

Firearms Online Website

Law Enforcement Agency User Guide



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Preface

This document assumes you already established a Secure Access Washington (SAW) account, which is necessary to access this Firearms Internet application. If you have not created a SAW account, refer to that section in the back of this guide.

You can use this document to:

- Submit or pend (save) concealed pistol license transactions.
- Revoke concealed pistol licenses.
- Submit dealer licenses.
- Change a dealer license status.
- Pay for licensing fees.
- View a history of what you've paid for.
- Print concealed pistol licenses.
- Print dealer licenses.

Navigating the screens

You can move the cursor to the next field by pressing the Tab key, or to the previous field by pressing Shift + Tab. You may also point your mouse to a field and click the left mouse button.

A Back button is available on each screen. If you begin completing an application, and then click the Back button, you may lose the data you already typed. If you Submit an application and *then* click the Back button, you will return to the main menu or the previous screen.

Several of the fields contain a drop-down list. If you know the selection you want to make from that list, you can just type the first letter. For example, eye color. If you know you need to select "green," put the cursor in that field and type "g." If that isn't the selection you want, press the Up or Down arrow key to get to your selection, then press Tab to move the cursor to the next field.

Each time you click the Submit button, you will see a confirmation screen. This allows you to verify the data you provided.

If you click **Get info**, most of the required fields will pre-populate with information we, DOL, already have on file. When you click **Submit**, fields with missing or incorrect information will display a message above the field. When all the required information is provided or corrected, the form will submit.

This application allows you to pay for a single transaction or multiple transactions. You may find it efficient to submit all your transactions and then pay for all of them, instead of paying each approved transaction. The application also has a button on the main menu to pay for single or multiple transactions.

Warnings are shown in green to identify them from errors. Error messages are shown in red.



The screenshot shows a form field with a dropdown menu set to "Washington". Below the dropdown, a warning message is displayed in green text: "Warning: Driver license # does not exist in WA drivers data." The warning message is preceded by a small red triangle icon. Below the warning, the text "Not case sensitive" is visible. The form field is labeled "*Location where driver license or ID card was issued". Below the form field, the text "*Driver license or ID card number" is followed by the value "RICHALF553C7". Below that, the text "*US Citizen" is followed by a dropdown menu set to "Yes".

For example: If the submitted information was entered correctly, but the driver record can't be found, a warning message similar to this one will appear.

Firearms Online – Getting Started

You've logged onto your SAW account and selected the Firearms Online application.

Below is the first screen you'll see.

WASHINGTON STATE DEPARTMENT OF LICENSING

Firearms ONLINE

What your agency will need

- Applicant's information.
- Agency bank account information.
- [Adobe Reader](#) to view the license.
- A **printer** to print your license.

Submit Firearm transaction in 3 easy steps

1. Select firearm license form you want to submit.
2. Complete the form and the required background check, then submit.
3. Approve payment and print the acknowledgement for your records.
4. Print the license

What your agency can do?

- Submit concealed pistol license (CPL)
- Revoke concealed pistol license (CPL)
- Submit dealer license
- Change dealer license status
- Review and submit pending forms
- Pay for transactions
- Payment history
- Print concealed pistol license
- Print dealer license
- Reset print for CPL and dealer licenses

SEE ALSO →

- [Concealed pistol licenses](#)
- [Firearms dealer licenses](#)
- [Firearms RCW 9.41](#)

Why should your agency file online?

- Provides secure, 24/7 access.
- Creates an immediate record in the firearms system.
- Eliminates mailing time.

When should your agency file?

- You should submit the record within 7 days after approval/denial.

How much does your agency pay?

- Concealed pistol license fee: \$18
- Renewal fee: \$18
- Late renewal: \$21
- Firearms dealer license: \$125
- Replacement: \$0

What can't be done online?

- Submit alien firearms license.

Home | Copyright © 2011 DOL

Submit a concealed pistol license

1. From the main menu, click **Submit concealed pistol license**.
2. Complete the required fields, which are marked with an asterisk (*).
3. Click **Submit CPL**.

WASHINGTON STATE DEPARTMENT OF LICENSING

Firearms ONLINE

Submit a Concealed Pistol License

*Required

Previous CPL # [Get info](#) ?

*Application Type

*Application Status

*Last name

*First name

Middle name Suffix

AKA Names

Last name First name Middle

*Date of birth

Birth place

Type and location of all marks, scars, and tattoos

*Gender

*Ethnicity

*Height e.g.: 5 feet 6 inches

*Weight (lbs)

*Eye color

*Hair color

*Location where driver license or ID card was issued

*Driver license or ID card number

Not case sensitive

*US Citizen

Residence Address

*Country

*Address

Apartment number or suite

*City/Town

*State

County

*Zip code

Mailing Address

Same as residence

*Country

*Address

Apartment number or suite

*City/Town

*State

County

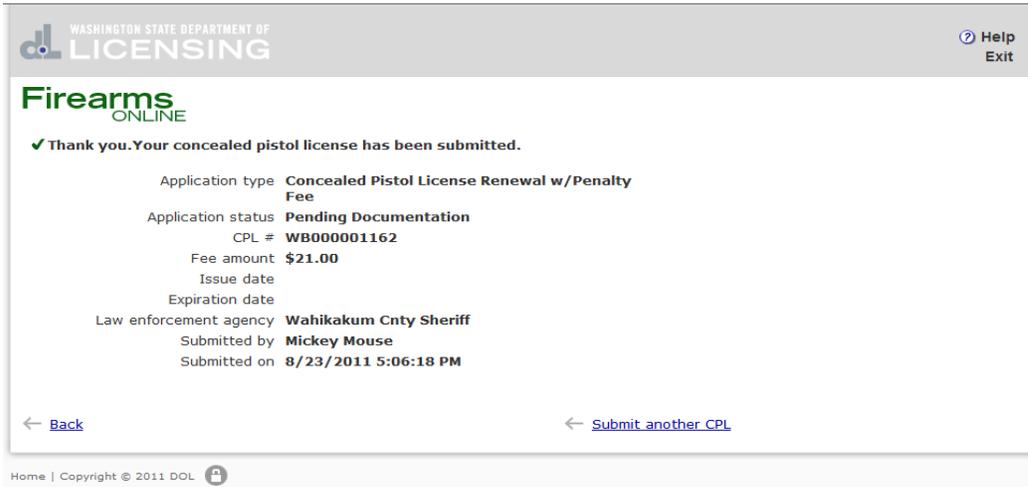
*Zip code

[← Back](#) [Submit CPL](#)

