

MANUAL FOR QUEST3+ ONLINE SUBMISSION FOR COSMETIC NOTIFICATION

This manual explains step-by-step instruction to conduct the cosmetic online submission including application for the listing of new cosmetic ingredient, cosmetic manufacturer, assembler and importer.

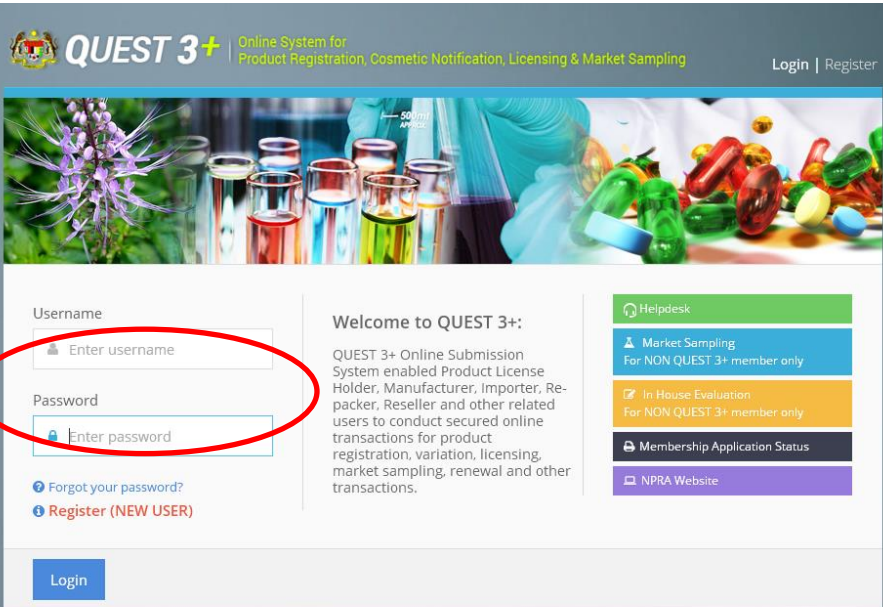
1) Notification Submission

Step 1: Click on **Registered User** to login. Key in the username and password, then Click **Login**.

For example:

Username: Ariel

Password: Quest3plus



QUEST 3+ Online System for Product Registration, Cosmetic Notification, Licensing & Market Sampling

Login | Register

Username
Enter username

Password
Enter password

[Forgot your password?](#)
[Register \(NEW USER\)](#)

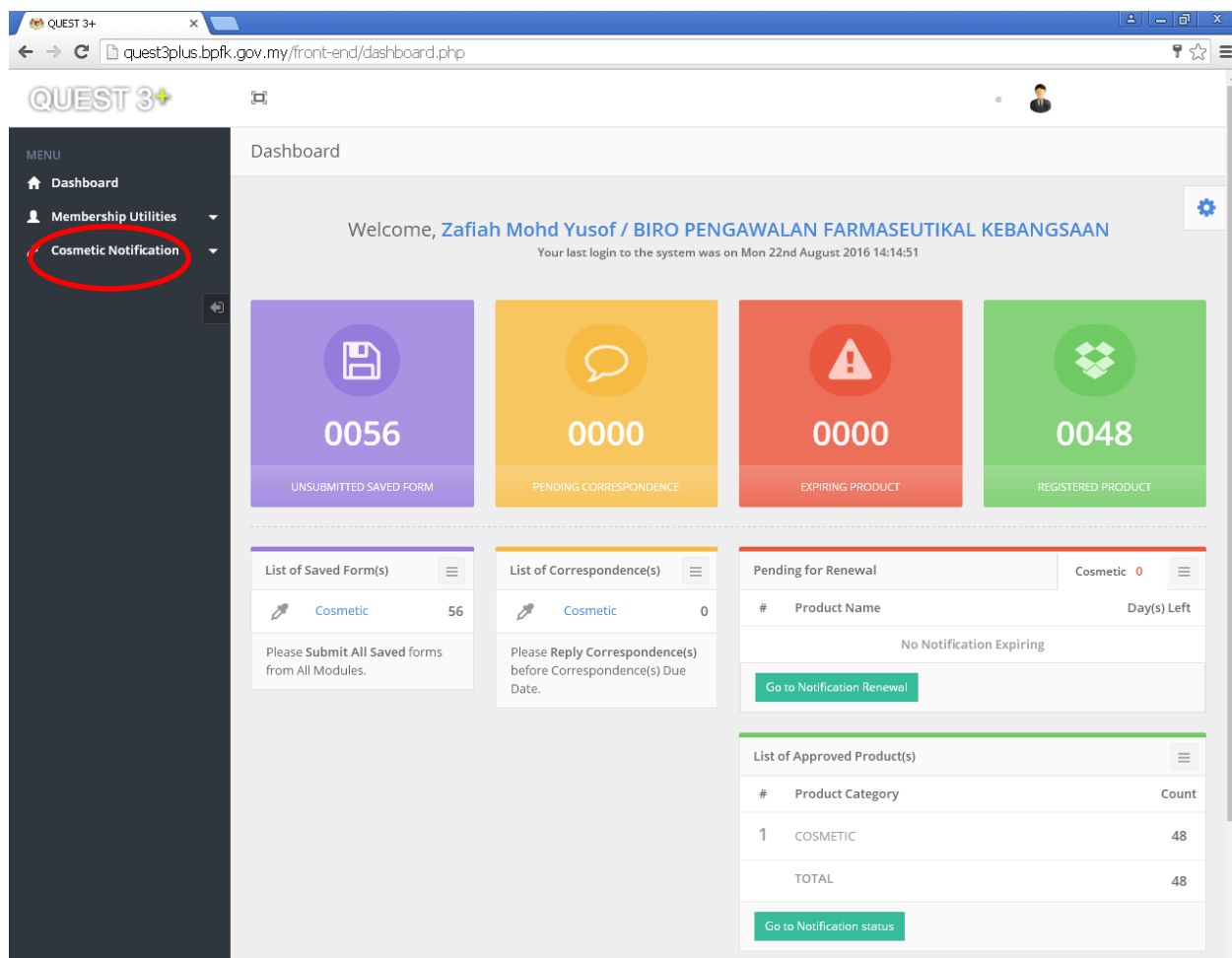
Login

Welcome to QUEST 3+:
QUEST 3+ Online Submission System enabled Product License Holder, Manufacturer, Importer, Repacker, Reseller and other related users to conduct secured online transactions for product registration, variation, licensing, market sampling, renewal and other transactions.

- Helpdesk
- Market Sampling
For NON QUEST 3+ member only
- In House Evaluation
For NON QUEST 3+ member only
- Membership Application Status
- NPRA Website

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Step 2: Click on **Cosmetic Notification** to proceed with cosmetic notification online submission.



Note: All information keyed-in in each section will be automatically saved. You can view the information in the **Saved Form**. The information will be kept for 30 calendar days.

Step 3: Click on **Notification** and then **Application Form** to proceed with new notification submission.

QUEST 3+

Dashboard

Welcome, **Zafiah Mohd Yusof / BIRO PENGAWALAN FARMASEUTIKAL KEBANGSAAN**
Your last login to the system was on Mon 22nd August 2016 14:14:51

0056
UNSUBMITTED SAVED FORM

0000
PENDING CORRESPONDENCE

0000
EXPIRING PRODUCT

0048
REGISTERED PRODUCT

Notification

Application Form

Saved Forms

Payment

Correspondence

Renewal

Withdrawal

Notification Changes

Notification Note

Certificate of Free Sale

Permit Application

Search

List of Saved Form(s)

Cosmetic 56

Please Submit All Saved forms from All Modules.

List of Correspondence(s)

Cosmetic 0

Please Reply Correspondence(s) before Correspondence(s) Due Date.

