

3.8 October 2026

07/10/2026 3:59 pm BST

Enhancements

Merlin Mobile

Vets can now use Merlin in the web browser on their phone or tablet, in the consult room or out on home visits and yard calls. There's nothing to install, and they sign in with their usual Merlin login. Vets can create and view appointments for themselves and colleagues on the go, open full patient records, and add treatments with the same functionality as desktop Merlin, including composites and batch selection, then save charges to pre-invoice or invoice. When the signal drops, vets can keep creating and viewing appointments and adding treatments, and everything syncs with desktop Merlin once they're back online. A dedicated iOS and Android app is coming soon. To find out more or get Merlin Mobile set up for your practice, contact your sales representative.

Code Entry Documents Saved to Patient History

We have added the ability to view and edit documents generated by treatments that have a document assigned in their code entry record. This is enabled with the new 'Save Code Entry Attachments to Patient History' treatment setting.

When the setting is enabled, a draft entry for the document is created when the treatment is added. Once the treatment has been saved, entries are added to the Documents tab and to the History, Pre-Invoice or Saved Estimates tab of the Treatment module.

Hidden Codes in Stock Control

Stock Control now hides hidden codes unless you tick Display hidden codes. The checkbox is on Stock Adjustment, Stock Variance and Stock Evaluation, and it is off by default. Stock level and order level reports follow the same choice where they list codes.

We have also:

Implement performance improvements when:

- Saving treatments
- Applying payments
- Searching for products when raising a wholesale order

Improved payment allocation logic to prevent multiple users allocating the same items at the same time, which could cause allocation faults requiring manual or support intervention.

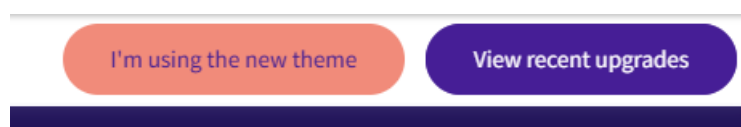
We have fixed:

- Accounts:
- The main body of the Payments button in Accounts, Reception and Treatment did not open Record Payment when Payment Integration was enabled.
- Clicking Apply or pressing Enter more than once could apply the same discount (Date Range and Monetary) or surcharge (List Items, Date Range and Monetary) several times.
- Clicking OK more than once could apply the same early settlement discount several times.
- Clicking Return more than once on any Return Money tab could return the same money several times.
- Write-off reversals and surcharge reversals could not be deleted.
- Manually allocating a payment to a partially credited item could unallocate an existing payment.
- The "Hide Payment Usernames" setting has been renamed "Hide Payment Initials" and no longer hides the payment description on statements when no initials are present.
- Debtors:
- Choosing aging periods with the date picker undercounted the number of days by one.
- Aging period dates did not reflect the periods saved on the user profile on first load after login.
- Debtor statements showed an incorrect balance brought forward when an invoice was dated at midnight on the statement start date.
- Diary:
- When moving to the last page of practitioners, practitioners from the first page were shown again.
- Adding a holiday for a practitioner could move other practitioners' appointments into the wrong column.
- Copying availability with the unavailable slots "replace" option did not remove existing unavailable slots.
- Deleting availability at one site for a surgeon assigned to multiple sites showed an unnecessary appointment warning.
- Unavailability reasons containing punctuation such as ? , ' or ! could not be saved.
- Full List; changing an appointment's status on page 2 or later removed it from the list.
- Patient history; using Send To for a daylist such as Repeat Prescription changed the appointment time to 01:00 instead of 00:00.
- Treatment:
- The patient non-up note reappeared when switching between tabs without leaving Treatment

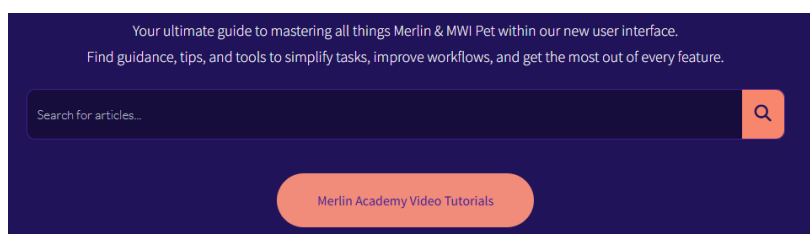
- The patient pop-up note reappeared when switching between tabs without leaving treatment.
- Historic client category colours could cause errors when selecting treatment types on the Add Treatment screen.
- Weight chart; page numbers did not change the weight list. The full weight history is now shown in one scrolling list.
- Templates; cancelling the custom fields prompt when generating a consent template left the Generate button disabled.
- Code maintenance; removed the non-functional Check Codes tab from the Code Entry screen.
- Wholesale; incorrect barcodes were added to items after an NVS batch download.
- Reports; the Clients with Insurance marketing report now filters correctly on the client registered date.
- Messaging maintenance; mail groups were shown in the Available Users list for a message group, causing an error if added by mistake.
- Login; unlocking the device profile and opening the list cleared the field and prevented free text entry.

Make sure to check out our Merlin Academy - Over 90 quick fire video's of Merlin's key workflows.

1. Ensure you're on the new theme help centre by clicking 'I'm using the new theme' at the top right.



2. Click the link to the Merlin Academy Video tutorials



3. Browse through over 90 videos split across various modules available within Merlin.

Video Library

94 Videos

Welcome

3:30

The Client & Patient journey

1. Registering

3:30

2. Booking appointments, navig

2:43

3. Welcoming a patient to the p

1:43

4. View history, add treatment

5:11

5. Follow-up appointments

5:11

Introduction to Merlin Academy

Copy link

Watch on YouTube