AVISTRATA
AVIATION BUSINESS PLATFORM

Quote to cash

From an estimate the customer approves to a paid invoice and a balanced journal, in Avistrata

For shop owners, service writers, directors of maintenance, accounts receivable and the customer's own maintenance contact · Avistrata 2.2

A shop gets paid faster when the customer saw the price before the work started, approved it in writing, could watch the job, and gets an invoice that matches what they approved. This brief follows one maintenance job through Avistrata's Billing workspace and the customer portal: the estimate, the approval, the invoice, the payments, and what posts to the books. The work order, the parts issued from Stores and the hours on the task cards are the same records the estimate and invoice are built from, so nobody re-types a squawk into accounting.

The sample. Coastal Patrol Agency, a sample customer in Avistrata's demo organization, flies two King Air 350ERs. The service writer, Sam Ortiz, prices a Phase 3 inspection on N351MQ with an oil change, a hangar fee and one squawk the customer may decline: a cracked landing light lens. The customer's director of maintenance, Morgan Hale, approves by phone. The approved estimate becomes an invoice, the customer pays part of it by check, and the rest shows as owed in their portal. **Every person, company, tail number and figure in this brief is fictional.** The screenshots are real Avistrata screens showing this sample data, taken on 28 October 2026.

1 · Set up Rates, terms, tax, supplies

2 · Estimate Labour, parts, fees, optional

3 · Approve E-sign, phone, extra work

4 · Invoice From the estimate or actuals

5 · Get paid Pay link, payments, reminders

6 · Post Chart, rules, QuickBooks

7 · Customer Their own portal

28 October	What happens in the sample
Estimate	EST-2026-0002, "Phase 3 inspection and squawks" for N351MQ, customer PO CPA-4471: $6,471.50, or $6,072.00 without the optional squawk.
Approval	Morgan Hale approves the whole estimate by phone; Sam records who approved and how.
Invoice	INV-2026-0008 is created from the approved estimate and marked sent, due in 30 days.
Payment	A $3,000 check is recorded. The invoice shows Part paid, $3,471.50 due, in the shop's list and in the customer's portal.
Books	The day's journal: bank, receivables, labour, parts, shop supplies and fees, balanced and fully mapped.

1 Setting up billing

Billing is a workspace tab with Quotes, Estimates, Sales Orders, Invoices, Trips, Customers, Rates and Settings. Settings holds what prints on every document and the numbers behind them:

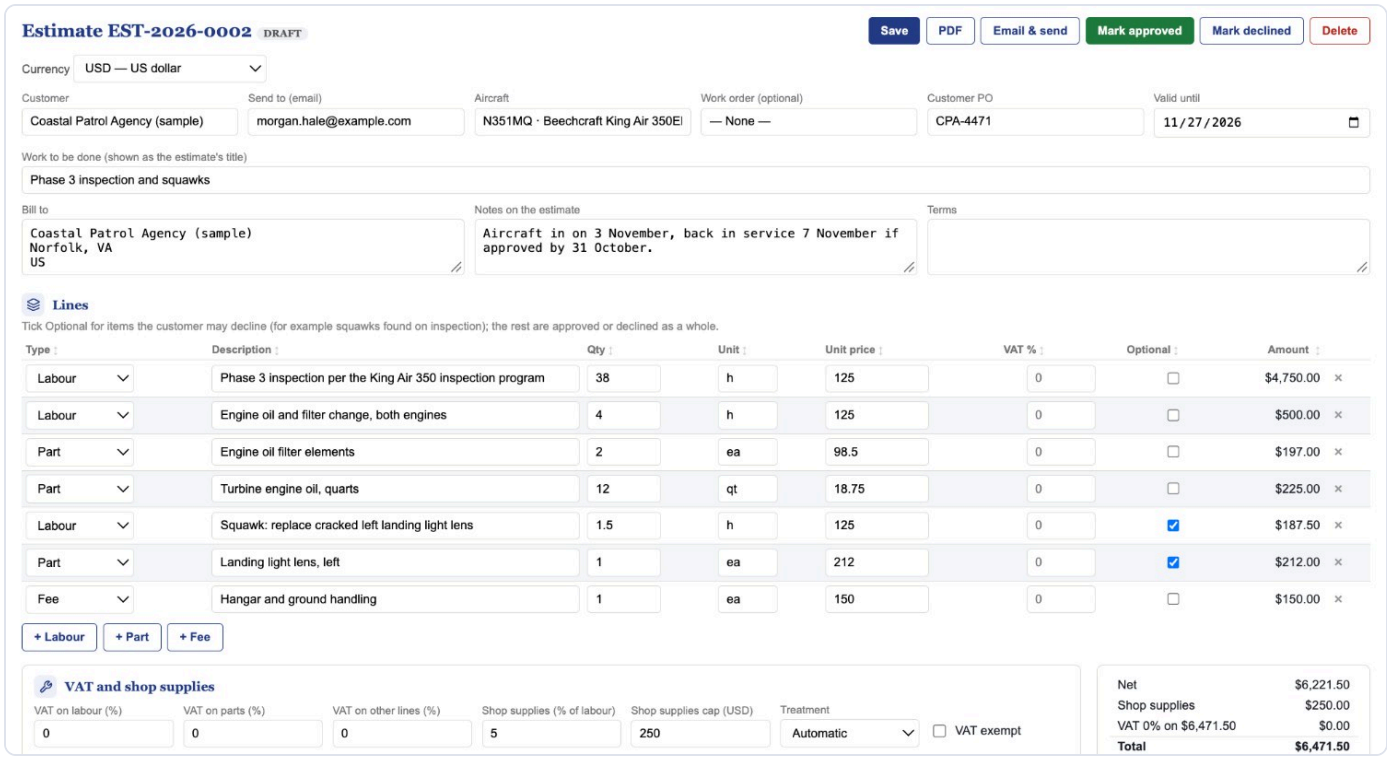
- **Company**: the name, phone, reply-to email and address on quotes, estimates and invoices.
- **Numbers, terms and rates**: the labour rate, the parts markup, payment terms in days and the document number prefixes.
- **Maintenance**: sales tax on parts and on labour, and shop supplies as a percentage of labour with a cap.
- **Currencies** (any currency per document, from daily ECB rates, a US-dollar peg or your own rate) and **VAT** for organizations outside the US.
- **Signatures** (in the app, or DocuSign), **Online payments** (your own Stripe account), **QuickBooks Online** and **Accounting setup**.

Each estimate and invoice copies these rates when it is created, so a later change in Settings doesn't alter documents already issued.

> **Customers** are one list shared by Work Orders, quotes, estimates, sales orders, invoices, the customer portal and Business Development. A customer record shows their aircraft, invoices overdue, invoiced this year, what they owe on open invoices and their open work orders.

2 The estimate

On a work order, **Estimate** builds a draft from the planned labour lines at the labour rate and the parts at cost plus the markup. An estimate can also start from Billing → Estimates → **+ New Estimate**. It has the customer, who it is sent to, the aircraft, the work order, the customer's PO, a valid-until date, the work to be done, bill-to, notes and terms. Lines are labour, parts, fees, other and discounts.

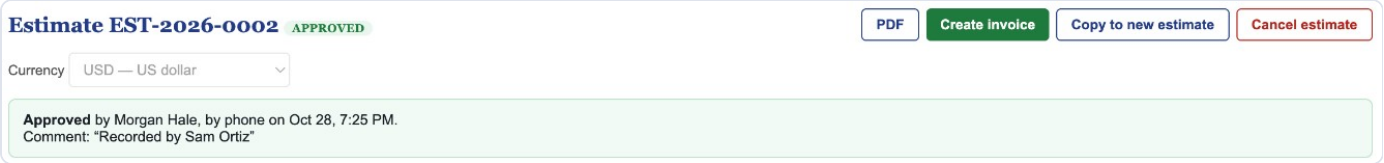


EST-2026-0002: the Phase 3 inspection, the oil change, parts, a hangar fee and the landing light squawk marked Optional. Shop supplies are added at 5% of labour, capped at $250. The totals show the price with and without the optional items.

Ticking **Optional** lets the customer decline a line, typically a squawk found on inspection, while approving the rest. A tax-exempt customer gets no tax. **PDF** prints the estimate with the shop's details.

3 Approval

Email & send sends the PDF with a **Review and sign** button (or sends it through DocuSign, if connected). On the signing page the customer unticks any optional items they decline, gives their name, title and email, signs by drawing or typing, agrees to sign electronically and accepts or declines. The record keeps who signed, when, from which IP address and browser, and a fingerprint of what was signed; the shop and the signer are both emailed.



