

## 1 Overview

Scanning a customer's driver's license fills out the buyer's section of the **4473** for you — name, address, date of birth, and ID details — straight off the barcode on the back of the license. It's faster than hand-typing and it cuts the transposed-digit and misspelled-name errors that hold up a sale. This guide covers scanning the license into the **kiosk**, the one habit that makes the scan reliable, and what to do on the rare bad read.

This picks up **after** you've started the 4473 and sent it to the kiosk. For those steps, see “**Separate Tablet for 4473 Kiosk**” and “**Processing Firearm Dispositions**” on [tacticalpay.com/knowledge-base](https://tacticalpay.com/knowledge-base).

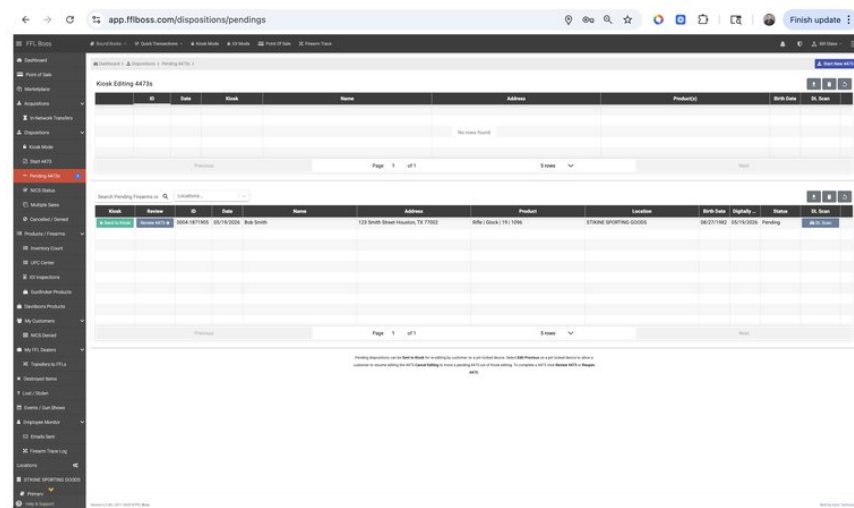
**Important — verify every entry:** a scan is a convenience, not a substitute for review. You remain responsible for confirming the 4473 is accurate and complete against the customer's physical ID. ID-acceptance and Form 4473 requirements are set by the ATF — confirm your obligations with your ATF rep / IOI.

## 2 Before You Begin

- **Use the 2D barcode scanner** from your hardware bundle. Driver's licenses carry a **PDF417** 2D barcode on the **back** — that's what you scan, not the front.
- **The 4473 is already started and sent to the kiosk.** The Driver's License Scan button appears once the transaction is sitting in kiosk mode.
- **Scan first, before the customer starts typing.** The scan fills the fields for them, so there's nothing to re-do.

## 3 Open the Driver's License Scan

On the kiosk, before the customer touches anything, open the transaction and click the **Driver's License Scan** button. A “**Waiting for Drivers License Barcode Scan**” window opens and listens for the scanner.



**Fig. 3** — The pending 4473 in kiosk mode: open it, then use the Driver's License Scan button to bring up the scan window.

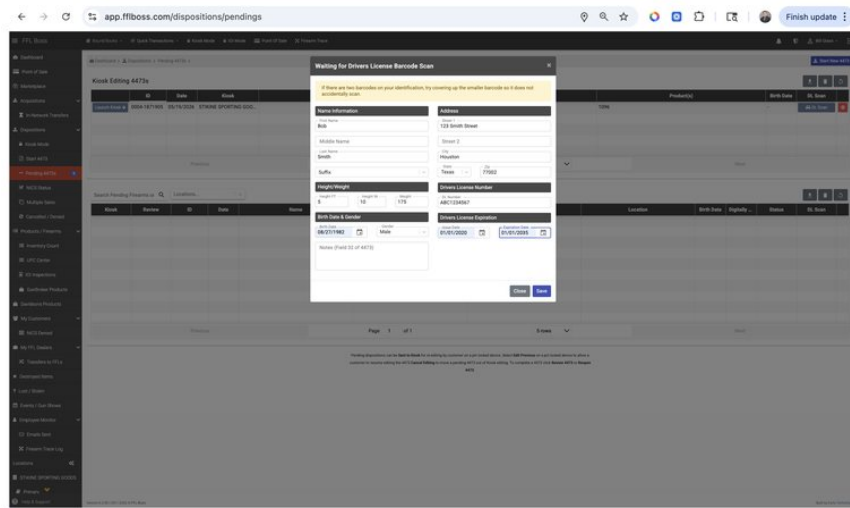
## 4 Click Outside the Fields First — the One Habit That Matters

Before you scan, click a **blank area** of the window — the bar at the top, or any empty space — so your cursor is **not** resting inside a field. A barcode scanner types like a keyboard: if the cursor is in the First Name box, the scanner dumps the entire license into that one box instead of parsing it across the form. This is the most common reason a scan “doesn't work.”

