



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 Settlement Frequently Asked Questions (FAQ)

21 February 2022

Manufacturer FAQ

1. *Do I need to register for a User Account before I can submit my quarterly certification and report our quarterly 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 REPORT/EDIT' 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, and List of Distributors document upload options.

9. *How is Total Units Sold calculated?*

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

10. *How is the Escrow Due calculated?*

For 2022 quarterly payments: Total Units Sold x (.0406487) = Escrow Due

11. *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.

¹ Include all cigarette sticks which were or should have been stamped during the month. 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 2021/2022?

We will be updating the portal to allow for submission of the 2021/2022 yearly certification at the end of March/beginning of April. Please check back at that time.

14. Who do I contact with further questions?

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