

# **AyaNova QBOI Help**

## **USER MANUAL**

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<b>1. Introduction</b>	<b>4</b>
1.1 Welcome to QBOI (AyaNova's QuickBooks Online Interface) .....	5
1.2 Overview of QBOI Features .....	7
1.3 Suggested order for use .....	10
1.4 QuickBooks Inventory VS AyaNova Inventory .....	13
<b>2. Installation &amp; Configuration</b>	<b>17</b>
2.1 Common Issues & Messages .....	18
2.2 QBOI Installation .....	27
2.3 Starting QBOI for the first time .....	32
2.4 Starting QBOI from then on .....	45
2.5 Editing QBOI Preferences .....	49
2.6 Refreshing your QBOI connection .....	57
<b>3. Mapping &amp; Importing</b>	<b>59</b>
3.1 Mapping (linking) .....	60
3.1.1 What is Mapping (linking)? .....	60
3.1.2 How to manually link existing data .....	63
3.1.3 How to automatically link existing data .....	68
3.1.4 How to unlink (unmap) .....	70
3.1.5 If delete or remove linked items in QuickBooks .....	75
3.2 How to import QuickBooks data into AyaNova .....	77
3.2.1 Why would I want to import my QB Online data into my AyaNova database? .....	77
3.2.2 Import via QBOI Main - customers, items, services, vendors .....	78
3.2.3 QuickBooks customers data that is imported into AyaNova .....	84
3.2.4 QuickBooks vendors data imported into AyaNova .....	88
3.2.5 QuickBooks Items (Inventory or Non-inventory) data imported into AyaNova .....	91
3.2.6 QuickBooks Items (Service) data imported into AyaNova .....	95
3.3 How to import AyaNova data into QuickBooks .....	98
3.3.1 Why would I want to import my AyaNova data into my QB Online database? .....	98
3.3.2 Import via QBOI Main - clients, vendors, parts, rates .....	99
3.3.3 Import via AyaNova grid or entry screen - clients and/or parts .....	104
3.3.4 AyaNova clients data imported into QuickBooks .....	114
3.3.5 AyaNova vendors data imported into QuickBooks .....	119
3.3.6 AyaNova parts data imported into QuickBooks .....	122
3.3.7 AyaNova rates data imported into QuickBooks .....	131
<b>4. Updating Linked Clients and Parts</b>	<b>135</b>

4.1	Via QBOI Main update only AyaNova part's cost and retail price .....	136
4.2	Via AyaNova's grid/entry screen update linked outdated QB Online Items .....	140
4.3	Via AyaNova's grid/entry screen update linked outdated AyaNova Parts .....	143
4.4	Via AyaNova's grid/entry screen update linked outdated QB Online Customers .....	146
4.5	Via AyaNova's grid/entry screen update linked outdated AyaNova Clients .....	149
<b>5.</b>	<b>Descriptive Text</b>	<b>152</b>
5.1	What is Descriptive Text? .....	153
5.2	Service workorder data that can be entered as descriptive text .....	156
5.3	Editing the Descriptive Text Template .....	162
<b>6.</b>	<b>Invoicing</b>	<b>165</b>
6.1	How to invoice AyaNova workorders into QuickBooks invoices .....	166
6.2	No service workorders ready for invoicing .....	168
6.3	Fix AyaNova client not yet linked/imported with your QB Online .....	170
6.4	Fix AyaNova part not yet linked/imported with your QB Online .....	173
6.5	Fix AyaNova part that has different price than QBO price .....	176
6.6	Taxes .....	180
6.7	Parts invoicing includes wo's Description and/or Serial Number .....	181
6.8	Discount % set in Parts is applied via a QuickBooks invoice .....	185
6.9	Banked service invoiced out at 0\$ .....	186
6.10	Travel or Service Rate retail charges .....	187
6.11	Misc Expenses charges .....	190
6.12	Outside Service charges .....	192
6.13	Invoicing individual AyaNova service workorders via QBI into QuickBooks .....	194
6.14	Invoicing multiple service workorders for one client into one QuickBooks invoice .....	197
6.15	Invoicing all ready service workorders .....	200
6.16	What happens when QBI invoices? .....	205
<b>7.</b>	<b>Go to the AyaNova web site</b>	<b>0</b>
<b>8.</b>	<b>Go to the AyaNova Support Forum</b>	<b>0</b>
	<b>Index</b>	<b>0</b>

# Introduction



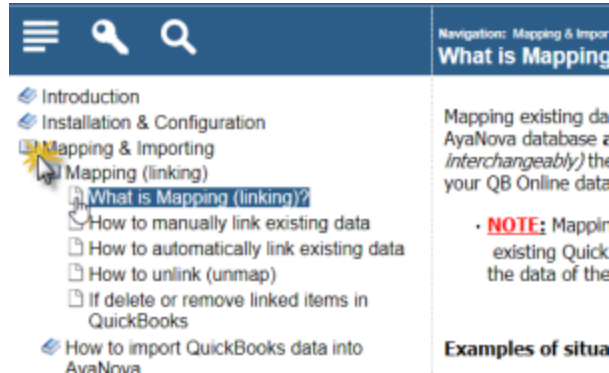
## 1 Introduction

### 1.1 Welcome to QBOI (AyaNova's QuickBooks Online Interface)

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#### Use of this online manual:

- To view topics, **click** on the chapter headings to expand



- This online manual provides information on configuring and setting up the optional AyaNova QBOI (QuickBooks Online Interface) program and use of QBOI features. Screenshots depicted in this manual may not display exactly as your copy of QBOI, AyaNova and QuickBooks Online will be different.
- Familiarize yourself with the AyaNova service management program before using QBOI - refer to the [AyaNova Help file](#) for details.
- Once familiar with AyaNova's features, then it would be suggested to start off with:
  1. The [Overview of QBOI Features](#) and the Overview of QBOI Use and review the QuickBooks Online Inventory vs AyaNova Inventory section
  2. Then proceed to [QBOI Installation](#) and setup of preferences
  3. Note the [Common Issues & Messages](#) section if you encounter an issue
  4. Review the section on [linking](#), on [importing your QB Online data \(customers, vendors, items\) into AyaNova](#), and [importing your AyaNova data \(clients, vendors, parts, rates\) into your QB Online](#).
  5. Review the section on updating your existing linked QuickBooks Online and AyaNova clients and parts.
  6. Review the section on the [Descriptive Text](#) feature to have text from the workorder display in the QuickBooks Online invoice
  7. Refer to the [Invoicing](#) section for what and how data from the AyaNova workorder is transferred to a QuickBooks Online invoice.



## 1.2 Overview of QBOI Features

---

### **AyaNova QBOI has the following features:**

- Import clients, vendors and items from your QuickBooks Online company data file into your AyaNova database
  - Import clients, vendors, parts and rates from your AyaNova database into your QB Online company data file
  - Link existing AyaNova data with existing QB Online data
  - Update existing linked parts information between AyaNova and QB Online
  - Update existing linked client's information between AyaNova and QB Online
  - Set linked parts pricing between your AyaNova database and your QB Online company data file during the invoicing act
  - Export data from AyaNova service workorders into QB Online invoices
  - Consolidate multiple AyaNova service workorders into one QB Online invoice
  - Compatible with 64bit computers
- 
- **Import clients, vendors and items from your QuickBooks Online company data file into your AyaNova database**  
This way data is only entered once and ensures that the AyaNova items match the QB Online items to facilitate converting AyaNova work orders into QB Online invoices automatically.
  - **Import clients, vendors, parts and rates from your AyaNova database into your QuickBooks Online company data file**  
For example - a new client requests service. Their client information is entered into AyaNova. When it comes time to invoice via QB Online, you can just import that AyaNova client's information into QB Online without the need to manually re-enter again into your QB Online.  
  
Or perhaps you have been using AyaNova for some time and just now starting to use QB Online, import your AyaNova parts into your QB Online which will also include the total On Hand amounts and total Reorder amounts from your AyaNova parts at the time of that import.
  - **Link your existing AyaNova data with your existing QuickBooks Online data**  
If you already have the same clients, vendors and/or items entered in both AyaNova and QB Online, just link the existing data.

Linking is different from importing in that the original AyaNova record is preserved as-is and is marked internally with the record in QB Online that it matches to.

This is also useful when you have records in AyaNova that differ from QB Online. For example, you may have multiple clients in AyaNova that represent separate locations for service but want to link them all to a single QB Online client for billing.

This is also useful if you have many pre-existing items in AyaNova as you can link them to QB Online records without losing their historical data as you would if you started with newly imported items.

If you have already entered in items (clients, parts, rates) into AyaNova, if they have the exact same name as in QB Online, they can be auto-linked instead of having to be manually individually re-linked.

And if you previously were using a desktop QuickBooks version with QBI and have migrated to QB Online, you can auto-link existing AyaNova data with existing data in QB Online!

- **Update existing linked parts information between your AyaNova and your QuickBooks Online**

If you make a change to a part in AyaNova, just use the Refresh menu option to update the information into the linked QB Online part.

Or vice versa, if you have made a change in QB Online, use the Refresh menu option to update the information to the linked AyaNova part.

- **Update existing linked client's information between your AyaNova and your QuickBooks Online**

If you make a change to a client in AyaNova, just use the Refresh menu option to update the information into the linked QB Online client.

Or vice versa, if you have made a change in QB Online, use the Refresh menu option to update the information to the linked AyaNova client.

**Set linked parts pricing between your AyaNova database and your QuickBooks Online company data file during the invoicing act**

At the time of invoicing, if there is a difference between the AyaNova price and the QB Online price, you can select to use the AyaNova price or use the QB Online price, as well as have QBOI set either the AyaNova workorder price to the QB Online price, or set the QB Online item price to that of the AyaNova workorder part price.

**Export data from AyaNova service workorders into QuickBooks Online invoices**

AyaNova QBOI can be used to quickly and easily turn AyaNova work orders into QB Online invoices. All billable items in an AyaNova work order can be exported into an invoice in your QB Online. This saves re-entering data manually because the data in the service workorder is directly converted to a QB Online invoice without any retyping of information.

AyaNova QBOI work order export into QB invoice has the following features:

- [Workorders are auto-selected for invoicing](#) based on a specific AyaNova workorder status set in your Preferences, Service Completed is checkmarked but workorder is not yet Closed, and the Invoice # field is empty
- [Price protection for parts](#): AyaNova QBOI flags part prices that differ in your AyaNova from your QB Online. You can accept the difference, or change the AyaNova service workorder, or change the AyaNova item price, or change the QB Online price to match the AyaNova service workorder - with a click.
- Automatically ensures that work orders contain only items that are recognized by QB Online. [If an item has not yet been linked to QuickBooks you can link it quickly and easily.](#)
- Set [descriptive text](#) to include on invoice for the work order – such as work order number, Quick Description field from work order, unit (client equipment) selected within work order, labor details, etc
- Automatically set the QB Online "Class" on invoices via QBOI [Preferences](#). If you use Classes in QB Online you can select one of the existing QB Online classes as a default for all invoices created through AyaNova QBOI.
- Choice of invoicing out per service workorder, or consolidate service workorder billable information into one invoice for the same client
- Set invoices created by AyaNova QBOI to "Ready to print" status in QB Online via [Preferences](#). This means that you can print all the invoices at once from your QB Online.
- All data sent to your QB Online in the process of creating invoices is automatically verified by your QB Online for validity.

### **Consolidate multiple AyaNova service workorders into one QuickBooks invoice**

Easily consolidate billable service workorders for the same QB Online client, or simply select to invoice out each service workorder individually.

### 1.3 Suggested order for use

---

We suggest the following order from installation, configuration, initial mapping before using QBOI for invoicing AyaNova completed service workorders into QuickBooks Online invoices. Of course, you can also do your importing/linking as you go along, this is just a suggestion.

1. **Perform the Installation & Configuration** to install the QBOI files, authenticate with your QB Online data, and set up your Preferences
  - a. [QBOI installation](#)
  - b. [Start QBOI](#) for the first time which includes setting Preferences
2. **Perform the mapping (linking) of already existing data between the two databases, then import.**

Recommended order of doing so is as follows:

- a. Clients
  - i. Link existing clients in both AyaNova and QuickBooks Online (either [manually](#) and/or via [Auto-Link](#))
  - ii. [Import non-linked clients from AyaNova to QuickBooks Online](#)
  - iii. [Import non-linked clients from QuickBooks Online to AyaNova](#)
- b. Vendors
  - i. Link existing vendors in both AyaNova and QuickBooks Online (either manually and/or via Auto-Link)
  - ii. [Import non-linked vendors from AyaNova to QuickBooks Online](#)
  - iii. [Import non-linked vendors from QuickBooks Online to AyaNova](#) (based on type of vendor)
    1. *( please note - if Wholesalers are not yet linked before importing QuickBooks Online Items into AyaNova, you will not be able to select those parts in AyaNova in purchase orders )*
- c. Service Rates
  - i. Link existing AyaNova Service Rates with QuickBooks Online (either manually and/or via Auto-Link)
  - ii. [Import non-linked Service Rates from QuickBooks Online to AyaNova](#)
  - iii. [Import non-linked Service Rates from AyaNova to QuickBooks Online](#)
- d. Travel Rates
  - i. Link existing AyaNova Travel Rates with QuickBooks Online (either manually and/or via Auto-Link)
  - ii. [Import non-linked Travel Rates from QuickBooks Online to AyaNova](#)
  - iii. [Import non-linked Travel Rates from AyaNova to QuickBooks Online](#)

- e. Parts
  - i. Link existing parts in both AyaNova and QuickBooks Online (either manually and/or via Auto-Link)
  - ii. [Import non-linked parts from QuickBooks Online to AyaNova](#)
  - iii. [Import non-linked parts from AyaNova to QuickBooks Online](#) (will also import the AyaNova part's total On Hand amounts and the Reorder amounts)

### 3. Edit descriptive text to use on QuickBooks Online invoices

- a. If you do print out from AyaNova a detailed completed report for each workorder to accompany your QB Online invoice, the [descriptive text](#) you use in the invoice could just be the workorder number(s) on the invoice
- b. OR if you do not print out from AyaNova a detailed completed report for each workorder to accompany the invoice, instead use [descriptive text](#) to include **specific information from specific fields of the workorder(s) to display right on your QB Online invoice itself** - such as workorder number(s), schedulable user(s) that performed the service, start and stop Labor times, workorder item summaries, details from each Labor item

### 4. Use QBOI to invoice AyaNova service workorders into QuickBooks Online

- a. Fix [unlinked data \(client or parts etc\) or price differences](#) between linked AyaNova and QuickBooks Online parts
- b. Invoice [single](#) or [multiple](#) service workorders via QBOI into QB Online.
- c. Your QB Online invoice will reference the service workorder #, so you can easily compare if needed.
- d. Your AyaNova service workorder will include the QB Online invoice # so you can easily compare if needed.

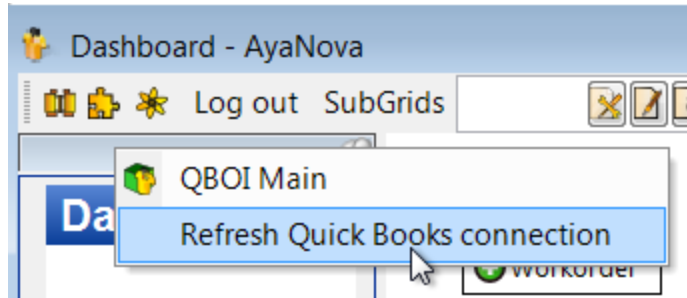
### 5. Refresh parts information and clients information

- a. Update mapped/linked parts between AyaNova and QB Online using the Refresh QB Online record or the Refresh AyaNova record menu option in the AyaNova parts grid or the part's entry screen
- b. Update mapped/linked clients between AyaNova and QB Online using the Refresh QB Online record or the Refresh AyaNova record menu option in the AyaNova clients grid or the clients entry screen

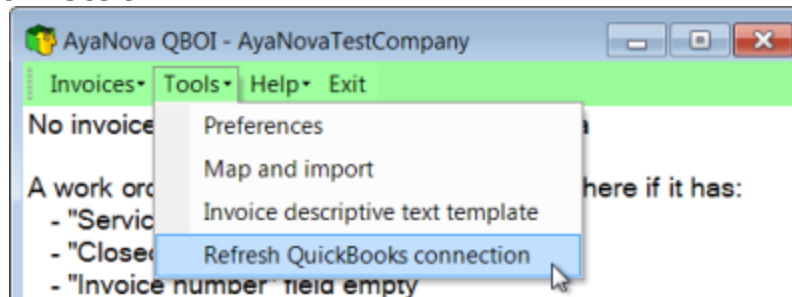
**NOTE:** QBOI only obtains QB Online and AyaNova information when QBOI first loads

If you enter new information into either QB Online or AyaNova with QBOI running, you need to refresh the connections in 4 possible ways:

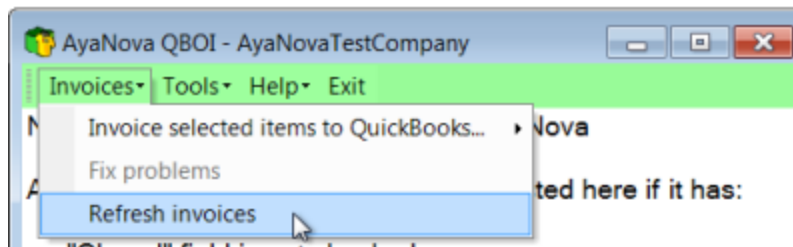
1. Select to **Refresh QuickBooks Online connection** from the main AyaNova window



2. From within QBOI Main menu Tools, select **Refresh QuickBooks Online connection**



3. If not seeing AyaNova service workorders that are ready for invoicing, from QBOI's menu Invoices select **Refresh invoices**





## 1.4 QuickBooks Inventory VS AyaNova Inventory

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A common question asked by service companies using AyaNova along with the optional add-on QBOI that includes Inventory Items is "Do I use AyaNova inventory features (PO's, serial numbers, part requests, etc), or do I QuickBook Online's inventory features (POs, etc) or a combination of both?".

The answer to that depends on what you want to do!

**[Benefits of using AyaNova's inventory features along with your QuickBooks Online](#)**

**[If DO NOT want to use AyaNova's Purchase Orders and its inventory benefits, do the following:](#)**

**[If WANT TO use AyaNova's Purchase Orders and its other inventory benefits, do the following:](#)**

**[If want to use combination of both, do the following:](#)**

### **Benefits of using AyaNova's inventory features along with your QuickBooks Online**

AyaNova inventory includes a number of unique features:

#### Part Requests

- With AyaNova Part Request feature, a user can request a part (and quantity and for a specific warehouse) from the AyaNova service workorder.
- The Part Request is "tied" to that specific service workorder
- Purchasing can easily include in an AyaNova Purchase Order the parts requested to be ordered tied to the specific service workorder
- And when the part is received in AyaNova, if subscribed to the notification "Workorder item part request – parts received", the user logged in who requested the part will be notified the part has been received; and the scheduled user in that service workorder will be notified that the part has been received so that the service can be provided.

#### Part Inventory

- Quantity on-hand in AyaNova is based on:
  - what has been entered into inventory via AyaNova's Part Adjustments
  - and/or entered into inventory via AyaNova's Purchase Order Receipts
  - and/or the quantity on-hand is immediately updated whenever anyone indicates the part quantity set in a AyaNova service workorder has been Used In Service and the workorder saved.

