

How to submit a Tobacco Retail License (TRL) application

City of Cleveland, Department of Public Health

Applications are submitted through the City of Cleveland Permit Portal

Access the site by visiting <https://aca-prod.accela.com/COC/Welcome.aspx>

or scan this QR code



You must create an account or login to an existing account to access the application

Step 1 –

Create or access your account

- Existing Users: If you forgot your password, click "Forgot Password" and follow the prompts to reset it.
- New Users: Register for an account.



Log In

Username

Password

[Forgot Your Password?](#)

Log In

☐ Remember me on this computer

Need to create an account?

[Register Now >](#)

Register for an account

* Required Fields

* Username

* Email Address

* Password

* Password Confirmation

☐ I have read, understand and agree to the [Terms of Service.](#)

Submit

Click to submit your registration form. Form must be valid to submit.

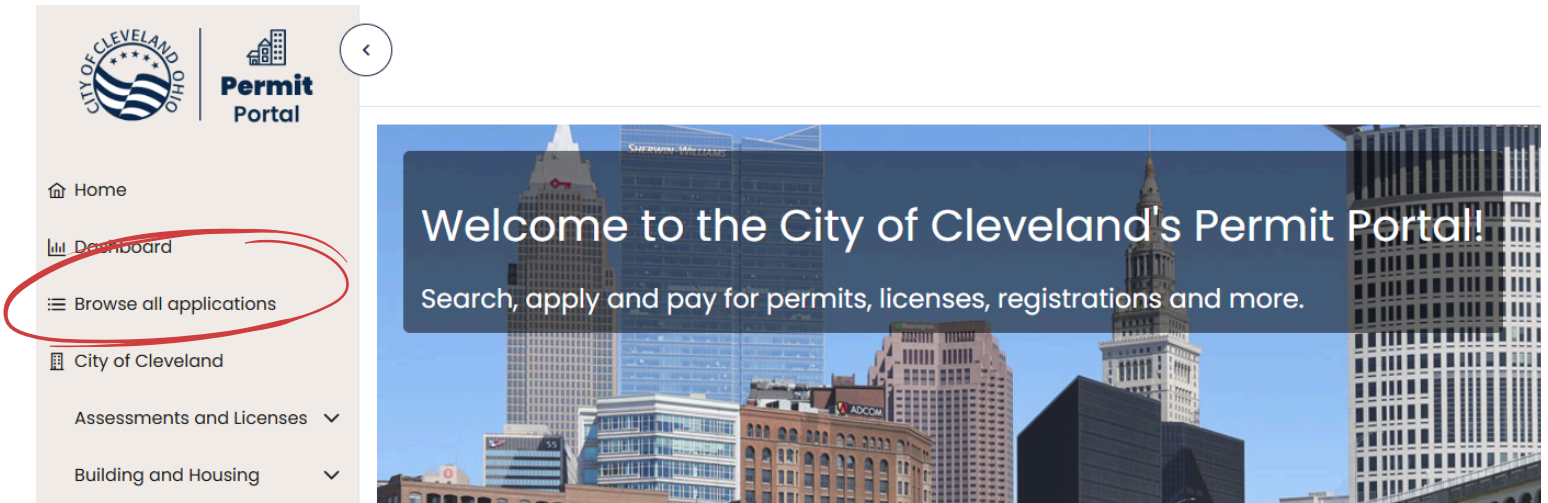
Step 2 -

Log-in to your account

Step 3 -

Navigate to the Application section

- On the portal homepage, select the BROWSE ALL APPLICATIONS from the menu on the left side of the page



Step 4 -

Select a Permit Type

- Under **PublicHealth** heading, select the **tobacco retail license**

Browse all permits

Below are all available permit types listed by department. Select a permit to begin an application.

<input type="text" value="Search available permits"/>	
BuildingHousing	Planning
Code Enforcement	Transportation Demand Management
parking garage registration >	tdm plan registration application >
Construction Permits - Commercial	PublicHealth
commercial building construction permit >	PublicHealth
commercial electrical construction permit >	tobacco retail license >
commercial hvac construction permit >	
commercial plumbing construction permit >	

- Read and accept the **General Disclaimer**
- Click **Continue Application**

General Disclaimer

While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-

☐ I have read and accepted the above terms.

