verizonbusiness

DROS ENTRY SYSTEM FOR THE INTERNET

DROS Entry Application User Manual

Doc Ver 9.02 / App Ver 3.34

Table of Contents

1. Introduction

This manual provides instructions and support to firearm dealers using the Internet to initiate a background eligibility check with the California Department of Justice (DOJ).

The following topics are covered in this manual:

DROS Entry System Overview

DROS Entry System Overview

The Dealer's Record of Sale (DROS) Entry System is a computer system used by the Department of Justice (DOJ) to process a DROS and to generate DOJ notices and bulletins.

TIP: Have your CFD ready before calling the service center.

The DROS Entry System is available to receive and send information from 7:00 a.m. until 11:00 p.m. seven days a week.

Background Eligibility Checks

The **Dealer's Record of Sale** (DROS) Internet process is used to obtain information necessary to perform background eligibility checks for firearm purchasers. After the information is obtained, it is submitted to the DROS Entry System and a DROS number is automatically assigned. Once this number is assigned, the mandated waiting period begins.

The Internet Process

The *Internet Process* involves entering DROS information through a computer with access to the *Internet*. Through the Internet, the computer connects to a secured website and the DROS Entry System.

The DROS Entry System windows contain the same information found on a DROS worksheet. **Using a computer to enter information is not an "instant check" system.** The computer enables dealers to enter information directly into the system rather than completing a DROS worksheet that is processed manually.

Once the required information is entered into the system and sent to the DOJ, a DROS number is generated. A DROS can then be viewed and printed using the DROS Entry System.

If the background eligibility check results in a denial or delay, a notice is generated by the DOJ. That notice can be viewed and printed using the DROS Entry System. In addition, the dealer is notified by mail and telephone.

DROS Service Center

The **DROS Service Center** provides support for issues pertaining to the DROS Entry System and is available to all firearm dealers. The DROS Service Center can be reached by calling **1-800-974-3767** from 9:00 a.m. to 9:00 p.m. Monday through Saturday, and from 10:00 a.m. to 6:00 p.m. on Sunday.

About this Manual

In order to make the information contained in this manual clear and easy to read, certain font types and formatting styles are used.

DROS Entry System Overview

The type styles are describe below:

- Words in *italics* indicate a text box, screen name, or any item found in the application. Italics are also used to emphasize important information. For example: Advance the cursor to the *Last Name* field.

- **Bold** words indicate a button or tab. For example: Click the **Submit** button.

- When instructions refer to pressing a "key," they are referring to a key on the keyboard.

Hardware and Software Requirements

Hardware and Software Requirements

This section describes the minimum hardware and software requirements necessary to use the Internet application.

Your dealership must have the following items:

NOTE: The DOJ-supplied computer (or compatible) and HP DeskJet printer fulfill the hardware requirements.

- Celeron, Pentium or equivalent desktop or laptop computer
- Modem 28.8 (or higher)
- Windows-compatible printer
- Windows 95, Windows 98, Windows NT, Windows 2000 or Windows XP Operating System
- Microsoft Internet Explorer 4.0, 5.0, 5.5 or 6.0
- Internet Service Provider (ISP)
- Mag stripe reader

2. Getting Started

This chapter explains how to configure Internet Explorer before installing the Internet application. This chapter also guides you through the process of downloading and installing the application on your personal computer and setting up Internet Explorer to print a completed DROS. It also describes how to log into the application and change a password.

The following sections are included in this chapter:

Downloading and Installing the DROS Application

To install and run the CFIS DROS Internet applications, you must have an Internet Service Provider (ISP) and be connected to the Internet.

Contact your ISP for information on setting up and establishing an Internet connection.

NOTE: To set up Internet Explorer and install the most current version of the DROS Entry System application, all steps in this chapter must be followed.

To Install the DROS Application

1. Open **Internet Explorer**. Do this from the **Start** menu by choosing **Start > Programs > Internet Explorer**.

   Or

   Double-click the **Internet Explorer** icon ( ) on the desktop.

   The *Internet Explorer* window appears. The default page for Internet Explorer is www.msn.com. However, if you have changed your home page or your ISP uses a different home page, that page will be displayed.

2. Open the *Internet Options* window:

   TIP: Check which version of Internet Explorer you are using by selecting **Help > About Internet Explorer** from the menu.

   If you are using **Internet Explorer 4.0**, select **View > Internet Options** from the menu bar at the top of the window. If you are using **Internet Explorer 5.0, 5.5** or **6.0**, select **Tools > Internet Options** from the menu bar at the top of the window.

   The *Internet Options* window appears, as shown in Figure 1. By default, the **General** tab is selected.

TIP: To set the DOJ Bureau of Firearms website as your home page, enter the Uniform Resource Locator (URL) in the *Address* field in the *Internet Options* window. By doing this, the DOJ website will be displayed by default when you open Internet Explorer.

Figure 1: The Internet Options Window

Downloading and Installing the DROS Application

3. Click the **Security** tab to display the security options section of the screen, as shown in Figure 2.
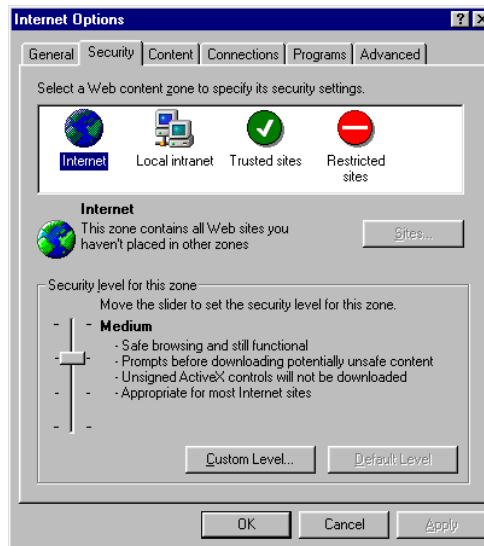

Figure 2: The Internet Options Window With Security Tab Selected

4. In the *Internet Options* window, click the **Custom Level** button to display the *Security Settings* window, as shown in Figure 3.
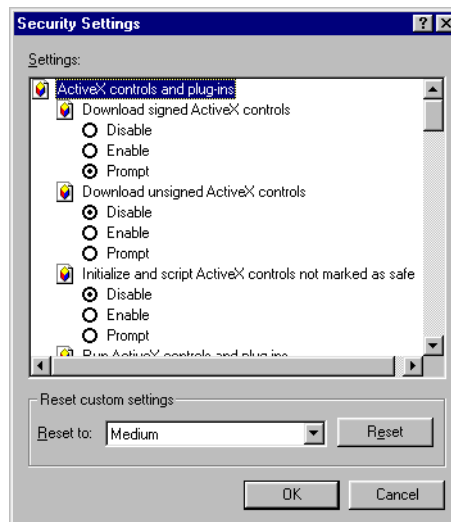
Figure 3: Figure 4: The Security Settings Window

Downloading and Installing the DROS Application

5. Set the following ActiveX controls and plug-ins to **Enable**. Do this by clicking the radio button next to each option.

   The ActiveX controls and plug-ins to be set to **Enable** are:

   - Download signed ActiveX controls
   - Run ActiveX controls and plug-ins

NOTE: If these radio buttons are set to **Prompt**, you will be prompted each time you log into the application. Setting them to **Enable** is a time-saving measure.

6. Set the following ActiveX controls and plug-ins to **Disable**. Do this by clicking the radio button next to each option.

   The ActiveX controls and plug-ins to **Disable** are:

   - Download unsigned ActiveX controls
   - Initialize and script ActiveX controls not marked as safe

7. Click the **OK** button to save the changes to the security settings.

8. A warning message appears (Figure 4) prompting if you are sure you want to change the security settings. Click the **Yes** button.
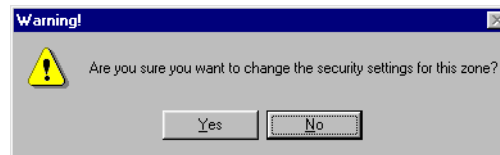
Figure 4: The Warning Message

Once you click the **Yes** button, the application returns to the *Internet Options* window, as shown in Figure 2 on page 13.

9. In the *Internet Options* window, click the **OK** button to return to the *Internet Explorer* window.

Downloading and Installing the DROS Application

TIP: To add this website to your list of favorites, choose **Favorites > Add to Favorites** from the menu bar. Navigate to a page in your favorites by choosing **Favorites** from the menu bar and selecting the website from the list. This eliminates the step of typing out the website every time you wish to navigate to that site.

10. In the *Address* field at the top of the screen, enter the following address:

    http://caag.state.ca.us/firearms

11. Press the **Enter** key.

    Internet Explorer opens the *DOJ Bureau of Firearms* website, as shown in Figure 5.

Figure 5: The DOJ Bureau of Firearms Website

12. Click the CA Firearms Dealer DROS Entry System Access link located near the bottom of the page. It is listed under the heading **Firearms Dealer Information and Tools**, similar to Figure 6.

Downloading and Installing the DROS Application

FIREARMS DEALER INFORMATION AND TOOLS

- CA Firearms Dealer DROS Entry System Access

- Firearms Dealer Notices, Forms, and Information

- Handgun Safety Certificate Forms and Publications

- DROS Internet Process Frequently Asked Questions

- California Entertainment Firearms Permit

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PRIVACY POLICY | TERMS AND CONDITIONS | © 2006 DOJ

Figure 6: The Link to the DROS Entry System Website

Internet Explorer opens the main *DROS Entry System* window, as shown in Figure 7.

DROS Entry System

- DROS Entry
- Help
- System Requirements
- Setup

Setup Help
Quick Reference Sheet
DROS System User Manual
DROS System Installation Manual
FREQUENTLY ASKED QUESTIONS
California Firearm Dealer Billing Enrollment Form

Figure 7: The Main DROS Entry System Window

Downloading and Installing the DROS Application

13. To install the ActiveX controls and plug-ins required to run the DROS Internet system, click the **Setup** button (shown in Figure 8).

NOTE: The DROS Entry System application takes an average of 12 minutes to download and install using a 28.8 speed modem. Installation times will vary depending on connection speed and network traffic.

The *CFIS PSD Setup* window appears, indicating that the application is downloading and installing on your computer.

Once the ActiveX controls and plug-ins are installed, the *DROS Entry System Login* window appears, shown similar to Figure 8.
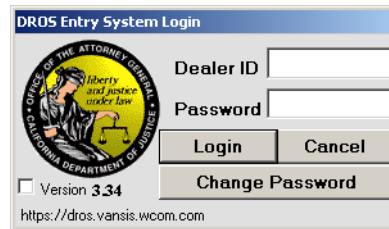

Figure 8: The DROS Entry System Login Window

14. Click the **Cancel** button.

15. Click the <u>DROS Entry System Main Page</u> link at the top of the *CFIS PSD Setup* window to return to the main *DROS Entry System* window, shown in Figure 8.

You have now successfully completed the initial installation of the DROS Entry System application for the Internet. The initial installation installs key components of the application. The most current version of the application will be installed when you first log into the main *DROS Entry System* window. This installation takes considerably less time than the initial installation.

16. Click the **DROS Entry** button to launch the *DROS Entry System Login* window.

Downloading and Installing the DROS Application

NOTE: Each time the *DROS Entry System Login* window is launched, the application automatically checks to see that the most current version of the application is installed on your computer. Occasionally, when a new version of the application is released, the login process takes longer. The installation process takes an average of two to five minutes to download and install using a 28.8 speed modem. Installation times will vary depending on connection speed and network traffic.

The most current version of the application is automatically installed. When the installation process finishes, the *DROS Entry System Login* window appears, as shown in Figure 9.
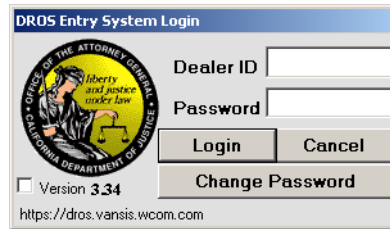

Figure 9: The DROS Entry System Login Window

For information on logging into the system and completing the DROS entry process, follow the instructions beginning on page 21.

The section "Setting Up Internet Explorer to Print a DROS" on page 19 contains instructions for setting up *Internet Explorer* to print a DROS.

Setting Up Internet Explorer to Print a DROS

This section explains how to set up the printer settings in Internet Explorer to print a DROS. By following these steps, you will ensure that a DROS will print properly on a single page.

To set up Internet Explorer

1. Open **Internet Explorer**.

   In *Windows 2000*, do this from the **Start** menu by choosing **Start > Programs > Internet Explorer**. You can also open Internet Explorer by double-clicking the **Internet Explorer** icon ( ) on the desktop. The *Internet Explorer* window appears.

   or

   In Windows XP, do this by clicking the **Start** button at the bottom of the screen and choosing **Internet Explorer** from the pop-up window. The *Internet Explorer* window appears.

2. Choose **File > Page Setup** from the menu.

   The *Page Setup* window appears, as shown in Figure 10.

TIP: The *Page Setup* window can also be displayed from within the DROS Entry System application by clicking the **Setup** button from the *Review DROS for Submitted Application* window.
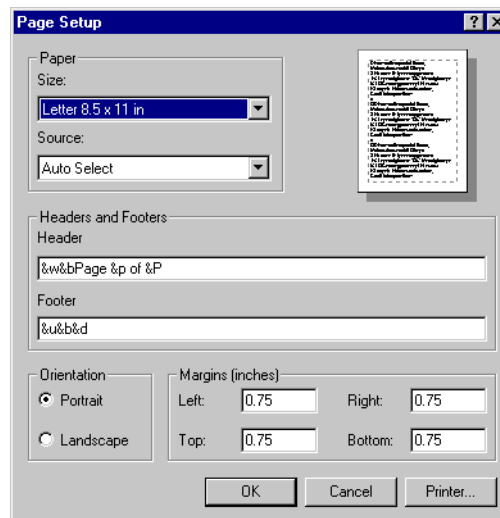

Figure 10: The Page Setup Window

3. In the *Page Setup* window, select and delete the text contained in the **Header** and **Footer** fields.

4. Change the **Left, Right, Top** and **Bottom** margins to **0.25**.

   When finished deleting the Header and Footer and changing the margins, the *Page Setup* window should look like Figure 11.