**Tip:** if a scan only fills one field with a long string of text, the cursor was inside that field. Click an empty area and scan again — the data will spread across the form correctly.

## 5 Scan the Back, Then Wait for It to Fill

Scan the **PDF417** barcode on the back of the license. Then **give it a few seconds** — the software reads the exact state and version of the ID and maps each value to the right field, which usually takes a few seconds and occasionally longer on a slow connection. **Don't click or re-scan while it's working**; let it finish and the fields will populate.

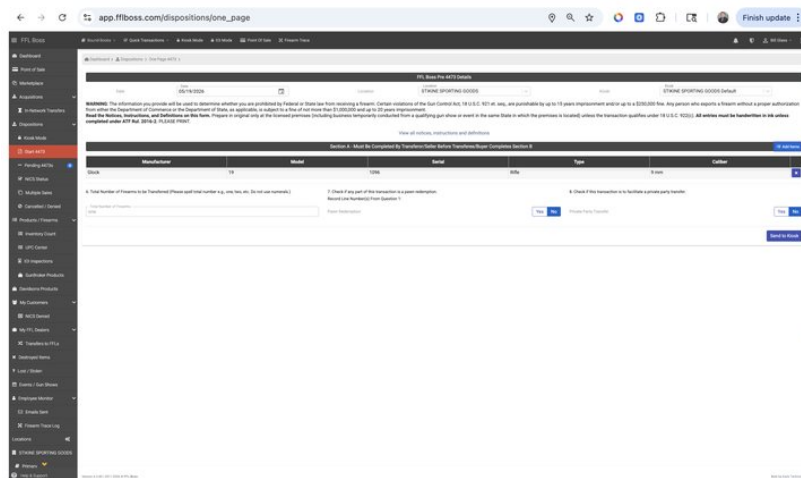


**Fig. 5** — The scan window listening for the barcode. With two barcodes on an ID, cover the smaller one so it doesn't scan by mistake.

**Two barcodes on one ID?** Some licenses have a second, smaller barcode. Cover the small one with a finger or a slip of paper so the scanner reads only the large PDF417 barcode.

## 6 Verify Against the ID, Then Hand Off

Check the populated name, address, and date of birth against the physical license. If anything is off — most often a recent **address change** that doesn't match the ID — correct it now, then point the customer to the kiosk to finish their section. The cleaner the scan, the less they have to touch.



**Fig. 6** — The buyer's details populated from the scan. Confirm them against the physical ID before the customer completes the 4473.

## 7 When a Scan Comes Back Garbled

Once in a while — most often in your first month, on an ID format we haven't mapped yet — a scan fills the fields with **gibberish**. When that happens, and only if the customer is comfortable with it, snap a clear photo of the **front and back** of the license and email it to **POS@TacticalPay.com**. We add that ID variation to the parser, and that format reads correctly from then on. Each state has only a handful of variations, so this quickly stops happening for the IDs you see most.

**Customer privacy first.** Only photograph a license if the customer agrees. If they'd rather not, you can hand-type the fields for that transaction and still complete the sale normally.

## 8 Quick Reference

*Print this page and keep it by the kiosk.*

- **Scan first** — before the customer starts, open the kiosk transaction and click **Driver's License Scan**.
- **Click an empty area** of the scan window so the cursor isn't in a field — otherwise the whole ID dumps into one box.
- **Scan the back** of the license (the PDF417 barcode). Two barcodes? Cover the smaller one.
- **Wait a few seconds** — don't click or re-scan while it parses; the fields fill on their own.
- **Verify** name, address, and DOB against the ID; fix a recent address change before handing off.
- **Garbled scan?** With the customer's OK, email a photo of the front and back to **POS@TacticalPay.com** — we'll map that ID so it reads cleanly next time.

**Need help?** More guides are at [tacticalpay.com/knowledge-base](https://tacticalpay.com/knowledge-base). For questions on this workflow, email [POS@TacticalPay.com](mailto:POS@TacticalPay.com) — our in-house, Texas-based team will get back to you.