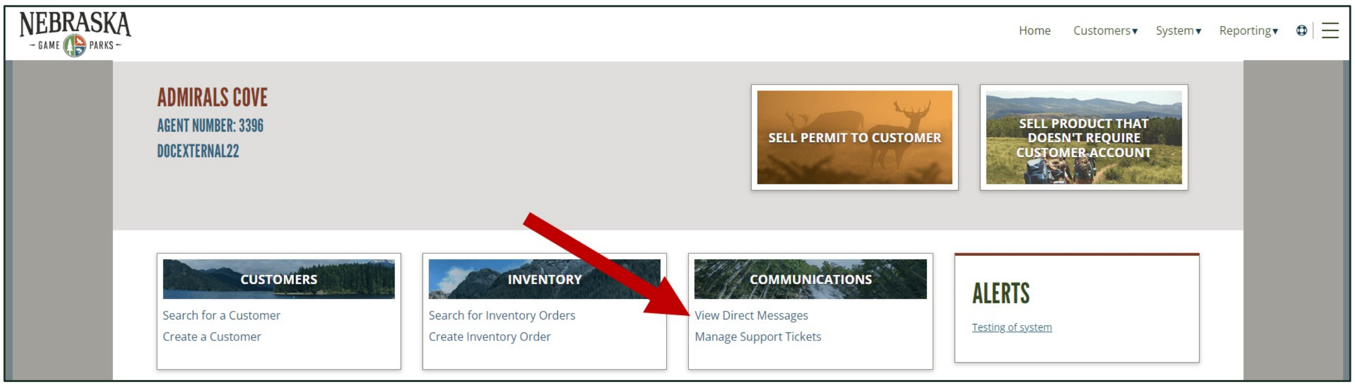
4. A confirmation modal displays. Click **OK**.



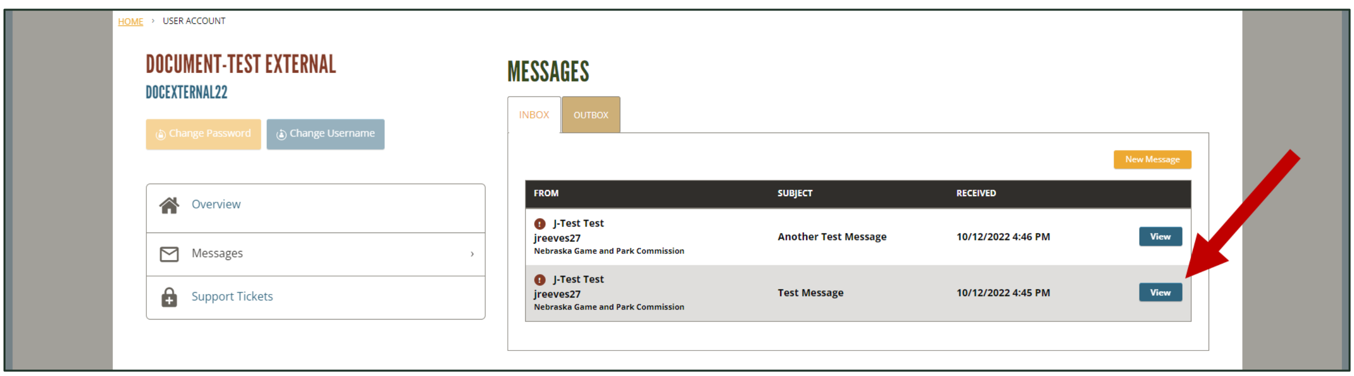
Managing Communications

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.

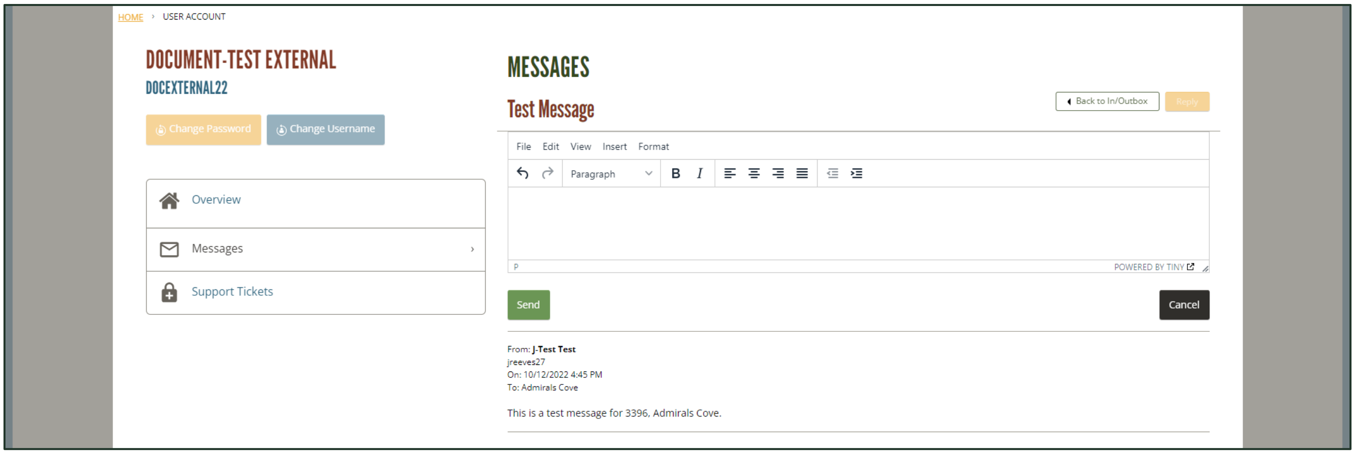


3. A list of the available messages displays. To view a message, click the corresponding **View** button.



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

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

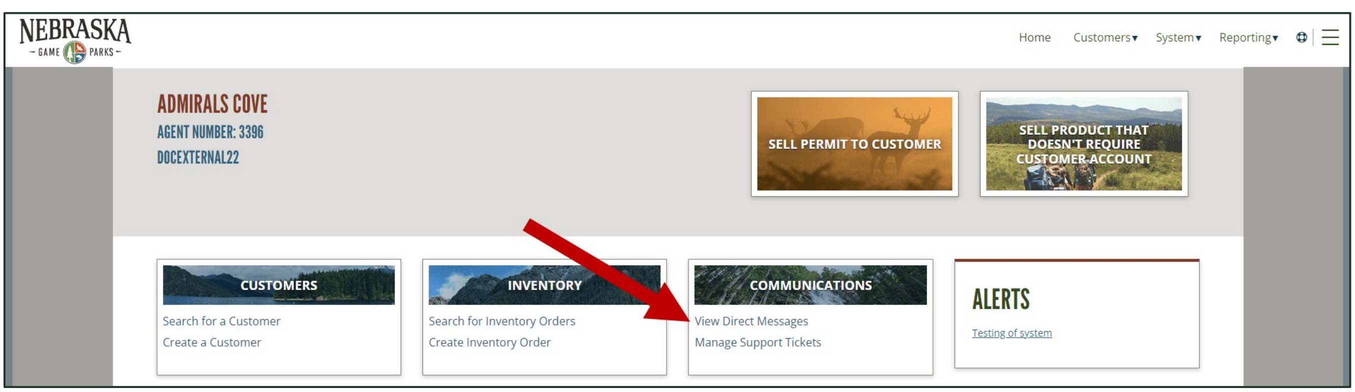


The message history displays.

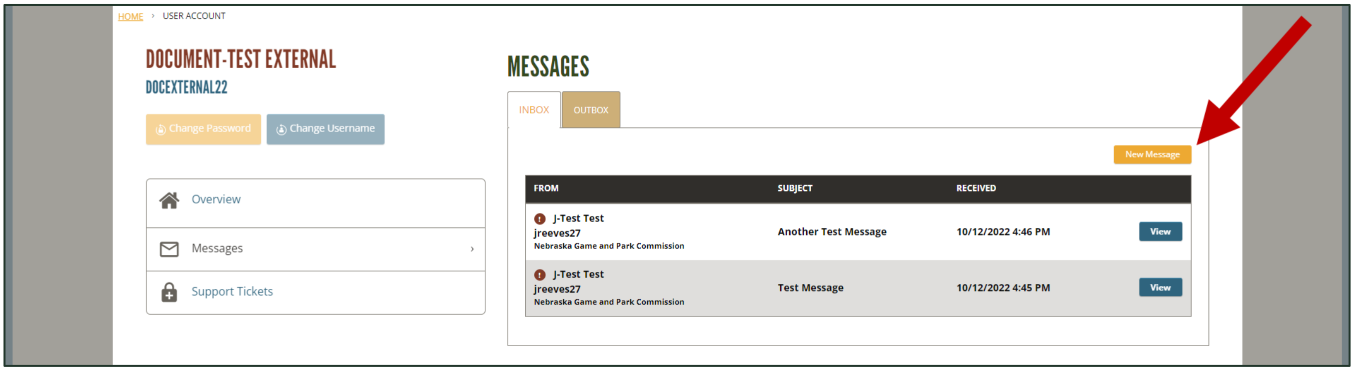
Sending a Message

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

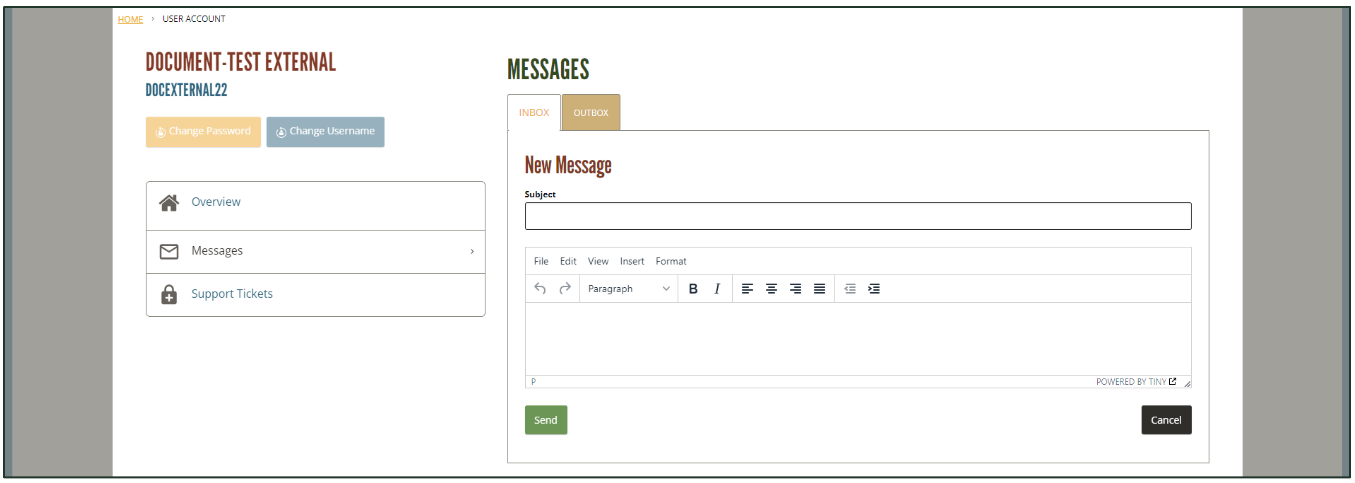
1. Log in to the NGPC Permitting System following the steps in the [Logging In](#) section of this user guide.
2. Click **View Direct Messages** from the Communications tile on the home page.



3. Click **New Message**.



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

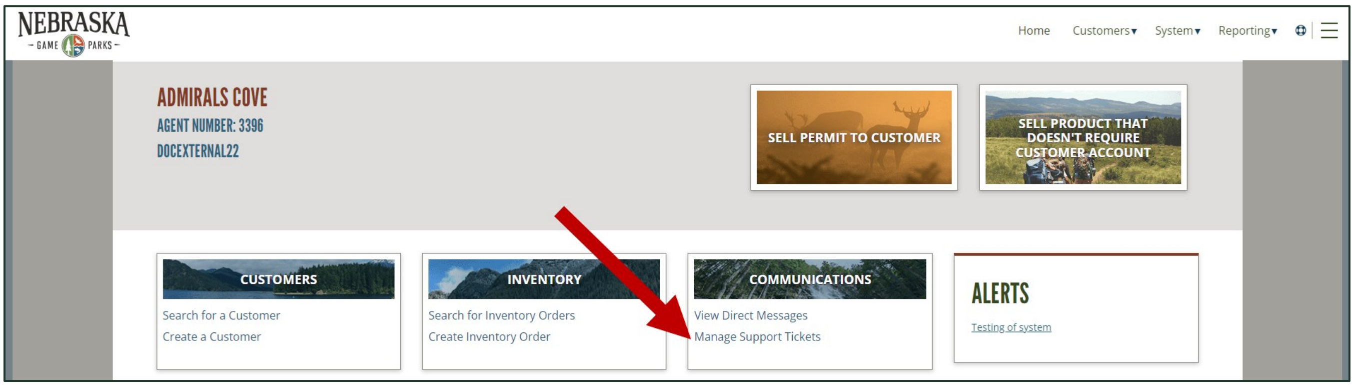


5. When you are finished composing the message, click **Send**.

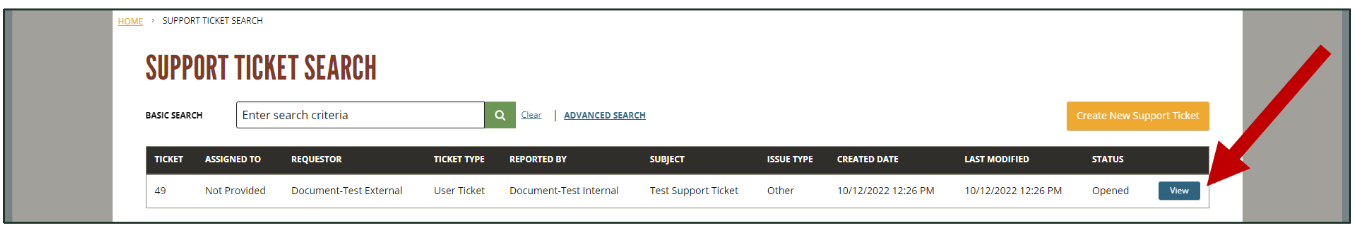
Managing Support Tickets

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

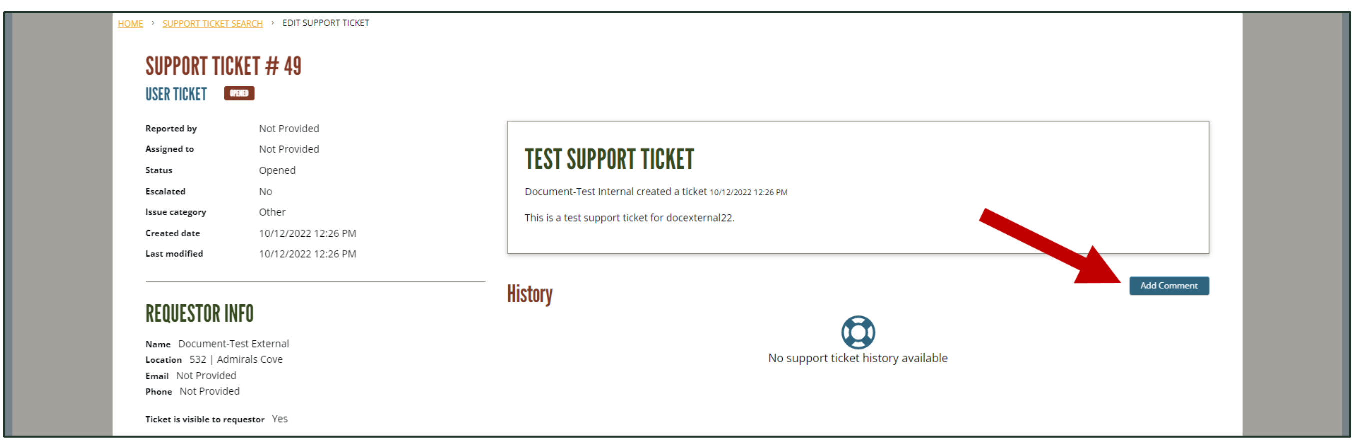
1. Log in to the NGPC Permitting System following the steps in the Logging In section of this user guide.
2. Click **Manage Support Tickets** from the Communications tile on the home page.



