

# CENTER FOR TOBACCO PRODUCTS

OFFICE OF SMALL BUSINESS ASSISTANCE

HOW TO REPORT A POTENTIAL TOBACCO PRODUCT VIOLATION OR AN ADVERSE EXPERIENCE RELATED TO A TOBACCO PRODUCT

### AGENDA

- How to report the right information to the right system in the Center for Tobacco Products
- What is a potential tobacco product violation?
- Four ways to report a potential tobacco violation
  - Online
  - E-mail electronic Form FDA 3779
  - Telephone
  - Post mail
- Report an adverse experience related to a tobacco product using the FDA's Safety Reporting Portal



If you see what you believe to be a violation of the Tobacco Control Act or other related regulations, you can submit a Potential Tobacco Product Violation report to the FDA Office of Compliance and Enforcement.

### What are examples of Potential Tobacco Products Violations:

- Sale of single cigarettes
- Sales of tobacco to an underage purchaser (under age 21)
- Sale of flavored tobacco products
- Sale of tobacco products through vending machines and self-service displays, except in adult-only facilities

- Illegal marketing and advertising of tobacco products
  - Describing tobacco products as "light," "mild," or "low"
     or claiming a product is safer or less harmful without an FDA order
  - Distributing t-shirts or other promotional or novelty items with brand names of cigarette or smokeless tobacco products
  - Sponsoring events using the brand name of a tobacco product



# HOW TO REPORT A POTENTIAL TOBACCO PRODUCT VIOLATION - ONLINE

# USING FORM FDA 3779 FOR REPORTING ONLINE

To report what you believe to be a potential tobacco product violation of the Tobacco Control Act or other related regulations:

- Online submission of FORM FDA 3779 at <u>https://www.accessdata.fda.gov/scripts/ptvr/index.cfm</u>
- Accessibility and Language options
- Instruction on how to view files of different formats

	DOD & DRUG	Search FDA Q
Home Food	Drugs Medical Devices Radiation-Emitting Product	s Vaccines, Blood & Biologics Animal & Veterinary Cosmetics Tobacco Products
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	to Report Potential Violations	
assoc		iolations of the Federal Food, Drug, and Cosmetic Act and viewed by FDA's Center for Tobacco Products, Office of
		itial tobacco violation: eport Online Inline" button above to link to the web form or
	<b>⊠</b> email	🖕 phone 🕷 mail
	can report? Any member of the public.	WHY report? Information we receive from the public is often very helpful in
Tell us WHFI	s: N did you see the potential violation?	identifying problems with marketed products and possible violations of the
	RE did the potential violation occur?	laws that we enforce.
WHAT	F is the potential violation?	All reports will remain private to the extent allowed by law. For more information please visit <u>FDA's Internet policies</u> .
	ren's Privacy: We collect no information from ient, we will answer it, and then delete the er	m children under 13. If a child sends us an email inquiry or mail from our files.

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# ONLINE FORM FDA 3779 – INITIAL PAGE

### POTENTIAL TOBACCO PRODUCT VIOLATION REPORTING FORM FDA 3779

Home page: <u>https://www.accessdata.fda.gov/scripts/ptvr/index.cfm</u>

Click Report Online box to continue

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### Date the potential violation occurred

X Exit

- State where the potential violation occurred ٠
- Tobacco product type

REPORTING

- Tobacco product name
- Potential tobacco product violation type
- Description of potential tobacco product violation, and
- Option for attaching files related to the potential tobacco product violation

ONLINE FORM FDA 3779 – PAGE 1	– POTENTIAL V	IOLATION
	J.S. Department of Health and Human Services	
	FDA U.S. FOOD & DRUG	Follow FDA En Expended
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## ONLINE FORM FDA 3779 – PAGE 2 – POTENTIAL VIOLATOR

### POTENTIAL TOBACCO PRODUCT VIOLATION REPORTING

### WHO POTENTIALLY VIOLATED?

- Potential violator name
- Potential violator business address
- Potential violator website
- Add Another Potential Violator an option to add multiple potential tobacco product violators

