STEP-BY-STEP GUIDE ON GLOBAL UPDATES

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Introduction

Companies can update the changes in the details of the following via Global Update:

1) Importer
2) Store
3) Manufacturer
4) Assembler

* Note: A NEW product notification is required if there is a change made to any of the following:

1) Brand Name
2) Product Name
3) Product Type
4) Intended Use
5) Formulation
6) Company change due to change of distribution rights
7) Company name change with a new UEN number given by ACRA

Login access

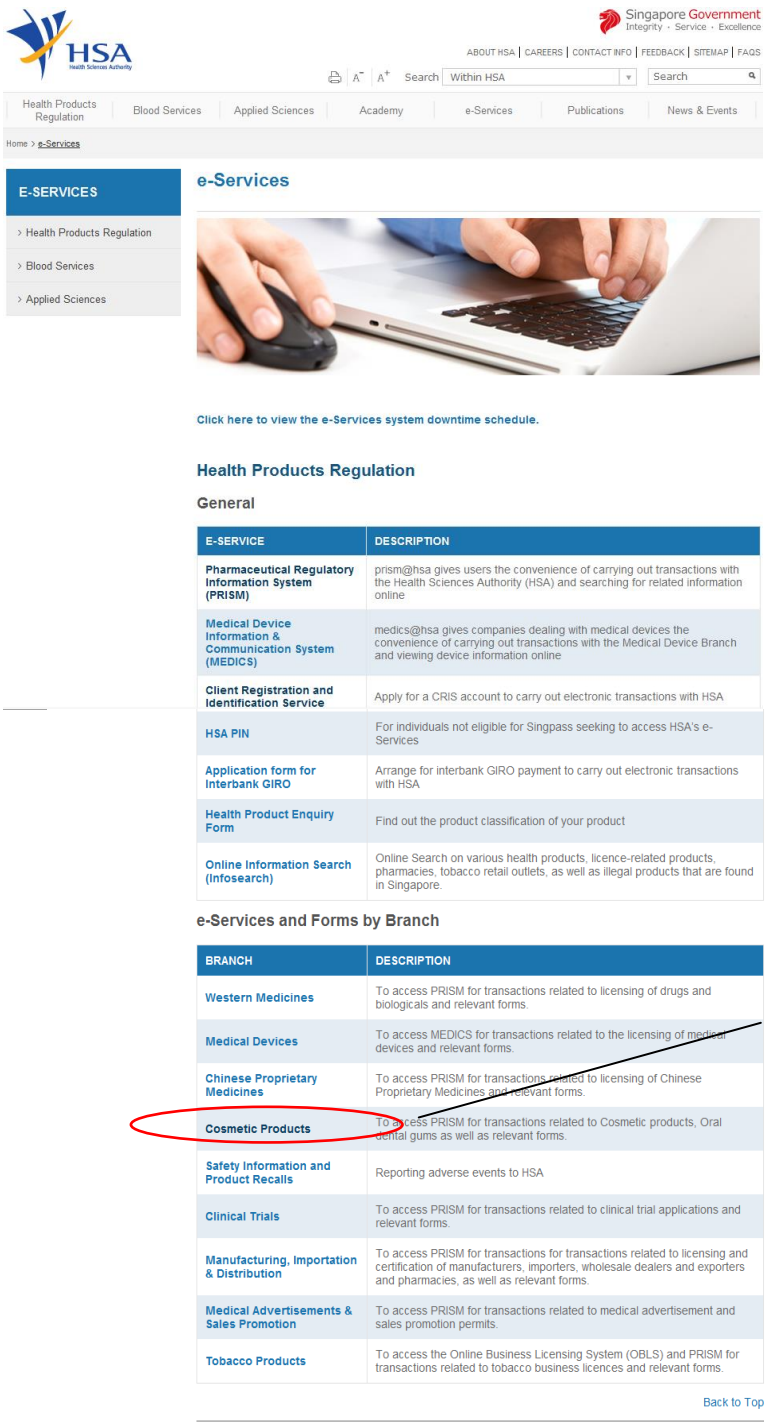
The applicant should already be authorized by the company in the Client Registration & Identification Service (cris@hsa) for the submission. Information on CRIS may be obtained from:
http://www.hsa.gov.sg/content/hsa/en/Health_Products_Regulation/CRIS.html

Singpass or HSA Pin login is required for authentication and authorization.

How can my company submit a global update?

