



Frequently Asked Questions for Participating Businesses

Q: What happens to the program at my location after we have spent the Pause to Protect funding?

A: Our recommendation is that you request donations for some of the larger devices being distributed in order to sustain the program beyond the funding initially provided. Our expert staff can provide you with guidance and best practices on this. Our big-picture goal is to provide proof-of-concept through this project, so that other funding sources become available that will help with sustainment, including firearm industry involvement and investment.

Q: Can a customer make a monetary donation to the program?

A: Yes! As a business, you can accept donations from customers as a way to extend the program within your store and/or for an opportunity for customers to give back to the local firearms community. Any amount donated is part of the program accounting record.

Q: What if a non-military customer wants to take advantage of the program?

A: Our ultimate goal is to help prevent firearm injuries and deaths – military, veteran, and civilian. If someone is in need, our recommendation is that you provide the service they are requesting regardless of military or veteran status. Even though the Pause to Protect program is marketed towards service members, we would want to make sure we do not restrict access to secure storage options when specifically requested.

Q: What happens if a customer wants to use a type of storage service or device that we currently do not offer at my location?

A: First, try to understand what their needs may be and see if there is another service you offer that could be recommended. For example, if someone was hoping to store their firearm in a locker but you do not have lockers, could you offer the gunsmithing services with a 30-day hold instead (if provided)? If this is not feasible, one of our goals through this program is to connect you to other ranges/retailers that are participating in your geographic location. This should



provide a place to refer them when you are unable to provide what they are wanting. Local program participants can be found on the Pause to Protect website.

Q: What should we do if someone with a large collection of firearms wants to access our Temporary Storage Program or Temporary Storage Lockers on-site and we don't have enough room?

A: This is another situation where access to other participants in your area is key. While you may not have enough room, another location may and would be willing to help. You can also offer customers the additional services you provide, such as gunsmithing or engraving with a 30-day hold requirement, if you have the capacity.

Q: What do I do if a customer requests a storage device that I'm currently out of, but have on order?

A: Other retailers have had success with wait lists for devices. You can find a wait list template under Firearm Business Resources on the Pause to Protect website. You will also have the option of referring them to another participating location.

Q: What happens if someone who has stored firearms in our Temporary Storage Program fails to pass a background check upon completion of the storage period?

A: The customer is always able to appeal the decision directly with NICs or the state-specific background check system. Many facilities have a consignment program that the firearms could be moved in to, or the facility could offer to purchase the firearms to resell for the individual. Remember that in this situation, the customer has signed an acknowledgement regarding the background check on the paperwork used to initiate the storage period.

Q: The ATF Open Letter from July 2023 on temporary storage is unclear on whether gunsmith services with a temporary hold are allowed. What does Pause to Protect think about that?

A: Our interpretation of that language is that the ATF is saying an FFL cannot provide storage under the same day "adjustment or repair" provision, which doesn't require the FFL to intake the firearms on to their A&D records. Firearms that the gunsmith will be providing a service on (cleaning or engraving, for example) and that will be subsequently held for 30-days must be acquired on to the gunsmith's A&D record. When those firearms are returned to the customer,



we do advise that you have the customer complete a Form 4473 and background check, as the language in 27 CFR 478.124(a) states that ..."Form 4473, shall not be required to record the disposition made of a firearm delivered to a licensee for the **sole** purpose of repair or customizing when such firearm or a replacement firearm is returned to the person from whom received." Since these gunsmithing services are being provided as part of a storage program, we cannot say that the **sole** purpose of firearms associated with this program in a gunsmith shop is for repair or customization.

Q: How would you like us to respond if a customer wants to speak directly with someone from the Pause to Protect program?

A: Please collect their contact information and one of the Firearms Industry Partnership Coordinators will reach out to answer their questions.

Q: Will Pause to Protect train my staff on the program?

A: Absolutely! This falls under the technical support that our Firearms Industry Partnership Coordinators are committed to providing to you. We can provide training during a regularly scheduled staff meeting, and/or accommodate other customized training sessions as needed.

Q: Who do I contact if I need more materials?

A: The Firearms Industry Partnership Coordinator is the person responsible for making sure you have all of the materials and support you need throughout the project.



Q: My staff and I aren't trained mental health professionals. How will we know that the appropriate amount of time has passed, and it's OK to return a firearm to someone?

A: Our recommendation is that the staff be trained not to ask questions about why firearms are being stored. We don't want to attach unwanted stigma to a situation, but we also don't want staff members to feel responsible about making a decision like that. There aren't any retailers/ranges that have staff that are also mental health professionals. Most follow the same guidance they would in selling or transferring firearms in their normal course of business. If the associate is not comfortable with how the customer is acting or speaking, they do not complete the transaction. The same guidance would apply here.

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