

Annex I, part 4

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

The screenshot shows the QUEST 3+ login interface. At the top left is the logo and tagline: "QUEST 3+ Online System for Product Registration, Cosmetic Notification, Licensing & Market Sampling". To the right are "Login" and "Register" links. Below is a banner image of laboratory glassware and pills. The main area contains a login form with "Username" and "Password" fields, a "Welcome to QUEST 3+" message, and a sidebar with navigation links. A red circle highlights the "Enter username" and "Enter password" input fields.

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

The screenshot shows the QUEST 3+ dashboard interface. The browser address bar displays 'quest3plus.bpfk.gov.my/front-end/dashboard.php'. The dashboard header includes the QUEST 3+ logo and a user profile icon. The main content area is titled 'Dashboard' and features a welcome message for 'Zafiah Mohd Yusof / BIRO PENGAWALAN FARMASEUTIKAL KEBANGSAAN' with a last login timestamp of 'Mon 22nd August 2016 14:14:51'. Four large colored cards represent key metrics: 'UNSUBMITTED SAVED FORM' (0056), 'PENDING CORRESPONDENCE' (0000), 'EXPIRING PRODUCT' (0000), and 'REGISTERED PRODUCT' (0048). Below these cards are three summary sections: 'List of Saved Form(s)' showing 56 Cosmetic forms, 'List of Correspondence(s)' showing 0 Cosmetic correspondences, and 'Pending for Renewal' for Cosmetic products (0). The 'Pending for Renewal' section includes a table with columns for '#', 'Product Name', and 'Day(s) Left', displaying 'No Notification Expiring'. At the bottom right, there is a 'List of Approved Product(s)' table with columns for '#', 'Product Category', and 'Count', showing 1 COSMETIC product with a count of 48, and a TOTAL count of 48.

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.

The screenshot displays the QUEST 3+ dashboard for user Zafiah Mohd Yusof. The dashboard includes a sidebar menu with 'Notification' and 'Application Form' highlighted. The main content area shows four notification cards: 'UNSUBMITTED SAVED FORM' (0056), 'PENDING CORRESPONDENCE' (0000), 'EXPIRING PRODUCT' (0000), and 'REGISTERED PRODUCT' (0048). Below these are three summary tables: 'List of Saved Form(s)' (56 forms), 'List of Correspondence(s)' (0), and 'Pending for Renewal' (0 days left). A 'List of Approved Product(s)' table shows 48 cosmetic products.

Dashboard Summary:

- UNSUBMITTED SAVED FORM: 0056
- PENDING CORRESPONDENCE: 0000
- EXPIRING PRODUCT: 0000
- REGISTERED PRODUCT: 0048

List of Saved Form(s)

Product Category	Count
Cosmetic	56

List of Correspondence(s)

Product Category	Count
Cosmetic	0

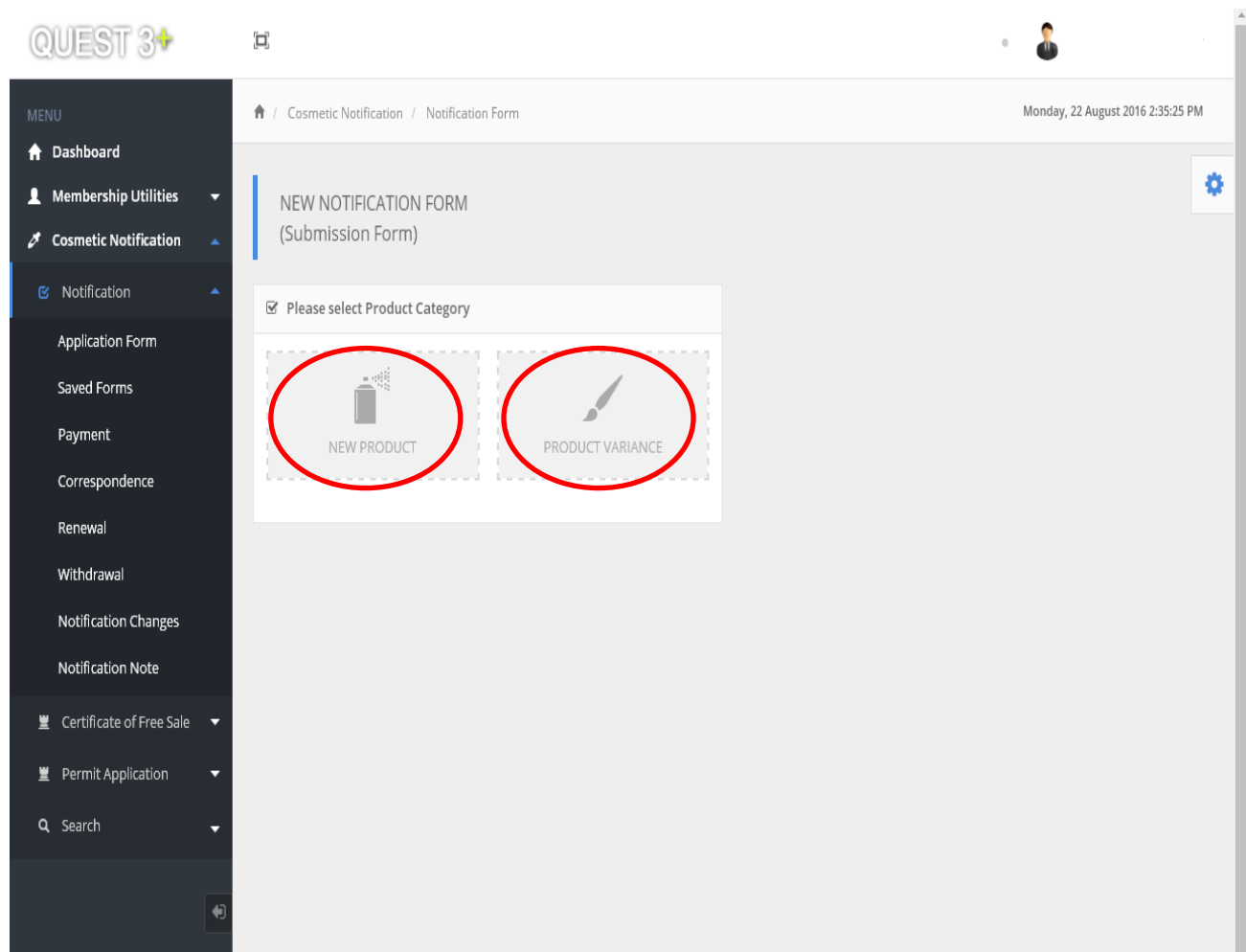
Pending for Renewal

#	Product Name	Day(s) Left
No Notification Expiring		

List of Approved Product(s)

#	Product Category	Count
1	COSMETIC	48
TOTAL		48

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

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 options: 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 sub-note '(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 located at the bottom of the form area.

