



# OREGON DEPARTMENT OF FISH & WILDLIFE PROCEDURE Administrative Services Division

**Title:** License Sales Refund Procedure

**ASD\_275\_01PR**

**Supersedes:** N/A

**Applicability:** ODFW Staff

**Reference:** [ORS 293.445](#), [ORS 183.482](#), [ORS 183.484](#), [OAR 635-010-0027](#), [OAR 635-10-0019](#), [OAR 635-047-0025](#), [OAR 635-047-0045](#), [ASD 275 PO Refund Policy](#)

**Effective Date:** 01/01/2022

**Approved:**

## I. PURPOSE

This procedure is being created to provide some operational clarity around the Oregon Revised Statutes, Oregon Administrative Rules, and the ODFW Policy pertaining to refunds of recreational products (e.g. licenses or tags) and the circumstances in which they are authorized to be processed.

## II. DEFINITIONS

**Special Status:** For the purposes of this procedure, Special Status will refer to a designation awarded to certain ODFW customers after an application and review process has been initiated by the customer.

## III. PROCEDURE

1. Refunds may only be issued for overpayments of more than \$5.00 or if the customer submits an eligible written request (regardless of dollar value).
2. When a customer requests a refund, they will need to provide satisfactory evidence that applicable circumstances exist for the refund to be issued based on agency policy. The first step is to determine if the transaction they are requesting the refund on is an **authorized transaction** and that the **customer's circumstances** for requesting the refund is an authorized reason for a refund. The authorized transactions and circumstances are listed below:
  - a. A refund may be issued when a customer was eligible (at time of purchase) for a higher priced product, for a senior license, a pioneer license, or a disabled veteran license.
    - i. These circumstances will apply within 90 days of purchasing a higher priced product.
    - ii. Go into the customer's ELS account and confirm that their account has been designated the special status (e.g. pioneer, senior, disabled veteran) that they are eligible for.
      1. If their account has not yet had the special status added to it, ask the customer if they have applied to be considered for that status.

- a. If the customer has not applied for their designated special status yet, then provide the customer with the needed information to start this process.
  - b. If the ELS account has been designated a special status, then determine where the application is at in the process and provide the customer with an update on their application.
    - i. A refund can't be issued until the customer's account has been designated with the special status.
    - ii. Once the ELS account has been updated with the status, cancel the full price product in question and issue a full refund for that product.
      1. Write a support ticket outlining the details of the situation including the amount of the refund being issued and the type of replacement document that the customer is purchasing.
      2. Issue the special eligibility product at the full price for that product.
    - iii. Once the special status has been confirmed, go into the account order history, and identify the product type that the customer is eligible to have refunded.
      1. Pioneers are authorized to have the following license and tag products refunded:
        - a. Hunting license
        - b. Angling license
        - c. Columbia river basin endorsement
        - d. Combination angling and hunting license
        - e. Sports Pac
        - f. Elk tags
      2. Seniors are authorized to have the following license and tag products refunded:
        - a. Hunting license
        - b. Angling license
        - c. Combination angling and hunting license
        - d. Sports Pac
      3. Disabled Veterans are authorized to have the following license and tag products refunded:
        - a. Hunting license
        - b. Angling license
        - c. Combination angling and hunting license
        - d. Sports Pac
        - e. Elk Tag
        - f. Shellfish license
        - g. Wildlife area permit
        - h. Columbia river basin endorsement
- b. A refund may be issued if more licenses or tags than necessary were purchased by the customer.