An approval taken by phone: **Mark approved** records who approved and how. **Mark declined** does the same for a no.

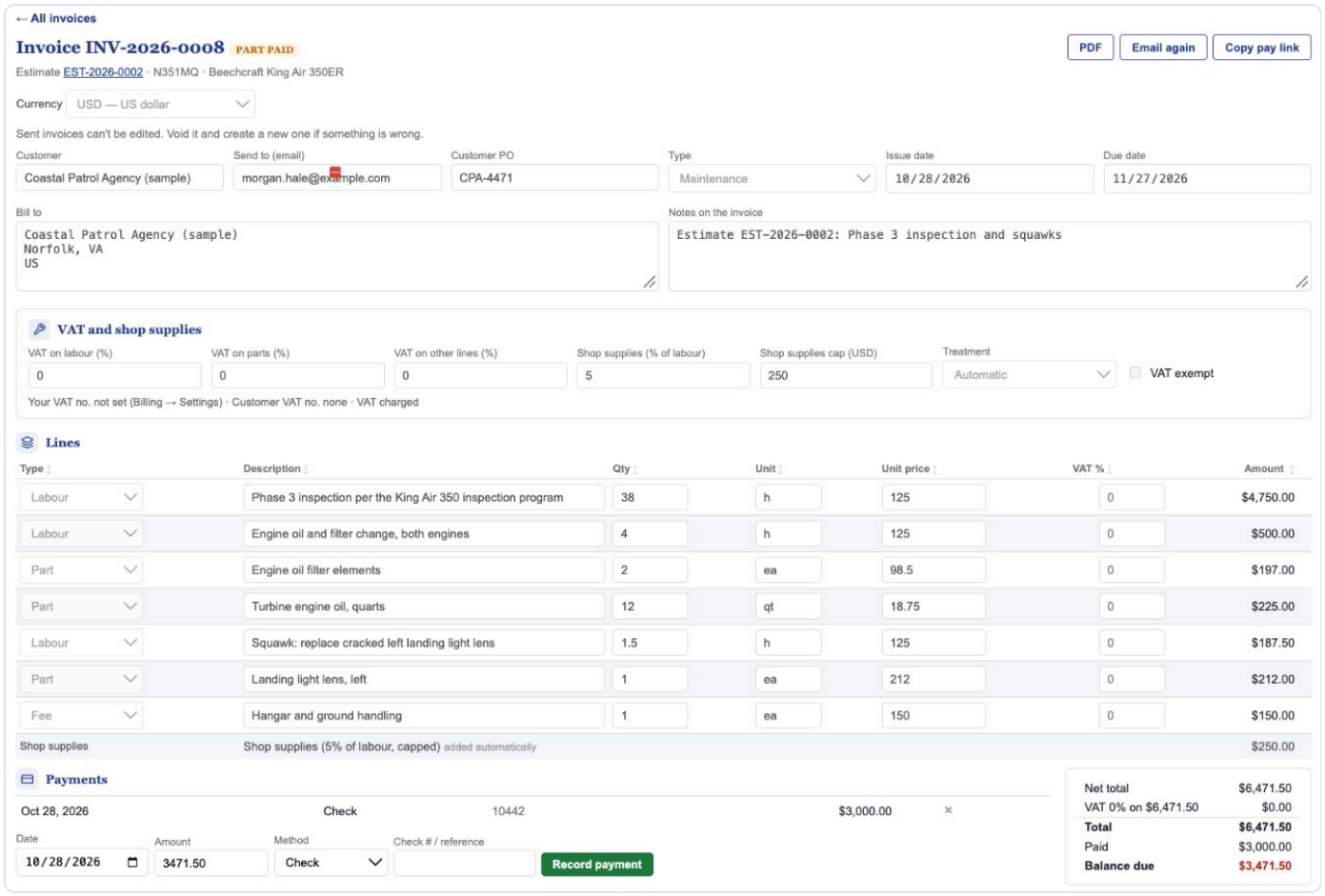
An estimate is Draft, Sent, Approved, Declined, Invoiced or Cancelled, and shows Expired after its valid-until date. **Copy signing link** gives the signing page to send another way.

