

THE CHALLENGE

Navigating the right time and place to collect payments for services rendered without disrupting the joyous reveal of a new home makeover.

THE SOLUTION

Sending invoices through Clover allows project-based merchants like this staging company to send secure, professional invoices providing more payment options to offer clients.

THE RESULT

With Clover, this merchant can now collect payments anytime, anywhere—and can enjoy the makeover reveal with his client without the worry of collecting payment.

Fox Design and Staging owner, Andron Fox

How invoicing with Clover helps project-based merchants delight in the moment with their satisfied customers and collect payments later

Plus Secure Transactions that protect sensitive information

Andron Fox came to his career as a design and staging professional in a roundabout way. Serving as the Director of Visual Merchandising for a local furniture retailer gave Fox both buying experience and wholesale contacts for furniture and decor, which led him to consider a staging business.

“I realized I could get all this furniture wholesale to stage properties with and build an inventory,” Fox remembers.

When the retailer Fox worked for went under, Fox took the leap and launched his own business – Fox Design and Staging. Fox and his staff work with commercial and residential properties, facilitating both permanent interior design and staging for showings.

“We stage vacant as well as occupied properties,” Fox explains. “We often supplement some of the seller’s existing furniture with pieces from our warehouse to make it more presentable for buyers.”

The Clover Difference

Collect payments through a **secure invoicing system** right from your **Clover dashboard**

Accept **deposits and payments** for completed projects **anytime, anywhere**

Name: Fox Design and Staging

Website: foxdesignandstaging.com

Location: Highland, MI

Business type: Interior Design and Staging

Clover merchant since: 2017



Why Fox Design and Staging Loves Clover

Sending a secure payment link leaves a **“clean, professional feel... versus asking for Venmo or PayPal”**

Share the customer’s delight in the big reveal moment and follow up with **payment later**

Protects **customers’** private information

For more information, please contact your business consultant.

Staging homes during the pandemic provided an additional, unexpected revenue stream for Fox. As supply chain disruptions around the world increased wait times and decreased selections, Fox realized he could sell the furniture used for the stagings to interested buyers.

“Now it happens quite a bit where the buyer purchases some or all of the furnishings in the home,” explains Fox.

When Fox first started using invoicing with Clover, he appreciated the option to collect payments virtually. Since the clients who contract his business are typically the selling party, he rarely knows the buyers firsthand.

“In my role, I don’t interact with the buyer, and will likely never meet the buyer. So I appreciate not having to ask for any personal payment information,” Fox clarifies. “I can just email them directly and that whole portion is done.” He adds, “I love the clean, professional feel of sending a secure link for them to make payments versus asking for Venmo or PayPal.”

On the home design side, Fox offers reveal-style makeovers, made popular over the last decade by several television programs. For these special unveilings, Fox values the ability to send invoices through Clover and avoid the awkwardness of asking for money on the spot.

“When I am in front of a client, I don’t have to stop the relationship-building aspect of the interaction, and I can just let them know, ‘I will email you a link for the payment and it’ll be all set,’” Fox shares. “Especially with the reveals, they’re so excited about their new space. To ruin the moment by asking for thousands of dollars takes away some of the fun.”

In fact, any merchant that does project-based work and doesn’t need to bill the client on the spot could use invoicing. For Fox, the benefits extend beyond preserving a home makeover reveal; he can bill on his own schedule and protect the private information of his clients.

“I can send an invoice for the deposit before we begin a project, and then invoice for the rest after its completion,” describes Fox. “Before Clover, if someone wanted to make a deposit or pay a remaining balance over the phone, I had to take their card number. Now, it removes that liability for me, and my clients just get a link to pay. I never have to see anyone’s personal information.”