



## 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.



- 1. Printing a claims report**
- 2. Entering Claims**
- 3. Claim Refunds**
- 4. Defective/Faulty Stock**
- 5. Stocktakes**
- 6. Product Enquiry**

## Entering and reporting Claim Stock

As we approach End of Financial year, it is recommended that you have a look at your outstanding claims.

There are normally two types of Claim scenarios:

1. Your Customer returns with faulty products that need replacing and you will need to make a claim from your supplier
2. A new product is defective/faulty and needs returning to a supplier

It is important that the claim item is recorded in your system so that you can track your claim refunds from your supplier either as a credit or replacement stock.

# 1. Printing a Claims Report

- Select **Report | Stock Reports | Claims Report**
- Tick the **Print Completed Claims** box to view prior history and **Include Claims on Work Orders** (if applicable).

Sort Order Options

Claim Number     
  Supplier Code     
  Product Code     
  Product Group

Select Range for Claim Number

From  To

Transaction Dates

From  To

Print Completed Claims   
 Include Claims on Work Orders

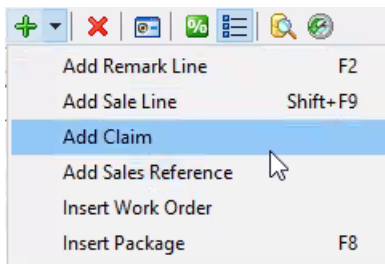
## Outstanding Claims Report

Ordered by claim number from the first item to last item

Date	Claim no.	Cust Ref.	Customer	Product Code	Defect	Claim Cost	Original Sell	Cust. Refund	Splr. Refund	Supplier	Splr. Ref.	Usage Type	Original	Claim
------	-----------	-----------	----------	--------------	--------	------------	---------------	--------------	--------------	----------	------------	------------	----------	-------

# 2. Entering Claims

- In a work order or an invoice, click on the **+** icon and select **Add Claim**.



- Enter the product code of the claim item
- You will then need to fill out your claim box with associated information.

Claim Details for Product: OB PRODUCT [...OTHER BRAND PRODUCT]

Pricing

Average Cost   
 Normal Cost    
 Wholesale   
 Retail   
 (Inc) Original Sell Price

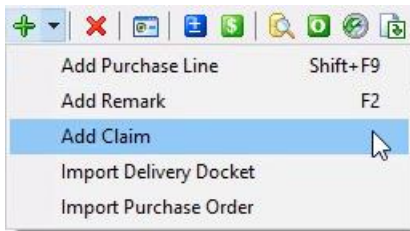
Claim

(Inc) Refund Amount   % refunded  
 Claim Reference Number   
 Defect   
 Supplier

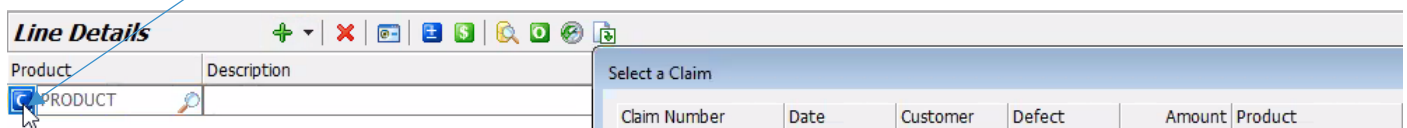
- You will then process the remainder of the transaction as normal e.g. replacement item or refund.
- This claim item will then appear on your claims report for follow up.

### 3. Claims Refunds

- Select **Main | Data Entry | Purchases | Credit Notes**.
- Click on the **+** icon and select **Add Claim**.



- Click on the symbol and you can access **all outstanding claim lines**, making it easier to find your claim line.

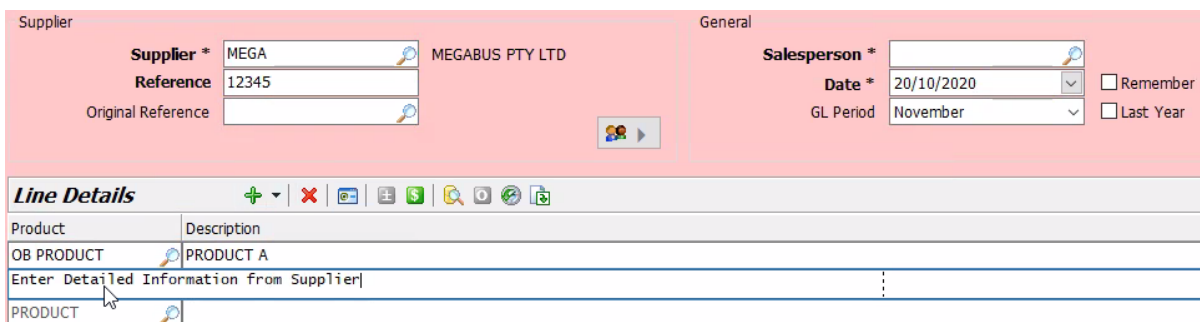


Please note: Matching to the correct claim line ensures that at all times you know that the items on your claims report are outstanding.