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

This close-up shows the 'Product Name *' field. The text 'ina testing' is entered in the input box. To the right of the text is a red 'X' icon, indicating an error. Below the input box, a red message states: 'SECTION B: Product name that your enter already exist'. The rest of the form structure (header, info box, other fields) is partially visible in the background.

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.

The screenshot shows the QUEST 3+ web application interface. The top navigation bar includes the user name 'Zafiah Mohd Yusof'. The sidebar menu lists various options such as 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 'Manufacturer(s) Information' and features a 'Manufacturer Type' section with radio buttons for 'Local Manufacturer' (selected) and 'Foreign Manufacturer'. Below this is a 'Local Manufacturer Name' dropdown menu with 'FORTUNE LABORATORIES SDN BHD' selected, and 'Add' and 'Not Listed' buttons. A table below lists the manufacturer's details: 'FORTUNE LABORATORIES SDN BHD' with address 'WISMA FORTUNE, NO. 4, JALAN 16/12, SECTION 16, 40200 SHAH ALAM, SELANGOR, MALAYSIA' and a 'Remove' button. A modal dialog box is open, displaying a note: 'For manufacturer's name which is not listed in the database, kindly contact Compliance and Licensing Center, NPCB to obtain GMP status before proceed with notification.' Below the table is an 'Assembler Type' section with a 'Local Primary Assembler Name' dropdown menu and 'Add' and 'Not Listed' buttons. Another table below shows 'No Record' for the assembler. The bottom section is titled 'Section D : PARTICULARS OF IMPORTERS (For imported product only)' and includes a 'Name of Importer' dropdown menu and 'Add' and 'Not Listed' buttons.

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.

QUEST 3

Zafiah Mohd Yusof

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

Manufacturer's Information

Application of Not Listed Foreign Manufacturer

Company Name: Registration No.:

Address 1:

Address 2:

Postcode: Country: AFGHANISTAN

Office No.: Fax No.: Email:

Supporting Document (GMP certificate or equivalent)
- Mandatory for manufacturer and primary assembler.
- File type *.jpg or *.pdf only. File size must not exceed 2 MB.

Choose File Please Select A File

Close Submit

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

Name of Importer

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**.

The screenshot displays the QUEST 3+ web application interface. On the left is a dark sidebar menu with options: Dashboard, Membership Utilities, Cosmetic Notification, Notification, Application Form, Saved Forms, Payment, Correspondence, Renewal, Withdrawal, Notification Changes, Notification Note, and Certificate of Free Sale. The main content area is divided into two sections:

- Section D: PARTICULARS OF IMPORTERS (For imported product only)**: This section features a search bar labeled "Name of Importer" with a dropdown menu containing "-- Click here to search --". To the right of the search bar is a blue "Add" button and a yellow "Not Listed" button. Below the search bar is a table with columns for "Company Name", "Company Address", and "Action".
- Section E: PARTICULARS OF DISTRIBUTOR (if applicable)**: This section features a search bar labeled "Name of Distributer" with a dropdown menu containing "-- Click here to search --". To the right of the search bar is a blue "Add" button and a yellow "Not Listed" button. Below the search bar is a table with columns for "Company Name", "Company Address", and "Action". The table currently shows "-- No Record --".

Red circles in the original image highlight the search dropdown menus and the "Add" buttons in both sections.

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.

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 ✓

Substance Name	Percentage (%)	Action
TRIETHANOLAMINE	0.2 <input type="button" value="✎"/>	<input type="button" value="Remove"/>

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**.

QUEST 3+

MENU

- Dashboard
- Membership Utilities
- Cosmetic Notification
 - Notification
 - Application Form
 - Saved Forms
 - Payment
 - Correspondence
 - Renewal
 - Withdrawal
 - Notification Changes
 - Notification Note
- Certificate of Free Sale
- 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 a menu with items 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 contains a message: 'Please read and tick the boxes to proceed.' A modal dialog titled 'Application of Not Listed Substance' is open, displaying 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.' The dialog has three input fields: 'Substance / INCI' (containing 'water'), 'CAS No. (if any)', and 'Technical / Others Name (if any)'. Below the fields are 'Close' and 'Submit' buttons. In the background, a table lists substances, with 'TRIETHANOLAMINE' at 2.5% and a 'Remove' button.

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

QUEST 3+

Dashboard / Cosmetic Notification / Notification Form / New Product

Monday, 26 September 2016 12:56:34 PM

MENU

- Dashboard
- Membership Utilities
- Cosmetic Notification
- Notification
- Application Form
- Saved Forms
- Payment
- Correspondence
- Renewal
- Withdrawal
- Notification Changes
- Notification Note
- Certificate of Free Sale

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:

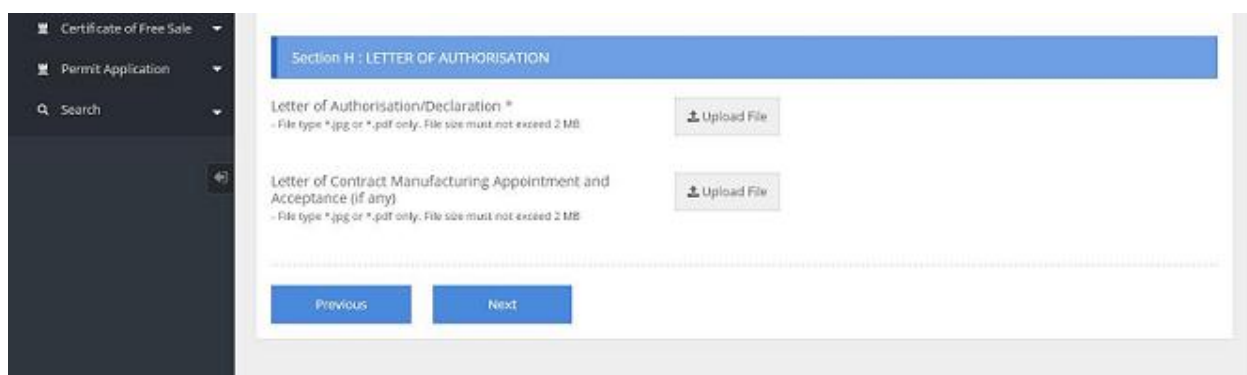
Letter of Authorisation (LOA)

- 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 state 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 displays a web application interface for 'Section H : LETTER OF AUTHORISATION'. On the left, there is a dark sidebar with navigation options: 'Certificate of Free Sale', 'Permit Application', and 'Search'. The main content area features a blue header bar with the section title. Below the header, there are two upload sections. The first section is titled 'Letter of Authorisation/Declaration *' and includes a file type restriction: '- File type *.jpg or *.pdf only. File size must not exceed 2 MB'. To the right of this section is an 'Upload File' button. The second section is titled 'Letter of Contract Manufacturing Appointment and Acceptance (if any)' and also includes the same file type and size restrictions, with its own 'Upload File' button. At the bottom of the main content area, there are two blue buttons labeled 'Previous' and 'Next'.

