



CHRISTOPHER M. CARR
ATTORNEY GENERAL

Georgia Department of Law
40 Capitol Square SW
Atlanta, GA 30334-1300

www.law.ga.gov
(404) 458-3600

Office of the Attorney General

Tobacco Portal – Frequently Asked Questions (FAQ)

Updated: February 2023

Distributors FAQ

- 1. Do I need to register for a User Account before I can submit our monthly Distributor report in the electronic portal?***

Yes.

- 2. Where can I register?***

Go to <https://law.georgia.gov/key-issues/consumer-information/tobacco-manufacturer-and-brand-compliance> and click the link to register.

- 3. I have several distributor locations with separate licenses that I need to report, do I need to register each location separately before I can complete my submissions for the month?***

You only need to register one user account profile, from there you can add multiple distributors and submit your monthly reports for each individual licensed distributor by using the ADD DISTRIBUTOR menu link.

- 4. I forgot my password, how can I reset it?***

You can reset your password by clicking the 'Forgot Password' link on the login page and following the instructions provided.

- 5. Can I change my username?***

Please note that the email address provided when you registered will be the designated username/user account for all your distributor accounts and its corresponding monthly reporting entries and **CANNOT BE CHANGED ONCE REGISTERED**.

This email should be a general account within your organization (i.e. reports@company.com) that is accessible by multiple users in the event your designated reporting agent is no longer available. Please keep this in mind as you consider what email address to designate as your user account.

In the event you need to change your account email address please contact us and we will delete your distributor profile. Then you can register again with the new email address and resubmit your monthly entries.

6. *I forgot my username, how can I recover it?*

Your username is the email used when you created your initial user profile. If you are still unsure what your username is, please use the Contact form and we can try to track your username with the information you have provided.

7. *Our designated user who first registered our account to report our numbers is no longer available. We don't know the email address they used, how can we recover this information?*

If you considered our recommendation, the email address used upon initial registration should be a communal email within your organization. If you are still unsure, please use our Contact web form and we can attempt to track your username with the information you have provided. Note that if you do not have access to the original email address used upon registering your account you may have to register another account and report your numbers again moving forward.

8. *Once I create a User Account do I need to add a distributor first before I can report my monthly numbers?*

Yes, first you will need to add a distributor in the 'ADD DISTRIBUTOR' menu link before you can report monthly numbers for that distributor.

9. *How many distributors can I have?*

Add as many distributors as needed to fulfill your reporting requirements.

10. *Can I edit my monthly distributor report entries?*

Yes, there are options to edit, delete, or mass delete your monthly report entries. Please note that once entries are deleted they cannot be recovered.

11. *I only sell vapor (e-cigarette) product, do I have to set up a User Account or submit my monthly distributor report entries?*

You do not have to register or report if you are licensed SOLELY as a vapor distributor/wholesaler and are not authorized to sell cigarette or RYO product. However, if you are licensed as a cigarette, OTP and vapor distributor/wholesaler you must register and report. ALL entities licensed as cigarette distributors/wholesalers by the Georgia Department of Revenue must report on a monthly basis even if they only sell vapor product.

12. I am licensed as a cigarette distributor/wholesaler but I never stamp or pay taxes on cigarette or RYO products, do I have to set up a User Account or submit my monthly distributor report entries?

Yes, ALL entities licensed as cigarette distributors/wholesalers by the Georgia Department of Revenue must report on a monthly basis even if they did not stamp or otherwise pay taxes on cigarette or RYO products.

13. When is the report due?

Reports are due on the 10th day of each month.

14. Who do I contact with further questions?

Complete the Contact webpage or email tobacco@law.ga.gov