Firearm Eligibility System
Dealer User Guide

Florida Department of Law Enforcement

Firearm Purchase Program

Version 1.0
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Introduction

This Dealer User's Guide was designed and developed as an instructional guide to the Firearm Eligibility System (FES). The guide covers each area of the FES in detail. The information will lead users through every step of submitting background checks to the Firearm Purchase program (FPP) and how to manage and track those transactions. It is an important resource for users to maximize the features and benefits of the FES.

As outlined in this guide, there are two types of dealer roles in the FES, "Administrator" and "User". The "User" role allows individuals access to all functions of the FES, with the exception of managing users. The "Administrator" role includes the same access as the "User" role, and includes the ability to create and update users. The user initially trained by FPP to use the FES, will be created and assigned the "Administrator" role by FPP. Dealers will then be responsible for the creation and maintenance of their own store's user accounts.

For any questions beyond the scope of this guide, please contact the FPP at (850) 410-8139

Section 1: Home Page and Verification

The Florida Department of Law Enforcement (FDLE) Firearm Eligibility System (FES) is a web-based application available via the Internet developed for use by Federal Firearm Licensees (FFL) to submit firearm background check transactions. FES also offers the ability to view previously submitted transactions.
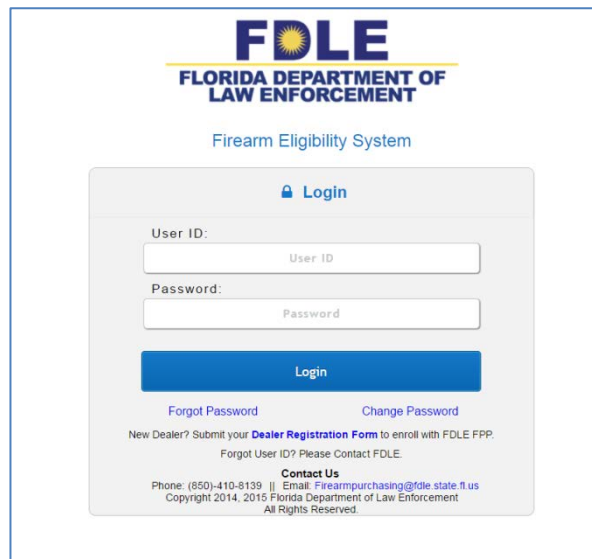
Objectives of This Section

At the conclusion of this section, you will be able to:
- Login to FES
- Reset a forgotten password
- Change your password
- View the Terms and Conditions page

Step-by-step Instructions

1. Using a device with an active internet connection, access the FES home page at:

https://fes.fdle.state.fl.us

2. Enter your User Name and Password and click the blue "Login" button. The Terms and Conditions page will open.
    a. If you do not know your User Name, see your local system administrator. If you do not know who that is, or you are the system administrator for your FFL, call FDLE for assistance at 850-410-8139.
    b. If you do not know your Password, click the "Forgot Password" link and you will be directed through a set of screens that will allow you to set a new password.

c. If you know your current password but would like to change it, click the "Change Password" link and you will be directed through a process which will allow you to set a new password.

3. After reviewing the terms and conditions for FES use, click "I Accept" to continue. If you do not accept the terms and conditions, click "I Decline" and you will be directed back to the home page.

Section 2: FES Main Page

The main page functions as a bulletin board for important messages and updates. The main menu is located on the left side of the screen and will remain fixed in this position as you move through other screens available in the application.

Objectives of This Section

At the conclusion of this section, you will be able to:
- Search for a previously submitted transaction by control number or queue number and within specified time limits, customer name
- View previously submitted transactions matching your search criteria

Step-by-step Instructions

1. In the upper left corner of the menu is a white oval shaped field. Type the control number or queue number of the transaction (any transaction submitted within the past 24 months) or the customer's last name. When you have typed the number or name, hit the 'enter' or 'return' key on your keyboard to activate the search.