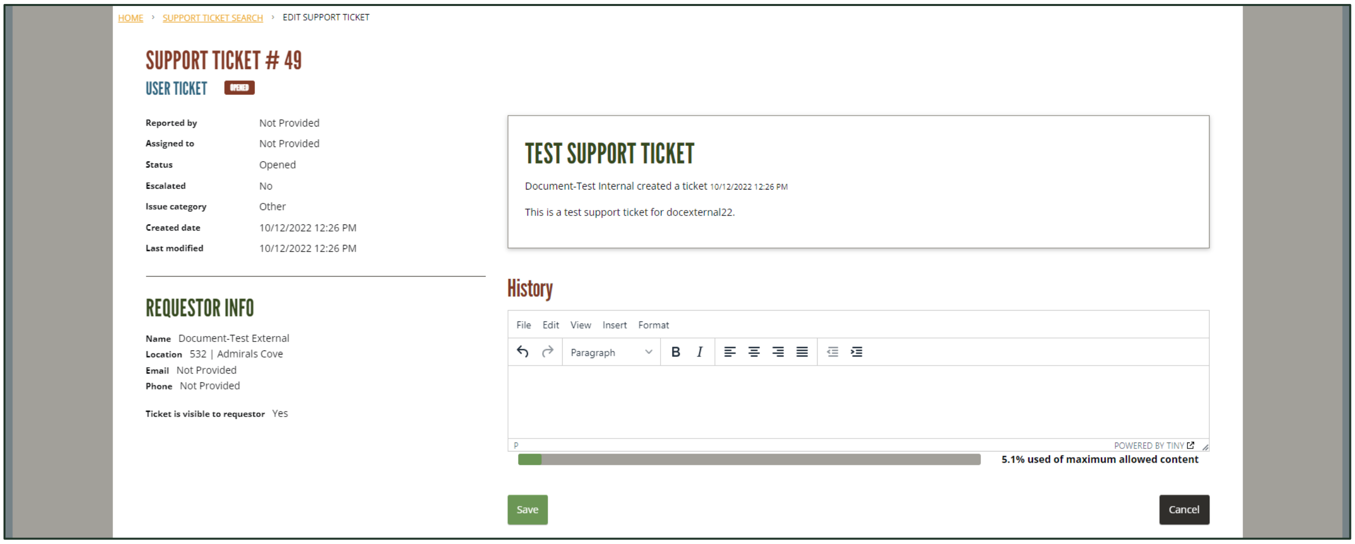
3. The available support tickets display. To view the details of a ticket, click the corresponding **View** button.



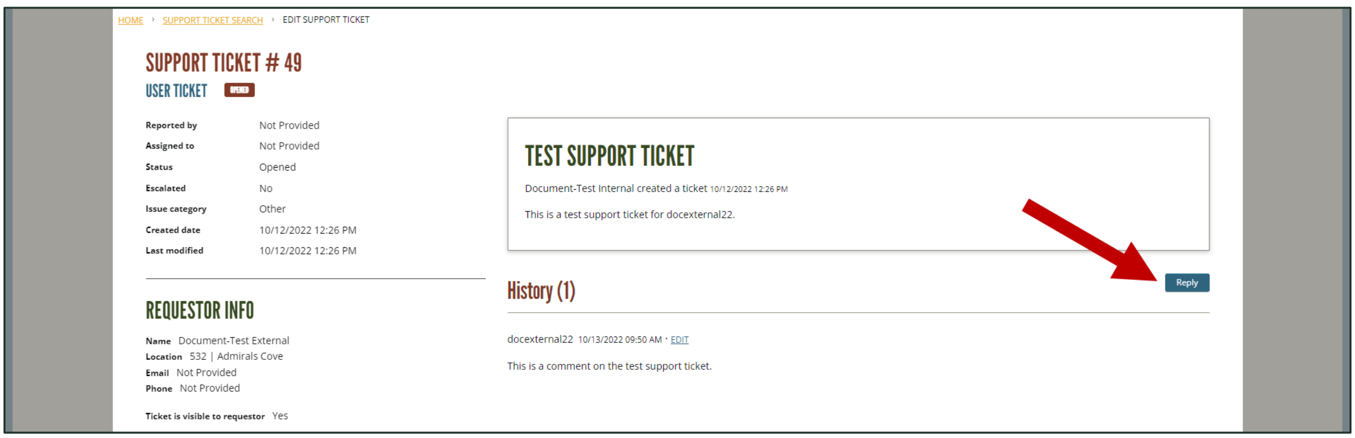
4. The ticket details display. To add a comment to the ticket, click **Add Comment**.



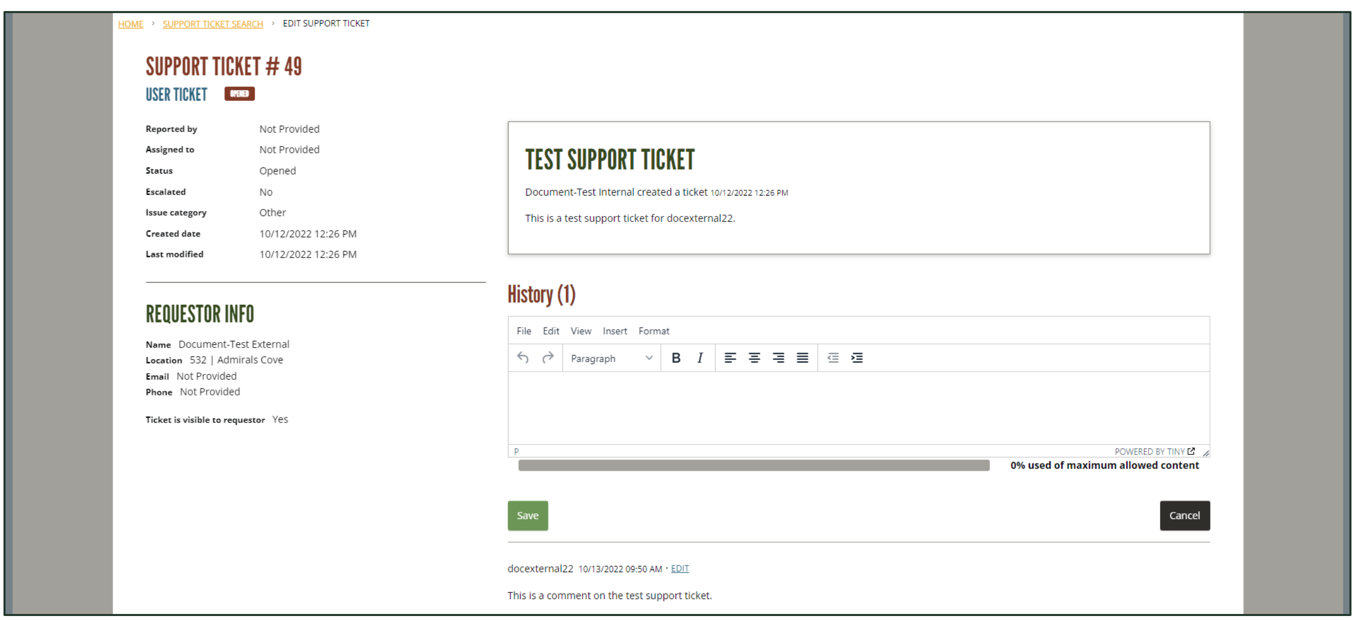
5. Enter the comment, and click **Save**.



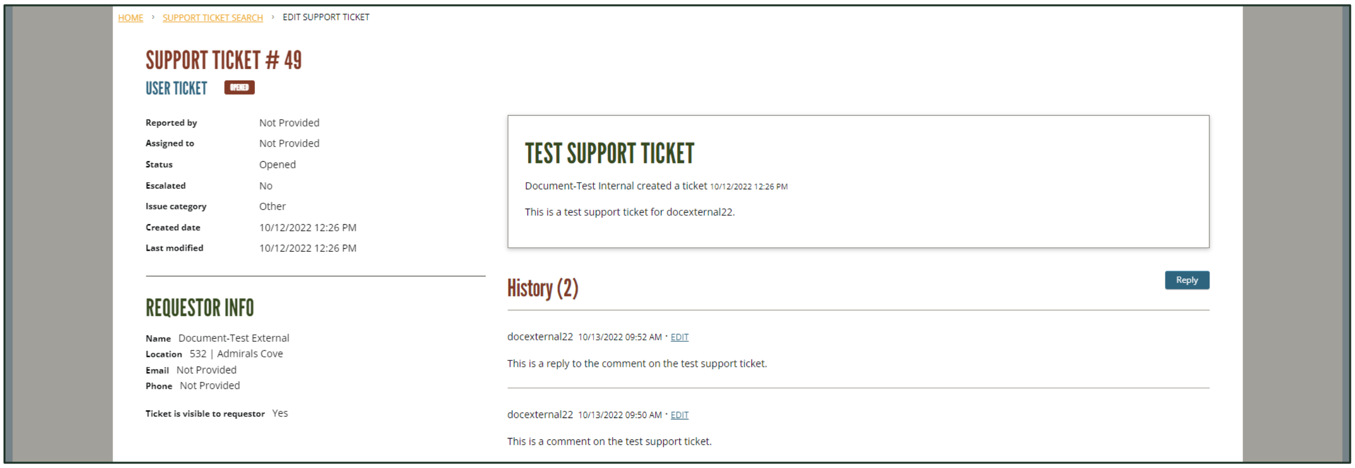
6. To reply, click **Reply**.



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



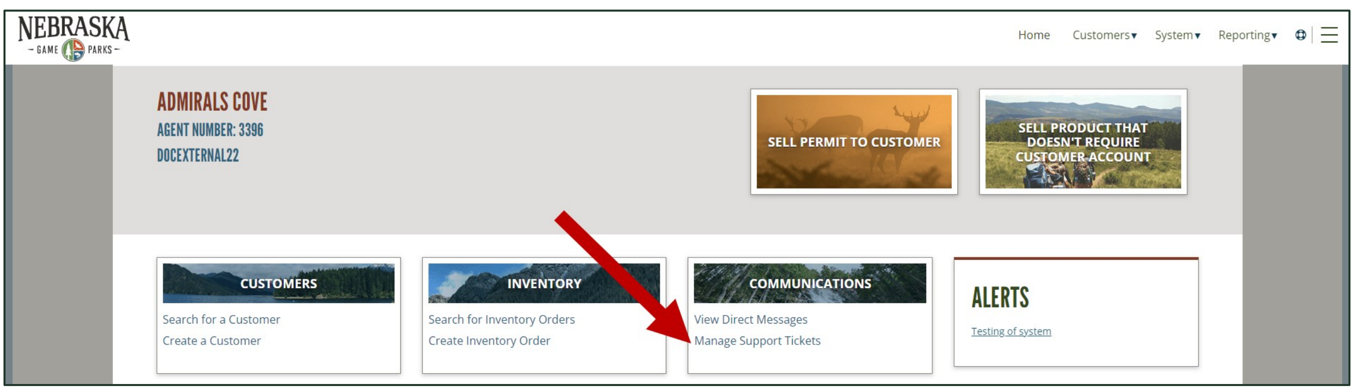
The ticket history displays.



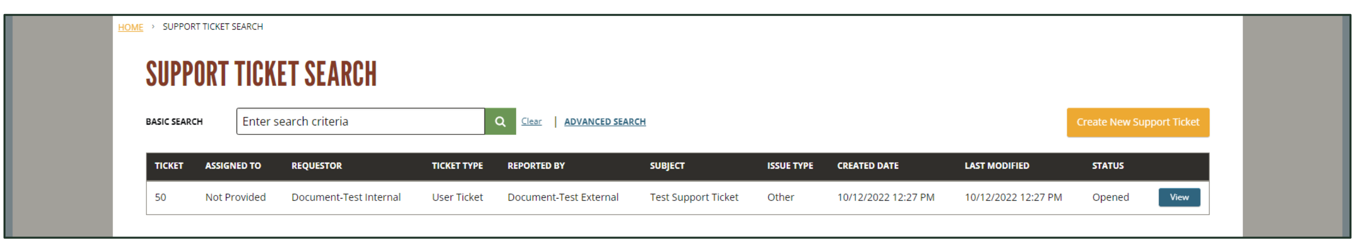
Creating a Support Ticket

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

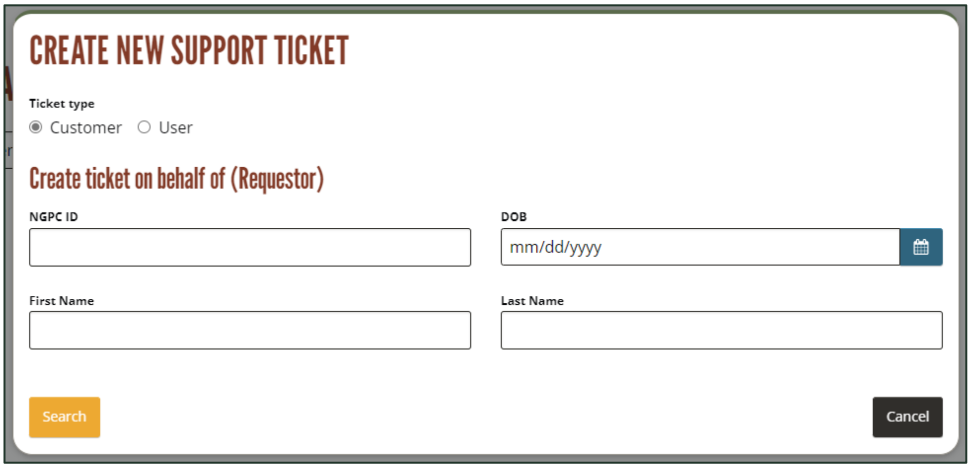
1. Log in to the NGPC Permitting System following the steps in the Logging In section of this user guide.
2. Click **Manage Support Tickets** from the Communications tile on the home page.



