Customer Receivable Payment Plans

Customer Receivable Payment Plans

Purpose and when to use this record

Schedule authorized collections against a customer’s receivable balance and track each run without duplicating payments.

At a glance

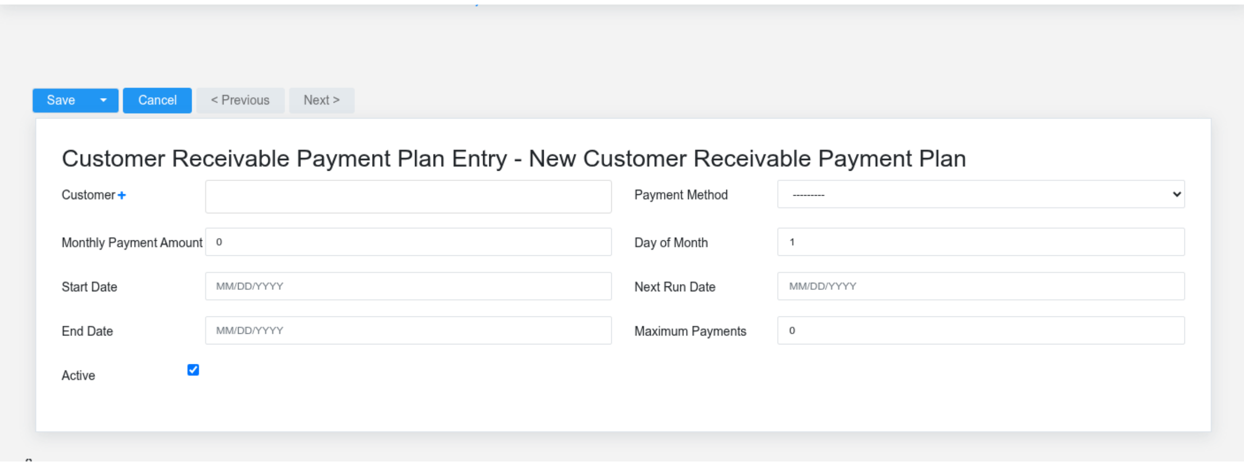
- **Identify it by: Start Date**, **Next Run Date**, and **End Date**.
- **Check its business context: Customer**, and **Payment Method**.
- **Why care:** Customer, source document, amount, authorization, processor status, and settlement are separate controls. Verify all of them before retrying or treating a payment as complete.
- **Why care:** Availability and publication flags affect future use without erasing history. Prefer disabling an obsolete setup record when existing transactions still refer to it.

Before you begin

You need the Brisk permission for the action you are taking on customer receivable payment plans. If a Create, Edit, or Delete control is absent, do not work around it with another user’s account; ask an administrator to review your role.

Confirm recurring/tokenized NMI payments are enabled, the customer has an open receivable balance, and the customer has authorized an active stored payment method. A stored method cannot be used for a different customer.

Create a Customer Receivable Payment Plan



The Customer Receivable Payment Plans create screen in the Brisk documentation demo.

1. Select the **Customer**, then choose one of that customer's active stored **Payment Methods**.
2. Enter the authorized **Monthly Payment Amount** and **Day of Month**.
3. Set **Start Date** and **Next Run Date** deliberately. The scheduled process considers active plans whose next run is blank or due; a future date is not charged early.
4. Use **End Date** or **Maximum Payments** when the authorization has a fixed term. Zero maximum payments means open-ended, so do not use it accidentally.
5. Save, then review the detail page before making the plan active.

On each due run, Brisk charges the smaller of the scheduled amount and the customer's current account balance. It stops a plan whose balance is zero, term has ended, or maximum count was reached.

