

PRODUCT WORKFLOW STUDY

From a sent invoice to a verified, traceable payment state

A payment workflow showing how Corexa can connect the service job, invoice, payment link, provider event and customer-visible status without relying on manual assumptions.

Evidence level stated clearly throughout

Repository-reviewed

Capability basis

Payment tracking

Primary workflow

Connected record

Operating model

Pilot required

Outcome standard



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THE CHALLENGE

Why the existing process breaks down

Sending an invoice does not complete the commercial workflow. The business must know whether a payment link was created, whether the provider confirmed payment, whether the amount matches and whether the job, invoice and accounting record now show the same state.

01

Paid status is manually assumed

A browser return or customer statement can be mistaken for confirmed payment.

02

Provider and invoice diverge

The payment platform records success while the job or invoice remains unpaid.

03

Duplicate events occur

Webhook retries can create repeated updates if idempotency is weak.

04

Amount mismatches are hidden

A payment event may not correspond to the expected invoice amount or currency.

05

Customers cannot see progress

The portal may show an old state after payment or lack a clear receipt reference.

06

Reconciliation requires searching

Staff compare provider, application and accounting records manually.

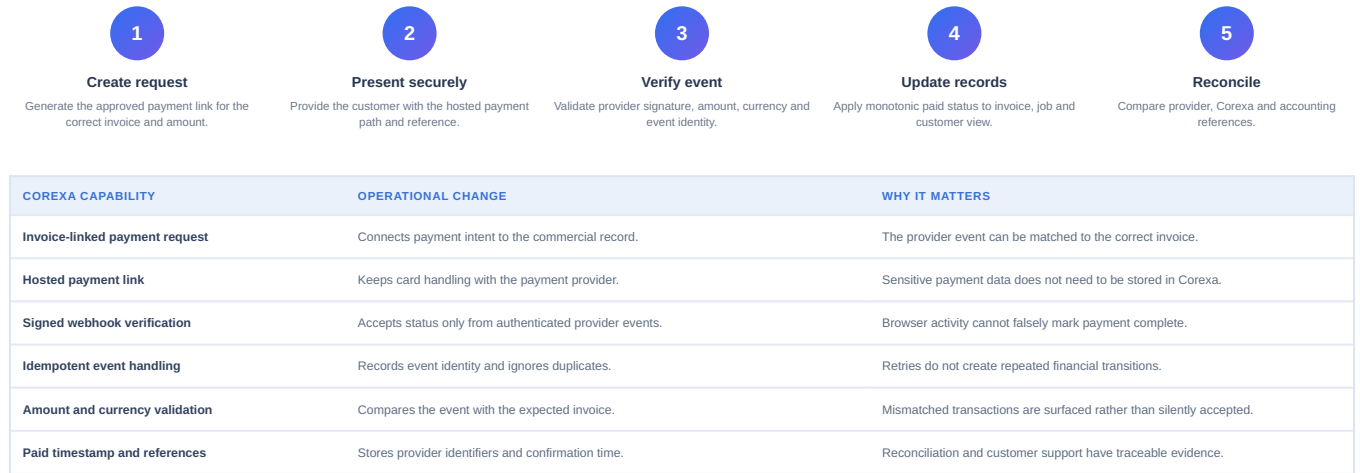
The central risk

Payment state becomes unreliable when one system can mark an invoice paid without a verified, matching provider event.

THE OPERATING MODEL

A connected workflow around the machine

Corexa can create a payment link from the invoice, verify signed provider events, apply idempotent status updates and preserve references and timestamps for reconciliation.



CREDIBILITY STANDARD

What is supported - and what is not yet claimed

A credible case study distinguishes repository evidence, real workflow scope and future outcome hypotheses. The evidence level below is deliberately explicit.

✓ Repository capability

The repository includes Stripe payment fields and webhook-hardening work, invoice and job payment state, customer payment links and Xero-related commercial workflows.

✓ Connected operating model

The workflow is designed to keep payment tracking connected to the relevant machine, customer, site, job and responsible user.

✓ Credible limitation

The actual production payment configuration, provider account and webhook deployment must be tested end to end; repository code alone does not prove live settlement.

✓ Pilot requirement

A defined cohort should be measured from baseline through controlled use before any productivity, cost, revenue or satisfaction outcome is published.

Not yet claimed: this case study does not present a measured productivity, revenue, accuracy or customer-satisfaction improvement. A controlled baseline and participant-approved result are required before those claims are published.

Measurement plan for the publishable version

MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Verified payment match	Provider and Corexa records	Percentage matching invoice, amount, currency and event reference.
Status update latency	Provider and application timestamps	Time from confirmed provider event to visible paid state.
Duplicate event handling	Webhook event log	Retries processed without duplicate transitions.
Mismatch exception rate	Validation logs	Events rejected or held for amount, currency or identity mismatch.
Manual reconciliation time	Timed finance task	Median time to verify a sample payment across systems.
Customer support contacts	Payment-related message sample	Contacts caused by unclear or stale payment status.

"A payment is operationally complete when the provider, invoice, job and accounting trail can all explain the same transaction."

MAKE THE STORY TANGIBLE

Show one invoice through secure payment and reconciliation

Use a non-sensitive test transaction and show the invoice, hosted link, verified provider event, paid timestamp and matching accounting reference. Redact all personal and payment details.

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Connected workflow Representative view

Create request
Generate the approved payment link for the correct invoice and amount.

Present securely
Provide the customer with the hosted payment path and reference.

Verify event
Validate provider signature, amount, currency and event identity.

Update records
Apply monotonic paid status to invoice, job and customer view.

1. Invoice with payment link and expected amount
2. Provider confirmation reference
3. Corexa paid status and timestamp
4. Reconciliation view with matching identifiers

Recommended evidence-building sequence

Phase 1 - Baseline

Select a representative sample and record the current process, delays, errors and missing evidence.

Phase 2 - Controlled workflow

Apply one agreed Corexa process, ownership rule and completion standard for 8-12 weeks.

Phase 3 - Verified result

Report system-derived measures, dated screenshots and a participant-approved quotation.

Build the publishable proof layer

Replace representative views with dated interface screenshots, a defined baseline, system-derived measures and an approved participant quotation.

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Publication note: capability descriptions are based on the Corexa repository supplied in July 2026. Confirm the deployed workflow, permissions, integrations and data quality before presenting a capability as a completed customer outcome.