

# Missouri Department of Conservation Permit Auto-Renewal Service

**Frequently Asked Questions (FAQ)** 

### What is the Permit Auto-Renewal Service?

Permit Auto-Renewal Service (Auto-Renewal) is a feature that will allow a customer to enroll eligible permits in a service that will automatically renew them for the next permit year. This process was designed to ensure a customer never has an expired permit when they need it most.

### How is Auto-Renewal Turned On?

Auto-Renewal is a voluntary feature that can only be activated by the customer. Auto-Renewal can be turned on for eligible permits that are currently active on a customer account in the "Manage Your Account" section and under "Manage Your Auto-Renewal Settings," as well as during the purchase of an Auto-Renewal eligible permit on the Internet. Instructions on how to turn on Auto-Renewal are provided below.

### How is Auto-Renewal Turned OFF?

Auto-Renewal can be turned off at any time by logging into "Manage Your Account" at <u>www.mdc.mo.gov/buypermits</u>, and then going to "Manage Your Auto-Renewal Settings." Instructions on how to turn off Auto-Renewal are provided below.

### Is Auto-Renewal Required?

No. Customers are not required to use Auto-Renewal, it is a voluntary service offered by the Department. To participate, customers are required to turn on Auto-Renewal. Once enrolled, if a customer wishes to cancel their participation in the service, they can turn off Auto-Renewal.

### Is an Email Address Required to Participate in Auto-Renewal?

Yes. To enroll in Auto-Renewal a *valid* email address is **required**. Auto-Renewal will send email updates – including initial enrollment, changes made by the customer, reminders of upcoming renewals and charges, and notification of a successful renewal and charge – to the email address provided by the customer. Therefore, a *valid* email address is required to receive all the benefits Auto-Renewal offers.

### Will Email Notices Be Sent to Customers Who Choose to Use Auto-Renewal?

Yes. An email will notify customers that their eligible permit will be renewed using Auto-Renewal both 30- and 7days prior to the renewal of their permit(s). Auto-Renewal settings can be adjusted any time before the permit renewal.

### Is Auto-Renewal available for permits purchased from my local permit vendor?

Yes. While Auto-Renewal is not able to be turned on during a transaction by the permit vendor, customers can turn on Auto-Renewal for eligible permits by using the Manage Your Account.

### What if I purchase a permit enrolled in Auto-Renewal before the Auto-Renewal process runs?

The permit that was enrolled in Auto-Renewal will not be renewed since it has already been purchased. The permit will remain enrolled in Auto-Renewal and will be renewed during the next renewal period.

## Which permits are eligible for Auto-Renewal?

Annual Hunting and Fishing Permits	Deer and Turkey Permits		
Resident Hunting and Fishing	Resident Spring Turkey Hunting (Including Youth)		
Resident Fishing	Nonresident Spring Turkey Hunting (Including Youth)		
White River Border Lakes	Resident Fall Turkey Hunting (Including Youth)		
Nonresident Fishing	Nonresident Fall Turkey Hunting (Including Youth)		
Trout Permit (Including Youth)	Resident Archer's Hunting (Including Youth)		
Resident Small Game Hunting	Nonresident Archer's Hunting (Including Youth)		
Nonresident Small Game Hunting	Resident Firearms Any Deer Hunting (Including Youth)		
Resident Trapping	Nonresident Firearms Any Deer Hunting (Including Youth)		
Nonresident Furbearer Hunting and Trapping			
Resident Conservation Order			
Nonresident Conservation Order			

### Which permits are not eligible for Auto-Renewal?

Permit Type	Reason
Conservation Permit Card	The Conservation Permit Card never expires and only needs to be
	purchased again if the card is lost, destroyed or in the event of a name
	change.
Daily Fishing/Hunting Permits	Fishing and hunting trip dates change from year to year.
Antlerless Permits (Archery/Firearms)	County and season regulations are subject to change.
Landowner Permits	Property ownership is subject to change.
Migratory Bird Permit	Fulfillment of the Harvest Information Program (HIP) survey.
Electronic Federal Duck Stamp	Fulfillment requirements for the physical stamp.
License Plate Authorizations	Variances in license plate renewal dates.

