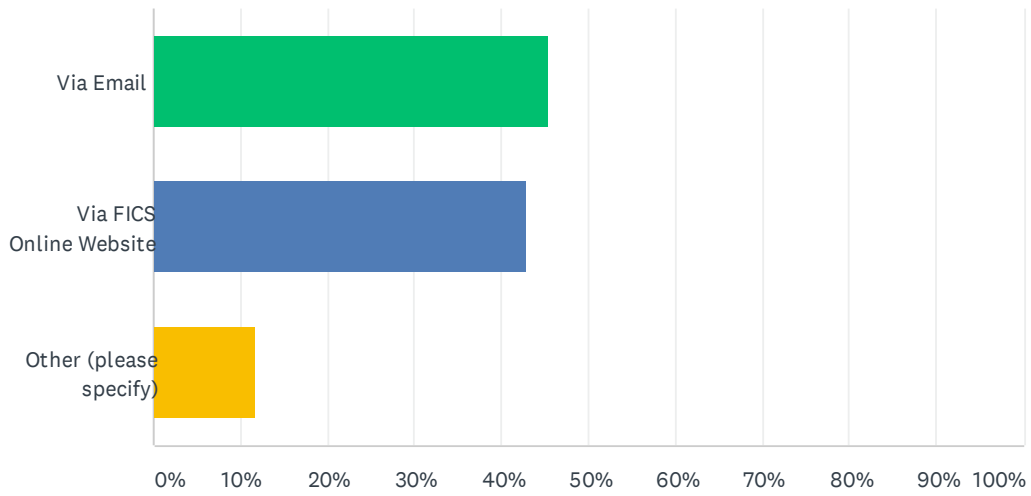


Q1 What would be the best way to communicate system changes (which could include maintenance, slowdowns or outages)?

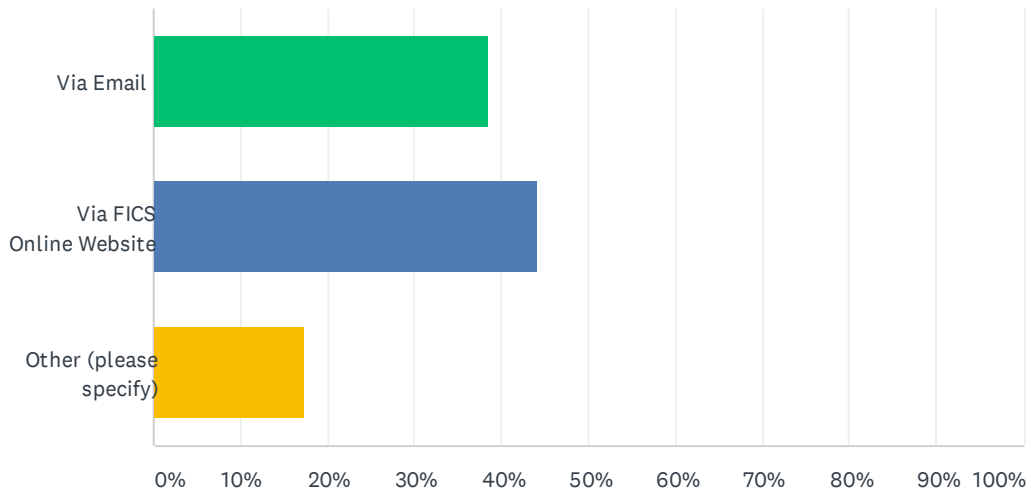
Answered: 161 Skipped: 0



ANSWER CHOICES	RESPONSES	
Via Email	45.34%	73
Via FICS Online Website	42.86%	69
Other (please specify)	11.80%	19
TOTAL		161

Q2 How would you prefer to be notified of firearms background check status changes?

Answered: 161 Skipped: 0



ANSWER CHOICES	RESPONSES	
Via Email	38.51%	62
Via FICS Online Website	44.10%	71
Other (please specify)	17.39%	28
TOTAL		161

Q3 What improvements would you like to see in the FICS online system for firearms background checks?

