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October 2024

## OREGON TOBACCO RETAIL LICENSE (TRL) BULLETIN

### Frequently asked questions from the field

With Tobacco Retail License inspections underway over the last two years, compliance specialists have shared frequently asked questions that they often hear from retailers. Here are some of the top questions and answers:

#### What types of inspections should I expect?

Oregon Health Authority (OHA) or Local Public Health Authorities will conduct a minimum of **two inspections, per retailer, per year**:

- One inspection will check for compliance with all tobacco retail sales laws.
- The other inspection will make sure retailers aren't selling to people under 21 by working with young adults to conduct unannounced attempts to purchase tobacco products.

OHA will also follow up on any community driven complaints through additional inspections.

#### Where do I find information about the new packaging requirements?

OHA started enforcing the **inhalant delivery systems (IDS) Child Resistant Packaging** law in January 2024. You can find helpful resources on the [TRL website](#) or by clicking below.

- Review the IDS Child Resistant Packaging [Fact Sheet](#).
- Review the IDS Child Resistant Packaging [Frequently Asked Questions](#).
- See a [Sample Certificate of Conformity](#).

OHA started enforcing the **IDS Packaging Attractive to Minors** law in July 2024. During an inspection, compliance specialists will look at all IDS to ensure that products sold comply with the IDS packaging attractive to minors rule, Oregon Administrative Rule (OAR) 333-015-0357. Review [OAR 333-015-0357](#) for specific packaging attractive to minors requirements.

- Review the IDS Packaging Attractive to Minors [Fact Sheet](#).
- Review the IDS Packaging Attractive to Minors [Frequently Asked Questions](#).
- Click here to access the [recording](#) of the April 2024 webinar on "How to Comply With Packaging Attractive to Minors Requirements."
- See [OAR 333-015-0305](#) and [OAR 333-015-0357](#) for definitions and language associated with IDS packaging requirements.

#### How do I renew my license or request a duplicate license?

Although OHA does inspections for TRL, the Oregon Department of Revenue (DOR) is responsible for issuing and renewing your license. To apply for or renew your tobacco retail license, visit the [Department of Revenue](#) and click on the link under "When and how do I apply for the license from the Department of Revenue?" You can also contact DOR at [TRL.Help@dor.oregon.gov](mailto:TRL.Help@dor.oregon.gov) or 503-378-4988.

#### How do I get the latest TRL updates?

You can find updates and **free educational materials** to train retail staff on the [Tobacco Retail License Web Page](#). TRL also sends a **quarterly newsletter by email in nine languages** – English, Spanish, Korean, Russian, Chinese, Arabic, Vietnamese, Hindi and Punjabi. The Quarterly Newsletter highlights important inspection information, helpful educational material and up-to-date information from the TRL program.

You can [sign up for the newsletter by clicking here](#).

#### What are the penalty amounts if I get a violation?

To learn more about the penalty amounts, view the [TRL manual for retailers](#) or visit [OAR 333-015-0262](#).

#### What are some tips for ID checking to make sure we are not selling to anyone under the age of 21?

The TRL program has a helpful resource to share with your retail staff. This resource can be found [here](#).

**How to Read an Oregon ID**

Tobacco products and e-cigarettes sales are prohibited in Oregon to anyone under the age of 21. Oregon sales clerks must check all persons under the age of 30 for valid ID before selling them tobacco products or e-cigarettes.

**Forms of photo identification acceptable alone as proof of age:**

1. The person's passport or passport card issued by the US or a foreign government.
2. The person's driver license issued by a US state.
3. An ID card issued by a US State.
4. An ID issued by a federally recognized Indian tribe.
5. A US military identification card.
6. Any other identification card issued by a state or territory of the United States that bears all the following: a picture of the person, the name of the person, the person's date of birth and a physical description of the person.

**How to check under 21 ID**

Oregon Driver License or an Oregon Identification Card include the dates the customer will turn 21 years old and 18 years old inside a red box on the right side of the card.

Most customers carry an Oregon Driver License or an Oregon Identification Card. The Oregon Driver and Motor Vehicles (DMV) Service Branch issues both cards, which look similar.

Do not rush or allow yourself to be pressured when checking a customer's ID. Carefully check the ID to comply with the law. Always check the ID instead of asking for a customer's date of birth.

Would you like more information about the laws against selling tobacco products and inhalant delivery systems to persons under 21 years of age?  
Email: [Tobacco.Inspections@odhsoha.oregon.gov](mailto:Tobacco.Inspections@odhsoha.oregon.gov)

This document can be provided upon request in an alternate format for individuals with disabilities or in a language other than English for people with limited English skills. To request this publication in another format or language, contact the Health Systems Division at 503-945-5765, 711 for TTY, or email [Tobacco.Inspections@odhsoha.oregon.gov](mailto:Tobacco.Inspections@odhsoha.oregon.gov)

Instructions for how to read an Oregon ID.

- Take your time and look at the ID before getting the product off the shelf.
- Make sure the ID matches and the description on the ID matches the person trying to make the purchase.
- Vertical IDs are issued for those under the age of 21 – use the red box on the ID as a guide.
  - Get more information on the [TRL website](#).
- Consider using an age calculator or age verification software.
  - For **FREE** age calculators, visit [This is Our Watch](#) – an FDA program.
- Retailers have the right to deny a sale if they have concerns that an ID is not valid.

#### If you have questions, don't hesitate to reach out. You can contact TRL staff at:

- Phone: 971-673-2283
- Email: [Tobacco.Inspections@odhsoha.oregon.gov](mailto:Tobacco.Inspections@odhsoha.oregon.gov)

### Resources for Retailers:

- [Tobacco Retail Licensing training manual for retailers](#) \*RECENTLY UPDATED
- [Tobacco Retail Licensing fact sheet](#) (available in [Spanish](#), [Korean](#), [Russian](#), [Chinese](#), [Arabic](#), and [Vietnamese](#))
- [Tobacco Retail Licensing FAQs](#) (available in [Spanish](#), [Korean](#), [Russian](#), [Chinese](#), [Arabic](#), and [Vietnamese](#))
- [Nicotine disposal guide](#)
- [Required tobacco sales signage](#) (available in [Spanish](#), [Korean](#), [Russian](#), [Chinese](#), [Arabic](#), and [Vietnamese](#))
- [Instructions for reading Oregon IDs](#)
- [Recorded webinar training on Tobacco Retail Licensing](#)
- [Child-resistant packaging requirements](#) (available in [Spanish](#), [Korean](#), [Russian](#), [Chinese](#), [Arabic](#), [Vietnamese](#), [Hindi](#), and [Punjabi](#))

한국어 번역이 필요하신가요? Quý vị cần hỗ trợ về thông dịch?  
¿Necesita servicios de traducción? Do you need help with translation?  
是否需要翻译帮助? Вам нужна помощь с переводом?  
هل انت بحاجة إلى مساعدة في الترجمة؟

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