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.

QUEST 3+

MENU

- Dashboard
- Membership Utilities
- Cosmetic Notification
 - Notification
 - Application Form
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 - Correspondence
 - Renewal
 - Withdrawal
 - Notification Changes
 - Notification Note
 - Certificate of Free Sale
 - Permit Application
 - Search

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

Section I : DECLARATION & SUBMISSION

- 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.
- I undertake to :
 - 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;
 - 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;
 - 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;
 - 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;
 - Notify the Authority of any change of the product particulars submitted in this notification;
 - Ensure that if and when directed by the Authority I will recall the product from the market, and discontinue selling or supplying the product;
- 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;
- 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;
- 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+

MENU

- Dashboard
- Membership Utilities
- Cosmetic Notification
 - Notification
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- Permit Application
- 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

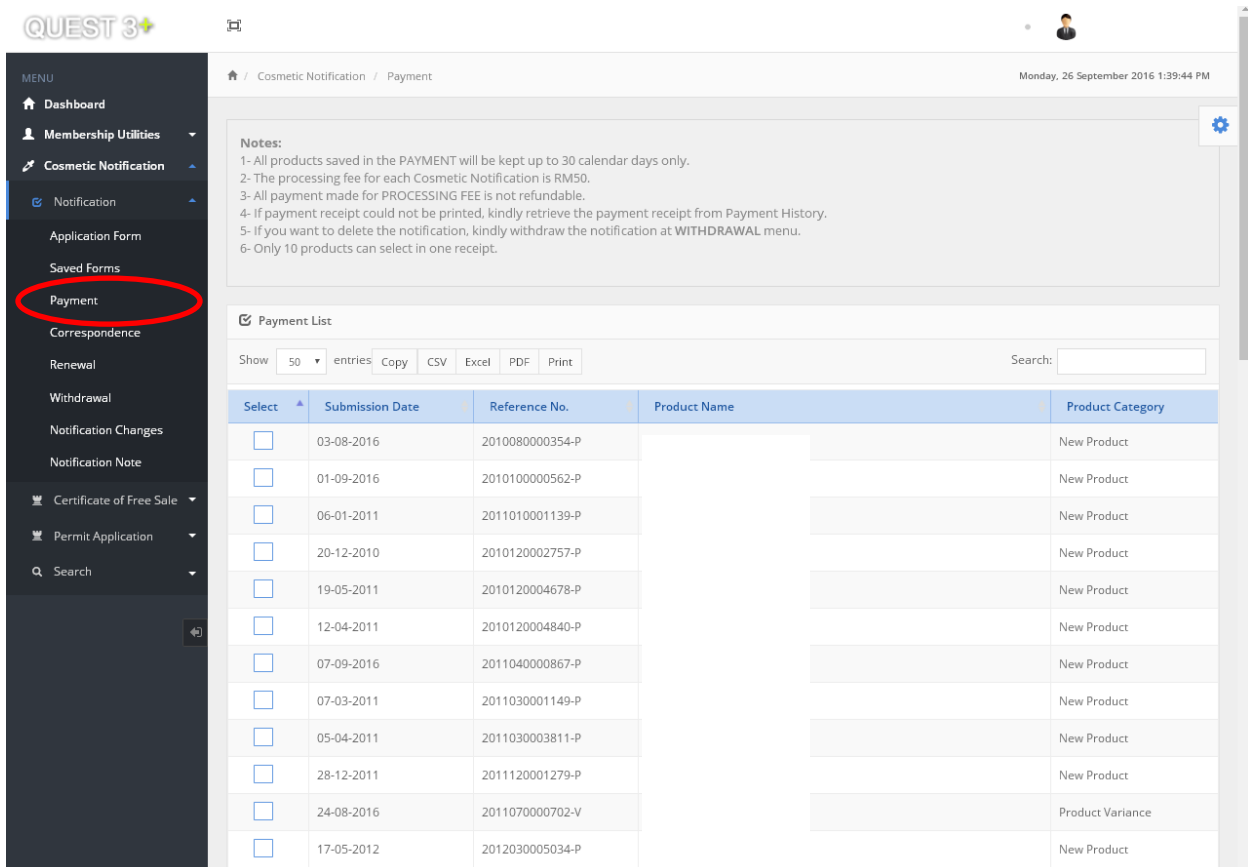
The completed form that has been submitted for payment is available at **Payment** section.

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.



QUEST 3+

MENU

- Dashboard
- Membership Utilities
- Cosmetic Notification
 - Notification
 - Application Form
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 - Payment**
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 - Renewal
 - Withdrawal
 - Notification Changes
 - Notification Note
- Certificate of Free Sale
- Permit Application
- Search

Home / Cosmetic Notification / Payment

Monday, 26 September 2016 1:39:44 PM

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

Show 50 entries Copy CSV Excel PDF Print Search:

Select	Submission Date	Reference No.	Product Name	Product Category
<input type="checkbox"/>	03-08-2016	2010080000354-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. The left sidebar menu has 'Correspondence' circled in red. The main content area displays a 'Correspondence List' table with the following data:

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

Below the table, it says 'Showing 1 to 1 of 1 entries' and a blue button with the number '1' is visible.

The screenshot shows the 'NOTIFICATION CORRESPONDENCE (Correspondence For New Product)' form. The 'Section I' tab is circled in red. The form contains the following information:

SECTION I : CORRESPONDENCE

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

Below the table, there is a 'Reply to Officer' section with a text input field containing 'remark here' and a 'Submit' button.

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 shows the breadcrumb "Cosmetic Notification / Renewal" and the date "Monday, 22 August 2016 4:37:02 PM". A "Notes" box contains the text: "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 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 a search bar and buttons for "Copy", "CSV", "Excel", "PDF", and "Print". 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**.

QUEST 3+

MENU

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

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.

