



**National Pharmaceutical Regulatory Agency  
Ministry of Health Malaysia**

# **USER MANUAL**

**QUEST 3+ System**

**Module: PRODUCT REGISTRATION  
(Front-End)**

**Document No.: Q3+/User Manual/M2/1**

**Version 1.0**

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**Pengemaskinian Dokumen**

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|       |            |                                     |                     |   |

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## INTRODUCTION

This user manual will serve to guide the applicants from the industry to conduct transactions in QUEST 3+ for:

1. Application for Certificate of Pharmaceutical Product (CPP)
2. Application for Change of Holder (COH)

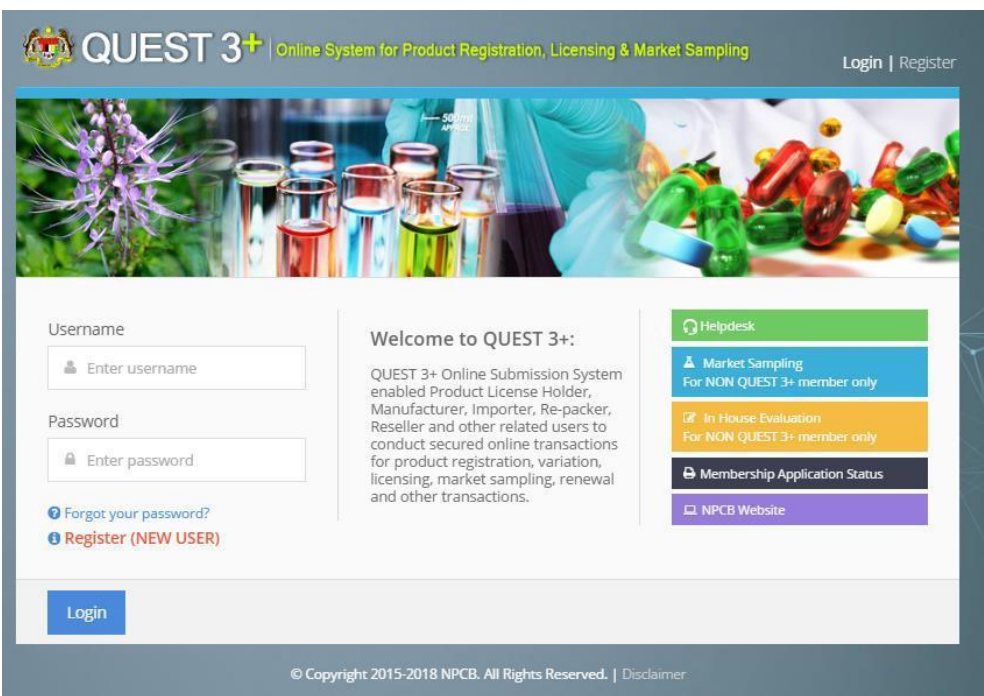
### **Pre-requisite:**

The application / registration process by the applicants will be conducted completely online including payments. The following are the pre-requisites before conducting the transactions in QUEST 3+:

1. Internet Ready PC
2. Broadband Internet connection
3. Google Chrome latest version (recommended) or other internet explorer
4. Valid Digital Certificate (USB Token) – To be purchased online during Membership Application
5. Scanner
6. PDF Reader/Writer Software
7. Photo editor to edit (crop, resize or other editing functions) your attachments in jpg format
8. Valid email account for correspondences and system notifications
9. Online banking account (Personal or Business) or credit card to conduct payment transactions via FPX (Financial Process Exchange). FPX is a payment channel that allows you to make payment via online real-time through your current or savings account. All you need is an Internet banking account with any of FPX participating banks.



