



Quote to cash

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

For shop owners, service writers, directors of maintenance, accounts receivable and the customer's own maintenance contact · MRO Tracker 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 MRO Tracker'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 MRO Tracker'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 MRO Tracker 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
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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.

Estimate EST-2026-0002 DRAFT

Save**PDF****Email & send****Mark approved****Mark declined****Delete**

Currency: **USD — US dollar**

Customer: **Coastal Patrol Agency (sample)**

Send to (email): **morgan.hale@example.com**

Aircraft: **N351MQ · Beechcraft King Air 350EI**

Work order (optional): **— None —**

Customer PO: **CPA-4471**

Valid until: **11/27/2026**

Work to be done (shown as the estimate's title)
Phase 3 inspection and squawks

Bill to
Coastal Patrol Agency (sample)
Norfolk, VA
US

Notes on the estimate
Aircraft in on 3 November, back in service 7 November if approved by 31 October.

Terms

Lines
Tick Optional for items the customer may decline (for example squawks found on inspection); the rest are approved or declined as a whole.

Type	Description	Qty	Unit	Unit price	VAT %	Optional	Amount
Labour	Phase 3 inspection per the King Air 350 inspection program	38	h	125	0	☐	\$4,750.00 ×
Labour	Engine oil and filter change, both engines	4	h	125	0	☐	\$500.00 ×
Part	Engine oil filter elements	2	ea	98.5	0	☐	\$197.00 ×
Part	Turbine engine oil, quarts	12	qt	18.75	0	☐	\$225.00 ×
Labour	Squawk: replace cracked left landing light lens	1.5	h	125	0	☒	\$187.50 ×
Part	Landing light lens, left	1	ea	212	0	☒	\$212.00 ×
Fee	Hangar and ground handling	1	ea	150	0	☐	\$150.00 ×

+ Labour**+ Part****+ Fee**

VAT and shop supplies

VAT on labour (%)**0**VAT on parts (%)**0**VAT on other lines (%)**0**Shop supplies (% of labour)**5**Shop supplies cap (USD)**250**Treatment**Automatic**☐ VAT exempt

Net\$6,221.50
Shop supplies\$250.00
VAT 0% on \$6,471.50\$0.00
Total**\$6,471.50**

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.

Estimate EST-2026-0002 APPROVED

[PDF](#) [Create invoice](#) [Copy to new estimate](#) [Cancel estimate](#)

Currency USD — US dollar

Approved by Morgan Hale, by phone on Oct 28, 7:25 PM.
Comment: "Recorded by Sam Ortiz"

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.

← All invoices

Invoice INV-2026-0008

PART PAID

PDF

Email again

Copy pay link

Estimate [EST-2026-0002](#) · N351MQ · Beechcraft King Air 350ER

Currency USD — US dollar

Sent invoices can't be edited. Void it and create a new one if something is wrong.

Customer

Coastal Patrol Agency (sample)

Send to (email)

morgan.hale@example.com

Customer PO

CPA-4471

Type

Maintenance

Issue date

10/28/2026

Due date

11/27/2026

Bill to

Coastal Patrol Agency (sample)
Norfolk, VA
US

Notes on the invoice

Estimate EST-2026-0002: Phase 3 inspection and squawks

VAT and shop supplies

VAT on labour (%)

0

VAT on parts (%)

0

VAT on other lines (%)

0

Shop supplies (% of labour)

5

Shop supplies cap (USD)

250

Treatment

Automatic

☐ VAT exempt

Your VAT no. not set (Billing → Settings) · Customer VAT no. none · VAT charged

Lines

Type	Description	Qty	Unit	Unit price	VAT %	Amount
Labour	Phase 3 inspection per the King Air 350 inspection program	38	h	125	0	\$4,750.00
Labour	Engine oil and filter change, both engines	4	h	125	0	\$500.00
Part	Engine oil filter elements	2	ea	98.5	0	\$197.00
Part	Turbine engine oil, quarts	12	qt	18.75	0	\$225.00
Labour	Squawk: replace cracked left landing light lens	1.5	h	125	0	\$187.50
Part	Landing light lens, left	1	ea	212	0	\$212.00
Fee	Hangar and ground handling	1	ea	150	0	\$150.00
Shop supplies	Shop supplies (5% of labour, capped) added automatically					\$250.00

Payments

Oct 28, 2026

Check

10442

\$3,000.00

×

Date

10/28/2026

Amount

3471.50

Method

Check

Check # / reference

Record payment

Net total

\$6,471.50

VAT 0% on \$6,471.50

\$0.00

Total

\$6,471.50

Paid

\$3,000.00

Balance due

\$3,471.50

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.