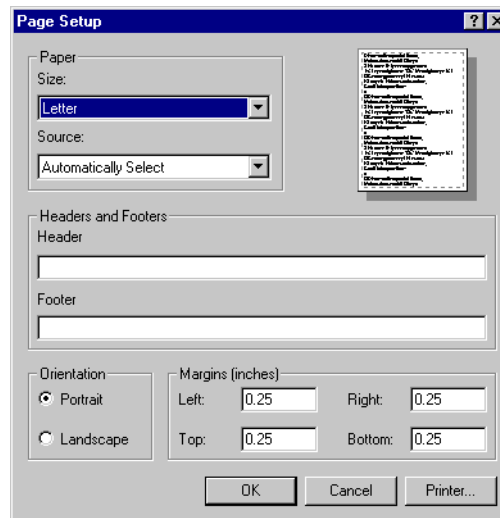## *Setting Up Internet Explorer to Print a DROS*

Figure 11: The Page Setup Window With Fields Cleared

5. Click the **OK** button. The *Page Setup* window closes and returns to the *Internet Explorer* window.

6. In the *Internet Explorer* window, choose **View > Text Size > Smaller** from the menu.

7. Close the *Internet Explorer* window by clicking the **X** button in the upper-right corner of the window.

Logging into the DROS Entry System

Before you can use the *DROS Entry Application* to process a DROS, you must first log into the application. This section describes how to do this.

To Log Into the Application

1. Turn on the computer.

2. (If necessary) in the *Enter Network Password* window, enter **worldcom** in the *User Name* field.

3. (If necessary) in the *Enter Network Password* window, enter **worldcom** in the *Password* field.

4. Click the **OK** button.

5. Once the computer has finished starting up, open an *Internet Explorer* browser window.

   In *Windows 2000*, do this from the **Start** menu by choosing **Start > Programs > Internet Explorer**. You can also open Internet Explorer by double-clicking the **Internet Explorer** icon ( ) on the desktop.

   or

   In *Windows XP*, do this by clicking the **Start** button at the bottom of the screen and choosing **Internet Explorer** from the pop-up window.

6. In the **Address** field at the top of the screen, enter the following address.

   http://caag.state.ca.us/firearms

7. Press the **Enter** key.

   Internet Explorer opens the *DOJ Bureau of Firearms* website, similar to Figure 12.

TIP: To add this website to your list of favorites, choose **Favorites > Add to Favorites** from the menu bar. Navigate to a page in your favorites by choosing **Favorites** from the menu bar and selecting the website from the list.

Logging into the DROS Entry System

Figure 12: The DOJ Bureau of Firearms Website

8. Click the CA Firearms Dealer DROS Entry System Access link located near the bottom of the page. It is listed under the heading **Firearms Dealer Information and Tools**, as shown in Figure 13.

Figure 13: The Link to the DROS Entry System Website

Logging into the DROS Entry System

Internet Explorer opens the main *DROS Entry System* window, as shown in Figure 14.

Figure 14: The Main DROS Entry System Window

9. In the main *DROS Entry System* window click the **DROS Entry** button. The *DROS Entry System Login* window appears, as shown in Figure 15.

NOTE: Each time *DROS Entry System Login* window is launched, the application automatically checks to see that the most current version of the application is installed on your computer. Installation times will vary depending on connection speed and network traffic.
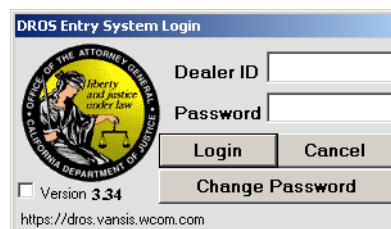

Figure 15: The DROS Entry System Login Window

10. If any drop-down menus are not populating in the application, click the **Version** check box (shown in Figure 15).

This forces the download of drop-down menu options. This check box should only be checked if any drop-down menus are not populating. Checking this option increases login time by two to five minutes.

Logging into the DROS Entry System

11. Enter your *Dealer ID* and *Password* in the appropriate fields and click the **Login** button. For information on obtaining a Dealer ID and Password, see the section "Receiving a Dealer ID and Password" on page 31.

The *DROS Entry System Login* window appears as the process of connecting to the secured Internet site begins. If an invalid password or Dealer ID is entered, a message is displayed, as shown in Figure 16.

If the following message appears, click the **OK** button and then type your *Password* and *Dealer ID* again in the *DROS Entry System Login* window. The process of connecting will begin again.

TIP: To change your password, see "To Change a Password" on page 27.

NOTE: The *Dealer ID* and *Password* are case sensitive. Information that is required to be entered as upper-case or lower-case characters is considered to be case-sensitive. For example, the words "user id" and "USER ID" appear as two different commands to a system that requires case-sensitive information.
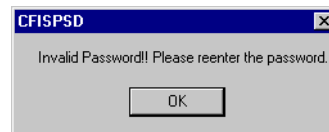
Figure 16: The Invalid Password Window

12. If any notices were received since the last login, a message is displayed, as shown in Figure 17. For more information about viewing notices, see the section "Reviewing DOJ Notices" on page 65.
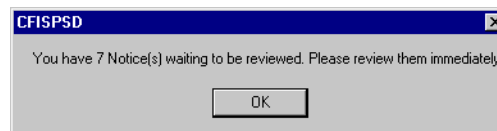
Figure 17: The Notices Received Window

13. When you successfully connect to the *DROS Entry System*, the *DROS Entry System* window appears, as shown in Figure 18.

Logging into the DROS Entry System

Figure 18: The DROS Entry System Window

This window enables you to choose the following functions:

Screen Option	Description
Handgun Dealer Sale	Used to enter a Dealer Sale transaction for a handgun. See "Entering a Handgun Dealer Sale Transaction" on page 35.
Long Gun Dealer Sale	Used to enter a Dealer Sale transaction for a long gun. See "Entering a Long Gun Dealer Sale Transaction" on page 46.
Peace Officer	Used to enter a Peace Officer transaction for either a handgun or a long gun. See "Entering a Peace Officer Transaction" on page 48.
Curio/Relic/Olympic Pistol/Exempt	Used to enter a Curio, Relic, Olympic Pistol or Exempt transaction for either a handgun or a long gun. See "Entering a Curio, Relic, Olympic or Exempt Transaction" on page 52.
Private Transfer	Used to enter a Private Party Transfer transaction for either a handgun or a long gun. See "Entering a Private Party, Loan or Pawn Transaction" on page 56.
Review, Correct or Cancel	Used to review and/or print a previously entered DROS, Bulletin or Notice. It is also used to correct or cancel a DROS. See "Reviewing a Previously Entered DROS" on page 59.
Loan	Used to enter a Loan transaction for either a handgun or a long gun. See "Entering a Curio, Relic, Olympic or Exempt Transaction" on page 52.

Logging into the DROS Entry System

Screen Option	Description
Pawn/Consign Rtn	Used to enter a Pawn transaction for either a handgun or a long gun. See "Entering a Curio, Relic, Olympic or Exempt Transaction" on page 52.
Help	Used to access the Help function, which contains a system overview of *DROS Entry System*, Troubleshooting Tips and a list of Frequently Asked Questions.
Logoff	Used to exit from the *DROS Entry System*.

Changing a Master or Secondary Password

Use the following instructions to change the password that is used to log into the *DROS Entry Application*. There are two types of passwords that can be changed: master and secondary. The master password is a unique password used by a dealer. The secondary password is used by all salespeople working for the dealer.

NOTE: Only an authorized user with a master password can change a master or secondary password.

When changing a password, it can be helpful to create a password that can be easily remembered by you. However, do not use a common word or phrase that could be easily guessed by an unauthorized user trying to gain access to the *DROS Entry Application*. Also, never write your password down and leave it where unauthorized users have access to it.

To Change a Password

1. Begin logging into the application, stopping when the *DROS Entry System Login* window appears, as shown in Figure 19. For instructions, see "Logging into the DROS Entry System" on page 21.
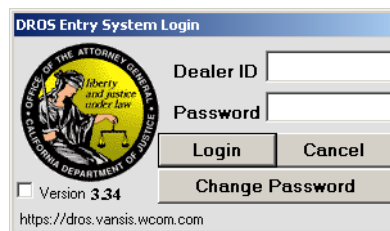
Figure 19: The DROS Entry System Login Window

2. Click **Change Password**. The *Change Password* window appears, as shown in Figure 20.
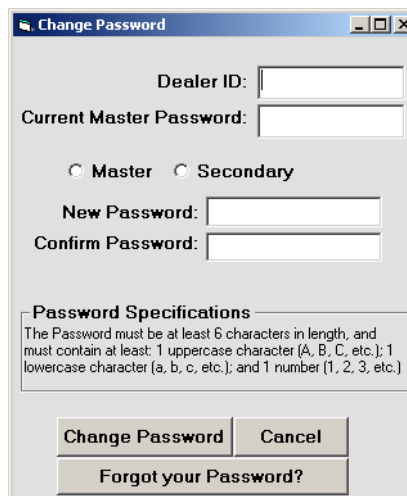
Figure 20: Change Password Window

Changing a Master or Secondary Password

TIP: If you have forgotten your password, click **Forgot your Password** and call the number listed in window that displays.

3. Enter your *Dealer ID* and *Current Master Password* in the fields provided.

4. Select the type of password you are changing by selecting the **Master** or **Secondary** option.

5. Enter the new master or secondary password in the *New Password* field.

   The new password must conform to the following specifications:

   - At least six characters in length.
   - Contain at least one uppercase character (A, B, C, etc.).
   - Contain at least one lowercase character (a, b, c, etc.).
   - Contain at least one number (1, 2, 3, etc.).

6. Enter the new password again in the *Confirm Password* field

7. Click **Change Password**. The new password is saved and the application returns to the *DROS Entry System Login* window.

8. If necessary, continue logging into the *DROS Entry Application* using the new password. For instructions, see "To Log Into the Application" on page 21.

3. Processing a DROS

This chapter explains how to use a computer in conjunction with the Internet to enter and transmit information required to perform a background eligibility check for a firearm purchaser.

The following topics are included in this chapter:

Important Information

Important Information

The **Read Me First** section that follows provides important information that explains how to enter data into the *DROS Entry System* windows and the standards used throughout the system. It provides basic information you will find helpful, particularly if you are not familiar with the use of a computer.

Following this topic is a series of sections explaining how to access the *DROS Entry System*, as well as how to use the DROS Entry System to perform a variety of functions.

Read Me First

This section explains how to navigate, recognize drop-down menus, and enter information in the *DROS Entry System*. It also explains how to obtain a Dealer ID and Password.

Receiving a Dealer ID and Password

A Dealer ID and Password are required to log into the DROS Entry System and process a DROS using the Internet system.

TIP: Have your CFD ready before calling the service center.

Dealer IDs and Passwords are obtained from the DROS Service Center by calling **1-800-974-3767**. A valid California Firearm Dealer (CFD) number is required to receive a Dealer ID and Password.

Moving Around the DROS Entry System

Moving from field to field is easy and consistent throughout the DROS Entry System.

The following list provides information about moving around in the DROS Entry system:

- A field is a box into which you can enter information.

- Press the **Tab** key to move in a forward direction (from left to right, top to bottom) between fields. Or use the mouse to select a field.

- Hold down the **Shift** key and press the **Tab** key to move in a backward direction (from right to left, bottom to top) between fields. Or use the mouse to select a field.

- Press the **Delete** or **Backspace** keys to erase an entry from a field.

- Click the arrow buttons (▼) next to fields to display a drop-down menu of possible field selections.

- Use the mouse to select drop-down menu options and access fields. Whenever instructions refer to pressing a "key" they are referring to a key on the keyboard.

Working with Fields and Drop-Down Menus

Some fields allow information to be into the field. If a thin flashing bar (referred to as a cursor) displays in a highlighted field, data can be typed in.

Other fields have a "drop-down menu," which is a list of pre-defined data options for use in the field. Fields with a drop-down menu have a small arrow (▼) on the right side of the field. Once the arrow is clicked, a list of options is displayed, similar to Figure 21.

Figure 21: Example of a Drop-Down Menu

There are two methods that can be used to select an option from a drop-down menu.

They are:

• Use the mouse to select the arrow (▼) and scroll through the possible options. Click on an option to select the value and populate the field. Press the **Tab** key to move to the next field (or select the field with your mouse).

  Or

• Begin typing the name of the option in the field. The system displays the first option from the list matching the letters you typed. Keep in mind that the more specific your text, the more closely the selected option matches your criteria. Once the correct option displays in the field, press the **Tab** key to move to the next field (or select the field with your mouse).

Read Me First

Using Help

A variety of "Help" options are available to assist with the DROS entry process.

The options are:

- A system overview and troubleshooting tips are accessed by selecting the **Help** button from the *DROS Entry System* window (or from the *Main Menu* before logging in).

- Frequently Asked Questions (FAQ's) are accessed by selecting the **Frequently Asked Questions** option from the *DROS Entry System* window (or from the *Main Menu* before logging in).

- Initial Set Up and Hardware/Software Requirements help text is accessed by clicking the **Setup Help** option on the **Main Menu** (before logging in). The Hardware/Software Requirements help text is can also be accessed by clicking the **System Requirements** button on the **Main Menu** (shown in Figure 14 on page 23).

- Quick Reference help text is accessed by clicking the **Quick Reference Sheet** option on the *Main Menu* (before logging in).

- A PDF version of the User Manual is accessed by clicking the **DROS System User Manual (PDF)** option on the *Main Menu*.

- A PDF version of the DROS Entry Installation manual is accessed by clicking the **DROS System Installation Manual (PDF)** option on the *Main Menu*.

- Online Help is accessed by clicking the **Help** button in the *Review DROS for Submitted Application* screen.