### 4. Defective/Faulty Stock

If you find an item that is defective/faulty then you will do a RFC to return this item to your supplier.

- Select **Main | Data Entry | Purchases | Request for Credit**
- Enter your supplier code, enter the reference as the original reference number for tracking purposes.
- Enter the product code/s, qty and price.
- Press F2 to record any other remarks associated with the claim.



- This item will then be detailed in your RFC report for follow up.
- When the credit arrives this will then be matched to the RFC.

## 5. Stocktakes

- When you are in Stocktake entry, you can click on this icon to view any applicable claims, in case you have counted them in your stocktake.



- The system will then display the following information:

Claim Number	Date	Customer	Defect	Amount	Product
--------------	------	----------	--------	--------	---------

## 6. Product Enquiry

You can also view claim information when you do a product enquiry.

- Select **Main | Products | Manage Products**
- Enter your product code and you will be able to see the Average Claim price and the quantity held on claim.

Costs	
Normal Cost	203.31 Ex
Special Cost	0.00 Ex
Supplier List	0.00 Ex
Last Cost	215.57 Ex
Average Cost	215.57 Ex
Average Claims	244.25

Quantities	
On Hand	56
Reserved	0
On Work Order	0
On Purchase Order	0
Held On Claims	1
Available Stock	56

If you click on the Transaction tab you will also be able to see the claim line

### Marlin HR EOFY Close-off

The top 3 tips to reduce EOFY stress at June 30 are:

- Review the GL Reconciliation Report now whilst there is time to consult with your tax accountant, the ATO or Megabus re any discrepancies.
  - Select Reports > GL Reconciliation Report from the menu
- Review the info, tips & FAQs on the HR EOFY Process page in Marlin Inform. Download the HR EOFY Close-off Guide and GL Reconciliation Guide and commence the preparation tasks now.
  - Select Help > Marlin Inform from the menu
- Do not leave your Marlin HR close-off until the first pay day of the new tax year as any issues may delay the pays.

New tax scales (Budget2023) and Super Guarantee Rate (11.00%) to be applied to all pays paid on or after 1 July 2023 are included in the HR EOFY update (v2.3.2 & 5.3.2) released on 29 May. After completing your HR EOFY close-off, opening the payrun screen will automatically trigger their selection.

Your employees may see two income statements from you in their myGov accounts for 2022-23, one for STP-1 reported amounts and one for STP-2 reported amounts. Added together they will reflect the full year figures shown on their final pay advice for 2022-23. After 30 June, both income statements should show as TAX READY and be available for inclusion in online tax returns.

## 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.

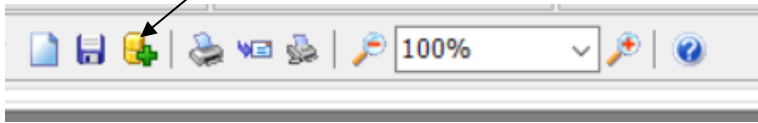
## EOFY checklists

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.

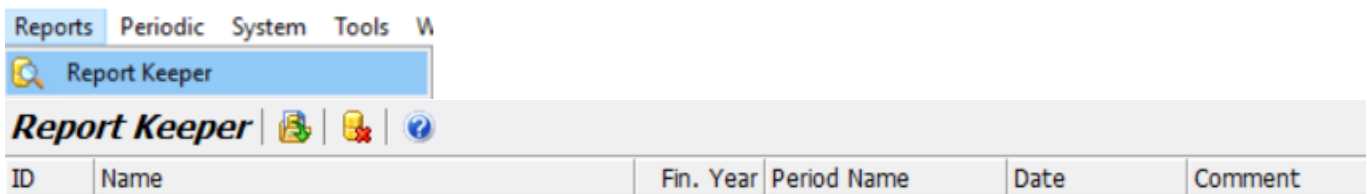
Save to Report Keeper

Source Of Business Analysis

Comments

The report name appears above. Enter any comments that you may wish to keep with this report. These comments may be helpful when identifying this report in the future.

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
#17	Bad Debts