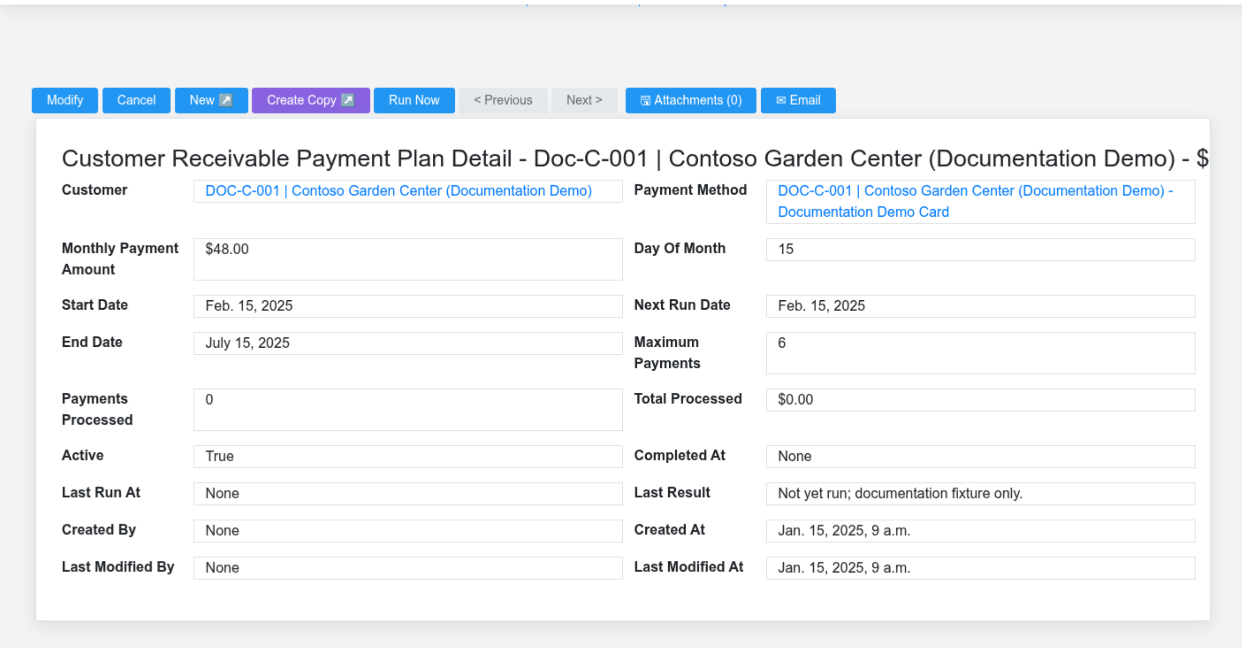
Delete a Customer Receivable Payment Plan

Delete this Customer Receivable Payment Plan only when it was entered by mistake and no downstream history depends on it. Preserve the gateway request and result; void, refund, cancel, or replace it through the supported processor-aware workflow.

If the record is merely obsolete, use **Active** to remove it from future use while preserving existing references.

On the confirmation page, verify **Start Date**, **Next Run Date**, and **End Date**. After confirmation, return to the Customer Receivable Payment Plans list and make sure only the intended Customer Receivable Payment Plan was removed.

Review Customer Receivable Payment Plan details



The Customer Receivable Payment Plans detail screen in the Brisk documentation demo.

Use the detail page to compare **Monthly Payment Amount**, **Next Run Date**, **Payments Processed**, **Total Processed**, **Last Run At**, and **Last Result**. The **Run Now** action can contact the processor and must be treated as a real charge, not a preview. Brisk uses a plan-and-date idempotency key to resist duplicate processing, but staff should still investigate the existing attempt before retrying.

Follow **Customer**, and **Payment Method** to determine whether the issue is on this Customer Receivable Payment Plan or on one of those linked records.

Next check: Review each scheduled collection result against the customer’s open receivables and stop the plan when its authorized balance or term is complete.

