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Title: EXTERNAL RESEARCH		

Outgoing Faxes and Mail
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All internal research must be conducted and documented **before** making any external contacts.

State/Federal/International Processing Pages/Contact Lists

The Examiner will contact the state POC, the courts, district attorneys, probation offices, arresting agencies, etc. for disposition, level of offense, incident report, etc. via fax, phone, mail, email, and/or Nlets in accordance with the preference indicated on the State Processing Page and Contact List. If the preference indicates that other agencies can only be contacted if no response is received, other agencies must be contacted, as soon as possible after the 10th calendar day.

If the preference indicates the agency is to be contacted as a last resort, the agency must be contacted as follows:

•   Contact at the on-set of research if no other agencies have the information available due to record retention.

•   Contact as soon as possible when all available agencies have replied, and the needed information was not found or provided.

•   Contact as soon as possible after the 10th calendar day if no responses are received from other agencies.

This will ensure that all resources, in keeping with the NICS Standard Operating Procedures and established state contact procedures, are being exhausted. Every effort must be made to obtain the necessary information, in order to reach a final decision on a NICS transaction during the research phase.

The NICS Section maintains an accurate listing of the agencies that request a fee from NICS or will not assist the NICS. The State Contact Lists are updated to reflect these agencies. The NICS has an obligation to make every reasonable effort to obtain information; however, Examiners **must not** contact an agency if: a) its listing states it

Exhibit "5"

charges a fee, since the NICS has no funding for this purpose; or b) its listing states **DO NOT CONTACT**.

For international arrests (Canada or Interpol) please refer to the **International Folder** (located on Share Point). For federal arrests, refer to the **Federal Folder** located on SharePoint. **DO NOT** contact a local or state law enforcement agency for a federal or international disposition.

When researching a possible prohibitor with an ORI similar to the following: "FBI/DATA INTEGRITY CLARKSBURG (AZ0030500)" this is not a federal arrest. The US District Courts must not be contacted. This is a state arrest and must be researched accordingly. The first two letters in the ORI refer to the state of the originating charge. Contact the POC listed on the appropriate state processing page. On R-84, list ORI as Unknown.

When submitting the request, provide the information listed below and any other pertinent information that may be helpful to the agency contacted:

- FNU or State Identification Number (SID)
- Name of Subject
- Date of Birth
- Charge(s) in question
- Arresting agency and arrest number, if available
- Date of arrest

Note: If the disposition is not available, inquire if an indictment, a bill of information or a formal accusation exists.

If an external agency requests to be contacted via email, the Examiner must submit the request via the team 324 email. The Examiner must include the information listed above by either attaching a completed R84 or documenting the information in the body of the email.

On a daily basis, Examiners correspond via telephonic means with law enforcement agencies inquiring about a criminal history or relaying pertinent information regarding possible firearm retrievals. On occasion, an officer may ask for your name to apply to a report. In the past, an Examiner's full name has been given when requested. You are being instructed to relay your **first name and your BRADY ID (4-digit code) only.** If a full name is still requested, the Examiner's first name and Supervisor's last name will be given. All outgoing correspondence (faxes, mail, Nlets messages, and email) must contain the Examiner's first name of their **official bureau name** and first initial of last name, their Brady ID, and the last name of their supervisor. The correspondence **must** not contain any punctuation or any "nicknames" utilized by the Examiner (example: If your official bureau name is Charles, you must utilize Charles, not Chuck).

Outgoing Faxes and Mail

The Examiner must follow the steps below to edit user settings so all outgoing mail and faxes will populate the information accordingly.

1. Select "Forms" on the NICS Toolbar (a window will appear titled "NICS Operations Online Forms")

2. On the NICS Operations Online Forms window, select "Edit" (a window will appear titled "Examiner User Settings")

3. In the Examiner User Settings window, the following information must be populated:
    a. Examiner – First name of official bureau name and first initial of last name (example: ⬜). Do not use punctuation.
    b. Supervisor (example: ⬜)
    c. Extension
    d. Email – *team 324 address*
    e. Unit ID
    f. Brady ID
    g. Shift (the remaining information will populate based on the shift chosen)

b6
b7C

Email Requests

The Examiner must provide the following information on email requests:

From: First name of official bureau name, first initial of last name, and supervisor's last name (example: ⬜)
Email: *team 324 address*

b6
b7C

Nlets Messages

The Examiner must provide the following information on Nlets Messages:

First name of official bureau name, first initial of last name, and supervisor's last name (example: ⬜), phone number including extension and NICS fax number.

