Firearms Online Website

Law Enforcement Agency User Guide

WASHINGTON STATE DEPARTMENT OF LICENSING

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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.

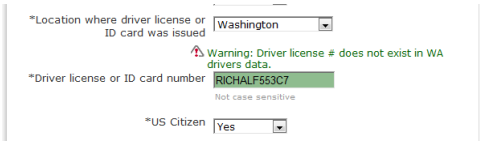
Several of the fields contain a drop-down list. If you know the selection you want to make from that list, you can just type the first letter. For example, eye color. If you know you need to select "green," put the cursor in that field and type "g." If that isn't the selection you want, press the Up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

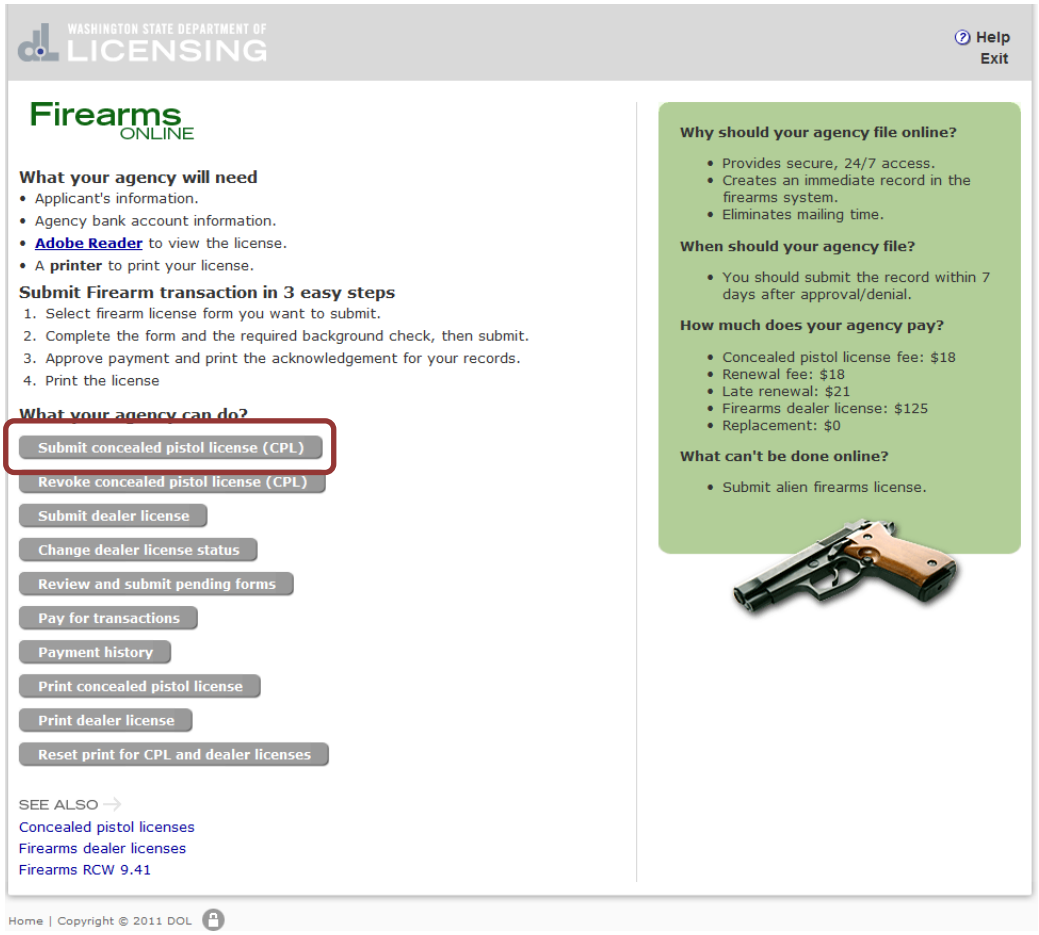


For example: If the submitted information was entered correctly, but the driver record can't be found, a warning message similar to this one will appear.

Firearms Online – Getting Started

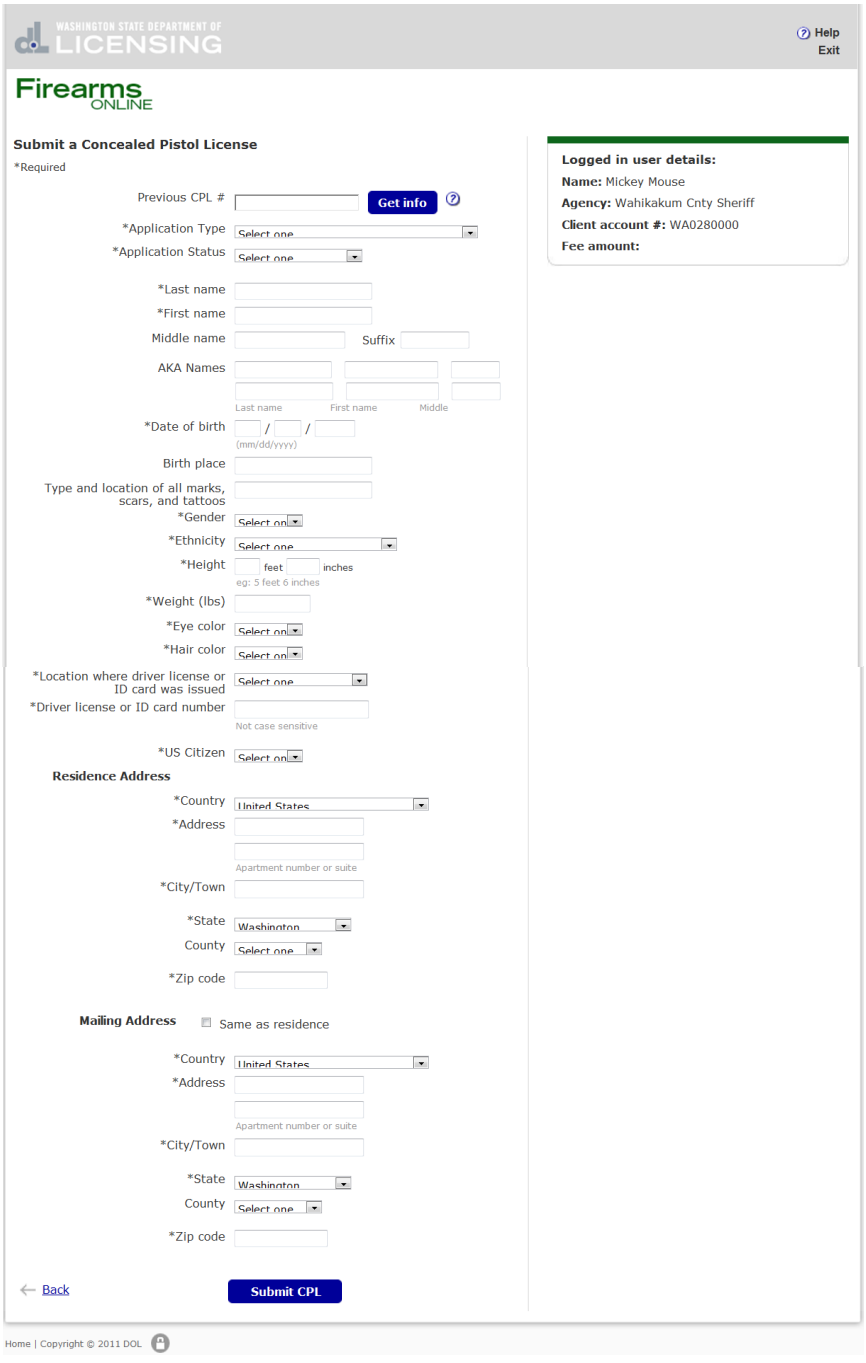
You've logged onto your SAW account and selected the Firearms Online application.

Below is the first screen you'll see.



