

**California Department of Justice
Bureau of Firearms
DROS Entry System (DES)
Firearms Dealership User Guide**

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DES Application – Firearms Dealership User Guide

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1. INTRODUCTION

OVERVIEW

The DROS Entry System (DES) is a web-based application used by Firearms Dealers to report the sale, loan, transfer, redemption, and acquisition of handguns and long guns to the California Department of Justice (DOJ), Bureau of Firearms (BOF). The purpose of this document is to provide a step-by-step user guide for accessing and using the DES application.

WEBSITE ADDRESS

The website address for the DES web application is:

<https://DES.doj.ca.gov>

Note: As this is a secure website designed to ensure that DES data is encrypted when transmitted over the internet, be sure to include the entire website address including the prefix **https://** when accessing this website. You can bookmark this page to make accessing this site easier in the future.

CONTACTING THE BUREAU OF FIREARMS DES CUSTOMER SUPPORT CENTER

A **Contact Us** link (see Figure 1.1) is available on each page of the application, including the log on page. This link opens a window containing information on how to contact the DES Customer Support Center should you need assistance.

Figure 1.1, Contact Us link



IMAGES PRESENTED WITHIN THIS DOCUMENT

For security reasons, some data appearing on screen images will appear blurred out.

PRINTING

All printing from the DES application will be to your local printer. If you have problems with reports not fitting properly on the printed page, you may need to adjust your settings as follows:

- 1) From your browser, select **File** then select **Page Setup**.
- 2) From the Page Setup screen, enter the settings as shown in Figure 1.2 (Internet Explorer) or Figure 1.3 (Firefox).



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Figure 1.2, Internet Explorer Page Setup

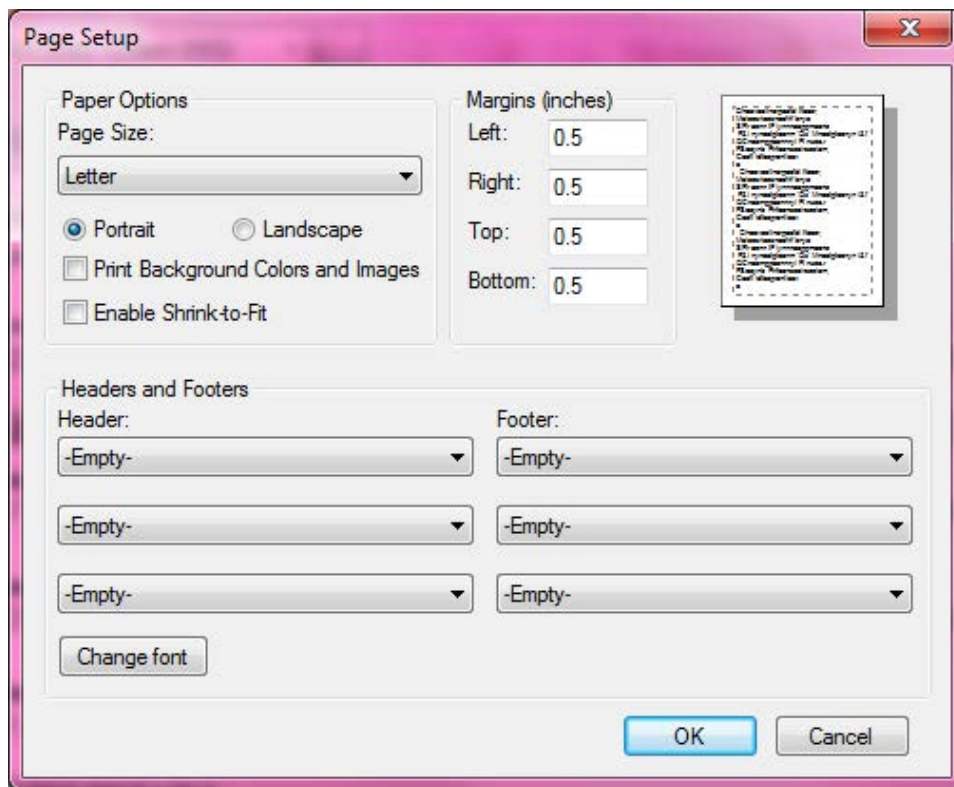
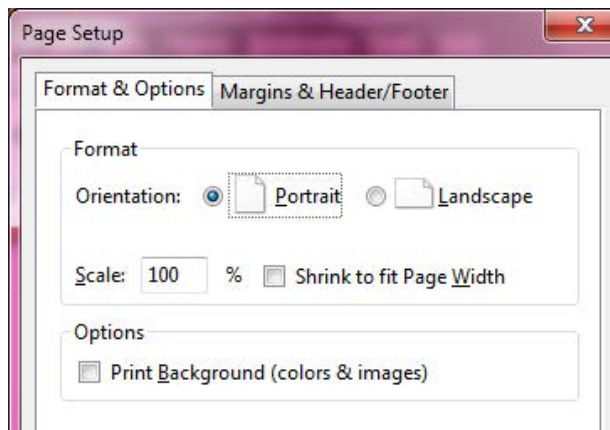
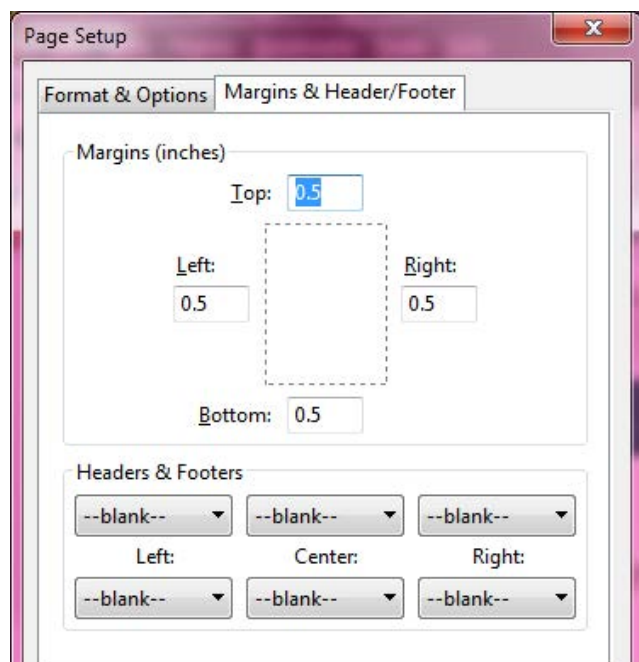


Figure 1.3, Firefox Page Setup





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TECHNICAL REQUIREMENTS

The DES application should work with most common and up-to-date web browsers, and has been tested with the following:

- Mozilla Firefox
- Google Chrome
- Safari (not supported by Windows)
- Internet Explorer 9 and above

Please note: System requirements vary for each internet web browser. Please refer to the web browser system requirements to determine compatibility with your computer. Additional browsers might work with DES; however DOJ cannot guarantee that their features will work as expected.

If your web browser blocks pop-up windows, the DES application must be added to the list of sites from which pop-ups are allowed, also known as “Exceptions.” (For Firefox, see **Tools | Options | Content | (Block pop-up windows) Exceptions**. For Internet Explorer, see **Tools | Internet Options | Privacy | (Pop-up blocker) Settings**).

The reports generated by this system will be in the Adobe Portable Document Format (PDF), which will require that you have Adobe Acrobat Reader installed on your computer in order to view, save, or print a report. The latest version of Adobe Acrobat Reader can be obtained from Adobe’s website: <http://get.adobe.com/reader/>.



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DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

Term/Acronym	Definition
BOF	Bureau of Firearms
CAPTCHA	A challenge/response test used to verify that a person, and not another computer, is interacting with a system. The CAPTCHA acronym stands for: C ompletely A utomated P ublic T uring test to tell C omputers and H umans A part.
CFD Number	California Firearms Dealership Number – This unique number identifies each firearms dealership within the State of California.
COE Holder	A COE Holder is someone who holds an active Dealership type COE number.
COE Number	Certificate of Eligibility Number issued by the Bureau of Firearms. There are different types of COE numbers issued. In order to create a DES account as the COE Holder for a dealership, the applicant must hold an active Dealership type COE number.
Dealer ID	California Firearms Dealership Number
DES	DROS Entry System
DOJ	Department of Justice
DROS	Dealer Record of Sale
FDAS	Firearms Dealer Acquisition System
FSD Compliance	Firearms Safety Device – The method a firearm buyer uses to comply with the California Firearms Safety Device laws.
HSC	Handgun Safety Certificate – Issued by Department of Justice Certified Instructors to potential firearm buyers who successfully pass the Handgun Safety Certificate Test.
PDF	Portable Document Format - The file type used for displaying reports within the DES application.



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Term/Acronym	Definition
Pop-up window (pop-ups)	An additional web browser window opened by a main page.
DWP Number	Dangerous Weapons Permit Number - A unique number issued by the Department of Justice to persons authorized to possess Dangerous Weapons.

2. USING THE DES APPLICATION

In order to use the DES application, you must request a DES account to obtain a valid User Name and Password combination (see Section 3 – *Enrolling in DES*).

NAVIGATION WITHIN THE DES APPLICATION

The DES application is a web based application. You can navigate the web pages using either your mouse or your Tab button.

There is one important distinction between websites and web applications concerning the use of browser navigation buttons. **The browser navigation and refresh buttons, as shown in Figure 2.1, should not be used to navigate within the DES application.** Instead, you should navigate the DES application using the buttons and/or links that are found on the application's pages; such as those shown in Figure 2.2.

Figure 2.1, Browser Navigation

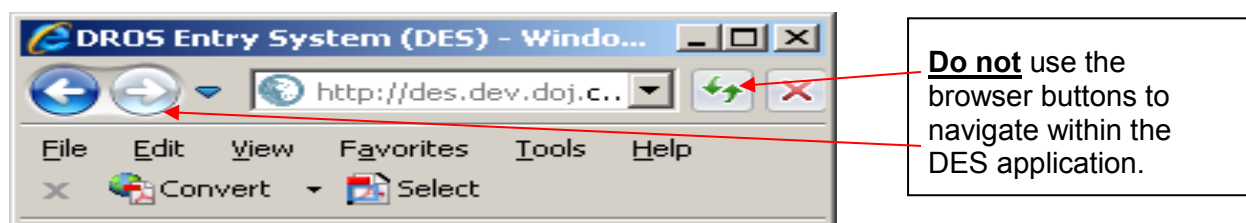
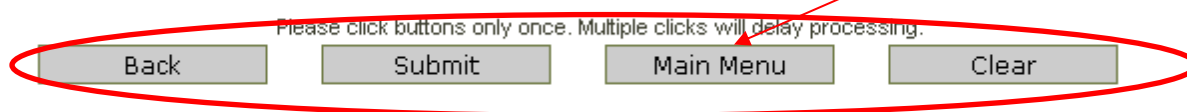


Figure 2.2, Application Navigation/Buttons





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REQUIRED FIELDS ON FORMS

On all data entry pages, required fields are clearly marked by a red asterisk preceding the field label (see Figure 2.3).

Figure 2.3, Required Fields

A screenshot of a web form. A red arrow points to a red asterisk preceding the text 'Current Password'. Below the text is an empty rectangular input field.

EXITING THE DES APPLICATION

To exit the DES application, select **Log Off** as shown in Figure 2.4. You will be logged off from the DES application and returned to the **DROS Entry System Log On** page.

Note: Avoid closing the browser window while you are still logged on to the DES. Closing an active window can allow the DES to keep your session open, which could lead to problems logging back on should you attempt this within a short time of closing your browser window.

Figure 2.4, Log Off Link



SESSION TIME OUT

For security reasons, the DES will time out after 30 minutes of inactivity. If this occurs, the system will display a message indicating that your session has timed out. You will need to log on again to use the system.

REPORTING AN ISSUE

If you run into a problem or have a question about using the application, you can report the issue to the DES Customer Support Center using the **Report an Issue** link which is provided throughout the application (see Figure 2.4 and 2.5).

Note: You must be logged in to the DES application in order to use this feature.



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Figure 2.5, Report an Issue

To report an issue:

- 1) Select the **Report an Issue** link located at the top of any page within the DES application.
- 2) Select the Issue Type from the drop down list.
- 3) Enter a comment that describes the issue in 200 characters or less.
- 4) Click on **Submit**.

Once you have submitted your issue, it will be reviewed by DES Customer Support Center staff who will respond back to you. The response will come to your **My Issues Log** page (see Section 6, *My Account Links*).

3. ENROLLING IN DES

Enrolling in DES is a one or two step process, depending on whether you are the COE Holder or are enrolling under the authority of a COE Holder.

Important: The DES application will not allow employees to enroll until the COE Holder has enrolled.

To enroll in DES:

- 1) Navigate to the **DROS Entry System Log On** page (<https://DES.doj.ca.gov>).
- 2) Click on the **Request a DES Account** link (see Figure 3.1). The **DROS Entry System Account Request/Enrollment Guidelines** page (see Figure 3.2) lists the information you will need to create your account.



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Figure 3.1, DES Log On Page with the Request a DES Account Link

DROS Entry System Log On

Not yet a DES user?
If you are not a DES user [request a DES account](#)

Current DES users [\[View User Name and Password information\]](#)

***User Name**

***Password**

[Forgot User Name?](#) [Forgot Password?](#)
[Forgot User Name and Password?](#)

Please click buttons only once. Multiple clicks will delay processing.

Figure 3.2, DROS Entry System Account Request/Enrollment Guidelines Page

DROS Entry System Account Request/Enrollment Guidelines

You will need the following information to complete account request/enrollment:

- ▶ California Firearms Dealer (CFD) Dealer ID
- ▶ Dealership Certificate of Eligibility (COE) number
- ▶ Federal Firearms License (FFL) number
- ▶ A unique personal identification number (for example, your driver's license number)

If you have all the required information and are ready to enroll, please press the "Continue" button to proceed, otherwise press the "Cancel" button.

- 3) If you have all the required information, click on the **Continue** button. The **DROS Entry System Terms of Use Agreement** page displays for your agreement.
- 4) If you agree with the conditions of use, click on the **I Agree** button. The **User Account Request, Part 1** page will display (see Figure 3.3).



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Figure 3.3, User Account Request, Part 1

User Account Request, Part 1

Step 1: Submit Dealer Information for Verification

*Are you a dealership COE Holder? *Dealership COE Number *CFD/CAV Number

Select

If you have an Employee COE or other COE type, select No.

I'm not a robot

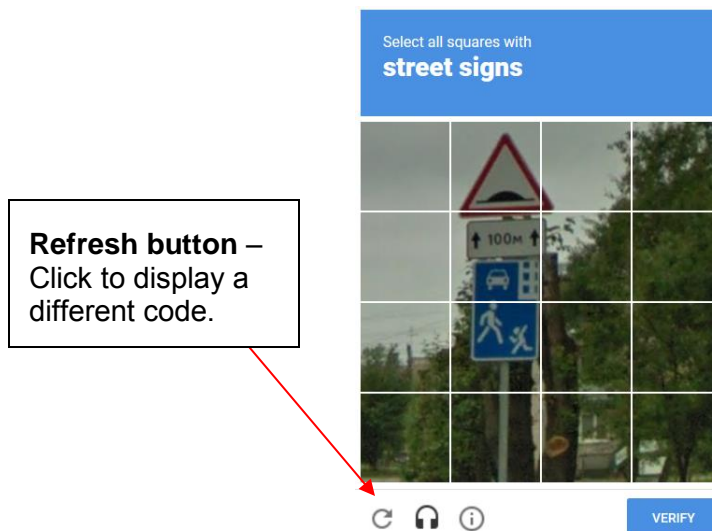
reCAPTCHA

Privacy Terms

Submit Clear Cancel

- 5) Select “I’m not a robot” to view the reCAPTCHA verification images.
- 6) Identify the reCAPTCHA verification images, as identified (see Figure 3.4). If you are unable to determine the images in the reCAPTCHA code, click on the refresh icon next to the verification code, and a new code will be displayed. For more details on reCAPTCHA, see Chapter 11, *Use of reCAPTCHA*.