## 1.0 QUEST3+ Front-end login

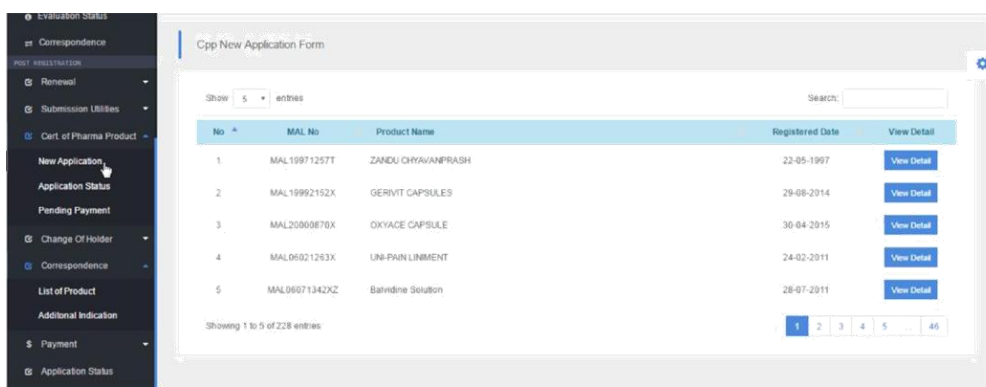
| #   | SCREENSHOTS / EXPLANATION   |
|-----|---|
| 1   | Login   |
| FG1 |    |
| EX1 | <p><b>Explanation:</b><br/>To access the Quest 3+ system, user need to use the URL as below:<br/><a href="https://quest3plus.bpfk.gov.my/front-end">https://quest3plus.bpfk.gov.my/front-end</a><br/>Figure 1 as the above will appear and the user will need to enter the following information:</p> <ol style="list-style-type: none"> <li>1. User Name: User ID</li> <li>2. Password: Enter Password.</li> <li>3. Click Login</li> </ol> |

