

Panel - Bug # 184: Don't allow those on a legacy DD mandate to set a minimum charge that's higher than the

Status:	New	Priority:	Normal
Author:	admin	Category:	
Created:	2020-05-15	Assigned to:	
Updated:	2020-05-15	Due date:	
Subject:	Don't allow those on a legacy DD mandate to set a minimum charge that's higher than their usual bill		
Description:	<p>If someone with a legacy Direct Debit mandate kindly sets a higher minimum DD charge than their actual usual bill then we will not be able to charge them at all.</p> <p>Mandates created with GoCardless's legacy API have a cap on the amount per period that can be charged and this amount can't be altered. As a consequence it's pointless allowing customers with such a mandate to set a minimum charge that is higher than their actual regular bill. If they want to do that then they would need to cancel their existing mandate and authorise a new one.</p>		

History

2020-05-15 04:10 - admin

That page is already quite busy with options and information. Those on a legacy mandate already have an extra section explaining that they might need to cancel and re-authorise. I'm tempted to just not allow those on a legacy mandate to set a minimum charge at all as this would look a bit less confusing I think.

We already have the default minimum charge of £5.00 anyway.