Logged in user details:
Name: Mickey Mouse
Agency: Wahikakum Cnty Sheriff
Client account #: WA0280000
Fee amount:

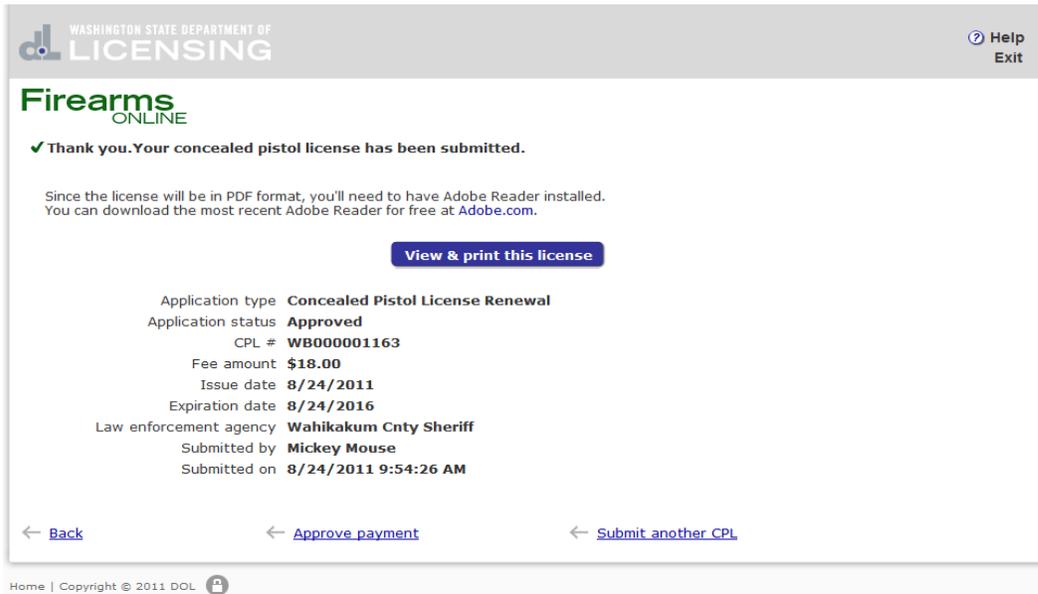
Home | Copyright © 2011 DOL

A. The Application Status you selected above determines which screen appears next. A **Pending Documentation** status shows this screen.



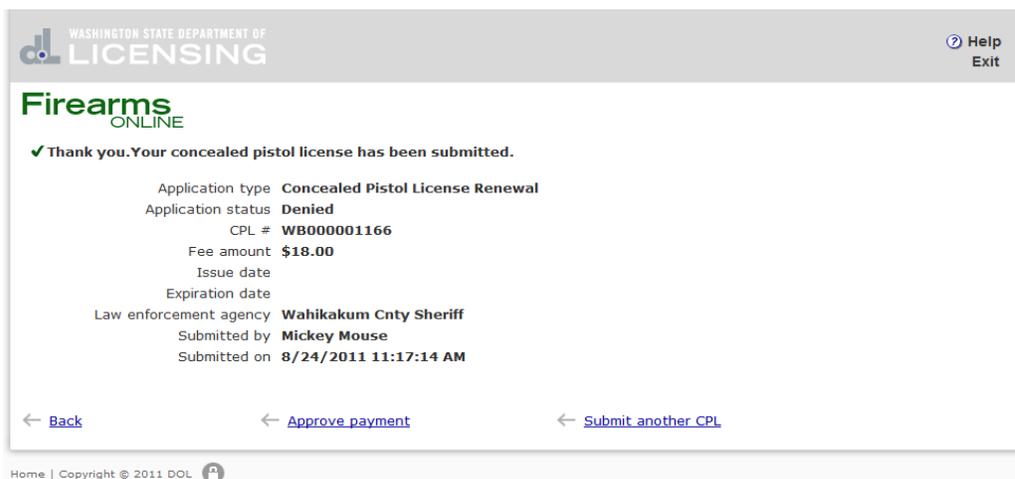
1. Click **Submit another CPL** for each transaction you want to pend.
2. When you're done pending transactions, click **Back** to return to the main menu.

B. An **Approved** status brings up this screen.



1. Click **Submit another CPL** for each transaction you want to submit.
2. When you're done submitting approved transactions, click **Back** to return to the main menu.

C. A **Denied status** shows this screen. Notice the license is submitted.

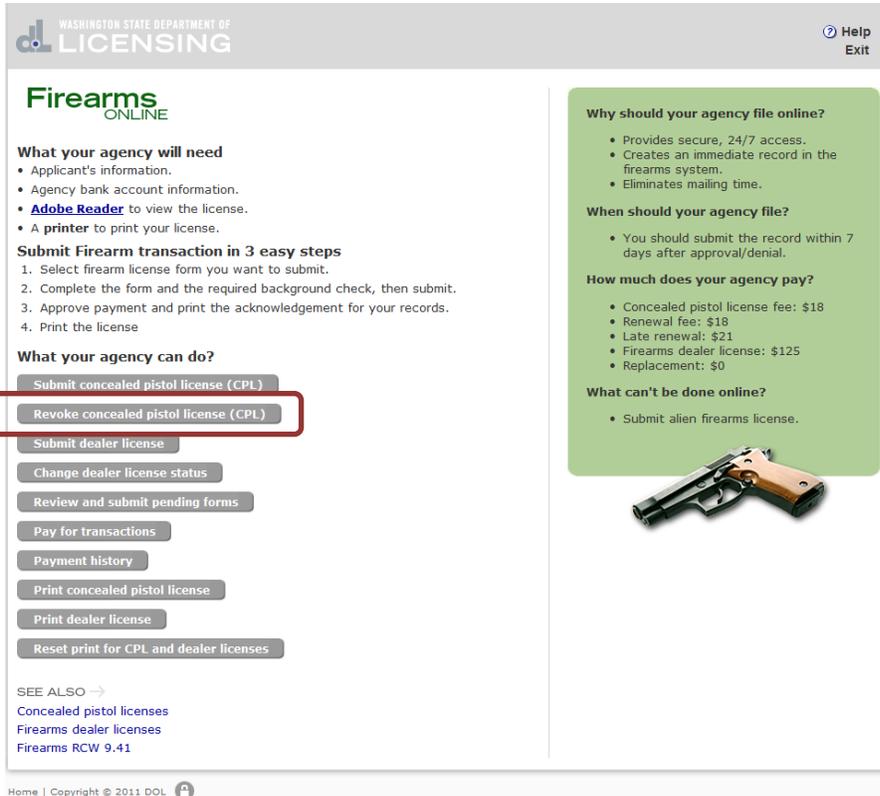


1. Click **Submit another CPL** for each denied transaction.
2. When you're done submitting approved transactions, click **Back** to return to the main menu.