Answered: 127 Skipped: 34

#	RESPONSES	DATE
1	I would like to see an external counter that tells me how many background checks are in line so I can inform the customer of potential wait times.	3/18/2020 9:36 PM
2	I like the online system.	3/18/2020 9:28 PM
3	Works fine as is	3/18/2020 4:00 PM
4	The ability to cancel a transaction online without having to call in and wait on hold forever.	3/17/2020 8:19 PM
5	Able to view our account balance online and pay our bill online. perhaps even link a card so it just gets charged for each transaction	3/15/2020 6:29 PM
6	Less confusing progress update. (2 of 16) changes to (17 of 32) randomly.	3/12/2020 1:48 PM
7	NONE-LOVE IT	3/9/2020 8:09 PM
8	be able to pay monthly bills on line. Also have the 4473 match the questions on the on line app, they tend to match the call in method.	3/7/2020 6:35 PM
9	I'd like to see a counter ahead of time of how long background checks are expected to take, or at least how many people are already in-line. That way customers won't get stuck behind a 2 hour wait without prior knowledge.	3/7/2020 5:00 PM
10	Please provide an "Options" button after a background check has been submitted.... in order to edit or cancel a BGC. It's too easy to hit the "Submit" button vice the "Save & Add" more guns button when more guns need to be added to the form. With this option it's only fair that it only would be available prior to being REVIEWED & the waiting order number would be sacrificed, generating a new number upon resubmitting the background check.	3/7/2020 10:55 AM
11	Call us when we get a DENIED to let us know how to proceed	3/6/2020 6:36 PM
12	I would like to see an on the FICS site an account dashboard with monthly statements, usage, billings, and a payment portal for Credit Card and ACH.	3/5/2020 7:41 PM
13	It would make it slightly easier if the type of firearm and type of action (e.g. "Rifle semiautomatic" or "Pistol single-shot") were in separate fields rather than combined	3/5/2020 11:41 AM
14	Make information phone numbers and links accessible without having to log out. A link with challenge line info to print in case of delay or denial.	3/4/2020 3:48 PM
15	Receiving a phone call once a delayed firearm has been approved (or a voicemail/message left if I'm not available).	3/2/2020 1:23 PM
16	Speedier background checks is always great. When there is a show on folks want to enjoy the rest of their day and not wait a long time for the checks We do appreciate the kindness that you guys show to us when you have to call us on something. Always pleasant and nice- thank you!	3/1/2020 12:40 PM
17	ONLINE PAYMENTS	2/29/2020 2:56 PM
18	Ability to see queue length prior to submitting a background check	2/27/2020 12:08 PM
19	A BIT QUICKER	2/24/2020 5:47 PM
20	Overall I like how the system currently is. Integration with the Orchid system would make things a bit more convenient for me, but overall it wouldn't change too much. What I'd really like to see is a set of reason(s) why a firearm was put on delay. I would be happy even if the people checking had a list of pre generated reasons to pick from. It would be nice to be able to tell the customer a solid reason that they were put on delay.	2/22/2020 4:11 PM

