

# 3.0 July 2025

24/06/2025 4:43 pm BST



## 3.0 Enhancements & Bug Fixes

# Enhancements

## 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.

# We have also fixed:

- **HTML Tags in Printed Documents:** Custom HTML tags are now removed when printing Clinical Protocol Answers or Clinical Notes to prevent decorators being printed as text. Limited support remains for <b> (bold) and <i> (italic) tags.
  - **Resizable Appointment Screen:** The appointment screen modal is now resizable with a wider default size for improved usability. Dropdowns have also been widened to accommodate longer entries.
  - **Email as HTML for PDFs Disabled:** The "Email as HTML" option has been removed for PDF files, as this functionality is not supported.
  - **Wholesale Order Fix:** Resolved an issue where cancelled or returned products were incorrectly affecting auto-add quantities in wholesale orders.
  - **Diary and Summary Bar Sync:** Fixed an issue where mismatched client/patient details could appear in the summary bar after quick clicks on the diary.
  - **Multi-Invoice Report Alignment:** Corrected alignment and layout issues in multi-invoice reports, ensuring accurate totals and formatting.
  - **Stock Destocking Issue:** Fixed an error where stock was occasionally being destocked from the wrong site when set to delegate to another stock centre.
  - **Image Previews:** Image previews now work for both .JPEG and .jpg file extensions, improving usability.
  - **"Favourite" Reports Error:** Fixed an issue that caused errors when marking specific reports as "Favourite."
  - **Reminder Reinstatement:** Ensured transferred patients' reminders work correctly when reinstated.
  - **Discount Handling When Editing Prices:** Fixed an issue where editing a treatment price to £0 did not update the associated percentage discount, avoiding negative invoices.
  - **Reminder Dates Update:** Reminder dates now recalculate if the treatment date of an associated item is changed.
  - **Duplicate Stock Transfers:** Fixed an issue where double-clicking "Transfer Stock" could create duplicate transfers.
  - **CSV Export Fix:** Exporting the Code Grid View to CSV now shows accurate "DiscountsApplied" values.
  - **Treatment Label Character Limit:** Resolved an issue where exceeding the character limit in treatment labels caused the label window to become unresponsive.
  - **Reprint Label Fix:** Corrected reprinted labels for items sold as a whole pack to display the correct "Pack" quantity.
  - **Charity Account Transfers:** Fixed an issue where charity clients could incorrectly be selected during patient transfers.
  - **Wholesale Price Check Consistency:** Ensured "Check Codes" results match between code entry screens and price reports.
-