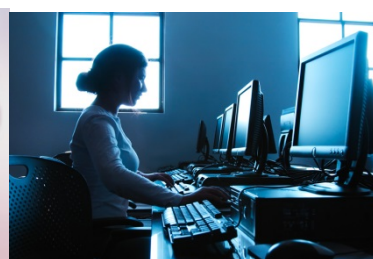


# Florida Department of Law Enforcement



## Firearm Purchase Program Firearm Dealers Manual



October 2018  
Version 1.0

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## **Introduction**

Florida State Statute 790.065 requires all Federal Firearm Licensees (FFLs) which may include firearm dealers, manufacturers, and importers in Florida to contact the Florida Department of Law Enforcement (FDLE) before transferring any firearm to an individual who is not also an FFL. This statute established the Firearm Purchase Program (FPP), a section of the Florida Department of Law Enforcement.

FPP accepts calls and on-line submissions from licensed firearm dealers who provide information about the potential buyer. FPP runs a background check on the potential buyer to determine his or her eligibility to purchase a firearm and informs the seller of the final decision (whether the buyer is or is not eligible to make the purchase).

The mission of the Firearm Purchase Program is to serve the public by ensuring law-abiding citizens and eligible visitors are able to legally obtain firearms while preventing purchases by individuals who are disqualified.

As with any program, success relies on the strength of the partnership. FPP welcomes open communication from program participants and encourages contact whenever there is issue of any kind to include identifying and resolving problems and suggestions for future enhancement.

FPP may be contacted in writing or by calling:

Florida Department of Law Enforcement  
Firearm Purchase Program  
PO Box 1489  
Tallahassee, FL 32302-1489

[FirearmPurchasing@fdle.state.fl.us](mailto:FirearmPurchasing@fdle.state.fl.us)

(850) 410-8139 or (850) 410-8140.

Dealers with questions regarding billing should contact:

Florida Department of Law Enforcement  
Office of Finance and Accounting  
PO Box 1489  
Tallahassee, FL 32302-1489

(850) 410-7156

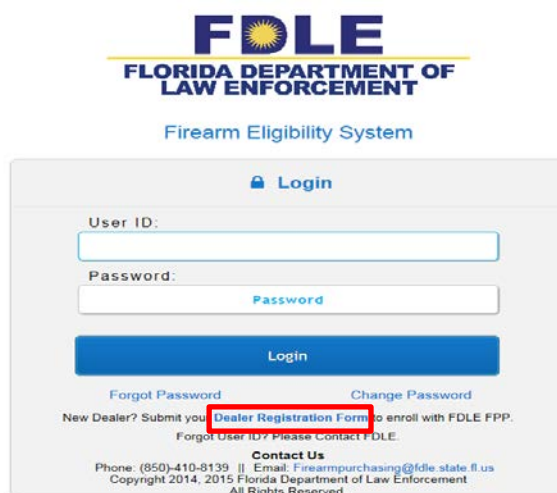
# Firearm Purchase Program Procedures

## Enrolling

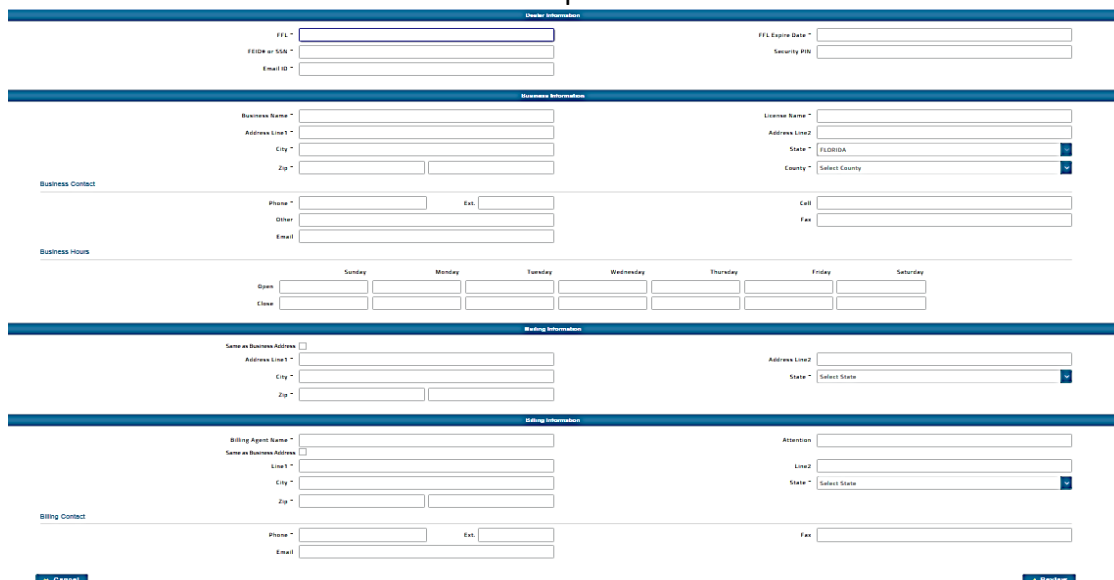
The United States Department of Justice, Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) is responsible for the licensing process whereby individuals apply for a Federal Firearms License (FFL). Prior to participation in the Firearm Purchase Program, federally licensed firearm dealers, manufacturers and importers that have been approved by ATF and assigned an FFL number must submit a Dealer Information form to FDLE FPP.

The request may be made online through the Firearm Eligibility System (FES) or by phone by calling FPP Customer Service line at 850-410-8139. To submit via FES, you must have a computer with internet access.

1. Open a web browser page (Internet Explorer, Chrome, Firefox, etc.). In the address bar at the top of the page, type the following link: <https://fes.fdle.state.fl.us>
2. Click the link for New Dealer Request (below the login and password buttons).



3. Fill out the form with the information requested:



4. If you have any questions about the form or need assistance filling it out, or if you would rather complete the enrollment process via phone, please call 850-410-8139 and you will be forwarded to someone who can assist you. Please have your FFL#, address, business phone number, Tax ID and email address available when you call.
5. Once you have been successfully enrolled as a Florida firearm dealer, you will be issued a unique ID number between 3-6 digits long. This is the number you will use when processing customer background checks through FPP. This unique ID number is used to bill the cost of transactions to the appropriate dealer. Each dealer is responsible for maintaining the confidentiality of this assigned number. Contact FDLE FPP at 850-410-8139 if you believe the number has been or is being used improperly. You may choose to establish a PIN number as an additional security measure.

### ***Submitting a Transaction***

The Firearm Purchase Program (FPP) has established a dedicated phone line for dealers who choose to submit background check transactions via the phone.

**1-800-226-2191**

In Tallahassee/Leon County,  
the local number is **850-410-8100**

This toll free number is for background check and follow-up (final decision) responses only. Calls received on this line may be recorded and those resulting in background checks will be charged the appropriate fee. Request for information or questions regarding a specific transaction (after a final decision has been made and communicated to you) should be directed to FPP via the customer service line at 850-410-8139 or 850-410-8140.

**Before transferring a firearm to a customer, the dealer shall:**

1. Have the customer (buyer or person redeeming a pawn) complete the ATF form F-4473. The completion of this form must comply with Title 27, Code of Federal Regulations, Section 178.124 and section 790.065, Florida Statutes.
2. Personally review the customer's identification document(s):
  - a. The dealer will review the required government-issued photo identification provided by the buyer to establish the buyer's identity as required by state and federal regulations. The document(s) provided by the buyer must together contain name, residence address, race, sex, date of birth/age, and signature. The dealer is required to compare the information on the identification documents and the ATF F-4473 form to ensure the information on the form is accurate.
  - b. A member of the Armed Forces on active duty is a resident of the state of permanent duty station and may satisfy the identification document requirement by presenting military identification along with official orders indicating his/her permanent duty station is within Florida.
3. The dealer will review the ATF F-4473 form and determine if the buyer appears to be eligible to purchase a firearm. If the buyer is not eligible to buy/trade/redeem, the transaction ends at this point. If the buyer appears to be eligible, the dealer will proceed and advise the buyer of the requirement to conduct a background record check. The only exceptions to the background check requirement are:
  - a. Record checks are not required for firearms brought in for warranty replacement or repairs if pickup by within one year by the same individual who brought in the firearm.
  - b. Record checks are not required for a firearm rented for a single purpose and maintained on the premises of the rental agency (example: skeet shooting, plantation hunting, etc.).
  - c. Firearms purchased by law enforcement *agencies* are exempt from the record check requirement; however, individual law enforcement officers, correctional officers and probation officers must have a background record check conducted when purchasing a firearm.
4. Before the transfer, the dealer will collect the non-refundable processing fee of \$5 from the buyer. Taxes should not be charged on this fee. The fee should be collected BEFORE submitting the background check. Once the record check is started, the DEALER WILL BE CHARGED. The charge occurs whether or not the firearm is transferred – even if the buyer changes his/her mind. The DEALER, not the prospective buyer, is responsible for payment to FDLE.
5. Dealers may submit a transaction directly into our Firearm Eligibility System (FES). Please refer to the FES User Guide on page 20 of this manual.

