

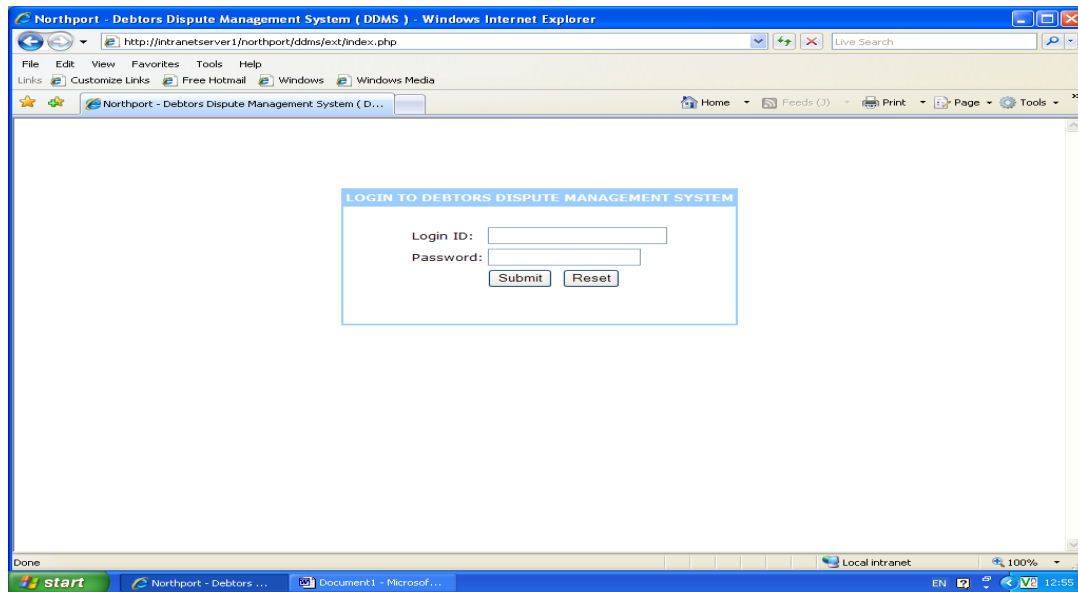


DEBTORS DISPUTE MANAGEMENT SYSTEM (DDMS)

User guide for customer

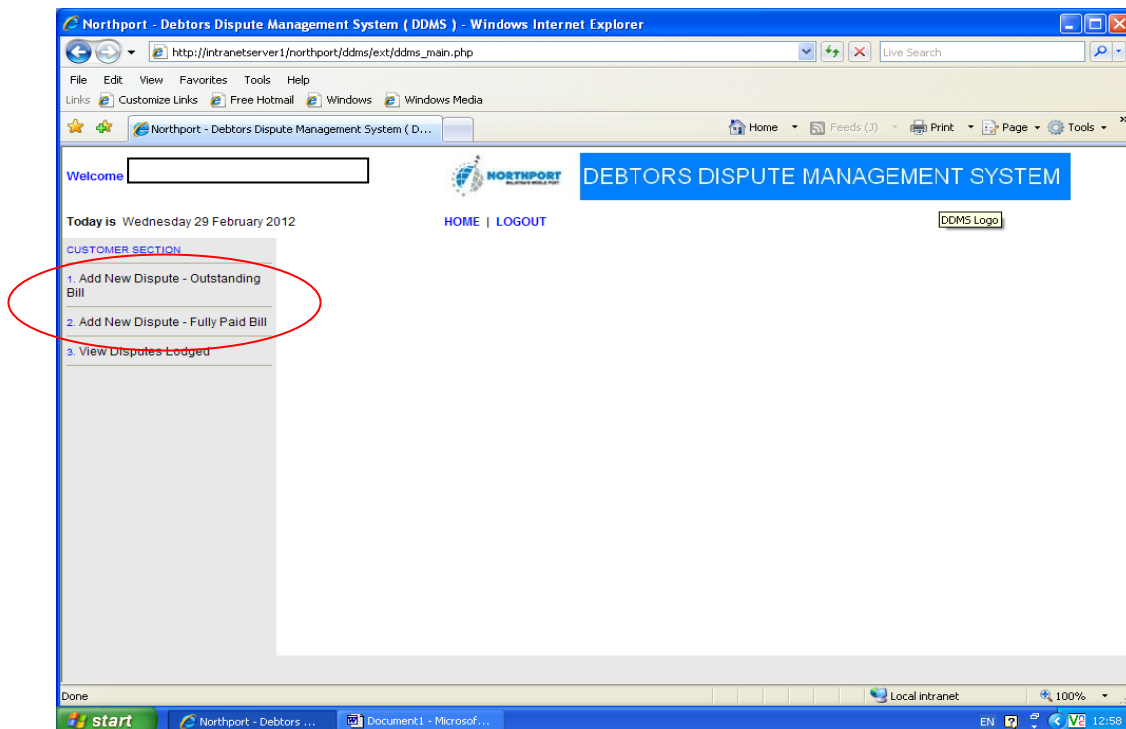
<https://npsvr.northport.com.my/ext/ddms/index.php>