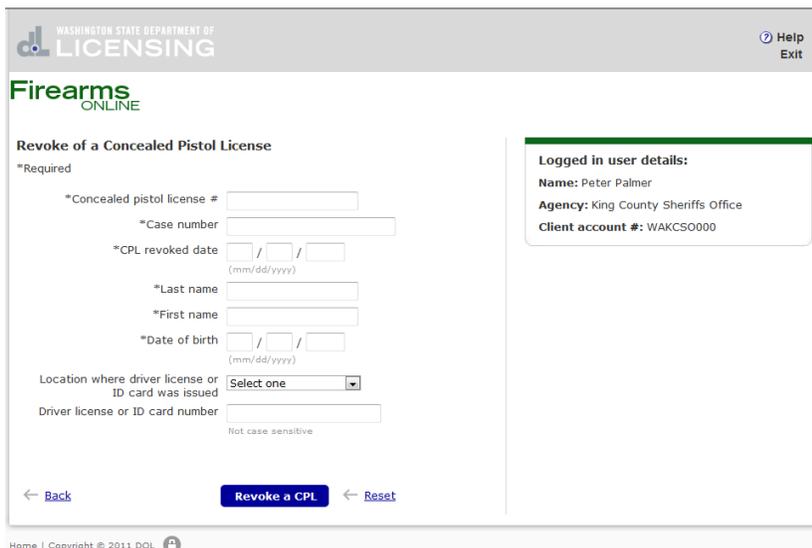
Reminder: You can pay for these transactions later. If you have just one transaction, you may click **Approve payment**, and then continue.

Revoke a concealed pistol license

1. On the main menu, click **Revoke concealed pistol license**.



2. Complete the required fields, which are marked with an asterisk (*).
3. Click **Submit CPL**.
4. Click **Reset** to clear all the fields.
5. Click **Back** to return to the Home page.



Submit a dealer license

1. On the main menu, click **Submit dealer license**.

The screenshot shows the 'Firearms ONLINE' interface. At the top, it says 'WASHINGTON STATE DEPARTMENT OF LICENSING' and 'Firearms ONLINE'. There are 'Help' and 'Exit' links in the top right. The main content area is divided into two columns. The left column contains several sections: 'What your agency will need' with bullet points for applicant information, bank account, Adobe Reader, and a printer; 'Submit Firearm transaction in 3 easy steps' with a 4-step process; 'What your agency can do?' with a list of buttons: 'Submit concealed pistol license (CPL)', 'Revoke concealed pistol license (CPL)', 'Submit dealer license' (highlighted with a red box), 'Change dealer license status', 'Review and submit pending forms', 'Pay for transactions', 'Payment history', 'Print concealed pistol license', 'Print dealer license', and 'Reset print for CPL and dealer licenses'. Below this is a 'SEE ALSO' section with links to 'Concealed pistol licenses', 'Firearms dealer licenses', and 'Firearms RCW 9.41'. The right column has a green background and contains three sections: 'Why should your agency file online?' with bullet points for secure access, immediate record, and no mailing time; 'When should your agency file?' with a bullet point about the 7-day submission window; 'How much does your agency pay?' with a list of fees: Concealed pistol license (\$18), Renewal (\$18), Late renewal (\$21), Dealer license (\$125), and Replacement (\$0); and 'What can't be done online?' with a bullet point for alien licenses. At the bottom of the right column is an image of a handgun. The footer of the page says 'Home | Copyright © 2011 DOL'.

2. Complete the required fields, which are marked with an asterisk (*).
3. Click **Submit CPL**.

Firearms ONLINE

Submit firearms dealer license

***Required**

*Washington UBI# [Get info](#) 
16 digit UBI#

*Dealer type Ammunition
 Firearms other than Pistol
 Pistol
Check all that apply

*Application/form type

*Dealer license status

*Federal firearm license #

*Federal expiration date / /

*Business name

*Business phone #

Business address

*Country

*Address

Apartment number or suite

*City/Town

*State

County

*Zip code

Individual responsible

*Last name

*First name

Middle name Suffix

Logged in user details:

Name: Peter Palmer
Agency: King County Sheriffs Office
Client account #: WAKCS000
Fee amount:

Screen continued on next page.

AKA names

Last name First name Middle

*Date of birth / /
(mm/dd/yyyy)

Birth place

Type and location of all marks, scars, and tattoos

*Gender

*Ethnicity

*Height feet inches
eg: 5 feet 6 inches

*Weight (lbs)

*Eye color

*Hair color

*Location where driver license or ID card was issued

*Driver license or ID card number
Not case sensitive

*US citizen

Residence address

*Country

*Address

Apartment number or suite

*City/Town

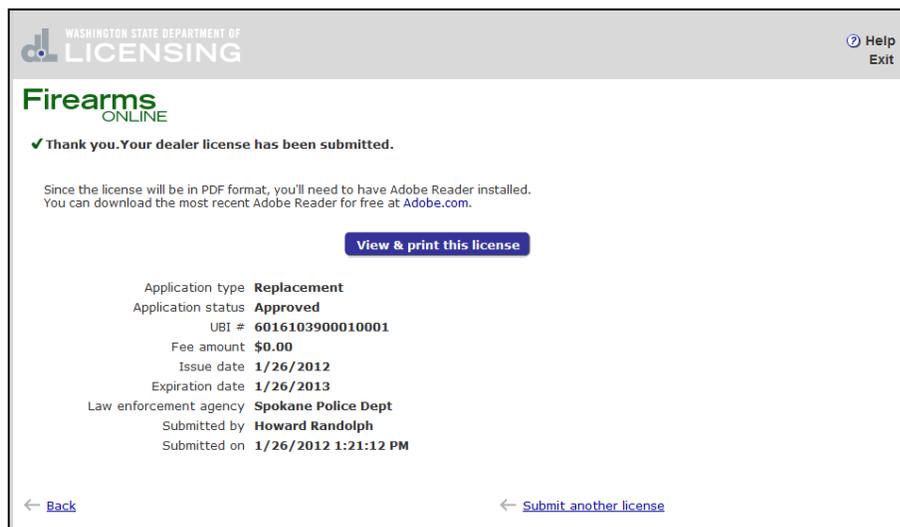
*State

County

*Zip code

[← Back](#)

After you click **Submit**, you will see a confirmation screen, similar to the one below.