    > NOTE: Customer names are purged from the system 48 hours after the transaction becomes an approval. You will not be able to search by customer name if the name has been purged.
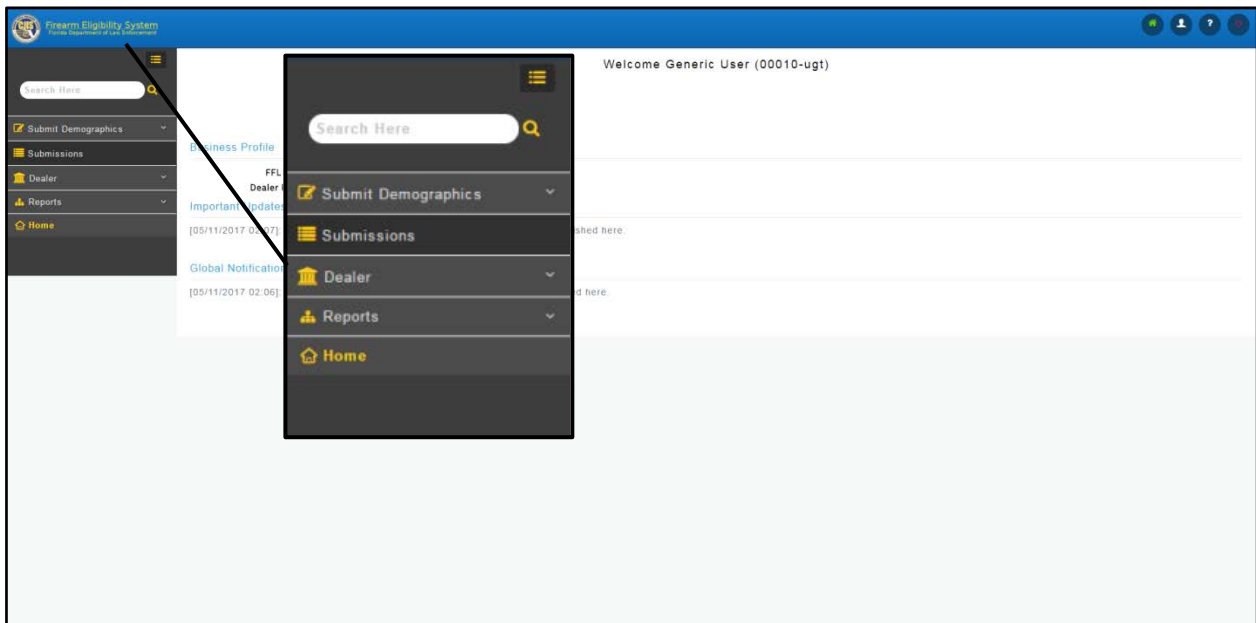
2. The search results page will open. If you searched by a control number or queue number, the system will retrieve a single transaction associated with that number. If you search by customer's last name, the system could potentially return multiple transactions. You may use the secondary search filter located in the upper right corner to narrow your search results.

Section 3: Submit Transaction – US Citizen

FFLs must ascertain if the customer is a US Citizen or a non-citizen who is a legal permanent resident alien (LPR) or a non-citizen who is visiting the US for a specific time period and is not seeking LPR status.

Objectives of This Section

At the conclusion of this section, you will be able to:
- Select the correct screen to submit a transaction for a US Citizen
- Choose the Type of Firearm
- Type customer information
- Clear the screen of previously typed information
- Close the screen without submitting the transaction
- Submit the transaction

Step-by-step Instructions

1. Locate the menu on the left side of screen. Under the Menu item "Submit Demographics", select "US Citizen".

2. The next screen opens with your dealer ID and FFL number already populated. Select the type of firearm from the drop down menu. "Other" refers to frames, receivers, and firearms that are neither handguns or long guns.

