



Megabus Customer Update

Tips, New Features and Troubleshooting on all the key areas in Marlin® GTX and Marlin HR®

Please find below some useful tips for your business. The team at Megabus is here to help you. Please contact me on the number above if you have any concerns or need assistance with your business systems. We will be sending out regular updates so you can make informed decisions on the key areas in your business.



Investigating Stock Issues

With the end of financial year update next month, here are some tips on investigating stock issues:

1. Transaction History
2. Enquiries

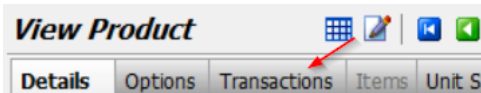
Reminders:

- End of financial year preparation tasks
- Contacting Megabus
- End of year backup
- End of financial year checklists
- Report Keeper

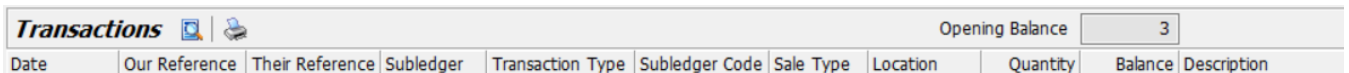
In the lead up to the end of the financial year as you perform your stock take, you may find discrepancies that you need to investigate using various enquiry programs in Marlin GTX.

1. Transaction History

- Firstly, have a look at the product transaction history.
- Select **Main | Products | Manage Products**
- Enter the product code you need to investigate.
- Click on the Transactions tab.



- You can then see all the stock movements (e.g., invoicing, credit notes, purchases etc.)
- This will tell you the Supplier code or Customer code involved in the transaction so that you can review further.



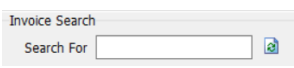



2. Enquiries

You can then obtain the reference number (e.g., Customer invoice number, Supplier invoice number etc.) and look at information that may assist you to track down the reason for a stock loss or gain.

You may need to know the supplier, view the customer invoice, look at the vehicle make and model, have a look at notes in the planner.

You can also see who the salesperson was and follow up with them.

Supplier enquiry	Customer Enquiry	Autotracker Enquiry	Planner
Menu location: Main Suppliers Manage Suppliers	Menu location: Main Customers Manage Customers	Menu location: Main Enquiries Autotracker Enquiry	Menu location: Main Enquiries Business Planner
Use  icon to find a transaction by the reference number	Use  icon to find a transaction by the reference number	Use the invoice search feature. 	Use the planner search feature. 

EOFY preparation tasks

Please refer to update #14 for a list of the preparation tasks to review your Customers, Suppliers, Bank and Stock.

End of financial year preparation tasks

Please find below a list of areas in your system that you can review and follow up if required:

Customers	✓
1. Print Customers Balance Report <ul style="list-style-type: none"> Select Main Customers Aged Balance Report Print this report and review any balances in 60 +90 Day 	
2. Review outstanding Deposits <ul style="list-style-type: none"> Select Main Customers Deposit Report Review all older outstanding deposits 	
3. Print a customer unallocated receipt report and review with your bookkeeper <ul style="list-style-type: none"> Select Main Customers Unmatched receipts Print this report as all transactions on this report have not been allocated to an invoice and are an unmatched receipt. 	
Suppliers	✓
4. Print Supplier Balance Report <ul style="list-style-type: none"> Select Main Suppliers Aged Balance Report Print this report and review any balances in 60 +90 Days 	
5. Print Promotions Rebate Pending Report <ul style="list-style-type: none"> Select Main Suppliers Outstanding Supplier Rebates 	
6. Print Request for credit Report <ul style="list-style-type: none"> Select Main Suppliers Request for credit report You can use the date filter to exclude the current months credits if you want to focus on older transactions 	
Bank	
7. Review unrepresented Deposits and Payments in the Bank Reconciliation Program <ul style="list-style-type: none"> Select Main Data Entry Cashbook or Bank Reconciliation Click on Reconciliation and then click on Bank reconciliation Review Previous Bank Statement Date and ensure it is up to date 	
8. Review Banking Variances <ul style="list-style-type: none"> Select Main Accounts Manager accounts Enter your account number for banking variances and review 	
Stock	
9. Review Items with a negative Stock on Hand <ul style="list-style-type: none"> Select Reports Stock Stock on Hand Report Select Validation Methods – with Negative Quantity and review this to find out why they are in Negative. 	
10. Print Outstanding Claims Report <ul style="list-style-type: none"> Select Reports Stock Claims Tick - Print uncompleted claims 	
11. Review Trade-ins <ul style="list-style-type: none"> Select Main Approve Trade-ins Review all items, ensure all entries are accurate. 	

EOFY backup *

You will need to purchase a USB backup key for your valuable End of Year backups (Stationers, Supermarkets, IT shops etc.)

We also recommend our Shieldcare services for remote backup and protection.

In times like this the last thing we want to see is you unnecessarily stressing about a virus, malware, crypto locker or loss of data.

It is an important time to review all the insurances in your business and our on-line backup option is a unique offering to help you get up and running as quickly as possible in a disaster scenario.

- **Secure and Encrypted** - The data can only be accessed by Megabus authorised staff at your request.
- **100% Automated** - Megabus will set up your nominated PCs, you just need to do your End of Day as normal and then forget it. Your files will sync silently in the background, without you having to do anything!
- **Simple & Easy to Use** - Worry free, no configuration or monitoring required by you. Computer backup made simple!
- **What data is sent to the cloud?** - Marlin GTX (Day, week, monthly and yearly backup files), Marlin HR (each finalised pay run), My Documents, Desktop folder

Please let me know if you would like further information on this option.

**Please note: This is not applicable if you have a hosted solution*

Contacting Megabus

For us to help you during the busy lead up to the end of Financial year, the most efficient way to contact Megabus is to click on **Help | Log a support call** and follow the prompts. This ensures your company name is recorded against the call. Please enter as much information as possible to ensure we understand your issue.

Please note: If you are prompted for a Username/Password and don't know what they are, please email support@megabus.com.au with a subject line of "Cannot log a Support Call online"

Important:

- Please enter a meaningful **Summary** line and pertinent **Further Details** to assist us in assessing the call priority, assigning an appropriate person to call you and possibly having an answer ready when we call.
- Be sure to mention any significant loss of functionality (eg. "Can't invoice" or "Can't print" or "GTX down") in the Summary line to ensure appropriate prioritisation.
- We may respond to "How do I" queries by emailing you a step by step answer. If you would prefer to wait for an available support person to call you, please note this in the case.

EOFY checklists

Please download your EOY checklist from Marlin Inform. Printing it and ticking the checkboxes as you complete each step will ensure that nothing is missed, reducing problems and stress at this busy time of year.