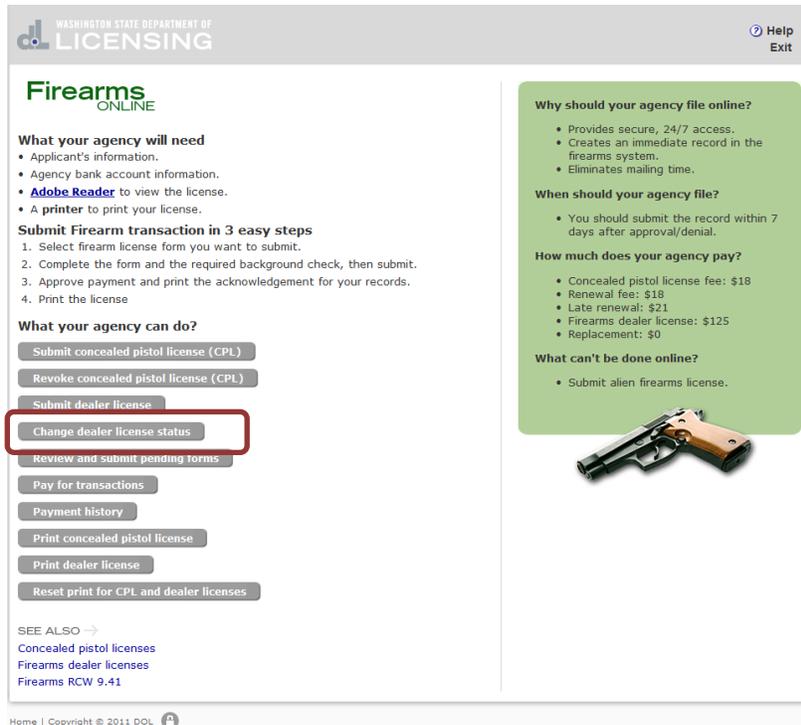
The screenshot shows a confirmation screen for a firearms license submission. At the top left is the Washington State Department of Licensing logo. At the top right are links for 'Help' and 'Exit'. The main heading is 'Firearms ONLINE'. A green checkmark icon is followed by the text: 'Thank you. Your dealer license has been submitted.' Below this, a note states: 'Since the license will be in PDF format, you'll need to have Adobe Reader installed. You can download the most recent Adobe Reader for free at Adobe.com.' A blue button labeled 'View & print this license' is centered. Below the button, application details are listed: Application type: Replacement; Application status: Approved; UBI #: 6016103900010001; Fee amount: \$0.00; Issue date: 1/26/2012; Expiration date: 1/26/2013; Law enforcement agency: Spokane Police Dept; Submitted by: Howard Randolph; Submitted on: 1/26/2012 1:21:12 PM. At the bottom left is a blue link for 'Back' and at the bottom right is a blue link for 'Submit another license'.

When you click **View and print this license**, and then close the View screen, you will return to this confirmation screen. You can then click **Submit another license** link to continue processing applications.

If you click **Back**, you will return to the main menu.

Change Dealer license status

1. Use the **Change dealer license status** button on the main menu to modify a firearms dealer’s status. The screen below shows the available status conditions.



2. Type the information for all the required fields (*). If the information is missing or incorrect when you click **Change Status**, you will see an field error message or a business error message. If the transaction is “taken,” you will see a message that tells you the transaction was successfully submitted.
3. The **Reset** link will clear all the fields.
4. The **Back** link will open the main menu.

The screenshot shows the 'Firearms ONLINE' interface for changing a dealer license status. The header includes the Washington State Department of Licensing logo and 'Firearms ONLINE' text. A 'Help Exit' link is in the top right. The main content area is titled 'Change dealer license status' and includes a '*Required' section with the following fields:

- *Washington UBI #: A text input field with the placeholder 'Enter 16 digit UBI#'. Below it is a small text label 'Enter 16 digit UBI#'. To the right of this field is a green-bordered box containing 'Logged in user details':
 - Name:** Peter Palmer
 - Agency:** King County Sheriffs Office
 - Client account #:** WAKCSO000
- *Change status to: A dropdown menu with 'Select one' at the top and a list of options: Approved, Withdrawn, Cancellation, Surrendered, Out Of Business, Revoked, and Suspended.
- *Status changed date: A date input field.

At the bottom of the form area, there are three buttons: a blue 'Back' button with a left arrow, a blue 'Change Status' button, and a blue 'Reset' button with a left arrow. The footer contains 'Home | Copyright © 2011 DOL' and a lock icon.

Pay CPL and Dealer Licenses transactions

If you did not pay for a transaction when you processed the application, you can go to the main menu, and click **Pay for transactions**.

Firearms ONLINE
Welcome Peter Palmer - King County Sheriffs Office

[Pending payment details](#)

Pending payment list of concealed pistol licenses [Check all](#) [Uncheck all](#)

| Revenue id | Form type | CPL # | First name | Last name | Fee (\$) | Submitted by | Date submitted |
|---|----------------------------------|-------------|------------|-----------|----------|--------------|------------------------|
| <input type="checkbox"/> 2011297 1509 01800 01039361 | Concealed Pistol License Renewal | WB000002197 | KENNON | BRITZ | 18.0000 | Peter Palmer | 10/24/2011 11:30:04 AM |
| <input type="checkbox"/> 2011304 1627 01800 0001ONEW | Concealed Pistol License Renewal | KH0000007 | PATRICK | REED | 18.0000 | Peter Palmer | 10/31/2011 1:32:01 PM |