6. The dealer may also submit a transaction by calling the toll-free number to request the required record check.
7. The FPP technician answering the call will request the dealer number, business name, and PIN number (if one has been established). The technician will then prompt the dealer for customer information. The call may be discontinued if the identifying information supplied is incorrect, incomplete, or raises a reasonable doubt about the legitimacy of the call.
8. The dealer will provide the buyer's name, race, sex, and date of birth, citizenship, place of birth, social security number (optional), UPIN number (if applicable) and state of residency. All of this data is located on the ATF F-4473 and should have already been verified against a valid government-issued photo ID and readily accessible by the dealer. If the dealer cannot provide the information, FDLE will not process the request.
9. Customers MUST be 21 years of age to purchase a firearm. Customers who are at least 18 but less than 21 may purchase a rifle or shotgun if they are an active duty law enforcement officer, correctional officer, or United States Service member.
10. The social security number of buyer is optional and the dealer should advise the buyer that he/she may voluntarily provide the number if they choose. If provided, FDLE will use the social security number to prevent misidentification. If the number is obtained, it should be recorded on the ATF F-4473. It is especially helpful when the potential buyer has a common name.
11. With the information provided, FPP will conduct a record check of state and national record systems. Based on the findings, FDLE will provide the dealer with a control number and a final decision. If the transaction is not an auto-approval, it will be assigned a Queue Number. The Queue Number must be retained and referenced when the dealer is required to call again for a final decision. FPP does not release any actual criminal history record information to the dealer or the buyer over the telephone. WARNING: THE DEALER SHOULD NOT REVEAL TO ANY PERSON OTHER THAN THE BUYER, THE RESULTS OF A RECORD CHECK. DISCLOSURE OF A NON-APPROVAL OR DECISION PENDING STATUS COULD IMPLY THE EXISTENCE OF A CRIMINAL RECORD.
12. If an approval number was issued, the dealer may complete the sale. The approval number is valid for a single transaction within thirty calendar days. Multiple firearms may be transferred within a single transaction. Each single transaction requires a single background record check. The approval number expires upon use. Once the transaction is completed (firearm(s) are transferred), if the customer would like to purchase additional firearms (within hours or within days of the initial transaction), a separate background record check must be completed. NOTE: There is a three-day waiting period between the purchase at retail and delivery of all firearms. Additional information on this waiting period is provided later in this guide.



13. The control number provided to the dealer by the FPP technician must be recorded on the ATF F-4473 form.

14. If the transaction results in a Non-Approval, the sale cannot be completed. The dealer must advise the buyer of his right to appeal the decision to FDLE within 60 days. If the buyer indicates he/she wants to appeal, the dealer will provide the buyer with an appeal form and fill in the dealer's section at the top of the form. If the buyer appeals and the non-approval is overturned, the buyer will receive a letter notifying him/her that he/she may purchase a firearm from a dealer of his/her choice who may then complete the transfer without an additional records check. The letter will have an expiration date and the transfer must be completed within 30 days of this date. FFLs are required to verify the buyer's identity and maintain the federally required record of the transfer.

### ***Firearm Eligibility System (FES)***

Firearm dealers may choose to expedite transactions by using the online Firearm Eligibility System (FES) to submit requests for background checks on potential firearm purchasers. Only the firearm dealer or authorized employees may view and use the FES application. Customers are NOT ALLOWED to view the screens or type their own data. Dealers found in violation will have their access revoked.

Dealers receive personalized training before accessing the FES system. An FPP representative will provide you with a copy of the user guide and will walk you through each screen over the phone. Dealers have the ability to add and delete additional users, submit transactions at any time and view updated transaction status freeing time spent on hold or standing by waiting for a decision over the phone and allowing your phone line to be available to your customers and staff.

### ***Decision Codes***

Based on the findings of the background record check, the FPP technician will provide the dealer with a control number and a final decision. The final decision will add characters to the end of the control number. The possible final decisions and their meanings are listed below:

- Approval – the transfer of the firearm may proceed. There were no disqualifying records found in the background check process. The control number will end in "A".
- Non-Approval – there is a record on file matching the subject's information indicating the individual is prohibited from purchasing or possessing a firearm. A non-approval is issued for the following disqualifiers:
  - Felony conviction;
  - Under indictment or information for a felony;
  - Adjudication withheld on a felony or domestic violence related charge where 3 years has not yet lapsed since the sentencing provisions have been completed;
  - Fugitive from justice;
  - Adjudicated mentally defective or has been committed to a mental institution;

- Illegal aliens or aliens admitted to the US under a nonimmigrant visa and do not meet a Federal exception;
- Convicted of a misdemeanor crime of domestic violence;
- Respondent of active injunction for protection (protection order, restraining order, etc.);
- Dishonorably discharged or convicted of desertion from the United States Military;
- Unlawful current users of or addicted to controlled substances;
- Renounced US Citizenship;
- Recent arrest (within the past six months) for a “dangerous crime” or “enumerated offense” and the case has not been disposed in court;
- Found to have committed a delinquent act in any state, territory or country that would be a felony if committed by an adult and which was punishable by imprisonment for a term exceeding one year and such person is under 24 years of age and the record has not been expunged;
- Decision Pending - There is a record that may belong to the customer and/or may contain a disqualifier and more research is needed. A control number will be given once research is completed.
  - Dealers may check the Firearm Eligibility System (FES) for an updated status or may call the toll-free number to request a check of the status.
  - The weapon may only be released once research is complete and the transaction has been given a control number and a final decision of Approval.

### ***Appeal Instructions***

A buyer receiving a non-approval will have the right to formally appeal within 60 days. A non-approval means that the buyer’s identification information matched an individual whose record meets the non-approval criteria.

If the buyer believes he or she is not the individual whose record is on file or the record is incorrect, he or she should follow these appeal guidelines.

The dealer should complete the dealer’s portion of the form providing the following:

Dealer Name: If a business, provide the registered business name. If not a business, provide the licensee’s name in Last, First, Middle order. This should be the name provided on the Dealer Identification Form.

Non-Approval Number: Provide the complete number as given by the FDLE technician including the letter following the number.

Date of Non-Approval: The date the non-approval number was provided by the FDLE technician. This should be provided in month, day, and year (MM/DD/YYYY) order.

Buyer’s Name: Provide the buyer’s complete name as found on the identification presented. The name should be provided in Last, First, Middle order.

Date of Birth: Provide the buyer's date of birth in month, day, and year (MM/DD/YYYY) order.

Social Security Number: If the buyer has provided this information, include it in the area provided. The buyer cannot be required to provide this information.

The buyer will complete the remaining portion of the form and provide a signature. Once the form has been completed, the buyer should go to a law enforcement agency and be fingerprinted on an FBI Applicant Fingerprint Card (FD-258) or on the appeal form itself. The completed appeal form and fingerprint card should then be sent to the FDLE by the buyer as explained on the form itself. The form must be received by FDLE within 60 days of the date of transaction.

The FDLE will process the appeal request and advise the buyer of its findings in writing. If the buyer is advised that his or her request is non-approved and he or she wishes to pursue his non-approval further, he or she should follow the procedures as outlined in Rule 11C-8, Florida Administrative Code (copy available through FDLE). This rule explains how a person can obtain a copy of his or her Florida criminal record and request correction of any errors.

