



Business Solutions

Unit WS-1807, West Tower, Philippine Stock Exchange Centre, Exchange Road, Ortigas Centre, Pasig City Philippines  
Tel Number +63(2)655.37.63 email: rvepino@vehiclestreet.com

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## INTRODUCTION

We at Payrollpinas don't stop thinking of ways to make life easier for all of you, our valued clients. Now, we have launched the Service Request Form; a new feature of [www.payrollpinas.com](http://www.payrollpinas.com).

The Service Request Form would be your way and our way to properly monitor, document all your issues, concerns and problems which require our support to address them technically. All you need to do is to fill up with all the necessary details of the Service Request Form, submit and within 24 hours, an authorized Payroll Processor will be communicating with you with regards your request.

In connection to this, we have come up with this manual to assist and guide you in your use of the Service Request Form.

Thank you for staying with Payrollpinas!



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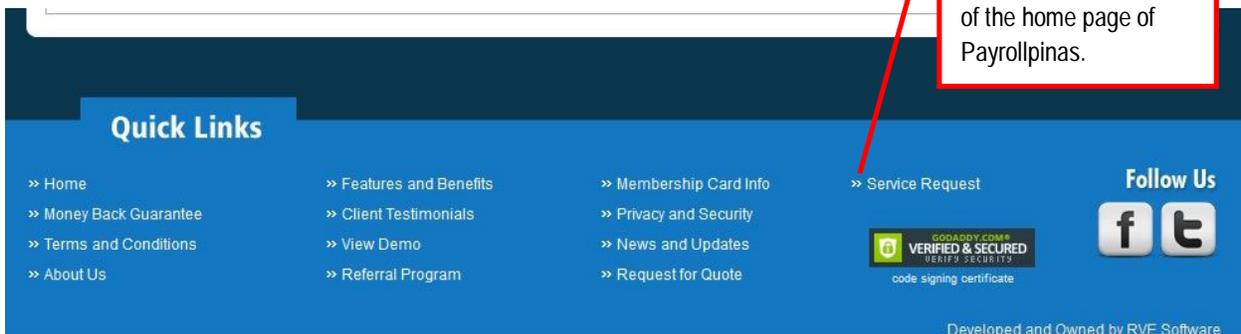


Go to <http://www.payrollpinas.com>



Type [www.payrollpinas](http://www.payrollpinas.com) in the address bar. You may use either Internet Explorer or Mozilla Firefox but we prefer Mozilla Firefox for compatibility reasons.

Click Service Request at the bottom of the home page of Payrollpinas.



Click on Service Request at the bottom of the home page of Payrollpinas.



**24x7 Support**  
You may reach us at **0920-PAYROLL**

Payrollpinas Corporation  
Unit WS-1807, West Tower, Philippine Stock Exchange Centre, Exchange Road, Ortigas Centre, Pasig City Philippines  
Telephone Number +63(2)655.37.63, +63(2)400.89.18 email: [customercare@payrollpinas.com](mailto:customercare@payrollpinas.com)

Fill in all the required details. Make sure all details are valid and correct. Fields with the asterisk (\*) sign are important.

**Request for Service & Support**

Payrollpinas have come up with a better way for you to convey to us how we could help you on your concerns. This entails proper monitoring of your Service Requests; this is our own way of making life easier for you.

Should you have issues and/or concerns with regards to computations, payrolls, delayed responses, technical and/or customer support or anything which bothers you, please let us know and we will process your request within 24 hours. An authorized Payroll Processor will be assigned to you to facilitate your request and reply to you via email for details.

Kindly fill in the required details and click submit to initialize processing of your request. Please make sure that all details entered are valid and accurate for faster processing.

**Service Request**  
\* Indicates required field

**Account Information**

Your Email Address  \*

First Name  \*

Last Name  \*

Enter your registered and valid email address. All communications with regards to this Service Request will be sent here.



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Make sure all details are valid and correct. Fields with the asterisk ( \* ) sign are important.

The screenshot shows a web form for submitting a service request. It is divided into three main sections: Company Information, Request Details, and Request Verification. Red callout boxes with arrows point to specific fields, providing instructions on how to fill them out correctly. The 'Request Verification' section includes a CAPTCHA image with the code '3v6ndx85' and a 'SUBMIT' button.

**Company Information**

- Name of Company:  (Callout: Kindly enter the accurate Name of the Company where you belong for easier monitoring and documentation.)
- Employee ID#:  (Callout: Enter your valid Employee ID Number for proper documentation.)
- Contact Number:  (Callout: Your mobile number would be preferred as you might receive an SMS with regards this Service Request.)
- Your Position:

**Request Details**

- Nature of Request:  (Callout: The Nature of Request would be your assigned Title or short name for the Request for faster recall and monitoring.)
- Details of Request:  (Callout: Details of Request would be the description and full details of your Service Request for faster facilitation.)

