



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

Manufacturer FAQ

- 1. Do I need to register for a User Account before I can submit my quarterly or yearly certification and report our stamping numbers?**

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 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.

- 4. Can I change my username?**

Please note that the email address provided when you registered will be the designated username/user account for your organization and its corresponding quarterly 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 manufacturer profile. Then you can register again with the new email address and resubmit your monthly entries.

5. 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 Us form and we can try to track your username with the information you have provided.

6. 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 Us 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.

7. I have created an account; how do we submit our certification and report our quarterly numbers?

Login into the Manufacturer portal with your login credentials and choose the 'QTR/YR ESCROW' option from the top-right menu bar.

8. Where can I add the amount and evidence of escrow deposited to my newly added quarterly report entry?

On the far right side of your quarterly entry click the 'View Details' link, this results in expanding the details of this entry report with fields for Escrow Deposited, Amount of Bond, and Bond Expiration Date; as well as Proof of Deposit, Proof of Bond, List of Distributors, and Addtl Documentation for upload options. Use the Addtl Documentation upload to add proof of additional deposits.

9. How is Total Units Sold calculated?

of Cigarette Sticks stamped¹ + (ounces of RYO / .09) = Total Units Sold

10. How is the Escrow Due calculated?

Due to an increase in the per stick escrow payment due for 2022 sales (based on the inflation adjustment) from 0.0406487 to 0.0420119.

For 2023 quarterly payments: Total Units Sold x (0.0420119) = Escrow Due

11. Can I edit my quarterly report entries?

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

¹ Include all cigarette sticks which were or were stamped during the quarter or year, as appropriate. For RYO, include all RYO (in ounces) upon which tax was paid or should have been paid by the alternate method of taxation.

12. When is my quarterly escrow payment and certification due?

Quarterly payments are due 30 days after the end of the quarter. The certification is due 10 days after the payment.

Therefore, for first quarter (Jan, Feb, Mar), the escrow payment is due on March 30 and the certification is due on April 9. For second quarter, (Apr, May, Jun) the escrow payment is due on July 30 and the certification is due August 9. For third quarter, (July, Aug, Sept), the escrow payment is due on October 30 and the certification is due on November 9. For fourth quarter, (Oct, Nov, Dec), the escrow payment is due on January 30 and the certification is due on February 9.

13. How do I submit my yearly certification for 2022/2023?

The 2022/2023 Yearly Certification is due on Monday, May 1, 2023.

Non-Participating Manufacturer 2022/2023 Yearly Certification steps:

1. Log in to Portal [HERE](#)
2. Click "QTR/YR ESCROW" in top right of page, to verify and update escrow and deposit information.
3. Review total sales and deposit information submitted and make any necessary corrections and/or changes to quarterly reports. Click "View Details" to submit any additional documentation.
4. Due to an increase in the per stick escrow payment due for 2022 sales (based on the inflation adjustment) from **0.0406487 to 0.0420119**, the calculated escrow due amounts may show an additional escrow amount owed. Make the additional deposit to your bank and then make necessary changes to line to show the total amount deposited. Click "VIEW Details" to make changes to amounts deposited and to submit proof in the "Addtl Documentation" field.
5. Next, click "NPM CERT" in top right of page. Follow the directions on that page to complete and submit additional required information and forms. Forms may be found below NPM CERT and PM CERT.
6. Send additional copy of all documents to Georgia Department of Revenue by email to dor-atdpactact@dor.ga.gov

Participating Manufacturer 2022/2023 Yearly Certification steps:

1. Log in to Portal [HERE](#)
2. Click "PM CERT" in top portion of page: Follow the directions on that page to complete and submit additional required information and forms. Forms may also be found below.
3. Send additional copy of all documents to Georgia Department of Revenue by email to dor-atdpactact@dor.ga.gov

14. Who do I contact with further questions?

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