FICS System Survey

21	Show live number feed on the sites home page of how many are in the queue before submitting a background. Ability to cancel a background with a click if the background is still in the queue	2/22/2020 3:56 PM
22	consistency, some are cleared immediately and some take hours!	2/22/2020 2:11 PM
23	instant approval for valid CHL holders. Stop gun registration (keeping s/n's, names, etc)	2/22/2020 10:02 AM
24	Less system shutdowns.	2/20/2020 3:55 PM
25	IT WOULD BE NICE TO HAVE THE ABILITY TO SEARCH OLD RESULTS BY NAME	2/19/2020 3:16 PM
26	Online account portal to add users and manage passwords, view and make payments, history, and ask questions. It would be really nice to see an OSP handbook on how to handle transfers for new firearms like the shockwave and form4s when the ATF made changes. Then make this searchable like a knowledge base. Electronic 4473 submittal instead of reentering the info in a web page or at least make the fields go in the same order as the 4473. I do a ton of this IT work in a different sector and would help.	2/19/2020 10:36 AM
27	Emergency Panic Button.	2/19/2020 9:30 AM
28	A more comprehensive manufacturer database and/or the ability to add a custom name versus having to list the firearm as 'UNKNOWN'. Allowing a period in the caliber field - 7.9mm, 5.56mm, 6.5 Creedmoor etc.	2/18/2020 11:46 AM
29	Add an online payment method.	2/16/2020 11:18 AM
30	Ability to pay invoices online	2/15/2020 10:35 AM
31	Allow website background checks for non-resident aliens, resident aliens, and people with UPINs instead of having to call them in every time. It seems that would be more efficient and will provide a log for retailers.	2/14/2020 8:57 PM
32	Faster.	2/13/2020 11:56 AM
33	Please stop using the main page for messages that go stale. Everyone expects to see something and then dismiss it. Please do not make changes during the busiest time of the year! January is perfect if something is not going to go right as planned and need some extra time. Can you add a text feature so we can chat with the operator? Would be super handy in case we catch a misspelling or other data entry error. Upload a pic to share would be nice as well!	2/11/2020 4:21 PM
34	I think it works pretty well, actually. Easy to use - the backlog can be a bit overwhelming, but that's hard to mitigate.	2/10/2020 12:47 PM
35	Updated GUI interface / website. Update list of manufacturer's as its missing many.	2/8/2020 12:42 PM
36	It is time consuming to look for manufacturer codes. If the list was resorted more often that would help. Having to search through all the new entries at the bottom of the list is not good.	2/7/2020 8:58 AM
37	create a status bar at the top of the webpage if you're logged in to FICS and entering multiple background checks.	2/6/2020 7:28 PM
38	a payment portal with a detailed history of whats owed & what has been paid	2/6/2020 3:03 PM
39	NOTHING	2/6/2020 8:51 AM
40	more available space for ID comments	2/6/2020 8:37 AM
41	There HAS to be two changes, if a customer doesnt specify they arent a citizen there is no pop up or check for that, theres no way for a sales associate to know that other than the customer saying so, so we could call it in. Also, if the driver license number isnt correct it doesnt pop up. I had a sale and entered in the wrong driver license completely and he was approved which didnt make sense. Really really needs to be looked into, ive sold guns for about six years now and these are the two issues i have.	2/5/2020 1:02 PM
42	Ability to communicate with processor if entry error happens. Example, chose drivers license and was supposed to be id card or forgot to put suffix ect.	2/5/2020 9:37 AM
43	Online payment thru ACH setup	2/5/2020 9:03 AM

FICS System Survey

44	Online payments	2/4/2020 6:29 PM
45	Ability to pay background fees online.	2/4/2020 2:53 PM
46	When there is a long wait, customers are hanging around requiring my attention and disrupting other work. A customer with nothing to do, wants to be entertained.	2/4/2020 12:50 PM
47	I think the only thing that could be updated is the Status Queue. Everything else works perfect.	2/4/2020 10:03 AM
48	delays being handled faster	2/3/2020 6:53 PM
49	Online bill pay would be amazing.	2/2/2020 1:56 PM
50	Have a history of transaction status	2/2/2020 1:42 PM
51	Allow CCW holders to once again move to the top of the list and instant approve them. It is slowing the system down when you run them as if they had no CCW.	2/1/2020 4:51 PM
52	Easier input for entering weapon manufacturer. The current system is laggy.	2/1/2020 4:51 PM
53	Less outages/maintenance, i just want it to work all the time 100% no failures. but I know that's not entirely under your control, im happy with everything overall.	2/1/2020 2:05 PM
54	online account payment and hold updates	2/1/2020 12:19 PM
55	to call on the phone to our business when a delayed status has been approved. does not always show on website	2/1/2020 10:35 AM
56	Online Payment	1/31/2020 5:15 PM
57	I would like to see integration with Fast4473 by GunStoreMaster.	1/31/2020 1:49 PM
58	Maybe a estimated time for approval.	1/31/2020 11:26 AM
59	SOME TRANSFERS TAKE WAY TOO LONG. IN THE COMPUTER AGE, SHOULD BE SIGNIFICANTLY FASTER. add customers name to approval page.	1/30/2020 4:55 PM
60	NEED TO CONTACT FFL DIRECTLY AND SPEAK TO CUSTOMER IF DELAYED. THIS WOULD ASSIST FFL IN FINALIZING PURCHASE TRANSACTION.	1/30/2020 4:53 PM
61	Nothing Everyting seems to be great.	1/30/2020 10:00 AM
62	Faster review times, especially on gun show days.	1/29/2020 5:55 PM
63	I would like to see an online payment option for monthly bill. OSP has brought in plenty of money to pay for development of an online payment solution. It is time to get it done please.	1/29/2020 3:24 PM
64	Quicker responses	1/28/2020 4:57 PM
65	The constant outages and long lines would be my first suggestion. It is also frustrating to be charged full price when outages occur. If we are paying for a service...the service should be provided in a timely manner. That is how we run our business. There are also a few issues i have with some employees there. I shouldn't have to apologize to our female employees here on behalf of the FICS unit and their behavior. If you would like to know more info please contact me at the store. Thanks for reading and asking our input.	1/28/2020 3:50 PM
66	System seems to slow down between 5 pm and 7 pm.	1/28/2020 3:05 PM
67	Less hold times on the phone when trying to get a back ground check for customers.	1/28/2020 6:57 AM
68	keeping the firearms manufacturers list up to date would be a good improvement	1/27/2020 10:18 PM
69	Permanent Residents done online	1/27/2020 5:25 PM
70	YOU NEED A LIVE CHAT WINDOW OR BOX TO ADD COMMENTS TO A TRANSACTION. SUCH AS IF WE ACCIDENTALLY FORGOT TO ADD ANOTHER FIREARM BY ACCIDENT. OR MESSED UP THE SERIAL NUMBER. FORGOT TO ADD SR, JR, II, III ETC. YOU ALSO COULD ASK US QUESTIONS WITHOUT CALLING. LATELY ITS BEEN WAY FASTER TO CALL IN. THATS NOT THE WAY IT SHOULD BE. THE WHOLE IDEA OF THIS SYSTEM WAS TO MAKE IT FASTER. IF WE CAN CALL IN FASTER WHATS THE POINT OF THIS SYSTEM. ALSO I THINK IF SOMEONE IS GOING TO BE DELAYED IT NEEDS TO BE	1/27/2020 5:12 PM