Continue Application »

Step 5 -

Input Tobacco Retail Location Information

- Input the street number, direction (if applicable), street name, and zip code, then click Search.

Address

* Street No.:

Direction:

--Select--

* Street Name:

Street Type:

--Select--

Unit Type:

--Select--

Unit No.:

City:

State:

--Select--

* Zip:

Number of Units:

Search

Clear

- Confirm Parcel and Property Owner information - please note that this information is provided by the Cuyahoga County Auditor's Office. If the property was recently sold, the Owner information may not be correct. The most important aspect is to ensure that the address is entered correctly.
- Click Continue Application

Step 6 –
Enter Applicant Details

- Click Select from Account

Applicant

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Select from Account

Add New

- Choose the Associated Contact (this should be the applicant/owner of the business). A Contact Information box will pop up pre-populated with your City of Cleveland web portal account information.

Category	Type
<input checked="" type="radio"/> Associated Contact	Applicant

- When prompted, enter applicant’s **home** address, city, state, and zip code.

Contact Information

* First:

Middle:

* Last:

Business

Owner

Name of Business:

Country:

--Select--

* Address Line 1:

123 Owners Home

* City:

Cleveland

* State:

OH

* Zip:

44114

- Enter applicant’s date of birth (must be 21+ to apply for a tobacco retail license - a valid ID upload will be required later in the application)

Owner Date of Birth

APPLICANT PERSONAL DETAILS

* DOB:

MM/DD/YYYY

- Select business ownership type (if registered agent, officer or partner, enter corporation or partnership name, when prompted, and names and titles of additional owners/partners)

Ownership Type

Ownership Information

* Ownership Type:

--Select--

Step 7 –

Enter Business/Facility Details and Communications Preference

- Enter additional information about the tobacco retail location (reminder: this license is only for facilities within the City of Cleveland)
- Enter the address you prefer to receive communications from the City of Cleveland. Provide the business address in the next section, if selected.

Store/Facility Information

Facility Information

* Facility Name:

Branch # (if applicable):

* Manager's Name:

* Facility Phone Number: ?

Facility Email Address :

* Facility Federal Tax ID Number:

* Facility Type:

--Select--

* Does this facility sell food? :

☐ Yes ☐ No

* Does the facility sell tobacco from a vending/self-serve machine?:

☐ Yes ☐ No

* What is the preferred address to receive communications from the City of Cleveland?:

--Select--

Step 8 -

Upload Attachments

- Upload a copy of the applicant's driver's license/government-issued ID
- Upload of copy of the retailer's Certificate of Occupancy issued by Cleveland Department of Building and Housing
- Select the Type and Description for each attachment
- Click Save and Continue Application

File Upload

The maximum file size allowed is 500 MB.

ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;ja are disallowed file types to upload.

AdobeStock_407899569.jpeg 100%

Attachments

Providing a Certificate of Occupancy, a legal document issued by the Department of Building and Housing that certifies compliance with Building Code and ordinances, is required to obtain a tobacco retail license. If you submit this application for a tobacco retail license without additional documents prior to approval. Submission instructions and deadline will follow, as needed.

The maximum file size allowed is 500 MB.

ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp; are disallowed file types to upload.

This application type requires you to submit the following types of documents. Subject to the collected information, additional documents may be required.

