

Direct Debit Import

24/07/2025 3:19 pm BST

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 Utilities > Health Care > Reports > Plan Status = Active
- 2) Select 'Export to CSV'.

Health Care Plan

ActivitiesAdministration

PlansUtilitiesReportsDirect Debit ImportRenewals

Filters

Client Name

Patient Name

Client Site

[All]

Run

Plans / Subscription

Plan Name

Plan Status

Last Payment Status

Active

Clear Filters

Direct Debit Status

Export

Summary

of Direct Debits:

19

Pending Mandate:

0

Successful Direct Debits:

19

Payment Failure:

0

Health Care Plan Details

Client ID	Client Name	Email Address	Patient ID	Patient Name	Plan Name	Join Date	Plan Status
1217343	T Jupiter		1266434	Charlie	Small Dog < 10kg	30/05/2025	Active
15222	A Smith		1266581	Tilly	Test Plan Dog	02/05/2025	Active
1217623	Ellie Lightowler		1266586	Muffin	Small Dog < 10kg	29/04/2025	Active
11530	H Dowell		1267005	Norma	Small Dog < 10kg	07/03/2025	Active
15222	A Smith		70210	Maple	Rabbit	07/03/2025	Active

- 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.

	Id:15222, Mr A Smith, 23 Shortl
	Id: 1266581, Tilly, Canine, Breed: A

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

Health Care Plan	
Plans	Utilities Reports Direct Debit Import
Add Plan	Save As New Edit Active C
Plans	
Health Plan ID	Description
155	Rabbit
154	Cat
153	Extra Large Dog > 40.1kg
152	Large Dog 25.1kg - 40kg
151	Medium Dog 10.1kg - 25kg
150	Small Dog < 10kg

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 a web interface titled "Health Care Plan". It has a navigation bar with tabs: "Plans", "Utilities", "Reports", "Direct Debit Import" (which is highlighted), and "Renewals". Below the tabs, there is a form for "Import Type: Jupiter Health Care Direx", "Year: 2025", and "Month: 7". To the right of these fields are buttons for "Choose File", "No file chosen", and "Send". Below the form is a section labeled "Import Results".

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.

The screenshot shows a "Report" interface with a "Standard Reports" tab selected. It contains several filters: "Date From: 25/06/2025", "Date To: 24/07/2025", "Work Location: [All]", "Client Site: Esher", "Client Category: [All]", and "Report Category: Health Care". There are also buttons for "Select Favourite" and "Select Recent". At the bottom, the "Health Care Report" dropdown is set to "Health Care Plans - Payments Not Received", with a "Run Report" button next to it. On the right side, there is a "Report Description" box containing the text: "List of Patients with missing Health Care Plan payments by Month. Date: HCP Joined Date."