Pending for Renewal

Cosmetic 0

Product Name Day(s) Left

No Notification Expiring

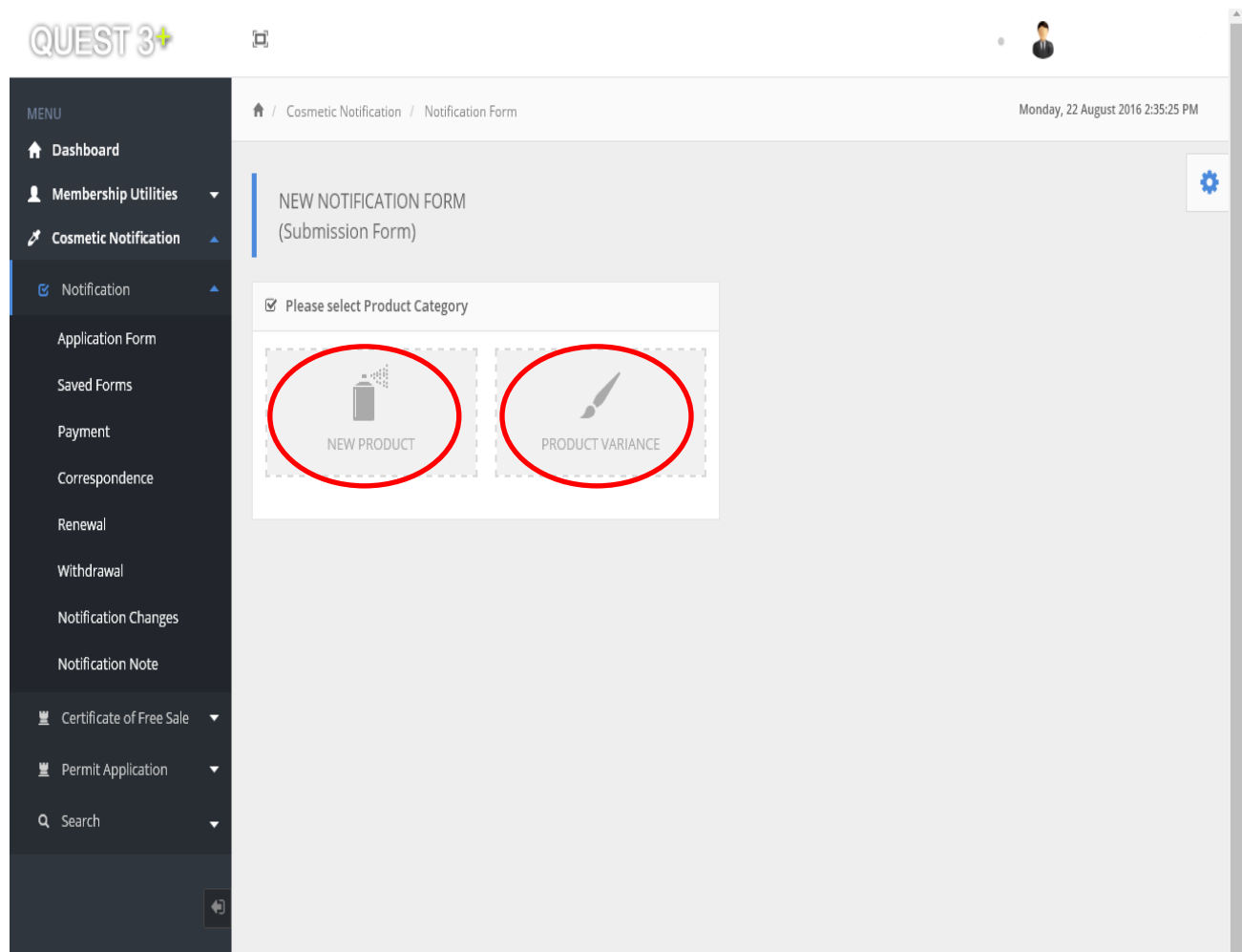
Go to Notification Renewal

List of Approved Product(s)

#	Product Category	Count
1	COSMETIC	48
TOTAL		48

Go to Notification status

Step 4: Select product category i.e. **New Product** or **Product Variance** to proceed



Step 5:

Section A = Company Details

The information in this section is automatically retrieved from the Quest Membership's details.

QUEST 3+

Home / Cosmetic Notification / Notification Form / New Product

Monday, 22 August 2016 2:38:11 PM

MENU

- Dashboard
- Membership Utilities
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- Search

NEW NOTIFICATION FORM
(Notification Form For New Product)

Section A - B | Section C - F | Section G - H | Section I

Section A : COMPANY DETAILS

Particular of cosmetic notification holder

Business Reg. No.

Company Name

Company Address

Telephone No.

Fax No.

Particulars of person representing the local company

Person Name

MyKad No. / Passport No.

Designation

Mobile No.

Email Address

Step 6:

Section B = Particulars of Product

Complete each field in this section, then click **Next**.

The screenshot shows a web interface for 'Section B : PARTICULARS OF PRODUCT'. On the left is a dark sidebar with navigation links: Correspondence, Renewal, Withdrawal, Notification Changes, Notification Note, Certificate of Free Sale, Permit Application, and Search. The main content area has a blue header with the section title. Below it is a grey box with an information icon and the text 'Please complete product particulars below and proceed accordingly.' The form fields are: 'Product Name *' with a subtext '(Product name shall include trade mark/brand name together with an invented name. Example: ABC Whitening Cream)' and an empty text box; 'Product Type *' with a dropdown menu showing 'Skin whitening products/Skin brightening products'; 'Product Presentation *' with a dropdown menu showing 'Single Product'; and 'Intended Use *' with an empty text box. A blue 'Next' button is at the bottom of the form.

Note: A message will be prompted if the same product name is entered twice.

This screenshot shows the same form as before, but with an error. The 'Product Name' field now contains the text 'ina testing'. A red 'X' icon is visible at the end of the text box. Below the text box, a red error message reads: 'SECTION B: Product name that your enter already exist'. The rest of the form and the sidebar are the same as in the previous screenshot.

Step 7:

Section C = Particulars of Manufacturer(s)/Assembler(s)

Click on the column to search for the name and address of the manufacturer/ assembler from the database. Then, select the manufacturer's name from the search result and click **Add**.

You may include more than one manufacturer/ assembler.

Section C: PARTICULARS OF MANUFACTURER(S) / ASSEMBLER(S)

Manufacturer
A manufacturer is a company which is engaged in any process carried out in the course of making the cosmetic products. The manufacturing process includes all operations of purchase of starting materials, bulk intermediates and products, formulation and production (such as grinding, mixing, encapsulation and/or packaging), quality control, release storage and distribution of cosmetic products and the related controls.

Primary Assembler
A primary assembler is a company which is engaged only in a process of enclosing the product in a primary/immediate container which is labelled or to be labelled before the product is sold or supplied in it.

Secondary Assembler
A secondary assembler is a company which is engaged only in process of labelling the product container where the product is already enclosed in its primary container and/or packing the product which is already enclosed in its labelled primary container into carton which is labelled or to be labelled, before the product is sold or supplied.

Note: If manufacturer / assembler / importer / distributor / substance name is not available, please click 'NOT LISTED' to proceed.

Manufacturer(s) Information

Manufacturer Type: ☒ Local Manufacturer ☐ Foreign Manufacturer

Local Manufacturer Name *: - Click here to search - Add Not Listed

Company Name	Company Address	Action
- No Record -		

Assembler(s) Information (if applicable)

Assembler Type: ☒ Local Primary Assembler (LPA) ☐ Local Secondary Assembler (LSA) ☐ Foreign Primary Assembler (FPA) ☐ Foreign Secondary Assembler (FSA)

Local Primary Assembler Name: - Click here to search - Add Not Listed

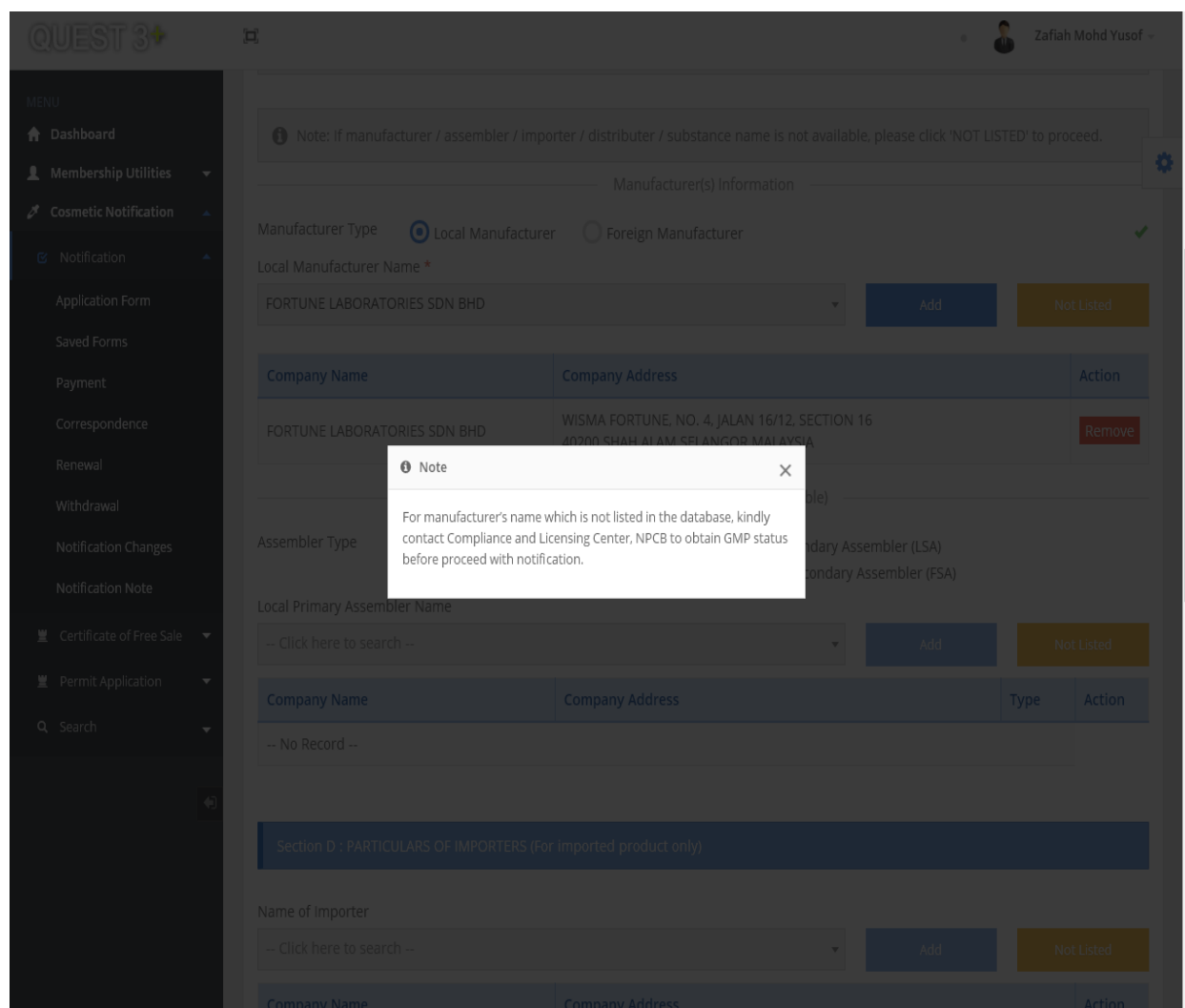
Company Name	Company Address	Type	Action
- No Record -			

Step 7 (optional):

i) Local Manufacturer and Local Primary Assembler

If the information of the Local Manufacturer/Local Primary Assembler is not available in the database, please contact the Centre for Compliance and Licensing, NPRA.