If the buyer is advised by FDLE that he/she is approved to purchase a firearm, an approval letter will be mailed to the buyer. The letter is printed on original FDLE letterhead and contains the control number and expiration date. The letter should be taken to a dealer of the buyer's choice, within the time period established in the letter, to complete the transfer of the firearm. The dealer must attach the notification to the ATF F-4473 Form, but need not call to request another records check for this transaction.

An example of the form is printed on the following pages. Do not use this form for appeals. Appeal forms are available by request through FDLE or available electronically via the Internet.

***NOTE: After the sale has been completed the dealer will attach and maintain the approval letter with the ATF F-4473 Form.***

# PLEASE TYPE OR PRINT

## TO BE COMPLETED BY DEALER:

Dealer Name _____	Non-Approval # _____	Date of Non-Approval _____
Buyer's Name _____		

## TO BE COMPLETED BY BUYER:

*Mailing Address (Please indicate the address you would like your letter mailed to) _____	
*City, State, and Zip Code _____	*Telephone # _____
*Place of Birth _____	*Non U.S. Citizens: Alien Registration Number (or Admissions Number) _____

\*Required fields. Failure to complete any required field may result in a rejection.  
Please use the above information to conduct a criminal history check.

*Signature _____	*Date _____
------------------	-------------

### LAW ENFORCEMENT USE: OFFICIAL TAKING FINGERPRINTS

NAME: \_\_\_\_\_

BADGE #: \_\_\_\_\_ AGENCY: \_\_\_\_\_

TELEPHONE #: \_\_\_\_\_

### TO BE COMPLETED BY BUYER / PERSON BEING FINGERPRINTED

\*NAME: \_\_\_\_\_

\*SOC. SEC. #: \_\_\_\_\_

\*DOB: \_\_\_\_\_ \*RACE: \_\_\_\_\_ \*SEX: \_\_\_\_\_

1. R. Thumb	2. R. Index	3. R. Middle	4. R. Ring	5. R. Little
6. L. Thumb	7. L. Index	8. L. Middle	9. L. Ring	10. L. Little
Left Four Fingers Taken Simultaneously		L. Thumb	R. Thumb	Right Four Fingers Taken Simultaneously

Mail form to the FDLE Firearm Purchase Program, P.O. Box 1489, Tallahassee, FL 32302-1489.

FDLE 40-020

## **FIREARM PURCHASE PROGRAM NON-APPROVAL FORM**

All individuals not approved to purchase a firearm have the right to appeal their non-approval. The non-approval indicated that either you or an individual with a similar name and identification features meets the criteria for non-approval. If you believe that you are not the individual whose record is on file or your criminal history is incorrect and you want to appeal your non-approval to buy a firearm, **you must submit this completed form and be fingerprinted.**

The fingerprinting must be done by a law enforcement agency. Many of the local agencies charge for this service, and you will be required to pay this fee. When you are fingerprinted, you must provide identification (Florida driver's license, or other official identification containing a photograph) to the law enforcement agency before being fingerprinted. The law enforcement agency will use this identification information to complete the fingerprint portion of the form.

After completing this form and being fingerprinted, mail the form to the **FDLE Firearm Purchase Program, P.O. Box 1489, Tallahassee, FL 32302-1489**, for a complete record check. There is no fee for this service from FDLE. If the record check establishes that you are eligible to purchase a firearm, a letter will be forwarded to you with an approval number. The original letter must be given to the dealer of your choice and will be maintained by the dealer as part of the record of the transaction.

**The appeal must be filed within 60 days from the issuance of the non-approval. In order for FDLE to process your appeal after 60 days, a licensed firearm dealer must conduct another record check.**

**Alternatively, you may request the FBI National Instant Background Check System (NICS) to process your appeal, after 60 days, to do this, contact the FBI at 1-877-324-6427.**

### **APPEAL FORM INSTRUCTIONS**

When a buyer receives a non-approval or a pending non-approval, he/she will have the right to appeal formally. A non-approval means that the buyer's identification information matched an individual whose record meets the non-approval criteria. If the buyer believes he/she is not the individual, whose record is on file or his/her criminal history is incorrect, he/she should follow these appeal guidelines.

The dealer should complete the dealer's portion of the form providing the following:

**Dealer Name:** This should be the name provided on the Dealer Information Form

**Non-Approval Number:** Provide the complete number as given by the FDLE operator including the letter following the number

**Date Non-Approved:** Date the Non-Approval number was provided by FDLE (MM/DD/YYYY) order.

**Buyer's Name:** Provide the buyer's complete name as found on the identification presented.

The buyer should complete the remaining portion of the form. Once the form has been completed, the buyer should go to a law enforcement agency and be fingerprinted on the fingerprint form on the back of this form. The completed appeal form, including the fingerprints, should then be sent to the FDLE by the buyer as explained on the form itself.

The FDLE will process the appeal request and advise the buyer of its findings in writing. If the buyer is advised that his/her request is non-approved and he/she wishes to pursue his/her non-approval further, he/she should follow the procedures as outlined in Chapter 11C-8, Florida Administrative Code (copy available). If the buyer is advised by FDLE that he/she is approved to purchase a firearm, that notification must be taken to the dealer of his/her choice, within the time period established in the letter, to purchase a firearm. The dealer must attach the original notification to the ATF 4473 Form. But need not call to request another record check for this transaction.

**To check the status of an appeal, contact the Firearm Purchase Program at (850) 410-8139.**

The completion time of appeals varies depending on the amount of information that must be verified with other agencies. Once your appeal has been completed, a written response will be mailed to:

**FDLE, Firearm Purchase Program  
P.O. Box 1489  
Tallahassee, FL 32303-1489**

## **Mandatory 3-day Waiting Period for Firearms**

F.S. 790.0655 requires a three working-day waiting period between the purchase at retail and delivery of all firearms. Exceptions to the three day waiting period are:

- When a firearm is being purchased by a holder of a valid concealed weapons permit as defined in s. 790.06
- The purchase of a rifle or shotgun upon a person's successfully completing a minimum of a 16-hour hunter safety course and possessing a hunter safety certification card issued under s. 379.3581 and holds a valid Florida hunting license
- When a rifle or shotgun is being purchased by a law enforcement officer, correctional officer, or a service member
- The trade of another firearm

The waiting period for firearms will begin with the purchase, which is the transfer of money or other valuable consideration to the retailer. The dealer should advise the buyer when the three-day waiting period will end.

When the buyer returns, the dealer will pull the partially completed ATF F-4473 Form. The dealer must ask the buyer to review Section A and sign and date in Section C of ATF F-4473 if the information is still correct. The dealer must complete Section B and sign and date the form. The dealer must verify the buyer's identity again by inspecting photo identification. Title 27, Code of Federal Regulations, Section 178.124(c), requires the establishing of identification and completion of Section B at the time of transfer.

Please note that this procedure is different from previous ATF instructions concerning the signing of the ATF F-4473 Form. The State of Florida has been working with ATF, and the procedure outlined here has been approved for documenting the waiting period between the first and second signatures of the buyer. The two signatures will supply accountability for the information provided for the record checks and again at the actual time of transfer of the firearm. The physical transfer must take place before the expiration of the approval number (thirty calendar days).

Since the three-day waiting period is separate from and in addition to the FPP background record check, persons who require clarification regarding the three day wait must contact the State Attorney's Office in their jurisdiction, the Florida Attorney General's Office at (850) 414-3300, or the local Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) Office.

Florida Constitution Article 8, Section 5 states that each county shall have the authority to require a criminal history records check and a 3 to 5-day waiting period, excluding weekends and legal holidays, in connection with the sale of any firearm occurring within such county. Licensed dealers should contact their County Commissions to ensure compliance with any local ordinances that may apply. For purposes of this subsection, the term "sale" means the transfer of money or other valuable consideration for any firearm when any part of the transaction is conducted on property to which the public has the right of access. Holders of a concealed weapons permit as prescribed by general law shall not be subject to the provisions of this subsection when purchasing a firearm.

Florida Department of Law Enforcement  
Firearm Purchase Program

***REQUIREMENTS FOR BACKGROUND CHECK & 3-DAY WAIT***

This chart outlines which purchasers must have the  
background check and which purchasers must wait three days.