3. Complete the customer information as follows:
    a. First Name: type the customer's first name. If the customer has two first names, merge the names together as one. MARY ANN should be typed as MARYANN.
    b. Middle name: type to customer's middle name or initial. If the customer does not have a middle name, leave the field blank.
    c. Last Name: type the customer's last name. If the name is hyphenated, include the hyphen. For example: SMITH-JONES. Do not include apostrophes or natural spaces. For example: O'Connor should be typed OCONNOR and De La Cruz should be typed DELACRUZ.
    d. Date of birth should be typed in MM/DD/YYYY format
    e. Place of Birth: enter the abbreviation if you know it or begin typing the customer's place of birth. The system will narrow the list and allow you to select the correct place of birth.
    f. Sex/Race: select the appropriate value or select "unknown".
    g. Social Security Number (SSN): if provided, type the SSN without the hyphens. You must have all nine digits.
    h. Unique Personal Identification Number (UPIN): This number is issued by the FBI to persons participating in the Voluntary Appeal File. If provided, type the UPIN into this field.
    i. State of Residence: choose from the drop down list.
4. When the customer information has been typed, quickly review the screen to make sure the information you typed is correct. Make any necessary changes then click "Submit" to submit the transaction to FDLE for evaluation.
5. Clicking "Clear" will allow you to wipe out all the values you have already typed in and start over. Clicking "Close" before clicking "Submit" will allow you to go back to the previous screen, effectively cancelling the transaction before submission.

Section 3: Submit Transaction – Non-Citizen

There are two types of Non-Citizens that may purchase a firearm in the United States. Legal Permanent Resident (LPR) aliens are persons who intend to make their home in the United States. These individuals have been issued an Alien Registration (AR) number. Persons who are visiting the US without intentions to make it their home, come to the US on a visa or from a visa waiver country and are admitted for a specific purpose or length of time. These individuals are issued an I-94 number electronically upon border crossing or at the sea port or airport. Customs and Border Patrol (CBP) no longer prints I-94 documents. The non-citizen may retrieve their I-94 number from the internet at www.cbp.gov. Persons visiting the US on a visa must present an 'exception document' (most commonly a hunting license).

Objectives of This Section

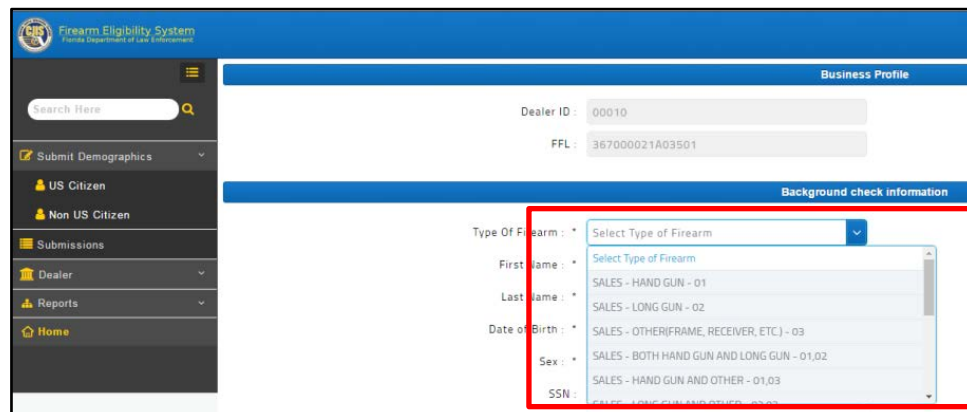At the conclusion of this section, you will be able to:
- Select the correct screen to submit a transaction for a US Citizen
- Choose the Type of Firearm
- Type customer information
- Clear the screen of previously typed information
- Close the screen without submitting the transaction
- Submit the transaction

Step-by-step Instructions

1. Locate the menu on the left side of screen. Under the Menu item "Submit Demographics", select "Non US Citizen".

2. The next screen opens with your dealer ID and FFL number already populated. Select the type of firearm from the drop down menu. "Other" refers to frames, receivers, and firearms that are neither handguns or long guns.