INISTRATION Food Drugs Medical Devices Radiation-Emitting Products		Bearch FDA
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Paperwork Reduction Act Statement Form Approved: OMB NO. 0910-0716 Expiration Date: 07/31/2020		9
Potential Violation Who Potentially Information Violated	3 Contact Information	4 Review and Submit
Unformation Violated		
* Required field		
Potential Violator 1		
Who Potentially Violated?*	Potential Violator Name	
Potential Violator Address		
Address Line 1	Address Line 2	
City	State	~
Postal/Zip Code		•
Website		
If report is about a website, please provide web	site address here:	
Include http:// or https:// before the address		
Add Another Potential Violator		
		2 Next

## ONLINE FORM FDA 3779 – PAGE 3 – CONTACT INFORMATION

### SUBMITTER CONTACT INFORMATION

- Submitter name
- Submitter contact information (email, and telephone number) in case you wish to be contacted by the FDA for additional information.\*

#### \*Submitters can be anonymous.

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Home Food Drugs Medical Devic	es Radiation-Emitting Products	Vaccines, Blood & Biologics	Animal & Veterinary Cosmetics	Tobacco Products
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Paperwork Reduction Act Statem Form Approved: OMB NO: 0910- Expiration Date: 07/31/2020				2
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	Violated	Contact Information	Review and Submit	
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### ONLINE FORM FDA 3779 – PAGE 4 – REVIEW & SUBMIT

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U.S. Department of Health and Human Services		
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Home Food Drugs Medical Devices Radiation-Emitting Products	Vaccines, Blood & Biologics Animal & Veterinary Cosmetics Tot	bacco Products
Home > Tobacco Products > Youth & Tobacco > Potential Tobacco Violation Report	ing System	
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Paperwork Reduction Act Statement Form Approved: OMB NO. 0910-0716 Expiration Date: 07/31/2020	G	2
1 2 Potential Violation Who Potentially Information Violated	3 4 Contact Information Review and Submit	
Review and Submit		
Potential Violation Information	✓ Edit Section	J
Date Potential Violation Occured 02/22/2022	State Potential Violation Occured Alabama	
Product Type Cigars	Tobacco Product Name	
Potential Violation Type Sales to minors	Type of Potentially Violative Promotional Materials	
Description of Potential Violation	Relevant Files Attached	
Who Potentially Violated	✓ Edit Section	I
Who Potentially Violated Retailer	Potential Violator Name abc	
Potential Violator Address 2022 Test Lane Alabama	Potential Violator Website	
Contact Information	✓ Edit Section	1
All reports will remain private to the extent allowed by law please visit: http://www.fda.gov/AboutFDA/AboutThisWebsite/We		
Contact me for additional information No, I want my report to be anonymous.		

	and I	Drug Administra			Form Approved: OMB No.: 0910-0716 Expiration Date: 08/31/2023 (See page 3 for PRA Statement)
Directions:					
	t and	associated reg	cco-related violations of t ulations. These submission		
WHO can report	t? - A	ny member of t	he public.		
Tell us:		-			
WHEN did you	see tl	e potential viol	ation?		
WHERE did the	pote	ntial violation o	occur?		
WHAT is the po					
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To submit your r	eport	, complete the f	form below:		
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Date potential violation occurred (mm	/dd/yy	yy)	I do not recall the date this potential violation occurred		State in which potential violation occurred
					•
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Potential violation type		Sales to minors			Free samples
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# ADDITIONAL WAYS TO REPORT A POTENTIAL TOBACCO PRODUCT VIOLATION

# SUBMIT FORM FDA 3779



#### Accessing the Potential Tobacco Product Violation Report Form FDA 3779 online and email it to CTP Office of Compliance and Enforcement

- Fill out Form FDA 3779 online at <u>https://www.fda.gov/media/85811/download</u>
- Email completed Form FDA 3779 to CTP Compliance at <u>CTPCompliance@fda.hhs.gov</u>

Food	and Drug Adm	D HUMAN SERVICES inistration t Violations Repor	t	Form Approved: OMB No.: 0910-0716 Expiration Date: 08/31/2023 (See page 3 for PRA Statement)
Directions:				
	t and associate	l tobacco-related violations o d regulations. These submiss lucts.		
WHO can report	t? - Any memb	er of the public.		
Tell us:				
WHEN did you	see the potentia	al violation?		
WHERE did the	potential viola	tion occur?		
WHAT is the po	tential violatio			
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	or smoke products	ess tobacco or covered tobacco		Unsure
Type of potentially	Newspap	er		Price signage
violative promotional materials (choose all	Magazine	•		Posters
that apply)	Periodica	ls		Coupons
	Billboard	Billboard		Internet
	Direct mail			Unsure
	In-store a	dvertisements		
MIL	Retailer			Distributor
Who potentially violated?				
(choose all that apply)	Manufact	urer		Unsure

### SUBMIT POTENTIAL TOBACCO PRODUCT VIOLATION THROUGH PHONE AND POST MAIL

The public can also report what they believe to be a violation of the Tobacco Control Act or other related regulations by calling or sending post mail to the Center for Tobacco Products.

