Help and Frequently Asked Questions

The following information is a general guide for using the Massachusetts Firearms Registration and Transfer System (E-FA-10).

The help section is divided into categories based on the type of transaction and includes information and answers to issues that may arise for each transaction type. Answers to general questions and issues appear under the heading “Frequently Asked Questions and Issues”. Laws cited in the FAQ answers may be viewed at www.malegislature.gov.

To report technical problems with the website, or for further assistance, send an e-mail to the Department of Criminal Justice Information Services (DCJIS) Firearms Records Bureau (FRB) at FRB@state.ma.us.

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What You Can Do Using This Service

1) Record the sale or transfer of a weapon to another person or dealer
2) Register a weapon
3) Report the loss or theft of your firearm
4) Report the inheritance of weapons
5) Record weapons that have been surrendered to the police
6) Record the transfer of weapons after they have been surrendered to the police
7) Generate an LTC/FID card validation

Before You Begin…

Massachusetts law requires both the firearm Seller AND the firearm Buyer to have a valid Massachusetts FID or LTC. The E-FA-10 system will check for license validity before allowing certain transactions to continue.

Please have the following information on hand before beginning an E-FA-10 transaction:

1) Seller’s firearms license or license number
2) Seller’s firearms license PIN number
3) Buyer’s firearms license or license number
4) Buyer’s firearms license PIN number
5) Weapon information

Once you complete the transaction, remember to: 1) print a copy of the confirmation page for your records and 2) print a copy of the confirmation page for the buyer’s records. The confirmation page cannot be reprinted by FRB or your local licensing officer.
Transactions

- Personal Sale or Transfer
- Registration
- Loss or Theft
- Inheritance
- Surrender Weapon to Police
- Transfer to Buyer After Surrender
- Generate LTC/FID License Validation
**Personal Sale or Transfer**

*Use this option if you are a Massachusetts resident and you are selling or transferring a firearm, rifle, shotgun or machine gun to another person or to a dealer and you conducted the sale or transfer personally or through an agent.*

The information below is organized in the order that the screens appear in the transaction and includes answers to frequently asked questions and issues.

**Screen # 1 - Initiating the Transaction**

**Issue - I am selling a weapon and I cannot locate my license number and/or I do not have my Firearms License PIN**

Solution - You must contact the police department that issued your license to obtain your license number, to request a new license, or to obtain your PIN number. The FRB cannot provide you with this information.

**Issue - I sold a weapon and I do not have the buyer’s license information.**

Solution - You must contact the buyer and obtain this information. This information is required to submit a transaction. The FRB cannot provide you with this information.

A Seller should always ask for a current FID/LTC License Validation Certificate. The Buyer’s name and address is displayed on the certificate in case the Seller needs to contact the Buyer after the transaction is complete.

**Question - I am selling a weapon and the buyer is showing me a FID/LTC Validation Certificate. What is this certificate?**

Answer - The FID/LTC License Validation Certificate is a new feature available through E-FA-10. It gives extra assurance to the Seller that the Buyer has a valid, active license and is not prohibited by law from possessing a weapon.

If a Buyer’s license has been suspended or revoked for any reason (restraining order, warrant, criminal offense) or is not an active license, the Buyer will not be able to produce a FID/LTC License Validation Certificate.
A Seller should always ask for a current FID/LTC License Validation certificate. The certificate will indicate if a Buyer’s license is currently active and what types of weapons a Buyer may legally possess under his/her license type. The Buyer’s name and address is also displayed on the certificate in case the Seller needs to contact the Buyer after the transaction is complete. The certificate is valid for 24 hours and a Buyer can obtain a current certificate at any time using the E-FA-10 application.

**Issue - I am unable to proceed to the next screen. An error message appears each time I attempt to continue.**

Solution - Most error messages are a result of missing or incorrect information. Always check to make sure that the information that you are entering is correct and that all required fields have been completed.

Some common mistakes:

1) The date of birth must be in this format: MMDDYYYY
   - For example, if you were born on June 6th, 1944, you would enter: 06041944

2) The LTC/FID number is entered in the PIN field. The Seller’s PIN number is issued by the licensing authority and is not the same as the LTC/FID number. Do not enter the LTC/FID number twice.

3) One or more required fields have not been completed. All required fields, indicated by an asterisk (*), must be completed and contain accurate information.

4) Both a Dealer’s License Number and a Buyer’s FID/LTC number has been entered. EITHER the Buyer’s information or the Dealer’s license number must be entered – do not complete both fields.

If you are the Seller and there is an issue with your license you must contact the police department that issued your license.

If there is an issue with the buyer’s license, the Buyer must contact the police department that issued the Buyer’s license.

A Seller should always ask for a current FID/LTC License Validation Certificate. The Certificate will indicate if a Buyer’s license is currently active.

If the information in the required fields appears to be accurate and you believe there is an issue with the E-FA-10 application, please contact the FRB at FRB@state.ma.us or 617-660-4782.
Issue - I cannot read the challenge words provided in the Security Check section

Solution – If you are unable to read the challenge words provided in the Security Check section, you can request new challenge words by clicking the button located below the challenge words. If you are still unable to read the challenge words provided, an audio option is available. To access the audio option, click the button located below the challenge words. If you would like detailed instructions or need further assistance, please click the button located below the challenge words. This help function is designed to assist you with using the Security Check feature; however, if the Security Check feature is not functioning, please contact the FRB at FRB@state.ma.us or 617-660-4782.

Screen #2 - Add Seller/Buyer

Issue - The information that appears on this screen is incorrect and this screen does not allow me to add or edit any information.

Solution - This screen is pre-populated with information contained within the firearms license database. This information is linked to the license numbers you entered in the “Initiate Transaction” screen. If the information needs to be corrected or updated, you must contact the police department that issued the firearms license.