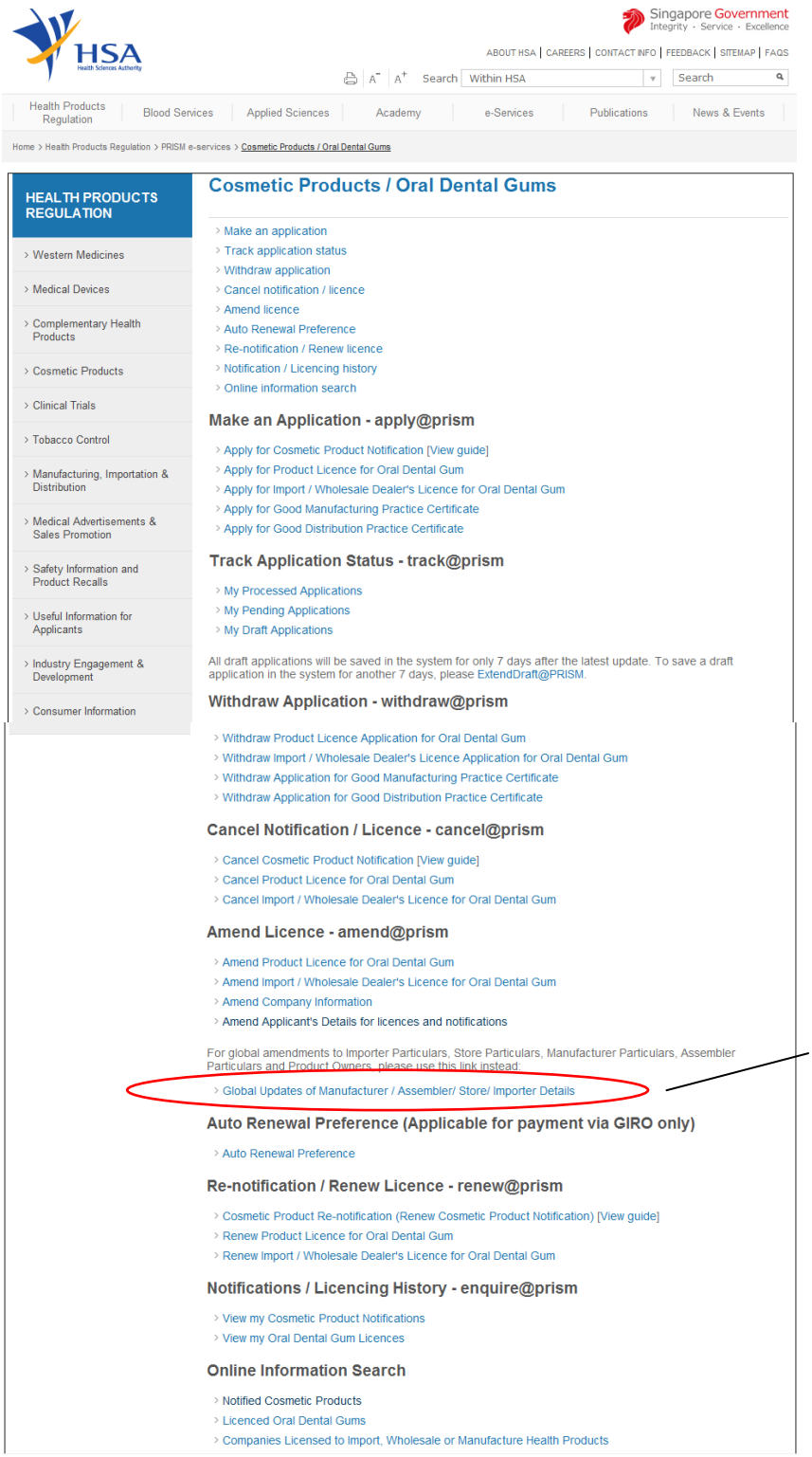
1. To submit a cosmetic product notification, please go to the following website: http://www.hsa.gov.sg/content/hsa/en/e-Services.html#HPRG

