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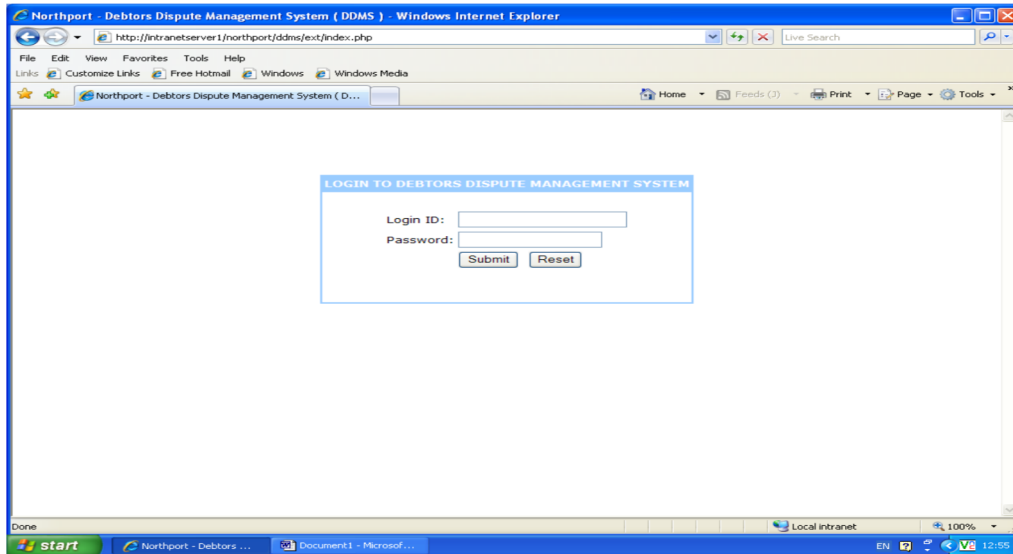
# DEBTORS DISPUTE MANAGEMENT SYSTEM (DDMS)

User guide for customer

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

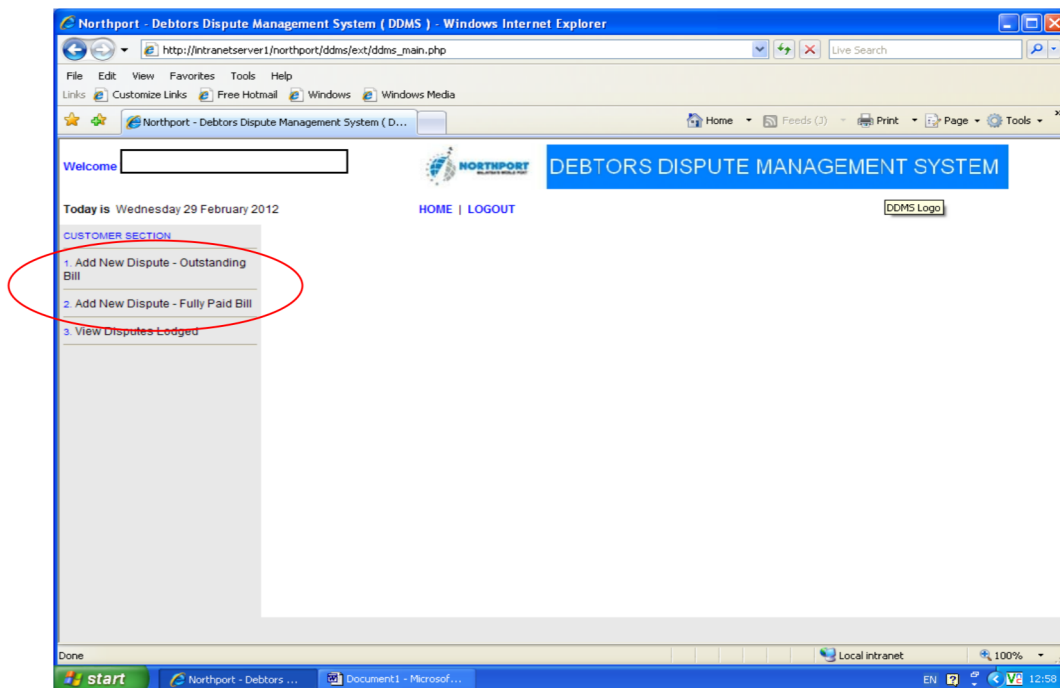
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## 1. Key-in Login ID & password

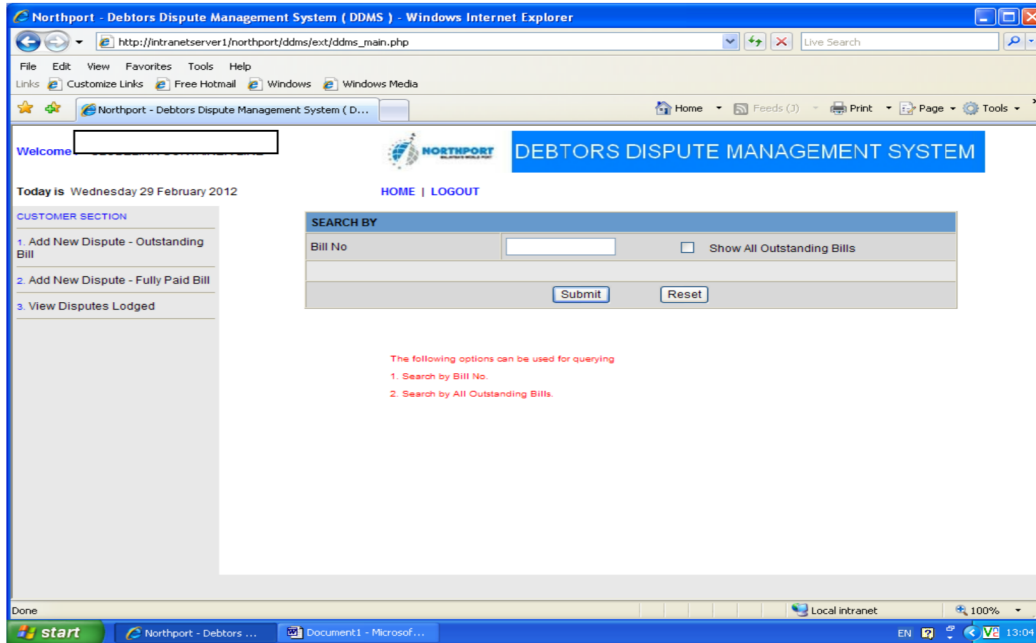


## 2. Main menu will pop-up.

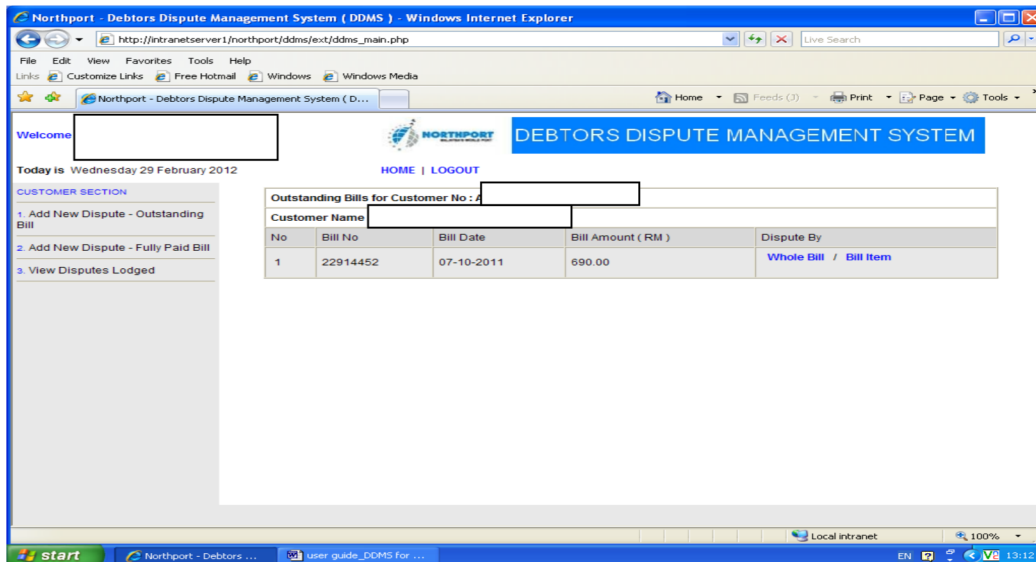
To lodge new dispute, select item 1 (outstanding bill) or item 2 (fully paid).



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 these items.



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

The screenshot shows the Northport Debtors Dispute Management System (DDMS) interface in a Windows Internet Explorer browser. The page title is "Northport - Debtors Dispute Management System ( DDMS )". The URL is "http://intranetserver1/northport/ddms/ext/ddms\_main.php". The page displays a "Welcome" message and the date "Today is Wednesday 29 February 2012". The "CUSTOMER SECTION" includes links for "Add New Dispute - Outstanding Bill", "Add New Dispute - Fully Paid Bill", and "View Disputes Lodged". The main form is titled "CREATE NEW DISPUTE FOR OUTSTANDING BILL ( DISPUTE BY WHOLE BILL )". The form fields are: 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), Dispute Type (Container size mismatch), and Remark by Customer (Wrong container size. Should be 20'. Pls verify.). The form has "Submit", "Reset", and "Close" buttons.

6. Confirmation window will appear. Click "here"

The screenshot shows the Northport Debtors Dispute Management System (DDMS) interface in a Windows Internet Explorer browser. The page title is "Northport - Debtors Dispute Management System ( DDMS )". The URL is "http://intranetserver1/northport/ddms/ext/ddms\_main.php". The page displays a "Welcome" message and the date "Today is Wednesday 29 February 2012". The "CUSTOMER SECTION" includes links for "Add New Dispute - Outstanding Bill", "Add New Dispute - Fully Paid Bill", and "View Disputes Lodged". The main content area displays the message "PLEASE CLICK [HERE](#) TO CONFIRM DISPUTE SUBMISSION.".

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

The screenshot shows the DDMS interface in Internet Explorer. The main content area displays the details for a submitted dispute for an outstanding bill. The details are as follows:

VIEW SUBMITTED DISPUTE FOR OUTSTANDING BILL	
Bill No	22914452
Bill Date	07/10/2011
Customer No	[Redacted]
Customer Name	[Redacted]
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

A "Close" button is located at the bottom of the details panel. The left sidebar contains a "CUSTOMER SECTION" with three items: "1. Add New Dispute - Outstanding Bill", "2. Add New Dispute - Fully Paid Bill", and "3. View Disputes Lodged".

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

The screenshot shows the DDMS interface with the "View Disputes Lodged" option selected in the left sidebar. A large empty box is present in the main content area, likely a placeholder for a search or filter. Below it, a table displays a list of disputes. The first entry is circled in red:

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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The "View Disputes Lodged" option in the sidebar is also circled in red. The rest of the interface, including the top navigation and the "CUSTOMER SECTION" sidebar, remains the same as in the previous screenshot.

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

NORTHPORT  
DEBTORS DISPUTE MANAGEMENT SYSTEM

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

Local intranet 100%

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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