How to "Categorize" Customer tickets appropriately.

Listed in the order of the drop-down selectable category list in WILD support tickets

- **Big Game Regulations**
  - Customer has question regarding hunting regulations and hunting licenses types.
    - When will they be available as well as other questions?
  - ADA – Road Access
    - If this is about a submission for the ADA Road Access application, then use special hunt.
  - Season Open/Closure question - Hunting
- **Cancellation/Refund**
  - Cancellation any item.
  - Refunds
  - Exchanges
  - Season Canceled by Agency
  - Season/trip Canceled by Guide
  - IF voiding an item USE "Void" category
- **Demographics/Profile**
  - **DO Not** use this for customers with duplicate accounts.
    - See Duplicate account category
  - **DO Not** use this for LHT changes.
    - See License Correction category
  - Creating a new account for customers
  - Changing information in customers profiles under:
    - *Identification Information*
      - Name, DOB, gender, height, weight, US Citizen, SSN
    - *Residency Information*
      - Address (physical or mailing)
      - Residency Since
      - Invalid address indicator
      - Resident fishing or hunting license in another state or country.
      - Active Duty stationed in WA
    - *Account Information*
      - Email
      - Phone number
- **Disability App**
  - ***Not to be used for Veteran's reduced fee apps***.
    - See Reduced Fee Application category
  - Resident Reduced fee apps
  - Disabled hunter and fisher (assistance)
- **Duplicate Accounts**
  - Duplicate or multiple profiles

- **Enforcement**
  - Customers have questions regarding Enforcement Action preventing customers from purchasing a license due to court order Revoked privileges) or DSHS hold.
  - Licensing receiving a DSHS remove order for the customer account.
- **Fishing Regulations**
  - Customer has question regarding fishing regulations.
  - Season Closure Question – Fishing
  - Trout Derby – Prize
- **Fulfillment**
  - When customers do not receive their orders (Discover Pass)
  - Reprints authorized by Supervisor or Manager
  - Customers forgot to get additional items at dealer or online.
  - Customers are unable to print from home.
  - Assist customers with sales, ***except for special hunts.***
- **Harvest Report**
  - Trapper surveys
- **Harvest Report – Big Game**
  - Big game, turkey and special hunts
- **Harvest Report – Migratory Bird**
  - Migratory birds
- **Harvest Report – PS Crab**
  - Summer and Winter Crab card
- **Harvest Report – Small Game**
  - Small game surveys
- **Hunter Education**
  - Hunter Education in the customer account.
    - Entering a certification number for customer
    - Removing/Correcting certification number
- **License Correction**
  - Change in license hold type
- **Mobile**
  - Someone is having issues with the mobile apps - MyWDFW or Fish Washington apps.
- **Multi-Season**
  - Not to be used for voiding general season deer and elk tags. See Void category.
  - After deadline cleanup
  - Multi-season submissions or questions
- **National Guard App**
  - *NG/SG* – approving an application and issuing the license.
- **Password Reset**
  - Assist with reset password.
- **Reduced Fee Application**
  - Veteran disability applications
- **Return Mail**
  - **Used for Discover Passes returned to WDFW HQ**

- **Small Game Regulations**
  - Questions from customers regarding small game species.
- **Special Hunt**
  - Questions regarding special hunt apps
    - Sales, which type of application to purchase.
    - Submittal issues, or assistance with
    - Editing an application submission
    - Points, questions about or verification of points
    - Verifying customers drawing outcome.
    - Permits, reprints of permits
    - Special hunt cleanup – prior to deadline
    - Special hunt cleanup – after deadline
    - NIL (next in line)
  - Not to be used for cancellation of tags for multi-season (see Void)
  - Not used for submission of special hunt permit ***harvest reports***.
- **Technical**
  - For issue you cannot resolve. This will give BTU information to provide to system vendor for resolution.
  - Customers are unable to access accounts without resolution. Issue escalated to BTU or is a known issue.
  - Unable to resolve sales issues with online or phone sales channels. Report to BTU
- **Void**
  - This is only for voiding items that don't get refunded.
    - Non-Resident purchased a resident license
    - Customers have moved out of state and want to purchase a resident license in another state.
      - Fund for either scenario will not be refunded.

How to "Categorize" Dealer tickets appropriately.

When creating a dealer ticket, the dealer number should be entered into the subject line first, then followed by reason within the subject line.

- **Replacement**
  - **Equipment**
- **Shipped**
  - This is for equipment, ribbon for Discover Pass Printers
- **Return**
  - Note: also see account for these types
  - Canceled documents.
  - NSF
- **Comment**
  - Observation of dealer location
- **Training**
  - When a location needs training for issues reported by customers
- **Password**
  - Assisting Dealers with password

- **Connectivity**
  - Dealers reporting an issue with internet connection for accessing the WILD system.
- **Printing**
  - Documents did not print.
- **Void/Cancel**
  - The dealer needs assistance with cancelling the transaction after 60 minutes.
    - NOTE: dealer should cancel transactions that are less than 60 minutes after issuance.
- **Hardware**
  - Issues with
    - Point of Sale device (POS)
    - Printers (license and discover pass)
    - Scanner
    - Keyboards
- **Inventory**
  - Dealer having issue with ordering inventory.
  - Inventory order not received.
    - License paper order
    - Regulation books
- **Regulations**
  - *Dealer questions about*
    - What license does this person need?
    - What seasons are open?
    - Where can a customer find information?
    - Questions about when they will receive regulations.

- **Accounting**
  - *Dealer accounting issues*
    - Primary users are Financial Unit or Marketing Field Staff
    - Dealer account adjustments
    - Duplicate license issued at no cost.
    - Canceled documents.
    - NSF -
- **Other**
  - Does not appear as an example above.
- **Windows Updates**
  - Used specifically by BTU and JMT for POS issues related to Windows Updates.