- Another help option is the **Troubleshooting Tips** chapter in this manual. See "Troubleshooting Tips" on page 79.

Using the Status Bar

The **Status Bar** (Figure 22) is located at the bottom of *DROS Entry System* windows. The *DROS Entry System* uses this area to communicate with users. Each time a field is highlighted, the left side of the Status Bar displays a brief description of the field. The Status Bar also displays whether the field type is *Mandatory* or *Optional*.
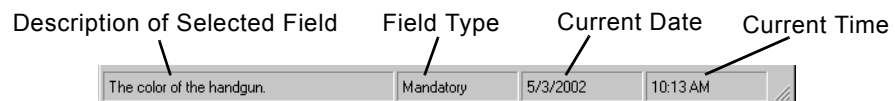
Figure 22: The Status Bar

Read Me First

Printing a CA Firearm Dealer Billing Enrollment Form

This section describes how to access and print a California Firearm Dealer Billing Enrollment Form. This form must be filled out and returned to Verizon Business to establish a billing account in the DOJ DROS system.

To Print an Enrollment Form

1. Click the California Firearm Dealer Billing Enrollment Form link in the *DROS Entry System* window (shown in Figure 14 on page 23). An enrollment form appears, as shown in Figure 23.

Figure 23: The California Firearm Dealing Billing Enrollment Form

2. Choose **File > Print** from the menu bar to print the form.

3. Click the **X** button ( ) to exit the enrollment form screen.

Entering a Handgun Dealer Sale Transaction

Entering a Handgun Dealer Sale Transaction

This section explains the steps required to enter a new DROS for a dealer sale of a handgun. The process begins at the *DROS Entry System* window. This window is shown in Figure 18 on page 25.

This window is an Internet-based DROS worksheet. The window has been customized so that only the sections that pertain to a Handgun Dealer Sale transaction are enabled: **DROS Information, Revolver/Pistol Information** and **Purchaser Information**. Because the entire worksheet cannot be seen at one time, it is divided into three tabbed screens.

To Enter a Handgun Dealer Sale Transaction

1. From the *DROS Entry System* window (Figure 18 on page 25), select the **Handgun Dealer Sale** button. The *HandGun Sale* window appears, as shown in Figure 24.

Figure 24: The HandGun Sale Window

The **Status Bar** at the bottom of the window prompts you with specific information about a selected field, and lets you know whether the field is *Mandatory* or *Optional*.

Entering a Handgun Dealer Sale Transaction

TIP: If you select the **CFD (California Firearms Dealer) Number** exemption, you must enter the Dealer ID number in the *CFD Number* field. If you select the *Special Weapons Permit* exemption, you must enter the permit number in the *Special Weapons Permit Number* field.

By default, the *Gun Purchase Indicator* field is set to **1**. You cannot edit this field on the screen. However, once you finish entering information for the initial DROS, you can enter information for additional handguns providing the purchaser is exempt from the "only one handgun within 30 days" statutory restriction.

2. The *Gun Show Sale* field is highlighted. Click the ▼ button in this field and select **Yes** or **No** from the drop-down menu.

3. Press the **Tab** key (or use the mouse to select the appropriate field) to move to the first field in the **Waiting Period Exemptions** section.

   The **Waiting Period Exemptions** section is used to select a type of exemption for purchasers with proof of statutory exemptions from the waiting period.

4. Select an exemption type from the drop-down menu, if applicable.

5. Press the **Tab** key to move to the first field in the *Revolver/Pistol* window.

6. Proceed to the section "Entering Revolver/Pistol Information" on page 37.

Entering a Handgun Dealer Sale Transaction

Entering Revolver/Pistol Information

This section describes the process for using the **Revolver/Pistol** tab (Figure 25) to enter information about the firearm being purchased/sold. This process is the same for each type of firearm that requires revolver/pistol information.

Figure 25: Revolver/Pistol Tab Selected

Depending on the type of sale and information entered, some fields may be grayed out. You cannot enter information into a field that is grayed out.

The following list provides information about the fields:

- The *Certified Guns* field is a required field used to select the revolver/ pistol type from a drop-down menu of options. The options include information about the make, mode, type, caliber and barrel length of the handgun.

Entering a Handgun Dealer Sale Transaction

- The *Make, Model, Type, Caliber, Barrel Length* and *Units* fields are automatically filled once a certified gun type is chosen.

- The handgun's serial numbers are entered in the *Serial Number* and *Other Number* fields. The *Other Number* field is optional and used if there is another number stamped on the firearm that is not part of the serial number.

- If you select **Other Handgun** as the *Type* (handgun type), you must enter the specific kind of handgun in the *Comments* field at the bottom of the window.

- The *Barrel Length* may be entered as a decimal or a fraction. For example, if the length is 10 and a half inches, you can enter either *10.5* or *10* (space) *1/2*. The system converts the entry to a decimal if it was entered as a fraction.

- The *Origin of Gun* field refers to the country in which the handgun was made.

- The *New Gun* field is used to select whether the gun is new or used.

- The *Comments* field is used for remarks pertaining to the handgun. This field accepts up to 15 characters, including spaces.

To Enter Revolver/Pistol Information

1. In the *Certified Guns* field, click the ▼ button and select a gun type from the drop-down menu. The *Make, Model, Type, Caliber, Barrel Length* and *Units* fields are automatically filled once a certified gun type is chosen.

2. Enter the revolver/pistol information, use the mouse to select and access the *Purchaser* window.

3. Proceed to the section "Entering Purchaser Information" on page 39.

Entering a Handgun Dealer Sale Transaction

Entering Purchaser Information

This section describes the process for using the **Purchaser** tab (Figure 26) to enter information about the person receiving the firearm. This process is the same for each type of firearm that requires purchaser information.

Figure 26: Purchaser Tab Selected

Information such as the purchaser's name and address is entered by scanning their driver's license or identification through a mag stripe reader. Once the license or identification is scanned, information can be modified if necessary.

Following are tips for entering a purchaser's information:

- Do not put a period in any of the name fields. For example, if you enter a middle initial, enter the initial only and do not put a period after it.

NOTE: Depending on the type of sale and information entered, some fields may be grayed out.

- When entering the date of birth, use slashes (/) to separate the month, day and year. For example January 5, 1942 should be entered as **01/05/1942** (mm/dd/yyyy).

- When entering the purchaser's weight, the number should be entered as three characters. For example, if the purchaser weighs 98 pounds, the weight should be entered as **098**.

Entering a Handgun Dealer Sale Transaction

- The *HSC Exemption Code* field refers to the Handgun Safety Certificate number. You must enter this number in this field or select an option from the *HSC Exemption Code* drop-down menu.

- If **No** is selected from the *United States Citizen* drop-down list, a *Country of Citizenship* must be selected and an *Alien Registration #* or *I-94 #* must be entered in the corresponding fields. The *Alien Registration #* number can be found on the purchaser's Permanent Resident Card (Green Card). The *I-94 #* can be found on the purchaser's I-94 Arrival/Departure Card. The *Registration #* field accepts up to 10 characters. The *I-94 #* field accepts up to 11 characters.

- Select **Yes** or **No** for each of the four questions listed at the bottom of the window based on the purchaser's responses.

- The *Comments* field enables you to enter remarks pertaining to the DROS. This field accepts up to 35 characters, including space.

To Enter Purchaser Information

1. With the **Purchaser** tab selected, press the **F5** key to display the *Read Purchaser California ID or DMV Card* window, as shown in Figure 27. This window must be displayed before scanning the purchaser's driver's license or identification through a mag stripe reader.

NOTE: To exit the window without scanning the driver's license or identification, press the **Esc** key.
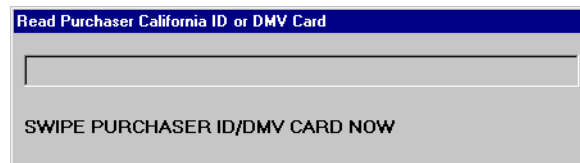

Figure 27: The Read Purchaser California ID or DMV Card Window

NOTE: Each field containing the purchaser's information can be modified. That means that you can update the address in the window if the purchaser has moved since the driver's license or identification was issued.

2. Using the mag stripe reader, scan the purchaser's driver's license or identification. The direction to scan the card is printed on the card reader.

   The progress bar on the *Read Purchaser California ID or DMV Card* window indicates that the application is retrieving the purchaser's information from the card. When the information has been retrieved, the window closes and the appropriate fields are populated.

   If the purchaser's driver's license or identification will not scan, their information can be entered manually. But first, check the troubleshooting section on page 79 for tips on getting the driver's license or identification to scan.

3. If the *Read Purchaser California ID or DMV Card* window does not close automatically after the fields are populated, press the **ESC** key on the keyboard to close the window.

Entering a Handgun Dealer Sale Transaction

4. Select whether the purchaser is a citizen from the *United States Citizen* drop-down list. If **No** is selected, a *Country of Citizenship* must be selected and an *Alien Registration #* or *I-94 #* must be entered in the corresponding fields. These numbers can be found on the purchaser's Permanent Resident Card (Green Card) or I-94 Arrival/Departure Card.

5. Use the **Tab** key (or the mouse) to move to each field and either type the requested information or select the appropriate option from each drop-down menu.

6. Select **Yes** or **No** for each of the four questions at the bottom of the window based on the purchaser's response.

7. Preview the DROS by proceeding to the section "Previewing a DROS" on page 42.

   Or

   Submit the DROS by proceeding to the section "Sending the DROS to the DOJ" on page 43.

Previewing a DROS

Previewing a DROS

Once all information has been entered for a DROS, you can preview it before submitting it to the DOJ. This gives you a chance to print and review a DROS and make any necessary corrections to the information before submitting it.

NOTE: A DROS is not complete and has not been sent to the DOJ until the **Submit** button has been clicked. See the section "Sending the DROS to the DOJ" on page 43 for more information on submitting a DROS.

To Preview a DROS

1. Once you have entered all of the DROS information, click the **Preview** button.

    If all required fields have not been completed, a message window indicates which fields require more information.

    If all entered information is complete, the *Review DROS for Submitted Application* screen appears, similar to Figure 28.

    It is important to note that a *DROS Number* is not assigned to a preview DROS. A DROS Number is only assigned when the DROS is submitted to the DOJ. See the section "Sending the DROS to the DOJ" on page 43 for more information on submitting a DROS.

Figure 28: The Review DROS for Submitted Application Window

2. Click the **Print** button to print the DROS preview. A DROS can also be printed by pressing **Ctrl** + **P** on the keyboard.

3. Click the **Close** button to return to the *DROS Entry System* window.

Sending the DROS to the DOJ

When you have completed and reviewed all of the information for the DROS, you are ready to send it to the DOJ. Once the DROS is sent to the DOJ, a DROS Number is assigned.

TIP: If a message box appears, a mandatory field may require input. The message may also indicate that the information entered may have failed the validation check. Click the **Ok** button or press the **Enter** key to close the message box. Correct the problem and click the **Submit** button again.

To Send the DROS to the DOJ

1. Click the **Submit** button (shown in Figure 26 on page 39) to send this DROS to the DOJ.

    The system checks the information you have entered to ensure that all mandatory fields are complete and that the information has been entered properly. If a questionable entry is detected, a pop-up message box appears with directions or comments, and the cursor is placed in the field in question.

2. When all of the information has been entered properly, the transmission process begins.

Sending the DROS to the DOJ

Receiving a DROS Number

When the transmission process is finished, a completed copy of the DROS (with a DROS number) displays on the *Review DROS for Submitted Application* screen, as shown in Figure 29.

Figure 29: The Review DROS for Submitted Application Window

To Print the DROS

1. Click the **Print** button to print the DROS. The print function is not automatic, you must click the **Print** button to print the DROS. A DROS can also be printed by pressing **Ctrl + P** on the keyboard.

   The purchaser and salesperson must sign the printed DROS.

   The *Delivery Date/Time* and *Dealer Information* must be manually entered on the printed DROS.

2. Click the **Close** button to return to the *DROS Entry System* window.

Sending the DROS to the DOJ

Entering Additional Handgun Purchases

The **Additional Handgun Purchase** button displays at the bottom of the window when the completed DROS appears when selling multiple handguns to the same purchaser. Additional handguns can be purchased only if the purchaser is exempt from the "only one handgun within 30 days" statutory restriction.

The following instructions describe how to enter another DROS for this purchaser.

To Enter Additional Handgun Purchases

1. Click the **Additional Handgun Purchase** button. The *Revolver/Pistol* window appears. All other information from the original DROS is copied to the new record.

2. Enter information about the firearm for the next handgun purchase.

3. Click the **Preview** button to review the DROS before submitting it to the DOJ. For more information on previewing a DROS, see the section "Previewing a DROS" on page 42.

4. Click the **Submit** button to send the additional DROS to the DOJ.

5. Repeat these steps for additional handguns, or click the **Close** button to finish.

Entering a Long Gun Dealer Sale Transaction

This section explains how to enter a DROS for the sale of one or more long guns. It begins at the *DROS Entry System* window. This window is shown in Figure 18 on page 25.

This is an Internet-based DROS worksheet that has been customized so that only the sections that pertain to a Dealer Sale for a Long Gun transaction are enabled: **DROS Information** and **Purchaser Information**. Because this transaction does not pertain to a handgun, the *Revolver/Pistol Information* window is disabled.

To Enter a Long Gun Dealer Sale Transaction

1. In the *DROS Entry System* window (Figure 18 on page 25), click the **Long Gun Dealer Sale** button.

    The *Long Gun Sale* window appears, as shown in Figure 30.

Figure 30: The Long Gun Sale Window

2. Enter the number of long guns being purchased in the *Firearm Quantity* field. Then specify whether the sale originated at a gun show.

3. Choose whether the firearm was purchased at a gun show from the *Gun Show Sale* drop-down menu.

Entering a Long Gun Dealer Sale Transaction

4. Complete the **Waiting Period Exemptions** section then select the **Purchaser** tab.

5. Complete the **Purchaser** tab fields. The process for entering the purchaser's information is detailed in the section "Entering Purchaser Information" on page 39.

