pencil. Use Case

How Carbon Diamond Abrasives secures payments, deposits & reconciliation using PencilPay

AT A GLANCE

Use Case:
Carbon Diamond Abrasives

Business Type:
Industrial tools & abrasives manufacturer

Sells to:
stonemasons, fabricators, trade resellers

Tech Stack:
- Cin7 Core
- Xero
- PencilPay

Challenges:
- Unsecured phone orders
- Manual reconciliation of payments
- Managing deposits for import stock
- Delayed cash flow

Benefits:
- Instant card payments on quotes/orders/invoices
- Stored cards for repeat customers
- Secure digital credit applications
- One-click daily reconciliation

CHALLENGES

Orders are often placed over the phone or at the counter, meaning the cardholder isn't always the one collecting the goods. This created challenges around securing payment details safely and ensuring deposits or full payments were received before dispatch. On top of this, import orders with lead times required partial deposits that were difficult to track and reconcile in Cin7 Core and Xero without prematurely recognising revenue or GST.

PREVIOUS PROCESS

- Manual card payments over the phone.
- No easy way to store payment methods securely.
- Imports required deposits that were tracked outside the system.
- Reconciling end-of-day payments was time-consuming and error-prone.

THE SOLUTION

- **Click-to-Pay Links:** Enable instant payment from quotes, orders, or invoices — even when the cardholder isn't collecting the stock.
- **Digital Credit Applications:** Capture payment details securely during onboarding for deposits or repeat billing.
- **Partial Deposits on Imports:** Accept deposits without recognising revenue, GST, or BOM until final payment.
- **One-Click Reconciliation:** Automatically match and reconcile all payments daily in Xero and Cin7 Core.

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