

Malaysia government has announced the change of GST from 6% to 0% effective from 1 June 2018. All users of AutoCount Accounting system who are also registered as taxable person are advised to upgrade the current AutoCount Accounting version 1.8 to newly released version 1.9. The upgrade is necessary as several changes and enhancements have been made in this version 1.9 to facilitate the change of rate.

Upgrading from v1.8 to v1.9 is chargeable and the following administrative procedures are meant to make the process of upgrading easier and smoother.

Refer to AutoCount official announcement for the fee rate.

[https://wiki.autocountsoft.com/wiki/Revise\\_of\\_GST\\_from\\_6%25\\_to\\_0%25](https://wiki.autocountsoft.com/wiki/Revise_of_GST_from_6%25_to_0%25)

### **For Users Who Has Valid Service Contract With Auto Count Sdn Bhd**

1. AutoCount will send you an email with fees payable for upgrade. Quotation will not be issued. Any enquiry please call 03-3080 8888 (Press 1 for Sales Department)
2. If you agreed to the upgrade arrangement, make the payment (add in GST if pay before 1 June 2018) and reply email with the proof of payment and contact detail (company name, PIC, H/P No) to [GstUpgrade@autocountsoft.com](mailto:GstUpgrade@autocountsoft.com)

(If you decided not to upgrade at this moment. Ignore the email. You are advised to read the guide of *If I am still using version 1.8*)

3. Having validated your payment, AutoCount will contact you to execute the upgrade of your system via remote access (internet access must be made available).

Kindly be patient while we are making arrangement to upgrade your system. Although we are expecting extremely high volume of upgrade requests during this period of time, we shall try our best to attend to you soonest possible.

### **For Users Who Doesn't Have Valid Service Contract With Auto Count Sdn Bhd**

1. (If you have decided not to upgrade at this moment and decided to move on with version 1.8, it is advisable to read the guide of *If I am still using version 1.8*)

If you have decided to upgrade to version 1.9, read the AutoCount official announcement carefully (*GST 6% → 0% AutoCount Accounting Guide: General Announcement To AutoCount Users*) and email the following detail to [Sales@autocountsoft.com](mailto:Sales@autocountsoft.com) :

- (a) Product ID
- (b) Company Name 1:  
Company Name 2:  
.....
- (c) Contact person:
- (d) Contact Number:

2. AutoCount will email you a quotation for the upgrade arrangement, together with payment details
3. If you agreed to the upgrade arrangement, make the payment (add in GST if before 1 June 2018) and reply email with the proof of payment and contact detail (company name, PIC, H/P No) to [GstUpgrade@autocountsoft.com](mailto:GstUpgrade@autocountsoft.com)

(If you decided not to upgrade at this moment. Ignore the email.)

- 4. Having validated your payment,
  - a. If the payment including upgrade service, AutoCount will contact you and execute the upgrade of your system via remote access (internet access must be made available).

Kindly be patient while we are making arrangement to upgrade your system. Although we are expecting extremely high volume of upgrade requests during this period of time, we shall try our best to attend to you soonest possible.

- b. If the payment is only for license key (not including upgrade service), that means you have chosen to perform upgrade by your own, AutoCount will email you the installer file and the related license key. Kindly refer to the guide of *How to upgrade from v1.8 to v1.9*.

**Enquiry number: 03-3080 8888**

Press 1 for Sales Dept	Enquiry for upgrade procedure, fees, payment, billing.
Press 2 for Support Dept	Enquiry for program upgrade