6. Click the **Preview** button to review the DROS before submitting it to the DOJ. For more information on previewing a DROS, see the section "Previewing a DROS" on page 42.

7. Click the **Submit** button to send the DROS to the DOJ.

    When the transmission process is complete, a copy of the DROS with a DROS number appears on the screen.

    For more information on submitting a DROS, see the section "Sending the DROS to the DOJ" on page 43.

NOTE: DROS can also be printed by pressing **Ctrl** and **P** on the keyboard.

8. Click the **Print** button to print the DROS. The print function is not automatic, you must click the **Print** button to print the DROS.

    The *Delivery Date/Time* and *Dealer Information* must be manually entered on the printed DROS.

9. Click the **Close** button to return to the *DROS Entry System* window.

Entering a Peace Officer Transaction

This section explains the steps required to enter a new DROS for a peace officer transaction. The process begins at the *DROS Entry System* window. This window is shown in Figure 18 on page 25.

The *Non-Roster Peace Officer* (Figure 31) window is an Internet-based DROS worksheet. The window has been customized so that only the sections that pertain to a non-roster peace officer transaction are enabled: **DROS Information, Revolver/Pistol Information** and **Purchaser Information**. Because the entire worksheet cannot be seen at one time, it is divided into three tabbed screens.

To Enter a Peace Officer Transaction

1. From the *DROS Entry System* window (Figure 18 on page 25), click the **Peace Officer** button. The Non-Roster Peace Officer window appears, as shown in Figure 31.

Figure 31: The Non-Roster Peace Officer Window

The **Status Bar** at the bottom of the window prompts you with specific information about a selected field and lets you know whether the field is *Mandatory* or *Optional*.

By default, the *Gun Purchase Indicator* field is set to **1**. You cannot edit this field on the screen. However, once you finish entering information

Entering a Peace Officer Transaction

for the initial DROS, you can enter information for additional handguns, providing the purchaser is exempt from the "only one handgun within 30 days" statutory restriction.

2. The *Gun Show Sale* field is highlighted. Click the down arrow button in this field and select **Yes** or **No** from the drop-down menu.

3. Press the **Tab** key (or use the mouse to select the appropriate field) to move to the first field in the **Waiting Period Exemptions** section.

   The **Waiting Period Exemptions** section is used to select a type of exemption for purchasers with proof of statutory exemptions from the waiting period.

TIP: If you select the **CFD Number** exemption, you must enter the Dealer ID number in the **CFD Number** field. If you select the **Special Weapons Permit** exemption, you must enter the permit number in the **Special Weapons Permit Number** field.

4. Select an exemption type from the drop-down menu, if applicable.

5. Press the **Tab** key to move to the first field in the *Revolver/Pistol* window.

6. Proceed to the section "Entering Revolver/Pistol Information" on page 50.

Entering a Peace Officer Transaction

Entering Revolver/Pistol Information

This section explains the steps required to enter revolver/pistol information specific to the handgun for a peace officer transaction. This information is entered in the **Revolver/Pistol** tab, as shown in Figure 32

Figure 32: Revolver/Pistol Tab Selected

The *Non-Roster Peace Officer* (Figure 32) window is an Internet-based DROS worksheet.

The following fields describe the fields in this screen:

- The *Other Number* field is optional and used if there is another number stamped on the firearm that is not part of the serial number.

- If you select **Other Handgun** as the *Type* (handgun type), you must enter the specific kind of handgun in the *Comments* field at the bottom of the window.

- The *Barrel Length* may be entered as a decimal or a fraction. For example, if the length is 10 and a half inches, you can enter either *10.5* or *10* (space) *1/2*. The system converts the entry to a decimal if it was entered as a fraction.

- The *Origin of Gun* field refers to the country in which the handgun was made.

- The *Comments* field is used for remarks pertaining to the handgun and accepts up to 15 characters, including spaces.

Entering a Peace Officer Transaction

To Enter Revolver/Pistol Information

1. Enter the revolver/pistol information, use the mouse to select and access the *Purchaser* window.

NOTE: Use the **Tab** key or the mouse to move to each field. Either type the requested information or select the appropriate option from each drop-down menu.

2. Complete the *Purchaser* window fields. The process for entering the purchaser's information is detailed in the section "Entering Purchaser Information" on page 39.

3. Click the **Preview** button to review the DROS before submitting it to the DOJ. For more information on previewing a DROS, see the section "Previewing a DROS" on page 42.

4. Click the **Submit** button to send the DROS to the DOJ.

   When the transmission process is complete, a copy of the DROS with a DROS number appears on the screen.

   For more information on submitting a DROS, see the section "Sending the DROS to the DOJ" on page 43.

NOTE: DROS can also be printed by pressing **Ctrl** and **P** on the keyboard.

5. Click the **Print** button to print the DROS. The print function is not automatic, you must click the **Print** button to print the DROS.

   The *Delivery Date/Time* and *Dealer Information* must be manually entered on the printed DROS.

6. Click the **Close** button to return to the *DROS Entry System* window.

Entering a Curio, Relic, Olympic or Exempt Transaction

This section explains the steps required to enter a new DROS for a curio, relic, Olympic pistol or exempt transaction. The process begins at the *DROS Entry System* window. This window is shown in Figure 18 on page 25.

The *Curio/Relic/Olympic Pistol/Exempt* window is an Internet-based DROS worksheet. The window has been customized so that only the sections that pertain to a Curio/Relic/Olympic Pistol/Exempt transaction are enabled: **DROS Information, Revolver/Pistol Information** and **Purchaser Information**. Because the entire worksheet cannot be seen at one time, it is divided into three tabbed screens.

To Enter a Curio, Relic, Olympic Pistol or Exempt Transaction

1. From the *DROS Entry System* window, click the **Curio/Relic/Olympic Pistol/Exempt** button. The *Curio/Relic/Olympic Pistol/Exempt window* appears, as shown in Figure 33.

Figure 33: The Curio/Relic/Olympic Pistol/Exempt Window

The **Status Bar** at the bottom of the window prompts you with specific information about a selected field and lets you know whether the field is *Mandatory* or *Optional*.

By default, the *Gun Purchase Indicator* field is set to **1**. You cannot edit this field on the screen. However, once you finish entering information

Entering a Curio, Relic, Olympic or Exempt Transaction

for the initial DROS, you can enter information for additional handguns providing the purchaser is exempt from the "only one handgun purchase within 30 days" statutory restriction.

The *Gun Show Sale* field is highlighted, indicating the position of your cursor.

2. Select **Yes** or **No** from the drop-down menu.

3. Press the **Tab** key (or use the mouse to select the appropriate field) to move to the first field in the **Waiting Period Exemptions** section.

TIP: If you select the **CFD Number** exemption, you must enter the Dealer ID number in the **CFD Number** field. If you select the **Special Weapons Permit** exemption, you must enter the permit number in the **Special Weapons Permit Number** field.

The **Waiting Period Exemptions** section is used to select a type of exemption for purchasers with proof of statutory exemptions from the waiting period.
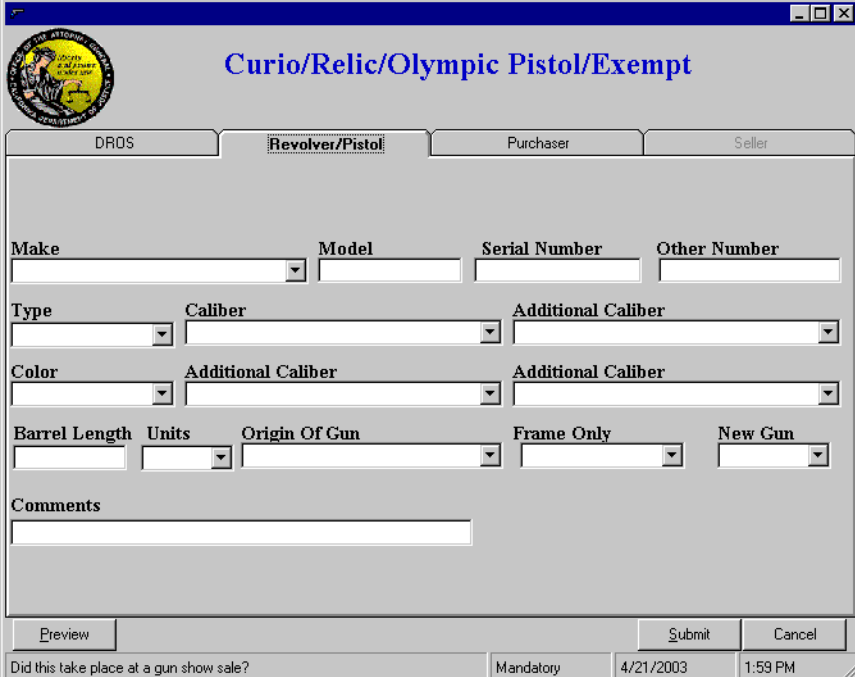
4. Select an exemption type from the drop-down menu, if applicable.

5. Press the **Tab** key to move to the first field in the *Revolver/Pistol* window.

6. Proceed to the section "Entering Revolver/Pistol Information" on page 54.

Entering a Curio, Relic, Olympic or Exempt Transaction

Entering Revolver/Pistol Information

This section explains the steps required to enter revolver/pistol information specific to a Curio/Relic/Olympic Pistol/Exempt transaction. This information is entered in the **Revolver/Pistol** tab, as shown in Figure 34.

Figure 34: Revolver/Pistol Tab Selected

The *Curio/Relic/Olympic Pistol/Exempt* window is an Internet-based DROS worksheet.

The following list describes the fields found in this screen:

- The *Other Number* field is optional and is used if there is another number stamped on the firearm that is not part of the serial number.

- If you select **Other Handgun** as the *Type* (handgun type), you must enter the specific kind of handgun in the **Comments** field at the bottom of the window.

- The *Barrel Length* may be entered as a decimal or a fraction. For example, if the length is 10 and a half inches, you can enter either *10.5* or *10* (space) *1/2*. The system will convert the entry to a decimal if it was originally entered as a fraction.

- The *Origin of Gun* field refers to the country in which the handgun was made.

- The *Comments* field is used for remarks pertaining to the handgun. This field accepts up to 15 characters.

Entering a Curio, Relic, Olympic or Exempt Transaction

To Enter Revolver/Pistol Information

1. Enter the revolver/pistol information, use the mouse to select and access the *Purchaser* window (or press the **Tab** key after addressing the final field on the *Revolver/Pistol* window).

NOTE: Use the **Tab** key or the mouse to move to each field and either type the requested infor- mation or select the appropriate option from each drop-down menu.

2. Complete the *Purchaser* window fields. The process for entering the purchaser's information is detailed in the section "Entering Purchaser Information" on page 39.

3. Click the **Preview** button to review the DROS before submitting it to the DOJ. For more information on previewing a DROS, see the section "Previewing a DROS" on page 42.

4. Click the **Submit** button to send the DROS to the DOJ.

   When the transmission process is complete, a copy of the DROS with a DROS number appears on the screen.

   For more information on submitting a DROS, see the section "Sending the DROS to the DOJ" on page 43.

NOTE: DROS can also be printed by pressing **Ctrl + P** on the keyboard.

5. Click the **Print** button to print the DROS. The print function is not automatic, you must click the **Print** button to print the DROS.

   The *Delivery Date/Time* and *Dealer Information* must be manually entered on the printed DROS.

6. Click the **Close** button to return to the *DROS Entry System* window.

Entering a Private Party, Loan or Pawn Transaction

Entering a Private Party, Loan or Pawn Transaction

A **Private Party Transfer** refers to the sale or transfer of a handgun or long gun by an individual who is not a firearm dealer. A **Loan** refers to the loan of a handgun or long gun between individuals. A **Pawn** refers to the loaning of money (with interest) to an individual for a handgun or long gun left in the possession of a pawnbroker until redeemed at a later date.

NOTE: Sellers with an out-of-state license are not allowed to make private party transfers.

When you select any of these options from the *DROS Entry System* window, a secondary menu appears so that you can select the type of firearm.

To Enter a Private Party Transfer, Loan or Pawn Transaction

This procedure begins at the *DROS Entry System* window. This window is shown in Figure 18 on page 25.

1. Select the appropriate option: (**Private Party Transfer**, **Loan** or **Pawn**). To illustrate this procedure, we are selecting the **Private Party Transfer** option.) A secondary menu appears (Figure 35) allowing you to choose the type of firearm: handgun or long gun.
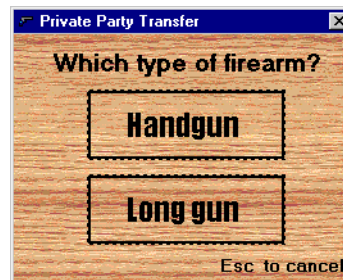
Figure 35: Selecting Firearm Type

2. Select either the **Handgun** or **Long gun** button.

    The Internet-based DROS worksheet is customized so that only the sections that pertain to a Private Party Transfer (or Loan or Pawn) are enabled: **DROS Information, Revolver/Pistol Information** (this section only displays if this transfer pertains to a handgun), **Purchaser Information** and **Seller Information** windows are enabled (the Seller window is disabled for Pawn transactions).

3. Complete the **Waiting Period Exemption section**, then tab (or use your mouse) to access and update the *Revolver/Pistol* (if applicable), *Purchaser* and *Seller* windows.

Entering a Private Party, Loan or Pawn Transaction

Seller Information

This section is used to enter information pertaining to the person selling or transferring the firearm when the seller is not a firearm dealer. The seller's information is entered into the *Seller Information* window, shown in Figure 36.

Figure 36: The Seller Information Window

To Enter Seller Information

1. Press the **F6** key to bring up the *Read Seller California ID or DMV Card* window, as shown in Figure 37. This window must be brought up before you can scan the seller's driver's license.
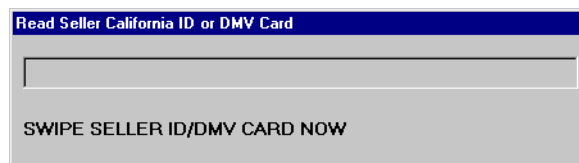

Figure 37: The Read Seller California ID or DMV Card Window

2. Using the mag stripe reader, scan the seller's driver's license or identification. The direction to scan the card is printed on the card

Entering a Private Party, Loan or Pawn Transaction

reader. To exit the window without scanning the driver's license or identification, press the **Esc** key.