3. Complete the customer information as follows:
    a. First Name: type the customer's first name. If the customer has two first names, merge the names together as one. MARY ANN should be typed as MARYANN.
    b. Middle name: type to customer's middle name or initial. If the customer does not have a middle name, leave the field blank.
    c. Last Name: type the customer's last name. If the name is hyphenated, include the hyphen. For example: SMITH-JONES. Do not include apostrophes or natural spaces. For example: O'Connor should be typed OCONNOR and De La Cruz should be typed DELACRUZ.
    d. Date of birth should be typed in MM/DD/YYYY format
    e. Place of Birth: enter the abbreviation if you know it or begin typing the customer's place of birth. The system will narrow the list and allow you to select the correct place of birth.
    f. Sex/Race: select the appropriate value or select "unknown".
    g. Social Security Number (SSN): if provided, type the SSN without the hyphens. You must have all nine digits.
    h. Unique Personal Identification Number (UPIN): This number is issued by the FBI to persons participating in the Voluntary Appeal File. If provided, type the UPIN into this field.
    i. State of Residence: choose from the drop down list.
    j. Alien or Admission #: Select "AR" from the drop down if the customer is an LPR. Select "I-94" from the drop down if the customer is visiting the US for a specified reason or time period and not making the US his/her home. Type the number in the next field – do not type the "A" – this field should contain numbers only. An AR has up to nine digits (not including the "A"). An I-94 number has 11 digits.
    k. Exception Doc. Code: choose the correct value as follows:

        Y – Exception Doc. Code Provided. Select if the customer provided an I-94 number and a hunting license or other approved exception document.

        N – Exception Doc. Code Not Provided. Select if the customer provided an I-94 number and does not hold a hunting license or other approved document.

        X – Not Applicable. Select if the customer is an LPR or is visiting from a country the US recognizes as a Visa Waiver country (list available from Customs and Border Patrol via the Internet – updated list should be obtained frequently).

4. When the customer information has been typed, quickly review the screen to make sure the information you typed is correct. Make any necessary changes then click "Submit" to submit the transaction to FDLE for evaluation.
5. Clicking "Clear" will allow you to wipe out all the values you have already typed in and start over. Clicking "Close" before clicking "Submit" will allow you to go back to the previous screen, effectively cancelling the transaction before submission.

Section 4: Submitted Transactions

When a transaction is submitted by an FFL, the FES system uses the customer demographics to generate queries in several state and federal systems. In seconds, FES gathers the responses from each system and completes a quick automated evaluation. If each of the systems queried respond with a message indicating "NO RECORD FOUND", FES will automatically approve the transaction and the approval decision and control number will be available to the FFL within 20 seconds. This is called an "Auto Approval" and statistically speaking, occurs one-third of the time. That's right – 33% of all transactions are approved within 20 seconds of submission. FFLs who phone in transactions lose this advantage.

If any of the systems respond with records that are close and may be a match to the customer's demographics, FES will drop the transaction into the active queue for evaluation. FDLE analysts work the queue opening transactions in the order received. Analysts review the query responses, make any additional queries needed and provide a decision and control number to the FFL. The time it takes to review varies depending upon the number and complexity of responses. More than 75% of all transaction are complete within minutes. Common names may elicit a large number of responses and often take longer – some as long as 30 minutes or more. Non-Citizens typically take longer since there is an additional query through the Immigrations and Customs Enforcement database.

## *Objectives of This Section*

At the conclusion of this section, you will be able to:
- View the "Submissions" queue to retrieve a control number and decision
- Refresh the screen to view decisions of newly submitted transactions
- Sort columns to view data in a different order

