

22nd January 2016

NORTHPORT (MALAYSIA) BHD
(146850-A)
Jalan Pelabuhan, Pelabuhan Utara, 42000 Port Klang
Selangor Darul Ehsan, Malaysia
Tel : +603 3169 8888
Fax : +603 3169 8080 (Customer Service)



NORTHPORT

TO ALL OUR VALUED CUSTOMERS AND PORT USERS

RE: NORTHPORT'S E-BILLING & E-DDMS PORTALS

Over the past few months, we have been receiving feedback from our customers on Northport's e-billing and e-DDMS portals. Based on the feedback, we have made changes to the e-billing and e-DDMS portals and this will take effect from **Sunday, 24th January 2016**.

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

Our customers may access the e-billing and e-DDMS portals using the following details:

Login ID : Customer's **ledger account number** (example : A0123)

Password : **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.

For new users of our e-billing and e-DDMS portals (registration made after March 2015), you may retrieve the user guides at the following link:

www.northport.com.my/npv2/News.html

For further clarification and assistance, please contact:

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

We thank you for your cooperation. Rest assured, Northport will always strive to serve you better.

Yours sincerely,

NORTHPORT (MALAYSIA) BHD

SURESH KUMAR K. MADEVAN
Head, Commercial



Cert. No : KLR0404097

Frequently Asked Questions (FAQs)

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

Both the portals (e-billing and e-DDMS) will be effective from 22nd 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