



# Nebraska Game and Parks Commission

## Permitting System User Guide for NGPC Clerks



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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 NGPC Clerks 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.
- All NGPC 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.



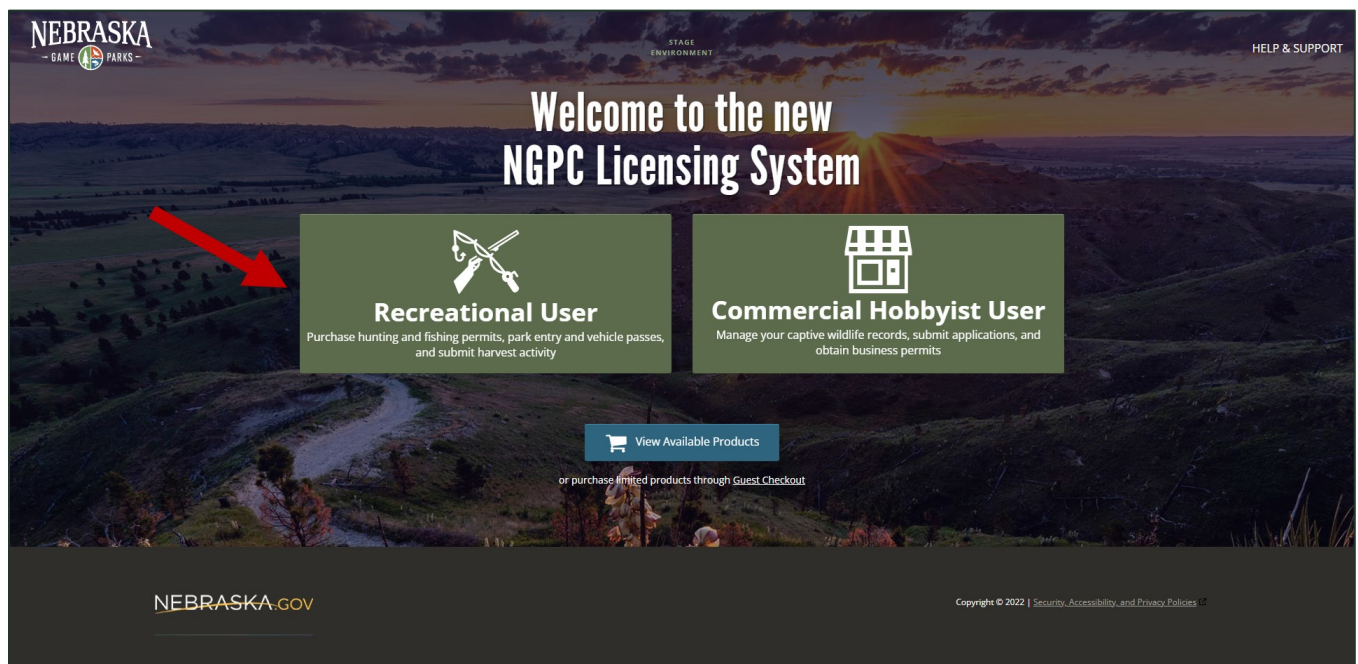
# Accessing the NGPC Permitting System

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**.

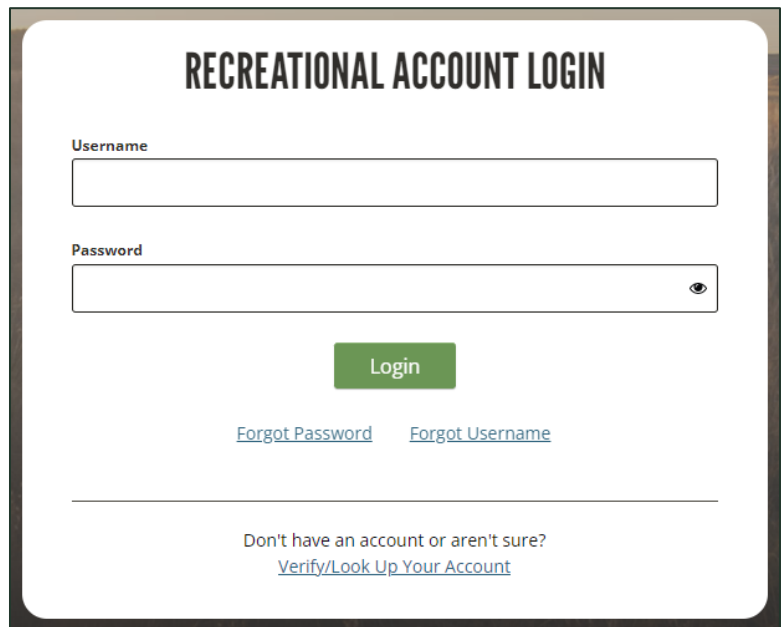


4. Enter your **Username** and **Password**.

5. Click **Login**.

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

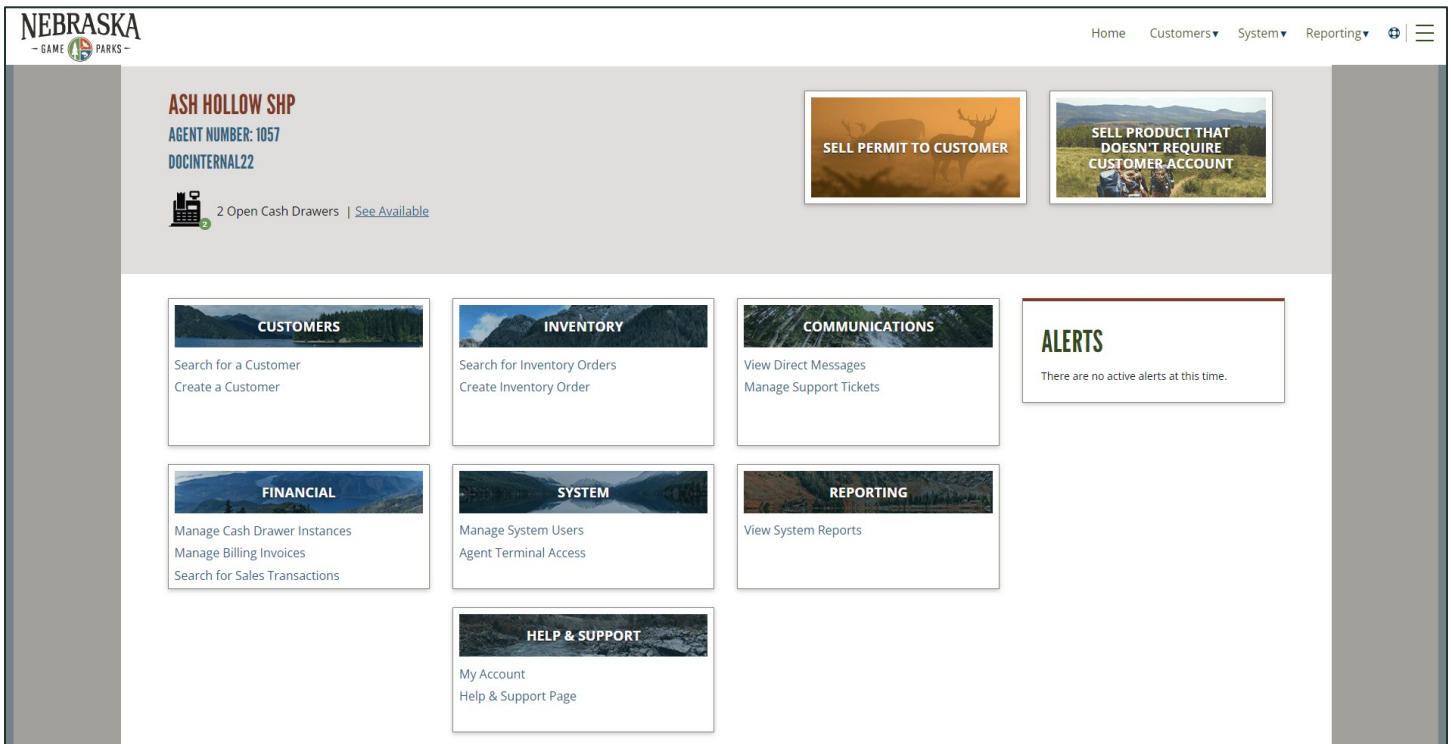
**Note:** Do not use the *Forgot Password* or *Forgot Username* links.



The image shows a web form titled "RECREATIONAL ACCOUNT LOGIN". It contains two input fields: "Username" and "Password". Below the password field is a green "Login" button. There 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.



The image shows the home page of the Nebraska Game and Parks Commission. The header includes the logo and navigation links: Home, Customers, System, Reporting. The main content area features a sidebar with user information (ASH HOLLOW SHP, AGENT NUMBER: 1057, DOCINTERNAL22) and a status bar (2 Open Cash Drawers | See Available). The main area contains several tiles for different functions: CUSTOMERS (Search for a Customer, Create a Customer), INVENTORY (Search for Inventory Orders, Create Inventory Order), COMMUNICATIONS (View Direct Messages, Manage Support Tickets), FINANCIAL (Manage Cash Drawer Instances, Manage Billing Invoices, Search for Sales Transactions), SYSTEM (Manage System Users, Agent Terminal Access), REPORTING (View System Reports), and HELP & SUPPORT (My Account, Help & Support Page). There is also an ALERTS section stating "There are no active alerts at this time."

## 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 users and provide agent terminal access.
- **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.

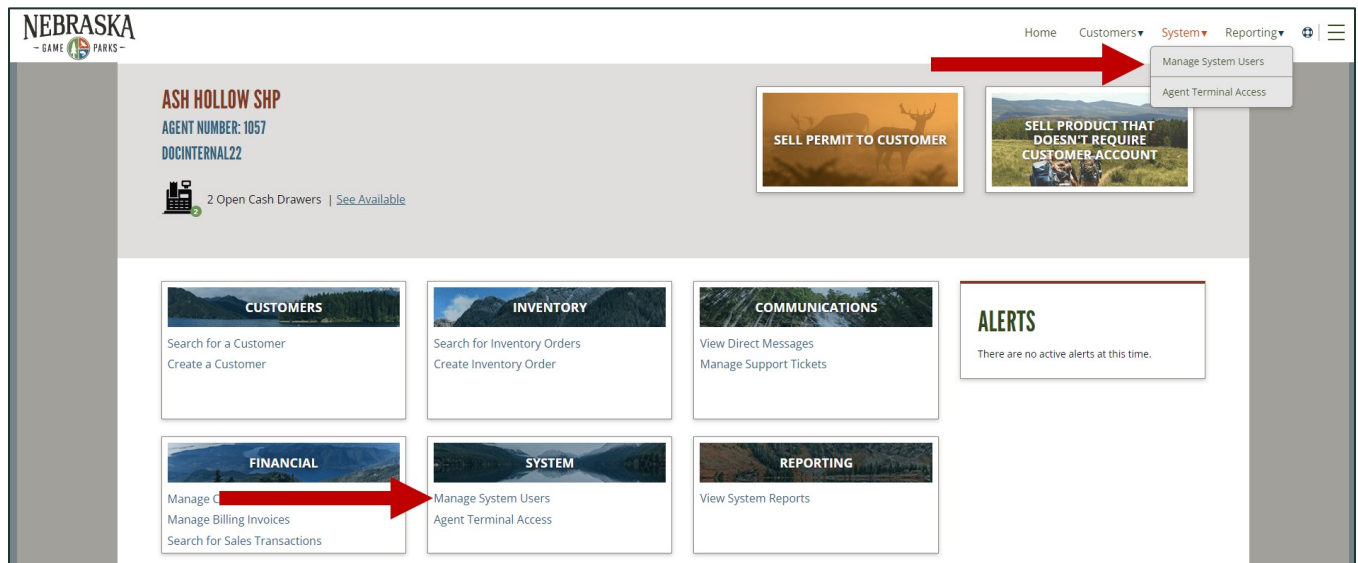
## Managing User Accounts

Each user must be assigned a username and password to log in to the system. NGPC Clerk Managers can manage user accounts for NGPC Clerks in their location.

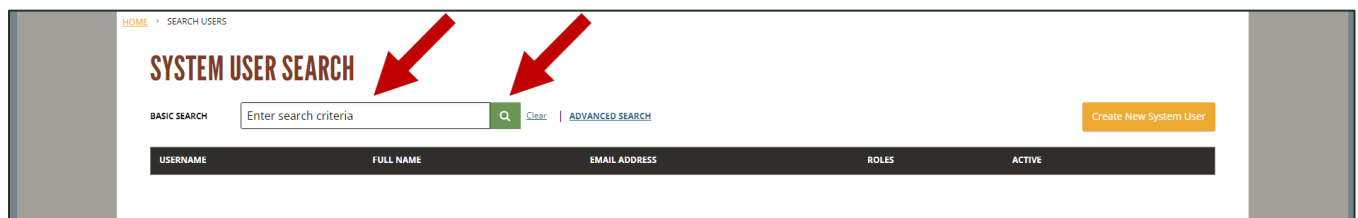
### Searching for an Existing User Account

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

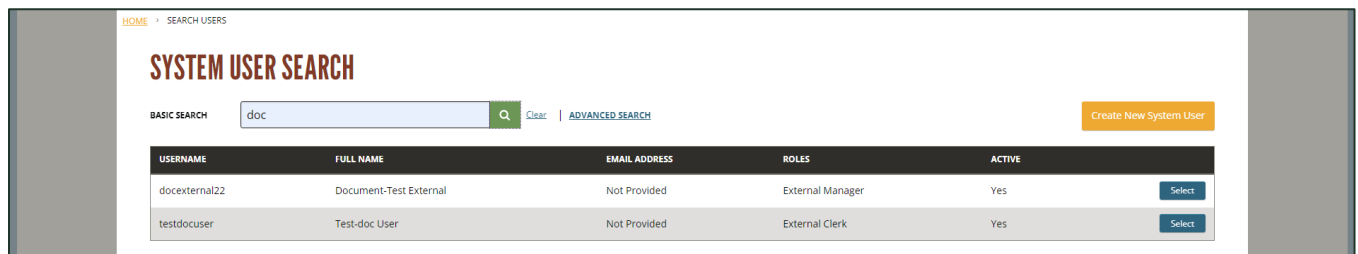
1. Click **Manage System Users** from the System tile or from the System menu on the navigation bar.



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



The search results display.

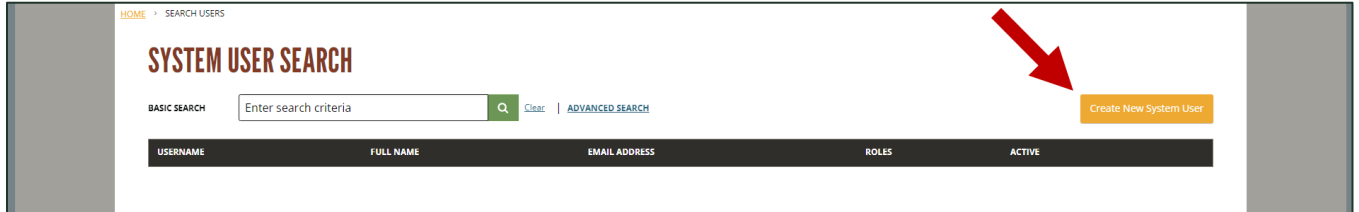




## Creating a New User Account

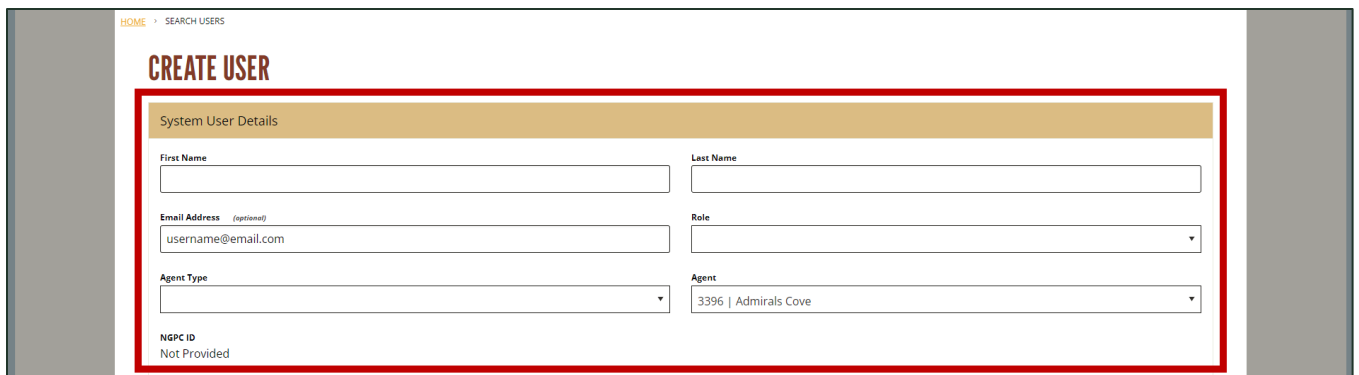
If the user does not already have a user account, you can create a new user account by following these steps.

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 headers: 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 labeled '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 black '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' (TESTDOCUSER). The page is divided into two main sections. On the left, there's a sidebar with 'Overview' (selected), 'System User Details', and 'Support Tickets'. The main content area is titled 'SYSTEM USER DETAILS' and contains two columns of information. The left column lists 'First Name: Test-doc', 'Last Name: User', and 'Role: External Clerk'. The right 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'. An 'Edit' link is visible in the top right corner of the details section.

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

NGPC Clerk Managers can make changes to the information in an existing user account for users in their location. To modify 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 'USER EDIT' page for 'TEST-DOC USER'. A red arrow points to the 'Edit' link in the top right corner of the 'SYSTEM USER 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' row.