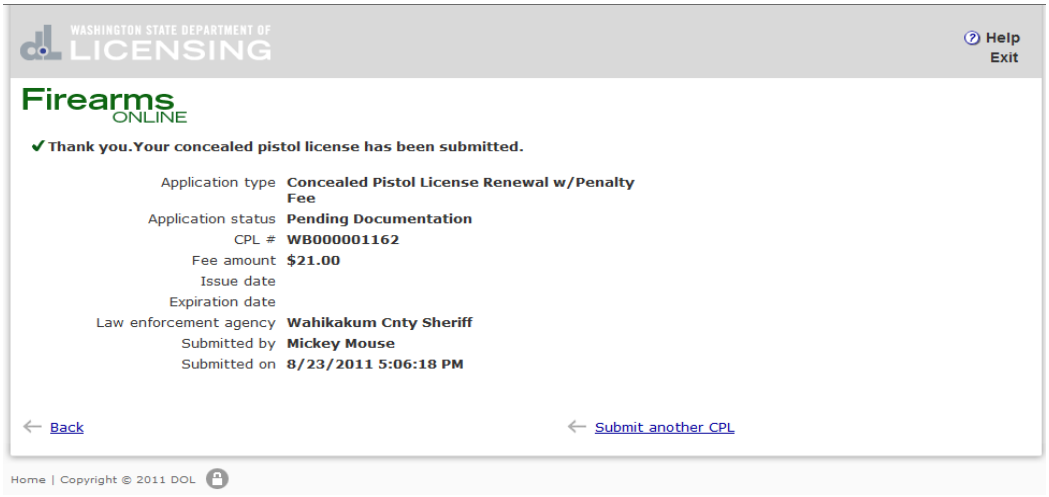
Submit a concealed pistol license

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.



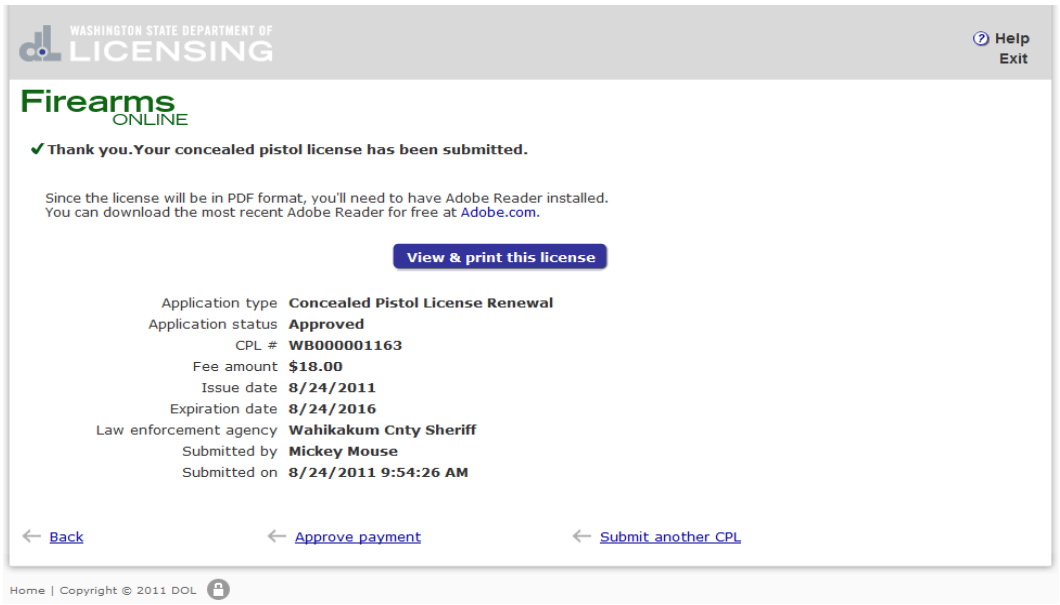
Same as residence

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



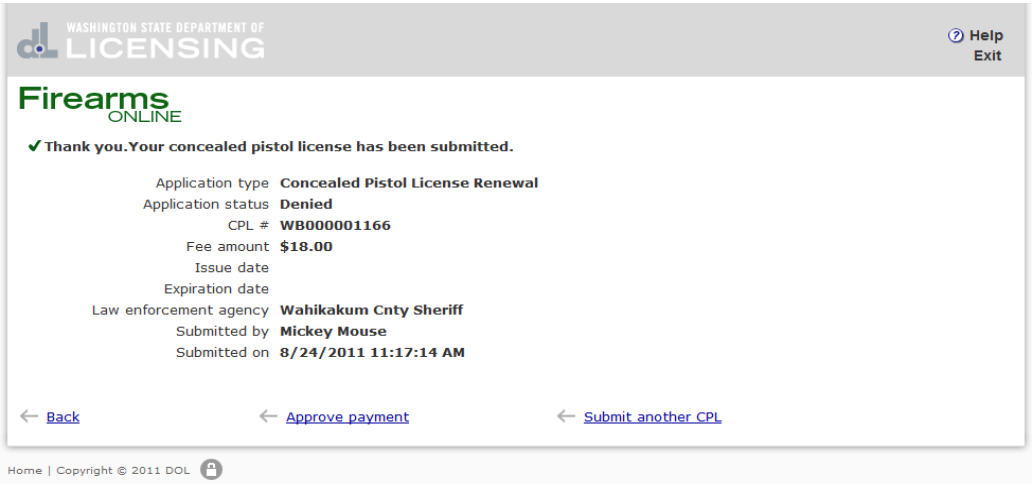
1. Click **Submit another CPL** for each transaction you want to pend.
2. When you're done pending transactions, click **Back** to return to the main menu.

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.

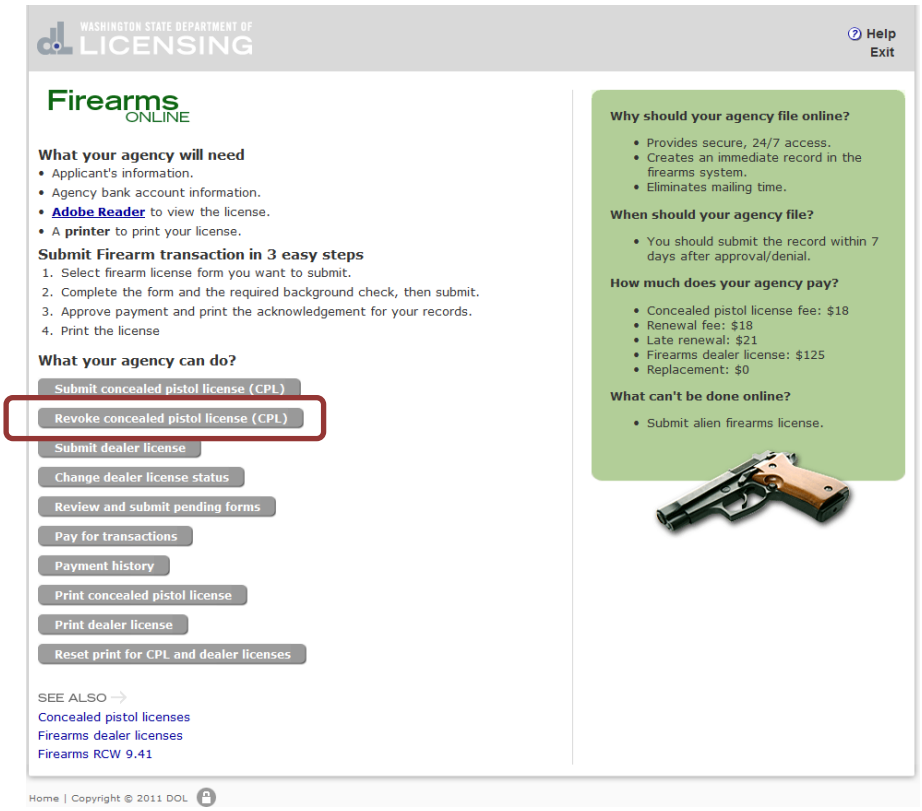


1. Click **Submit another CPL** for each denied transaction.
2. When you're done submitting approved transactions, click **Back** to return to the main menu.