<b>PURCHASE/CUSTOMER TYPE</b>	<b>BACKGROUND CHECK?</b>	<b>3-DAY WAIT?</b>
HANDGUN*	YES	YES
LONG GUN	YES	YES
Concealed Weapon Permit Holder – HANDGUN*	YES	NO
Concealed Weapon Permit Holder – LONG GUN	YES	NO
Certified Law Enforcement Officer – HANDGUN*	YES	YES
Certified Law Enforcement Officer – LONG GUN	YES	NO
Hunter's Safety Course AND Valid Hunting License – HANDGUN*	YES	YES
Hunter's Safety Course AND Valid Hunting License – LONG GUN	YES	NO
Certified Law Enforcement Officer AGENCY PURCHASE – HANDGUN*	NO	YES
Certified Law Enforcement Officer AGENCY PURCHASE – LONG GUN	NO	NO
Trade In – HANDGUN for HANDGUN*	YES	NO
Trade In – HANDGUN for LONG GUN*	YES	NO
Trade In – LONG GUN for HANDGUN*	YES	NO
Trade In – LONG GUN for LONG GUN	YES	NO
Repair or exchange under warranty – HANDGUN*	NO	NO
Repair or exchange under warranty – LONG GUN	NO	NO
Pawn Redemption – HANDGUN	YES	NO
Pawn Redemption – LONG GUN	YES	NO
Consignment – HANDGUN	YES	NO
Consignment – LONG GUN	YES	NO

\*The handgun category also applies to the sale and transfer of frames, receivers and others.

## Billing Procedures

Each month, the FDLE will provide the dealer with an invoice of the fees due. The invoice will provide a record of all background checks made by the dealer during that billing period. The invoice will include an invoice number and payment coupon. The invoice number must be associated with the payment in order for the payment to be properly applied. The payment must be received by the FDLE by the due date on the invoice. The envelope provided with the invoice should be used for mailing the payment. Only checks, money orders, or cashier's checks made payable to FDLE will be accepted. Checks must be in U.S. dollars only.

If a check is returned to the FDLE for any reason, a charge as defined in section 215.34, Florida Statutes, will be added to the dealer's invoice for the next billing period.

As outlined in Rule 11C-6, F.A.C., nonpayment of any portion of the required fees will result in the services provided by the FDLE being stopped until such fees are paid in full. All payments received will be applied to the oldest outstanding invoice first. *Failure of the dealer to comply with the duties imposed at section 790.065(1), Florida Statutes, may be a 3rd degree felony.*

The billing program allows for consolidated billing for franchises or branch stores. This is done by combining individual Dealer Identification Numbers under a Master Identification Number. This should have been completed at the time the Dealer Information Forms were submitted. If your dealership is consolidated, it will be necessary for you to advise FDLE when a new identification number is being requested or any inquiries are made about your account.

If you have any questions regarding an invoice that you have received from the FDLE, you should call the FDLE Office of Finance and Accounting at (850) 410-7156, between the hours of 9:00 a.m. and 5:00 p.m., Eastern Time.

## Dealer Status

If for any reason the status of the dealer's ATF Federal Firearms License changes, including renewals, the dealer must notify the FDLE immediately. The number to call and report these changes is (850) 410-8139 or (850) 410-8140. Failure to report any status changes will result in suspension of dealer number until rectified.

If the dealer fails to renew or stops being a dealer, he or she must comply with all the federal requirements of turning over the records and business books that have been maintained.

The dealer will remain responsible for all calls made using his or her Dealer Number until the FDLE has been notified in writing to cancel the number.

## Computer Issues and Resolutions

FDLE makes every attempt to maintain continuous service between firearm dealers, FPP, and the state and national criminal record systems used to process background record checks. Rarely, you may receive an unexpected phone message indicating FPP staff is not available. Generally speaking, this will occur only in the event of a fire alarm or other emergency that may force the evacuation of the building. All effort is made to maintain the availability of the Firearm Eligibility System (FES) for on-line dealer access at all times with an emphasis on the hours of regular operation (9am-9pm daily).

Rarely, FPP may experience an issue with one of the state or national systems used to process background record checks. In the event of technical issues, the dealer will be given an estimate of the length of time the system will be out of service. This estimate is in good faith. This does not mean that the delay will not be longer. The Dealer will provide the information on the prospective buyer to the FDLE technician. Once the system comes up, the record checks will be made and the dealer will be called and provided an approval or non-approval number. The period allowed for this type of delay is the end of the next working day (see glossary of terms). If the dealer has been available, and a response has



not been received during the time frames defined above, the dealer should contact the FPP to follow up before releasing the firearm. The dealer may login to FES or use the toll-free number to request follow-up information on these record checks.

### **Dealer's Records Maintenance**

To prevent duplication in keeping records, the FDLE accepts and uses the ATF F-4473 as the State form for processing criminal record checks. The dealer requirement to maintain approval forms is outlined by federal law. Non-approvals will be maintained for a period of five years.

FPP will provide access to non-approval records for all federal, state, county and municipal law enforcement agencies in connection with their official duties.

## Firearm Eligibility System User Guide

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This section of the User's Guide is designed and developed as an instructional guide to the Firearm Eligibility System (FES) specifically for Florida's Federal Firearm Licensees (FFLs). 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 are responsible for the creation and maintenance of employee's user accounts.

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

## FES Home Page and Verification

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The Florida Department of Law Enforcement (FDLE) Firearm Eligibility System (FES) is a web-based application available via the Internet and 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***

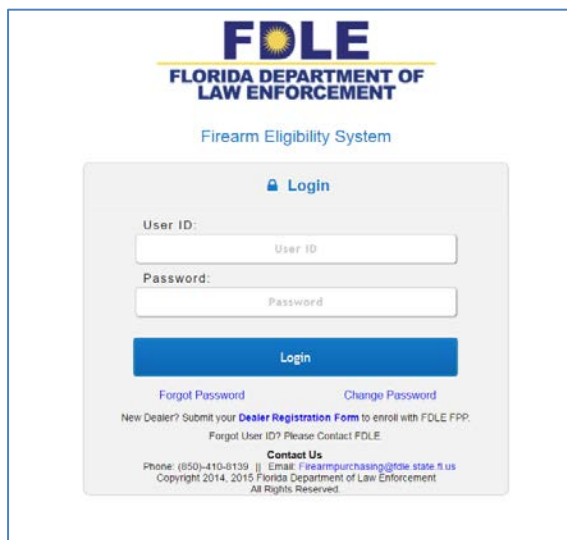
At the conclusion of this section, you will be able to:

- 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>



The screenshot shows the FDLE Firearm Eligibility System (FES) login page. At the top is the FDLE logo with the text 'FLORIDA DEPARTMENT OF LAW ENFORCEMENT' and 'Firearm Eligibility System'. Below the logo is a login form with a 'Login' button. The form includes fields for 'User ID' and 'Password'. Below the form are links for 'Forgot Password' and 'Change Password'. At the bottom, there is a section for 'New Dealer' registration and contact information for FDLE.

2. Type 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.

FFL HOLDER TERMS AND CONDITIONS

"Welcome 00010-ugt!"

Florida Department of Law Enforcement (FDLE)  
Firearm Purchase Program (FPP)\*  
Firearm Eligibility System (FES) Terms and Conditions"

**Note:** FDLE should be provided with valid business phone# for the communication. Unreachable or InActive communication mode will result into "Application Access Removal".

Please note that **any** disclosure, whether intentional or unintentional, of the information provided to the Dealer through the FES other than as strictly required for compliance with the law regarding background checks on potential firearm buyers, is considered misuse of the FES and could result in termination of access. This restriction is spelled out in more detail under "Specific Obligations Imposed," below.

**BACKGROUND**

Florida residents entrust the Florida Department of Law Enforcement (FDLE) Firearm Purchase Program (FPP) and each Federal Firearm License (FFL) holder with important information, data, practices and safeguards involving the sale of firearms. The FFL has an obligation to both customers and the general public to enforce certain aspects of Federal and State law. The FDLE FPP expects that every FFL will take all necessary steps to ensure the integrity of all their employees who engage in the sale of firearms. The FFL possesses the ultimate legal and punitive liability for misuse of the Firearm Eligibility System (FES) when obtaining approval for firearm purchases over the Internet.