FICS System Survey

CHECKED BY ANOTHER EMPLOYEE ON YOUR END TO MAKE SURE ITS A VALID DELAY. IT HAPPENS AT LEAST 6-10 TIMES PER YEAR THAT THEY NEVER SHOULD HAVE BEEN DELAYED. OR IT COMES BACK IN A COUPLE HOURS OVER THE WEEKEND WHEN WE ARE AT A GUN SHOW AND WE KNOW THE COURTS ARE NOT OPEN TO GET INFORMATION. THANKS

71	Add a check or line for LE backgrounds with the DPSST number.	1/27/2020 2:52 PM
72	#1 A place where we can write notes on the transaction, possibly preventing a phone call from OSP. #2 A way to add guns if transaction is still in the que, long wait times means more shopping and sometimes additional guns. #3 A way to edit a transaction still in the que if a mistake was made and caught. #4 PLEASE DO NOT default to state of Oregon on location of birth!	1/27/2020 12:43 PM
73	Its a pretty basic easy to use system as it is. I would like to see the info retained on the screen for longer than 9 days. 30 Days would be better.	1/27/2020 12:20 PM
74	1. Speed 2. Guide Book on operations	1/27/2020 10:07 AM
75	It would be extremely helpful to have a "comments" box so that dealers could explain or further clarify details that we often receive calls about from FICS background investigators. For instance, change of address forms, secondary forms of identification, etc.	1/26/2020 6:36 PM
76	More staff on weekends, staff to answer the challenge line on delayed or denied on weekends.	1/26/2020 1:52 PM
77	I would like to see a final review screen with all information before submitting. I would also like to be able to review all information submitted after being submitted.	1/26/2020 1:36 PM
78	Everything works great its just slow. Thanks for the hard work!!	1/26/2020 10:48 AM
79	Quit delaying everyone for any little reason. If they have a CHL there is not reason they should be getting delayed. Quit taking 2 - 6 months for valid delays.	1/26/2020 10:26 AM
80	A spot to ask question or change info once summitted. example. I hit submit and had the out of state license as Oregon so they had to call and confirm the mistake. seems like it would be easier for me to attach a note saying the mistake so they would not have to call me back. Thanks!	1/26/2020 10:11 AM
81	None	1/25/2020 3:59 PM
82	If possible expand NICS Code designations to include manufacturers of more brands of firearms .	1/25/2020 2:42 PM
83	A cancel button/edit button to fix typos before review or if a customer walks out due to lengthy processing time. online payment portal	1/25/2020 12:54 PM
84	This service is excellent. Other than occasional apparent need for more operators, I wouldn't change a thing.	1/25/2020 11:14 AM
85	NOTHING OTHER THAN ABOVE	1/25/2020 8:21 AM
86	Online payment.	1/24/2020 6:25 PM
87	make it free! make it faster. stop delaying folks that have CHL. online bill pay.	1/24/2020 4:47 PM
88	CCL holders go to the head of the line, have someone there at all times that you are open to answer questions. A supervisor to answer questions.	1/24/2020 4:18 PM
89	1-A WAY TO EDIT OR CHANGE AFTER SUBMITTED (IE. I DID NOT MEAN TO SEND I HAVE THREE MORE FIREARMS TO ADD) 2-A NOTE TAB FOR CUSTOMER AND FIREARM (IE. YES NO MIDDLE NAME SAVES A CALL) 3-DEALER/ONLINE PHONE NUMBER SO WE CAN CALL IN WITH LITTLE OR NO WAITING TIME 4-TELL US IN MINUTES AND NOT HOW MANY CUSTOMERS ARE WAITING (IE. 60 OF 80...MAKE IT 90MIN APROX.) 5-IF THE WAIT TIME IS OVER 20-30 MIN ALLOW CUSTOMER TO LEAVE UNTIL IT CLEARS AND WE CALL THEM IN TO PICK IT UP OR IF OSP NEED TO CALL GET A CALL BACK NUMBER ADD TO FORM FOR QUESTIONS OR PUT IT ON HOLD UNTIL PLEASE DO NOT CANCEL IT ANY MORE	1/24/2020 4:10 PM