2. Click on "**Cosmetic Products**"



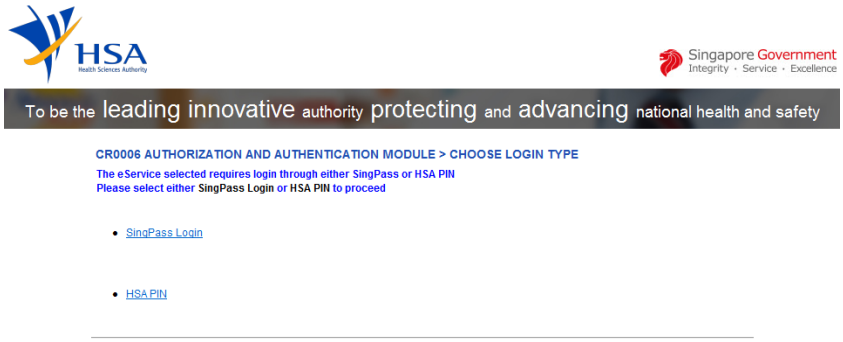
Click on "**Cosmetic Products**"

3. Click on "**Global Updates of Manufacturer/ Assembler/ Store/ Importer Details**"

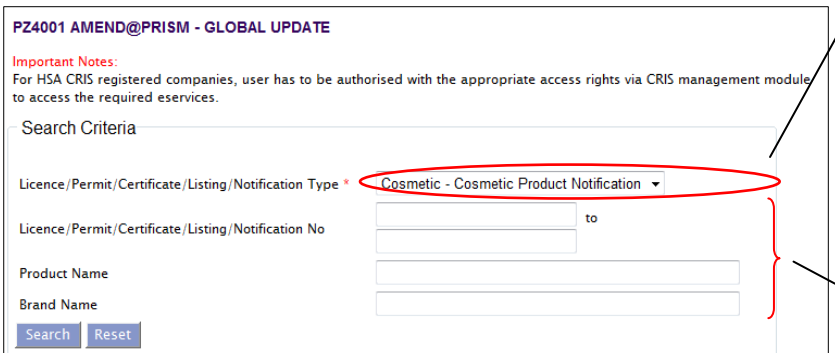


Click on "**Global Updates of Manufacturer/ Assembler/ Store/ Importer Details**"

4. Thereafter, you will be directed to the following page:
   - Login using SingPass **or** HSA Pin



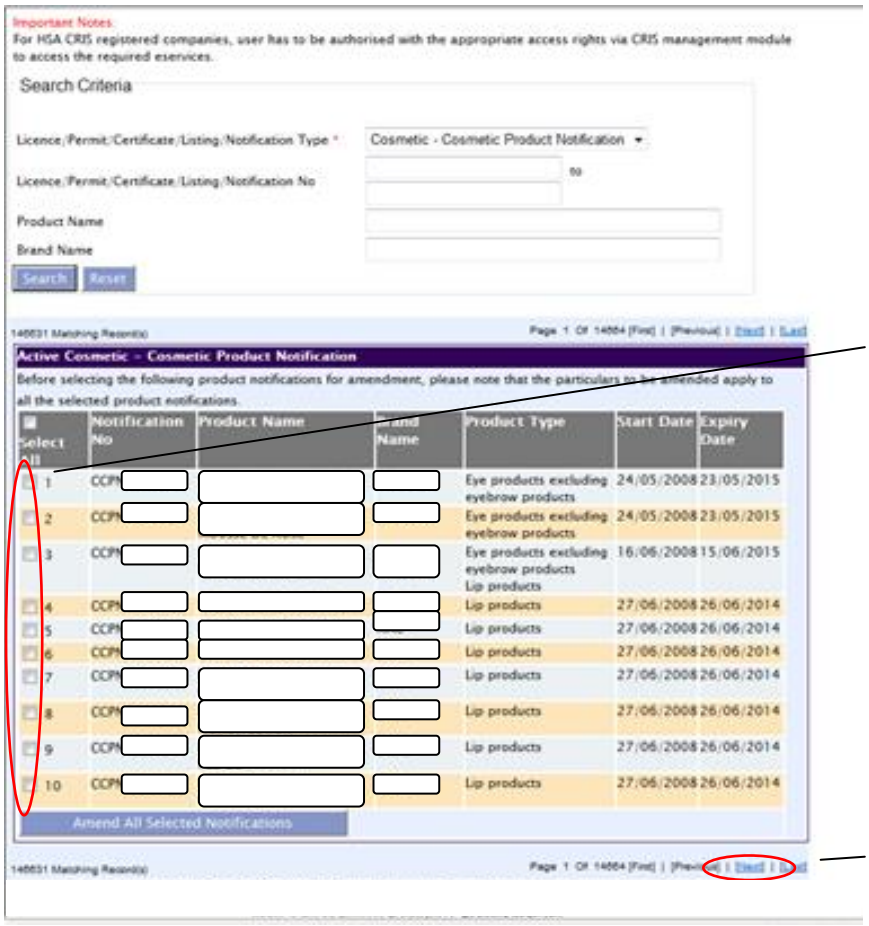
5. Upon successful authentication, a welcome page will be shown. Click "**Accept/Continue**" to proceed with the eService. You will be directed to the online application form.



