Avanceon Private Limited

[l211858@lhr.nu.edu.pk](mailto:l211858@lhr.nu.edu.pk)

Gulberg-II

Lahore, Pakistan

September 19, 2023

To: Mr. Adil Rizwan

Manager Customer Support

Social Square

Phase III-DHA

Lahore, Pakistan

CC: Mr. Avais

CEO

Social Square

Phase III-DHA

Lahore, Pakistan

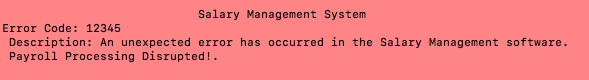
Subject: Software Malfunction

Dear Mr. Adil Rizwan,

I trust this letter finds you in good health and high spirits. I am composing this message as a representative of Avanceon Private Limited, and I must express our concern regarding a significant problem that has arisen with the Salary Management program, which we received from Social Square for development purposes.

Following the successful installation and testing of the software, our team initiated its usage for managing our salary management processes. Unfortunately, within the initial month of implementation, a significant error has arisen, leading to disruptions in our payroll processing.

The error has been documented in the enclosed screenshot of the error screen for your reference.



This issue is affecting our ability to carry out payroll processes accurately and on schedule for our employees, which is a critical aspect of our business operations. Consequently, we require immediate attention and resolution to this matter.

In accordance with our contract, we kindly request that you initiate an investigation into the root cause of this error and provide us with a comprehensive strategy to resolve the issue as soon as possible. Timely resolution of this matter is crucial to prevent additional interruptions to our payroll process and any potential financial consequences.

Additionally, we have forwarded a duplicate of this letter to Mr. Avais, the CEO of Social Square, to ensure transparency and accelerate the resolution procedure.

We appreciate your prompt attention to this matter and look forward to your quick response outlining the steps that will be taken to rectify this situation. Our team is ready and willing to provide any essential cooperation and assistance to bring about a resolution.

Thank you for your immediate attention to this urgent matter.

Sincerely,

Mr. Kaleem

Personal Assistant to the CEO

Avanceon Private Limited

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Lahore, Pakistan

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