Pending payment list of dealer licenses [Check all](#) [Uncheck all](#)

| Revenue id | Form type | UBI # | Business name | Fee (\$) | Submitted by | Date submitted |
|---|-------------------------------|------------------|--------------------------|----------|--------------|-----------------------|
| <input type="checkbox"/> 2011304 1087 12500 0001ONEW | 2nd Store/Additional location | 6004273490010002 | OLYMPIC ARMS INC | 125.0000 | Peter Palmer | 10/31/2011 1:28:30 PM |
| <input type="checkbox"/> 2011304 1089 12500 0001ONEW | New License | 0990054220010001 | SUPERPAWN WASHINGTON INC | 125.0000 | Peter Palmer | 10/31/2011 1:30:29 PM |
| <input type="checkbox"/> 2011305 1103 12500 0001ONEW | New License | 0990054210010002 | MLI SUPER ARMS INC. | 125.0000 | Peter Palmer | 11/1/2011 10:10:25 AM |

[← Back](#) [Approve Payment](#) [← Cancel](#)

From that screen, click the check box for the license(s) you want to pay, then click **Approve payment**. The amounts will be reconciled and money will be drawn from the ACH account your office set up with us.

You can click the **Pending payment details** to get details about the pending payments, such as, how many and what type of forms .

Those personnel with fiscal or administrative roles can pay for transactions.

Payment confirmation of failed/successful CPL and Dealer Licenses.

The first table in the screen print below, shows the successful transactions. If you see the second table, something on the payment didn't go through. If you see a red message, contact DOL to resolve the issue.

Firearms ONLINE

✓ Thank you. Your payment has been submitted.
[Print this page](#)

Law enforcement agency: King County Sheriffs Office
Payment submitted by: Peter Palmer
Payment submitted on: 11/1/2011 10:24:04 AM

| Transaction type | No. of forms | Amount |
|--|--------------|----------------------------|
| Concealed pistol license-Original | 0 | \$0.00 |
| Concealed pistol license-Renewal | 0 | \$0.00 |
| Concealed pistol license-Renewal with late fee | 0 | \$0.00 |
| Concealed pistol license-Replacement | 0 | \$0.00 |
| All Concealed pistol licenses | 0 | \$0.00 |
| All dealer licenses | 0 | \$0.00 |
| | | Grand total amount: \$0.00 |

List of licenses that are paid with this transaction:
No forms were pending to pay!

Below licenses were not paid with this transaction. Please contact DOL with below information to resolve the issue.
Contact DOL firearms unit

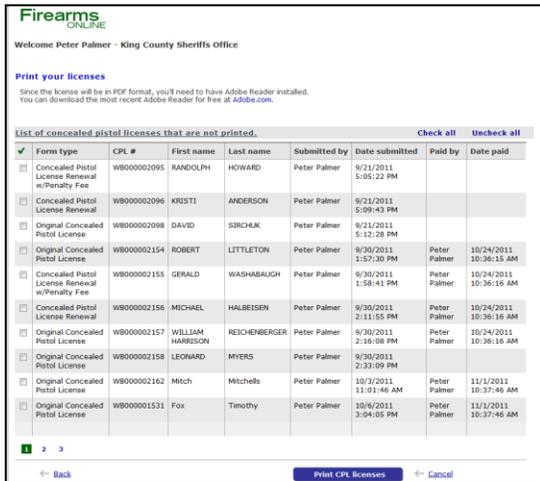
| Revenue id | Type | License # | Fee (\$) | Licensee | Date submitted | Submitted by |
|-----------------------------|-------------|------------------|----------|---------------------|----------------|--------------|
| 2011305 1103 12500 0001ONEW | New License | 0990054210010002 | 125.0000 | MLI SUPER ARMS INC. | | Peter Palmer |

[← Back](#) [← View payment history](#)

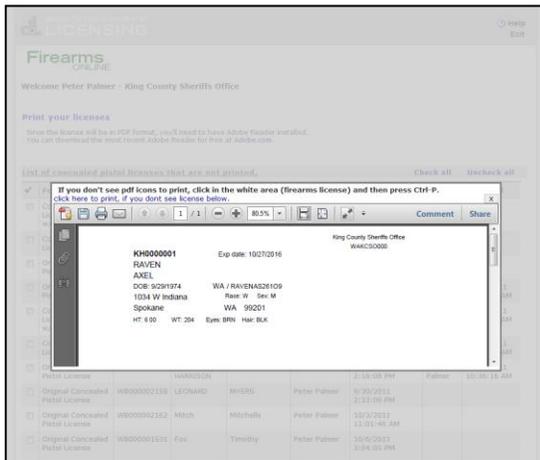
Print Concealed Pistol Licenses

Before you print any licenses,

You can print licenses two ways from this application. When you print the license from the confirmation page, you print one license at a time. To print multiple licenses from the main menu, click one of the links to navigate to the appropriate screen.



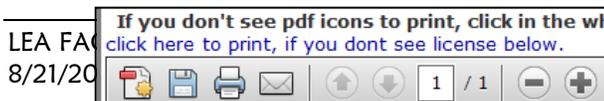
When you view and print a license, you will see a screen similar to the one shown here. From here you can print the license.



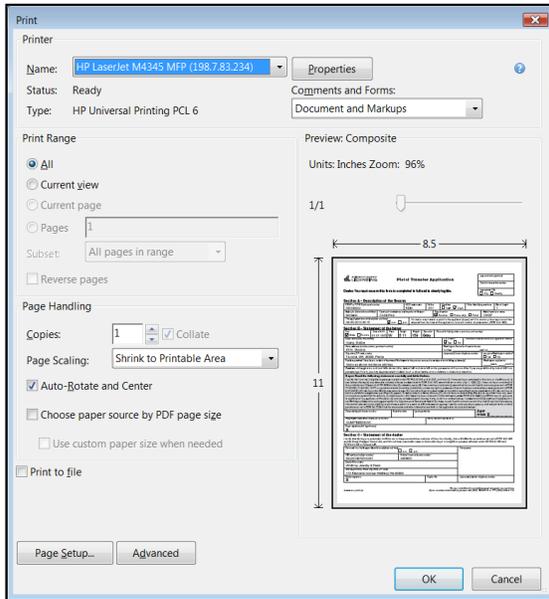
Reminder! Before you print, make sure your printer has the correct paper/forms in it.

Notes:

1. If you don't see icons below, you see a message you need to install Adobe reader. That message will have a link you can click to install the Adobe reader.