- i. The circumstances where this refund reason would apply would be:
  - 1. Guest transaction in ELS
    - a. Multiple products of the same type with different active dates does not qualify for a refund under these circumstances.
  - 2. Prepaid licenses
  - 3. System malfunctions
  - 4. ODFW staff error
  - 5. License agent error
- ii. These circumstances will apply 3 years from the date of original purchase if the customer can provide proof of purchase.
  - 1. Proof of purchase will either be obtained from the ELS order history or a receipt from the agent where the purchase was made.
- c. A refund may be issued if a customer paid a higher fee than what is authorized by statute for the product in question.
  - i. These circumstances will apply 3 years from the date of original purchase if the customer can provide proof of purchase.
    - 1. Proof of purchase will either be obtained from the ELS order history or a receipt from the agent where the purchase was made.
- d. A refund may be issued if a license agent made an error.
  - i. These circumstances will apply 3 years from the date of original purchase if the customer can provide proof of purchase.
    - 1. Proof of purchase will either be obtained from the ELS order history or a receipt from the agent where the purchase was made.
- e. A refund may be issued in the event that a tag holder dies before being able to use the tag.
  - i. These circumstances will apply 3 years from the date of original purchase if the customer can provide proof of purchase.
    - 1. Only the tag fee will be refunded.
    - 2. The person who is reaching out to ODFW will be required to provide a copy of a death certificate of the tag holder for this refund type to be authorized.
    - 3. The person requesting the refund on behalf of the deceased tag holder will be the one who receives the refunded tag fee.
- f. A refund may be issued in the event that seasons have closed, which results in a large number of license buyers and where other similar opportunities are not available.
  - i. These circumstances will apply 3 years from the date of original purchase if the customer can provide proof of purchase.
    - 1. This refund type must be authorized by the ODFW Director.
      - a. Staff will be advised by management when this refund type has been authorized, and for which product type.
- g. A refund may be issued to a guide service, charter service, or outfitter for any unused and unsold prepaid booklets.
  - i. These circumstances will apply 3 years from the date of original purchase if the customer can provide proof of purchase.
  - ii. The prepaid booklets being submitted for a refund request must have been issued to the customer who is making the request.

1. This will be confirmed by the unique license number associated with the prepaid booklets.
    - iii. The customer must request this refund type within 6 months of the expiration of the prepaid documents.
    - iv. The prepaid documents must be intact and attached to their original prepaid booklets for this refund type to apply.
  - h. A refund may be issued to a private hunting preserve for any unused wild bird seals.
    - i. These circumstances will apply 3 years from the date of original purchase if the customer can provide proof of purchase.
    - ii. The refund request must be submitted no later than 30 days after the close of business if a preserve discontinues their operation.
    - iii. The wild bird seal must be unused for this refund type to be approved.
  - i. A refund may be issued to a special hunting preserve for unused preserve permits.
    - i. These circumstances will apply 3 years from the date of original purchase if the customer can provide proof of purchase.
    - ii. The refund request must be submitted within 30 days of the close of operations for it to be approved.
    - iii. The preserve permit must be unissued for the refund to be approved.
3. Once you have identified the product(s) that qualify for a refund, let the customer know that you will cancel the appropriate products, issue a complete refund based on the conditions listed above, and let the customer know that you will be issuing them their special products based on their eligibility, if applicable.
  4. Advise the customer that the refund could take up to six weeks to be processed and to have the funds show up in their account or receive a check in the mail.
  5. Ensure that any new products are associated with the customer's account. Let the customer know where they can find the new products in their ELS account and how to access them based on their tagging options (paper or e-tagging).
  6. Fill out a support ticket in ELS outlining the refund request and the information provided to the customer.
  7. Fill out the Refund Blue Sheet with the required information and supplemental documentation needed.
    - a. The indicator for whether a refund will be a check or credit card refund is the reference number on the order history screen of ELS, which is located just to the left of the price for the product that is being refunded.
      - i. If the reference number is numerical then the refund type will be "credit card".
      - ii. If the reference number starts with "C" then the refund type will be "check".
    - b. If the transaction is a Guest Checkout, then the name and the address of the customer must be collected in order to refund the transactions in question for the customer.
    - c. Take the completed refund packet and place it in the Controlled Hunts Administrative Specialists' inbox for further processing.