- and/or the quantity on-hand is immediately reversed when a saved Used in Service part is deleted
- This way you can always see at a glance via the Part Inventory grid what warehouses (if used in AyaNova) have what quantity of what parts on-hand

#### Serialization

- You can track serial numbers for Parts in AyaNova
- When receiving parts into inventory via an AyaNova Purchase Order Receipt or entering inventory in via an AyaNova Part Adjustment, if the part has been set as serialized, you can enter serial numbers for the received parts.
- And in the AyaNova service workorder, when you select a serialized part, AyaNova will automatically identify this setting the part quantity to 1 and opening the Serial Number field so that you can drop down and select from the list of available serial numbers for this part in inventory.

#### Whereas with QuickBooks Online inventory:

- AyaNova is not an accounting program and does not include Accounts Payable. AyaNova does not remind you how much you owe to your vendors, nor when to pay them.
- QBOI does NOT have the ability to import AyaNova's Purchase Orders nor AyaNova's Purchase Order Receipts into your QB Online database. These if required, must be manually entered in your QB Online database. Or a modified version stating total amounts, etc only entered so your AP are maintained.
- Do note that when QB Online inventory items are sold in an invoice generated by using your QBOI to bill out your AyaNova service workorders, your QB Online inventory on hand amounts is updated by your QB Online itself automatically too!

#### **If DO NOT want to use AyaNova's Purchase Orders and its inventory benefits, do the following:**

If you want to use your QuickBooks Online inventory only, so that when receiving it updates your Accounts Payable to your vendors

1. Complete your QBOI installation, QBOI preferences, QBOI Mapping & Importing and your QBOI Descriptive Text setup.
2. Once all of your AyaNova parts and their existing on hand and reorder amounts have been imported into your QB Online with Inventory (i.e.

Plus version), **NOW** TURN OFF INVENTORY IN YOUR AYANOVA before any further work in your AyaNova.

- a. Refer to your AyaNova Help documentation "Global Settings" section for how to.
  - b. Disabling inventory in AyaNova will disable the ability to create AyaNova POs, PO receipts, tracking serial numbers etc. It will not affect your QuickBooks Online abilities to do so.
  - c. Don't worry, disabling inventory in AyaNova will still allow you to identify parts sold to customers in your AyaNova service workorders as well as include additional Description text such as serial numbers etc.
3. Use QuickBooks Online only for entering PO's and for receiving inventory
    - a. This way you have only one program that you are entering such data
  4. NOTE: Don't worry, when QuickBooks Online inventory items are sold in an invoice generated by using your QBOI to bill out your AyaNova service workorders, your QuickBooks Online inventory on hand amounts will be updated too by your QB Online!
    - a. In an AyaNova workorder, you select a part and enter its quantity.
    - b. If a part is serialized and you want that serial number identified, just enter the serial number in the Description field in the Part record in the AyaNova service workorder
    - c. [Any text entered in the Part Description field will display in the QuickBooks Online invoice](#)

**If WANT TO use AyaNova's Purchase Orders and its inventory benefits, do the following:**

1. Confirm that your AyaNova's Use Inventory is set to True in its Global Settings.
  - a. Refer to your AyaNova Help documentation "Global Settings" section for how to confirm this is set (as is the default).
2. Complete your QBOI installation, QBOI preferences, QBOI Mapping & Importing and your QBOI Descriptive Text setup.
  - a. Refer to your AyaNova Help documentation for steps on how to enter opening inventory on hand amounts in your AyaNova
3. Use AyaNova for creating Purchase Orders and for receiving
  - a. Take advantage of AyaNova features such as Part Requests in service workorders to order parts for specific workorders
  - b. Take advantage of AyaNova inventory serial numbers entry and selection in workorders
4. The suggestion, as you have the Purchase Order details and receipts in your AyaNova, is that in your QB Online Accounts Payable, is to just enter total amounts manually into your QuickBooks Online for what you owe vendors that you have purchased for resale.

- i. i.e. Enter the subtotals of an AyaNova PO, tax amounts, shipping costs etc only in your QB Online rather than each part and its costs
- 5. NOTE: Don't worry, when QuickBooks Online inventory items are sold in an invoice generated by using your QBOI to bill out your AyaNova service workorders, your QuickBooks Online inventory on hand amounts will be updated too!

**If want to use combination of both, do the following:**

1. Confirm that your AyaNova's Use Inventory is set to True in its Global Settings.
  - a. Refer to your AyaNova Help documentation "Global Settings" section for how to.
2. Complete your QBOI installation, QBOI preferences, QBOI Mapping & Importing and your QBOI Descriptive Text setup.
  - a. Refer to your AyaNova Help documentation for steps on how to enter opening inventory counts in your AyaNova
3. Use AyaNova for creating Purchase Orders and for receiving, AND REPEAT creation of these POs and the receiving in your QuickBooks Online.
4. NOTE: Don't worry, when QuickBooks Online inventory items are sold in an invoice generated by using your QBOI to bill out your AyaNova service workorders, your QuickBooks Online inventory on hand amounts will be updated too as your QB Online automatically does that.

# Installation & Configuration

## 2 Installation & Configuration

### 2.1 Common Issues & Messages

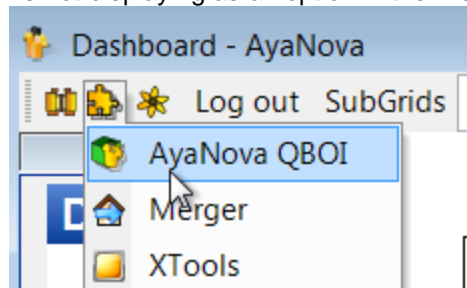
[QBOI is not listed as an option in the Plugins menu](#)

[Messages when loading QBOI program](#)

[Issues importing or linking](#)

[Issues invoicing](#)

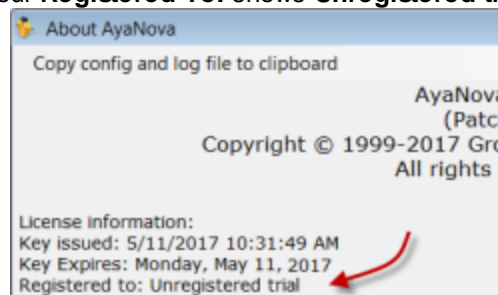
**Issue:** QBOI is not displaying as an option in the Plugins menu



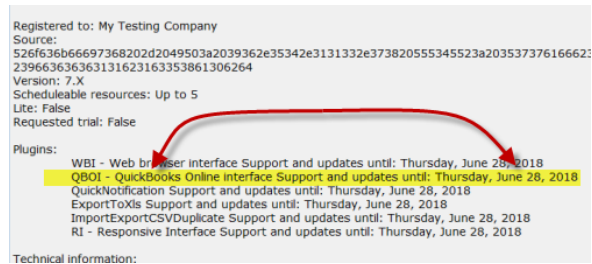
This may occur due to two possible reasons:

1. You have not completed successfully the [QBOI installation](#)
2. And/or your AyaNova database is not licensed for the optional add-on QBOI subscription

1. Log into your AyaNova desktop program
2. Select from the main menu Help -> About AyaNova
  - a. If your **Registered To:** shows **Unregistered trial**



- i.
- ii. Scroll down further and confirm that QBOI is listed as one of your licensed plugins.
- iii. If QBOI is not listed, copy all text and contact us directly, requesting a temporary key so you can fully try out QBOI as well as all features of AyaNova and all other options without any restrictions!
- b. If instead your **Registered To:** shows **your company name**
  - i. Scroll further down to under Plugins:
  - ii. If QBOI **is** listed as one of the licensed plugins.
    - a. Confirm your QBOI's subscription is current (not expired)

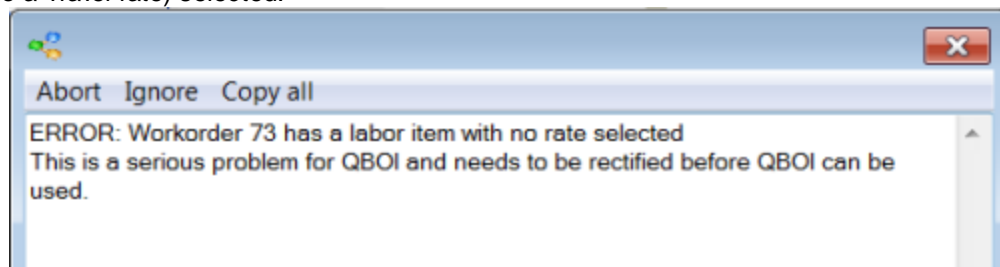


- b.
- iii. If QBOI is **not** listed as one of your licensed subscribed plugins, and would like to trial QBOI before purchasing a subscription, please email [support@ayanova.com](mailto:support@ayanova.com) with the following:
  1. Select **Copy config and log file to clipboard** from the menu of About AyaNova
  2. Open Notepad, select Edit -> Paste. Save. Attach to your email to [support@ayanova.com](mailto:support@ayanova.com)
  3. Let us know in your email:
    - a. that you would like to trial QBOI
    - b. what country version of QB Online you are using
    - c. what type (i.e. Simple Start; Essentials, Plus, etc)
  4. And we would be pleased to send you out a temporary subscription Key to apply to your database so that you may fully trial before purchase of the QBOI subscription

**Issue:** If you receive any error message, due to QB Online's intermittent loss of its authentication token or "blips in their system" as QB Online users put it, at times you may find that the solution is to start again:

- Exit out of AyaNova.
- Clear your default web browser cache
- Log into your QB Online database
- Log into AyaNova
- Load QBOI
- Successfully authenticate
- Then perform the action again.

**Issue:** As the message states, one or more workorders do not have a Service rate (or the message could refer to a Travel rate) selected.

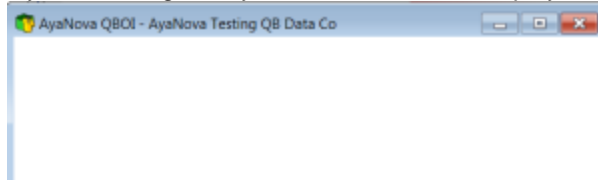


## Solution 1:

1. If you select Abort or the red X in the corner, QBOI and your AyaNova will exit.
2. Log back into your AyaNova
3. Fix the workorder referred to in the error message
  - a. as per the example error above: uncheck Service Completed in workorder #73 so you can edit the workorder as needed, save, checkmark Service Completed, Save & Exit out of the workorder
4. Start your QBOI and authentic (as you had exited out of AyaNova, the authentication token will have been removed)
5. Continue now with QBOI

## Solution 2:

1. If you select Ignore, your QBOI Main will display with no menu options and whited out

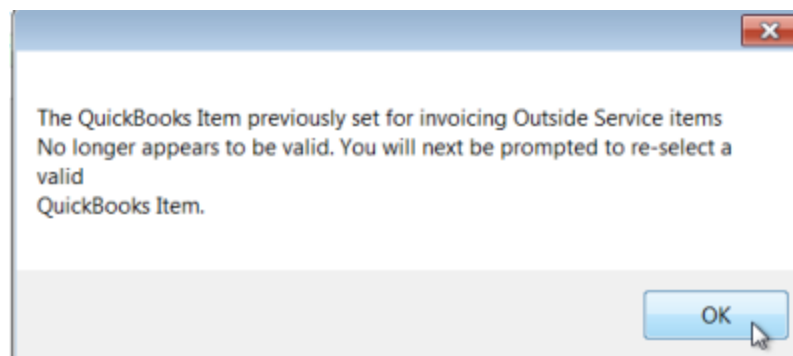


- 2.
3. Exit out of QBOI Main by selecting the red X in the upper right hand corner
4. Fix the workorder referred to in the error message
  - a. as per the example error above: uncheck Service Completed in workorder #73 so you can edit the workorder as needed, save, checkmark Service Completed, Save & Exit out of the workorder
5. Refresh your QBOI connection from your main AyaNova Plugins -> AyaNova QBOI -> Refresh QuickBooks connection
6. Run your QBOI Main again from your main AyaNova Plugins -> AyaNova QBOI -> QBOI Main
7. Continue now with QBOI

**Issue:** Receive a message such as below along the lines of:

The QuickBooks Item previously set for .... no longer appears to be valid. Youwill next be prompted to re-select a valid QuickBooks Item.

*(image below is one possible example)*



Possible causes:

1. This may be an indication that the QB Online item has been set to inactive



2. This may be an indication that you have connected to a different QB Online database then you used before.

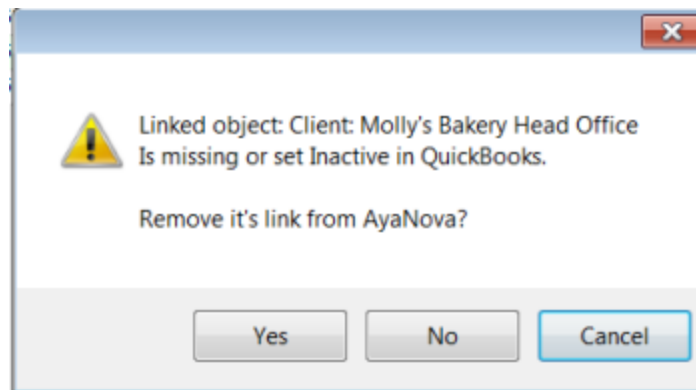
Possible solutions:

- 1.a In your QB Online database, find the QB Online Item you had previously selected for this, confirm is active.
- 1.b Confirm you are connected to the correct QB Online database.
2. Exit out of QBOI and out of your AyaNova. Exit out of your existing QB Online and close your web browser. Clear your web browser cache. [Now start again.](#)

**Issue:** Receive a message such as below along the lines of:

Linked object: *object type: object name*  
Is missing or set Inactive in QuickBooks

Remove its link from AyaNova?



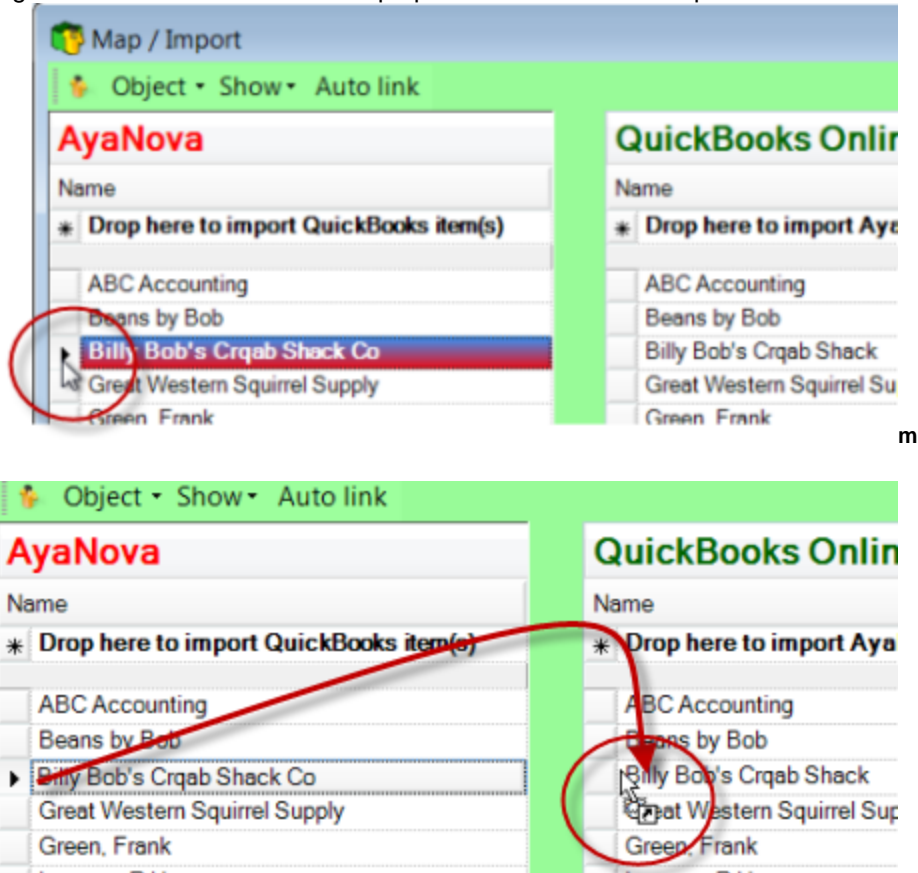
Possible causes and solutions:

1. Confirm you are connected to your correct QB Online database that you have previously connected to when linking and importing.  
If not connected to the correct QB Online database, select Cancel, exit out of QBOI and exit out of your AyaNova. Exit out of your existing QB Online and close your web browser. Clear your web browser cache. [Now start again.](#)
2. If connected to the correct QB Online database, confirm whether the object stated was set to inactive.  
If was, and you need this object linked so you can invoice, set to active and select No above.  
If was set to inactive and you no longer use, you can click Yes to remove its link from AyaNova.

**Issue:** You are trying to [link existing items](#), but every time you select a item, it pops up information about the item instead of letting you select and drag it to the item you want to link to

Solution:

You need to **select** the object indicator (square to the left of the item) and drag that. Refer again to the screenshots and steps provided in the link or import section.



**Issue:** You are trying to import existing items either [importing from AyaNova to your QB Online](#) or [importing your QB Online data to your AyaNova](#), but every time you select a item, it pops up information about the item instead of letting you select and drag it to drop to import

Solution:

Same as with the issue above, be sure to **select** the object indicator (square to the left of the item) and drag that.

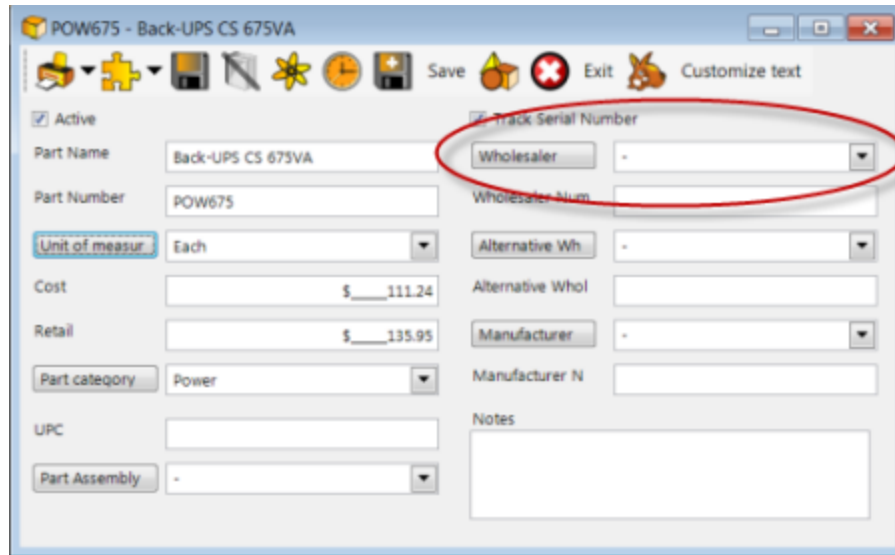
**Issue:** You had imported QB Online items into your AyaNova as parts. But you are unable to select any of the imported parts in an AyaNova purchase order.

Cause:

Because the QB Online vendor was not imported into AyaNova or because the AyaNova vendor was not mapped to the QB Online vendor BEFORE you imported the QB Online parts into AyaNova, the result is no vendor selected in the newly imported AyaNova parts

**Solution:**

You will need to manually edit each part in your AyaNova that was imported from QB Online via QBOI, selecting a vendor in that AyaNova part's entry screen.