2. When you click the printer icon, circled in the picture in Note 1, the system will display this screen:



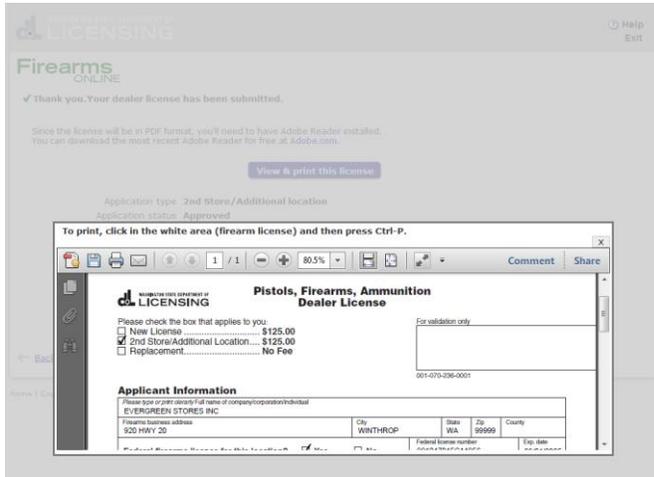
3. Click OK.

Print Dealer Licenses

Printing dealer's licenses is the same as printing a CPL license. When you print the license from the confirmation page, you print one license at a time. To print multiple licenses from the main menu, click **Print dealer license**. This opens a screen similar to the one below.

| WASHINGTON STATE DEPARTMENT OF LICENSING | | | | | | | Help | Exit |
|---|------------------|-------------------------------|-------------------------------------|------------------|----------------------|-----------|-----------|-------------|
| Firearms ONLINE | | | | | | | | |
| Welcome Howard Randolph - Spokane Police Dept | | | | | | | | |
| Print your licenses | | | | | | | | |
| Since the license will be in PDF format, you'll need to have Adobe Reader installed. You can download the most recent Adobe Reader for free at Adobe.com. | | | | | | | | |
| List of dealer licenses that are not printed. | | | | | | | Check all | Uncheck all |
| UBI # | Form type | Business name | Submitted by | Date submitted | Paid by | Date paid | | |
| <input checked="" type="checkbox"/> | 5780760330010029 | New License | QUEEN'S NEW MODELS & SPORTING GOODS | Sharan Chalatest | | | | |
| <input type="checkbox"/> | 5780760330010001 | New License | QUEEN'S MODELS & SPORTING GOODS | James Bond | 7/13/2011 2:52:03 PM | | | |
| <input type="checkbox"/> | 5780760330010003 | 2nd Store/Additional location | QUEEN'S MODELS & SPORTING GOODS | James Bond | 7/29/2011 2:32:51 PM | | | |
| <input type="checkbox"/> | 5780760330010004 | New License | QUEEN'S MODELS & SPORTING GOODS | James Bond | 7/29/2011 2:38:02 PM | | | |
| <input type="checkbox"/> | 5780760330010004 | New License | QUEEN'S MODELS & SPORTING GOODS | James Bond | 7/29/2011 2:39:58 PM | | | |
| <input type="checkbox"/> | 5780760330010014 | 2nd Store/Additional location | QUEEN'S MODELS & SPORTING GOODS | James Bond | 7/29/2011 2:44:22 PM | | | |
| <input type="checkbox"/> | 5780760330010015 | 2nd Store/Additional location | QUEEN'S MODELS & SPORTING GOODS | James Bond | 7/29/2011 2:48:45 PM | | | |
| <input type="checkbox"/> | 5780760330010014 | New License | QUEEN'S MODELS & SPORTING GOODS | James Bond | 7/29/2011 3:06:00 PM | | | |
| <input type="checkbox"/> | 5780760330010024 | New License | QUEEN'S MODELS & SPORTING GOODS | James Bond | 7/29/2011 3:10:08 PM | | | |
| <input type="checkbox"/> | 5780760330010025 | New License | QUEEN'S MODELS & SPORTING GOODS | James Bond | 7/29/2011 3:24:06 PM | | | |

When you select the license(s) to print, you will see a screen similar to the one shown here below.

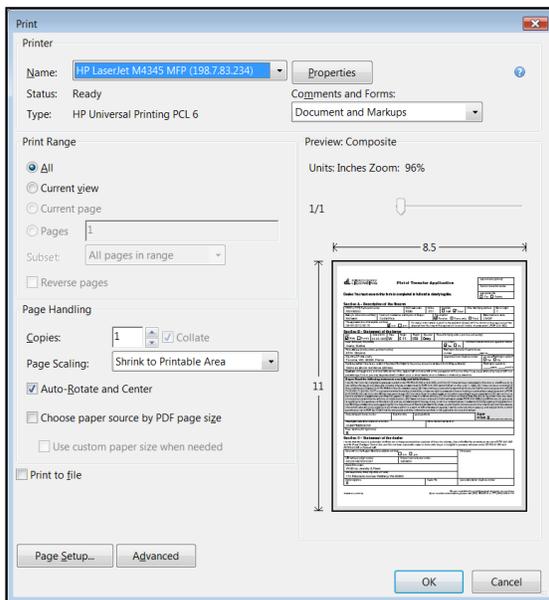


Note: If you don't see icons below, you see a message that you need to install Adobe reader. That message will have a link you can click to install the Adobe reader.



Click the printer icon circled above.

The system will display this screen:



Click OK.

Pending Forms

Update and Submit

Some of the CPL and dealer licenses you processed had a **pending documentation** status.

