

APPENDIX 1: Interim COVID-19 SL transition process

Step 1: Familiarize yourself with the requirements.

Applicants will be required to demonstrate compliance with the Good Manufacturing Practices (GMPs) outlined in Part 3 of the NHPR. As such, you are encouraged to familiarize yourself with the requirements as detailed in the [Good Manufacturing Practices Guidance Document](#), the [Quality of Natural Health Products Guide](#) and the [Antiseptic Skin Cleansers \(Personal Domestic Use\) monograph](#).

Step 2: Complete the form.

Temporary COVID-19 SL holders who wish to transition to a regular site licence are required to complete the web SLA form, noting that you must select “COVID-19 SL Transition” on the first page. In completing the web SLA form:

- You are **required** to input your interim COVID-19 SL number. This number is available directly on the interim licence issued to you, in the top left of the first page and starts with the prefix “COV” followed by four numbers (i.e., COV####). NNHPD will not be providing interim COVID-19 SL numbers as part of the transition process.
- A company code is **required** for identification purpose. This identification code is a 5-digit number that companies must use to identify themselves. To find your company code, refer to the ePost Connect conversation through which the original COVID-19 SL application was submitted. The conversation indicates the company code in its title (i.e. “#####-COVID Applications” conversation in ePost Connect; the 5-digit number is the company code).

Step 3: Gather supporting GMP documents.

See Appendix 2 for further details on which documents are required as part of your application.

Step 4: Submit the application (form + GMP documents).

Upon completion of the previous steps, you must save the web SLA form as an .html file and submit it, along with all required GMP documents, as follows:

- Retrieve the ePost Connect conversation thread through which you submitted your original COVID-19 SL application – marked as “#####-COVID Applications” with the email account hc.covid-19nnhpd-dpsnso.epostel.sc@canada.ca).
- If you do not have a COVID Applications conversation, please contact us at hc.nnhpd-dpsnso.sc@canada.ca with the subject line “COVID transition – No applications conversation”.
- Applications submitted through other means will not be accepted.

Step 5: Monitor your email.

Once you have submitted your application, monitor your email (including your junk folder) for a notification from the ePost Connect System. This will be the means through which you will be sent future communication.

- An **Acknowledgment of Receipt** will be sent through ePOST within 30 days, confirming that the application has been received. The ePost message will read as follows: “*This is confirmation that your COVID-19 SL transition application for Company [Company Name] (cc xxxxx), COVID SL xxx has been received on [date]*”.
- If the application is deemed incomplete you will be issued a **Notice of Refusal**.
- If you do not receive an ePost message within 30 days, you may contact us at hc.nnhpd-dpsnso.sc@canada.ca with the subject line “COVID transition - No acknowledgement after 30 days”. In the email, clearly include your company code, COVID-19 SL number, company name and date of submission.
- NNHPD may request additional information prior to communicating a regulatory decision.

- As activities may continue under the interim COVID-19 SL until a regulatory decision is issued, and as the volume of applications will be high, NNHPD will not answer requests for a status update (beyond the one described above).

Step 6: Respond to requests for further information.

If your application **requires more information**, an Information Request Notice (IRN) may be issued to you via ePost. The IRN will state a timeline and define the additional information required. You are to provide an answer directly through the ePost conversation. Failure to respond adequately or on time to such requests will result in a refusal.

Step 7: Become a Trading Partner.

Because of the pandemic, companies could obtain an interim COVID-19 SL without using the regular submission pathway. The transition process acknowledges this fact and enables COVID-19 SL holders to apply without being a registered Trading Partner, which is otherwise a requirement for new applicants. If you receive a site licence, you will be requested to register as a Trading Partner, as your next submission to the NNHPD will be expected to follow the regular process. For information on how to enrol as a Trading Partner, see section 3 of [the Guidance Document on How to Interact with the Natural and Non-Prescription Health Products Directorate Electronically](#).

Step 8: Renew your site licence.

If you receive a site licence, you will be required to renew it within one year, as per Section 36 of the NHPR. Refer to the [Site Licensing Guidance Document](#) for further details on renewing the site licence