Select "**Cosmetic – Cosmetic Product Notification**" from the drop-down list.

1. Optional search criteria
2. Click "Search" for all notified cosmetic products.

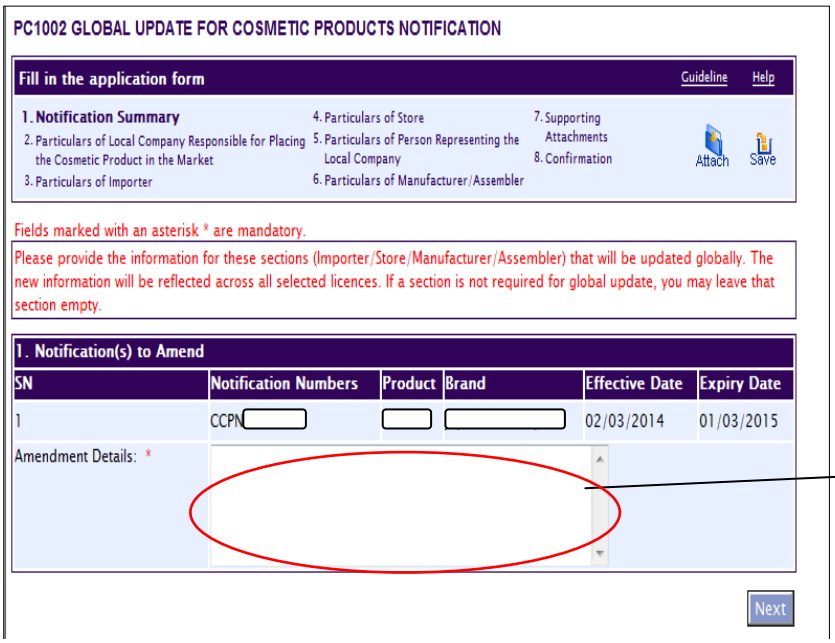
6. Search result shown all notified cosmetic products.



1. Select the Notification(s) to amend up to 20 notifications in 1 application submission.
2. Click on “Amend All Selected Notifications”.

Click on “Next” button.