View Submission Queue
To retrieve the final decision on a submitted transaction, select "Submission" from the FES menu.
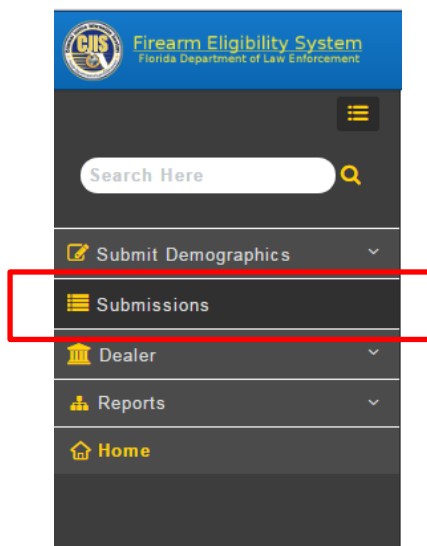
The submissions screen will open and will display transactions submitted on behalf of your FFL for the past 30 days. The name will be displayed for customers whose transactions are not yet approved or have been approved in the last 48 hours. Once the transaction has been approved, the customer's identifying information will be purged from the system.

Columns may be sorted by clicking on the column header. For example, click on the submission date once to sort from most recent to oldest. Click again and the column will be sorted in reverse order, showing the oldest on the first page and the most recent on the last page.

Remember to click the Refresh button at the bottom of the page to update the page and fetch transaction responses.

Name: This column will display customer names that have not been purged.

Control Number: This is the state transaction number you will place on the ATF4473 Form

Status: Submitted – System is in process of accepting the transaction and determining if it will be an auto-approval or if it will be moved to the queue.

 Received – Transaction not auto-approved, has been placed in queue ready to be worked

 In Progress – Transaction is being worked by an analyst

 Completed – Decision and Control Number are ready to be retrieved

Submitted Date: Date and time transaction was received by FPP.

Date of Birth: This column will display customer date of birth that have not been purged.

Decision Due Date: Three business days from the date of the conditional non-approval decision.

Last Updated On: Date and time the decision was made. If a transaction is initially a CN and is changed to either an approval or non-approval, this field will reflect the date and time of that change.

User ID: the user who submitted the transaction or a notation the transaction was called in by phone.

Queue Number: the number initially assigned to the transaction when it first comes into the system. FFLs may refer to this number if calling FDLE on a transaction that is in Submitted or Received status.

The "Notes" column is a feature intended to promote better communication between FFLs and FPP. There are times when partial, invalid, or incorrect information is preventing the transaction from being worked. FPP will always attempt to call the FFL to resolve the issue. Sometimes, we are unable to get through on the phone. Perhaps your phone lines are busy or the business has closed for the day. If we are unable to resolve the issue with the transaction by phone, FPP will indicate that contact is needed and it will show up as seen below:
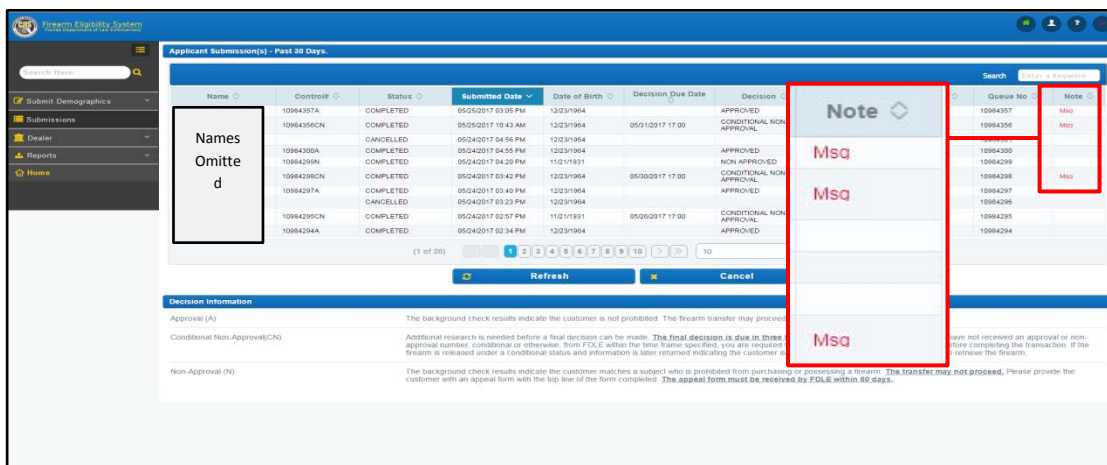
If one of your transactions has "Msg" (message) in the notes column, hover over the "Msg" with your mouse and additional information will be displayed. For example, if a transaction is submitted with an invalid alien registration number, FPP will attempt to call the dealer to resolve. If the dealer cannot be reached on the phone, the analyst will place a note in the transaction. When you hover over the "Msg" you will see "Invalid AR number, please verify and call FPP".