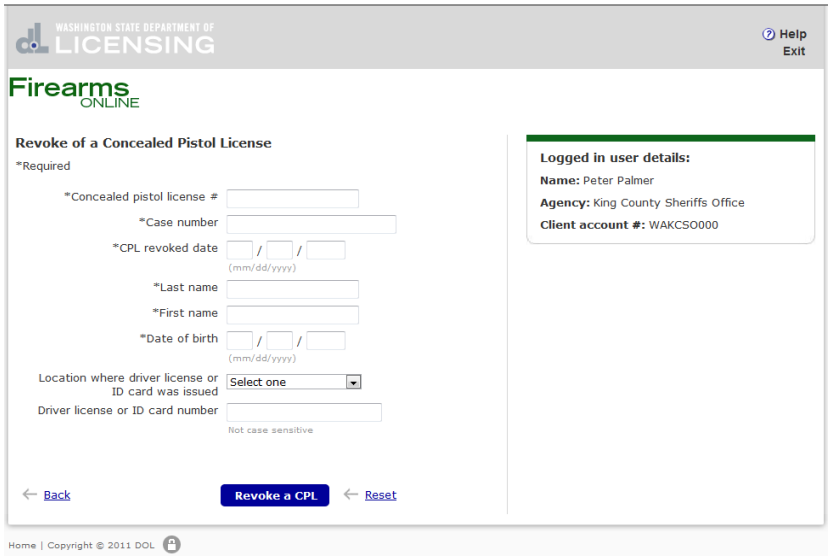
Reminder: You can pay for these transactions later. If you have just one transaction, you may click **Approve payment**, and then continue.

Revoke a concealed pistol license

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

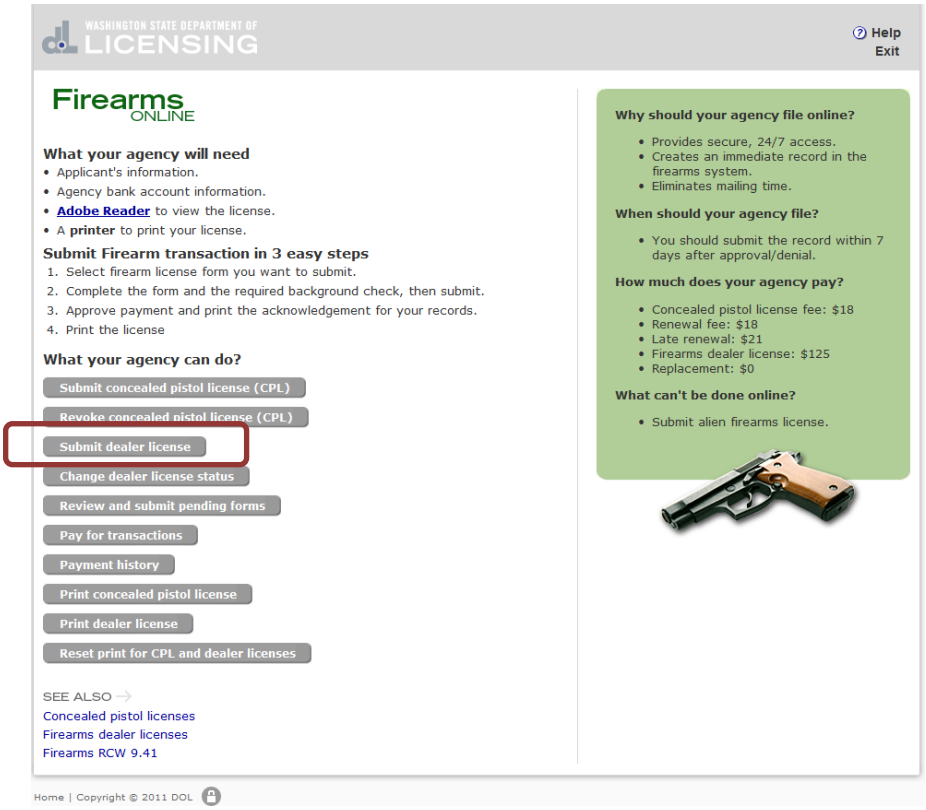


2. Complete the required fields, which are marked with an asterisk (*).
3. Click Submit CPL.
4. Click **Reset** to clear all the fields.
5. Click **Back** to return to the Home page.