## 2.0 CERT. OF PHARMA PRODUCT

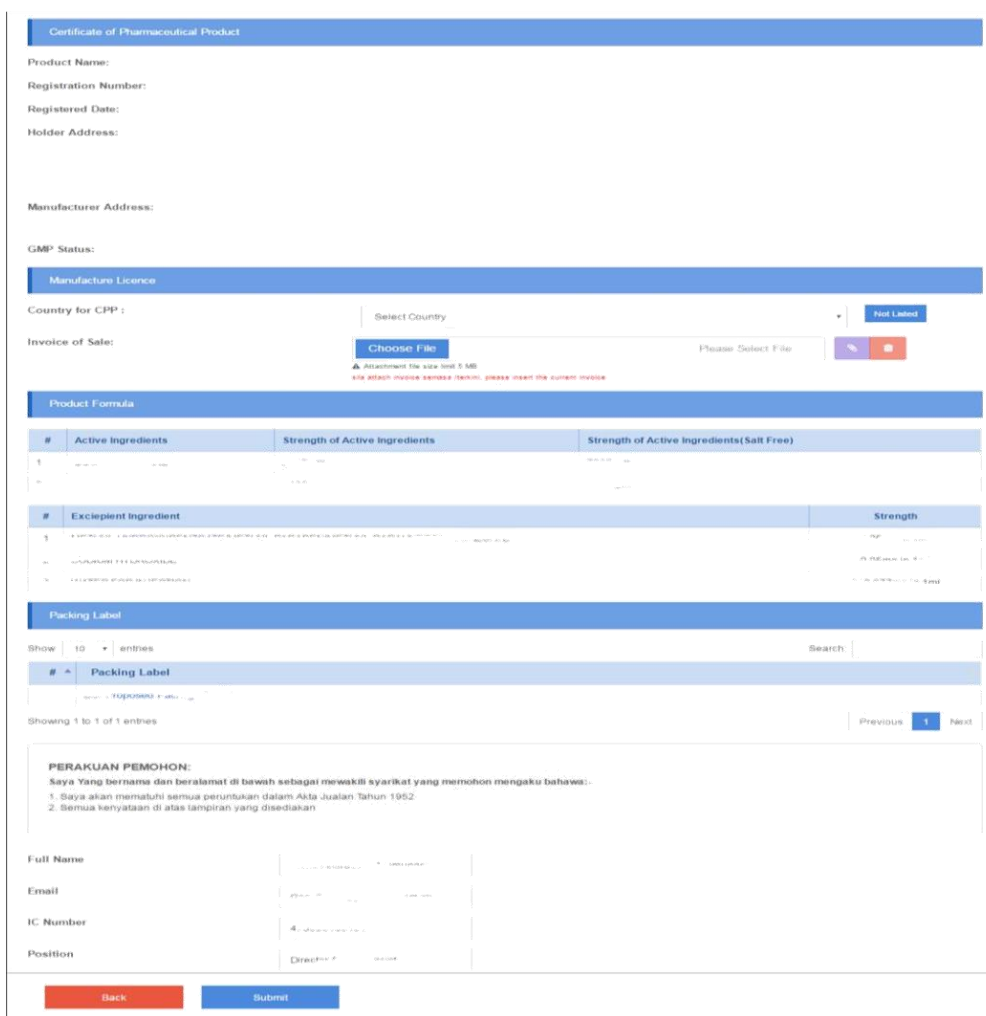
### # SCREENSHOTS / EXPLANATION

#### 2.1 New Application

FG2



| No | MAL No        | Product Name      | Registered Date | View Detail                 |
|----|---------------|-------------------|-----------------|-----------------------------|
| 1  | MAL19971257T  | ZANDU OXYVANPRASH | 22-05-1997      | <a href="#">View Detail</a> |
| 2  | MAL19992152X  | GERVIT CAPSULES   | 29-08-2014      | <a href="#">View Detail</a> |
| 3  | MAL20060870X  | OXYACE CAPSULE    | 30-04-2015      | <a href="#">View Detail</a> |
| 4  | MAL06021263X  | UNI-PAIN LINIMENT | 24-02-2011      | <a href="#">View Detail</a> |
| 5  | MAL06071342XZ | Balndine Solution | 26-07-2011      | <a href="#">View Detail</a> |



**Certificate of Pharmaceutical Product**

Product Name:  
Registration Number:  
Registered Date:  
Holder Address:  
Manufacturer Address:  
GMP Status:  
Country for CPP:  
Invoice of Sale:  
Product Formula:  
Packing Label:

| # | Active Ingredients | Strength of Active Ingredients | Strength of Active Ingredients(Salt Free) |
|---|--------------------|--------------------------------|---|
| 1 |                    |                                |   |

| # | Excipient Ingredient | Strength |
|---|----------------------|----------|
| 1 |                      |          |

Showing 1 to 1 of 1 entries

**PERAKUAN PEMOHON:**  
Saya Yang bernama dan beralamat di bawah sebagai mewakili syarikat yang memohon mengaku bahawa:  
1. Saya akan mematuhi semua peruntukan dalam Akta Jualan Tahun 1952.  
2. Semua kenyataan di atas sampanan yang disediakan

Full Name:  
Email:  
IC Number:  
Position:

[Back](#) [Submit](#)

EX2

**Explanation:**  
User can apply New Application for Cert. Pharma Product.

## 8.2 Application Status

FG3

- Sample Status
- Pre-Evaluation Status
- EVALUATION
- Evaluation Status
- Correspondence
- POST REGISTRATION
- Renewal
- Submission Utilities
- Cert. of Pharma Product
- New Application
- Application Status
- Pending Payment
- Change Of Holder
- Correspondence
- List of Product
- Additional Indication
- Payment

Cpp Application Status

Search:

| #  | MAL No.      | Product Name                     | Date Of Application | Date Of Payment Confirmed | Status   | Date Of Application Approved/Rejected | Collection            |
|----|--------------|----------------------------------|---------------------|---------------------------|----------|---------------------------------------|-----------------------|
| 1  | MAL08061571A | Azithral Tablet 500mg            | 2016-05-05          |                           | APPROVED | 2016-07-14                            | <a href="#">Print</a> |
| 2  | MAL19950840T | INFEE (ORAL LIQUID) 100ML        | 2016-05-05          |                           | APPROVED | 2016-06-27                            | <a href="#">Print</a> |
| 3  | MAL06021262X | UNI-PAIN OINTMENT                | 2016-05-05          |                           | APPROVED | 2016-07-14                            | <a href="#">Print</a> |
| 4  | MAL19986547T | GARLICAPS CAPSULE                | 2016-05-09          |                           | PENDING  | 1970-01-01                            | <a href="#">Print</a> |
| 5  | MAL19970353T | ZEFS COUGH SYRUP                 | 2016-05-09          |                           | APPROVED | 2016-06-27                            | <a href="#">Print</a> |
| 6  | MAL1998861T  | KESARUJIAN                       | 2016-05-09          |                           | PENDING  | 1970-01-01                            | <a href="#">Print</a> |
| 7  | MAL0602130TC | Khascezeze Cough Syrup           | 2016-05-09          |                           | REJECTED | 2016-06-28                            | <a href="#">Print</a> |
| 8  | MAL19992151X | HARIVITE CAPSULE                 | 2016-05-09          |                           | REJECTED | 2016-06-27                            | <a href="#">Print</a> |
| 9  | MAL19971258T | SATAVAREX GRANULES               | 2016-05-09          |                           | REJECTED | 2016-06-27                            | <a href="#">Print</a> |
| 10 | MAL19912720X | FAIRGENOL PLAIN ANTISEPTIC FLUID | 2016-05-10          |                           | REJECTED | 2016-06-27                            | <a href="#">Print</a> |

