Accounts Overview

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Summary

Accounts are one of the foundational business entities in LogiSense Billing. They represent customers, partners, or other billable relationships and provide the structure through which contacts, packages, invoices, payments, and contractual relationships are organized.

Why It Matters

Almost every core billing process depends on the account structure. If accounts are not designed clearly, downstream billing, invoicing, payment handling, hierarchy management, and reporting become harder to manage and explain.

Business Problem It Solves

Businesses often need to represent customer relationships in ways that go beyond a single flat customer record. They may need to support:

- parent-child account hierarchies
- different invoicing relationships than the account ownership relationship
- enterprise structures with subsidiaries or business units
- multiple operational contacts under the same customer relationship
- account-specific packages, contracts, and payment settings

LogiSense Billing supports these business models through a flexible account hierarchy and account-level billing structure.

Core Concepts

Owner

The owner represents the top-level business entity operating within the platform. It acts as the root of the account structure.

Parent And Child Accounts

Accounts can be organized in a multi-level hierarchy. Parent accounts can have child accounts beneath them, and those child accounts can themselves become parents deeper in the structure.

Invoicer Account

An account can be configured so that another account receives its invoice. This allows billing responsibility to be separated from the account that actually incurs the charges.

Account-Centric Operations

Accounts are the point where packages, contacts, invoices, payments, and contracts come together. In practice, the account is the operational anchor for many billing activities.

How LogiSense Supports It

LogiSense Billing supports account management through:

- hierarchical account structures
- account-level invoicer assignment
- account-specific packages, contacts, and billing settings
- account-level payment and contract relationships
- flexible support for enterprise and multi-entity customer structures

This lets businesses model their customer and billing relationships in a way that aligns with real-world commercial and operational needs.

Common Use Cases

Enterprise Customer Hierarchies

A business uses parent and child accounts to represent a customer with multiple subsidiaries, departments, or operating units.

Centralized Invoicing

Charges incurred by one account are invoiced to another related account, such as a parent account responsible for payment.

Customer-Specific Operational Management

The business manages contacts, packages, notes, transactions, and contracts directly within the account structure.

Multi-Level Customer Relationships

An account tree is used to model increasingly complex organizational relationships without losing billing control.

Important Considerations

- The account hierarchy should reflect how the business wants billing responsibility and customer relationships to work in practice.
- Invoicer assignment should be designed carefully so finance and support teams understand which account is actually responsible for payment.
- Account structure decisions affect contracts, payments, and reporting, so they should be treated as a foundational design choice.
- Account documentation is especially useful when it explains not just the hierarchy itself, but when to use a hierarchy versus a simpler account model.