

Smoking Product Supplier Licensing Scheme

Licence renewal instructions



The following instructions outline the steps you will need to take to renew a licence to sell smoking products in Queensland. These instructions apply to all types of businesses.

Before starting your renewal

Smoking licences are granted on a yearly basis. You will be sent a licence renewal reminder once your licence is ready for renewal. You can also check your licence renewals online in the portal at any time.

Note: If you have changed your vending machine or sub-wholesaling status since your licence was granted, please contact Queensland Health before you renew your licence.

Where to start

- Log into the Smoking Products Supplier Licensing Scheme portal, and select 'Renewals' from the left-hand menu.
- For assistance with logging in, refer to the instructions below.

Logging in

The Smoking Products Supplier Licensing Scheme portal is accessed at phconnect-tospa.health.qld.gov.au.



You will need to accept the Terms of Use and use your Digital ID every time you log in to the portal. Scroll to the bottom of the page to click the checkbox, and click the green button to login using Digital ID.

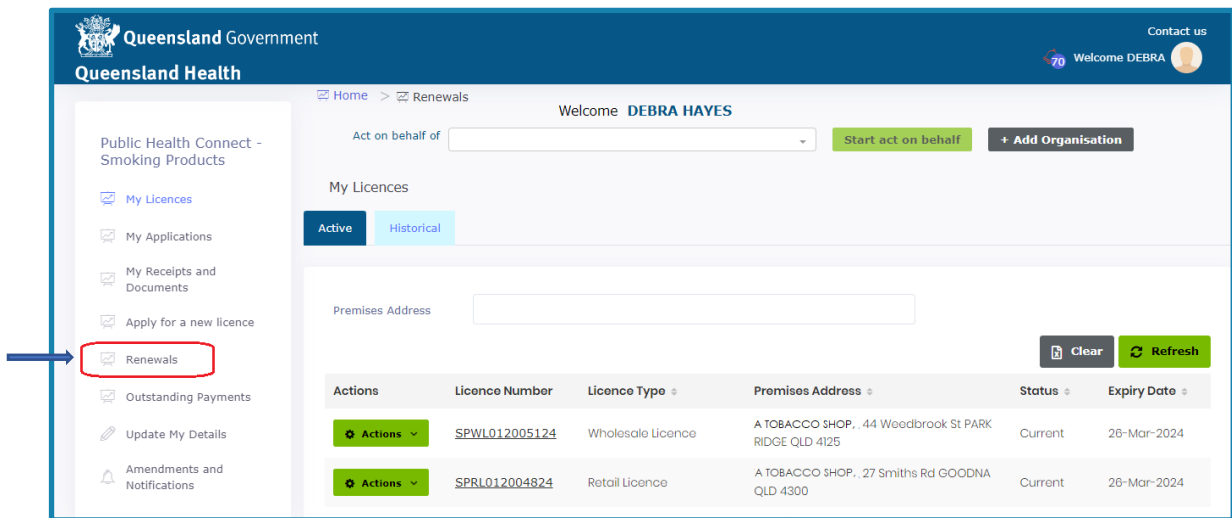
I have read and agree to the terms and conditions *

 Login with Digital ID

[Learn more about using a Digital ID.](#)

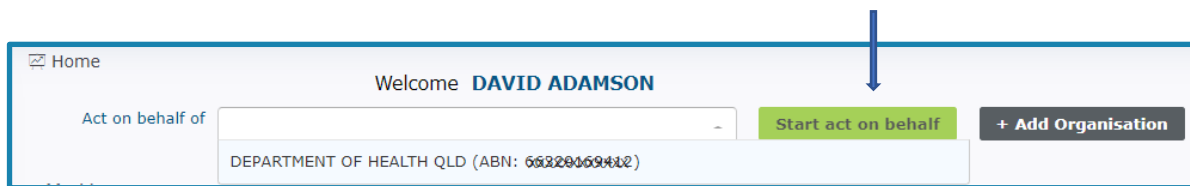
After you've logged in, the portal Home Page will display. The 'My Licences' screen will display by default.