Only Local Manufacturer/Local Primary Assembler with verified Good Manufacturing Practice (GMP) status by NPRA is listed in the database.



ii) Foreign Manufacturer/Foreign Primary Assembler/Local Secondary Assembler/Foreign Secondary Assembler/Importer/Distributor

If the name of manufacturer/ assembler is not available in the existing database, click **Not Listed** and complete the information required in the pop-up page, then click **Submit**.

For Foreign Manufacturer and Foreign Primary Assembler, it is mandatory to attach the GMP certificate or equivalent to prove the GMP status.

The screenshot displays the QUEST3+ web application interface. A dark sidebar on the left contains a menu with options like Dashboard, Membership Utilities, Cosmetic Notification, and Notification. The main content area shows a 'Manufacturers Information' section with a table of entries. A pop-up window titled 'Application of Not Listed Foreign Manufacturer' is open, containing the following fields:

- Company Name (text input)
- Registration No. (text input)
- Address 1 (text input)
- Address 2 (text input)
- Postcode (text input)
- Country (dropdown menu, currently showing 'AFGHANISTAN')
- Office No. (text input)
- Fax No. (text input)
- Email (text input)
- Supporting Document (GMP certificate or equivalent) (file upload area with instructions: 'Mandatory for manufacturer and primary assembler. File type *.jpg or *.pdf only. File size must not exceed 2 MB.')

At the bottom of the pop-up are 'Close' and 'Submit' buttons. The background table lists manufacturers with columns for Name, Type, and Action (Add, Not Listed, Remove).

Step 8:

Section D: Particulars of Importer(s), (if applicable)

If applicant appoints one or more importers, kindly fill in the information in this section.

Section E: Particulars of Distributor(s), (optional)

Click on the column to search for the name and address of the Importer/Distributor from the database. Then, select the manufacturer's name from the search result and click **Add**.

QUEST3+

MENU

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- Permit Application

Section D : PARTICULARS OF IMPORTERS (For imported product only)

Name of Importer

-- Click here to search --

Add

Not Listed

Company Name	Company Address	Action
--------------	-----------------	--------

Section E : PARTICULARS OF DISTRIBUTOR (if applicable)

Name of Distributer

-- Click here to search --

Add

Not Listed

Company Name	Company Address	Action
-- No Record --		

Step 9:

Section F = Product Formulation

Please read the details, then tick the declaration boxes before you proceed to fill in the information for the ingredients.

Saved Forms

Payment

Correspondence

Renewal

Withdrawal

Notification Changes

Notification Note

Certificate of Free Sale

Permit Application

Search

Section F : PRODUCT FORMULATION

Please read and tick the boxes to proceed.

☒

I have examined the latest revisions of the Annexes II to VII of the Cosmetic Ingredient as published in the latest amendment of the Guidelines for Control of Cosmetic Products in Malaysia and confirmed that the product in this notification does not contain any prohibited substances and is in compliance with the restrictions and conditions stipulated in the Annexes.

✓

☒

I undertake to respond and fully cooperate with the regulatory authority with regard to any subsequent post-marketing activity initiated by the authority. To submit full ingredient list. Percentages of restricted ingredients (ingredients listed in Annex III to VII) must be declared. The ingredients shall be specified using the nomenclature from the latest edition of standard references as in Appendix A of Annex 1 Part 7.

✓

Name of Substance *

TRIETHANOLAMINE

✓

Percentage (%)

Example 10 ✓

Add

Not Listed

Substance Name	Percentage (%)	Action
TRIETHANOLAMINE	0.2	Remove

Previous

Next

Step 10:

Click on the column to search the name of substance from the database. Select the substance from the search result.

Fill in the percentage (%) of the substance used in the product formulation in the designated column. This information is mandatory for substances listed in Annex III-VII.

Click **Add** to include the substance in the formula list. To remove the substance, click **Remove**.

QUEST3+

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- Permit Application
- Search

Company Name | Company Address | Action

-- No Record --

Section F : PRODUCT FORMULATION

Please read and tick the boxes to proceed.

I have examined the latest revisions of the Annexes II to VII of the Cosmetic Ingredient as published in the latest amendment of the Guidelines for Control of Cosmetic Products in Malaysia and confirmed that the product in this notification does not contain any prohibited substances and is in compliance with the restrictions and conditions stipulated in the Annexes.

I undertake to respond and fully cooperate with the regulatory authority with regard to any subsequent post-marketing activity initiated by the authority. To submit full ingredient list. Percentages of restricted ingredients (ingredients listed in Annex III to VII) must be declared. The ingredients shall be specified using the nomenclature from the latest edition of standard references as in Appendix A of Annex 1 Part 7.

Name of Substance *

TRIETHANOLAMINE

Percentage (%)

Example 10

Add

Not Listed

Substance Name	Percentage (%)	Action
TRIETHANOLAMINE	2.5	Remove

Previous Next

Note: Repeat **Step 10** to include other substances to complete the formula list.

Step 10 (optional):

Click **Not Listed** if the substance is not available in the existing substance list. Fill in the required information, then click **Submit**.

The screenshot shows a web application interface with a dark sidebar on the left containing navigation links like 'Dashboard', 'Membership Utilities', 'Cosmetic Notification', 'Notification', 'Application Form', 'Saved Forms', 'Payment', 'Correspondence', 'Renewal', 'Withdrawal', 'Notification Changes', 'Notification Note', 'Certificate of Free Sale', 'Permit Application', and 'Search'. The main content area is titled 'Section F : PRODUCT FORMULATION' and includes a message: 'Please read and tick the boxes to proceed.' A modal dialog box titled 'Application of Not Listed Substance' is open in the center. It contains the following text: 'Please key-in the details of new substance and click submit button. Prior approval from NPCB is required for inclusion of new substance. Please check your request status in List Cosmetic Substance after 1-3 working days.' Below this text are three input fields: 'Substance / INCI' (containing 'water'), 'CAS No. (if any)', and 'Technical / Others Name (if any)'. At the bottom of the dialog are 'Close' and 'Submit' buttons. In the background, a table is visible with columns 'Substance Name', 'Percentage (%)', and 'Action'. The table contains one row for 'TRIETHANOLAMINE' with a percentage of '2.5' and a 'Remove' button in the 'Action' column. Below the table are 'Previous' and 'Next' buttons.

Note: A message will be prompted if similar substance had been applied before by other user or already in the system.

Substance / INCI

Substance name that your enter already exist

Step 11:

Section G = Product Label

QUEST3+

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NEW NOTIFICATION FORM
(Notification Form For New Product)

Section A - B | Section C - F | **Section G - H** | Section I

Section G : PRODUCT LABEL

* Re-upload of new attachment will auto-replace the existing attachment

Upload Immediate Product Label *

- File type *.jpg or *.pdf only. File size must not exceed 2 MB

Upload File View

Upload Outer Product Label (if any)

- File type *.jpg or *.pdf only. File size must not exceed 2 MB

Upload File

Upload Product Leaflet (if any)

- File type *.jpg or *.pdf only. File size must not exceed 2 MB

Upload File

Click **Upload File** to upload the label. Click **Choose File** to search the file, then click **Upload**.

The system will automatically replace the existing attachment when a new document is uploaded.

Section H = Letter of Authorisation/Letter of Declaration

Definition:

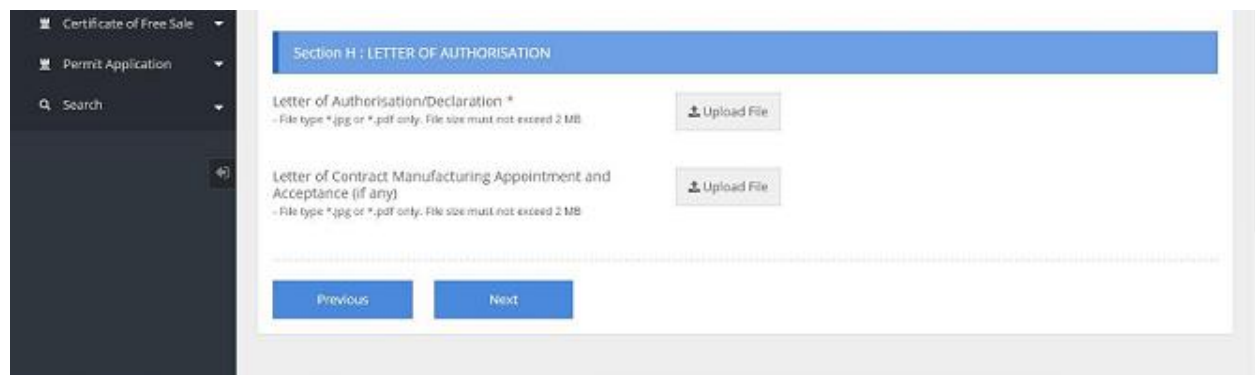
Letter of Authorisation (LOA)

A letter is issued by the product owner authorising the Cosmetic Notification Holder (CNH) to notify the list of products and brands with the NPRA and to be responsible for all matters pertaining to product notification.