Payment of Court Transcript Fees

If procedure dictates, the Examiner must request a court transcript. Since courts sometimes require payment for court transcripts, the NICS Section, in cooperation with the CJIS Division's Contract Administration Office, has developed a process to pay the invoices received from the courts for these transcripts. If the court requires payment, the Examiner must request an invoice be sent with the transcript. No payment will be made in advance before the transcripts are received. Advance payments in general are

prohibited by Title 31, United States Code, Section 3324. This statute prohibits the government from paying for goods before they have been received or for services before they have been rendered. The Examiner must, then send the invoice to the attention of the NICS Section Budget Representative, Module A-3. The invoice must include:

> ➤ Company letterhead (Court or Court Reporter's business address)
> ➤ Case File Number or invoice number
> ➤ Date
> ➤ Payment Amount
> ➤ Payee Name or Remit to Name
> ➤ The number of pages transcribed

If the court will not send the transcript without payment in advance, comments must indicate that the transaction will be delayed indefinitely.

Region Coordinators will attempt annually to obtain the agency's cooperation. The Uncooperative Database, contact lists, and Global Address Book are updated with any new information. If a bill or refusal letter is received, forward the information to the Region Coordinator Supervisor.

Note: If a verbal response is received from an agency, the Examiner is required to request a hard copy. Enter comments stating the hard copy was requested. Once the hard copy is received, enter comments and specify where the hard copy was forwarded (DDF, NSU, etc.)

Mass Contacts

Region Coordinators are responsible for dispatching all Mass Contacts. Mass Contacts are agencies that require the NICS to request information from them in a very specific manner. Examiners must forward the Mass Contacts to the Region Coordinator Team using one of the following, unless the State Processing page(s) provides alternate instructions:

Fax:

1-Open WFD, select "fax" as method of contact, complete form as usual. (All contacts will be available in Court Manager)

2-Click on "Request Information", complete form and click "ok"

3-Click on "no cover sheet" and click OK

4-Go to Outgoing Faxes on your Desktop

5-Single click on the R-84 with the corresponding NTN

6-Click on "email this file" at the top left corner of the screen

7-On the email subject line, the Examiner must enter the name of the mass contact. Ex: MT DOC, NY CHRS, California Manual Record, etc.

Note: Delete any data that automatically populates in the subject field before you enter the appropriate Mass Contact Name.

8-Send email to "NICS_Dispositions"

Note: Do not replace steps 4, 5, and 6 with forwarding your initial email confirmation to the Dispositions Folder. The link that would be forwarded could be purged, which would make the link inaccessible.

E-mail:

1. Open WFD, select "email" as method of contact, complete form as usual. (All contacts will be available in Court Manager)

2. Click on "Request Information."

3. Complete NICS Email Dispo Request Form.

4. E-mail completed Request Form to NICS_Dispositions. Ensure the name of the mass contact is in the email subject line. Ex: MT DOC, NY CHRS, California Manual Record.

Receiving Voice Mail/Answering Machine

If an Examiner receives a voice mail or answering machine while attempting to contact a law enforcement agency or entity for information, the Examiner must **only leave a message if the agency is identified** on the voice mail. If a specific agency is identified on the voice mail, the Examiner may leave a detailed message requesting information. The Examiner must not be divulging any of the purchaser's information, the Date of Arrest (DOA) or arrest information if the voice mail is unidentified. Divulging this information on an unidentified voice mail could result in a privacy act violation if the message is left at the incorrect number that is not a law enforcement agency or entity. If a message is left requesting police report or disposition information, enter the request in WFD.

Waiting for Disposition Information

All NICS employees are required to utilize the Waiting for Disposition Information (WFD) function for every NICS Transaction Number (NTN) that requires contact with an outside entity (including telephone calls).

The WFD allows each Date of Arrest (DOA) to have its own WFD screen and its own Comment screen called the Complete DOA Comments Screen. The WFD enables the Examiner to see the specific agency contacted, the method of contact, and the information requested from that agency in the summary of request section for each DOA.