**Issue:** You use the [Export unlinked items into QuickBooks](#) menu option from the AyaNova Parts grid / AyaNova Client grid and receive a message similar to:

**Export AyaNova parts to QuickBooks Online completed with some errors:**

**ImportAyaPart: QuickBooks Online won't allow import of CD4583**

**Due to the following error:**

**QuickBooks Online validation rule broken:**

**The name supplied already exists. : Another product or service is already using this name. Please use a different name.**

**Cause:**

As the message states, there already is an Item in your QB Online that has the same name or number.

**Solution(s):**

1. Check your QB Online database - is the item/client already in your QB Online database?
2. [Refresh your QB Online connection](#) and then view via QBOI Main -> Tools -> Map & Import and select the appropriate object - is that client/part already showing linked between AyaNova and QuickBooks Online?
3. If not linked, use the [Auto-link](#) menu option to link

**Issue:** You attempt to import AyaNova parts into your QB Online database but receive similar to the following message:

**Import completed with some errors:**

**ImportAyaPart: QuickBooks Online won't allow import of PARTAAA**

**Due to the following error:**

**QuickBooks Online validation rule broken:**

**Feature Not Supported Error : We're sorry. This feature is not included in your QuickBooks Online XXXXX subscription.**

(where XXXXX is your current type of QB Online - i.e. Essentials, Plus)

Cause:

As the message states, your version of QB Online must support what you are attempting to do.

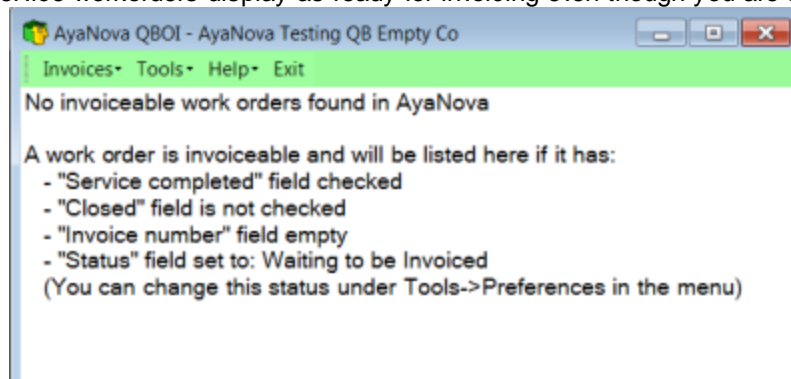
In the example above, only the Canadian Plus version of QB Online supports Inventory Items, so therefore you can ONLY import your AyaNova parts into a Plus version

Possible solutions:

- Upgrade to the version of QB Online that does support inventory, and redo your Preferences and Map & Import.
- Manually create one or more non-inventory Item(s) in your QB Online, [refresh](#), then [manually link as needed your AyaNova parts to the non-inventory Item\(s\)](#). Then when you invoice, you will and [can tell QBOI to tell your QB Online to use the AyaNova part price](#)

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**Issue:** No service workorders display as ready for invoicing even though you are sure there are



Solution:

Please refer to the section in this documentation titled [No service workorders ready for invoicing](#) as if you do have workorders ready for invoicing, one of the required four settings are not applied to the workorder(s)

**Issue:** You select Invoice Selected Items to QuickBooks Online, but the service workorders continue to display in the QBOI list, and the invoices are not created in QuickBooks Online.

Solution:

You have not **selected** what you actually want to invoice.

QBOI allows you to select individual or multiple service workorders at one time. Use your mouse to click on the **object indicator (square to the left of the client name or to the left of the row depicting the service workorder number)** and then either right-click and select Selected Items to QuickBooks Online, or select the menu Invoices -> Selected Items to QuickBooks Online.

And you can also hold down the CTRL keyboard key, and select multiple service workorders / client names to invoice all ready to invoice service workorders.

**Issue:** The price set in your QB Online invoice for an AyaNova Outside Service charge, or for an AyaNova Misc Expense charge or for an AyaNova Travel or AyaNova Service charge is not what the price is in your QB Online item price - but instead is from what shows is the AyaNova workorder's retail charge for that item

Solution:

This is as expected.

Do refer to the sections under Invoicing regarding these items:

- [For the charge shows on your QB Online invoice for an AyaNova Outside Service charge](#)
- [For the charge shows on your QB Online invoice for an AyaNova Misc Expense charge](#)
- [For the charge shows on your QB Online invoice for an AyaNova Travel charge or an AyaNova Service charge](#)

**Issue:** You've edited service workorders, or edited AyaNova or QuickBooks Online objects, but QBOI does not display these changes

Solution:

QBOI only obtains information about your QB Online and AyaNova information when QBOI first loads.

If you enter new information into either QB Online or AyaNova with QBOI running, you need to [refresh your QBOI connections](#)

**Issue:** You select to invoice, and receive error message similar to one of the following:

PartPickList: ID not found:

or

ClientPickList: ID not found:

or

RatePickList: ID not found:

Solution:

QBOI only obtains QuickBooks Online and AyaNova information when QBOI first loads

If you enter new information into either QuickBooks Online or AyaNova with QBOI running, you need to [refresh your QBOI connections](#) in 4 possible ways:

1. Exit out of QBOI and start it again
2. Or select to **Refresh QuickBooks Online connection** from the main AyaNova window
3. Or from within QBOI, select **Refresh QuickBooks Online connection**
4. Or if not seeing AyaNova service workorders that are ready for invoicing, from QBOI's Invoices menu select **Refresh invoices**

**Issue:** You receive similar to the following message when attempting to invoice:

***Invoice: Invoicing failed due to the following error:  
QuickBooks Online validation rule broken:***

***Most likely reason for this error:  
You are attempting to invoice one or more items that do not have a sales tax set in  
QuickBooks Online.***

***Business Validation Error: Make sure all your transactions have a TAXCODE rate before  
you save.*** (wording of TAXCODE depends on your country version - i.e. if Canadian, may say  
GST/HST)

Cause:

As the message states, the QB Online Item linked to the AyaNova part attempting to be invoice does NOT have a tax setting.

Solution:

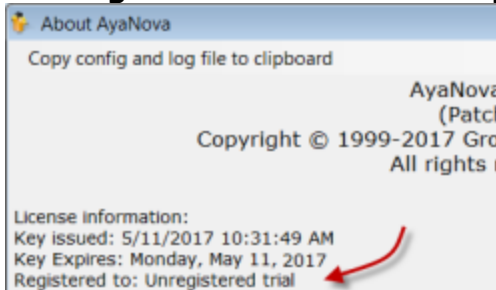
1. View your Tools -> Map & Import -> Objects -> Parts and find the AyaNova part(s) in the list that are to be invoiced in the ready to be invoiced AyaNova workorders
2. Under the AyaNova side, click on the AyaNova part to identify which QB Online Item it is linked to
3. In your QB Online, edit this Item and set its tax setting. Save
4. Refresh your QuickBooks connection
5. Now attempt the invoice again.

## 2.2 QBOI Installation

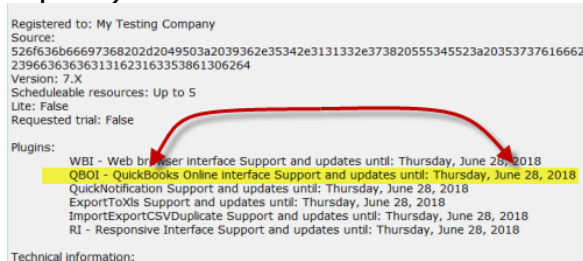
**It is always recommended to read through all instructions first, and then perform the actual steps**

### 1. Requirements before proceeding

Do not proceed until you have answered YES to each of these requirements:

- a. Do you have a QB Online account?  
 QBOI is compatible with US versions of QBOI  
 QBOI is **also** compatible with non-US versions of QBOI (i.e. Canadian, UK, etc)  
 QBOI is compatible with all versions of QuickBooks Online
  - except the lowest end version called "Self-Employed" (as that version doesn't have actual accounting functions, just the ability to track your time and make invoices - so you may as well just use AyaNova which will provide you with that ability plus many more features!)
- b. Can you successfully log into and access your QB Online company data file?
- c. Confirm that your AyaNova database has a current subscription license for QBOI (either as part of your 45 day trial or purchased)
  1. Log into your AyaNova desktop program
  2. Select from the main menu Help -> About AyaNova
    - a. If your **Registered To:** shows **Unregistered trial**

      - i.
      - ii. Contact us providing this information and requesting a temporary key so you can fully try out QBOI as well as all features of AyaNova and all other options without any restrictions!
    - b. If instead your **Registered To:** shows **your company name**
      - i. Scroll further down to under Plugins:
      - ii. If QBOI **is** listed as one of the licensed plugins.

- a. Confirm your QBOI's subscription is current (not expired)



- b.
  - iii. If QBOI is not listed as one of your licensed subscribed plugins, and would like to trial QBOI before purchasing a subscription, please email [support@ayanova.com](mailto:support@ayanova.com) with the following:
    1. Select **Copy config and log file to clipboard** from the menu of About AyaNova
    2. Open Notepad, select Edit -> Paste. Save. Attach to your email to [support@ayanova.com](mailto:support@ayanova.com)
    3. Let us know in your email:
      - a. that you would like to trial QBOI
      - b. what country version of QB Online you are using
      - c. what type (i.e. Simple Start; Essentials, Plus, etc)
    4. And we would be pleased to send you out a temporary subscription Key to apply to your database so that you may fully trial before purchase of the QBOI subscription

d. It is recommended BEFORE running QBOI for the first time, that you have the following already created in the appropriate database (as selected in your QBOI Preferences and as are selected when you perform your importing):

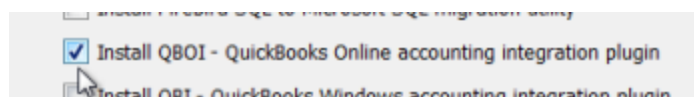
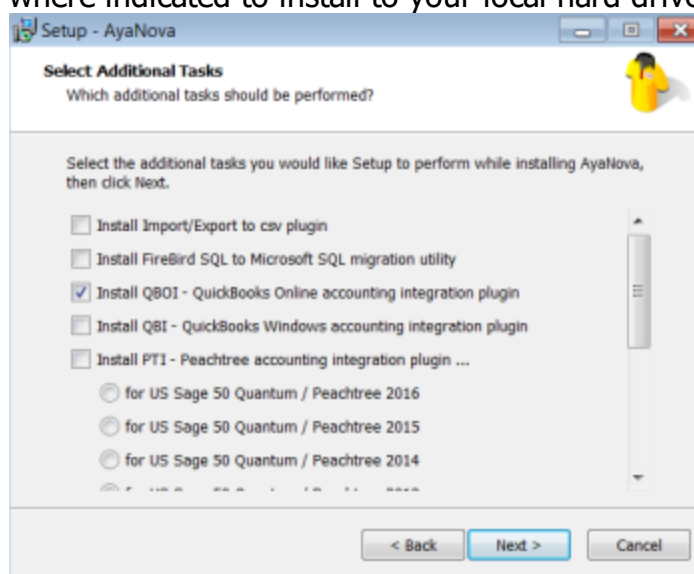
- Whether importing your QB Online data (customers, Items, etc) into your AyaNova database **OR** whether importing your AyaNova data (Clients, Parts, etc) into your QB Online database:
  - A QB Online non-inventory item for AyaNova Loan charges
  - A QB Online service for AyaNova Outside Service charges
  - A QB Online non-inventory item for Misc Expenses
- When importing your AyaNova data (Clients, Parts, etc) into your empty QB Online database:
  - Your QB Online Tax Codes
  - Your QB Online COGS account(s)
  - Your QB Online Inventory account(s)
  - Your QB Online Asset account(s)



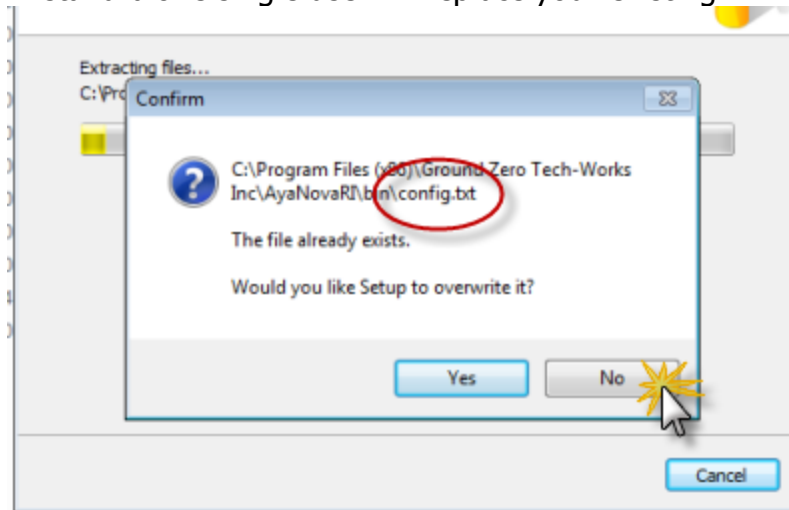
- When importing your QB Online data (customers, Items, etc) into your AyaNova database:
  - Erase the AyaNova sample data before entering any data you want to keep in your AyaNova database
  - At minimum two Workorder Statuses - one Workorder Status that would be selected to indicate workorder is ready for invoicing, and another for when workorder has been invoiced via QBOI into your QB Online

## 2. Install AyaNova and QBOI via the AyaNova installation file.

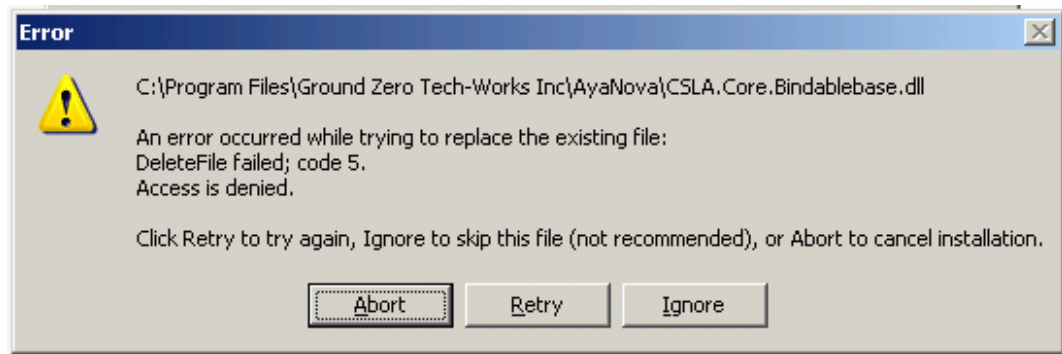
- a. If AyaNova was previously installed, make sure to have exited out of the AyaNova program before proceeding.
  - i. No worries - running the AyaNova setup again does not overwrite your stand-alone database, it will only overwrite the program files.
  - ii. Refer to the AyaNova installation steps in the [AyaNova Help file](#) for installing AyaNova either for single stand-alone use or for networked use if you require additional assistance.
- b. Run the AyaNova installation file AyaNovaSetup.exe, and select QBOI where indicated to install to your local hard drive



- c. When asked if you want to overwrite the config.txt, select **No**.
  - i. The config.txt file tells your AyaNova program and your QBOI where to find your AyaNova database.
  - ii. If you do accidentally select Yes, the default config.txt for default stand-alone single use will replace your existing.



- d. The QBOI program files will be installed to C:\Program Files (x86)\Ground Zero Tech-Works Inc\AyaNova\plugins\QBOI
  - i. NOTE: If just recently upgraded from an older version of AyaNova, you will also see a new file named AyaNova.exe.config that is utilized by QBOI and other AyaNova related programs going forward. Do not edit this file unless directed so by AyaNova Support.
- **NOTE:** if you get a message such as below about replacing a file, this is because an AyaNova program is still running.
  - o Click Abort
  - o And then check to make sure you do NOT have the AyaNova program running
  - o Check you do not have any of the import/export utilities running
  - o Check Services to make sure that the AyaNova Generator is shut off while installing
  - o Check your IIS and shut down the Default Web Site and AyaNovaDP (the data portal) if installed.
  - o Then follow the steps again.



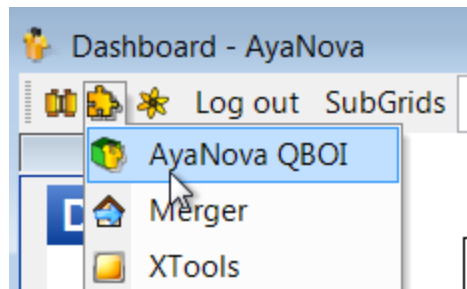
3. Now onto [Starting QBOI](#) for the first time.

## 2.3 Starting QBOI for the first time

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**If this is the first time running QBOI on this computer, and/or if all steps below have not been completed successfully, follow below:**

1. Confirm [installation](#) has been completed on this computer.
2. Log into AyaNova as a user that has at minimum Read/Write/Delete rights in their security group to the following:
  - Object.Client
  - Object.Part
  - Object.Rate
  - Object.Vendor
  - Object.Workorder
  - Object.WorkorderService
3. Log into your QB Online company database on this same computer
  - It is suggested that **BEFORE running QBOI** for the first time, that you **have the following already created in your QB Online database** (whether you will be importing AyaNova data to your QB Online or importing QB Online data to your AyaNova) so that when you set your Preferences, these objects are already there to select:
    - **Your QB Online Sales Tax Codes**
      - depending on your country version of AyaNova, as may need to be selected when importing AyaNova clients and/or parts into your QB Online database
    - **A QB Online non-inventory item for AyaNova Loan charges**
    - **A QB Online service for AyaNova Outside Service charges**
    - **A QB Online non-inventory item for Misc Expenses**
  - No worries if these were not set before the first time you loaded QBOI, as you can always go back and [edit your Preferences](#) with the correct QB Online selections you want to use after completing these initial steps that follow.
4. Start the QBOI program from within the AyaNova desktop program from the Plug-Ins menu at the very top

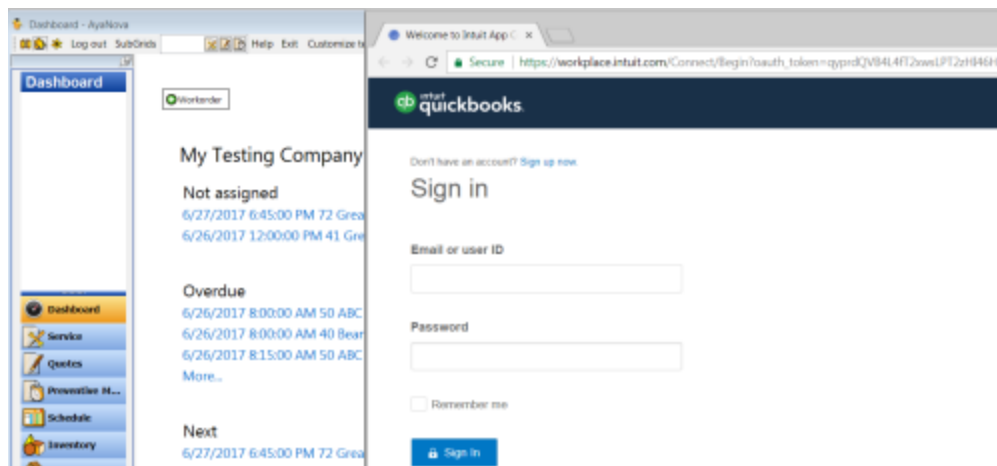


**5.a** Your default web browser will launch a temporary "web server" which redirects to trigger the authentication process of authenticating use of your desktop QBOI with your QuickBooks Online

Don't worry, please be patient - there may be a slight delay depending on QB Online itself - could be even as much as 2 minutes.