Select the 'Renewals' option from the left-hand menu.



Step 1 – Act on behalf of

If you want to renew a licence for a partnership, company, or other organisation, you will need to select to act on behalf of them before their licence renewals will display.



Select the organisation you are applying on behalf of from the drop-down list, and click the green 'Start act on behalf of' button. The screen will refresh, and the banner will update.



Skip this step if you are a sole trader.

Step 2 – Review and select renewals

If there are multiple licences pending renewal, these will display in a paginated list. You can change how many are displayed on each page by selecting a value from the drop-down box at the bottom of the page.

You can enter a value in the 'Premises Address' box and click 'Refresh' to filter the list. Click 'Clear' to remove the filter. Clicking on the Licence Number will display the licence for that premises.

The screenshot shows a web interface titled "Renewals". At the top, there is a "Premises Address" search box. Below it is a blue notification bar: "Please notify Queensland Health if you have changed your vending machine or sub-wholesaling status". To the right of this bar are "Clear" and "Refresh" buttons. Below the notification is a "Select All" checkbox with a tooltip: "You may select all and then search by the premise address, and deselect individual licences before renewing." The main content is a table with columns: "Select", "Licence Number", "For", "Premises Address", "Status", and "Expiry Date". There are four rows of licence data. At the bottom left, it says "Total: 4". At the bottom right, there are pagination controls showing page 1 of 5, and a "Total Licence Selected: 0" indicator. Below the pagination are "View/Print List" and "Renew" buttons. Blue arrows point to the search box, the "Select All" checkbox, the table rows, the pagination controls, and the "Renew" button.

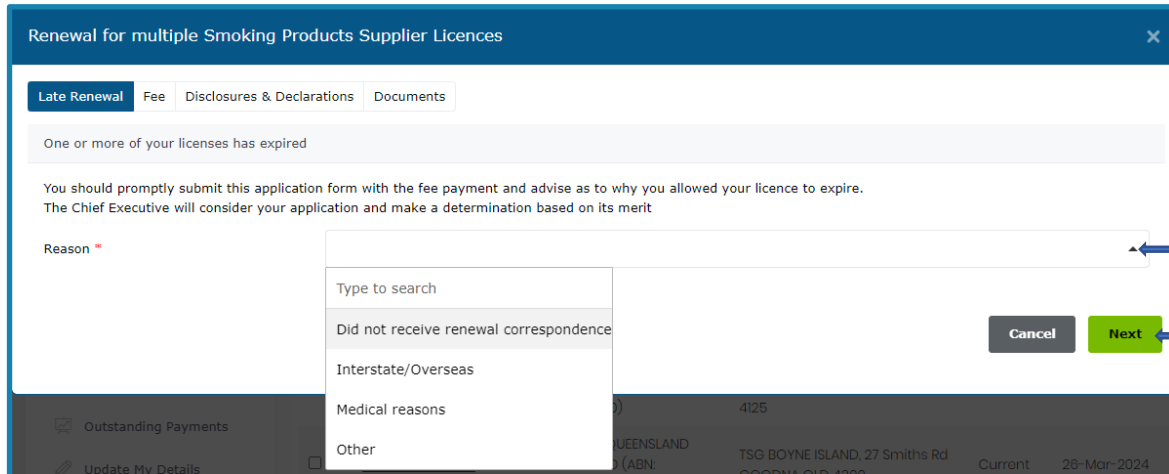
Select	Licence Number	For	Premises Address	Status	Expiry Date
<input type="checkbox"/>	SPWL012005124	Wholesale Licence - QUEENSLAND TOBACCO PTY LTD (ABN: 8000433328)	A TOBACCO SHOP, 44 Weedbrook St PARK RIDGE QLD 4125	Current	26-Mar-2024
<input type="checkbox"/>	SPRL012004824	Retail Licence - QUEENSLAND TOBACCO PTY LTD (ABN: 8000433328)	A TOBACCO SHOP, 27 Smiths Rd GOODNA QLD 4300	Current	26-Mar-2024
<input type="checkbox"/>	SPWL012004924	Wholesale Licence - QUEENSLAND TOBACCO PTY LTD (ABN: 8000433328)	New Shop, 27 Squatter Ct FLAGSTONE QLD 4280	Current	18-Mar-2024
<input type="checkbox"/>	SPRL(L)012005024	Retail Licence - QUEENSLAND TOBACCO PTY LTD (ABN: 8000433328)	A TOBACCO SHOP, 49 Ingleston Rd WAKERLEY QLD 4154	Current	09-Mar-2024