Figure 3.4, reCAPTCHA Verification Code



- 7) Select whether or not you are the COE Holder for the dealership (see Figure 3.5). **Note:** Only answer **Yes** to this question if the dealership COE number is in your name. Answer **No** to this question if you have an employee or other non-dealership type of COE number or if you do not have a COE number. If you have questions, please contact the DES Customer Support Center.

Figure 3.5, Selecting if you are the Dealership COE Holder

*Are you a dealership COE Holder?

Select

If you have an Employee COE or other COE type, select No.



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- 8) Enter the dealership **COE number** for the dealership that you are enrolling with.

Note: Indian Nation or Military dealerships that do not have a COE number must contact the DES Customer Support Center for assistance with setting up their account.



- 9) Enter the CFD number for the dealership that you are enrolling with. If there are multiple dealerships under the COE that you will be working with, enter any one of the CFD numbers that apply. Additional CFDs can be assigned at a later date or time.
- 10) If you selected **Yes** in step 7 the “User Account Request, Part 2” will display. (See Figure 3.6).

Figure 3.6, User Account Request, Part 2

User Account Request, Part 2

Step 2: Submit Dealer Information for Verification

*Dealership COE Number <input type="text"/>	*CFD Number <input type="text"/>	*Federal Firearms License <input type="text"/>	*Personal ID Number <input type="text"/> <small>Enter the ID Number on record for your COE. Otherwise, enter government issued ID number.</small>
--	-------------------------------------	---	---

 I'm not a robot 
reCAPTCHA
[Privacy - Terms](#)

- 11) If you selected **No** in step 7 the “User Account Request, Part 2” below will display. (See Figure 3.7).

Figure 3.7, User Account Request, Part 2

User Account Request, Part 2

Step 2: Submit Employee Information for Verification

*Dealership COE Number <input type="text"/>	*CFD Number <input type="text"/>	*Federal Firearms License <input type="text"/>	Employee COE Number <input type="text"/>	*Personal ID Number <input type="text"/> <small>Enter the ID Number on record for your COE. Otherwise, enter government issued ID number.</small>
--	-------------------------------------	---	---	---

 I'm not a robot 
reCAPTCHA
[Privacy - Terms](#)

- 12) Enter the Federal Firearms License (FFL) number associated to the CFD number.
- 13) If you selected **No** in step 7, enter your COE number if you have an employee or other non-dealership type of COE number. Do not enter a COE number if you do not have one. If you have questions, please contact the DES Customer Support Center.



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14) Enter your Personal ID number. If you selected **Yes** in step 7 (**Are you the Dealership COE Holder?**), you must enter the government ID number you used when you applied for your COE number; most likely your CA Driver's license or ID card number. If you selected **No** in step 7, enter your employee or other non-dealership COE number. If you selected **No** in step 7, and you do not have a COE number, you may enter any unique personal identifier; this should be a secure number known only to you and must contain 4-12 alpha or numeric characters; recommendation is to use your CA driver's license or identification card number. You will need your personal ID number should you forget your password or get locked out of the DES application.

15) **Click on Submit.** If the enrollment information is correct and matches an active account, the system will display the **User Account Request, Part 2 Screen**. **Note:** If there is a problem with the enrollment information, the DES will display a generic error message letting you know that there is a problem. For security reasons, the message will not state the exact nature of the problem. The following are some possible reasons for the error:

- CFD and/or COE number were entered incorrectly or match an inactive account.
- The FFL number entered does not match the entered CFD number.
- The COE Holder hasn't created their account prior to an employee attempting to create their account.
- The COE Holder entered a personal ID number that differs from the one used to request their COE.

16) Enter your User Information:

Note: If you have a dealership, employee, or other non-dealership COE number, your DES User information **must match** your COE information **exactly**.

- a. Enter your **Last Name** (may include alphas, hyphens, and spaces).
- b. Enter your **First Name** (may include alphas and spaces).
- c. Optionally enter your **Middle Initial**.
- d. Select your **Identity Verification Questions** from the drop down lists.
- e. Enter the responses associated with each of the questions. You will need to enter these responses should you forget your password or user name or should you get locked out of the DES application.
- f. Enter the **Password** that you want to use for the DES. **Note:** Click on the **Password Format** link to view the allowable password format.
- g. Re-enter your **Password**.

17) **Click on Submit.** Once you have submitted the requested information, the system will present a confirmation page allowing you to review the information that you entered.

18) If you discover an error, click on **Edit Request** to go back to the request page and edit the field where you discovered the error.

19) If the information is correct click on **Confirmed, Submit**. A confirmation message will be displayed to confirm submission of the account request.



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20) If you are the COE Holder and if your COE number is associated to multiple dealerships, the *Manage Dealership* screen will appear (see Section 7 for managing dealerships).

21) The system displays the **User Name** that you will use to access the DES application. Please make note of your user name, as you will need to use it each time you access the DES application.

If you are the COE Holder, you may immediately log on to the DES application using the user name assigned by DES and the password that you entered as part of the enrollment process.

If you are not the COE Holder, you cannot log on to the DES application until you have been assigned permissions by the COE Holder or store manager (see Section 7 for assigning permissions).

4. LOGGING ON TO DES

In order to Log On to the DES Application:

- You must first enroll in the application (see Section 3).
- If you are not a COE Holder, your store manager or COE Holder must approve your account request and setup your permissions before you can log on (see Section 7).

To Log On to the DES application:

- 1) Navigate to the **DROS Entry System Log On** page (<https://DES.doj.ca.gov>).
- 2) Enter your User Name
- 3) Enter your Password
- 4) Click on the **Log On** button

If you enter either an invalid user name or password, the system will display a warning message. If you enter too many unsuccessful user name or password attempts, the system will lock your account, and you will need to contact your store manager to unlock it. (If you are the COE Holder and lock your account, you will need to contact the DES Customer Support Center (see Section 1, *Contacting the Bureau of Firearms DES Customer Support Center*).

Forgot Password

If you have forgotten your password (prior to locking your account):

- 1) Select the **Forgot Password** option from the **DROS Entry System Log On** page. The *Forgot Password* page displays (see Figure 4.1).



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Figure 4.1, Forgot Password Page

- 2) Enter the requested information:
 - a) **reCAPTCHA** verification image
 - b) Any **CFD Number** associated to your account
 - c) Your **Personal ID Number**
 - d) Your **User Name**
 - e) Click on the **Submit** button
 - f) If a match is found, the system displays two randomly selected identity verification questions that you submitted with your account request.
 - g) Enter the response to the security questions presented and click on the **Submit** button.
 - (1) If the responses entered are correct, the system will display the **Enter New Password** screen. Enter and re-enter your new password and click on the **Submit** button.
 - (2) If the responses entered are incorrect, the system will display a warning, and you may try again. **Note:** If the responses are entered incorrectly, your account will be locked, and you must contact your store manager to unlock your account. If you cannot remember the answers to your security questions, your manager will have to remove your account, and you will have to re-enroll in DES. If you are the COE Holder, you will need to contact the DES Customer Support Center for assistance.

If you have forgotten your DES User Name:

- 1) Select the **Forgot User Name** option from the **DROS Entry System Log On** page. The **Forgot User Name** page displays (see Figure 4.2).



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Figure 4.2, Forgot User Name

- 2) Enter the requested information:
 - a) **reCAPTCHA** verification image
 - b) Any **CFD Number** associated to your account
 - c) Your **Personal ID Number**
 - d) **Password** (If you cannot remember your password, see Forgot User Name and Password below.)
 - e) Your **Last Name**
 - f) Your **First Name**
 - g) Click on the **Submit** button
 - h) If a match is found, the system displays two randomly selected identity verification questions that you submitted with your account request.
 - i) Enter the responses to the security questions presented and select the **Submit** button.
 - 1) If the responses entered are correct, the system will display your **User Name** on the screen.
 - 2) If either of the responses is incorrect, the system will display a warning, and you may try again. **Note:** If the responses are entered incorrectly, your account will be locked, and you must contact your store manager to unlock your account. If you cannot remember the answers to your security questions, your manager will have to remove your account, and you will have to re-enroll in DES. If you are the COE Holder, you will need to contact the DES Customer Support Center for assistance.

If you have forgotten both your DES User Name and Password:

- 1) Select the **Forgot User Name and Password** option from the **DROS Entry System Log On** page. The **Forgot User Name and Password** page displays (see Figure 4.3).



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Figure 4.3, Forgot User Name and Password

Forgot User Name and Password

*CFD Number *ID Number *Dealership COE Number FFL Number *Last Name

*First Name

☐ I'm not a robot

reCAPTCHA Privacy - Terms

Please click buttons only once.

Submit Cancel

- 2) Enter the requested information:
 - a) **reCAPTCHA** verification image
 - b) Any **CFD Number** associated to your account
 - c) Your **Personal ID Number**
 - d) The **COE Number** associated with your account
 - e) The **FFL Number** associated to the entered CFD number
 - f) Your **Last Name**
 - g) Your **First Name**
 - h) Click on the **Submit** button
 - i) If a match is found, the system displays two randomly selected identity verification questions that you selected during your DES enrollment.
 - j) Enter the response to the security question presented and click on the **Submit** button.
 - (1) If the responses entered are correct, the system will display your **User Name** on the screen and allow you to enter a new **Password**.
 - (2) If either of the responses is incorrect, the system will display a warning, and you may try again. **Note:** If the responses are entered incorrectly, your account will be locked, and you must contact your store manager to unlock your account. If you cannot remember the answers to your security questions, your manager will have to remove your account, and you will have to re-enroll in DES. If you are the COE Holder, you will need to contact the DES Customer Support Center for assistance.

5. DES MAIN MENU PAGE

OVERVIEW

When you log onto the DES application, the *Main Menu* page is displayed, which allows you to perform a variety of tasks within the DES application. Depending on your assigned permissions and other factors, you may perform some or all of the following from your Main Menu page:



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- Read system generated messages
- Select the dealership that you'll be working for during this session (This feature is only available if your account is setup with multiple dealerships.)
- View Information Bulletins issued by the BOF
- View Urgent or Non-Urgent Firearms Eligibility notices regarding previously submitted DROS transactions
- Submit, correct, or cancel a DROS transaction
- Deliver a gun or review DROS transactions
- View or submit an acquisition transaction
- View or edit your DES Profile
- Change your Password
- View or respond to an Issue that you had sent to the DES Customer Support Center
- Select Administrator tasks that you have been given permissions to perform. These tasks include:
 - Process new account requests
 - Manage employee accounts
 - View current and past DES invoices
 - Manage dealerships (This feature is only available if you are the COE Holder and you have multiple dealerships associated to your COE number.)
 - Pay your DES invoices
 - View your paid invoices

MESSAGES

The *Main Menu* page displays messages related to your account, typically giving you information regarding tasks that you need to perform. For example, this is where you will receive a reminder that it is time to change your password, that you have important bulletins to read, or that you have Urgent Firearms Eligibility Notices to read (see Figure 5.1).

Figure 5.1, Example Messages on Main Menu page

- ⚠ You have a new message in your 'My Issue Log'.
- ⚠ You have Information Bulletins that must be reviewed.
- ⚠ You have pending account requests.

6. MY ACCOUNT LINKS

All users have access to the **My Account** links, which include:



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- Edit My Profile
- Change My Password
- My Issue Log

EDIT MY PROFILE

The information that you entered when you completed the account request process became part of your DES User Profile. You may edit your user profile once you are logged on to the system, including your name, your personal ID number (unless you are the COE Holder), and your identity verification questions and responses.

To edit your profile:

- 1) From your *Main Menu* page, click on the **Edit My Profile** link. The *Edit My Profile* page will display.
- 2) Modify any editable fields with the new information. (**Note:** If you need to restore the record back to its pre-edited values, click on the **Refresh** button).
- 3) Click on **Submit**. The system will display a confirmation message when you successfully change your profile. Additionally, if you modified your name, the system will generate and display your new DES User Name.

CHANGE MY PASSWORD

Passwords are valid for 90 days, but you may change your password at any time by clicking on the **Change My Password** option from the *DES Main Menu* page. Beginning 15 days prior to password expiration, you will be reminded of the pending password expiration each time that you log on to the system.

If your password expires, you will need to use the **Forgot Password** feature to select a new password (see Section 4).

To change your password:

- 1) From the *DES Main Menu* page, click on the **Change My Password** link. The *Change Password* page will display (see Figure 6.1).



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Figure 6.1, Change Password Page

Change Password

*Current Password

*New Password [Password Format](#)

*Re-enter Password

Please click buttons only once.

Submit Clear Form Main Menu

- 2) From the *Change Password* page, you may elect to view the password format rules by clicking on the **Password Format** link.
- 3) Enter your **Current Password**.
- 4) Enter and confirm your **New Password**.
- 5) Click on **Submit**. The password entered will be verified to make sure that it complies with the password format rules. If any problems are found, an error message identifying the problem will be presented.
- 6) Once the password change has been accepted, a confirmation message will display on the *Main Menu* page.

MY ISSUE LOG

The My Issue Log allows you to view any issues that you have reported to the DES Customer Support Center (see Section 2, *Reporting an Issue*).

To view a previously reported Issue, select the **My Issue Log** link from the Main Menu. The *My Issues* page will display (see Figure 6.2).

Figure 6.2, My Issues Page

Click here to view the details of the issue.

My Issues

Issue Reported	Date Reported	Select
Other, my issue is not listed	04/26/2013	<input type="checkbox"/>

Displaying records 1 to 1 of 1 total records.

Please click buttons only once. Multiple clicks will delay processing.

Delete Selected Clear Main Menu



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To view the original issue that you reported, click on the *Issue Reported* that you would like to view, and the details of your issue will display.

Once the DES Customer Support Center replies to your issue, you will see a message on your Main Menu page, and the Issue Reported on your *My Issues* page will show a notation stating **New** (see Figure 6.3).

Figure 6.3, Reply from DES Customer Support Center available for viewing

New – indicates that your issue has received a response from the DES Customer Support Center.

Issue Reported	Date Reported	Select
NEW Other, my issue is not listed	04/26/2013	<input type="checkbox"/>

Displaying records 1 to 1 of 1 total records.

Please click buttons only once. Multiple clicks will delay processing.

[Delete Selected](#) [Clear](#) [Main Menu](#)

Click on the Issue Reported link to view the DES Customer Support Center response.

To delete any old Issues, select the box to the right of the *Date Reported* and select the **Delete Selected** button.

7. ADMINISTRATOR LINKS

OVERVIEW

Depending on your permissions, you may have access to one or more Administrator Links. These links include:

- New Account Requests
- Manage Employees
- Manage Dealerships
- View Paid Invoices
- Pay Invoices

NEW ACCOUNT REQUESTS

When an employee's DES enrollment request has been submitted, the request appears on the *New Account Requests* page. Before the employee can use the DES application, their account must be setup with the appropriate permissions, and, if applicable, setup with any additional dealerships for which they can perform work. Only the COE Holder or another employee who has been given the Manage Employees permission can setup (or reject) accounts.



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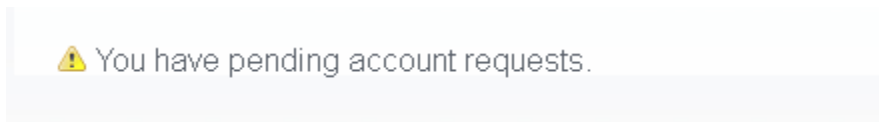
Employees can be given one or more of the following DES permissions:

- Enter Transactions (This includes both DROS transactions and Acquisition transactions. This permission also allows you to deliver a gun.).
- Correct or Cancel DROS
- Manage Employees
- Pay Invoices

Note: By default, the COE Holder has all permissions, and can in turn delegate these permissions to other users who enroll under his/her COE number.