Once an Examiner determines that a valid hit has occurred and the record requires contact with an external entity, a WFD Request must be completed for each DOA needing researched. The Examiner will go to "Form" on the Background Check screen and select "Waiting for Dispo." When the window appears for WFD, the Examiner will see the following fields located on the Disposition Record:

Field Descriptions:

Top Row:

- NTN – Automatically populated (Examiner cannot change).

- DOA – The Examiner must manually enter the DOA requiring additional research. The two options available include manually entering the Month, Day, Year or selecting the information from the drop-down menu (exception Year). The Examiner must click the "Add" button to add a DOA to the drop-down list.

- DOA – The drop-down menu will include all DOAs that have been added by the Examiner.

Second Row:

This is a "system populated" area updated when the Examiner enters information in the other fields.

- Status – Will show working (request submitted), cancel (request canceled) and completed (response received from agency).

- Date of Arrest – DOA requiring additional research.

- State ID - State receiving request.

- Record ID – Identifying Record Number of the hit requiring additional research (Interstate Identification Index (III) – FBI Number; NCIC – Protection Order, Warrant Number, etc.).

- Request Date/Time – Date and Time the request was submitted to the outside agency.

- Response Date/Time – Date and Time the response was received from the outside agency.

- Agency – Name of Agency receiving the request.

- Action Code – Request type (police report, disposition, etc.). The Action Code determines the form generated. Multiple Action Codes cannot be selected but the additional information being requested from the agency can be indicated in the Comments field within the WFD.

Third Row:

This is a "self populated" area where the Examiners are required to complete the fields in the row.

- Record Number – The drop-down list will include the Identifying Numbers of all hits returned. Select or manually enter the appropriate Identifying Number requiring research.

- Action Code – Request type submitted (choose appropriate item from drop down menu).

- Method of Contact– Request type submitted (choose appropriate item from drop down menu).

Fourth Row:

- Agency Contacted – the "Lookup" tab accesses the Global Address Book.

    o If this option is utilized, the State Contacted, ORI, Attention, and Contact Information will be automatically populated.
    o If this option is not utilized, manual entry is required for the above-listed fields.

Note: If the Examiner selects an agency from the "Lookup" tab and needs to make a change, select the "Lookup" tab again and make the necessary change or click the "Clear" tab.

Note: If Fax is selected as the method of contact, the Request Information tab will not activate unless the agency has a fax number in the Global Address Book.
Last Field Row:

Comments – A free text field. Please refer to SOP 5.15 Documenting Research Comments.

Buttons on the Right Side of the Screen:

- Request Information

- Received Before 3 Days**

- Received After 3 Days**

- Received After 30 Days

- Cancel Request

- Save Comments

The second tab in the WFD is the "DOA Comments." This tab organizes all agencies contacted and all responses received for each DOA requiring additional research.

Entering Information Requests into WFD

Faxed Requests for One DOA:

1. Select the appropriate DOA on the Disposition Record Screen.

   - If the DOA is not listed already, the Examiner manually enters the information and selects "Add."

2. Choose the Record Number from the drop-down list or manually enter a record number.

3. Select the appropriate Action Code.

4. Select Fax.

5. Select Lookup and add all agencies contacted for the information.

OR

For a single arrest, the Examiner can manually enter the (a) Agency Contacted, (b) State Contacted, (c) ORI, (d) Attention, (e) Contact information if the information is not available in the Global Address Book; however, the Global Address Book must be utilized if the agency is available.

   a. Multiple agencies can be selected; however, the Primary Agency is the only one that will show in the Agency Contacted field.

   b. If multiple agencies are selected using fax as the method of contact and an agency does not have a fax number listed in the Global Address Book, an error message window stating "FAILED to queue for" that agency will appear indicating that a fax was not transmitted.

    c. Only agencies successfully contacted will be updated in the Status screen as well as in the DOA Comments and the Comments Field of the Background Check.

