DEBTORS DISPUTE MANAGEMENT SYSTEM (DDMS)

User guide for customer

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

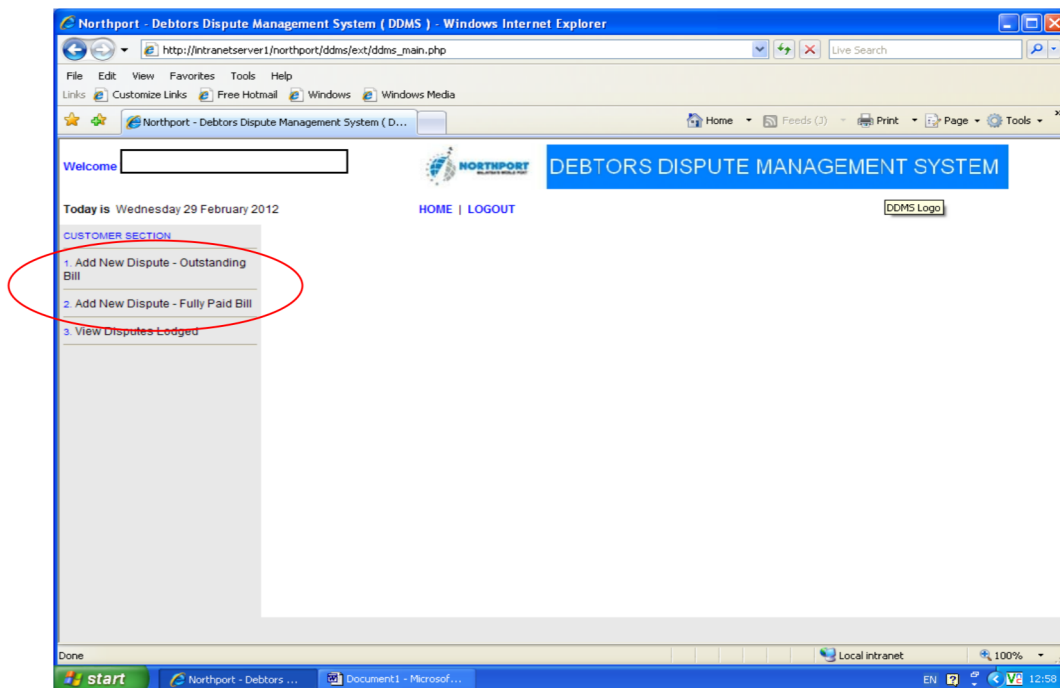---
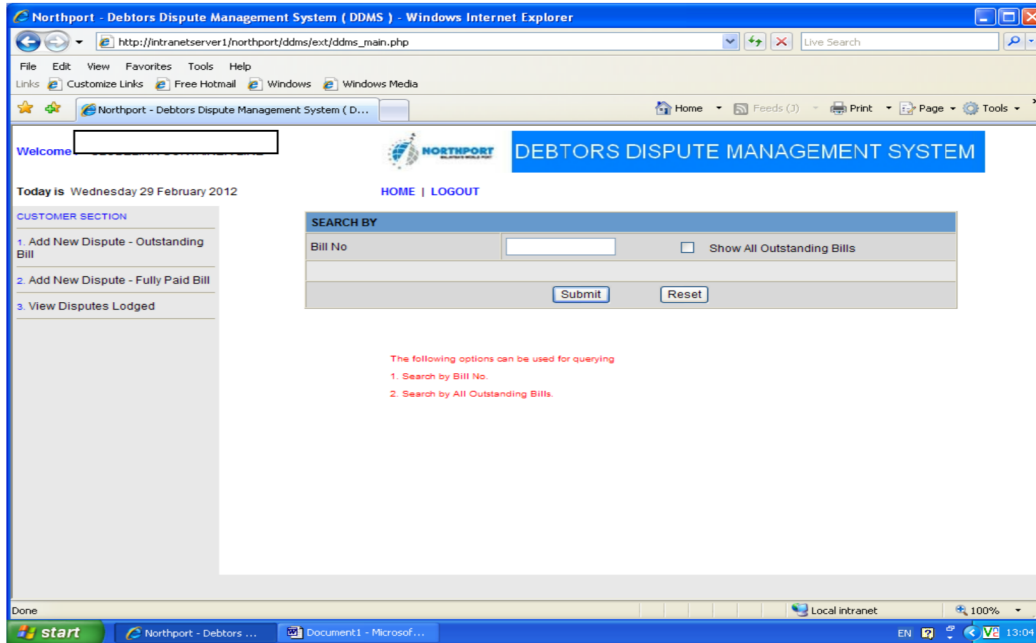
1. Key-in Login ID & password
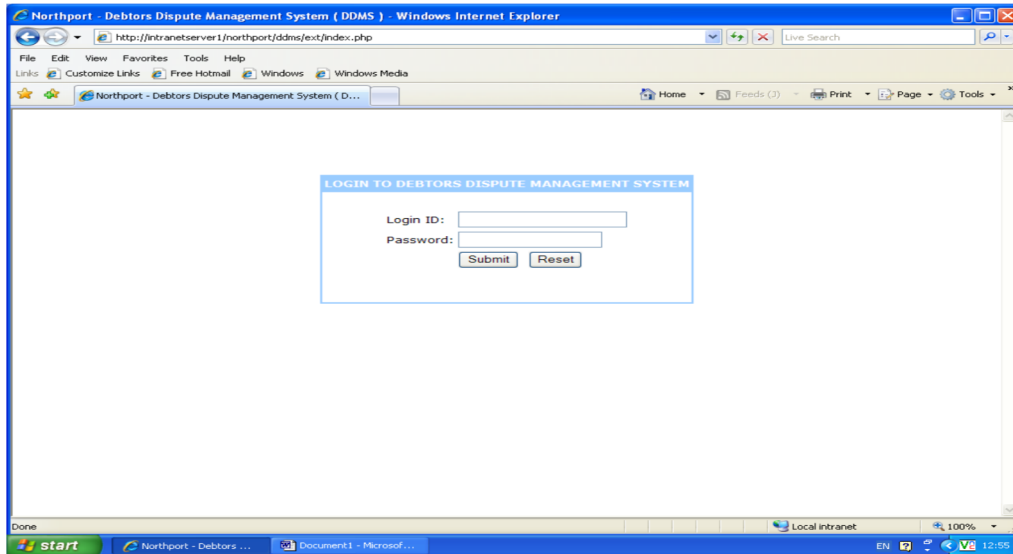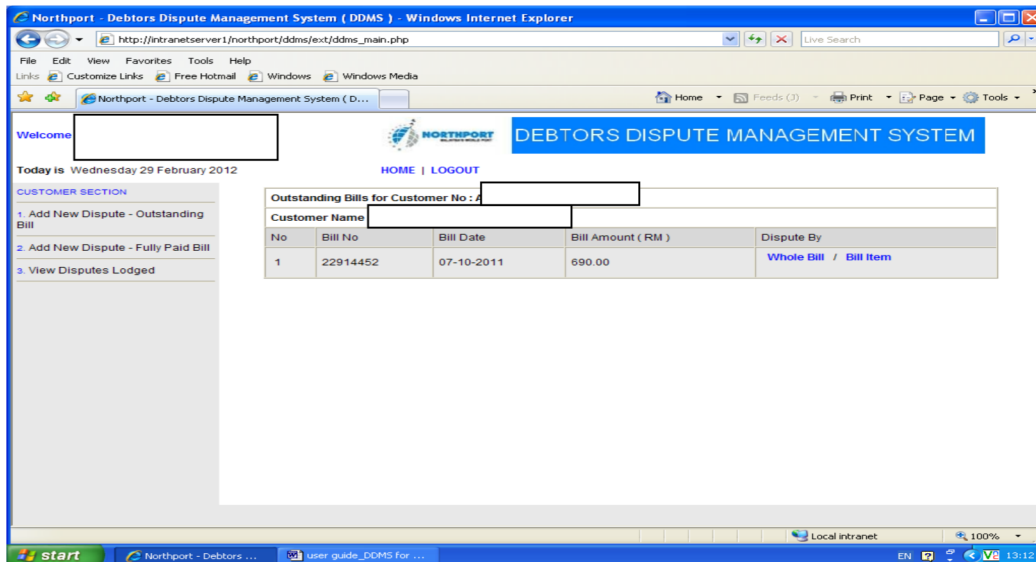

2. Main menu will pop-up.
   To lodge new dispute, select item 1 (outstanding bill) or item 2 (fully paid).

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.

6. Confirmation window will appear. Click "here"

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

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

9. Once Northport's Finance acknowledged your dispute, the dispute status will change from "New" to "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