If you have the Manage Employees permission, and you have account requests that need to be approved, a message will appear on your *Main Menu* page (see Figure 7.1).

Figure 7.1, Pending Account Requests Message



To process account requests:

- 1) Log on to the DES application.
- 2) Select the **New Account Requests** link from the *Main Menu*. The system will display the *Pending Account Requests* page (see Figure 7.2).

Figure 7.2, Pending Account Requests Page

Pending Account Requests		
Dealership Display Option <input type="text" value="All dealerships"/>		
Dealership 12345		
Last Name	First Name	Date Submitted
Baxter	Bob	09/01/2012
Dealership 32154		
Last Name	First Name	Date Submitted
Clark	Cathy	09/01/2012

Please click buttons only once. Multiple clicks will delay processing.

[Main Menu](#)

- 3) Click on the last name of the user's record that you would like to process. The details of the request will display (see Figure 7.3).



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Figure 7.3, Request Details Page

The screenshot shows the 'Request Details' page. At the top, it says 'Requester: User, Test' and 'Request Date: 07/10/2013 08:05 AM'. Below this is the 'Business Email Address' field with the value 'test.user@tester.com'. There are four fields for business information: 'CFD Number', 'Business Name', 'Business Physical Address', and 'Business City', all of which are currently blank. A section titled 'Permissions for this user' contains a message: '[you must select at least one Permission if Approving this request]'. Below this message are five checkboxes, each with a description: 'Select All Permissions', 'Pay Invoices [Allows user to view and pay invoices]', 'Manage Employees [Allows user to add or remove employees]', 'Enter Transactions [Allows user to enter DROS and Acquisition transactions]', and 'Correct or Cancel DROS [Allows user to correct or cancel DROS transactions]'. All checkboxes are currently unchecked.

- 4) If you wish to reject the account request, click on the **Reject** button at the bottom of the page (see Figure 7.4). The “**Are you sure you want to reject this account request?**” message displays, click **OK**.

Figure 7.4, Reject Account Request Button

The screenshot shows three buttons: 'Back', 'Accept', and 'Reject'. Above the buttons is a message: 'Please click buttons only once. Multiple clicks will delay processing.' A red arrow points to the 'Reject' button.

- 5) If you wish to approve the account, then you must assign the user the appropriate permissions by checking the box next to each applicable permission. **Note:** You can assign one or multiple permissions, but at least one permission must be assigned.
- 6) If your account is associated with multiple dealerships, you can assign additional dealerships to the user by checking the box next to each applicable dealership (see Figure 7.5).

Figure 7.5, Associate Additional Dealerships

The screenshot shows the 'Add Dealership(s) for this user' section. It contains a message: '[list of active dealerships associated to your COE that are not assigned to this user]'. Below this is a checkbox labeled 'Add All Dealerships'. There is a table with four columns: 'Add', 'Dealer ID', 'Business Name', 'Business Physical Address', and 'Business City'. The table has two rows of data. A red arrow points to the 'Add' checkbox in the first row.

Add	Dealer ID	Business Name	Business Physical Address	Business City
<input type="checkbox"/>	12345	Sal's Gun Shop	1415 X Street	Santa Rosa
<input type="checkbox"/>	32154	Number One Hunting Supplies	123 Avendale Street	Riverside

Checking this box allows the employee to perform tasks for that dealership.



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- 7) Once the permissions (and optional dealerships) have been assigned, click on the **Accept** button. The system will display a confirmation message that the account was approved. At this point, the approved user can log on to DES.

MANAGE EMPLOYEES

If you are the COE Holder or if you've been assigned the Manage Employee permission, you can carry out the following tasks:

- View a list of your employees with DES accounts
- Modify an Employee's permissions
- Modify an Employee's assigned dealership (if applicable)
- Unlock an Employee's account
- Remove an Employee's account from the DES application

Note: A COE Holder's account cannot be modified. The COE holder by default retains all permissions. If you have the Manage Employee permission, you cannot modify your own account.

VIEW EMPLOYEES

To View a list of the employees who have DES accounts with your dealership:

- 1) Select the **Manage Employees** link from the **Main Menu**. A list of all of the dealership's employees will display. If your account is setup with multiple dealerships, each dealership will be displayed with the assigned employees listed under each dealership's CFD number. If an employee is assigned to multiple dealerships, you will see the employee's name listed under each assigned dealership. If desired, you can filter the results to see just the employees from a single dealership.
- 2) To view the details of an employee's record, click on the last name of the employee from the list.

MODIFY AN EMPLOYEE'S ACCOUNT

Change Permissions:

- 1) Click on the last name of an employee from the list (see View Employees above). The User Details will display.
- 2) You can modify the employee's DES permissions by checking or un-checking the boxes next to the applicable permissions. **Note:** At least one permission must be associated to the employee's account.



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ASSIGNING ADDITIONAL DEALERSHIPS

If your DES account is associated with multiple dealerships, you can assign additional dealerships to an employee's account, allowing the employee to perform DES activities for any store to which they have been assigned.

- 1) Click on the last name of the applicable employee from your list of employees (see View Employees above). The User Details will display.
- 2) Check the box next to each applicable dealership in the *Add Dealership* section.
- 3) You can remove a dealership by checking the **Remove** box in the *Dealership* section. **Note:** At least one dealership must be associated to the employee's account.

UNLOCKING AN EMPLOYEE'S ACCOUNT

An employee can lock their DES account by entering an incorrect password, or by incorrectly answering their security questions. If a lock occurs, an employee with the Manage Employee permission can unlock the account as follows:

- 1) Click on the last name of the locked employee from your list of employees (see View Employees above). The *User Details* will display.
- 2) Open the Permissions for this User section on the User Detail page.

Click on the **Unlock Account** button. A message will display indicating that the account has been unlocked and that the employee will need to complete the *Forgot Password* process from the *DES Log On* page. **Note:** The Unlock Account button only displays if the user's account is currently locked (see Figure 7.6).

Figure 7.6, Unlock Account Button



UNLOCKING A COE HOLDER'S ACCOUNT

If you are a COE Holder and your account becomes locked, you must contact the DES Customer Support Center and request to have your account reset. Once your account has been reset, you must go to the *DROS Entry System Log On* page, select the **Request a DES Account** link and enter the requested account information. The DES application will then allow you to create a new password.

REMOVING AN EMPLOYEE FROM THE DES APPLICATION

When an employee no longer has a need to access the DES application, the employee's account must be removed from the DES by the COE Holder. Prompt removal will protect the dealership from fraudulent DROS-related billing activities.

To remove an Employee from the DES:

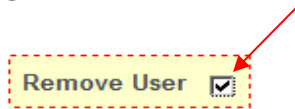
- 1) Click on the last name of the applicable employee from your list of employees (see View Employees above). The User Details will display.



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- 2) Check the **Remove User** box (see Figure 7.7) in the Permissions for this User section and click on the **Submit Changes** button.
- 3) The system will ask you to verify if you wish to remove the user's account. Click on **OK** if you wish to proceed with the removal of the account.

Figure 7.7, Remove User Checkbox



MANAGE DEALERSHIPS

In order for employees to enroll in DES and submit DROS records for a particular dealership, the dealership's CFD number must first be associated to the COE Holder's account within the DES application. If the COE Holder has only a single dealership, that dealership is associated to the COE simply by the COE Holder enrolling in DES. If, however, the COE Holder has more than one dealership, the COE Holder must associate any additional dealerships from the *Manage Dealerships* page. The COE Holder may associate additional CFDs during the time of enrollment, or the COE Holder may also use the *Manage Dealerships* function to make the associations at a time other than the enrollment process (for example, when a new dealership is opened).

Note: Only the COE holder has the permission for Managing Dealerships, and this permission cannot be delegated. The *Manage Dealerships* page is only available when a user has multiple CFDs associated with their COE number.

To associate additional dealerships:

From the *Main Menu*, select the **Manage Dealerships** link (the *Manage Dealerships* page automatically displays as part of the enrollment process if your COE number is associated with multiple dealerships).

The DES displays those dealerships already associated to your account, as well as additional dealerships that are available to be associated to your account.

For each additional dealership that you wish to associate to your account, enter the FFL number that pertains to that dealership's CFD number, and then click the **Submit** button.

Once you are successful in associating a dealership to your account, you can begin assigning employees to that dealership (see *Managing Employees* above).



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PAY INVOICES

At the first of each month, the DOJ will generate DES invoices for each dealership that submitted DROS transactions during the previous month. The COE Holder, or a user who has been given the Pay Invoices permission, will have the ability to view and pay invoices. Payments for the DROS invoice must be made through the DES application, and must be made using one of the following credit/debit card types:

- American Express
- Discover Card
- Master Card
- Visa

The DES invoice must be paid within 30 days from the invoice date (see figure 7.8 to view the billing cycles for a year).

Important: An invoice that goes unpaid for more than 30 days from the invoice date will result in the dealership being suspended from performing certain tasks on the DES application. This suspension extends to **all** dealerships that fall under the COE number for which the dealership was setup. Users from a suspended dealership will be prevented from conducting the following DES activities until all past due invoices associated to the COE have been paid in full:

- Review Firearms Eligibility Notices
- Submit a DROS
- Deliver a Gun
- Review a DROS
- Correct a DROS
- Cancel a DROS
- Submit an Acquisition
- View an Acquisition

If your dealership is suspended because of a past due invoice, you will still be able to pay the invoice through DES. Once the past due invoice(s) have been paid in full, the dealership(s) DES activities will be restored back to normal.



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Figure 7.8, Billing Cycle Chart

Billing Period	Invoice Date	Due By Date	Suspension Date if not paid in full
1/1 - 1/31	2/1	3/2 (3/1 if leap year)	3/3 (3/2 if leap year)
2/1-2/28 (2/29 if leap year)	3/1	3/30	3/31
3/1-3/31	4/1	4/30	5/1
4/1-4/30	5/1	5/30	5/31
5/1-5/31	6/1	6/30	7/1
6/1-6/30	7/1	7/30	7/31
7/1-7/31	8/1	8/30	8/31
8/1-8/31	9/1	9/30	10/1
9/1-9/30	10/1	10/30	10/31
10/1-10/31	11/1	11/30	12/1
11/1-11/30	12/1	12/30	12/31
12/1-12/31	1/1	1/30	1/31

VIEWING YOUR CURRENT DES INVOICE

- 1) From the *Main Menu*, click on the **Pay Invoices** link located in the Administrator section. (You must have the Pay Invoices permission in order to see this link.) The *Pay Invoices* page will display all billing periods, for each CFD associated to your account, which have a balance due (see Figure 7.9).



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Figure 7.9, Pay Invoices Page

Click here to view the Monthly Firearms Dealer Invoice Summary report if you have more than one dealership

Click here to view the payment history for the past twelve months.

Click here to view the Invoice Detail report for the specific dealership.

Pay Invoices

[View Paid Invoices](#)
[View Payment History](#)

☒ Pay Total Payable Balance Due (combined total of all payable balances due)
☐ Change Payment Amounts

January 2014 Billing Period, 01/01/2014 to 01/31/2014
 Invoice(s) Total: \$2,500 Amount Paid: \$1,500 Balance Due: \$1,000 Suspension Date if not paid in full: 03/03/2014

CFD	Invoice Date	Amount Invoiced	Amount Paid	Balance Due	Payment Amount
	<u>02/01/2014</u>	\$ 1,500	\$ 1,000	\$ 500	* \$ 500
	<u>02/01/2014</u>	\$ 1,000	\$ 500	\$ 500	* \$ 500

February 2014 Billing Period, 02/01/2014 to 02/28/2014
 Invoice(s) Total: \$4,400 Amount Paid: \$0 Balance Due: \$4,400 Suspension Date if not paid in full: 03/31/2014

CFD	Invoice Date	Amount Invoiced	Amount Paid	Balance Due	Payment Amount
	<u>03/01/2014</u>	\$ 1,400	\$ 0	\$ 1,400	* \$ 1400
	<u>03/01/2014</u>	\$ 2,000	\$ 0	\$ 2,000	* \$ 2000
	<u>03/01/2014</u>	\$ 1,000	\$ 0	\$ 1,000	* \$ 1000

Total Payments Entered: \$5400

Please click buttons only once. Multiple clicks will delay processing.

Submit Payments
Refresh
Main Menu

- 2) To view a detailed report of each transaction that occurred for your dealership, click on the **Invoice Date** for the CFD number associated to the dealership that you wish to view. The *Monthly Firearms Dealer Invoice* report will display.
- 3) If you've already made one or more payments for the invoice and wish to view the details of those payments, click on the **Amount Paid** or the **View Payment History** link. The payment details for the past twelve months will display.
- 4) If your account is associated with multiple dealerships, click on the **Invoice(s) Total** amount to view a summary of all of your dealerships' invoices.

PAYING YOUR CURRENT DES INVOICE

- 1) From the *Main Menu*, click on the **Pay Invoices** link located in the Administrator section. (You must have the Pay Invoices permission in order to see this link.) The *Pay Invoices* page will display all billing periods which have a balance due, and the full balance due dollar amount will appear in the Payment Amount field(s) for each dealership associated with your account.



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- a. **Paying Your Total Balance Due** - If you are ready to pay the entire balance due, click on the **Submit Payments** button at the bottom of the screen. The *Credit/Debit Card Information* screen will display.
- b. **Making a Partial Payment** - If you wish to make a partial payment, select the **Change Payment Amounts** option. The **Payment Amount** fields can then be changed to different amounts (however, you can't enter an amount greater than the **Balance Due**). DES will allow you to make multiple partial payments for an invoice; however, the balance due must be paid in full within 30 days of the invoice date, or a suspension will occur. Once you have changed the payment amount, click on the **Submit Payments** button at the bottom of the screen. The *Credit/Debit Card Information* screen will display.

PAYING YOUR PAST DUE DES INVOICE

If you have a past due invoice that has resulted in the suspension of one or more dealerships, you can choose to pay the total balance due, pay just the past due balance, or make a partial payment (see Figure 7.10).

Figure 7.10, Selecting a Payment Option

- ☒ **Pay Total Payable Balance Due (combined total of all payable balances due)**
- ☐ **Change Payment Amounts**
- ☐ **Pay Past Due Balance (minimum amount required to resolve past due balance)**

- 1) **Pay Total Payable Balance Due** - Choose this option if you wish to pay the total balance for both past due and current invoices.
- 2) **Change Payment Amounts** – Choose this option if you wish to make a partial payment; however, when you have a past due invoice, you may not pay on a current invoice until all past due invoices have been paid in full. You may make a partial payment on just a past due bill; however, the suspension will remain in place until the past due bill has been paid in full.
- 3) **Pay Past Due Balance** – Choose this option if you wish to pay only the amount that is past due. Any invoices that are not past due will have zero in the payment amount field. Selecting this option will allow you to pay the minimum amount required to remove a suspension caused by a past due invoice.

Once you have made your selection and verified the amount you wish to pay, click on the **Submit Payments** button at the bottom of the screen. The *Credit/Debit Card Information* screen will display.

ENTERING YOUR CREDIT/DEBIT CARD INFORMATION

Once you have clicked on the **Submit Payments** button, the system will display the *Credit/Debit Card Information* screen (see Figure 7.11) with the **Payment Amount** automatically entered from the previous screen. If you would like to change the amount of the payment, click on the **Back** button, and you can make changes from the previous screen.



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Figure 7.11, Billing Information Page



Billing Information

Payment Amount **\$5400**

*Cardholder Full Name (as it appears on the card)

*Billing Address *Billing City *Billing State

*Billing Zip Code

 *Credit/Debit Card Type *Card Number (no spaces) *Security Code  *Card Expiration Date MM YYYY

Please click buttons only once. Multiple clicks will delay processing.