Extra work found during the job

A mechanic who finds more work opens a sub-card and ticks that it needs the customer's approval before it can be worked. The card shows "Pending Customer Approval" until a shop admin, or the customer in their portal, approves or declines it, and the shop is emailed either way. Clock in and clock out on the task cards record the hours; parts issued from Stores go onto the work order as lines.

4 The invoice

On an approved estimate, **Create invoice** builds the invoice from the approved lines; optional items the customer declined are left out. From a work order, **Invoice** first asks whether to invoice the approved estimate; if not, it invoices the actual hours (including sub work orders) at the labour rate, plus the parts issued at the markup. Shop supplies and sales tax lines are kept up to date while the invoice is a draft.



INV-2026-0008 after the first payment: the lines from the approved estimate, shop supplies added automatically, a $3,000 check recorded and $3,471.50 still due.

Invoice types are charter, maintenance, parts, flight and rental, and other. Once an invoice is sent it is locked: to change it, void it and issue a new one.

5 Getting paid

From the invoice the shop can **Email & send**, **Mark sent** (when it goes out another way), **Copy pay link**, send it to QuickBooks, or void it. **Record payment** takes the date, amount, method (check, wire, ACH or bank transfer, card, cash or other) and the check number or reference; several payments can be recorded against one invoice. Invoices are Draft, Sent, Part paid, Paid or Void.

With online payments set up, the customer's **Pay** button opens Stripe Checkout for the balance, on the shop's own Stripe account; the payment is recorded on the invoice automatically, and pushed to QuickBooks when it is connected.

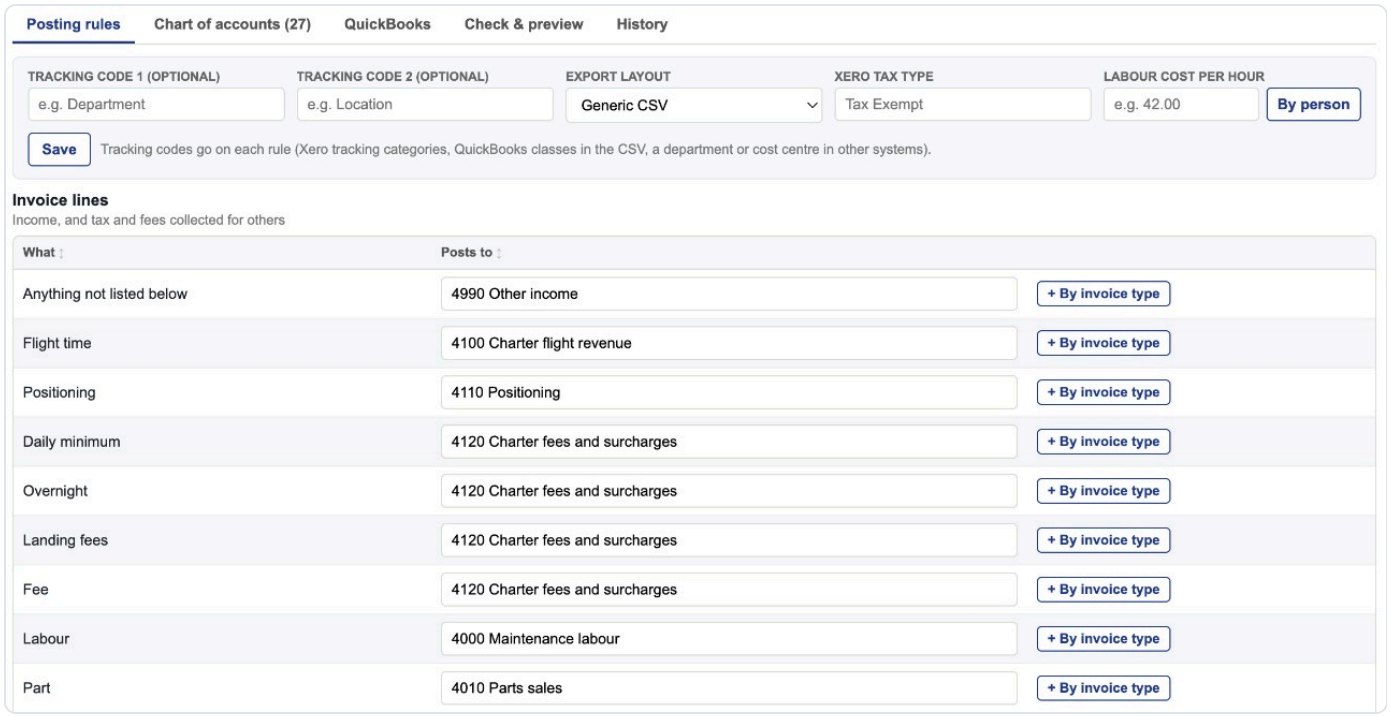


The Invoices list: outstanding and overdue totals, filters by status, CSV and an accounting export.