- **Phone**: AskCTP at 1-877-287-1373 (Monday-Friday, 9:00 a.m. 4:00 p.m. ET)
- Mail: Fill out the Form FDA 3779 online, print it, and send by mail to the following mailing address:

Potential Tobacco Products Violation Report Food and Drug Administration Center for Tobacco Products Office of Compliance and Enforcement Document Control Center Building 71, Room G335 10903 New Hampshire Avenue Silver Spring, MD 20993 FD)

# WHAT HAPPENS TO MY POTENTIAL TOBACCO PRODUCT VIOLATION REPORT?

FDA

- FDA will evaluate all received reports
- If the product is regulated by a different federal or state agency or different part of FDA, we will forward the potential tobacco product violation to the applicable entity for review.
- The FDA may conduct additional investigations:
  - performing an inspection of a potential tobacco product violation manufacturer, distributor, or importer;
  - conducting a compliance check inspection of a potential tobacco product violation retailer; or
  - initiating, monitoring and surveillance of a potential tobacco product violation manufacturer or retailer website.
- FDA may determine that there is no evidence of a tobacco product violation, or we may find evidence of the reported potential tobacco product violation or of other potential tobacco product violations that require additional surveillance, monitoring, and/or inspections.



### HOW TO REPORT TOBACCO PRODUCT HEALTH OR PRODUCT PROBLEMS IN USERS OR NONUSERS

# SAFETY REPORTING PORTAL (SRP) – WHO CAN REPORT & WHAT TO REPORT

FDA

If you experience a health or safety problem or product quality problem with a tobacco product, report it to FDA's SRP at <u>https://www.safetyreporting.hhs.gov</u>

#### Who can report?

- Consumers or Concerned citizens including Nonusers
- Healthcare workers
- Companies that make, ship or sell tobacco products
- Researchers

#### What to report:

- Any new or worsened symptom or disease
- Toxic or allergic reactions
- Burn, seizure, breathing trouble, chest pain
- Damaged or defective products
- Labeling issues
- Abnormal product look, taste, or smell
- Product malfunction, failure, or interaction

# **SRP – LOG IN AS A GUEST OR ACCOUNT HOLDER**

- Log in at <u>https://www.safetyreporting.hhs.gov,</u> as either a Guest or an Account Holder
- Guest = Consumer, Concerned Citizen, or Healthcare Worker
  - Option to remain anonymous
  - Cannot save draft reports to complete later
  - Can submit follow-up reports by retaining a "Report Key" from the submission confirmation message.



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### SRP – NEW GUEST REPORT FOR CONSUMERS AND CONCERNED CITIZENS



# After logging into SRP as a Guest, Consumers and Concerned Citizens must answer a few questions to gain access to the Tobacco Product Report.



# After logging into SRP as a Guest, Healthcare Workers must answer a few questions to gain access to the Tobacco Product Report.



# **SRP – LOG IN & SUBMIT REPORT AS ACCOUNT HOLDER**



 Create an account then use it to log in at <u>https://www.safetyreporting.hhs.gov</u> Safety Reporting Portal

- When Reporting as an Account Holder:
  - Researchers and Manufacturers must create an account to submit a report
  - Must provide contact information
  - Can save a draft of any report to complete later
  - Can easily submit follow-up reports from a personal "My Reports" page (for corrections or additional information)
  - Can set up a group account to review and submit reports of other group members



