

Webinar FAQs

QUESTION: With the price list update, what happens if a code has changed? Can you run a check on what prices have changed and if there are any code changes?

ANSWER: Yes, within the Wholesale area there is an option to Check Codes. Under this tab you have the option to run Invalid/Missing codes or Multiple (duplicate) codes.

After you run a price update, there is an option to run a Price Update Report, this shows all changes, which can be saved or printed as required.

QUESTION: Can fees be shown in alphanumeric code order as is possible in Voyager?

ANSWER: Yes, fees can be shown in alphanumeric code order within the Accounts Screen.

QUESTION: Can the order of items in Composites be altered as in Voyager?

ANSWER: You can read more about Merlin's composites within our online [Merlin Help Manual](#)

QUESTION: Can you make a composite and add to another composite if you change the parent item price, will this go through the composites?

ANSWER: Yes, if you update a price of an item which is included in a composite, the price of that item will also be reflected within the composite. Whether the overall parent item's price will change depends on how the composite has been set-up. Please see this link within our online [Merlin Help Manual](#)

QUESTION: How do you set permissions to limit access to financial information and KPIs?

ANSWER: You do this via Administration > System > Security – You can set permissions that you wish to associate with different roles. Also, you can head to Administration > System > Users > User/Reports and again, control who can see/run which reports.

QUESTION: Does the healthcare plan module work with all health plan providers?

ANSWER: Merlin's HCP module can be configured precisely to the practice's specific plans and requirements.

QUESTION: What are the recurring administration tasks with the Easy Direct Debit module?

ANSWER: Please see this link in our [Merlin manual](#) for further information on our EDD integration

QUESTION: This looks great (EDD integration) - how long has it been available?

ANSWER: Our EDD integration is included in the latest update of Merlin. Please contact your Business Development Manager if you would like more information about this integration.