To submit your credit/debit card payment information:

- 1) Enter your credit/debit card information as follows:
 - a. **Cardholder Full Name** – Enter the cardholder's name as it appears on the card.
 - b. **Billing Address** – Enter the billing address associated to the card.
 - c. **Billing City** – Enter the city associated to the card.
 - d. **Billing State** – From the drop down list, select the state code associated to the card.
 - e. **Billing Zip Code** – Enter the zip code associated to the card.
 - f. **Credit/Debit Card Type** – From the drop down, select the type of credit/debit card you will be using.
 - g. **Card Number** – Enter the card number from the card. Do not enter spaces.
 - h. **Security Code** – Enter the 3 or 4 digit security code from the front or back of the card.
 - i. **Card Expiration Date** – From the drop down lists, select the month and year of the card's expiration date.
- 2) Once you have verified the entered information, click on the **Submit** button.
- 3) The credit/debit card transaction is submitted for verification.



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- a. **Declined** – If the transaction is declined, a message describing the problem will be displayed. Either correct any invalid information and resubmit the transaction, or enter the information from a different credit/debit card.
- b. **Approved** – If the transaction is approved, the system will display a confirmation message along with your confirmation number. This screen can be printed for your records.

Note: The DOJ does not retain credit/debit card information, with the exception of the last four characters of your card number which is used to display your payment history. Therefore, each time that you make a payment, you will need to re-enter your credit/debit card information.

VIEW PAID INVOICES

The COE Holder, or a user with the Pay Invoices permission, has the ability to view previously paid invoices.

To view a previously paid DES Invoice:

- 1) From the Main Menu, click on the **View Paid Invoices** link located in the Administrator section (you must have the Pay Invoices permission in order to see this link). The *Paid Monthly Invoice Report* page displays showing the past six months of invoices that have been paid in full. If your account is setup with multiple dealerships, all applicable CFDs will display.
- 2) To view the invoice that shows a detailed breakdown of the transactions that you were billed for, click on the **Invoice Date** link for the CFD ID that you wish to view.

8. TRANSACTIONS, NOTICES, BULLETINS

OVERVIEW

The Transactions, Notices, Bulletins section contains links that allow you to:

- Review Firearms Eligibility Notices (must have the Enter Transactions permission)
- Submit a DROS Transaction (must have the Enter Transactions permission)
- Deliver a Gun/Review a DROS (must have the Enter Transactions permission)
- Correct a DROS (must have the Correct or Cancel DROS permission)
- Cancel a DROS (must have the Correct or Cancel DROS permission)
- Review Information Bulletins issued by the Bureau of Firearms (any permission)
- Submit Acquisition Transactions (must have the Enter Transactions permission)
- View previously submitted Acquisition Transactions (must have the Enter Transactions permission)

Some of the above links may be hidden for the following reasons:

- **Dealership hasn't been selected** – If your account is associated to multiple dealerships, you must select the dealership that you wish to be associated with prior to viewing bulletins or notices, or conducting any type of DROS or Acquisition transaction.



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- **Unviewed Information Bulletins** – When the BOF posts an Information Bulletin to DES, at least one user from each dealership must view and acknowledge the bulletin. Until the bulletin is viewed and acknowledged, users will be unable to view/submit DROS or Acquisition transactions or deliver a gun.
- **Unviewed Urgent Firearms Eligibility Notices** – When the BOF posts a Firearms Eligibility Notice for a DROS transaction, a user from the dealership must acknowledge the notice. Until the notice is acknowledged, users will be unable to view/submit DROS or Acquisition transactions or deliver a gun.

SELECTING A DEALERSHIP

If your profile has been setup for working with multiple dealerships within a company, you must choose which dealership you are working with prior to submitting DROS or Acquisition transactions.

To select a dealership:

- 1) Click on the **Select Dealership** link from the *Main Menu* (this link only displays if your profile has been associated to more than one dealership within a company).
- 2) Select the name of the dealership that you wish to be associated with during your session.
- 3) Enter the CFD number associated to the dealership name that you selected above.
- 4) The system will then display the Transactions, Notices, Bulletins section with additional links.
- 5) Once you have selected a dealership, you have the option to then select a different dealership by clicking on the **Select a Different Dealership** link.

REVIEW FIREARMS ELIGIBILITY NOTICES

If you have any urgent notices, you must review them before you can conduct any other DROS or Acquisition activities. The DES allows you to view BOF notices for a DROS entered within the past 90 days. The following notices are considered urgent until they are reviewed and acknowledged by a User:

- Delay Notice
- Deny Notice
- Approval After Deny Notice
- Approval After Delay Notice
- Undetermined Notice
- Deny After Delay Notice
- DMV Reject Notice
- 30-Day Reject Notice

Note: Records with a Pending status or Approval status do not require review before other DROS or Acquisition activities can be conducted.

If you have urgent notices to review, the system will display a message on your *Main Menu* page (see Figure 8.1).



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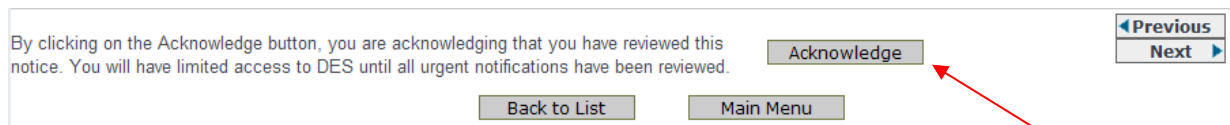
Figure 8.1, Firearms Eligibility Notices Message

- ⚠ You have Bulletins that must be reviewed.
- ⚠ You have Urgent Firearms Eligibility Notices that must be reviewed.
- ⚠ Dealerships are available that have not been associated to your account. See Manage Dealerships under the Administrator menu.
- ⚠ You have pending account requests.

To Review your Firearms Eligibility Notices:

- 1) Log on to the DES application.
- 2) Select your dealership (if applicable).
- 3) From the Main Menu, select the **Review Firearms Eligibility Notices** link. If you have urgent notices to review, the *Review Urgent Firearms Eligibility Notices* page will display.
- 4) Click on the status link of the eligibility notice that you wish to view. The Notice will display in PDF format.
- 5) You can print a copy of the notice by clicking on the printer icon from the Adobe Reader window.
- 6) Acknowledge that you reviewed the notice by clicking on the **Acknowledge** button (see Figure 8.2).

Figure 8.2, Acknowledge the Firearms Eligibility Notice Button



Click here to acknowledge that you have reviewed the notice.

- 7) Once you have reviewed all of your urgent notices, clicking on the *Review Firearms Eligibility Notices* link will display any acknowledged notices as well as all of the approved records from the past 90 days.



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Types of DROS Notices

Delay DROS Notice

A *Delay* notice is generated when a Purchaser's eligibility cannot be determined by the DOJ within the 10-day waiting period. If you receive a *Delay* notice, you must place the sale on a "temporary hold," and wait for the final determination from the DOJ.

An additional notice will be generated when the purchaser's eligibility has been determined.

Deny Notice

A *Denial* notice is generated when DOJ records indicate that the purchaser's name and personal descriptors match against a prohibiting record on file with the DOJ; therefore, you cannot release the firearm to the purchaser. In the case of a Private Party Sale, if the purchaser is prohibited from possessing a firearm, a background check is then performed on the seller. If the seller is also prohibited, the dealer must surrender the firearm to the law enforcement agency with jurisdiction over the dealership location.

Approval After Deny Notice or Approval After Delay Notice

An *Approval After Deny* or an *Approval After Delay* notice is generated as a follow up to a *Delay* or *Deny* notice, and indicates that the eligibility of the purchaser has been obtained and the firearm may be delivered to the purchaser.

Deny After Delay Notice

A *Deny After Delay* notice is generated as a follow up to a *Delay* notice, and signifies that the purchaser is not eligible to possess or purchase a firearm; therefore, you cannot release the firearm to the purchaser.

DMV Reject Notice

A *DMV Reject* notice is generated when a DROS transaction is rejected and returned because the driver's license or identification card status is not valid. This notice is also generated when the purchaser's provided information is in conflict with the files maintained by the Department of Motor Vehicles (DMV).

After receiving a *DMV Reject* notice, you must cancel the sale and not deliver the firearm to the purchaser. Consequently, the DROS transaction must be resubmitted as a new transaction with applicable fees and waiting period.

30-Day Reject Notice

A *30-Day Reject* notice is generated when a purchaser has taken title to one or more handguns within the past 30 days. As a result, the purchaser is not eligible under the California Penal Code to take title to another handgun at this time; therefore, you cannot release the firearm to the purchaser.



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Undetermined Notice

An undetermined notice is generated 30 days after a DROS has been on delay. The undetermined notice means the DOJ is unable to ascertain whether the purchaser/transferee is eligible to own or possess firearms. In accordance with Penal Code section 28220, subdivision (f)(4), the dealer is authorized to deliver/transfer the firearm at his/her discretion.

REVIEW INFORMATION BULLETINS

If your dealership has any un-reviewed Information Bulletins, you must review them before you can conduct any other DROS or Acquisition activities. If you have any unread bulletins to review, the system will display a message on your *Main Menu* page (see Figure 8.3).

Figure 8.3, Information Bulletin Message

 You have Information Bulletins that must be reviewed.

To Review Information Bulletins:

- 1) Log on to the DES application.
- 2) From the Main Menu, select the **Review Bulletins** link. The *DES Bulletins* page will display, showing a list of all available Information Bulletins issued by the BOF (see Figure 8.4).

Figure 8.4, DES Bulletins Page

DES Bulletins			
Current DES Bulletins			
Bulletin Name	Date Posted	Reviewed Date	Reviewed By
IBtwo	05/15/2013		
bulletin four	04/19/2013	05/13/2013	GEORGE SHAW
bulletin three	04/19/2013	05/13/2013	GEORGE SHAW
bulletin two	04/19/2013	05/13/2013	GEORGE SHAW
Test bulletin One	04/09/2013	05/13/2013	GEORGE SHAW

Clicking on the name of the un-reviewed bulletin will display the bulletin details as a PDF document. If you choose, you may print the bulletin by clicking on the Adobe Reader print icon.

Note: If the bulletin doesn't automatically display on your screen, you may have to click on the *Download Bulletin to view in Adobe Reader* link. Downloading the most current version of Adobe Reader should ensure that the bulletin automatically displays. To download the most current version of Adobe Reader, visit the following website: <http://get.adobe.com/reader/>.

Once you have reviewed the bulletin, your name and the date that you reviewed the bulletin will display on the *DES Bulletins* page.



9. DROS TRANSACTIONS

OVERVIEW

DROS Transactions are required on the following handgun and long gun transaction types:

- Dealer Handgun Sale
- Private Party Handgun Transfer
- Peace Officer Non-Roster Handgun Sale
- Exempt Handgun Sale
- Pawn/Consignment Handgun Redemption
- Curio/Relic Handgun Sale
- Olympic Pistol Sale
- Handgun Loan
- Dealer Long Gun Sale
- Private Party Long Gun Transfer
- Pawn/Consignment Long Gun Redemption
- Curio/Relic Long Gun Sale
- Long Gun Loan

To perform a DROS transaction:

- 1) Your account must be setup with the **Enter Transactions** permission (see Section 7).
- 2) If you are associated to more than one dealership, you must select the dealership that you want to be associated with for your DES session before you can submit a DROS.
- 3) You must review any unread bulletins prior to submitting a DROS.
- 4) You must acknowledge any Urgent Firearms Eligibility Notices prior to submitting a DROS.

ENTERING PURCHASER AND SELLER INFORMATION

All DROS transaction types require the entry of purchaser information. Seller information is only required on the following transaction types:

- Private Party Handgun Transfer
- Handgun Loan
- Private Party Long Gun Transfer
- Long Gun Loan

Purchaser and seller information will be captured by swiping the California Driver's License or Identification card through a magnetic card swipe reader. Any missing or incorrect information will be keyed directly into the appropriate fields.



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To Enter Purchaser or Seller Information:

- 1) Swipe the driver's license or identification card through the magnetic card swipe reader.
- 2) Click on the **Submit** button in the **Swipe CA Driver's License or ID Card** area (see Figure 9.1).

Figure 9.1, Submit Driver's License Information

The screenshot shows a web form titled 'Purchaser Information'. Below the title is a section labeled 'Swipe CA Driver's License or ID Card'. This section contains a text input field and a 'Submit' button. A red arrow points to the 'Submit' button.

- 3) Verify that the data displays correctly. **Note:** If the information will not scan, you must manually enter the information.
- 4) Correct information as necessary.
- 5) Complete all applicable fields, including Firearms Eligibility Questions 1 - 4.

Tips:

- **Single Name** – If the purchaser or seller has a single name (example: Wasp, Sky, Rebel), enter the single name in the Last Name field and enter an asterisk (*) in the first name field (Suffix and Middle Name fields must be blank).
- **Purchaser's City** – The city will automatically appear based on the zip code; however, if the zip code has more than one city name or variation listed, you will need to select the correct city name from the City drop down list.
- **Citizenship** – If you select **NO** from the **U.S. Citizen** drop down list, the system will display additional fields that must be entered. Select the Country of Citizenship from the drop down list and enter either the Alien Registration number or the I-94 number. **Note:** These numbers can be found on the purchaser or seller's Permanent Resident card (Green Card) or I-94 Arrival/Departure card.
- **HSC Number** – The Handgun Safety Certificate number (HSC) or an HSC exemption code is required on all handgun transactions. These fields will only be present when the HSC is required prior to the purchase of a handgun.
- **FSC Number** – Effective January 1, 2015, HSC will become the Firearm Safety Certificate (FSC). Per Penal Code section 31615, the FSC number will be required for purchase or delivery of firearms; handguns and/or long guns. However – purchasers with a valid HSC will be able to utilize the HSC number or an HSC exemption to purchase handguns until the HSC expiration date.



Dealer Handgun Sale

Select the **Dealer Handgun Sale** transaction type when a handgun listed on the DOJ's Roster of Certified Handguns is being purchased from a dealer (see <http://certguns.doj.ca.gov>).

To submit a Dealer Handgun Sale transaction:

- 1) From the Main Menu page, select the **Submit DROS** link. The *Select Transaction Type* page will display.
 - 2) Select the **Dealer Handgun Sale** link. The *Submit Dealer Handgun Sale* form will display.
 - 3) Enter the Purchaser Information (see Entering Purchaser and Seller Information above).
 - 4) Enter the Transaction and Firearm Information as follows:
 - a. **Gun Show Transaction?** – Select **Yes** or **No** from the drop down list.
 - b. **Waiting Period Exemption** – If applicable, select a waiting period exemption:
 - i. **CFD Number** – Select **CFD** from the drop down list if the purchaser is an active licensed firearm dealer. Selecting the CFD number waiting period exemption displays a **Purchaser CFD Number** field. Enter the purchaser's valid CFD number.
 - ii. **Peace Officer** – This waiting period exemption requires a signed letter (wet signature) from the head of his/her law enforcement agency. You must keep a copy of the letter on file.
 - iii. **Special Weapons Permit** – Select **Special Weapons Permit** from the drop down list if the purchaser has a valid Special Weapons permit. Selecting the Special Weapons permit exemption displays a **Special Weapons Permit Number** field. Enter the purchaser's Special Weapons permit number.
- Note:** Selecting a waiting period exemption will automatically apply the 30-Day Restriction Exemption.
- c. **30-Day Restriction Exemption** - Click on the **30-Day Restriction Exemption** check box if the purchaser has provided proof of having a valid exemption from the one handgun purchase per 30 days restriction.
 - d. **Make** – Select the name of the firearm manufacturer from the **Make** drop down list. The **Model** field will display with a list of all available models for the selected make. **Tip:** Opening the **Make** drop down list and typing the first character of the make will take you to that section of the list.
 - e. **Model** – Select the appropriate model from the **Model** drop down list. The **Caliber** field will display. If there are multiple calibers available for the selected make/model combination, select the appropriate caliber from the drop down list; otherwise, the system will select the caliber if only one caliber is available. The system enters additional firearm information (barrel length, unit of measure, material, and category) once you have narrowed the firearm selection criteria to a single firearm.



