



## 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.



### DOUBTFUL DEBTS

**Doubtful debts** - having a probability of the debt becoming uncollectible in the future

### BAD DEBTS

**Bad Debts** – clearly identified as uncollectable in the present or future time

Leading up to the end of financial year, you may need to review your outstanding customer balances to determine if you have doubtful or bad debts. There are also some tips for maintaining your customer accounts e.g., putting a customer on hold, setting up credit limits, recording conversations and next actions.

1. Advice from the ATO
2. Writing off a Bad Debt (Journal Entry)
3. Account Status and Credit Limits
4. Customer notes to record debt collection activity

#### End of financial year reminders:

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

## 1. Advice from the Australian Tax Office

"You need to determine that the debt is bad at the time you propose to write it off.

The debt must not be merely doubtful. There must be a debt owing to you and it is genuinely bad. This means it must be an amount that you have determined is unlikely to be recovered through any reasonable and commercial attempts.

Depending on your circumstances, this does not always mean you need to have commenced formal proceedings to recover the debt (see example below).

There are many ways to demonstrate an amount is no longer recoverable, and what constitutes a reasonable attempt will depend on the circumstances. For example, you may provide evidence of communications seeking to obtain payment of the debt, including reminder notices issued and attempts to contact the debtor by phone/mail"

[https://www.ato.gov.au/Business/Income-and-deductions-for-business/Deductions/Deductions-for-unrecoverable-income-\(bad-debts\)/](https://www.ato.gov.au/Business/Income-and-deductions-for-business/Deductions/Deductions-for-unrecoverable-income-(bad-debts)/)









## 2. Writing off a bad debt

After discussion with your accountant, it may be necessary to write-off the outstanding debt.

As GST is paid on invoices raised, whether they have been paid or are still outstanding, you are entitled to receive a refund/credit for the GST already paid on the invoice that is now classified as a 'bad debt'.

You will need to journal the debt from the customer account to the Bad Debts account and GST Collected Adjustments account as follows:

- Select **Main | Data Entry | Journals**.
- Enter the appropriate Date, GL Period and Salesperson.
- Enter a meaningful Narration such as 'Bad Debt w/off ABC Pty Ltd Inv 12345'
- Select your GST Collected Adjustments account and Debit the GST amount from the invoice
- Select your Bad Debts account and debit the remainder of the invoice amount
- Select your Debtors Control account
- A popup window will ask you to select the Customer code and reduce the debt in the correct ageing period (**remember to press minus '-' to credit the amount**)

<i>Line Details</i>    					
Account	Name	Subledger	Debit	Credit	Narration
	 GST - TAX COLLECTED ADJUSTMENT		90.82		Narration
	 BAD DEBTS		908.18		Narration
	 DEBTORS CONTROL ACCOUNT			999.00	Narration
ACCOUNT			0.00	0.00	Narration

- Finalise the Journal.
- Answer YES when prompted "Should this transaction appear on the BAS?".
- After finalising this journal you will need to perform a ZERO Receipt to clear the relevant transactions from the Customer's account.

### 3. Account Status and Credit Limits

Select **Main | Customers | Manage Customers**, select your customer and then you can enter a credit limit, or you can change their account status to be on hold while you sort out outstanding invoice payments.

Account Status

General

Active

**Account Status \*** Open

Credit Limit Open

Date Joined Closed

*(Note: In the original image, a dropdown menu is open for 'Account Status' with 'Credit Hold' highlighted in red.)*

Credit Limits

General

Active

**Account Status \*** Open

Credit Limit 1500.00

### 4. Customer Notes

- Select **Main | Customers | Manage Customers**, select your customer and then click on the **Notes** Tab.



- Against each customer you can record notes electronically. For example, if you print a customer aged balance report and you are chasing monies owed to you, do not write down comments and follow up notes on the report, simply add them as notes to their accounts.
- Click on the **+** to add a note, type in the comments and then click on the **save** icon.

Notes <input type="button" value="+"/> <input type="button" value="Save"/> <input type="button" value="X"/>		
Date	Time	Note
09/04/2019	02:46:58p	Spoke to Joe, payment not received account will be placed on hold if payment is not received by the end of this week
Spoke to Sue and payment will be made overnight		

## 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:

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

## 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](mailto: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.

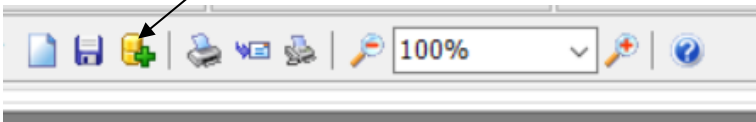
## EOFY checklists

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.

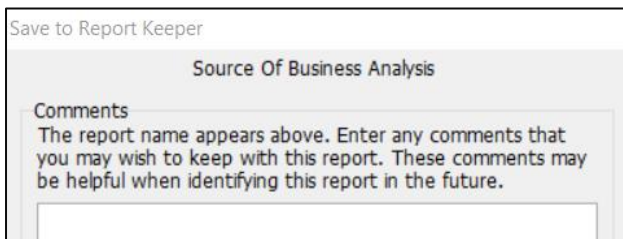
## Report Keeper

The Marlin GTX report keeper is a great feature that files your reports electronically, saving you on printing costs. This is an ideal place to save your End of financial year reports.

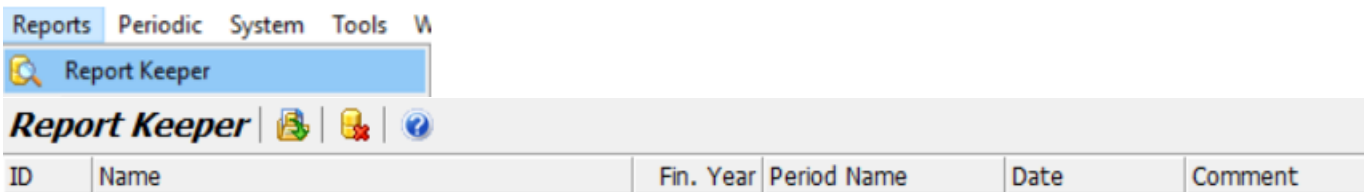
In each of the reports there is an option to save to the Marlin GTX report keeper (Yellow and green icon).



When saving reports, you can add comments relating to the report being saved.



To access reports saved in the report keeper, click on **Reports | Report Keeper**.



TIP: You can save End of Day Reports, Financial Reports, and Stock takes. This is a really good feature for End of Financial Year reports. It is also useful for saving reports such as the BAS (Business Activity Statement) as reports in the report keeper are available after End of Year. This feature is also available in Marlin HR.

Update	Weekly Topics
#1	Payment Details and Integrated Eftpos
#2	Monitoring outstanding customer accounts
#3	Using work orders
#4	Business Planner Tips
#5	Customers – Part 1
#6	Customers – Part 2
#7	Customers – Part 3
#8	Suppliers – Part 1
#9	Suppliers – Part 2
#10	Recording and entering supplier purchases and expenses
#11	Investigating Transactions
#12	Credit Notes
#13	Sales Statistics
#14	End of year preparation tasks – Part #1
#15	End of year preparation tasks – Part #2
#16	Investigating stock issues