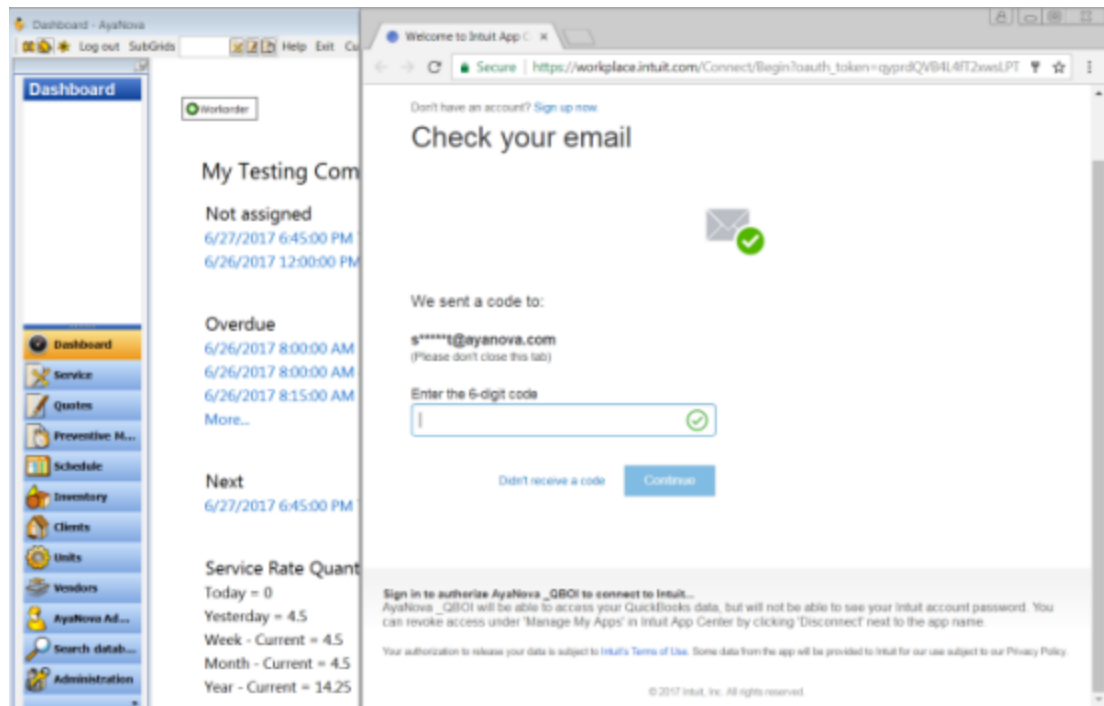
Until your QB Online login web page displays, you will also notice that AyaNova in the background will show (Not responding) - that too is expected until the QB Online authentication process has completed.

Log in.



**5.b** If this is your first time logging in via AyaNova's QBOI, you will be asked to confirm this is OK by having a code sent to your email account from QB Online that you will input.

Then click to Continue, authorizing QBOI to access your QB Online data.



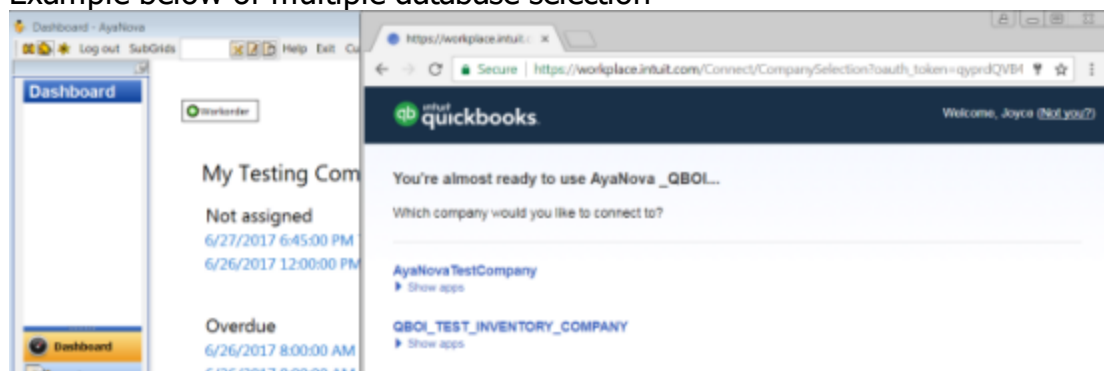
**5.c** If you have multiple QB Online databases, select the specific database that you will always be using with your AyaNova.

Attempting to use different QB Online databases with a single AyaNova database will lead to broken links between mapped data, issues with Preferences, and other possible issues.

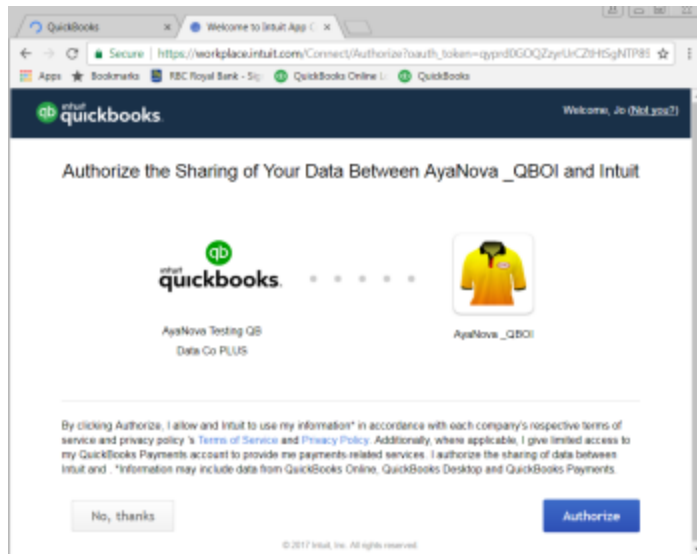
Always select to use the same QB Online database.

QBOI will also have you reconfirm which QB Online database by its QB Online database name you gave it in QB Online too.

Example below of multiple database selection

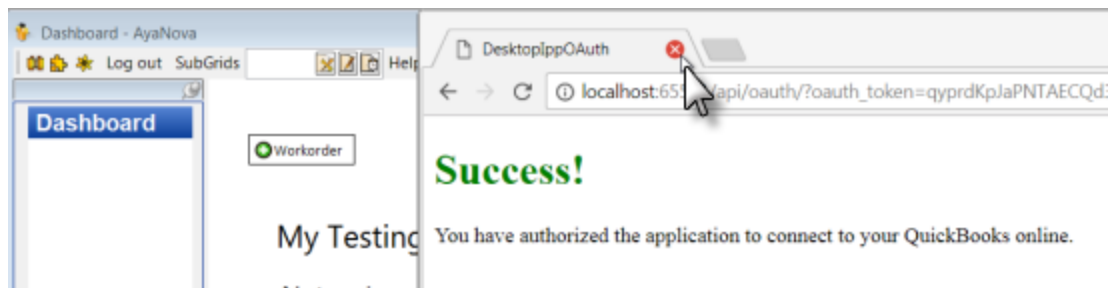


**6.a** You will be asked to authorize sharing of your data between AyaNova\_QBOI and Intuit



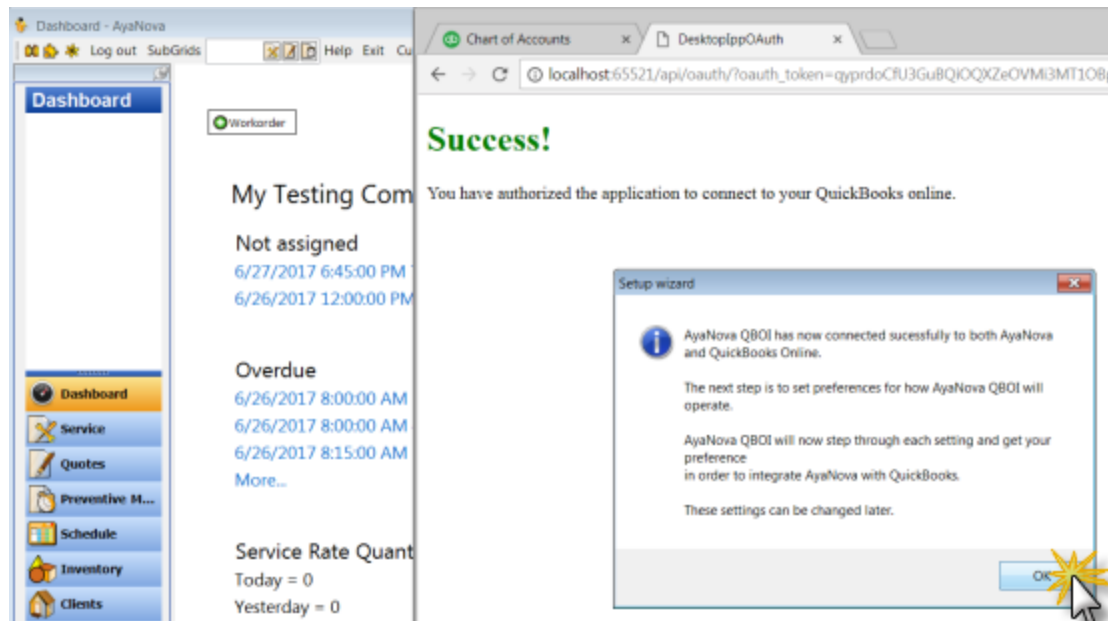
**6.b** Click on **Authorize** to continue.

**6.c** You can now close this "web server" tab/web page as now authorized with a token. This web page does not have to remain open. The authorization token will remain until you exit out of AyaNova itself (just exiting out of QBOI will not remove the token).



**7.** If this is the first time running QBOI after having authorized the connection, you will now be prompted by QBOI that the next step is to set up your QBOI Preferences.

Don't worry, you can always [edit your Preferences again at a later time](#) if you decide you instead want different AyaNova or QB Online items selected.



**8.** Is the name listed the correct QB Online database file you want to use with your AyaNova and QBOI?



If this is the correct QB Online company database, click on the **green OK** button to accept.

If this is not correct, click on the **orange Cancel** button to cancel.

Log out of the QB Online database file you were in.

Exit out of AyaNova, and start the process again, being sure to select the correct QB Online company file you want to interface with your AyaNova

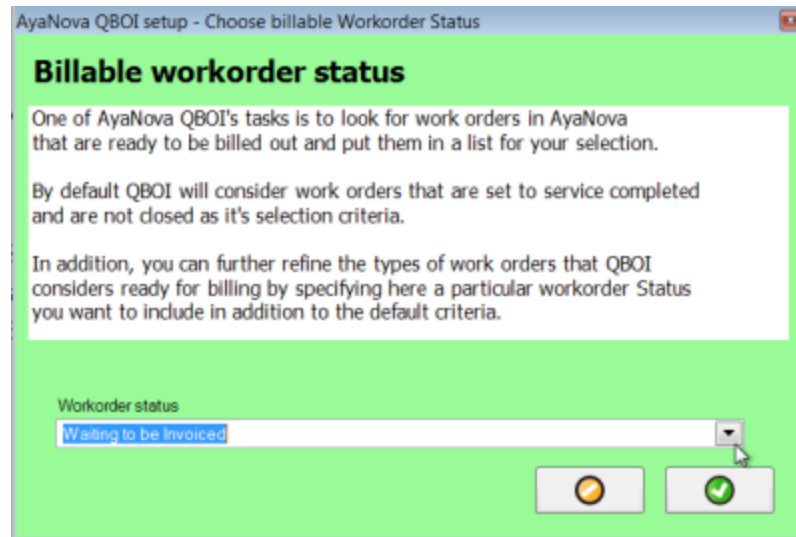
**9.** Now Preferences will be set.

The first will be to set the AyaNova Workorder Status of the billable workorder.

QBOI [displays workorders that are ready for billing](#) based on a number of factors - one being this specific Workorder Status set here.



If you do not presently have an AyaNova Workorder Status set up that you want to use for this, just select any status for now. As after you have completed these initial Preferences settings and setup, you can at any time afterward go into your AyaNova, create a new Workorder Status, [refresh your QB Online connection](#) and then edit your QBOI Preferences again.

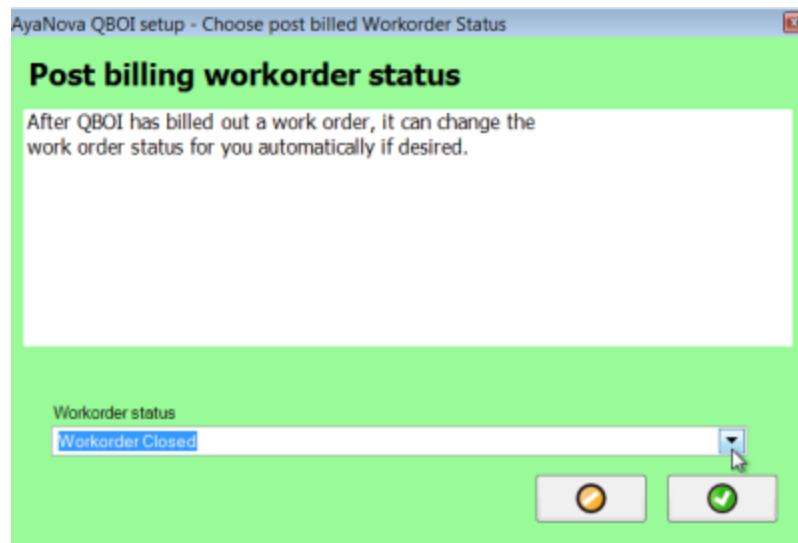


<note that AyaNova Workorder Status selected in screenshot above is only an example, select what YOU want to use>

**10.** As the information on the window states, the next Preference to set will be the AyaNova Workorder Status you want the workorder to be set to once invoiced.

Doing so will allow you to easily filter workorders in your AyaNova as to which have already been invoiced through your QBOI.

If you do not presently have an AyaNova Workorder Status set up that you want to use for this, just select any status for now. As after you have completed these initial Preferences settings and setup, you can at any time afterward go into your AyaNova, create a new Workorder Status, [refresh your QB Online connection](#) and then edit your QBOI Preferences again.

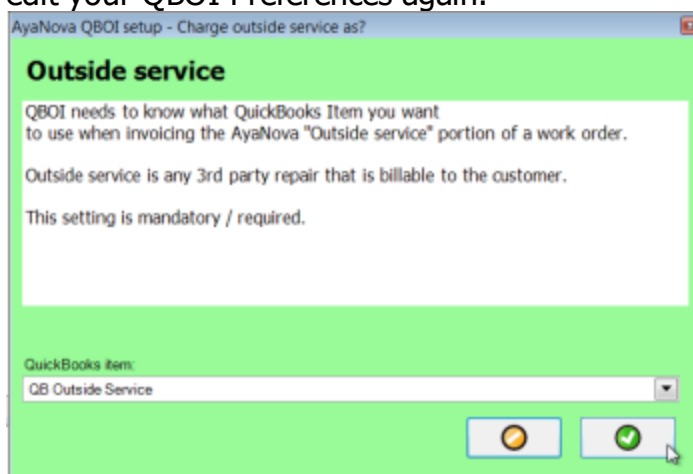


<note that AyaNova Workorder Status selected in screenshot above is only an example, select what YOU want to use>

- 11.** As the information on the window states, the next Preference to set will be the QB Online item to use when billing Outside Service.

This is a mandatory and required selection - you **MUST** select a QB Online item.

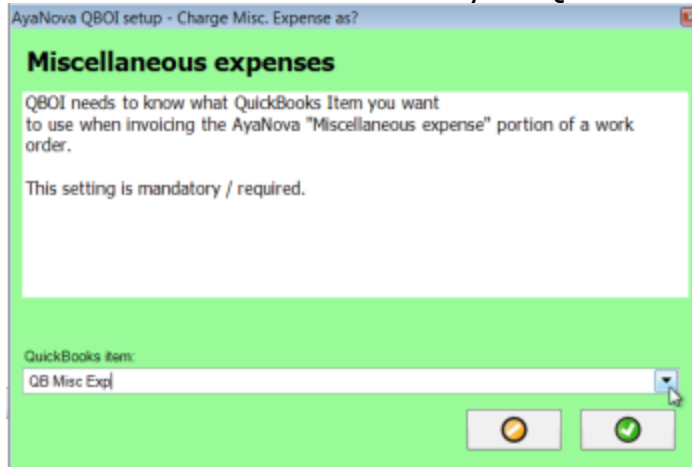
If you do not presently have a QB Online item set up for charging Outside Service, just select any item for now. As after you have completed these initial Preferences settings and setup, you can afterward in your QB Online company, create a new specific item for this, refresh your QB Online connection and then edit your QBOI Preferences again.



- 12.** As the information on the window states, the next Preference to set will be to select the QB Online item to use when invoicing miscellaneous expenses in a service workorder item.

This is a mandatory and required selection - you **MUST** select a QB Online item.

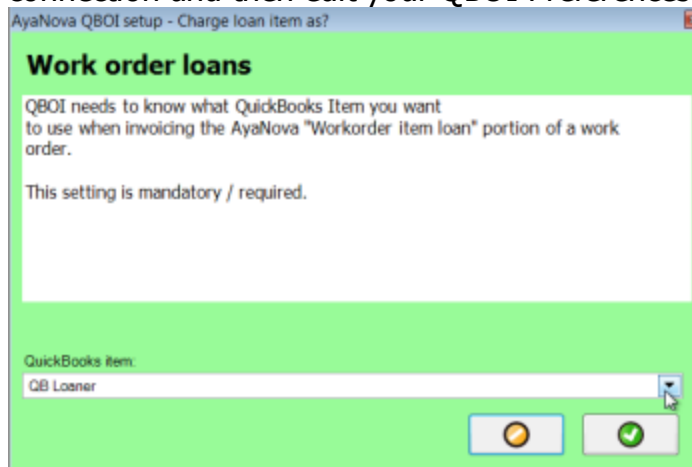
If you do not presently have a QB Online item set up for charging Miscellaneous expenses, just select any item for now. As after you have completed these initial Preferences settings and setup, you can afterward in your QB Online company, create a new specific item for this, refresh your QB Online connection and then edit your QBOI Preferences again.



- 13.** As the information on the window states, the next Preference to set will be to select the QB Online item to use when invoicing loan charges in a service workorder item.

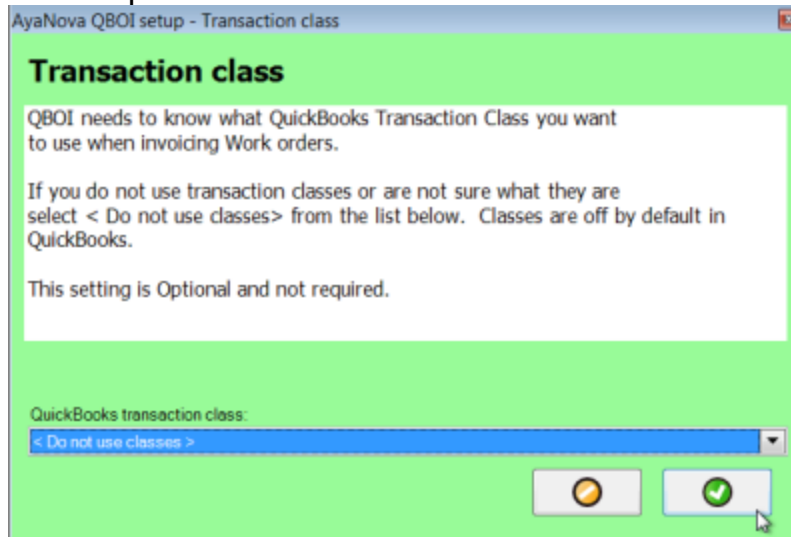
This is a mandatory and required selection - you **MUST** select a QB Online item

If you do not presently have a QB Online item set up for charging for Workorder loans, just select any item for now. As after you have completed these initial Preferences settings and setup, you can afterward in your QB Online company, create a new specific item for this, refresh your QB Online connection and then edit your QBOI Preferences again.

