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March 2024

## OREGON TOBACCO RETAIL LICENSE (TRL) BULLETIN

### Types of TRL inspections

The OHA TRL program conducts three types of inspections:

- **Compliance Inspections:** Checks for [compliance with state and federal tobacco sales laws](#), including requirements around [inhalant delivery systems \(IDS\) Child Resistant Packaging](#). Compliance specialists from OHA or the Local Public Health Authority conduct compliance inspections. *(Information on who conducts compliance inspections for your store[s] is available [here](#), or reach out to [Tobacco.Inspections@odhsoha.oregon.gov](mailto:Tobacco.Inspections@odhsoha.oregon.gov) for more information.)*
- **Minimum Legal Sales Age (MLSA) Inspections:** Checks for compliance with not selling tobacco to people under 21. Compliance Specialists from OHA or the Local Public Health Authority conduct MLSA inspections with undercover young adult inspectors.
- **Complaint Inspections:** If a community member reports a violation or submits a complaint related to a retailer's tobacco retail license, OHA will conduct an inspection. This is a public-driven complaint process, and complaints are submitted [here](#) or by calling 971-673-2283.

The Department of Revenue also conducts inspections to make sure tobacco retailers have a license. Retailers may also receive federal inspections conducted by the U.S. Food and Drug Administration (FDA).

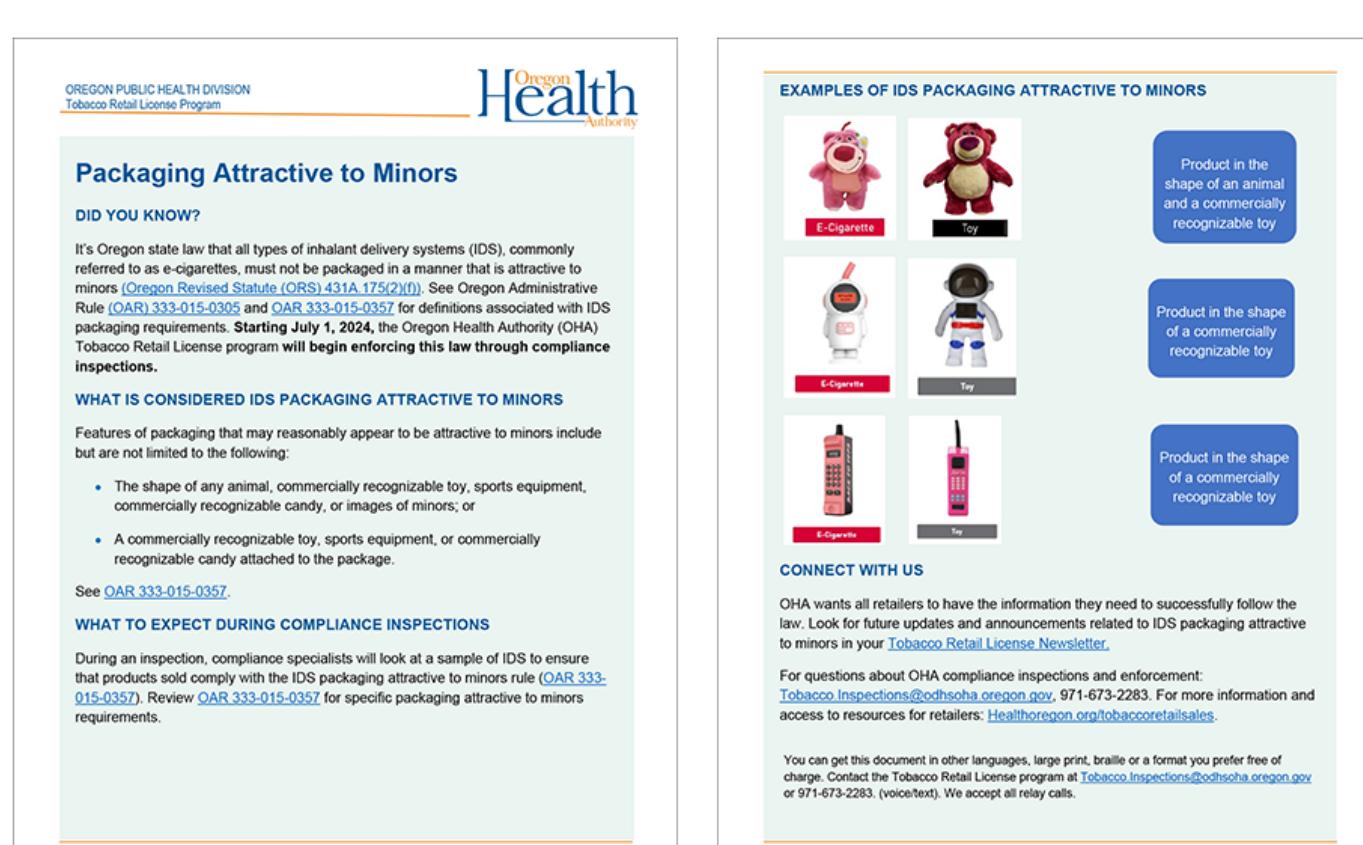
As a retailer, you are responsible for making sure your employees follow federal, state, and local tobacco regulations. We've developed resources with information about tobacco retail licensing to help you stay in compliance with all tobacco laws and regulations. All resources and guides for retailers can be found at <https://www.healthoregon.org/tobaccoretailsales>.