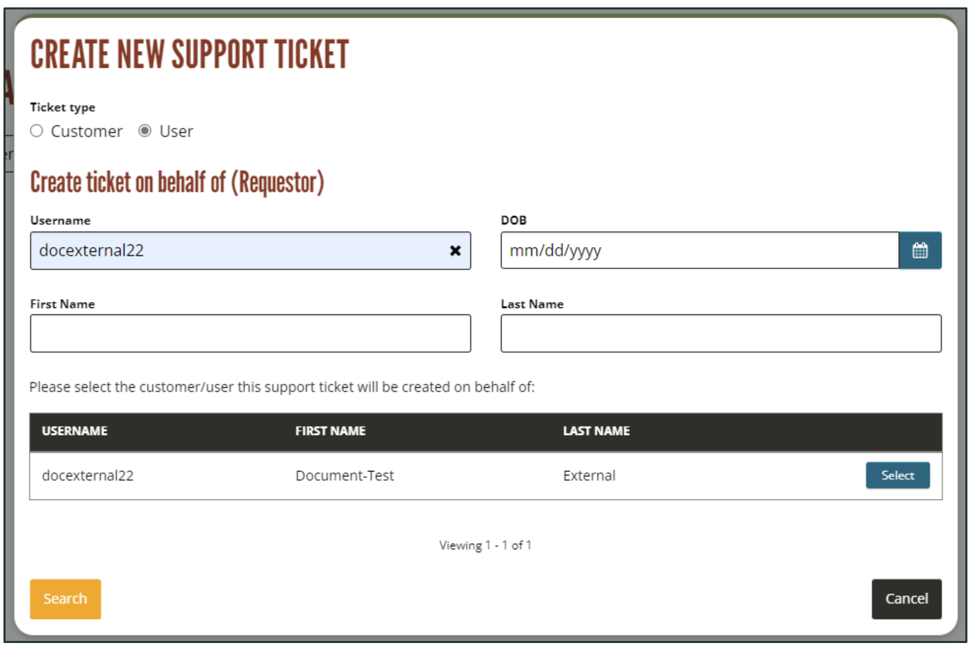
3. Click **Create New Support Ticket**.



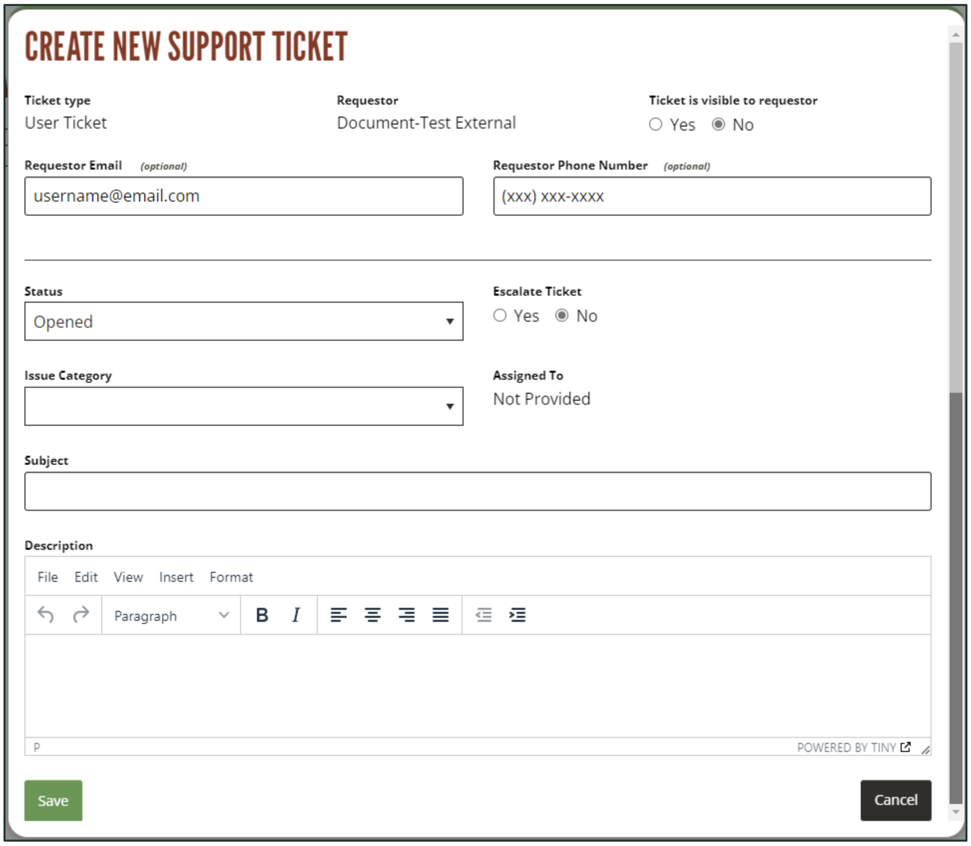
4. Select the **Ticket Type**, enter the information to search for an existing customer or user, and click **Search**.



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



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



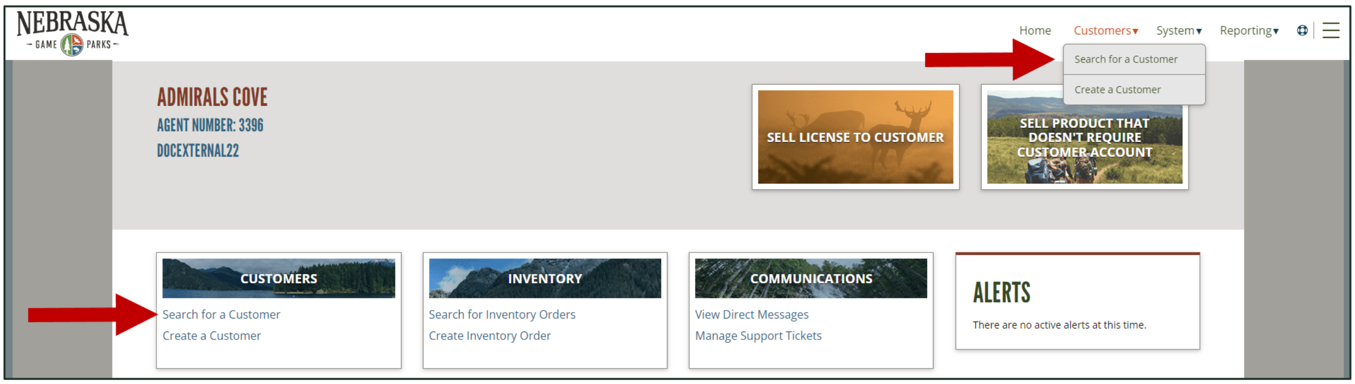
Managing Customer Accounts

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.

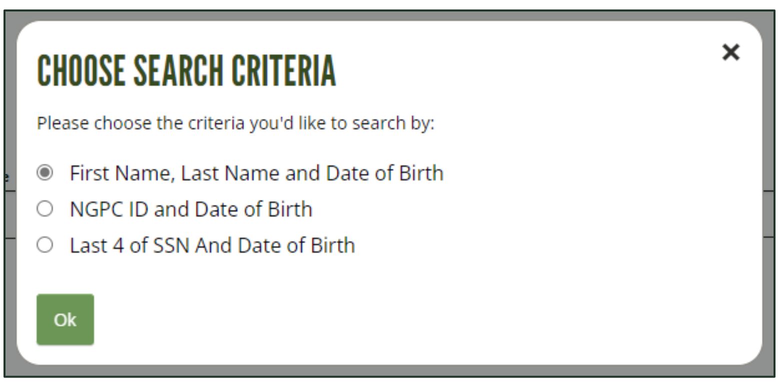
Searching for a Customer Account

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.



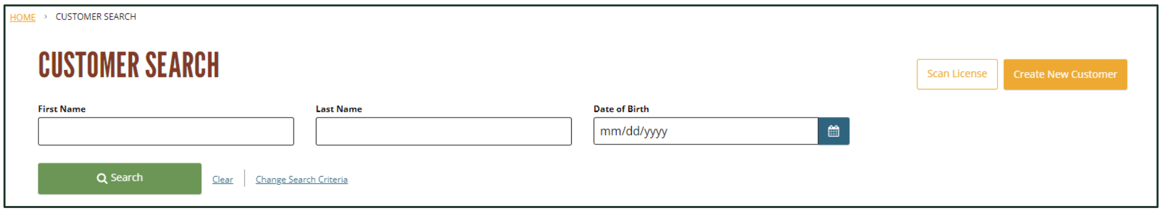
2. When searching for a customer account, select the search criteria you want to enter, and click **OK**.



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

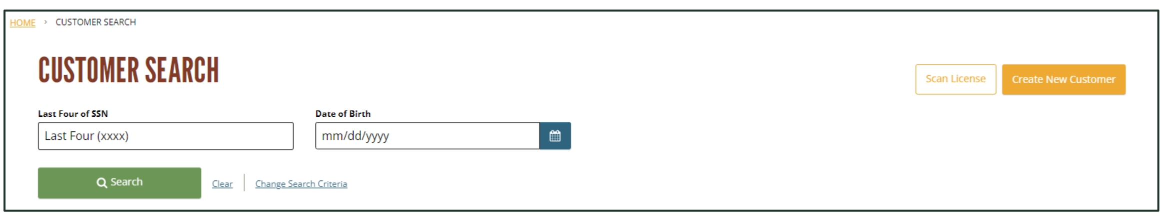
   If you want to change the type of search criteria to use, click **Change Search Criteria**, select the desired search criteria, and click **OK**.

   - First Name, Last Name, and Date of Birth



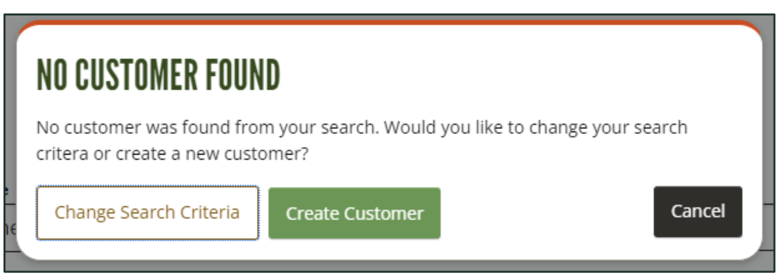
   - NGPC ID and Date of Birth

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

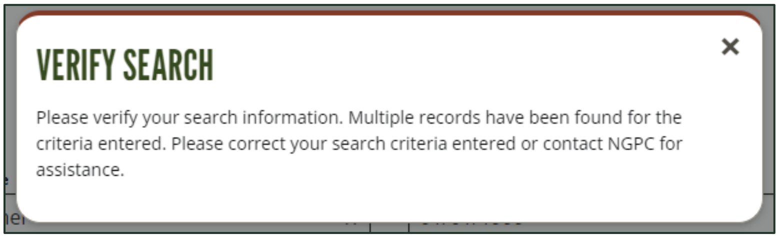


4. Results:

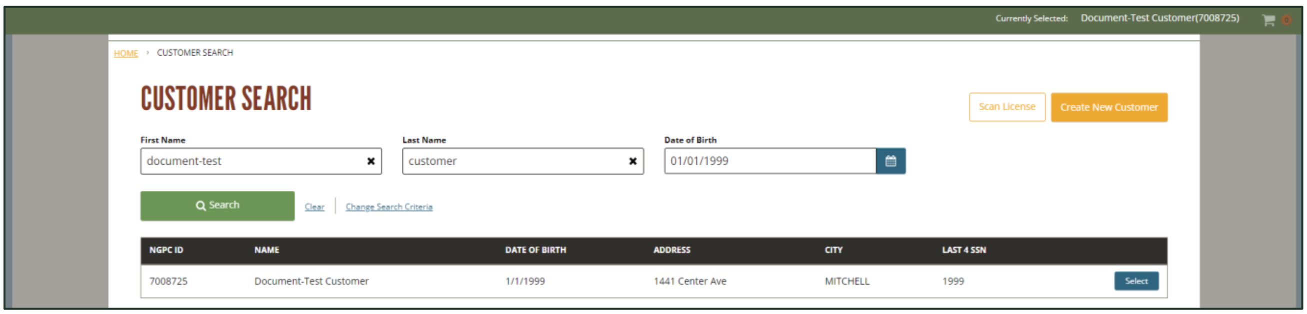
   A. If no matching customer record is found, a message displays that enables you to either start a new search or create a customer account.



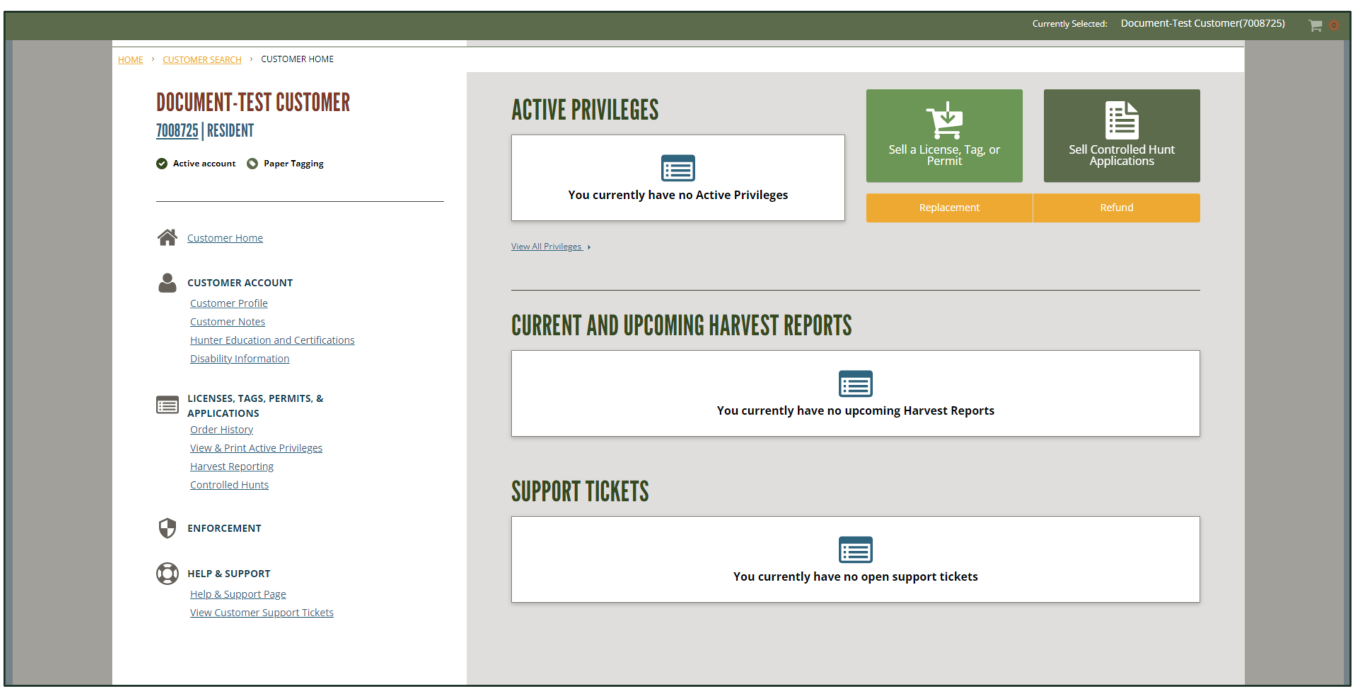
B. If more than one record is found, a message displays. Correct your search information, or select a different set of search criteria to locate the desired customer account.



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



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**.

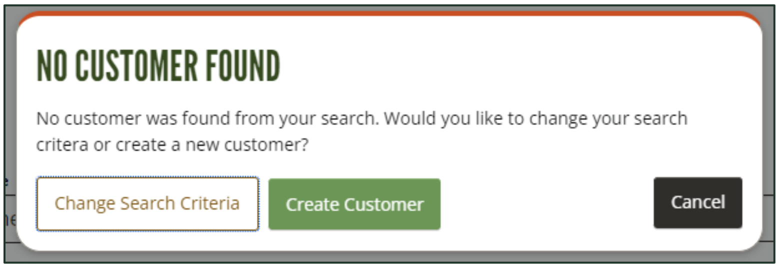


Creating a Customer Account

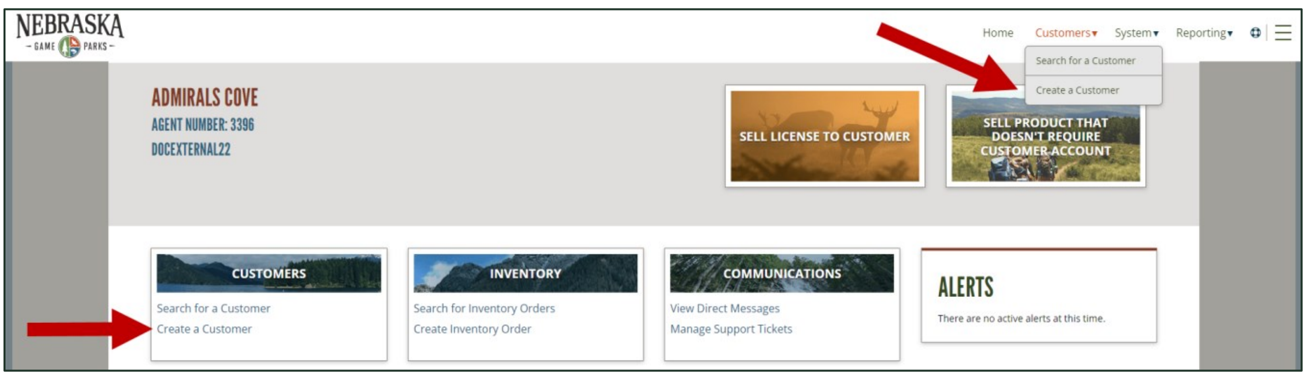
If you cannot locate the customer's record or know that the customer has never purchased a license through NGPC, you may create a new customer record by following these steps.

1. To create a customer account:

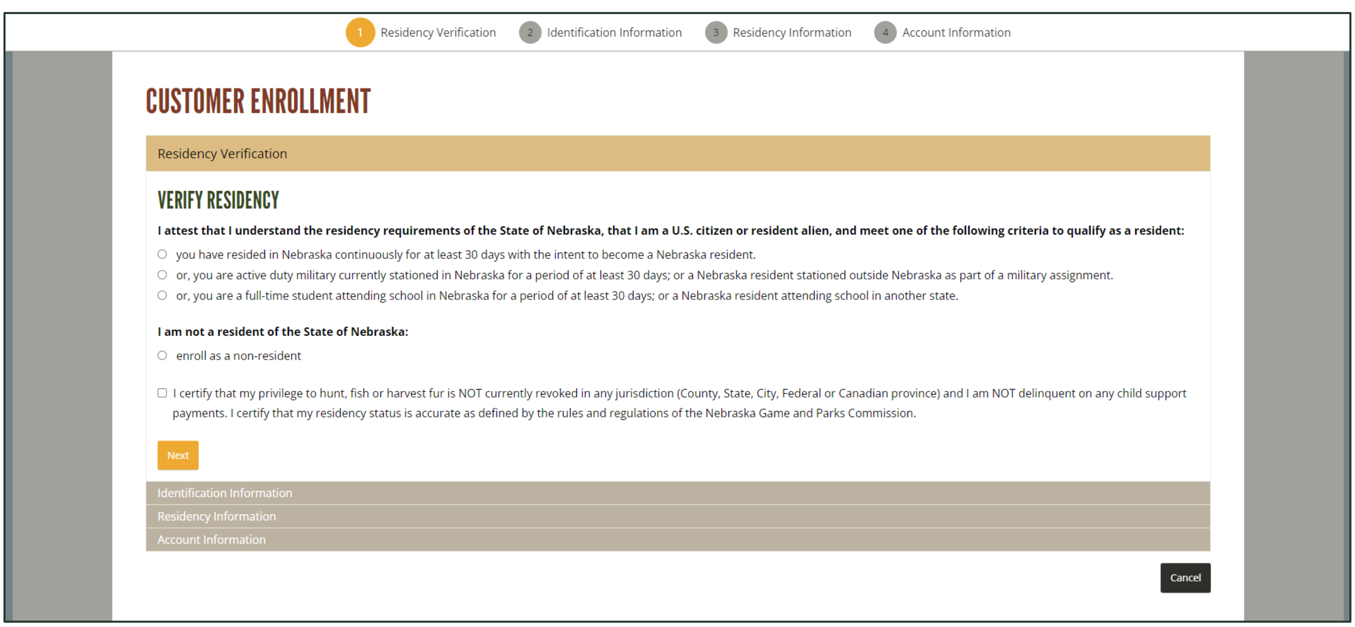
    A. If no customer record was found, click **Create Customer**.



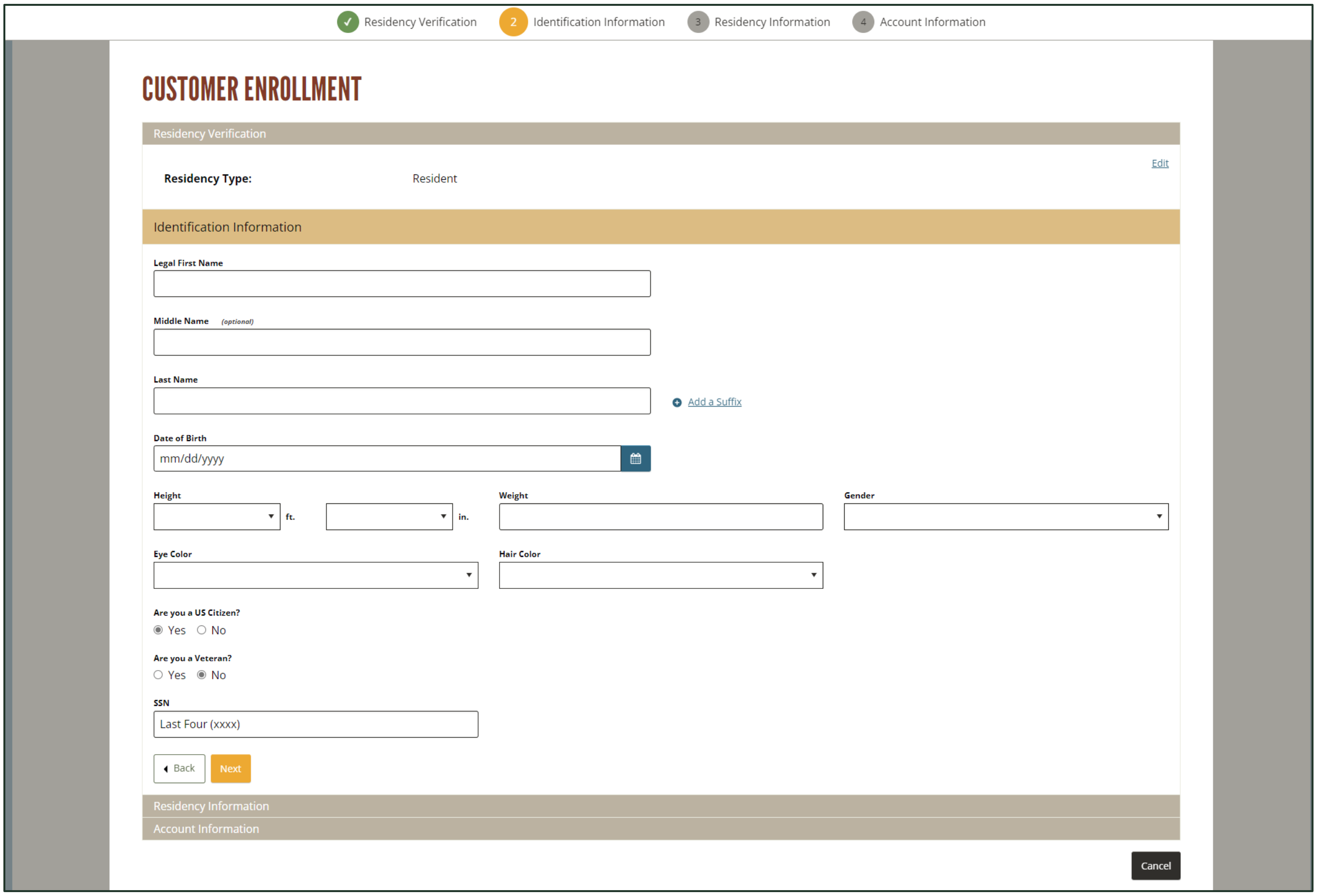
    B. Or, from the home page, click **Create a Customer** from the Customers tile or from the Customers menu on the navigation bar.



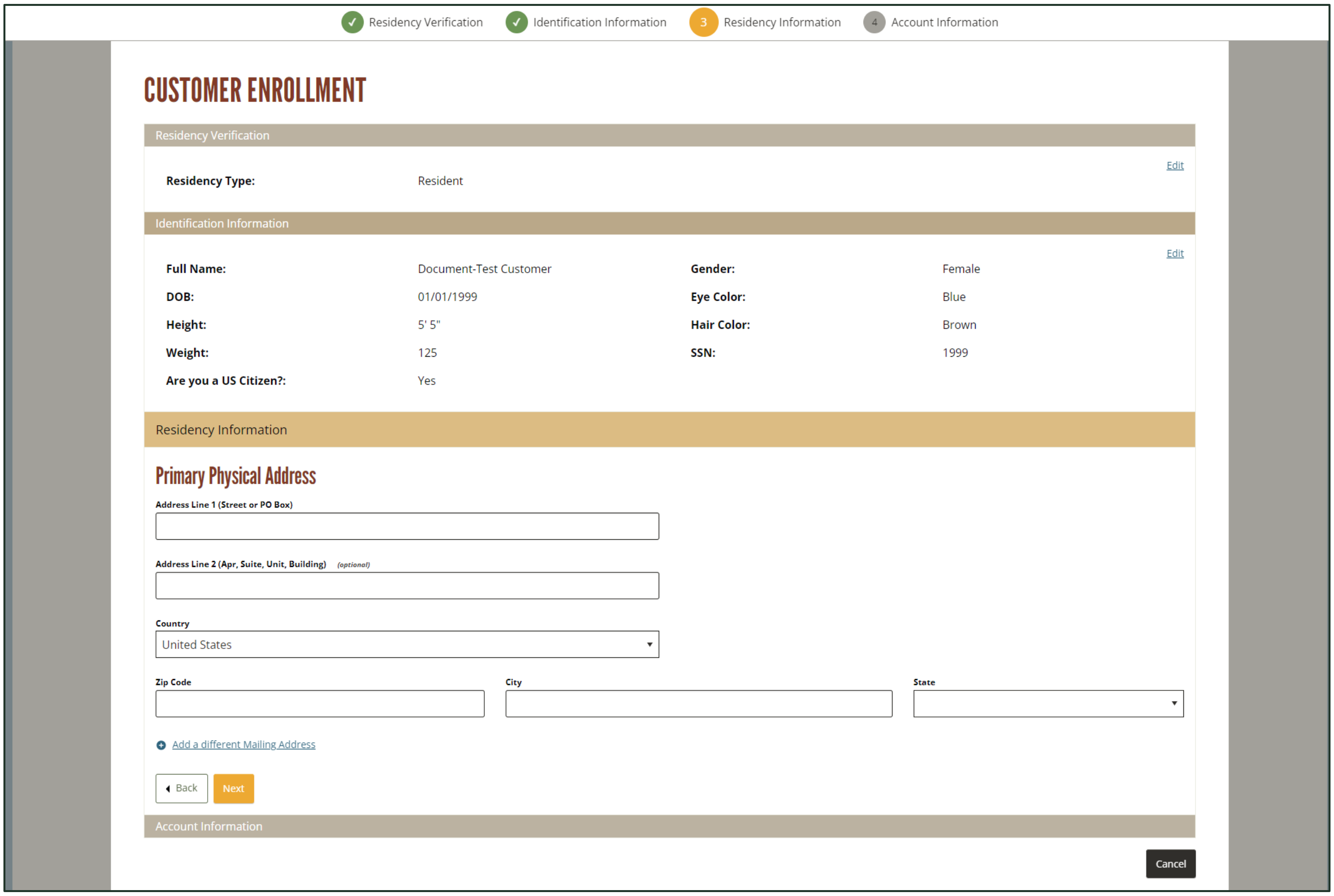
2. Complete the Residency Verification section, and click **Next**.



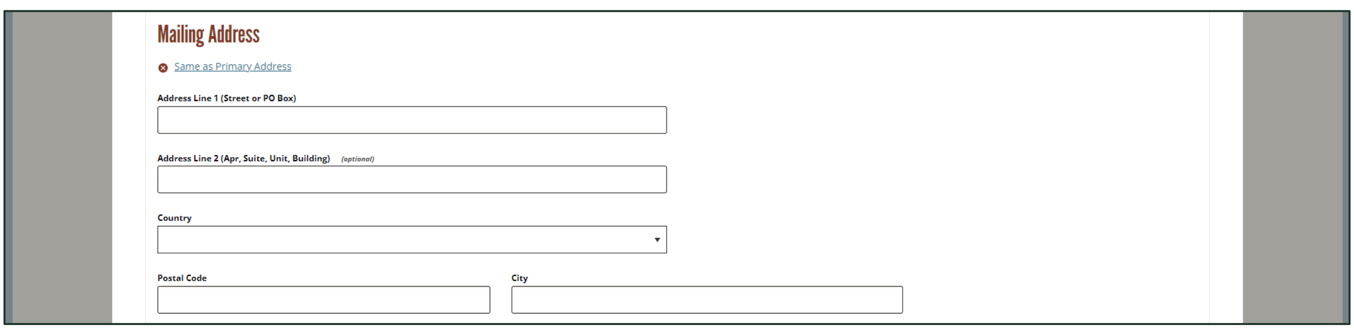
3. Complete the Identification Information section, and click **Next**.



4. Complete the Residency Information section.

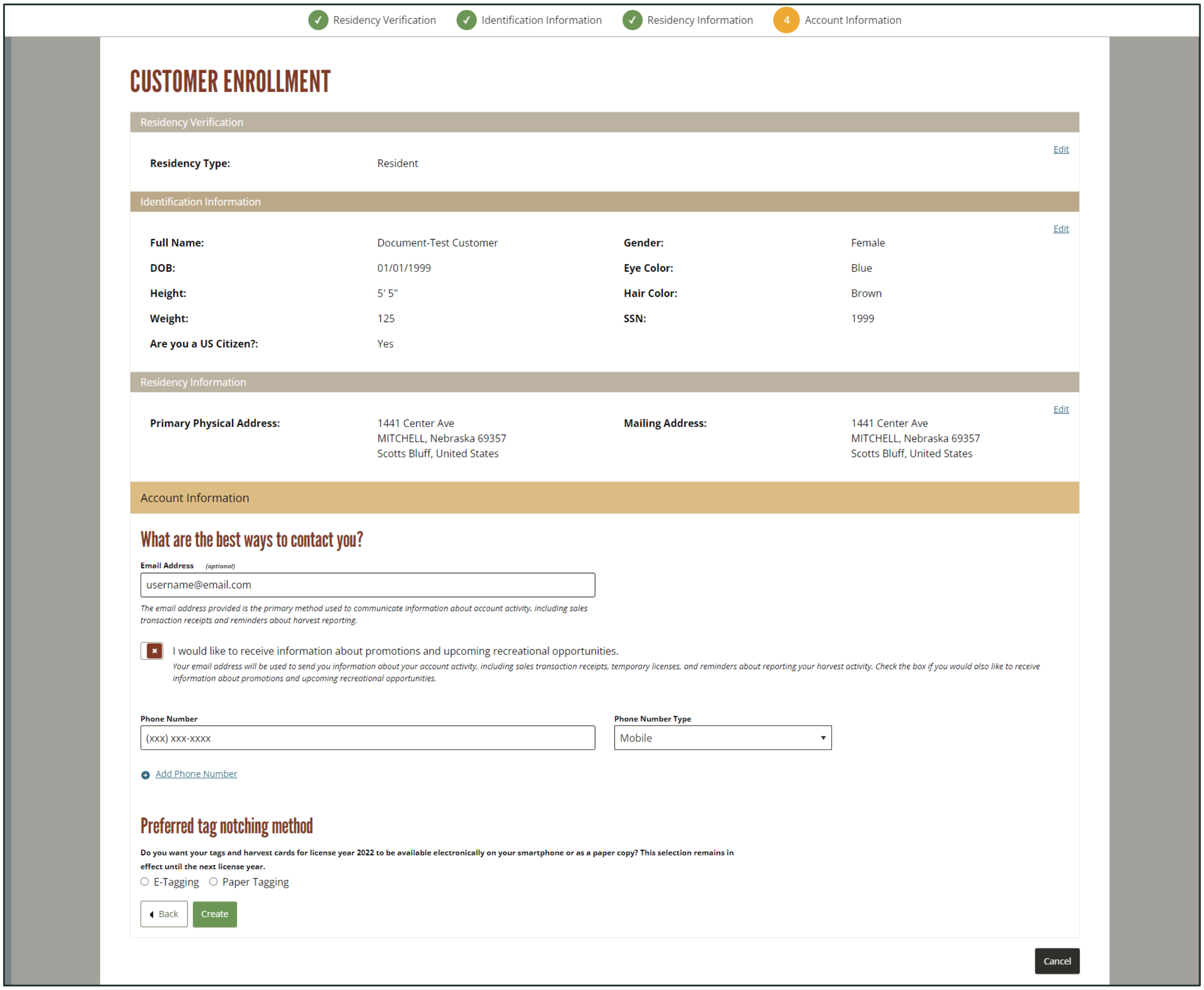


5. If the customer's mailing address is different than their physical address, click **Add a different Mailing Address**, and enter the corresponding information.

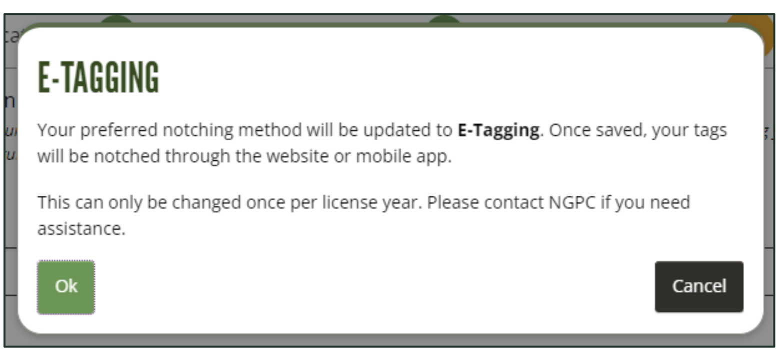


6. When you have finished entering residency/address information, click **Next**.

7. Complete the Account Information section.

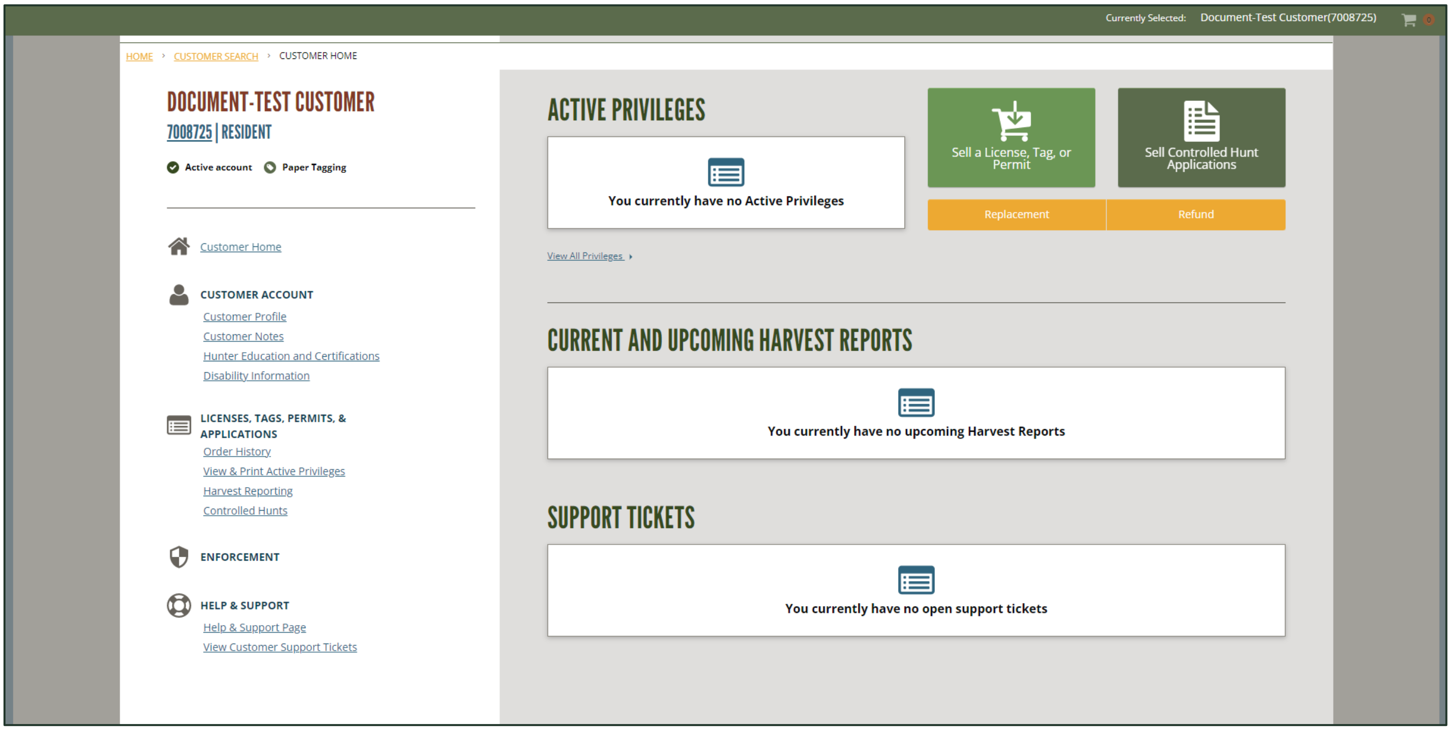


8. Select the tag notching method, and provide the customer with the information that displays. Then click **OK**.



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

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



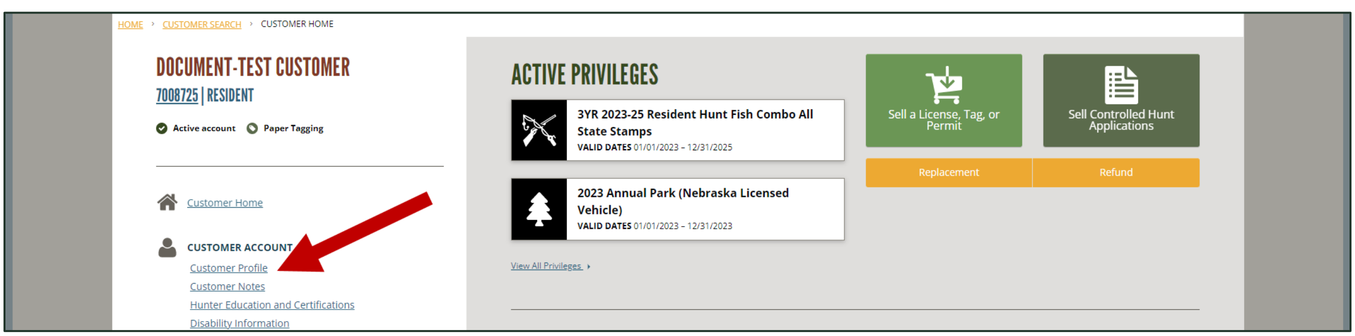
The customer now has an NGPC account but with no credentials to log in to the system.

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.

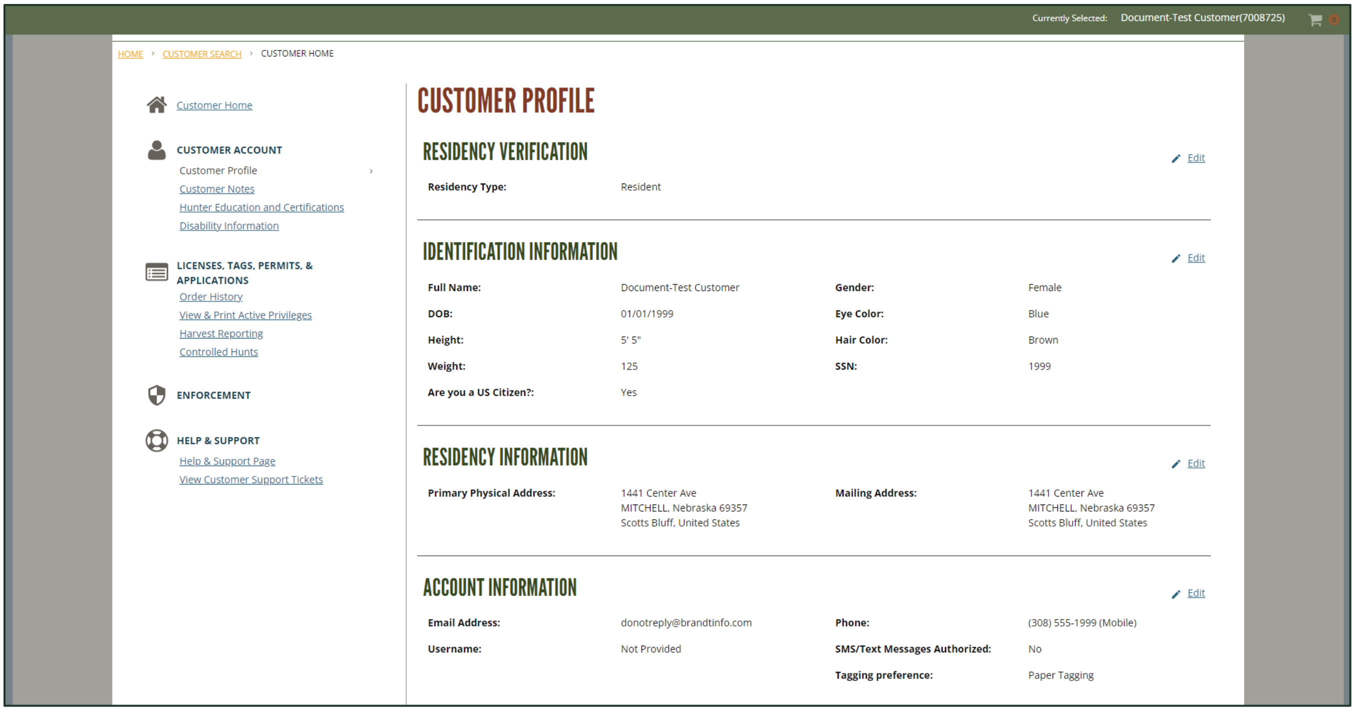
Editing a Customer Account

To edit a customer account, follow these steps.

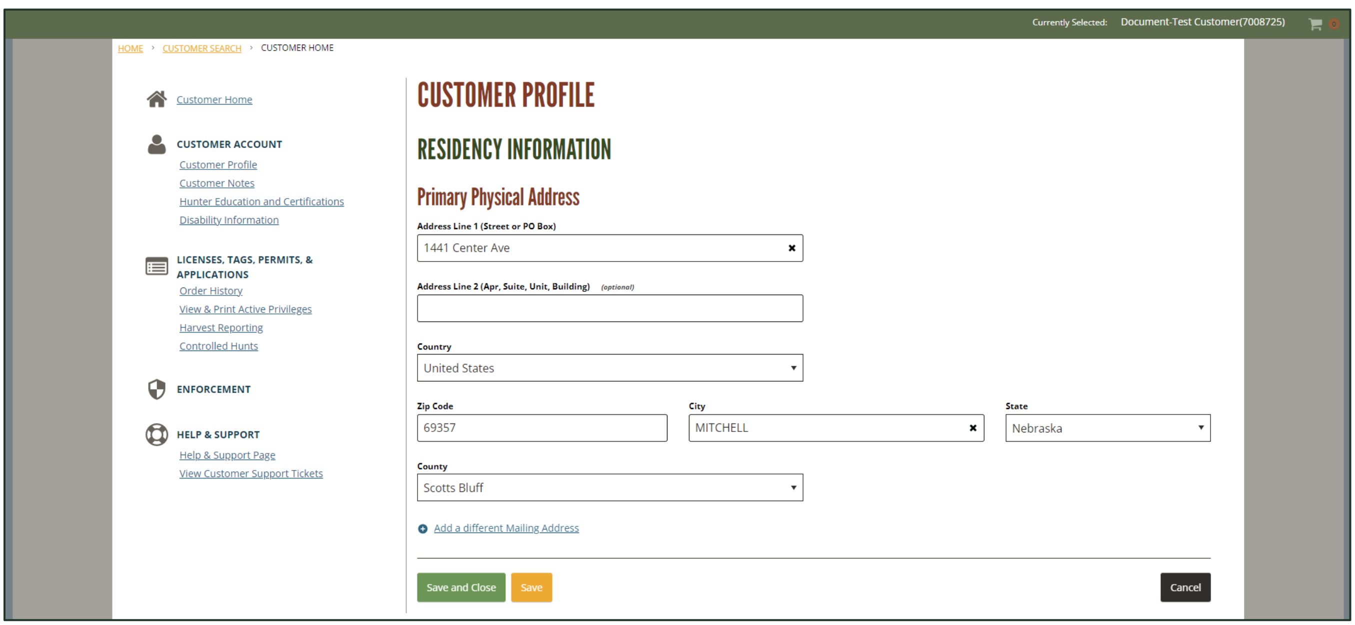
1. Locate the desired customer record using the steps in the Searching for a Customer Account section of this user guide.
2. From the customer account home page, click **Customer Profile**.



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



4. 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.



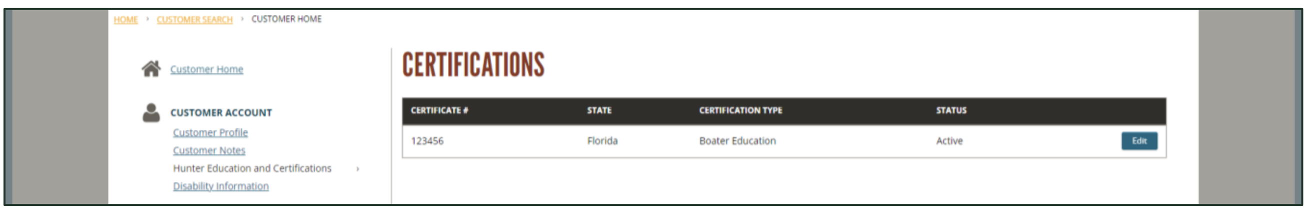
Viewing Hunter Education and Disability Information

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

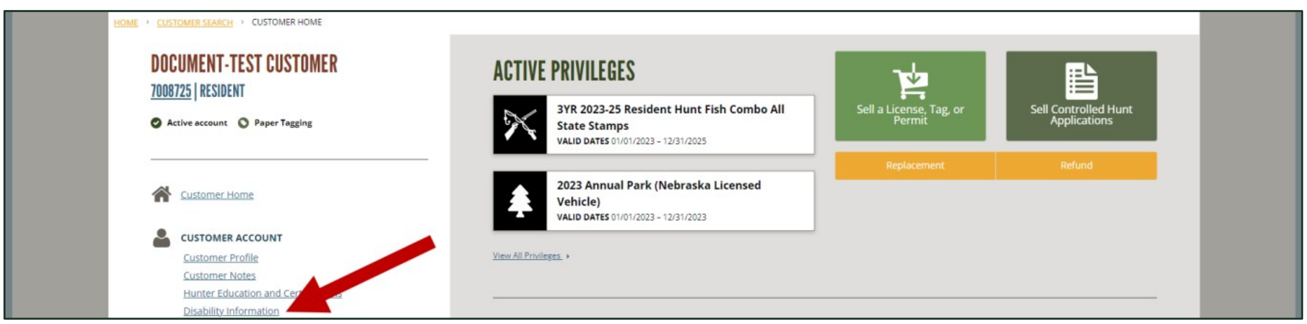
1. Locate the desired customer record using the steps in the [Searching for a Customer Account](#) section of this user guide.
2. From the customer account home page,

   A. For hunter information, click **Hunter Education and Certifications**.

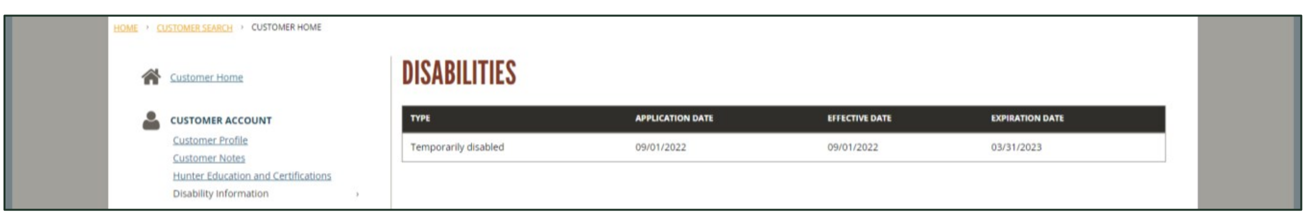
The certifications display.



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



The information displays.

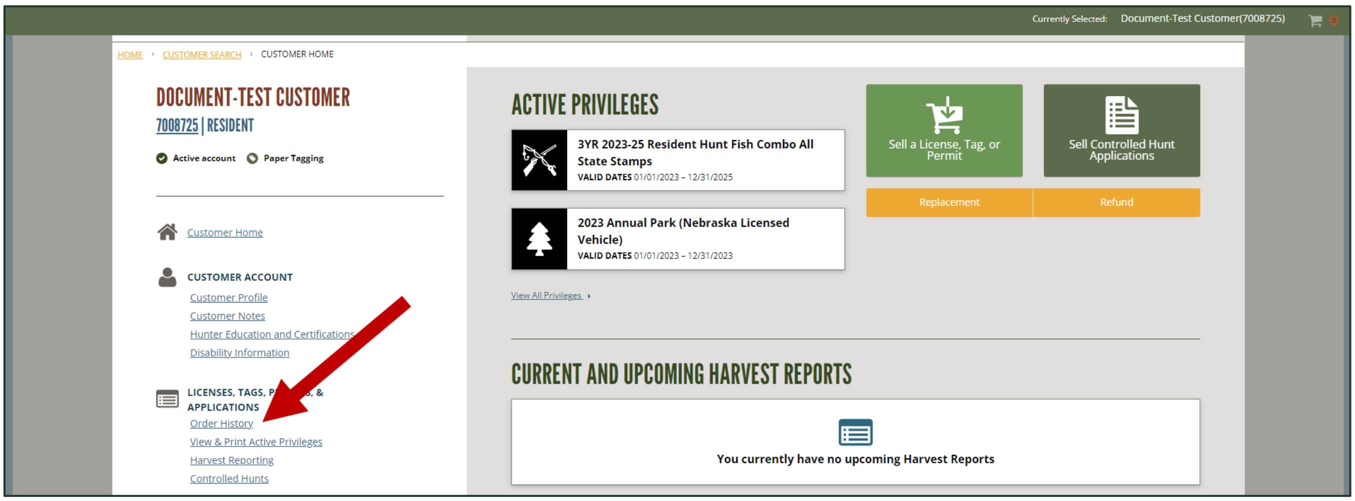


Viewing a Customer Order History

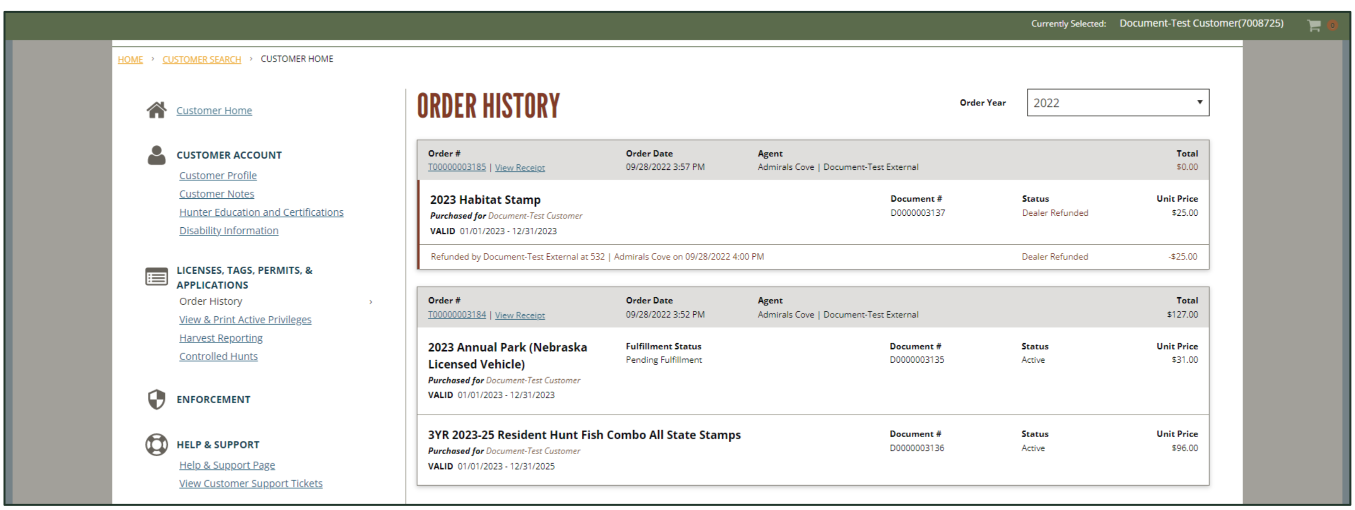
External agents can view a list of customer orders and refund an order if the order date is within the refund window.

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**.



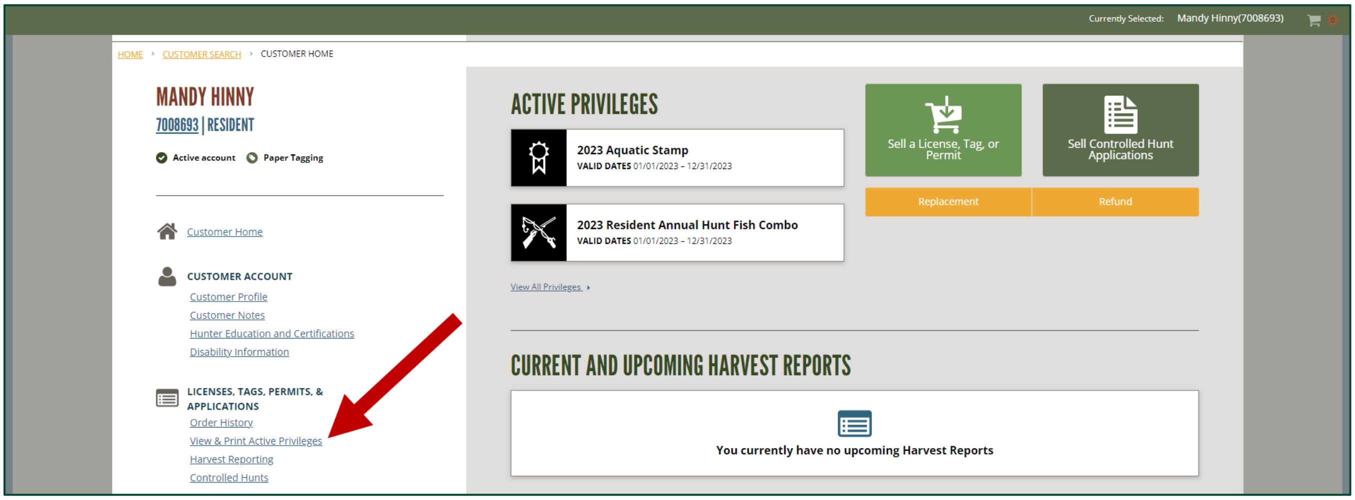
3. The customer's order history displays. To view the receipt for the order, click **View Receipt**.



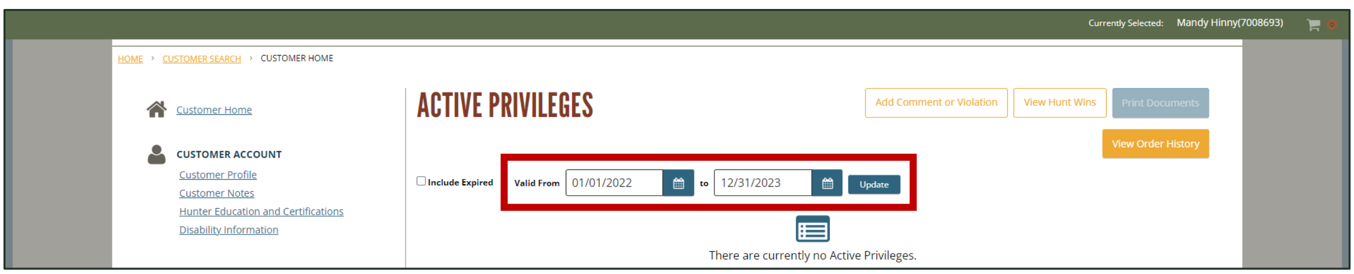
Viewing and Printing Active Privileges

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

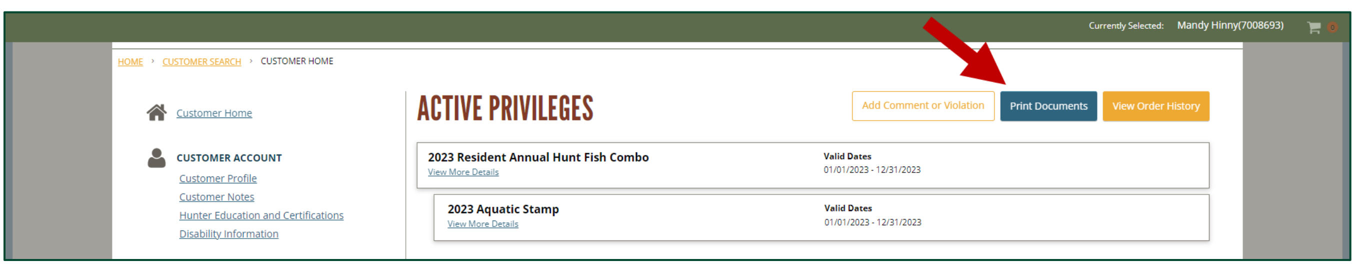
1. Locate the desired customer record using the steps in the Searching for a Customer Account section of this user guide.
2. Click **View & Print Active Privileges**.



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.

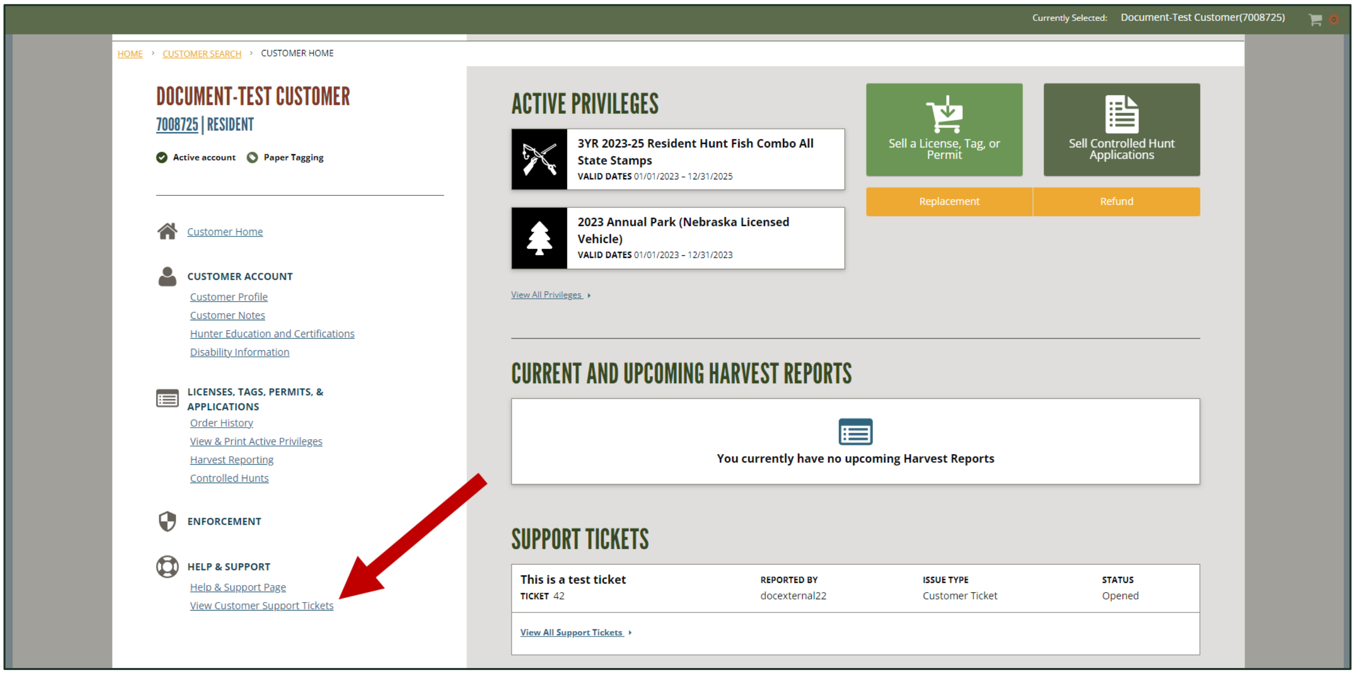
Viewing and Creating Support Tickets

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:

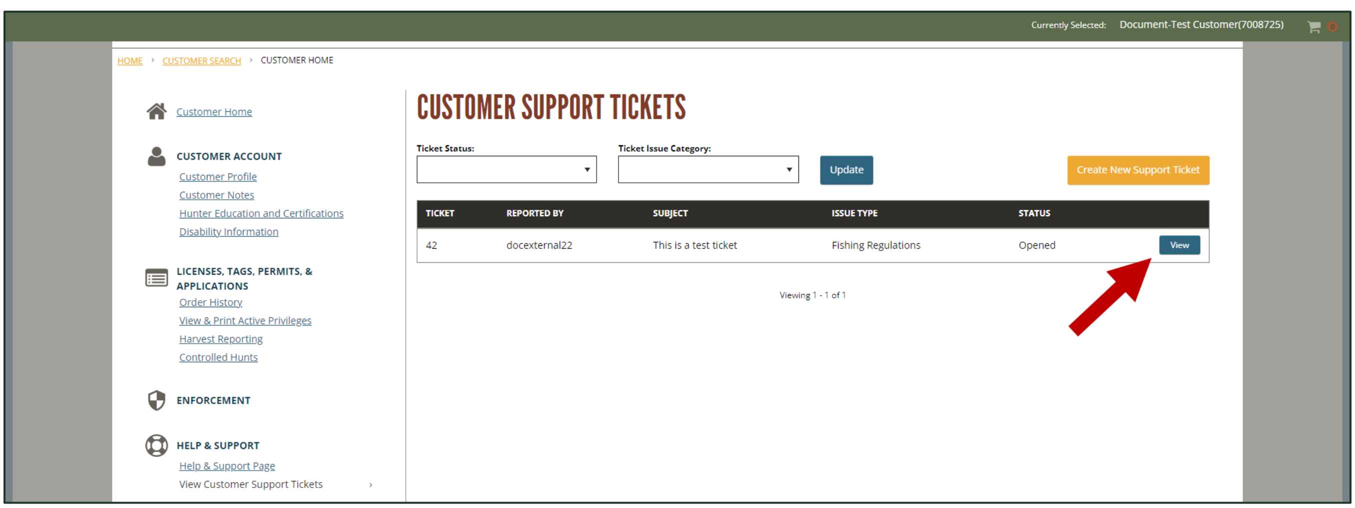
- **Add Notes / Record Customer Interactions:** NGPC can use this feature to log correspondence and interactions with customers via telephone, email, mail, or in person. Notes are tied to a customer profile and can be viewed by users with the proper permissions. Users can see the full note history from 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.

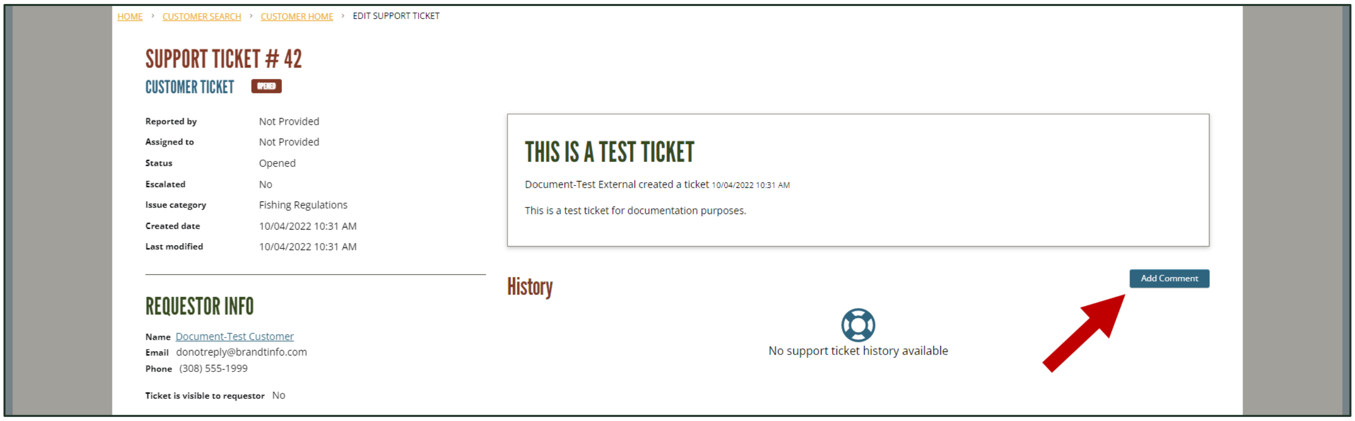
1. Locate the desired customer record using the steps in the Searching for a Customer Account section of this user guide.
2. Click **View Customer Support Tickets**.



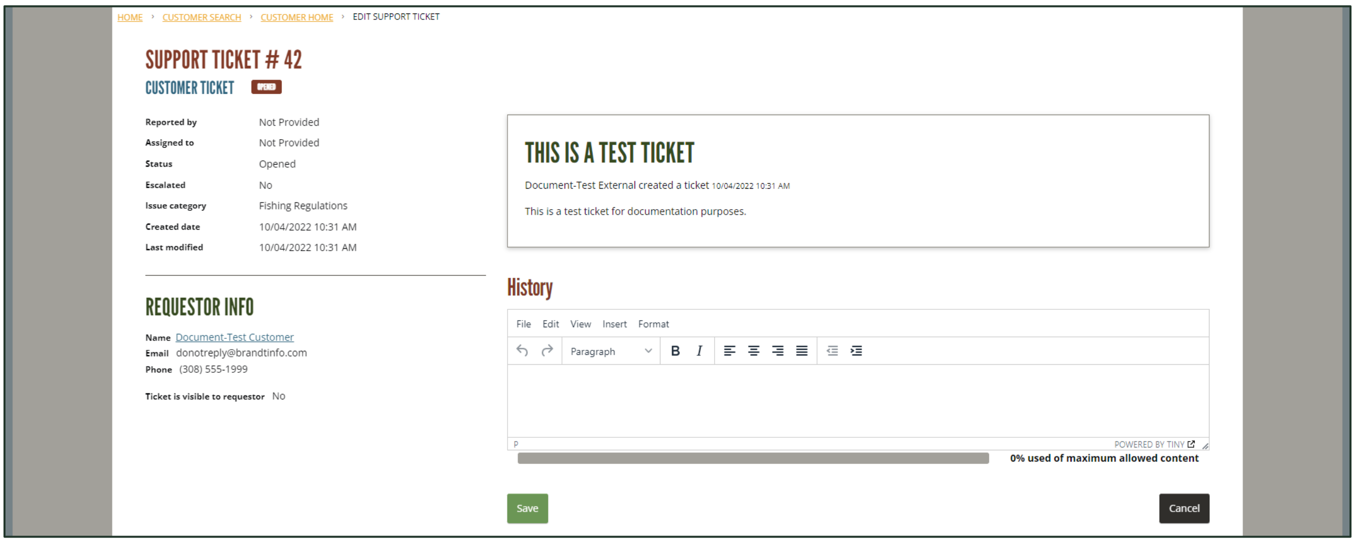
3. The support tickets associated with this customer display. To view the details of a support ticket, click the corresponding **View** button.



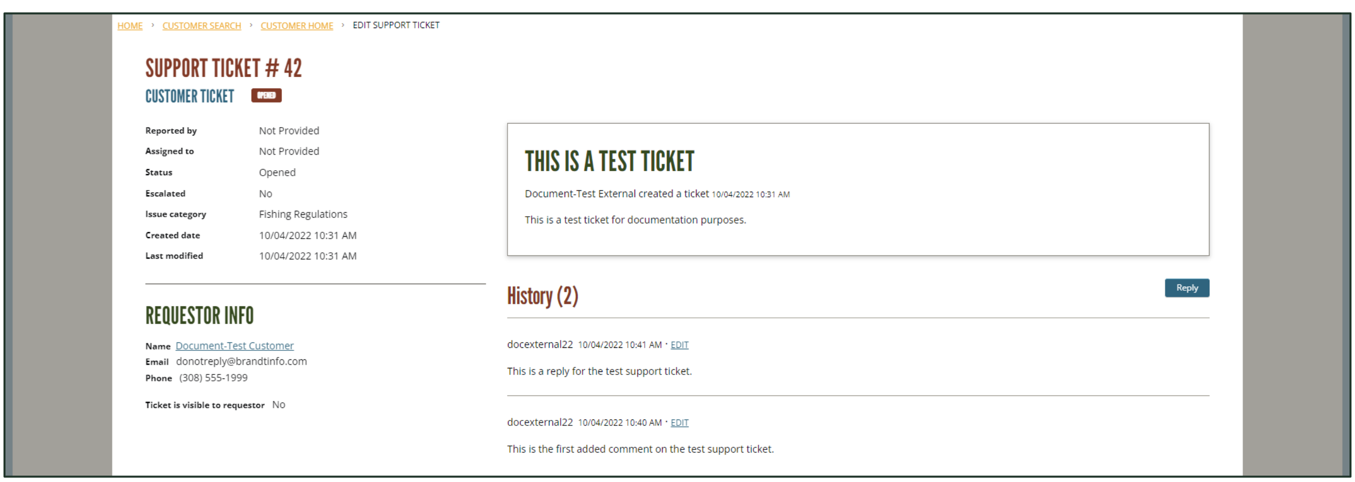
4. The ticket details display. To add a comment to the ticket, click **Add Comment**.



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



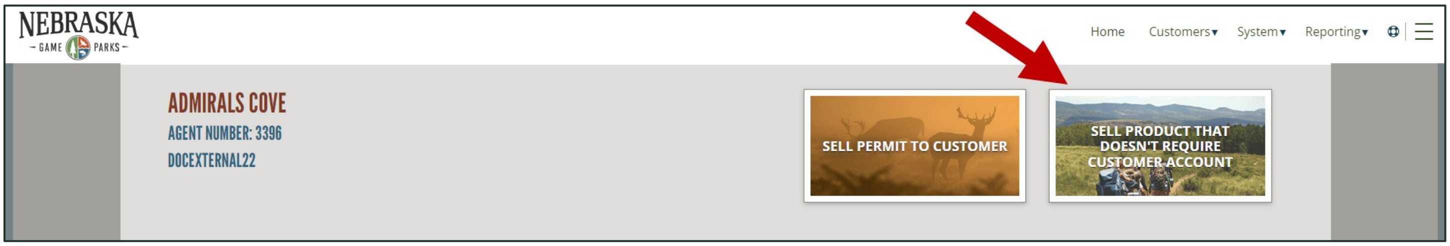
6. To reply to a comment in the support ticket, click **Reply**. Then enter the comment, and click **Save**. The ticket details and history display.



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.

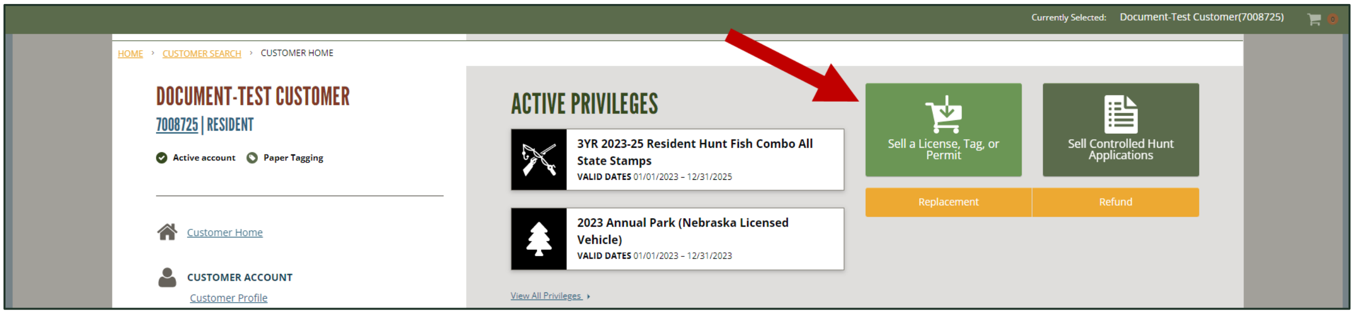
   Or click **Sell Permit to Customer** on the home page, which starts the customer search process.

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

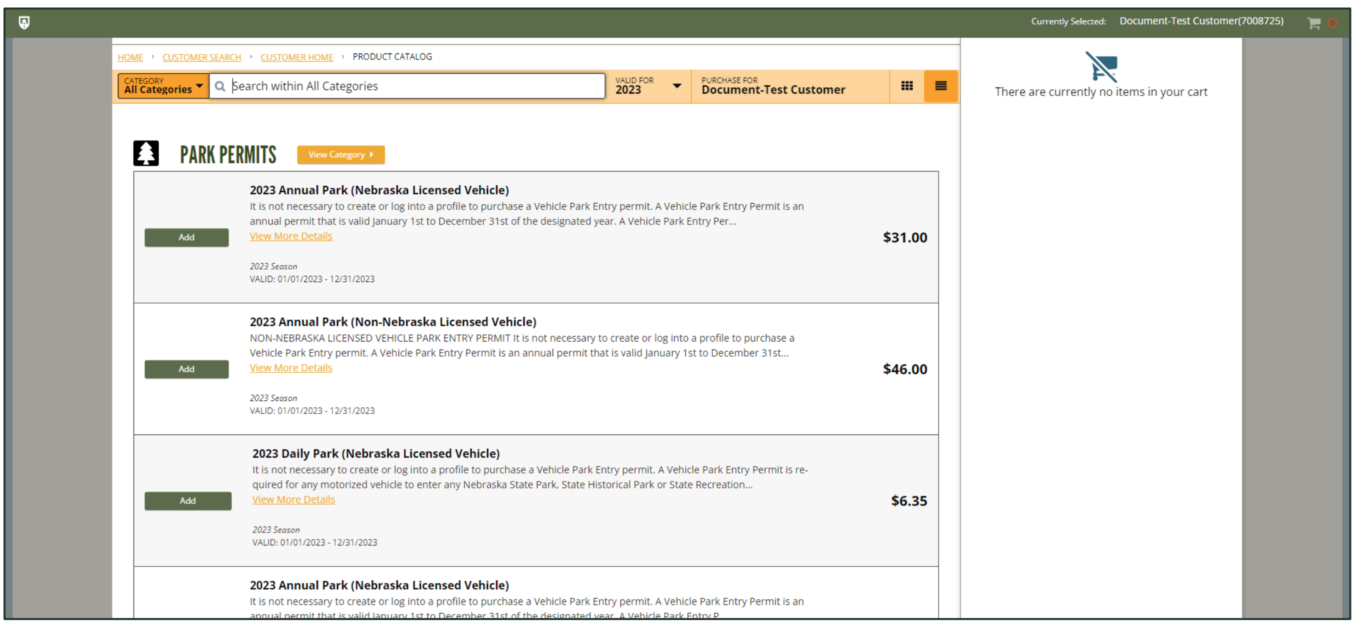
2. Validate the customer's information such as name, address, and other account information. To make any necessary changes to the customer account, use the steps in the [Editing a Customer Account] section.

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



4. 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.



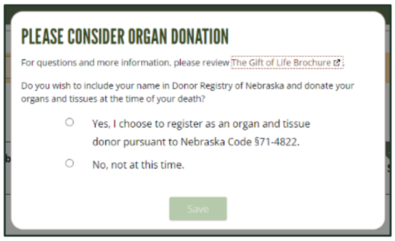
5. To view more information about a product, click the corresponding **View More Details** link.

6. To add a product to the shopping cart, click the corresponding **Add** button.

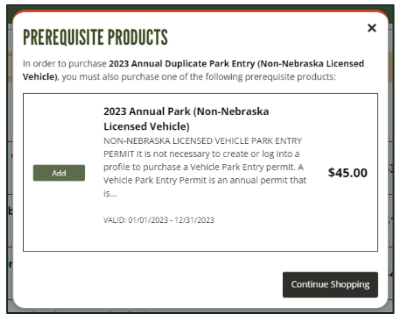
   Products that are added to the shopping cart display with their quantity and price. If a product has been configured to automatically include other products upon purchase, those other products also display in the shopping cart.

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.

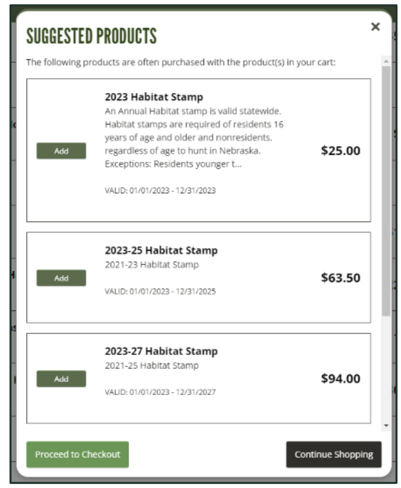
Organ Donation



Prerequisite Products

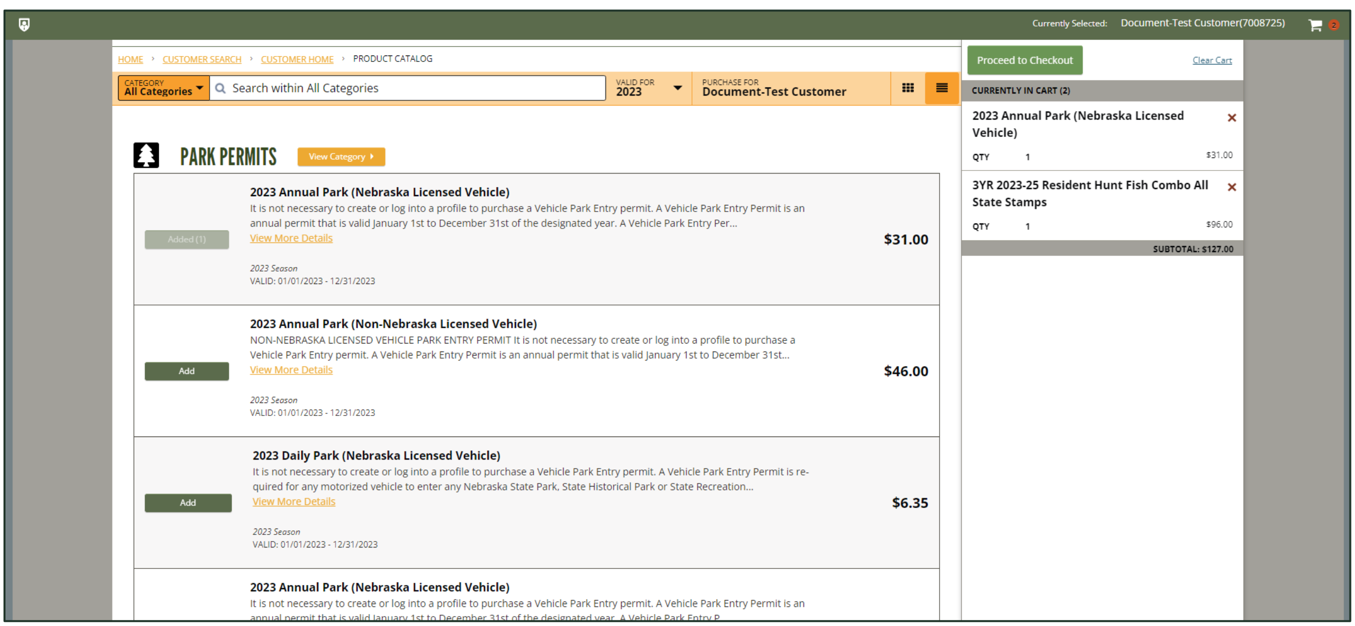


Suggested Products



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 <u>all</u> products from the shopping cart, click **Clear Cart**.

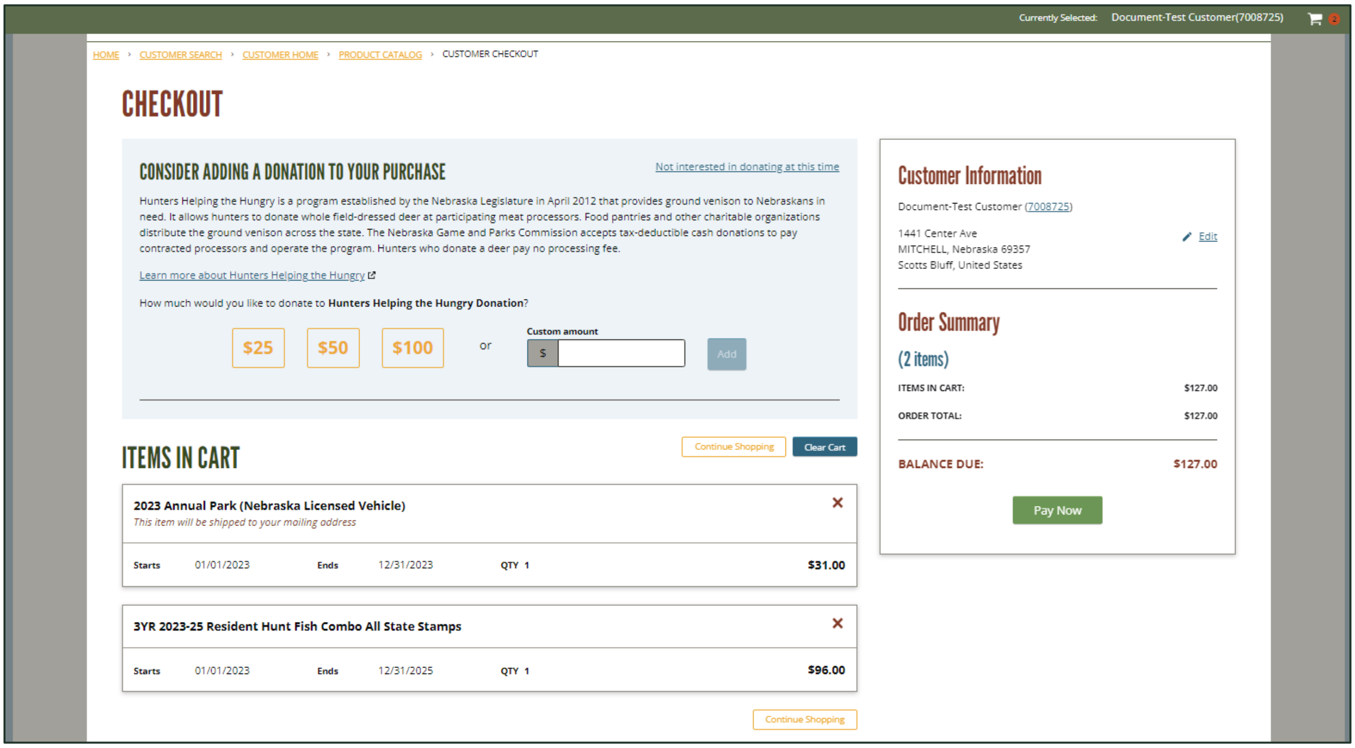


10. When you are finished adding products to the cart, click **Proceed to Checkout**.

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.



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**.

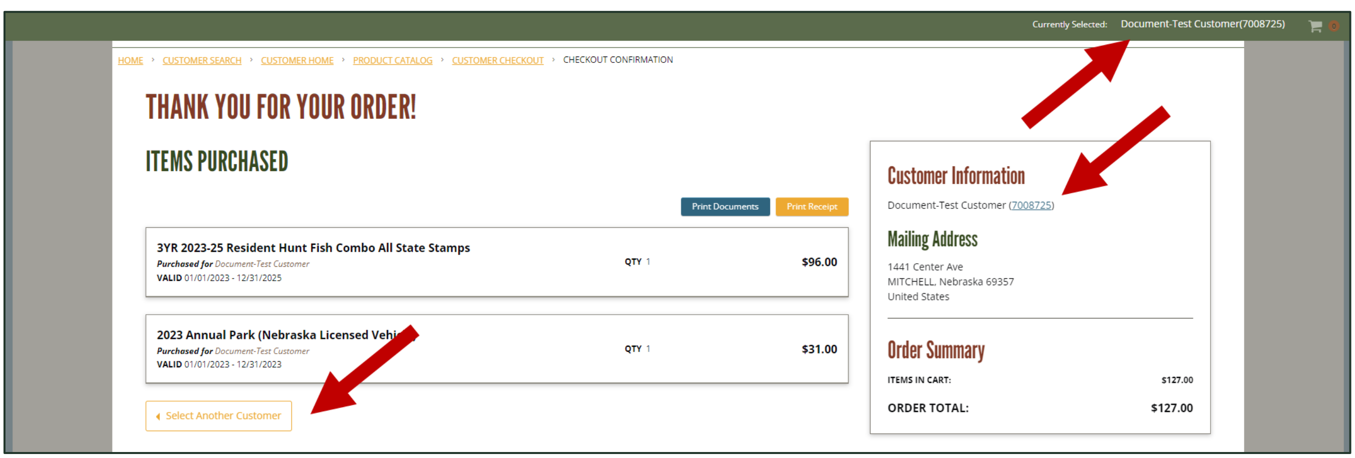
5. You have the following options on the Checkout page:
    - To remove a product from the shopping cart, click the red **X** for the corresponding product. To remove all products from the shopping cart, click **Clear Cart**.
    - To add more items to the transaction before finalizing, click **Continue 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

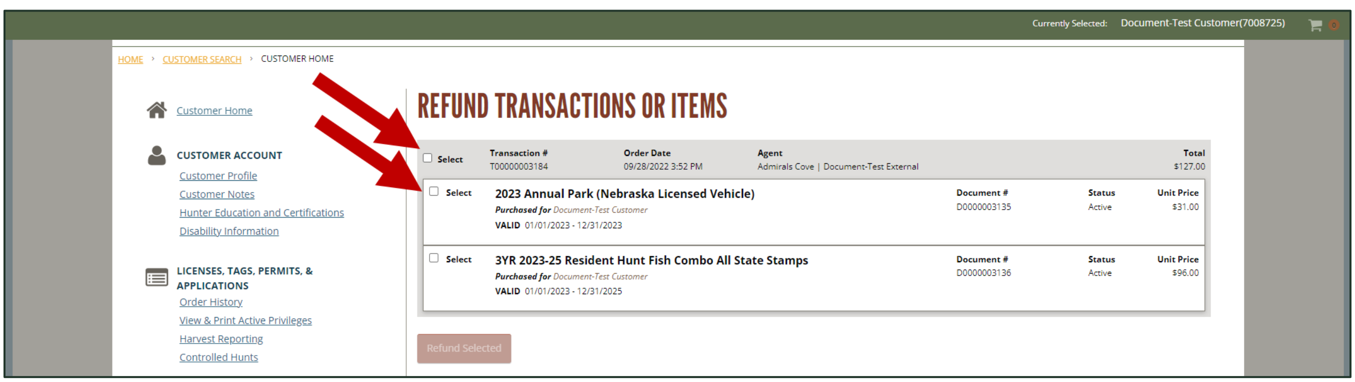
To refund a transaction or item for a customer, follow these steps.

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**.

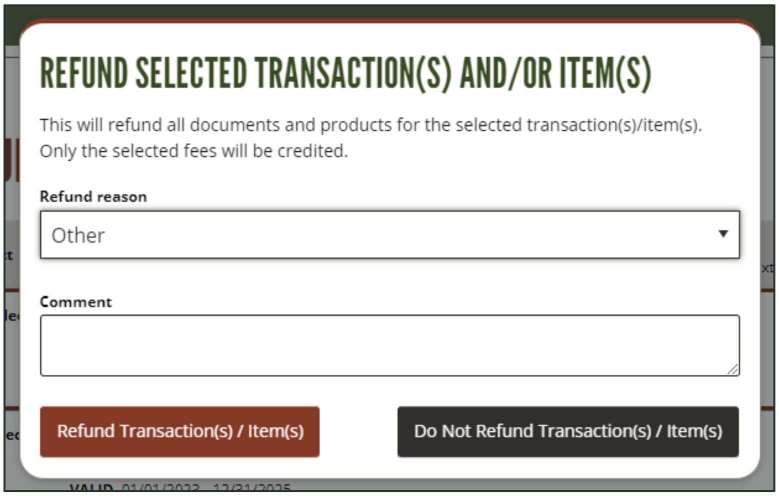
Transactions that are available to be refunded display — only transactions within 60 minutes of sale can be refunded. Transactions list the items within that purchase along with transaction number, date and time, Agent, and total amount of the purchase.

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**.



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)**.