**Request Verification**

- Enter Code Shown:  (Callout: Enter the Code shown below.)

Kindly double-check all details to make sure everything is correct before hitting Submit button. (Callout: Double-check all the details entered before hitting Submit button.)

**SUBMIT**



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After hitting Submit button, the screen below will show letting you know that you have successfully submitted your Service Request Form.

The screenshot shows the Payrollpinas website interface. At the top, there are navigation buttons for 'EMPLOYER LOGIN' and 'EMPLOYEE LOGIN'. The main header includes the Payrollpinas logo, contact information for 24x7 support at (63) 920-7297655 and (63) 920-PAYROLL, and a 'LIVE HELP' section with 'OFFLINE' status and a 'CLICK TO EMAIL' button. A navigation menu contains links for Home, Money Back Guarantee, Terms and Conditions, Features & Benefits, View Demo, Referral Program, and About Us.

The main content area features a large image of hands typing on a laptop keyboard. To the left of the image, the text reads 'Request for Service & Support'. To the right, a red button says 'Learn more about'. Below this, a list of links is provided: 'Features and Benefits', 'News and Updates', 'Client Testimonials', and 'Membership Card Info'.

Below the image, the heading 'Request for Support/Service' is followed by a confirmation message: 'Congratulations! You have successfully submitted your Service Request Form. Please check your email address for the details. Consecutively, you might be receiving an SMS on your registered mobile number with regards the details of your Service Request. Kindly allow us to respond to your Service Request within 24 hours, an authorized Payroll Processor shall take care of your request by replying to you via email.'

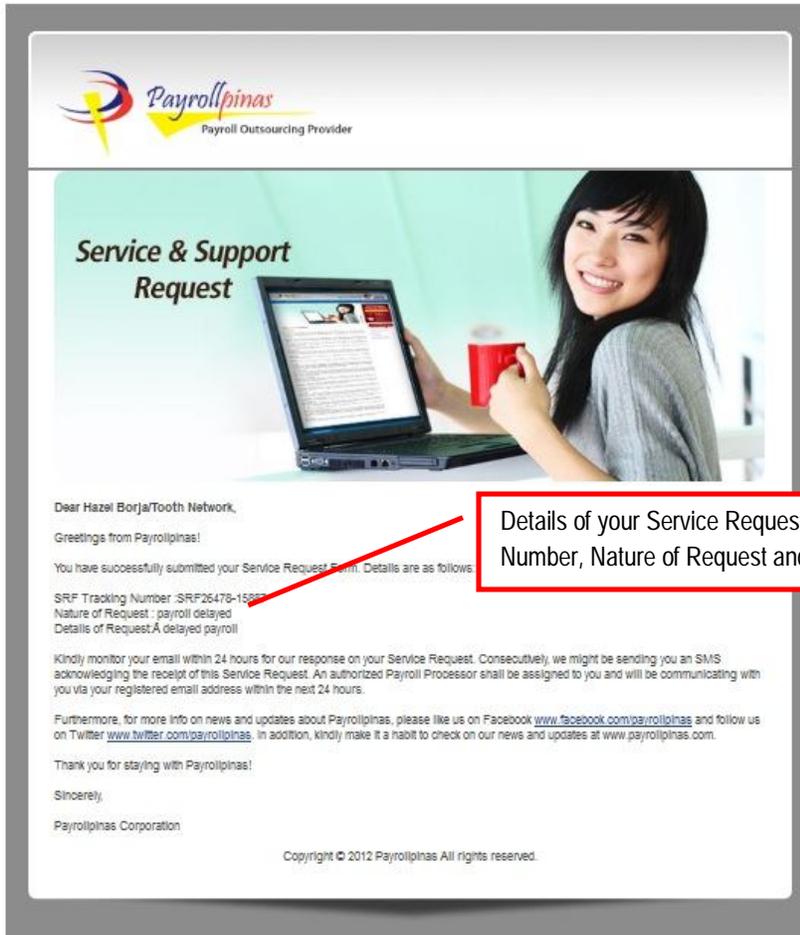
At the bottom of the message, it says 'Thank you for staying with Payrollpinas!'.



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Consecutively, an email notification shall be sent to your email address containing the details of your Service Request.



Details of your Service Request are shown; SRF Tracking Number, Nature of Request and Details of Request.



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You might also receive an SMS on your registered mobile number, acknowledging the receipt of your Service Request.



The SMS which you might receive would contain the Tracking Number for your Service Request.

Now, all you have to do is sit back and relax. We will be assigning an authorized Payroll Processor who will be communicating with you within 24 hours with regards to your Service Request.