

# OREGON STATE POLICE

Firearms Instant Check System  
Oregon State Police General Headquarters  
3565 Trelstad Ave SE, Salem OR 97317



## FICS Bullet-in

August 2017

### FICS Approval Number Format Change

Due to new programming requirements from the FBI NICS program, the Oregon State Police FICS Unit will be changing the formatting of our state transaction numbers, better known as “approval numbers”, for phoned-in transactions only, by the end of the day on August 9<sup>th</sup>.

Telephone initiated transactions previously included a hyphen (“-“) in an approval number (ex. 17-123456). These will now include a “T” in place of the hyphen (ex. 17**T**123456) to indicate background checks initiated by **T**elephone.

From the dealers’ perspective, this will be most apparent on billing invoices that are sent by mail and when verbal approval numbers are provided by the background examiners. Simply note the approval number containing a “T” on your records like you do currently and expect to see the new format on your mailed billing.

**Old Format:** 17-123456      **New Format:** 17**T**123456

\*Note – this change has no effect on gun check-only transactions or those submitted through the web. Those will still display a 17G123456 and 17W123456 respectively.

### Go Electronic!

In order to improve overall response times, the FICS Unit encourages dealers and purchasers to use these electronic options whenever possible:

#### *FICS Online*

To improve response time, use the FICS Online System to submit background checks. The website to process transactions online is located at: <https://xn.osp.state.or.us/Fics/>

#### *Challenge Calls*

Please refer your customers to the FICS Unit email address at [osp.firearms@state.or.us](mailto:osp.firearms@state.or.us) when they wish to challenge a pending or denied transfer and ask them to provide their full legal name, date of birth, contact number and availability when they email the Unit.

Customers may still call 503-373-1808 as an alternate means for contacting the Unit.



## FICS Online System Update

The Oregon State Police FICS Unit has made enhancements to the web application over the past several months intended to streamline workflows and allow the Unit more time to spend on researching outstanding pended transfer requests. One such enhancement was for pended transactions status updates to be highlighted when there has been a change from pended to approved, or from pended to denied. For web portal users, this will show up as a yellow highlight over the transaction information on the status log page indicating that a change in status has occurred. A dealer will also see a button to acknowledge that the status update has been viewed by the dealer.



### OREGON FICS On-Line



[New Transaction](#) | [Open Purchasers](#) | [Status Log](#) | [Password](#) | [Users](#) | [Logout](#) | [Help](#)

### Transaction Status

Status Log: Delayed Transactions will remain in this list. Once a transaction has been Approved or Denied, it will be removed after it has been printed or after 9 days have passed, which ever comes first.

(This screen automatically refreshes itself)

**At least one of the below transactions has an updated status and/or note.**

(Most recent transaction at the top)

Date Time	Sales Person	Purchaser	Identification Number	Status
8/8/17 4:49 pm	JOHN SMITH	TEST, JOSEPH	8032266	Delayed <a href="#">Print</a>
<b>NOTE:</b> <i>Delayed until 10/27/2017 - LLB</i> <a href="#">Click here to acknowledge this updated status</a>				

This feature also allows the dealer to take action on a change in status at their discretion rather than have the Unit interrupt a conversation they may be having with a customer. The acknowledgment button lets the FICS Unit know that the status update has been received.

Return phone calls with approved/denied information will still be made for background checks that came in over the phone.

*We want to hear from you! What enhancement or features would YOU like to see for the web application?*

Send us suggestions at [osp.firearms@state.or.us](mailto:osp.firearms@state.or.us)



## FICS Unit Webpage

The Oregon State Police has recently updated its FICS Unit webpage with the intent to provide useful information for the dealer community and public at large.

The current page includes information related to:

- The background check process for prospective transferees
- Information on state and federal prohibitions
- A self-assessment tool to determine if a transferee might be prohibited
- Information on the FICS Unit operations
- How to appeal a delayed or denied transfer both at the state level and federally
- Current contact information
- Forms used by dealers and at gun shows; and more...

Please take a look at the web page located at:

<http://www.oregon.gov/OSP/ID/pages/fics.aspx> and let us know what you'd like to see presented. You can do so by submitting suggestions on comment cards that you receive from the OSP CJIS Division, calling any of the contact numbers we provide, or emailing us at [osp.firearms@state.or.us](mailto:osp.firearms@state.or.us) . Thank you!

## Important Contact Information

For FFL dealers and private party transfers:	800.432.5059
Alternate # for when mobile doesn't allow dialing of 800#'s:	503.585.6245
FICS Email for inquiries and challenges:	<a href="mailto:osp.firearms@state.or.us">osp.firearms@state.or.us</a>
FICS Challenge phone # for inquiries and challenges:	503.373.1808
FICS Unit Fax #:	503.370.8584
FICS Unit Supervisors:	503.934.2364, 503.934.2372
FICS Unit Manager:	503.934.2330

If you'd like to receive information like this by email only, please ensure we have your correct email address by sending us a message at [osp.firearms@state.or.us](mailto:osp.firearms@state.or.us) and be sure to include the last 5 of your FFL license number.

Thanks!