1. Payroll Support Maintenance 2018

Sign up Payroll Support Maintenance 2018 to get:
- Latest update of PCB calculation;
- Latest update of Government Reports (Income Tax EA Form & Income Tax CP 8D);
- New feature of Employment Insurance System (EIS);
- Phone support;
- Email support; **support@autocountsoft.com**
- Special rate on charges of on-site support;
- Software update (if there is release during the subscription period);
- Service of server migration for AutoCount Payroll data;

2. How To Update AutoCount Payroll for 2018

- Call to hotline 03-30808888, and press 1 for sales or look for Ms. Zila to request for Payroll Support Maintenance Quotation; OR
  Send email to zila@autocountsoft.com to request for Payroll Support Maintenance Quotation;
- Chop and sign to accept the quotation, proceed with payment;
- Email the signed quotation and proof of payment to zila@autocountsoft.com (Sales Dept) **AND** fiqah@autocountsoft.com (Account Dept);
- After the payment is verified, the renewed licence will be issued and AutoCount Support Dept will contact you and proceed with the update of AutoCount Payroll.
  Should you have not received call from AutoCount Support Department, most likely your payment is pending on clearance and the renewed license has not been generated. Our agent will contact you immediately once your renewed license is ready.

3. Should I Call AutoCount Support Department for AutoCount Payroll Update?

- The procedure to update AutoCount Payroll for 2018 is as per question 2.
- You **do not need** to call AutoCount Support Department, as we will contact you once your renewed license is ready for update.
- Should you need to contact AutoCount Support Department, dial 03-3080 8888, and press 2 for Support Department from Monday to Friday 9.00a.m – 6.00p.m (except lunch hour 1.00p.m – 2.00p.m)
- OR, you may write to us via email   **support@autocountsoft.com** and state clearly your company name, contact details and problem in brief. Our support agent will respond soonest possible.

4. Can I Perform The AutoCount Payroll Update By Myself?

- Yes.
- Just inform our agent when she/he contacted you for the update. Details of license and update guides will be send to you via email, just follow the steps accordingly.
- Should you need any assistance, feel free to contact us.

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