Screen #3 - Add a Weapon

Issue - I am unable to proceed to the next screen. An error message appears each time I attempt to continue.

Solution - Most error messages are a result of missing or incorrect information. Always check to make sure that the information that you are entering is correct and that all required fields have been completed.

Some common mistakes:

1) The date of sale/transfer must be in this format: MMDDYYYY
   
   o For example, if you sold a weapon on June 28th, 2010, you would enter: 06282010

2) One or more required fields have not been completed. All required fields, indicated by an asterisk (*), must be completed and contain accurate information.
If the information in the required fields appears to be accurate and you do not believe there is an issue with either license, check to ensure that the weapon being transferred *can be lawfully possessed under the type of license presented* by the Seller and Buyer.

The E-FA-10 application will not allow a transfer to be completed if the weapon being sold or transferred cannot be possessed lawfully under both licenses. Example: Seller attempts to transfer a machine gun to Buyer who presents an FID. A FID holder may only possess non-large capacity rifles and shotguns. This transaction is invalid and cannot be processed.

A Seller should always ask for a current FID/LTC License Validation Certificate. The Certificate will indicate what type of weapons a Buyer may legally possess under his/her license type.

**Screen #4 - Verify a Transaction**

*Issue - The information that appears on this screen is incorrect and this screen does not allow me to add or edit any information.*

Solution - The weapon information was entered in the previous screen (“Add a Weapon”). If the information is incorrect, use the “previous” button in the lower right-hand corner to go back and re-enter the information.

**Screen #5 - Confirmation**

*Issue - Why can't I view or print the transaction record?*

Solution - The transaction record opens as a PDF file. Adobe Acrobat Reader is required to view or print the transaction form. A free version of Adobe Acrobat Reader can be downloaded at [www.adobe.com](http://www.adobe.com)

*Issue - I was unable or I forgot to print a copy of the transaction record I just submitted.*

Solution - The “Confirmation” page is where a copy of a submitted transaction record may be printed for the Buyer’s and/or Seller’s records. Multiple copies may be printed from this page.

If you exit out of the “Confirmation” page, you cannot access the “Print Transaction” option again.

If you fail to print a copy of the transaction and wish to receive a copy, you must submit a “Request for Personal Search” form, available at [mass.gov/cjis](http://mass.gov/cjis). Please follow the instructions on the form.
FRB staff cannot provide a copy of the transaction without a completed “Request for Personal Search” form. If you need further assistance, please contact the FRB at FRB@state.ma.us

**Issue - I printed a copy of the transaction record I just submitted and noticed an error on the record.**

Solution- Once you reach the “Confirmation” page you cannot go back and make changes to the transaction record.

If there is an error in the record, you must complete another transaction record with the correct information.

Once the second transaction is complete, take note of the new ticket number for the transaction (in **bold** on the “Confirmation” page). Complete the “E-FA-10 Transaction Record Error” form, available at mass.gov/cjis. Please follow the instructions on the form.

FRB staff cannot correct the transaction without a completed “E-FA-10 Transaction Record Error” form. If you need further assistance, please contact the FRB at FRB@state.ma.us

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Registration

*Use this option if 1) you are a Massachusetts resident and you obtained a firearm, rifle, shotgun or machine gun from out of state 2) you recently moved to Massachusetts and you wish to record ownership of a firearm, rifle, shotgun or machine gun or 3) you possess a firearm, rifle, shotgun or machine gun and there is no record of the weapon on file with the Firearms Records Bureau.*

The information below is organized in the order that the screens appear in the transaction and includes answers to frequently asked questions and issues.

**Screen #1 - Initiating the Transaction**

*Issue - I am registering a weapon and I cannot locate my license number and/or I do not have my PIN*

Solution - You must contact the police department that issued your license number, request a new license or obtain your PIN number. The FRB cannot provide you with this information.

*Issue - I am unable to proceed to the next screen. An error message appears each time I attempt to continue.*

Solution - Most error messages are a result of missing or incorrect information. Always check to make sure that the information that you are entering is correct and that all required fields have been completed.

Some common mistakes:

1) Your PIN number was issued by the licensing authority and is not the same as your LTC/FID number. Do not enter the LTC/FID number twice.

2) One or more required fields have not been completed. All required fields, indicated by an asterisk (*), must be completed and contain accurate information.

If the information in the asterisk fields (*) appears to be accurate, follow the directions associated with the error message. If there is an issue with your license you must contact the police department that issued your license. If the information in the required fields appears to be accurate and you believe there is an issue with the E-FA-10 application, please contact the FRB at FRB@state.ma.us or 617-660-4782.
Issue - I cannot read the challenge words provided in the Security Check section

Solution – If you are unable to read the challenge words provided in the Security Check section, you can request new challenge words by clicking the button located below the challenge words. If you are still unable to read the challenge words provided, an audio option is available. To access the audio option, click the button located below the challenge words. If you would like detailed instructions or need further assistance, please click the button located below the challenge words. This help function is designed to assist you with using the Security Check feature; however, if the Security Check feature is not functioning, please contact the FRB at FRB@state.ma.us or 617-660-4782.

Screen #2 - Add Owner/Seller

Issue - The information that appears in the “Owner” section on this screen is incorrect and this screen does not allow me to add or edit any information.

Solution - This screen is pre-populated with information on file with the FRB. This information is linked to the license number you entered in the “Initiate Transaction” screen. If the information needs to be updated, please contact the police department that issued your license.

Issue - I do not have enough information on the Seller to complete all the requested fields.

Solution – Complete the requested fields to the best of your ability. If possible, contact the seller to obtain additional information.

Screen #3 - Add a Weapon

Issue - I am unable to proceed to the next screen. An error message appears each time I attempt to continue.

Solution - Most error messages are a result of missing or incorrect information. Always check to make sure that the information that you are entering is correct and that all required fields have been completed.