You may scroll through pages, and print the submission screen using the controls at the bottom of the screen.
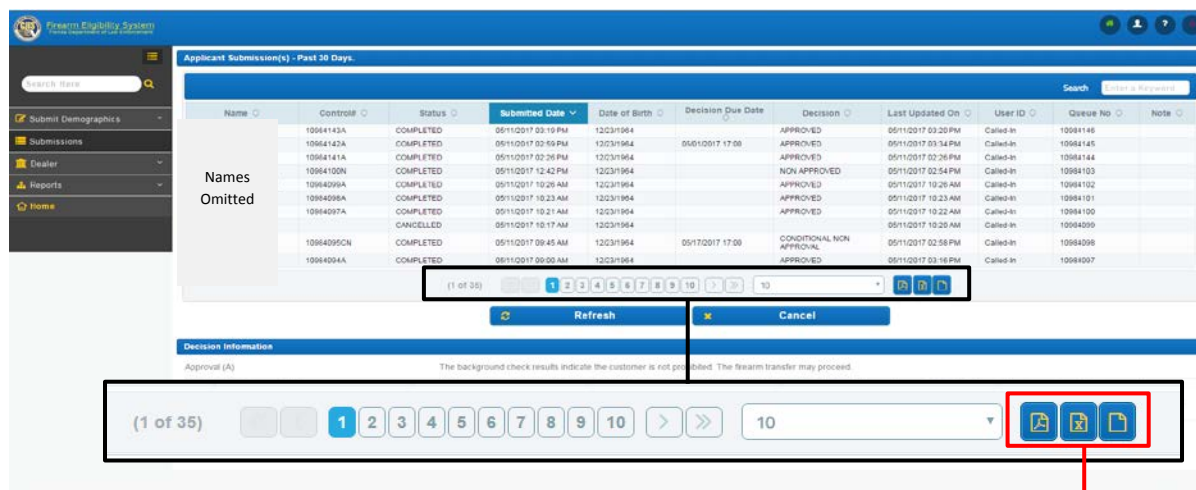
You may export data to the following formats:
- Export PDF
- Export Excel
- Export CSV

You may save or print data after exporting.

Section 5: Dealer User Administration

Each FFL will have at least one person assigned as the User Administrator who will create usernames for other persons who will be using the FES system.

Please Note: Some firearm dealers have stores in multiple locations. Each location that has a separate and distinct FFL number also has a separate and distinct dealer number. If a user works at multiple locations, the user will have multiple logins. Why is this important? When ATF comes to audit your location, ATF will run a FES report by FFL number/Dealer number. The report becomes very complicated when transactions from other store locations are mixed in the report.

Example: John Q. Sales works at the Live Oak store Monday thru Wednesday and at the Lake City store on Friday and Saturday. John will have one login he uses when he is at Live Oak (sales-jq) and different login when he works in Lake City (sales-jq1).

