

BSIS Advisory Committee
April 12, 2018

Agenda Item 6 -- Discussion on How Employers Can Help Their Employees Avoid Application Processing Delays

Initial Applications

1. **Use Current Application:** Outdated applications may not have all the current legal requirements. Current application forms are on the Bureau's website.
2. **Make Sure Application is Completely Accurately:** A deficient application (i.e. required information is missing and/or completed incorrectly) cannot be processed and will result in the issuance of a deficiency letter requesting the information.
3. **Pay Correct Application Fee Amount:** Pay the fee amount noted on the application. **NOTE:** A change in the law is increasing fees. The date an accurately completed application and correct payment are received will determine whether the current or new fee will apply: If an application is submitted/postmarked before July 1, 2018, the current fee amount applies. If application is submitted/postmarked on or after July 1, 2018, the new fee amount applies.
4. **Illegible Fingerprints:** The DOJ and/or FBI will reject fingerprint impressions due to poor quality. Fingerprint rejections require the applicant to resubmit fingerprints. The Bureau will issue the applicant a letter advising them they need to resubmit fingerprints
5. **DOJ/FBI Delayed Responses:** Additional time is needed for DOJ and/or FBI to provide criminal history information. The Bureau has no control over the time it takes for the DOJ and FBI to provide their responses to the Bureau. Check the application and Bureau website for information on how to check the status of your DOJ and/or FBI fingerprint responses.
6. **Criminal History Record:** Criminal history information received on an applicant from DOJ and/or FBI requires Bureau staff to review and assess the information in its totality to determine the applicant's fitness for licensure. This manual review adds five (5) to ten (10) business days to the Bureau's application processing time.

The following items prevent fingerprint responses from automatically matching an online BreEZe application and require staff to manually match the responses when working the monthly exception report.

1. **Different Name on Application and Live Scan:** The applicant entered a different variation of their first and last name on their BreEZe application than the first and last name entered by the Live Scan Operator. For example, using "Don" instead of "Donald" or hyphenated and unhyphenated last names. **TIP:** Use the same name on your application that is on your Driver's License and confirm that the Live Scan Operator has entered your name correctly when submitting fingerprints.
2. **Different Personal Identifier Information on Application and Live Scan** The personal identifier information (social security number (SSN), individual tax identification number (ITIN), or date of birth) the applicant entered on their BreEZe application does not match the personal identifier information entered by the Live Scan Operator. **TIP:** Confirm the Live Scan Operator entered your SSN or ITIN and DOB correctly.
3. **Live Scan Form Does Not Match Application Type:** The live scan form used by applicant does not match the application type submitted (i.e. using a "proprietary private security officer" live scan form instead of a "security guard" live scan form when applying for a security guard registration).

Working with a Web Print Out for Approved Initial Applications

Current law authorizes the following license types to work with a hardcopy print out of the approved license from the Department of Consumer Affairs [License Search](#) website along with a valid picture ID while waiting to receive a hardcopy license in the mail.

- Security Guard
- Firearm Permit **ONLY FOR** a security guard, Private Patrol Operator (PPO), or a Qualified Manager of a PPO
- Repossession Agency Qualified Manager
- Repossession Agency Employee
- Proprietary Private Security Officer

Renewal Applications – Common Pitfalls

1. **Renew Timely:** Security Guard, Locksmith Employee, Alarm Employee and Repossession Employee registrants **are required**, by law, to submit their renewal applications at least 60 days prior to expiration of the current registration. Failing to submit renewal application at least 60 days before expiration could result in current registration expiring before it is renewed. An application received more than 90 days prior to expiration will be returned to the applicant. Renewing on Breeze helps avoid deficiencies and the renewal is processed in real time.

NOTE: While not required by law, all other license types should submit their renewal applications to the Bureau at least 60 days, but not more than 90 days, before expiration to provide sufficient time to process the renewal application before expiration.

2. **Use Current Application:** If you are **not** using the Automated Renewal Coupon mailed with your renewal notice to renew your license, make sure you are using the current version of the renewal application for your license type. An outdated form may require the Bureau to request the applicant to complete the renewal on the current application. Current renewal applications for every Bureau license type are available on the Bureau's website.
3. **Timely Notification of Address Change:** Do not wait to update your address until the time of renewal. By law, a Bureau licensee (including registrants, permit holders and certificate holders) is required to notify the Bureau of a change in his/her address within 30 days. Providing the change of address on the renewal application will likely delay the renewal.
4. **Pay the correct renewal fee amount.** Application renewals postmarked after the license expiration date are delinquent and subject to a delinquency fee. Read renewal coupon or application closely for deadline to submit a delinquent renewal. A delinquent renewal application submitted without the delinquency fee will be returned. **NOTE:** Change in law is increasing renewal fees. The expiration date for your current license, registration, certificate or permit determines whether your renewal payment is the current fee or the new fee amount. If the expiration date is before July 1, 2018, the current fee will apply. If the expiration date is after July 1, 2018, the new fee will apply even if you pay the renewal fee before July 1, 2018. Read application instructions carefully for correct fee amount.
5. **Sign the Document:** Sign the renewal application form or automated renewal coupon. Renewal applications and coupons received without the required attestation signature are treated as a deficient application, which will delay the processing of your renewal.

Working with a Web Print Out for Approved Renewal Applications

If the Bureau has processed the renewal application, current law authorizes the following license types to work with a hardcopy print out of the current license showing the new expiration date along with a valid picture ID while waiting to receive the hard copy renewed license in the mail. A hardcopy printout may be obtained from the Department's [License Search](#) website.

- Firearm Permit **ONLY FOR** Security Guard
- Locksmith Company Employee
- Repossession Agency Qualified Manager and Repossession Agency Employee
- Proprietary Private Security Officer
- Alarm Agent
- Security Guard