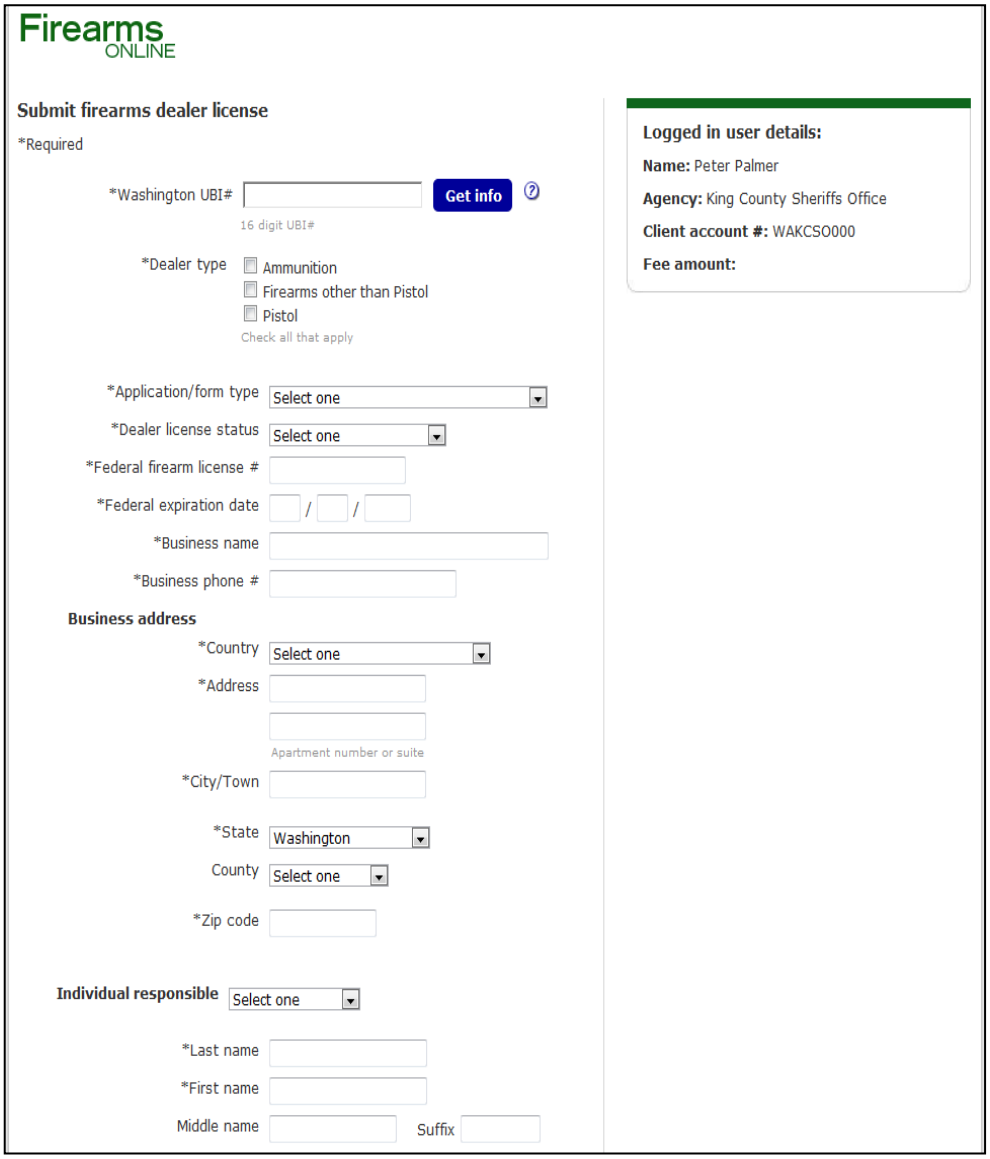


Submit a dealer license

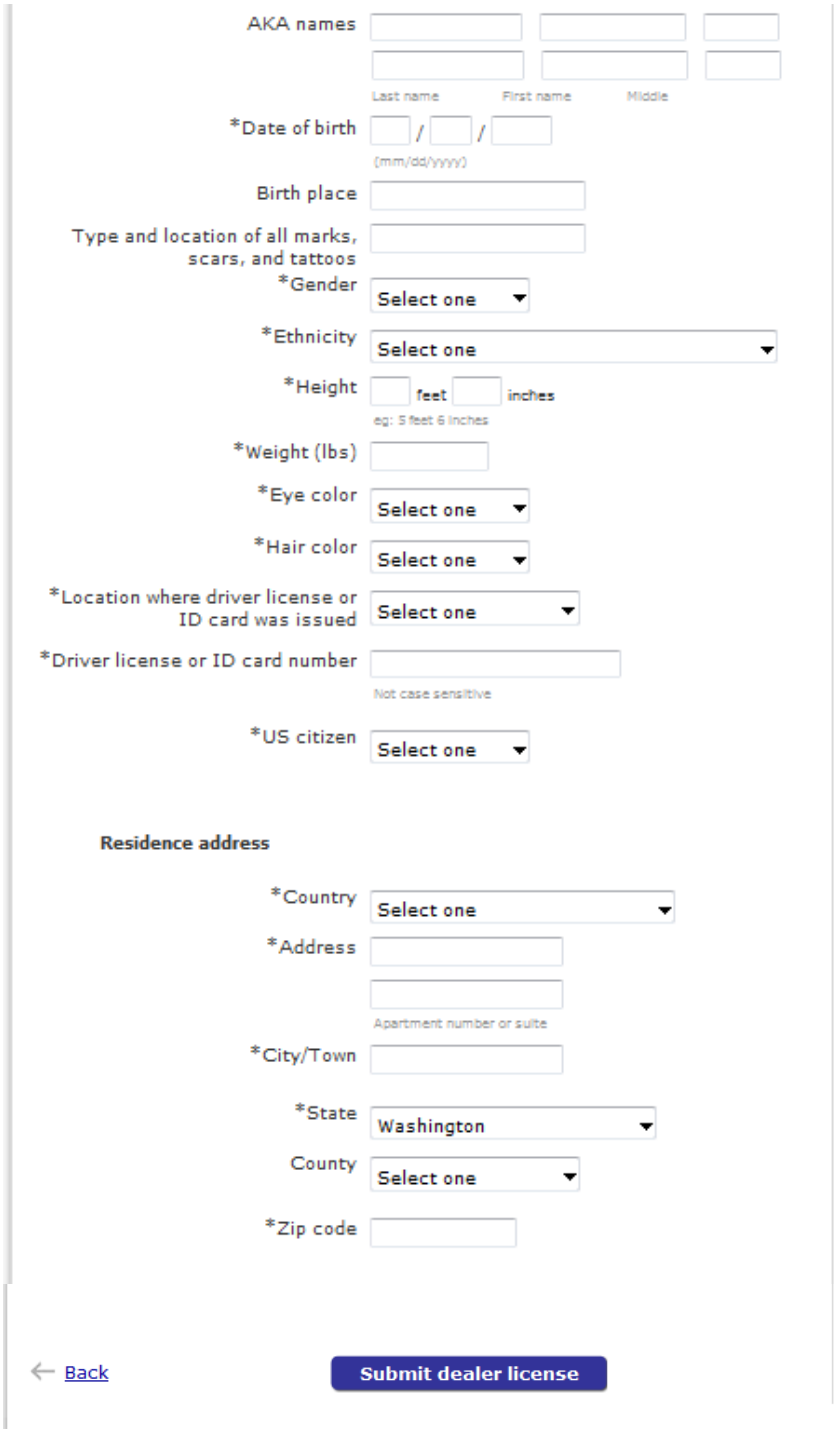
1. On the main menu, click **Submit dealer license**.



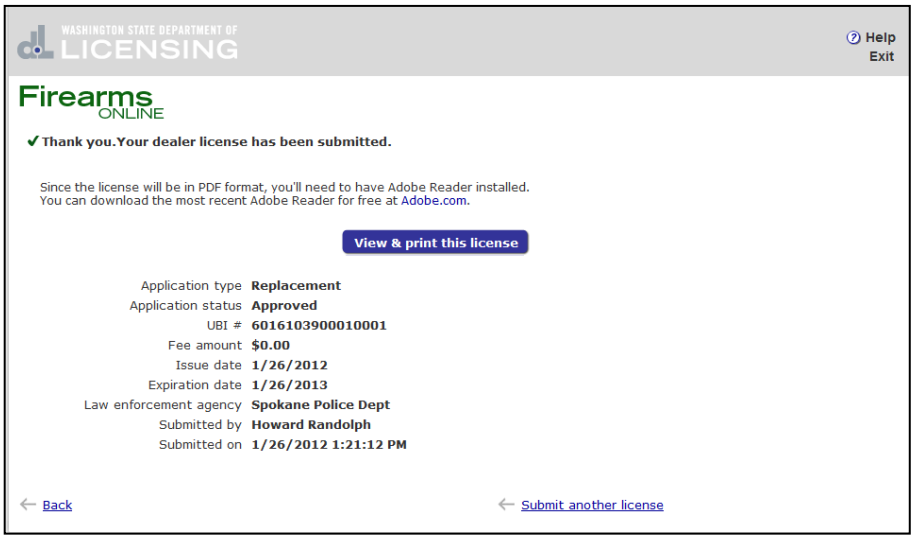
2. Complete the required fields, which are marked with an asterisk (*).
3. Click Submit CPL.



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
Select one
*Ethnicity
Select one
*Height
feet
inches
eg: 5 feet 6 inches
*Weight (lbs)
*Eye color
Select one
*Hair color
Select one
*Location where driver license or ID card was issued
Select one
*Driver license or ID card number
Not case sensitive
*US citizen
Select one
Residence address
*Country
Select one
*Address
Apartment number or suite
*City/Town
*State
Washington
County
Select one
*Zip code
Back
Submit dealer license

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

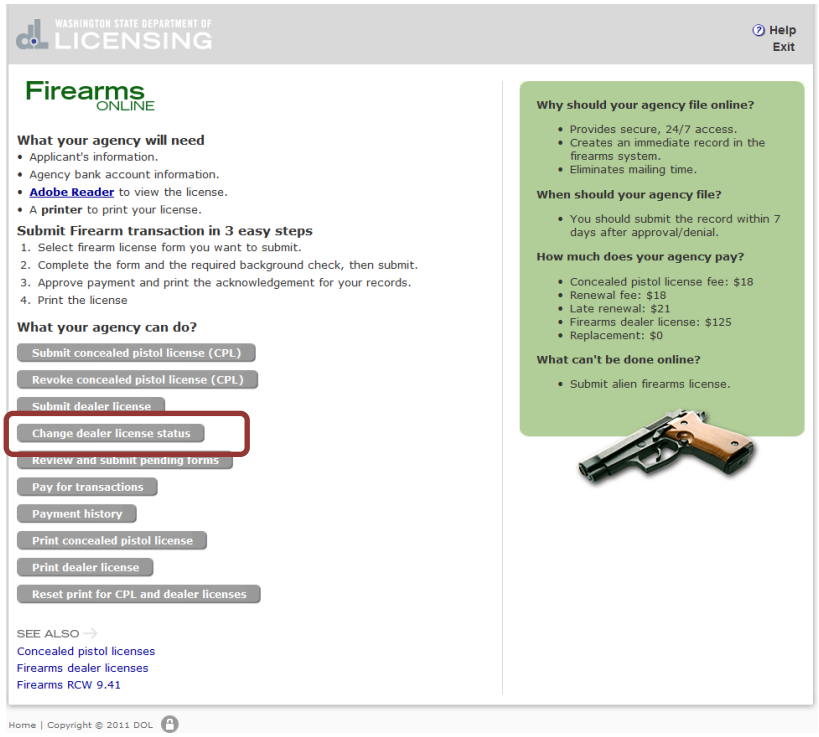


When you click **View and print this license**, and then close the View screen, you will return to this confirmation screen. You can then click **Submit another license** link to continue processing applications.

