Direct Debit Import

02/02/2026 11:07 am GMT

Summary

Direct debits can be manually imported into the system using a CSV file. You will also need to provide a list of essential information to your Direct Debit company for them to provide payment details.

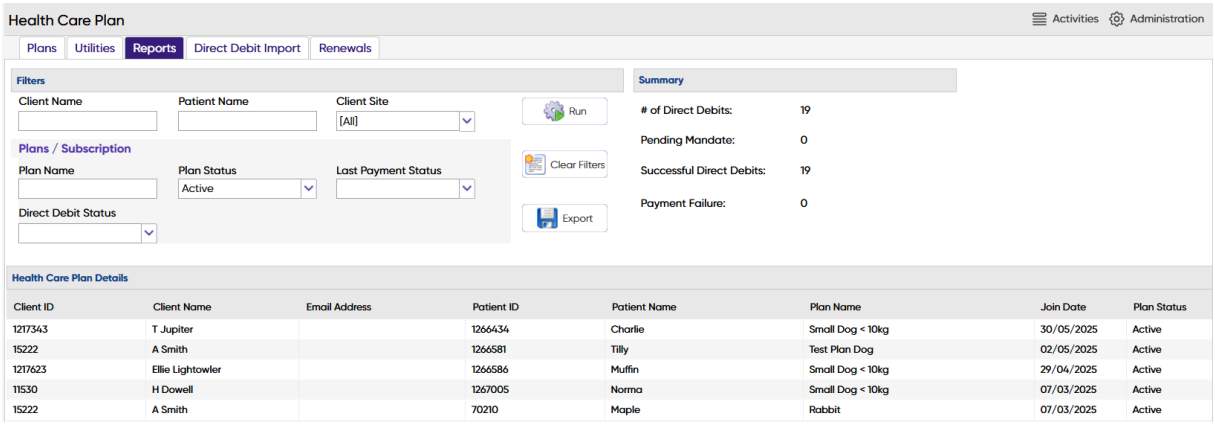
Details

Exporting Client Details for Direct Debit provider (CSV)

In order for the Direct Debit companies 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 Administration > Health Care > Reports > Plan Status = Active

2) Select 'Export'.



3) You can then send this file to yourDD provider.

Importing Direct Debits - CSV File

Direct Debits can be imported using a CSV file sent to you by your direct debit company.

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

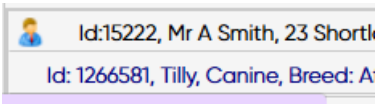
CSV File Headers

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

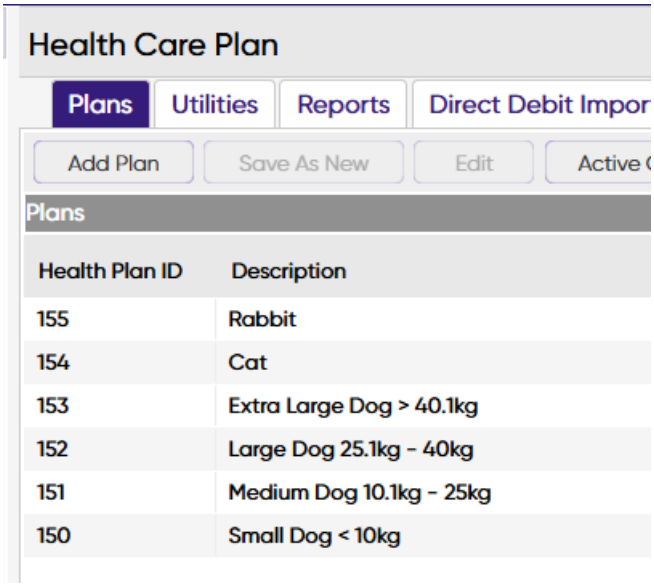
- CustomerSurname
- CustomerFirstName
- PetName
- CollectionDate
- Amount
- PaymentStatus
- AddressLine1
- AddressLine2
- Town
- County
- PostCode
- Jupiter_AnimalId
- Jupiter_HealthPlanId
- jupiter_ContactId

1) Populate the CSV file with direct debit transaction information.

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.

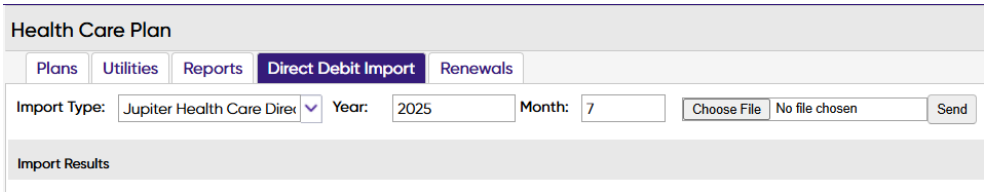


2) To import your CSV file, navigate to Administration > Health Care and select the Direct Debit Import' tab.

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

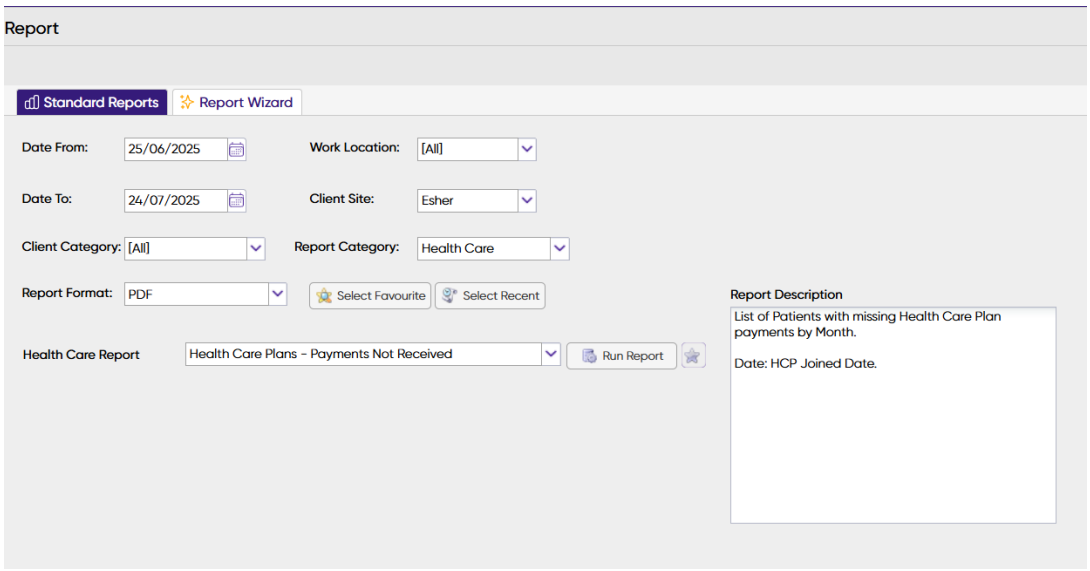
4) Select the 'Choose File' button and locate the CSV file to import for the specified month.

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.