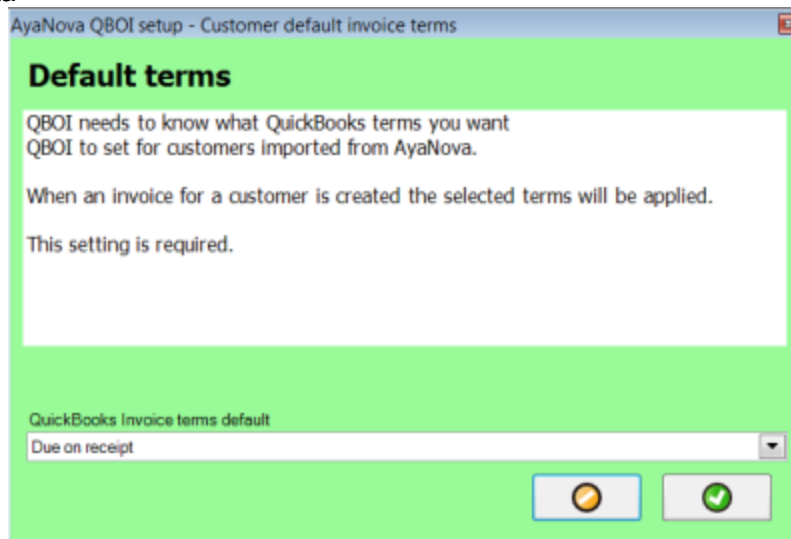


- 14.** As the information on the window states, the next Preference to set will be to select the QB Online transaction class if used.

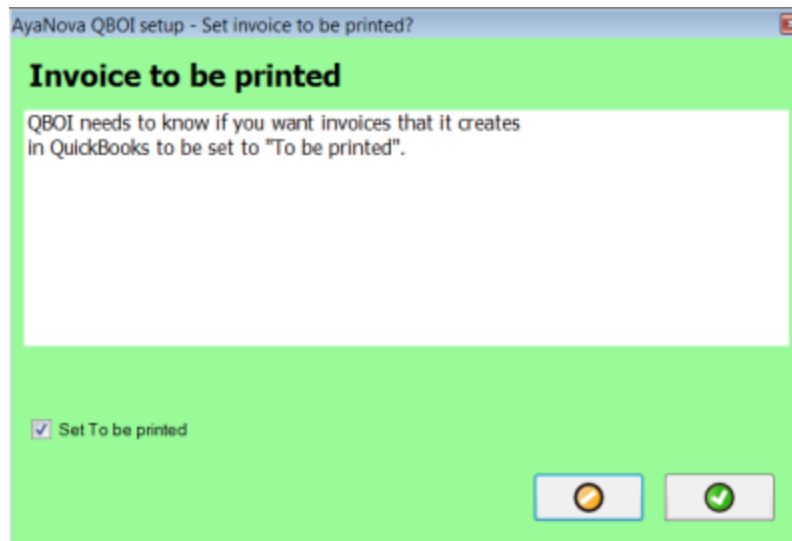
This is optional.



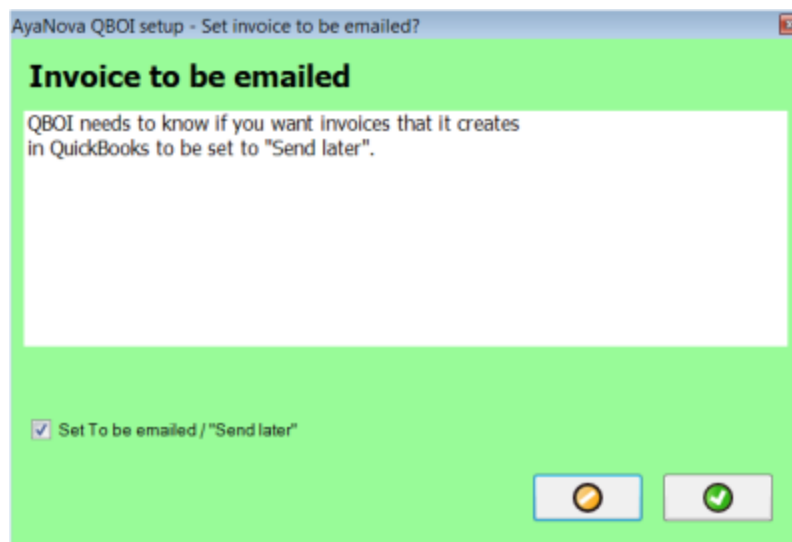
- 15.** As the information on the window states, the next Preference to set will be to select the Default Terms you want QBOI to tell your QB Online data to set the imported customer record(s) to when imported from AyaNova to your QB Online data



- 16.** As the information on the window states, the next Preference to set will be either uncheck or leave check-marked the To Be Printed in a QuickBooks invoice that is created.



- 17.** As the information on the window states, the next Preference to set will be either uncheck or leave check-marked to to have invoices generated to be checkmarked To be emailed/send later



- 18.** QB Online has two memo fields for an invoice:
1. The Customer Memo field which will show on the invoice that the customer sees.
  2. And a private message field called the "Statement Memo" field where internal notes are not seen by the customer.

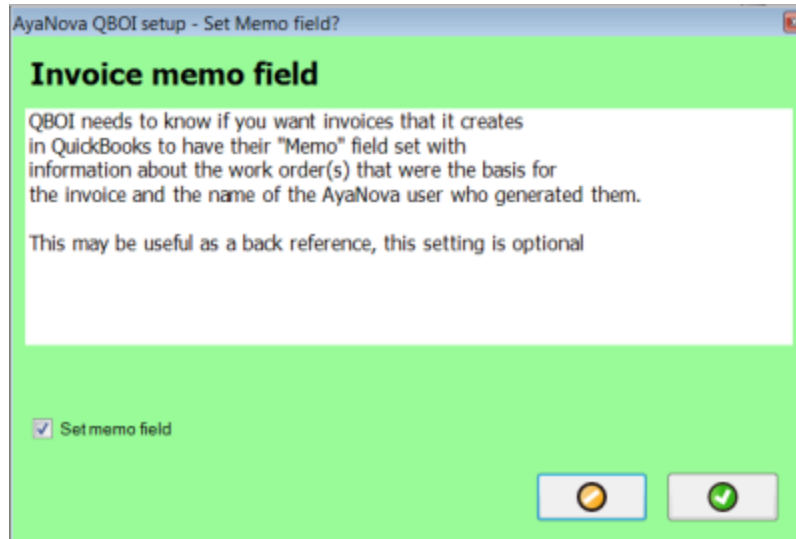
If this Preference is checkmarked:

1. The Customer Memo field will display the AyaNova workorder number that the billable items were generated from via QBOI

2. The private message field will display the name of the logged in AyaNova user and the date generated.

If this Preference is not checkmarked:

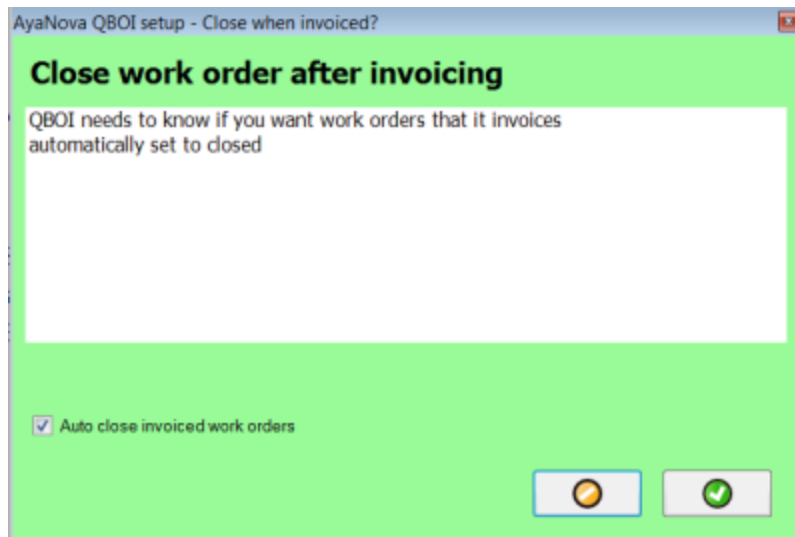
1. The Customer Memo field will not have any QBOI generated info added.
2. The private message field will not have any QBOI generated info added.



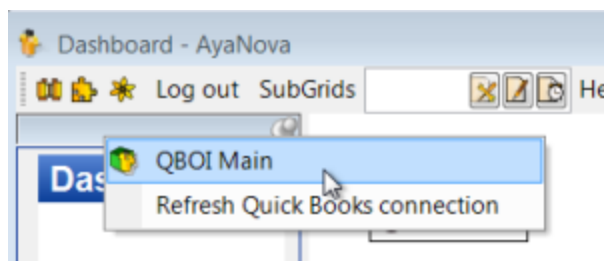
- 19.** As the information in the window states, either un-check or leave check-marked to have the AyaNova workorder set to the Closed state once the workorder has been invoiced via QBI into QuickBooks.

An AyaNova service workorder set to the Closed state can not be edited further nor deleted.

For more information on the Closed state (and how to undo if needed), refer to your AyaNova online Help documentation regarding that specific section of the AyaNova workorder.



**20.** Now select to run **QBOI Main**



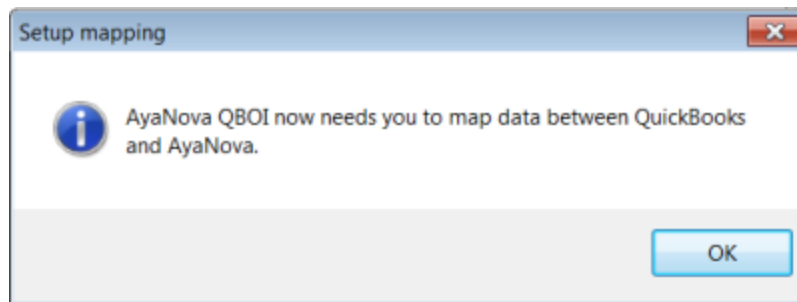
**21.** QBOI will now jump you to its Map & Import section so you can map (the words "map" and "link" are used interchangeably and are meant as the same) existing data between your QB Online and your AyaNova, and then import data from your QB Online to your AyaNova and/or AyaNova to your QB Online database.

Review about [mapping \(linking\)](#), how to [manually map \(link\)](#), how to [automatically map \(link\)](#) and more.

It is recommended that you first map (link) data that exists already in both your QB Online database and your AyaNova database before importing.

Review about [importing your QB Online data into your AyaNova database](#), and how to.

Review about [importing your AyaNova data into your QuickBooks database](#), and how to.



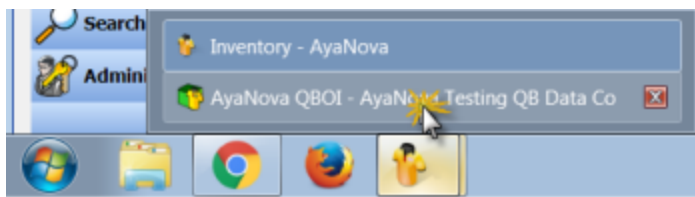
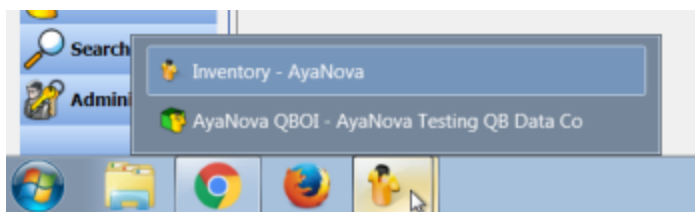


## 2.4 Starting QBOI from then on

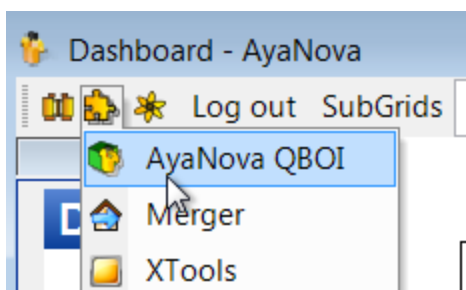
**NOTE the below is based on** that you have successfully completed [Starting QBOI for the first time](#)

If you have not, go back and do so **FIRST**.

1. Your QBOI Main **may already** be running - hover your mouse over your AyaNova icon on your Windows task bar like that shown in the example screenshots below and select QBOI if listed as already running



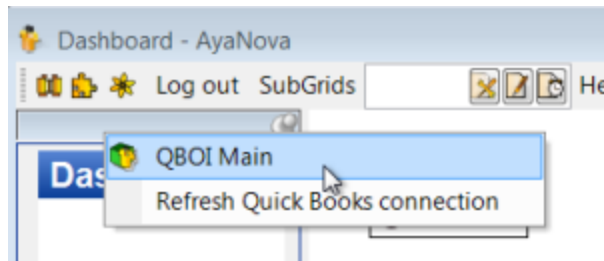
2. Or if not running, start AyaNova QBOI from within the AyaNova desktop program from the Plug-Ins menu at the very top



### 3.a If your computer is **still** authenticated with your QB Online

- have not exited or logged out of AyaNova since the last time you authenticated with your QB Online;
- your computer has not been idle for a length of time which can as a result disconnect your Intuit connection;
- QB Online has not lost its connection to your computer

then you will be presented as per below - select to run QBOI Main



It is always suggested to [Refresh your QB connection](#), especially if anyone else is working in either AyaNova or QB at the same time as you are, and/or if you have made any edits in either.

Now proceed with [editing your Preferences](#) if needed, [mapping/linking](#) if needed, [importing](#) if needed, editing your [Descriptive Text](#) if needed, and/or [invoicing](#) if needed.

**3.b Whereas if your authentication has been lost, you will be asked again to authorize sharing of your data** between AyaNova\_QBOI and your QB Online data.

This is for your security and required by Intuit (QB Online).

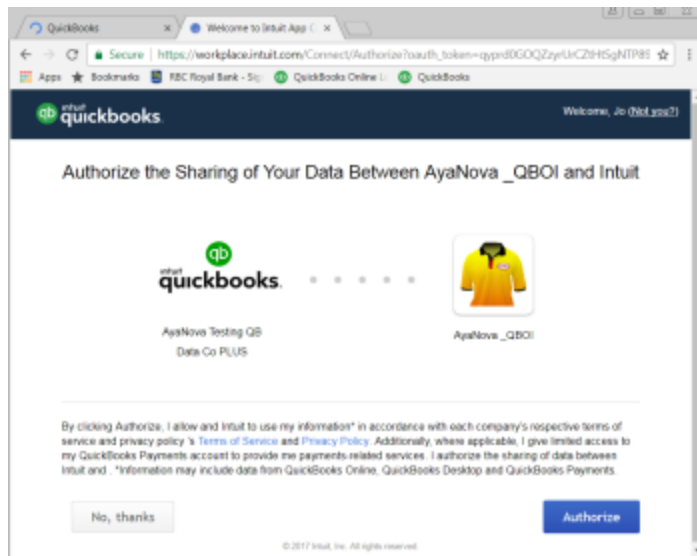
3.b.1. Your default web browser will again launch a temporary "web server" which redirects to trigger the authentication process of authenticating use of your desktop QBOI with your QuickBooks Online

Don't worry, please be patient - there may be a slight delay depending on QB Online itself - could be even as much as 2 minutes.

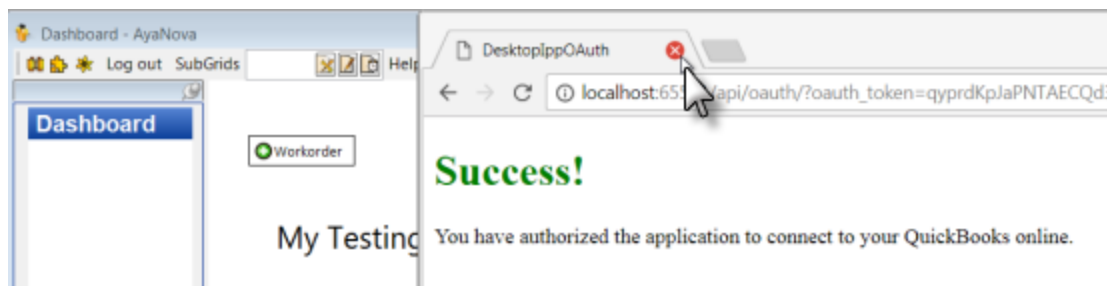
Until your QB Online login web page displays, you will also notice that AyaNova in the background will show (Not responding) - that too is expected until the QB Online authentication process has completed.

Log in.

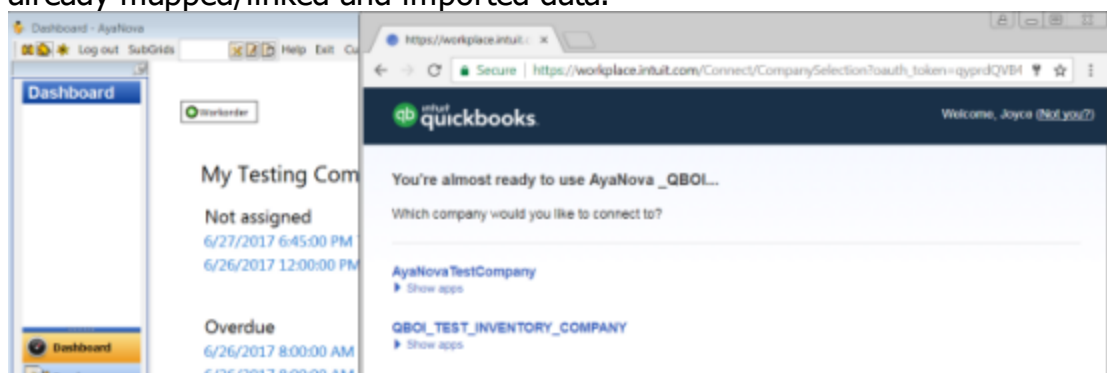
3.b.2. Click on Authorize to continue.



**3.b.3.** And once you receive the Success page You can now close this "web server" tab/web page as now authorized with a token. This web page does not have to remain open. The authorization token will remain until you exit out of AyaNova itself (note that just exiting out of QBOI will not remove the token).



**3.b.4.** And again, if you have multiple QB Online databases, again you will need to select the same QB Online database you did with which you have already mapped/linked and imported data.



3.b.5. And again, is the name listed the correct QB Online database file you want to use with your AyaNova and QBOI?



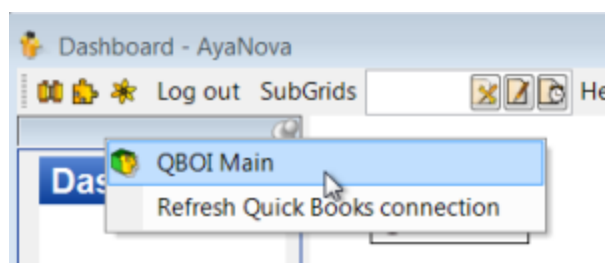
If yes, click on the green OK button to accept.