QUEST 3+

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

No.	Change Description	Type	Fee
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

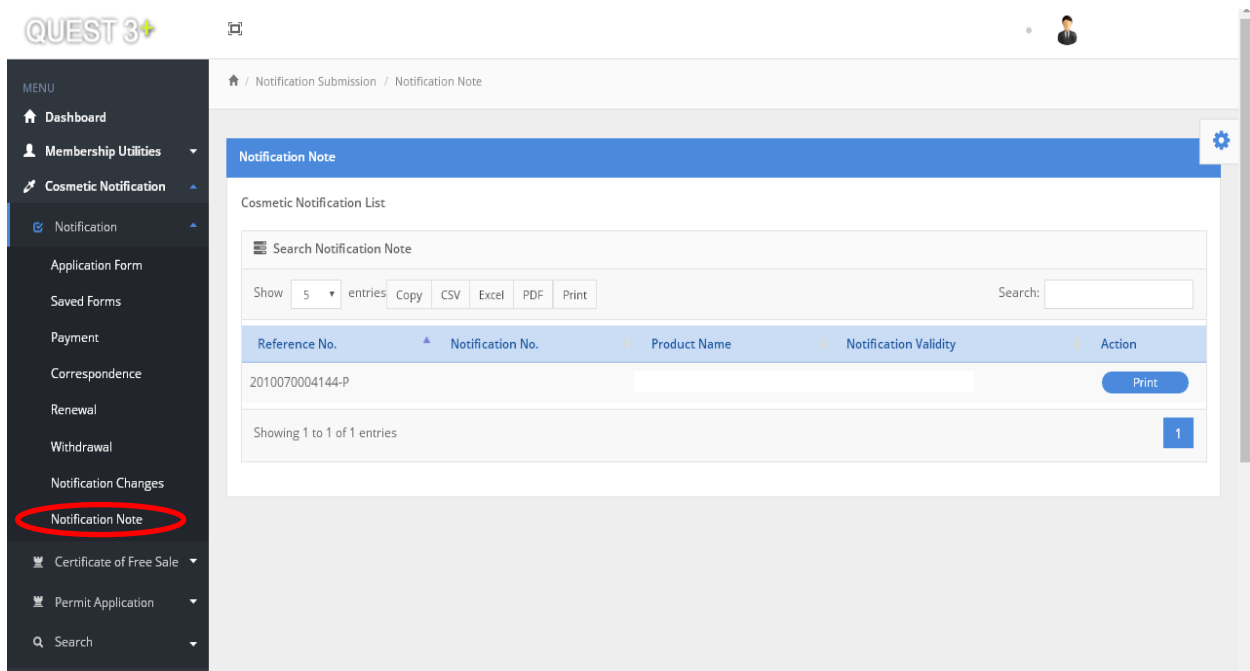
Notification Note

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.

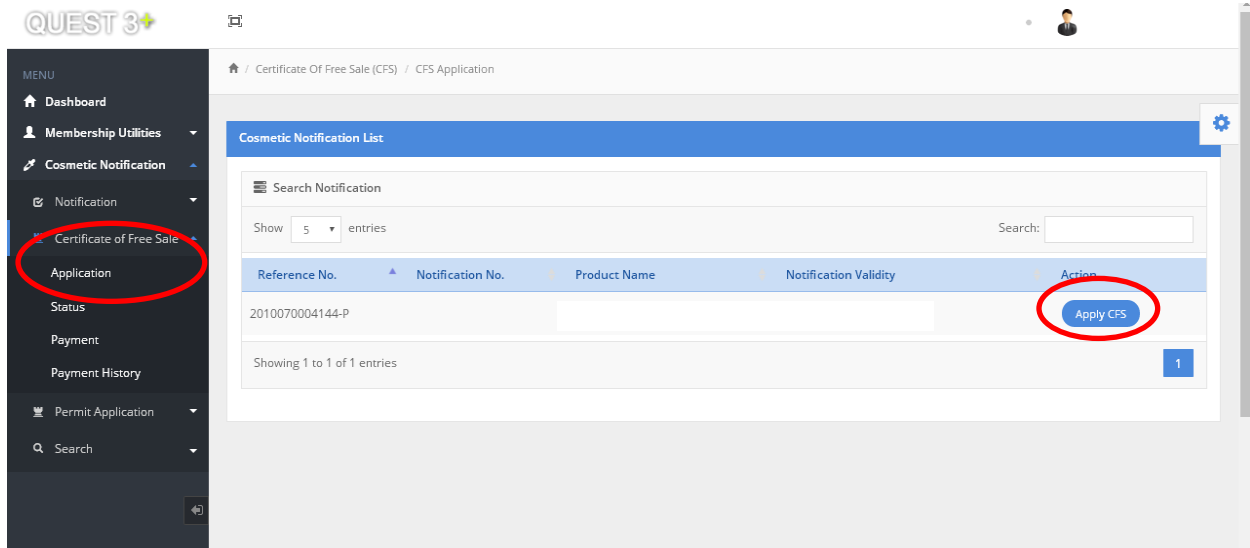
Click **Print** to print the note.



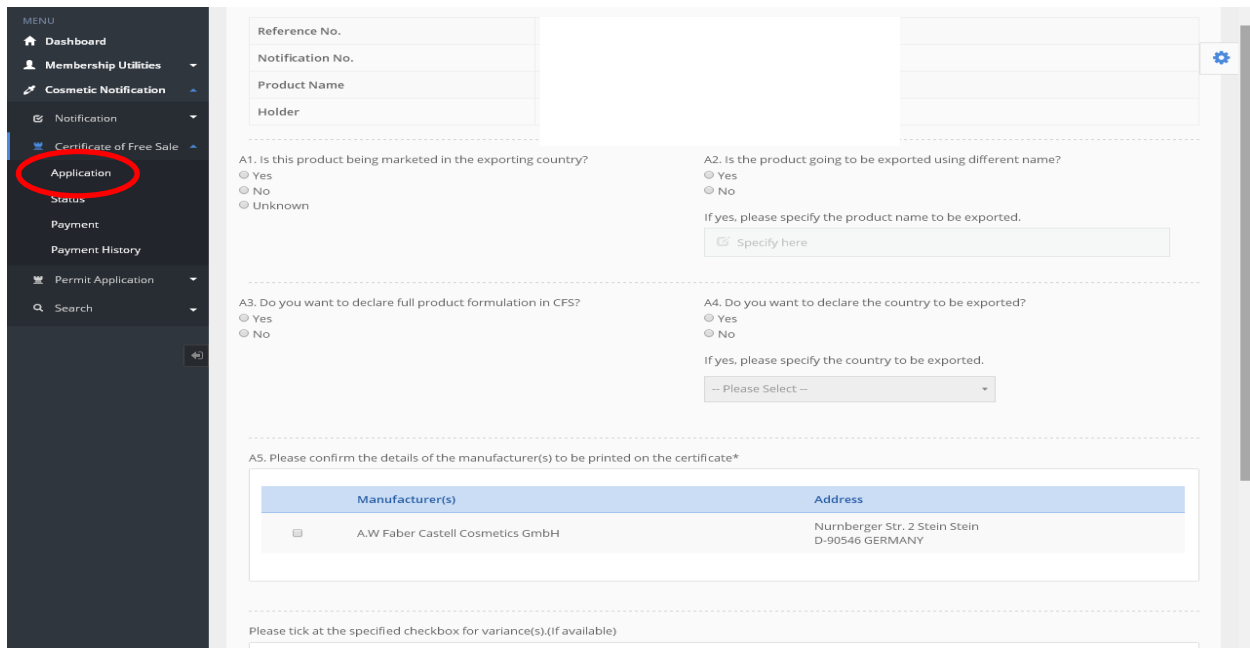
The screenshot displays the QUEST 3+ web application interface. On the left is a dark sidebar menu with the following items: Dashboard, Membership Utilities, Cosmetic Notification, Notification (highlighted with a blue checkmark), Application Form, Saved Forms, Payment, Correspondence, Renewal, Withdrawal, Notification Changes, Notification Note (circled in red), Certificate of Free Sale, Permit Application, and Search. The main content area shows the breadcrumb path: Notification Submission / Notification Note. Below this is a blue header bar labeled 'Notification Note' with a settings gear icon. The main content area is titled 'Cosmetic Notification List' and contains a search bar labeled 'Search Notification Note'. Below the search bar is a table with columns: Reference No., Notification No., Product Name, Notification Validity, and Action. The table contains one entry with Reference No. 2010070004144-P and a 'Print' button. Below the table, it says 'Showing 1 to 1 of 1 entries' and a page number '1'.

