Direct Debit Import

Summary

Direct Debits (DD) can be manually imported into the system using a CSV file. Depending on your DD provider you may need to provide a list of essential information to your Direct Debit company for them to provide payment details. Your DD company should confirm this with you.

This is done by exporting details from the Report tab within the Health Care Plan module.

Some DD providers may not require this information and will provide routine exports from their platform of the DD payments for each month.

Details

Exporting Details for Direct Debit provider (CSV)

If your Direct Debit company wants to update their records with your client/patient's active plans, a CSV file can be exported of all patients on an active plan.

1) Navigate to Utilities > Health Care > Reports > Plan Status = Active

2) Select 'Export to CSV'.

3) You can then send this file to your DD provider as a reference list for all patients actively on a plan.

Importing Direct Debits - CSV File

Direct Debits can be imported using a CSV file direct into Merlin.

When importing the CSV, the below field headings must be populated for Merlin to be able to read and import.
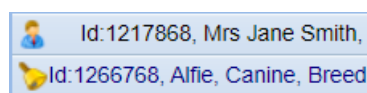
CSV File Headers

The following field headers are required when doing a manual Direct Debit Import:

- CustomerSurname
- CustomerFirstName
- PetName
- CollectionDate
- Amount
- PaymentStatus
- AddressLine1
- AddressLine2
- Town
- County
- PostCode
- Jupiter_AnimalId
- Jupiter_HealthPlanId
- jupiter_ContactId

1) Populate the CSV file with direct debit transaction information from the exports provided by your DD company.

Jupiter Animal ID and Contact ID can be found on the summary bar once a client and patient has been selected.

The health plan ID is displayed within the 'Plans' area of health care via Administration.

The Payment Status that interacts with Merlin to record a successful payment is the word <u>Confirmed</u>.

2) To import your CSV file, navigate to Administration > Health Care Plan and select the Direct Debit Import' tab.

3) Select the import type, input the year and month of the import.

4) Select the 'Choose File' button and locate the CSV file to import for the specified month.

5) Select 'Send'.

6) Once the file has been imported, you will see information of successfully imported Direct Debit Payments.

7) These payments are imported to the Client's HCP Account for the animals.

When reviewing the direct debit payment report from your DD provider. Any clients with missed payments will need to have their HCP suspended manually until payments are up to date.

A useful report to run is the Health Care Payments Not Received report. The report looks to see if a payment exists for a month that a plan was active. This can assist with identifying patients with no payments against their HCP account.