Some common mistakes:

1) The date of registration must be in this format: MMDDYYYY
   - For example, if you sold a weapon on June 28th, 2010, you would enter: 06282010
2) One or more required fields have not been completed. All required fields, indicated by an asterisk (*), must be completed and contain accurate information.

If the information in the required fields appears to be accurate and you do not believe there is an issue with either license, check to ensure that the weapon being transferred can be lawfully possessed under the type of license presented by the Seller and Buyer.

The E-FA-10 application will not allow a transfer to be completed if the weapon being registered cannot be possessed lawfully by the license holder.

**Screen #4 - Verify a Transaction**

**Issue - The information that appears on this screen is incorrect and this screen does not allow me to add or edit any information.**

Solution - This screen is pre-populated with license information on file with the FRB and the weapon information entered by the user.

The license information is linked to the license numbers you entered in the “Initiate Transaction” screen. If the information needs to be updated, you must contact the police department that issued your license.

The weapon information was entered in the previous screen (“Add a Weapon”). If the information is incorrect, use the “previous” button in the lower right-hand corner to go back and re-enter the information.

**Screen #5 - Confirmation**

**Issue - Why can’t I view or print the transaction record?**

Solution - The transaction record opens as a PDF file. Adobe Acrobat Reader is required to view or print the transaction form. A free version of Adobe Acrobat Reader can be downloaded at [www.adobe.com](http://www.adobe.com)

**Issue - I was unable or I forgot to print a copy of the transaction record I just submitted.**

Solution - The “Confirmation” page is where a copy of a submitted registration record may be printed for the Seller’s records. Multiple copies may be printed from this page.

If you exit out of the “Confirmation” page, you cannot access the “Print Transaction” option again.
If you fail to print a copy of the transaction and wish to receive a copy, you must submit a “Request for Personal Search” form, available at mass.gov/cjis. Please follow the instructions on the form.

FRB staff cannot provide a copy of the transaction without a completed “Request for Personal Search” form. If you need further assistance, please contact the FRB at FRB@state.ma.us

**Issue - I printed a copy of the transaction record I just submitted and noticed an error on the record.**

Solution- Once you reach the “Confirmation” page, you cannot go back and make changes to the transaction record.

If there is an error in the record, you must complete another transaction record with the correct information.

Once the second transaction is complete, take note of the new ticket number for the transaction (in **bold** on the “Confirmation” page). You must submit the “E-FA-10 Transaction Record Error” form, available at mass.gov/cjis. Please follow the instructions on the form.

FRB staff cannot correct the transaction without a completed “E-FA-10 Transaction Record Error” form. If you need further assistance, please contact the FRB at FRB@state.ma.us
Loss or Theft

Use this option if a firearm, rifle, shotgun or machine gun owned by you was lost or stolen.

The information below is organized in the order that the screens appear in the transaction and includes answers to frequently asked questions and issues.

Screen #1 - Initiating the Transaction

Issue - I am reporting a weapon lost or stolen and I cannot locate my license number and/or I do not have my PIN

Solution – You must contact the police department that issued your license to obtain your license number, to request a new license, or to obtain your PIN number. The FRB cannot provide you with this information.

Issue - I am unable to proceed to the next screen. An error message appears each time I attempt to continue.

Solution - Most error messages are a result of missing or incorrect information. Always check to make sure that the information that you are entering is correct and that all required fields have been completed.

Some common mistakes:

1) Your PIN number was issued by the licensing authority and is not the same as your LTC/FID number. Do not enter the LTC/FID number twice.

2) One or more required fields have not been completed. All required fields, indicated by an asterisk (*), must be completed and contain accurate information.

If the information in the required fields appears to be accurate and you believe there is an issue with the E-FA-10 application, please contact the FRB at FRB@state.ma.us or 617-660-4782.

Issue - I cannot read the challenge words provided in the Security Check section

Solution – If you are unable to read the challenge words provided in the Security Check section, you can request new challenge words by clicking the button located below the challenge words. If you are
still unable to read the challenge words provided, an audio option is available. To access the audio option, click the button located below the challenge words. If you would like detailed instructions or need further assistance, please click the button located below the challenge words. This help function is designed to assist you with using the Security Check feature; however, if the Security Check feature is not functioning, please contact the FRB at FRB@state.ma.us or 617-660-4782.

**Screen #2 - Add Owner**

*Issue - The information that appears in the “Owner” section on this screen is incorrect and this screen does not allow me to add or edit any information.*

Solution - This screen is pre-populated with information on file with the FRB. This information is linked to the license number you entered in the “Initiate Transaction” screen. If the information needs to be updated, please contact the police department that issued your license.

**Screen #3 - Add a Weapon**

Solution - Most error messages are a result of missing or incorrect information. Always check to make sure that the information that you are entering is correct and that all required fields have been completed.

Some common mistakes:

1) The date of theft must be in this format: MMDDYYYY
   - For example, if you sold a weapon on June 28th, 2010, you would enter: 06282010

2) One or more required fields have not been completed. All required fields, indicated by an asterisk (*), must be completed and contain accurate information.

In addition to reporting a lost or stolen weapon to the FBR, you must report the loss/theft to the police department with jurisdiction over the place of loss/theft. The E-FA-10 application will not allow you to proceed until this step is completed.
Screen #4 - Verify a Transaction

Issue - The information that appears on this screen is incorrect and this screen does not allow me to add or edit any information.

Solution - This screen is pre-populated with license information on file with the FRB and the weapon information entered by the user.

The license information is linked to the license numbers you entered in the “Initiate Transaction” screen. If the information needs to be updated, please contact the police department that issued your license.

The weapon information was entered in the previous screen (“Add a Weapon”). If the information is incorrect, use the “previous” button in the lower right-hand corner to go back and re-enter the information.

Screen #5 - Confirmation

Issue - Why can’t I view or print the transaction record?