# How to Turn ON Auto-Renewal for Permits CURRENTLY on a Customer's Account:

Signing up for Auto-Renewal Takes 4 Easy Steps

- 1. Log In
- 2. Add Your Payment Method
- 3. Select the Permits You Want to Auto-Renewal
- 4. Accept the Permit Auto-Renewal Service Terms and Conditions
- 1. Log In

Go to <u>www.mdc.mo.gov/buypermits</u> and select the "Manage Your Account" tile and log into the customer's account.



Once logged in, select "Manage Your Auto-Renewal Settings."



### Add Your Payment Method

To enroll in Auto-Renewal, the customer will first need to add their payment method by selecting "Add Payment Method."



If the customer does not have current permits on their account that would make them eligible for Auto-Renewal, they will receive the following pop-up which will allow them to proceed to the sales process to purchase permits that are eligible for Auto-Renewal.

Payment Information Not Setu	ıp
You currently do not have any permits on yo To enroll in Auto-Renewal, you will need to s process or select <b>Cancel</b> to return to your a	

### Select the Permits You Want Enrolled in Auto-Renewal

Once the payment has been added, the customer will be able to turn ON products that are eligible for Auto-Renewal.

Permits Eligible for Auto-Renewal:					
NAME	EXPIRATION DATE	PURCHASE DATE	OPTIONS		
RES TRAPPING	6/30/2019	5/3/2019	ON		
RES FISHING	2/29/2020	3/11/2019	OFF		
WHITE RIVER BORDER LAKES	2/29/2020	4/26/2019	OFF		

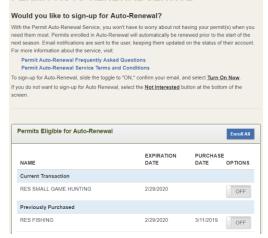
### 2. Accept the Permit Auto-Renewal Service Terms and Conditions

To complete the signup process, the customer will have to agree to the Permit Auto-Renewal Service Terms and Conditions and select Save. Permit Auto-Renewal Service Terms and Conditions are available for review at: <a href="https://https//ht

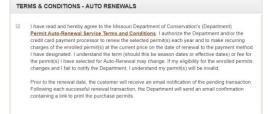
### How to Turn ON Auto-Renewal when purchasing a NEW permit:

#### Signing up for Auto-Renewal Takes Only 4 Easy Steps

- 1. Log In: Go to www.mdc.mo.gov/buypermits, select Purchase Your Permits
- 2. Confirm Your Customer Information: An email address is required for any online sale and to participate in Auto-Renewal.
- Add Permits to the Shopping Cart: Permits eligible for Auto-Renewal will require the customer to turn ON the products they would like to enroll in Auto-Renewal.
  PERMIT AUTO-RENEWAL SERVICE



4. Add Your Payment Method and Accept the Permit Auto-Renewal Service Terms and Conditions.



# How to Turn OFF Auto-Renewal Features and Delete Payment Method:

- 1. Log In: Go to <u>www.mdc.mo.gov/buypermits</u>, select Manage Your Account, Log In, select Manage Your Auto-Renewal Settings.
- 2. Toggle the Permits Eligible for Auto-Renewal to OFF

Permits Eligible for Auto-Renewal:			
NAME	EXPIRATION DATE	PURCHASE DATE	OPTIONS
RES TRAPPING	6/30/2019	5/3/2019	ON
RES FISHING	2/29/2020	3/11/2019	OFF
WHITE RIVER BORDER LAKES	2/29/2020	4/26/2019	OFF

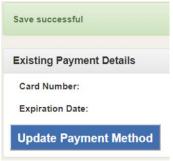
**3.** Select Save: After selecting "Save" and accepting the confirmation to cancel, the Payment Method will be deleted and Auto-Renewal will be turned off. An email will be sent to the email address on the customer's account confirming the cancellation of Auto-Renewal.

# How to Edit Payment Method:

- 1. Log In: Go to <u>www.mdc.mo.gov/buypermits</u>, select Manage Your Account, Log In, select Manage Your Auto-Renewal Settings.
- 2. Select Update Payment Method



**3.** Update the Cardholder's Information: After selecting "Update" the updates made to the customer's Payment Method will be saved and an email will be sent to the email account on the customer's account.



\* Refer to "How to Turn OFF Auto-Renewal Features" to Turn OFF Auto-Renewal and Delete Your Payment Method.

If you have additional questions regarding the Permit Auto-Renewal Service, contact MDC Permit Services staff by calling (573) 522-0107 and selecting Option 4, or by emailing <u>Permits@mdc.mo.gov</u>.