

QUICK REFERENCE GUIDE

Firearms Dealer Portal

View Submitted Enquiries

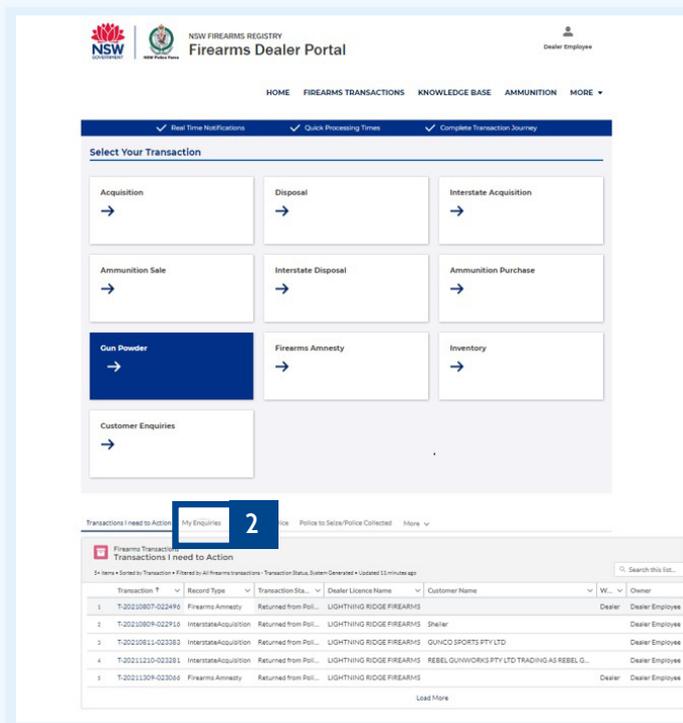


If you have a Firearms Dealer Portal account or wish to create one, you can review enquiries submitted and provide further information/files to the Firearms Registry.

Note: Each authorised employee can view all enquiries submitted for the dealership

Step 1

1. Log in to your Firearms Dealer Portal
2. Click on 'My Enquiries'

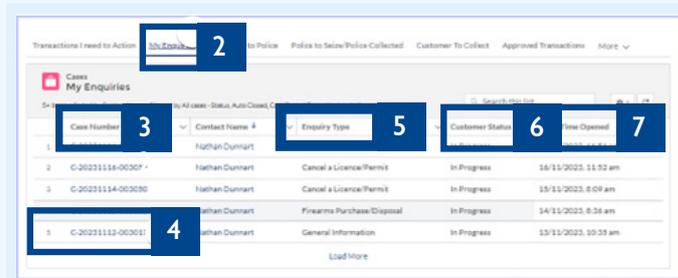


All lodged enquiries will be displayed. This section will display:

Step 2

3. Case Number
4. Contact Name
5. Enquiry Type
6. Customer Status
7. Date/Time Opened

Click on the 'Case Number' to view the enquiry



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Step 3

The enquiry details will display and show the following sections:

- Enquiry Details - Specific details regarding the enquiry type:
- Submitted Files' - Files you have submitted file/s and/or file/s uploaded by the Firearms Registry
- Information Required - Any information the Firearms Registry has requested you to provide
- Related Emails' - Any emails specific to the enquiry/case - e.g. acknowledgement email