Copy of Driver's License/Government ID required

AdobeStock_407899569.jpeg	Copy of Driver's License/Government ID required	3.46 MB	12/15/2025	Actions
AdobeStock_407899579.jpeg	Certificate of Occupancy issued by the City	1.73 MB	12/15/2025	Actions

Continue

Add

Add

Step 9 -

Review Application and Certify

- Review and edit, as needed, any section of the application.
- **Read and review the certification statements and check the box agreeing to the license requirements.**

As a retailer of tobacco products by signing this application, I hereby certify that:

- The information contained in this application is accurate and true and that I am the Owner, Officer or Partner for the store/facility indicated in this application.
- I understand that the license fee is not refundable and that application for licensure may be denied based on provisions specified in any and all municipal codified ordinances, including Sections 235A.01 through 235A.11 of the Codified Ordinances of Cleveland, Ohio.
- I understand that I must maintain a copy of the Cleveland Tobacco Retail License and must have it posted clearly and in a prominent location, at or near the

☐ By checking this box, I agree to the above certification.

Date:

- Click Continue Application

Step 10 –[Cart \(1\)](#) [Account Management](#) [Logout](#)**Pay Fees and Check Out**

- Click Check Out.
- To add additional facilities click Continue Shopping and return to step 3.

Cart

1 Select item to pay

2 Payment information

3 Receipt/Record issuance

Step 1: Select item to pay

Click on the arrow in front of a row to display additional information. Items can be saved for a future checkout by clicking on the Save for later link.

55 Erieview PLZ, Cleveland OH 44114**1 Application(s) | \$500.00**✓ Tobacco Retail License
25TMP-064810

Total due: \$500.00

75 Erieview PLZ, Cleveland OH 44114**1 Application(s) | \$500.00**✓ Tobacco Retail License
25TMP-064189

Total due: \$500.00

Total amount to be paid: \$1,000.00

Note: This does not include additional inspection fees which may be assessed later.

[Continue Shopping »](#)[Edit Cart »](#)[Checkout »](#)**Step 11 –****Pay Fees and Check Out**

- Go to your Cart to check out.
- Once the payment is processed, you will receive a confirmation email indicating your status as pending.
- Enter payer and payment information, review, accept terms, and submit.

Payment Options

Amount to be charged: \$1,000.00

☒ Pay with Credit Card☐ Pay with Bank Account[Submit Payment »](#)

FEE DISCLOSURE: Please note there is a convenience fee associated with paying online. The City of Cleveland does not retain any portion of these additional fees. You may also elect to pay at Cleveland City Hall or the designated location with your application submission. Below are the current rates and fees. Your total payment will be displayed on the next page.

Electronic Check	Flat Rate of \$2.45 per payment
Credit or Debit Card	Service Fee Charge of 3.06% with a \$2.45 minimum per payment

When paying online, two (2) line items will appear on your credit card or bank statement as OPC*City of Cleveland ACA. The first line item will be the license/permit fee and the second line item will be the convenience fee.

Payment Amount

\$.

Payment Method

New Card

Card Number Expiration Date Security Code [What is this?](#)

<input type="text"/>	<input type="text" value="--"/> <input type="text" value="--"/>	<input type="text"/>
----------------------	---	----------------------



☐ I'm not a robot



[Cancel](#)

Please note you will not be charged until you Submit at end.

Continue

ACI Payments, Inc. Terms and Conditions:

THIS PAYMENT SERVICE IS SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS

Do not use or access this Website or Service if You do not agree to be bound by these Terms and Conditions

These Terms and Conditions ("Terms and Conditions") are in effect for all transactions processed through this payments website ("Website") on or after May 9, 2019, and apply to and govern Your access to and use of this Website, the Service and all Alternative Channels. This payment processing service is offered to You on behalf of your Biller ("Service").

It is important to carefully review all Terms and Conditions below, including the provision concerning REFUNDS. These Terms and Conditions may be amended at any time. All amended terms shall be effective immediately after they are posted to the Website. By using this Website after such modifications are posted, You are agreeing to accept and comply with the Terms and Conditions as modified. These Terms and Conditions also apply to Service transactions, or Payments, made by or through any "Alternative Payment Channels" including those Payments initiated, or completed through, Integrated Voice Response (IVR) systems, customer service representatives, telephone, internet, or any other means or mechanisms of Payment acceptance. These Terms and

Printer Friendly

[Back](#) | [Cancel](#)

Please note you will not be charged until you Submit at end.

Accept Terms