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- f. **Serial Number** – Enter and re-enter the serial number stamped on the firearm.
- g. **Other Number** – If applicable, enter an additional number stamped on the firearm.
- h. **Color** – Select the color of the firearm from the **Color** drop down list.
- i. **New/Used Gun** – Select whether the firearm is new or used from the **New/Used Gun** drop down list.
- j. **Firearm Safety Device (FSD)** – Select the method that the purchaser is using to comply with the FSD requirements. (For information regarding the Roster of Firearms Safety Devices Certified for Sale, see the Office of the Attorney General's website: <http://oag.ca.gov/firearms/fsdcertlist>.) **Note:** This field will not display when the waiting period exemption is for a peace officer.
 - i. **Antique** – Select this type if the firearm is an antique pursuant to federal law.
 - ii. **Approved Lock Box** – Select this type if the FSD is a DOJ Certified Lock Box.
 - iii. **FSD Purchased** – Select this type if the purchaser is purchasing a DOJ Certified FSD that is not included with the purchase of the firearm.
 - iv. **OEM** – Select this type if the firearm being purchased comes with a Certified FSD from the manufacturer.
 - v. **Safe Affidavit** – Select this type if the purchaser provides an affidavit that they own a Certified FSD Gun Safe.
- k. **Comments** – Enter any additional pertinent information in the **Comments** field, if applicable.

Private Party Handgun Transfer

Select the **Private Party Handgun Transfer** transaction type when the individual selling or transferring a handgun is not a firearms dealer.

To submit a Private Party Handgun Transfer transaction:

- 1) From the Main Menu page, select the **Submit DROS** link. The *Select Transaction Type* page will display.
- 2) Select the **Private Party Handgun Transfer** link. The *Submit Private Party Handgun Transfer* form will display.
- 3) Enter the Purchaser and Seller Information (see Entering Purchaser and Seller Information above).
- 4) Enter the Transaction and Firearm Information as follows:
 - a. **Gun Show Transaction?** – Select **Yes** or **No** from the drop down list.
 - b. **Waiting Period Exemption** – If applicable, select a waiting period exemption:



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- i. **CFD Number** – Select **CFD** from the drop down list if the purchaser is an active licensed firearm dealer. Selecting the CFD number waiting period exemption displays a **Purchaser CFD Number** field. Enter the purchaser's valid CFD number.
- ii. **Peace Officer** – This waiting period exemption requires a signed letter (wet signature) from the head of his/her law enforcement agency. You must keep a copy of the letter on file.
- iii. **Special Weapons Permit** – Select **Special Weapons Permit** from the drop down list if the purchaser has a valid Special Weapons permit. Selecting the Special Weapons permit exemption displays a **Special Weapons Permit Number field**. Enter the purchaser's Special Weapons permit number.
- c. **Frame Only** – Select **Yes** or **No** whether the purchase is for a frame only; if **Yes** is selected then the firearm caliber, additional caliber, barrel length, or unit of measure will not be available for updating.
- d. **Make** – Select the name of the firearm manufacturer from the **Make** drop down list. **Tip:** Opening the **Make** drop down list and typing the first character of the Make will take you to that section of the list.
- e. **Model** – Enter the model of the handgun being purchased.
- f. **Caliber** – Select the caliber of the handgun from the **Caliber** drop down list.
- g. **Additional Caliber** – If appropriate, select any additional calibers from the **Additional Caliber** drop down list.
- h. **Barrel Length** – Enter the length of the handgun's barrel. The barrel length can be from 1 – 4 numbers, and may contain a decimal point. The barrel length may be reported in inches or centimeters.
- i. **Unit** – Select the barrel length unit of measure from the **Unit** drop down list.
- j. **Category** – Select the appropriate handgun category from the **Category** drop down list.
- k. **Serial Number** – Enter and then re-enter the serial number stamped on the firearm.
- l. **Other Number** – If applicable, enter an additional number stamped on the firearm.
- m. **Color** – Select the color of the firearm from the **Color** drop down list.
- n. **Firearm Safety Device (FSD)** – Select the method that the purchaser is using to comply with the FSD requirements. (For information regarding Roster of Firearms Safety Devices Certified for Sale, see the Office of the Attorney General's website: <http://oag.ca.gov/firearms/fsdcertlist>.) **Note:** This field will not display when the waiting period exemption is for a peace officer.
 - i. **Antique** – Select this type if the firearm is an antique pursuant to federal law.



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- ii. **Approved Lock Box** – Select this type if the FSD is a DOJ Certified Lock Box.
- iii. **FSD Purchased** – Select this type if the Purchaser is purchasing a DOJ Certified FSD that is not included with the purchase of the firearm.
- iv. **OEM** – Select this type if the firearm being purchased comes with a Certified FSD from the manufacturer.
- v. **Safe Affidavit** – Select this type if the purchaser provides an affidavit that they own a Certified FSD Gun Safe.
- o. **Comments** – Enter any additional pertinent information in the **Comments** field, if applicable.

Peace Officer Non-Roster Handgun Sale

Select the ***Peace Officer Non-Roster Handgun Sale*** transaction type when the peace officer provides a letter from the head of his/her agency (dated within 30 days) exempting the peace officer from the 10-day waiting period; the authorization letter should be on agency letterhead with a wet signature.

Note: Peace officers are exempt from purchasing non-roster firearms.

To submit a Peace Officer Non-Roster Handgun transaction:

- 1) From the *Main Menu* page, select the **Submit DROS** link. The *Select Transaction Type* page will display.
- 2) Select the ***Peace Officer Non-Roster Handgun Sale*** link. The *Submit Peace Officer non-Roster Handgun Sale* form will display.
- 3) Enter the Purchaser Information (see Entering Purchaser and Seller Information above).
- 4) Enter the Transaction and Firearm Information as follows:
 - a. **Gun Show Transaction?** – Select **Yes** or **No** from the drop down list.
 - b. **Frame Only** – Select **Yes** or **No** whether the purchase is for a frame only; if **Yes** is selected then the firearm caliber, additional caliber, barrel length, or unit of measure will not be available for updating.
 - c. **Make** – Select the name of the firearm manufacturer from the **Make** drop down list. **Tip:** Opening the **Make** drop down list and typing the first character of the Make will take you to that section of the list.
 - d. **Model** – Enter the model of the handgun being purchased.
 - e. **Caliber** – Select the caliber of the handgun from the **Caliber** drop down list.
 - f. **Additional Caliber** – If appropriate, select any additional calibers from the **Additional Caliber** drop down list.
 - g. **Barrel Length** – Enter the length of the handgun's barrel. The barrel length can be from 1 – 4 numbers, and may contain a decimal point. The barrel length may be reported in inches or centimeters.
 - h. **Unit** – Select the barrel length unit of measure from the **Unit** drop down list.



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- i. **Category** – Select the appropriate handgun category from the **Category** drop down list.
- j. **Serial Number** – Enter and then re-enter the serial number stamped on the firearm.
- k. **Other Number** – If applicable, enter an additional number stamped on the firearm.
- l. **Color** – Select the color of the firearm from the **Color** drop down list.
- m. **New/Used Gun** – Select whether the firearm is new or used from the **New/Used Gun** drop down list.
- n. **Comments** – Enter any additional pertinent information in the **Comments** field, if applicable.

Exempt Handgun Sale

Select the **Exempt Handgun Sale** transaction type when the handgun being purchased meets the Exempt Handgun definition; i.e. peace officer purchasing non-roster firearms without a waiting period exemption letter, returning a firearm to its owner, single shot / single action sale (per Penal Code section 32100), etc.

To submit an Exempt Handgun Sale transaction:

- 1) From the *Main Menu* page, select the **Submit DROS** link. The *Select Transaction Type* page will display.
- 2) Select the **Exempt Handgun Sale** link. The *Submit Exempt Handgun Sale* form will display.
- 3) Enter the Purchaser Information (see Entering Purchaser and Seller Information above).
- 4) Enter the Transaction and Firearm Information as follows:
 - a. **Gun Show Transaction?** – Select **Yes** or **No** from the drop down list.
 - b. **Waiting Period Exemption** – If applicable, select a waiting period exemption:
 - i. **CFD Number** – Select **CFD** from the drop down list if the purchaser is an active licensed firearm dealer. Selecting the CFD number waiting Period exemption displays a **Purchaser CFD Number** field. Enter the purchaser's valid CFD number.
 - ii. **Peace Officer** – This waiting period exemption requires a signed letter (wet signature) from the head of his/her law enforcement agency. You must keep a copy of the letter on file.
 - iii. **Special Weapons Permit** – Select **Special Weapons Permit** from the drop down list if the purchaser has a valid Special Weapons permit. Selecting the Special Weapons permit exemption displays a **Special Weapons Permit Number** field. Enter the purchaser's Special Weapons permit number.



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Note: Selecting a waiting period exemption will automatically apply the 30-Day Restriction Exemption.

- c. **30-Day Restriction Exemption** - Click on the **30-Day Restriction Exemption** check box if the purchaser has provided proof of having a valid exemption from the one handgun purchase per 30 days restriction.
- d. **Frame Only** – Select **Yes** or **No** whether the purchase is for a frame only; if **Yes** is selected then the firearm caliber, additional caliber, barrel length, or unit of measure will not be available for updating.
- e. **Make** – Select the name of the firearm manufacturer from the **Make** drop down list. **Tip:** Opening the **Make** drop down list and typing the first character of the make will take you to that section of the list.
- f. **Model** – Enter the model of the handgun being purchased.
- g. **Caliber** – Select the caliber of the handgun from the **Caliber** drop down list.
- h. **Additional Caliber** – If appropriate, select any additional calibers from the **Additional Caliber** drop down list.
- i. **Barrel Length** – Enter the length of the handgun's barrel. The barrel length can be from 1 - 4 numbers, and may contain a decimal point. The barrel length may be reported in inches or centimeters.
- j. **Unit** – Select the barrel length unit of measure from the **Unit** drop down list.
- k. **Category** – Select the appropriate handgun category from the **Category** drop down list.
- l. **Serial Number** – Enter and then re-enter the serial number stamped on the firearm.
- m. **Other Number** – If applicable, enter an additional number stamped on the firearm.
- n. **Color** – Select the color of the firearm from the **Color** drop down list.
- o. **New/Used Gun** – Select whether the firearm is new or used from the **New/Used Gun** drop down list.
- p. **Firearm Safety Device (FSD)** – Select the method that the purchaser is using to comply with the FSD requirements. (For information regarding Roster of Firearms Safety Devices Certified for Sale, see the Office of the Attorney General's website: <http://oag.ca.gov/firearms/fsdcertlist>.) **Note:** This field will not display when the waiting period exemption is for a peace officer.
 - i. **Antique** – Select this type if the firearm is an antique pursuant to federal law.
 - ii. **Approved Lock Box** – Select this type if the FSD is a DOJ Certified Lock Box.
 - iii. **FSD Purchased** – Select this type if the purchaser is purchasing a DOJ Certified FSD that is not included with the purchase of the firearm.



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- iv. **OEM** – Select this type if the firearm being purchased comes with a Certified FSD from the manufacturer.
- v. **Safe Affidavit** – Select this type if the purchaser provides an affidavit that they own a Certified FSD Gun Safe.
- q. **Comments** – Enter any additional pertinent information in the **Comments** field, if applicable.

Pawn/Consignment Handgun Redemption

Select the ***Pawn/Consignment Handgun Redemption*** transaction type when the purchaser is redeeming a handgun that had been pawned or consigned.

To submit a Pawn/Consignment Handgun Redemption transaction:

- 1) From the *Main Menu* page, select the **Submit DROS** link. The *Select Transaction Type* page will display.
- 2) Select the ***Pawn/Consignment Handgun Redemption*** link. The *Submit Pawn/Consignment Handgun Redemption* form will display.
- 3) Enter the Purchaser Information (see Entering Purchaser and Seller Information above).
- 4) Enter the Transaction and Firearm Information as follows:
 - a. **Gun Show Transaction?** – Select **Yes** or **No** from the drop down list.
 - b. **Waiting Period Exemption** – If applicable, select a waiting period exemption:
 - i. **CFD Number** – Select **CFD** from the drop down list if the purchaser is an active licensed firearm dealer. Selecting the CFD number waiting period exemption displays a **Purchaser CFD Number** field. Enter the purchaser's valid CFD number.
 - ii. **Peace Officer** – This waiting period exemption requires a signed letter (wet signature) from the head of his/her law enforcement agency. You must keep a copy of the letter on file.
 - iii. **Special Weapons Permit** – Select **Special Weapons Permit** from the drop down list if the purchaser has a valid Special Weapons permit. Selecting the Special Weapons permit exemption displays a **Special Weapons Permit Number** field. Enter the purchaser's Special Weapons permit number.
 - c. **Frame Only** – Select **Yes** or **No** whether the purchase is for a frame only; if **Yes** is selected then the firearm caliber, additional caliber, barrel length, or unit of measure will not be available for updating.
 - d. **Make** – Select the name of the firearm manufacturer from the **Make** drop down list. **Tip:** Opening the **Make** drop down list and typing the first character of the make will take you to that section of the list.
 - e. **Model** – Enter the model of the handgun being purchased.
 - f. **Caliber** – Select the caliber of the handgun from the **Caliber** drop down list.



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- g. **Additional Caliber** – If appropriate, select any additional calibers from the **Additional Caliber** drop down list.
- h. **Barrel Length** – Enter the length of the handgun's barrel. The barrel length can be from 1 - 4 numbers, and may contain a decimal point. The barrel length may be reported in inches or centimeters.
- i. **Unit** – Select the barrel length unit of measure from the **Unit** drop down list.
- j. **Category** – Select the appropriate handgun category from the **Category** drop down list.
- k. **Serial Number** – Enter and then re-enter the serial number stamped on the firearm.
- l. **Other Number** – If applicable, enter an additional number stamped on the firearm.
- m. **Color** – Select the color of the firearm from the **Color** drop down list.
- n. **Comments** – Enter any additional pertinent information in the **Comments** field, if applicable.

Curio/Relic Handgun Sale

Select the **Curio/Relic Handgun Sale** transaction type when the handgun being purchased meets the Curio/Relic handgun definition.

To submit a Curio/Relic Handgun Sale Transaction:

- 1) From the *Main Menu* page, select the **Submit DROS** link. The *Select Transaction Type* page will display.
- 2) Select the **Curio/Relic Handgun Sale** link. The *Submit Curio/Relic Handgun Sale* form will display.
- 3) Enter the Purchaser Information (see Entering Purchaser and Seller Information above).
- 4) Enter the Transaction and Firearm Information as follows:
 - a. **Gun Show Transaction?** – Select **Yes** or **No** from the drop down list.
 - b. **Waiting Period Exemption** – If applicable, select a waiting period exemption:
 - i. **CFD Number** – Select **CFD** from the drop down list if the purchaser is an active licensed firearm dealer. Selecting the CFD number waiting period exemption displays a **Purchaser CFD Number** field. Enter the purchaser's valid CFD number.
 - ii. **Collector** – Select **Collector** from the drop down list if the purchaser has a Collector COE number. Selecting the collector waiting period exemption displays a **COE Number** field. Enter the purchaser's valid COE number.
 - iii. **Peace Officer** – This waiting period exemption requires a signed letter (wet signature) from the head of his/her law enforcement agency. You must keep a copy of the letter on file.