The progress bar on the *Read Seller California ID or DMV Card* window indicates that the application is retrieving the seller's information from the card. When the information has been retrieved, the window closes and the appropriate fields are populated.

If the seller's driver's license or identification will not scan, their information can be entered manually. But first, check the troubleshooting section beginning on page 79 for tips on getting the driver's license to scan.

NOTE: Each field containing the seller's information can be modified. That means that you can update the address in the window if the seller has moved since the driver's license or identification was issued.

3. Press the **ESC** key to close the *Read Seller California ID or DMV Card* window.

4. Select whether the seller is a citizen from the *United States Citizen* drop-down list. If **No** is selected, a *Country of Citizenship* must be selected an *Alien Registration #* or *I-94 #* must be entered in the corresponding fields. The *Alien Registration #* number can be found on the purchaser's Permanent Resident Card (Green Card). The *I-94 #* can be found on the purchaser's I-94 Arrival/Departure Card. The *Registration #* field accepts up to 10 characters. The *I-94 #* field accepts up to 11 characters.

5. Click the **Preview** button to review the DROS before submitting it to the DOJ. For more information on previewing a DROS, see the section "Previewing a DROS" on page 42.

6. Click the **Submit** button to send the DROS to the DOJ.

When the transmission process is complete, a copy of the DROS with a DROS number appears on the screen.

For more information on submitting a DROS, see the section "Sending the DROS to the DOJ" on page 43.

NOTE: DROS can also be printed by pressing **Ctrl + P** on the keyboard.

7. Click the **Print** button to print the DROS. The print function is not automatic, you must click the **Print** button to print the DROS.

The *Delivery Date/Time* and *Dealer Information* must be manually entered on the printed DROS.

8. Click the **Close** button to return to the *DROS Entry System* window.

Reviewing a Previously Entered DROS

This section explains how to use the Internet to review and/or print a DROS that was submitted in the past 30 days. The process begins at the *DROS Entry System* window. This window is shown in Figure 18 on page 25.

To Review a Previously Entered DROS

1. From the *DROS Entry System* window, click the **Review, Correct or Cancel** button. The *Review DROS for Submitted Application* window appears, as shown in Figure 38.
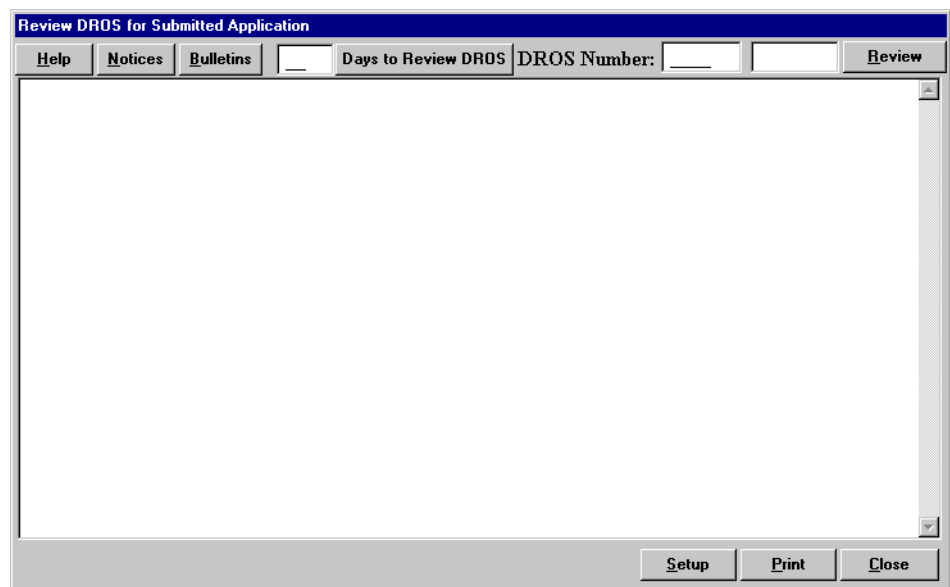

Figure 38: The Review DROS for Submitted Application Window

The following table contains descriptions of the buttons found in the *Review DROS for Submitted Application* window:

Button/field	description
Help	Enables you to access the Help function, which provides an overview of the *DROS Entry System*, troubleshooting tips and a list of Frequently Asked Questions. Click the **Help** button to access this function.
Notices	Enables you to display a DOJ notice regarding a DROS that was submitted during the past 30 days. Click the **Notices** button to access this function.
Bulletins	Enables you to display a DOJ bulletin issued during the past 30 days. Click the **Bulletins** button to access this function.

Reviewing a Previously Entered DROS

Button/field	description
Days to Review DROS	Enables you to display and review all DROS that have been processed during a specific number of days. Enter a review period and click the **Days to Review DROS** button to access this function. A DROS reviewed using this function cannot be cancelled or modified.
Review	Enables you to display and review a DROS that has been processed during the past 30 days. Enter the DROS number and click the **Review** button to access this function. A DROS reviewed using this function can be cancelled or modified.
Setup	Enables you to define the print setup for the Help Text, Notice, Bulletin or DROS. Click the **Setup** button to access this function.
Print	Enables you to print the Help Text, Notice, Bulletin or DROS. Click the **Print** button to access this function.
Close	Enables you to close the window and return to the *DROS Entry System* window. Click the **Close** button to access this function.

2. Enter the number of days for which you want to review DROS in the *Days to Review DROS* field and click the **Days to Review DROS** button.

A list of all DROS processed during the past selected number of days is displayed, similar to Figure 39.

Figure 39: List of DROS Processed During Selected Number of Days

Reviewing a Previously Entered DROS

3. If a date is displayed in the *Corrected* column for a DROS, click the date to display any corrections that were made to the DROS.

4. If a notice is displayed in the *Notice Type* column for a DROS, click the notice to display any notices associated with the DROS.

5. To display a DROS, click on the **DROS Number**. The DROS is displayed, similar to Figure 40.

    DROS that are reviewed using the **Days to Review DROS** function *cannot* be cancelled or modified. To correct a DROS, see the section "Correcting a DROS" on page 62. To cancel a DROS, see the section "Canceling a DROS" on page 64.

Figure 40: The Displayed DROS

NOTE: DROS can also be printed by pressing **Ctrl + P** on the keyboard.

6. Click the **Print** button to print the DROS. The print function is not automatic, you must click the **Print** button to print the DROS.

    The *Delivery Date/Time* and *Dealer Information* must be manually entered on the printed DROS.

7. Click the **Close** button to return to the *DROS Entry System* window.

Correcting a DROS

Once a DROS worksheet has been submitted, only one change can be made to the DROS. This change can only be made to one of the fields in the **Revolver/Pistol Information** section. In addition, this change must be made during the waiting period. After the waiting period expires, you must use the Cancellation/ Correction form issued by the DOJ.

To Correct a DROS

This procedure begins at the *DROS Entry System* window. This window is shown in Figure 18 on page 25.

1. From the *DROS Entry System* window, click the **Review, Correct or Cancel** button.

    The *Review DROS for Submitted Application* window appears.

2. Enter the specific DROS number in the *DROS Number* field.

3. Click the **Review** button.

    The selected DROS appears on the screen, similar to Figure 41.

Figure 41: The DROS Displayed

4. Click the **Correct DROS** button.

Correcting a DROS

The *Correct Handgun* window appears, as shown in Figure 42. The list box on the left side of the window contains the fields from the *Revolver/Pistol* window section that you can change.

NOTE: Certified guns or serial numbers can only be changed for Dealer Sale transactions. All options other than certified guns can be changed for other hand gun sales.
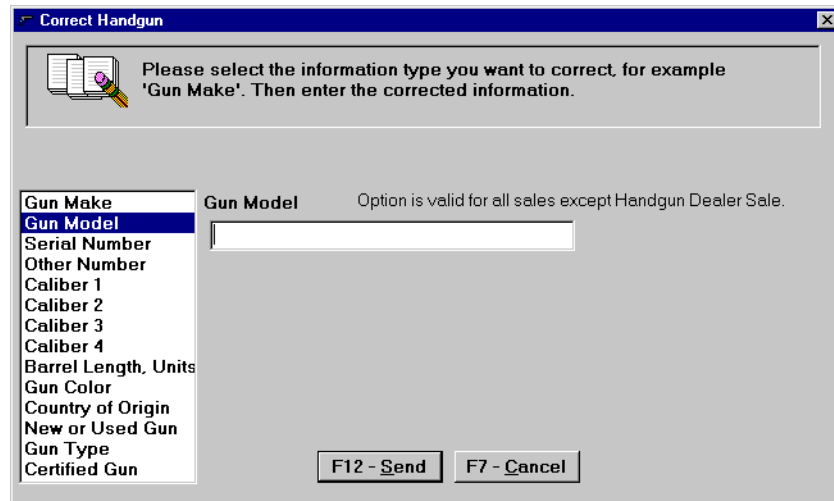

Figure 42: The Correct Handgun Window

5. Select the name of the field you want to correct.

    A corresponding field displays on the right side of the window so that you can enter the appropriate information. If the field contains a drop-down menu, the right side of the field displays with an arrow.

NOTE: If you attempt to modify the same DROS again, the application displays a "DROS Already Corrected. No Further Corrections Allowed" error message.

6. Make the correction by either typing the modification or clicking the down arrow and selecting an option from the drop-down menu.

    If you want to modify a different DROS or you decide not to change the current DROS, click the **Cancel** button to return to the *Review DROS for Submitted Application* window.

7. Click the **Send** button to send the corrected DROS to the DOJ.

    When the transmission process is complete, the DROS number and a "Corrected Successfully" message display on the *Review DROS for Submitted Application* window.

NOTE: DROS can also be printed by pressing **Ctrl + P** on the keyboard.

8. Click the **Print** button to print the revised DROS. The print function is not automatic, you must click the **Print** button to print the DROS.

    The *Delivery Date/Time* and *Dealer Information* must be manually entered on the printed DROS.

9. Click the **Close** button to return to the *DROS Entry System* window.

Canceling a DROS

You can cancel a DROS through the *DROS Entry System* as long as it is within the mandated waiting period. After this period expires, you must use the Cancellation/Correction form issued by the DOJ.

To Cancel a DROS

This procedure begins at the *DROS Entry System* window. This window is shown in Figure 18 on page 25.

1. From the *DROS Entry System* window, click the **Review, Correct or Cancel** button.

    The *Review DROS for Submitted Application* window appears (Figure 44 on page 65).

2. Enter the DROS number in the *DROS Number* fields then click the **Review** button.

    The DROS appears on the screen.

3. Click the **Cancel DROS** button. A message box appears, enabling you to confirm the cancellation of the DROS, as shown in Figure 43.
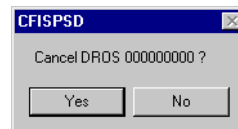

Figure 43: The Cancel DROS Message Window

4. Click the **Yes** button to confirm and send the cancellation to the DOJ.

    Or

    Click the **No** button if you do not want to cancel the DROS.

    When the transmission process is complete, the DROS number and a "Cancelled Successfully" message display on the screen.

NOTE: If you try to cancel the same DROS again, a "DROS is Already Cancelled" error message appears.

5. Click the **Print** button to print the cancelled DROS. The print function is not automatic, you must click the **Print** button to print the cancelled DROS.

6. Click the **Close** button to return to the *DROS Entry System* window.

Reviewing DOJ Notices

Reviewing DOJ Notices

It is imperative that you review DOJ notices daily as these notices may pertain to denied, delayed or rejected DROS transactions. As a firearms dealer, it is your primary responsibility to cancel or delay the sale of the firearm(s) whenever you are notified by the DOJ to do so. This is necessary to ensure that prohibited persons do not improperly or illegally obtain firearms. The *DROS Entry System* application gives the option to review a DOJ notice pertaining to a DROS entered during the past 30 calendar days. There are seven DROS notice types. They are described in the following sections, beginning on page 67.

NOTE: If any notices were received since the last time logging in, a message will display while logging in.

To Review DOJ Notices

This procedure begins at the *DROS Entry System* window. This window is shown in Figure 18 on page 25.

1. From the *DROS Entry System* window, click the **Review, Correct or Cancel** button. The *Review DROS for Submitted Application* window appears.

2. Click the **Notices** button. A list of all notices within the database displays in the *CFIS Notices* window, as shown in Figure 44. The types of notices are detailed in the following sections, beginning on page 67.

   A red box in the *Reviewed Date* column indicates that a DROS has not been reviewed.

   Click on a DROS number to display the message.

Figure 44: The Review DROS for Submitted Application Window

Reviewing DOJ Notices

NOTE: Notices can also be printed by pressing **Ctrl + P** on the keyboard.

3. If necessary, click the **Setup** button to define the print setup.

4. Click the **Print** button to print the notice. The print function is not automatic, you must click the **Print** button to print the notice.

5. Press the **Close** button to return to the *DROS Entry System* window.

   The reviewed DROS displays with the *Reviewed Date*.

Reviewing DOJ Notices

DMV-Reject DROS 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. The notice is also generated when the purchaser's provided information conflict with the files maintained by the Department of Motor Vehicles (DMV).

After receiving the notice, the dealer should cancel the sale and not deliver the gun to the purchaser. Consequently, a DMV-reject DROS must be resubmitted as a new transaction with applicable fees and waiting period.