An automatic message rule, *Invoice past due*, reminds the customer a set number of days after the due date (7 by default). The Reports workspace has accounts receivable aging (not due, 1–30, 31–60, 61–90 and over 90 days), revenue by customer, type and month, the quote and estimate win rate, a full invoice listing and parts sales by customer and part.

6 What posts to the books

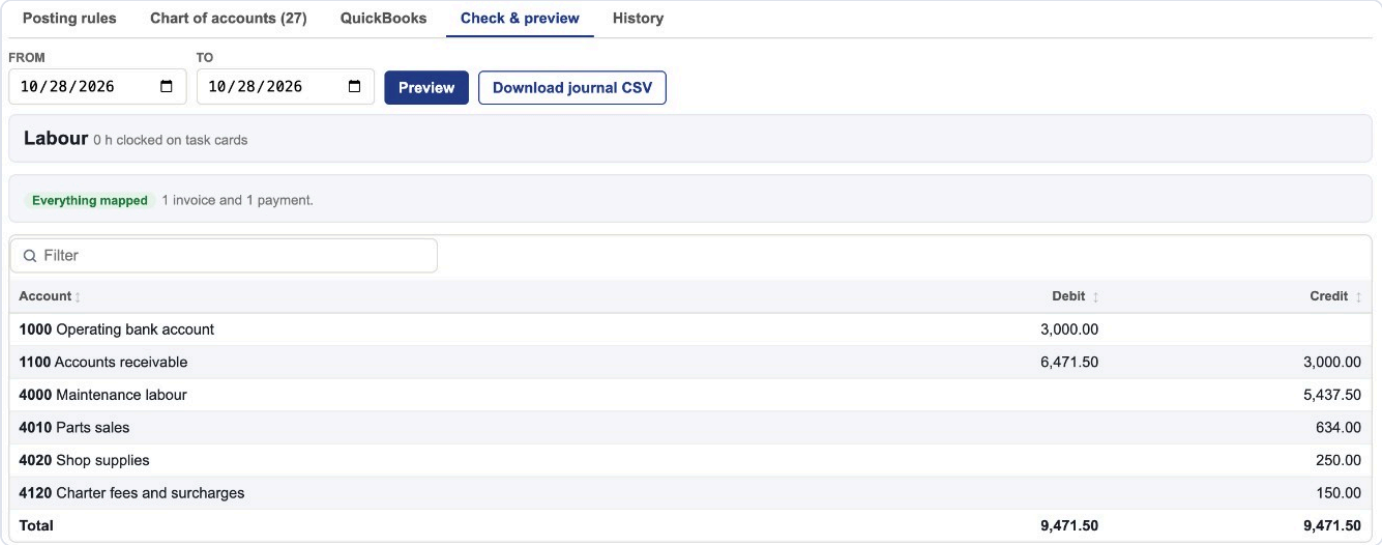
Accounting setup is where the organization decides how its invoices, payments, stock and labour post: **Posting rules**, **Chart of accounts**, **QuickBooks**, **Check & preview** and **History**. The chart can start from a standard aviation chart (27 accounts numbered 1000 to 7900, for maintenance, charter and flight training), from a pasted CSV, or from the chart already in QuickBooks.



Posting rules: each kind of invoice line posts to an account, with a different account by invoice type if wanted, and up to two tracking codes (department, location, class).

6 What posts to the books CHECK

Check & preview shows a period's journal account by account before anything is exported, and lists anything that isn't mapped yet. **Download journal CSV** gives the same journal as a file.