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- iv. **Special Weapons Permit** – Select **Special Weapons Permit** from the drop down list if the purchaser has a valid Special Weapons permit. Selecting the Special Weapons permit exemption displays a **Special Weapons Permit Number field**. Enter the purchaser's Special Weapons permit number.

Note: Selecting a waiting period exemption will automatically apply the 30-Day Restriction Exemption.

- c. **30-Day Restriction Exemption** - Click on the 30-Day Restriction Exemption check box if the purchaser has provided proof of having a valid exemption from the one handgun purchase per 30 days restriction.
- d. **Frame Only** – Select **Yes** or **No** whether the purchase is for a handgun frame only; if **Yes** is selected then the firearm caliber, additional caliber, barrel length, or unit of measure will not be available for updating.
- e. **Make** – Select the name of the firearm manufacturer from the **Make** drop down list. **Tip:** Opening the **Make** drop down list and typing the first character of the make will take you to that section of the list.
- f. **Model** – Enter the model of the handgun being purchased.
- g. **Caliber** – Select the caliber of the handgun from the **Caliber** drop down list.
- h. **Additional Caliber** – If appropriate, select any additional calibers from the **Additional Caliber** drop down list.
- i. **Barrel Length** – Enter the length of the handgun's barrel. The barrel length can be from 1 - 4 numbers, and may contain a decimal point. The barrel length may be reported in inches or centimeters.
- j. **Unit** – Select the barrel length unit of measure from the **Unit** drop down list.
- k. **Category** – Select the appropriate handgun category from the **Category** drop down list.
- l. **Serial Number** – Enter and then re-enter the serial number stamped on the firearm.
- m. **Other Number** – If applicable, enter an additional number stamped on the firearm.
- n. **Color** – Select the color of the firearm from the **Color** drop down list.
- o. **New/Used Gun** – Select whether the firearm is new or used from the **New/Used Gun** drop down list.
- p. **Firearm Safety Device (FSD)** – Select the method that the purchaser is using to comply with the FSD requirements. (For information regarding Roster of Firearms Safety Devices Certified for Sale, see the Office of the Attorney General's website: <http://oag.ca.gov/firearms/fsdcertlist>.) **Note:** This field will not display when the waiting period exemption is for a peace officer.
 - i. **Antique** – Select this type if the firearm is an antique pursuant to federal law.



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- ii. **Approved Lock Box** – Select this type if the FSD is a DOJ Certified Lock Box.
- iii. **FSD Purchased** – Select this type if the purchaser is purchasing a DOJ Certified FSD that is not included with the purchase of the firearm.
- iv. **OEM** – Select this type if the firearm being purchased comes with a Certified FSD from the manufacturer.
- v. **Safe Affidavit** – Select this type if the purchaser provides an affidavit that they own a Certified FSD Gun Safe.
- q. **Comments** – Enter any additional pertinent information in the **Comments** field, if applicable.

Olympic Pistol Sale

Select the ***Olympic Pistol Sale*** transaction type when the handgun being purchased meets the Olympic Pistol handgun definition.

To submit an Olympic Pistol Sale transaction:

- 1) From the *Main Menu* page, select the **Submit DROS** link. The *Select Transaction Type* page will display.
- 2) Select the ***Olympic Pistol Sale*** link. The *Submit Olympic Pistol Sale* form will display.
- 3) Enter the Purchaser Information (see Entering Purchaser and Seller Information above).
- 4) Enter the Transaction and Firearm Information as follows:
 - a. **Gun Show Transaction?** – Select **Yes** or **No** from the drop down list.
 - b. **Waiting Period Exemption** – If applicable, select a waiting period exemption:
 - i. **CFD Number** – Select **CFD** from the drop down list if the purchaser is an active licensed firearm dealer. Selecting the CFD number waiting period exemption displays a **Purchaser CFD Number** field. Enter the purchaser's valid CFD number.
 - ii. **Peace Officer** – This waiting period exemption requires a signed letter (wet signature) from the head of his/her law enforcement agency. You must keep a copy of the letter on file.
 - iii. **Special Weapons Permit** – Select **Special Weapons Permit** from the drop down list if the purchaser has a valid Special Weapons permit. Selecting the Special Weapons permit exemption displays a **Special Weapons Permit Number** field. Enter the purchaser's Special Weapons permit number.
 - c. **30-Day Restriction Exemption** - Click on the **30-Day Restriction Exemption** check box if the purchaser has provided proof of having a valid exemption from the one handgun purchase per 30 days restriction.



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- d. **Frame Only** – Select **Yes** or **No** whether the purchase is for a frame only; if **Yes** is selected then the firearm caliber, additional caliber, barrel length, or unit of measure will not be available for updating.
- e. **Make** – Select the name of the firearm manufacturer from the **Make** drop down list. **Tip:** Opening the **Make** drop down list and typing the first character of the make will take you to that section of the list.
- f. **Model** – Enter the model of the handgun being purchased.
- g. **Caliber** – Select the caliber of the handgun from the **Caliber** drop down list.
- h. **Additional Caliber** – If appropriate, select any additional calibers from the **Additional Caliber** drop down list.
- i. **Barrel Length** – Enter the length of the handgun's barrel. The barrel length can be from 1 - 4 numbers, and may contain a decimal point. The barrel length may be reported in inches or centimeters.
- j. **Unit** – Select the barrel length unit of measure from the **Unit** drop down list.
- k. **Category** – Select the appropriate handgun category from the **Category** drop down list.
- l. **Serial Number** – Enter and then re-enter the serial number stamped on the firearm.
- m. **Other Number** – If applicable, enter an additional number stamped on the firearm.
- n. **Color** – Select the color of the firearm from the **Color** drop down list.
- o. **New/Used Gun** – Select whether the firearm is new or used from the **New/Used Gun** drop down list.
- p. **Firearm Safety Device (FSD)** – Select the method that the Purchaser is using to comply with the FSD requirements. (For information regarding Roster of Firearms Safety Devices Certified for Sale, see the Office of the Attorney General's website: <http://oag.ca.gov/firearms/fsdcertlist>.) **Note:** This field will not display when the waiting period exemption is for a peace officer.
 - i. **Antique** – Select this type if the firearm is an antique pursuant to federal law.
 - ii. **Approved Lock Box** – Select this type if the FSD is a DOJ Certified Lock Box.
 - iii. **FSD Purchased** – Select this type if the purchaser is purchasing a DOJ Certified FSD that is not included with the purchase of the firearm.
 - iv. **OEM** – Select this type if the firearm being purchased comes with a Certified FSD from the manufacturer.
 - v. **Safe Affidavit** – Select this type if the purchaser provides an affidavit that they own a Certified FSD Gun Safe.
- q. **Comments** – Enter any additional pertinent information in the **Comments** field, if applicable.



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Handgun Loan (Loan between two California residents with an anticipated return to owner date)

To submit a Handgun Loan transaction:

- 1) From the *Main Menu* page, select the **Submit DROS** link. The *Select Transaction Type* page will display.
- 2) Select the **Handgun Loan** link. The *Submit Handgun Loan* form will display.
- 3) Enter the Purchaser and Seller Information (see Entering Purchaser and Seller Information above).
- 4) Enter the Transaction and Firearm Information as follows:
 - a. **Gun Show Transaction?** – Select **Yes** or **No** from the drop down list.
 - b. **Waiting Period Exemption** – If applicable, select a waiting period exemption:
 - i. **CFD Number** – Select **CFD** from the drop down list if the purchaser is an active licensed firearm dealer. Selecting the CFD number waiting Period exemption displays a **Purchaser CFD Number** field. Enter the purchaser's valid CFD number.
 - ii. **Peace Officer** – This waiting period exemption requires a signed letter (wet signature) from the head of his/her law enforcement agency. You must keep a copy of the letter on file.
 - iii. **Special Weapons Permit** – Select **Special Weapons Permit** from the drop down list if the purchaser has a valid Special Weapons permit. Selecting the Special Weapons permit exemption displays a **Special Weapons Permit Number** field. Enter the purchaser's Special Weapons permit number.
 - c. **30-Day Restriction Exemption** - Click on the **30-Day Restriction Exemption** check box if the purchaser has provided proof of having a valid exemption from the one handgun purchase per 30 days restriction.
 - d. **Frame Only** – Select **Yes** or **No** whether the purchase is for a frame only; if **Yes** is selected then the firearm caliber, additional caliber, barrel length, or unit of measure will not be available for updating.
 - e. **Make** – Select the name of the firearm manufacturer from the **Make** drop down list. **Tip:** Opening the **Make** drop down list and typing the first character of the make will take you to that section of the list.
 - f. **Model** – Enter the model of the handgun being purchased.
 - g. **Caliber** – Select the caliber of the handgun from the **Caliber** drop down list.
 - h. **Additional Caliber** – If appropriate, select any additional calibers from the **Additional Caliber** drop down list.
 - i. **Barrel Length** – Enter the length of the handgun's barrel. The barrel length can be from 1 - 4 numbers, and may contain a decimal point. The barrel length may be reported in inches or centimeters.



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- j. **Unit** – Select the barrel length unit of measure from the **Unit** drop down list.
- k. **Category** – Select the appropriate handgun category from the **Category** drop down list.
- l. **Serial Number** – Enter and then re-enter the serial number stamped on the firearm.
- m. **Other Number** – If applicable, enter an additional number stamped on the firearm.
- n. **Color** – Select the color of the firearm from the **Color** drop down list.
- o. **Comments** – Enter any additional pertinent information in the **Comments** field, if applicable.

Dealer Long Gun Sale

Select the **Dealer Long Gun Sale** transaction type when a Long Gun is being purchased from a dealer.

To submit a Dealer Long Gun Sale transaction:

- 1) From the *Main Menu* page, select the **Submit DROS** link. The *Select Transaction Type* page will display.
- 2) Select the **Dealer Long Gun Sale** link. The *Submit Dealer Long Gun Sale* form will display.
- 3) Enter the Purchaser Information (see Entering Purchaser and Seller Information above).
- 4) Enter the Transaction and Firearm Information as follows:
 - a. **Gun Show Transaction?** – Select **Yes** or **No** from the drop down list.
 - b. **Waiting Period Exemption** – If applicable, select a waiting period exemption:
 - i. **CFD Number** – Select **CFD** from the drop down list if the purchaser is an active licensed firearm dealer. Selecting the CFD number waiting period exemption displays a **Purchaser CFD Number** field. Enter the purchaser's valid CFD number.
 - ii. **Peace Officer** – This waiting period exemption requires a signed letter (wet signature) from the head of his/her law enforcement agency. You must keep a copy of the letter on file.
 - iii. **Special Weapons Permit** – Select **Special Weapons Permit** from the drop down list if the purchaser has a valid Special Weapons permit. Selecting the Special Weapons permit exemption displays a **Special Weapons Permit Number** field. Enter the purchaser's Special Weapons permit number.
 - c. **Receiver Only** – Select **Yes** or **No** whether the purchase is for a receiver only; if **Yes** is selected then the firearm caliber, additional caliber, barrel length, or unit of measure will not be available for updating..



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- d. **Make** – Select the name of the firearm manufacturer from the **Make** drop down list. **Tip:** Opening the **Make** drop down list and typing the first character of the make will take you to that section of the list.
- e. **Model** – Enter the model of the firearm being purchased.
- f. **Caliber** – Select the caliber of the firearm from the **Caliber** drop down list.
- g. **Additional Caliber** – If appropriate, select any additional calibers from the **Additional Caliber** drop down list.
- h. **Barrel Length** – Enter the length of the firearm's barrel. The barrel length can be from 1 - 4 numbers, and may contain a decimal point. The barrel length may be reported in inches or centimeters.
- i. **Unit** – Select the barrel length unit of measure from the **Unit** drop down list.
- j. **Gun Type** – Select the type of long gun from the **Gun Type** drop down list.
- k. **Category** – Select the appropriate long gun category from the **Category** drop down list.
- l. **Serial Number** – Enter and then re-enter the serial number stamped on the firearm.
- m. **Other Number** – If applicable, enter an additional number stamped on the firearm.
- n. **Color** – Select the color of the firearm from the **Color** drop down list.
- o. **New/Used Gun** – Select whether the firearm is new or used from the **New/Used Gun** drop down list.
- p. **Firearm Safety Device (FSD)** – Select the method that the purchaser is using to comply with the FSD requirements. (For information regarding Roster of Firearms Safety Devices Certified for Sale, see the Office of the Attorney General's website: <http://oag.ca.gov/firearms/fsdcertlist>.) **Note:** This field will not display when the waiting period is for a peace officer.
 - i. **Antique** – Select this type if the firearm is an antique pursuant to federal law.
 - ii. **Approved Lock Box** – Select this type if the FSD is a DOJ Certified Lock Box.
 - iii. **FSD Purchased** – Select this type if the Purchaser is purchasing a DOJ Certified FSD that is not included with the purchase of the firearm.
 - iv. **OEM** – Select this type if the firearm being purchased comes with a Certified FSD from the manufacturer.
 - v. **Safe Affidavit** – Select this type if the purchaser provides an affidavit that they own a Certified FSD Gun Safe.
- q. **Comments** – Enter any additional pertinent information in the **Comments** field, if applicable.



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Private Party Long Gun Transfer

Select the ***Private Party Long Gun Transfer*** transaction type when the individual selling or transferring a Long Gun is not a firearms dealer.

To submit a Private Party Long Gun Transfer transaction:

- 1) From the *Main Menu* page, select the ***Submit DROS*** link. The *Select Transaction Type* page will display.
- 2) Select the ***Private Party Long Gun Transfer*** link. The *Submit Private Party Long Gun Transfer* form will display.
- 3) Enter the Purchaser and Seller Information (see Entering Purchaser and Seller Information above).
- 4) Enter the Transaction and Firearm Information as follows:
 - a. **Gun Show Transaction?** – Select **Yes** or **No** from the drop down list.
 - b. **Waiting Period Exemption** – If applicable, select a waiting period exemption:
 - i. **CFD Number** – Select **CFD** from the drop down list if the purchaser is an active licensed firearm dealer. Selecting the CFD number waiting period exemption displays a ***Purchaser CFD Number*** field. Enter the purchaser's valid CFD number
 - ii. **Peace Officer** – This waiting period exemption requires a signed letter (wet signature) from the head of his/her law enforcement agency. You must keep a copy of the letter on file.
 - iii. **Special Weapons Permit** – Select **Special Weapons Permit** from the drop down list if the purchaser has a valid Special Weapons permit. Selecting the Special Weapons permit exemption displays a ***Special Weapons Permit Number*** field. Enter the purchaser's Special Weapons permit number.
 - c. **Receiver Only** – Select **Yes** or **No** whether the purchase is for a receiver only; if **Yes** is selected then the firearm caliber, additional caliber, barrel length, or unit of measure will not be available for updating.
 - d. **Make** – Select the name of the firearm manufacturer from the ***Make*** drop down list. **Tip:** Opening the ***Make*** drop down list and typing the first character of the make will take you to that section of the list.
 - e. **Model** – Enter the model of the firearm being purchased.
 - f. **Caliber** – Select the caliber of the firearm from the ***Caliber*** drop down list.
 - g. **Additional Caliber** – If appropriate, select any additional calibers from the ***Additional Caliber*** drop down list.
 - h. **Barrel Length** – Enter the length of the firearm's barrel. The barrel length can be from 1 - 4 numbers, and may contain a decimal point. The barrel length may be reported in inches or centimeters.
 - i. **Unit** – Select the barrel length unit of measure from the ***Unit*** drop down list.



