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.

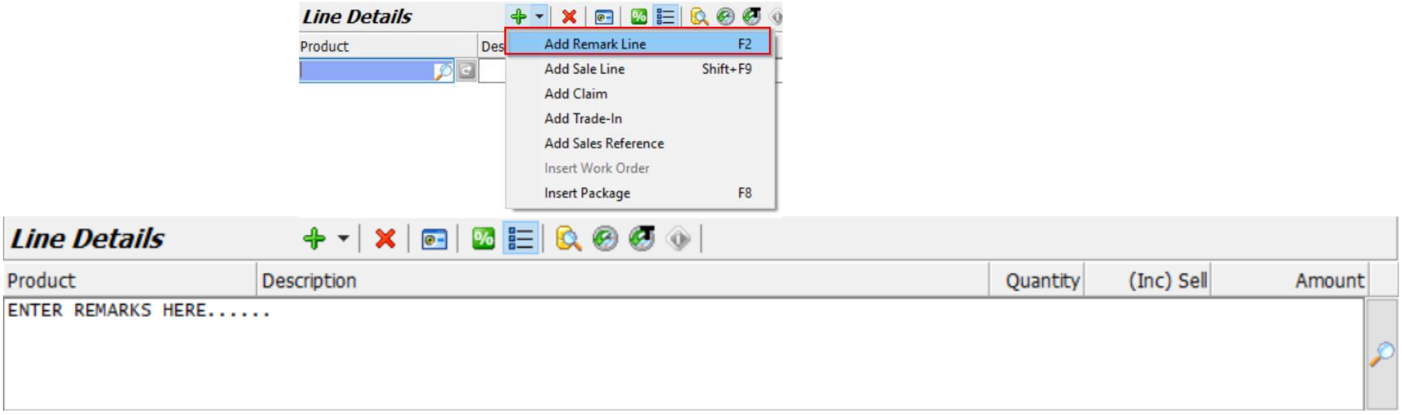
Entering System Remarks

Please find information below on recording valuable information throughout GTX:

1. **Free form remark**
2. **Delivery remark**
3. **Attaching a remark to a product**
4. **Standard remarks**
5. **Receipt remarks**
6. **Customer notes**
7. **Product Remarks**

1. Free Form Remark

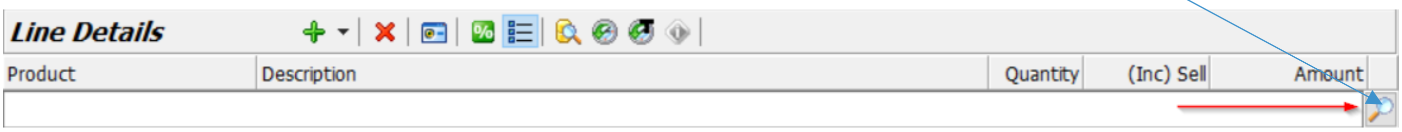
In most data entry programs, you can press F2 and add a 'Free form' remark line.



2. Standard Remarks

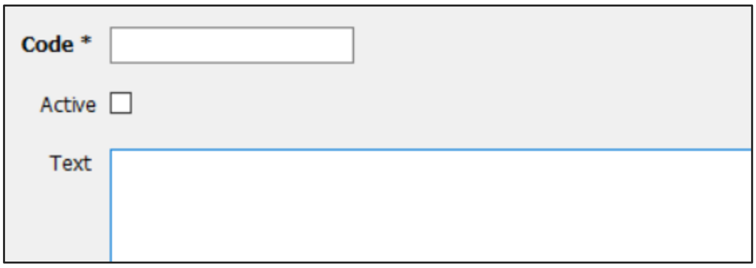
You can add Standard remarks and easily select them by clicking on the icon to right of the remark line.

You can also edit these remarks.



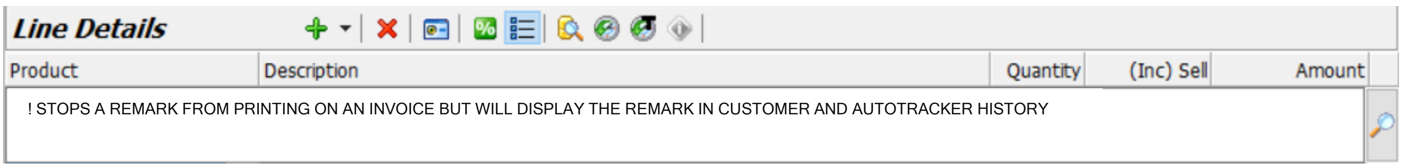
To set these up:

- Select **System | System Files | Standard Remarks.**
- Enter up to a 6-character code. Try to group them together so you can find them easily.
- You can change a remark to be inactive if you don't want it to be displayed in the list.
- Enter the text for the remark and then click on Save.



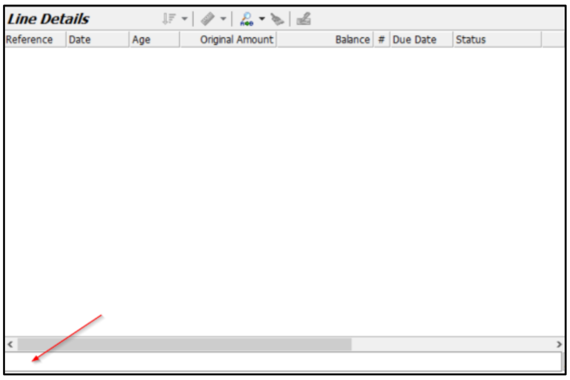
3. Delivery Remarks

When entering a Remark on an invoice, adding a **!** to the start of each line will prevent the remark from being displayed on the customer's invoice, but still display it when you do a customer transaction enquiry or Autotracker enquiry.



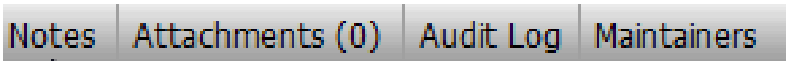
4. Receipt Remark

Did you know that when you are entering a customer receipt, there is a space at the bottom of the screen where you can enter remarks? These remarks will be displayed on the customer's receipt (E.g., Thank you for your payment, Balance outstanding, etc.)



5. Customer Notes

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

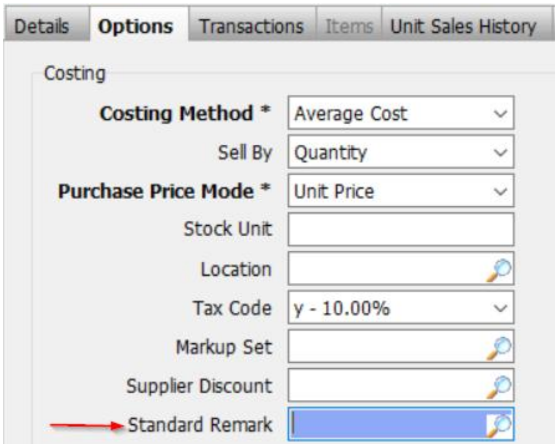


- Against each customer you can record notes electronically. For example, if you print a customer aged balance report and you are chasing monies owed to you, do not write down comments and follow up notes on the report, simply add them as notes to their accounts.
- Click on the + to add a note, type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

6. Manage Products

If you have access to add or change products, you can also add a standard remark to a product (unless your head office maintains your stock file)

Select **Main | Products | Manage Products**, select the product and then click on the **Options** tab and add your standard remark.



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
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#16	Investigating stock issues
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#25	Managing Salespeople
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