### NEW compliance inspection component

It's Oregon state law that all types of IDS, commonly referred to as e-cigarettes, must not be packaged in a manner that is attractive to minors ([Oregon Revised Statute \[ORS\] 431A.175\[2\]\[f\]](#)). See Oregon Administrative Rule [OAR 333-015-0305](#) and [OAR 333-015-0357](#) for definitions associated with IDS packaging requirements. **Starting July 1, 2024, the TRL program will begin enforcing this law through compliance inspections.**

During an inspection, compliance specialists will look at a sample of IDS to ensure that products sold comply with the IDS packaging attractive to minors rule ([OAR 333-015-0357](#)). Review [OAR 333-015-0357](#) for specific packaging attractive to minors requirements.

For more information, review the new [Packaging Attractive to Minors](#) fact sheet:



There will be two **webinars** on *How to Comply with Packaging Attractive to Minors Requirements*:

- **April 4, 11 a.m.:** [Click here to register for the April webinar](#)
- **June 5, 1 p.m.:** [Click here to register for the June webinar](#)

### Inhalant delivery system (IDS) child-resistant packaging requirements

Enforcement of IDS (also known as e-cigarette) child-resistant packaging requirements started Jan. 1, 2024, through compliance inspections. [Here is a guide](#) on how to meet these requirements, and here are answers to some [frequently asked questions \(FAQs\)](#). You can also watch the [recording](#) of the December 7 webinar related to IDS child-resistant packaging requirements.

Retailers must follow these requirements to help protect children from exposure to e-liquids. For more information on accidental exposure to e-liquids that contain nicotine, read this article from the FDA: [How to Properly Store E-Liquids and Prevent Accidental Exposure of E-Liquids to Children](#).

### Violation rates

Based on a random sample of retailers, the 2023 retail violation rate for Minimum Legal Sales Age (MLSA) inspection was 21%. This is an improvement from 2022's rate of 26%, but we still need your help to reach our goal of a 0% violation rate!

Want to make sure you're following all MLSA requirements? Download, print, and follow the instructions in the [How to Read an Oregon ID](#) guide. This guide is a great training tool for retail staff and can be used each time your retail location sells tobacco products.

### Retailer survey

We want to hear from you! Please take a few minutes to tell us about your experience with the TRL program by filling out [this short survey](#). This information will help us better support you and other retailers.

You can also find the survey by copying and pasting this link into your browser:

[survey.alchemer.com/s3/7615510/TRL-Retailer-Survey](https://survey.alchemer.com/s3/7615510/TRL-Retailer-Survey).

### License renewals

The tobacco retail license needs to be renewed each year, one year from the issue date. The Oregon Department of Revenue sends out letters to each licensee when their application renewal is approaching. If you have questions about your license, need more information about renewing it, or renewed but never received your updated license, visit the [Statewide Tobacco Retail License webpage](#). You can also email [TRL.help@dor.oregon.gov](mailto:TRL.help@dor.oregon.gov) if you need assistance or have a specific question that is not answered on the website.

### Resources for Retailers:

- [Tobacco Retail Licensing training manual for retailers](#)
- [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](#))

### Questions? We're here to help!

#### Department of Revenue (DOR):

- For questions or requests for DOR: [TRL.help@dor.oregon.gov](mailto:TRL.help@dor.oregon.gov), 503-945-8120
- For information about the law or licensing: [go.usa.gov/x9999](https://go.usa.gov/x9999)

#### Oregon Health Authority (OHA):

- For questions or requests for OHA: [Tobacco.Inspections@odhsoha.oregon.gov](mailto:Tobacco.Inspections@odhsoha.oregon.gov), 971-673-2283
- For more information and access to resources for retailers: [www.healthoregon.org/tobaccoretailsales](https://www.healthoregon.org/tobaccoretailsales)

#### Local public health authorities:

- Contact information for local Tobacco Retail Licensing programs is available [here](#), or reach out to [Tobacco.Inspections@odhsoha.oregon.gov](mailto:Tobacco.Inspections@odhsoha.oregon.gov) to find out about activities in your area.

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هل أنت بحاجة إلى مساعدة في الترجمة؟

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