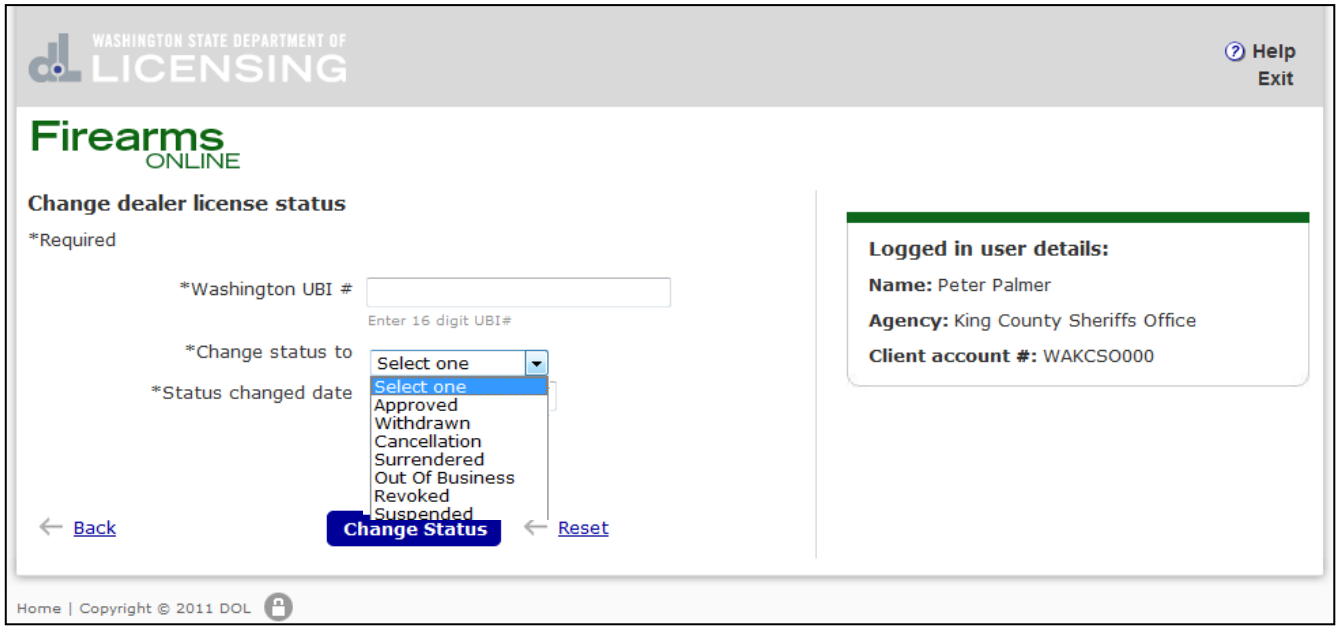
If you click **Back**, you will return to the main menu.

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.

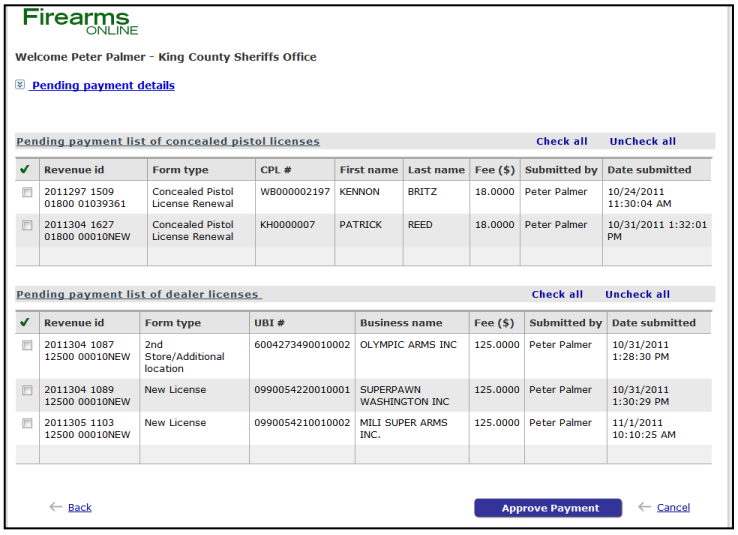


2. Type the information for all the required fields (*) . If the information is missing or incorrect when you click **Change Status**, you will see an field error message or a business error message. If the transaction is "taken," you will see a message that tells you the transaction was successfully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


WASHINGTON STATE DEPARTMENT OF LICENSING
Help
Exit
Firearms ONLINE
Change dealer license status
*Required
*Washington UBI #
Enter 16 digit UBI#
*Change status to
Select one
*Status changed date
Select one
Approved
Withdrawn
Cancellation
Surrendered
Out Of Business
Revoked
Suspended
Back
Change Status
Reset
Logged in user details:
Name: Peter Palmer
Agency: King County Sheriffs Office
Client account #: WAKCSO000
Home | Copyright © 2011 DOL

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**.



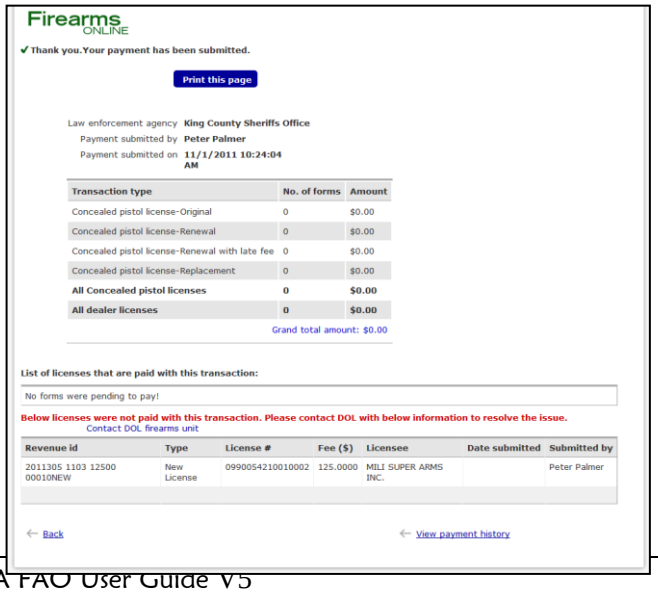
From that screen, click the check box for the license(s) you want to pay, then click **Approve payment**. The amounts will be reconciled and money will be drawn from the ACH account your office set up with us.

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.

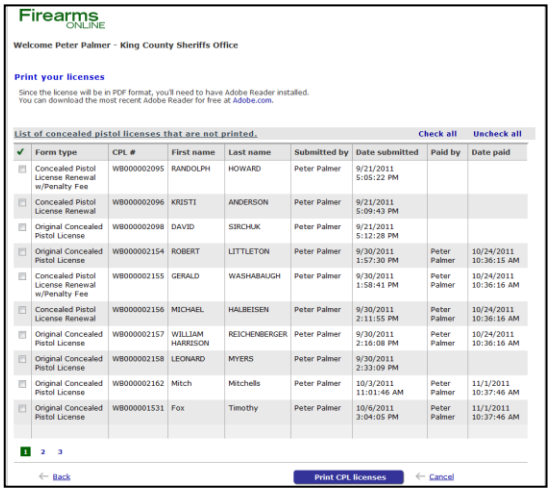
The first table in the screen print below, shows the successful transactions. If you see the second table, something on the payment didn't go through. If you see a red message, contact DOL to resolve the issue.