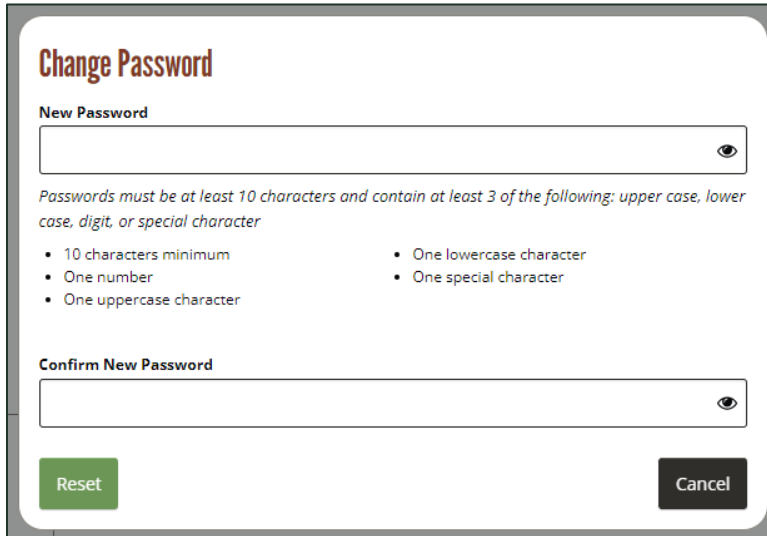
USERNAME	FULL NAME	EMAIL ADDRESS	ROLES	ACTIVE	
docexternal22	Document-Test External	Not Provided	External Manager	Yes	Select
testdocuser	Test-doc User	Not Provided	External Clerk	Yes	Select

- 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**

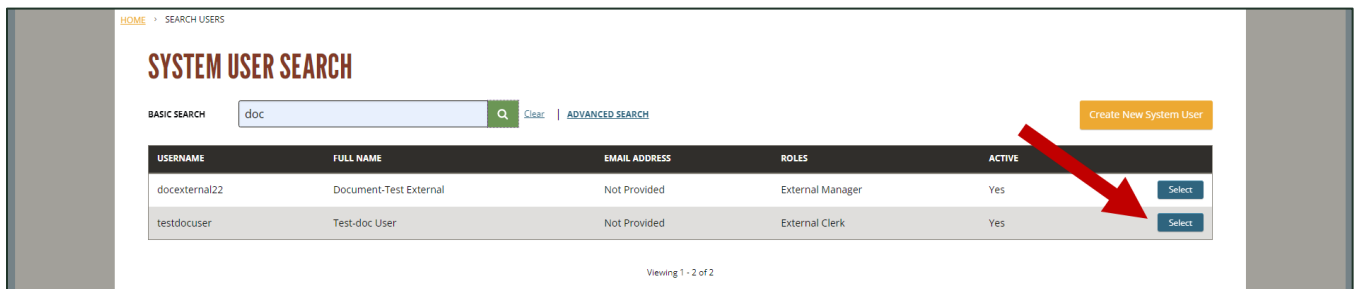
**Reset** **Cancel**

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

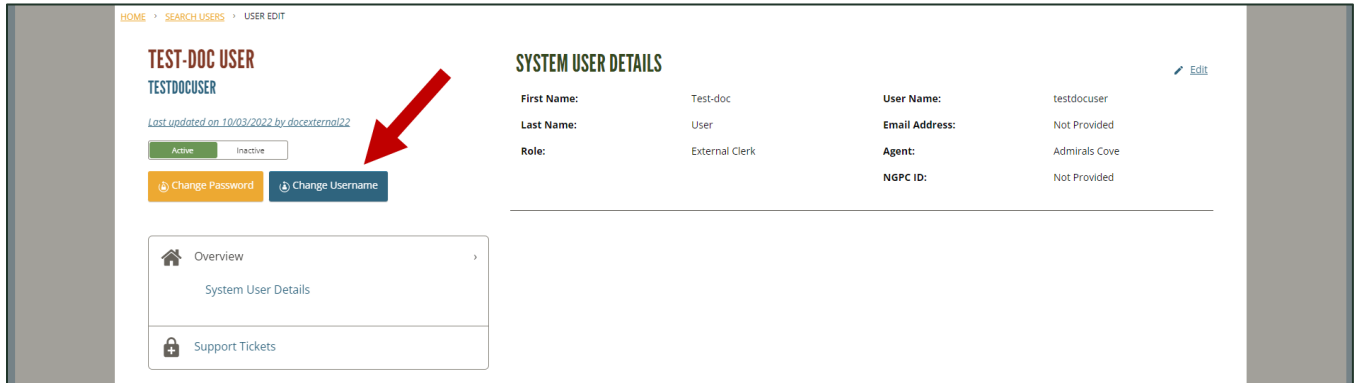
### SYSTEM USER SEARCH

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

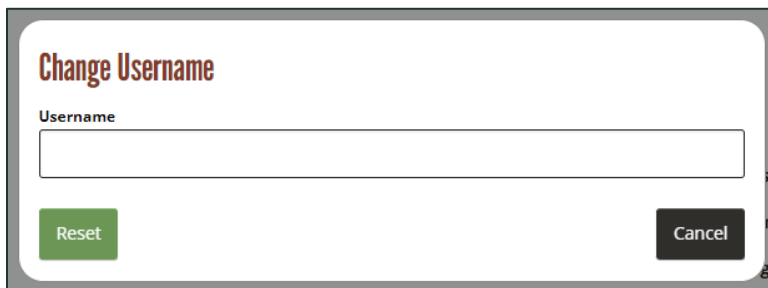
3. Click **Change Username**.



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 sidebar.

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

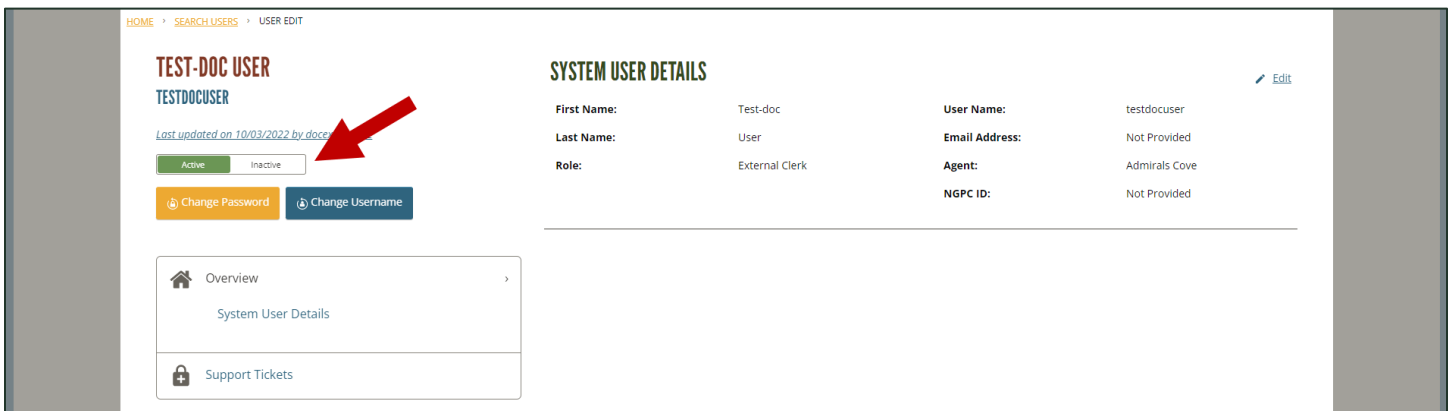
4. Enter the new username, and click **Reset**.



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 sidebar.

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



## Providing Agent Terminal Access

NGPC Clerk Managers must give NGPC Clerks access to the workstation they will use. In the past, this was referred to as adding or setting a “cookie.” The NGPC Clerk Manager provides this access on each workstation that an NGPC Clerk will use. This access must be done only once per machine.

If this access is not provided, the NGPC Clerk will not be able to log in to the system.

**RECREATIONAL ACCOUNT LOGIN**

Username  
dealerah222

Password  
\*\*\*\*\*

**This Agent terminal is not authorized to complete sales transactions. Please contact your manager for assistance.**

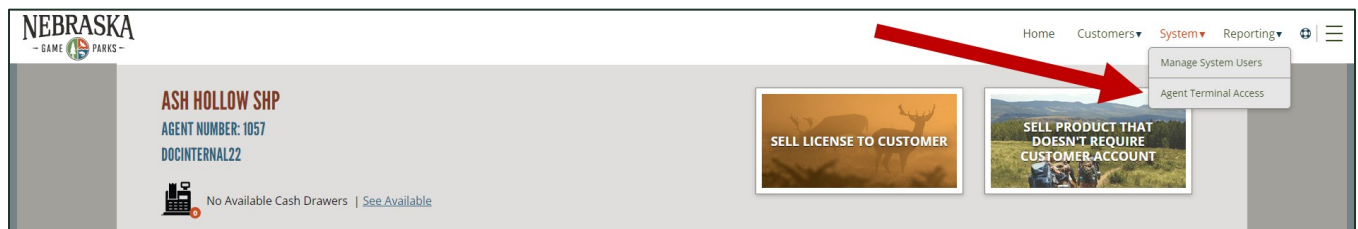
Login

[Forgot Password](#) [Forgot Username](#)

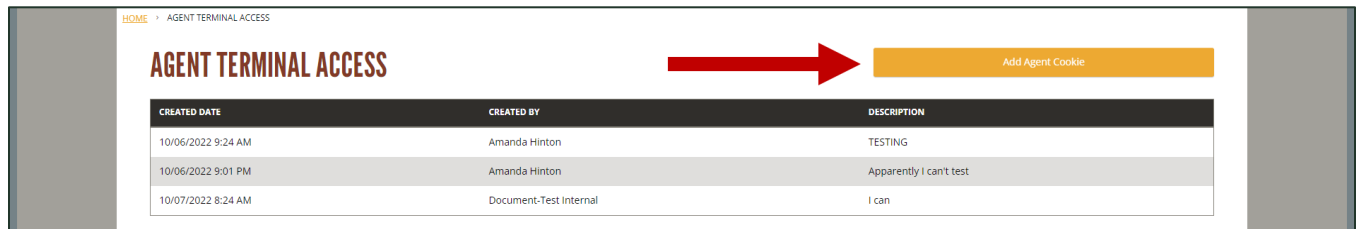
Don't have an account or aren't sure?  
[Verify/Look Up Your Account](#)

To provide NGPC Clerks access to a workstation, follow these steps.

1. Log in to the NGPC Permitting System following the steps in the [Logging In](#) section of this user guide.
2. Select the System menu in the navigation bar, and click **Agent Terminal Access**.



- The agents with access to this terminal display. To add an agent cookie to this system, click **Add Agent Cookie**.



- Enter a Description, and click **Create**.

The screenshot shows the 'ADD AGENT COOKIE' form. The title 'ADD AGENT COOKIE' is at the top. Below the title, there is a 'Created On' field with the value '10/07/2022'. Below that is a 'Description' field, which is a large text input area. At the bottom of the form, there are two buttons: a green 'Create' button and a dark grey 'Cancel' button.

## Managing Cash Drawer Instances

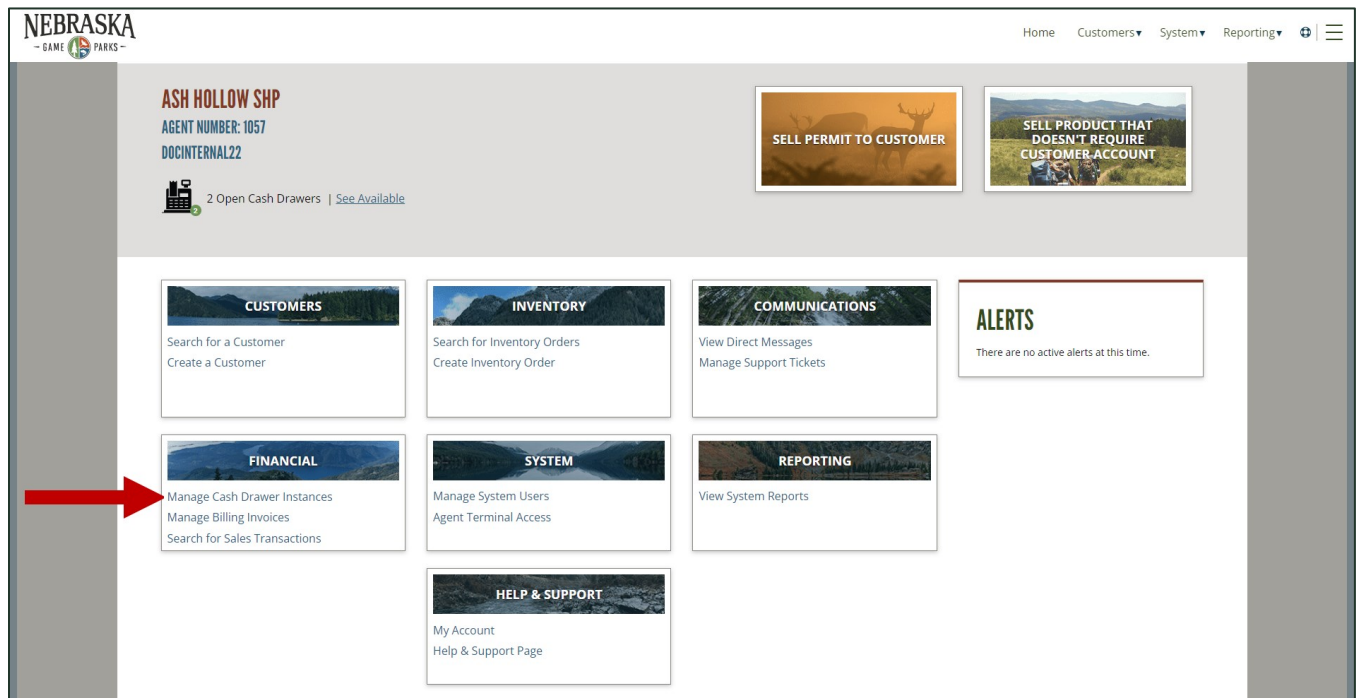
NGPC Clerk Managers can manage cash drawer instances to help differentiate between a cash drawer that has been opened, closed, balanced, or included in a deposit.

Once a cash drawer instance has been balanced, it may be used as part of a deposit. After it has been used in a deposit, the cash drawer instance can no longer be used or modified.

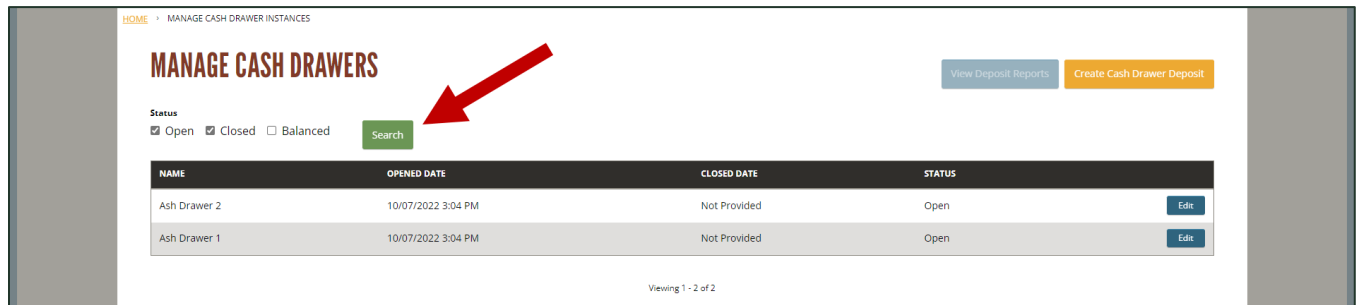
### Viewing Available Cash Drawers

To view the available cash drawers, 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 Cash Drawer Instances** from the Financial tile on the home page.



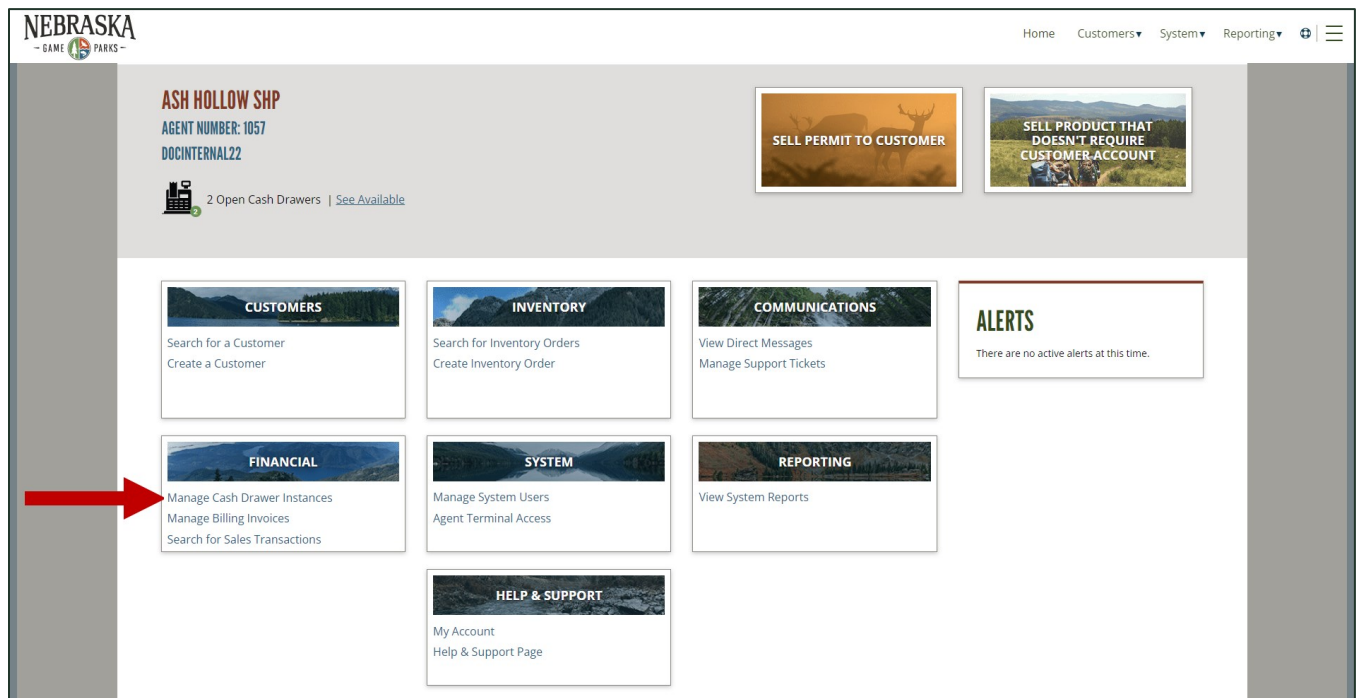
- By default, the cash drawer information for Open and Closed drawers displays. To display cash drawers of other statuses, select the desired **Status** checkboxes, and click **Search**.



## Changing the Status of a Cash Drawer Instance

To change the status of a cash drawer instance, follow these steps.

- Log in to the NGPC Permitting System following the steps in the [Logging In](#) section of this user guide.
- Click **Manage Cash Drawer Instances** from the Financial tile on the home page.



