



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.



Monitoring outstanding Customer accounts

This week one of the major Buy Now Pay Later providers went into receivership.

<https://www.afr.com/companies/financial-services/receivers-call-time-as-openpay-closes-20230206-p5ci6g>

You may or may not use this company, however it is a timely reminder that you should be regularly looking at your overdue customer accounts and ensuring that your bank reconciliation is up to date so that the overdue amount is accurate.

<https://business.vic.gov.au/business-information/finance/get-paid-on-time/manage-overdue-payments-and-debt-recovery>

1. Printing an Aged Balance report / Payment Due Report

Print your Aged Balance Report to review your 30 days + customer accounts. We recommend you do this once a week.

Select **Main | Customers | Aged Balance Report**

Main Criteria
Misc. Criteria

Report ordered by

Customer Code
 Sales Analysis Code

Select Range for Customer Code

From
To

Selections

<input type="radio"/> All Customers	<input type="radio"/> Age Balance 1	<input type="radio"/> Age Balance 3	<input type="radio"/> Accounts on Credit Hold
<input checked="" type="radio"/> With any Balance	<input type="radio"/> Age Balance 2	<input type="radio"/> Account Closed	<input type="radio"/> Over Credit Limit

Line spaces

Print your Payments Due Report to review the invoices due on a specific date., e.g., end of the Month

- Select **Main | Customers | Payments Due Report**

Main Criteria
Misc. Criteria

Select Range for Customer Code

From
To

Due Dates Up To and Including

To 30/11/2022

Print Transaction Detail

2. Customer Notes

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

Notes Attachments (0) Audit Log Maintainers

- 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 + [Save] [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		

3. 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.

General

Active

Account Status * Open

Credit Limit 1500.00

4. Credit Hold

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 Credit Hold

General

Active

Account Status * Open

Credit Limit

Date Joined Closed

5. Bad Debts

<https://business.vic.gov.au/business-information/finance/get-paid-on-time/manage-overdue-payments-and-debt-recovery>

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.

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)/)









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**)

Line Details    					
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.

Update	Weekly Topics
#1	Payment Details and Integrated Eftpos