



**SOFTWARESILOS**

# **Payment Profiles Documentation**

PDF Manual

MODULE

payment-profile

LAST UPDATED

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# Individual Customer Assignment

*Payment Profiles Documentation · /payment-profile/features/individual-customer-assignment*

Assign payment profiles directly to selected customers when group-level rules are not specific enough.

Screenshot placeholder: payment profile grid showing explicit customer assignments File:  
`./_screenshots/individual-customer-assignment.png`

## Overview

Use individual assignment to include specific customers in a profile. This is useful for exceptions like strategic accounts, pilot customers, or temporary special terms.

## Where To Assign Customers

**Customers > Payment Profiles > Edit Profile > Customer Assignment**

1. Open the profile
2. Go to **Customer Assignment**
3. Search and select customers
4. Save the profile

## Important Behavior

- Individual assignment does not act as a separate "global override" switch.
- If multiple profiles can apply, outcome is still determined by profile setup (priority, conditions, and allowed methods).
- Keep profile priorities clear to avoid ambiguous results.

## Use Cases

### VIP Exception

Assign a premium profile to selected customers without changing their base customer group.

### Temporary Restriction

Assign a restrictive profile to a specific customer while a payment issue is being resolved.

## Best Practices

- Use descriptive profile names (for example: `VIP Account Exception - 2026 Q1`)
- Add only customers who truly need an exception
- Re-check profile priorities after adding customer-level assignments

## Related

- [Customer Group Assignment](#)
- [Priority System](#)