6. Select Request Information.

7. The Populate the Form Fields screen appears. The following information will complete the R-84 that is submitted to the outside entities:

    a. NTN – Required – The only field pre-populated and cannot be changed.

    b. Unit ID – Required.

    c. Brady ID – Required.

    d. Examiner – First name required but may use full name if requested by agency.

    e. Supervisor – Last name required.

    f. FBI Number – Required.

    g. Subject Name – Required – This information is pre-populated based on the information provided on the search screen. The Examiner is responsible for ensuring the information matches the subject information on the hit (i.e., Alias information). The Examiner may provide any alias information to the agencies contacted by entering the information into the comments field of the R-84.

    h. Date of Birth – Required – This information is pre-populated based on the information provided on the search screen. The Examiner is responsible for ensuring the information matches the subject information on the hit (i.e., Alias information). The Examiner may provide any alias information to the agencies contacted by entering the information into the comments field of the R-84.

    i. Sex - Required.
    j. SID - Optional.

    k. SOC - Optional.

    l. Contributor of Fingerprints – Required.

    m. OCA – Optional.

    n. Date Arrested or Received – Required.

o. Offenses Charged at Arrest – Required.

After entering the offenses charged at the time of arrest, the Examiner can right click on the field to obtain list of additional comments or manually enter additional comments/questions regarding that DOA below the charge.

Note: The Name and DOB fields on the R-84 can be edited by the Examiner if necessary.

8. Click OK.

9. Click Send.

10. Review Forms Window is displayed.

   - You can select the R-84 and view or edit it as necessary.

11. Click Send All.

12. The next screen to appear is "Add a Coversheet?" Click the appropriate response.

13. Click OK. Popular Cover Sheet Fields window is displayed.

14. Click OK.

Faxed Requests for Multiple DOAs to the Same Agency

Faxed requests for multiple DOAs to the same agency may be completed via WFD by entering each DOA:

1. Select the DOA on the Disposition Record screen.

   - If the DOA is not listed, the Examiner must manually enter the information and select "Add."

2. Choose the Record Number from the drop-down list or manually enter a record number.

3. Select the appropriate Action Code.

4. Select Fax.

5. Select Lookup and add the agency contacted for the information or manually enter the Agency Name, the State Contacted, the ORI, Attention field, and Contact Information.

6. Click Request Information.

7. Complete the steps as outlined in Step 7 in the above section of Faxed Requests for One DOA.

8. Select OK.

9. Add the next DOA by entering the date and selecting "Add."

10. Select the appropriate Action Code.

11. Click Request Information.

12. Complete the fields in the "Populate the Form" window and click OK. Repeat Steps 9 thru 12 for each additional DOA.

13. Click send. Review Forms Window is displayed.

   • You can select the R-84 and view or edit it as necessary.

14. Click Send All.
15. Select the appropriate Action Code.

16. Click OK. Populate Cover Sheet Fields is displayed.

17. Click OK.

Entering WFD for Information Unattainable

1. Enter only one DOA on the Waiting For Disposition Screen and click "Add" to populate the DOA field

2. Select the Record Number from the drop-down list or manually enter a record number

3. Select the Action Code, "U" Information Unattainable, N/A will be automatically entered into the Method of Contact box

4. For Agency Contacted, Select Lookup. Select Add/Change and type into the Address Book "Information Unattainable"

5. Select OK twice to populate information

6. Select Request Information

Note: The Examiner will only enter **one** "Information Unattainable" per transaction after it has been determined no external agencies can be contacted.

Mailed Requests

Mailed Requests follow the same procedure as Faxed Requests for all DOAs with the following exceptions:
1. Select Mail.
2. Select OK. The next screen to appear is "Add a Coversheet?" Select Final Disposition Request. The Examiner must ensure the information listed is correct. The Examiner has the capability to modify the information with the exception of the NTN.

If Mail is selected as the method of contact and the R84 and Final Disposition Request do not print, do not re-enter this request into WFD. The Examiner must go into Outgoing Faxes and print the R84 and Final Disposition Request. The Examiner also has the option to utilize the NICS Online Forms located on the NICS Toolbar and re-enter the information.