7. Section 1: Notification Summary

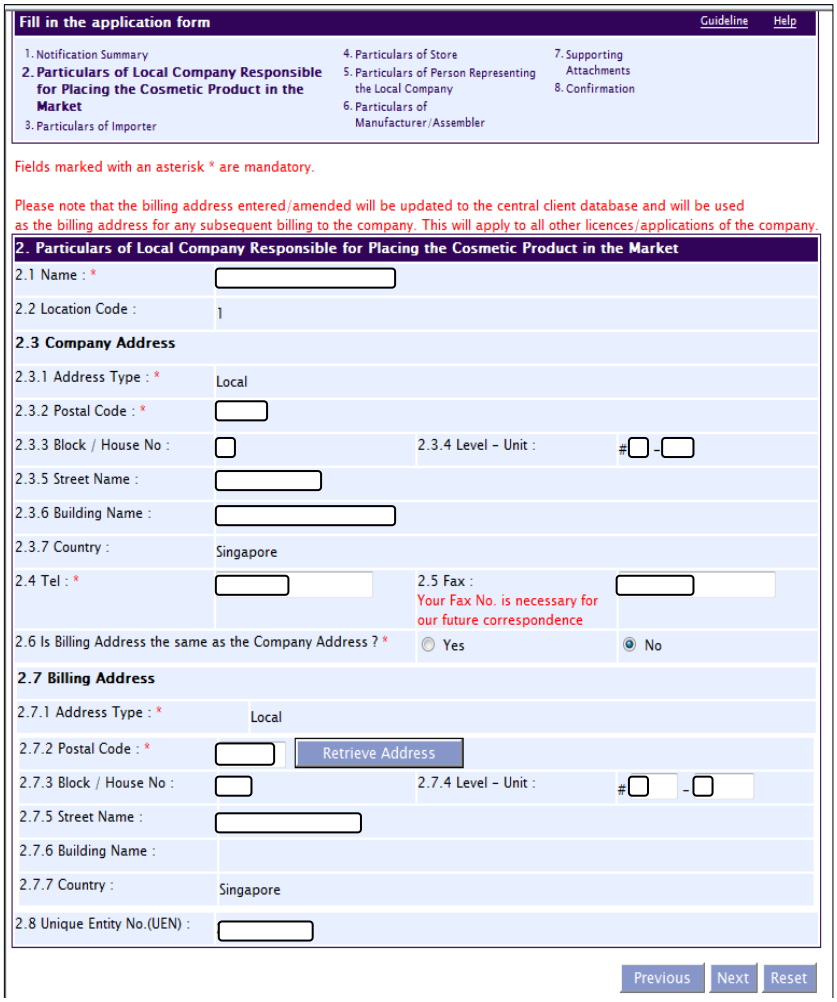


Fill in amendment details for the selected notification(s).

**Please provide the information for these sections (Importer / Store / Manufacturer / Assemble) that will be updated globally. The new information will be reflected across all selected licenses. If a section is not required for global update, you may leave that section empty.*

PLEASE FILL IN ALL SECTIONS IN ENGLISH

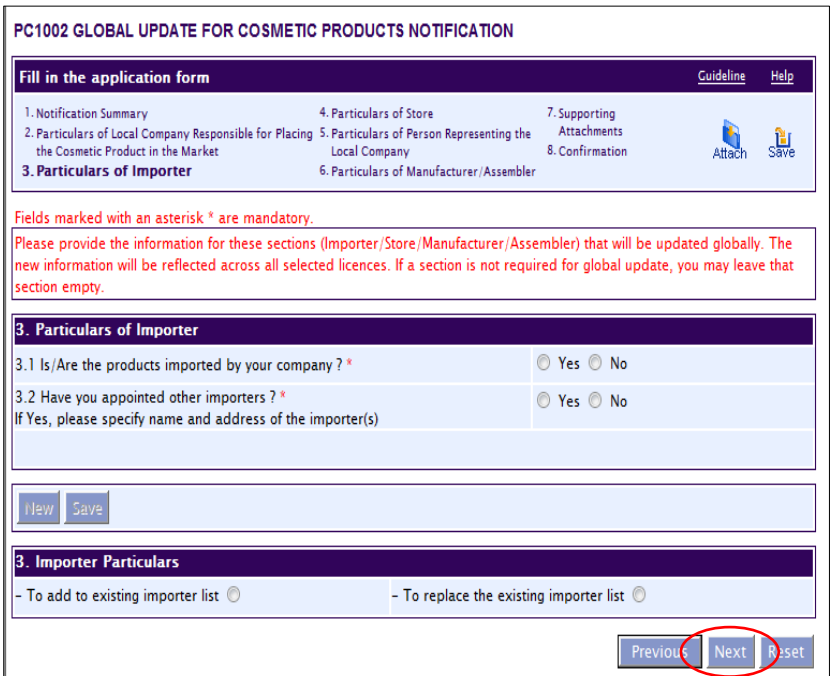
8. Section 2: Particulars of local company responsible for placing the cosmetic product in the market



1. Ensure that the details are accurate and corresponds to your company details. Fill in the Billing Address if the answer is "No" to section 1.6.
2. Click "**Next**" to proceed to the next section.

**Please note that the billing address entered/amended will be updated to the central client database and will be used as the billing address for any subsequent billing to the company. This will apply to all other licenses/application of the company.*

9. Section 3: Particulars of Importer(s)



1. Select “To add to existing importer list” if there is additional new importer(s) to add while the existing importer is remain.
2. Select “To replace the existing importer list” if there is a new importer(s) to substitute the existing importer.
3. Click “**Next**” to proceed to the next section.

