

Customer Accounts and Payments

- [Customer Account to Collection](#)

Customer Account to Collection

This workflow follows an on-account sale from its source transaction through aging, statement review, approved finance charges, safe collection, and balance application. It keeps the reason for the receivable visible while separating customer communication, provider response, settlement, and accounting application.

“ **Demonstration notice:** All displayed data is fictional. Email delivery and payment-provider calls are suppressed; pending test records do not represent collected or settled funds. Finance-charge policy requires business and legal review.

Workflow at a glance

Outcome	A customer balance reviewed and reduced through a supported application
Starts with	An authorized on-account sale
Ends with	Updated receivable history and an explained remaining balance
Primary roles	Salesperson, receivables clerk, accounting manager
Brisk areas involved	Customers, Sales, Receivables, Statements, Payments
Common businesses	Wholesale, service, parts, property and commercial accounts
Approximate handoffs	Three

Why this workflow matters

Collections become unreliable when staff cannot connect a balance to the sale, due date, statement, charges, credits, and payment applications that produced it. Brisk retains that history under the customer instead of reducing the work to one editable balance.

Remote payments add another boundary. A request can be created, accepted, settled, and applied at different times. Staff should confirm each state rather than treating a link or uncertain response as cash.

Before you begin

Tue, Aug 11, 2026

Search Here

Search For...

My site > Management > Customer List > DOC-C-001 | Contoso Garden Center (Documentation Demo)

ModifyCancelNewCreate CopyPay on AccountApply Unapplied CreditTerms Adjustment< PreviousNext >

Attachments (0)Email

Customer Detail - DOC-C-001 | Contoso Garden Center (Documentation Demo)System ID: 3

Customer SummaryAll FieldsContactsCustomer AddressesReceivable TransactionsSalesItem ContractsEmail Records

Customer SummaryContoso Garden Center (Documentation Demo)

Phone Number:5550102000

Address:200 Sample Street Exampleville, IL 60000

Account Balance:\$0.00

Account Inquiry:

Open Customer A/R Inquiry

Credit Limit:\$5,000.00

Payment Terms:Documentation Demo - Net 30

Class:Documentation Demo Retail

Tax Code:Documentation Demo Taxable

Year to Date Sales:\$0.00

Previous Year Sales:\$48.00

Recent SalesClick on a sale for more information

Sale Date	Sale #	Sale Total
01-15-2025	DOC-SALE-1001	\$48.00

Click to view all sales for DOC-C-001 | Contoso Garden Center (Documentation Demo)

Recent PaymentsClick on a payment for more information

There are no payments in the system for this customer.

Click to view all payments for DOC-C-001 | Contoso Garden Center (Documentation Demo)

Past Due InvoicesClick on an invoice for more information

There are no past due invoices in the system for this customer.

Click to view all past due invoices for DOC-C-001 | Contoso Garden Center (Documentation Demo)

Unbilled InvoicesClick on an invoice for more information

Date	Invoice #	Sale Total
01-15-2025	DOC-SALE-1001	\$48.00

Recent Finance Charges

Terms, contact information, and account status should be correct before extending credit.

- Required: correct customer, terms, contact information, account status, and authorized credit policy.
- Required: a finalized sale in Receivable status and a defined report cutoff.
- Required for charges: configured finance-charge group and payment-term eligibility plus management approval.
- Optional: configured sandbox email-payment provider or an authorized receivable payment plan.

End-to-end steps

Tue, Aug 11, 2026 Search Here Search For... My site > Accounting > A/R Aging Report Back Print

Choose a date range, or pick an accounting period to auto-fill the dates.

Start Date mm/dd/yyyy	End Date mm/dd/yyyy	Preset Month (Optional) 	Display Mode Full Aging Columns
Sort By Statement Balance	Sort Direction Descending	Warehouse / Division 	Include All Customers? ☒ Use all active customers in scope

If not all, which customer?

► Additional Filters

Run Report Print End of Month

Configure the run options and click Run Report.

Aging separates current and overdue balances at a stated cutoff; it is not the live balance by itself.

Modify Cancel New Create Copy Return < Previous Next > Attachments (0) Email

Sale Detail - DOC-SALE-1001 System ID: 3

Sale Summary All Fields Item Rows Sale Payments Sale Fulfillments Transactions Inventory Records

DOC-SALE-1001
 Jan. 15, 2025, 9 a.m.

[DOC-C-001 | Contoso Garden Center \(Documentation Demo\)](#)
 200 Sample Street
 Exampleville, IL 60000

Memo: Documentation demo customer order.

Item	Quantity	Price	Total Price	Tax
DOC-ITEM-001 - Doc Demo Filter Cartridge	2.00	\$24.00	\$48.00	\$0.00
			Subtotal:	\$48.00
			Tax:	\$0.00
			Total:	\$48.00

Billing

Total Amount Paid: \$0.00

The source sale explains why the customer balance exists.

1. **Sales or credit staff — verify the customer.** Review [Customers](#), including terms, group, credit limit, email, and account status.
2. **Salesperson — finalize the source sale on account.** Review the [Sale](#), due-date inputs, and Receivable payment status. Confirm the obligation in [Receivable Transactions](#).
3. **Receivables clerk — review aging.** In [Receivables, Statements, and Finance Charges](#), set a defined cutoff and review current, overdue, credit, and zero-balance context together.
4. **Receivables clerk — preview the statement.** Choose the customer and period, inspect opening activity, invoices, payments, credits, charges, and ending balance. The fixture suppresses sending.