**SPECIFIC OBLIGATIONS IMPOSED ON THE FEDERAL FIREARM LICENSE(FFL) HOLDER FOR INITIAL AND CONTINUED USE OF THE FIREARM ELIGIBILITY SYSTEM (FES)**

In order to ensure the responsible use of the system, certain practices are to be strictly observed as a condition of continued access to the FES. Misuse of this system will not be permitted and the following actions may result in disciplinary action against the FFL, to include revocation of access to the FES, and criminal prosecution. The FFL is responsible for any employees who interact with both the Firearm Purchase Program and in turn the FES at the FFL's establishment, store, Gun Show, or other firearm sale functions. It is strongly encouraged that the FFL routinely conduct internal sales records audits and user audits as employees depart employment.

TEST DEALER

I Accept

I Decline

## 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

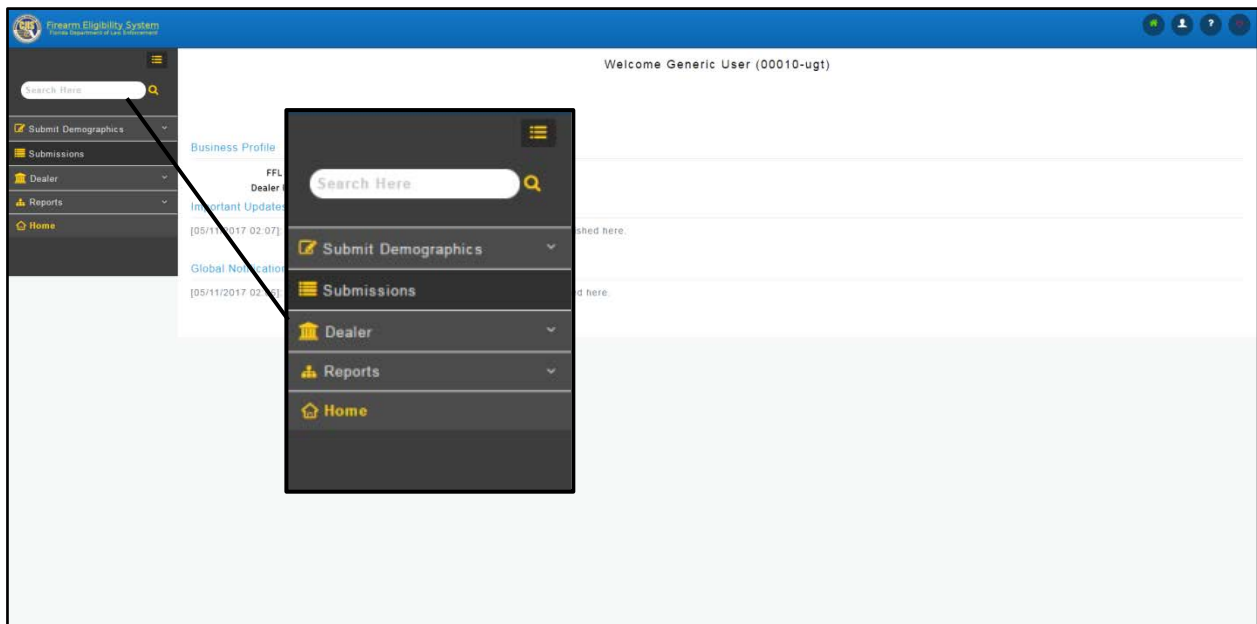
At the conclusion of this section, you will be able to:

- Search for a previously submitted transaction by control number or queue number
- Search for a customer name for transactions less than 48 hours old
- 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, queue number, 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.
3. You may use the secondary search filter located in the upper right corner to narrow your search results. To narrow your search, you may type the customer's first name.



Fiserv Eligibility System  
Mobile Application v1.0.0

Search Here

Submit Demographics

US Citizen

Non US Citizen

Submissions

Dealer

Reports

Home

Applicant Details

Search

Enter a Keyword

Control Number	Decision	Name(L,F)	Transaction Status	Submitted On	View
>		TEST , FOUR	INPROGRESS	04/03/2018 03:15 PM	
>		TEST , THREE	RECEIVED	04/03/2018 03:10 PM	
>		TEST , TWO	RECEIVED	04/03/2018 03:18 PM	
>		TEST , ONE	RECEIVED	04/03/2018 03:17 PM	
>		TEST , TEST	RECEIVED	04/03/2018 03:14 PM	

(1 of 1) 5

Secondary Search Filter

## Submit Transaction – US Citizen

FFLs must ascertain if the customer is a US Citizen or a non-citizen and then choose the correct customer transaction type.

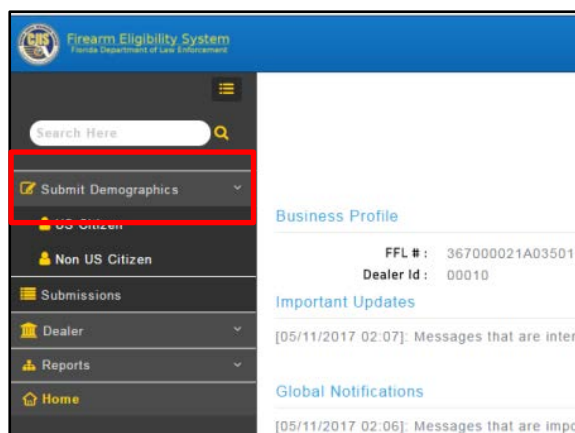
### Objectives of This Section

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 transaction screen opens. Confirm your dealer ID and FFL number. Select the type of transaction and the type of firearm from the drop down menus. Sales and Pawn Redemptions are both available to select. “Other” refers to frames, receivers, and firearms that are neither hand guns nor long guns.

3. Complete the customer information as follows:
- 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.
  - Middle name: type the customer's middle name or initial. If the customer does not have a middle name, leave the field blank.
  - 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.
  - Date of birth should be typed in MM/DD/YYYY format
  - 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.
  - Sex/Race: select the appropriate value or select "unknown".
  - Social Security Number (SSN): if provided, type the SSN without the hyphens. You must have all nine digits.
  - 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.
  - State of Residence: choose from the drop down list.
  - Does the customer qualify for an exception to the waiting period? If YES, check the box for the type of exception. There are 4 exceptions available for selection.

The image shows a screenshot of a web application interface. It features a dropdown menu with the title 'Exception Type' in blue text. The menu is open, displaying four options in a light blue background: 'Florida Concealed Weapons Permit', 'Firearm Trade-in', 'Law Enforcement/Corrections Officer or US Service Member', and 'Hunter Safety Course and Hunting License'. To the right of the menu, there is a blue button with a white downward arrow. Below the menu, there is a text input field with the placeholder text 'Exception Type' and a blue button with a white downward arrow.

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.



Business Profile

Dealer ID :   
 FFL :

Background check information

● Customer must be at least 21 years old to buy Long-Gun

☐ Check for long gun only transactions if transferee is under 21 years of age (but at least 18) and qualifies for exception in 790.065 as amended by SB7026

Firearm Transaction Type : \*

First Name : \*

Last Name : \*

Date of Birth : \*

Sex : \*

SSN :

UPIN :

Type Of Firearm : \*

Middle Name : \*

Suffix :

Place Of Birth : \*

Race : \*

Country of Citizenship : \*

State of Residence : \*

☐ Check if transferee qualifies for exception to waiting period in 790.0655 as amended by SB7026  
 Exception Type

Submit
✕ Clear
✕ Close

5. Clicking “Clear” will allow you to wipe out all the values you have already typed in and start over.
6. Clicking “Close” before clicking “Submit” will allow you to go back to the previous screen, effectively cancelling the transaction before submission.

Firearm Eligibility System  
Control System State of Utah & Firearms

Search Here

- Submit Demographics
- US Citizen
- Non US Citizen
- Submissions
- Dealer
- Reports
- Home

Business Profile

Dealer ID :   
 FFL :

Background check information

Firearm Transaction Type : \*

First Name : \*

Last Name : \*

Date of Birth : \*

Sex : \*

SSN :

UPIN :

Type Of Firearm : \*

Middle Name : \*

Suffix :

Place Of Birth : \*

Race : \*

Country of Citizenship : \*

State of Residence : \*

☐ Check if transferee qualifies for exception to waiting period in 790.0655 as amended by SB7026  
 Exception Type

Submit
✕ Clear
✕ Close

## Submit Transaction – Non-Citizen

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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](http://www.cbp.gov). Persons attempting to purchase a firearm who are visiting the US on a visa must present an 'exception document' (most commonly a hunting license).