Administrators should make sure users are logging in properly in order to maintain correct transaction records.
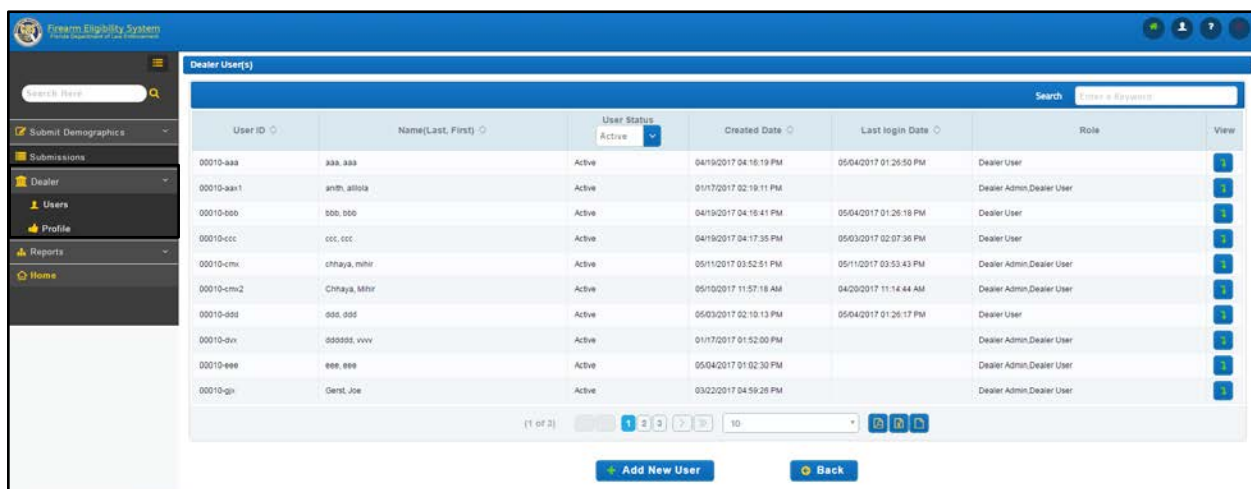
Objectives of This Section

At the conclusion of this section, you will be able to:
- Create a new user
- Assign a role to a user
- Update a user
- Inactive users

Create a New User

1. From the FES menu, under Dealer, click "User". The Dealer User screen will open and display all users for this FFL and their assigned roles.

2. Click the "Add New User" button at the bottom of the page. The add user screen will open. Enter the new user's name, phone number and email address. It is important to have a valid active email account in order to login and maintain a current password.

3. Assign the new user a role by clicking in the box next to the role name. When you have selected it, a blue check mark will appear. There are two roles to choose from. You may select "Dealer User" or "Dealer Admin". If the new user will also be an administrator (be able to create other users) then assign the Dealer Admin role. The Dealer Admin can do everything a Dealer user does and can also create new users. If the new user will submit transactions but will not need to create other users, assign the Dealer User role.

4. Once you have typed the new user information and assigned a role, click "Save User" at the bottom of the screen. The new user will receive an email notification from FES with a username and temporary password. The user will change the password the first time he/she logs in to FES.

Update a User

1. From the FES menu, under Dealer, click "User". The Dealer User screen will open and display all users for this FFL and their assigned roles.

2. The last column on the page is "view". Locate the user you want to update and click the blue box with an arrow in it under the "view" column. This will open the user profile so that you may make changes. You may change the roles or email address. If you are changing a user's last name, it is better to inactivate the user and create a new user.

3. When you have completed the updates, click the "Update User Details" button at the bottom of the page.

Inactivate a User

1. To inactivate a user, open the user profile just as you would to update a user.
2. Click the "Inactivate" button at the bottom of the screen.
3. Click the "Update User Details" button at the bottom of the screen.

This user will no longer be able to login to the FES application. Administrators should deactivate accounts of individuals who should not have access. Remember – this is an internet application. A disgruntled employee may continue to have access to this application unless you inactive his/her login.

Section 6: Dealer Profile

The Dealer Profile is completed when the new FFL first contacts FDLE to register and is assigned a dealer number. Please check your dealer profile to make sure the information contained in it is still accurate. If any portion of the dealer profile needs to be updated (with the exception of business hours), please contact FDLE at 850-410-8139 or by email at FirearmPurchasing@fdle.state.fl.us. Provide the updated information and FDLE will be glad to make the changes to your profile.

The business hours may be viewed by all dealer users but may be modified or updated only by users who have been assigned the dealer administrator role. Knowing your hours of business allows FDLE to provide better customer service.