Showing 1 to 10 of 12 entries

Previous 1 2 Next

**EX3**

**Explanation:**  
User can check status of application for Cert

## 8.3 Pending Payment

FG4

- Evaluation Status
- Correspondence
- POST REGISTRATION
- Renewal
- Submission Utilities
- Cert. of Pharma Product
- New Application
- Application Status
- Pending Payment
- Change Of Holder
- Correspondence

Cpp Application Pending Payment

Search:

| # | MAL No.      | Product Name           | Date Of Application | Status | Action                   |
|---|--------------|------------------------|---------------------|--------|--------------------------|
| 1 | MAL19987383X | DAYGUARD CAPSULES      | 2016-05-16 15:20:43 |        | <input type="checkbox"/> |
| 2 | MAL19913338X | PEDIVITE FORTE CAPSULE | 2016-06-28 10:40:36 |        | <input type="checkbox"/> |

Showing 1 to 2 of 2 entries

Previous 1 Next

Make Payment

**EX4**

**Explanation:**  
User can check/pay any pending payment for CPP application

FG5

- Evaluation Status
- Correspondence
- POST REGISTRATION
- Renewal
- Submission Utilities
- Cert. of Pharma Product
- New Application
- Application Status
- Pending Payment
- Change Of Holder
- Correspondence

Cpp Application Pending Payment

Search:

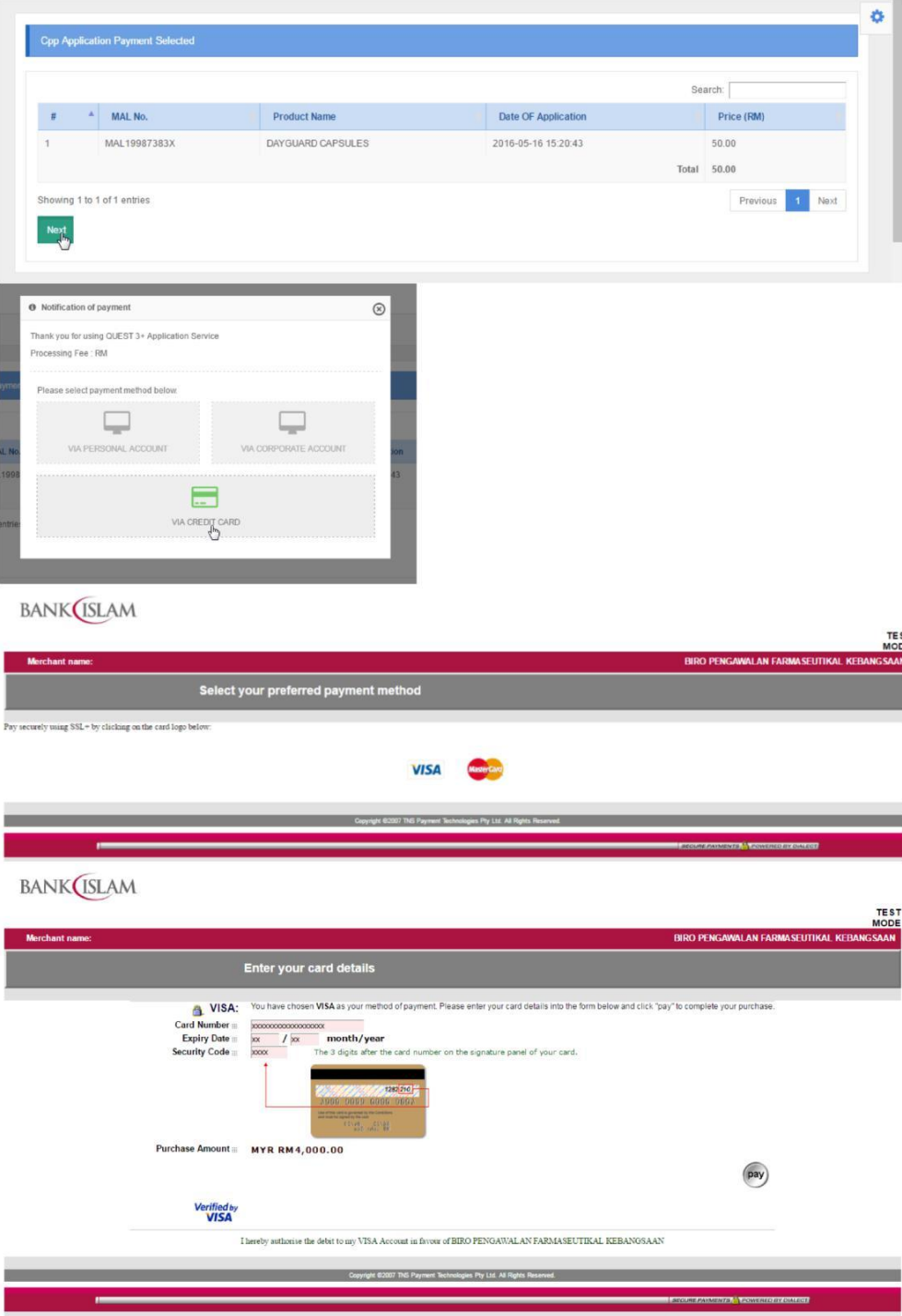
| # | MAL No.      | Product Name           | Date Of Application | Status | Action                              |
|---|--------------|------------------------|---------------------|--------|-------------------------------------|
| 1 | MAL19987383X | DAYGUARD CAPSULES      | 2016-05-16 15:20:43 |        | <input checked="" type="checkbox"/> |
| 2 | MAL19913338X | PEDIVITE FORTE CAPSULE | 2016-06-28 10:40:36 |        | <input type="checkbox"/>            |