\$3,471.50

Outstanding

\$0.00

Overdue

+ New Invoice

Open (draft, sent, part paid) ▾

CSV

Accounting export

Q Filter

Invoice ▾	Type ▾	Customer ▾	Issued ▾	Due ▾	Total ▾	Balance ▾	Status ▾	QuickBooks ▾
INV-2026-0008	Maintenance	Coastal Patrol Agency (sample)	Oct 28, 2026	Nov 27, 2026	\$6,471.50	\$3,471.50	PART PAID	—

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

Chart of accounts (27)

QuickBooks

Check & preview

History

TRACKING CODE 1 (OPTIONAL)

TRACKING CODE 2 (OPTIONAL)

EXPORT LAYOUT

XERO TAX TYPE

LABOUR COST PER HOUR

e.g. Department

e.g. Location

Generic CSV

Tax Exempt

e.g. 42.00

By person

Save

Tracking codes go on each rule (Xero tracking categories, QuickBooks classes in the CSV, a department or cost centre in other systems).

Invoice lines

Income, and tax and fees collected for others

What :	Posts to :	
Anything not listed below	4990 Other income	+ By invoice type
Flight time	4100 Charter flight revenue	+ By invoice type
Positioning	4110 Positioning	+ By invoice type
Daily minimum	4120 Charter fees and surcharges	+ By invoice type
Overnight	4120 Charter fees and surcharges	+ By invoice type
Landing fees	4120 Charter fees and surcharges	+ By invoice type
Fee	4120 Charter fees and surcharges	+ By invoice type
Labour	4000 Maintenance labour	+ By invoice type
Part	4010 Parts sales	+ By invoice type

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.

Posting rules

Chart of accounts (27)

QuickBooks

Check & preview

History

FROM

10/28/2026

TO

10/28/2026

Preview

Download journal CSV

Labour

0 h clocked on task cards

Everything mapped

1 invoice and 1 payment.

Q Filter

Account	Debit	Credit
1000 Operating bank account	3,000.00	
1100 Accounts receivable	6,471.50	3,000.00
4000 Maintenance labour		5,437.50
4010 Parts sales		634.00
4020 Shop supplies		250.00
4120 Charter fees and surcharges		150.00
Total	9,471.50	9,471.50

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.

Customer portal

A private, read-only page where a customer follows the work on their aircraft: progress, aircraft status, maintenance due, estimates to approve and invoices to pay. No account needed; they open a link.

Customer Coastal Patrol Agency (sample)

Links for Coastal Patrol Agency (sample)

Program PGM-2026-002 (sample) ..._Eio

Created Oct 27, 2026, 2:12 PM by Sam Ortiz · opened 1 time, last Oct 27, 2026, 2:12 PM · expires Oct 27, 2027, 2:12 PM · 2 aircraft

[Revoke](#)

New link

Shows: ☒ Work in progress · ☒ Aircraft status · ☒ Maintenance due · ☒ Estimates & invoices

Aircraft: ☒ N350MQ ☒ N351MQ

Untick to hide an aircraft. With all ticked, aircraft this customer brings in later show up too.

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

Demo

Coastal Patrol Agency (sample) · updated 10/28/2026, 7:24:55 PM

[Overview](#) [Work in progress](#) [Aircraft status](#) [Maintenance due](#) [Documents & billing](#)

Your aircraft

N350MQ Airworthy

Beechcraft King Air 350ER · S/N FL-9901

2,161.4	2	0	0
hours	landings	open work orders	due soon

N351MQ Airworthy

Beechcraft King Air 350ER · S/N FL-9902

1,876.2	—	4	0
hours	landings	open work orders	due soon

Work in progress

Work order 26-A0004 Open N351MQ

N351MQ ground test and functional check flights

0% complete · 0 of 4 task cards signed off

▶ Task cards (4)

Work order 26-M0009 Open N351MQ

N351MQ quality inspection — RII, conformity and final inspection

0% complete · 0 of 3 task cards signed off

▶ Task cards (3)

Work order 26-A0003 In work N351MQ

N351MQ avionics and mission-system installation — radar, EO/IR turret, consoles, SATCOM, mission power, ICS, cockpit control head

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.

**Demo**

Coastal Patrol Agency (sample) · updated 10/28/2026, 7:28:04 PM

RefreshPrint

OverviewWork in progressAircraft statusMaintenance due**Documents & billing**

Estimates

Estimate	Status	Total	
EST-2026-0002 Phase 3 inspection and squawks	Invoiced	\$6,471.50	View

Invoices

Invoice	Issued	Total	Balance	
INV-2026-0008 due Nov 27, 2026	Oct 28, 2026	\$6,471.50	\$3,471.50	View & pay

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