1. From the main menu, click **Review and submit pending forms**. That screen is similar to the one shown here.

The screenshot shows the 'Firearms ONLINE' interface. At the top left is the logo. Below it, the heading 'Pending concealed pistol licenses' is followed by a table with 8 columns: TranID, Form type, CPL #, First name, Last name, Saved By, Date saved, and Action. Two records are listed, both with an 'Update & Submit' link. Below this is a green box with the number '1'. Underneath is the heading 'Pending firearm dealer licenses' followed by a table with 8 columns: Form type, UBI #, Business name, First name, Last name, Saved by, Date saved, and Action. Two records are listed, both with an 'Update & Submit' link. At the bottom left is a 'Back' link.

| TranID | Form type | CPL # | First name | Last name | Saved By | Date saved | Action |
|--------|----------------------------|-----------|------------|-----------|--------------|-----------------------|-------------------------------------|
| 821 | Late Renewal w/Penalty Fee | CD0000057 | TONI | AABY | sandy wilkin | 4/16/2012 10:39:23 AM | Update & Submit |
| 822 | Late Renewal w/Penalty Fee | CD0000058 | ELIZABETH | ABBEY | sandy wilkin | 4/16/2012 10:40:38 AM | Update & Submit |

1

| Form type | UBI # | Business name | First name | Last name | Saved by | Date saved | Action |
|-------------------------------|------------------|--------------------|------------|------------|--------------|-----------------------|-------------------------------------|
| 2nd Store/Additional location | 6018997680010001 | THOMPSON's Targets | MICHAEL | THOMPSON | sandy wilkin | 4/16/2012 11:06:42 AM | Update & Submit |
| 2nd Store/Additional location | 6001679620010001 | BACKDOOR Deals | MICHAEL | MC INERNEY | sandy wilkin | 4/16/2012 11:09:21 AM | Update & Submit |

[← Back](#)

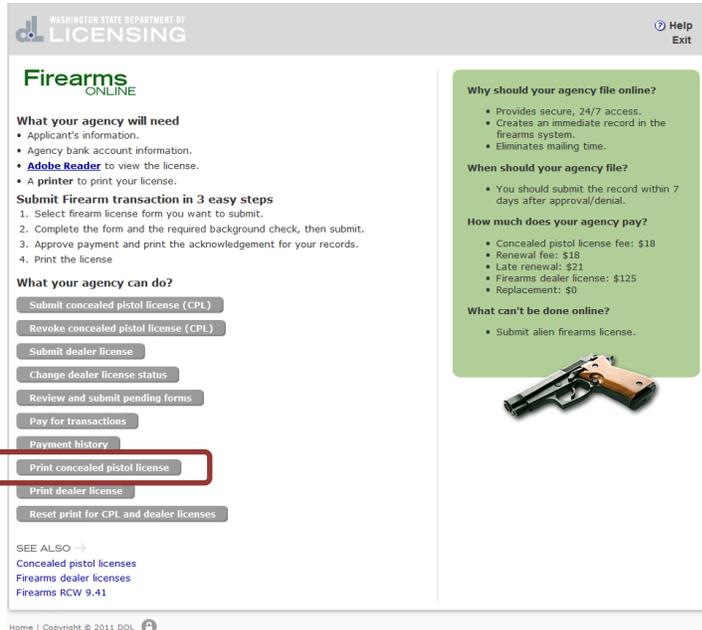
2. Click **Update & Submit** for the record(s) you want to work with.

The CPL or Dealer screen will open for you to make your modifications. You can submit or save the record again. Once you submit the transaction with the application status as **Approved** or **Denied**, that transaction will not appear in the Pending screen.

Note: Use this same screen to submit pending dealer licenses.

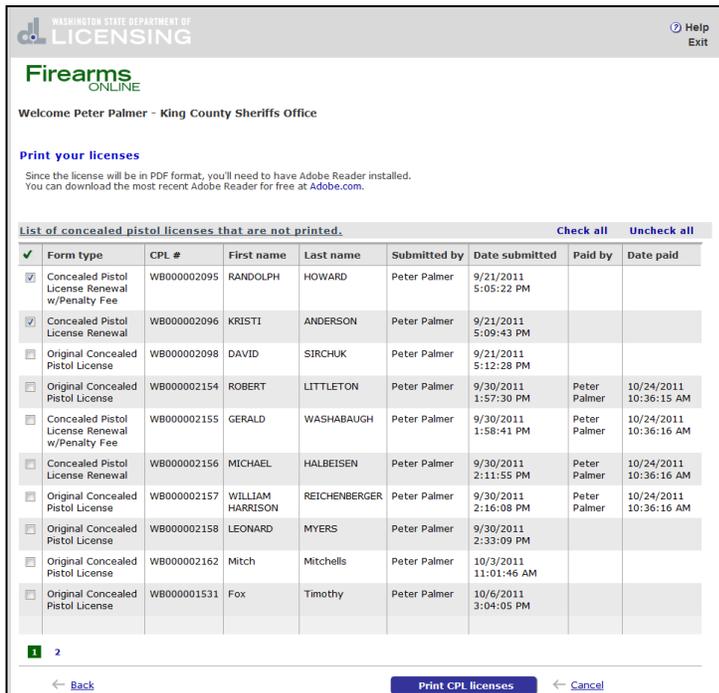
Print pending licenses

1. From the main menu, click **Print concealed pistol license**. A screen similar to the one below opens.

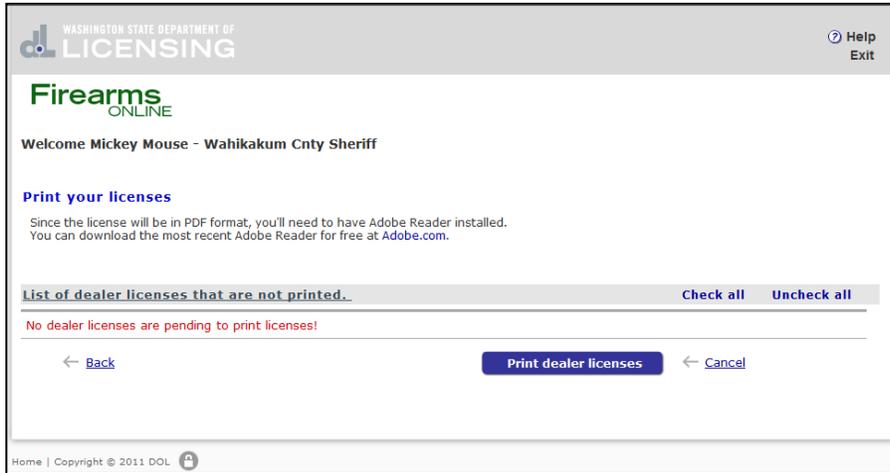


2. Click the check box for each form(s) you want to print. You can also click **Check all** to select all the forms.

3. Click **Print CPL licenses**, located at the bottom of the screen.



If there is nothing to print, a screen similar to the one below appears.