Showing 1 to 2 of 2 entries

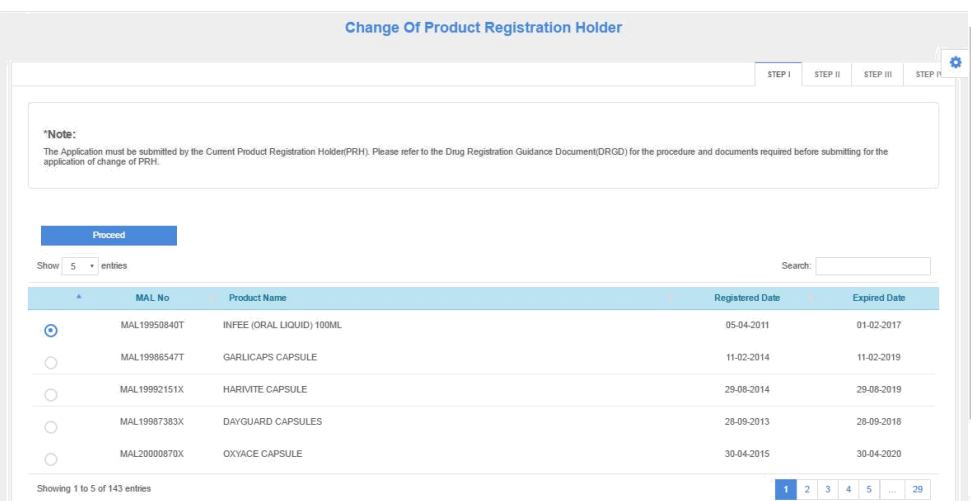
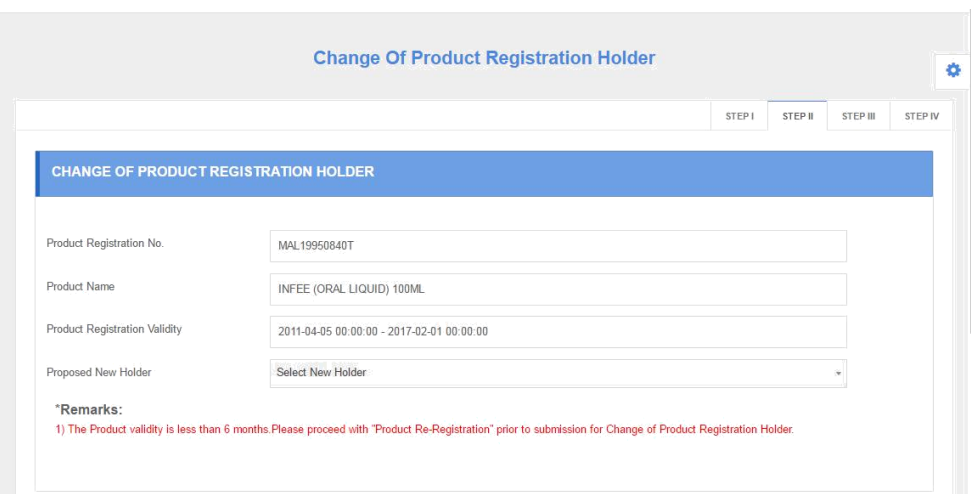
Previous 1 Next

