

The Do's and Don'ts of Licensing During Renewals

The Don'ts

1. Do not have owners call us to pay on-line – with 56 jurisdiction and 12,000 licenses that need renewing FCS does not have the capacity to take payments over the phone. If you'd like to take a payment over the phone you can do that by going to our [website](#) and entering the payment information on the operators' behalf.
2. Do not have the owner write change information on the renewal. Renewals go to Fiscal for processing, then come over here in a large batch either weekly or monthly depending on their work schedule. We may never see the change.
3. Do not send 2022 applications to us until after January 1st. Applications must be processed the year we get them; we can't hold checks or money orders.

The Do's

1. Do pay the correct amount - refunding checks is very time consuming not only for us but for Fiscal. We pay about \$80.00 per refund check sent out.
2. Do collect 2021 and 2022 license fees for new establishments - It can take longer to process new applications during renewals, and it upsets some of your customers to get a renewal before they get their license. And we really don't want new owners to start off having a late fee. Late fees will be charged this year starting January 1st.
3. Do let your new licensees know – renewal season slows processing times down and it may take a bit longer to get their new licenses during renewal.
4. Do remember, after October 30th active status in the licensing database changes - after October 30th, when looking for a 2021 license they will no longer be in the active status they will be in a renewed status, 2022 licenses will be active licenses.