The buttons at the bottom of the screen aren't active until you select at least one licence.

Either use the 'Select All' button, or the checkboxes, to select the licences you wish to Renew. There is also the option to view and print the list of selected licences before you renew them.

Step 3 – Late renewals and fees

Select the licence/s you wish to renew and click the 'Renew' button at the bottom of the screen. If any of these licences have already expired, a 'Late Renewals' tab will display.



Renewal for multiple Smoking Products Supplier Licences

Late Renewal Fee Disclosures & Declarations Documents

One or more of your licenses has expired

You should promptly submit this application form with the fee payment and advise as to why you allowed your licence to expire. The Chief Executive will consider your application and make a determination based on its merit

Reason *

- Type to search
- Did not receive renewal correspondence
- Interstate/Overseas
- Medical reasons
- Other

Cancel Next

Outstanding Payments

Update Mv Details

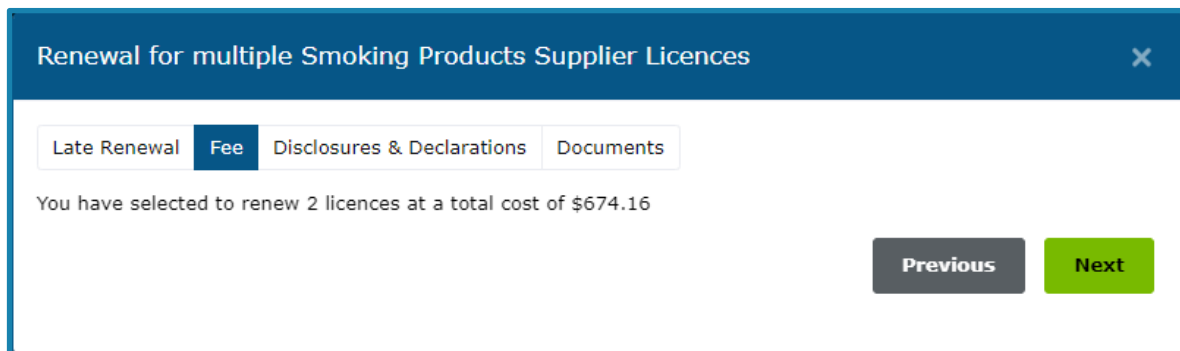
QUEENSLAND 4125

TSG BOYNE ISLAND, 27 Smiths Rd

Current 26-Mar-2024

Select a reason for your late renewal from the drop-down list and click 'Next' to proceed. The reason, and an additional validity check, will only be applied to the expired licence/s.

On Next, the total Fee for the selected licence renewal/s is displayed. If there are no late renewals, this is the first tab displayed. If no payment is required, the total fee will be zero.



Renewal for multiple Smoking Products Supplier Licences

Late Renewal Fee Disclosures & Declarations Documents

You have selected to renew 2 licences at a total cost of \$674.16

Previous Next

You don't have to pay for your licences immediately. Click 'Next' to proceed.

Step 4 – Disclosures and declarations

Each time you renew your licence, you have to disclose any relevant information to us. If you are renewing licences on behalf of an organisation or partnership, you should respond to these questions on their behalf, not as yourself.

Note: If you are renewing licence/s held by a partnership, company, or other organisation, you should respond to these questions on their behalf, not as yourself.

