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Office of the Attorney General – Tobacco Settlement Frequently Asked Questions (FAQ)

Updated: January 2024

Distributors FAQ

1. *Do I need to register for a User Account before I can submit our monthly AG-01 Distributor report in the electronic portal?*

Yes

2. *Where can I register?*

Go to <https://law.georgia.gov/key-issues/consumer-protection/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 AG-01 submissions for the month?*

You only need to register one user account profile, from there you can add multiple distributors; however, each distributor must be given a distinct name. For example, in a case where there are multiple locations, we recommend putting the name of the location with the distributor name. 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 Us 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?*

Per 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.

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; however, each distributor must be given a distinct name. For example, in a case where there are multiple locations, we recommend putting the name of the location with the distributor name.

10. *My company has two separate distributor licenses registered in the portal. One is active and the other has become inactive during the year. If we experience technical issues that would prevent us from submitting reports under the one active license number, what do we do?*

Check to see that the Distributor Name associated with each license is a different and distinct name. For example, if one distributor is in Athens and the other in Atlanta and they are both named 'ABC Distributor,' change the names by adding the location - 'ABC Distributor Athens' and 'ABC Distributor Atlanta.' You will be able to better differentiate which license is active versus inactive in the system. If you are still experiencing this issue, please reach out for support using the Contact Us form before doing anything; DO NOT DELETE PREVIOUS ENTRIES.

11. Can I edit my monthly AG-01 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.

12. I only sell vapor (e-cigarette) product, do I have to set up a User Account or submit my monthly AG-01 distributor report entries?

Yes, ALL entities licensed as “Tobacco, Alternative Nicotine, or Vapor Products” distributors/wholesalers by the Georgia Department of Revenue must report on a monthly basis, even if they only sell vapor products.

13. 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 AG-01 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.

14. My company buys cigarettes that are already stamped and/or ounces of RYO with taxes already paid by another vendor. How do we report those?

Do not report any cigarettes that have already been stamped and ounces of RYO with taxes already paid by another party. You only need to report the cigarettes that your company puts tax stamps on and the ounces of RYO that your company pays taxes on.

15. What is the difference between reporting brands from Participating Manufacturers (PM) and Non-participating Manufacturers (NPM)?

You need to add lines the same way for every brand that you have stamped/paid taxes on for regardless of the kind of manufacturer. The only difference is that you need to attach purchase and sales invoices for each Non-participating manufacturer (NPM) brand that you report.

16. When is the report due?

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

17. Who do I contact with further questions?

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