Make Payment

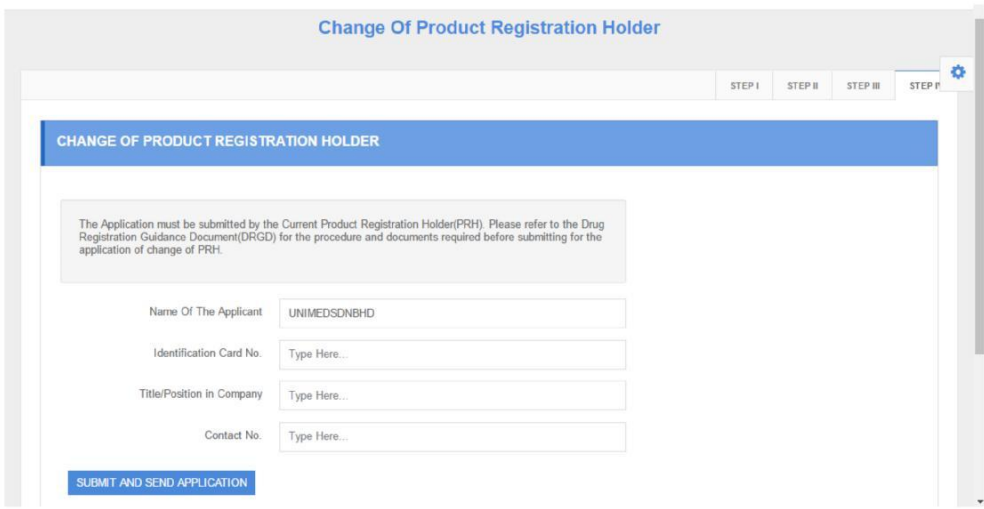

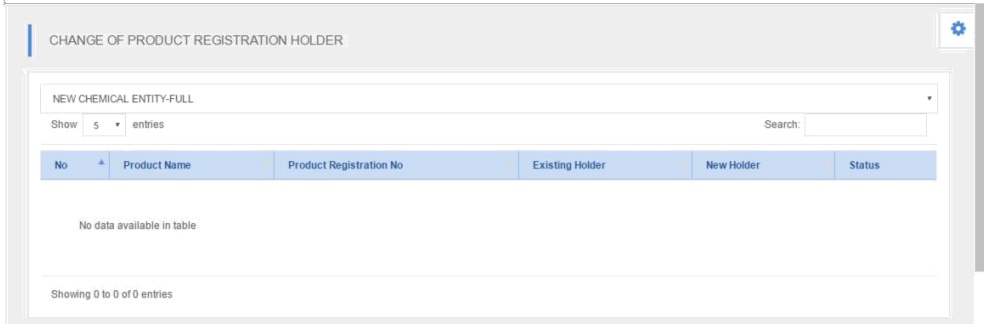


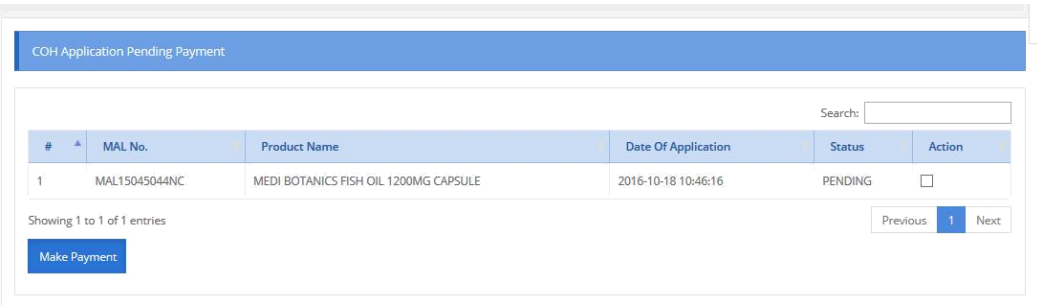
|  |   |
|--|---|
|  |  <p><b>Explanation:</b><br/>User can select CPP pending payment application, then click on 'make payment' button.</p> <p>Window will pop up selection of how to pay .</p> <p>If using credit card, follow above instruction.</p> |
|--|---|

### 3.0 CHANGE OF HOLDER

| #       | SCREENSHOTS / EXPLANATION   |
|---------|---|
| 3.1     | New Application   |
| 3.1.1   | New Form  |
| 3.1.1.1 | Step I  |
| FG6     |                      |
| EX6     | <b>Explanation:</b><br>User can select any product to made change of <b>Product Registration Holder</b> |
| 3.1.1.2 | Step II   |
| FG7     |                     |
| EX7     | <b>Explanation:</b><br>User should fill in <b>New Holder</b> of <b>Product Registration</b>             |
| 3.1.1.3 | Step III  |