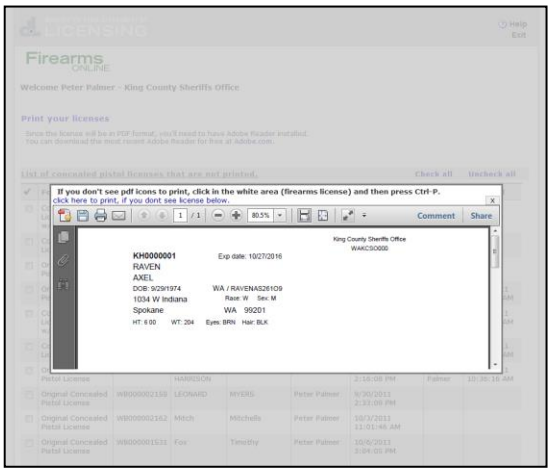
Print Concealed Pistol Licenses

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.



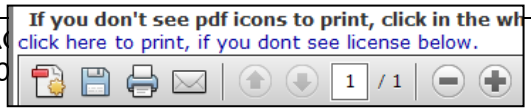
When you view and print a license, you will see a screen similar to the one shown here.
From here you can print the license.



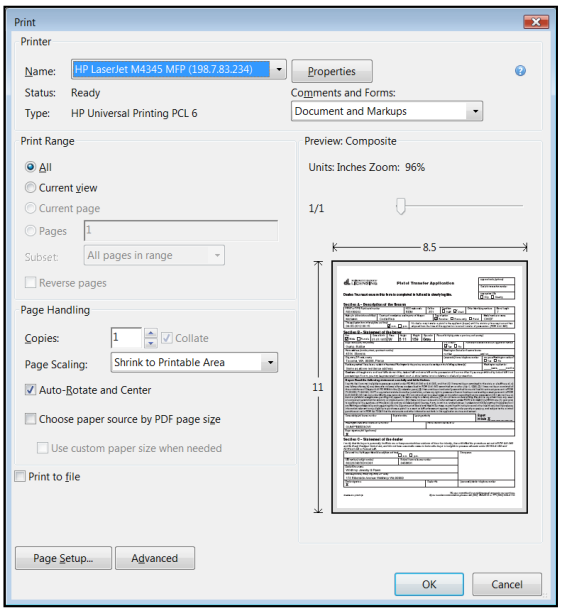
Reminder! Before you print, make sure your printer has the correct paper/forms in it.

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.



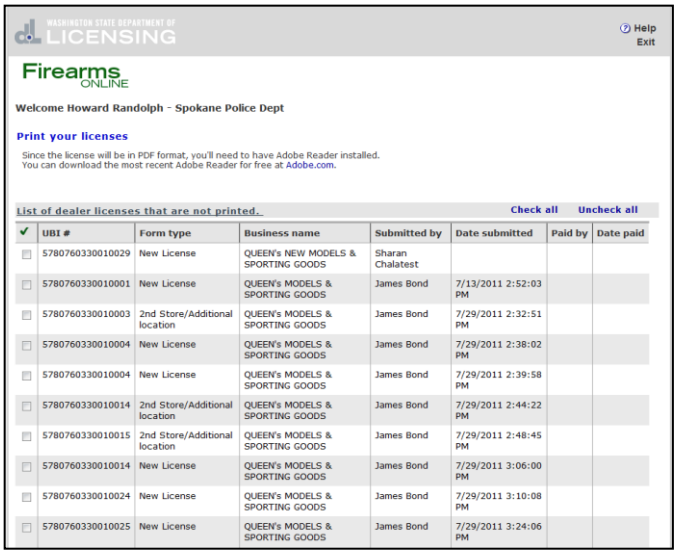
2. When you click the printer icon, circled in the picture in Note 1, the system will display this screen:



3. Click OK.

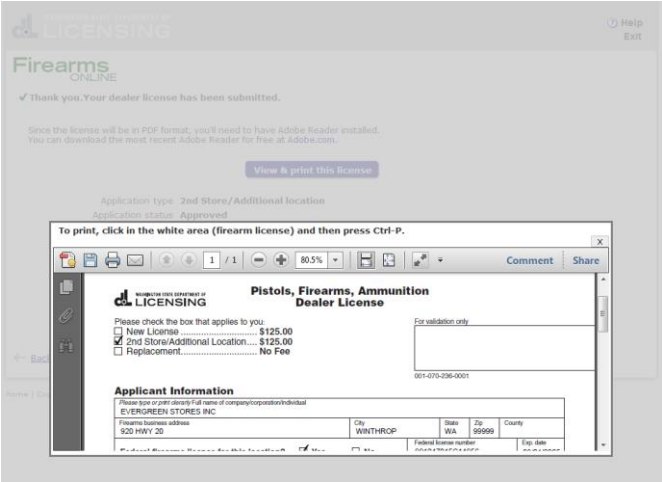
Print Dealer Licenses

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.

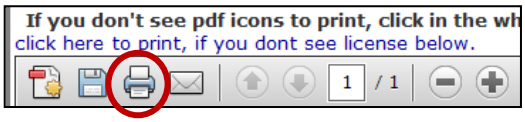


✔	UBI #	Form type	Business name	Submitted by	Date submitted	Paid by	Date paid
☐	5780760330010029	New License	QUEEN's NEW MODELS & SPORTING GOODS	Sharan Chalatest			
☐	5780760330010001	New License	QUEEN's MODELS & SPORTING GOODS	James Bond	7/13/2011 2:52:03 PM		
☐	5780760330010003	2nd Store/Additional location	QUEEN's MODELS & SPORTING GOODS	James Bond	7/29/2011 2:32:51 PM		
☐	5780760330010004	New License	QUEEN's MODELS & SPORTING GOODS	James Bond	7/29/2011 2:38:02 PM		
☐	5780760330010004	New License	QUEEN's MODELS & SPORTING GOODS	James Bond	7/29/2011 2:39:58 PM		
☐	5780760330010014	2nd Store/Additional location	QUEEN's MODELS & SPORTING GOODS	James Bond	7/29/2011 2:44:22 PM		
☐	5780760330010015	2nd Store/Additional location	QUEEN's MODELS & SPORTING GOODS	James Bond	7/29/2011 2:48:45 PM		
☐	5780760330010014	New License	QUEEN's MODELS & SPORTING GOODS	James Bond	7/29/2011 3:06:00 PM		
☐	5780760330010024	New License	QUEEN's MODELS & SPORTING GOODS	James Bond	7/29/2011 3:10:08 PM		
☐	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.

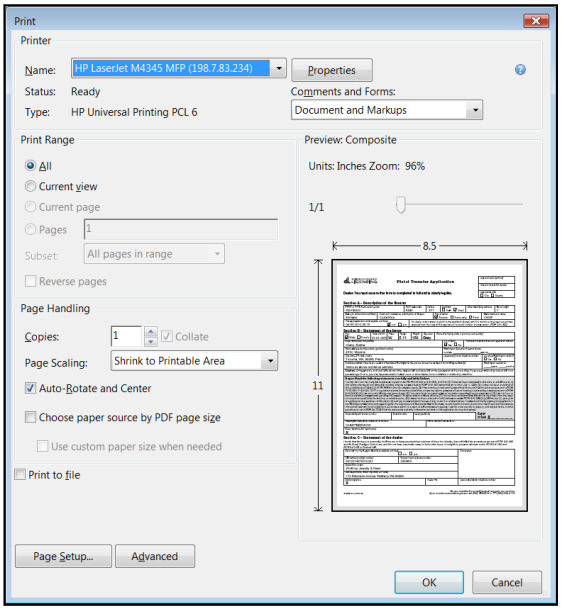


Note: If you don't see icons below, you see a message that you need to install Adobe reader. That message will have a link you can click to install the Adobe reader.



Click the printer icon circled above.