## SRP: CONFIRM YOU ARE IN THE TOBACCO PRODUCT REPORT



Welcome	Guest	HOME FAQS RELATED LINKS CONTACT US FEEDBACK HELP EN ESPAÑOL
Name:	Tobacco Product Report (Manufacturer, Concerned Citizen or Healthcare Professional) and Created By: unknown	Introduction *=Required Field Tobacco Product Reports (TPR) The FDA regulates all tobacco products in the U.S. Tobacco products are made or derived from tobacco and include any parts that are needed for their use. For example, both a pipe device and the pipe tobacco are regulated by the FDA.
ID: Created:	FPSR68084 (I) 05/26/2022	• People who use tobacco products
Introd	luction t Information	People affected by someone else's tobacco use
-	ct Information	Concerned members of the public     Healthcare workers
□ Proble	em Summary	<ul> <li>Companies involved in making, shipping, and selling tobacco products</li> </ul>
D Main 1 Products	s Tobacco	How do I use this TPR SRP path to submit a report? When possible, please submit a separate report for each affected person. After you complete the "Report Information" page, you can fill in the rest of the pages of the report in any order. The system will only accept a report if you fill in all fields marked: *. The system will save your entries when you click the "Next" button on each page. If you cannot finish the report in one sitting, create an account and save the draft report to finish later.
<ul> <li>Addition</li> <li>Informa</li> <li>Attach</li> </ul>	tion	What happens when I submit a report? FDA staff will review your report. In general, submitters will not get a response from FDA. FDA may contact you if more details are needed and you give us at least one way to reach you. You will not get health advice or health care from FDA - please call or see your local doctor or clinic if needed.

# **SRP: SEE MORE INSTRUCTIONS IN FAQS**



#### https://www.safetyreporting.hhs.gov/SRP2/en/FAQ.aspx



#### **The Safety Reporting Portal**

The Safety Reporting Portal (SRP) streamlines the process of reporting product safety issues to the Food & Drug Administration (FDA) and the National Institutes of Health (NIH).

Whatever your role, (manufacturer, health care professional, researcher, public health official, or concerned citizen), when you submit a safety report through this Portal, you make a vital contribution to the safety of America's food supply, medicines, and other products that touch us all.

Parts of this website have been translated from English to Spanish. Pages that have been translated have an "En Espanol" link in the upper right part of the page. Click this link to see the page in Spanish (Espanol). Click "In English" to see the page in English. In the case of any discrepancy in meaning, the English version is considered official. Currently, report questions are only in English and reports should only be submitted in English. Thank you for using the FDA Safety Reporting Portal.

#### **Begin Reporting Here**

	As Guest	Account Benefits
EMAIL		
PASSWORD Or	Not ready to create an account but would like to submit a report?	<ul> <li>Save a draft</li> <li>Easier follow up</li> <li>View submissions</li> <li>Faster data</li> </ul>
Reset Password/Unlock Account or Reactivate	You can do th <mark>at here.</mark>	entry
Remember me		<u>.</u>

#### The SRP tobacco questionnaires are not available in a paper or fillable PDF format.



### HOW TO REPORT THE RIGHT TOBACCO PRODUCT INFORMATION TO THE RIGHT PLACE

Tobacco-Related Issues	Where to Report
Potential tobacco-related violation of the Food, Drug and Cosmetic Act and associated regulations	https://www.accessdata.fda.gov/scripts/ptvr/index.cfm
Health problem (adverse experience) or a product quality problem with a tobacco product	https://www.safetyreporting.hhs.gov
Tobacco or nicotine poisoning needing urgent medical care	If a person has collapsed, had a seizure, has trouble breathing, or can't be awakened, call 911 right away.
	For live medical advice, call the Poison Control Center: 1-800-222-1222.
	You may later submit an SRP report that includes the final outcome of the problem.
Human health problem or product problem with a product that	https://www.accessdata.fda.gov/scripts/medwatch/index.cfm
claims to help with quitting tobacco	
Animal Health problem-effect of tobacco product on an animal	https://www.fda.gov/animalveterinary/safetyhealth/reportaproblem/ucm055305.h
	<u>tm</u>
Comment on a proposed regulation	http://www.regulations.gov
Complaint about CTP, an existing tobacco law (final regulation),	CTPOmbudsman@fda.hhs.gov
or the government	
Information to share about tobacco products that is not related	Contact the product's manufacturer or email <u>AskCTP@fda.hhs.gov</u> or 1-877-
to a health or product problem	CTP-1373
Other question or concern related to tobacco products	AskCTP@fda.hhs.gov or 1-877-CTP-1373





# Thank you!