28 October in the demo organization: the invoice and the check, everything mapped, debits equal to credits.

QuickBooks Online

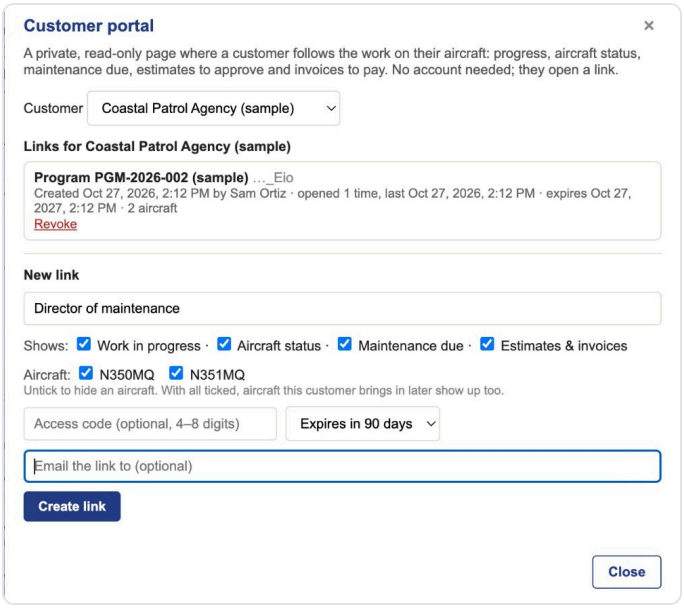
Connected under Billing → Settings, sent invoices push to QuickBooks Online by themselves, or by hand with **Send to QuickBooks**, using your chart of accounts and, if you choose, your tracking codes as QuickBooks classes and locations. Labour cost can be posted as one journal entry per period, with a cost per hour for each person.

Without QuickBooks

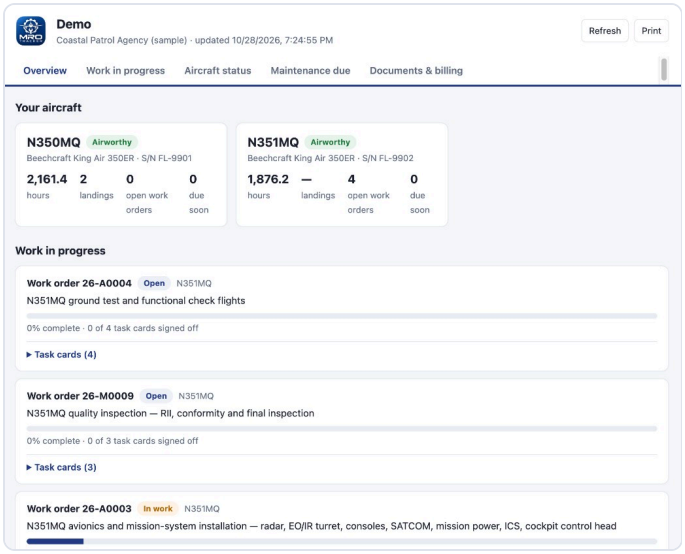
The accounting export comes as a generic CSV, a Xero import, or a general journal for Sage, NetSuite, Business Central or any other system. Foreign-currency documents in QuickBooks need its Multicurrency setting switched on.

7 The customer's view

Work Orders → **Customer portal** (or the customer's record) makes a private link for one customer: a name for it, what it shows (work in progress, aircraft status, maintenance due, estimates and invoices), which aircraft, an optional access code, and when it expires. The link is shown once; the list shows how often each link was opened and lets you revoke it.