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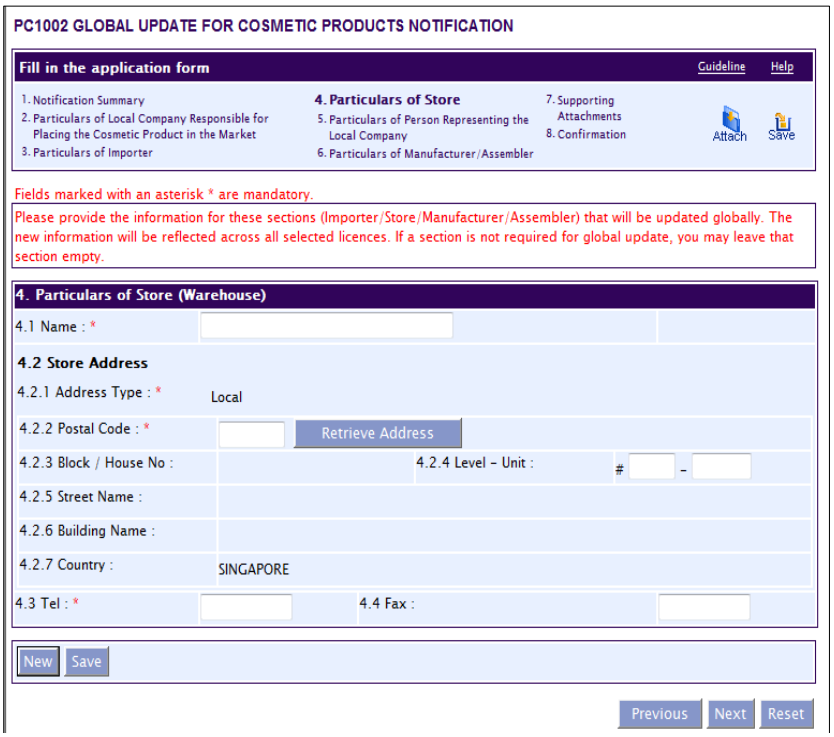
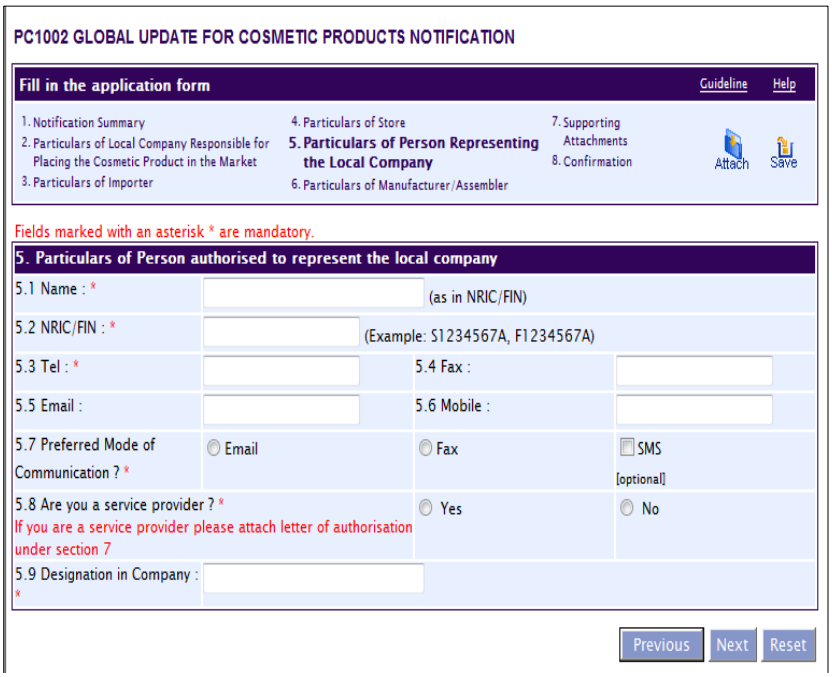
10. Section 4: Particulars of Store



1. Provide the name of the Store
2. Fill in the **Postal Code** and click on "**Retrieve Address"**. The data for Blk/House No, Street Name and Building Name will be automatically populated. Otherwise, please fill in details accordingly
3. Fill in telephone number
4. Click on "**Save**" and "**Next**" to proceed to the next section
5. If there is more than one store, click on "**New**" to add particulars of new store after filling up and saving the details of the first record, before proceeding to the next section.

