



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 www.mdc.mo.gov/buypermits, 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 7-days 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 <i>(Including Youth)</i>
Resident Fishing	Nonresident Spring Turkey Hunting <i>(Including Youth)</i>
White River Border Lakes	Resident Fall Turkey Hunting <i>(Including Youth)</i>
Nonresident Fishing	Nonresident Fall Turkey Hunting <i>(Including Youth)</i>
Trout Permit <i>(Including Youth)</i>	Resident Archer's Hunting <i>(Including Youth)</i>
Resident Small Game Hunting	Nonresident Archer's Hunting <i>(Including Youth)</i>
Nonresident Small Game Hunting	Resident Firearms Any Deer Hunting <i>(Including Youth)</i>
Resident Trapping	Nonresident Firearms Any Deer Hunting <i>(Including Youth)</i>
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	Variations 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

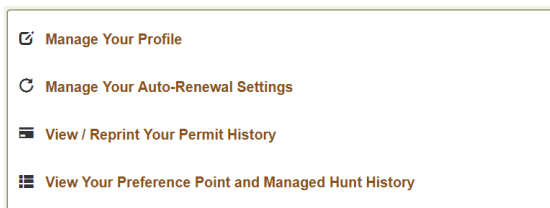
1. Log In
2. Add Your Payment Method
3. Select the Permits You Want to Auto-Renewal
4. Accept the Permit Auto-Renewal Service Terms and Conditions

1. Log In

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

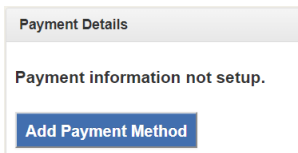


Once logged in, select "Manage Your Auto-Renewal Settings."

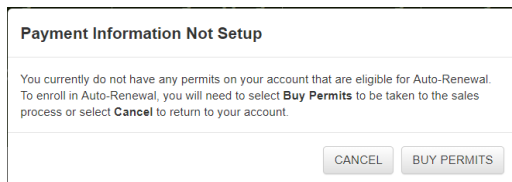


Add Your Payment Method

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.



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	<input checked="" type="checkbox"/> ON
RES FISHING	2/29/2020	3/11/2019	<input type="checkbox"/> OFF
WHITE RIVER BORDER LAKES	2/29/2020	4/28/2019	<input type="checkbox"/> 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: <https://huntfish.mdc.mo.gov/autorenewalterms>.

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.
3. **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

Would you like to sign-up for Auto-Renewal?

With the Permit Auto-Renewal Service, you won't have to worry about not having your permit(s) when you need them most. Permits enrolled in Auto-Renewal will automatically be renewed prior to the start of the next season. Email notifications are sent to the user, keeping them updated on the status of their account. For more information about the service, visit:

[Permit Auto-Renewal Frequently Asked Questions](#)
[Permit Auto-Renewal Service Terms and Conditions](#)

To sign-up for Auto-Renewal, slide the toggle to "ON," confirm your email, and select **Turn On Now**.

If you do not want to sign-up for Auto Renewal, select the **Not Interested** button at the bottom of the screen.

Permits Eligible for Auto-Renewal				Enroll All
NAME	EXPIRATION DATE	PURCHASE DATE	OPTIONS	
Current Transaction				
RES SMALL GAME HUNTING	2/29/2020		<input type="checkbox"/> OFF	
Previously Purchased				
RES FISHING	2/29/2020	3/11/2019	<input type="checkbox"/> OFF	

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

TERMS & CONDITIONS - AUTO RENEWALS

I have read and hereby agree to the Missouri Department of Conservation's (Department) [Permit Auto-Renewal Service Terms and Conditions](#). I authorize the Department and/or the credit card payment processor to renew the selected permit(s) each year and to make recurring charges of the enrolled permit(s) at the current price on the date of renewal to the payment method I have designated. I understand the term (should this be season dates or effective dates) or fee for the permit(s) I have selected for Auto-Renewal may change. If my eligibility for the enrolled permits changes and I fail to notify the Department, I understand my permit(s) will be invalid.

Prior to the renewal date, the customer will receive an email notification of the pending transaction. Following each successful renewal transaction, the Department will send an email confirmation containing a link to print the purchase permits.

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

1. **Log In:** Go to www.mdc.mo.gov/buypermits, 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	<input checked="" type="checkbox"/> ON
RES FISHING	2/29/2020	3/11/2019	<input type="checkbox"/> OFF
WHITE RIVER BORDER LAKES	2/29/2020	4/26/2019	<input type="checkbox"/> 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 www.mdc.mo.gov/buypermits, select Manage Your Account, Log In, select Manage Your Auto-Renewal Settings.
2. **Select Update Payment Method**

Existing Payment Details

Card Number:

Expiration Date:

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.

Save successful

Existing Payment Details

Card Number:

Expiration Date:

Update Payment Method

- * **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 Permits@mdc.mo.gov.