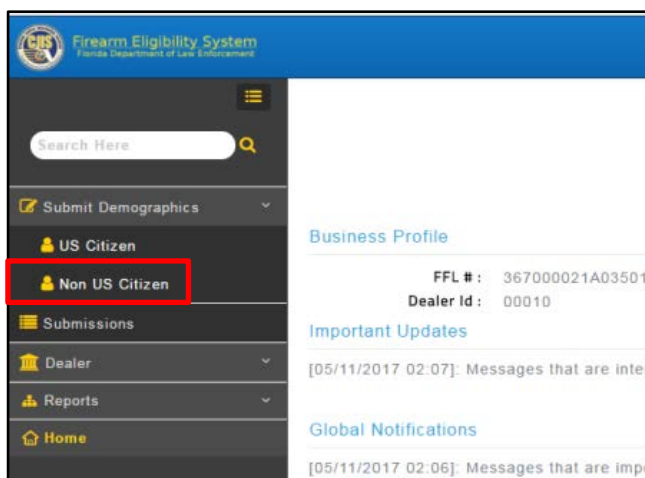
### ***Objectives of This Section***

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 transaction screen opens. Confirm your dealer ID and FFL are correct. Select the type transaction and the type of firearm from the drop down menu. Sales and Pawn Redemption transactions are both available to select. "Other" refers to frames, receivers, and firearms that are neither hand guns nor 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. Country of Citizenship: Choose from drop down list
  - i. 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.
  - j. State of Residence: choose from the drop down list.
  - k. Alien or Admission #: Select "AR" (Alien Registration) from the drop down if the customer is a Legal Permanent Resident Alien (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.
  - l. 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 provided an alien registration card (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. Does the customer qualify for an exception to the waiting period? If YES, check the box for the type of exception. There are 4 exceptions available for selection.
    - NOTE: If the customer is in the United States via an I-94, the hunter safety course & hunting license is necessary for most countries.
  5. 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.

Business Profile

Dealer ID : 20000

FFL : 159009010H50297

Background check information

Customer must be at least 21 years old to buy Long-Gun

☐ Check for long gun only transactions if transferee is under 21 years of age (but at least 18) and qualifies for exception in 790.065 as amended by SB7026

Firearm Transaction Type : \*

Select Firearm Transaction Type

Type Of Firearm : \*

Select Type of Firearm

First Name : \*

Middle Name : \*

Last Name : \*

Suffix : \*

Date of Birth : \*

MM/DD/YYYY

Place Of Birth : \*

Sex : \*

Select Sex

Race : \*

Select Race

SSN : \*

Country of Citizenship : \*

US - UNITED STATES OF AMERICA

UPIN : \*

State of Residence : \*

☐ Check if transferee qualifies for exception to waiting period in 790.0655 as amended by SB7026

Exception Type

Submit

Clear

Close

6. Clicking “Clear” will allow you to wipe out all the values you have already typed in and start over.
7. Clicking “Close” before clicking “Submit” will allow you to go back to the previous screen, effectively cancelling the transaction before submission.

## Submitted Transactions

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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 over one-third of the time. Approximately 40% 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 transactions 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.

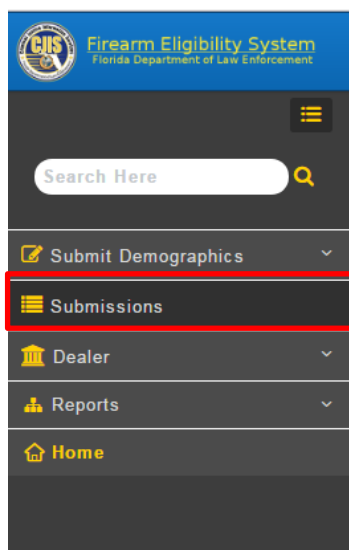
### ***Objectives of This Section***

At the conclusion of this section, you will be able to:

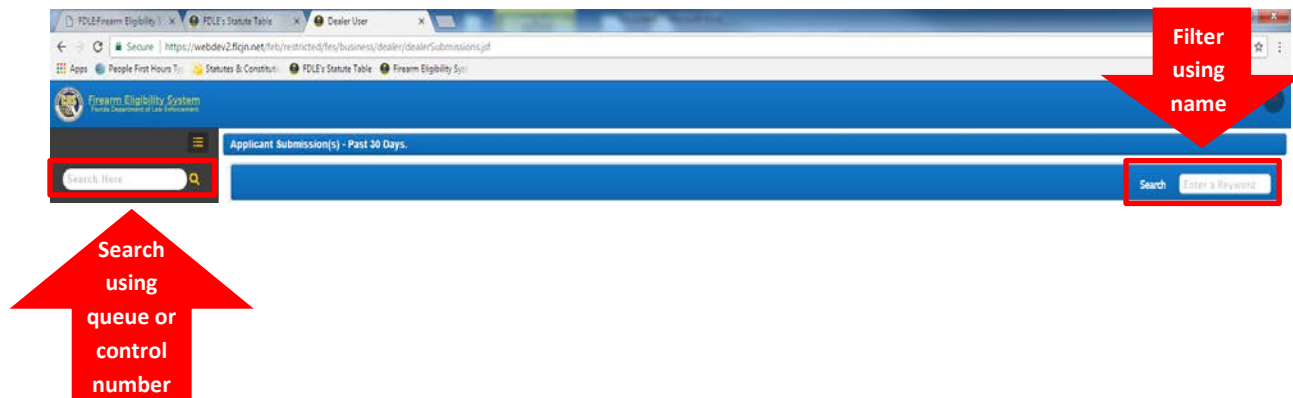
- View the “Submissions” queue to retrieve a control number and decision
- Refresh the screen to view decisions of newly submitted transactions
- Sort columns to view data in a different order

### ***View Submission Queue***

To retrieve the final decision on a submitted transaction, select “Submission” from the FES menu.



The submissions screen will open and display transactions submitted by your FFL for the last 30 days. The name will be displayed for customers whose transactions are not yet approved or have been approved and the approval occurred in the past 48 hours. Once the transaction has been approved, the customer's identifying information will be purged from the system when the transaction is 48 hours old.



If you need to search for a transaction that is more than 30 days old, type the queue number or control number in the top left search bar. The search area on the upper right corner is reserved to filter transactions by name or queue number within 30 days.

Applicant Submission(s) - Past 30 Days.

Name	Control#	Submitted Date	Date of Birth	Decision	Last Updated On	User ID	Queue No	Note
20842717A		03/25/2018 12:47 PM		APPROVAL	03/25/2018 12:48 PM	20000-cka	320601001	
20842692A		03/25/2018 12:42 PM		APPROVAL	03/25/2018 12:42 PM	20000-cka	320600750	
20842587A		03/25/2018 12:17 PM		APPROVAL	03/25/2018 12:17 PM	20000-cka	320599705	
20842520A		03/25/2018 12:01 PM		APPROVAL	03/25/2018 12:05 PM	20000-cka	320599038	
20842325A		03/25/2018 11:19 AM		APPROVAL	03/25/2018 11:25 AM	20000-cka	320597073	
20842194A		03/25/2018 10:25 AM		APPROVAL	03/25/2018 10:29 AM	20000-cka	320596795	
20841299A		03/24/2018 04:14 PM		APPROVAL	03/24/2018 04:21 PM	20000-cka	320596753	
20840733A		03/24/2018 03:06 PM		APPROVAL	03/24/2018 03:06 PM	20000-cka	320591089	
20838971A		03/24/2018 12:04 PM		APPROVAL	03/24/2018 12:07 PM	20000-cka	320593379	
20838667A		03/24/2018 11:32 AM		APPROVAL	03/24/2018 11:38 AM	20000-cka	320590320	
20838539A		03/24/2018 11:17 AM		APPROVAL	03/24/2018 11:17 AM	20000-cka	320595934	
20838234A		03/24/2018 10:53 AM		APPROVAL	03/24/2018 10:54 AM	20000-cka	320595669	
20817173A		03/18/2018 03:36 PM		APPROVAL	03/18/2018 03:40 PM	20000-cka	320344961	
20817163A		03/18/2018 03:34 PM		APPROVAL	03/18/2018 03:39 PM	20000-cka	320344563	
20817070A		03/18/2018 03:07 PM		APPROVAL	03/18/2018 03:10 PM	20000-cka	320343633	

(1 of 3) 1 2 3 15

Refresh Cancel

**Decision Information**

Approval (A) The background check results indicate the customer is not prohibited. The firearm transfer may proceed.

