4.4 Harvest Return Card Processing

REVISION DATE: 01/31/2013

OVERVIEW

Successful clients are required by NAC to return the return card questionnaire that is part of the tag they are issued. The return card questionnaire is required to be returned by the deadline for which the tag was issued. The information from the client must be accurate or the card is rejected and a correction letter is sent to the client.

SUPPLIES & MATERIALS

Return Cards
Workstation
LaserJet Printer

AUTHORIZED PERSONNEL

Wildlife Administrative Services Office Manager
Wildlife Administrative Services Office Assistant Manager
Wildlife Administrative Services Office Supervisor
Wildlife Administrative Services Office Data Entry Clerk

TIME FRAME

The earliest hunts for Big Game close in August, and receipt of return cards follow closely the close of the hunts.

Return Card Deadlines – all deadlines are 5:00 PM PST

- Big Game
  - All species - January 31
    - Last mailing of correction letter – January 28
    - Penalty payment – Third Friday in March **BY MAIL**
      <u>OR</u>
    - Before the deadline for the Main Draw application period **ONLINE**
- Turkey
  - Spring Hunts - May 31
    - Last Mailing of correction letter – May 28
    - Penalty payment – June 30
  - Fall Hunts - November 30
    - Last Mailing of correction letter – December 28
    - Penalty payment - December 31

PROCESS
See procedures that follow.

4.5 Entering Return Cards

REVISION DATE: 09/17/2012

OVERVIEW

This procedure outlines the steps necessary to enter the return cards into the Hunt Inquiry System.

SUPPLIES & MATERIALS

Return Cards
Workstation
LaserJet Printer

AUTHORIZED PERSONNEL

Wildlife Administrative Services Office Manager
Wildlife Administrative Services Office Assistant Manager
Wildlife Administrative Services Office Supervisor
Wildlife Administrative Services Office Data Entry Clerk

TIME FRAME

The earliest hunts for Big Game close in August, and return cards are to be received no later than 5 p.m. PST on January 31st of the following year.

PROCESS

Retrieve the mail from the Post Office. Open the mail and separate the return cards from any other correspondence.

Any letters, notes, stats, etc. the hunter sends with card need to be copied (return card & letter). The original letter and copy of the return card is sent to NDOW Headquarters in Reno. The original return card and copy of letter stays at WASO.

Rubber band and keep all envelopes. Write **NDOW, Return Cards, date of mail, date of edit and your initials** on the back of the bottom envelope.

Return cards are date stamped and batched in groups of 35.

From the file toolbar menu select **Return Cards.**

Select **Processes, Data Entry.** The System displays the next available batch number and the number of cards to entered in the **# of Return Cards** will be entered manually**.**

Click the **Add** button to enter the cards.

Key what you see. If the hunter indicates he hunted 1.5 days, round up, i.e. 1.5 would be entered as 2 days.

Once all cards have been entered, the batch will need to be **Posted.** The posting process edits the information entered and creates the **Return Card Report.**

The cards are banded with a note that records the date of data entry, initials of the person that keyed the batch, and the batch number.

Online Return Cards

The client will complete the necessary data when entering the return card information online. The return cards completed online accumulates in the batch identified as **Online.** These cards will need to be posted on a daily basis.

From the **Return Card Batch Browse** screen, place the cursor next the batch labeled **Online.** Click on the **Posting** button. The system will display the **Return Card Posting** dialog box that prompts the user to decide if they are going to post the **Batch** that the cursor is on or **All** batches.

Return Card Reports

Any cards that have reject reasons must be reviewed for accuracy.

Two reports need to be reviewed prior to letters being printed.

The Batch Report for Paper Return Cards

This report is specific to the batch and needs to be generated for each batch keyed. The system generates a list of each return card in the batch and the entries that were made for each field. The report also provides error information and the letter number of the associated error. The report should be reviewed and corrections made as appropriate. From the Return Card Batch Browse, select the batch for which to run the report. From the toolbar, select Report, Batch Reports. Click Print to print the report to your default printer. Click Cancel to cancel the generation of the report.

The Exception Report for the Online Return Cards

This report generates a list of all errors currently associated with Return Cards. The purpose for running this report is to verify that any correction letters generated are valid. This report lists only the errors, not every return card entered. As the ONLINE batch is quite large and the information is keyed by either the client or the operator (who reviews with the client prior to submission), reviewing each Return Card in the ONLINE batch would be extremely time consuming and is unnecessary. From the Return Card Application Browse menu, select Report, Exception Report. The ONLINE batch is at the end of the report. Only those pages associated with the ONLINE batch need to be printed and reviewed.

Upon completing the review of the batch report(s) and the exception report, if the card is rejecting for a valid reason, print the correction letter. If the information was keyed incorrectly, make the correction by selecting **Managers, Maintenance.**

Date and initial the report before filing in a binder.

Correction Letters

From the file toolbar menu, select **Letters.** Print the letter numbers that are associated with each report.

Return Card Correction Letters

Per NDOW, Return Card Correction letters will cease to be mailed to clients 3 business days prior to the Return Card Deadline of January 31.

To enter the correction letter for a return card, select **Return Card** from the tile toolbar menu.

From the **Return Card Browse,** find rejected client, select **Processes, Corrections.** The System will prompt the user for the correction letter number. This will allow the user to enter the information supplied by the client on the correction letter.

The Return Card Status will change from **Rejected** to **Returned** if ALL valid corrections have been made. Go into **Detail** and write batch number in red in the upper right corner of the return card. The correction letter needs to be stapled in front of the original report card. Duplicate return cards are stapled on the back of the original return card.