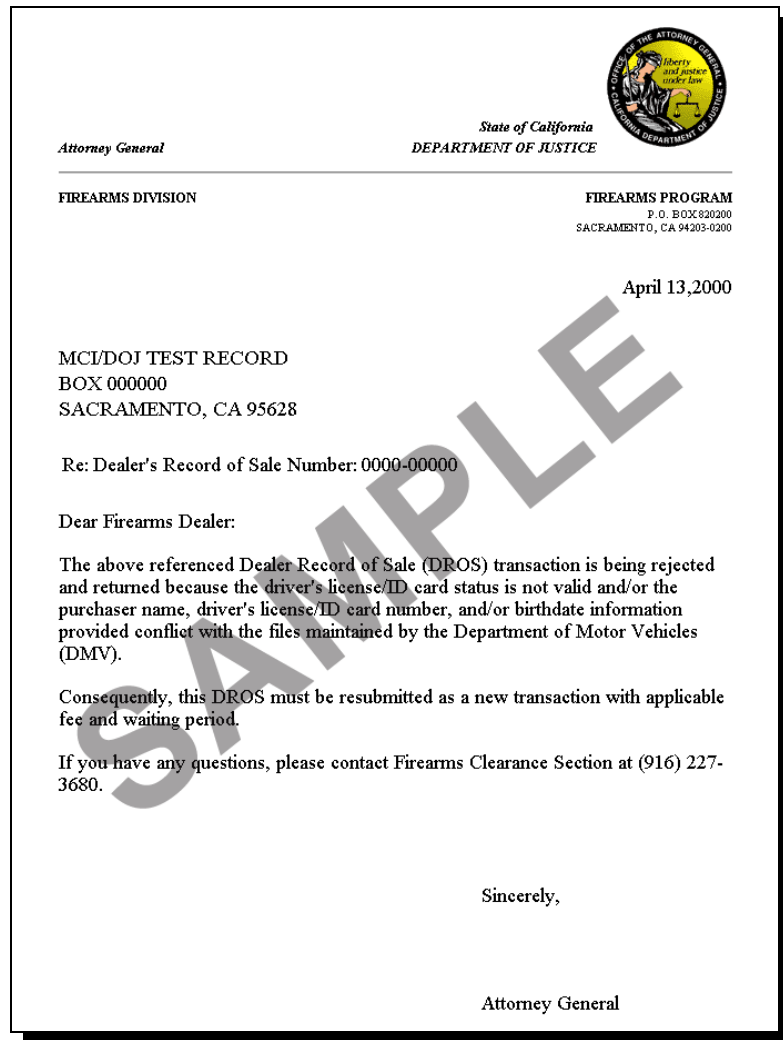An example of a printed DMV-Reject DROS transaction notice is sh0wn in Figure 45.

Figure 45: Sample DMV-Reject DROS Transaction Notice

Reviewing DOJ Notices

Delay DROS Notice

A **Delay** notice is generated when a purchaser's eligibility can not be determined by the DOJ within the 10-day waiting period. If a dealer receives a Delay notice, they must place the sale on a "temporary hold" and wait for the final determination from the DOJ.

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

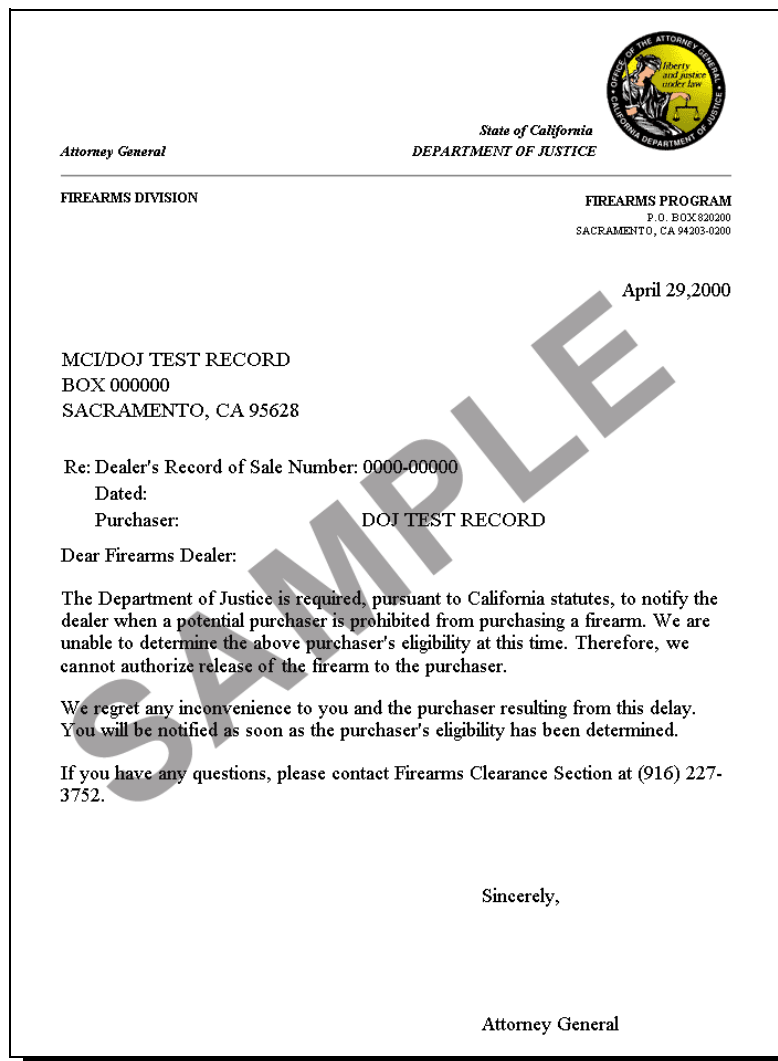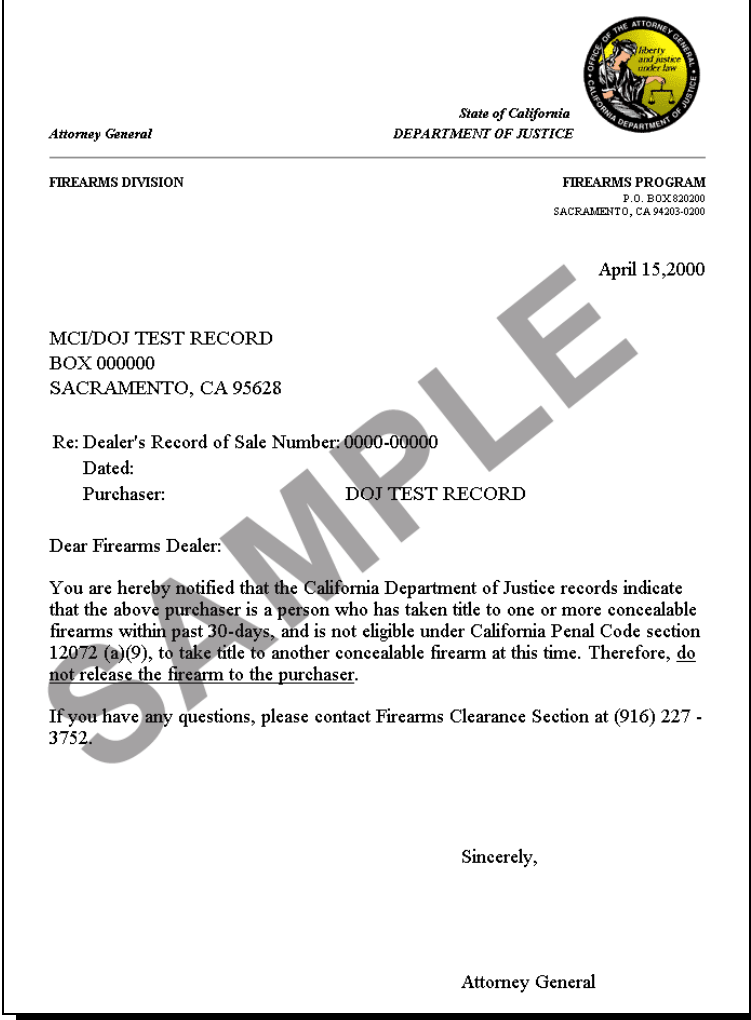An example of a printed Delay DROS transaction notice is shown in Figure 46.

Figure 46: Sample Delay DROS Transaction Notice

Reviewing DOJ Notices

30-Day Multiple Purchase Exemption DROS Notices

A **30-Day Multiple Purchase Exemption** notice is generated when a purchaser has taken title to one or more concealable firearms within the past 30 days. As a result, the purchaser is not eligible under the California Penal Code to take title to another concealable firearm at this time. Therefore, do not release the firearm to the purchaser.

An example of a printed 30-Day Multiple Purchase Exemption DROS transaction notice is shown in Figure 47.

Figure 47: Sample 30-Day Multiple Purchase Exemption DROS Transaction Notice

Reviewing DOJ Notices

Delay/More Information DROS Notices

A **Delay/More Info** notice is generated when more information is needed for the DOJ to determine a purchaser's eligibility. If a dealer receives a Delay/More Info notice, they must place the sale on a "temporary hold" and wait for the final determination from the DOJ.

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

An example of a printed Delay/More Information DROS transaction notice is shown in Figure 48.
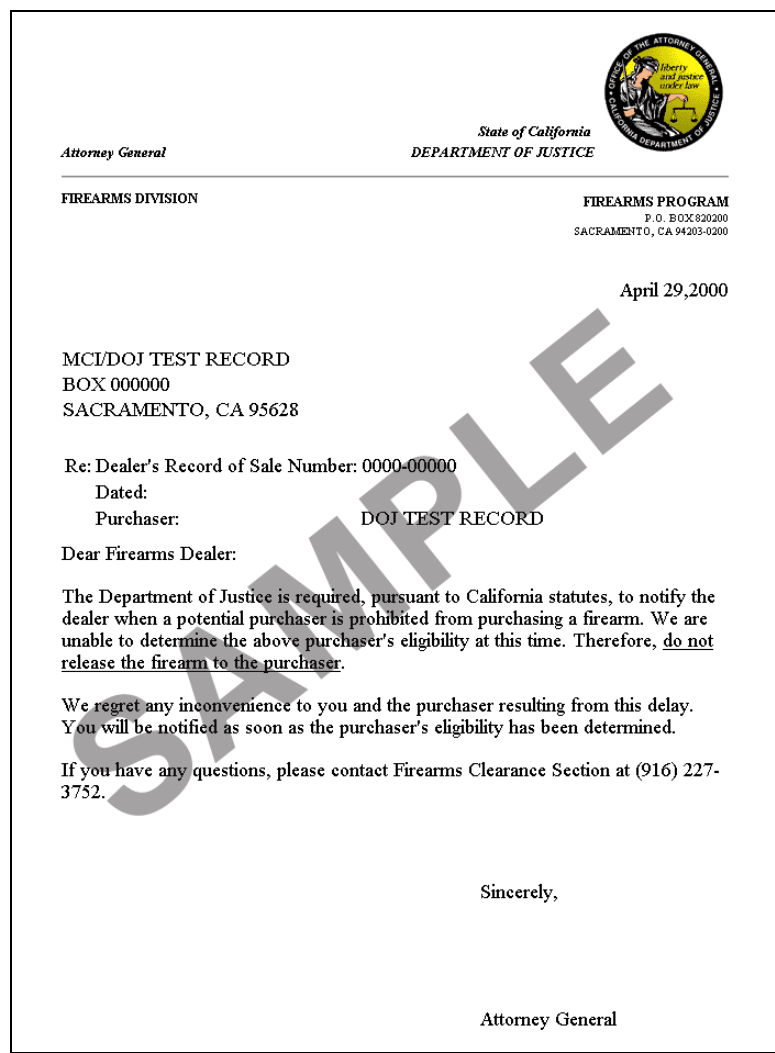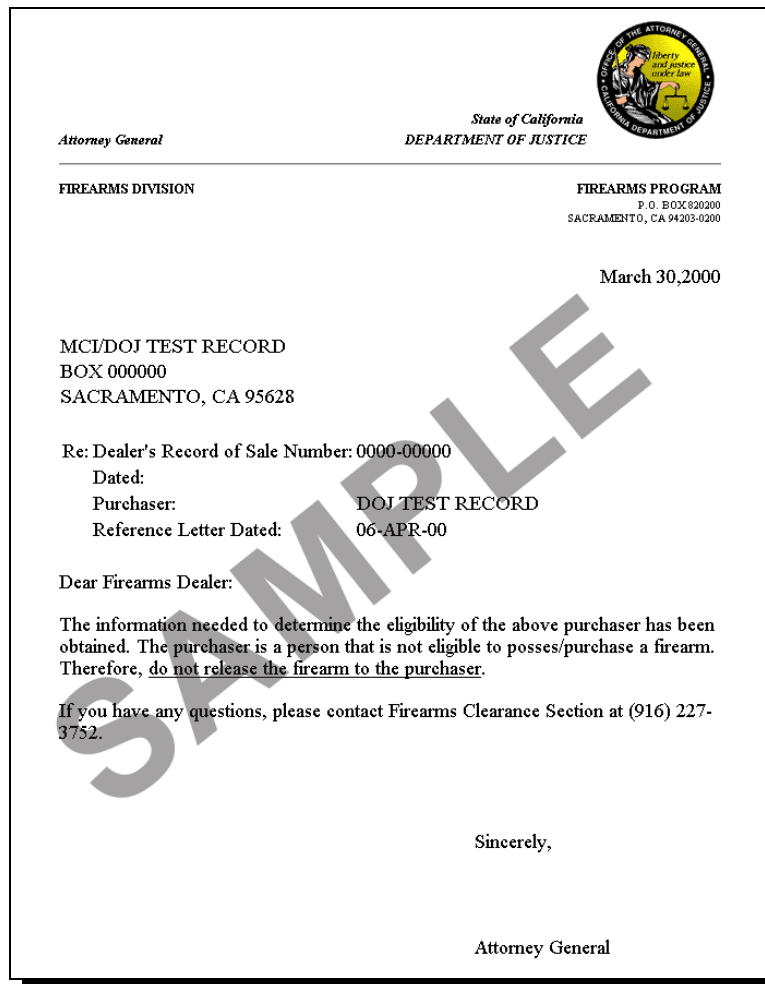
Figure 48: Sample Delay/More Information DROS Transaction Notice

Reviewing DOJ Notices

Deny After Delay DROS Notices

A **Deny after Delay** notice is generated as a follow up to a Delay/More Info or Delay notice. A Deny after Delay notice indicates that the purchaser is not eligible to possess or purchase a firearm. Therefore, do not release the firearm to the purchaser.