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- j. **Gun Type** – Select the type of firearm from the **Gun Type** drop down list.
- k. **Category** – Select the appropriate long gun category from the **Category** drop down list. **Note:** The Category drop down list is blank until a **Gun Type** is selected.
- l. **Serial Number** – Enter and then re-enter the serial number stamped on the firearm.
- m. **Other Number** – If applicable, enter any additional number stamped on the firearm.
- n. **Color** – Select the color of the firearm from the **Color** drop down list.
- o. **Firearm Safety Device (FSD)** – Select the method that the Purchaser is using to comply with the FSD requirements. (For information regarding Roster of Firearms Safety Devices Certified for Sale, see the Office of the Attorney General's website: <http://oag.ca.gov/firearms/fsdcertlist>.) **Note:** This field will not display when the waiting period exemption is for a peace officer.
 - i. **Antique** – Select this type if the firearm is an antique pursuant to federal law.
 - ii. **Approved Lock Box** – Select this type if the FSD is a DOJ Certified Lock Box.
 - iii. **FSD Purchased** – Select this type if the purchaser is purchasing a DOJ Certified FSD that is not included with the purchase of the firearm.
 - iv. **OEM** – Select this type if the firearm being purchased comes with a Certified FSD from the manufacturer.
 - v. **Safe Affidavit** – Select this type if the purchaser provides an affidavit that they own a Certified FSD Gun Safe.
- p. **Comments** – Enter any additional pertinent information in the **Comments** field, if applicable.

Pawn/Consignment Long Gun Redemption

Select the ***Pawn/Consignment Long Gun Redemption*** transaction type when a long gun is being redeemed that had been pawned or consigned.

To submit a Pawn/Consignment Long Gun Redemption transaction:

- 1) From the *Main Menu* page, select the **Submit DROS** link. The *Select Transaction Type* page will display.
- 2) Select the ***Pawn/Consignment Long Gun Redemption*** link. The *Submit Pawn/Consignment Long Gun Redemption* form will display.
- 3) Enter the Purchaser Information (see Entering Purchaser and Seller Information above).
- 4) Enter the Transaction and Firearm Information as follows:
 - a. **Gun Show Transaction?** – Select **Yes** or **No** from the drop down list.



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- b. **Waiting Period Exemption** – If applicable, select a waiting period exemption:
 - i. **CFD Number** – Select **CFD** from the drop down list if the purchaser is an active licensed firearm dealer. Selecting the CFD number waiting period exemption displays a **Purchaser CFD Number** field. Enter the purchaser's valid CFD number.
 - ii. **Peace Officer** – This waiting period exemption requires a signed letter (wet signature) from the head of his/her law enforcement agency. You must keep a copy of the letter on file.
 - iii. **Special Weapons Permit** – Select **Special Weapons Permit** from the drop down list if the purchaser has a valid Special Weapons permit. Selecting the Special Weapons permit exemption displays a **Special Weapons Permit Number field**. Enter the purchaser's Special Weapons permit number.
- c. **Receiver Only** – Select **Yes** or **No** whether the purchase is for a receiver only; if **Yes** is selected then the firearm caliber, additional caliber, barrel length, or unit of measure will not be available for updating.
- d. **Make** – Select the name of the firearm manufacturer from the **Make** drop down list. **Tip:** Opening the **Make** drop down list and typing the first character of the make will take you to that section of the list.
- e. **Model** – Enter the model of the firearm being purchased.
- f. **Caliber** – Select the caliber of the firearm from the **Caliber** drop down list.
- g. **Additional Caliber** – If appropriate, select any additional calibers from the **Additional Caliber** drop down list.
- h. **Barrel Length** – Enter the length of the firearm's barrel. The barrel length can be from 1 - 4 numbers, and may contain a decimal point. The barrel length may be reported in inches or centimeters.
- i. **Unit** – Select the barrel length unit of measure from the **Unit** drop down list.
- j. **Gun Type** – Select the type of long gun from the **Gun Type** drop down list.
- k. **Category** – Select the appropriate long gun category from the **Category** drop down list. **Note:** The Category drop down list is blank until a **Gun Type** is selected.
- l. **Serial Number** – Enter and then re-enter the serial number stamped on the firearm.
- m. **Other Number** – If applicable, enter an additional number stamped on the firearm.
- n. **Color** – Select the color of the firearm from the **Color** drop down list.
- o. **Comments** – Enter any additional pertinent information in the **Comments** field, if applicable.



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Curio/Relic Long Gun Sale

Select the **Curio/Relic Long Gun Sale** transaction type when the firearm being purchased meets the Curio / Relic long gun definition.

To submit a Curio/Relic Long Gun Sale transaction:

- 1) From the *Main Menu* page, select the **Submit DROS** link. The *Select Transaction Type* page will display.
- 2) Select the **Curio/Relic Long Gun Sale** link. The *Submit Curio / Relic Long Gun Sale* form will display.
- 3) Enter the Purchaser Information (see Entering Purchaser and Seller Information above).
- 4) Enter the Transaction and Firearm Information as follows:
 - a. **Gun Show Transaction?** – Select **Yes** or **No** from the drop down list.
 - b. **Waiting Period Exemption** – If applicable, select a waiting period exemption:
 - i. **CFD Number** – Select **CFD** from the drop down list if the purchaser is an active licensed firearm dealer. Selecting the CFD number waiting period exemption displays a **Purchaser CFD Number** field. Enter the purchaser's valid CFD number.
 - ii. **Collector** – Select **Collector** from the drop down list if the Purchaser has a Collector COE number. Selecting the **Collector** waiting period exemption displays a COE Number field. Enter the Purchaser's valid COE number.
 - iii. **Peace Officer** – This waiting period exemption requires a letter from a valid law enforcement agency. You must keep a copy of the letter on file.
 - iv. **Special Weapons Permit** – Select **S Special Weapons Permit** from the drop down list if the purchaser has a valid Special Weapons permit. Selecting the Special Weapons permit exemption displays a **Special Weapons Permit Number field**. Enter the purchaser's Special Weapons permit number.
 - c. **Receiver Only** – Select **Yes** or **No** whether the purchase is for a receiver only; if **Yes** is selected then the firearm caliber, additional caliber, barrel length, or unit of measure will not be available for updating.
 - d. **Make** – Select the name of the firearm manufacturer from the **Make** drop down list. **Tip:** Opening the **Make** drop down list and typing the first character of the make will take you to that section of the list.
 - e. **Model** – Enter the model of the firearm being purchased.
 - f. **Caliber** – Select the caliber of the firearm from the **Caliber** drop down list.
 - g. **Additional Caliber** – If appropriate, select any additional calibers from the **Additional Caliber** drop down list.
 - h. **Barrel Length** – Enter the length of the firearm's barrel. The barrel length can be from 1 - 4 numbers, and may contain a decimal point. The barrel length may be reported in inches or centimeters.



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- i. **Unit** – Select the barrel length unit of measure from the **Unit** drop down list.
- j. **Gun Type** – Select the type of long gun from the **Gun Type** drop down list.
- k. **Category** – Select the appropriate long gun category from the **Category** drop down list. **Note:** The Category drop down list is blank until a **Gun Type** is selected.
- l. **Serial Number** – Enter and then re-enter the serial number stamped on the firearm.
- m. **Other Number** – If applicable, enter an additional number stamped on the firearm.
- n. **Color** – Select the color of the firearm from the **Color** drop down list.
- o. **New/Used Gun** – Select whether the firearm is new or used from the **New/Used Gun** drop down list.
- p. **Firearm Safety Device (FSD)** – Select the method that the Purchaser is using to comply with the FSD requirements. (For information regarding Roster of Firearms Safety Devices Certified for Sale, see the Office of the Attorney General's website: <http://oag.ca.gov/firearms/fsdcertlist>.) **Note:** This field will not display when the waiting period exemption is for a peace officer.
 - i. **Antique** – Select this type if the firearm is an antique pursuant to federal law.
 - ii. **Approved Lock Box** – Select this type if the FSD is a DOJ Certified Lock Box.
 - iii. **FSD Purchased** – Select this type if the purchaser is purchasing a DOJ Certified FSD that is not included with the purchase of the firearm.
 - iv. **OEM** – Select this type if the firearm being purchased comes with a Certified FSD from the manufacturer.
 - v. **Safe Affidavit** – Select this type if the purchaser provides an affidavit that they own a Certified FSD Gun Safe.
- q. **Comments** – Enter any additional pertinent information in the **Comments** field, if applicable.

Long Gun Loan (Loan between two California residents with an anticipated return to owner date)

To submit a Long Gun Loan transaction:

- 1) From the *Main Menu* page, select the **Submit DROS** link. The *Select Transaction Type* page will display.
- 2) Select the **Long Gun Loan** link. The *Submit Long Gun Loan* form will display.
- 3) Enter the Purchaser and Seller Information (see Entering Purchaser and Seller Information above).



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4) Enter the Transaction and Firearm Information as follows:

- a. **Gun Show Transaction?** – Select **Yes** or **No** from the drop down list.
- b. **Waiting Period Exemption** – If applicable, select a waiting period exemption:
 - i. **CFD Number** – Select **CFD** from the drop down list if the purchaser is an active licensed firearm dealer. Selecting the CFD number waiting period exemption displays a **Purchaser CFD Number** field. Enter the purchaser's valid CFD number.
 - ii. **Peace Officer** – This waiting period exemption requires a signed letter (wet signature) from the head of his/her law enforcement agency. You must keep a copy of the letter on file.
 - iii. **Special Weapons Permit** – Select **Special Weapons Permit** from the drop down list if the purchaser has a valid Special Weapons permit. Selecting the Special Weapons permit exemption displays a **Special Weapons Permit Number** field. Enter the purchaser's Special Weapons permit number.
- c. **Receiver Only** – Select **Yes** or **No** whether the purchase is for a receiver only; if **Yes** is selected then the firearm caliber, additional caliber, barrel length, or unit of measure will not be available for updating.
- d. **Make** – Select the name of the firearm manufacturer from the **Make** drop down list. **Tip:** Opening the **Make** drop down list and typing the first character of the make will take you to that section of the list.
- e. **Model** – Enter the model of the firearm being purchased.
- f. **Caliber** – Select the caliber of the firearm from the **Caliber** drop down list.
- g. **Additional Caliber** – If appropriate, select any additional calibers from the **Additional Caliber** drop down list.
- h. **Barrel Length** – Enter the length of the firearm's barrel. The barrel length can be from 1 - 4 numbers, and may contain a decimal point. The barrel length may be reported in inches or centimeters.
- i. **Unit** – Select the barrel length unit of measure from the **Unit** drop down list.
- j. **Gun Type** – Select the type of long gun from the **Gun Type** drop down list.
- k. **Category** – Select the appropriate long gun category from the **Category** drop down list. **Note:** The Category drop down list is blank until a **Gun Type** is selected.
- l. **Serial Number** – Enter and then re-enter the serial number stamped on the firearm.
- m. **Other Number** – If applicable, enter an additional number stamped on the firearm.
- n. **Color** – Select the color of the firearm from the **Color** drop down list.
- o. **Comments** – Enter any additional pertinent information in the **Comments** field, if applicable.



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PREVIEWING, PRINTING, AND SUBMITTING THE DROS

Once all of the DROS information has been entered, you will preview the DROS report by clicking on the **Preview** button. If any information is missing or entered incorrectly, an error message will display. If the system doesn't detect any problems with the DROS, a preview of the DROS report will display. Verify that the information entered is correct. If you find a mistake, click on the **Back** button, and you will be returned to the form and may correct the transaction. If the DROS preview is correct, you must click on the DROS payment agreement box (see Figure 9.2) before proceeding.

Figure 9.2, DROS Payment Agreement

You must check this box to see the Submit Final button.

*I understand that upon submission of this DROS transaction I will be billed and agree to pay a non-refundable fee of \$25 to the Department of Justice. ☐ (after checking the box to accept the fee you will be able to submit this DROS or print this preview)

Upon checking the DROS payment agreement box, the **Submit Final** button displays. Clicking on the **Submit Final** button sends the transaction to the DOJ and generates a DROS number. **IMPORTANT: Once the Submit Final button has been clicked, your dealership will be charged for the transaction, and the transaction can no longer be edited.** The DROS Report containing a DROS number, transaction date and time, and the earliest and latest delivery dates and times displays.

If the Purchaser claimed a waiting period exemption, the **Deliver Gun** button also displays. If the purchaser claiming a waiting period exemption intends to take immediate delivery of the firearm, click the **Deliver Gun** button. The system will record the time and date that the firearm was delivered, as well as the DES user who delivered the firearm.

Printing the DROS:

Click on the **Print this DROS** link towards the top of the page. The DROS will print to your local printer.

Completing the DROS:

- 1) The purchaser, salesperson, and, if applicable, seller must sign the printed DROS.
- 2) If you have a COE number, write the COE number in the **COE#** box next to the Salesperson's Signature area of the DROS.
- 3) The purchaser must leave a right thumb print impression in the *Purchaser's Right Thumb Print* box next to the *Purchaser's Signature* area of the DROS.
- 4) Keep a copy of the DROS Report at your place of business.

SUBMITTING ADDITIONAL DROS TRANSACTIONS

If applicable, more than one DROS transaction may be submitted under a single DROS submission. Additional DROS transactions will **not** incur any additional DROS fees.

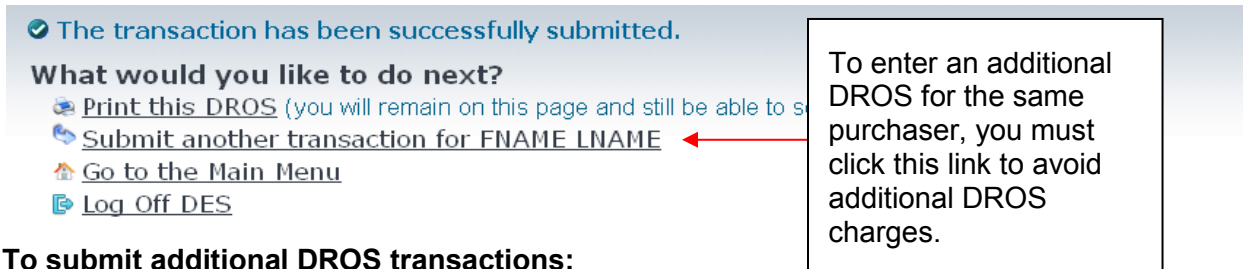
IMPORTANT: If you are entering multiple DROS transactions for a single purchaser you must click on the **Submit another transaction for ...** link (see Figure 9.3) in order to avoid additional DROS fees. If you leave the DROS page (for example, by clicking on the **Go to the Main Menu** link or by clicking on the **Log Off DES** link), you will not be able to go back to the submission, and will be required to start a new DROS submission, and will therefore be charged an



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additional DROS fee. You may enter a combination of any of the DROS transaction types (provided that the purchaser has the appropriate 30-day exemption, if required).

Figure 9.3, Submit another transaction link



To submit additional DROS transactions:

- 1) After printing the DROS (see above), click on the **Submit another transaction for . . .** link. The **Select Transaction Type** page displays.
- 2) Click on desired Transaction Type.
- 3) Complete the form as per the instructions above in this section, with the following exceptions:

Exceptions:

- 1) Purchaser information will be automatically loaded, and will not be editable.
- 2) Firearms eligibility questions must be answered for each transaction.
- 3) The system will prevent a purchaser from buying multiple handguns that fall under the 30-day restriction rule, unless the purchaser has a 30-day restriction exemption. The 30-day restriction exemption box must be checked for each applicable firearm.
- 4) The HSC/FSC number or HSC/FSC exemption code must be entered on the first handgun transaction for the submission, but once it has been entered it will be applied to any subsequent handgun transactions.
- 5) On the *Preview Screen* for subsequent transactions, the DROS payment agreement box must be checked in order to proceed with the submission; however, the DROS payment will be for a zero dollar amount.
- 6) Print the DROS for each transaction after clicking on the **Submit Final** button, and complete each printed DROS as instructed above.
- 7) Once the final DROS transaction has been completed for the entire submission (i.e., all firearms purchased for a single purchaser), click on the **Go to the Main Menu** or the **Log Off DES** link.