Telephone Requests

Telephone Requests follow the same procedure as Faxed Requests for all DOAs with the following exceptions:

1. Select Telephone.

2. Enter appropriate comments.

Email Requests

All NICS users must refrain from documenting the NTN and status or the NTN and name information on Microsoft Outlook accounts. For Emails to indicate or address multiple NICS transactions, or to request a website be checked, NICS employees must refrain from documenting the NTN and name of the gun buyer in the Email. To eliminate the occurrence of such, the NICS employee must verbally request the information. If unable to request the information verbally, an Email containing only the NTN must be sent. All other requesting information must be clearly stated in the comments of the NICS transaction (not the body of the Email): (Reference Section nine of SOP 10.1)

- DOA
- Offense
- State in which the offense occurred
- Federal Offense (if applicable)
- Statute number of offense if available
- Any other specific information regarding the DOA in question

Email Requests follow the same procedure as Faxed Requests for all DOAs with the following exceptions: (The following link directly connects to the NICS E-mail Requests form on the Ops Map.)

1. Select Email.

2. Enter appropriate comments.

<u>Multiple Related Federal DOAs With Missing Dispositions</u>

If a criminal history posted on NGI provides multiple <u>Federal</u> arrests that appear to be associated with one another and not every associated cycle is updated with disposition information, the Examiner is required to forward the FBI number and all associated Federal DOAs to the IHT7.

Example:

1-ARRESTED OR RECEIVED 01/20/1982
  AGENCY- FBI AGENCY (AK0000000)
   AGENCY CASE-82CF2

   CHARGE 1- POSSESSION C/S WITH INTENT

   COURT- ()
   CHARGE- SIMPLE POSSESSION
   06/05/82 CONVICTED, 6 MO SUSP, 3 YRS PROB

2-ARRESTED OR RECEIVED 01/20/1982A
  AGENCY- US MARSHALS (USMAK0000)
   AGENCY CASE-82CF6

   CHARGE 1- POSSESSION C/S WITH INTENT

3-ARRESTED OR RECEIVED 01/20/1982B
  AGENCY- DEA AGENCY (DEA000000)
   AGENCY CASE-82CF8

   CHARGE 1- POSSESSION C/S WITH INTENT

**Example is not all inclusive.

To forward information, Examiners will enter a WFD request as normal. In the comments field of the WFD entry, the Examiner will enter the keyword: *BSS. Entry of the keyword enables a system report to be generated and forwarded to BSS by the appointed representative.

Entering Information Received

When an Examiner receives a response from outside agencies, the information **must** be entered in either the Research Comments or WFD.

Exception: It is not required to enter "No Record" responses if a decision of proceed or deny can or has been applied to the NTN. However, if a transaction is still in a **delay** status, all "No Record" responses **must** be entered.

Research Comments

If an Examiner is utilizing the Research Comments to enter receipt of information, the Examiner **must** indicate how the information was received (fax, e-mail, mail, telephone call), the agency that provided the response, the date of arrest the information applies to, and the information provided.

Example: An Examiner is researching a 02/10/1999 arrest made by Hammond PD, Indiana for the charge of Battery. The Examiner must utilize WFD to contact Hammond PD for the police report, as well as, Lake County Traffic and Misd Court and Hammond Superior Court for the disposition information.

*If the Examiner receives a fax from Hammond PD with the police report and enters the information in the Research Comments, the comments **must** state:

Fax received from Hammond PD for DOA: 02/10/1999. Review of police report indicates that the victim was a stranger.

*If the Examiner receives an e-mail from Lake County Traffic and Misd Court, the Research Comments **must** state:

E-mail received from Lake County Traffic and Misd Court for DOA: 02/10/1999. Response indicates charges were dismissed. Forwarded e-mail to DRST.

WFD

To enter information received in WFD:

1. Choose the appropriate DOA.

2. Status Bar - Highlight the agency the information was received from.

3. Enter comments in the WFD Comments field indicating the response received.

4. Click the button that corresponds to the date received, "Received Before 3 Days," "Received After 3 Days," or "Received After 30 Days." Comments will populate into the DOA Comments and the Background Check Screen Comments.

Note: 3 Days is considered 3 business days from the date the request was sent.

Display Form

1. Choose the appropriate DOA.
2. Status Bar - Highlight the agency.
3. Review R-84 Form.

Process 2nd Request

1. Choose the appropriate DOA.

2. Status Bar - Highlight the agency.

3. Click "Process 2nd Request".

4. "Review Forms" window is displayed.
   - You can select the R-84 and view or edit it as necessary.