The system will display this screen:



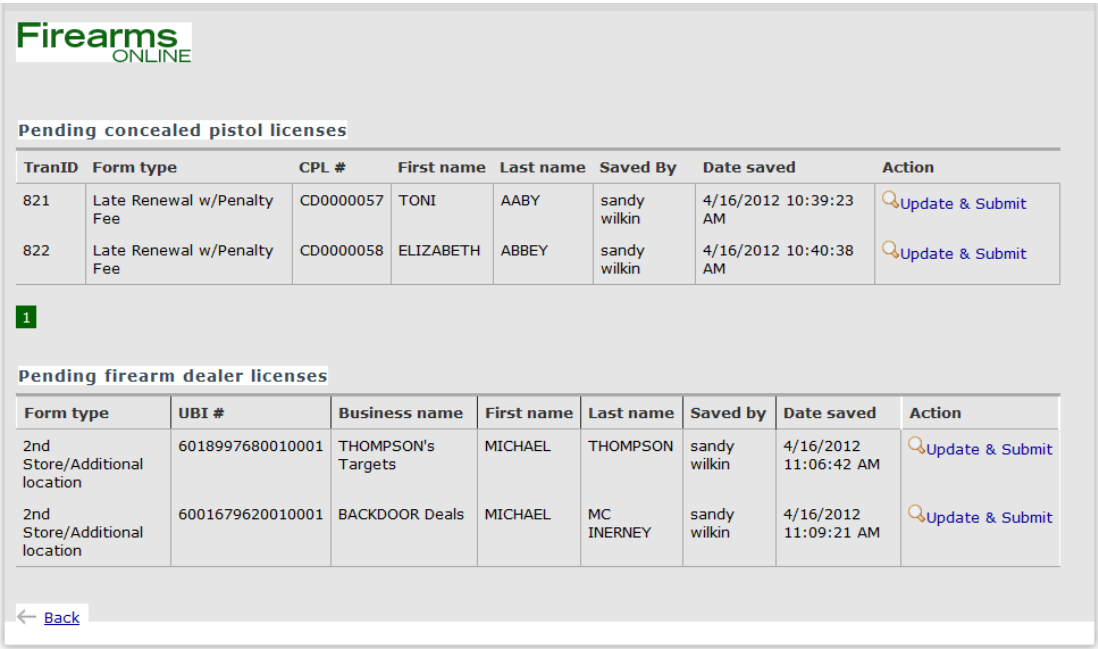
Click OK.

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.



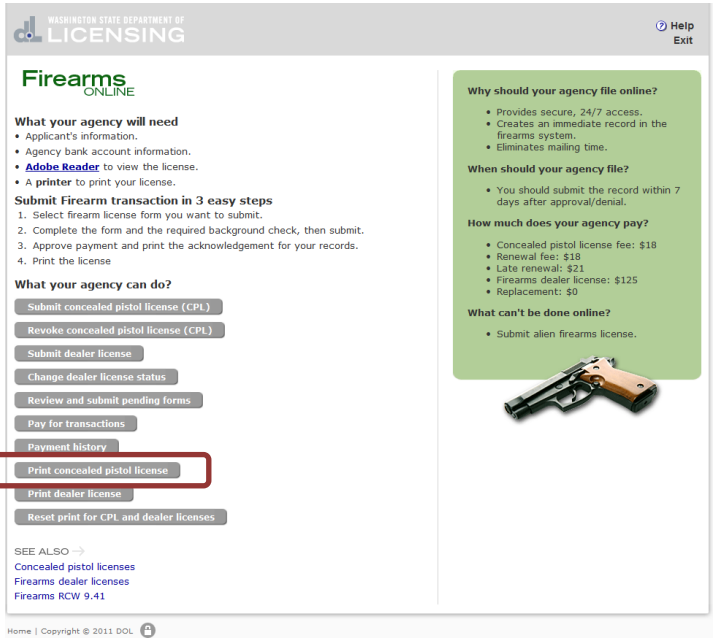
2. Click **Update & Submit** for the record(s) you want to work with.

   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.

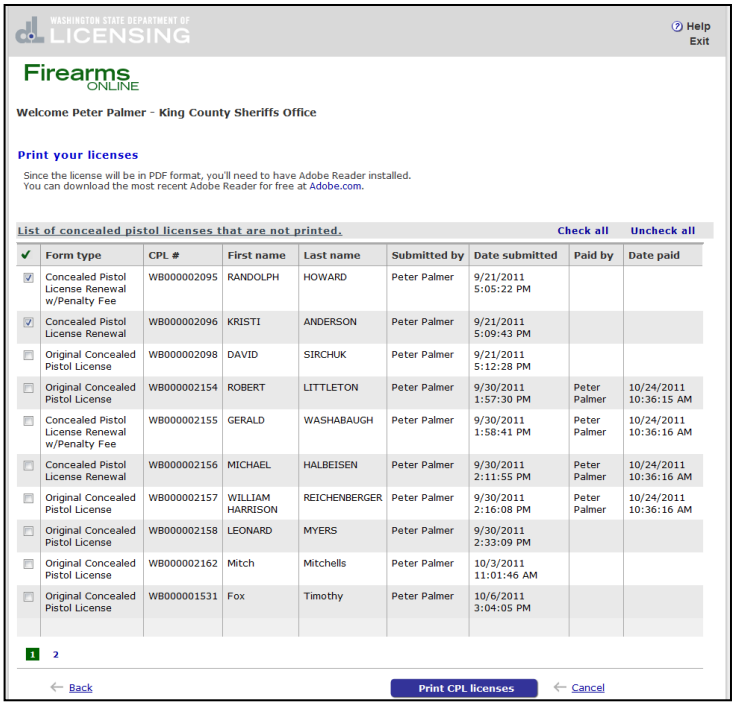
Print pending licenses

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.

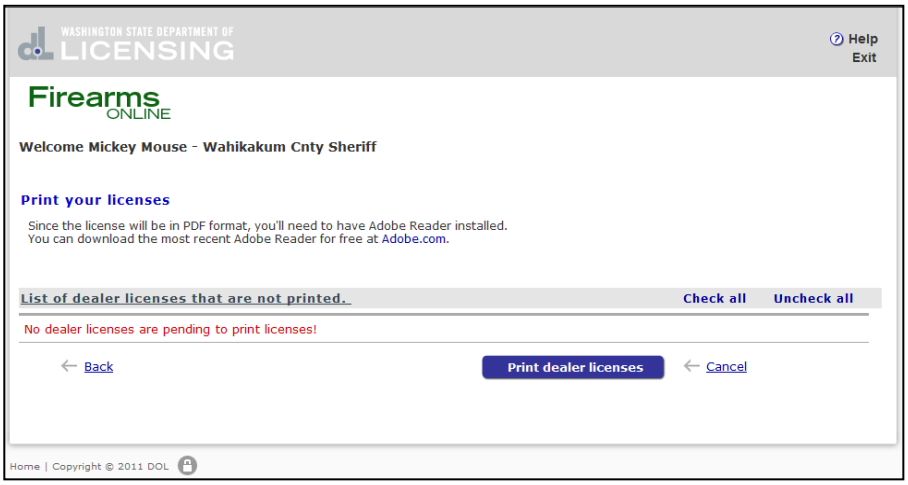
3. Click **Print CPL licenses**, located at the bottom of the screen.