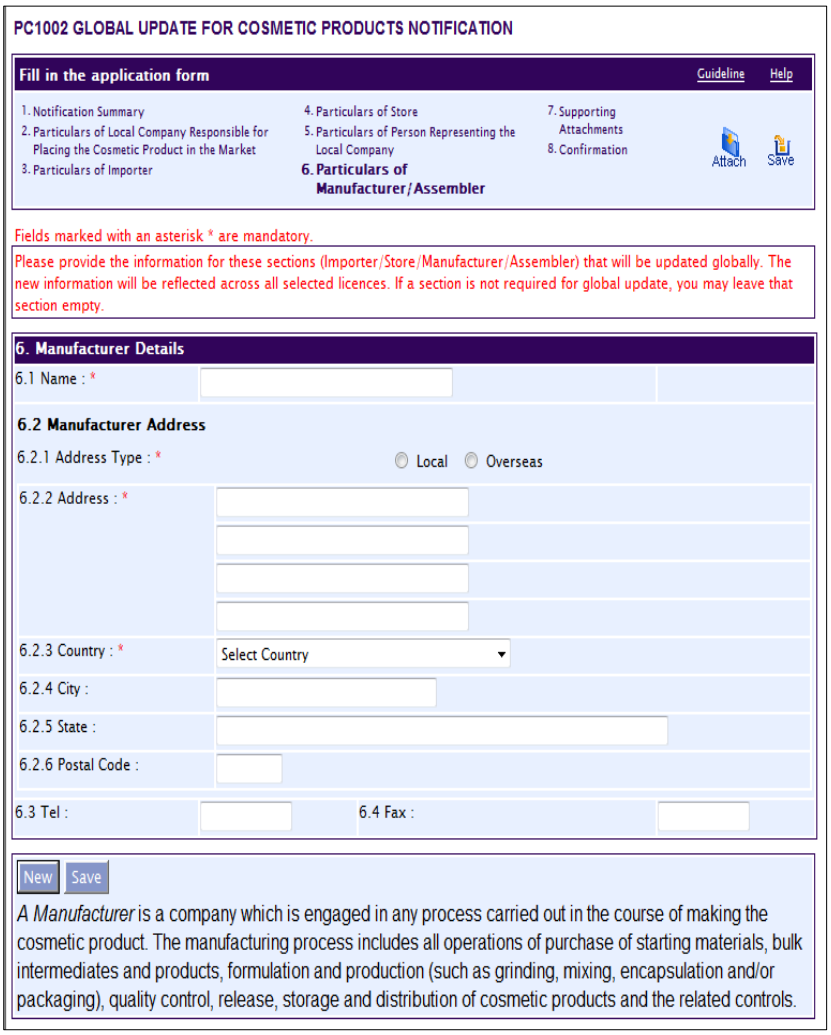
**Please provide the information for these sections (Importer / Store / Manufacturer / Assemble) that will be updated globally. The new information will be reflected across all selected licenses. If a section is not required for global update, you may leave that section empty.*

11. Section 5: Particulars of Person Representing the Local Company



1. Fill in the details for:
   - ✓ Applicant's name
   - ✓ NRIC/FIN
   - ✓ Telephone number
   - ✓ Indicate Preferred Mode of Communication (more than one more can be selected), providing one detail for each mode
2. Click on "**Next**" to proceed to the next section

12. Section 6: Particulars of Manufacturer/Assemble



1. Manufacturer Name (there may be more than one manufacturer – click on "**New**" to add after filling up details and saving the first record
2. Fill in the details for:
   - ✓ Manufacturer's name
   - ✓ Address Type
   - ✓ Address
   - ✓ Country
3. Click on "**Save**" and "**Next**" to proceed to the next section

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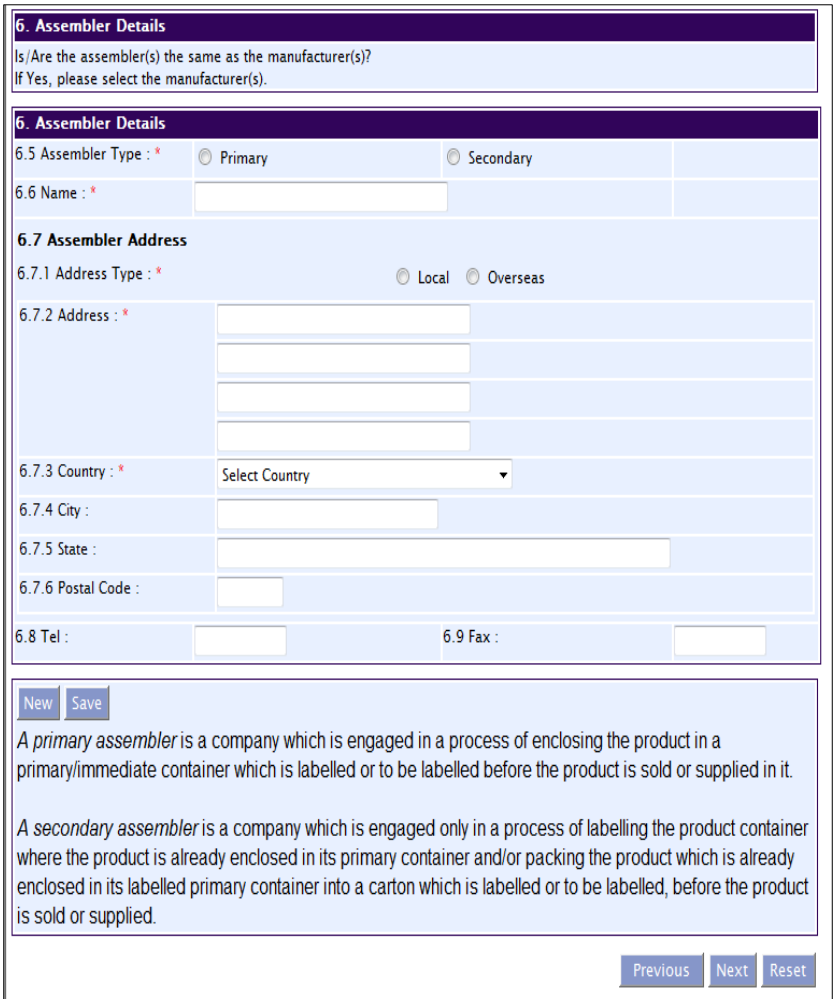


