

Name	Date Time	Message
Srini	2/15/2022 4:42 PM	I have tried updating my payment, but im not sure if the mandate has gone through
Assistant	2/15/2022 4:42 PM	Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.
Assistant	2/15/2022 4:42 PM	-
Assistant	2/15/2022 4:43 PM	Baby Albert has joined the chat
Baby Albert	2/15/2022 4:44 PM	Hi! Thank you for messaging Intuit QuickBooks Online Support India! I'm Baby and I will be assisting you today. We apologize for the long wait.
Baby Albert	2/15/2022 4:44 PM	May I know how can I help you today?
Srini	2/15/2022 4:44 PM	hi, i setup a mandate to do the monthly payment
Srini	2/15/2022 4:44 PM	i am not sure if its setup
Srini	2/15/2022 4:45 PM	i have got a mail conformation that mandate is successdul
Srini	2/15/2022 4:45 PM	but payment details are not upadted in QB
Baby Albert	2/15/2022 4:45 PM	I see. Just to make sure that we are aligned, your main goal for today is to update your bank on file?
Srini	2/15/2022 4:45 PM	bank mandate to process my monthly subscription payment
Srini	2/15/2022 4:46 PM	to quickbooks
Baby Albert	2/15/2022 4:47 PM	I see. So you wanted to ask if the bank mandate was successful and why the bank on file is not updated?
Srini	2/15/2022 4:48 PM	yes, while i got a conformation over mail, im not sure if the mandate got updated and the account is shown as suspended
Baby Albert	2/15/2022 4:48 PM	Okay. Can I have your company ID number please? Go to gear icon>>account and settings>>billing and subscription.
Srini	2/15/2022 4:49 PM	9130 3469 7952 9066
Baby Albert	2/15/2022 4:49 PM	For verification, may I know what is the billing address and the email address of the account as well as your complete name?
Srini	2/15/2022 4:50 PM	15/1 Reynolds road, cantonment, Trichy 620001
Srini	2/15/2022 4:50 PM	narguna.agro@gmail.com
Srini	2/15/2022 4:50 PM	Srinivasan
Baby Albert	2/15/2022 4:50 PM	Thank you so much. In terms of your concern, please give me 5 min to check.
Srini	2/15/2022 4:50 PM	ok
Baby Albert	2/15/2022 4:51 PM	By the way, may I know what is the name of the master admin?
Srini	2/15/2022 4:52 PM	what is that? i am the only person using this
Baby Albert	2/15/2022 4:52 PM	There is a master admin in the account.
Srini	2/15/2022 4:52 PM	the primary admin is Narguna Agro
Baby Albert	2/15/2022 4:53 PM	Thank you so much.
Baby Albert	2/15/2022 4:54 PM	In terms of your concern, the 36K INR is not a charge, and you will not be charged to it. It is just an allowable amount we can take from the bank. The mandate was successful, however, your account is in collection status.
Baby Albert	2/15/2022 4:54 PM	This means that our initial attempts to collect the payment from the bank were not successful. Please know that the system will not allow us to make changes on the mode of payment used unless the bank completely declares that we are unable to collect your payment.
Srini	2/15/2022 4:54 PM	i am not concerned about the amount. i know how a mandate works
Srini	2/15/2022 4:54 PM	i just want confirmation that the mandate was successful
Baby Albert	2/15/2022 4:54 PM	The mandate was successful, however, your account is in collection status.
Baby Albert	2/15/2022 4:55 PM	This means that our initial attempts to collect the payment from the bank were not successful. Please know that the system will not allow us to make changes on the mode of payment used unless the bank completely declares that we are unable to collect your payment.

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Srini	2/15/2022 4:55 PM	ok so when will the next attempt be made to deduct the payment pls?
Baby Albert	2/15/2022 4:55 PM	Therefore, you cannot change the card on file in this status.
Srini	2/15/2022 4:56 PM	since I need to keep using the account
Baby Albert	2/15/2022 4:56 PM	We will communicate with you via email when you are ready in updating it. What I can assure you is we will keep your account active, until you can update it.
Srini	2/15/2022 4:57 PM	I dont understand! the mandate is successful. i dont really have to do anything. you need to run another payment deduct attempt to now get the payment.
Srini	2/15/2022 4:57 PM	i have already updated the mandate
Srini	2/15/2022 4:58 PM	the failure before was because of the card payment. now i have updated the account to a bank account
Baby Albert	2/15/2022 4:59 PM	I understand that you want to update the mode of payment now. However, we really need to wait for the payment attempts to be completed before we can do so. There is still a possibility that the payment will go through with the payment method and if not, we will be given the option to change it.
Srini	2/15/2022 5:00 PM	ok. so with the new mandate, you will attempt again. if it dosent work you will let me know. until then the subscription will be active.
Srini	2/15/2022 5:00 PM	is my understanding correct?
Baby Albert	2/15/2022 5:00 PM	We'll attempt to collect the payment again on day 0, then on the 4th, 9th, 13th, 18th, and 25th day after the first billing. We send an email to the customer informing them of the first payment failure and of each subsequent attempt.
Baby Albert	2/15/2022 5:01 PM	Yes, you are correct.
Srini	2/15/2022 5:01 PM	ok thats the info i was looking for. thanks