90	CHANGE IT SO THAT WHEN YOU PRESS ENTER, IT ASKS YOU TO ADD MORE FIREARMS INSTEAD OF SUBMITTING. IT'S awful when you are used to pressing enter and it submits and you have more firearms to enter and it starts checking on accident.	1/24/2020 3:02 PM

FICS System Survey

91	BETTER COMMUNICATION FOR DELAYED TRANSACTION UPDATES. SUCH AS IF THE CUSTOMER HAS BEEN APPROVED OR DENIED.	1/24/2020 1:50 PM
92	Anything to help consistency of paperwork. Told to use exactly like on Driver License, but several times we have been called and told that is not correct.	1/24/2020 1:47 PM
93	1- place to cancel transaction after it has been submitted if customer decides they can't wait after finding out the line is long 2- show how many people waiting in line before entering any information 3 - a button for us to select discretely if we need a police officer on the scene	1/24/2020 1:09 PM
94	A) Sort state/country codes alphabetically within 1) US state/possession, and 2) foreign country. Use correct US postal codes for all US states. B) Bring up to date the list of common firearms manufacturers.	1/24/2020 12:41 PM
95	1. a way to cancel the transaction 2. payment portal	1/24/2020 11:01 AM
96	would like to see a cancel button after a delay if customer changes there mind so we dont need to call in and cancel	1/24/2020 9:53 AM
97	While the 4473 allows NMN to be used for customers with no middle name there is no provision for this on the fics portion of the on line form. Maybe allow the same input on line? Might save time and resources.	1/24/2020 9:36 AM
98	There are way too many sub catagories on type of firearm.	1/23/2020 7:15 PM
99	None, It's great	1/23/2020 7:13 PM
100	N/A	1/23/2020 7:00 PM
101	1) I would like to be able to call-back the background check for times where a mistake has been realized and needs to be fixed before being re-submitted. 2) For over the phone background checks to show on the website status log. 3) The ability to see the number of background checks in the queue without having to submit one.	1/23/2020 5:33 PM
102	MORE SPACE TO TYPE FOR SECOND ID OR OPTIONS FOR PROTECTED ADDRESS (LEO'S) VERY HAPPY WITH CURRENT WEB SITE AND SERVICE	1/23/2020 5:24 PM
103	be able to pay my monthly bill online	1/23/2020 5:17 PM
104	Being able to pay your FICS account bill on line. Mailing or having to call in needs to be improved.	1/23/2020 4:49 PM
105	None I can think of.	1/23/2020 3:46 PM
106	none	1/23/2020 2:37 PM
107	a better refresh system where it can recognize others fast as in it can generate a consumers information but can still be changed an adding guns if needed, if accidentally submitting to soon	1/23/2020 2:24 PM
108	Save customer data to speed up entry	1/23/2020 2:07 PM
109	Ability to review all information submitted after submission	1/23/2020 2:04 PM
110	Add more of the comman manufacturers.	1/23/2020 1:48 PM
111	keep it simple and clean	1/23/2020 1:42 PM
112	Status colors - red denied, yellow delayed, Green approved. states or country's in abbreviated alphabetized format. more gun manufactures listed for example B&T Man etc. being able to go back and look up old transactions. An option for customers to pay for their back ground check themselves.	1/23/2020 1:19 PM
113	online bill pay	1/23/2020 12:15 PM
114	I do a few face to face transfers a year that are trades between two parties (one just yesterday), it would be nice if there were a way to not have to enter all of the same seller and buyer information twice.	1/23/2020 11:45 AM
115	the ability to cancel a transaction while its awaiting operator review, a comment section that you can type in information whats going on due to sometimes there are complicated situations,	1/23/2020 11:26 AM