2) Certificate of Free Sale (CFS) - Application

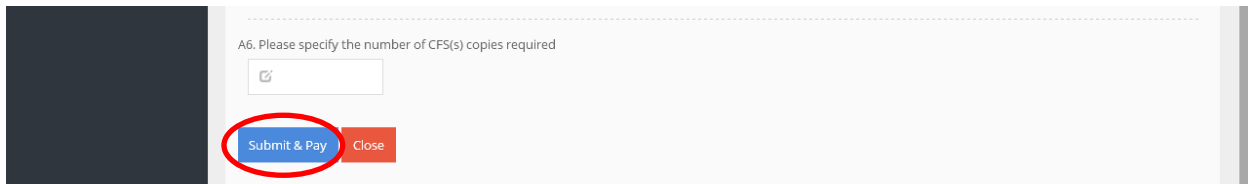
Step 1: Applicant can only apply CFS for notified product. To apply, click **Apply CFS**.



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.

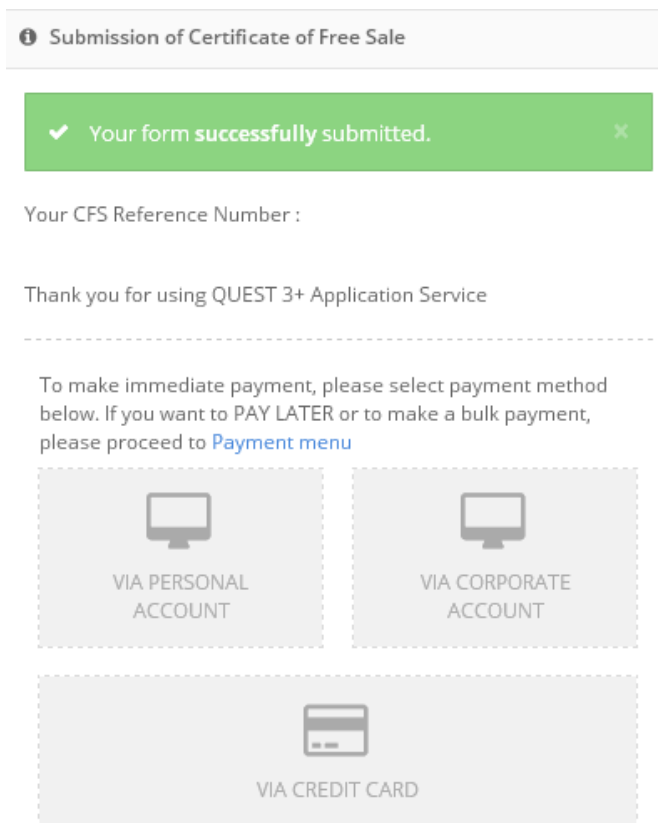


Step 3: When the form is complete, click **Submit & Pay**.



A6. Please specify the number of CFS(s) copies required

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



i Submission of Certificate of Free Sale

✓ Your form **successfully** submitted. ✕

Your CFS Reference Number :

Thank you for using QUEST 3+ Application Service

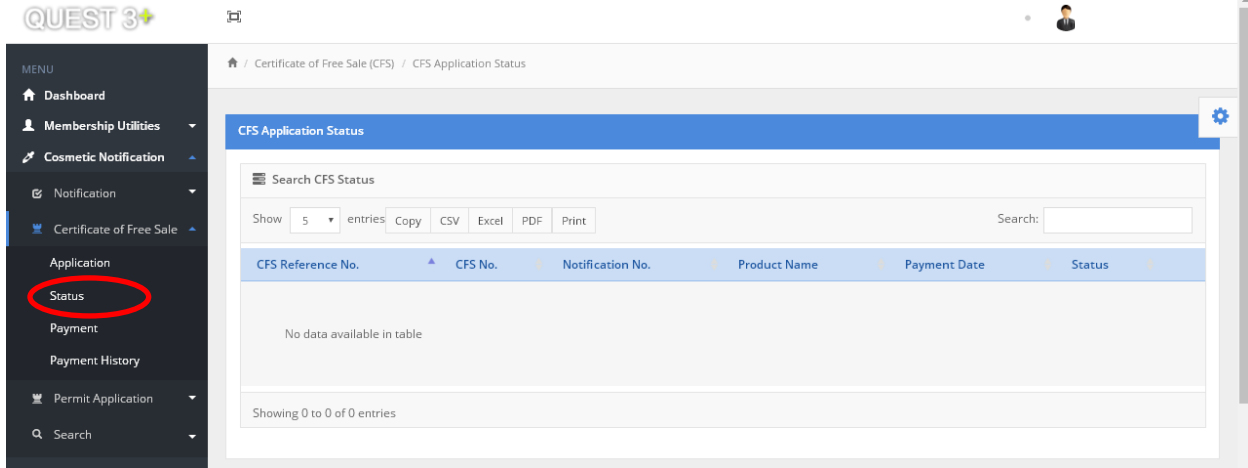
To make immediate payment, please select payment method below. If you want to **PAY LATER** or to make a bulk payment, please proceed to [Payment menu](#)