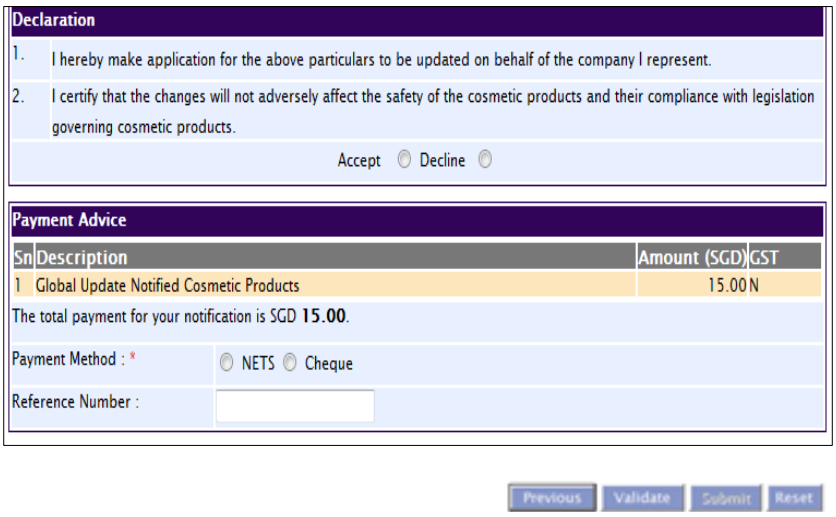
1. If the assembler is the same as the manufacturer, select the manufacturer and click on "**Save**"
2. Click on "**New**" if the assembler is differs from the manufacturer. If it is a local assembler, fill in the **Postal Code** and click on **Retrieve Address**. Otherwise, please fill in details accordingly
   - ✓ The data for Blk/House No, Street Name and Building Name will be automatically populated
3. Fill in the **Level-Unit** information if applicable
4. Fill in telephone number
5. Click on "**Save**" and "**Next**" to proceed to the next section

**Please provide the information for these sections (Importer / Store / Manufacturer / Assemble) that will be updated globally. The new information will be reflected across all selected licenses. If a section is not required for global update, you may leave that section empty.*

13. Section 7: Supporting Attachments

1. Attach supporting document(s) by clicking on "**Browse**" to select the file.
2. After selection of the files, click on "**Attach Files**"
   - ✓ File types: jpeg, doc, xls, ppt, pdf
   - ✓ File size: < 2MB
3. Click on "**Next**" to proceed to the next section

14. Section 8: Confirmation



1. Read through the "**Declaration**" section and select "**Accept**".
2. Proceed to "**Validate**" the submission.
3. The pop up box will indicate that the validation of the Global update is successful.
4. Select "**Submit**" to make payment.

Helpdesk

1) If you require any technical assistance regarding PRISM and cosmetic product notification, please contact the Helpdesk at:
   Tel: 67760168
   Email: helpdesk@hsahelp.gov.sg

2) Cosmetics Control Unit
   Tel: 65 6866 3474/65 6866 3475
   Email: HSA_Cosmetics_Control@hsa.gov.sg

The information in this Guideline shall be updated or revised from time-to-time. For any new, addition, amendments or deletion made to this Guideline, please refer to the latest version in our website www.hsa.gov.sg.