Solution - The transaction record opens as a PDF file. Adobe Acrobat Reader is required to view or print the transaction form. A free version of Adobe Acrobat Reader can be downloaded at www.adobe.com

Issue - I was unable or I forgot to print a copy of the transaction record I just submitted.

Solution - The “Confirmation” page is where a copy of a submitted registration record may be printed for the Owner’s records. Multiple copies may be printed from this page.

If you exit out of the “Confirmation” page, you cannot access the “Print Transaction” option again.

If you fail to print a copy of the transaction and wish to receive a copy, you must submit a “Request for Personal Search” form, available at mass.gov/cjis. Please follow the instructions on the form.

FRB staff cannot provide a copy of the transaction without a completed “Request for Personal Search” form. If you need further assistance, please contact the FRB at FRB@state.ma.us

Issue - I printed a copy of the transaction record I just submitted and noticed an error on the record.

Solution - Once you reach the “Confirmation” page you cannot go back and make changes to the transaction record.
If there is an error in the record, you must complete another transaction record with the correct information.

Once the second transaction is complete, take note of the new ticket number for the transaction (in bold on the “Confirmation” page). Complete the “E-FA-10 Transaction Record Error” form, available at mass.gov/cjis. Please follow the instructions on the form.

FRB staff cannot correct the transaction without a completed “E-FA-10 Transaction Record Error” form. If you need further assistance, please contact the FRB at FRB@state.ma.us.
**Inheritance**

*Use this option if you obtained a firearm, rifle, shotgun or machine gun upon the death of the previous owner.*

The information below is organized in the order that the screens appear in the transaction and includes answers to frequently asked questions and issues.

**Screen #1 - Initiating the Transaction**

**Question - I inherited a weapon. Am I the “decedent” or the “beneficiary”?**

Answer - You are the beneficiary. The decedent is the person who is deceased.

**Question - I inherited a weapon. I do not have a license. Do I still record the transfer of the weapon?**

Answer - Yes. The E-FA-10 application recognizes that G.L. c. 140, §129C(n) allows a beneficiary 180 days to obtain a proper license and will allow the transaction to proceed without a active license number.

**Issue - I do not have the decedent’s license information.**

Solution - In order to obtain the Decedent’s license information, the Executor or Administrator of the Decedent’s Estate must submit a “Request for Personal Search” form, available at mass.gov/cjis. Please follow the instructions on the form.

FRB staff cannot provide license information without a completed “Request for Personal Search” form. If you need further assistance, please contact the FRB at FRB@state.ma.us

**Issue - I am unable to proceed to the next screen. An error message appears each time I attempt to continue.**

Solution - Most error messages are a result of missing or incorrect information. Always check to make sure that the information that you are entering is correct and that all required fields have been completed.
Some common mistakes:

1) The date of birth must be in this format: MMDDYYYY
   - For example, if you were born on June 6th, 1944, you would enter: 06041944

2) One or more required fields have not been completed. All required fields, indicated by an asterisk (*), must be completed and contain accurate information.

If the information in the asterisk fields (*) appears to be accurate, follow the directions associated with the error message. If the information in the required fields appears to be accurate and you believe there is an issue with the E-FA-10 application, please contact the FRB at FRB@state.ma.us or 617-660-4782.

**Issue - I cannot read the challenge words provided in the Security Check section**

Solution – If you are unable to read the challenge words provided in the Security Check section, you can request new challenge words by clicking the button located below the challenge words. If you are still unable to read the challenge words provided, an audio option is available. To access the audio option, click the button located below the challenge words. If you would like detailed instructions or need further assistance, please click the button located below the challenge words. This help function is designed to assist you with using the Security Check feature; however, if the Security Check feature is not functioning, please contact the FRB at FRB@state.ma.us or 617-660-4782.

**Screen #2 - Add Decedent/Beneficiary**

**Issue - I am unable to proceed to the next screen. An error message appears each time I attempt to continue.**

Solution - The top of this screen is pre-populated with the Decedent’s information on file with the FRB. This information is linked to the license numbers you entered in the “Initiate Transaction” screen.

The bottom half of this screen will be pre-populated with the Beneficiary’s information on file with the FRB if a license number was entered in the “Initiate Transaction” screen. If the information needs to be updated, please contact the police department that issued your license.

If the beneficiary does not have a license, all required fields (those marked with an asterisk (*)) must be completed. Some common mistakes:

1) The date of birth must be in this format: MMDDYYYY
For example, if you were born on June 6th, 1944, you would enter: 06041944

2) One or more required fields have not been completed. All required fields, indicated by an asterisk (*), must be completed and contain accurate information.

Screen #3 - Add a Weapon

Issue - I am unable to proceed to the next screen. An error message appears each time I attempt to continue.

Solution - Most error messages are a result of missing or incorrect information. Always check to make sure that the information that you are entering is correct and that all required fields have been completed.

Some common mistakes:

1. The date of inheritance must be in this format: MMDDYYYY
   a. For example, if you inherited a weapon on June 28th, 2010, you would enter: 06282010

2. One or more required fields have not been completed. All required fields, indicated by an asterisk (*), must be completed and contain accurate information.

If the information in the required fields appears to be accurate and you do not believe there is an issue with either license, check to ensure that the weapon being transferred can be lawfully possessed under the type of license held by the Beneficiary.

The E-FA-10 application will not allow a transfer to be completed if the weapon being transferred cannot be possessed lawfully by the license holder.

Screen #4 - Verify a Transaction

Issue - The information that appears on this screen is incorrect and this screen does not allow me to add or edit any information.

Solution - This screen is pre-populated with license information on file with the FRB and the weapon information entered by the user.

The license information is linked to the license numbers you entered in the “Initiate Transaction” screen. If the information needs to be updated, please contact the police department that issued your license.
The weapon information was entered in the previous screen (“Add a Weapon”). If the information is incorrect, use the “previous” button in the lower right-hand corner to go back and re-enter the information.

