

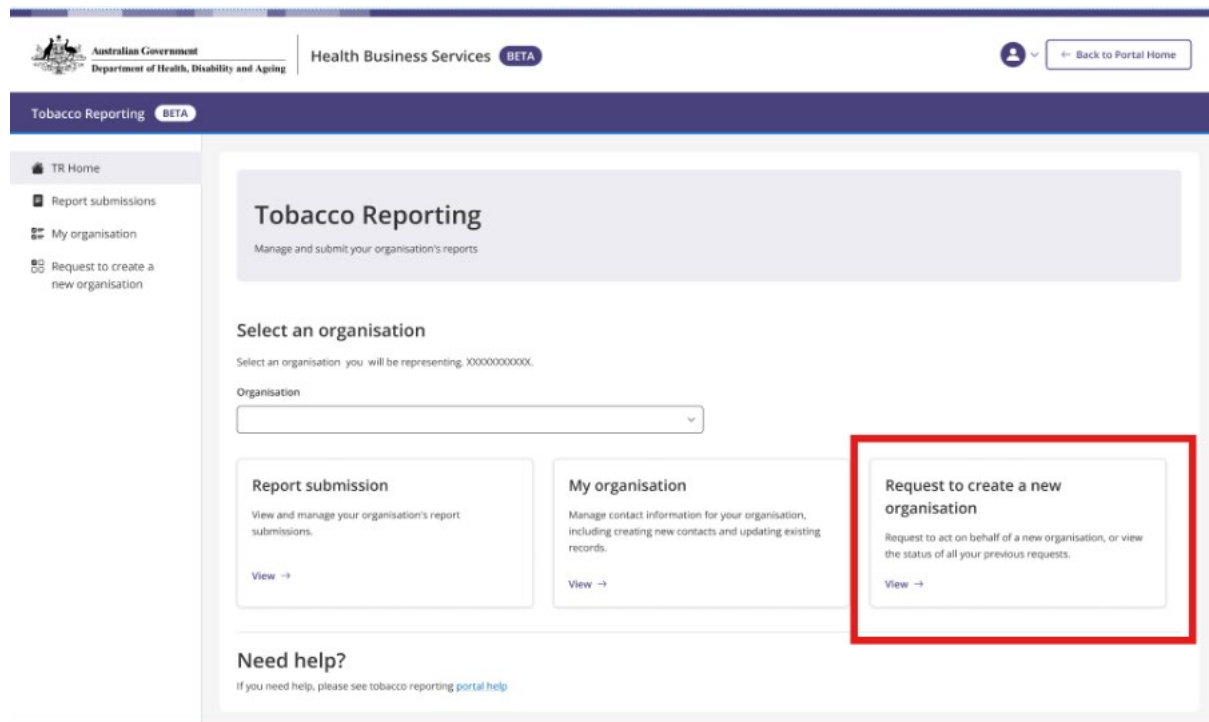


User Guide: Tobacco Reporting Service - Manage Organisation Requests

20 July 2026

This user guide explains how to manage Organisation Requests.

On the Tobacco Reporting Service homepage, you can see the Request to create a new organisation card.



Selecting the card will navigate to the Request to create a new organisation page. This page allows you to:

- Create an Organisation account
- View submitted requests to create a new organisation
- View, edit and delete draft requests.

Submission tab view:

Request to create a new organisation

Request to create a new organisation, or view the status of your previous requests.

[+ Create organisation account](#)

Submitted (5)

Drafts (1)

Organisation name	ABN or non-ABN	Request number	Created on	Status	Action
Organisation name 1 PTY LTD	ABN	XXXXXXXX	28/08/2025	Pending	...
Organisation name 1 PTY LTD	Overseas	XXXXXXXX	30/12/2025	Approved	...
Organisation name 1 PTY LTD	ABN	XXXXXXXX	17/12/2024	Approved	View
Organisation name 1 PTY LTD	ABN	XXXXXXXX	30/12/2023	Approved	...
Organisation name 1 PTY LTD	Overseas	XXXXXXXX	12/10/2023	Rejected	...

1. To view the details of submitted requests from the Tobacco Reporting Service homepage navigate to the Request to create a new organisation page.
 - a. A list of both submitted and draft requests will be visible.
 - b. This includes columns with these details: organisation name, ABN or Non ABN request type, request number, date created, date modified and an Actions column option represented by 3 dots.
 - c. View your previous submissions in the Submissions tab on the Organisation requests page. Select Actions >> View.
 - d. Statuses include Pending, Approved, Rejected.