Letter of Declaration

A letter is produced by the CNH which states the ownership of brand name including the list of products or brands for product notification with the NPRA and be responsible for all matters pertaining to product notification.

Note: If relevant, please attach Contract Manufacturing Appointment and Acceptance Letter.



The screenshot shows a web application interface for submitting a permit application. On the left is a dark sidebar with navigation links: 'Certificate of Free Sale', 'Permit Application', and 'Search'. The main content area is titled 'Section H : LETTER OF AUTHORISATION'. It contains two file upload sections. The first is 'Letter of Authorisation/Declaration *' with a sub-note '- File type *.jpg or *.pdf only. File size must not exceed 2 MB' and an 'Upload File' button. The second is 'Letter of Contract Manufacturing Appointment and Acceptance (if any)' with the same sub-note and an 'Upload File' button. At the bottom of the form are 'Previous' and 'Next' buttons.

Step 12:

Section I: Declaration & Submission

Read the content then tick the declaration box i.e. **I have read and agree to the above declaration** to complete the application submission.

The screenshot shows the QUEST3+ online submission interface. On the left is a dark sidebar menu with options: Dashboard, Membership Utilities, Cosmetic Notification (selected), Notification, Application Form, Saved Forms, Payment, Correspondence, Renewal, Withdrawal, Notification Changes, Notification Note, Certificate of Free Sale, Permit Application, and Search. The main content area is titled 'Section I : DECLARATION & SUBMISSION' and contains a list of declarations and undertakings. At the bottom, there is a declaration box with a red circle around the 'I have read and agree to the above declaration.' text and a green checkmark. Below this are 'Previous' and 'Submit' buttons, with the 'Submit' button circled in red.

Section I : DECLARATION & SUBMISSION

1. I hereby declare on behalf of my company that the product in the notification meets all the requirement of the Guidelines for Control of Cosmetic Products in Malaysia, its Annexes and Appendices, which have been transposed into local legislation.
2. I undertake to :
 1. Ensure that the product technical and safety information is made readily available to the regulatory authority concerned ("the Authority") and to keep records of the distribution of the products for product recall purposes;
 2. Notify the Authority of fatal or life threatening serious adverse event (1) as soon as possible by telephone, facsimile transmission, email or in writing, and in any case, no later than 7 calendar days after first knowledge;
 3. Complete the Adverse Cosmetic Event Report Form (2) within 8 calendar days from the date of my notification to the Authority in para 2(2) above, and to provide any other information as may be requested by the Authority;
 4. Report to the Authority of all other serious adverse events that are not fatal or life threatening as soon as possible, and in any case, no later than 15 calendar days after first knowledge, using the Adverse Cosmetic Event Report Form;
 5. Notify the Authority of any change of the product particulars submitted in this notification;
 6. Ensure that if and when directed by the Authority I will recall the product from the market, and discontinue selling or supplying the product;
3. I declare that the particulars given in this notification are true, all data and information of relevance in relation to the notification have been supplied and that the documents enclosed are authentic or true copies;
4. I understand that I shall be responsible for ensuring that each consignment of my product continues to meet all the legal requirements and conforms to all standards and specifications of the product that I have declared to the Authority;
5. I understand that I cannot place reliance on the acceptance of my product notification by the Authority in any legal proceedings concerning my product, in the event that my product has failed to conform to any standards or specifications that I had previously declared to the Authority.

Click **SUBMIT** if you have completed the notification form and ready for submission.

- Incomplete form will be saved in [Saved Forms](#).
- Completed submission pending for payment will be saved in [Payment](#).
- If you cannot submit the form, please check all mandatory field again.

☒ I have read and agree to the above declaration. ✓

[Previous](#) [Submit](#)

Step 13:

Saved Form

The saved data is available in **Saved Form**. The information can still be edited at this stage by clicking the **Edit** or **Delete** button.

QUEST 3+

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- Search

Home / Cosmetic Notification / Saved Form

Monday, 22 August 2016 4:02:11 PM

Important Notice:
All products saved in the SAVED FORMS will be kept up to 30 calendar days only. Failure to delete or submit your product within 30 days will result in deletion of your saved data.

Saved Form List

Copy CSV Excel PDF Print Search:

Reference No.	Saved Date	Product Name	Product Category	Action
2010070000061-P	16-08-2016		New Product	Edit Delete
2010070004144-P	18-08-2016		New Product	Edit Delete
2012100000855-P	16-08-2016		New Product	Edit Delete
2016040004045-P	16-08-2016		New Product	Edit Delete
2016080005162-P	16-08-2016		New Product	Edit Delete
2016080005166-P	17-08-2016		New Product	Edit Delete
2016080005171-P	16-08-2016		New Product	Edit Delete
2016080005204-P	03-08-2016		New Product	Edit Delete
2016080005520-P	11-08-2016		New Product	Edit Delete
2016080005831-P	04-08-2016		New Product	Edit Delete

Showing 1 to 10 of 63 entries

1 2 3 4 5 6 7

Step 14:

Payment

The completed form that has been submitted for payment is available at **Payment** section.

Please tick the box to select for product(s) then click **Pay** to proceed with payment.

Mode of payment:

Payment can be made via Personal Account (B2C), Corporate Account (B2B) or Credit Card.

If applicant decided to delete the application before proceed for payment, kindly withdraw the application at **Withdrawal** section.

The screenshot shows the QUEST3+ web application interface. On the left is a dark sidebar menu with options: Dashboard, Membership Utilities, Cosmetic Notification (expanded), Notification, Application Form, Saved Forms, **Payment** (highlighted with a red circle), Correspondence, Renewal, Withdrawal, Notification Changes, Notification Note, Certificate of Free Sale, Permit Application, and Search. The main content area has a header with the QUEST3+ logo, a home icon, the breadcrumb 'Cosmetic Notification / Payment', and the date 'Monday, 26 September 2016 1:39:44 PM'. Below the header is a 'Notes' section with six points regarding payment processing. The main section is titled 'Payment List' and includes a table with columns: Select, Submission Date, Reference No., Product Name, and Product Category. The table contains 13 rows of data, each with a checkbox in the 'Select' column. Below the table are buttons for 'Show' (set to 50), 'entries', 'Copy', 'CSV', 'Excel', 'PDF', and 'Print', along with a search bar.

Notes:

- 1- All products saved in the PAYMENT will be kept up to 30 calendar days only.
- 2- The processing fee for each Cosmetic Notification is RM50.
- 3- All payment made for PROCESSING FEE is not refundable.
- 4- If payment receipt could not be printed, kindly retrieve the payment receipt from Payment History.
- 5- If you want to delete the notification, kindly withdraw the notification at WITHDRAWAL menu.
- 6- Only 10 products can select in one receipt.

Payment List

Select	Submission Date	Reference No.	Product Name	Product Category
<input type="checkbox"/>	03-08-2016	201008000354-P		New Product
<input type="checkbox"/>	01-09-2016	2010100000562-P		New Product
<input type="checkbox"/>	06-01-2011	2011010001139-P		New Product
<input type="checkbox"/>	20-12-2010	2010120002757-P		New Product
<input type="checkbox"/>	19-05-2011	2010120004678-P		New Product
<input type="checkbox"/>	12-04-2011	2010120004840-P		New Product
<input type="checkbox"/>	07-09-2016	2011040000867-P		New Product
<input type="checkbox"/>	07-03-2011	2011030001149-P		New Product
<input type="checkbox"/>	05-04-2011	2011030003811-P		New Product
<input type="checkbox"/>	28-12-2011	2011120001279-P		New Product
<input type="checkbox"/>	24-08-2016	2011070000702-V		Product Variance
<input type="checkbox"/>	17-05-2012	2012030005034-P		New Product

Step 15:

Correspondence

Applicant can check any enquiries or supporting documents needed by NPRA pertaining to the submitted notification in the **Correspondence** section. The officer-in-charge will write the remarks in **Section I** and applicant are required to reply accordingly for the notification screening to proceed.

Click on the **Correspondence No.** to proceed.

The screenshot shows the QUEST 3+ web application interface. On the left is a dark sidebar menu with options like Dashboard, Membership Utilities, Cosmetic Notification, and Correspondence (which is circled in red). The main area displays the 'Correspondence List' with a table containing one entry. The entry has a 'Correspondence No.' of COR16091927-P, a 'Reference No.' of 2016080005564-P, and an 'Aging' status of 0. Below the table, it says 'Showing 1 to 1 of 1 entries'.

Correspondence No.	Reference No.	Product Name	Correspondence Date	Evaluator	Aging
COR16091927-P	2016080005564-P	test 22	29-09-2016	NUR DIYANA CHE ISMAIL	0

The screenshot shows the 'NOTIFICATION CORRESPONDENCE' form for a new product. The 'Section I' tab is selected and circled in red. The form displays a table with one entry for 'COR16091927-P' with the remark 'Please resubmit Letter of Authorization' and a date of '2016-09-29 14:29:34'. Below the table is a 'Reply to Officer' section with a text area labeled 'remark here' and a 'Submit' button.