**Screen #5 - Confirmation**

**Issue - Why can’t I view or print the transaction record?**

Solution - The transaction record opens as a PDF file. Adobe Acrobat Reader is required to view or print the transaction form. A free version of Adobe Acrobat Reader can be downloaded at [www.adobe.com](http://www.adobe.com).

**Issue - I was unable or I forgot to print a copy of the transaction record I just submitted.**

Solution - The “Confirmation” page is where a copy a submitted transaction record may be printed for the Buyer or Seller’s records. Multiple copies may be printed from this page.

If you exit out of the “Confirmation” page, you cannot access the “Print Transaction” option again.

If you fail to print a copy of the transaction and wish to receive a copy, you must submit a “Request for Personal Search” form, available at [mass.gov/cjis](http://mass.gov/cjis). Please follow the instructions on the form.

FRB staff cannot provide a copy of the transaction without a completed “Request for Personal Search” form. If you need further assistance, please contact the FRB at [FRB@state.ma.us](mailto:FRB@state.ma.us).

**Issue - I printed a copy of the transaction record I just submitted and noticed an error on the record.**

Solution - Once you reach the “Confirmation” page you cannot go back and make changes to the transaction record.

If there is an error in the record, you must complete another transaction record with the correct information.

Once the second transaction is complete, take note of the new ticket number for the transaction (in bold on the “Confirmation” page). Complete the “E-FA-10 Transaction Record Error” form, available at [mass.gov/cjis](http://mass.gov/cjis). Please follow the instructions on the form.

FRB staff cannot correct the transaction without a completed “E-FA-10 Transaction Record Error” form. If you need further assistance, please contact the FRB at [FRB@state.ma.us](mailto:FRB@state.ma.us)

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Surrender Weapon to Police

Use this option if you surrendered a firearm, rifle, shotgun or machine gun to a police department because your firearms license has been suspended, revoked or expired.

The information below is organized in the order that the screens appear in the transaction and includes answers to frequently asked questions and issues.

Screen #1 - Initiating the Transaction

Issue - I am surrendering a weapon and I cannot locate my license number and/or I do not have my PIN

Solution - You must contact the police department that issued your license to obtain your license number or to obtain your PIN number. The FRB cannot provide you with this information.

Issue - I am unable to proceed to the next screen. An error message appears each time I attempt to continue.

Solution - Solution - Most error messages are a result of missing or incorrect information. Always check to make sure that the information that you are entering is correct and that all required fields have been completed.

Some common mistakes:

1) Your PIN number was issued by the licensing authority and is not the same as your LTC/FID number. Do not enter the LTC/FID number twice.

2) One or more required fields have not been completed. All required fields, indicated by an asterisk (*), must be completed and contain accurate information.

If the information in the required fields appears to be accurate and you believe there is an issue with the E-FA-10 application, please contact the FRB at FRB@state.ma.us or 617-660-4782.

Issue - I cannot read the challenge words provided in the Security Check section

Solution – If you are unable to read the challenge words provided in the Security Check section, you can request new challenge words by clicking the button located below the challenge words. If you are
still unable to read the challenge words provided, an audio option is available. To access the audio option, click the button located below the challenge words. If you would like detailed instructions or need further assistance, please click the button located below the challenge words. This help function is designed to assist you with using the Security Check feature; however, if the Security Check feature is not functioning, please contact the FRB at FRB@state.ma.us or 617-660-4782.

**Screen #2 - Add Owner/PD**

**Issue - The information that appears on this screen is incorrect and this screen does not allow me to add or edit any information.**

Solution - This screen is pre-populated with information on file with the FRB. This information is linked to the license number you entered in the “Initiate Transaction” screen. If the information needs to be updated, please contact the police department that issued your license.

**Screen #3 - Add a Weapon**

**Issue - I am unable to proceed to the next screen. An error message appears each time I attempt to continue.**

Solution - Most error messages are a result of missing or incorrect information. Always check to make sure that the information that you are entering is correct and that all required fields have been completed.

Some common mistakes:

1. The date of inheritance must be in this format: MMDDYYYY
   a. For example, if you inherited a weapon on June 28th, 2010, you would enter: 06282010
2. One or more required fields have not been completed. All required fields, indicated by an asterisk (*), must be completed and contain accurate information.

If the information in the required fields appears to be accurate and you believe there is an issue with the E-FA-10 application, please contact the FRB at FRB@state.ma.us or 617-660-4782.
Screen #4 - Verify a Transaction

**Issue** - *The information that appears on this screen is incorrect and this screen does not allow me to add or edit any information.*

Solution - This screen is pre-populated with license information on file with the FRB and the weapon information entered by the user.

The license information is linked to the license number you entered in the “Initiate Transaction” screen. If the information needs to be updated, please contact the police department that issued your license.

The weapon information was entered in the previous screen (“Add a Weapon”). If the information is incorrect, use the “previous” button in the lower right-hand corner to go back and re-enter the information.

Screen #5 - Confirmation

**Issue** - *Why can’t I view or print the transaction record?*

Solution - The transaction record opens as a PDF file. Adobe Acrobat Reader is required to view or print the transaction form. A free version of Adobe Acrobat Reader can be downloaded at [www.adobe.com](http://www.adobe.com)

**Issue** - *I was unable or I forgot to print a copy of the transaction record I just submitted.*

Solution - The “Confirmation” page is where a copy a submitted transaction record may be printed for the Buyer or Seller’s records. Multiple copies may be printed from this page.

If you exit out of the “Confirmation” page, you cannot access the “Print Transaction” option again.

If you fail to print a copy of the transaction and wish to receive a copy, you must submit a “Request for Personal Search” form, available at [mass.gov/cjis](http://mass.gov/cjis). Please follow the instructions on the form.