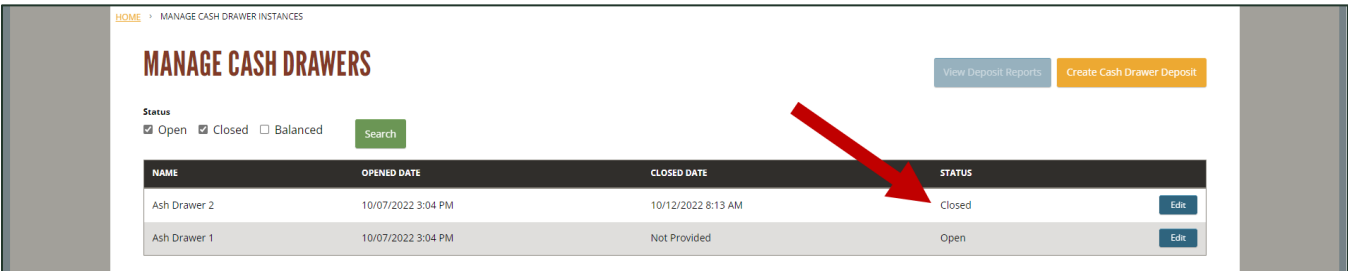
3. Click the **Edit** button for the cash drawer you want to change.



4. Select the desired status, and click **Save**.

The screenshot shows the 'CASH DRAWER INSTANCE' form. It displays details for 'Ash Drawer 2':  
Name: Ash Drawer 2  
Opening Balance: \$1,000.00  
Opened Date: 10/07/2022 3:04 PM  
Opened By: Amanda Hinton  
Status: A dropdown menu is shown with 'Closed' selected.  
At the bottom, there are 'Save' and 'Cancel' buttons.

The status has been changed.

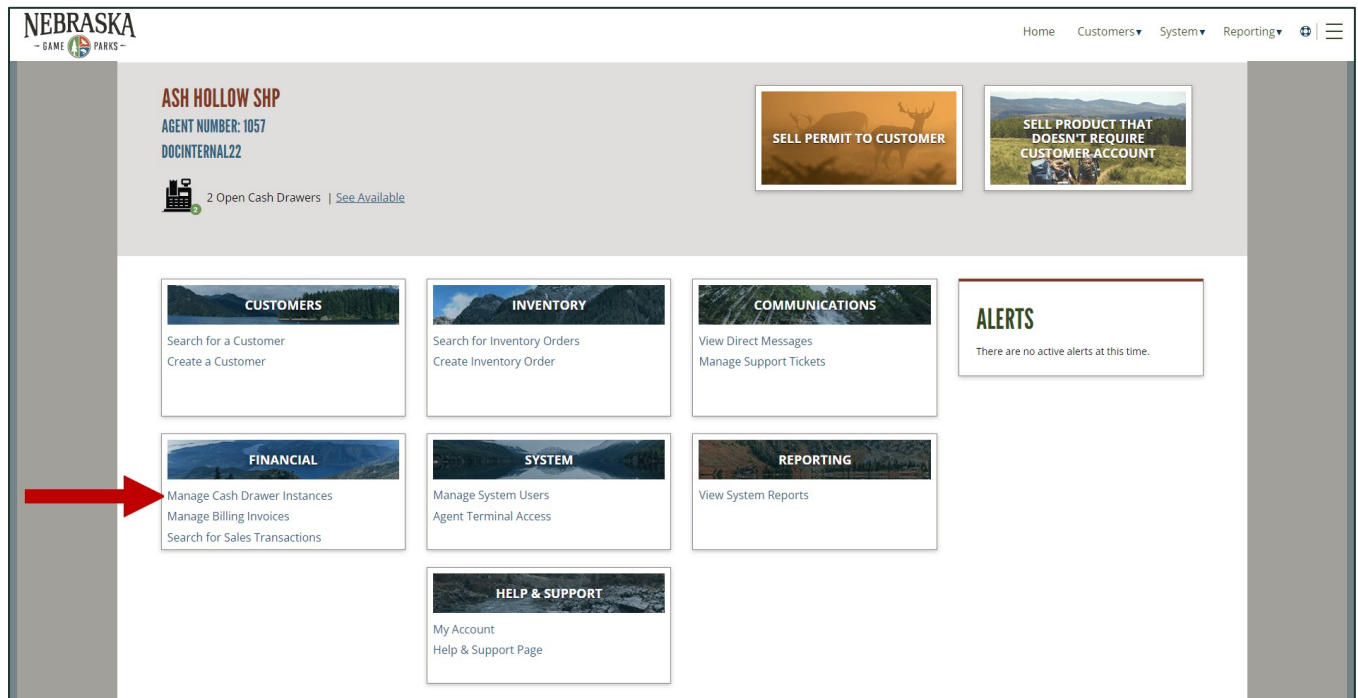




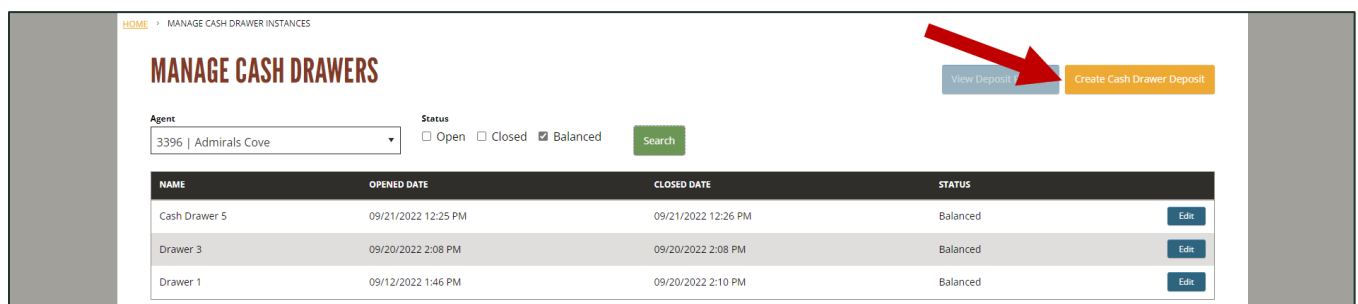
## Creating a Cash Drawer Deposit

NGPC Clerk Managers can include a cash drawer instance in a deposit for cash drawer instances that have a status of Balanced. To include a cash drawer instance in a deposit, 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 Cash Drawer Instances** from the Financial tile on the home page.



3. Click **Create Cash Drawer Deposit**.



4. Select the desired cash drawer by clicking the corresponding checkbox. Then click **Include in Deposit Report**.

The screenshot shows a web interface titled "MANAGE CASH DRAWERS". At the top, there is a breadcrumb trail: "HOME" > "MANAGE CASH DRAWER INSTANCES". Below the title is a table with four columns: "NAME", "OPENED DATE", "CLOSED DATE", and "STATUS". The table contains three rows of data, each with a checkbox in the "NAME" column.

NAME	OPENED DATE	CLOSED DATE	STATUS
<input type="checkbox"/> Cash Drawer 5	09/21/2022 12:25 PM	09/21/2022 12:26 PM	Balanced
<input type="checkbox"/> Drawer 3	09/20/2022 2:08 PM	09/20/2022 2:08 PM	Balanced
<input type="checkbox"/> Drawer 1	09/12/2022 1:46 PM	09/20/2022 2:10 PM	Balanced

Below the table, it says "Viewing 1 - 3 of 3". At the bottom left, there is an orange button labeled "Include in Deposit Report". At the bottom right, there is a dark grey button labeled "Cancel".

5. Verify that the cash drawers are accurately selected, and click **Save Selected for Deposit Report**.

The screenshot shows a modal dialog titled "CASH DRAWER DEPOSIT". The text inside reads: "The following cash drawer instance(s) have been selected for a deposit report:". Below this, there is a bulleted list with one item: "Cash Drawer 5". Further down, a paragraph states: "Once the following cash drawer instance(s) have been included in a NIS deposit they will no longer be selectable in a future NIS deposit. Please verify the selected cash drawer instance(s) are accurately selected." At the bottom, there are two buttons: a green button labeled "Save Selected for Deposit Report" and a dark grey button labeled "Cancel".

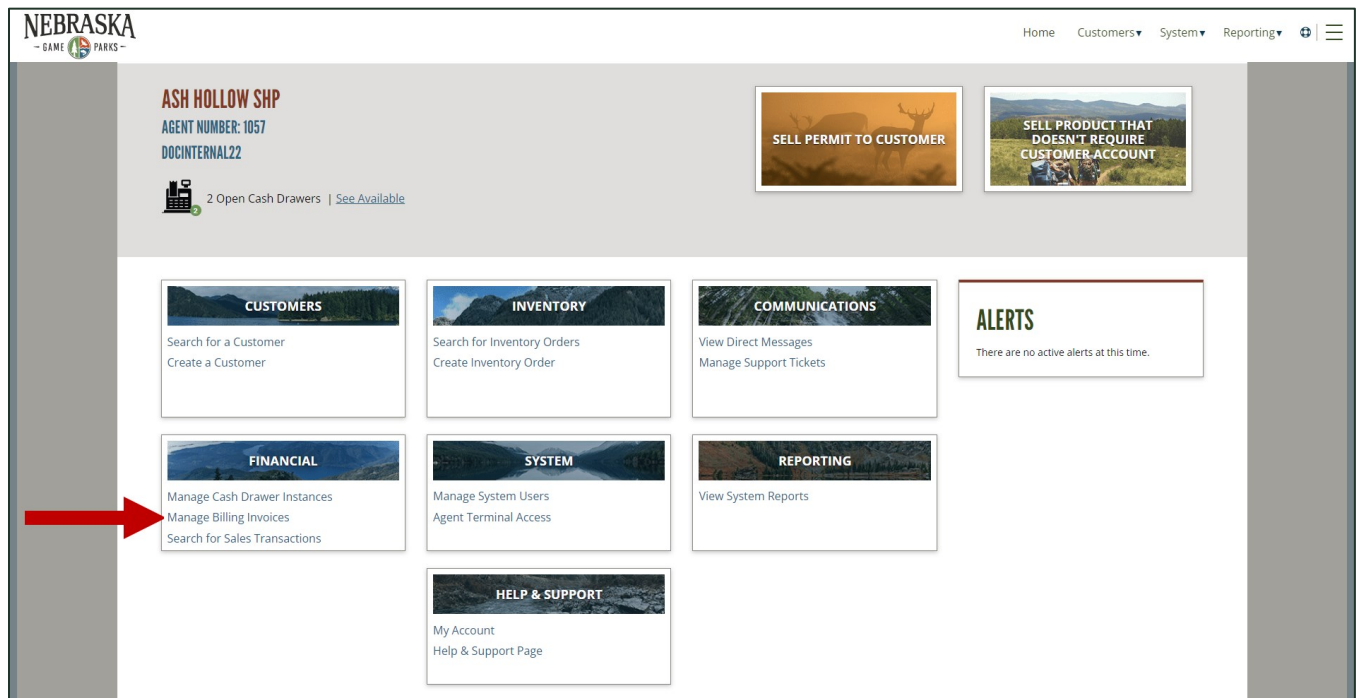
## Managing Billing Invoices

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.

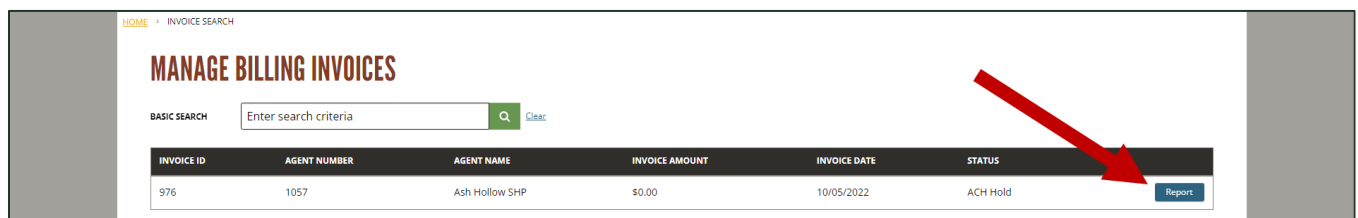
All refunds require NGPC approval. If a refund is not approved, it will not be included in the invoice. When a refund is approved, it will be included in the invoice for the month in which it was approved.

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**.

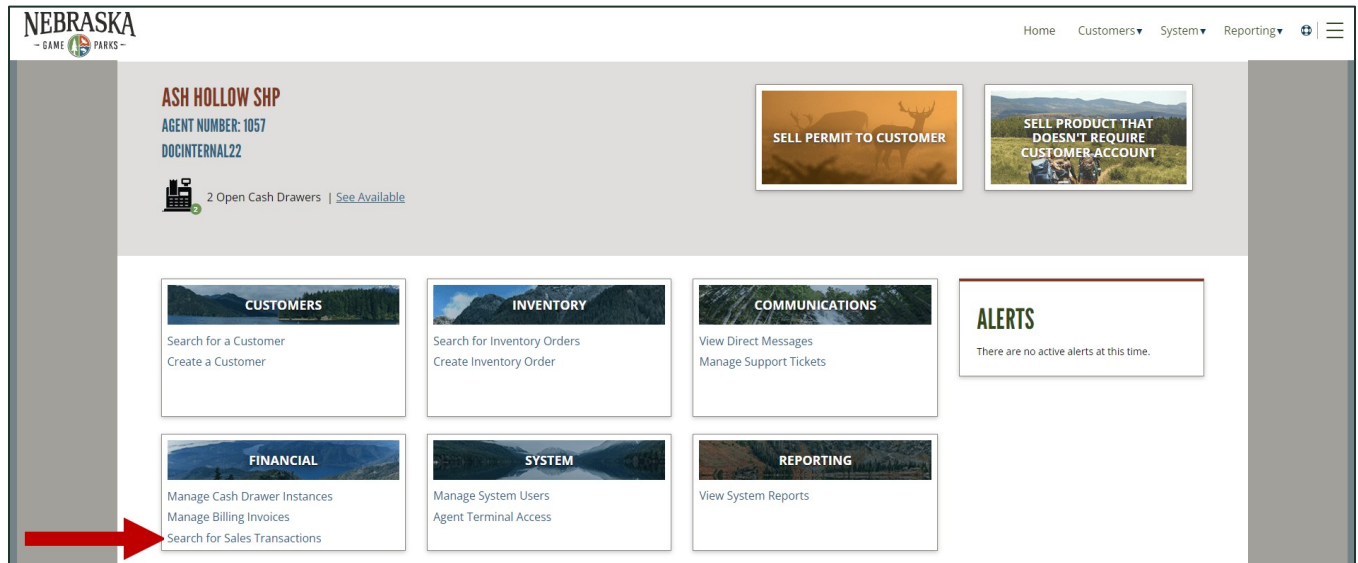


The invoice displays in a separate browser tab, and you can use the browser's print functionality to print the documents.

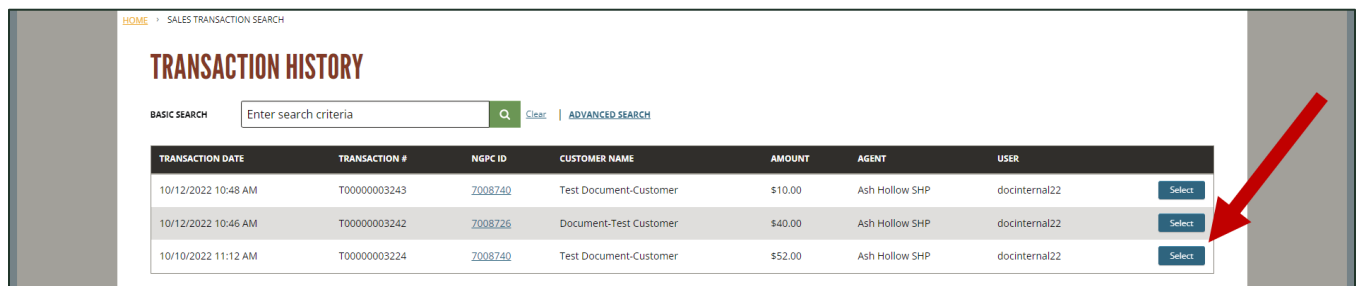
## Viewing Sales Transactions

NGPC Clerk Managers can view the sales transactions for their location. NGPC Clerks can view only their own sales transactions. To view sales transactions, follow these steps.

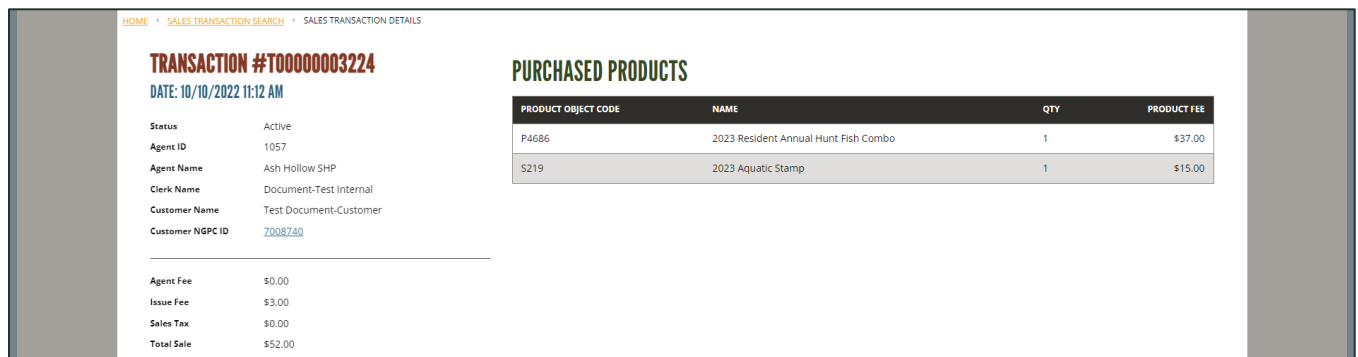
1. Log in to the NGPC Permitting System following the steps in the [Logging In](#) section of this user guide.
2. Click **Search for Sales Transactions** from the Financial tile on the home page.



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



The transaction details display.