|                |  |
|----------------|--|
| <p>FG8</p>     | <div data-bbox="279 286 1268 1630"> <h3 style="text-align: center;">Change Of Product Registration Holder</h3> <div style="text-align: right;"> <span>STEP I</span> <span>STEP II</span> <span style="border: 1px solid black; padding: 2px;">STEP III</span> <span>STEP IV</span> </div> <div style="background-color: #0056b3; color: white; padding: 5px; margin-top: 10px;">CHANGE OF PRODUCT REGISTRATION HOLDER</div> <div style="margin-top: 10px;"> <p><b>A: PRODUCT INFORMATION</b></p> <p>Product Name: <input type="text" value="INFEE (ORAL LIQUID) 100ML"/></p> <p>Product Registration No.: <input type="text" value="MAL19950840T"/></p> <p><b>B: APPLICATION DETAILS</b></p> <p>Existing Holder: <input type="text"/></p> <p>Proposed New Holder: <input type="text"/></p> <p>Product Owner: <input type="text"/></p> <p>Manufacturer: <input type="text" value="N/A"/></p> <p><b>C: DOCUMENTS TO BE ATTACHED</b><br/>Please refer to the Drug Registration Guidance Document (DRGD) for documentation requirement prior to uploading the respective files. Please attach the scanned copy of respective documents in columns C1-C7 in pdf, jpeg, bitmap format. Please submit the original copy of the documents upon online submission to our office. Please refer to the Guide button for further information.)</p> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 30%;"> <p>C1: Letter of Authorisation From Product Owner</p> <p><a href="#">GUIDE</a></p> <p>Note: Certified by notary public from the country of origin of the product owner, or Malaysia commissioner for Oath for local product owner.</p> <p>C2: Resolution by Company Board of Directors Of Product Owner</p> <p><a href="#">GUIDE</a></p> <p>C3: Form 24 and Form 49 of Product Owner</p> <p><a href="#">GUIDE</a></p> <p>Note: Certified by Commissioner for Oath.</p> <p>C4: Resolution by Company Board of Directors Of Existing Holder</p> <p><a href="#">GUIDE</a></p> <p>C5: Form 24 and Form 49 of Existing Holder</p> <p><a href="#">GUIDE</a></p> <p>Note: Certified by Commissioner for Oath.</p> <p>C6: Business/Company Registration Certificate of New Holder</p> <p><a href="#">GUIDE</a></p> <p>C7: Statement of Acceptance by New Holder, BPPK 430.5(3)</p> <p><a href="#">GUIDE</a></p> <p><b>*Remarks:</b><br/>Please check the details above. For queries, please contact (email or tell. no).</p> <p style="text-align: center;"><a href="#">Next</a></p> </div> <div style="width: 60%;"> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <div style="background-color: #0056b3; color: white; padding: 2px; text-align: center;">Choose File</div> <div style="text-align: center; padding: 5px;">Please Select File</div> <div style="display: flex; justify-content: flex-end; padding: 5px;"> <span style="background-color: #0056b3; color: white; padding: 2px 5px;">View</span> <span style="background-color: #dc3545; color: white; padding: 2px 5px;">Delete</span> </div> <p style="font-size: 0.8em; margin-top: 5px;">▲ Attachment file size limit 5 MB</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <div style="background-color: #0056b3; color: white; padding: 2px; text-align: center;">Choose File</div> <div style="text-align: center; padding: 5px;">Please Select File</div> <div style="display: flex; justify-content: flex-end; padding: 5px;"> <span style="background-color: #0056b3; color: white; padding: 2px 5px;">View</span> <span style="background-color: #dc3545; color: white; padding: 2px 5px;">Delete</span> </div> <p style="font-size: 0.8em; margin-top: 5px;">▲ Attachment file size limit 5 MB</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <div style="background-color: #0056b3; color: white; padding: 2px; text-align: center;">Choose File</div> <div style="text-align: center; padding: 5px;">Please Select File</div> <div style="display: flex; justify-content: flex-end; padding: 5px;"> <span style="background-color: #0056b3; color: white; padding: 2px 5px;">View</span> <span style="background-color: #dc3545; color: white; padding: 2px 5px;">Delete</span> </div> <p style="font-size: 0.8em; margin-top: 5px;">▲ Attachment file size limit 5 MB</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <div style="background-color: #0056b3; color: white; padding: 2px; text-align: center;">Choose File</div> <div style="text-align: center; padding: 5px;">Please Select File</div> <div style="display: flex; justify-content: flex-end; padding: 5px;"> <span style="background-color: #0056b3; color: white; padding: 2px 5px;">View</span> <span style="background-color: #dc3545; color: white; padding: 2px 5px;">Delete</span> </div> <p style="font-size: 0.8em; margin-top: 5px;">▲ Attachment file size limit 5 MB</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <div style="background-color: #0056b3; color: white; padding: 2px; text-align: center;">Choose File</div> <div style="text-align: center; padding: 5px;">Please Select File</div> <div style="display: flex; justify-content: flex-end; padding: 5px;"> <span style="background-color: #0056b3; color: white; padding: 2px 5px;">View</span> <span style="background-color: #dc3545; color: white; padding: 2px 5px;">Delete</span> </div> <p style="font-size: 0.8em; margin-top: 5px;">▲ Attachment file size limit 5 MB</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <div style="background-color: #0056b3; color: white; padding: 2px; text-align: center;">Choose File</div> <div style="text-align: center; padding: 5px;">Please Select File</div> <div style="display: flex; justify-content: flex-end; padding: 5px;"> <span style="background-color: #0056b3; color: white; padding: 2px 5px;">View</span> <span style="background-color: #dc3545; color: white; padding: 2px 5px;">Delete</span> </div> <p style="font-size: 0.8em; margin-top: 5px;">▲ Attachment file size limit 5 MB</p> </div> </div> </div> </div> </div> |
| <p>EX8</p>     | <p><b>Explanation:</b><br/>User need to fill in all column in section <b>B</b> and <b>C</b> then proceed <b>NEXT</b></p>   |
| <p>3.1.1.4</p> | <p>Step IV</p>   |

|       |   |
|-------|---|
| FG9   |   |
| EX9   | <p><b>Explanation:</b><br/>User need to fill in <b>ID Card , Title/Post in company , Contact No.</b> then <b>SUBMIT</b></p> |
| 3.1.2 | Save Form   |
| FG10  |   |
| EX10  | <p><b>Explanation:</b><br/>User can check/view any application of <b>Change Product Registration Holder</b></p>             |
| 3.2   | <b>Application Status</b>   |
| 3.2.1 | Application Status Tray   |
| FG11  |   |

|       |   |
|-------|---|
| EX11  | <b>Explanation:</b><br>User can view any status of application <b>Change of Holder</b>                                    |
| 3.2.2 | COH Pending Payment   |
| FG12  |   |
| EX12  | <b>Explanation:</b><br>User can view COH Pending Payment<br><br>Payment step for COH same with CPP. You can refer at FG52 |