VIA PERSONAL ACCOUNT

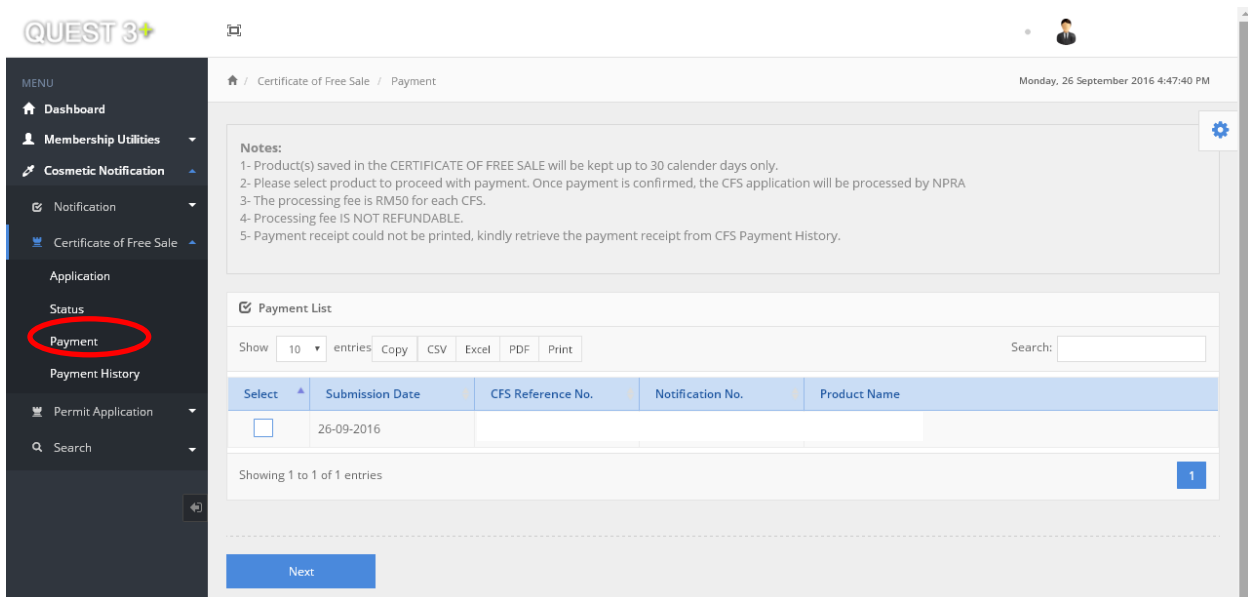
VIA CORPORATE ACCOUNT

VIA CREDIT CARD

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



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.



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.

QUEST 3+

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 Payment History

Monday, 26 September 2016 4:55:51 PM

Please click on Receipt button to re-print payment receipt.

Payment History List

Show 10 entries Copy CSV Excel PDF Print Search:

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

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 QUEST 3+ 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 fields:

- 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".
- An "Add Items" button with an "Add" sub-button (both highlighted with red circles).

Below the form is a "Notes" section with two instructions:

- If you wish to add product(s), please fill in the product particulars and click "Add" button.
- To remove the product, please click "REMOVE" button.

At the bottom is a "List of Product(s)" table with the following structure:

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

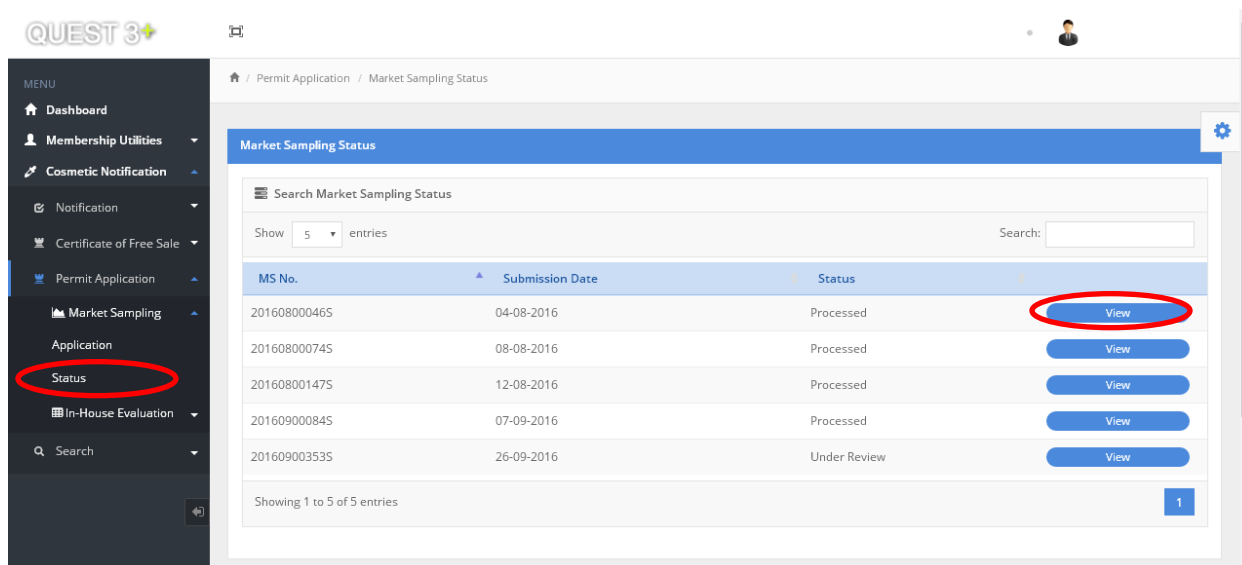
Step 2: To complete the application, read the declaration content, tick the declaration box and click **Submit**. An auto-generated email will be sent to the applicant.



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 & Close](#)

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.



QUEST 3+

Permit Application / Market Sampling Status

Market Sampling Status

Search Market Sampling Status

Show 5 entries Search:

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

Showing 1 to 5 of 5 entries 1

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**.**

The screenshot displays the QUEST 3+ online system interface. At the top, the logo and text "QUEST 3+ Online System for Product Registration, Cosmetic Notification, Licensing & Market Sampling" are visible, along with "Login | Register" links. Below the header is a banner image showing laboratory glassware and colorful pills. The main content area is divided into three sections: a login form on the left, a central welcome message, and a list of service buttons on the right. The login form includes fields for "Username" and "Password", a "Forgot your password?" link, and a "Login" button. The central message reads "Welcome to QUEST 3+:" and describes the system's purpose. The right-hand list of buttons includes "Helpdesk", "Market Sampling For NON QUEST 3+ member only", "In-House Evaluation For NON QUEST 3+ member only", "Membership Status", "NPCB Website", and "Pharma Complaint". The "Market Sampling" and "In-House Evaluation" buttons are circled in red.