Correspondence Ref No.	Remark	Date
COR16091927-P	Please resubmit Letter of Authorization	2016-09-29 14:29:34

Step 16:

Renewal

To renew the product notification, please go to **Renewal** section to view the product that is expiring. Select the product, then proceed with payment.

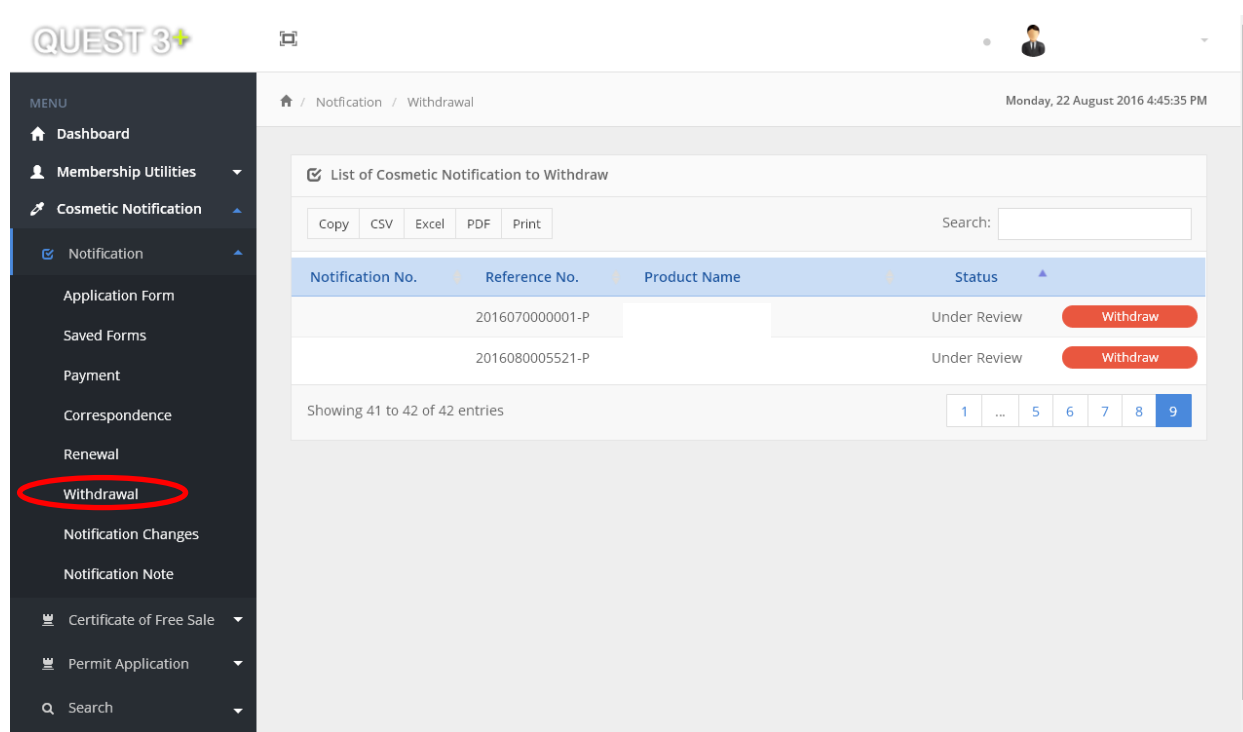
The screenshot displays the QUEST 3+ web application interface. On the left is a dark sidebar menu with the following items: Dashboard, Membership Utilities, Cosmetic Notification, Notification, Application Form, Saved Forms, Payment, Correspondence, **Renewal** (highlighted with a red circle), Withdrawal, Notification Changes, Notification Note, Certificate of Free Sale, Permit Application, and Search. The main content area has a breadcrumb trail: / Cosmetic Notification / Renewal. A note at the top states: "Notes: The following cosmetic notification(s) is due for renewal within 3 months (90 days) from the date of expiry. Please select cosmetic notification(s) to be renewal. Kindly ensure that any changes related to the cosmetic product is updated via 'Notification Changes' before you proceed with the renewal process." Below this is a section titled "List of Cosmetic Notification expiring within 90 Days" with buttons for Copy, CSV, Excel, PDF, and Print, and a search bar. A table with columns: Select, Expiry Date, Reference No., Notification No., Product Name, and Expire in (days) is shown, but it contains no data and displays "No data available in table" and "Showing 0 to 0 of 0 entries".

Step 17:

Withdrawal

All application applied (notified, under review & pending payment) by CNH, will be listed in this section.

To withdraw any product notification, please go to the **Withdrawal** section. Select the product, then click **Withdraw**. A pop-up page will appear and applicant must tick the reason for withdrawal and then click **Submit Withdrawal**.



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Notification / Withdrawal

Monday, 22 August 2016 4:45:35 PM

List of Cosmetic Notification to Withdraw

Copy CSV Excel PDF Print

Search:

Notification No.	Reference No.	Product Name	Status
	2016070000001-P		Under Review Withdraw
	2016080005521-P		Under Review Withdraw

Showing 41 to 42 of 42 entries

1 ... 5 6 7 8 9

Notification Withdrawal

- ☐ Enter wrong formulation (Section E)
- ☐ Enter wrong particular product (Section C)
- ☐ Product is not classified as cosmetic
- ☐ Voluntary withdrawal

[Submit Withdrawal](#)[Cancel](#)

Step 18

Notification Changes

Definition:

Type 1 change:

- Changes that only require amendments to the current notification. No charge is imposed and the notification number remains the same.

Type 2 change:

- Changes that require a new notification and is subjected to RM 50.00 processing fee. A new notification number will be issued to the product.

To make any changes on the notified product, select the type of changes required.

QUEST3+

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- Notification Changes**
- Notification Note
- Certificate of Free Sale
- Permit Application
- Search

Notification Changes

Importance Notice

1. Please submit NEW NOTIFICATION if the notification has expired.
2. No processing fee for Type 1 changes
3. Processing fee for Type 2 changes is RM50.00. A new notification number will be generated if the product is notified.

List of changes

1	Brand Name	Type 2	New NOT & Rm50
2	Company change due to change of distribution rights	Type 2	New NOT & Rm50
3	Intended use	Type 2	New NOT & Rm50
4	Product Name	Type 2	New NOT & Rm50
5	Product Type	Type 2	New NOT & Rm50
6	Formulation	Type 2	New NOT & Rm50
7	Manufacturer and / or assembler (name and/or address)	Type 2	New NOT & Rm50
8	Product presentation (single product, palettes in orange)	Type 1	Amendment only
9	Name and/or address of company without change of distribution rights (* Please call NPCB for changes)	Type 1	Amendment only
10	Person representing company	Type 1	Amendment only
11	Product labels	Type 1	Amendment only
12	Importer / Distributor	Type 1	Amendment only
13	Letter of Authorisation / Letter of Declaration / Letter of Contract Manufacturing Appointment and Acceptance	Type 1	Amendment only

NOTIFICATION CHANGES
(Submission Form)

☒ Type 1 changes may be submitted together with Type 2 changes

TYPE 1 **TYPE 1 AND TYPE 2**

Step 19

Notification Note

The notification note is only available for notified cosmetic product.

Go to main menu, then click **Notification Note** section to view/print the Notification Note of the notified cosmetic product.

Click **Search** to display the list of notified cosmetic products.

Click **Print** to print the note.

The screenshot displays the QUEST3+ web application interface. On the left is a dark sidebar menu with the following items: Dashboard, Membership Utilities, Cosmetic Notification, Notification (highlighted with a blue bar), Application Form, Saved Forms, Payment, Correspondence, Renewal, Withdrawal, Notification Changes, Notification Note (circled in red), Certificate of Free Sale, Permit Application, and Search. The main content area has a breadcrumb trail: Home / Notification Submission / Notification Note. Below this is a blue header bar labeled 'Notification Note' with a settings gear icon. The section is titled 'Cosmetic Notification List' and includes a search bar labeled 'Search Notification Note'. Below the search bar are controls for 'Show 5 entries' and buttons for 'Copy', 'CSV', 'Excel', 'PDF', and 'Print'. A table with the following columns is shown: Reference No., Notification No., Product Name, Notification Validity, and Action. The table contains one entry with the Reference No. '2010070004144-P' and a 'Print' button. At the bottom of the table, it says 'Showing 1 to 1 of 1 entries' and a blue box with the number '1'.

2) Certificate of Free Sale (CFS)- Application

Step 1: Applicant can only apply CFS for notified product. To apply, click **Apply CFS**.

QUEST3+

MENU

- Dashboard
- Membership Utilities
- Cosmetic Notification
 - Notification
 - Certificate of Free Sale**
 - Application**
 - Status
 - Payment
 - Payment History
- Permit Application
- Search

Home / Certificate Of Free Sale (CFS) / CFS Application

Cosmetic Notification List

Search Notification

Show 5 entries

Search:

Reference No.	Notification No.	Product Name	Notification Validity	Action
2010070004144-P		SUNPLAY SPRT UV	01-01-1970 - 01-01-1970	Apply CFS

Showing 1 to 1 of 1 entries

Step 2: Answer all the questions and click on the respective manufacturer of the notified product. Applicant can also include product variance in the same certificate.