If this is not correct, click on the orange Cancel button to cancel.

Log out of the QB Online database file you were in.

Exit out of AyaNova, and start the process again, being sure to select the correct QB Online company file you want to interface with your AyaNova

3.b.6. Now select to run QBOI Main

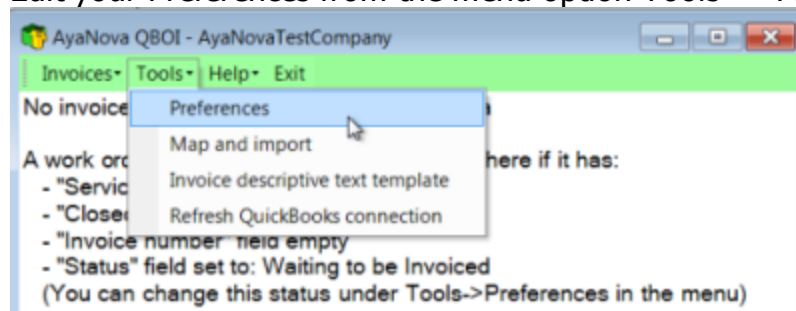


Now proceed with what needed done - i.e. [editing your Preferences](#) if needed, with [mapping/linking](#) existing data if needed, [importing your QB Online clients/items/vendors](#) into AyaNova if needed, [importing your AyaNova clients/vendors/parts/rates](#) into your QB Online if needed, editing your [Descriptive Text](#) if needed, and/or [invoicing](#) if needed.

## 2.5 Editing QBOI Preferences

The following assumes you have [started QBOI](#)

Edit your Preferences from the menu option Tools -> Preferences.



1. First QBOI will ask you to re-confirm this is the correct QB Online database you want to work with.



If yes, click on the **green OK** button to accept.

If this is not correct, click on the **orange Cancel** button to cancel.

Log out of the QB Online database file you were in.

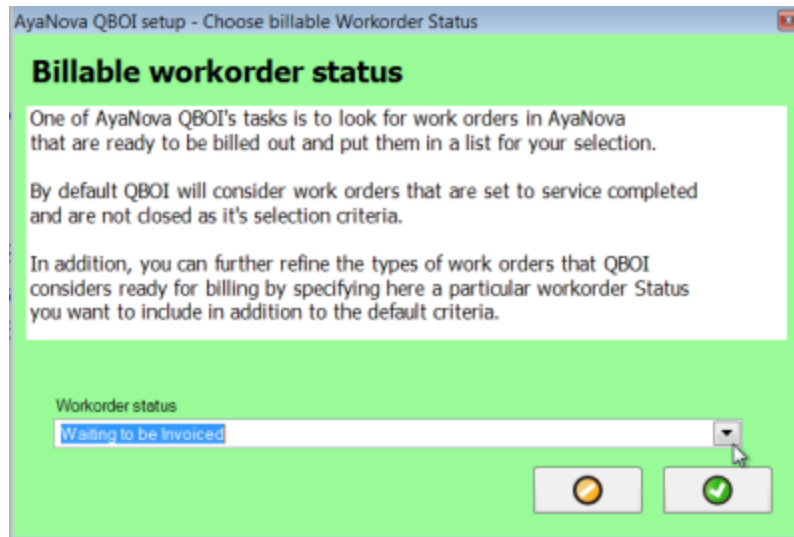
Exit out of AyaNova, and start the process again, being sure to select the correct QB Online company file you want to interface with your AyaNova

2. The first displayed Preference will be to set the AyaNova Workorder Status of the billable workorder.

Your QBOI Main window [displays workorders that are ready for billing](#) based on a number of factors - one factor being this specific Workorder Status set here.

If you do not presently have an AyaNova Workorder Status set up that you want to use for this, just select any status for now. As after you have completed these initial Preferences settings and setup, you can at any time

afterward go into your AyaNova, create a new Workorder Status, [refresh your QB Online connection](#) and then edit your QBOI Preferences again.

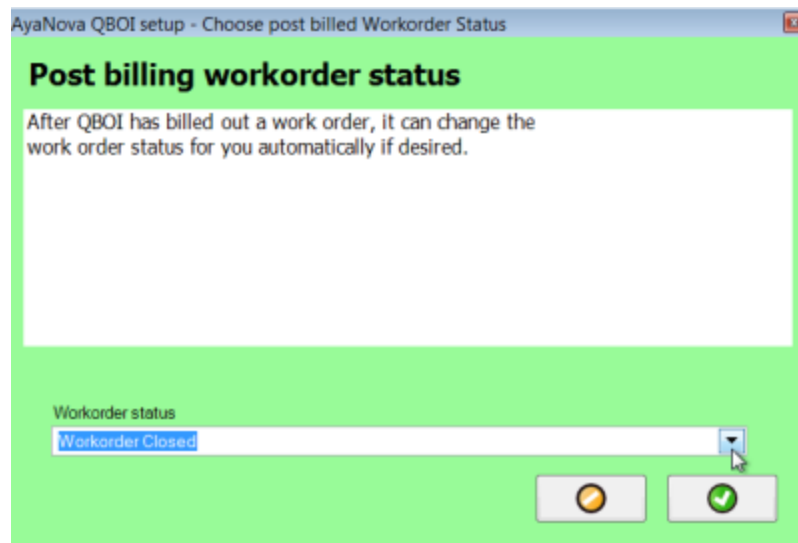


<note that AyaNova Workorder Status selected in screenshot above is only an example, select what YOU want to use>

**3.** As the information on the window states, the next Preference to set will be the AyaNova Workorder Status you want the workorder to be set to once invoiced.

Doing so will allow you to easily filter workorders in your AyaNova as to which have already been invoiced through your QBOI.

If you do not presently have an AyaNova Workorder Status set up that you want to use for this, just select any status for now. As after you have completed these initial Preferences settings and setup, you can at any time afterward go into your AyaNova, create a new Workorder Status, [refresh your QB Online connection](#) and then edit your QBOI Preferences again.

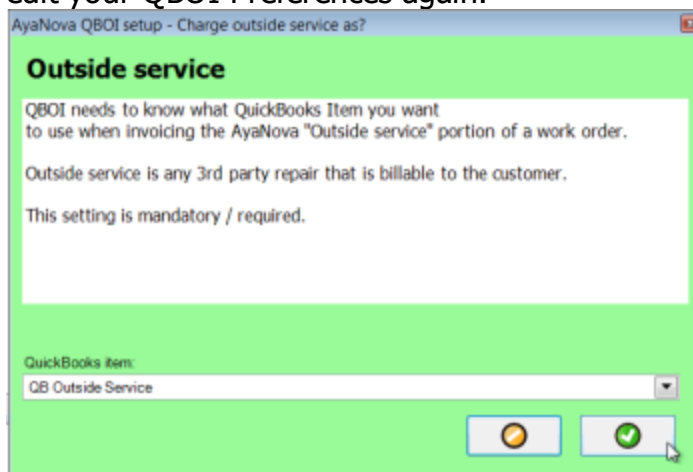


<note that AyaNova Workorder Status selected in screenshot above is only an example, select what YOU want to use>

4. As the information on the window states, the next Preference to set will be the QB Online item to use when billing Outside Service.

This is a mandatory and required selection - you MUST select a QB Online item.

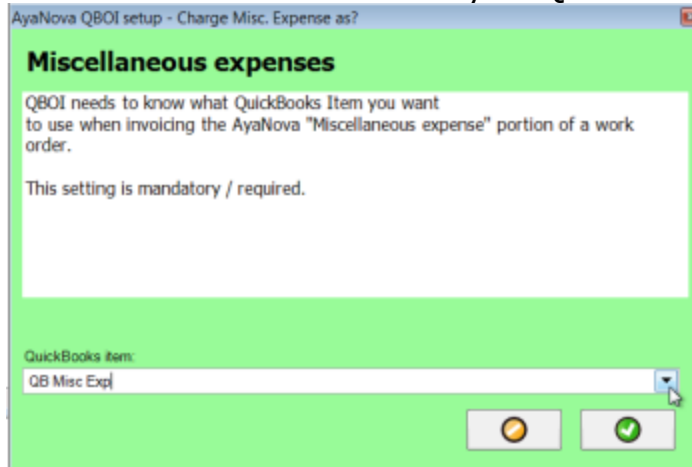
If you do not presently have a QB Online item set up for charging Outside Service, just select any item for now. As after you have completed these initial Preferences settings and setup, you can afterward in your QB Online company, create a new specific item for this, refresh your QB Online connection and then edit your QBOI Preferences again.



5. As the information on the window states, the next Preference to set will be to select the QB Online item to use when invoicing miscellaneous expenses in a service workorder item.

This is a mandatory and required selection - you **MUST** select a QB Online item.

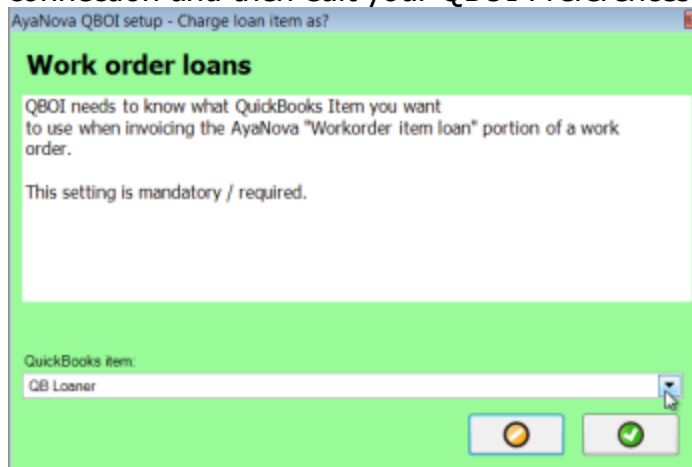
If you do not presently have a QB Online item set up for charging Miscellaneous expenses, just select any item for now. As after you have completed these initial Preferences settings and setup, you can afterward in your QB Online company, create a new specific item for this, refresh your QB Online connection and then edit your QBOI Preferences again.



- 6.** As the information on the window states, the next Preference to set will be to select the QB Online item to use when invoicing loan charges in a service workorder item.

This is a mandatory and required selection - you **MUST** select a QB Online item

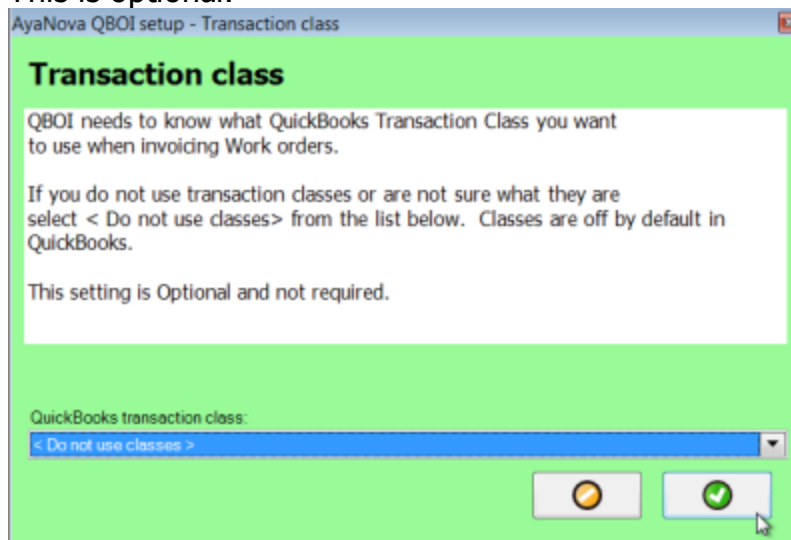
If you do not presently have a QB Online item set up for charging for Workorder loans, just select any item for now. As after you have completed these initial Preferences settings and setup, you can afterward in your QB Online company, create a new specific item for this, refresh your QB Online connection and then edit your QBOI Preferences again.



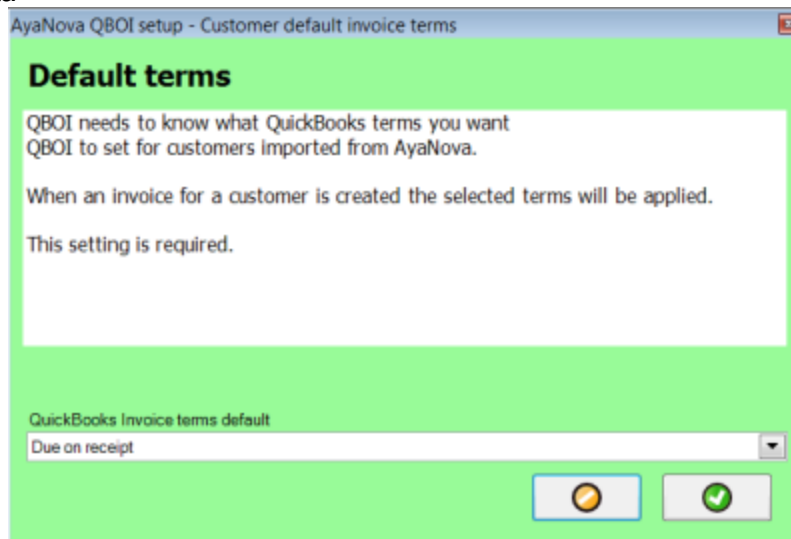


7. As the information on the window states, the next Preference to set will be to select the QB Online transaction class if used.

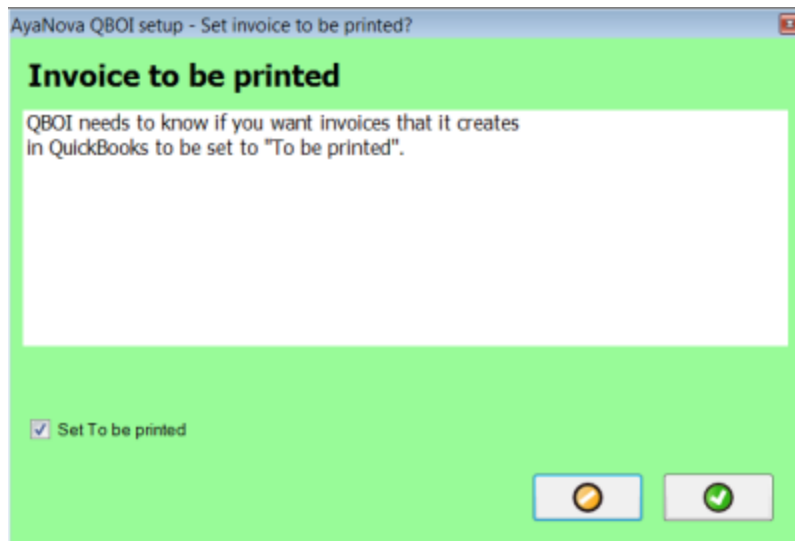
This is optional.



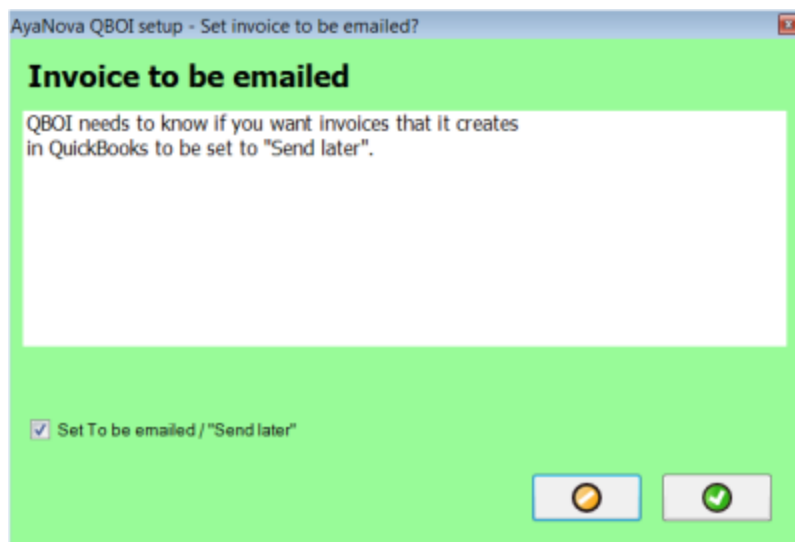
8. As the information on the window states, the next Preference to set will be to select the Default Terms you want QBOI to tell your QB Online data to set the imported customer record(s) to when imported from AyaNova to your QB Online data



9. As the information on the window states, the next Preference to set will be either uncheck or leave check-marked the To Be Printed in a QuickBooks invoice that is created.



- 10.** As the information on the window states, the next Preference to set will be either uncheck or leave check-marked to to have invoices generated to be checkmarked To be emailed/send later



- 11.** QB Online has two memo fields for an invoice:
1. The Customer Memo field which will show on the invoice that the customer sees.
  2. And a private message field called the "Statement Memo" field where internal notes are not seen by the customer.

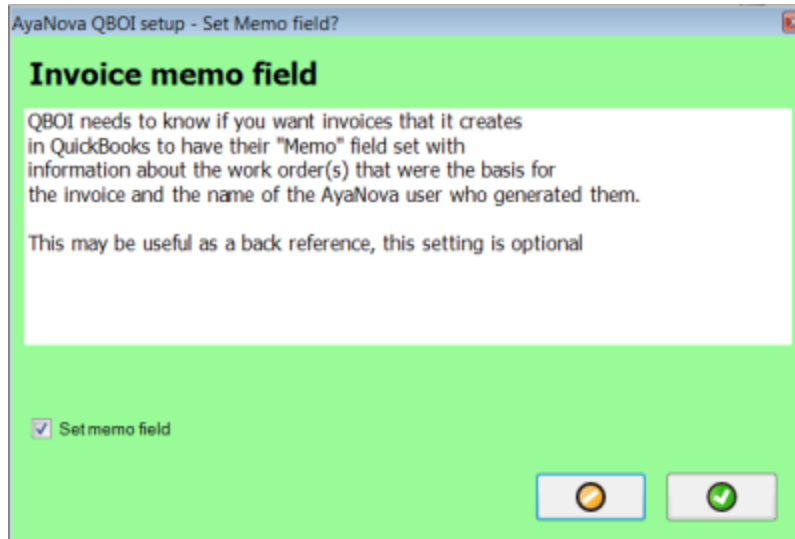
If this Preference is checkmarked:

1. The Customer Memo field will display the AyaNova workorder number that the billable items were generated from via QBOI

2. The private message field will display the name of the logged in AyaNova user and the date generated.

If this Preference is not checkmarked:

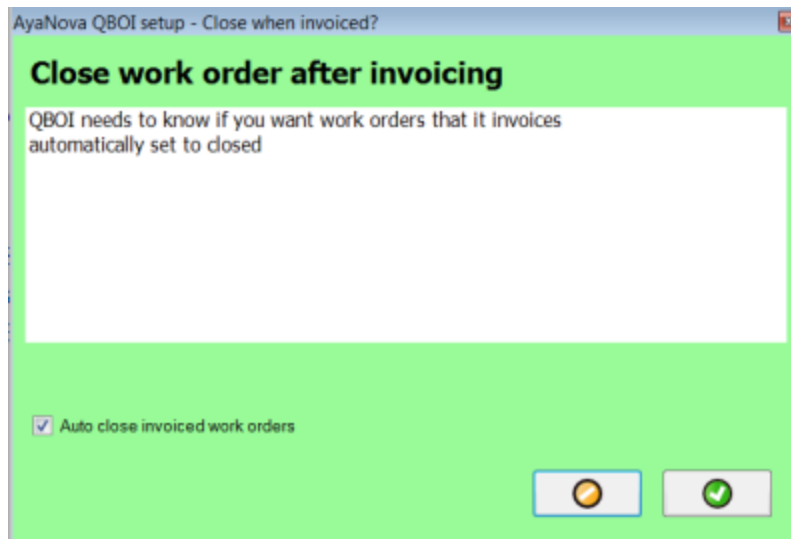
1. The Customer Memo field will not have any QBOI generated info added.
2. The private message field will not have any QBOI generated info added.