Run a due plan now

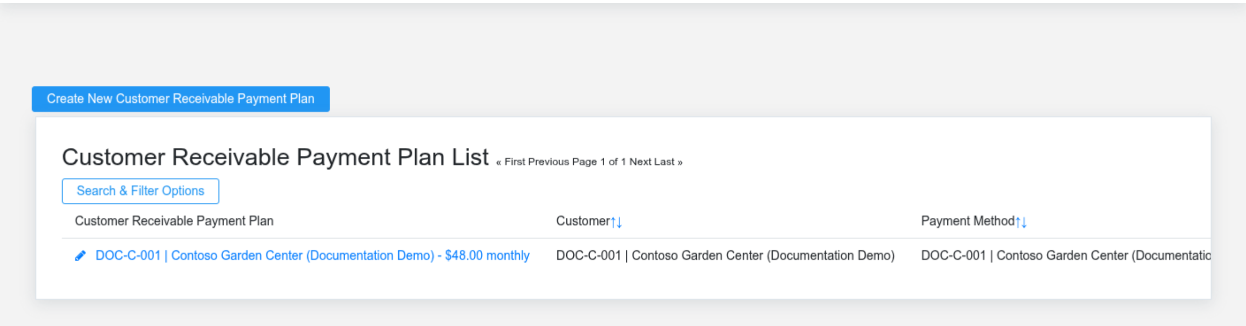
Open the plan detail and choose **Run Now** only when the plan is due and you intend to contact the processor. The confirmation is not a preview. Before submitting, verify the active stored method belongs to the customer, the open balance is positive, and the last result does not already show a successful or pending attempt for today. Afterward, recheck **Last Run At**, **Last Result**, **Payments Processed**, **Total Processed**, the gateway attempt, and the resulting customer credit or pending-settlement state.

Edit an existing Customer Receivable Payment Plan

Edit the schedule only when the customer's authorization supports the new amount, method, or term. Do not rewrite **Payments Processed**, **Total Processed**, **Last Run At**, or **Last Result** to make a failed run look successful; those values explain what automation actually did.

For a failed card charge, correct the stored method or authorization and review the gateway attempt before retrying. ACH may remain pending until settlement according to policy; do not create a manual customer credit merely because the submission was accepted. Deactivate the plan immediately when authorization is withdrawn.

Find and review customer receivable payment plans



The Customer Receivable Payment Plans list screen in the Brisk documentation demo.

Use the Customer Receivable Payment Plans list to find the correct record before opening or changing it. Compare **Start Date**, **Next Run Date**, and **End Date**. Confirm its context with **Customer**, and **Payment Method**.

Open the Customer Receivable Payment Plan whose **Start Date**, **Next Run Date**, and **End Date** match the task. If it is missing, clear the list filters and recheck **Payments Processed**, **Total Processed**, and **Active** rather than creating a replacement immediately.

Fields and business rules

Brisk stores 14 user-relevant fields for this Customer Receivable Payment Plan, including 2 linked-record selections and 0 controlled-choice fields. Create and edit screens may hide calculated or workflow-managed values from this full reference.

Field	Required	What it controls
Customer	Yes	Links this Customer Receivable Payment Plan to the selected Customer; verify the relationship before saving.
Payment Method	No	Links this Customer Receivable Payment Plan to the selected Customer Payment Method; verify the relationship before saving.
Monthly Payment Amount	No	The monthly payment amount value recorded for this customer receivable payment plan.
Day Of Month	No	The day of month value recorded for this customer receivable payment plan.
Start Date	No	Date recorded for start date on this customer receivable payment plan.
Next Run Date	No	Date recorded for next run date on this customer receivable payment plan.
End Date	No	Date recorded for end date on this customer receivable payment plan.
Maximum Payments	No	Use 0 for open ended.
Payments Processed	No	The payments processed value recorded for this customer receivable payment plan.
Total Processed	No	The total processed value recorded for this customer receivable payment plan.
Active	No	Whether this customer receivable payment plan is active and available for use.
Completed At	No	Date and time recorded for completed at on this customer receivable payment plan.
Last Run At	No	Date and time recorded for last run at on this customer receivable payment plan.
Last Result	No	The last result recorded for this customer receivable payment plan.

What happens next

Review each scheduled collection result against the customer’s open receivables and stop the plan when its authorized balance or term is complete.

Common mistakes and troubleshooting

- **The record will not save:** Recheck **Customer** and any message beside the field. A required related record may also be inactive or unavailable to your role.
- **The record saved but is not available where expected:** Recheck **Payments Processed**, **Total Processed**, and **Active**, then clear the filters on the destination list. Those controls determine payment authorization, collection timing, customer balances, and settlement review even when the other fields saved successfully.
- **The values look right but the result is wrong:** Open **Customer**, and **Payment Method** from the detail page. Correct the specific relationship that is wrong instead of forcing a total or status to compensate for it.

Revision #3
Created 2026-08-11 05:58:01 UTC by Brisk
Updated 2026-08-11 06:18:55 UTC by Brisk