5. Click "Send All".

6. The next screen to appear is "Add a Coversheet". Select the appropriate response.

7. Click "OK". Populate Cover Sheet Fields window is displayed.

8. Click "OK".

Cancel Request

1. Choose the appropriate DOA.

2. Status Bar - Highlight the information that needs to be canceled.

3. Enter appropriate comments.

4. Click "Cancel Request." The comments will populate into the DOA Comments and the Background Check screen.

Save Comments

1. Choose the appropriate DOA.

2. Enter appropriate comments. The comments will populate into the DOA Comments and the Background Check screen.

Work Around

Specific work-around has been identified and is necessary in order to document the request of information for dates of arrest requiring additional research for each NTN. The scenarios requiring a work-around and the details of each work-around are described below:

- Ability to Add "Unknown" Dates of Arrest (DOA) to WFD

  The work-around steps are as follows:

  a. Enter the Month, Day, and Year into WFD as follows: 01/01/1900.

  b. Click ADD.

  c. Complete the remaining fields required to fax, mail, telephone, or Email.

  d. In the Comments field, enter appropriate comments indicating the DOA is "unknown."

  e. Select Request Information.

  f. In the Populate the Forms field for the DOA, remove the date of 01/01/1900 and type "unknown."

  g. Complete the WFD entry.

  The above work-around will be in place until corrected systematically or until it is determined by the NICS Section it is no longer feasible.

Facsimile Transmission Notification

For NICS transaction documentation purposes, the NICS Research Comments must reflect the appropriate contact information, e.g., the name of the agency faxed and the fax number used in the request. The Biscom Fax Server confirmation message "notification for fax" has been modified to read, "Successful Fax: Fax successfully sent to (agency name) at (agency fax number)."

A NICS Section employee may document the NICS Research Comments by copying and pasting the "Successful Fax" confirmation message into the NICS Research Comments field or by manually locating and entering the information. Only data relevant to the transaction must be placed in the comments or attached to the transaction.

Unsuccessful Fax Confirmation

If an unsuccessful fax confirmation is returned to the Examiner's inbox, the Examiner will:

Contact the appropriate Region Coordinator or send an Email to "Region Coordinators," and the Region Coordinator Supervisor advising of the issue that occurred.

The Region Coordinator will verify the contact data in Court Manager and check with the external agency to determine if they are experiencing any fax communication issues.

If the agency advises the Region Coordinator no issues exist, the Region Coordinator will advise the Examiner to attempt to resend the fax from WFD within the NICS Toolbar. If an unsuccessful fax confirmation is returned to the Examiner's inbox, the Examiner will then print their coversheet and R84(s) from their outgoing faxes folder located on the NICS Desktop and manually fax the information to the agency, verifying it was successfully or unsuccessfully sent to the appropriate agency.

The Examiner will need to print the unsuccessful fax confirmation from their inbox, attach the R84/coversheets and successful fax confirmation and send this information to the Region Coordinator.

The Region Coordinator will report the Unsuccessful / Successful Facsimile information to CCSST which will work with the appropriate individuals to resolve any issues that may be affecting outgoing facsimiles.

WFD Inquiry

**Entering information in WFD Inquiry is optional.

The WFD Inquiry feature allows the Examiner to enter comments into purged transactions only indicating which agencies have responded.

Click on the WFD Inquiry tab located on the toolbar.
Click on DOA and agency that responded.
Enter comments and click appropriate tab.

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- ➤ Company letterhead (Court or Court Reporter's business address)
- ➤ Case File Number or invoice number
- ➤ Date
- ➤ Payment Amount
- ➤ Payee Name or Remit to Name
- ➤ The number of pages transcribed

If the court will not send the transcript without payment in advance, comments must indicate that the transaction will be delayed indefinitely.

Region Coordinators will attempt annually to obtain the agency's cooperation. The Uncooperative Database, contact lists, and Global Address Book are updated with any new information. If a bill or refusal letter is received, forward the information to the Region Coordinator Supervisor.

Note: If a verbal response is received from an agency, the Examiner is required to request a hard copy. Enter comments stating the hard copy was requested. Once the hard copy is received, enter comments and specify where the hard copy was forwarded (DDF, NSU