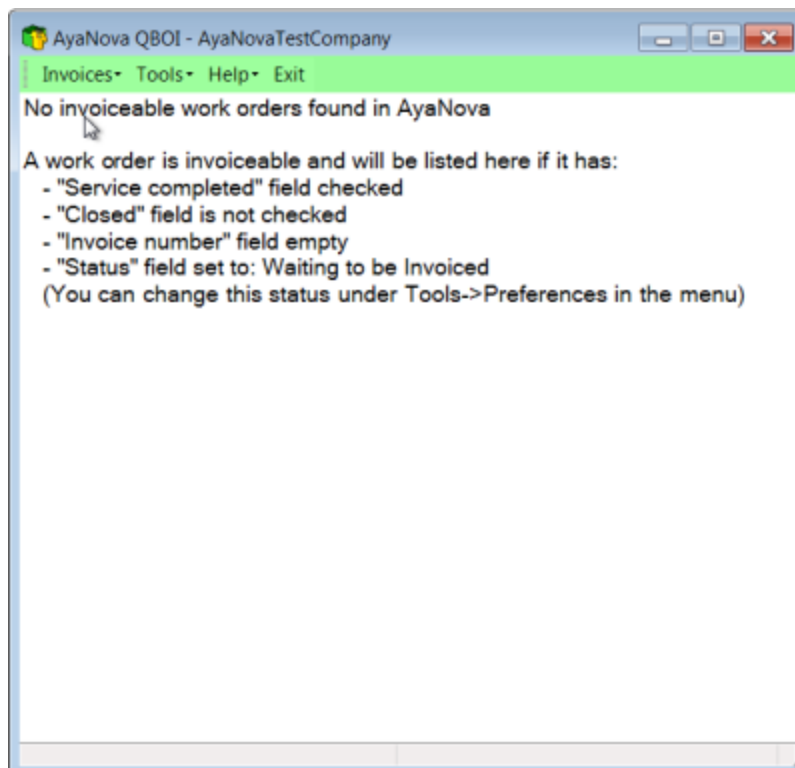
- 12.** As the information in the window states, either un-check or leave check-marked to have the AyaNova workorder set to the Closed state once the workorder has been invoiced via QBI into QuickBooks.

An AyaNova service workorder set to the Closed state can not be edited further nor deleted.

For more information on the Closed state (and how to undo if needed), refer to your AyaNova online Help documentation regarding that specific section of the AyaNova workorder.



13. And then you will be returned to the QBOI Main window



Now proceed with [mapping/linking](#) existing data if needed, [importing your QB Online clients/items/vendors](#) into AyaNova if needed, [importing your AyaNova clients/vendors/parts/rates](#) into your QB Online if needed, editing your [Descriptive Text](#) if needed, and/or [invoicing](#) if needed.

## 2.6 Refreshing your QBOI connection

QBOI displays what is present in your AyaNova and in your QB Online at the time QBOI was **first** loaded or when was **last** refreshed.

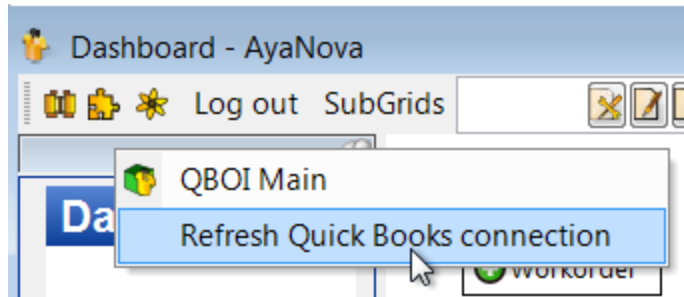
So if you or anyone else edits/deletes/adds data to either your AyaNova data or your QB Online data, you will not see until you refresh the connection between the two databases. QBOI itself does not save any information, QBOI is the interface between your two databases - your AyaNova database data and your QB Online data.

Such as workorders that are ready to be invoiced, an edited Customer record, a deleted Part, etc.

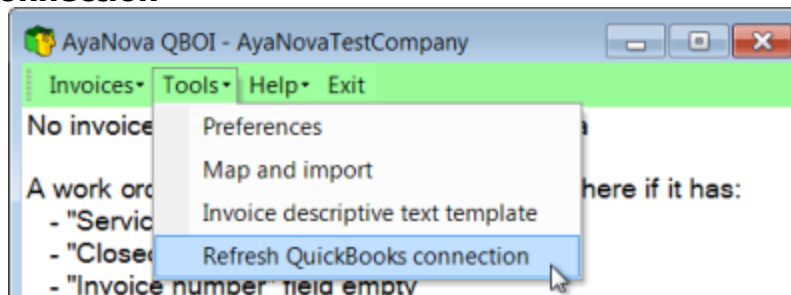
If you are not seeing something you expect to, Refresh!

### 4 ways to refresh your connection:

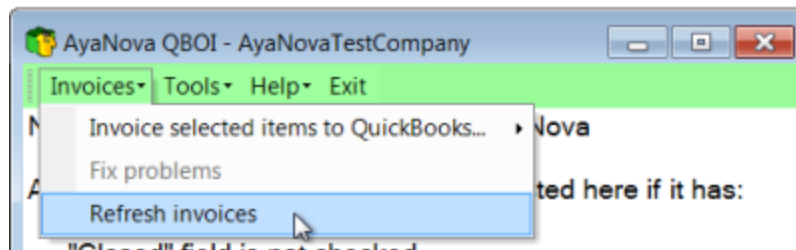
1. Select to **Refresh QuickBooks Online connection** from the main AyaNova window



2. From within QBOI Main menu Tools, select **Refresh QuickBooks Online connection**



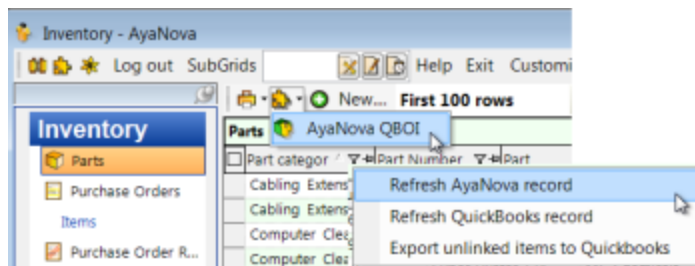
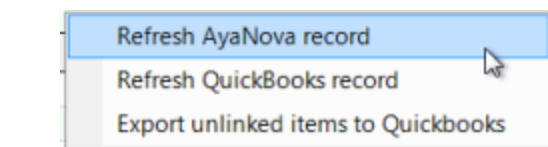
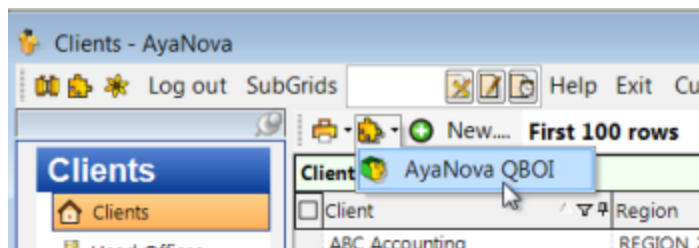
3. If not seeing AyaNova service workorders that are ready for invoicing, from QBOI's menu Invoices select **Refresh invoices**



4. Exit out of your QBOI AND exit out your AyaNova, log into your AyaNova and [start again](#)

**NOTE:** The menu options regarding refreshing from your AyaNova's Clients grid or client record Plugins menu, or your AyaNova's Parts grid or part record is **NOT** the same as refreshing your QB Online connection.

These refer instead to [updating existing mapped\(linked\) client records](#) or [updating existing mapped\(linked\) part records](#) with the existing QB Online connection. **Not** the same thing as refreshing the actual QB Online connection.



# Mapping & Importing

### 3 Mapping & Importing

#### 3.1 Mapping (linking)

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##### 3.1.1 What is Mapping (linking)?

Mapping existing data is when you have the object (may also be referred to as "record") **already in both** your AyaNova database **and** in your QB Online database, so you wish to **link/map** (the words map and link are used interchangeably) the two objects together without actually changing the data in either your AyaNova database nor your QB Online database.


- **NOTE:** Mapping/linking objects **does not** update information from one object to the other - mapping only links the existing QuickBooks Online record to the existing AyaNova record for use so that your QB Online knows what to bill out to match the billable charges in your ready-to-be invoiced AyaNova workorder.
- If you want to update the data of one with the data of the other, refer to [Update Mapped/Imported Parts](#) and/or [Update Mapped/Imported Clients](#)

#### [What does a linked \(mapped\) AyaNova and QB Online object look like in your QB Online Main](#)

#### [Examples of situations when you would use the manual link feature of QBOI](#)

#### [Example of a situation when you would use the Auto-link feature of QBOI](#)

#### **What does a linked (mapped) AyaNova and QB Online object look like in your QB Online Main:**

The object will show a link symbol  next to it when viewed via your QBOI Main -> click on Tools menu -> Map & Import -> select the specific type of object (Clients, Parts, Services, Vendors)

This link may be a result of [manually linking](#) one or more existing AyaNova objects to a single QB Online object, or a single QB Online object to a single AyaNova object.

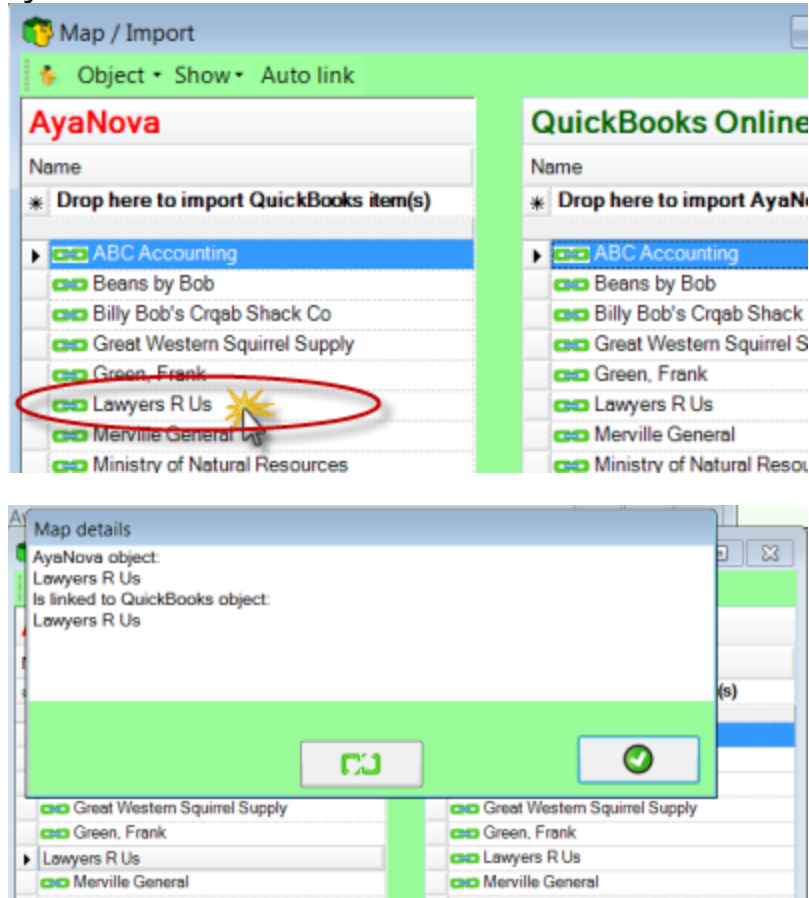
**OR** this link may be the result of [auto-linking existing AyaNova object with an existing QB Online object](#) with the same name/number (depending on the object)

**OR** this link may be a result of [importing the AyaNova object into your QB Online database](#).

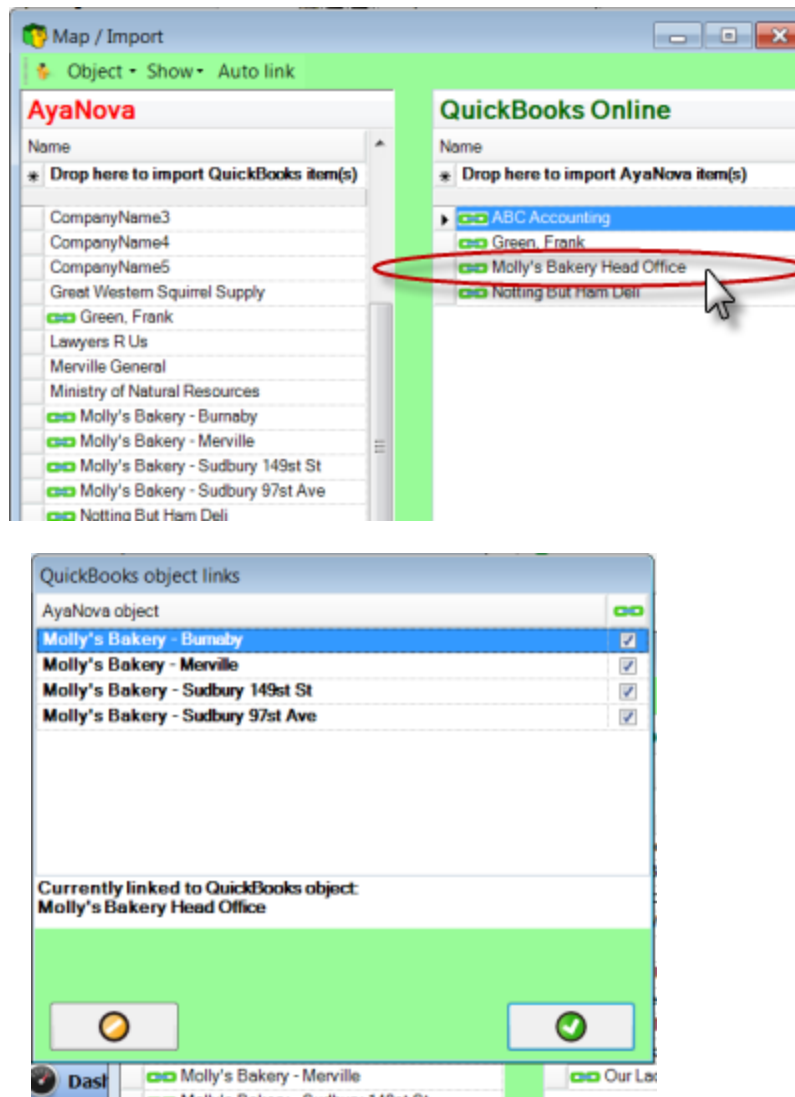
**OR** this link may be a result of [importing the QB Online object into your AyaNova database](#).



Below shows example of the information from clicking on an **AyaNova** object:  
NOTE: A single AyaNova object can only be linked to a single QB Online object.



Below shows example of the information from clicking on an **QuickBooks Online** object:  
NOTE: A single QB Online object can be linked to one or more AyaNova objects.



Examples of situations when you would use the [manual](#) link feature of QBOI is:

- Existing clients in AyaNova are actually billed to a head office that is entered in QuickBooks Online
  - So you would want multiple AyaNova clients mapped (linked) linked to one QuickBooks Online customer (which is the one office that all these AyaNova clients get their invoices sent to).
- You have manually entered some data in AyaNova that **does not** have the exact same name as the name in QuickBooks Online
  - So the automatic link Auto-Link feature would not work

3. You want full control over what existing AyaNova data is linked to what existing data in QuickBooks Online
  - So you want to manually map (link) each QuickBooks Online object to each AyaNova object

**Examples of a situation when you would use the [Auto-link](#) feature of QBOI is:**

1. You have manually entered some data in AyaNova that **does have the exact same name** as the name in QuickBooks Online

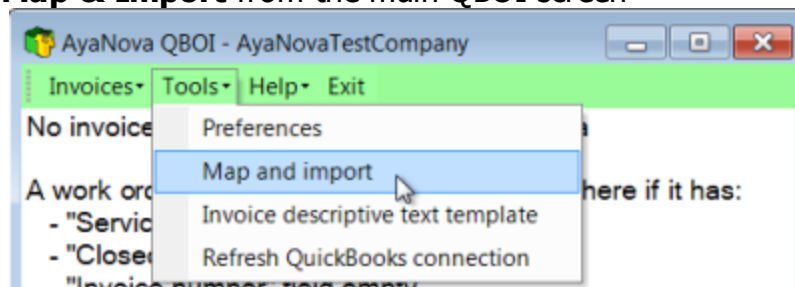
### 3.1.2 How to manually link existing data

[To manually link a single AyaNova object to a QB Online object](#)  
[To manually link multiple AyaNova objects to a single QB Online object](#)

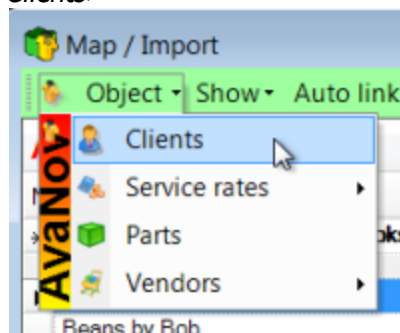
### To manually link (map) a single AyaNova object to a QB Online object

Basically, the steps are to select the AyaNova object and drag to the specific QB Online object

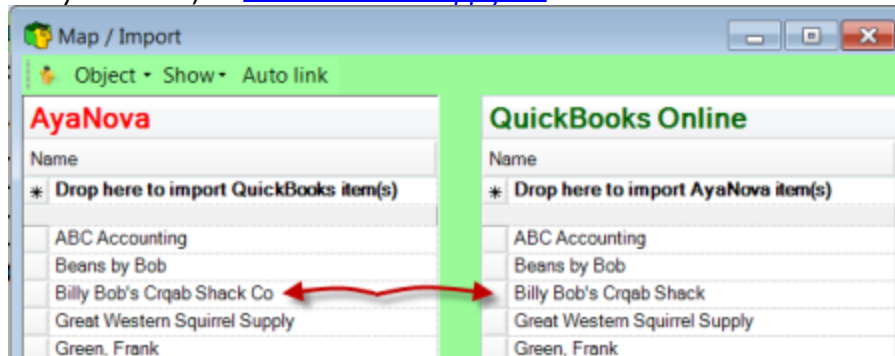
1. If not already viewing the Map & Import screen select the menu **Tools -> Map & Import** from the main QBOI screen



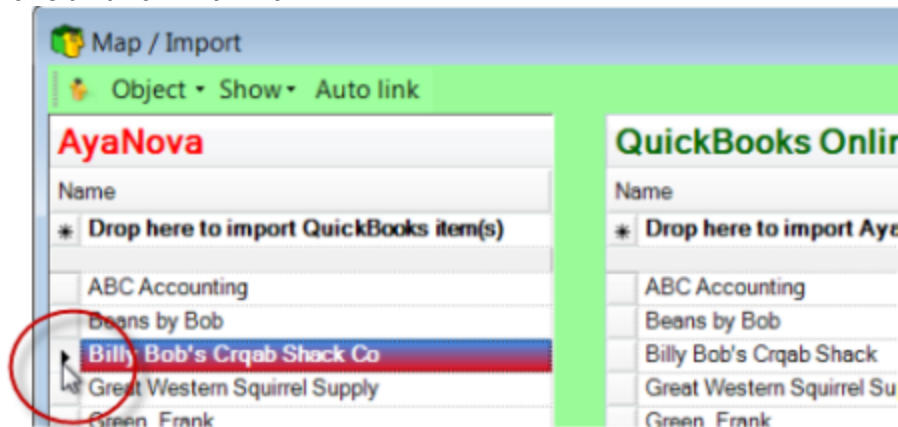
2. Select what type of object you wish to map & import by selecting the menu **Object** <In the following screenshot we have selected to map & import Clients>