Objectives of This Section

At the conclusion of this section, you will be able to:
- View the Dealer Profile
- Update the Business Hours

View and Update Your Dealer Profile

1. From the menu under "Dealer", click "Profile". The dealer profile page will open.
2. Insert or change business hours in the grid.
3. When finished, click the "Update Dealer" button at the bottom of the screen.

Section 7: Reports

FES provides three reports Dealers may find helpful; the Transaction Report, the Dealer Activity Report and the Statistics Report.

Objectives of This Section

At the conclusion of this section, you will be able to:
- View one month of transactions in the Transaction Report
- View transactions submitted by FFL or by specific User in the Dealer Activity Report
- View transaction statistics for your FFL in the statistics report

Transaction Report

The Transaction Report allows users to search for all transactions within a specific date range up to one month (31 days).   FES retains transactions for 24 months. Transactions that are 24 months plus one day old and purged from the system each night.

You may search for transactions submitted by a specific user or transactions with a specific decision in the Dealer Activity Report.

The statistics report will provide a count of the number of transactions meeting your search parameters.

1. In the menu, under "Reports", choose the report you wish to run. The report screen will open. Your dealer number will be displayed at the top of the screen.
2. Type in a the desired parameters for your search. Dates may be no more than 31 days apart for the Transactions Report and the Dealer Activity Report.
3. Click "Search". Transactions matching your search results will be displayed.
4. Columns may be sorted by clicking on the column header.
5. Reports may be exported and saved or printed.

Appendix A: Helpful Information

Decisions

Approval – The background check indicates the customer is not prohibited. The firearm transaction may proceed.

Conditional Non-Approval – Additional research is needed before a final decision may be made. The final decision is due in Three business days excluding holidays. After the three business days have passed, if you have not received an updated decision, you are required to contact FDLE to inquire about the status before completing the transaction. If the firearm is released under a conditional status and information is later returned indicating the customer is prohibited, ATF and local law enforcement will be notified to retrieve the firearm.

Non-Approval – The background check results indicate the customer matches a subject who is prohibited from purchasing a firearm. The transfer may NOT proceed. Non-approved customers may file an appeal. The appeal must be received within 60 days of the transaction date.

Customer Names

First Names: Multiple names should be run together with no space. Example: MaryAnn

Middle Names: Multiple names should be run together with no space. Example: JamesDean

Last Names: Do not type apostrophes. Example: O'Connor should be typed OCONNOR.

If the last name is hyphenated, include the hyphen. Example: Smith-Jones

If the last name has spaces, type without the spaces. Example: DeLaCruz

Suffixes: Junior (JR), Senior (SR), the first (I), second (II) or third (III) should be typed in the suffix field and not included in the last name field.

Non U.S. Citizen Numbers

Legal Permanent Resident Aliens (LPRs) are issued Alien Registration numbers. These number are 9 digits or fewer. Do not type the "A".

Visitors admitted on a visa or from a visa waiver country who are not planning to make the U.S. their permanent home are issued an admission number which is an I-94 number. I-94s are 11 digits in length. Visitors who do not have their I-94 number may obtain it over the internet from Customs and Border Patrol at www.cbp.gov.

Visitors who are in the U.S. on a visa must show an exception document before purchasing a firearm. The most common exception document is a hunting license. You may find information about other types of exception documents by searching the internet or contacting FDLE.

Helpful Web Links

Firearm Eligibility System

https://fes.fdle.state.fl.us

FPP Appeal Form (for Non-Approvals)

https://www.fdle.state.fl.us/cms/FPP/Documents/2013_AppealFormHDworking.aspx

ATF Distribution Center Order Form (4473)

https://www.atf.gov/distribution-center-order-form

Federal Firearm Prohibitions

https://www.atf.gov/firearms/identify-prohibited-persons

Other Resources

Florida Statute 790.065 – Sale and Delivery of Firearms

Florida Administrative Code 11C-6.009 – Sale and Delivery of Firearms

ATF Federal Firearms Regulations Reference Guide