Non-Approval (N) The background check results indicate the customer matches a subject who is prohibited from purchasing or possessing a firearm. **The transfer may not proceed.** Please provide the customer with an appeal form with the top line of the form completed. **The appeal form must be received by FDLE within 60 days.**

Decision Pending F.S. 790.065 requires completion of the records check before an FFL may transfer a firearm to a non-licensed person. You are required to contact FDLE to acquire a control number and final decision of approval before transferring the firearm. Firearms may not be transferred while the transaction is in **Decision Pending** status.

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

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

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

**Decision:** Refer to the “Decision Information” details at the bottom of the screen for definitions associated with the decision statuses.

**Last Updated On:** Date and time the decision was made. If a transaction is marked as decision pending 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 does not yet have a control number.

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:

The screenshot shows the 'Applicant Submissions' screen. A table lists transactions with columns: Name, Control#, Status, Submitted Date, Date of Birth, Decision Due Date, Decision, and Last Updated On. A red box highlights a 'Msg' in the 'Note' column. A tooltip appears over the 'Msg', displaying 'Msg' and a 'Note' icon.

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.

The screenshot shows the 'Applicant Submissions' screen. A table lists transactions with columns: Name, Control#, Status, Submitted Date, Date of Birth, Decision Due Date, Decision, Last Updated On, User ID, Queue No, and Note. A red box highlights the 'Print' icon in the bottom right corner. A red box highlights the 'Export' icon in the bottom right corner. A red box highlights the 'Page 15 of 3' indicator.

You may export data to the following formats:

- Export PDF
- Export Excel
- Export CSV

You may save or print data after exporting.



## Dealer User Administration

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

Please Note: Some firearm dealers have stores in multiple locations. Each location has a separate and distinct FFL number and 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.

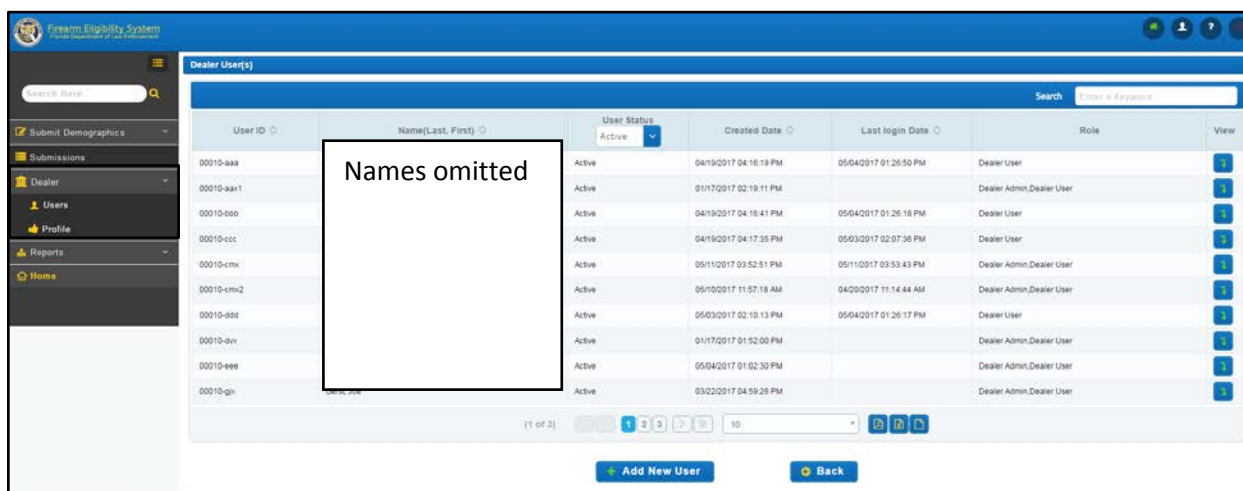
### Objectives of This Section

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 your FFL and their assigned roles.





2. Verify the user does not already have a user account. 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. Most Dealer Admin users will need both roles assigned in order to perform the functions of a User and of an Admin. If the new user will submit transactions but will not need to create other users, assign the Dealer User role.

Roles are expanded for documentation

Save User

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.

## Dealer Profile

The Dealer Profile is created 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 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](mailto: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 and may be modified or updated 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.

**Firearm Eligibility System**  
FLORIDA DEPARTMENT OF LAW ENFORCEMENT

Search Here

Submit Demographics  
Submissions  
Dealer  
Users  
Profile  
Reports  
Home

**Dealer Information**

Dealer ID: 90010  
FFL #: 3-67-000-02-1A-03501  
FEDex or SSN #: 1111111111  
Email ID: ABCD@TEST.COM  
FFL Expire Date: 10/01/2020  
Security PIN: 1111

**Dealer Status**

Dealer Status: Active  
Status Reason: -  
Comments: You need to pay your bill.

**Business Information**

Business Name: TEST DEALER  
Line1: SDFHDFHJ  
City: SDFISDF  
State: FL - FLORIDA  
Phone: 111-111-1111  
Ext: 111111  
Other: 444-444-4444  
Email: anithalola@fdle.state.fl.us  
License Name: TEST DEALER  
Line2: DFHSDFFJSDHJ  
County: 37 - LEON  
Zip: 23423  
Cell: 333-333-3333  
Fax: 555-555-5555

**Business Hours**

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Open	1200	0830	0830	0830	0830	0830	0830
Close	1700	2030	2030	2030	2030	2030	2030

**Mailing Information**

Same as Business Address  
Line1: SDFHDFHJ  
City: SDFISDF  
Zip: 23423  
Line2: DFHSDFFJSDHJ  
State: FL - FLORIDA

**Billing Information**

Billing Agent Name: TEST  
Same as Mailing Address  
Line1: SDFHDFHJ  
City: SDFISDF  
Zip: 23423  
Phone: 345-345-3455  
Ext: 111111  
Email: anithalola.107@gmail.com  
Invoice to Recipient: INVOICE  
Line2: DFHSDFFJSDHJ  
State: FL - FLORIDA  
Fax: 345-345-3453

**Update Dealer** **Cancel**

# Reports

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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 are 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 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

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### **Decisions**

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

**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.

**Decision Pending** – There is a record that may belong to the customer and/or may contain a disqualifier and more research is needed. A control number will be given once research is completed. Dealers may check the Firearm Eligibility System (FES) for an updated status.

### **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 in the last name field.

### **Non U.S. Citizen Numbers**

Legal Permanent Resident Aliens (LPRs) are issued Alien Registration numbers. These numbers 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 or a border crossing 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](http://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.

### **Penalties**

Any person not complying with the specified requirements of section 790.065, Florida Statutes, commits a felony of the third degree. The following acts are made criminal in the statute:

1. Any FDLE employee or former employee who intentionally and maliciously violates the provisions of subsection (4) of section 790.065, Florida Statutes;
2. Any potential buyer who willfully and knowingly provides false information or false or fraudulent identification;
3. Any licensed importer, manufacturer or dealer who violates the provisions of subsection (1) of section 790.065, Florida Statutes;
4. Any employee or agent of a licensed importer, manufacturer or dealer who violates the provisions of subsection (1) of section 790.065, Florida Statutes;
5. Any person who knowingly acquires a firearm for an individual who is prohibited by state or federal law from possessing or receiving a firearm. (This also violates provisions of federal law.) This is commonly referred to as a “*strawman transaction*.” Contact your local ATF office for more information on this type of prohibited transaction.