An example of a printed Deny After Delay DROS transaction notice is shown in Figure 49.
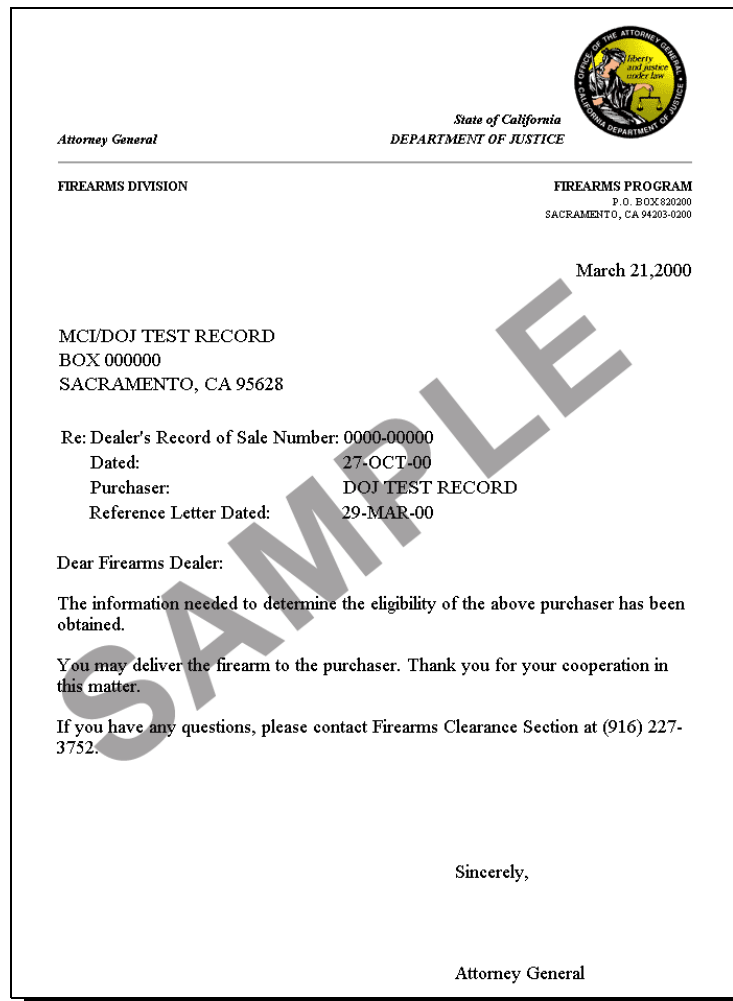
Figure 49: Sample Deny After Delay DROS Transaction Notice

Reviewing DOJ Notices

Release After Delay DROS Notices

A **Release After Delay** notice is generated as a follow up to a Delay/More Info or Delay Notice. A Release after Delay notice indicates that the eligibility of the purchaser has been obtained and the firearm may be delivered to the purchaser.

An example of a printed Release After Delay DROS transaction notice is shown in Figure 50.

Figure 50: Sample Release After Delay DROS Transaction Notice

Reviewing DOJ Notices

Denial DROS Notices

A **Denial** notice is generated when DOJ records indicate that the purchaser is not eligible to possess a firearm. Therefore, do not 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 prohibited, the dealer must not return the firearm to the seller. Instead, the firearm should be surrendered to law enforcement.

An example of a printed Denial DROS transaction notice is shown in Figure 51.
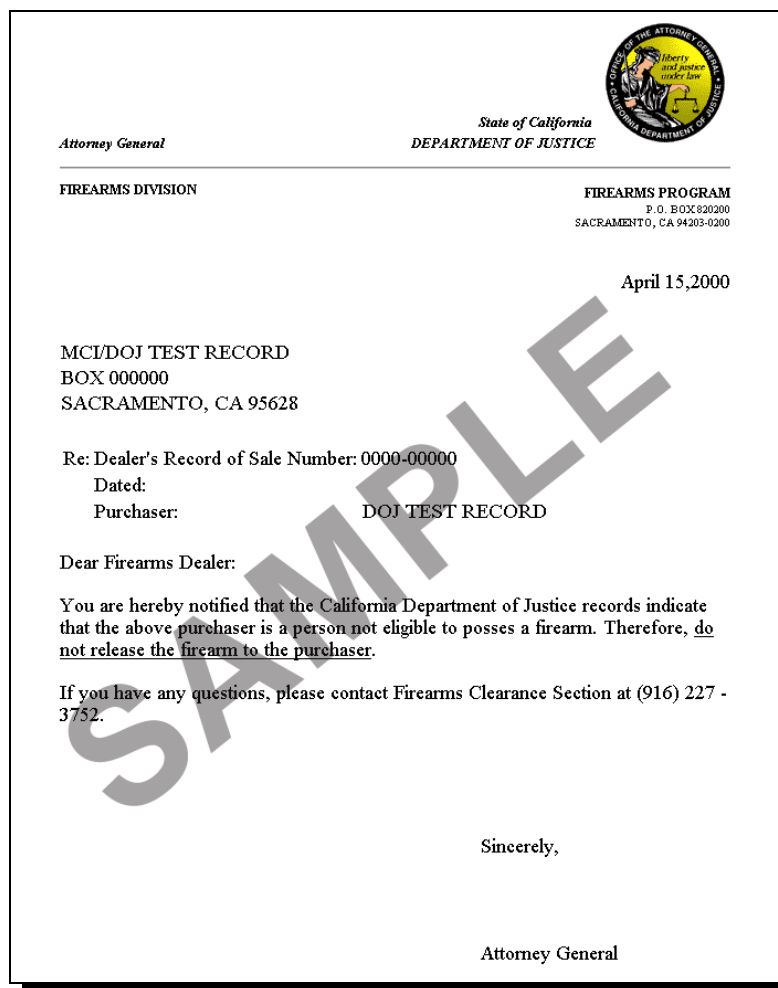
Figure 51: Sample Denial DROS Transaction Notice

Reviewing DOJ Bulletins

You have the option to review DOJ bulletins issued during the past 30 calendar days.

To Review DOJ Bulletins

This procedure begins at the *DROS Entry System* window. This window is shown in Figure 18 on page 25.

1. From the *DROS Entry System* window, click the **Review, Correct or Cancel** button.

   The *Review DROS for Submitted Application* window appears, similar to Figure 52.

2. Click the **Bulletins** button.

   A list of all bulletins within the database displays in the *CFIS Bulletins* window, similar to Figure 52.
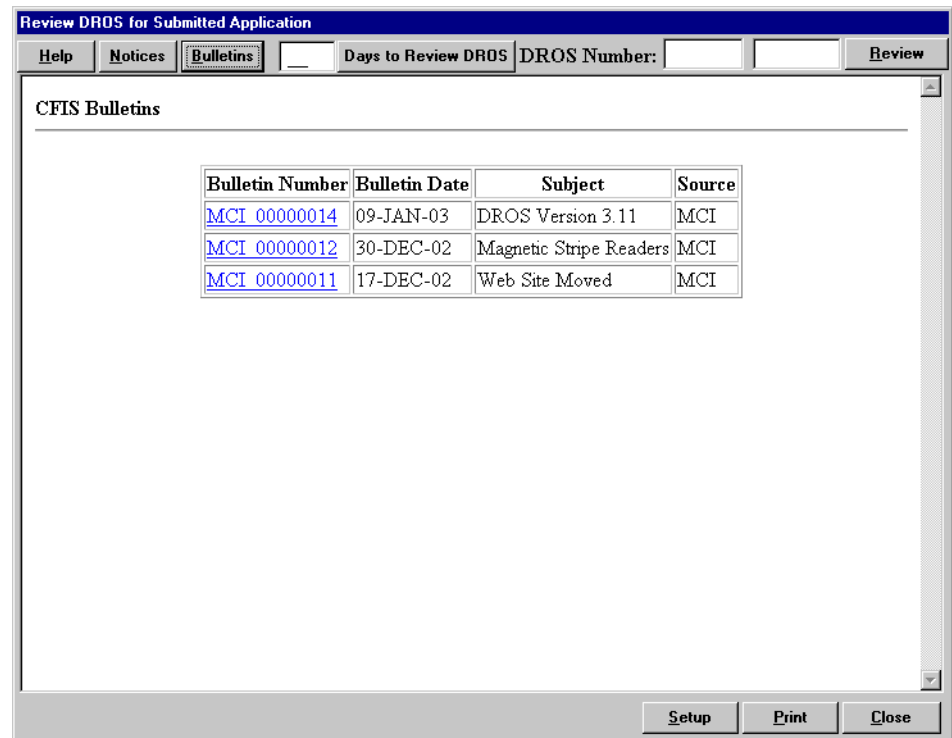
Figure 52: The CFIS Bulletins Window

3. Click on a bulletin number to display the bulletin in the window, similar to Figure 53.

Reviewing DOJ Bulletins
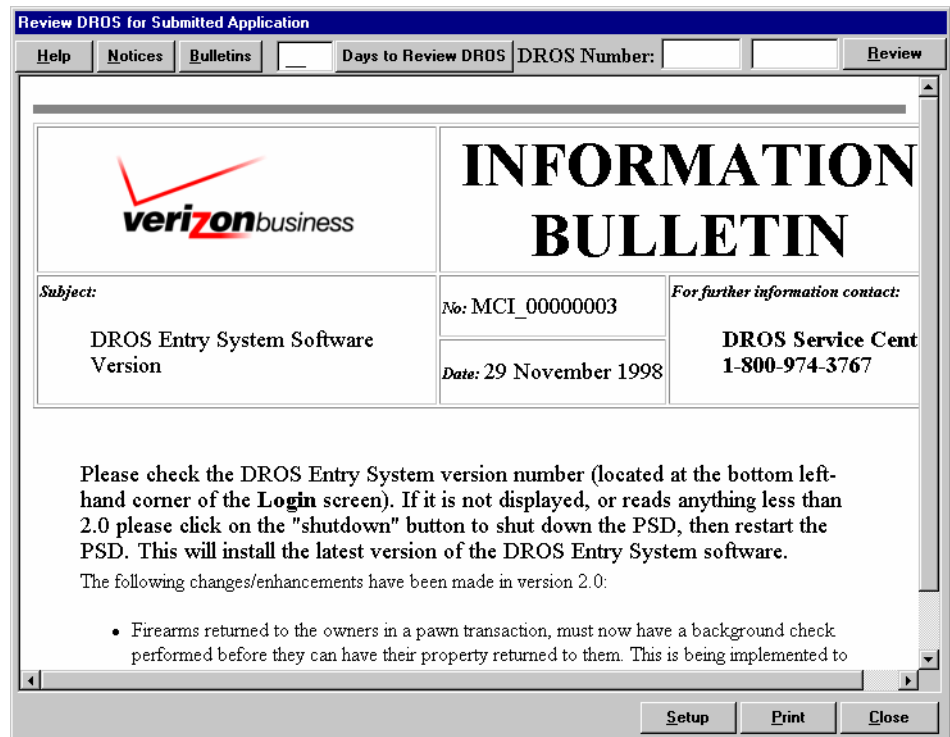
Figure 53: The Displayed Bulletin

NOTE: Bulletins can also be printed by pressing **Ctrl + P** on the keyboard.

4. Click the **Print** button to print the bulletin. The print function is not automatic, you must click the **Print** button to print the bulletin.

5. Click the **Close** button to return to the *DROS Entry System* window.

Accessing the Help Function

The Help function provides an overview of the *DROS Entry System* process, troubleshooting tips, and a list of Frequently Asked Questions. This function is accessed from the *DROS Entry System* window or from the M*ain Menu* before logging into the system.

To Access the Help Function

1. From the *DROS Entry System* window, click the **Help** button from the *DROS Entry System* window.

   The *Review DROS for Submitted Application* window appears. The help text displays on the screen.

2. Scroll through the information by clicking the up and down arrows or clicking on the scroll bar with the mouse and moving the bar in the necessary direction.

NOTE: Help text can also be printed by pressing **Ctrl + P** on the keyboard.

3. Press the **Print** button to print the help text.

4. Press the **Close** button to return to the *DROS Entry System* window.

Logging Off from the DROS Entry System

Logging off refers to exiting the DROS Entry System and disconnecting from the Internet. This is a separate procedure from shutting down the computer. When you finish using the system, you should log off.

To Log Off from the DROS Entry System

This procedure begins at the *DROS Entry System* window. This window is shown in Figure 18 on page 25.

1. From the *DROS Entry System* window, click the **Log Off** button. The menu becomes disabled.

2. Close the *DROS Entry System* window by clicking the **X** button in the upper right portion of the browser screen, or by selecting the **Close Window** option.

3. Disconnect from the Internet. You can do this a number of ways. Right-click or double-click the telephone connection icon in the Status Bar (at the bottom of the screen). If you right-click the icon, choose **Disconnect**. If you double-click the icon, the system disconnects from the Internet.

Logging Off from the DROS Entry System

A. *Troubleshooting Tips*

This chapter contains troubleshooting tips that may help if you experience problems with the *DROS Entry System application*.

Some problems may be directly related to the computer or printer and unrelated to the DROS application. Please consult the owners manuals supplied with the computer and printer.