FRB staff cannot provide a copy of the transaction without a completed “Request for Personal Search” form. If you need further assistance, please contact the FRB at [FRB@state.ma.us](mailto:FRB@state.ma.us)

**Issue** - *I printed a copy of the transaction record I just submitted and noticed an error on the record.*

Solution - Once you reach the “Confirmation” page you cannot go back and make changes to the transaction record.
If there is an error in the record, you must complete another transaction record with the correct information.

Once the second transaction is complete, take note of the new ticket number for the transaction (in **bold** on the “Confirmation” page). Complete the “E-FA-10 Transaction Record Error” form, available at mass.gov/cjis. Please follow the instructions on the form.

FRB staff cannot correct the transaction without a completed “E-FA-10 Transaction Record Error” form. If you need further assistance, please contact the FRB at FRB@state.ma.us

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Transfer to Buyer After Surrender

Use this option if you surrendered your weapon(s) to a police department because your license has been suspended, revoked or expired and, after the weapon(s) were surrendered to the police department, you subsequently sold or transferred your weapon(s) to another person or to a dealer.

The information below is organized in the order that the screens appear in the transaction and includes answers to frequently asked questions and issues.

Screen #1 - Initiating the Transaction

Issue - I am transferring a weapon and I cannot locate my license number and/or I do not have my PIN

Solution - You must contact the police department that issued your license to obtain your license number or to obtain your PIN number. The FRB cannot provide you with this information.

Issue - I sold a weapon and I do not have the buyer’s license information.

Solution - You must contact the buyer and obtain this information. This information is required to submit a transaction. The FRB cannot provide you with this information.

A Seller should always ask for a current FID/LTC License Validation Certificate. The Buyer’s name and address is displayed on the certificate in case the Seller needs to contact the Buyer after the transaction is complete.

Question - I am selling a weapon and the buyer is showing me a “FID/LTC Validation Certificate”. What is this certificate?

Answer - The FID/LTC License Validation Certificate is a new feature available through E-FA-10. It gives extra assurance to the Seller that the Buyer has a valid, active license and is not prohibited by law from possessing a weapon.

If a Buyer’s license has been suspended or revoked for any reason (restraining order, warrant, criminal offense), the Buyer will not be able to produce a FID/LTC License Validation Certificate.

A Seller should always ask for a current FID/LTC License Validation certificate. The certificate will indicate if a Buyer’s license is currently active and what types of weapons a Buyer may legally possess under his/her license type. The Buyer’s name and address is also displayed on the certificate in case the
Seller needs to contact the Buyer after the transaction is complete. The certificate is valid for 24 hours and a Buyer can obtain a current certificate at any time using the E-FA-10 application.

**Issue - I am unable to proceed to the next screen. An error message appears each time I attempt to continue.**

Solution - Most error messages are a result of missing or incorrect information. Always check to make sure that the information that you are entering is correct and that all required fields have been completed.

Some common mistakes:

1. The date of birth must be in this format: MMDDYYYY
   a. For example, if you were born on June 6th, 1944, you would enter: 06041944

2. The LTC/FID number is entered in the PIN field. The Seller’s PIN number is issued by the licensing authority and is not the same as the LTC/FID number. Do not enter the LTC/FID number twice.

3. One or more required fields have not been completed. All required fields, indicated by an asterisk (*), must be completed and contain accurate information.

4. Both a Dealer’s License Number and a Buyer’s FID/LTC number has been entered. EITHER the Buyer’s information or the Dealer’s license number must be entered – do not complete both fields

If there is an issue with the buyer’s license, the Buyer must contact the police department that issued the Buyer’s license.

A Seller should always ask for a current FID/LTC License Validation Certificate. The certificate will indicate what type of weapons a Buyer may legally possess under his/her license type.

If the information in the required fields appears to be accurate and you believe there is an issue with the E-FA-10 application, please contact the FRB at FRB@state.ma.us or 617-660-4782.

**Issue - I cannot read the challenge words provided in the Security Check section**

Solution – If you are unable to read the challenge words provided in the Security Check section, you can request new challenge words by clicking the button located below the challenge words. If you are still unable to read the challenge words provided, an audio option is available. To access the audio option, click the button located below the challenge words. If you would like detailed instructions
or need further assistance, please click the button located below the challenge words. This help function is designed to assist you with using the Security Check feature; however, if the Security Check feature is not functioning, please contact the FRB at FRB@state.ma.us or 617-660-4782.

**Screen #2 - Add Owner/PD/Buyer**

**Issue - The information that appears on this screen is incorrect and this screen does not allow me to add or edit any information.**

Solution - This screen is pre-populated with information contained within the firearms license database. This information is linked to the license numbers you entered in the “Initiate Transaction” screen. If the information needs to be corrected or updated, you must contact the police department that issued the firearms license.

**Screen #3 - Add a Weapon**

**Issue - I am unable to proceed to the next screen. An error message appears each time I attempt to continue.**

Solution - Most error messages are a result of missing or incorrect information. Always check to make sure that the information that you are entering is correct and that all required fields have been completed.

Some common mistakes:

1) The date of sale/transfer must be in this format: MMDDYYYY
   - For example, if you sold a weapon on June 28th, 2010, you would enter: 06282010

2) One or more required fields have not been completed. All required fields, indicated by an asterisk (*), must be completed and contain accurate information.

If the information in the required fields appears to be accurate and you do not believe there is an issue with either license, check to ensure that the weapon being transferred can be lawfully possessed under the type of license presented by the Seller and Buyer.

The E-FA-10 application will not allow a transfer to be completed if the weapon being sold or transferred cannot be possessed lawfully under both licenses. Example: Seller attempts to transfer a machine gun to Buyer who presents an FID. An FID holder may only possess non-large capacity rifles and shotguns. This transaction is invalid and cannot be processed.
Screen #4 - Verify a Transaction

Issue - The information that appears on this screen is incorrect and this screen does not allow me to add or edit any information.