### ***Frequently Asked Questions***

1. **Question: When is the Firearm Purchase Program record checks telephone line operational?**

**Answer:** *7 days a week, 12 hours daily - 9:00 a.m. to 9:00 p.m., Eastern Time, with the exception of Christmas Day and New Year’s Day.*

2. **Question: What is the cost of having the FPP complete a record check for the purpose of purchasing a firearm?**

**Answer:** *The FDLE FPP fee is \$5.00 per transaction. The transfer of a single firearm or multiple firearms, at one time and location, is considered a completed transaction. This cost is enacted and mandated by the Florida Legislature.*

3. **Question: Are there any exemptions to the background check process?**

**Answer:** *YES. A criminal history record check will not be required for the following:*

- (a) *Firearms brought in for warranty replacement or repairs if picked up by the same individual who brought in the firearm.*
- (b) *Firearms rented for a single purpose and maintained in the location of the rental agency (examples are skeet shooting, plantation hunting, etc.).*
- (c) *A transaction involving a federally licensed firearm dealer as a buyer or when both the buyer and seller are licensed dealers.*

4. **Question: Are criminal justice officers exempt from the background check?**

**Answer:** *Criminal justice officers must have a background check when purchasing any personal or off-duty firearm. This is because the federal Brady Law has no exemption for them.*

5. **Question: Are concealed weapon permit holders exempt from background checks?**

**Answer:** *No, under federal law concealed weapon permit holders must have a background check when purchasing a firearm.*

**6. Question: Is a record check required on all types of firearms?**

**Answer:** *YES. This law applies to all firearms, with the exception of black powder guns and antique firearms as classified by ATF (See Glossary of Terms).*

**7. Question: Will a record check be required on a trade of firearms?**

**Answer:** *YES. A trade is a transfer and is considered the same as a sale under this program.*

**8. Question: Will a record check be required on a frequent customer or one who has recently had a criminal history record check?**

**Answer:** *YES. A record check will be required every time a new transaction is started, regardless of the number of previous checks made on the buyer. However, multiple firearms can be sold at the same time under a single record check.*

**9. Question: Is a firearm purchased at a gun show exempt from the background check process?**

**Answer:** *NO. Federally licensed firearm dealers selling from their inventories at gun shows must have record checks conducted on prospective buyers.*

**10. Question: Does the time frame for the background check and the 3-day waiting period have to coincide?**

**Answer:** *There is no requirement that the three-day waiting period and the thirty days for which an approval is good must start concurrently. The three-day wait begins with the transfer of money or other valuable consideration to the dealer. The 30-day background check window begins when the approval decision is provided and ends 30 days later.*

**11. Question: How many firearms can be transferred during a transaction?**

**Answer:** *There is no limit. Multiple firearms may be transferred in any given transaction with a single record check. Even if more than one ATF form F-4473 is required to record the transaction, the same approval number will be used on each. FFLs must report multiple handgun sales as required by ATF.*

**12. Question: Is a crime committed when the specified requirements of Section 790.065, Florida Statutes are not complied with?**

**Answer:** *YES. Any individual not complying with this statute as specified therein commits a felony of the third degree. The following are examples of violations.*

- (a) Providing false information or false or fraudulent identification when purchasing a firearm;*
- (b) Failing to call and obtain an approval number when any licensed importer, manufacturer or dealer transfers a firearm.*

(c) *Transferring a firearm to a person under 21 years of age or before the three-day waiting period has passed (unless an exception applies).*

- 13. Question: Will records be maintained by FDLE on individuals who are background checked for the purpose of purchasing a firearm?**

**Answer:** *If an individual has been approved to purchase a firearm, personally identifying information is purged within 48 hours of the approval decision.*

- 14. Question: Will actual record check information be released over the phone by the FPP?**

**Answer:** *NO. FPP will not release any criminal history record information to the dealer or the buyer over the telephone. FPP will provide dealers with approval or non-approval numbers. Individuals who are denied the purchase of a firearm are encouraged to file an appeal if they believe they have been incorrectly associated with a disqualifying record or if they believe a record which is the basis for disqualification is incorrect or incomplete.*

- 15. Question: Can Florida criminal history information be obtained from FDLE?**

**Answer:** *YES. Individuals wishing to obtain Florida criminal history information may visit our website at <http://www.fdle.state.fl.us/Criminal-History-Records/>. Or, write to the Florida Department of Law Enforcement:*

*Florida Department of Law Enforcement  
User Services Bureau  
Criminal History Services  
PO Box 1489  
Tallahassee, FL 32302*

*Send the full name, race, sex, date of birth, and Social Security number (this is optional) of the individual whose criminal history you are requesting to the above address. Enclose a \$24.00 check or money order, payable to FDLE, to cover the cost of this service.*

- 16. Question: What if the Florida criminal record is in error?**

**Answer:** *If an individual believes the information in his or her Florida criminal history is incorrect, the individual may challenge his/her criminal history; this procedure is known as a personal review, contact the FDLE Quality Control Section at (850) 410-7898. There is no cost for this service.*

- 17. Question: Under what circumstances would a pawnbroker need to contact FDLE/FPP for a record check?**



**Answer:**

- (a) *For Pawn Redemptions, all federal firearms licensee (FFL) requests for background checks must be submitted to the Florida Department of Law Enforcement (FDLE) Firearm Purchase Program (FPP).*

***Glossary of Terms***

**Antique Firearm** – Any firearm manufactured in or before 1918 (including any matchlock, flintlock, percussion cap, or similar early type of ignition system) or replica thereof, whether actually manufactured before or after the year 1918. Also any firearm using fixed ammunition manufactured in or before 1918, for which ammunition is no longer manufactured in the United States and is not readily available in the ordinary channels of commercial trade. [Note: This is the state law definition of “antique firearm.” The federal law definition, found at 18 U.S.C. Section 921(a) (16), differs from this.]

**Background Check** – this term as used in this guide indicates a review of a potential buyer’s criminal history record information in addition to any personally identifying information within the National Instant Background Check System (NICS) conducted by the FDLE at the request of the dealer in order to determine whether a prospective buyer is ineligible to purchase a firearm, as defined herein, under state and federal law.

**Buyer** – An individual who intends to buy, trade, or receive a firearm or firearms as defined herein, and has notified a dealer of his/her intent.

**Control #** - A unique number issued to identify each transaction.

**Dealer** – Any person federally licensed as a firearm dealer, manufacturer or importer pursuant to 18 U.S.C. Section 921, et seq.

**Firearm Eligibility System (FES)** – Provides dealers an online method to submit background checks without the frustration of hold times and waiting for responses 24 hours a day, 7 days a week.

**Firearm** – Any weapon (including a starting gun) which will, or is designed to, or may readily be converted to expel a projectile by the action of an explosive. This includes all handguns, rifles, and shotguns. The term firearm does not include “antique firearms.”

**Frame or Receiver** – That part of a firearm which provides housing for the hammer, bolt or breechblock, and firing mechanism, and which is usually threaded at its forward portion to receive the barrel.

**Photo Identification** – A valid, government issued identification card that provides a current photo of the buyer. This includes the following: valid and current Florida driver’s license; photo identification card provided by the Florida Department of Highway Safety and Motor Vehicles; a State concealed weapon permit; a military identification card; an immigration card; a passport; or an employment/school identification, provided the card shows at least the buyer’s name and place of employment/school.

**Transaction** – The transfer of a single firearm or multiple firearms, at one time and location, is considered a transaction.

Transfer – To sell, trade, or change possession of a firearm defined herein.

Unique Personal Identity Number (UPIN) – A number assigned to a customer who has requested to participate in the FBI’s Voluntary Appeal File (VAF). The VAF was established to permit individuals to request that NICS maintain personally identifying information in the VAF to prevent future erroneous denials or extended delays of a firearm transfer due to records belonging to individuals with the same or very similar identifiers.

Working Day – 8:00 a.m. to 5:00 p.m., Eastern Time, Monday through Friday, excluding legal holidays

## ***Florida Statutes Chapter 790***

### **Weapons and Firearms**

[http://www.leg.state.fl.us/Statutes/index.cfm?App\\_mode=Display\\_Statute&URL=0700-0799/0790/0790ContentsIndex.html](http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&URL=0700-0799/0790/0790ContentsIndex.html)

## ***Florida Administrative Code Chapter 11C-6.009***

### **Sale and Delivery of Firearms**

<https://www.flrules.org/gateway/ruleno.asp?id=11C-6.009>

## ***Helpful Web Links***

Firearm Eligibility System

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

FPP Appeal Form (for Non-Approvals)

<https://www.fdle.state.fl.us/FPP/Documents/Appeal-Form-Rev-01272017.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>