The screenshot shows a web form titled "Renewal for multiple Smoking Products Supplier Licences" with a close button (X) in the top right. Below the title are four tabs: "Late Renewal", "Fee", "Disclosures & Declarations" (which is selected), and "Documents". Under the "Disclosures" tab, there is a heading "Disclosures" followed by a paragraph: "If the answer is 'Yes' to any of the following questions, please provide details and/or upload documentation that details the offence, the nature of the offence and the circumstances of its commission. Note that a smoking products licence refers to either a licensing or notification scheme and includes the supply of electronic cigarettes." Below this is the instruction "Since your last application, have you:". There are two questions, each with "Yes" and "No" radio button options. Question 1: "1. Been granted a smoking product licence in any Australian Commonwealth or State or Territory? *". Question 2: "2. Had any conditions placed on a smoking product licence in any Australian State or Territory? *".

If you answer 'Yes' to the first question, a list of states will be displayed for selection.

If you previously responded 'Yes' to this question, the selections you have already made will be shown. These can't be changed, but additional states may be nominated.

This screenshot shows a close-up of the first question: "1. Been granted a new smoking product licence by any Australian State or Territory? *". To the right of the question are "Yes" and "No" radio buttons, with "Yes" selected. Below the question is the instruction "Select all States and Territories that apply *". There are six checkboxes for Australian states and territories: ACT, NSW, NT (which is checked), SA, TAS, VIC, and WA. At the bottom of the form, there is a checkbox with the text "I confirm that above is all the other Australian jurisdictions I hold, or have held, a Smoking Products licence in. *", which is also checked. A blue arrow points to this checkbox from the left.

Click the 'I confirm...' checkbox once you have made any updates required.

If you select 'Yes' to any other disclosure, a text box will be displayed where you can provide additional information. You can also upload supporting documents on the next page.

This screenshot shows a close-up of the second question: "2. Had any conditions placed on a smoking product licence in any Australian State or Territory? *". To the right of the question are "Yes" and "No" radio buttons, with "Yes" selected. Below the question is a large, empty text box with the placeholder text "Details".

Following the disclosures are a series of declarations regarding this application. You should review each of these and respond accordingly.

If any of your renewals are for a liquor-licensed premises, additional declarations regarding your liquor licence will be shown.

Declarations

If the answer is 'No' to any of the following questions, please provide details and /or upload documentation that details the reason.

I declare I am the liquor licensee for the premises where smoking products are to be sold. Yes No

I declare that my liquor licence has not been suspended or cancelled since my last application. Yes No

I consent to the Chief Executive requesting the Commissioner of the Queensland Police Service for a criminal history report. Yes No

If you respond 'No' to any declaration, a text box will be displayed where you can provide additional information. You can also upload relevant documentation on the next page.

You may upload supporting documents for your disclosures & declarations at the end of this application.

Click 'Next' to proceed.

Partnership Declarations

If you are renewing licence/s on behalf of a partnership, all partners must complete their personal disclosures and declarations prior to the application being assessed.

An email will be sent to each partner's email address on submission of this application. They will need to use their **Digital ID** to logon and complete their declarations, using the link provided in the email. Refer to separate Partner Declaration instructions for assistance with this process.

Step 5 – Document upload and signature

If you answered 'Yes' to any disclosure except question 1, or 'No' to any declaration, a file upload box will display on the next tab, so that you can upload supporting documents.

Renewal for multiple Smoking Products Supplier Licences

Late Renewal | Fee | Disclosures & Declarations | **Documents**

Please provide documents to support your answers to the disclosures and declarations

File Name	Size
Drop files to attach, or browse	

The acceptable formats for uploading documents are: .doc,.docx,.xls,.xlsx,.pdf,.png,.jpg,.jpeg,.gif,.csv,.txt,.bmp,.tiff,.xml,.rtf


Comment

+ Add another file

You can either drag and drop a file into the highlighted area, or click 'browse' to select it from a folder. Click "Add another file" to upload multiple documents.

The last step is to sign your application. The Signatory Name will populate automatically.

Signatory Name * DEBRA KEATON

Signature * 

Signature of Applicant

I want to upload my signature

You can either draw your signature in the "Signature" box, or tick the option to upload your signature from a file. The circle icon top left in the signature box will clear the box so you can try again.