View 1: Request is Pending assessment

TC Home

Messages

Organisation requests

Back

This organisation account request is pending.

You will be updated when an outcome is reached.

Organisation details

ABN or non-ABN

non-ABN

Organisation name

Organisation name PTY LTD

Details sourced from the selected submission.

Organisation contacts

Email address

admin@organisation.com

Contact number

02*****

Website

organisationname.com.au

Details sourced from the selected submission.

Organisation addresses

Physical

1 Teravacata Street, Nauru, State, 8000, Country

Postal

1 Teravacata Street, Nauru, State, 8000, Country

Details sourced from the selected submission.

Administrator details

Given names

Joe

Middle name

-

Family name

Citizen

Contact email address

joecitizen.com

Contact telephone number

+61 26356789

Organisation role

Role name

Details sourced from the selected submission.

View 2: Request has been approved

Back

This organisation account request was approved.

Organisation details

ABN or non-ABN

ABN

Organisation name

Organisation name PTY LTD

ABN

XXXXXXXXXX

Details sourced from the selected submission.

Organisation contacts

Email address

admin@organisation.com

Contact number

02*****

Website

organisationname.com.au

Details sourced from the selected submission.

Organisation addresses

Physical

23 Launceston Street, Suite 24, Phillip, ACT, 2601, Australia

Postal

23 Launceston Street, Suite 24, Phillip, ACT, 2601, Australia

Details sourced from the selected submission.

Administrator details

Given names

Joe

Middle name

-

Family name

Citizen

Contact email address

joecitizen.com

Contact telephone number

+61 26356789

Organisation role

Role name

Details sourced from the selected submission.

View 3: Request has been rejected

< Back

This organisation account request was rejected.

Organisation details

ABN or non ABN ABN XXXXXXX	Organisation name Organisation name PTY LTD
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Details sourced from the selected submission.

Organisation contacts

Email address admin@organisation.com	Contact number 02XXXXXXX
Website organisationname.com.au	

Details sourced from the selected submission.

Organisation addresses

Physical 23 Launceston Street, Suite 24, Phillip, ACT, 2601, Australia
Postal 23 Launceston Street, Suite 24, Phillip, ACT, 2601, Australia

Details sourced from the selected submission.

Administrator details

Given names joe	Middle name --
Family name Citizen	Contact email address joe@citizen.com
Contact telephone number +61 20354780	Organisation role Role name

Details sourced from the selected submission.

Note: Submissions are view only. Submissions cannot be edited or deleted.

2. Delete the requests that are in draft.

Request to create a new organisation

Request to create a new organisation, or view the status of your previous requests.

Create organisation account

Submitted (5) Drafts (1)

Are you sure you want to delete?

You will lose any saved information if you delete.

Cancel Confirm

Draft requests will be deleted

Organisation name	ABN or overseas organisation	Request number	Created on	Modified on	Actions
Organisation name 1 PTY LTD	ABN	XXXXXXX	28/08/2025	10/01/2026	...

- In the Drafts tab move to the Actions column and select the three dots.
- You will have the choice of Edit or Delete.

- c. Select Delete.
- d. Selecting Confirm will remove the request from the list.
- e. Only Draft requests can be deleted.
- f. Drafts that are inactive for 7 days will be automatically removed from the list.

3. Edit the requests that are in draft.

Submission draft view:

The screenshot shows a web interface for managing organisation requests. At the top, there's a header 'Request to create a new organisation' with a sub-header 'Request to create a new organisation, or view the status of your previous requests.' Below this is a button 'Create organisation account'. There are two tabs: 'Submitted (5)' and 'Drafts (1)'. A warning message states 'Draft requests will be deleted if inactive for 7 days.' Below this is a table with columns: 'Organisation name', 'ABN or non-ABN', 'Request number', 'Created on', 'Modified on', and 'Actions'. The table contains one row for 'Organisation name 1 PTY LTD' with an ABN, request number 'XXXXXXXX', created on '28/08/2025', and modified on '10/01/2026'. The 'Actions' column has a dropdown menu with 'Edit' and 'Delete' options.

Organisation name	ABN or non-ABN	Request number	Created on	Modified on	Actions
Organisation name 1 PTY LTD	ABN	XXXXXXXX	28/08/2025	10/01/2026	- Edit - Delete

- a. In the Drafts tab move to the Actions column and select the 3 dots.
- b. You will have the choice of Edit or Delete.
- c. Select Edit or Delete.