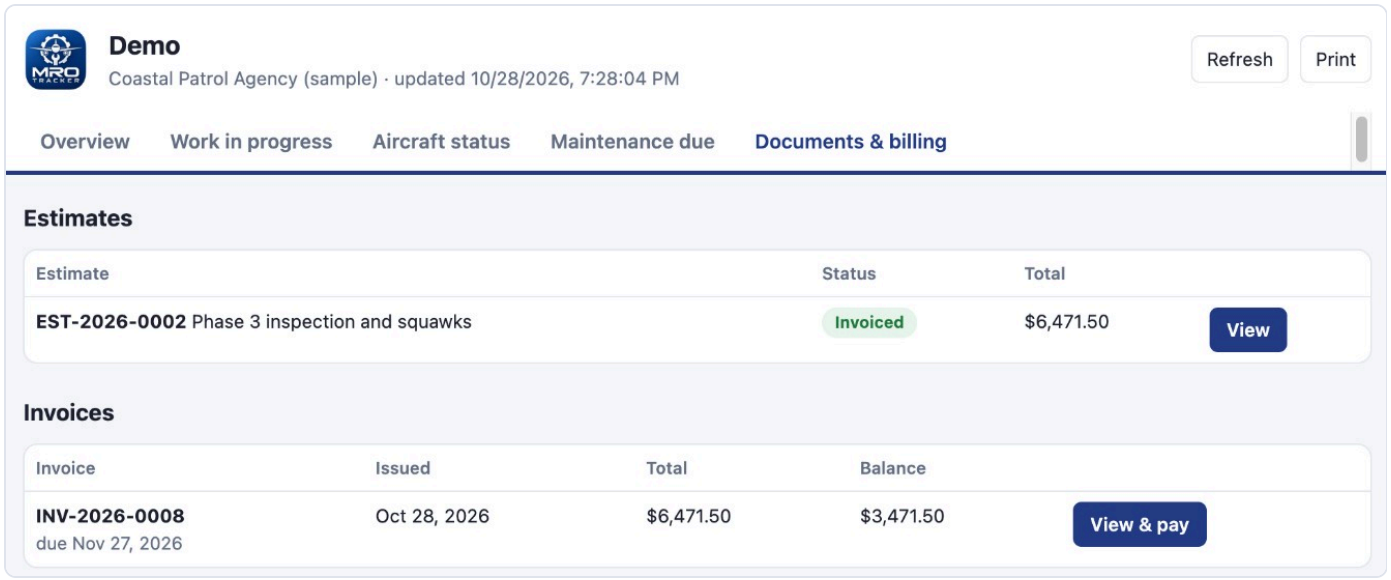
A new portal link for the customer's director of maintenance, alongside an existing one.



What Coastal Patrol Agency sees, with no account: their two King Airs, hours and open work orders, and each job's progress.

7 The customer's view BILLING

The portal has Overview, Work in progress, Aircraft status, Maintenance due and Documents & billing. The Overview lists what is waiting on the customer: estimates to review, extra work to approve (signed with their name and a drawn signature, with a reason required to decline), and invoices owed. Work in progress shows each work order's percentage complete, its task cards and the parts on order, without prices.



Documents & billing in the customer's portal: the estimate (now invoiced) and the invoice with its balance and **View & pay**.

Apart from approving work and signing or paying through its links, the portal is read-only. The page carries the shop's logo and colours.

Beyond maintenance

Charter

Billing → Rates holds each aircraft's charter rate and operating cost and reserves per hour. A **quote** prices the legs, with flight time, daily minimum, overnights, landings, segment fees and federal excise tax on the domestic share worked out by the database. An accepted quote books the flights in Flight Ops (or nothing, if any leg conflicts), and its invoice uses the actual flight times and adds approved billable crew expenses. **Trips** shows revenue, cost and margin for each trip, and flags trips not invoiced or losing money.

Flight school and rental

Flight School has its own billing: each flight can be invoiced at check-in (aircraft, instruction, ground and a fuel receipt credit), sent straight away or left as a draft for the front desk, and paid from the pilot's prepaid credit, with a minimum balance to book (see *Life of a student*).

Parts sales

Sales orders sell parts to a customer, and can be signed like an estimate.

Who uses what

Role	Where	What they get
Service writer	Work order, Estimates	An estimate from the planned work in minutes, optional squawks, signed approval
Director of maintenance	Work order, sub-cards	Extra work approved by the customer before it is done
Accounts receivable	Invoices, Reports	Invoices from approved work, payments, aging and reminders
Bookkeeper	Accounting setup	One chart and set of rules, a balanced journal, QuickBooks or an export
Owner	Customers, Reports	Revenue by customer and type, win rate, what is owed
Customer	Portal	Progress, aircraft status, estimates to approve and invoices to pay

Getting started

1. Fill in Billing → Settings: company details, labour rate, parts markup, terms, tax and shop supplies.
2. Choose how documents are signed, set up online payments and connect QuickBooks Online, or choose an export layout.
3. Start the chart of accounts from the standard aviation chart, check the posting rules, and preview a period.
4. Estimate one work order, get it approved, invoice it and record the payment.
5. Give your customer a portal link.

Companion briefs: *Life of a maintenance job* (from a squawk to a signed release) and *Life of a part number* (Stores). © 2026 Leesburg Aviation LLC. All rights reserved.