

# Direct Debit Import

04/06/2025 10:41 am BST

## 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'.

The screenshot shows the 'Health Care Plan' interface with the 'Reports' tab selected. The 'Direct Debit Import' sub-tab is active. The 'Filters' section on the left includes fields for 'Client Name', 'Patient Name', 'Client Site' (set to '[All]'), 'Plan Name', 'Plan Status' (set to 'Active'), 'Last Payment Status', and 'Direct Debit Status'. A red box highlights the 'Export' button. To the right, a 'Summary' box displays: '# of Direct Debits: 19', 'Pending Mandates: 2', 'Successful Direct Debits: 19', and 'Payment Failure: 0'. Below these is a table titled 'Health Care Plan Details' with columns: Client ID, Client Name, Email Address, Patient ID, Patient Name, Plan Name, Join Date, and Plan Status. The table contains four rows of data.

Client ID	Client Name	Email Address	Patient ID	Patient Name	Plan Name	Join Date	Plan Status
1217988	L Smith		1267030	Fluffy	Cat Health Plan	10/07/2024	Active
1218160	Olivia Woods		1266998	Morris	Large Dog Plan '24	10/07/2024	Active
1218215	I Newton		1267028	Morris	Large Canine (25kg - 40kg) Health Plan	09/07/2024	Active
1218215	I Newton		1267029	Cat	Kitten Plan....	09/07/2024	Active

- 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.

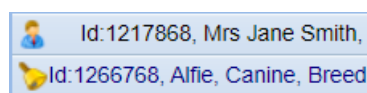
### CSV File Headers

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.

Plans	Utilities	Reports	Direct Debit Import	Renewals
Add Plan	Save As New	Edit	Active Only	
Plans				
Health Plan ID	Description			
143	Large Dog Plan '24			
141	Medium Dog Plan (10k>25kg)			
61	Cat Health Plan			
60	Small Canine (< 10kg) Health Plan			
59	XL Canine (40kg - 65kg) Health Plan			
58	Large Canine (25kg - 40kg) Health Plan			
57	XXL Canine (40kg) Health Plan			

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

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'.

The screenshot shows the 'Health Care Plan [User - Jupiter : Site - Esher : Profile - Consult 1]' interface. The 'Direct Debit Import' tab is selected. The 'Import Type' is set to 'Jupiter Health Care Direct', 'Year' is '2024', and 'Month' is '7'. There are buttons for 'Choose Files', 'No file chosen', and 'Send'. Below the form is an 'Import Results' section.

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

This screenshot shows the same 'Direct Debit Import' form, but the 'Import Results' section now displays a message: 'Successfully created direct debit payment for contactid: 1217868, Receipt Date: 31/07/2024, Amount: £30.00'.

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.

The screenshot shows the 'Standard Reports' window with the 'Report Wizard' tab active. The 'Date From' is '01/07/2024', 'Date To' is '31/07/2024', 'Client Site' is 'Esher', and 'Report Category' is 'Health Care'. The 'Report Format' is set to 'PDF'. In the 'Health Care Report' section, 'Health Care Plans - Payments Not Received' is selected. A 'Run Report' button is visible. On the right, the 'Report Description' states: 'List of Patients with missing Health Care Plan payments by Month. Date: HCP Joined Date.'