1. Key-in Login ID & password

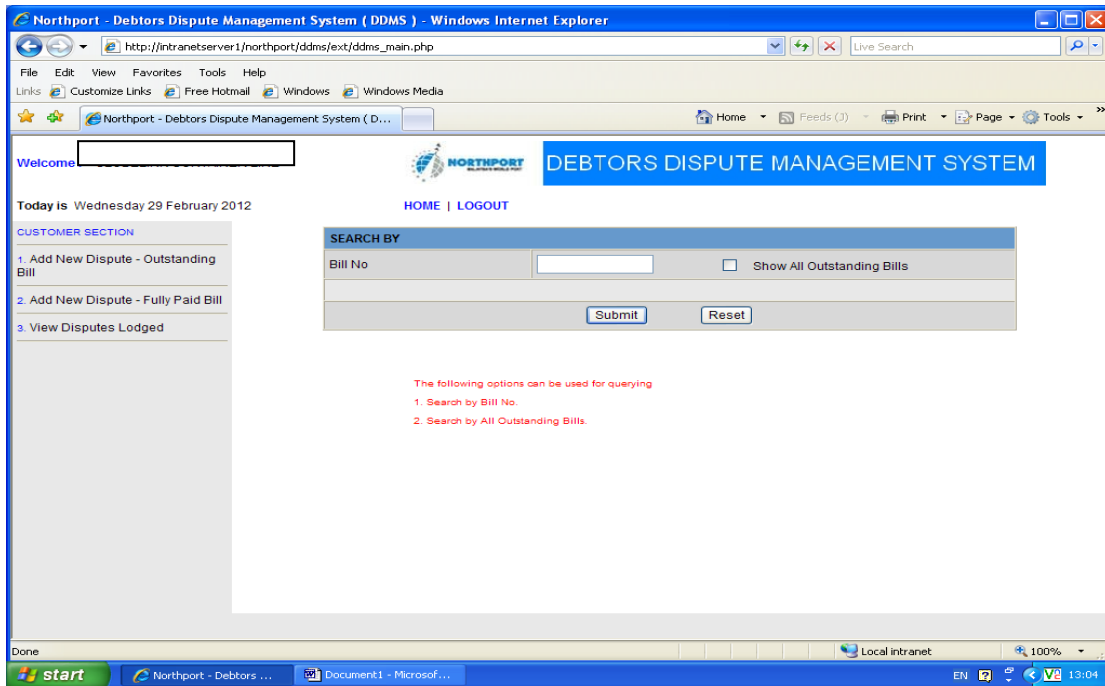


2. Main menu will pop-up.

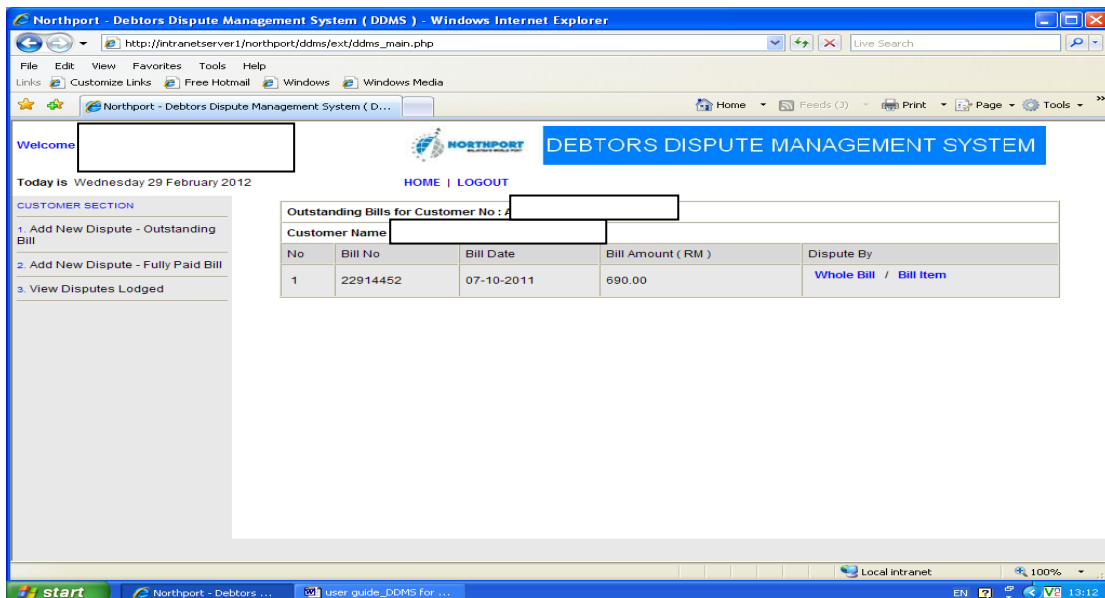
To lodge new dispute, select item 1 (outstanding bill) or item 2 (fully paid).



