

# Maryland E-Reporting with FACTS™

## Call Center Tips

Toll Free Helpline Available 24 Hours a Day

**1-877-979-1820**

### CALL CENTER - 1-855-390-2722

This tip sheet covers reporting using the FACTS™ Call Center to report your daily trip activity. Please refer to the program's user manuals for complete details.

### CALL CENTER - START HAIL

The Call Center representative will ask you to provide the following information:

- Type of Trip - Fishery
- VRN
- Crew Count
- Angler Count (Charter only)
- Gear Type
- Anticipated Landing Time (24hr clock)
- Anticipated Landing Location
- Early Start Flexibility? (Yes/No) - Blue Crab/Shellfish

### CALL CENTER - END HAIL

**Trip End Hail:** The Call Center Representative will confirm your Start Hail details and ask you to provide the following information:

| Fishery         | End Hail Information                                                                                            |
|-----------------|-----------------------------------------------------------------------------------------------------------------|
| All Fisheries   | Area Harvested, Number of hours of harvest activity, Gear details (type, quantity used), Harvest details        |
| Blue Crab       | Amount of hard crabs by grade, Market destination (% harvest sold to restaurants, public, dealers and not sold) |
| Finfish/Charter | Estimated catch weight (total per species) & count                                                              |
| Striped Bass    | Check Station and Harvest Check-in Intent (Next Day Check-in)                                                   |
| Charter         | Angler count, Catch disposition, Hooking per species (for hook and line, shallow hooked or not)                 |
| Shellfish       | Bar/Point where harvesting occurred, Dealers being sold to                                                      |