

Document Rejection and Completion Time

1. Document Rejection

In the event of a document rejection due to data insufficiency, the SKE Applicant may submit additional data up to 3 (three) times within a maximum period of 30 (thirty) days.

2. Completion Time

- SKE Issuing time : 2 Working Days*
*after the documents are declared complete and accurate.

Results and Payment Fees

1. Results

Electronic SKE Recommendation in Paperless Form

2. Payment Fees (per Product Item)

SKE (Export Certificate Letter) : Rp 50,000.00

Payment is made through an e-payment mechanism integrated with the e-bpom system.

Service Schedule

1. SKE Online Evaluation

Monday-Thursday : 07:30-16:00
Friday : 07:30-16:30

2. Consultation

a. Face-to-Face
Monday-Thursday : 08:30-15:00
b. WhatsApp Messaging
Monday-Thursday : 07:30-16:00
Friday : 07:30-16:30

Service Location :

Badan POM, Athena Building 4th Floor
Jl. Percetakan Negara No. 23, Central Jakarta 10560
Email: eksimkel.kos@pom.go.id; eksimkel.kos@gmail.com
Phone: (021) 4244691 ext. 1321 / 1323
WhatsApp: 085195150053 (for WhatsApp messaging service only)



APPLICATION PROCEDURE Export Certificate Letter (SKE) Cosmetic Products

Based on:

1. Government Regulation Number 32 of 2017 on Types and Tariffs for Non-Tax State Revenue Applicable to the Indonesian Food and Drug Authority;
2. Regulation of The Indonesian Food and Drug Authority Number 26 of 2018 on Electronic Integrated Business Licensing Services in the Food and Drug Sector;
3. Regulation of The Indonesian Food and Drug Authority Number 27 of 2025 on Business Activities and Product Standards in the Risk-Based Business Licensing Implementation in the Food and Drug Sector.

Service Commitment

We, the Directorate of Cosmetics Control, hereby declare:

1. Our commitment to provide services in accordance with established public service standards;
2. To deliver services responsibly and continuously improve; and
3. Should we fail to meet these commitments, we are ready to accept sanctions and/or provide compensation if the services provided do not meet the established standards.

2025 Public Satisfaction Survey Results:
93,08 (Excellent)

Directorate of Cosmetics Control

Bhinneka Tunggal Ika Building 3rd Floor
Jl. Percetakan Negara No. 23, Central Jakarta 10560

(021) 4244691, 42883279, 42883309, 42878164, 4245203
Ext. 1040, 1041

Registration Process Flow Exporter to BPOM (E-BPOM Application)



The eksporter registers for a SKE submission account online through the E-BPOM website:
<http://e-bpom.pom.go.id>

Document verification
Online verification by officers

Once registration is approved, the user will receive a username and password via the registered email.

1. Supporting documents required for account registration must be uploaded, consisting of:

- A request letter signed by the director or authorized representative stamped with sufficient duty;
- original stamped statement of responsibility;
- original Taxpayer Identification Number (NPWP);

2. Registration is done only once, as long as there are no changes to the applicant's SKE data

3. If there are any data changes, the SKE applicant may update the information online by attaching the required supporting documents or re-submitting the registration online.

After the applicant registers through the website <http://e-bpom.pom.go.id>, the applicant can then apply for the Export Certificate (SKE).

The types of SKE services include:

1. Certificate of Pharmaceutical Product;
2. Certificate of Free Sale;
3. Certificate of Health; and
4. Good Manufacturing Practice (GMP) Certificate.

SKE Application Requirements

Requirements must be uploaded on website <http://e-bpom.pom.go.id>

1. Administrative Documents

- Request letter; and
- Proof of payment for non-tax state revenue in accordance with the applicable regulations.

2. Technical Documents

- GMP Certificate (CPKB);
- Approval for circulation permit/notification;
- Composition approved by the Directorate of Traditional Medicine, Health Supplements, and Cosmetics for the **Certificate of Pharmaceutical Product**;
- Analysis certificate/test results that include the quality test parameters and testing methods from an accredited laboratory in accordance with applicable regulations for the **Certificate of Health**.

