



## 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.



## Password Checklist

The new financial year is one week away, we recommend that you review the checklist below to assist with reviewing your business passwords. This is a guide only as you may have other programs and areas that need reviewing (e.g. security cameras, alarm codes, time recording, internet banking etc.).

- When was the last time you changed your passwords?
- How many staff know your passwords?
- Have you had staff leave?
- Is the password secure enough?
- Often these passwords are very weak as they contain the names of family, nicknames, dates of birth and other easily identifiable information.

# Password Review Checklist

- Ensure a strong, unique password is set for all accounts
- Use a combination of upper- and lower-case letters, numbers, and symbols in passwords
- Use easy to remember passphrases rather than passwords, that have a minimum of 14 characters
- Never reuse passwords on multiple accounts
- Don't use information in passwords that can be found in social media profiles (DOB, spouse or pet name etc.) or is known to others
- Ensure 2-factor authentication is set up, especially for accounts containing sensitive data
- Use a secure password generator to generate random strings of characters
- Avoid using dictionary words and commonly used passwords
- Use a password manager for creating strong passwords and secure storage, and set a long and complex passphrase for your password vault.

AREA	RECOMMENDATION	REVIEW COMPLETED ✓
<p>1. Marlin GTX Password</p> <p><b>Tip: Ensure the password group program is only accessible by key staff with authority.</b></p>	<p>Select <b>System   Passwords   Password groups</b></p> <ul style="list-style-type: none"> <li>• Have a look at each of the roles in your business.</li> <li>• You may need to look at a user's access level, so that they do/don't have access to particular functions in GTX (E.g. User cannot do a credit note, cannot create a customer or supplier account, cannot override a credit limit).</li> <li>• Double-click on the username to be changed and then click on the <b>Edit Mode</b> icon</li> <li>• Find the program/function you wish to change.</li> <li>• If you need to understand the various levels for some of the data entry program, then please let me know.</li> </ul>	
<p>2. Marlin HR Password</p>	<ul style="list-style-type: none"> <li>• Select <b>System   Passwords</b></li> <li>• The ATO requires that each person granted access to Marlin HR has their own password so that the audit trail is meaningful (i.e. one password for you and another for your bookkeeper).</li> </ul>	
<p>3. Salesperson Passwords</p>	<ul style="list-style-type: none"> <li>• There is a feature in Marlin GTX where each salesperson has a unique password that they enter in data entry programs and maintenance programs (e.g. 4 digits)</li> <li>• This means that each salesperson is recorded against each transaction or maintenance change with a date and time stamp.</li> <li>• This allows everyone in your business to know who did the transaction and who to speak to.</li> </ul> <div data-bbox="502 1758 946 1937" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• When doing an invoice, you record the original salesperson as well as the person who finalised a transaction.</li> <li>• Please let me know if you would like to discuss using this feature and what is involved in setting it up.</li> </ul>	

4. Cash out of till password	Please let me know if you would like instructions on how to change this password.	
5. GL Period Close password	Please let me know if you would like instructions on how to change this password.	
6. Remote connection password	<p>If you use a remote connection, it is recommended that you review all your staff connection passwords (E.g., Log Me In).</p> <p>If you would like to know more about working remotely then please let me know.</p>	
7. e-mail password	Review the last time this password was changed and who has access to it, to determine if it needs attention.	

**This is a guide only as you may have other programs and areas that need reviewing (e.g., security cameras, alarm codes, time recording, internet banking etc.).**

## 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 EOFY 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%) are to be applied to all pays paid on or after 1 July 2023 and 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 selection of the new rates.

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.