MENU

- Dashboard
- Membership Utilities
- Cosmetic Notification
 - Notification
 - Certificate of Free Sale**
 - Application**
 - Status
 - Payment
 - Payment History
- Permit Application
- Search

Reference No.

Notification No.

Product Name

Holder

A1. Is this product being marketed in the exporting country?

☐ Yes

☐ No

☐ Unknown

A2. Is the product going to be exported using different name?

☐ Yes

☐ No

If yes, please specify the product name to be exported.

☐ Specify here

A3. Do you want to declare full product formulation in CFS?

☐ Yes

☐ No

A4. Do you want to declare the country to be exported?

☐ Yes

☐ No

If yes, please specify the country to be exported.

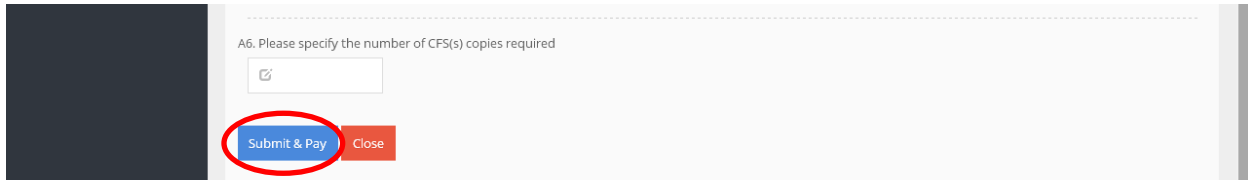
-- Please Select --

A5. Please confirm the details of the manufacturer(s) to be printed on the certificate*

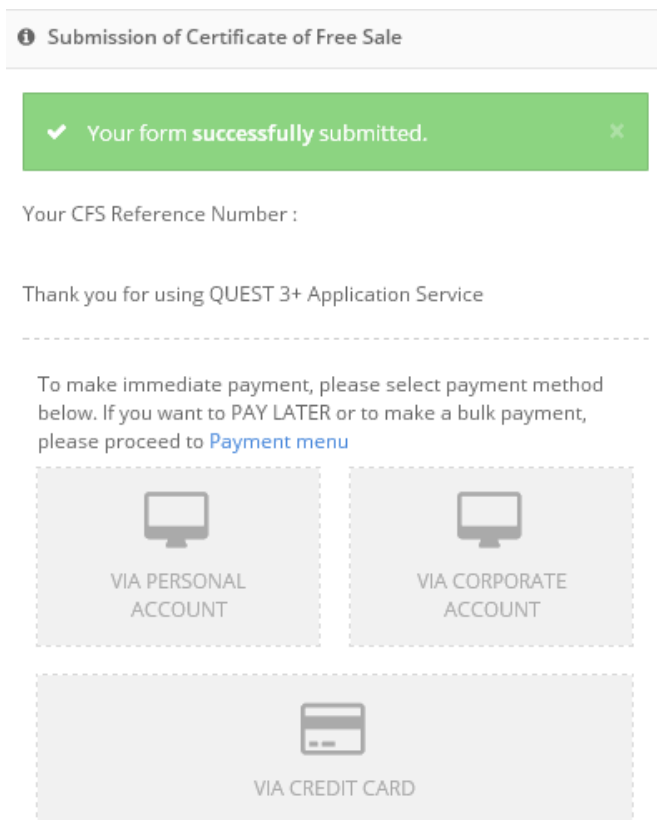
Manufacturer(s)	Address
<input type="checkbox"/> A.W Faber Castell Cosmetics GmbH	Nurnberger Str. 2 Stein Stein D-90546 GERMANY

Please tick at the specified checkbox for variance(s).(if available)

Step 3: When the form is complete, click **Submit & Pay**.

A screenshot of a web form. At the top, it says "A6. Please specify the number of CFS(s) copies required" above a text input field. Below the input field, there are two buttons: "Submit & Pay" in blue and "Close" in red. The "Submit & Pay" button is circled in red.

Step 4: To proceed with payment, select method of payment as below or applicant may make payment later or bulk payment at **Payment** menu.

A screenshot of a payment selection screen. At the top, there is a header "Submission of Certificate of Free Sale". Below it is a green success message: "Your form successfully submitted." with a close button. Underneath, it says "Your CFS Reference Number :". Then, "Thank you for using QUEST 3+ Application Service". A dashed line separates this from the payment options. The text says: "To make immediate payment, please select payment method below. If you want to PAY LATER or to make a bulk payment, please proceed to [Payment menu](#)". There are three payment options, each in a dashed box: "VIA PERSONAL ACCOUNT" with a computer icon, "VIA CORPORATE ACCOUNT" with a computer icon, and "VIA CREDIT CARD" with a credit card icon.

Step 5: To check the status of CFS application, click **Status**.

QUEST3+

MENU

- Dashboard
- Membership Utilities
- Cosmetic Notification
- Notification
- Certificate of Free Sale
 - Application
 - Status**
 - Payment
 - Payment History
- Permit Application
- Search

Home / Certificate of Free Sale (CFS) / CFS Application Status

CFS Application Status

Search CFS Status

Show 5 entries Copy CSV Excel PDF Print Search:

CFS Reference No.	CFS No.	Notification No.	Product Name	Payment Date	Status
No data available in table					

Showing 0 to 0 of 0 entries

Step 6: All application that has outstanding payment will be listed under **Payment List**. Applicant can make the payment or make bulk payment from this list. The application will be kept up to 30 calendar days only.

QUEST3+

MENU

- Dashboard
- Membership Utilities
- Cosmetic Notification
- Notification
- Certificate of Free Sale
 - Application
 - Status
 - Payment**
 - Payment History
- Permit Application
- Search

Home / Certificate of Free Sale / Payment

Monday, 26 September 2016 4:47:40 PM

Notes:

- 1- Product(s) saved in the CERTIFICATE OF FREE SALE will be kept up to 30 calendar days only.
- 2- Please select product to proceed with payment. Once payment is confirmed, the CFS application will be processed by NPRA
- 3- The processing fee is RM50 for each CFS.
- 4- Processing fee IS NOT REFUNDABLE.
- 5- Payment receipt could not be printed, kindly retrieve the payment receipt from CFS Payment History.

Payment List

Show 10 entries Copy CSV Excel PDF Print Search:

Select	Submission Date	CFS Reference No.	Notification No.	Product Name
<input type="checkbox"/>	26-09-2016			

Showing 1 to 1 of 1 entries

Next

Step 7: If payment receipt could not be printed, it can be retrieved from **Payment History**. Please click on the Receipt button to re-print the payment receipt.

The screenshot displays the QUEST3+ web application interface. On the left is a dark sidebar menu with the following items: Dashboard, Membership Utilities, Cosmetic Notification, Notification, Certificate of Free Sale, Application, Status, Payment, **Payment History** (highlighted with a red circle), Permit Application, and Search. The main content area has a breadcrumb trail: Home / Certificate of Free Sale / CFS Payment History. At the top right of the main area, it shows the date and time: Monday, 26 September 2016 4:55:51 PM. Below the breadcrumb, there is a message box that says: "Please click on Receipt button to re-print payment receipt." Below this is a section titled "Payment History List" with a checkbox. It includes a "Show 10 entries" dropdown and buttons for "Copy", "CSV", "Excel", "PDF", and "Print". A search bar is also present. Below these controls is a table with the following headers: CFS Reference No., Notification No., Voucher No., Payment Date, Product Name, Payment Status, and Action. The table body is empty, displaying the message "No data available in table". At the bottom of the table area, it says "Showing 0 to 0 of 0 entries".

2) Permit Application for Market sampling and In House Evaluation

i) Registered User


Step 1: To apply the permit, click **Application**. It is mandatory to fill in all the required information. Click **Add** to enter the product in the table.

Repeat the process to add more products.

The screenshot shows the QUEST3+ web application interface. On the left is a dark sidebar menu with the following items: Dashboard, Membership Utilities, Cosmetic Notification, Notification, Certificate of Free Sale, Permit Application (highlighted with a red circle), Market Sampling (highlighted with a red circle), Application, Status, In-House Evaluation, and Search. The main content area is titled 'Market Sampling Application' and contains the following sections:

