



**NORTH CAROLINA DEPARTMENT OF JUSTICE  
CRIMINAL JUSTICE STANDARDS DIVISION**

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**May 20, 2024**

**To: All Concealed Carry Instructors  
From: Bob Overton, CCH Program Manager  
Re: Update on ACADIS Online System**

It has been over a month since we transitioned to the Acadis System. The transition has been relatively smooth, thanks to the user's successful navigation of the system. The feedback we have been receiving has been overwhelming positive and supportive of the new system.

We continue to receive a few mailed paper copies and would like to encourage everyone to use the new system. Using the Acadis system is more efficient and reduces the time and risks inherit with mailing forms and payment. As we move forward, it is our intent to be completely digital by October 1, 2024. The only exception will be for mailing student certificates after you have purchased them on Acadis.

When you submit your Webforms on Acadis, you will not immediately receive an email. You will receive an email when I review the submitted Webform and supporting documentation in your submission and invoice you. After paying your invoice and the application is fully processed, you will receive an additional email stating the process has been completed. Due to workload and other duties, it may take me two to three business days to get to the items submitted, however it is normally one to two business days. **Please do not submit Webforms twice for the same process.**

If you did not get the original email with instructions distributed on April 1, 2024, or need me to send it to you again, please reach out to me at [boverton@ncdoj.gov](mailto:boverton@ncdoj.gov).

I want to thank you for embracing the system and look forward to working with all of you moving forward.