



AGENDA ITEM SUMMARY

BACKGROUND

Oregon Administrative Rule (OAR) 635-010-0012 provides the specific circumstances in which the department, its contractors, or its agents will charge a \$2 shipping and handling fee for the mailing of purchased documents and other correspondences prescribed by rule. Given the advancement of the department's electronic licensing system, the instances in which the department mails licensing documents and other purchased documents has diminished as compared to historical circumstances. Further, the current rule language provided in OAR 635-010-0012 does not provide for any flexibility in applying the \$2 shipping and handling fee and does not provide any flexibility to charge more, even if shipping fees are far in excess of the prescribed \$2. This rulemaking process is intended to allow the Commission to update these rules to provide greater flexibility in the amounts that may be charged if warranted, and also improve customer service by eliminating the shipping fee for most documents and purchases.

PUBLIC INVOLVEMENT

- In anticipation of the Commission consideration of the Staff proposed rules, the department published notice of the proposed rulemaking (Attachment 2).
- Additionally, the public has an opportunity to provide comment prior to (in writing) or (orally) during the hearing that occurs at the Commission meeting.

ISSUE 1

Shipping and Handling Fee Associated with Mailing of Purchased Documents and Other Correspondences

ANALYSIS

As department business practices evolve, updates to rules are necessary to meet the current business needs of the department and to improve the customer experience. The existing rule provides limited flexibility for how and when the department may apply a fee for the shipping of licensing documents and other items purchased from the department. The department rarely is asked to provide licensing documents via mail, and applying a mailing fee may not always be in the best interest of the department. The proposed amendment (attachment 3) seeks to eliminate an unnecessary service fee and provide added flexibility to apply a larger fee if needed for large and special orders that are requested and require mailing.

Specifically, the amendment accomplishes the following:

- Eliminates the standard \$2 shipping fee for most mailings, with exception to the mailing of hunt unit maps ordered through the electronic licensing system.
- Maintains shipping fees for landowner preference documents. The fee for these documents is referenced in a separate rule (OAR 635, Division 075).
- Maintains the ability for the department and its agents to charge a \$2 service and handling fee for the reprinting of hard copy hunting and angling tags. This is necessary to ensure agents can recoup their costs for re-printing lost tags, which do not have a duplication fee.
- Adds the ability to charge up to the true cost of shipping for larger documents and special orders where the shipping fee is in excess of \$10.

OPTIONS

1. Adopt staff recommended rule amendments.
2. Amend staff recommended rule amendments.
3. Reject staff recommended rule amendments / status quo.

STAFF RECOMMENDATION: ISSUE 1

Option 1: Adopt staff recommended rule amendments.

DRAFT MOTION:

I move to approve the amendments to Oregon Administrative Rule 635-010-0012 as set forth in attachment 3.

Effective Date: *Upon Filing*