✔	Form type	CPL #	First name	Last name	Submitted by	Date submitted	Paid by	Date paid
☑	Concealed Pistol License Renewal w/Penalty Fee	WB000002095	RANDOLPH	HOWARD	Peter Palmer	9/21/2011 5:05:22 PM		
☑	Concealed Pistol License Renewal	WB000002096	KRISTI	ANDERSON	Peter Palmer	9/21/2011 5:09:43 PM		
☐	Original Concealed Pistol License	WB000002098	DAVID	SIRCHUK	Peter Palmer	9/21/2011 5:12:28 PM		
☐	Original Concealed Pistol License	WB000002154	ROBERT	LITTLETON	Peter Palmer	9/30/2011 1:57:30 PM	Peter Palmer	10/24/2011 10:36:15 AM
☐	Concealed Pistol License Renewal w/Penalty Fee	WB000002155	GERALD	WASHABAUGH	Peter Palmer	9/30/2011 1:58:41 PM	Peter Palmer	10/24/2011 10:36:16 AM
☐	Concealed Pistol License Renewal	WB000002156	MICHAEL	HALBEISEN	Peter Palmer	9/30/2011 2:11:55 PM	Peter Palmer	10/24/2011 10:36:16 AM
☐	Original Concealed Pistol License	WB000002157	WILLIAM HARRISON	REICHENBERGER	Peter Palmer	9/30/2011 2:16:08 PM	Peter Palmer	10/24/2011 10:36:16 AM
☐	Original Concealed Pistol License	WB000002158	LEONARD	MYERS	Peter Palmer	9/30/2011 2:33:09 PM		
☐	Original Concealed Pistol License	WB000002162	Mitch	Mitchells	Peter Palmer	10/3/2011 11:01:46 AM		
☐	Original Concealed Pistol License	WB000001531	Fox	Timothy	Peter Palmer	10/6/2011 3:04:05 PM		

1 2

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



Reprint CPL and dealer licenses

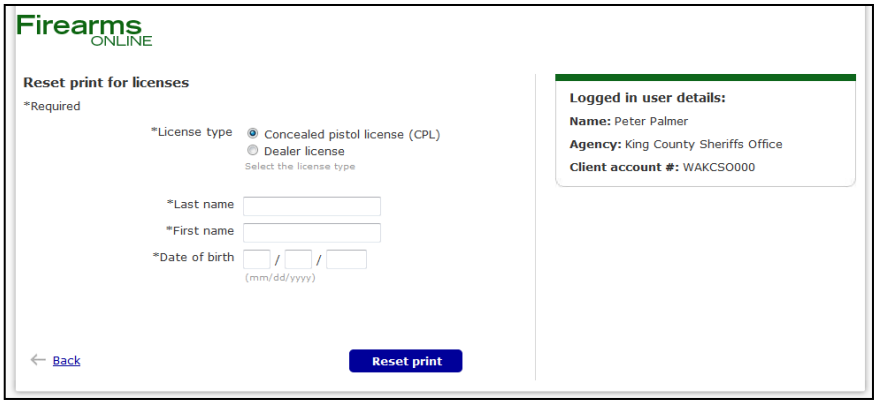
Concealed pistol license

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.

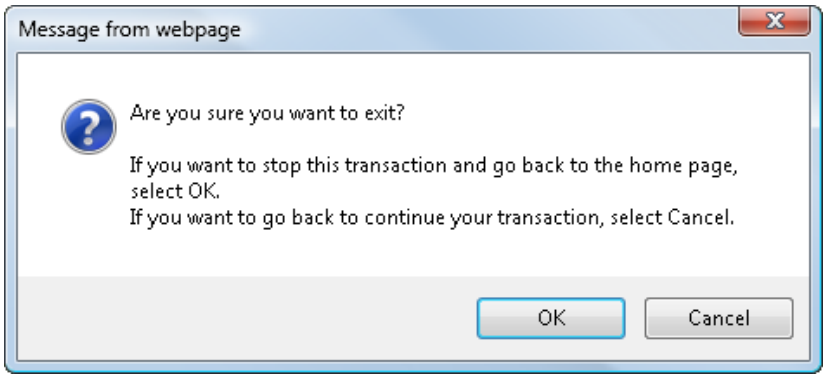
4. To actually reprint the license, go back to the main menu.
5. Click **Print concealed pistol license**.
6. Select the license and click **Print**.



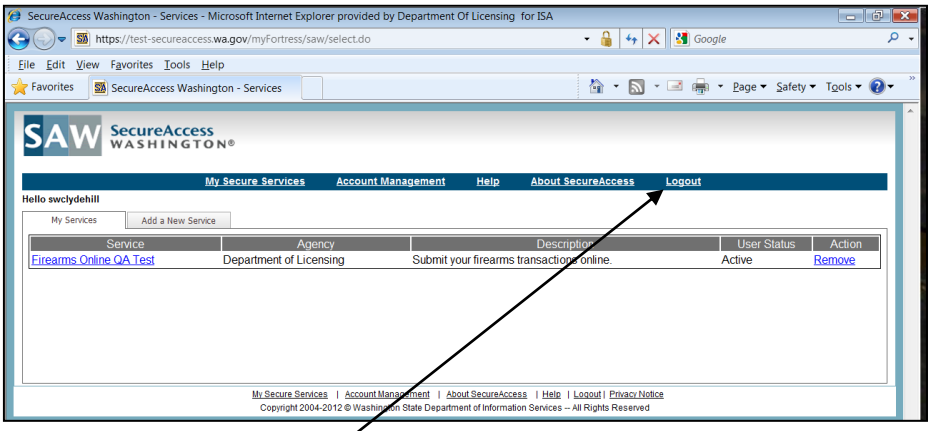
Exit the program

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:



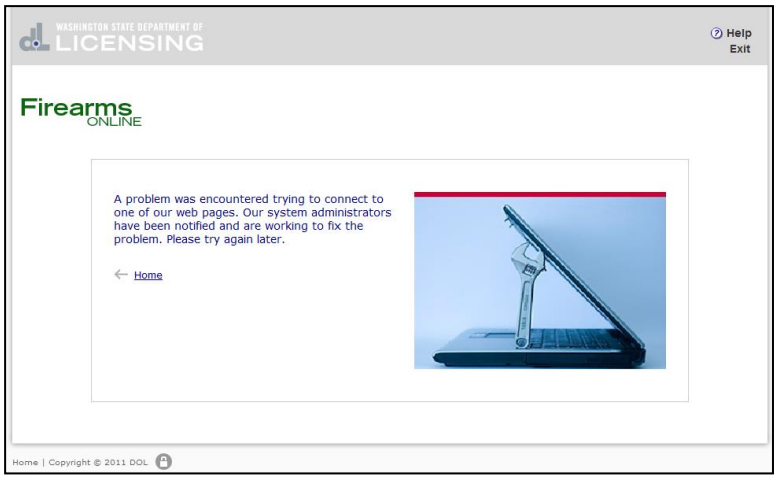
If you click OK, the system will return you to your SAW screen:



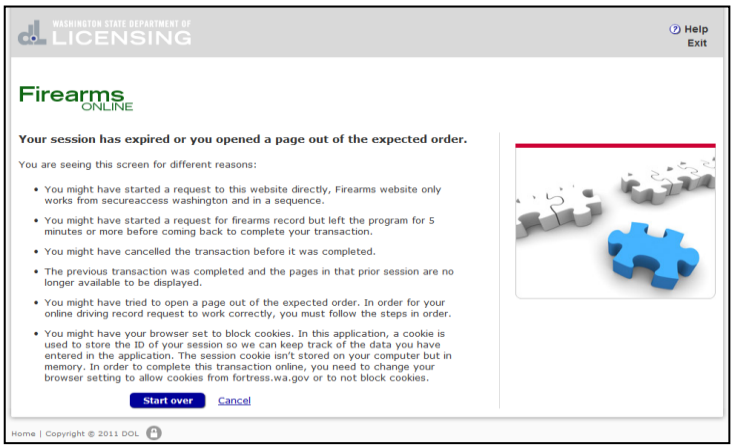
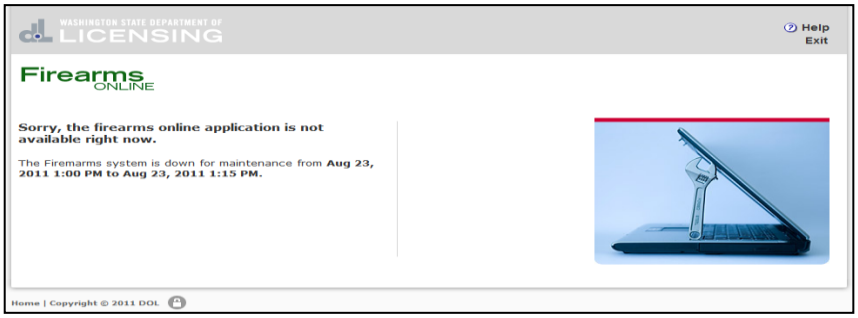
On this screen, click Logout.

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: