

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, Certificate of Free Sales and notification exemption for market sampling and in-house evaluation.

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1) New 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?](#)

Welcome to QUEST 3+:

QUEST 3+ Online Submission System enabled Product License Holder, Manufacturer, Importer, Re-packer, 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

Login

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

The screenshot shows the QUEST 3+ dashboard for user Zafiah Mohd Yusof. The dashboard includes a welcome message, a last login timestamp, and four main metrics: 0106 Unsubmitted Saved Forms, 0007 Pending Correspondence, 0001 Expiring Product, and 0023 Registered Product/Notified Cosmetic. Below these are three tables: 'List of Saved Form(s)', 'List of Correspondence(s)', and 'Pending for Renewal'. The 'Cosmetic Notification' menu item is circled in red.

List of Saved Form(s)	
Cosmetic	8
Product Registration	7

List of Correspondence(s)	
Cosmetic	0
Product Registration	4

Pending for Renewal	
#	Product Name
1	rgss - first blood expiring on: 20-07-2022

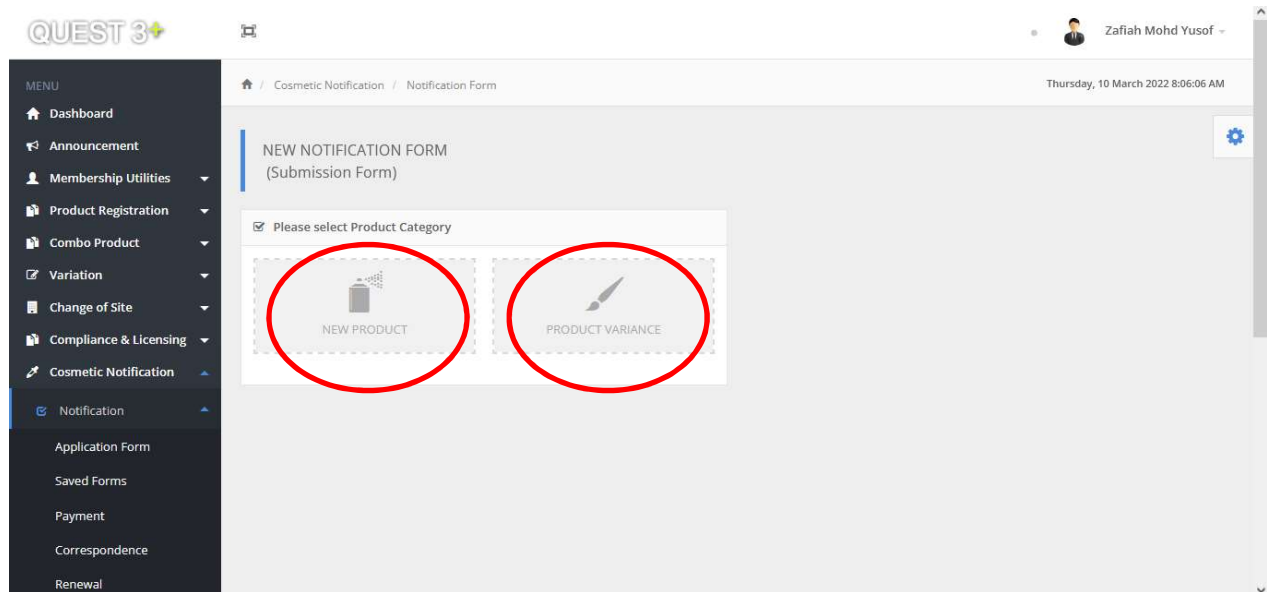
Note: All information keyed-in in each section will be automatically saved. You can view the information in the **Saved Form**. The information will be kept for 30 calendar days.

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 left-hand menu with the following items: Dashboard, Announcement, Membership Utilities, Product Registration, Combo Product, Variation, Change of Site, Compliance & Licensing, Cosmetic Notification, Notification (circled in red), Application Form, Saved Forms, Payment, Correspondence, and Renewal. The main content area shows a welcome message and four summary cards: 0106 Unsubmitted Saved Form, 0007 Pending Correspondence, 0001 Expiring Product, and 0023 Registered Product/Notified Cosmetic. Below these cards are three tables: 'List of Saved Form(s)' with 8 Cosmetic and 7 Product Registration forms; 'List of Correspondence(s)' with 0 Cosmetic and 4 Product Registration forms; and 'Pending for Renewal' with 1 Pharma and 0 Cosmetic products. The 'Pending for Renewal' table lists 'rgss - first blood' with 132 days left to expire on 20-07-2022.

#	Product Name	Day(s) Left
1	rgss - first blood expiring on: 20-07-2022	132 days

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.

The screenshot displays the QUEST 3+ web application interface. The top navigation bar includes the QUEST 3+ logo, a home icon, and the breadcrumb path: [Cosmetic Notification](#) / [Notification Form](#) / [New Product](#). The current date and time are shown as Monday, 22 August 2016 2:38:11 PM. The main content area is titled 'NEW NOTIFICATION FORM (Notification Form For New Product)'. Below the title, there are four tabs: 'Section A - B', 'Section C - F', 'Section G - H', and 'Section I'. The 'Section A - B' tab is active, showing 'Section A : COMPANY DETAILS'. The form is divided into two main sections: 'Particulars of cosmetic notification holder' and 'Particulars of person representing the local company'. The first section contains five input fields: Business Reg. No., Company Name, Company Address, Telephone No., and Fax No. The second section contains five input fields: Person Name, MyKad No. / Passport No., Designation, Mobile No., and Email Address. A dark sidebar menu is visible on the left, listing various navigation options such as Dashboard, Membership Utilities, Cosmetic Notification, and Notification. A settings gear icon is located in the top right corner of the main content area.

Step 6:

Section B = Particulars of Product

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

The screenshot shows the QUEST 3+ web application interface. On the left is a dark sidebar menu with options like Dashboard, Announcement, Membership Utilities, Product Registration, Combo Product, Variation, Change of Site, Compliance & Licensing, Cosmetic Notification, Notification, Application Form, Saved Forms, Payment, Correspondence, and Renewal. The main content area is titled 'Section B : PARTICULARS OF PRODUCT'. It contains an information message: 'Please complete product particulars below and proceed accordingly.' Below this are three required fields: 'Product Name *' (with a sub-note: '(Product name shall include trade mark/brand name together with an invented name. Example: ABC Whitening Cream)'), 'Product Type *' (a dropdown menu currently showing 'Skin whitening products/Skin brightening products'), and 'Product Presentation *' (a dropdown menu currently showing 'Single Product'). 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 view shows the 'Section B : PARTICULARS OF PRODUCT' header and the information message. The 'Product Name *' field is the focus, containing the text 'ina testing'. A red 'X' icon is visible in the bottom right corner of the input field. Below the field, a red error message states: 'SECTION B: Product name that your enter already exist'.

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 of Compliance and Quality Control NPRA.

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

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

Manufacturer Type Local Manufacturer Foreign Manufacturer

Local Manufacturer Name *

FORTUNE LABORATORIES SDN BHD [Add] [Not Listed]

Company Name	Company Address	Action
FORTUNE LABORATORIES SDN BHD	WISMA FORTUNE, NO. 4, JALAN 16/12, SECTION 16, 40200 SHAH ALAM, SELANGOR, MALAYSIA	[Remove]

Assembler Type

Local Primary Assembler Name

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

Name of Importer

Company Name	Company Address	Type	Action
-- No Record --			

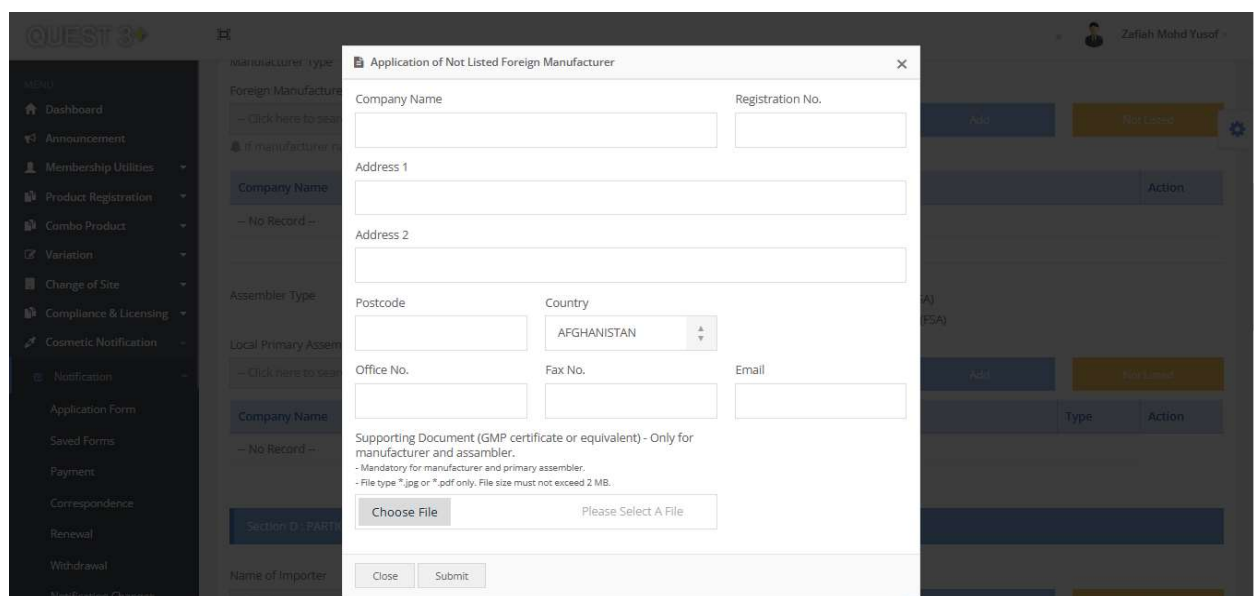
Note

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.

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 QUEST system interface. A modal window titled "Application of Not Listed Foreign Manufacturer" is open, overlaying the main application page. The modal contains the following fields and options:

- 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) - Only for manufacturer and assembler.
 - Mandatory for manufacturer and primary assembler.
 - File type *.jpg or *.pdf only. File size must not exceed 2 MB.
- Choose File (button)
- Please Select A File (text)
- Close (button)
- Submit (button)

The background interface shows a sidebar menu with options like Dashboard, Announcement, Membership Utilities, Product Registration, and a main content area with a table of records.

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 like Dashboard, Membership Utilities, Cosmetic Notification, Notification, Application Form, Saved Forms, Payment, Correspondence, Renewal, Withdrawal, Notification Changes, Notification Note, Certificate of Free Sale, and Permit Application. The main content area is divided into two sections:

- Section D : PARTICULARS OF IMPORTERS (For imported product only)**: This section features a dropdown menu for "Name of Importer" with the text "-- Click here to search --" circled in red. To its right is a blue "Add" button (also circled in red) and a yellow "Not Listed" button. Below this is a table with columns for "Company Name", "Company Address", and "Action".
- Section E : PARTICULARS OF DISTRIBUTOR (If applicable)**: This section features a dropdown menu for "Name of Distributor" with the text "-- Click here to search --" circled in red. To its right is a blue "Add" button (also circled in red) and a yellow "Not Listed" button. Below this is a table with columns for "Company Name", "Company Address", and "Action", which currently shows "-- 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.

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 ✓

1. Percentage of restricted ingredients (ingredients listed in Annex III to VII) must be declared.
2. Entry of percentage as '0' is not allowed.

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**.

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

1. Percentage of restricted ingredients (ingredients listed in Annex III to VII) must be declared.
2. Entry of percentage as '0' is not allowed.

Substance Name	Percentage (%)	Action
TRIETHANOLAMINE	0.2 ✓	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**.

Application of Not Listed Substance

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.

Substance / INCI

CAS No. (if any)

Technical / Others Name (if any)

Close Submit

Substance Name	Percentage (%)	Action
TRIETHANOLAMINE	2.5	Remove

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

The screenshot displays the QUEST3+ web application interface. The top navigation bar shows the user's name 'Zafiah Mohd Yusof' and the date 'Thursday, 10 March 2022 8:27:08 AM'. The breadcrumb trail indicates the current path: 'Cosmetic Notification / Notification Form / New Product'. The main content area is titled 'NEW NOTIFICATION FORM (Notification Form For New Product)'. The interface is divided into sections: Section A - B (marked with a red X), Section C - F, Section G - H (the active section), and Section I. Section G is titled 'Section G : PRODUCT LABEL' and contains the following information:

- * Re-upload of new attachment will auto-replace the existing attachment
- Disclaimer: Label in the QUEST3+ system cannot be used as a proof that the label had been approved by the NPRA.
- Upload Immediate Product Label *
- File type *.jpg or *.pdf only. File size must not exceed 2 MB. [Upload File]
- 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]

Section H is titled 'Section H : LETTER OF AUTHORISATION'.

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:

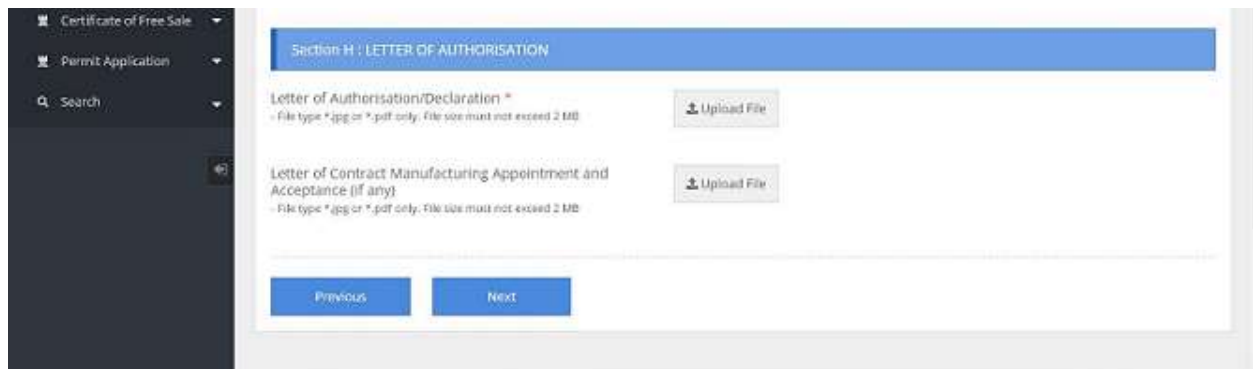
Letter of Authorisation (LOA)

- 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 has 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 the instruction '- File type *.jpg or *.pdf only. File size must not exceed 2 MB' and an 'Upload File' button. The second section is titled 'Letter of Contract Manufacturing Appointment and Acceptance (if any)' and includes the instruction '- File type *.jpg or *.pdf only. File size must not exceed 2 MB' and another 'Upload File' button. At the bottom of the form, 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
- Saved Forms
- Payment
- 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

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+

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

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.

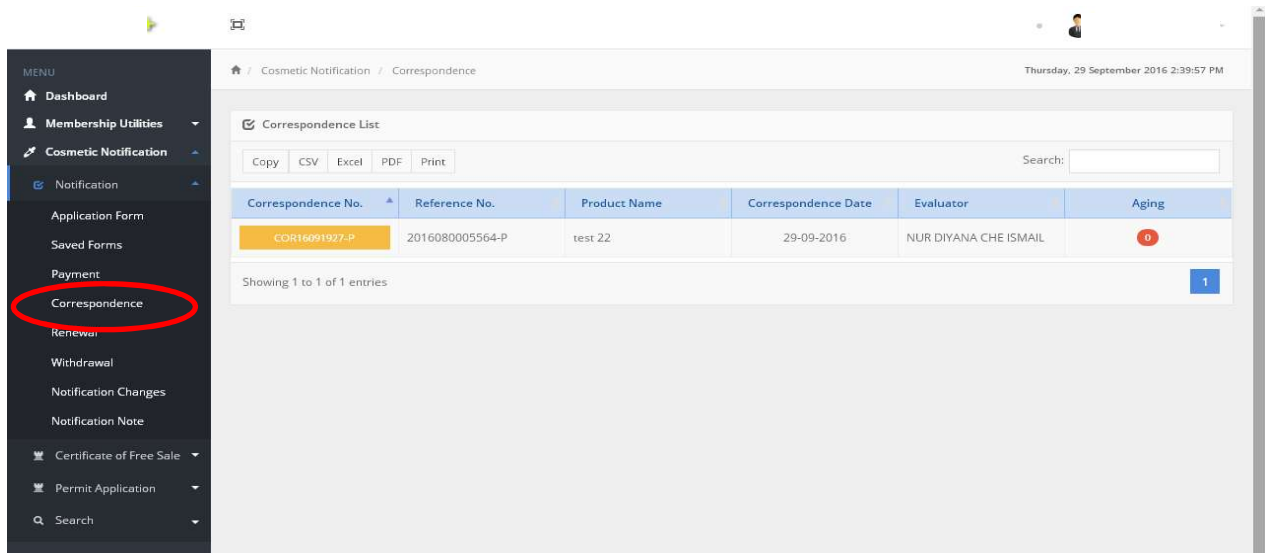
The screenshot shows the QUEST 3 web application interface. On the left, a dark sidebar menu contains various options, with 'Payment' highlighted and circled in red. The main content area is titled 'Cosmetic Notification / Payment' and includes a 'Notes' section with five numbered points. Below the notes is a 'Payment List' section with tabs for 'New Notification', 'Notification Changes', and 'Notification Renewal'. A search bar and a table with columns 'Select', 'Submission Date', 'Reference No.', 'Product Name', and 'Product Category' are visible. The table currently displays 'No data available in table'.

Step 15:

Correspondence

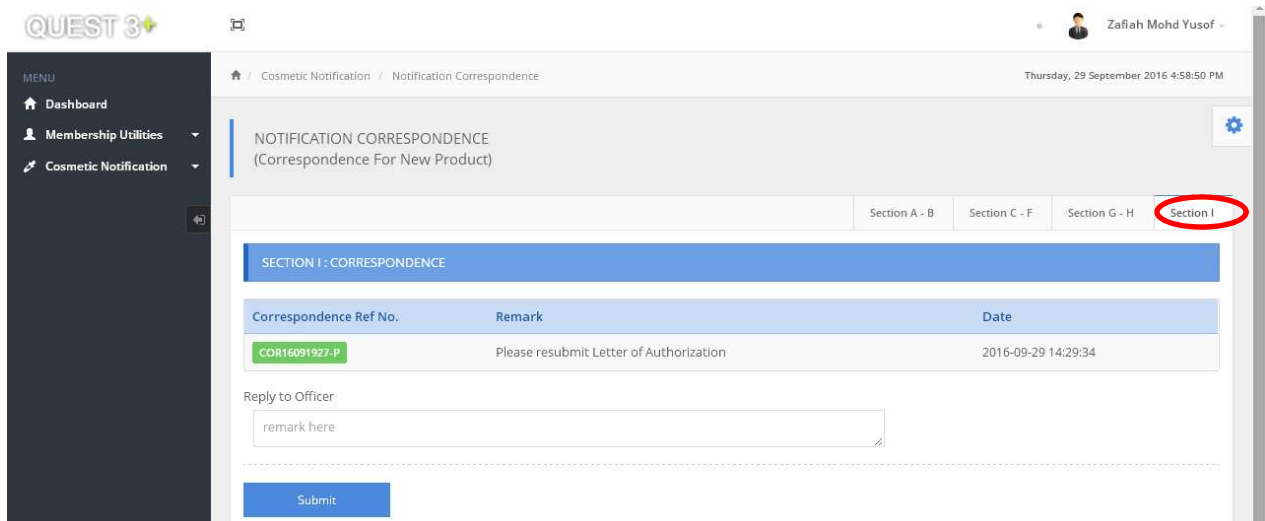
Applicant can check any enquiries or supporting documents needed by NPRA pertaining to the submitted notification in the **Correspondence** section. The officer-in-charge will write the remarks in **Section I** and applicant are required to reply accordingly for the notification screening to proceed.

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



The screenshot shows the 'Correspondence List' page. The left sidebar menu has 'Correspondence' circled in red. The main content area displays a 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



The screenshot shows the 'Notification Correspondence' page. The 'Section I' tab is circled in red. The page displays the following information:

NOTIFICATION CORRESPONDENCE
(Correspondence For New Product)

Section A - B	Section C - F	Section G - H	Section I
SECTION I : CORRESPONDENCE			
Correspondence Ref No.	Remark	Date	
COR16091927-P	Please resubmit Letter of Authorization	2016-09-29 14:29:34	

Reply to Officer:

Submit

2) Notification 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. The top navigation bar includes the QUEST 3+ logo, a user profile for Zafiah Mohd Yusof, and the date and time: Thursday, 10 March 2022 8:32:24 AM. The breadcrumb trail shows the current path: Cosmetic Notification / Renewal. A dark sidebar menu on the left lists various navigation options, with 'Renewal' highlighted by a red circle. The main content area features a 'Notes' section with instructions on renewing cosmetic notifications. Below this is a table titled 'List of Cosmetic Notification expiring within 90 Days'. The table has columns for 'Select', 'Expiry Date', 'Reference No.', 'Notification No.', 'Product Name', and 'Expire in (days)'. The table is currently empty, displaying 'No data available in table' and 'Showing 0 to 0 of 0 entries'. A search bar and export options (Copy, Excel, CSV, PDF, Print) are also visible.

3) Notification 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+ Zafiah Mohd Yusof

Compliance & Licensing

Cosmetic Notification

Notification

Application Form

Saved Forms

Payment

Correspondence

Renewal

Withdrawal

Notification Changes

Notification Note

Certificate of Free Sale

Permit Application

Search

Pharma Search Lite

Save Form Migration

Product Field Editing

Notification / Withdrawal

Thursday, 10 March 2022 8:35:00 AM

List of Cosmetic Notification to Withdraw

Copy Excel CSV PDF Print Show 5 entries Search:

Notification No.	Reference No.	Product Name	Status	Withdraw
			Notification Submission	Withdraw
			Notification Submission	Withdraw
			Notification Submission	Withdraw
			Under Review	Withdraw
			Notification Submission	Withdraw

Showing 1 to 5 of 1,684 entries

1 2 3 4 5 ... 337

Notification Withdrawal

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

Submit Withdrawal Cancel

4) 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+

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

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.	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

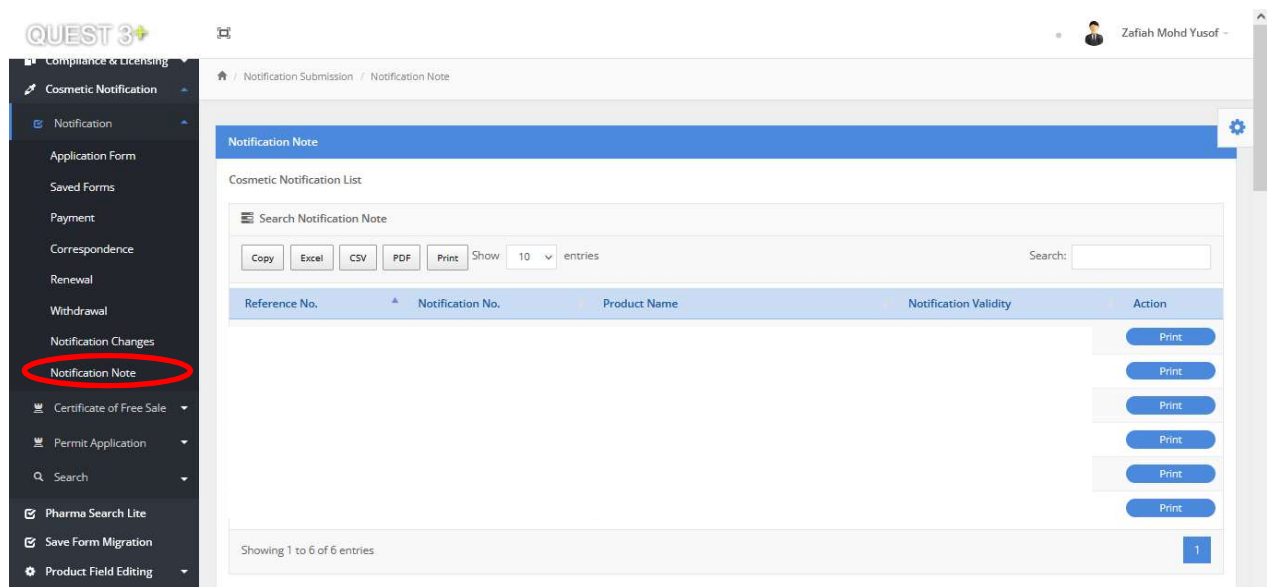
5) Notification Note

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.

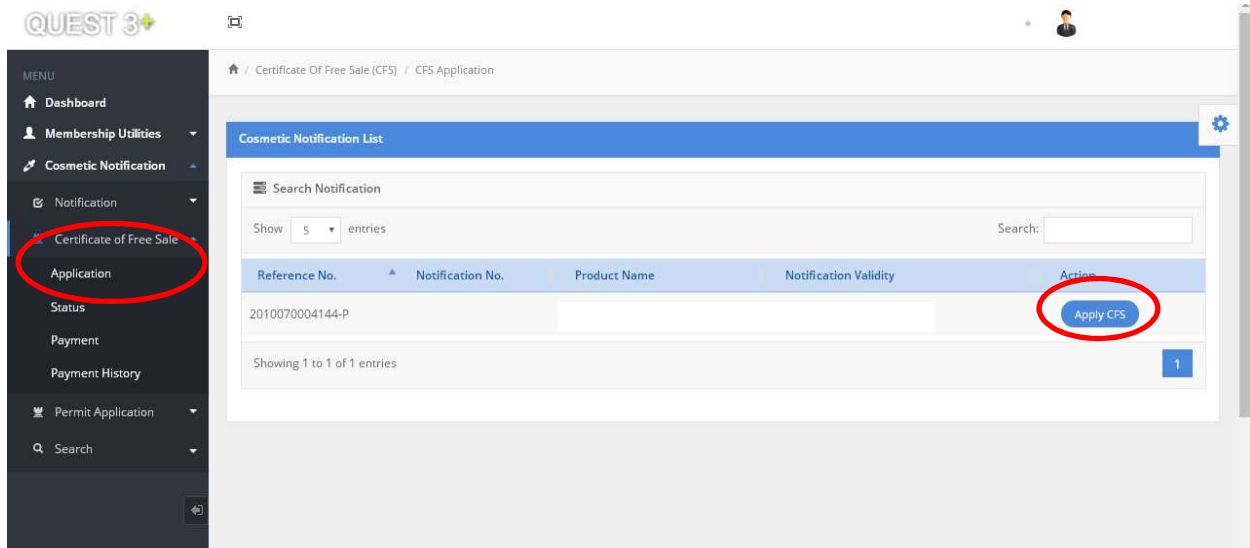
Click **Print** to print the note.



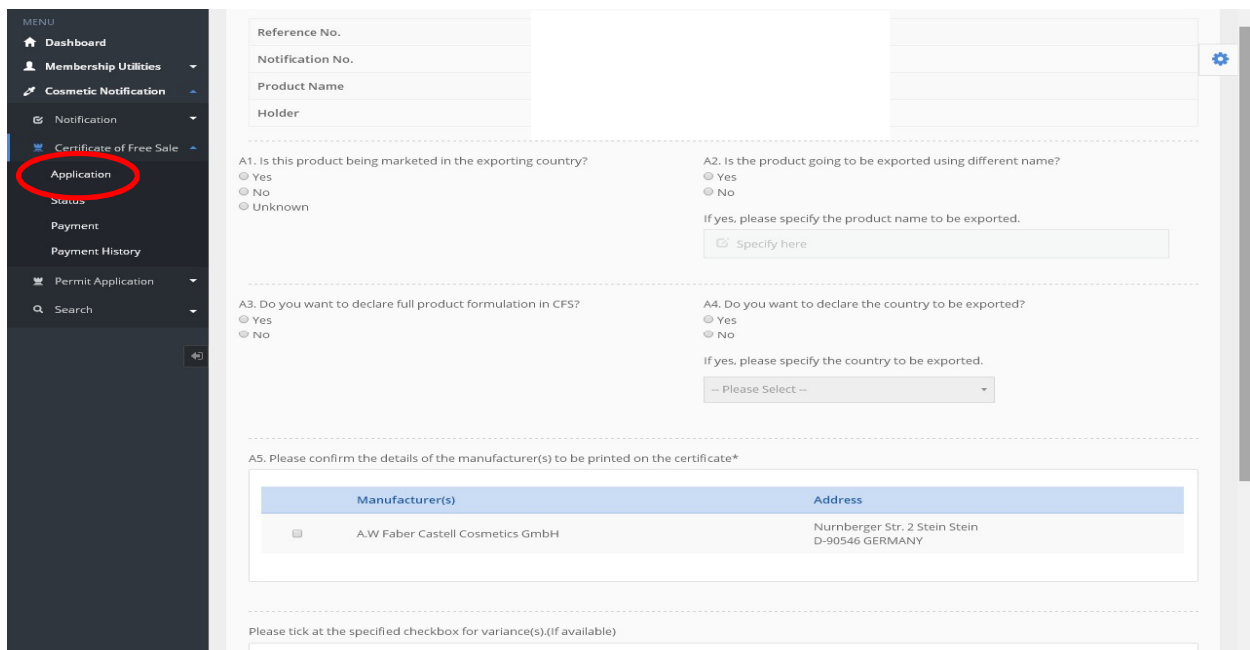
The screenshot displays the QUEST 3+ web application interface. The top navigation bar includes the QUEST 3+ logo, a home icon, and the user name 'Zafiah Mohd Yusof'. The main menu on the left lists various options, with 'Notification Note' highlighted in red. The main content area shows the 'Notification Note' section, which includes a search bar and a table of cosmetic notification entries. The table has columns for Reference No., Notification No., Product Name, Notification Validity, and Action. The Action column contains 'Print' buttons for each entry. The interface also shows a search bar and a 'Show 10 entries' dropdown menu.

6) Application for Certificate of Free Sale (CFS)

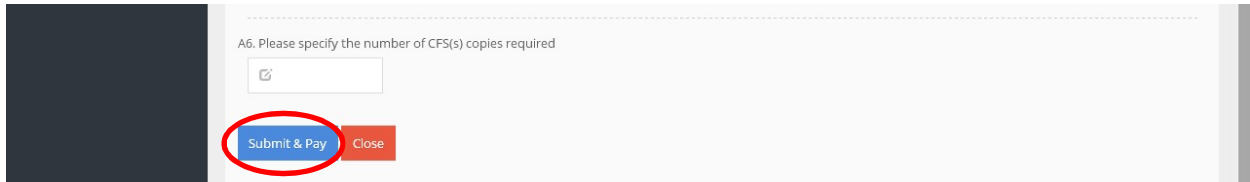
Step 1: Applicant can only apply CFS for notified product. To apply, click **Apply CFS**.



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.



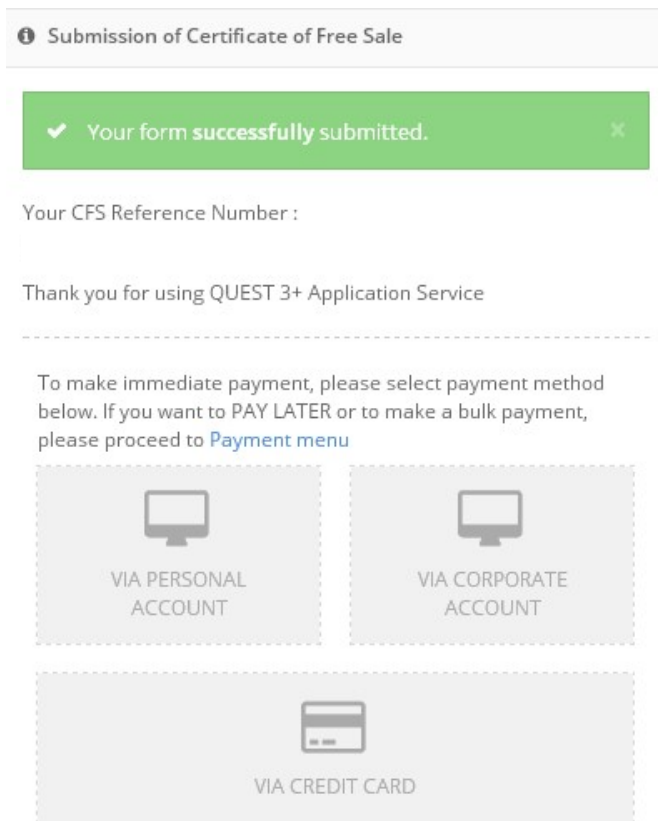
Step 3: When the form is complete, click **Submit & Pay**.



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

Submit & Pay Close

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**.

The screenshot shows the 'CFS Application Status' page in the QUEST 3+ system. The left-hand menu has 'Status' circled in red. The main content area features a search bar and a table with the following columns: CFS Reference No., CFS No., Notification No., Product Name, Payment Date, and Status. There are five rows of data, each with a 'View' button to its right. The page also includes a 'Show 5 entries' dropdown and a 'Print' button.

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.

The screenshot shows the 'Payment List' page in the QUEST 3+ system. The left-hand menu has 'Payment' circled in red. The main content area features a 'Notes' section with the following points:
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.
6- Only 10 products can select in one receipt.
Below the notes is a 'Payment List' section with a search bar and a table with the following columns: Select, Submission Date, CFS Reference No., Notification No., and Product Name. There is one row of data with a checkbox in the 'Select' column. The page also includes a 'Show 50 entries' dropdown and a 'Print' button.

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 QUEST 3+ software interface. On the left, a dark sidebar contains a menu with 'Payment History' circled in red. The main area shows a 'Payment History List' table with columns: CFS Reference No., Notification No., Voucher No., Payment Date, Product Name, Payment Status, and Action. The first two rows have 'SUCCESSFUL PAYMENT & SUBMITTED' status, and their 'Action' buttons are circled in red, with 'Receipt' being the visible option. The third row has 'UNSUCCESSFUL PAYMENT' status. The table shows 5 entries in total.

CFS Reference No.	Notification No.	Voucher No.	Payment Date	Product Name	Payment Status	Action
CPP16080024-P					SUCCESSFUL PAYMENT & SUBMITTED	Action -> Receipt
CPP16080024-P					SUCCESSFUL PAYMENT & SUBMITTED	Action -> Receipt
CPP16090125-P					UNSUCCESSFUL PAYMENT	Action -> Detail
CPP16090329-P					UNSUCCESSFUL PAYMENT	Action ->
CPP20120048-P					UNSUCCESSFUL PAYMENT	Action ->

7) 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.

QUEST 3+ Zafiah Mohd Yusof

Variation

Change of Site

Compliance & Licensing

Cosmetic Notification

Notification

Certificate of Free Sale

Permit Application

Market Sampling

Application

Status

In-House Evaluation

Search

Pharma Search Lite

Save Form Migration

Product Field Editing

ICT Helpdesk

Product Particulars

1. Source of Product :

Imported Product

Locally Manufactured

2. Product Name

Example ABC Whitening Cream

(Product name shall include trade mark/brand name together with an invented name. Example: ABC Whitening Cream)

(If you copy product name from other resource, kindly not include white space at the beginning or the product name would not be paste. Example: 'ABC Whitening Cream', NOT as ' ABC Whitening Cream')

3. Quantity to be imported/manufactured

Quantity

4. Packaging Type

Please Select

5. Pack Size

weight/volume

Per Unit

Please Select

Add Items

Add

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.

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

In-House Evaluation

Search

Pharma Search Lite

Save Form Migration

Product Field Editing

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.

Save and Close Delete

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.

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, Market Sampling, Application, Status (circled in red), In-House Evaluation, and Search. The main content area is titled 'Market Sampling Status' and contains a search bar, a 'Show 5 entries' dropdown, and a table with the following data:

MS No.	Submission Date	Status	View
201608000465	04-08-2016	Processed	View (circled in red)
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

At the bottom of the table, it says 'Showing 1 to 5 of 5 entries' and a page number '1' is displayed in a blue box.

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

Enter username

Password

Enter password

[Forgot your password?](#)

Welcome to QUEST 3+:

QUEST 3+ Online Submission System enabled Product License Holder, Manufacturer, Importer, Re-packer, 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

Login

© Copyright 2015-2018 NPCB. All Rights Reserved. | Disclaimer

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

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

Market Sampling Application (Unregistered User)

Company Name *
Example ABC Sdn Bhd

Phone No. *
Example 01361418151

Fax No. *
Example 0389226777

Email *
Example abc@yahoo.com

Company Address *

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

Upload File View

Save

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
Example ABC Whitening Cream
(Product name shall include trade mark/brand name together with an invented name. Example: ABC Whitening Cream)
(If you copy product name from other resource, kindly not include white space at the beginning or the product name would not be paste. Example: 'ABC Whitening Cream', NOT as ' ABC Whitening Cream')

3. Quantity to be imported/manufactured
Quantity

4. Packaging Type
Please Select

5. Pack Size
weight/volume

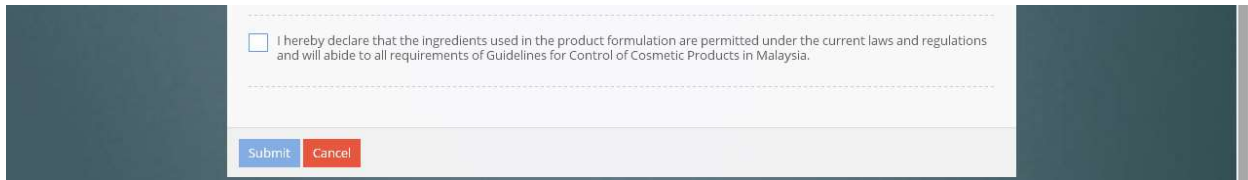
Per Unit
Please Select

Add Items
Add

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.

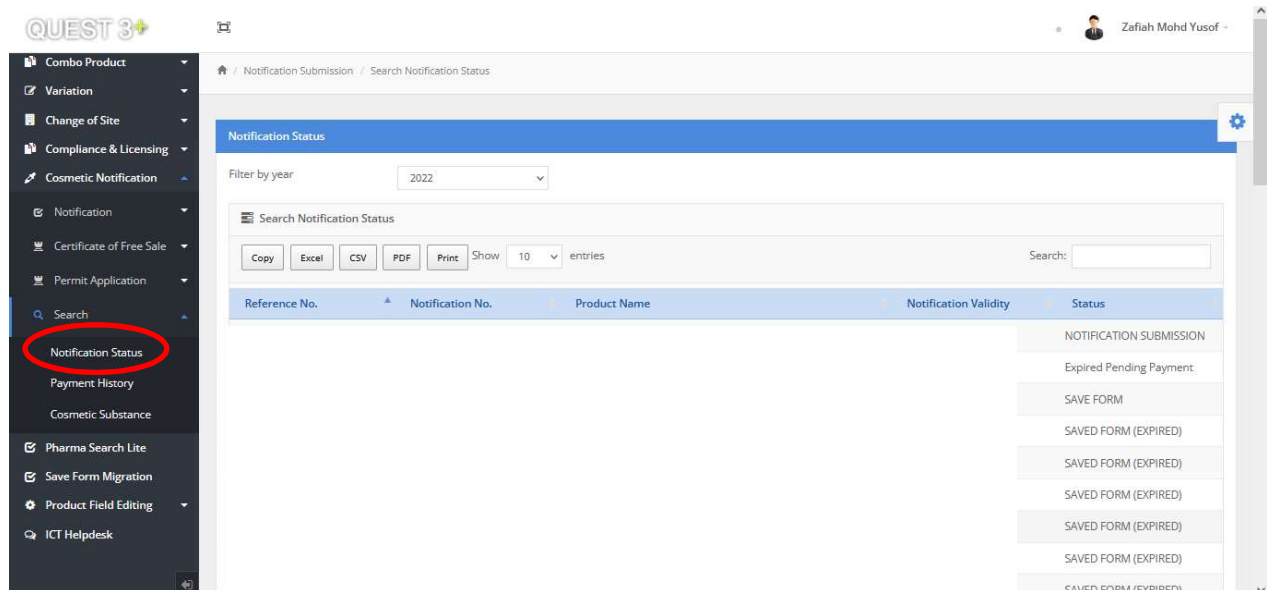


I hereby declare that the ingredients used in the product formulation are permitted under the current laws and regulations and will abide to all requirements of Guidelines for Control of Cosmetic Products in Malaysia.

8) 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. The left sidebar menu is visible, with 'Notification Status' highlighted in red. The main content area shows the 'Notification Status' search page. The page includes a 'Filter by year' dropdown set to '2022', a 'Search Notification Status' section with a search input field, and a table of notification records. The table has columns for Reference No., Notification No., Product Name, Notification Validity, and Status. The status column contains the following entries: NOTIFICATION SUBMISSION, Expired Pending Payment, SAVE FORM, SAVED FORM (EXPIRED), SAVED FORM (EXPIRED), SAVED FORM (EXPIRED), SAVED FORM (EXPIRED), SAVED FORM (EXPIRED), and SAVED FORM (EXPIRED).

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: Repay/ Payment Receipt can be viewed in the **Payment History**. Select **Year** at Filter by Year and click **Details** for options.

Click **Receipt** to view receipt, **Repay** to Repay unsuccessful payment and **Details** to view more details.

The screenshot displays the QUEST 3 Payment History interface. The left sidebar menu has 'Payment History' circled in red. The main content area shows a 'Filter by year' dropdown set to '2021', also circled in red. Below this is a 'Payment History List' table with columns: Ref No., Product Name, Voucher#, Payment Date, Payment For, Payment Status, and Action. The table contains 10 rows of data. The 'Action' column for each row contains a dropdown menu with options: 'Receipt', 'Repay', and 'Details'. The 'Receipt' and 'Repay' options are circled in red in the screenshot. The table footer indicates 'Showing 21 to 30 of 30 entries'.

Ref No.	Product Name	Voucher#	Payment Date	Payment For	Payment Status	Action
				COSMETIC NOTIFICATION	SUCCESSFUL PAYMENT & SUBMITTED	Receipt Detail
				COSMETIC NOTIFICATION	UNSUCCESSFUL PAYMENT	Receipt Detail
				COSMETIC NOTIFICATION	PENDING	Receipt Detail
				COSMETIC NOTIFICATION	UNSUCCESSFUL PAYMENT	Repay Detail
				COSMETIC NOTIFICATION	UNSUCCESSFUL PAYMENT	Repay Detail
				COSMETIC NOTIFICATION	SUCCESSFUL PAYMENT & SUBMITTED	Receipt Detail
				COSMETIC NOTIFICATION	UNSUCCESSFUL PAYMENT	Repay Detail
				COSMETIC NOTIFICATION	UNSUCCESSFUL PAYMENT	Repay Detail
				COSMETIC NOTIFICATION	UNSUCCESSFUL PAYMENT	Repay Detail
				COSMETIC NOTIFICATION	UNSUCCESSFUL PAYMENT	Repay Detail

QUEST 3+ Thursday, 29 September 2016 4:34:09 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	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

Showing 1 to 10 of 65 entries 1 2 3 4 5 6 7

Step 2: Applicant can view the payment details by inserting the **Voucher No.** in the Search column, then click **Print**.

QUEST 3+ Thursday, 29 September 2016 4:43:57 PM

Home / Cosmetic Notification / Payment History

Payment History List

Show 10 entries Copy CSV Excel PDF Print Search: 16000367

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) 1

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 shows the QUEST 3+ web application interface. The left sidebar contains a navigation menu with the following items: Combo Product, Variation, Change of Site, Compliance & Licensing, Cosmetic Notification, Notification, Certificate of Free Sale, Permit Application, Search, Notification Status, Payment History, **Cosmetic Substance** (circled in red), Pharma Search Lite, Save Form Migration, Product Field Editing, and ICT Helpdesk. The main content area is titled 'List of Substances' and features a search bar and a table of substances. The table has the following data:

No.	Substance(s)	Annex	CAS no.	Technical / Other Name(s)
1	ABELMOSCHUS ESCLENTUS FRUIT EXTRACT			
2	ABIES ALBA LEAF OIL		8021-27-0,90028-76-5	-Abies alba oil from cones (Abies Alba Mill.) (RIFM) -Abies alba oil from needles (Abies Alba Mill.) (RIFM)
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	