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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.

Quest 3+ | National Pharmaceutical Control Bureau Login | Register

Market Sampling Application (Unregistered User)

Company Name *

Phone No. * Fax No. * Email *

Company Address *

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

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

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 :
 Imported Product
 Locally Manufactured

2. Product Name

3. Quantity to be imported/manufactured

4. Packaging Type

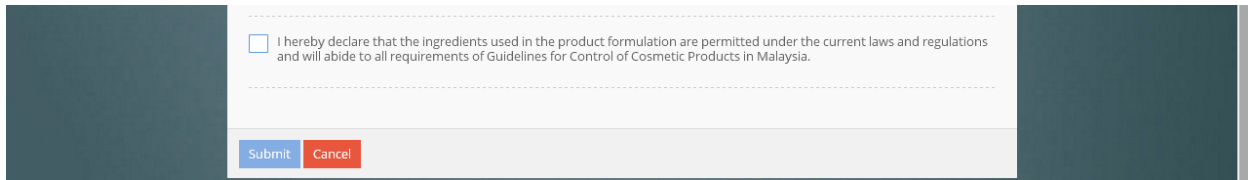
5. Pack Size

Per Unit

List of Product(s)

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

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



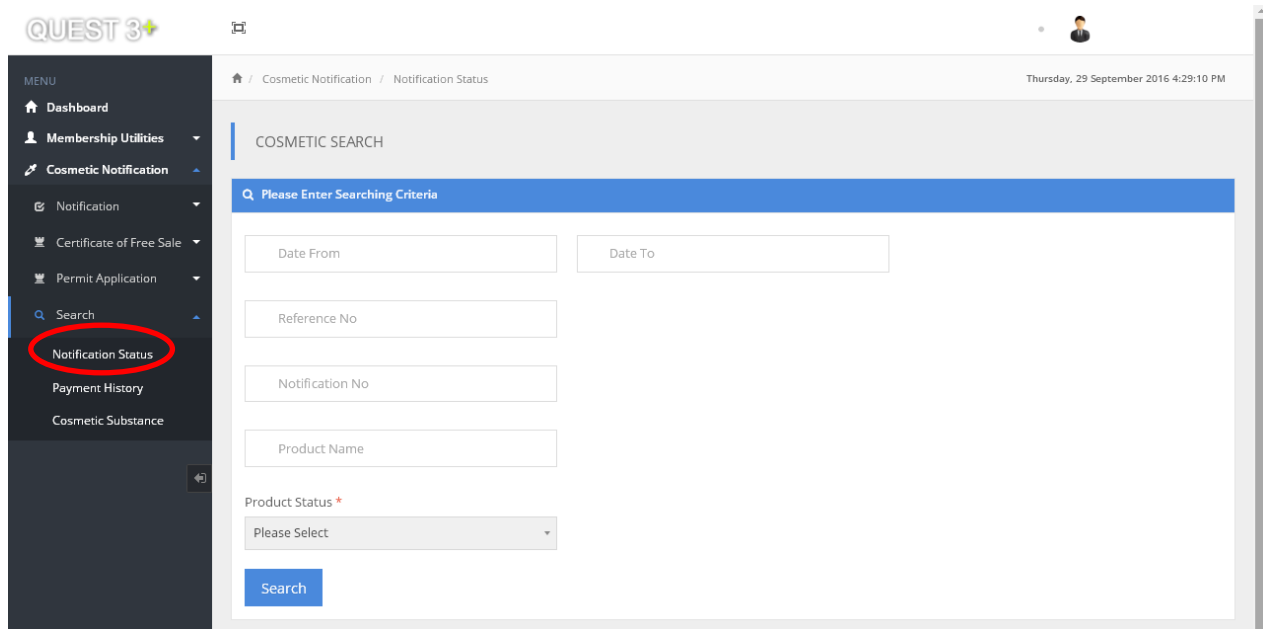
I hereby declare that the ingredients used in the product formulation are permitted under the current laws and regulations and will abide to all requirements of Guidelines for Control of Cosmetic Products in Malaysia.

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.

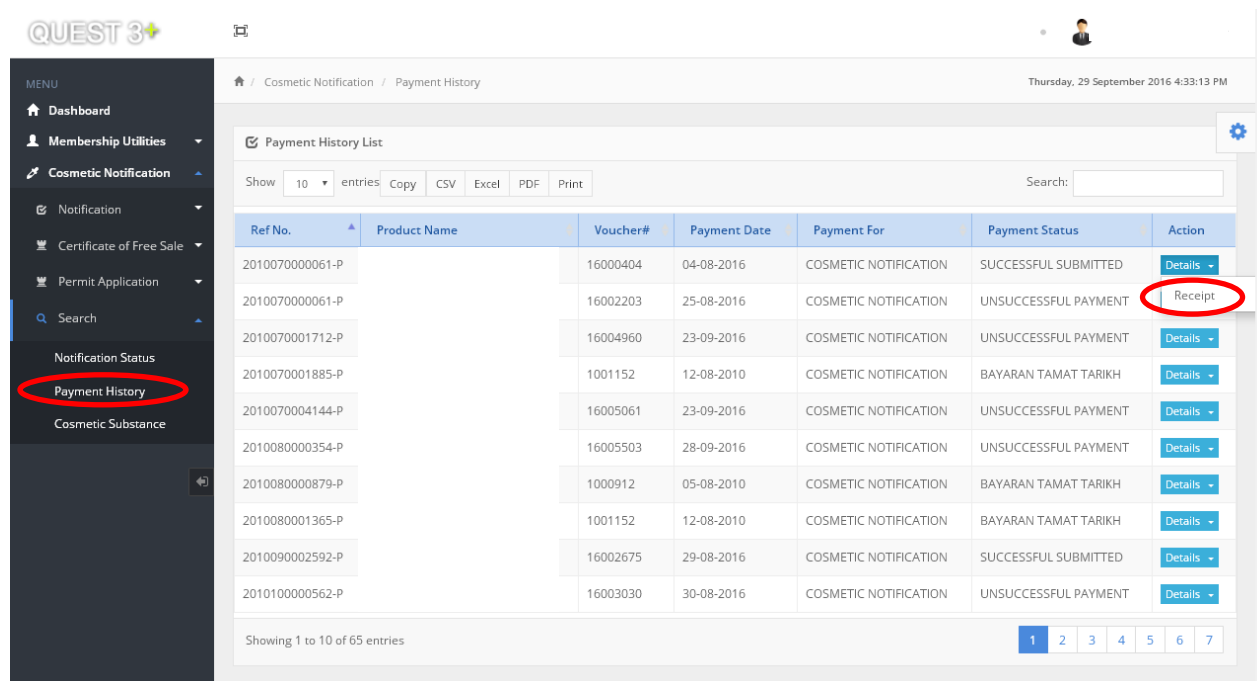


The screenshot displays the QUEST 3+ web application interface. On the left is a dark sidebar menu with the following items: Dashboard, Membership Utilities, Cosmetic Notification, Notification, Certificate of Free Sale, Permit Application, Search, Notification Status (circled in red), Payment History, and Cosmetic Substance. The main content area is titled 'COSMETIC SEARCH' and contains a search form with the following fields: 'Date From', 'Date To', 'Reference No', 'Notification No', 'Product Name', and a 'Product Status' dropdown menu with 'Please Select' as the current selection. A blue 'Search' button is located at the bottom of the form. The top of the page shows the QUEST 3+ 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**.



