



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.



Customer Deposits

Taking a deposit for a work order will assist you in securing a customer booking. Marlin GTX will help you track your deposits from work order through to Invoice entry.

The outstanding customer deposit report will provide a detailed breakdown and provision is made for outstanding deposits on your balance sheet.

- 1. Entering Customer Deposits** • Entering a partial or full Deposit and completing an invoice
- 2. Refunding Deposits** • Refunding a Deposit
- 3. Viewing Deposits** • Viewing Customer Deposits
- 4. Printing Deposit Report** • Printing an outstanding deposit report to reconcile outstanding deposits
- 5. Balance Sheet** • Financial Reporting of Deposits

1. Entering Customer Deposits

- In a work order you can enter a deposit, which will be recorded against this customer.
- When you finalise the work order you will need to enter the payment details for the deposit.
- You can then email or print the customer deposit receipt.

Details

Allocate Stock <input checked="" type="checkbox"/>	Back Order <input type="checkbox"/>	New Deposit	100.00
Description	<input type="text"/>	Deposits Received	0.00

- If a customer makes further deposits, simply open the work order and enter the new deposits which will then be added to the Deposits Received amount.

Details

Allocate Stock <input checked="" type="checkbox"/>	Back Order <input type="checkbox"/>	New Deposit	50.00
Description	<input type="text"/>	Deposits Received	100.00
COD Payment Preference	None		

- When you finalise the invoice, the deposit will be deducted from the total invoice amount.

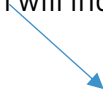
Deposits	<input type="text" value="150.00"/>	Deposits	\$150.00	deposits available
Total Payment	<input type="text" value="150.00"/>	Balance	<input type="text" value="50.00"/>	

Ok Cancel

TIP: If you do a work order enquiry (Main | Enquiries | Work Order) this column will indicate if there are deposits available

Select a Work Order UnFiltered

Order	Customer	Customer Name	Salesperson	Updated By	Booking Date	Due Date	Order Date	Revised Date	Status	Allocated	Entry Mode	Registration No.	Deposits Available	Description
-------	----------	---------------	-------------	------------	--------------	----------	------------	--------------	--------	-----------	------------	------------------	--------------------	-------------



2. Refunding Deposits

- Select **Main | Data Entry | Receipts**
- Select **New Deposit Refund**
- Enter the amount refunded to the customer
- You will need to assess if there is an amount to be forfeited by the customer (e.g. 10% of the booking)

Note: If there is an amount forfeited then GST will be applied to this amount and it will appear on your BAS. Please ensure you match it against the correct deposit.

3. Viewing Deposits

- Select **Main | Customers | Manage Customers**
- Enter your customer code, this is normally 1
- Click on the **Deposit** tab and you will be able to see all the deposits listed.
- You can also change your filters to show all deposits

Tracker Customer	Date	Transaction Type	Reference	Amount	Balance	Description	Work Order Num	Work Order Description	GL Period
DR James Smith	29/10/2020	Customer Deposit	0000015	50.00	50.00		000059		9
DR James Smith	29/10/2020	Customer Deposit	0000014	100.00	100.00		000059		9

4. Printing a Deposit report

- Select **Main | Customers | Outstanding customer deposits**
- This report will show you each deposit, along with the work order number and the customer name.

Outstanding Customer Deposits Report

All Customers

Reference	Date	WO Number	Customer Name	Entry Mode	Amount	Applied	Refunded	Forfeited	Balance
-----------	------	-----------	---------------	------------	--------	---------	----------	-----------	---------

Customer: 1 - CASH SALE

- The total of the deposit report will also reconcile against your general ledger.

Total for 1 - CASH SALE: 3,610.00 0.00 0.00 0.00 3,610.00

Total Outstanding Balance	3,610.00
New Deposits Pending GL	1,350.00
Current GL Balance	2,260.00
Total GL Balance	3,610.00

5. Balance Sheet Report

Deposits are assigned to your nominated General Ledger account so that they appear in your balance sheet report.

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
#21	Security tips
#22	End of financial year tips
#23	Standing Journals
#24	Top 10 Reasons to hire a bookkeeper
#25	Managing Salespeople
#26	Cash out of Till