FICS System Survey

	an instant messenger system built into fics.	
116	It would be great if we could submit permanent resident/non-citizen background checks online instead of over the phone. Adding a field for the resident # and/or resident status. Also, some sort of comment box where we can add notes with the background check. A way to chat with the person conducting the background check so we don't have to call in.	1/23/2020 11:09 AM
117	Maybe streamline multi gun sales and reporting.	1/23/2020 10:32 AM
118	CREDIT CARD ONLINE	1/23/2020 8:31 AM
119	I would like to see a better search engine for the Gun Manufacturer and 3 digit gun make code. For some gun companies we have to type in only part of the manufacturer name and it still only shortens the list. Also I would like to see a system that can handle multiple online checks at once without having to constantly refresh the page. This year on Black Friday we had 9 going at once but we would have to push the refresh button on Chrome to check how the background check were doing. Other then that the system is pretty self explanatory. I'am the manager of a gun store in Hermiston OR and I have had to teach a lot of people how to use the system (some of them being older and have never touched a computer before) the only problem most of them have is trying to search for the Gun manufacture name and 3 digit number.	1/23/2020 8:09 AM
120	More detail on the firearm information ex. manufactures, calibers being able to put the correct serial numbers like 288-54545. Less issues with firearms that truly do not have a caliber or manufacture or model. On the customer side being able to have the ability to see what was submitted for customer information after submitting the background check.	1/22/2020 9:04 PM
121	A section to put what kind of official mail you are using, able to put more letters in the name of person making transfer line on private party transfers, being able to pay our bill through the website, being able to message back and forth between dealer and OSP, for customer information and prints etc.	1/22/2020 7:46 PM
122	For receiver only sales an option to select N/A for caliber. For example: if a customer orders a Remington 700 action/receiver online with no barrel the FICS system wants a caliber listed even when receiver only is selected. Lastly, a payment system that auto reflects payments when you have a credit on file, vice having to call in and ask for the credit to be applied.	1/22/2020 7:40 PM
123	Straight access to NICS. No need to spend the \$ to have OSP in the way, you add ZERO value.	1/22/2020 6:36 PM
124	Expanded more complete manufacturer listings in drop down menu. Increased character input for caliber listing.	1/22/2020 5:29 PM
125	when a delay comes off, a better notification. perhaps an email, and a longer term record of what numbers are stored	1/22/2020 5:15 PM
126	Ability to submit background checks for Permanent Residents online. Ability to run delays over 30 days old online. A comments section for dealers to add notes or additional information to background checks. More options in the drop down menu for second form of ID. Better communication about Denials - often if we get a Denial we won't get any call we just have to wait and see how quick Beaverton PD dispatches someone. If we get a Denial we would appreciate a courtesy call to let us know if the customer may be a potential threat, or if they are good to just leave the premises, or if they should hang out to wait to talk to the responding officer.	1/22/2020 5:12 PM
127	approval should stay on system longer then nine days, some stores don't always sell firearms that often. I feel if someone is going to get denied they should be left under review until osp officers arrive.	1/22/2020 5:04 PM