Version 3.0 July 2025

✓ This Version 3.0 release brings our exciting updates to Merlin including Online Payment Links and the first instalment of our new user interface.

Highlights

Merlin UI Refresh Previews

We are delighted to announce one of the most significant updates to Merlin yet. We have updated and now have a new-look Merlin, which we will be previewing with selected customers before being rolled out to all practices over the coming months. The refreshed interface boasts a modern, intuitive design and streamlined navigation.

This update introduces integrated online payments and a beta version of two-way messaging between Merlin and MWI PET. Online payments streamline cash flow through automated reconciliation, promoting greater efficiency, while two-way messaging enhances communication and fosters trust with clients.

Automated Payments - Online payment links

We are excited to share that as part of this release, we can now offer an online payment link service, through our partnership with the payment provider Dojo, who offer competitive market rates.

We are currently BETA testing the fully integrated online payment links which will be available to all Merlin users in early July. The process of creating and sending a payment link from Merlin directly to your clients (via email or SMS) is fully automated. This means that Payment links can be created in Merlin against a client record and once payments are made, account records are automatically reconciled.

Customer feedback so far has highlighted key benefits such as, client convenience whilst making payments and the ease of collecting outstanding debts, saving time and reducing account errors.

MWI PET Comms Beta

We are ready to start testing the first BETA version of our new two-way messaging, allowing clients to message from MWI PET into a new practice level inbox within Merlin.

New Merlin Help Centre

Following the roll-out of our new Merlin Help Centre, we have renamed the link from the 'Help' drop down in Merlin.

To see the full details including bug fixes in this release, head to the Full Merlin Release Notes page.