REVIEWING A PREVIOUSLY ENTERED DROS AND DELIVERING A FIREARM

Once the DROS transaction has been submitted to the DOJ, you can use the DES application to view the DROS, re-print the DROS, and mark the firearm as having been delivered when you release the firearm to the purchaser. The record will be available for 90 days after submission.

To search for a previously submitted DROS:

- 1) From the *Main Menu* page, click on the **Deliver Gun/Review DROS** link. The *Search DROS* page displays.



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2) Enter the information that you want to search:

- Partial or complete Last Name.
- Partial or complete First Name
- DROS Number

Note: For the most specific result, search by DROS number.

3) Click on the **Search** button. The system will display a list of all matching records (see Figure 9.4).

Figure 9.4, Search DROS Results

Search DROS

Last Name: First Name: DROS Number: 0720500001 Status:

Please click buttons only once.

Search Results

DROS Number	Name of Purchaser	Notice Date	Reviewed Date	Delivered Date	Delivered By
0720500001	FNAME LNAME				

Displaying records 1 to 1 of 1 total records.

- Clicking on the DROS number from the *Search Result* will take you to the selected DROS.
- The DROS will display with a current status, indicating whether or not the firearm can be delivered.
- Once you click on the DROS number, the DROS will display both the Earliest and Latest Delivery time that a firearm can be delivered to the purchaser (see Figure 9.5).

Figure 9.5, Earliest/Latest Delivery Date

Dealer's Record of Sale of Firearm

DROS NUMBER: 06708-00006 **STATUS: PENDING**

TRANSACTION DATE/TIME: 05/13/2013 10:29 AM
EARLIEST DELIVERY DATE/TIME: 05/13/2013 10:29 AM
LATEST DELIVERY DATE/TIME: 05/13/2013 10:29 AM

- To re-print the DROS, click on the **Print this DROS** link towards the top of page.
- Once the DROS has been approved, or if the purchaser claimed a waiting period exemption, the DROS will display the **Deliver Gun** button.
- When the purchaser is ready to pick up their firearm, the **Deliver Gun** button must be clicked. The system will record the time and date that the firearm was delivered, as well as the DES user who delivered the firearm.



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CORRECTING A DROS

Once a DROS transaction has been submitted to the DOJ, the system will allow a single change to be made to the firearm information of the DROS, as long as the DROS is in one of the following statuses:

- Pending
- Delayed
- Approved
- Approved & Delivered

To make a correction to the DROS:

- 1) From the *Main Menu* Page, click on the **Correct DROS** link. The *Search DROS* page will display.
- 2) Enter the information that you want to search:
 - a. Partial or complete Last Name.
 - b. Partial or complete First Name
 - c. DROS Number

Note: For the most specific result, search by DROS number.

- 3) Click on the **Search** button. The system will display a list of all matching records.
- 4) Click on the DROS number of the DROS you would like to correct. The details of the DROS will display.

Note: Only those fields within the Firearm Information section where the information appears in a text box or drop down can be edited, and of those editable fields, only one item can be changed (see Figure 9.6). If personal information must be corrected, the DROS must be cancelled and a new DROS transaction must be submitted.

Exception: If the serial number is modified, the re-entry of the new serial number is also required.

Exception: In the case of a Dealer Handgun DROS, the firearm description is considered one item and consists of: the make, model, caliber, barrel length, unit of measure, material, and category.

- 5) If no fields appear in text boxes, the DROS has already been corrected. If additional corrections must be made, the DROS must be cancelled and a new DROS transaction must be submitted.



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Figure 9.6, Editable DROS Fields

Transaction and Firearm Information

30-Day Restriction Exemption: NO
Gun Show Transaction?: NO
Waiting Period Exemption: NONE

*Make: NIGHTHAWK CUSTOM
*Model: Predator (Sniper Gray)

Caliber: .45 ACP

Barrel Length: 5 in
Material: STEEL
Category: SEMI-AUTOMATIC

*Serial Number: 654654
*Re-enter Serial Number: 654654
Other Number:
*Color: TURQUOISE

New/Used Gun: NEW
Firearm Safety Device (FSD): FSD Purchased
Gun Type: HANDGUN

Comments

- 6) Make the desired changes to the information.
- 7) Click on the **Preview** button. A preview of the modified DROS displays.
- 8) Click on the **Submit Final** button to submit the change to the DOJ. The DROS Report displays.
- 9) Print the corrected DROS by clicking on the **Print This DROS** link.

CANCELING A DROS

You may cancel a DROS that is any of the following statuses:

- Pending
- Delayed
- Approved
- Corrected
- Approved & Delivered

To Cancel a DROS:

- 1) From the *Main Menu* page, click on the **Cancel DROS** link.
- 2) The *Search DROS* page will display.
- 3) Enter the information that you want to search:
 - a. Partial or complete Last Name.
 - b. Partial or complete First Name
 - c. DROS Number

Note: For the most specific result, search by DROS number.



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- 4) Click on the **Search** button. The system will display a list of all matching records.
- 5) Click on the DROS number of the DROS you would like to cancel. The details of the DROS will display.
- 6) Click on the **Cancel DROS** button at the bottom of the page.
- 7) You will be asked to confirm the cancellation.
- 8) The DROS is displayed with a canceled status.
- 9) You can print the canceled DROS by clicking on the **Print this DROS** link.

10. ACQUISITION TRANSACTIONS

OVERVIEW

Acquisition transactions are required for firearms dealers, secondhand dealers, or pawnbrokers to report information regarding the acquisition of a firearm to the DOJ. When you log into the DES application, the system checks for an active firearms dealer, secondhand dealer, and/or pawnbroker license through the Centralized List database and will display the appropriate acquisition types for selection:

- All firearms dealers have access to the Buy transaction type.
- Secondhand dealers have access to the Buy and Consignment transaction types.
- Pawnbrokers have access to the Buy, Consignment, and Pawn transaction types.

ASSAULT WEAPONS:

By law, assault weapons are not allowed for Pawn or Consignment transactions at any time.

Assault weapons are permissible on a Buy transaction only if you have an Assault Weapon permit. If you do not have an Assault Weapon permit, you will not be allowed to submit an Assault Weapon Buy transaction.

Before you can perform an Acquisition transaction:

- 1) Your DES account must be setup with the **Enter Transaction** permission.
- 2) If you are associated to more than one dealership, you must select the dealership that you want to be associated with for your DES session before you can submit an Acquisition transaction.
- 3) You must review any unread DOJ Information Bulletins prior to submitting an Acquisition transaction.
- 4) You must acknowledge any Urgent DROS Firearms Eligibility Notices prior to submitting an Acquisition transaction.



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ENTERING AN ACQUISITION TRANSACTION:

- 1) From the *Main Menu* page, select the **Submit Acquisition** link. If you have a valid Secondhand Dealer or Pawnbroker license, the system will display the *Select Acquisition Transaction Type* page (see Figure 10.1). For all other users, the system will display the *Enter Buy Transaction Details* page with the Transaction Type of *Buy* pre-selected.

Figure 10.1, Select Acquisition Transaction Type

- 2) From the *Select Acquisition Transaction Type* page, select the type of transaction that you wish to perform; the entry form will display.
- 3) Swipe the seller's driver's license or identification card through the magnetic card swipe reader.
- 4) Click on the **Submit** button in the **Swipe CA Driver's License or ID Card** area.
- 5) Verify that the data displays correctly. **Note:** If the information will not scan, you must manually enter the information.
- 6) Correct information as necessary.
- 7) Complete all applicable fields.

Tips for entering Seller/Transferor Information:

- **Single Name** – If the seller/transferor has a single name (example: Wasp, Sky, Rebel), enter the single name in the Last Name field and enter an asterisk (*) in the First Name field; Suffix and Middle Name fields must remain blank.
- **Seller's/Transferor's City** – The city will automatically appear based on the zip code. However, if the zip code has more than one city name or variation listed, you will need to select the correct city name from the City drop down list.
- **Date of Birth** – The seller/transferor must be 18 years or older.
- **ID Information** – There are eight forms of valid Identification for seller/transferor to verify their identity. The following are the requirements for each type of ID:



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- **CA Driver's License** – Must be 1 alpha in the first position, followed by 7 numbers.
- **CA ID Card** – Must be 1 alpha in the first position, followed by 7 numbers.
- **Canadian Driver's License** – Maximum 11 characters and the system will automatically display Canada as the Issuing Country.
- **Foreign Passport** – Maximum 11 characters and you must pick the country that issued the passport from the Issuing Country drop down list.
- **DOD ID** – Must be 9 to 10 numbers (no alphas allowed).
- **Out of State Driver's License** – Maximum 11 characters and you must pick the issuing state from the Issuing State drop down list.
- **Out of State ID Card** – Maximum 11 characters and you must pick the issuing state from the Issuing State drop down list.
- **Passport Number** – Maximum 11 characters and the system will automatically display USA as the Issuing Country.

Note: Although Non-CA identifications are allowed, a firearm can only be delivered to a person who provides clear evidence of the person's identity and age: a valid CA driver's license or a valid CA ID.

- 8) Enter all required and any optional information in the *Firearm Transaction Information* Section.

Tips for entering Firearm Transaction Information:

- **Transaction Type** – The transaction type that you selected from the Select *Acquisition Transaction Type* page will display as read only in this field. Verify that you entered the correct type, and, if not, click on the **Back** button to return to your selection options. **Note:** If you don't have a Pawn or Secondhand Dealer's license, the system will automatically select the Buy transaction type.
 - **Loan/Buy Number** – This is the number that your business uses to track transactions (or the number in the Acquisition and Disposition book). Enter alphas, numbers, or common punctuation characters in this field.
- 9) Once all of the Acquisition information has been entered, preview the Firearm Acquisition Report by clicking on the **Preview** button. If any information is missing or entered incorrectly, an error message will display. If the system doesn't detect any problems with the page, a preview of the Firearm Acquisition Report will display. Click the **Print** button located at the bottom of the preview screen. The seller/transferor must verify that the information is correct. If they find a mistake, click on the **Edit Details** button, and you will be returned to the entry page and may correct the transaction. If the Firearm Acquisition Report Preview is correct, the seller/transferor must initial the printed preview report (see Figure 10.2).



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Figure 10.2, Seller/Transferor's Initials

SELLER/TRANSFEROR'S INITIALS *I have reviewed the SELLER/TRANSFEROR INFORMATION and the FIREARM DETAILS shown on this form and understand that once this information is submitted by the dealer, I must go through the DROS process and pay associated fees to redeem my firearm.*

10) Once you have previewed and printed the Firearm Acquisition Report, the **Submit** button will display.

11) To submit the transaction to the DOJ, click on the **Submit** button.

Important: Once the transaction has been submitted, no further changes can be made. The seller/transferor would now be required to go through the DROS process to get the firearm back.

Note: Although Non-CA identifications are allowed, a firearm can only be delivered if clear evidence of the person's identity and age is established: a valid CA driver's license or a valid CA ID.

12) The Final Firearm Acquisition Report will be displayed, and will have the unique FDAS transaction number in the top, right corner.

13) Print the Final Firearm Acquisition Report and obtain the seller/transferor's signature and right thumb print (see Figure 10.3).

Figure 10.3

SELLER/TRANSFEROR'S SIGNATURE *I certify under penalty of perjury that to my knowledge and belief the information above is true and complete and I am the owner, or have the authority of the owner, to sell or pledge the property.*

DEALER/EMPLOYEE'S SIGNATURE *I certify under penalty of perjury under the laws of the State of California that I am a Firearms Dealer licensed pursuant to Penal Code section 26700, and that my license is valid.*

Seller/Transferor's Right Thumb Print

- 14) You must sign the final report.
- 15) Keep copies of all final Firearm Acquisition Reports at your place of business.
- Note:** Per Business and Professions Code section 21636, subdivision (a), all tangible personal property acquired is subject to a 30-day holding period; a DROS transaction may be submitted on the 21st day to allow for the 10-day waiting period.

ENTERING ADDITIONAL ACQUISITION TRANSACTIONS FOR THE SAME SELLER/TRANSFEROR:

Once you have printed the final Acquisition Transaction Report, you will have the option to enter another firearm for the same seller/transferor. You can only use this function if you are doing the same type of transaction for the seller/transferor. If the seller/transferor wants to pawn one firearm and consign another firearm, you must return to the Main Menu and choose the different transaction type.



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To enter additional Acquisition transactions for the same seller/transferor:

- 1) Once you have printed the final Acquisition Transaction Report, click on the **New Transaction, Same Seller** button. The system will display a new acquisition entry screen with the seller/transferor information auto populated.
- 2) Enter the Firearm Transaction Information section with the information for the additional firearm.
- 3) Repeat and follow the direction in Section 10 as needed.

VIEWING AND PRINTING ACQUISITION TRANSACTIONS:

Once the Acquisition transaction has been submitted to the DOJ, you can use the DES application to view and re-print the Firearms Acquisition Report. The record will be available for 90 days after submission to the DOJ.

To search for a previously submitted Acquisition:

- 1) From the *Main Menu* page, click on the **View Acquisition** link. The *Search Acquisition* page displays.
- 2) Enter the information that you want to search:
 - a. Partial or complete Last Name.
 - b. Partial or complete First Name
 - c. Loan/Buy NumberOr
 - d. Acquisition Number

Note: For the most specific result, search by Acquisition number.

- 3) Click on the **Search** button. The system will display a list of all matching records.
- 4) Clicking on the loan/buy number from the search result will take you to the selected Firearm Acquisition Report.
- 5) To re-print the Firearm Acquisition Report, click on the **Reprint** link towards the bottom of the page.



11. USE OF RECAPTCHA

The reCAPTCHA program helps prevent a computer application from being accessed by another computer. reCAPTCHAs are used by many websites to prevent abuse from "bots," or automated programs usually written to generate spam. No computer program can read distorted text as well as humans can, so bots cannot navigate sites protected by reCAPTCHAs. We present a reCAPTCHA challenge on all data submission pages that are available to a user prior to being logged on to the application (see Figures 11.1, 11.2, and 11.3).

Figure 11.1, initial reCAPTCHA verification

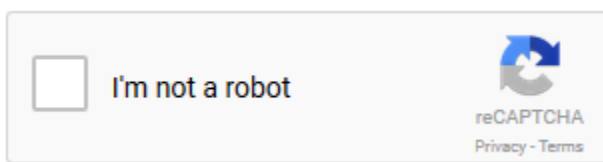


Figure 11.2, reCAPTCHA verification

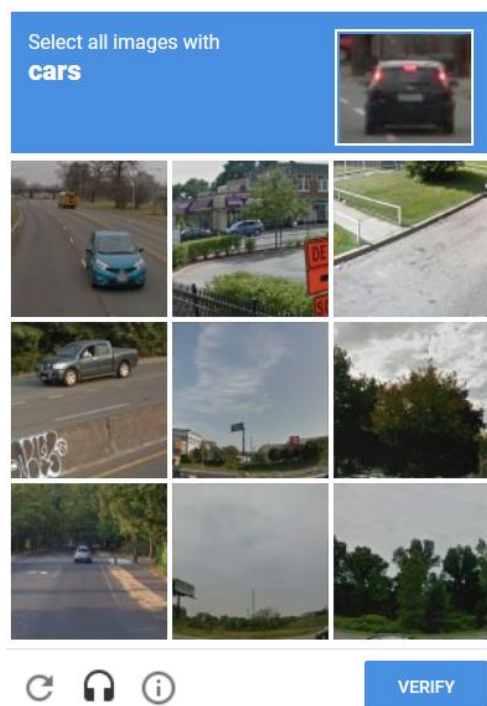


Figure 11.3, reCAPTCHA image(s) verified