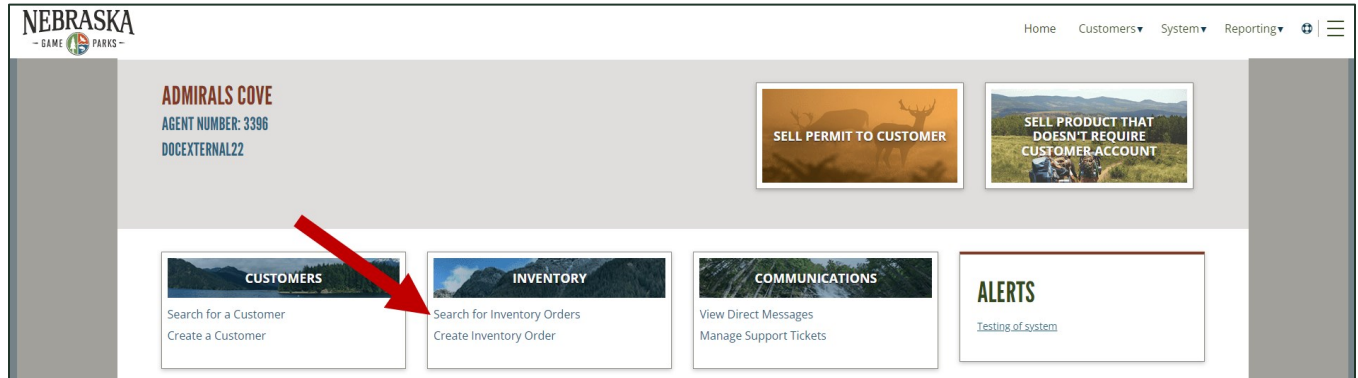


# Managing Inventory Orders

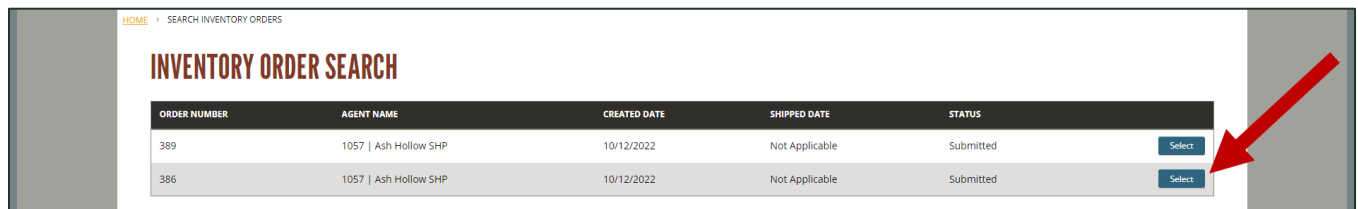
NGPC Clerk Managers can view and create inventory orders for their location.

To view inventory orders, follow these steps.

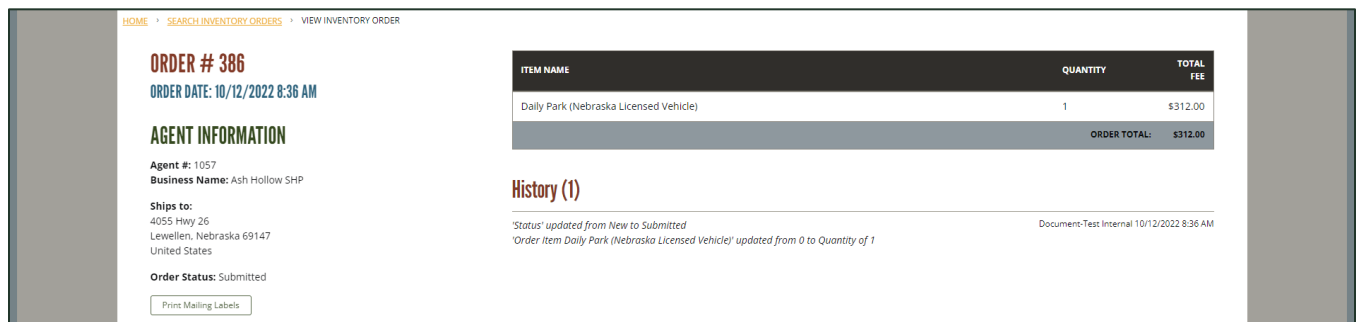
1. Log in to the NGPC Permitting System following the steps in the [Logging In](#) section of this user guide.
2. Click **Search for Inventory Orders** from the Inventory tile on the home page.



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



The order details display.

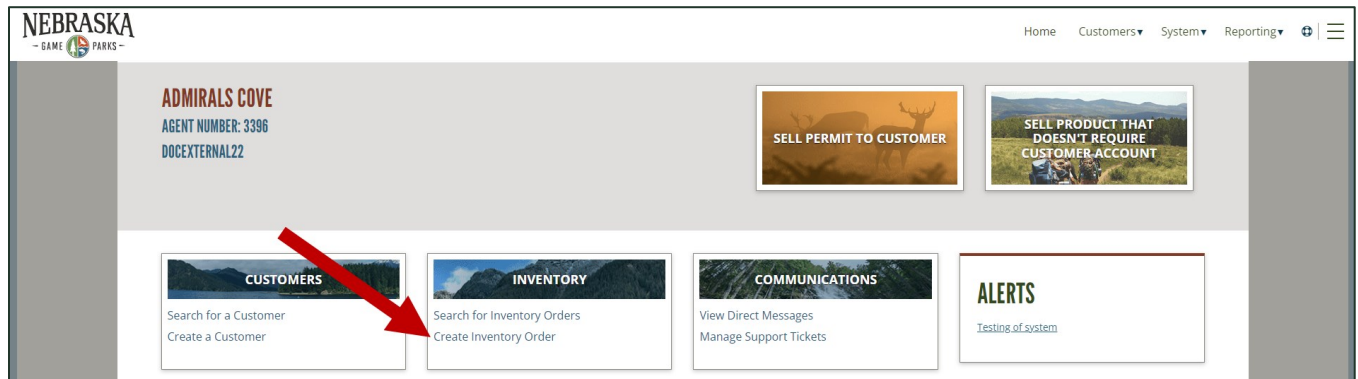




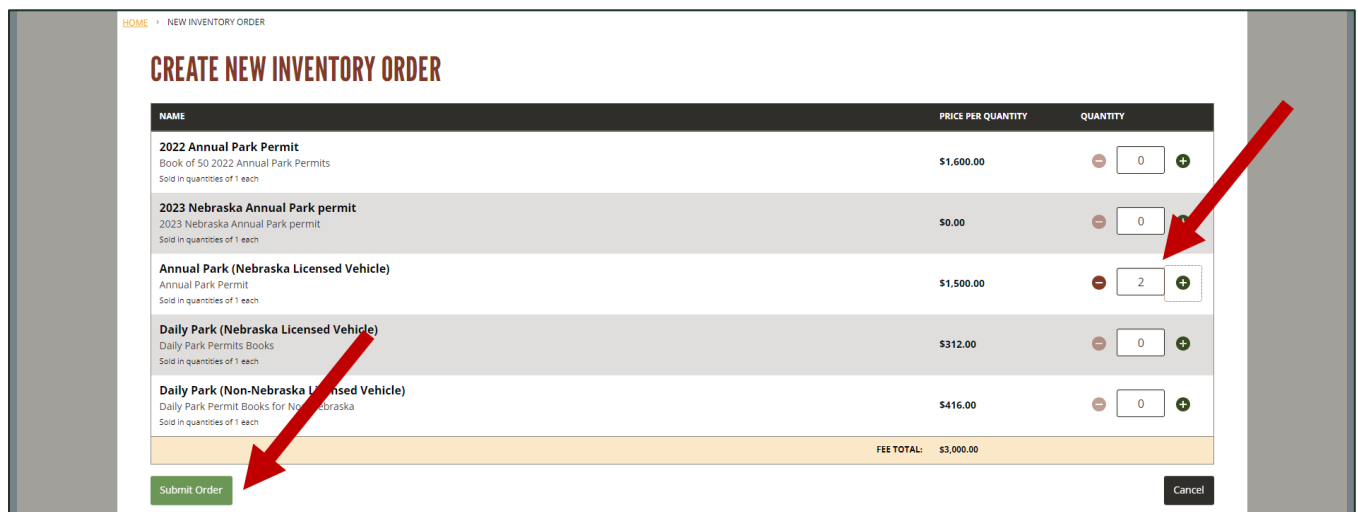
## Creating an Inventory Order

To create an inventory order, follow these steps.

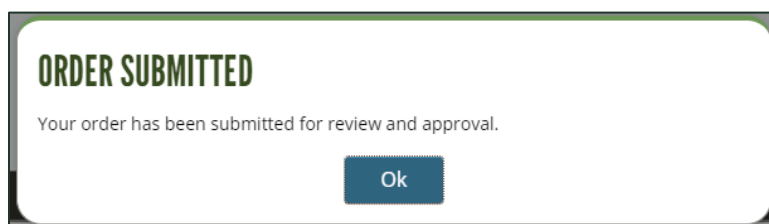
1. Log in to the NGPC Permitting System following the steps in the [Logging In](#) section of this user guide.
2. Click **Create Inventory Order** from the Inventory tile on the home page.



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



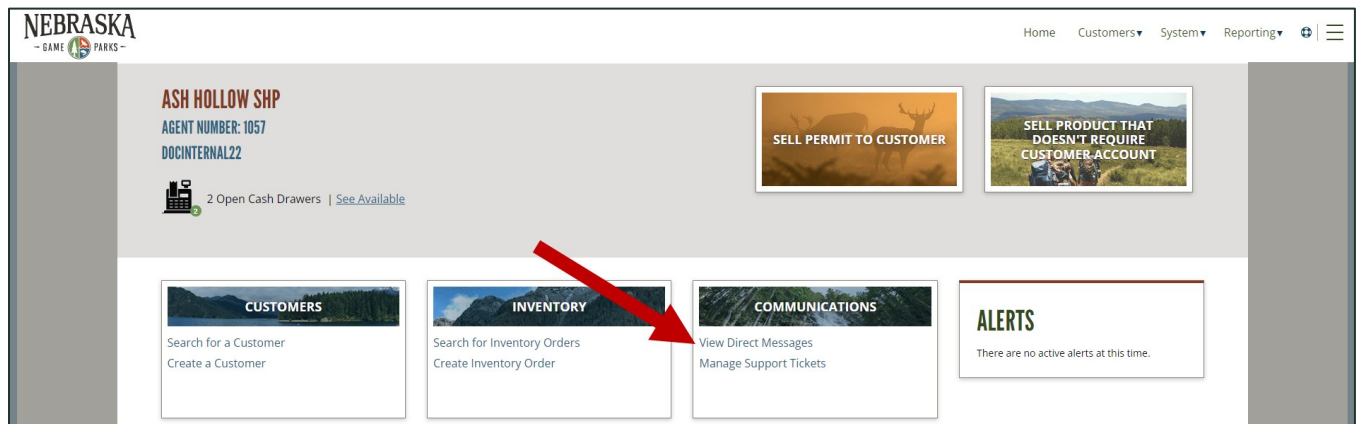
4. A confirmation modal displays. Click **OK**.



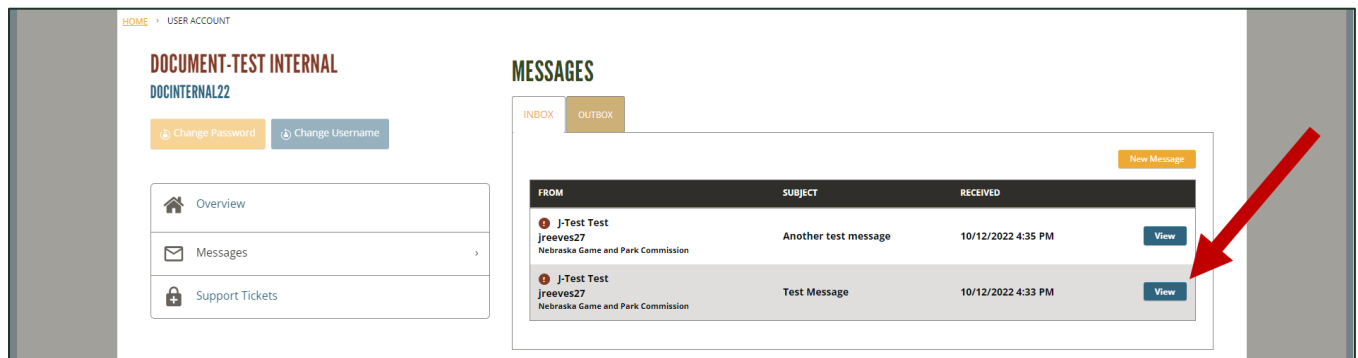
## Managing Communications

NGPC Clerks 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 screenshot shows the 'Test Message' interface. On the left, there's a sidebar with 'DOCUMENT-TEST INTERNAL' and 'DOCINTERNAL22'. Below it are buttons for 'Change Password' and 'Change Username', and a menu with 'Overview', 'Messages', and 'Support Tickets'. The main area is titled 'MESSAGES' and 'Test Message'. It features a rich text editor with a toolbar (File, Edit, View, Insert, Format) and a text area containing 'This is a reply to the message.' Below the editor are 'Send' and 'Cancel' buttons. At the bottom, a message header shows 'From: J-Test Test', 'jreeves27', 'On: 10/12/2022 4:33 PM', and 'To: Ash Hollow SHP'. The message body says 'This is a test message to 1057 Ash Hollow SHP.'

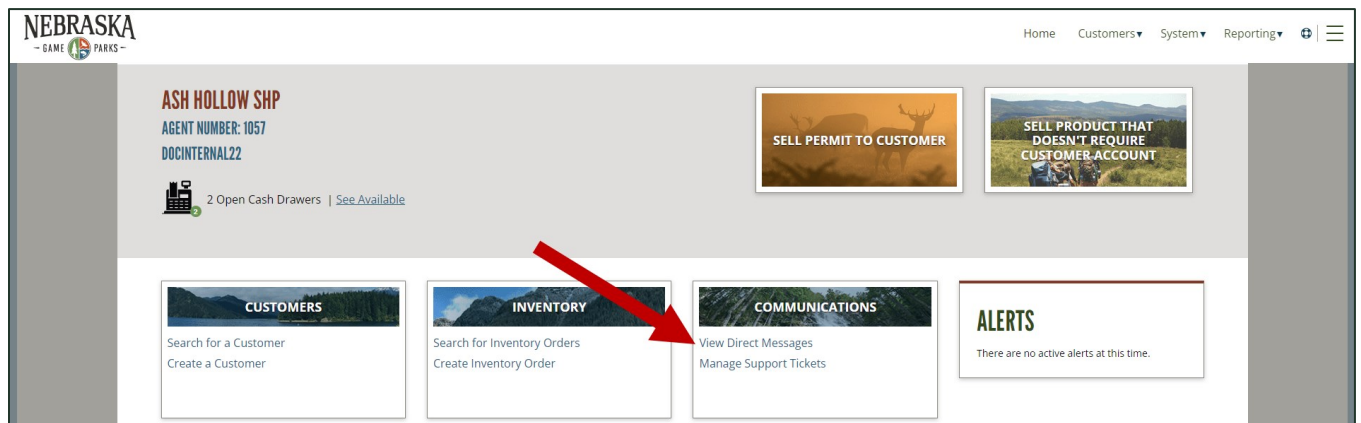
The message history displays.

This screenshot shows the same 'Test Message' interface but with the message history displayed. The message header now includes 'From: docinternal22 | Ash Hollow SHP' and 'On: 10/12/2022 9:39 PM'. The message body remains 'This is a reply to the message.'

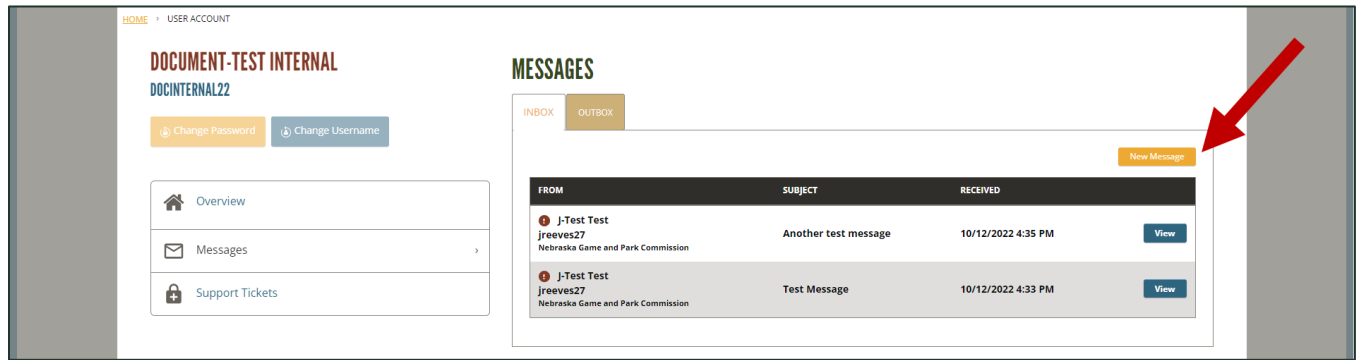
## Sending a Message

To send a message to NGPC, follow these steps.

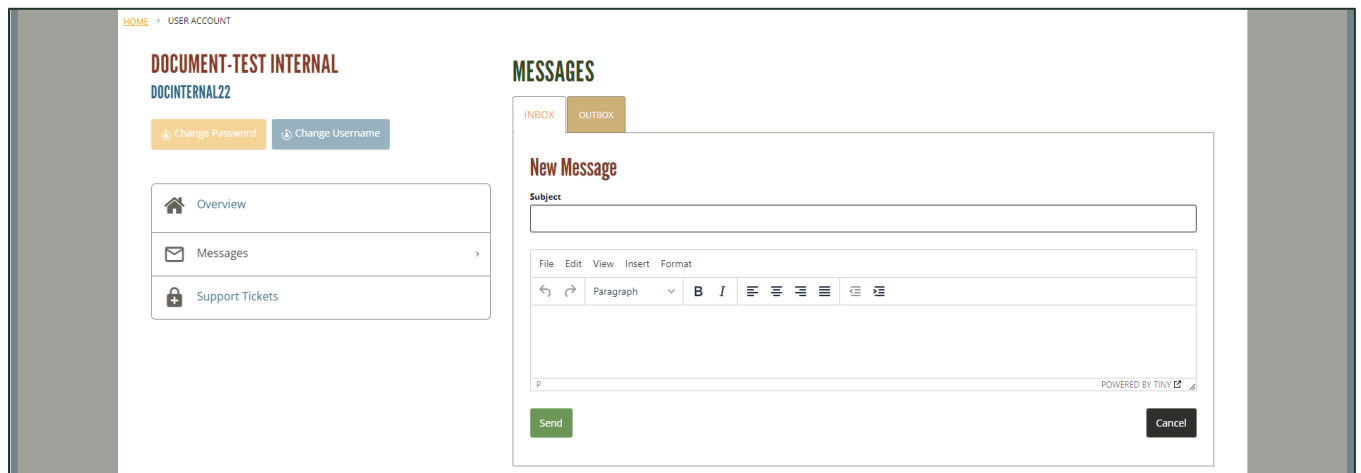
1. Log in to the NGPC Permitting System following the steps in the [Logging In](#) section of this user guide.
2. Click **View Direct Messages** from the Communications tile on the home page.



3. Click **New Message**.



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

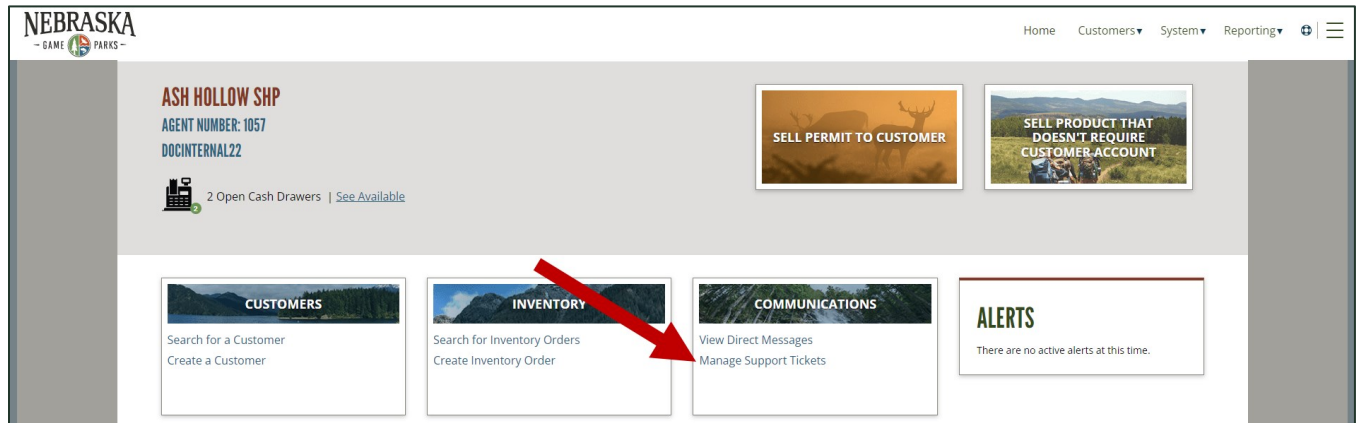


5. When you are finished composing the message, click **Send**.

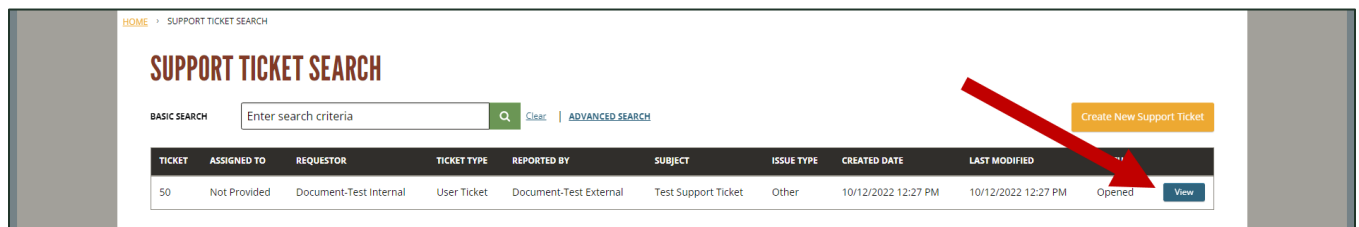
## Managing Support Tickets

NGPC Clerks and Managers can view customer support tickets and user support tickets for their location. NGPC Clerk Managers can also make changes to support tickets. To view support tickets for your location, follow these steps.

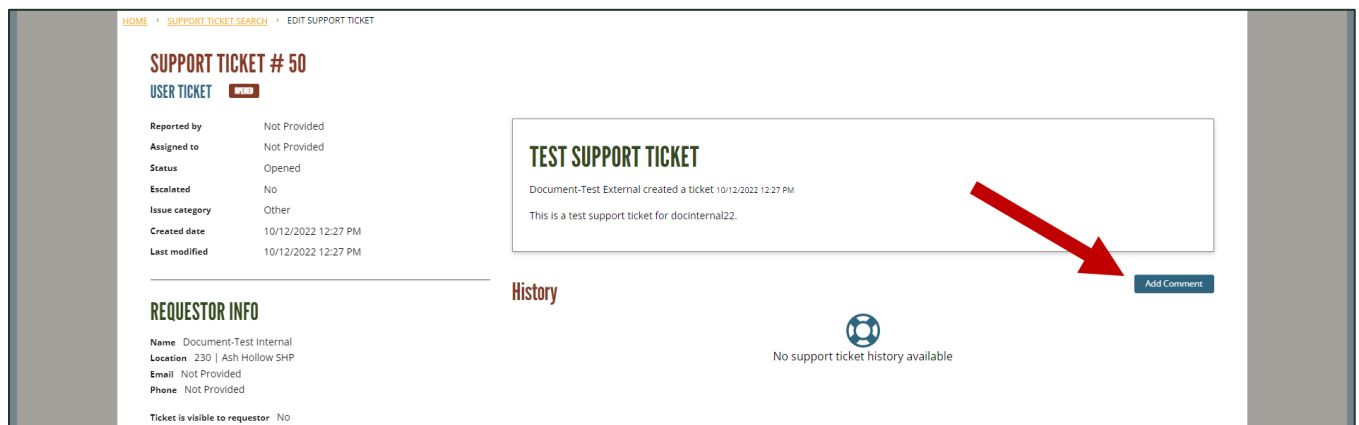
1. Log in to the NGPC Permitting System following the steps in the [Logging In](#) section of this user guide.
2. Click **Manage Support Tickets** from the Communications tile on the home page.



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 # 50

USER TICKET **OPEN**

Reported by	Not Provided
Assigned to	Not Provided
Status	Opened
Escalated	No
Issue category	Other
Created date	10/12/2022 12:27 PM
Last modified	10/12/2022 12:27 PM

#### REQUESTOR INFO

Name: Document-Test Internal  
Location: 230 | Ash Hollow SHP  
Email: Not Provided  
Phone: Not Provided  
Ticket is visible to requestor: No

#### TEST SUPPORT TICKET

Document-Test External created a ticket 10/12/2022 12:27 PM  
This is a test support ticket for docinternal22.

#### History

File Edit View Insert Format

Paragraph B I

0% used of maximum allowed content

Save Cancel

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

HOME > SUPPORT TICKET SEARCH > EDIT SUPPORT TICKET

### SUPPORT TICKET # 50

USER TICKET **OPEN**

Reported by	Not Provided
Assigned to	Not Provided
Status	Opened
Escalated	No
Issue category	Other
Created date	10/12/2022 12:27 PM
Last modified	10/12/2022 12:27 PM

#### REQUESTOR INFO

Name: Document-Test Internal  
Location: 230 | Ash Hollow SHP  
Email: Not Provided  
Phone: Not Provided  
Ticket is visible to requestor: No

#### TEST SUPPORT TICKET

Document-Test External created a ticket 10/12/2022 12:27 PM  
This is a test support ticket for docinternal22.

#### History (1)

docinternal22 10/12/2022 12:37 PM [EDIT](#)  
This is a comment to the test ticket.

Reply

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

HOME > SUPPORT TICKET SEARCH > EDIT SUPPORT TICKET

### SUPPORT TICKET # 50

USER TICKET **OPEN**

Reported by	Not Provided
Assigned to	Not Provided
Status	Opened
Escalated	No
Issue category	Other
Created date	10/12/2022 12:27 PM
Last modified	10/12/2022 12:27 PM

#### REQUESTOR INFO

Name: Document-Test Internal  
Location: 230 | Ash Hollow SHP  
Email: Not Provided  
Phone: Not Provided  
Ticket is visible to requestor: No

#### TEST SUPPORT TICKET

Document-Test External created a ticket 10/12/2022 12:27 PM  
This is a test support ticket for docinternal22.

#### History (1)

File Edit View Insert Format

Paragraph B I

0% used of maximum allowed content

Save Cancel

docinternal22 10/12/2022 12:37 PM [EDIT](#)  
This is a comment to the test ticket.

The ticket history displays.

HOME > SUPPORT TICKET SEARCH > EDIT SUPPORT TICKET

SUPPORT TICKET # 50

USER TICKET

VIEW

Reported by

Not Provided

Assigned to

Not Provided

Status

Opened

Escalated

No

Issue category

Other

Created date

10/12/2022 12:27 PM

Last modified

10/12/2022 12:27 PM

REQUESTOR INFO

Name

Document-Test Internal

Location

230 | Ash Hollow SHP

Email

Not Provided

Phone

Not Provided

Ticket is visible to requestor

No

TEST SUPPORT TICKET

Document-Test External created a ticket 10/12/2022 12:27 PM

This is a test support ticket for docinternal22.

History (2)

docinternal22 10/12/2022 12:40 PM [EDIT](#)

This is a reply to the comment.

docinternal22 10/12/2022 12:37 PM [EDIT](#)

This is a comment to the test ticket.

Reply

### 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

ASH HOLLOW SHP

AGENT NUMBER: 1057

DOCINTERNAL22

2 Open Cash Drawers | [See Available](#)

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

There are no active alerts at this time.

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

HOME > SUPPORT TICKET SEARCH

SUPPORT TICKET SEARCH

BASIC SEARCH

Enter search criteria

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

View

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	<div>Select</div>

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*

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≡ ≡

P

POWERED BY TINY

Save

Cancel

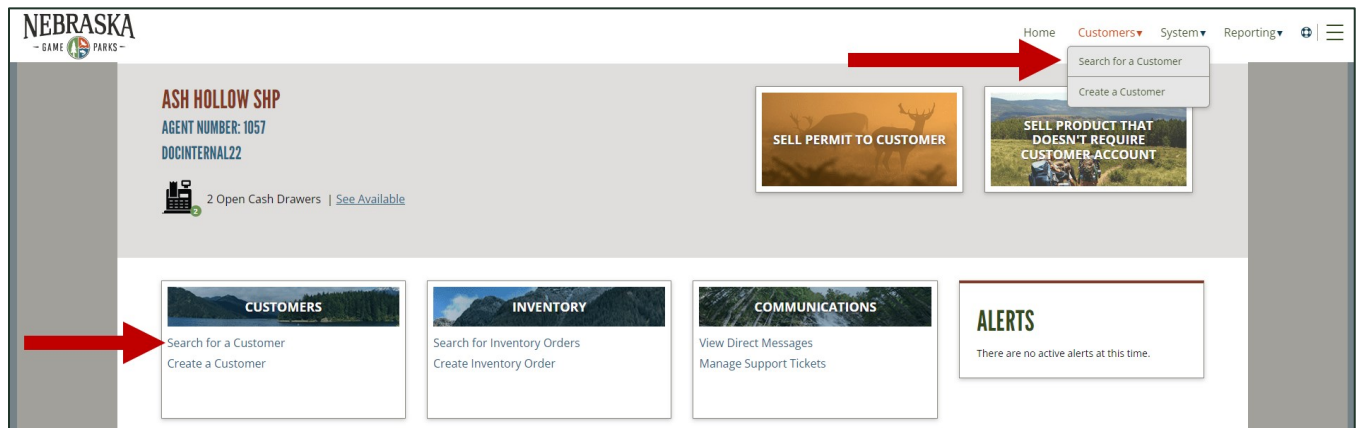
# Managing Customer Accounts

NGPC Clerks 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.

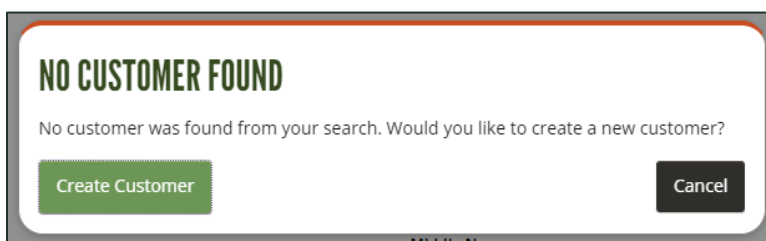
1. Click **Search for a Customer** from the Customers tile or from the Customers menu on the navigation bar.



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

The image shows the 'CUSTOMER SEARCH' form. It has a header with 'HOME' and 'CUSTOMER SEARCH'. Below the header, there are two buttons: 'Scan License' and 'Create New Customer'. The form contains several input fields: 'NGPC ID', 'First Name', 'Middle Name', 'Last Name', 'Date of Birth' (with a calendar icon), 'Last Four of SSN', 'Driver's License', 'Email Address', 'Phone Number', 'City', 'State' (with a dropdown arrow), and 'Zip Code'. At the bottom left, there is a green 'Search' button and a 'Clear' link.

3. Results:
  - A. If no matching customer record is found, a message displays that enables you create a customer account.



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

NGPC ID	NAME	DATE OF BIRTH	ADDRESS	CITY	LAST 4 SSN
7008726	Document-Test Customer	1/1/1999	1441 Center Ave	MITCHELL	1999

- 4.** 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**.

Currently Selected: Document-Test Customer(7008726)

**DOCUMENT-TEST CUSTOMER**  
7008726 | RESIDENT

Active account Paper Tagging

**ACTIVE PRIVILEGES**

You currently have no Active Privileges

View All Privileges

**SUPPORT TICKETS**

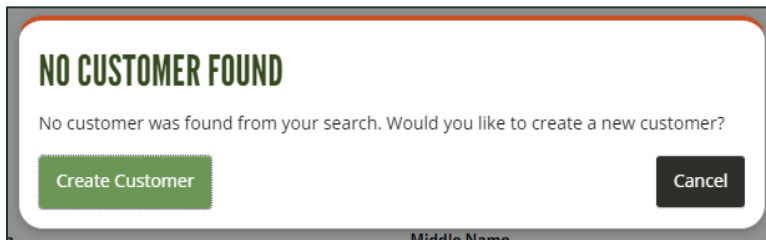
You currently have no open support tickets

## Creating a Customer Account

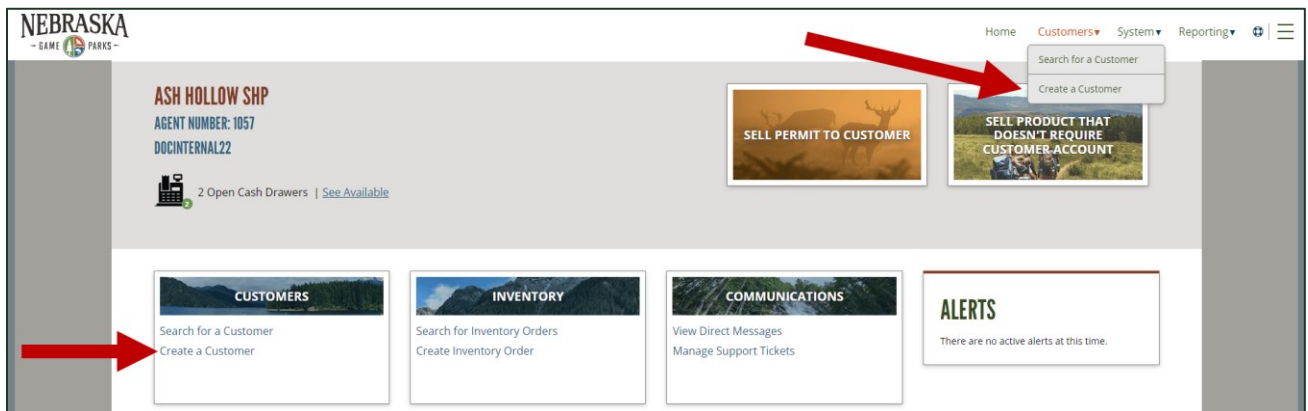
If you cannot locate the customer's record or know that the customer has never purchased a license through NGPC, you may create a new customer record by following these steps.

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**.

The screenshot shows the 'CUSTOMER ENROLLMENT' form with four steps: 1. Residency Verification (active), 2. Identification Information, 3. Residency Information, and 4. Account Information. The 'Residency Verification' section is highlighted in orange. It contains the following text: 'I attest that I understand the residency requirements of the State of Nebraska, that I am a U.S. citizen or resident alien, and meet one of the following criteria to qualify as a resident:'. Below this are three radio button options: '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.', and '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.'. Below these is a section 'I am not a resident of the State of Nebraska:' with two radio button options: 'enroll as a non-resident' and '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 of the section is an orange 'Next' button. Below the section are three tabs: 'Identification Information', 'Residency Information', and 'Account Information'. A 'Cancel' button is located at the bottom right.

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

The screenshot shows the 'CUSTOMER ENROLLMENT' form with four steps: 1. Residency Verification (completed, marked with a green check), 2. Identification Information (active), 3. Residency Information, and 4. Account Information. The 'Identification Information' section is highlighted in orange. It contains the following fields: 'Residency Type:' with a dropdown menu set to 'Resident' and an 'Edit' link; 'Legal First Name' with a text input field; 'Middle Name (optional)' with a text input field; 'Last Name' with a text input field and an 'Add a Suffix' link; 'Date of Birth' with a date picker set to 'mm/dd/yyyy'; 'Height' with a dropdown menu for feet and a text input field for inches; 'Weight' with a text input field; 'Gender' with a dropdown menu; 'Eye Color' with a dropdown menu; 'Hair Color' with a dropdown menu; 'Are you a US Citizen?' with radio buttons for 'Yes' (selected) and 'No'; 'Are you a Veteran?' with radio buttons for 'Yes' and 'No' (selected); 'Special Fish Permit Eligible' with radio buttons for 'Yes' and 'No' (selected); and 'SSN' with a text input field set to 'Last Four (xxxx)'. At the bottom of the section are 'Back' and 'Next' buttons. Below the section are two tabs: 'Residency Information' and 'Account Information'. A 'Cancel' button is located at the bottom right.

4. Complete the Residency Information section.

The screenshot shows the 'CUSTOMER ENROLLMENT' form with four tabs: Residency Verification, Identification Information, Residency Information (active), and Account Information. The 'Residency Information' section is highlighted in orange and contains the following fields:

- Residency Type:** Resident (with an [Edit](#) link)
- Identification Information:** (with an [Edit](#) link)
  - Full Name:** Document-Test Customer
  - DOB:** 01/01/1999
  - Gender:** Female
  - Eye Color:** Blue
  - Height:** 5' 5"
  - Hair Color:** Brown
  - Weight:** 125
  - SSN:** 1999
  - Are you a US Citizen?:** Yes
- Primary Physical Address:**
  - Address Line 1 (Street or PO Box):** [Text input field]
  - Address Line 2 (Apt, Suite, Unit, Building) (optional):** [Text input field]
  - Country:** United States (dropdown menu)
  - Zip Code:** [Text input field]
  - City:** [Text input field]
  - State:** [Dropdown menu]
- [Add a different Mailing Address](#)
- [Back](#) [Next](#)

A [Cancel](#) button is located at the bottom right of the form.

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' section of the form. It includes the following fields:

- [Same as Primary Address](#)
- Address Line 1 (Street or PO Box):** [Text input field]
- Address Line 2 (Apt, Suite, Unit, Building) (optional):** [Text input field]
- Country:** [Dropdown menu]
- Postal Code:** [Text input field]
- City:** [Text input field]

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 (highlighted with a yellow circle and the number 4).

**CUSTOMER ENROLLMENT**

**Residency Verification**

Residency Type: Resident [Edit](#)

**Identification Information**

Full Name: Document-Test Customer [Edit](#)  
 DOB: 01/01/1999  
 Gender: Female  
 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 [Edit](#)

**Account Information**

**What are the best ways to contact you?**

Email Address (optional)  
  
The email address provided is the primary method used to communicate information about account activity, including sales transaction receipts and reminders about harvest reporting.

☒ I would like to receive information about promotions and upcoming recreational opportunities.  
Your email address will be used to send you information about your account activity, including sales transaction receipts, temporary licenses, and reminders about reporting your harvest activity. Check the box if you would also like to receive information about promotions and upcoming recreational opportunities.

Phone Number  Phone Number Type

[Add Phone Number](#)

**Preferred tag notching method**

Do you want your tags and harvest cards for license year 2022 to be available electronically on your smartphone or as a paper copy? This selection remains in effect until the next license year.

☐ E-Tagging ☐ Paper Tagging

[Back](#) [Create](#)

[Cancel](#)

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

**E-TAGGING**

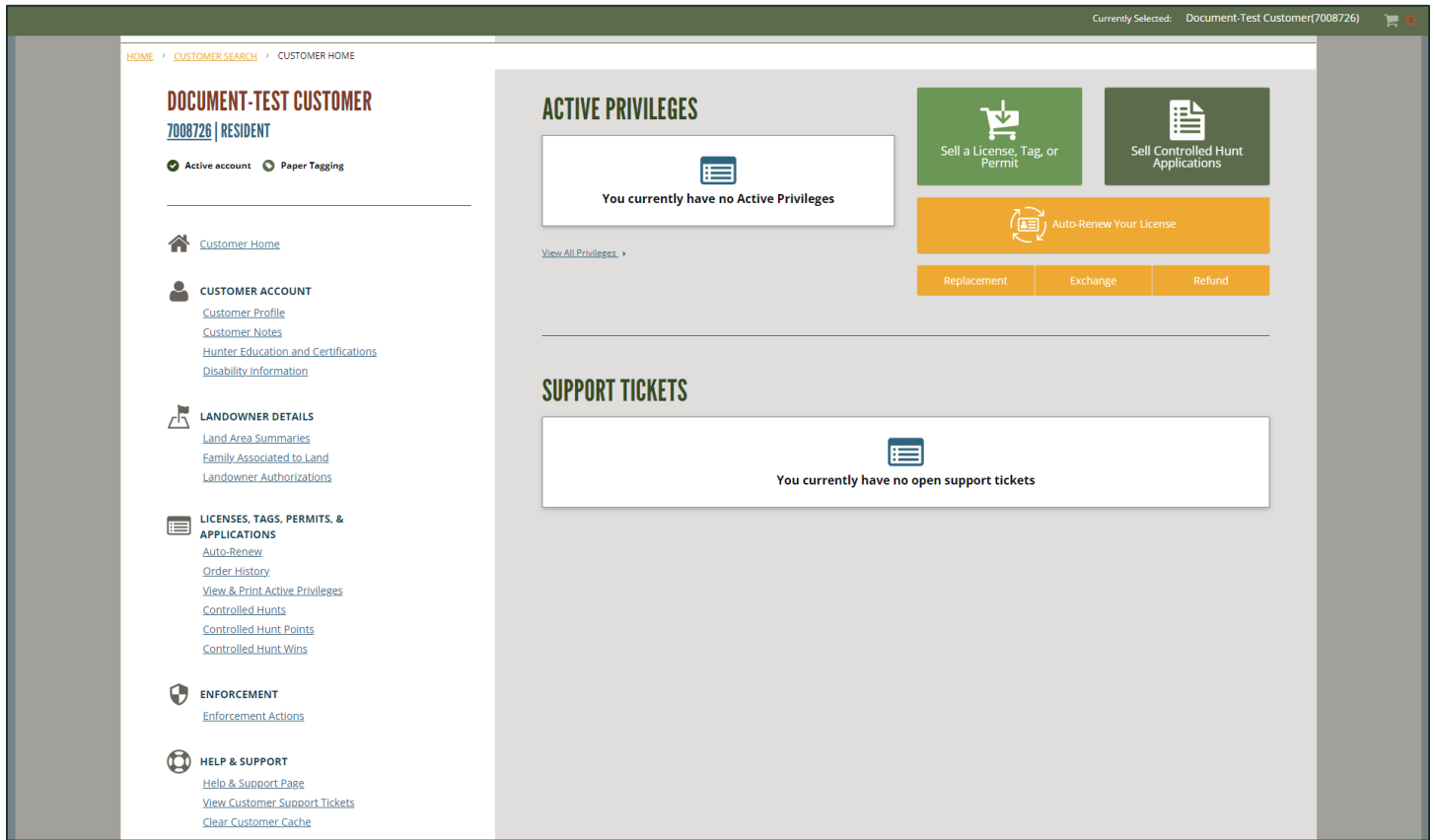
Your preferred notching method will be updated to **E-Tagging**. Once saved, your tags will be notched through the website or mobile app.

This can only be changed once per license year. Please contact NGPC if you need assistance.

[Ok](#) [Cancel](#)

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

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



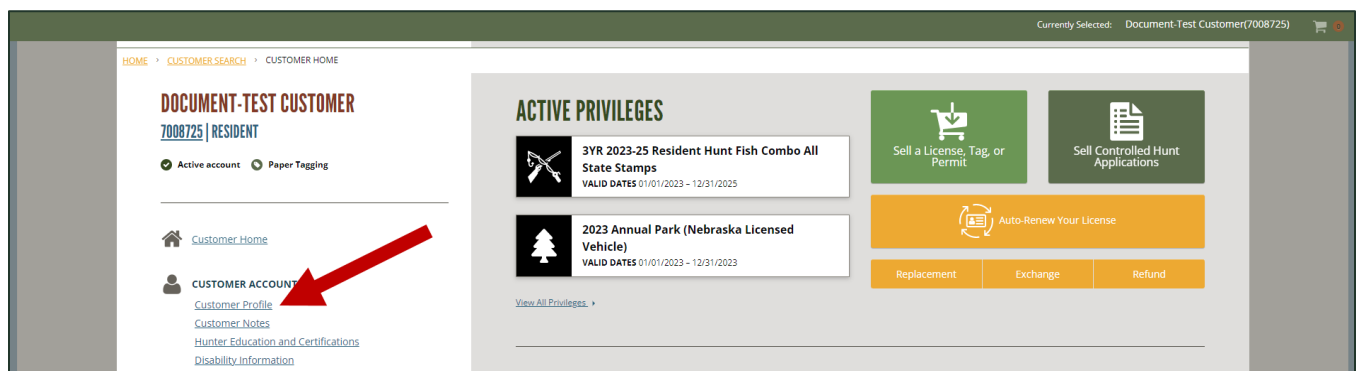
The customer now has an NGPC account but with no credentials to log in to the system.

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 a user named 'Document-Test Customer (7008725)'. The page is divided into a left sidebar with navigation links and a main content area with several sections, each with an 'Edit' link.

**Left Sidebar:**

- CUSTOMER HOME**
- CUSTOMER ACCOUNT**
  - Customer Profile
  - Customer Notes
  - Hunter Education and Certifications
  - Disability Information
- LANDOWNER DETAILS**
  - Land Area Summaries
  - Family Associated to Land
  - Landowner Authorizations
- LICENSES, TAGS, PERMITS, & APPLICATIONS**
  - Auto-Renew
  - Order History
  - View & Print Active Privileges
  - Controlled Hunts
  - Controlled Hunt Points
  - Controlled Hunt Wins
- ENFORCEMENT**
  - Enforcement Actions
- HELP & SUPPORT**
  - Help & Support Page
  - View Customer Support Tickets
  - Clear Customer Cache

**Main Content Area:**

- CUSTOMER PROFILE**
- RESIDENCY VERIFICATION** (Edit link)
  - Residency Type: Resident
- IDENTIFICATION INFORMATION** (Edit link)

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	Special Fish Permit Eligible:	No
- RESIDENCY INFORMATION** (Edit link)

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** (Edit link)

Email Address:	donotreply@brandinfo.com	Phone:	(308) 555-1999 (Mobile)
Username:	Not Provided	SMS/Text Messages Authorized:	No
Do Not Contact	Not Provided	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 a user named 'Document-Test Customer (7008725)'. The page is divided into a left sidebar with navigation links and a main content area with several sections, each with an 'Edit' link.

**Left Sidebar:**

- CUSTOMER HOME**
- CUSTOMER ACCOUNT**
  - Customer Profile
  - Customer Notes
  - Hunter Education and Certifications
  - Disability Information
- LANDOWNER DETAILS**
  - Land Area Summaries
  - Family Associated to Land
  - Landowner Authorizations
- LICENSES, TAGS, PERMITS, & APPLICATIONS**
  - Auto-Renew
  - Order History
  - View & Print Active Privileges
  - Controlled Hunts
  - Controlled Hunt Points
  - Controlled Hunt Wins
- ENFORCEMENT**
  - Enforcement Actions
- HELP & SUPPORT**
  - Help & Support Page

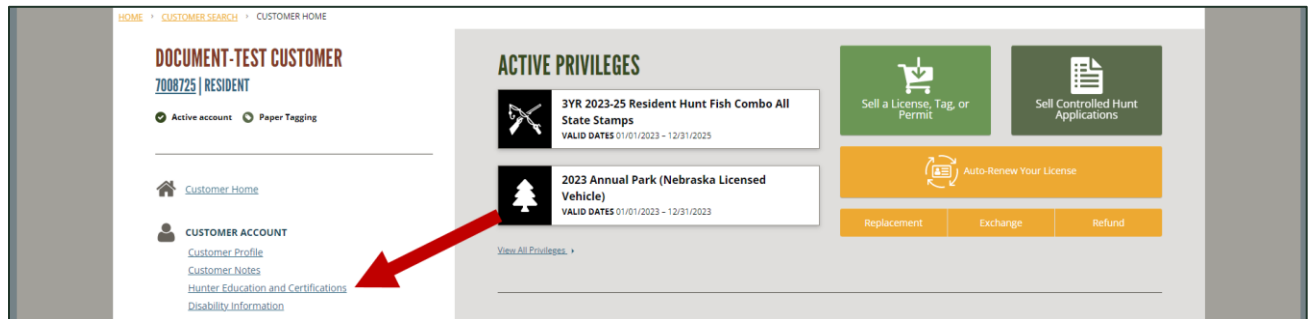
**Main Content Area:**

- CUSTOMER PROFILE**
- RESIDENCY INFORMATION**
- Primary Physical Address**
  - 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
- Buttons:** Save and Close, Save, Cancel

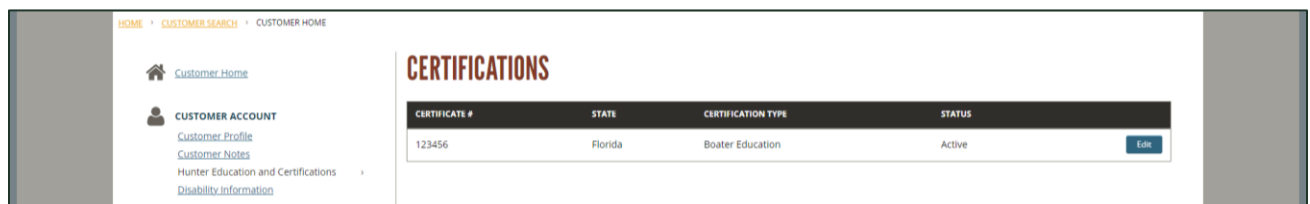
## Viewing Hunter Education and Disability Information

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

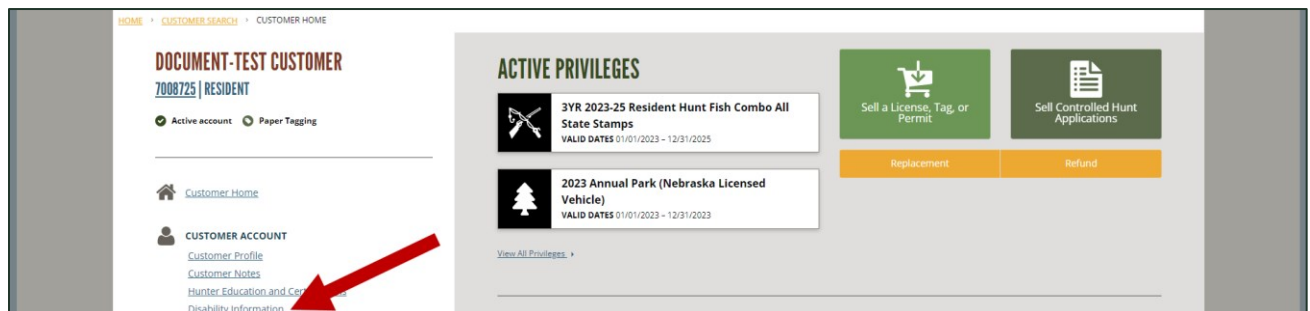
1. Locate the desired customer record using the steps in the [Searching for a Customer Account](#) section of this user guide.
2. From the customer account home page,
  - A. For hunter information, click **Hunter Education and Certifications**.



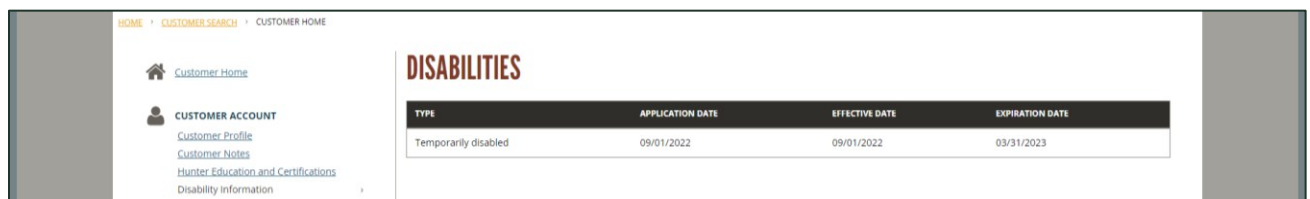
The certifications display.



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



The information displays.



## Viewing a Customer Order History

NGPC Clerks 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**.

The screenshot shows the 'DOCUMENT-TEST CUSTOMER' profile page. The left sidebar contains a menu with the following items: 'Customer Home', 'CUSTOMER ACCOUNT' (with sub-links: 'Customer Profile', 'Customer Notes', 'Hunter Education and Certifications', 'Disability Information'), 'LANDOWNER DETAILS' (with sub-links: 'Land Area Summaries', 'Family Associated to Land', 'Landowner Authorizations'), and 'LICENSES, TAGS, PERMITS, & APPLICATIONS' (with sub-links: 'Auto-Renew', 'Order History', 'View & Print Active Privileges', 'Controlled Hunts', 'Controlled Hunt Points', 'Controlled Hunt Wins'). A red arrow points to the 'Order History' link. The main content area shows 'ACTIVE PRIVILEGES' for a 3YR 2023-25 Resident Hunt Fish Combo All State Stamps and a 2023 Annual Park (Nebraska Licensed Vehicle). Below this is a 'SUPPORT TICKETS' section showing a test ticket.

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

The screenshot shows the 'ORDER HISTORY' page for the 'DOCUMENT-TEST CUSTOMER' profile. The page has a filter for 'Order Year' set to 2022. The main content area displays a list of orders with the following details:

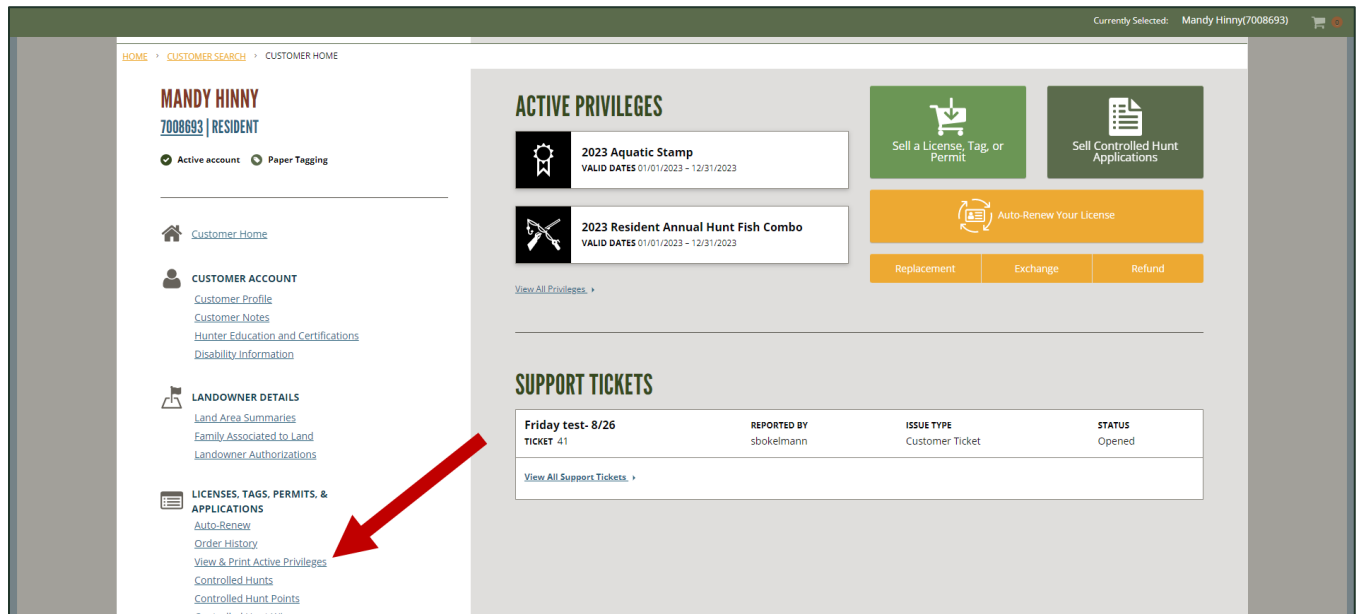
Order #	Order Date	Agent	Total
100000003185   <a href="#">View Receipt</a>	09/28/2022 3:57 PM	Admirals Cove   Document-Test External	\$0.00
<b>2023 Habitat Stamp</b>			
Purchased for Document-Test Customer		Document # D0000003137	Status Dealer Refunded
VALID 01/01/2023 - 12/31/2023			Unit Price \$25.00
Refunded by Document-Test External at 532   Admirals Cove on 09/28/2022 4:00 PM			Dealer Refunded -\$25.00
100000003184   <a href="#">View Receipt</a>	09/28/2022 3:52 PM	Admirals Cove   Document-Test External	\$127.00
<b>2023 Annual Park (Nebraska Licensed Vehicle)</b>			
Fulfillment Status Pending Fulfillment		Document # D0000003135	Status Active
Purchased for Document-Test Customer			Unit Price \$31.00
VALID 01/01/2023 - 12/31/2023			
<b>3YR 2023-25 Resident Hunt Fish Combo All State Stamps</b>			
Purchased for Document-Test Customer		Document # D0000003136	Status Active
VALID 01/01/2023 - 12/31/2025			Unit Price \$96.00



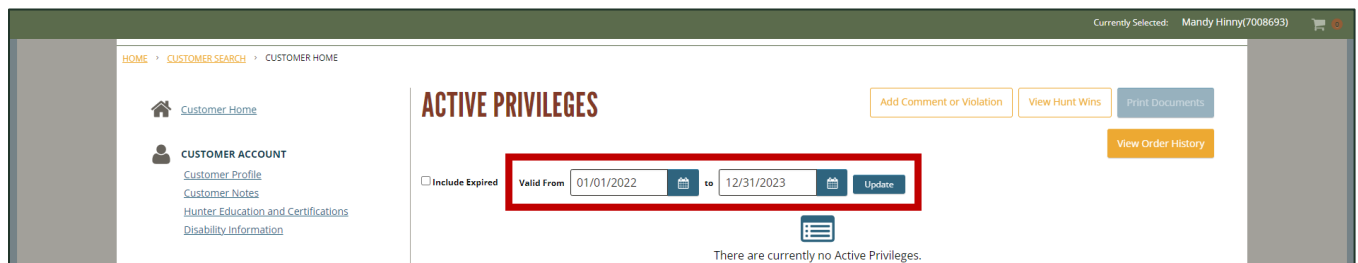
## Viewing and Printing Active Privileges

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

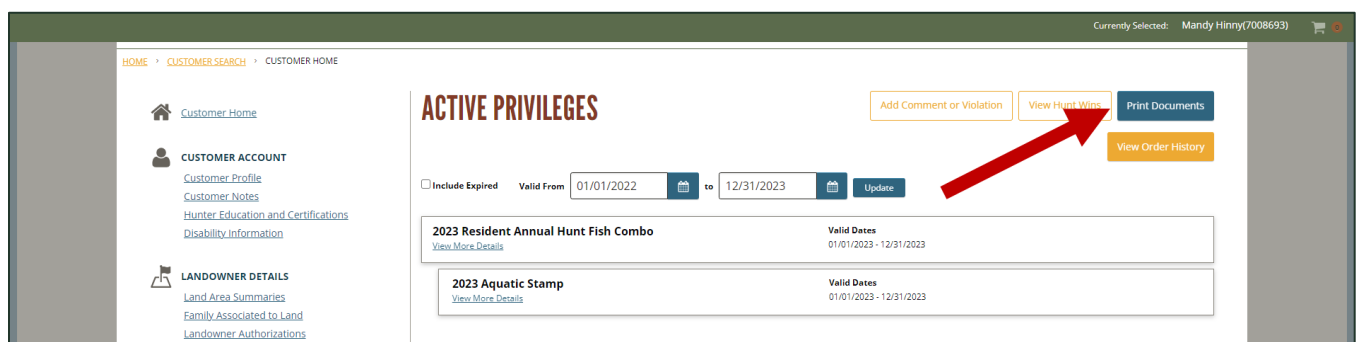
1. Locate the desired customer record using the steps in the [Searching for a Customer Account](#) section of this user guide.
2. Click **View & Print Active Privileges**.



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

**Print** **Cancel**

[View More Details](#) 01/01/2023 - 12/31/2023

## Viewing and Creating Support Tickets

NGPC Clerks 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 user interface for a customer profile. The left sidebar contains a navigation menu with sections: CUSTOMER ACCOUNT, LANDOWNER DETAILS, LICENSES, TAGS, PERMITS, & APPLICATIONS, ENFORCEMENT, and HELP & SUPPORT. A red arrow points to the 'View Customer Support Tickets' link under the HELP & SUPPORT section. The main content area displays 'ACTIVE PRIVILEGES' and 'SUPPORT TICKETS'.

**ACTIVE PRIVILEGES**

- 3YR 2023-25 Resident Hunt Fish Combo All State Stamps  
VALID DATES 01/01/2023 - 12/31/2025
- 2023 Annual Park (Nebraska Licensed Vehicle)  
VALID DATES 01/01/2023 - 12/31/2023

**SUPPORT TICKETS**

TICKET	REPORTED BY	ISSUE TYPE	STATUS
42	docexternal22	Customer Ticket	Opened

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. It includes a search bar with 'Ticket Status' and 'Ticket Issue Category' dropdowns, an 'Update' button, and a 'Create New Support Ticket' button. Below is a table of support tickets. A red arrow points to the 'View' button next to ticket 42.

**CUSTOMER SUPPORT TICKETS**

Ticket Status:  Ticket Issue Category:

TICKET	REPORTED BY	SUBJECT	ISSUE TYPE	STATUS
42	docexternal22	This is a test ticket	Fishing Regulations	Opened

Viewing 1 - 1 of 1

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

**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.

**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

**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

**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.

**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**

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

**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.

**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**

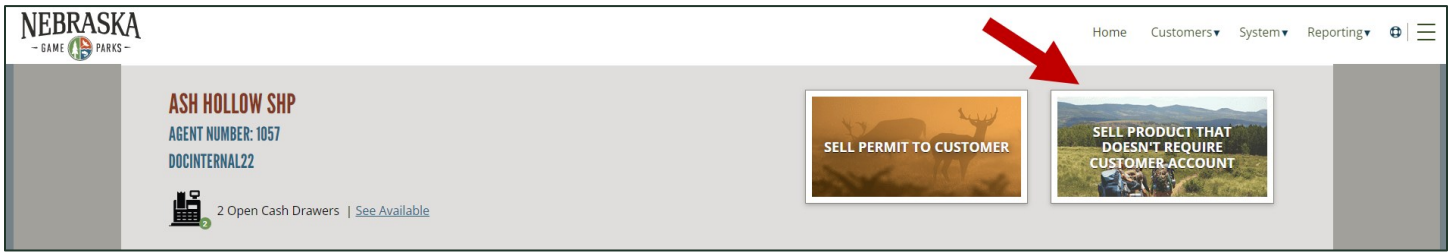
docexternal22 10/04/2022 10:41 AM [EDIT](#)  
This is a reply for the test support ticket.

docexternal22 10/04/2022 10:40 AM [EDIT](#)  
This is the first added comment on the test support ticket.

## 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.

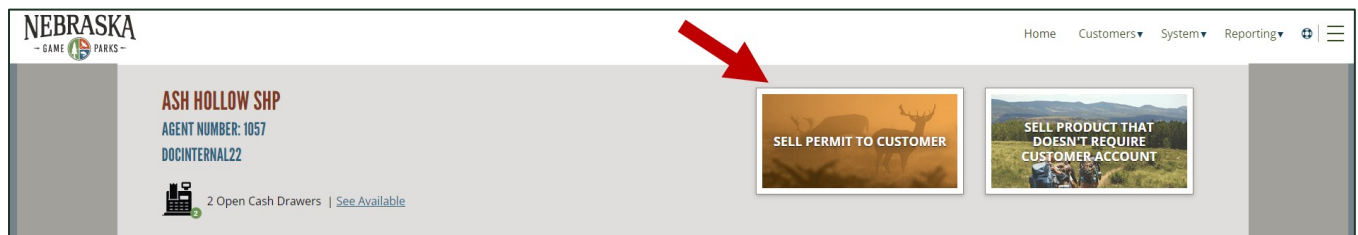
To sell a product without a customer account, click **Sell Product That Doesn't Require Customer Account** on the home page.



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

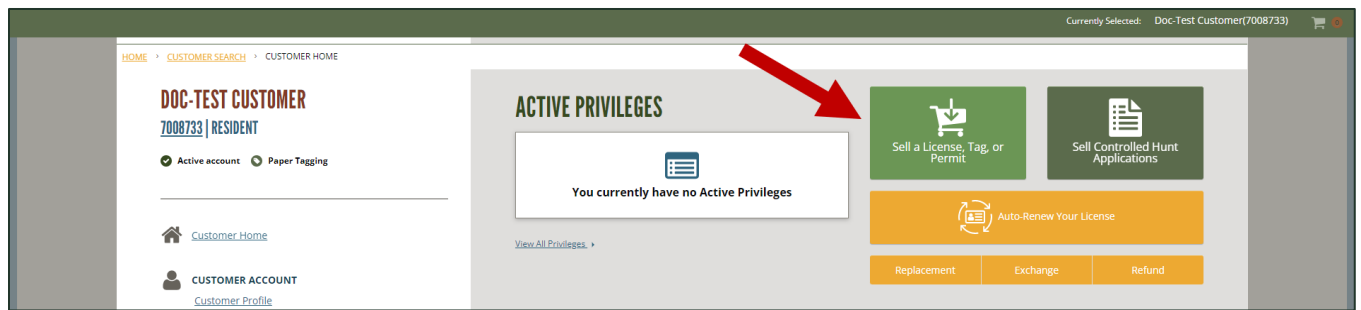
1. Locate the desired customer account using the steps in the [Searching for a Customer Account](#) section of this user guide.

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. Select the cash drawer for this sale, and click Select Cash Drawer. If there is no open cash drawer, the user will be prompted to open a cash drawer.

**SELECT CASH DRAWER FOR THIS SALE**

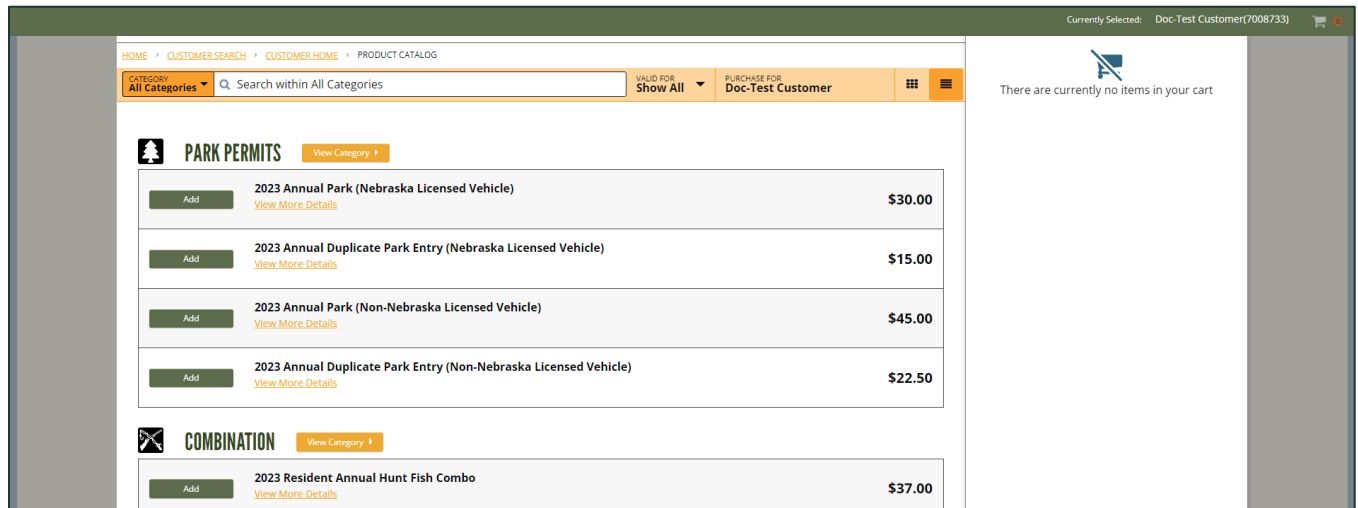
Select a cash drawer to continue with this sale

	NAME	OPENED	OPENING BALANCE	STATUS
<input type="radio"/>	Cash Drawer 1	200	09/14/2022 by Anne Hammel	Open
<input type="radio"/>	Cash Drawer 2	200	09/14/2022 by Anne Hammel	Open

Select Cash Drawer Cancel

- 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.
- 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 571-4822.

☐ 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**  
2021-23 Habitat Stamp

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

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

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

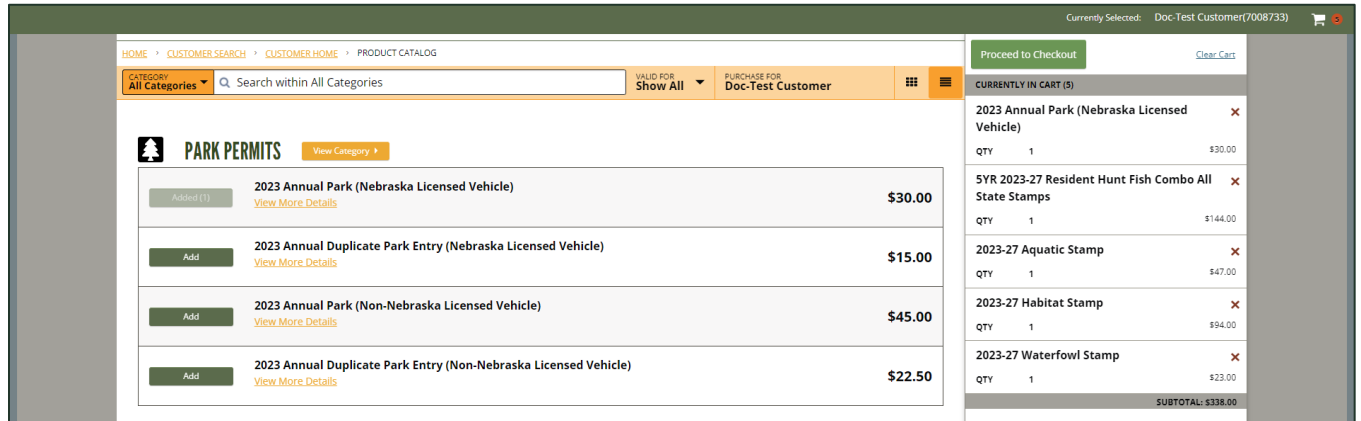
[Add](#) **\$94.00**

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

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



9. For products that allow for multiple quantities, you can click the **Add** button again.
10. 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**.



11. 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.

Currently Selected: Doc-Test Customer(7008733)

HOME > CUSTOMER SEARCH > CUSTOMER HOME > PRODUCT CATALOG > CUSTOMER CHECKOUT

### 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?**

\$25

\$50

\$100

OR

Custom amount

\$

Add

---

Since 1984, tax deductible donations to the Nebraska Wildlife Conservation Fund have helped the thousands of species that call Nebraska home. Wildlife Conservation Fund projects help those species considered non-game, or those that are not hunted or fished. Donated dollars have big impact, since Wildlife Conservation Fund dollars are matched with other grants, so that a dollar donated becomes 4 dollars for helping wildlife. The Wildlife Conservation Fund's makes many types of projects possible.

[Learn more about the Wildlife Conservation Fund](#)

How much would you like to donate to **Wildlife Conservation Fund Donation?**

\$25

\$50

\$100

OR

Custom amount

\$

Add

#### Customer Information

Doc-Test Customer (7008733)

3128 S Willow St  
North Platte, Nebraska 69101  
Lincoln, United States

[Edit](#)

---

#### Order Summary

(5 items)

ITEMS IN CART:	\$338.00
ORDER TOTAL:	\$338.00

---

**BALANCE DUE:** \$338.00

Add Payment

Complete Transaction

#### ITEMS IN CART

Continue Shopping

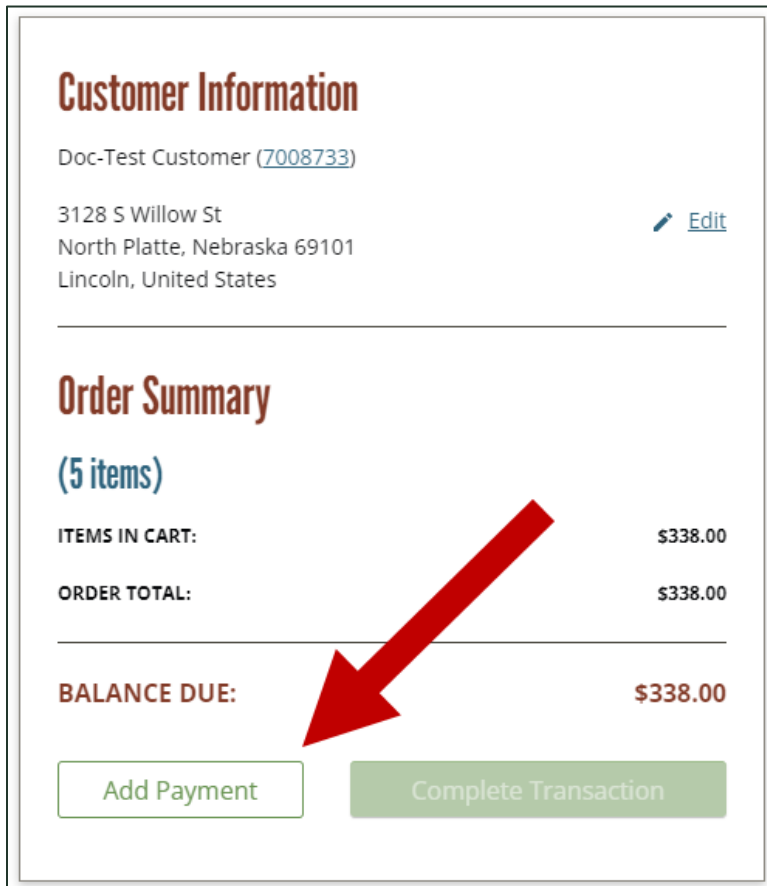
Clear Cart

<b>2023 Annual Park (Nebraska Licensed Vehicle)</b> <div>×</div> <p><i>This item will be shipped to your mailing address</i></p>				
Starts	01/01/2023	Ends	12/31/2023	QTY 1 \$30.00
<b>5YR 2023-27 Resident Hunt Fish Combo All State Stamps</b> <div>×</div>				
Starts	01/01/2023	Ends	12/31/2027	QTY 1 \$144.00
<b>2023-27 Aquatic Stamp</b> <div>×</div> <p><i>This item will be shipped to your mailing address</i></p>				
Starts	01/01/2023	Ends	12/31/2027	QTY 1 \$47.00
<b>2023-27 Habitat Stamp</b> <div>×</div> <p><i>This item will be shipped to your mailing address</i></p>				
Starts	01/01/2023	Ends	12/31/2027	QTY 1 \$94.00
<b>2023-27 Waterfowl Stamp</b> <div>×</div> <p><i>This item will be shipped to your mailing address</i></p>				
Starts	01/01/2023	Ends	12/31/2027	QTY 1 \$23.00

Continue Shopping

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**. Repeat this step for each donation option.
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.
6. When you are ready to finalize the transaction, click **Add Payment**.