Solution - This screen is pre-populated with license information on file with the FRB and the weapon information entered by the user.

The license information is linked to the license numbers you entered in the “Initiate Transaction” screen. If the information needs to be updated, please contact the police department that issued your license.

The weapon information was entered in the previous screen (“Add a Weapon”). If the information is incorrect, use the “previous” button in the lower right-hand corner to go back and re-enter the information.

Screen #5 - Confirmation

Issue - Why can’t I view or print the transaction record?

Solution - The transaction record opens as a PDF file. Adobe Acrobat Reader is required to view or print the transaction form. A free version of Adobe Acrobat Reader can be downloaded at www.adobe.com

Issue - I was unable or I forgot to print a copy of the transaction record I just submitted.

Solution - The “Confirmation” page is where a copy a submitted transaction record may be printed for the Buyer or Seller’s records. Multiple copies may be printed from this page.

If you exit out of the “Confirmation” page, you cannot access the “Print Transaction” option again.

If you fail to print a copy of the transaction and wish to receive a copy, you must submit a “Request for Personal Search” form, available at mass.gov/cjis. Please follow the instructions on the form.

FRB staff cannot provide a copy of the transaction without a completed “Request for Personal Search” form. If you need further assistance, please contact the FRB at FRB@state.ma.us
Issue - I printed a copy of the transaction record I just submitted and noticed an error on the record.

Solution- Once you reach the “Confirmation” page you cannot go back and make changes to the transaction record.

If there is an error in the record, you must complete another transaction record with the correct information.

Once the second transaction is complete, take note of the new ticket number for the transaction (in **bold** on the “Confirmation” page). Complete the “E-FA-10 Transaction Record Error” form, available at mass.gov/cjis. Please follow the instructions on the form.

FRB staff cannot correct the transaction without a completed “E-FA-10 Transaction Record Error” form. If you need further assistance, please contact the FRB at FRB@state.ma.us.
**Generate LTC/FID License Validation**

*Use this option to produce proof that your license is valid before you purchase a firearm, rifle, shotgun or machine gun from another individual, at a gun show, or at some other non-gun shop location.*

The information below is organized in the order that the screens appear in the transaction and includes answers to frequently asked questions and issues.

**Issue - I cannot locate my license number and/or I do not have my PIN**

Solution - You must contact the police department that issued your license number, to request a new license, or to obtain your PIN number. The FRB cannot provide you with this information.

**Issue - I am unable to proceed to the next screen. An error message appears each time I attempt to continue.**

Solution - Most error messages are a result of missing or incorrect information. Always check to make sure that the information that you are entering is correct and that all required fields have been completed.

Some common mistakes:

1) Your PIN number was issued by the licensing authority and is not the same as your LTC/FID number. Do not enter the LTC/FID number twice.

2) One or more required fields have not been completed. All required fields, indicated by an asterisk (*), must be completed and contain accurate information.

If the information in the required fields appears to be accurate and you believe there is an issue with the E-FA-10 application, please contact the FRB at FRB@state.ma.us or 617-660-4782.

**Issue - I cannot read the challenge words provided in the Security Check section**

Solution – If you are unable to read the challenge words provided in the Security Check section, you can request new challenge words by clicking the button located below the challenge words. If you are still unable to read the challenge words provided, an audio option is available. To access the audio option, click the button located below the challenge words. If you would like detailed instructions
or need further assistance, please click the button located below the challenge words. This help function is designed to assist you with using the Security Check feature; however, if the Security Check feature is not functioning, please contact the FRB at FRB@state.ma.us or 617-660-4782.

**Confirmation Screen**

**Issue - Why can’t I view or print the license validation?**

Solution - The validation opens as a PDF file. Adobe Acrobat Reader is required to view or print the transaction form. A free version of Adobe Acrobat Reader can be downloaded at www.adobe.com

**Issue - I was unable or I forgot to print a copy of the validation I just created.**

Solution - The “Confirmation” page is where a license validation may be printed. If you exit out of the “Confirmation” page, you cannot access the “Print Validation” option again.

If you fail to print a copy of the transaction, you must complete a new FID/LTC License Validation Certificate transaction. Please note that you can conduct this transaction at any time.

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Frequently Asked Questions and Issues

Questions

1. Where can I find the Massachusetts firearms laws?

2. Why do I need to file a transfer record when I sell a weapon (or, in some cases, acquire a weapon)?

3. I used to file a record of my weapon sales on a paper form. Can I still obtain those at a police department?

4. What is a Firearms License Personal Identification Number (PIN)?

5. What if I do not have, or have forgotten, my PIN?

6. I am selling my weapons to a licensed gun dealer. Do I need to file a record of that sale?

7. I lost my weapon or my weapon was stolen. I already reported the loss or theft to my police department. Do I also need to file a record of the loss or theft with the FRB?

8. Why is there an option to record a weapon surrendered to a police department? When and why would I use this option?

9. Why is there an option to record a transfer of a weapon after I surrendered the weapon to a police department? When and why would I use this option?

10. Why would I use the “Generate LTC/FID License Validation” option?

11. How do I determine what types of weapons I can legally buy or sell in Massachusetts?

Answers

1. Where can I find the Massachusetts firearms laws?

   The Commonwealth’s firearms laws are largely contained within G.L. c. 140, §§ 121 to 131P, inclusive. These laws can be viewed on-line at www.malegislature.com.
2. **Why do I need to file a transfer record when I sell a weapon (or, in some cases, acquire a weapon)?**

Massachusetts law requires all residents to report any sale or transfer (including gifts) of a weapon *within 7 days of the transaction*. (G.L. c. 140, § 128A)

Massachusetts law also requires all residents to report the acquisition of a weapon *within 7 days* in certain instances. The following are some examples of when you must file a transaction record: 1) you obtain a weapon in a different state, either from a person or a dealer; 2) you obtain a weapon from a person or dealer who is not properly licensed in Massachusetts; 3) you inherit a weapon and the estate is unable to file a transfer record.

