

FAQs on e-billing and e-DDMS Portals

1. When is the effective date of the new portals?

Both the portals (e-billing and e-DDMS) will be effective from **24th January 2016** onwards.

2. What is the URL of the new portals?

The portals are accessible at www.northport.com.my/npv2/northport-online.php

3. What are my login details?

Your default Login ID is your **ledger account number**. For instance, should your account number is A0123, your Login ID will be A0123.

Your default Password is the **first 4 characters of the Company's name** as shown in Northport's invoice (blank space is considered as 1 character e.g. password for Jon Lee Sdn. Bhd. is **jon<space>**). You are strongly advised to change your password upon your first successful login for security reasons.

4. Will I still be able to retrieve my old invoices and statement of account from the new e-billing portal?

The invoices and statement of accounts for the month of December 2015 and January 2016 are available in the portal.

Invoices for the preceding 6 months are progressively being uploaded onto the portal and will be retrievable by end of January 2016.

5. Will there still be a P account for my company?

No, the P account will no longer be in use.

6. Will there be any changes to payment arrangement to Northport?

Yes, payment has to be arranged separately for A, M and R accounts (if any) respectively and payable to the same bank account number of Northport (Malaysia) Bhd which is:

For TT/IBG	:	HSBC 201246170102
For cheque/cash deposit	:	HSBC 201246170102
		Affin 105070000553

7. Do I still need to re-lodge my disputes on e-DDMS?

You are not required to re-lodge your dispute. Please contact our Helpdesk @ Commercial Division or Finance Division for further clarification (contact details in Question 9).

For new cases, please lodge your dispute at e-DDMS portal accessible at www.northport.com.my/npv2/northport-online.php

8. I am a new user. How do I navigate the portals?

The user guides to access and navigate the portals are available at www.northport.com.my/npv2/News.html

9. Who can I contact for further assistance?

Should you require further assistance, please do not hesitate to contact the following numbers:

Helpdesk @ Northport's Commercial Division

- i. Pn. Asmah Binti Abdullah - 03-31698771
- ii. En. Mohamad Shamsuri Bin Ahmad - 03-31698000
- iii. Mr. Rajentheran - 03-31698000

Alternatively, you may call our **Finance Division** at the following numbers:

- i. Cik Nurazila binti Ayob - 03-31698888 ext : 10945
- ii. Pn. Juliana binti Ahmad - 03-31698888 ext : 10944
- iii. Pn. Dahliawati binti Abdullah - 03-31698888 ext : 10960