

FAQ & Answer Guide

- **How will I receive my GST Bundle?**
 - You will receive your GST bundle you've placed an order for on the HP Shopping Website via delivery to your doorstep.
- **What will be the components included in the GST bundle?**
 - The GST bundle will include an HP laptop, a flash drive containing GST software , a wifi dongle for internet connectivity, GST software manuals, Contact Information and Support Services Manual with the necessary details for troubleshooting and servicing the bundle components.
- **How can I get in touch with HP for support related queries?**
 - GST Helpdesk
Connect with GST Helpdesk through Phone, Email or online Chat. Support is available for GST registration, transition, invoicing, and return filing.
- **What is the contact information for the GST helpdesk?**
 - Contact GST Helpdesk:
Phone: 022-3934-6400 (8am-8pm)
Email: gst@taxspanner.com
Online Chat: Available from the app
- **How will I install the software? Is it in a separate disk?**
 - The GST software is available on the desktop to be installed.
The user can first extract the files to install the software on their respective systems.
- **When will I receive my GST Bundle?**
 - You will receive your GST bundle 10 working days from the date of order placement.

- **What do I do after I receive the Bundle? How do I register for the service?**

- As Soon as you receive the GST Bundle. You need to use the USB pen drive and the HP laptop which is provided in the bundle. And you need to follow the following steps:

Step 1: Plug in the USB pen drive from this box into the USB port of the HP laptop.

Step 2: Unzip the GST installer file in the pen drive. (Which unzip program?)

Step 3: Run the GST Setup program by double-clicking on it

Step 4: Click “Proceed”, accept T&C, and then click “Install”. It may take several minutes to install the GST solution.

- Once the installation is complete, a shortcut to open the software will be created on your Desktop. Double-click this shortcut to launch the GST application

Now for using the software you will have to register yourself. Following are the steps for registration. For first time user registration, click the link under “New User?”

On registration screen, fill the following details:

- a. Activation key (16 digit)

- b. GSTIN
 - c. GSTIN Username
 - d. State
 - e. PAN
 - f. GSTIN Mobile No
 - g. User Mobile No
 - h. Aggregate Turnover (previous FY)
- Supplier type (Normal/Composite)

Now you are good to go and Use the Software.

- **For how long is it valid?**

- The bundle offer is for 2 years.

- **Terms & Conditions**

- *Bundle price is indicative (approximate) and subject to change. Software service support is offered and maintained by 3rd party.
- ^This is indicative EMI for 24 months. Actual EMI will be seen at the cart and is subject to change.