A report must be on a form furnished by the Commissioner of the Department of Criminal Justice Information Services (DCJIS) and must contain information on the seller, the buyer and the weapon. **Failure to file a transaction record when required is a criminal offense.**

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3. **I used to file a record of my weapon sales on a paper form. Can I still obtain those at a police department?**

Answer - No! The E-FA-10 replaces Form FA-10, the three-part form previously used to file a weapon transaction. E-FA-10 is the current “form” furnished by the Commissioner of the DCJIS in accordance with G.L. c. 140, §§ 128A and 128B.

If you require a paper copy of an E-FA-10 transaction record, you may print a copy from the “Confirmation” page of a completed transaction or obtain a copy from the FRB by submitting a “Request for Personal Search” form, available at [mass.gov/cjis](http://mass.gov/cjis). Please follow the instructions on the form.

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4. **What is a Firearms License Personal Identification Number (PIN)?**

The Personal Identification Number (PIN) is a 6 digit number issued by the police department at the time a LTC or FID is issued.

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5. **What if I do not have, or have forgotten, my PIN?**

You must contact *the police department that issued your license* to obtain your PIN number. The FRB cannot provide you with this information.

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6. **I am selling my weapons to a licensed gun dealer. Do I need to file a record of that sale?**

Yes! In order to comply with other provisions of the firearms laws, Massachusetts allows a person to exceed the 4-weapon-per-year sales limit only when selling weapons to a licensed dealer. (G.L. c. 140, § 128A)

However, the reporting provisions *apply to all transactions*, whether or not the transfer is to a dealer or to a private party. Consequently, a transaction record must be filed anytime a weapon is transferred.

Apart from the criminal penalties associated for failing to report a weapon transaction, the requirement to file a transfer record for all weapon transactions makes practical sense. Any inquiry into the true owner of a weapon always begins with the last owner on record. When a person fails to file a transaction record, the transferred weapon remains in that person’s name and a trace of the weapon will lead law enforcement to that person.

Remember, the criminal penalties associated with failing to report a weapon transaction are imposed on the *seller* of the weapon, not the buyer. (G.L. c. 140, § 128A)

Contact the FRB at FRB@state.ma.us if you have questions as to whether or not you need to record a transaction.

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7. **I lost my weapon or my weapon was stolen. I already reported the loss or theft to my police department. Do I also need to file a record of the loss or theft with the FRB?**

Yes! In order to comply with Massachusetts law, a person must report a loss or theft to both the local police department where the loss or theft took place and to the DCJIS FRB. (G.L. c. 140, § 129C)

E-FA-10 is the reporting tool provided by the DCJIS for reporting a loss or theft. **Failure to file a report of a loss or theft is a criminal offense and may also result in the suspension or revocation of your firearms license.**

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8. **Why is there an option to record a weapon surrendered to a police department? When and why would I use this option?**

When your license has been suspended or revoked, you must surrender your weapon(s) to your local police department immediately. (G.L. c. 140, §129D). **Failure to surrender your weapons upon revocation or suspension is a criminal offense (G.L. c. 269, §10(i)).**
The E-FA-10 “Surrender Weapon to Police” option creates a record of surrender. If you are able to restore your license and reacquire your weapon(s), the police department will be able to record the return of the weapons to you.

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9. Why is there an option to record a transfer of a weapon after I surrendered the weapon to a police department? When and why would I use this option?

Massachusetts law allows a gun owner up to one year from the date of surrender to transfer his/her weapon(s) to a licensed firearms dealer. You may also transfer your weapon(s) to another licensed individual provided your license has not been suspended or revoked due to a restraining order issued under G.L. c. 209A. (G.L. c. 140, §129D)

However, surrendering your weapons to a police department and subsequently transferring them does not relieve you of the duty to file a transfer record.

Apart from the criminal penalties associated with failing to report a weapon transaction, the requirement to file a transfer record for all transactions makes practical sense. Any inquiry into the true owner of a weapon always begins with the last owner on record. When a person fails to file a transaction record, the transferred weapon remains in that person’s name and a trace of the weapon will lead law enforcement to that person.

Remember, the criminal penalties associated with failing to report a weapon transaction are imposed on the seller of the weapon, not the buyer.

Contact the FRB at FRB@state.ma.us if you have questions as to whether or not you need to record a transaction.

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10. Why would I use the “Generate LTC/FID License Validation” option?

The FID/LTC License Validation Certificate is a new feature available through E-FA-10. It gives extra assurance to the Seller that the Buyer has a valid, active license and is not prohibited by law from possessing a weapon.

If a Buyer’s license has been suspended or revoked for any reason (restraining order, warrant, criminal offense) or is not an active license, the Buyer will not be able to produce a FID/LTC License Validation Certificate.

A Seller should always ask for a current FID/LTC License Validation Certificate. The certificate will indicate if the Buyer’s license is currently active and what type of weapons the Buyer may legally possess under his/her license type. The Buyer’s name and address is displayed on the certificate in case the Seller needs to contact the Buyer after the transaction is complete. The
certificate is valid for 24 hours and a Buyer can obtain a current certificate at any time using the E-FA-10 application.

11. How do I determine what types of weapons I can legally buy or sell in Massachusetts?

You may find answers to most frequently asked questions about the Massachusetts firearms laws at mass.gov/cjis.

Individual statutes may be reviewed at http://www.malegislature.gov/. (The firearms laws are largely contained within G.L. c. 140, §§ 121 to 131P, inclusive).

If you need additional assistance, you may send an e-mail to the FRB at FRB@state.ma.us

Note: FRB staff cannot answer specific legal questions. You should contact an attorney familiar with the firearms laws in Massachusetts if you need legal advice.