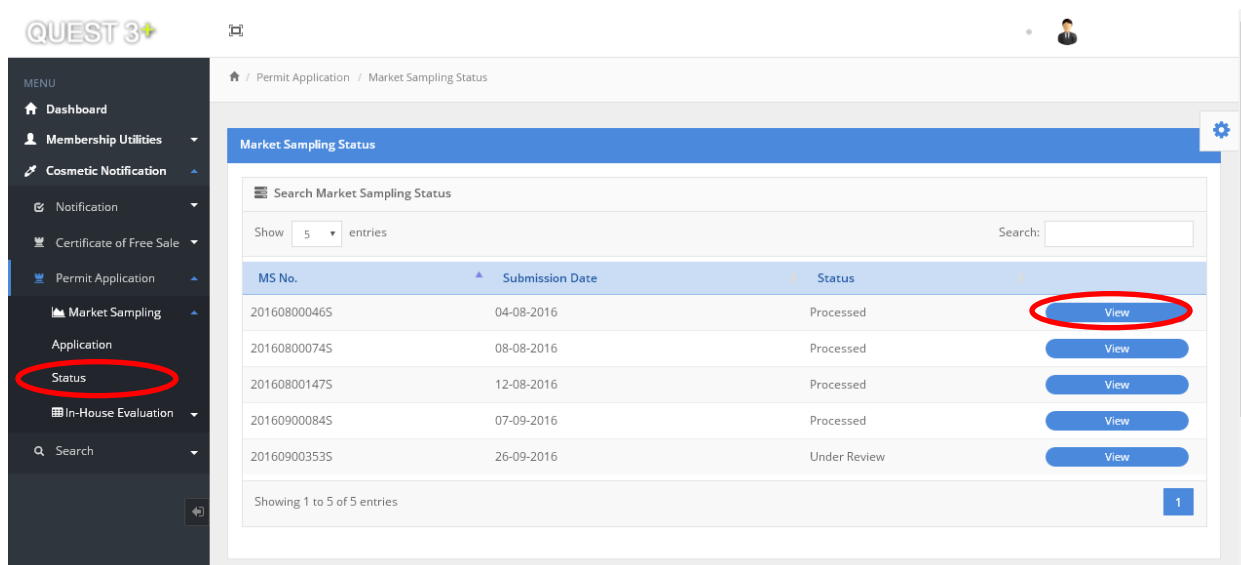
- Product Particulars**:
 - 1. Source of Product: Radio buttons for 'Imported Product' and 'Locally Manufactured'.
 - 2. Product Name: Text input field containing 'Example ABC Whitening Cream'.
 - 3. Quantity to be imported/manufactured: Text input field containing 'Quantity'.
 - 4. Packaging Type: Dropdown menu with 'Please Select'.
 - 5. Pack Size: Text input field containing 'weight/volume'.
 - Per Unit: Dropdown menu with 'Please Select'.
 - Add Items**: A button with 'Add' text, circled in red.
- Notes**:
 - 1. If you wish to add product(s), please fill in the product particulars and click "Add" button.
 - 2. To remove the product, please click "REMOVE" button.
- List of Product(s)**: A table with columns 'Product Name', 'Quantity', and 'Pack Size per Unit'. The table body shows '-- No Record --'.

Step 2: To complete the application, read the declaration content, tick the declaration box and click **Submit**. An auto-generated email will be sent to the applicant.



A screenshot of a web form for a declaration. At the top, there is a checkbox with a checkmark inside, followed by the text: "I hereby declare that the ingredients used in the product formulation are permitted under the current laws and regulations and will abide to all requirements of Guidelines for Control of Cosmetic Products in Malaysia." Below this text is a horizontal line. At the bottom of the form, there are two buttons: a blue button labeled "Submit" and a red button labeled "Cancel & Close". The "Submit" button is circled in red.

Step 3: Each product in one application will be reviewed individually. Click **Status** to check the status of permit application. Click **View** to view more details on the application.



A screenshot of the QUEST3+ application dashboard. The left sidebar contains a menu with the following items: Dashboard, Membership Utilities, Cosmetic Notification, Notification, Certificate of Free Sale, Permit Application, Market Sampling, Application, Status (circled in red), In-House Evaluation, and Search. The main content area is titled "Market Sampling Status" and contains a table with the following columns: MS No., Submission Date, Status, and a "View" button. The table lists five entries with MS Nos. 201608000465, 201608000745, 201608001475, 201609000845, and 201609003535. The first three entries have a status of "Processed" and the last two have a status of "Under Review". The "View" button for the first entry is circled in red. Below the table, it says "Showing 1 to 5 of 5 entries".

MS No.	Submission Date	Status	View
201608000465	04-08-2016	Processed	View
201608000745	08-08-2016	Processed	View
201608001475	12-08-2016	Processed	View
201609000845	07-09-2016	Processed	View
201609003535	26-09-2016	Under Review	View

ii) For Unregistered User

Step 1: To apply for permit, click **Market sampling for Non Member Quest3+ only** or **In-House Evaluation for Non Member Quest3+ only**.

QUEST 3+ Online System for Product Registration, Cosmetic Notification, Licensing & Market Sampling [Login](#) | [Register](#)

Username

Password

[Forgot your password?](#)

[Login](#)

Welcome to QUEST 3+:

QUEST 3+ Online Submission System enabled Product License Holder, Manufacturer, Importer, Repacker, Reseller and other related users to conduct secured online transactions for product registration, variation, licensing, market sampling, renewal and other transactions.

[For new user, please click here](#)

- [Helpdesk](#)
- [Market Sampling](#)
For NON QUEST 3+ member only
- [In House Evaluation](#)
For NON QUEST 3+ member only
- [Membership Status](#)
- [NPCB Website](#)
- [Pharma Complaint](#)

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Step 2: Fill in all the information required and upload the company registration certificate then click **Save** to proceed with the application.

The screenshot shows the 'Market Sampling Application (Unregistered User)' form. At the top, there is a header with the Quest 3+ logo, 'National Pharmaceutical Control Bureau', and links for 'Login' and 'Register'. The form fields include:

- Company Name ***: A text box containing 'Example ABC Sdn Bhd'.
- Phone No. ***: A text box containing 'Example 01361418151'.
- Fax No. ***: A text box containing 'Example 0389226777'.
- Email ***: A text box containing 'Example abc@yahoo.com'.
- Company Address ***: A text box containing 'Example No.26,Jalan Utara,45120,Selangor'.
- Company Registration Letter ***: A section with a note '- File type *.jpg or *.pdf only. File size must not exceed 2 MB'. It includes 'Upload File' and 'View' buttons.
- Save**: A blue button at the bottom left.

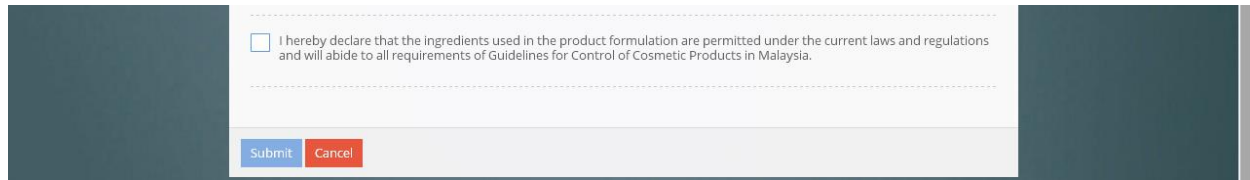
Step 3: Fill in all the information required. Click **Add** to include the product in the list.

The screenshot shows the product details form. It includes a 'Notes' section at the top, followed by several input fields and a table:

- Notes:**
 - 1. If you wish to add product(s), please fill in the product particulars and click "Add" button.
 - 2. To remove the product, please click "REMOVE" button.
- 1. Source of Product :** Radio buttons for 'Imported Product' and 'Locally Manufactured'.
- 2. Product Name:** A text box containing 'Example ABC Whitening Cream'.
- 3. Quantity to be imported/manufactured:** A text box with a 'Quantity' icon.
- 4. Packaging Type:** A dropdown menu with 'Please Select'.
- 5. Pack Size:** A text box with a 'weight/volume' icon.
- Per Unit:** A dropdown menu with 'Please Select'.
- Add Items:** A blue button.
- List of Product(s):** A table with the following structure:

Product Name	Quantity	Pack size per Unit
-- No Record --		

Step 4: To complete the application, read and tick the declaration before proceed for submission.



The screenshot shows a web form with a light gray background. On the left and right sides, there are dark gray vertical bars. The central area contains a declaration text with a checkbox. Below the text, there is a light gray bar with two buttons: 'Submit' (blue) and 'Cancel' (red).

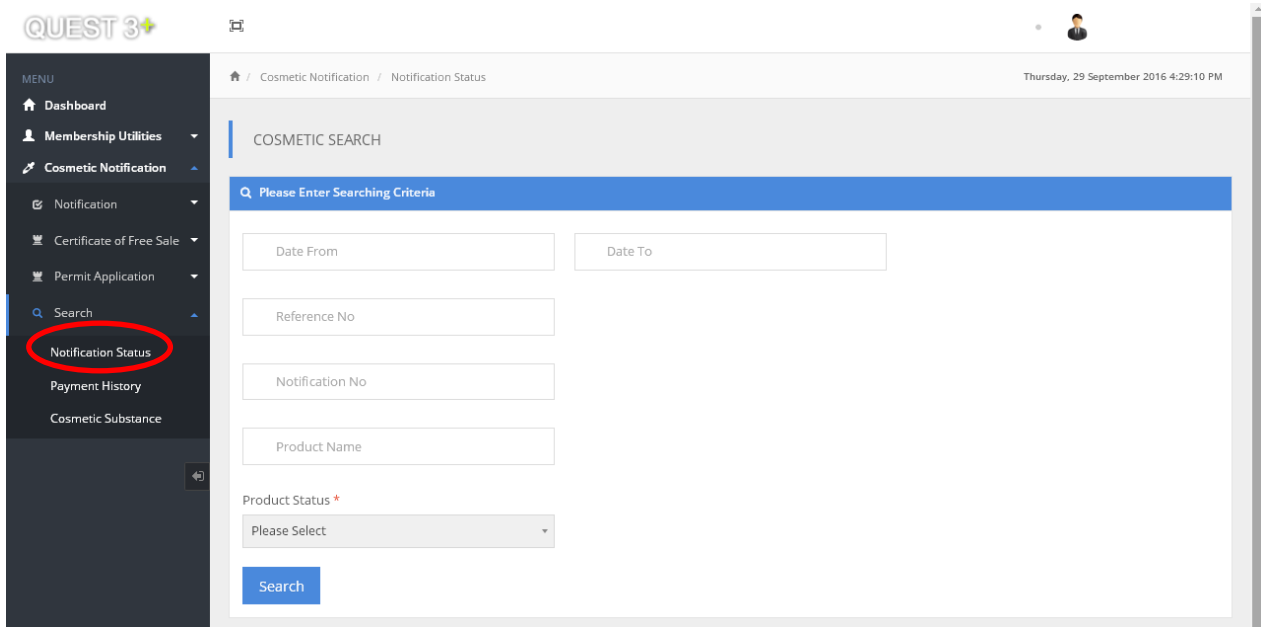
☐ I hereby declare that the ingredients used in the product formulation are permitted under the current laws and regulations and will abide to all requirements of Guidelines for Control of Cosmetic Products in Malaysia.