The Submission Date will populate automatically when you click "Submit".

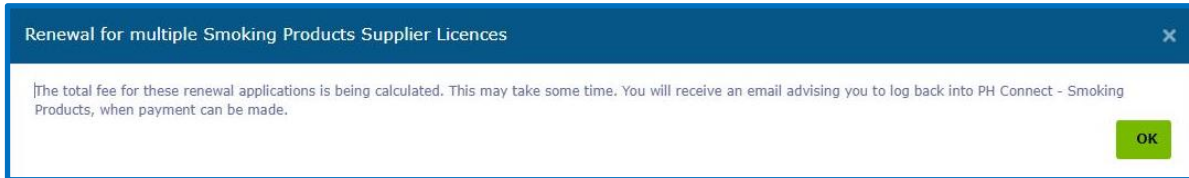
Submission Date

Previous **Submit**

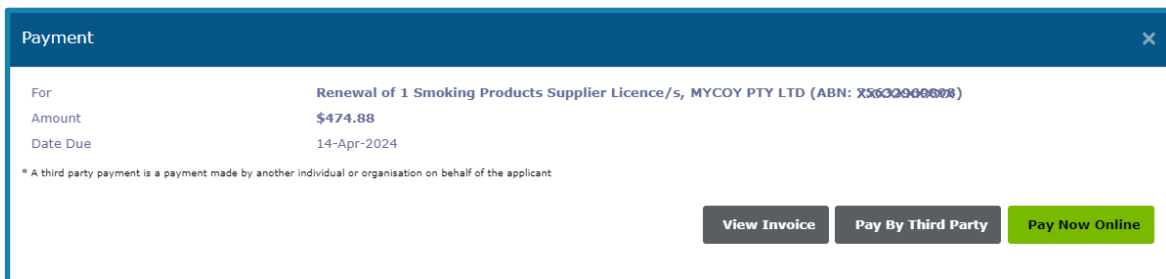
Step 6 – Processing and payment

The next step depends on how many renewals you submitted for processing:

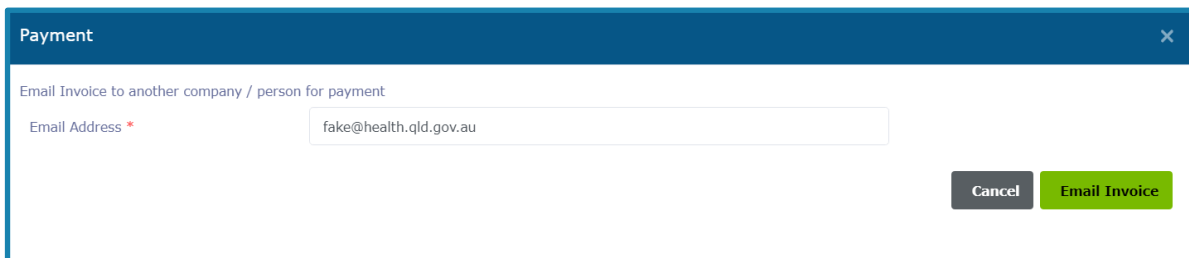
- ❖ If you selected **three or more** licences for renewal, the system displays a confirmation message, and will email you when they are ready for payment:



- ❖ If you selected **less than three** licences for renewal, the system processes these applications immediately and then prompts you for payment:



- If you select **'Pay Now Online'**, you will be prompted to enter your credit card details. Your payment will be processed by BPoint.
- If you select **'Pay by Third Party'**, you will be prompted to enter an email address for the invoice to be sent to.



The payee will be sent a link to make an online credit card payment using BPoint. **They don't need a Digital ID in order to make the payment.**

If you close the window or cancel out of these options, you can select the 'Outstanding Payments' menu option in the portal to pay for these or any other outstanding invoices, including assigning them to a third-party for payment.

Refer to the 'Outstanding Payments' instructions for further details.

Note: your renewal application/s will not be assessed until payment is complete.