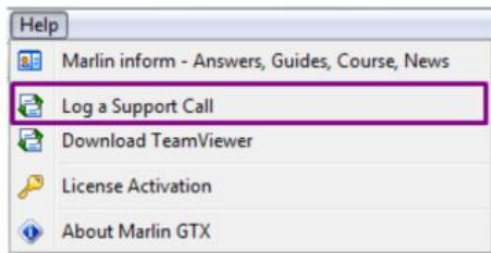
- **Secure and Encrypted** - The data can only be accessed by Megabus authorised staff at your request.
- **100% Automated** - Megabus will set up your nominated PCs, you just need to do your End of Day as normal and then forget it. Your files will sync silently in the background, without you having 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"



Your Name \*

Please summarise your request for help \*

Please provide any further details to help us \* 

**B I U** **☰ ☰** **△** **✂** **☰** **📷** **/x**

Error says "No posting for End of Day"

Please select your product \*

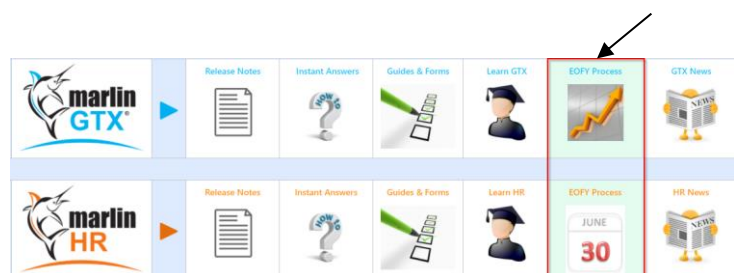
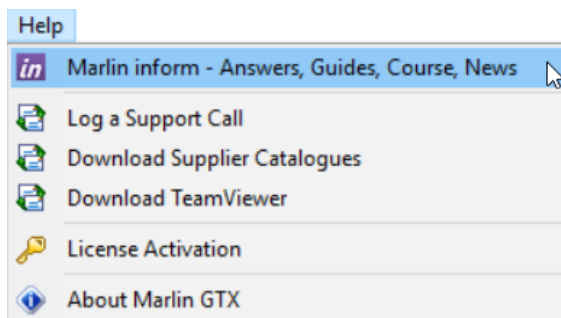
Please indicate the nature of this ticket \*

**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

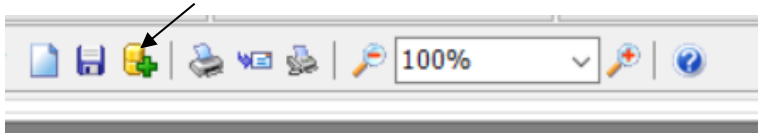
Please download your EOY checklist from Marlin Inform. Printing it and ticking the checkboxes as you complete each step will ensure that nothing is missed, reducing problems and stress at this busy time of year.



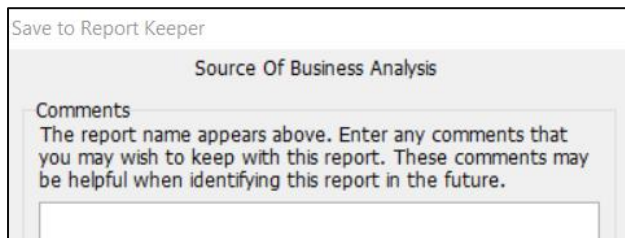
## Report Keeper

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.

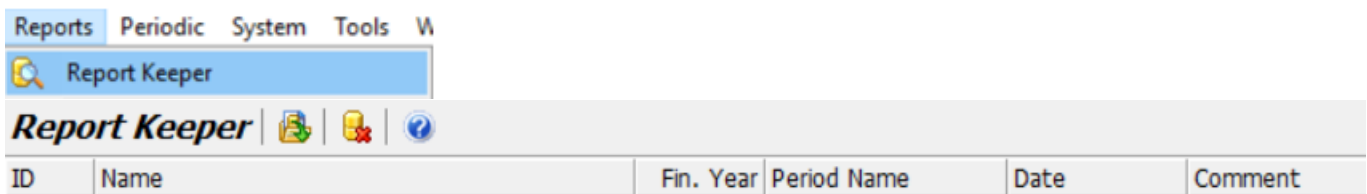
In each of the reports there is an option to save to the Marlin GTX report keeper (Yellow and green icon).



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
#17	Bad Debts
#18	Claims
#19	Obsolete Stock
#20	Reviewing your Financial reports