[Submit](#) [Cancel](#)

4) Search section

i) Notification Status

The status of the all application or product notification can be viewed in the **Notification status** section. Fill in the details in any of the search criteria column to proceed with the search.





The screenshot displays the QUEST3+ web application interface. On the left is a dark sidebar menu with the following items: Dashboard, Membership Utilities, Cosmetic Notification, Notification, Certificate of Free Sale, Permit Application, Search, Notification Status (highlighted with a red circle), Payment History, and Cosmetic Substance. The main content area is titled 'COSMETIC SEARCH' and contains a search form. The form has a blue header bar with the text 'Please Enter Searching Criteria'. Below this, there are five input fields: 'Date From', 'Date To', 'Reference No', 'Notification No', and 'Product Name'. At the bottom of the form is a 'Product Status' dropdown menu with the text 'Please Select' and a blue 'Search' button. The top of the page shows the QUEST3+ logo, a user profile icon, and the date and time: 'Thursday, 29 September 2016 4:29:10 PM'.

ii) Payment History

All information related to payment such as unsuccessful payment, print payment receipt, print list of products and payment for unsuccessful payment can be done at this section.

Step 1: Payment receipt can be viewed in the **Payment History**.

QUEST3+   Thursday, 29 September 2016 4:33:13 PM

Home / Cosmetic Notification / Payment History

Payment History List

Show 10 entries Copy CSV Excel PDF Print Search:

Ref No.	Product Name	Voucher#	Payment Date	Payment For	Payment Status	Action
2010070000061-P		16000404	04-08-2016	COSMETIC NOTIFICATION	SUCCESSFUL SUBMITTED	Details
2010070000061-P		16002203	25-08-2016	COSMETIC NOTIFICATION	UNSUCCESSFUL PAYMENT	Receipt
2010070001712-P		16004960	23-09-2016	COSMETIC NOTIFICATION	UNSUCCESSFUL PAYMENT	Details
2010070001885-P		1001152	12-08-2010	COSMETIC NOTIFICATION	BAYARAN TAMAT TARIKH	Details
2010070004144-P		16005061	23-09-2016	COSMETIC NOTIFICATION	UNSUCCESSFUL PAYMENT	Details
2010080000354-P		16005503	28-09-2016	COSMETIC NOTIFICATION	UNSUCCESSFUL PAYMENT	Details
2010080000879-P		1000912	05-08-2010	COSMETIC NOTIFICATION	BAYARAN TAMAT TARIKH	Details
2010080001365-P		1001152	12-08-2010	COSMETIC NOTIFICATION	BAYARAN TAMAT TARIKH	Details
2010090002592-P		16002675	29-08-2016	COSMETIC NOTIFICATION	SUCCESSFUL SUBMITTED	Details
2010100000562-P		16003030	30-08-2016	COSMETIC NOTIFICATION	UNSUCCESSFUL PAYMENT	Details

Showing 1 to 10 of 65 entries

1 2 3 4 5 6 7

Step 2: If the payment is unsuccessful, applicant can make payment by clicking **Details** icon and **Repay**.

The screenshot displays the QUEST3+ web application interface. On the left, a dark sidebar contains a 'MENU' section with various options. 'Payment History' is highlighted with a red circle. The main content area shows a 'Payment History List' table. The table has columns for Ref No., Product Name, Voucher#, Payment Date, Payment For, Payment Status, and Action. The entry with Ref No. 2010070001885-P and Payment Status 'BAYARAN TAMAT TARIKH' has its 'Repay' button circled in red. Below the table, it indicates 'Showing 1 to 10 of 65 entries' and a pagination bar with numbers 1 through 7.

Ref No.	Product Name	Voucher#	Payment Date	Payment For	Payment Status	Action
2010070000061-P		16000404	04-08-2016	COSMETIC NOTIFICATION	SUCCESSFUL SUBMITTED	Details
2010070000061-P		16002203	25-08-2016	COSMETIC NOTIFICATION	UNSUCCESSFUL PAYMENT	Details
2010070001712-P		16004960	23-09-2016	COSMETIC NOTIFICATION	UNSUCCESSFUL PAYMENT	Details
2010070001885-P		1001152	12-08-2010	COSMETIC NOTIFICATION	BAYARAN TAMAT TARIKH	Repay
2010070004144-P		16005061	23-09-2016	COSMETIC NOTIFICATION	UNSUCCESSFUL PAYMENT	Details
2010080000354-P		16005503	28-09-2016	COSMETIC NOTIFICATION	UNSUCCESSFUL PAYMENT	Details
2010080000879-P		1000912	05-08-2010	COSMETIC NOTIFICATION	BAYARAN TAMAT TARIKH	Details
2010080001365-P		1001152	12-08-2010	COSMETIC NOTIFICATION	BAYARAN TAMAT TARIKH	Details
2010090002592-P		16002675	29-08-2016	COSMETIC NOTIFICATION	SUCCESSFUL SUBMITTED	Details
2010100000562-P		16003030	30-08-2016	COSMETIC NOTIFICATION	UNSUCCESSFUL PAYMENT	Details

Step 3: Applicant can view the payment details by inserting the **Voucher No.** in the Search column, then click **Print**.

The screenshot shows the QUEST3+ web application interface. On the left is a dark sidebar menu with options: Dashboard, Membership Utilities, Cosmetic Notification, Notification, Certificate of Free Sale, Permit Application, Search, Notification Status, Payment History, and Cosmetic Substance. The main content area is titled 'Cosmetic Notification / Payment History' and shows a 'Payment History List'. At the top of the list, there are buttons for 'Show' (set to 10 entries), 'Copy', 'CSV', 'Excel', and 'Print' (which is circled in red). A search bar on the right contains the text '16000367'. Below the buttons is a table with the following columns: Ref No., Product Name, Voucher#, Payment Date, Payment For, Payment Status, and Action. The table contains five rows of data, all with a 'Payment Status' of 'SUCCESSFUL SUBMITTED'. Each row has a 'Details' button in the Action column. At the bottom of the table, it says 'Showing 1 to 5 of 5 entries (filtered from 65 total entries)' and a page number '1' is displayed in a blue box.

Ref No.	Product Name	Voucher#	Payment Date	Payment For	Payment Status	Action
2016040004045-P		16000367	03-08-2016	COSMETIC NOTIFICATION	SUCCESSFUL SUBMITTED	Details
2016080005162-P		16000367	03-08-2016	COSMETIC NOTIFICATION	SUCCESSFUL SUBMITTED	Details
2016080005166-P		16000367	03-08-2016	COSMETIC NOTIFICATION	SUCCESSFUL SUBMITTED	Details
2016080005171-P		16000367	03-08-2016	COSMETIC NOTIFICATION	SUCCESSFUL SUBMITTED	Details
2016080005355-P	1.2.543	16000367	03-08-2016	COSMETIC NOTIFICATION	SUCCESSFUL SUBMITTED	Details

iii) Cosmetic Substance

Applicant may check the availability and details of the substance in the database from this section. Enter the name or key word of the substance name in the Search column.

QUEST3+

Substance / List of Substances

Substances

Show 25 entries Search:

No.	Substance(s)	Annex	CAS no.	Technical / Other Name(s)
1	ABELMOSCHUS ESCLENTUS FRUIT EXTRACT			
2	ABIES ALBA LEAF OIL		90028-76-5, 8021-27-0	-Abies alba oil from cones (Abies Alba Mill.) (RIFM) -Abies alba oil from needles
3	ABIES ALBA LEAF WAX			
4	ABIES BALSAMEA (BALSAM CANADA) EXTRACT		85085-34-3	
5	ABIES BALSAMEA (BALSAM CANADA) NEEDLE OIL			
6	ABIES BALSAMEA (BALSAM CANADA) RESIN		8007-47-4	
7	ABIES KOREANA LEAF EXTRACT			
8	ABIES KOREANA LEAF POWDER			
9	ABIES PECTINATA LEAF EXTRACT		90028-76-5	
10	ABIES PECTINATA OIL		8021-27-0	
11	ABIES SACHALINENSIS BRANCH/LEAF WATER			
12	ABIES SACHALINENSIS LEAF OIL			
13	ABIES SIBIRICA OIL		8021-29-2	
14	ABIETIC ACID	hrt	514-10-3, 17817-95-7	tyr
15	ABIETYL ALCOHOL		666-84-2	
16	ABRONIA VILLOSA LEAF EXTRACT			
17	ACACIA ARABICA BARK POWDER			
18	ACACIA ARABICA STEM BARK EXTRACT			