The screenshot displays the QUEST 3+ web application interface for the 'Payment History' section. The left sidebar menu has 'Payment History' highlighted with a red circle. The main content area shows a table titled 'Payment History List' with the following data:

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

The table shows 10 entries, with a 'Showing 1 to 10 of 65 entries' indicator at the bottom. A pagination control at the bottom right shows page numbers 1 through 7, with page 1 selected.

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

The screenshot shows the QUEST 3+ 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, **Payment History** (circled in red), and Cosmetic Substance. The main content area is titled 'Payment History List' and contains a table with the following columns: Ref No., Product Name, Voucher#, Payment Date, Payment For, Payment Status, and Action. The table lists 10 entries. The entry with Ref No. 2010070001885-P has a 'Payment Status' of 'BAYARAN TAMAT TARIKH' and a 'Repay' button in the 'Action' column, which is circled in red. Other entries have 'Details' buttons. At the bottom of the table, it says 'Showing 1 to 10 of 65 entries' and there are pagination links for pages 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		16005041	23-08-2016	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**.

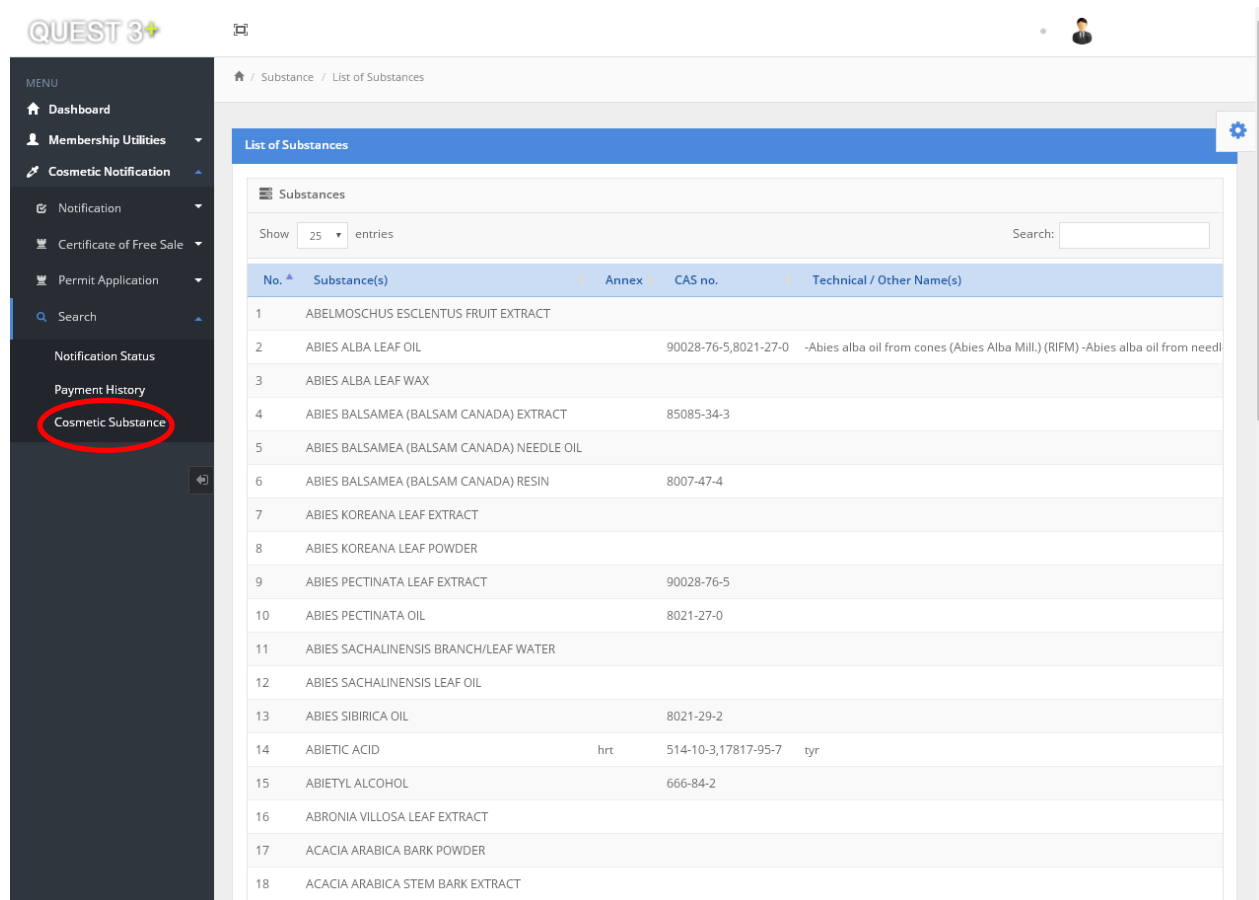
The screenshot shows the QUEST 3+ web application interface. The left sidebar contains a menu with options: Dashboard, Membership Utilities, Cosmetic Notification, Notification, Certificate of Free Sale, Permit Application, Search, Notification Status, Payment History, and Cosmetic Substance. The main content area displays the 'Payment History List' for 'Cosmetic Notification'. The search bar contains the Voucher No. 16000367. The 'Print' button is circled in red. The table below shows the payment details for five entries.

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		16000367	03-08-2016	COSMETIC NOTIFICATION	SUCCESSFUL SUBMITTED	Details

Showing 1 to 5 of 5 entries (filtered from 65 total entries)

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.



The screenshot displays the QUEST 3+ web application interface. On the left, a dark sidebar menu contains several options, with 'Cosmetic Substance' highlighted by a red circle. The main content area shows the 'List of Substances' page, which includes a search bar and a table of substances. The table has five columns: 'No.', 'Substance(s)', 'Annex', 'CAS no.', and 'Technical / Other Name(s)'. The table lists 18 substances, including Abelmoschus esculentus fruit extract, Abies alba leaf oil, and Abietic acid.

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 needl
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			