Problem	Solution
Drop-down menus (such as race, origin of gun, ZIP Codes, etc.) are not populating with options.	When logging into the application, click the check box in the lower-left corner of the *Login* window. This will force the download of drop-down menu options. This check box should only be checked if any drop-down menus are not populating. Checking this option will increase login time by two to five minutes.
Modem is connected to a private branch exchange (PBX) telephone network.	Contact your Internet Service Provider (ISP) for information on configuring your Internet connection settings for a PBX telephone network.
A connection cannot be made to the DROS system.	The DROS Entry System (DES) is available to receive and transmit a DROS, Notices and Bulletins from 7:00 a.m. until 11:00 p.m. seven days a week.
The DROS Entry System application automatically logs off.	As a security measure, the *DROS Entry System* application automatically logs off after five minutes of inactivity. Log into the application again.
Printer does not print.	Do this if the printer does not print: • Check to see if the printer's power light is on. It should be green. • If it is not on, check to see if it is plugged in to both the wall outlet and the back of the computer. • Print a test page: • In the lower left corner of the screen, select **Start > Settings > Printers**. • Right click on the printer icon and choose **Properties** from the menu options. • Click on the **Print Test Page** button. • From the same screen, verify that the printer is set as the *Default Printer*. • Try using the keyboard to print. Hold down the **Ctrl + P** keys.
The DROS is printing on two pages.	You will need to change the setting in *Internet Explorer*. From the *Internet Explorer* menu select **View > Text Size > Smaller**.

Problem	Solution
Page numbers and web address information is printing on the DROS.	The *Internet Explorer* font setting may need to be changed. From the *Internet Explorer* menu select **File > Page Setup**, then delete the text from the *Header* and *Footer* fields.
Your internet connection randomly disconnects.	If your phone line has "Call Waiting" service, this may cause disruption in the phone signal. The code to disable the call waiting may be different depending on your service. Look in the front of your White Pages listings for information on this, or contact your local phone company.
Can not log in.	Verify that you are entering the correct *Dealer ID* and *Password*. These are both case sensitive. Check to see that "Caps Lock" is turned off.
A software error message is displayed.	As you work in the *DROS Entry System*, you may see messages indicating an error has occurred. You may need to call the DROS Service Center for assistance. Before you call, write down the exact wording of the message, including any numbers or table names that may be referenced. For example, if the following message is displayed: *Could not find table 'table name'. Please contact the CFIS Service Center.* Copy down the name of the table and report it to the Call Center.
The application has "locked up" when logging in.	Periodically a new version of the application is available. This new version automatically installs the next time you log in. The first time you log into the application it will take about 12 to 15 minutes (depending on the speed of your connection and traffic on the network.) Once you have made the initial installation, new updates load much quicker. Usually, updates load within a few minutes.
The card swipe window locks up after the dealer scans the driver license or identification.	Re-scan the card again. It is not necessary to log off from the application or shut down the computer.
The card swipe window will not display.	If the ID card is for the buyer, press **F5** in the *Purchaser* window. If it is for a seller, press **F6** in the *Seller* window.
An ID card has been swiped, but no information is populating the screen.	Sometimes the stripe can become scratched and will not work properly. Try placing the ID card in a plastic shopping bag. Swipe the card with the bag wrapped around the strip. Occasionally, the magnetic stripe on the back of the ID card becomes demagnetized. If this happens, the information will have to be manually entered.

Problem	Solution
The application will not accept the ZIP Code information.	Verify that the ZIP Code is a valid postal code for California. The system will not accept out-of-state ZIP Codes.
Cannot access the *DROS Entry System* application through Netscape.	The *DROS Entry System* application is only supported for use with *Microsoft Internet Explorer 4.0, 5.0, 5.5 or 6.0.*
Cannot access the *DROS Entry System* application using an Apple computer, such as an iMac.	The *DROS Entry System* application is only supported using a Microsoft Windows-based computer.

B. Quick Reference

Operating Hours

The DROS Entry System is available to receive and transmit a DROS, Notice or Bulletin from 7:00 a.m. until 11:00 p.m., seven days a week.

Logging into the DROS Entry System

For detailed information, see the section "Logging into the DROS Entry System" on page 21.

1. Open the browser on your computer (Internet Explorer 4.0, 5.0, 5.5 or 6.0).

2. In the *Address* field at the top of the screen, enter this address: http://caag.state.ca.us/firearms.

3. In the *DOJ Bureau of Firearms* website, click the **CA Firearms Dealer DROS Entry System Access** link located near the bottom of the page.

4. Choose **DROS Entry** from the *Consolidated Firearms Information System (CFIS)* screen.

5. At the *DROS Entry System Login* window, enter your *Dealer ID* and *Password* and click the **OK** button.

Navigating Through the DROS Entry System

1. Press the **Tab** key to move forward between fields; press **Shift + Tab** to move backward.

2. Press the **Page Up** or **Page Down** keys to scroll up or down within a window.

3. Press the **Delete** or **Backspace** key to erase an entry from a field.

Entering a DROS

For detailed information, see the chapter "Processing a DROS" on page 29.

1. From the *DROS Entry System* window, select the appropriate menu option for the type of transaction and firearm (such as Dealer Sale Handgun).

2. Complete the appropriate sections.

3. Click the **Preview** button to review the DROS.

4. Click the **Submit** button to send the DROS to the DOJ and receive a DROS number.

To Scan a Purchaser's Driver's License or Identification

1. Press the **F5** key to display the *Read Purchaser California ID or DMV Card* window.

2. Using the mag stripe reader, scan the purchaser's driver's license or identification.

3. When the information has been retrieved, the window closes and the appropriate fields are populated.

To Scan a Seller's Driver's License or Identification

1. Press the **F6** key to display the *Read Seller California ID or DMV Card* window.

2. Using the mag stripe reader, scan the seller's driver's license or identification.

3. When the information has been retrieved, the window closes and the appropriate fields are populated.

Reviewing, Correcting or Canceling a DROS

1. From the *DROS Entry System* window, select the **Review, Correct or Cancel** button.

2. Select the appropriate menu option, or enter the DROS number and click the **Review** button.

3. If you are viewing a Bulletin or Notice, select the appropriate document to display it on the screen. You can review the document from the screen or print it out. If you select a DROS you can correct, cancel, or print the DROS. Click the **Close** button to return to the *DROS Entry System* window.

Logging Off from the DROS Entry System

1. From the *DROS Entry System* window, click the **Logoff** button.

2. Close the *DROS Entry System* window by clicking the **X** in the upper portion of the browser screen.

3. Disconnect from the Internet by clicking on the telephone connection icon in the status bar in the browser screen and choose **Disconnect**.

Getting Help

For *DROS Entry System*, PSD Hardware, computer support, transmission or billing concerns, call the DROS Service Center at **1-800-974-3767**.

TIP: Have your CFD ready before calling the service center.

Service professionals at the DROS Service Center are available to assist you from 9:00 a.m. until 9:00 p.m., Monday through Saturday, and from 10:00 a.m. until 6:00 p.m. on Sunday.

C. Release Notes

The following revisions have been made to the *DROS Entry Application*:

Version	Date	Application Change
3.34	04/24/2007	The following changes/enhancement have been made in version 3.34: • *Login* screen has been modified to allow the user to change the master or secondary password. • All MCI logos have been replaced with Verizon Business logos. • All references to the Attorney General have been updated to the name of the new Attorney General. • Perjury statement has been updated. • All text and logos referencing the "Firearms Division" have been updated to the new "Bureau of Firearms" logo and text.
3.30	07/16/04	The following changes/enhancements have been made in version 3.30: • Change made to the four yes/no questions related to firearms eligibility that the firearms purchaser is required to answer. The change has occurred on all of the screen and printed DROS copies. Specifically, the text of the existing question #2 was deleted and replaced with the following: Is purchaser a danger/threat to self or others pursuant to welfare and institutions code (WIC) Section 8100, or a person who has been admitted to a mental HEALTH FACILITY AS A DANGER TO SELF OR OTHERS PURSUANT TO WIC SECTION 5151, 5151, AND/OR 5152 WITHIN THE PAST FIVE YEARS? • I-94 field now allows a "0" as the first character. • Application is now digitally signed & verified by Versign. When you click on the application it shows the certificate and asks you if would like to download.
3.22	05/11/2004	The following changes/enhancements have been made in version 3.22: • Option for selecting a *Country of Citizenship* added to *Purchaser* and *Seller* screens. • *Country of Citizenship* field added to DROS.
3.21	12/31/2003	The following changes/enhancements have been made in version 3.21: • DROS format changes. Modified DROS to allow manual entry of delivery date/time and dealer information on printed DROS. • System now allows a DROS to be cancelled or corrected within a 31-day period.

Version	Date	Application Change
3.21	8/13/2003	The following changes/enhancements have been made in version 3.21: • *United States Citizen* drop-down list added to indicate whether purchasers and sellers are citizens of the United States. • *Alien Registration #* and *I-94 #* fields added to record information about purchasers and sellers that are not citizens of the United States. • Notice alert added to login process. • *Passport* and *Out of State* ID sources have been removed. • HSC field now allows alpha-numerics to be entered. • *Review Date* field was added to the *Review DROS for Submitted Application* window.
3.20	5/16/2003	The following changes/enhancements have been made in version 3.20: • Print Preview button has been added, allowing users to preview a DROS before it is submitted to the Department of Justice. • Sort order of Notice letters has changed.
3.11	2/1/2003	The following changes/enhancements have been made in version 3.11: • Fixed problems with card swipe readers not reading city names more than 12 characters. • Added a check box to the login window for users to force download of drop-down menus like race, origin of gun, zip codes, etc. This check box should only be checked if any drop-down menus are not populating.

Version	Date	Application Change
3.09	11/26/2002	The following changes/enhancements have been made in version 3.09: • All references to SB15 legislation have been removed from the DROS Entry System, as the number has been recycled this year to other legislation. • AB35 SB/52 requires that all statutory requirements of the Basic Firearms Safety Certificate (BFSC) be replaced with the statutorily mandated Handgun Safety Certificate (HSC) requirements. All new HSC exemptions codes and translations were inserted into the drop-down menu and the old BFSC codes and translations were removed. On the DROS Entry screen, BFSC Number and BFSC Exemption Code have been replaced with HSC Number and HSC Exemption Code. The hard copy DROS printed out at the dealer's place of business was changed to reflect the new HSC Number and BFSC Exemption Code. BFSC will no longer appear on the DES or the dealer's hard copy DROS. • Added edits to the DROS Purchaser and Seller fields to ensure that Purchaser ID # and Seller ID # are not the same when name and DOB of purchaser and seller are not the same. • Peace officer's under 21 years of age cannot purchase firearms • Fixed problem with empty drop-down menus. • Fixed 'PL/SQL: NUMERIC OR VALUE ERROR'. • Appropriate message now displays when dealer's status is inactive. • Added new Setup button for first time users to install required files rather than downloading every time application changes. • "NON PROFIT" waiting period exemption has been removed.
3.07	5/24/2002	First release of DROS Entry System for the Internet application.

Revision History

The following revisions have been made to the *DROS Entry System for the Internet DROS Entry Application User Manual*:

Version	Date	Change	Author
9.02/3/34	04/30/2007	Changed "MCI" to "Verizon Business" in the *Printing a CA Firearm Dealer Billing Enrollment Form* section. Updated screen captures of the *DROS Entry System* home page.	TD
9.01/3.34	04/26/2007	Removed Verizon Business mailing address from title page.	TD
9.00/3.34	04/25/2007	Updated screens and text to reference name and logo change from Firearms Division to Bureau of Firearms.	TD
8.00/3.34	12/08/2006	Added instructions for changing passwords and updated all logos for Verizon branding.	TD
7.01/3.30	12/11/2006	Applied Verizon Business template and FrameMaker EDD version 1.04 to the document.	TD
7.00	07/23/04	The following changes were made to the user manual for version 3.30 of the application: • In the Private Party Transfer section, corrected text in note regarding sellers with out-of-state licenses. • Made all instructions for setting Internet Explorer security settings consistent.	TD
6.00	07/16/04	The following changes were made to the user manual for version 3.30 of the application: • Updated all screen captures of *Login* screen to include new version number of application. • Updated screen capture of **Purchaser** tab to included changes to questions at bottom of screen. • Added note to Private Party Transfer section that indicates that seller's will out-of-state licenses can not enter an ID using this application. • Updated instructions for setting ActiveX controls.	TD

Version	Date	Change	Author
5.00	05/12/04	The following changes were made to the user manual for version 3.22 of the application: • Screen captures of *Login* screen were updated for new version number. • Screen captures of *Purchaser* screen were updated to include new *Country of Citizenship* field. • Screen captures of *Seller* screen were updated to include new *Country of Citizenship* field. • Instructions for selecting *Country of Citizenship* were added to sections describing *Purchaser* and *Seller* screens. • Version number was updated to conform to new version numbering standard for user documentation. • References to *Country of Origin* field changed to *Country of Citizenship*.	TD
3.21	12/31/2003	The following changes were made to the user manual for version 3.21. • Updated screen captures of all DROS to include new delivery date and dealer information fields. • Added instructions to manually enter delivery date and dealer information on printed DROS. • Updated screen captures of all DROS notices.	TD
3.21	08/13/2003	The following changes were made to the user manual for version 3.21. • Manual was renamed from "DROS Training Guide" to "User Manual". • Instructions for setting up the DOJ-supplied personal computer were removed and separate installation manual was created. • Instructions were added for entering citizen information. • New notice alert at login process was documented. • Screen captures were updated to reflect screen changes and new application version number.	TD
3.20	5/16/2003	The following changes were made to the training guide for version 3.20. • Updated screen captures of DROS entry screens to include Preview button. • Added section with instructions for previewing a DROS. • Added section with instructions for printing a California Firearm Dealer Billing Enrollment Form. • Added release notes. • Changed all references of Worldcom to MCI.	TD

Version	Date	Change	Author
3.11	1/17/2003	The following changes were made to the training guide for version 3.11. • Added description of check box to instructions for logging into the application. • Added troubleshooting tip for check box in Login window. • Updated software version number and release notes for version 3.11. • Updated screen captures of Login windows.	TD
3.09	1/15/2003	Changed printer installation instructions to reflect that a parallel printer cable is not included with the DOJ computer.	TD
3.09	11/26/2002	Updated computer installation section with new images and instructions. Changed installation section to allow for generic computer setup. Added Release Notes chapter.	TD
3.09	8/26/2002	Changed printer software setup to a manual process.	TG
3.07	5/24/2002	First release of training guide.	TD

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