5. **Accounting manager — decide on finance charges.** Use Preview first. Apply only eligible, approved rows from the current preview token; do not use a charge to compensate for bad terms or a missing payment.
6. **Authorized collector — record the collection path.** Create a sandbox [Email Payment](#) or record a safe customer account payment. Confirm provider outcome before treating it as complete.
7. **Receivables clerk — apply and verify.** Apply the customer credit or payment to the intended receivable, then review the customer inquiry and ending balance. A [Customer Receivable Payment Plan](#) is an optional authorized branch, not the default.

What Brisk keeps connected

The screenshot shows the 'Finance Charge Assessment' form. At the top, there's a navigation bar with a hamburger menu, the date 'Tue, Aug 11, 2026', a search bar, and a user profile icon. The form itself has a 'Cancel' button at the top left. The title 'Finance Charge Assessment' is followed by a 'Finance Charge Date' field set to '08/11/2026'. Below that is a checkbox for 'Include All Customers?' which is checked. A dropdown menu for 'If not, which customer?' is empty. At the bottom, there are two buttons: 'Preview / Calculate Finance Charges' (blue) and 'Apply Selected Finance Charges' (green).

The preview is a decision point; policy, terms, dates, and eligibility still require review.

The screenshot shows the 'Customer Statements' form. The navigation bar is identical to the previous form. The form has a 'Cancel' button at the top left. The title 'Customer Statements' is followed by two tabs: 'Jul Statements' and 'Aug Statements'. Below the tabs are three date fields: 'Statement Date' (08/11/2026), 'Begin Date' (08/01/2026), and 'End Date' (08/31/2026). There are three checkboxes: 'Include Zero Balances?' (unchecked), 'Include Negative Balances?' (unchecked), and 'Include All Customers?' (checked). A dropdown menu for 'If not, which customer?' is empty. Below that is a checkbox for 'Summarize Finance Charges?' which is checked. A text area for 'Statement Message' is empty. Below that is a checkbox for 'Send Statement Emails?' which is checked. A dropdown menu for 'Statement Template' is set to 'Accounting | Payment: Ach Settlement - Brisk Ach Settlement Statement'. At the bottom, there is a blue button labeled 'Create Statements' and a link that says 'Finished running statements? Return to End of Month'.

Preview the statement before any external delivery and correct source transactions rather than its output.

Action	Result or downstream record	Where to verify it
Finalize on account	Source sale and receivable obligation	Sale detail and receivable inquiry
Run aging or statement	Cutoff-based presentation of saved transactions	Aging report and statement preview
Apply a finance charge	New customer obligation when approved and applied	Applied-charge list and customer history
Collect and apply payment	Provider/payment record plus receivable application	Payment detail and receivable inquiry

Handoffs and controls

Search Here

Search For...

My site > Customer A/R Inquiry

Review a customer's open invoices, finance charges, payments, credits, and receivable history.

Customer

Inquiry View

Begin Date

End Date

Aging Date

Invoice / Reference

Open Invoices

MM/DD/YYYY

MM/DD/YYYY

08/11/2026

Invoice, check, memo...

Show Customer Payments

Load Inquiry

Clear

Select a customer to load their receivable inquiry.

The final inquiry verifies invoices, charges, payments, credits, and the remaining customer position.

ModifyCancelNewCreate Copy< PreviousNext >Attachments (0)Email

Email Payment Detail - Email Payment 1

Customer

DOC-C-001 | Contoso Garden Center (Documentation Demo)

Payment Provider

nmi

Amount

\$48.00

Payment Url

https://example.invalid/doc-payment

Reference Number

None

Status

Pending

Memo

Documentation demo request

Customer Credit

None

Allow Credit/Debit Card

True

Allow Echeck/Ach

True

Created By

None

Created At

Jan. 15, 2025, 9 a.m.

Last Modified By

None

Last Modified At

Jan. 15, 2025, 9 a.m.

A saved payment request has a provider state separate from accounting application.

Sales establishes the valid obligation; receivables communicates it; management approves policy-sensitive charges; authorized payment staff verify provider results and application. The source sale and receivable transactions remain evidence. Generated statements communicate that evidence but do not alter it.

Exceptions and safe corrections

- Wrong due date or terms: correct approved setup or source data before charging.
- Statement disagrees with the customer: trace its cutoff, payments, credits, and original sale; regenerate after correction.
- Pending or failed payment: inspect provider and Brisk states before retrying.
- Incorrect posted charge: use an approved credit or adjustment that preserves history.
- Uncertain plan run: verify subscription and transaction history before another attempt.

Related documentation

Start here

- [Customers](#)
- [Sales](#)

Continue with

- [Receivable Transactions](#)
- [Email Payments](#)
- [Customer Receivable Payment Plans](#)

Related controls and reports

- [Receivables, Statements, and Finance Charges](#)

Could Brisk Simplify This Process for Your Team?

See how this workflow could be configured around your records, permissions, approvals, and reporting requirements.

[Request a focused Brisk demonstration](#)