Reprint CPL and dealer licenses

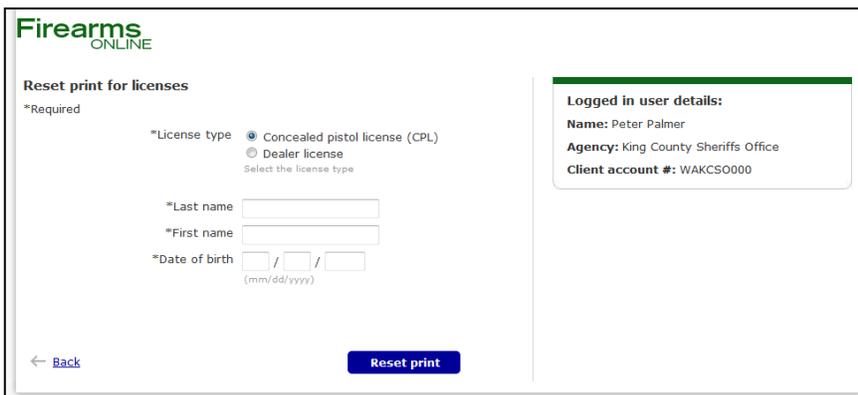
Concealed pistol license

To print a CPL license again, you must first reset the record. To identify the record you want, you will need to have the licensee’s last Name , first name, and date of birth.

1. From the main menu, clicks the **Reset print for CPL and dealer license**.
2. Complete the information for the required fields.
3. Click **Reset print**.

If there is an error, a message will appear on the page.

4. To actually reprint the license, go back to the main menu.
5. Click **Print concealed pistol license**.
6. Select the license and click **Print**.

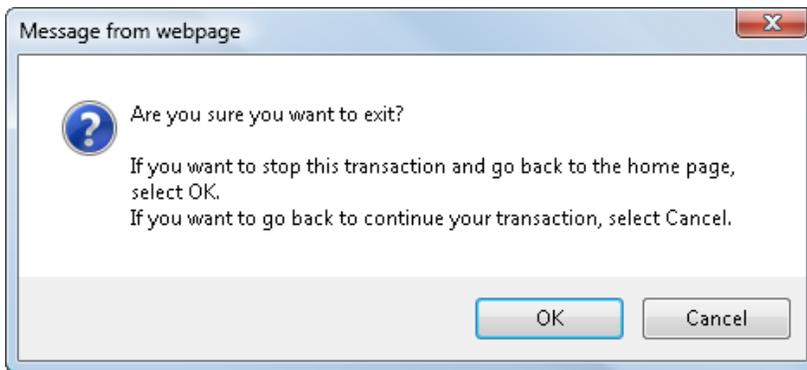


Exit the program

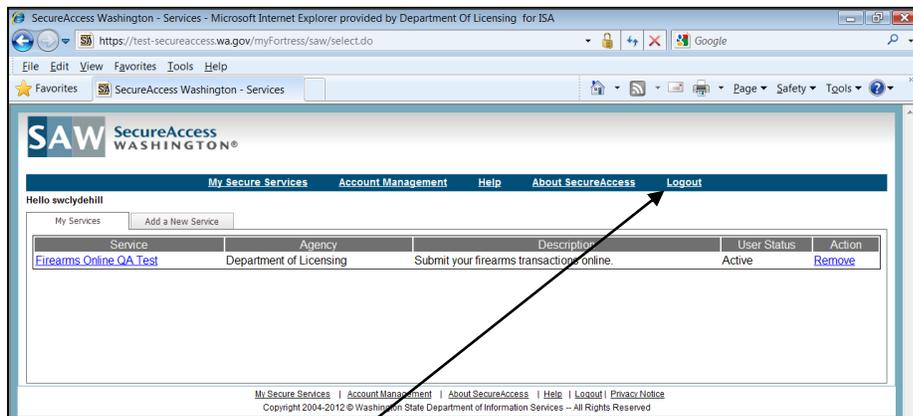
The easiest way to exit the program is to click Exit, which is available on every screen. If you're in the middle of a transaction when you click Exit, you will lose any information on the screen.



The system will return this dialog box:



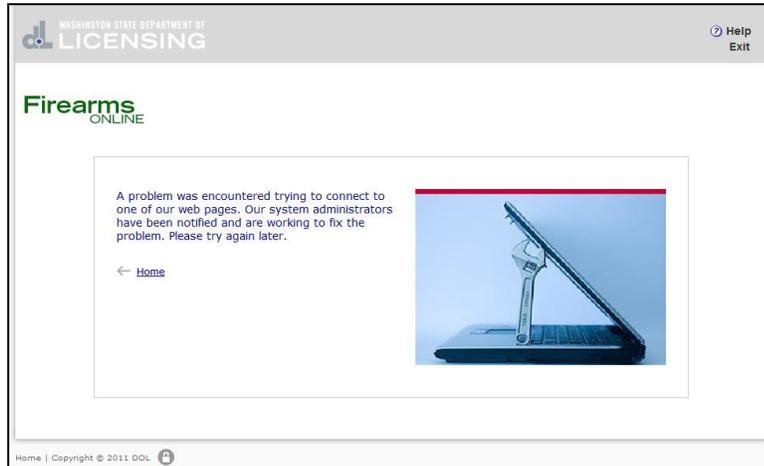
If you click OK, the system will return you to your SAW screen:



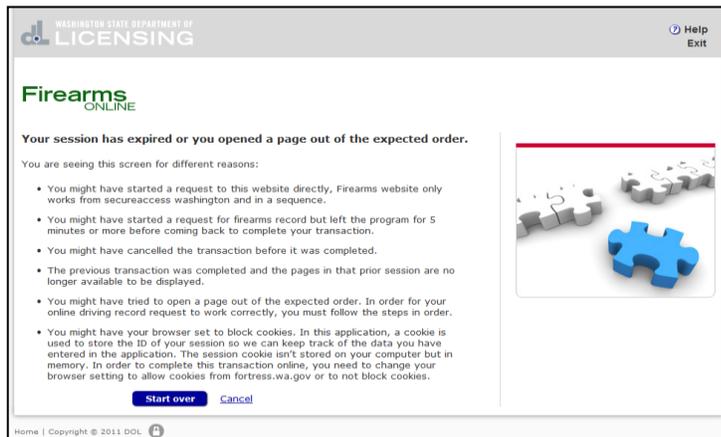
On this screen, click Logout.

Error messages

If an error occurs when accessing the database, the system will display this **application error** page.



If you attempt to access a page out of the normal sequence or your session expires, the system will display the **out of sequence page** show below.



When the system is unavailable, the system will return this message screen:

