

Northport (Malaysia) Bhd

e-billing System

User Manual

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1. Requirements for e-billing System

a) Normal Internet connection

b) Any web browser – Google Chrome, Mozilla Firefox, Microsoft Edge or Internet Explorer.

c) Require TLS 1.0 (Kindly refer Appendix on how to enable TLS 1.0)

d) Adobe Acrobat Reader – a free software that you can download via http://www.adobe.com

e) Winzip – a free software that you can download via http://www.winzip.com

f) Email

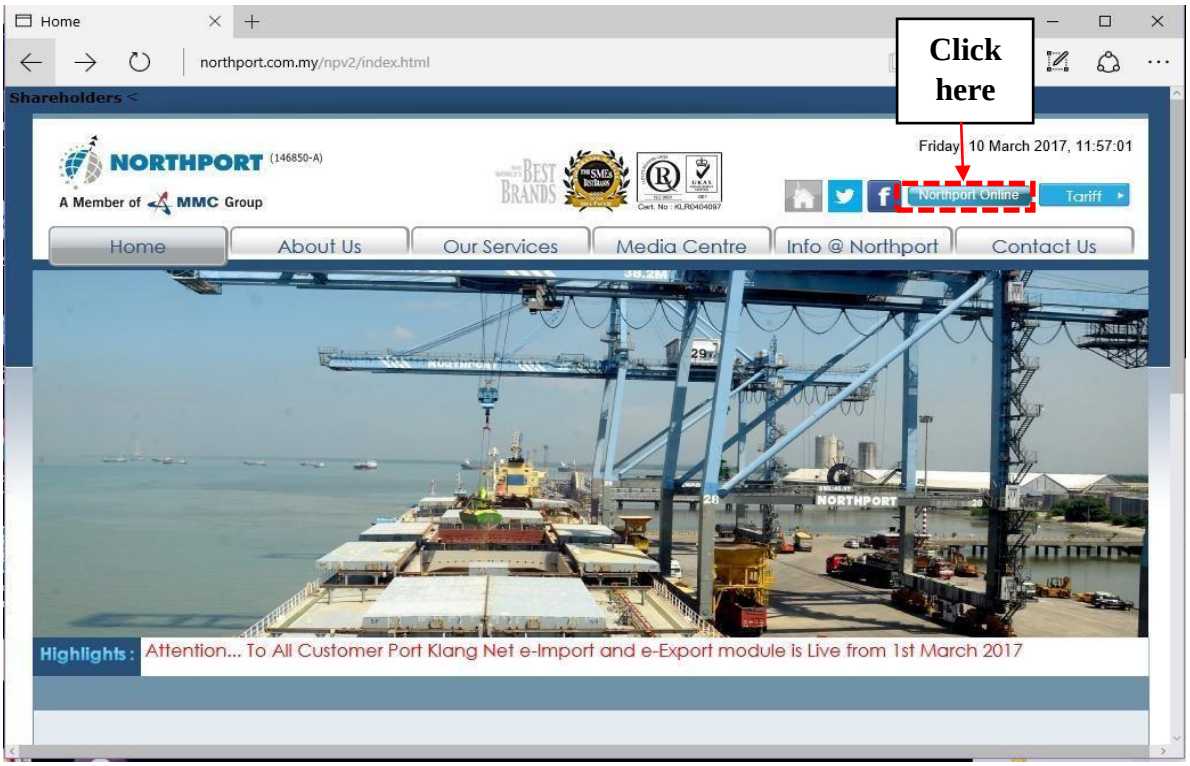
g) User ID and password issue by Northport (Malaysia) Bhd, Finance AR/Credit Control Department or System Department.

h) Kindly refer Appendix 5.2 if you encountered a problem when using Internet Explorer.

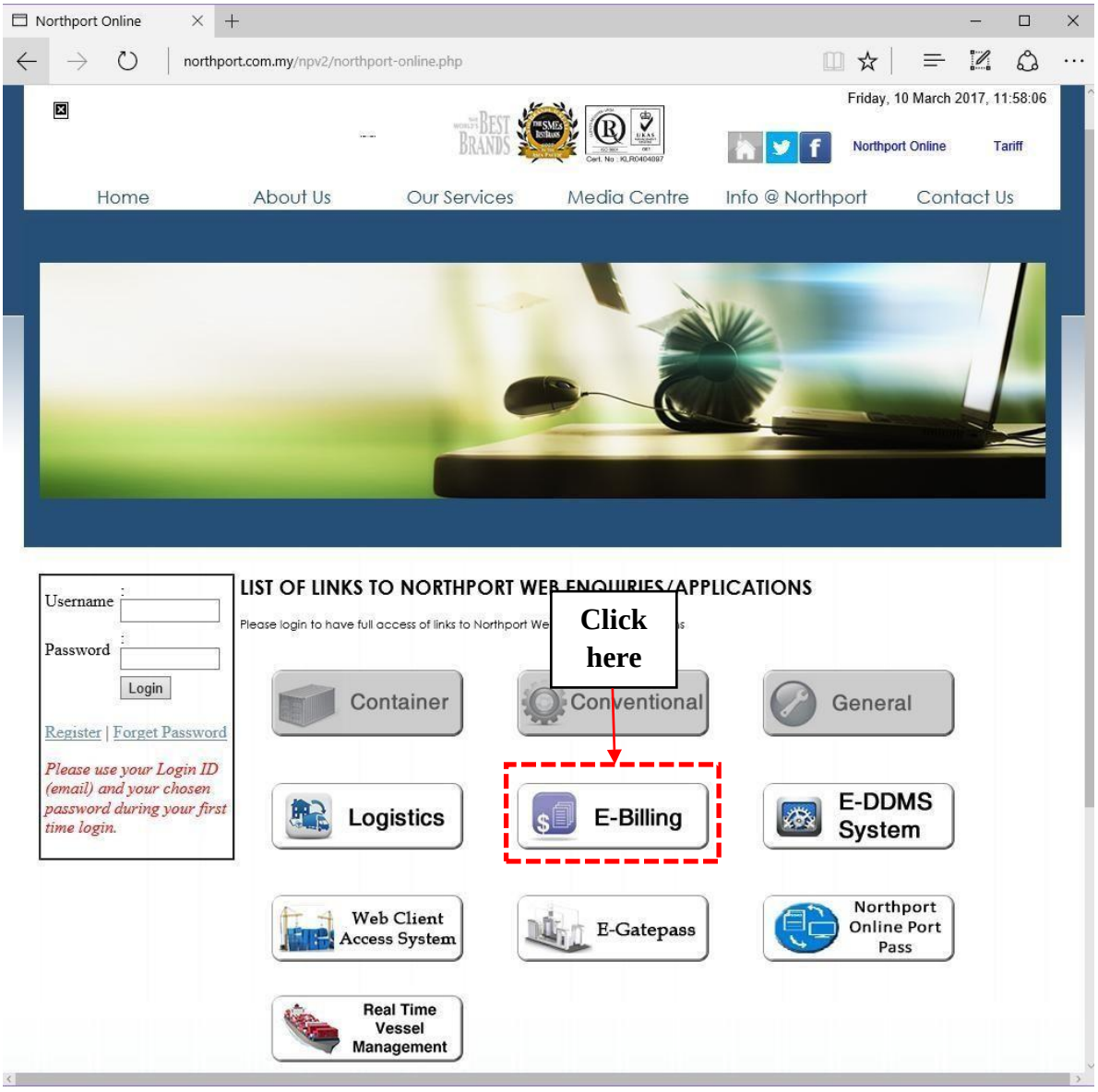
2. How to Access e-billing System via Northport Homepage

a) First, key in the web URL of Northport in your Internet Explorer as http://www.northport.com.my .

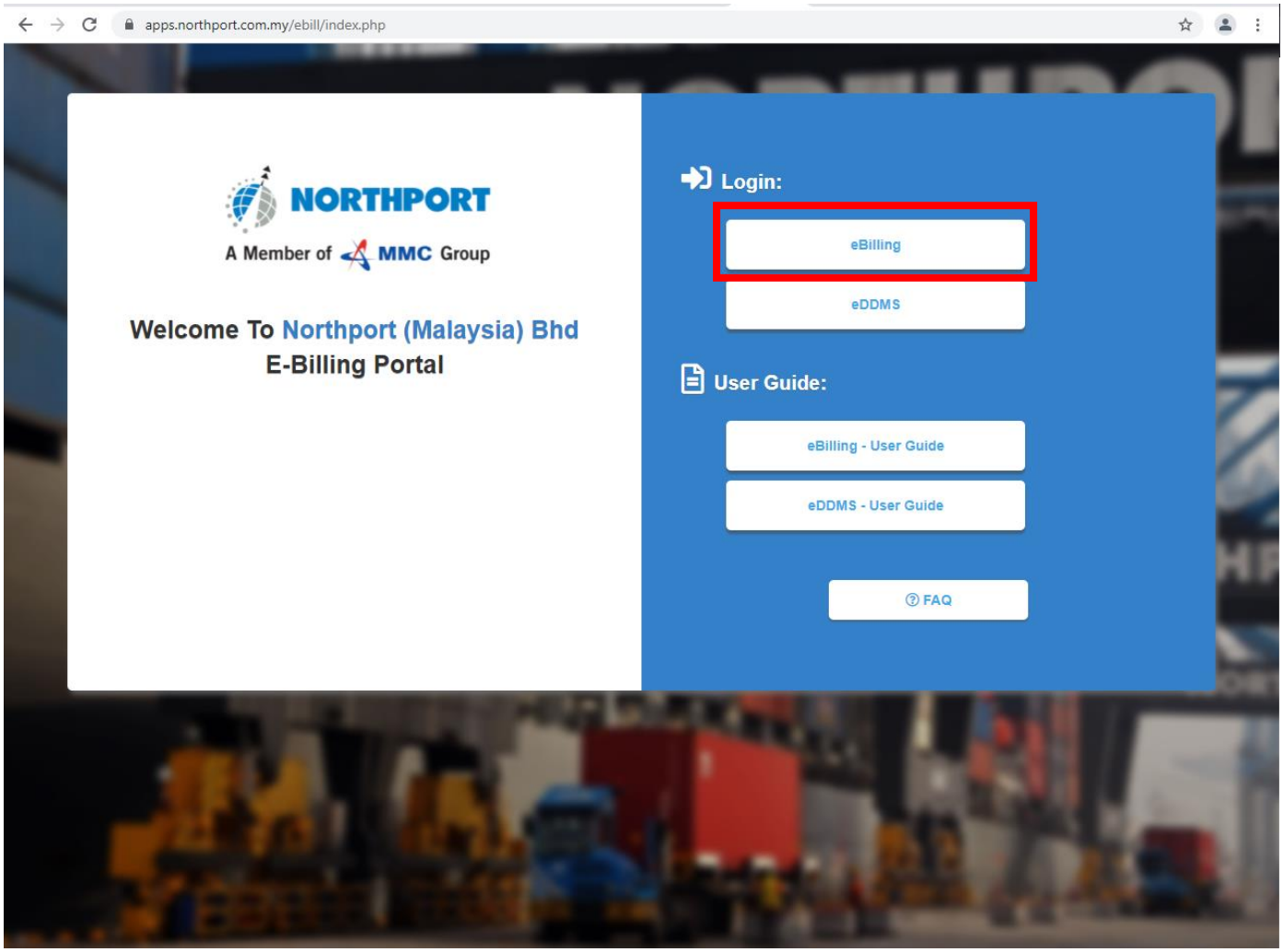
b) When the page completes loading, please click at Northport Online as shown below.



c) Then you will link to Northport Online Page. Click at E-billing to link to the e-billing System as shown below.

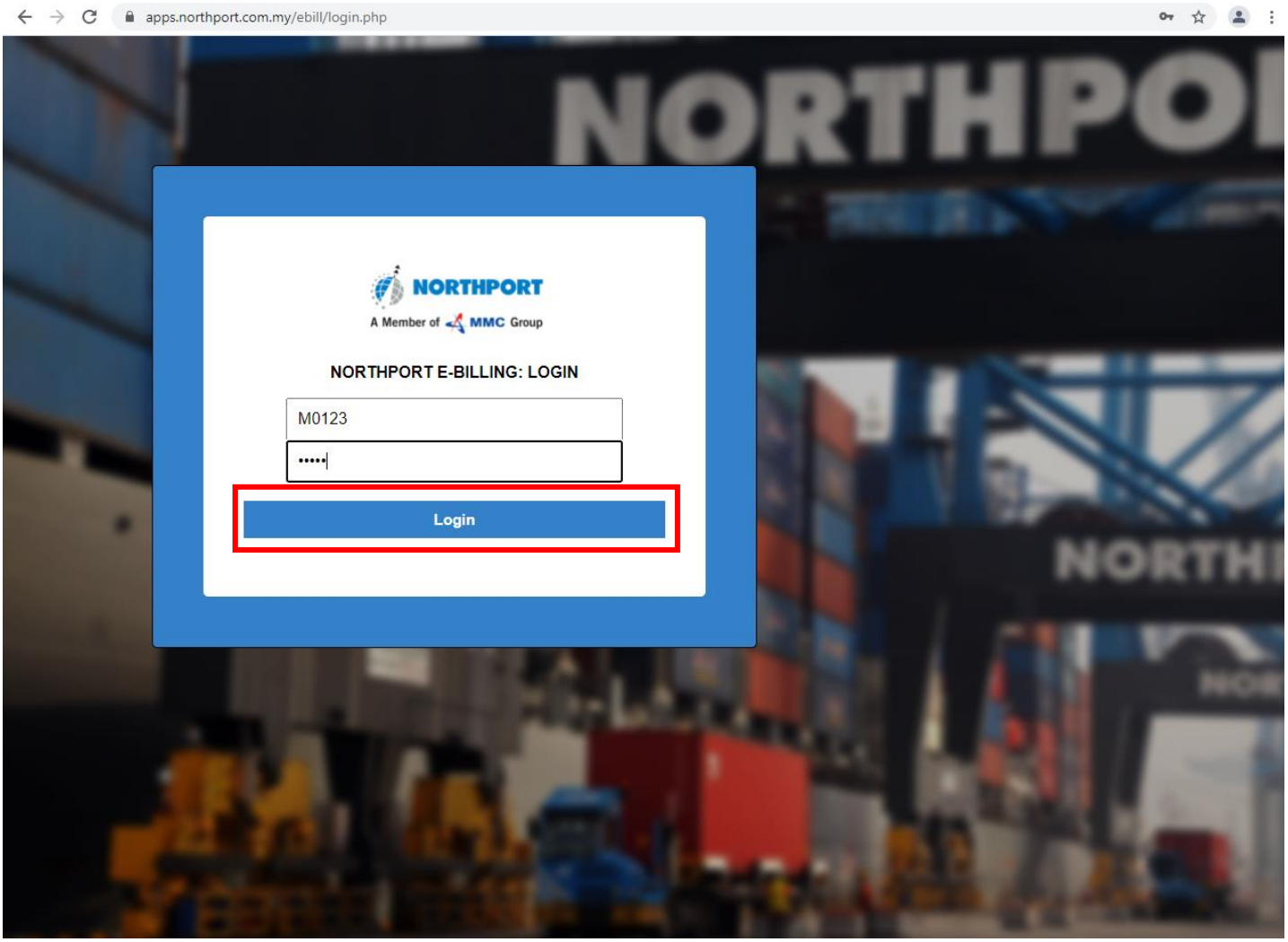


d) Then you will be link to the page as shown. Then click on the eBilling.

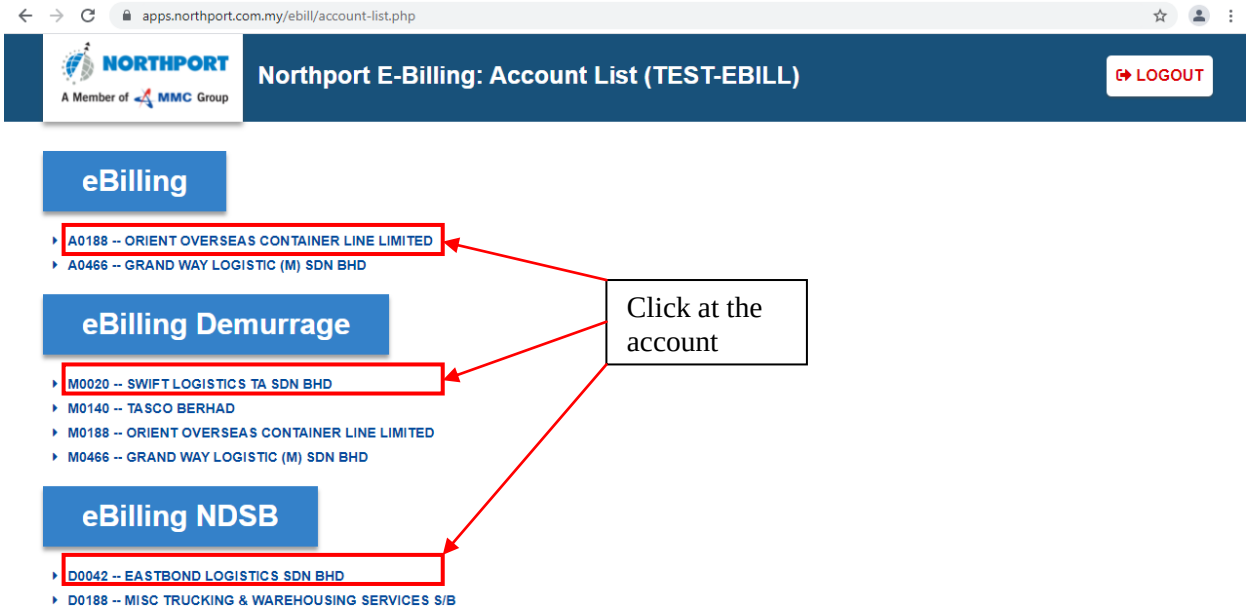


3. Login to e-billing System

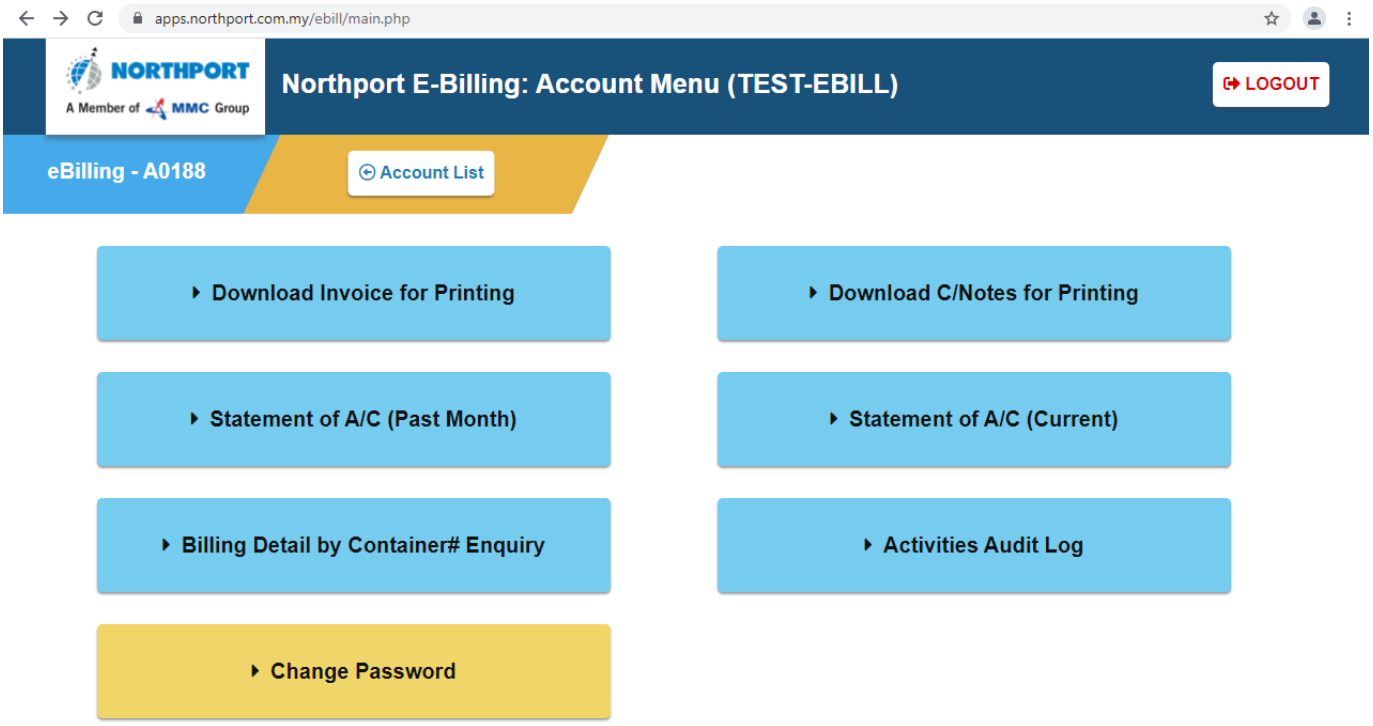
a) Key in your user ID and password as shown below and click at the Login button to login to system.



b) Once you are at Account List Selection page, select the account that you want to access for e-billing information as shown below and click at the account.



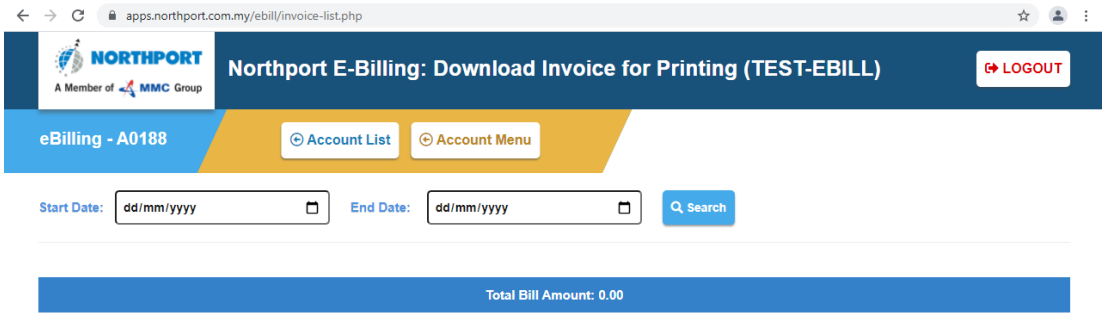
c) This will bring you to e-Billing Systems Account Menu page. You may select and click on the service you wish to access based on the services provided below.



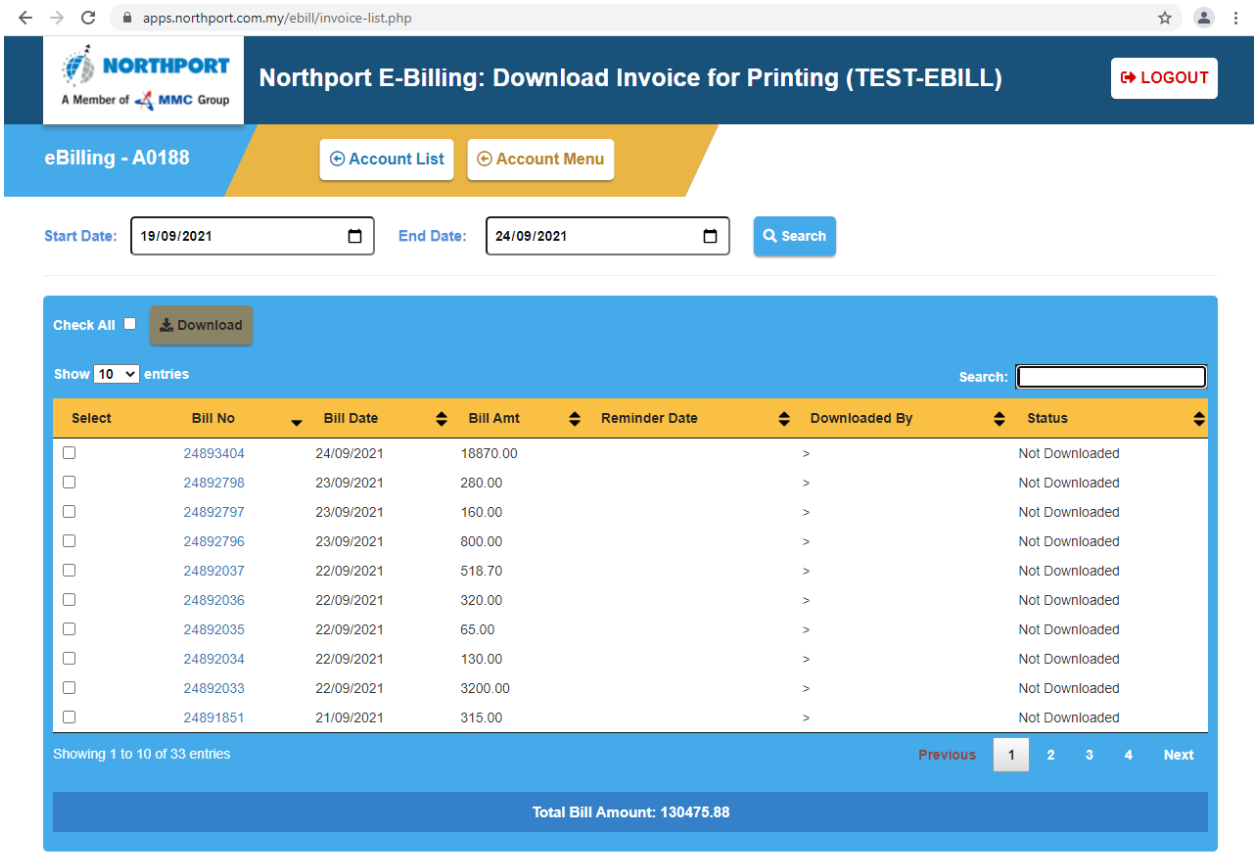
4. Facilities in e-billing System

4.1 Download Invoice For Printing

a) Key in the date using the format year/ month/ date as yyyy/mm/dd then click at the "Search" button to list down the bills between the date range selected as shown below. You may also click on the Calendar icon and click on the date you require.



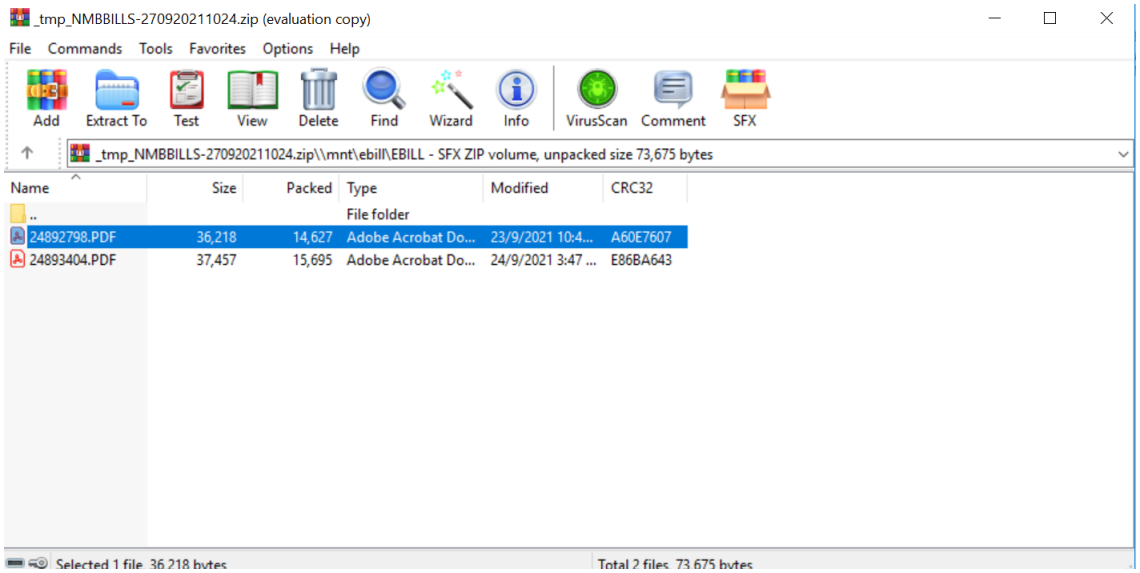
b) List of bills between the selected dates will be listed as shown. Select the required bill or Check All and click Download to print the bill online.



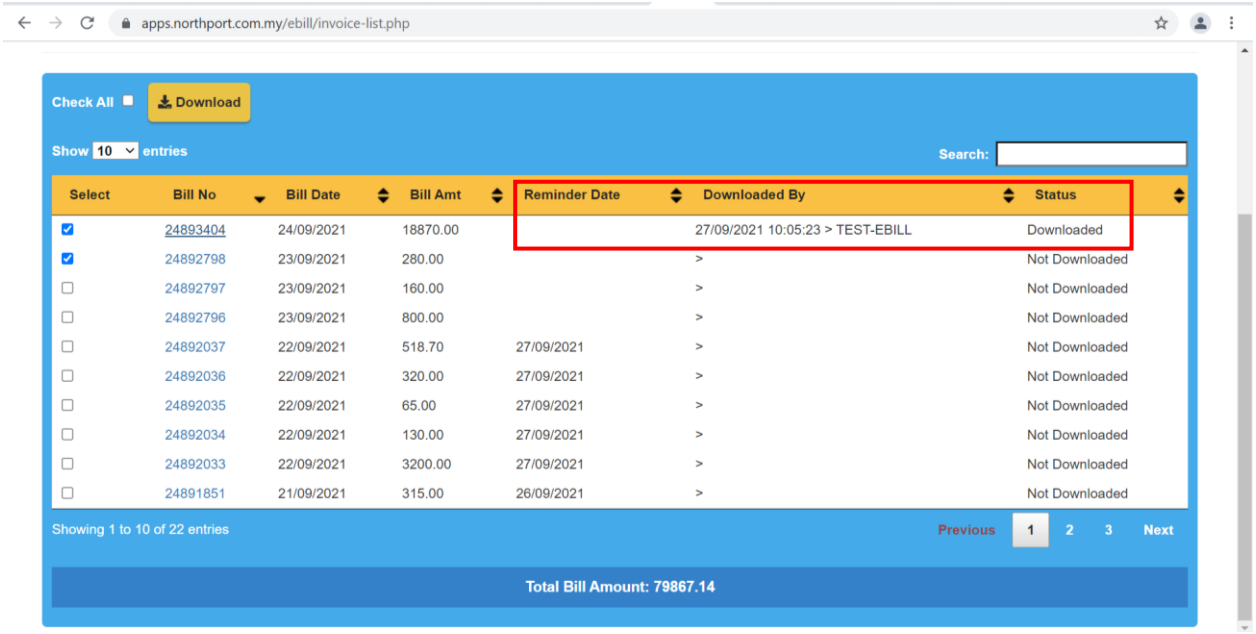
c) Now you will be able to view the bill in .pdf format and you can print the bill using the print option from the browser. Please note that you will need Adobe Acrobat reader software to view the bills.

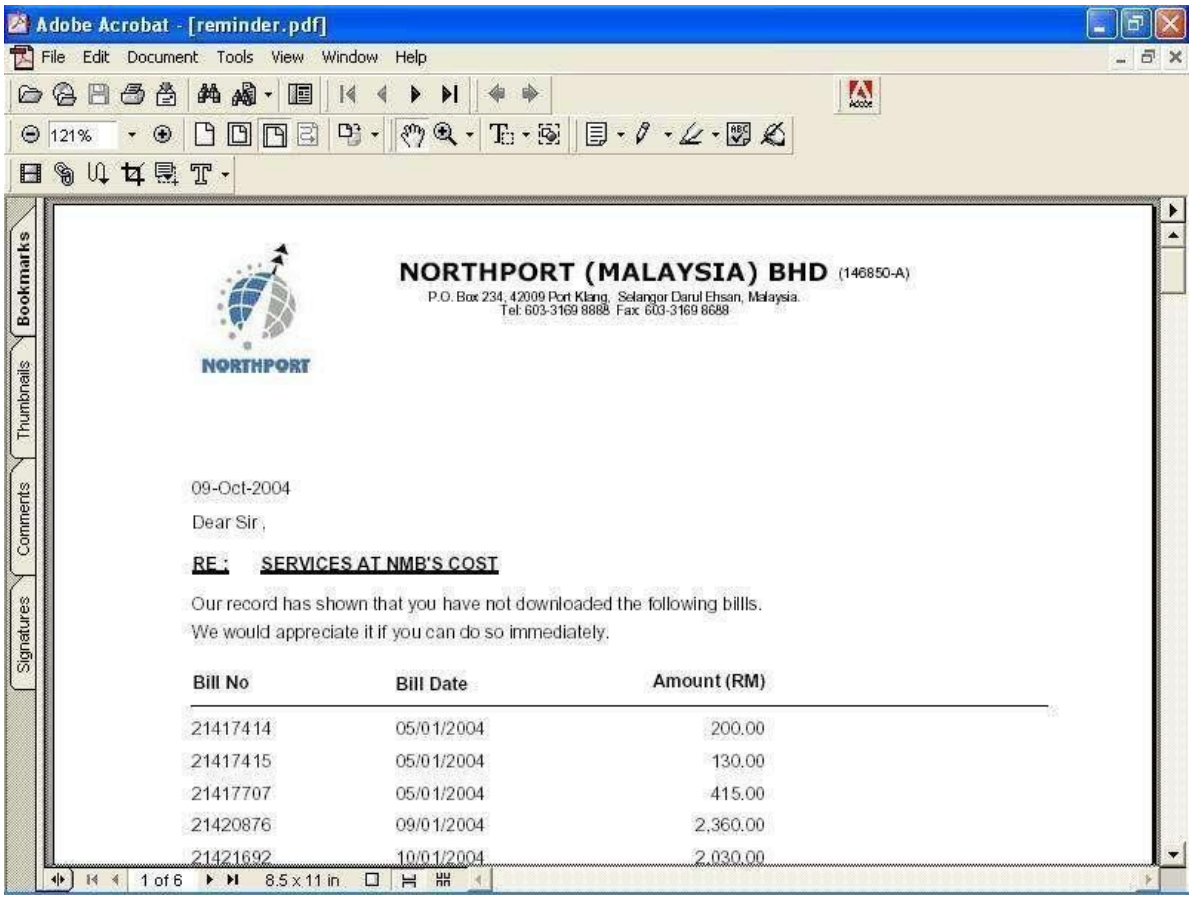


d) The downloaded file is in .zip format and you will need Winzip software to open the file. Double click the zip file downloaded and you can view and print the bill now from your PC at any time.



Please note that once you have already downloaded the bills, and you wish to list the same bills again, you will see the Downloaded By columns updated with the date and time the bills were downloaded and user ID that download the bills as shown below. Reminder Date column refers to date that a reminder letter had been generated and emailed to the user.

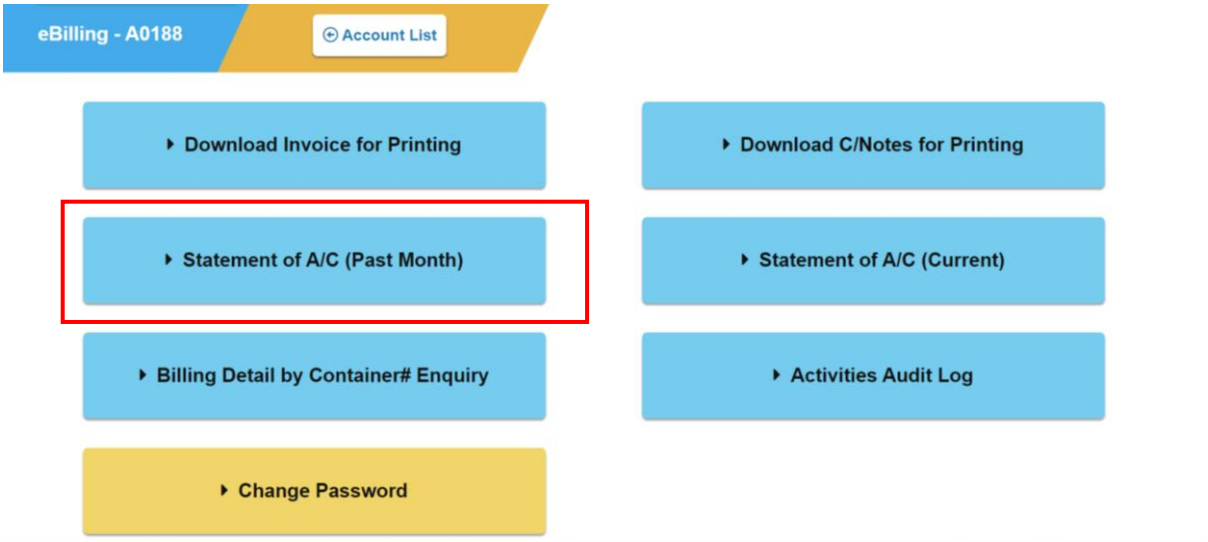




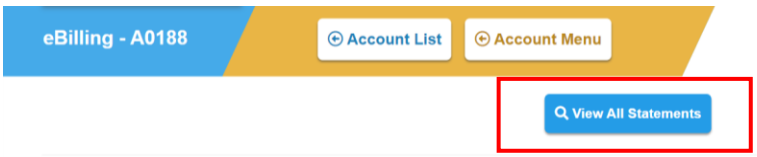
If you have not downloaded the bills, system will automatically generate an email reminder in .pdf format ad attached for all the bills that havenot been downloaded. This reminder will be send to customer every 5 days if the bills are still not being downloaded. Sample of reminder letter as below.

4.2 Statement of Account (Past Month)

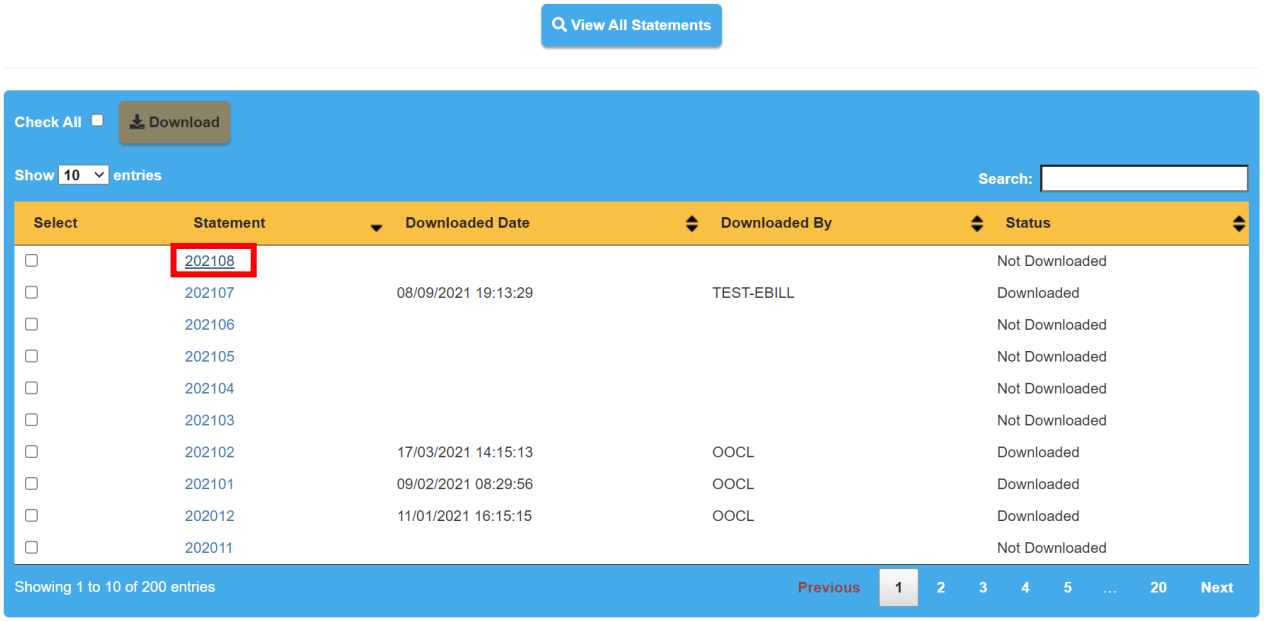
a) To view the Statement of Account, click at the Statement of A/C (Past Month).

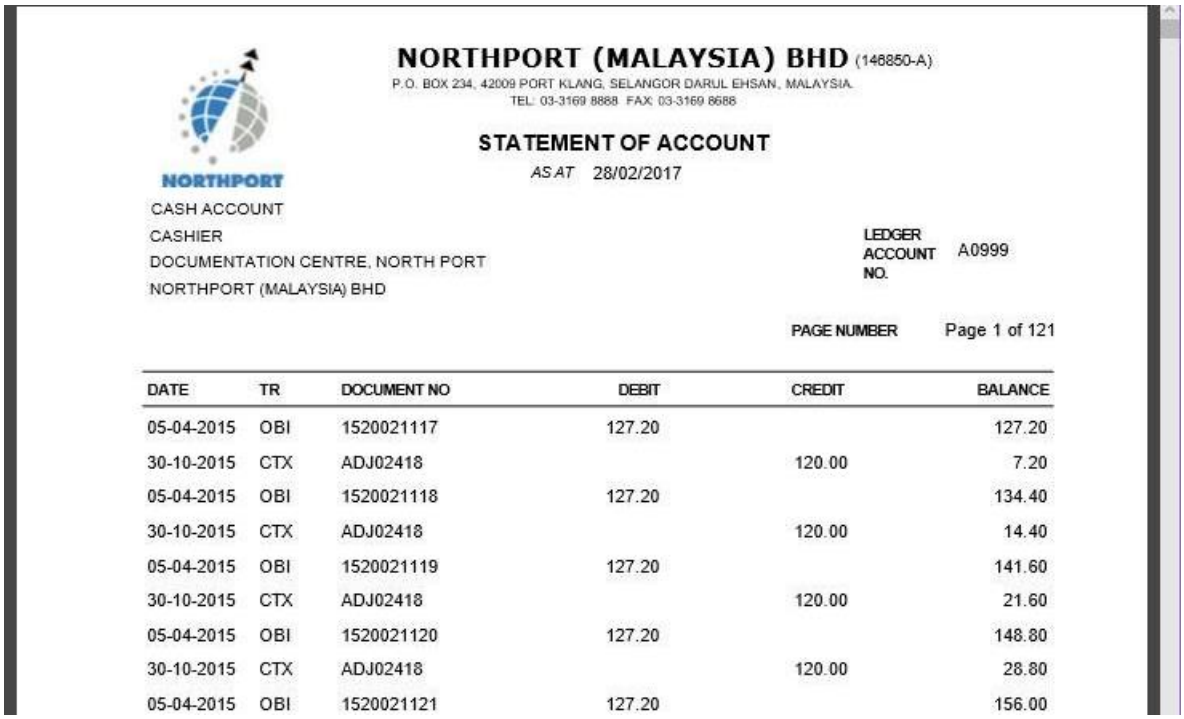


b) And then click on the View All Statements.



c) List of statement will be shown. The statement of account in .pdf format will be opened if the statement was click as shown next page.





NORTHPORT (MALAYSIA) BHD (146850-A)
P.O. BOX 234, 42009 PORT KLANG, SELANGOR DARUL EHSAN, MALAYSIA.
TEL: 03-3169 8868 FAX: 03-3169 8688

STATEMENT OF ACCOUNT
AS AT 28/02/2017

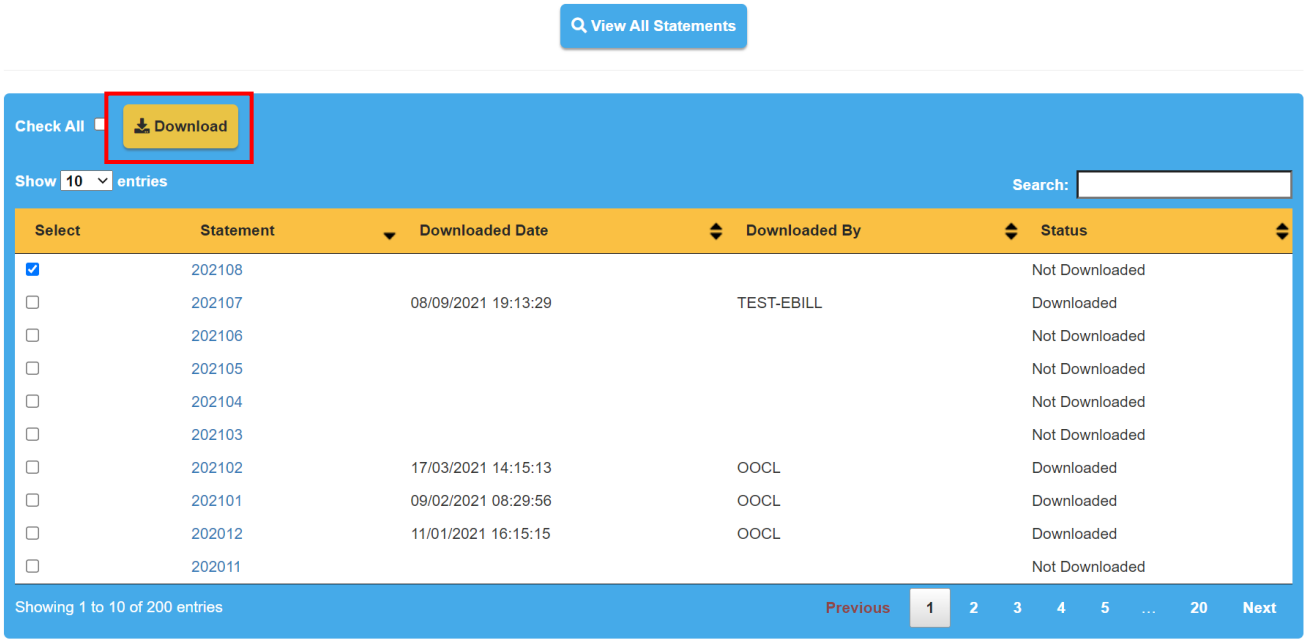
CASH ACCOUNT
CASHIER
DOCUMENTATION CENTRE, NORTH PORT
NORTHPORT (MALAYSIA) BHD

LEDGER ACCOUNT NO. A0999

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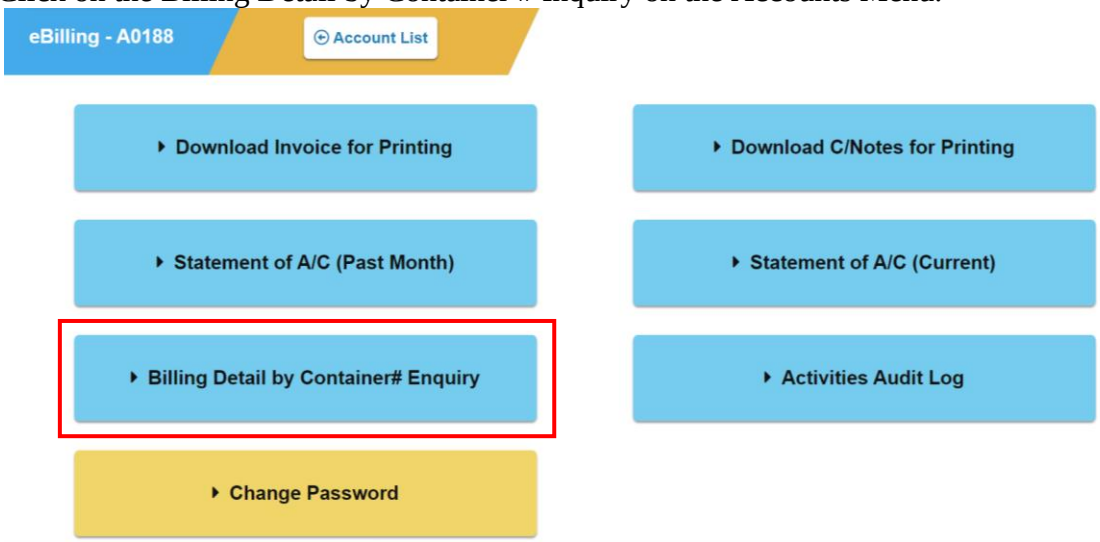
DATE	TR	DOCUMENT NO	DEBIT	CREDIT	BALANCE
05-04-2015	OBI	1520021117	127.20		127.20
30-10-2015	CTX	ADJ02418		120.00	7.20
05-04-2015	OBI	1520021118	127.20		134.40
30-10-2015	CTX	ADJ02418		120.00	14.40
05-04-2015	OBI	1520021119	127.20		141.60
30-10-2015	CTX	ADJ02418		120.00	21.60
05-04-2015	OBI	1520021120	127.20		148.80
30-10-2015	CTX	ADJ02418		120.00	28.80
05-04-2015	OBI	1520021121	127.20		156.00

d) To download the Statement of Account to your PC, click at the Download button. Then you may open your Statement of Account using Winzip in .pdf format.

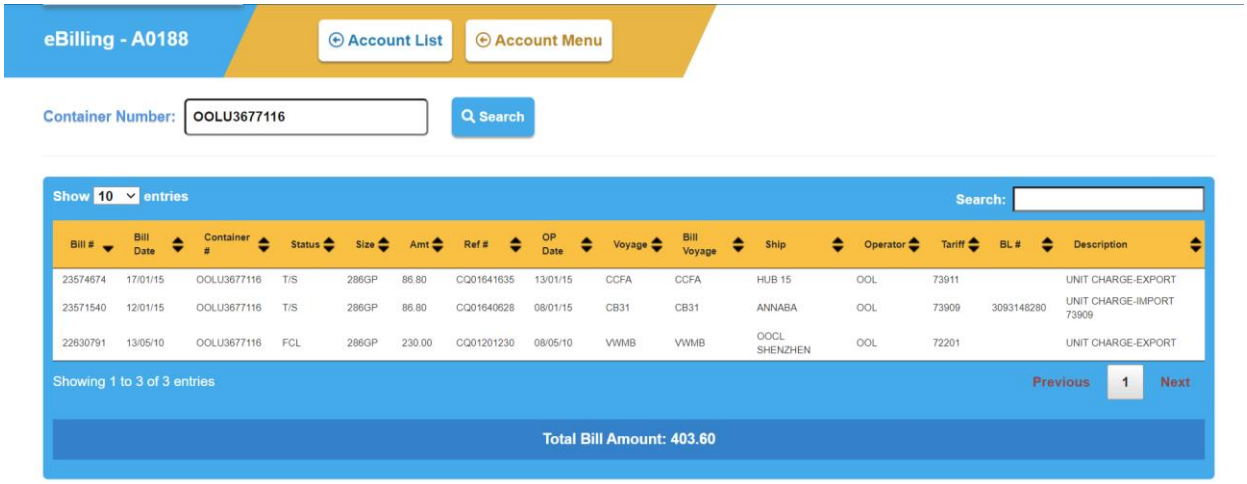


4.3 Billing Detail by Container # Inquiry

a) Click on the Billing Detail by Container # Inquiry on the Accounts Menu.

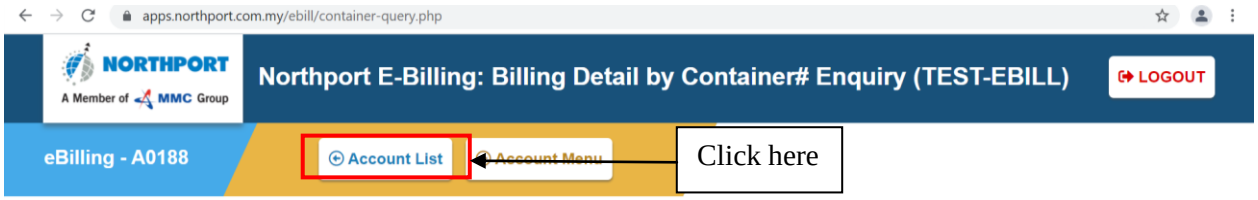


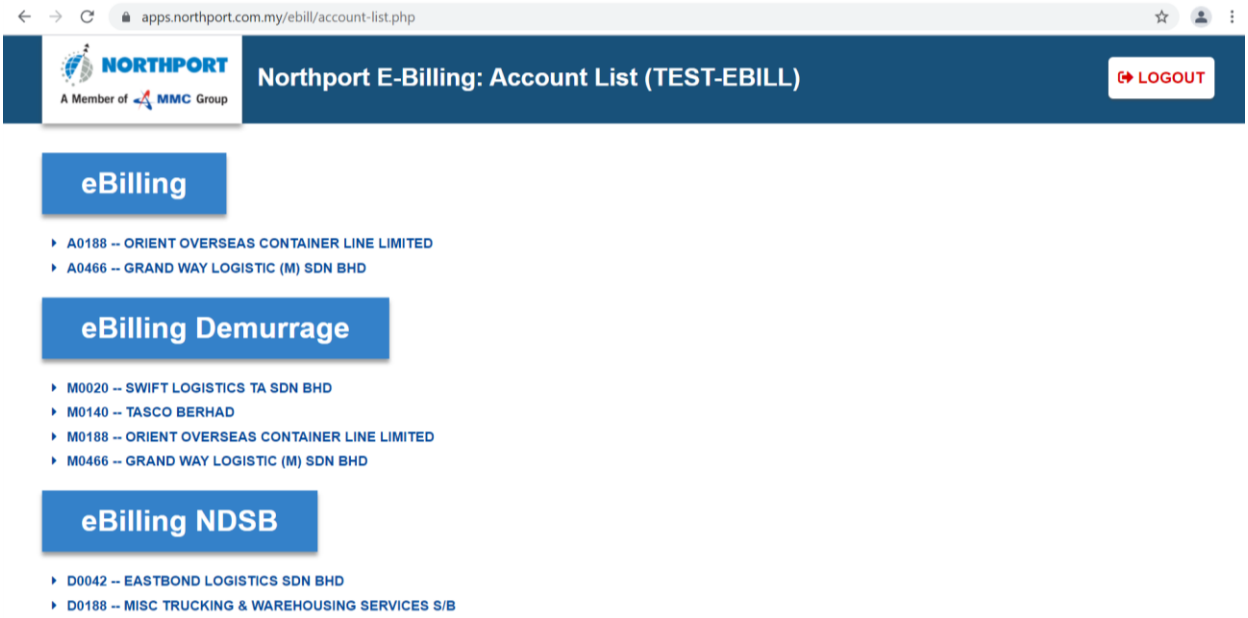
b) Enter the Container Number and click Search. It will then display the invoice number and details related to the Container number entered.



4.4 Select Another Account

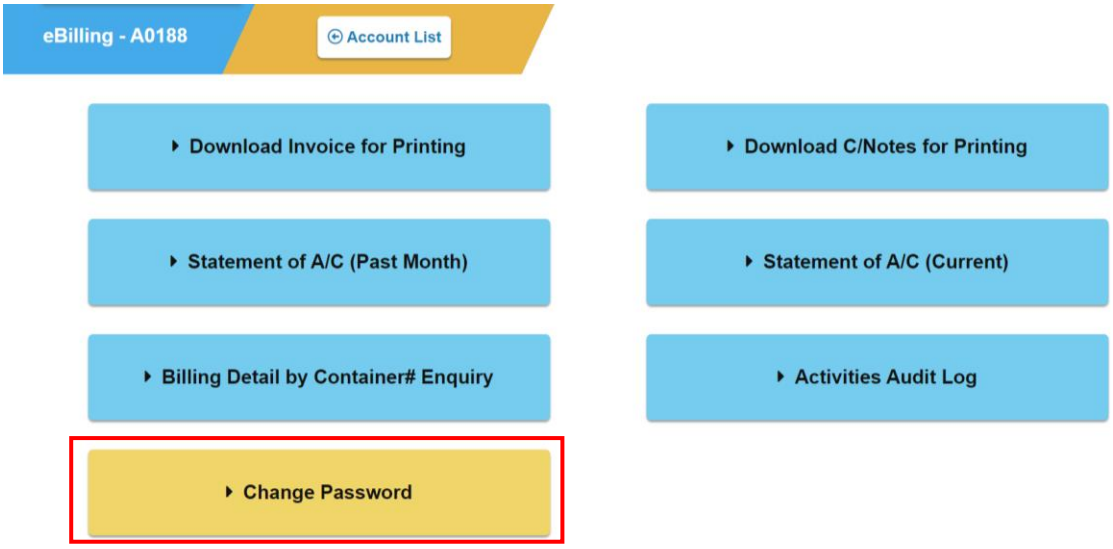
a) To switch to another account, you may click on the Account List Button on top of the screen and this will navigate you back to the Account List page.



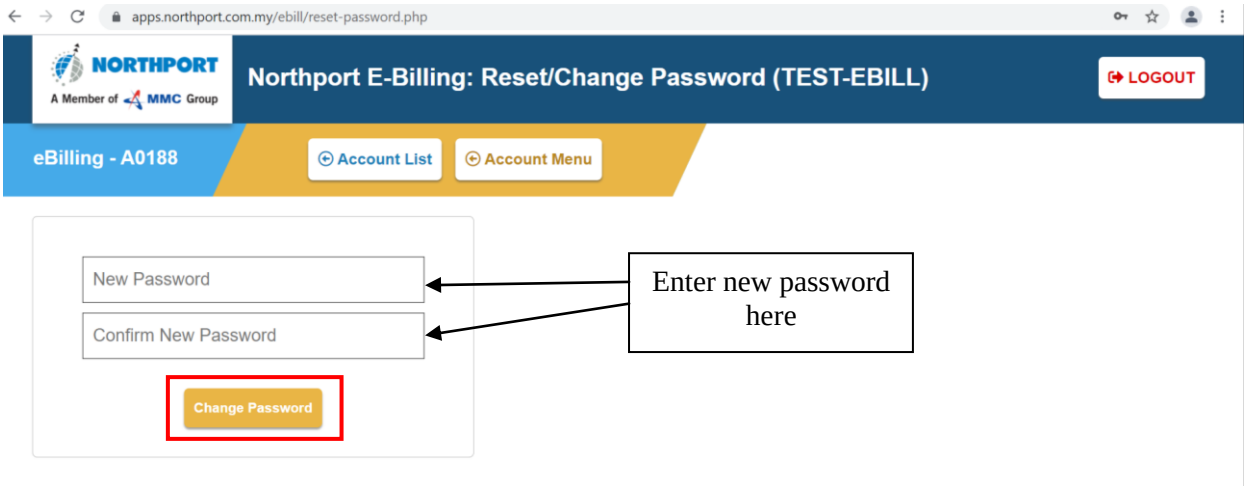


4.5 Change Password

a) You can use this option to change your password. Click on Change Password on the Account Menu.

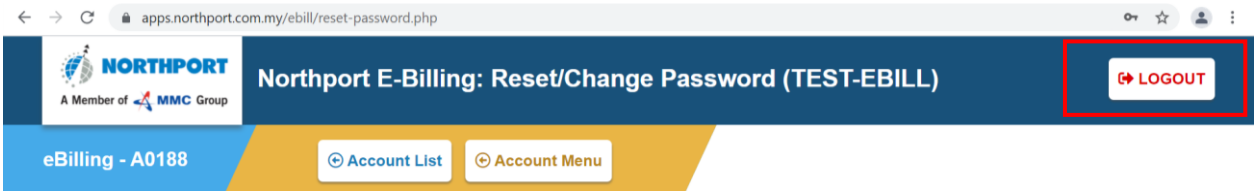


b) Enter your new password in the New Password column and repeat the password for the New Password column. Click at the Change Password button and system will change your password and logout from the system. You will have to login again to system using your new password.



4.6 Sign Off & Logout

a) This option will sign off and logout from the system and bringyou back to login page for e-billing system. Kindly check on the Logout button on the upper right corner to logout anytime from the system.



5. Appendix

5.1 How to enable TLS 1.0 in your PC.

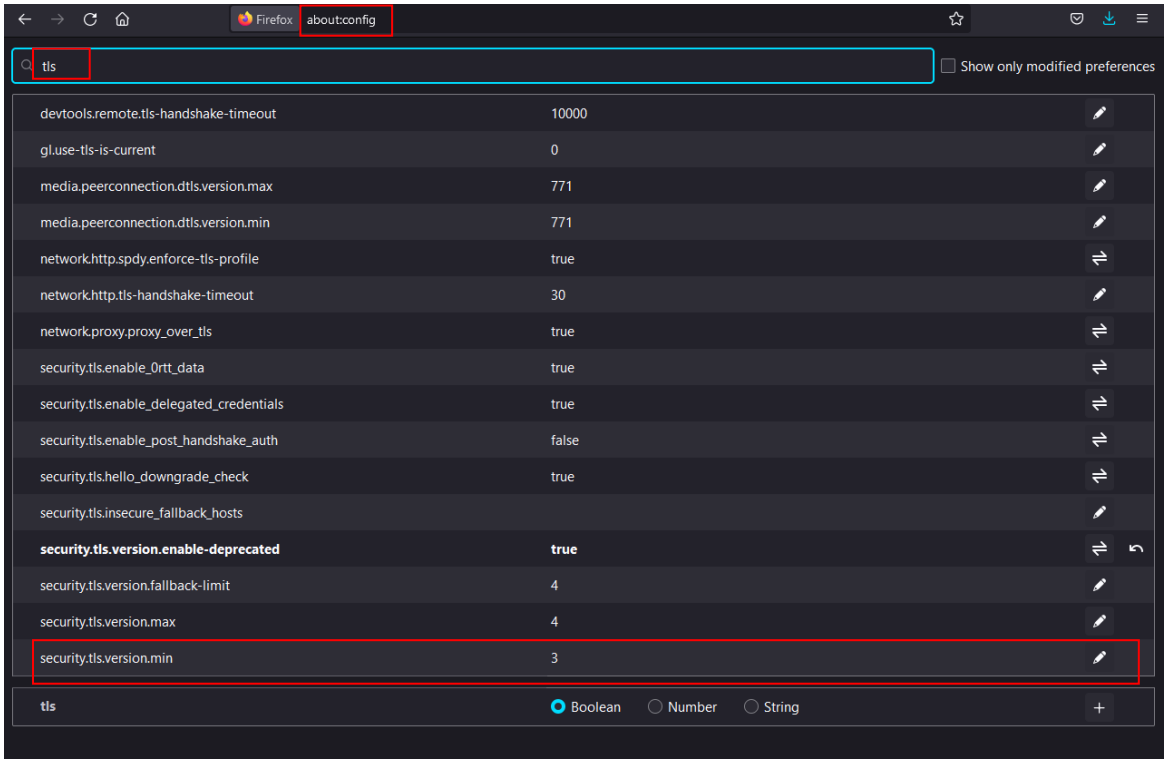
Method 1

a) Open Mozilla Firefox browser.

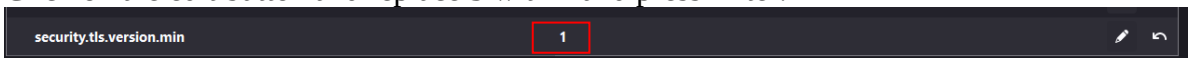
b) At the new tab write “about:config” in the search box and press Enter.

c) Accept risk and continue.

d) At the search box type TLS and scroll down to the below until you see security.tls.version.min



e) Click on the edit button and replace 3 with 1 and press Enter.

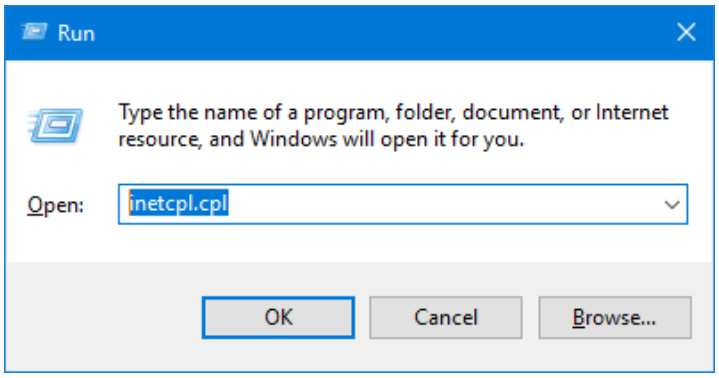


f) Close the browser and restart Mozilla Firefox.

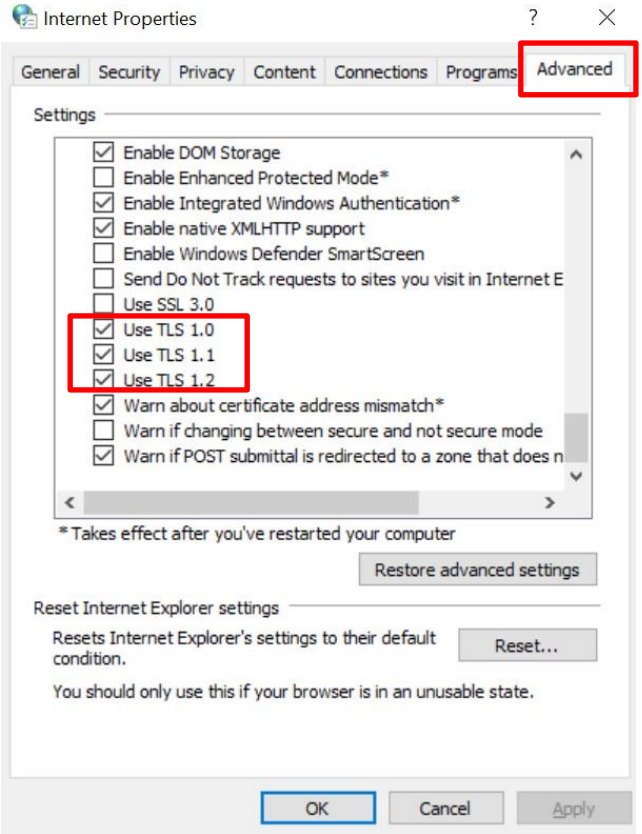
Method 2

g) Press the Windows key + R to open the Run command box.

h) Type inetcpl.cpl and press Enter.



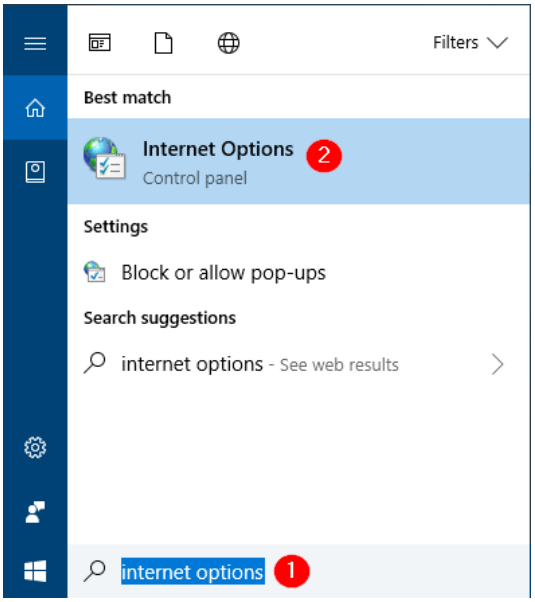
i) Click Advanced tab on the Internet Properties and tick Use TLS 1.0



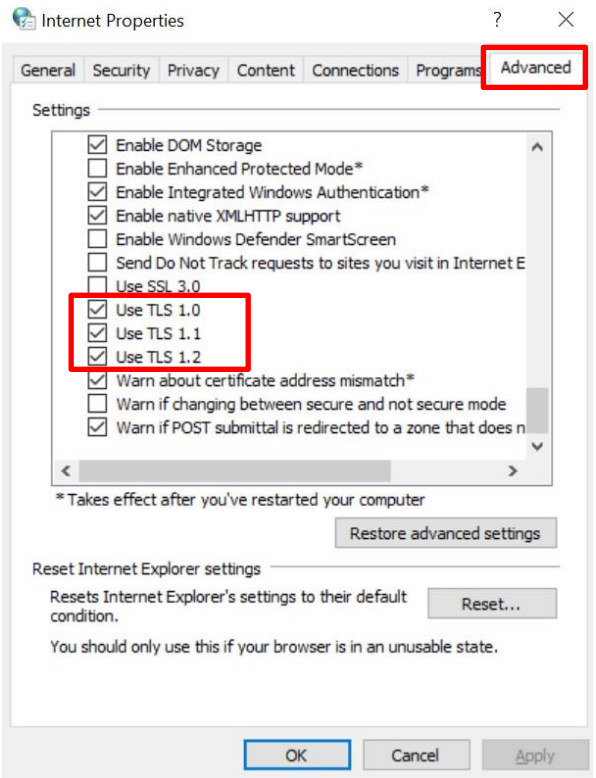
j) Refresh your web browser and try to access the e-billing system.

Method 3

a) In Windows 10, type “Internet Options” in the Cortana Search box and you can then access Internet Options from the search result.



b) Click Advanced tab on the Internet Properties and tick Use TLS 1.0



c) Refresh your web browser and try to access the e-billing system.

5.2 Internet Explorer delete browser data guide for accessing e-billing portal

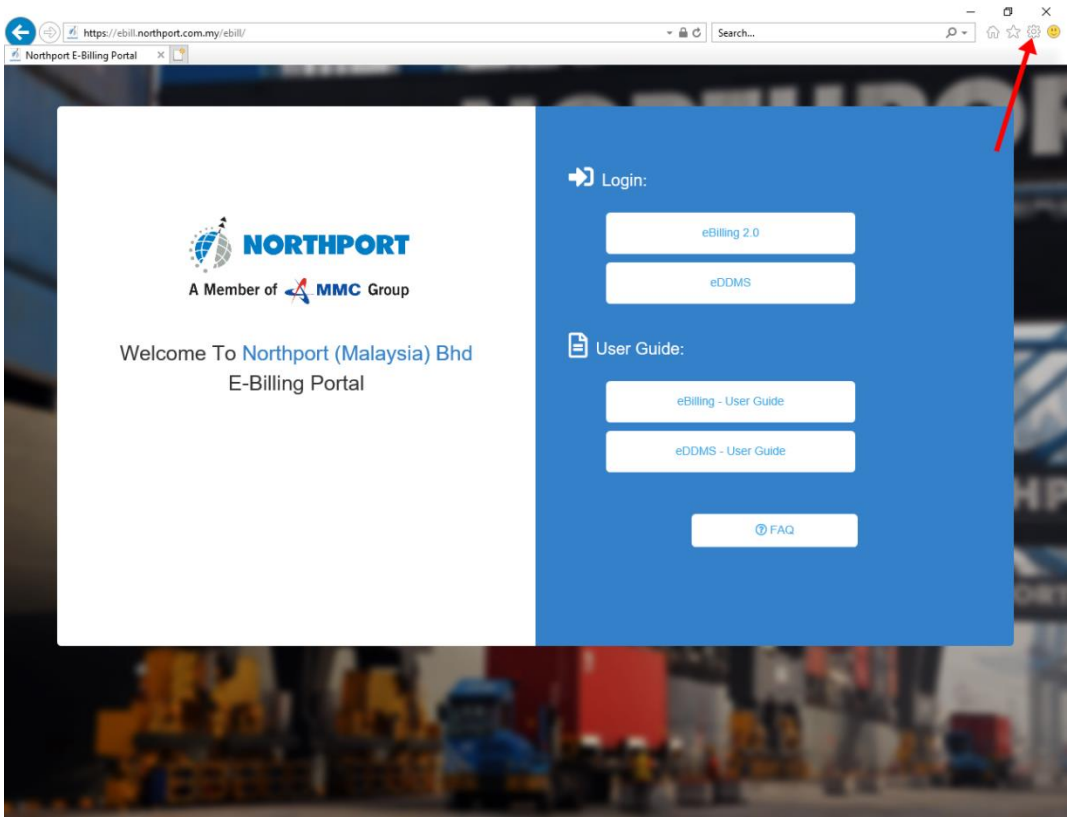
Method 1

1. Press **Ctrl + F5** to clear the browser data and close the browser afterwards.
2. Launch the browser again and try access the eBilling system again by using one of the URLs stated below.

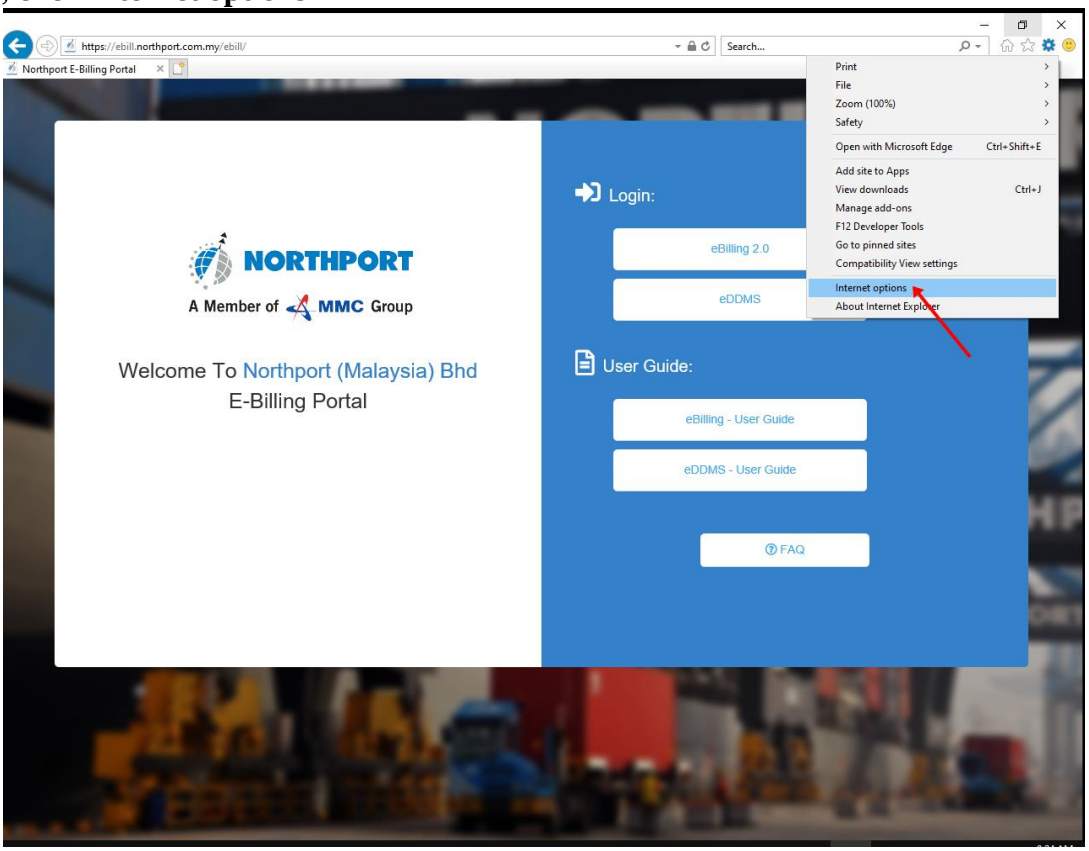
- https://apps.northport.com.my/ebill/index.php
- https://ebill.northport.com.my/ebill/login.php

Method 2

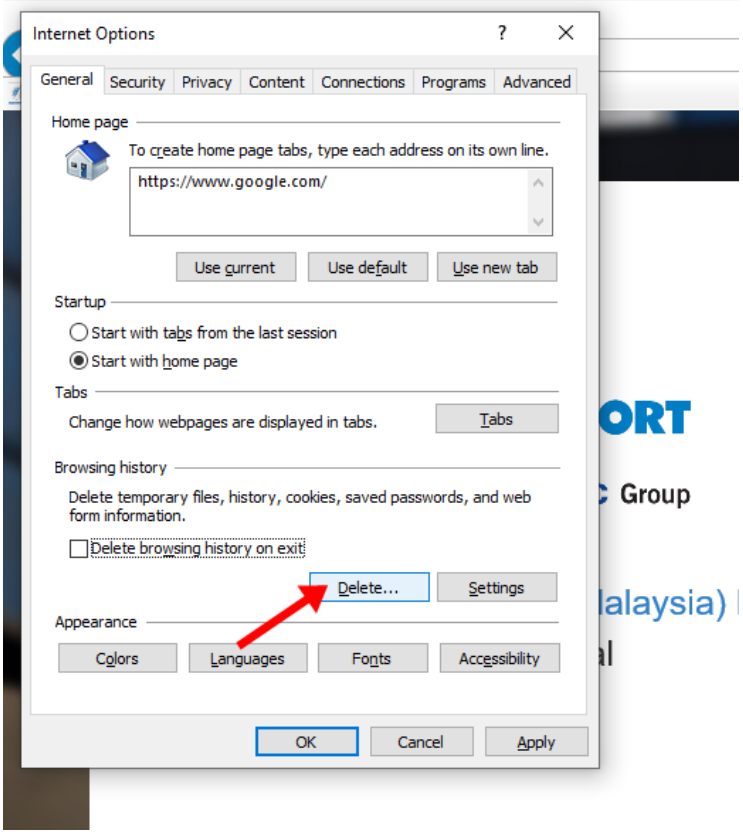
1. If you're using the old URL (https://ebill.northport.com.my/ebill/login.php) and page error is displayed or the old e-billing page is shown, try deleting the browser data OR use the new e-billing URL (**https://apps.northport.com.my/ebill/index.php**)
2. To delete browser data, click **Setting**.



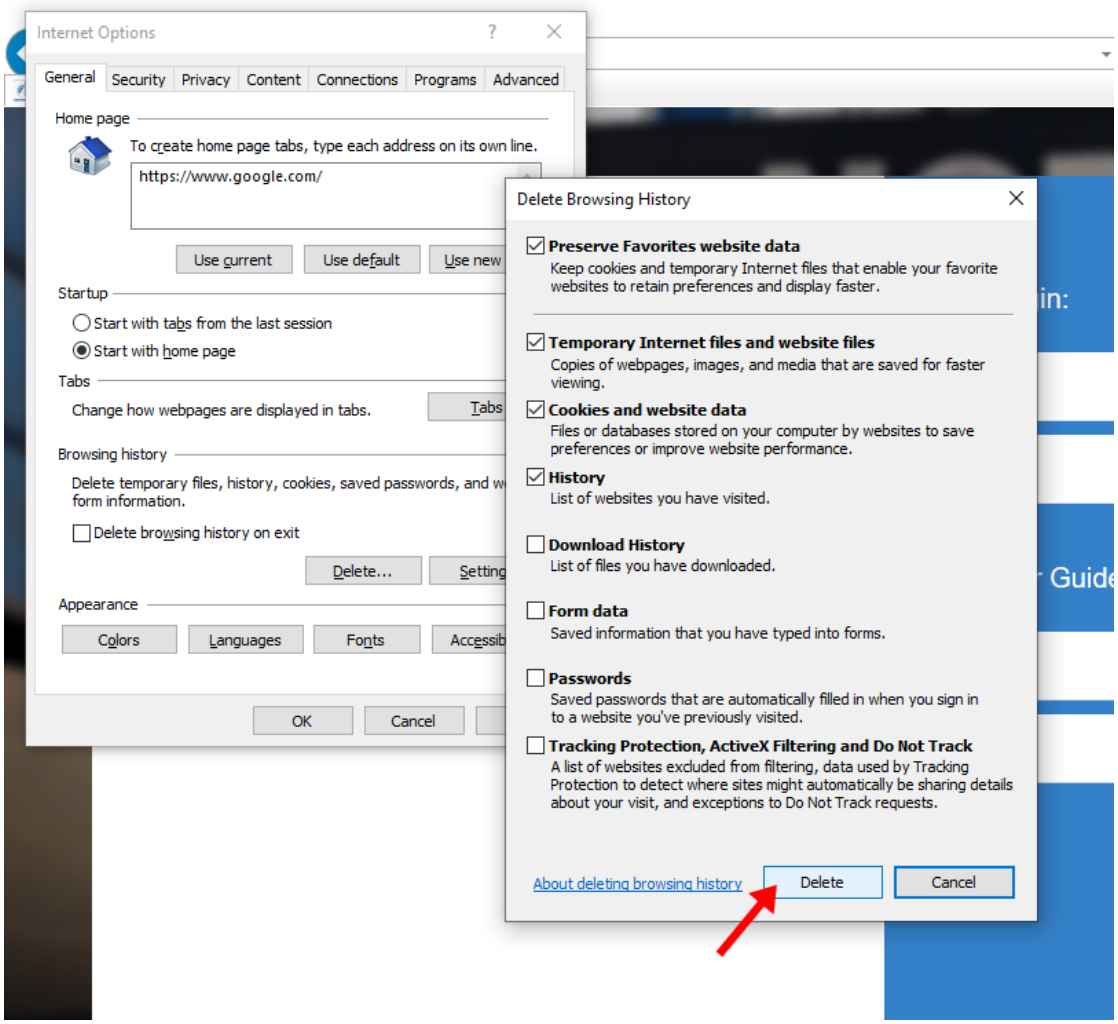
3. Then, click **Internet options**



4. Inside Internet Options window, under Browsing history, click **Delete**



5. Inside Delete Browsing History window, tick the first 4 option then, click **Delete**



6. After that, close and launch the browser and try access the URL as shown in **Step 1 Method 2**.
7. If the problem persists after trying both the methods above, kindly screenshot the error and send an email to isd-erp@northport.com.my