**Customer Information**

Doc-Test Customer ([7008733](#))

3128 S Willow St  
North Platte, Nebraska 69101  
Lincoln, United States

[Edit](#)

---

**Order Summary**

(5 items)

ITEMS IN CART:	\$338.00
ORDER TOTAL:	\$338.00
<b>BALANCE DUE:</b>	<b>\$338.00</b>

[Add Payment](#) [Complete Transaction](#)

7. Select the desired **Payment Type**, enter the **Amount**, and click **Add Payment**.

**ADD PAYMENT**

Balance Due: \$338.00

---

Payment Type

Amount \$

**Add Payment** **Cancel**

8. Click **Complete Transaction**.

**Customer Information**

Doc-Test Customer ([7008733](#))

3128 S Willow St  
North Platte, Nebraska 69101  
Lincoln, United States [Edit](#)

---

**Order Summary**

(5 items)

ITEMS IN CART:	\$338.00
ORDER TOTAL:	\$338.00
CASH: <a href="#">Remove</a>	- \$338.00

---

**BALANCE DUE:** \$0.00

**Complete Transaction**

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**.

The screenshot shows the 'CHECKOUT CONFIRMATION' page. At the top right, it says 'Currently Selected: Doc-Test Customer(7008733)'. Below the navigation bar, the main heading is 'THANK YOU FOR YOUR ORDER!'. Underneath, it says 'ITEMS PURCHASED'. There are two buttons: 'Print Documents' and 'Print Receipts'. The items list includes:

Item Description	QTY	Price
5YR 2023-27 Resident Hunt Fish Combo All State Stamps <small>Purchased for Doc-Test Customer VALID 01/01/2023 - 12/31/2027</small>	1	\$144.00
2023 Annual Park (Nebraska Licensed Vehicle) <small>Purchased for Doc-Test Customer VALID 01/01/2023 - 12/31/2023</small>	1	\$30.00
2023-27 Aquatic Stamp <small>Purchased for Doc-Test Customer VALID 01/01/2023 - 12/31/2027</small>	1	\$47.00
2023-27 Habitat Stamp <small>Purchased for Doc-Test Customer VALID 01/01/2023 - 12/31/2027</small>	1	\$94.00
2023-27 Waterfowl Stamp <small>Purchased for Doc-Test Customer VALID 01/01/2023 - 12/31/2027</small>	1	\$23.00

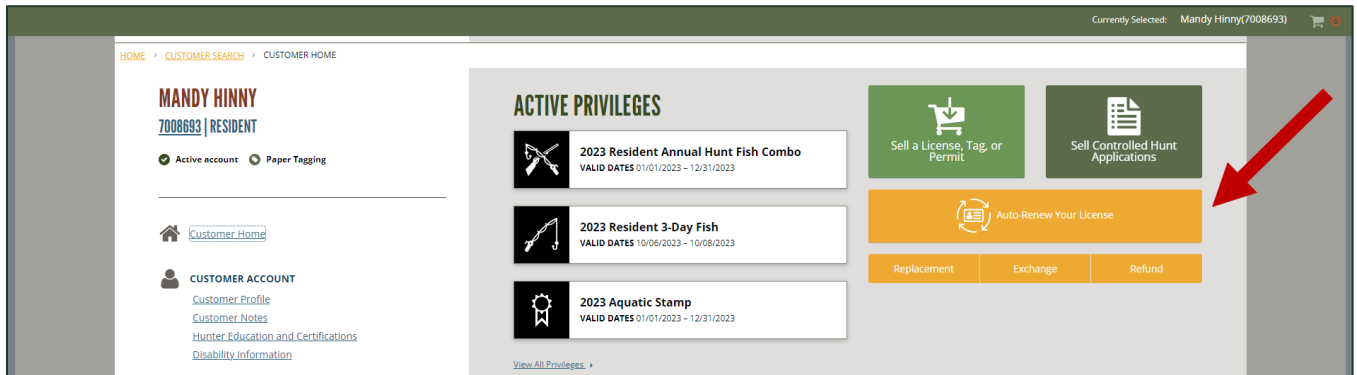
On the right side, there is a 'Customer Information' box showing 'Doc-Test Customer (7008733)' and a 'Mailing Address' box showing '3128 S Willow St, North Platte, Nebraska 69101, United States'. Below that is an 'Order Summary' box showing 'ITEMS IN CART: \$338.00' and 'ORDER TOTAL: \$338.00'. At the bottom left, there is a button labeled 'Select Another Customer'. Red arrows point to the customer name in the top right, the NGPC ID in the Customer Information box, and the 'Select Another Customer' button.

## Setting a License for Auto-Renew

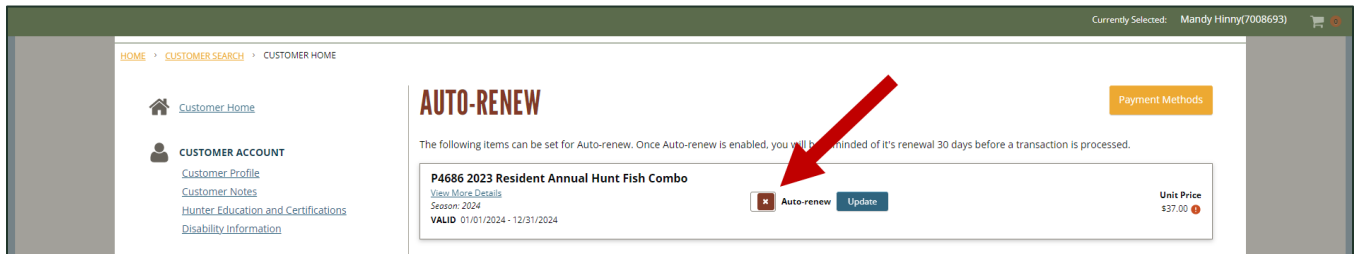
Customers can set valid licenses to automatically renew before they expire. Once auto-renew is enabled for a license, the customer will be notified 30 days before the renewal transaction is processed.

To set a license for auto-renew, 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 **Auto-Renew Your License**.



3. Click the **Auto-renew** toggle to turn on auto-renew for the desired license.



4. Enter the payment information for the credit card to be charged when the license is renewed. Then click **Save Payment**.

**Note:** The same credit card information cannot be saved under multiple customer accounts. Each customer account must have different credit card information.

**PLEASE ADD A PAYMENT METHOD**

You currently have no payment methods stored. In order to activate auto renew, you will need to add a payment method.

**Credit Card Information**

First Name on Card  Last Name on Card

Card Number  Security Code

Expiration Date  /  ZIP Code

Auto-renew is set for the selected license, and the renewal date displays.

Currently Selected: Mandy Hinny(7008693)

HOME > CUSTOMER SEARCH > CUSTOMER HOME

[Customer Home](#)

**CUSTOMER ACCOUNT**

- [Customer Profile](#)
- [Customer Notes](#)
- [Hunter Education and Certifications](#)
- [Disability Information](#)

**AUTO-RENEW**

The following items can be set for Auto-renew. Once Auto-renew is enabled, you will be reminded of it's renewal 30 days before a transaction is processed.

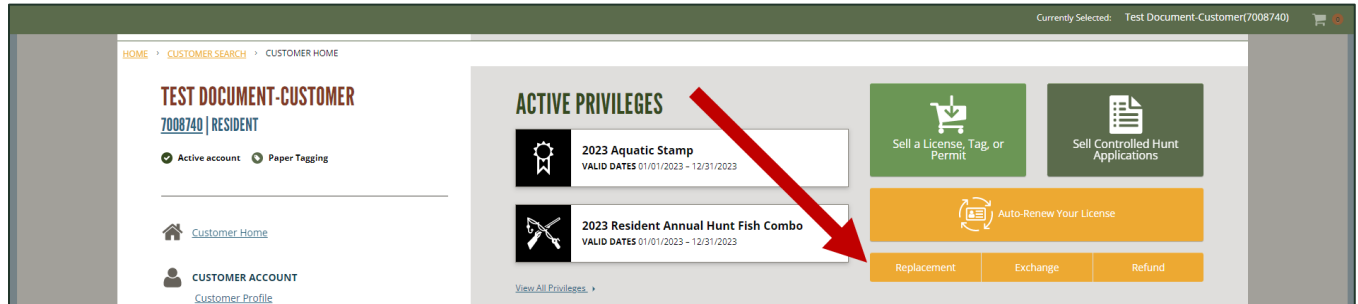
<b>P4686 2023 Resident Annual Hunt Fish Combo</b> <a href="#">View More Details</a> Season: 2024 VALID 01/01/2024 - 12/31/2024	<input checked="" type="checkbox"/> Auto-renew on 12/22/2023 <input type="button" value="Update"/>	Unit Price \$37.00
---	--	-----------------------

## Providing a Replacement License

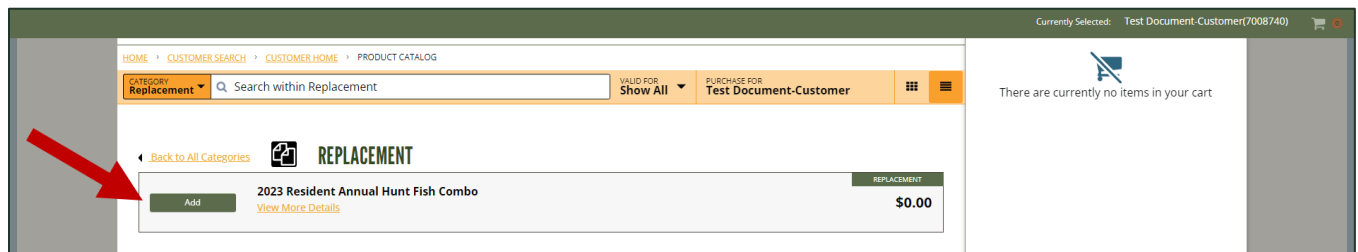
Customers can purchase replacements for qualifying licenses.

To obtain a replacement license, 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 **Replacement**.



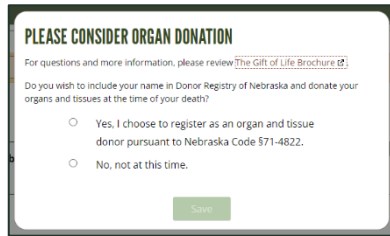
3. The licenses for which replacements are available display. Click **Add** for the license you want to replace.





4. 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](#).

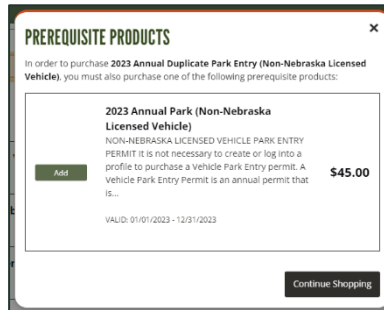
Do you wish to include your name in Donor Registry of Nebraska and donate your organs and tissues at the time of your death?

☐ Yes, I choose to register as an organ and tissue donor pursuant to Nebraska Code 571-4822.

☐ 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:

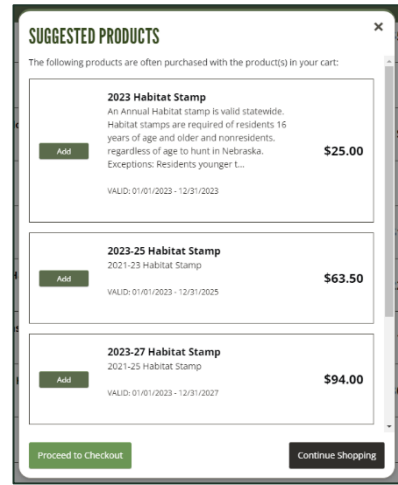
**2023 Annual Park (Non-Nebraska Licensed Vehicle)**  
NON-NEBRASKA LICENSED VEHICLE PARK ENTRY PERMIT. It is not necessary to create or log into a profile to purchase a Vehicle Park Entry permit. A Vehicle Park Entry Permit is an annual permit that is...

[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**  
2021-23 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

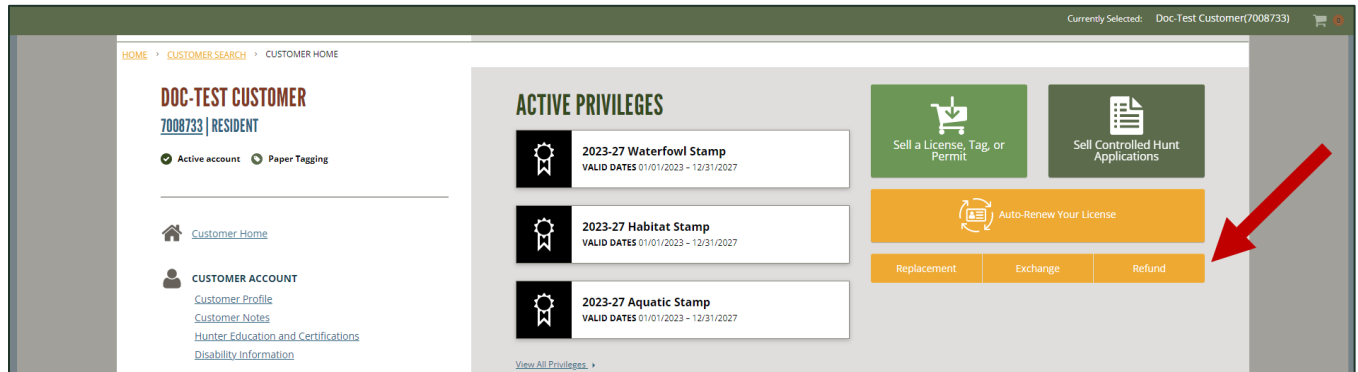
[Proceed to Checkout](#) [Continue Shopping](#)

5. When you are finished adding products to the cart, click **Proceed to Checkout**. See the [Checking Out](#) section for details.

## Refunding a Transaction

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

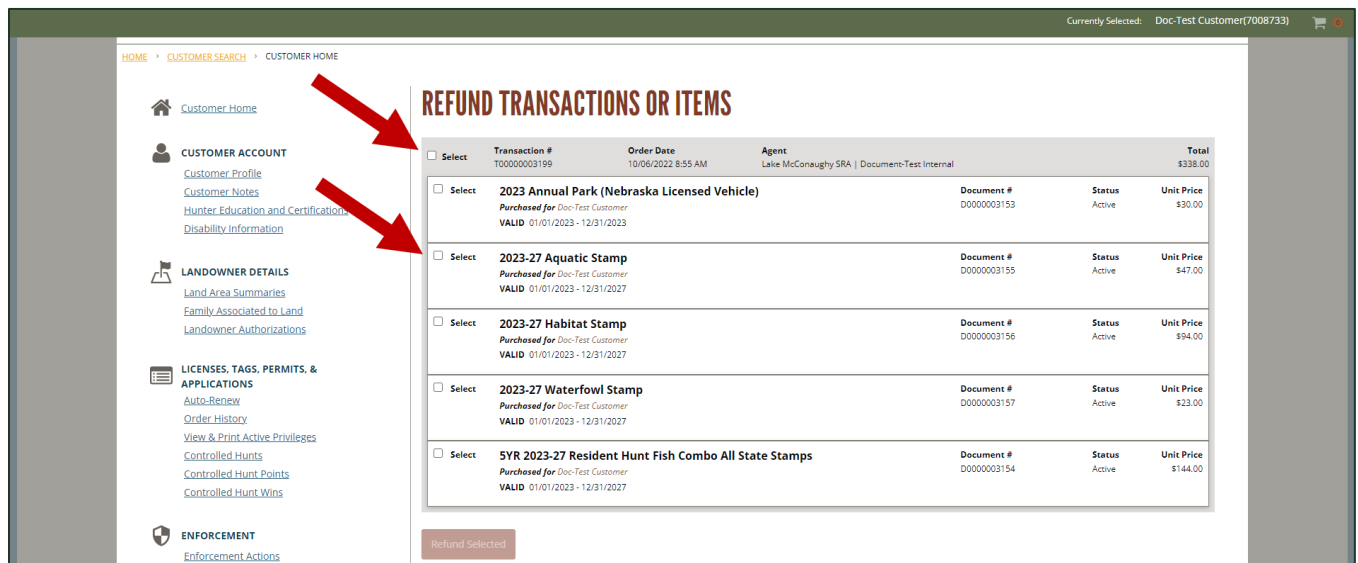
1. Locate the desired customer record using the steps in the [Searching for a Customer Account](#) section of this user guide.
2. From the customer account home page, click **Refund**.



Transactions that are available to be refunded display — only transactions within 60 days 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)**.