3. Put in the disputed bill number. If you are not sure of the disputed bill number, you may click at “show all outstanding bills”. Then, click submit.



4. For instance, disputed bill number is 22914452. You may dispute either by whole bill or bill item. Click at either one of this items.



5. Put in the dispute amount, dispute type & your remarks. Click submit.

The screenshot shows the 'DEBTORS DISPUTE MANAGEMENT SYSTEM' interface. The main heading is 'CREATE NEW DISPUTE FOR OUTSTANDING BILL (DISPUTE BY WHOLE BILL)'. The form contains the following fields:

Bill No	22914452
Bill Date	07/10/2011
Customer No	[Empty]
Customer Name	[Empty]
Bill Amount	690.00 (RM)
Dispute Amount	345.00 (RM)
Dispute Date	29 / 02 / 2012 (dd / mm / yyyy)
Dispute Type	Container size mismatch
Remark by Customer	Wrong container size. Should be 20'. Pls verify.

At the bottom of the form are three buttons: 'Submit', 'Reset', and 'Close'. The left sidebar shows a 'CUSTOMER SECTION' with three menu items: '1. Add New Dispute - Outstanding Bill', '2. Add New Dispute - Fully Paid Bill', and '3. View Disputes Lodged'. The top navigation bar includes 'HOME | LOGOUT' and 'Today is Wednesday 29 February 2012'.

6. Confirmation window will appear. Click "here"

The screenshot shows the same 'DEBTORS DISPUTE MANAGEMENT SYSTEM' interface. The main heading is 'PLEASE CLICK [HERE](#) TO CONFIRM DISPUTE SUBMISSION.' The left sidebar remains the same. The top navigation bar shows 'Today is Wednesday 29 February 2012' and 'HOME | LOGOUT'. The system clock at the bottom right indicates 13:20.

7. The dispute details will be shown. Click close. Please note that issue status is "New".

The screenshot shows the 'VIEW SUBMITTED DISPUTE FOR OUTSTANDING BILL' page. The details are as follows:

Bill No	22914452
Bill Date	07/10/2011
Customer No	
Customer Name	
Bill Amount	690.00 (RM)
Dispute Amount	345.00 (RM)
Dispute Date	29/02/2012 (dd / mm / yyyy)
Dispute Type	Container size mismatch
Remark by Customer	Wrong container size. Should be 20'. Pls verify.
Issue Status	New

8. To cross check on the dispute lodged, click view disputes lodged (item 3). The disputed bill number will appear.

The screenshot shows the 'VIEW DISPUTES LODGED' page. The menu item 'View Disputes Lodged' is circled in red. Below the menu is a table with the following data:

22914452	07-10-2011	29-02-2012	690.00	345.00	Container size mismatch	Wrong container size. Should be 20'. Pls verify.	N/A	0	New
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9. Once Northport's Finance acknowledged your dispute, the dispute status will change from "New" to "Under Review".

Northport - Debtors Dispute Management System (DDMS) - Windows Internet Explorer

http://intranetserver1/northport/ddms/ext/ddms_main.php

Welcome

Today is Wednesday 29 February 2012

HOME | LOGOUT

CUSTOMER SECTION

1. Add New Dispute - Outstanding Bill
2. Add New Dispute - Fully Paid Bill
3. View Disputes Lodged

	2011	2012		mismatch	DIII					
6	22914452	07-10-2011	29-02-2012	690.00	345.00	Container size mismatch	Wrong container size. Should be 20'. Pls verify.	N/A	0	Under Review

10. There are a few dispute status :

- a. New - new dispute lodged by customer
- b. Under Review - acknowledged by Northport's Finance and forwarded to Operation for verification
- c. Closed
 - i) Invalid charges - CN number will appear at CN number column
 - ii) Valid charges - Finance will put final remarks