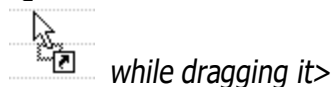
3. Find on the AyaNova side the AyaNova object you want to link, and find on the QuickBooks Online side the QuickBooks Online object you want to link.  
*<in this example its the AyaNova client **Billy Bob's Crqab Shack Co** and the QB Online customer Billy Bob's Crqab Shack as the names are not exactly the same, Auto-link won't apply in this situation>*

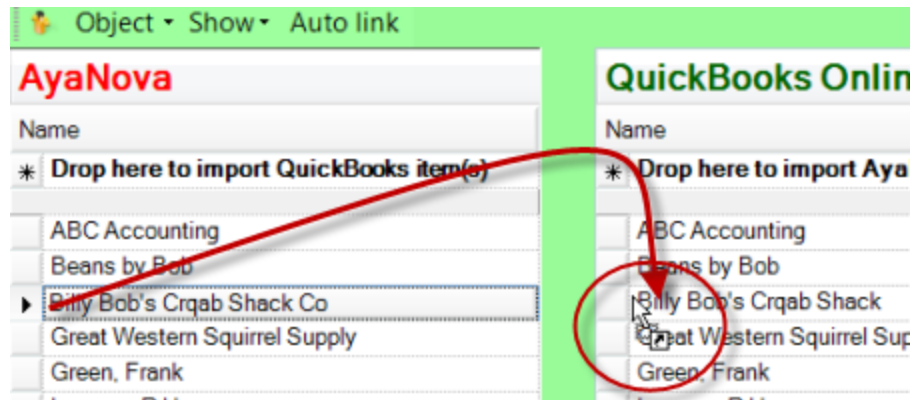


4. **Click and hold down on the indicator** (the square to the left of the AyaNova object's name) *<you will note that the object indicator now shows an arrow within it>*

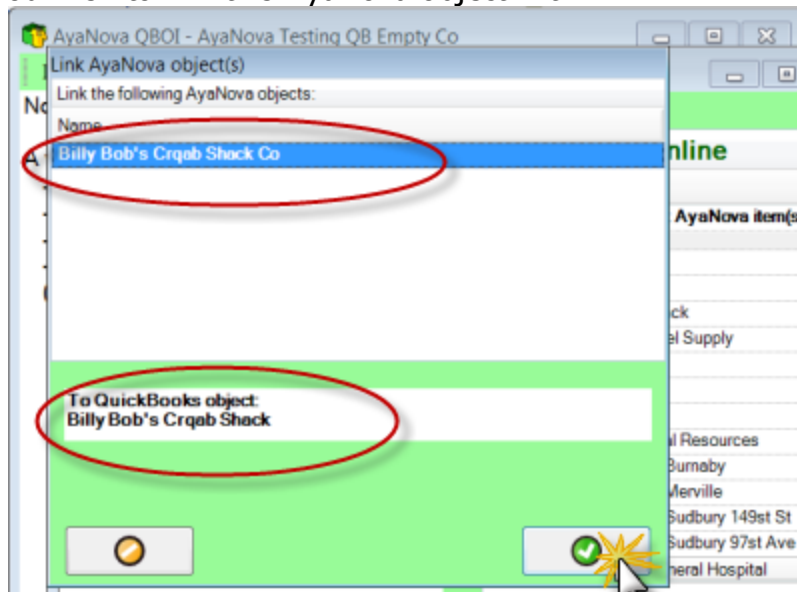


5. Now **drag** it to the QuickBooks Online object and release **overtop of the QuickBooks Online object** *<you will note your cursor changes to a*

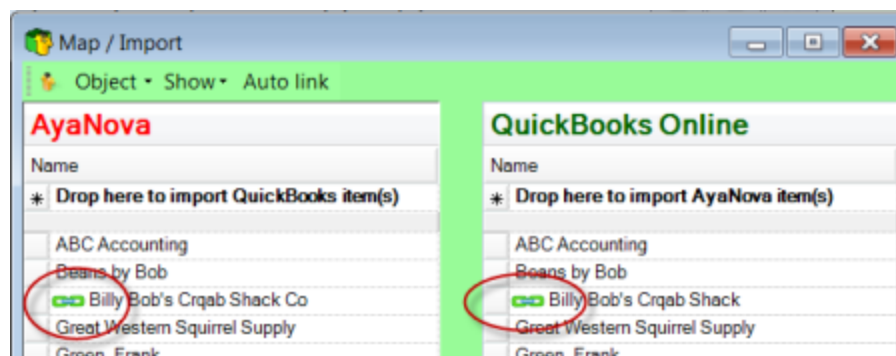




6. QBOI will pop up a window to confirm this is the QuickBooks Online object you wish to link this AyaNova object with



7. Now the two objects will show the linked symbol




**To manually link multiple AyaNova objects to a single QB Online object**

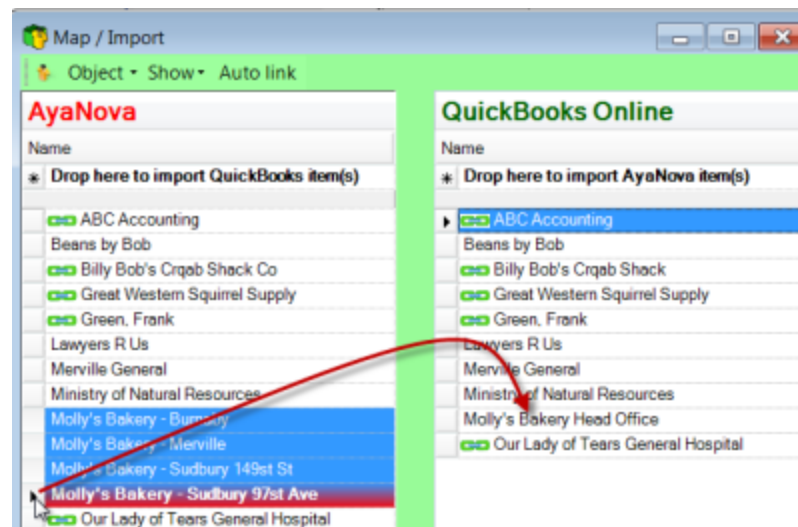
Examples when would link multiple AyaNova objects to a single QB Online object would be when:

- a single QB Online client is billed for multiple AyaNova clients
- a single QB Online part is billed in the QB Online invoice for different AyaNova parts

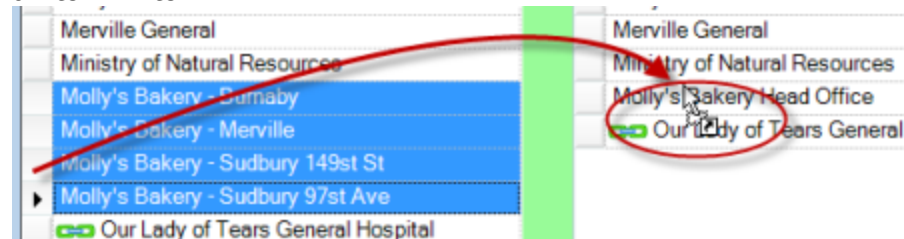
1. Select multiple continuously listed AyaNova objects at one time by

clicking on the first item's object indicator  , holding down the SHIFT

key on your keyboard and selecting the last item's object indicator  (or select non-continuous listed AyaNova objects by holding down the CTRL key while selecting each object's indicator)



2. Than drag all at the same time to the QB Online object you want them all to link to.





3. Confirm OK

Link AyaNova object(s)

Link the following AyaNova objects:

Name
Molly's Bakery - Burnaby
Molly's Bakery - Merville
Molly's Bakery - Sudbury 149st St
Molly's Bakery - Sudbury 97st Ave

To QuickBooks object:  
Molly's Bakery Head Office

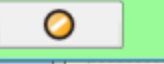
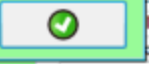
 

4. Now if you select that QB Online object, it will show all AyaNova objects linked to it

QuickBooks object links

AyaNova object	
Molly's Bakery - Burnaby	<input checked="" type="checkbox"/>
Molly's Bakery - Merville	<input checked="" type="checkbox"/>
Molly's Bakery - Sudbury 149st St	<input checked="" type="checkbox"/>
Molly's Bakery - Sudbury 97st Ave	<input checked="" type="checkbox"/>

Currently linked to QuickBooks object:  
Molly's Bakery Head Office

**NOTE:** QBOI only obtains QuickBooks Online and AyaNova information when QBOI first loads

If you enter new information into either QuickBooks Online or AyaNova with QBOI running, you need to [refresh the connections in 4 possible ways](#)

### 3.1.3 How to automatically link existing data

#### Two examples of when you could/would use the automatic link (map) feature of QBOI:

**Example 1.** You previously used a desktop version of QuickBooks that you moved to QB Online, and was using AyaNova version 6.1 (which did not have a QBOI interface)

- You have now purchased the subscription for QBOI and for your AyaNova level of scheduleable users, and upgraded to the latest AyaNova program version (which also updated your database)
- Now you need to link the previously imported and linked AyaNova data to that of your QB Online company data file again for use via QBOI.

**Example 2.** You had manually entered in clients, parts, rates, vendors with the same name/number into your AyaNova database as that in your QuickBooks Online

- Automatic linking will compare names of each object and link that which it most believes is correct.

The automatic link **does not** update information from one object to the other - it links the two objects only.

The automatic link feature compares the QB Online object name to that of a corresponding AyaNova object.

The automatic link **does not** compare other fields of information for the object - **only the name** (or in the case of a AyaNova Part, the Part Number).

Use the appropriate update steps whether [updating older linked QB Online data](#), or [updating older linked AyaNova data](#)

#### The fields that are compared during Auto-Link

The automatic link feature will compare the following field of data between the two objects and then automatically link if they are the same:

QuickBooks Online customer entry  
Company Name

AyaNova client entry  
Client Name

QuickBooks Online vendor entry  
Vendor Name

AyaNova vendor entry  
Vendor Name



QuickBooks Online Item entry  
Item Name/Number

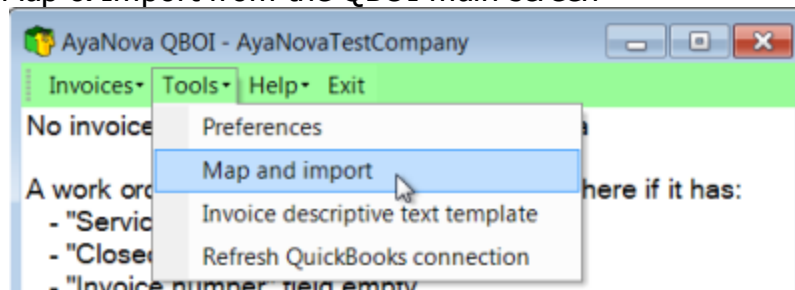
AyaNova Part entry  
Part Number

QuickBooks Online Item entry  
Item Name/Number

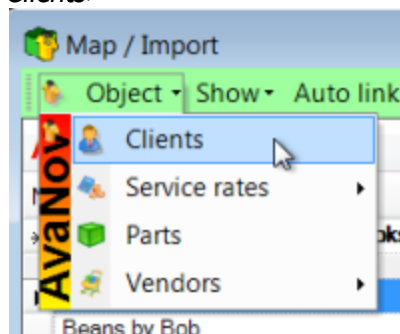
AyaNova Rate entry  
Rate Name

**To automatically link AyaNova objects with QuickBooks Online objects of the same name is just selecting the Auto Link menu option:**

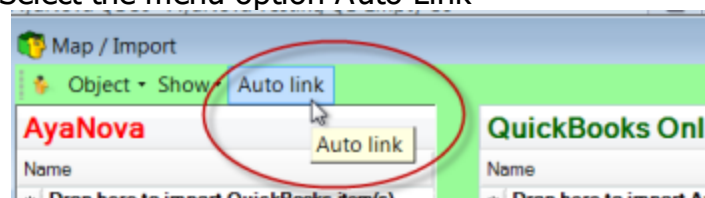
1. If not already viewing the Map & Import screen select the menu Tools -> Map & Import from the QBOI main screen



2. Select what type of object you wish to map & import by selecting the menu Object <In the following screenshot we have selected to map & import Clients>

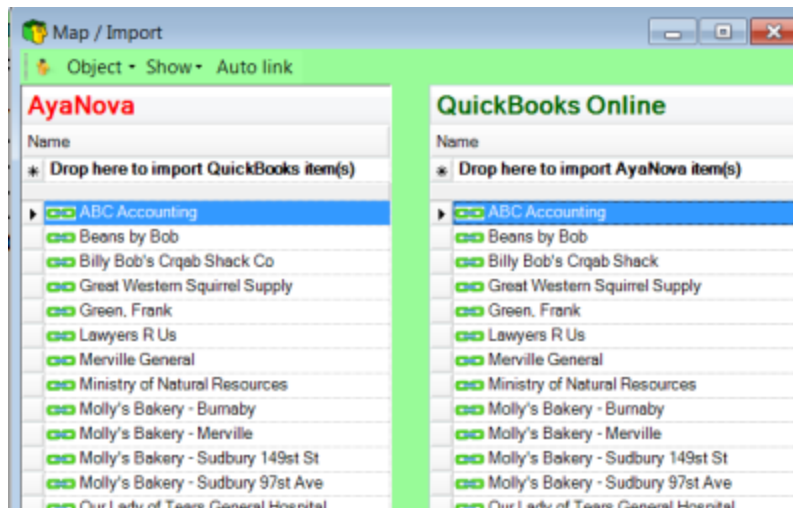


3. Select the menu option Auto Link



4. AyaNova objects now linked will display the link symbol





**NOTE:** QBOI only obtains QuickBooks Online and AyaNova information when QBOI first loads

If you enter new information into either QuickBooks Online or AyaNova with QBOI running, you need to [refresh the connections in 4 possible ways](#)

### 3.1.4 How to unlink (unmap)

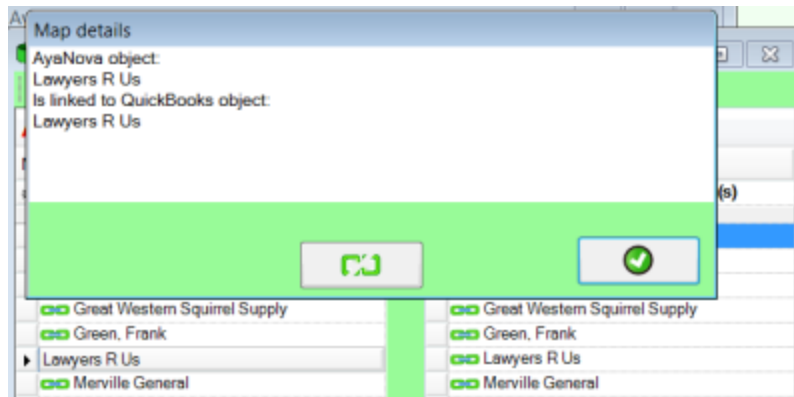
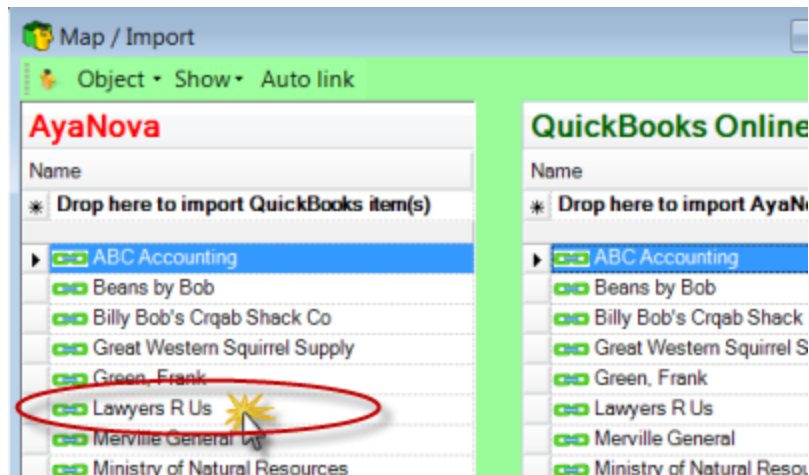
Unlink (unmap) can be done either via the linked AyaNova object or via the linked QuickBooks Online object.

- It is not possible to unlink (unmap) multiple objects at once.
- Each object must be unlinked individually manually.

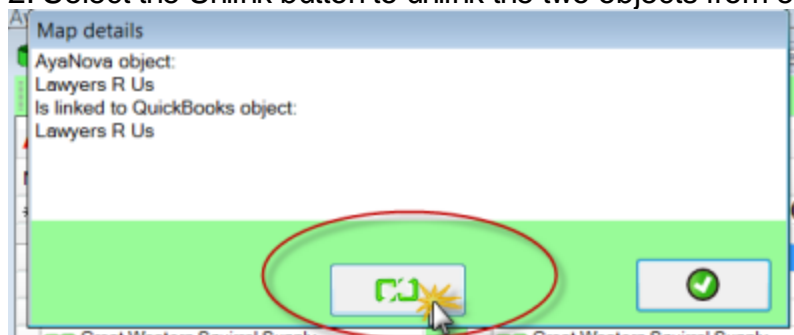
[Unlink by the linked AyaNova object](#)  
[Unlink by the linked QB Online object](#)

#### **Unlink by the linked AyaNova object:**

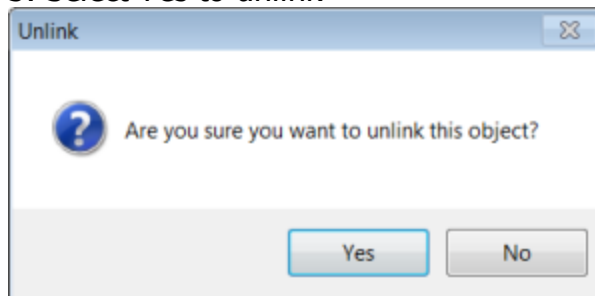
1. Select the linked AyaNova object to display the information on the QB Online object linked to



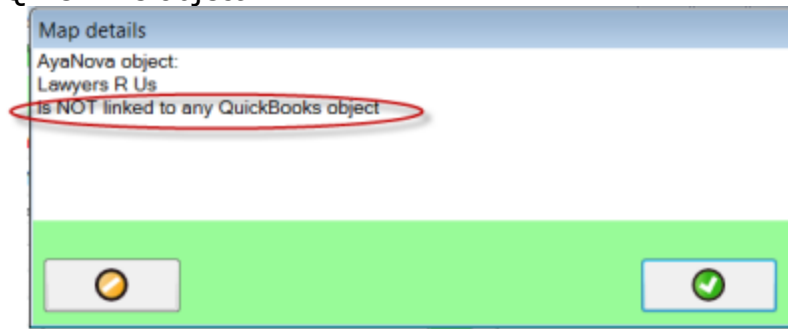
2. Select the Unlink button to unlink the two objects from each other



3. Select Yes to unlink



4. Dialogue window will display that this AyaNova object is NOT linked to any QB Online object.



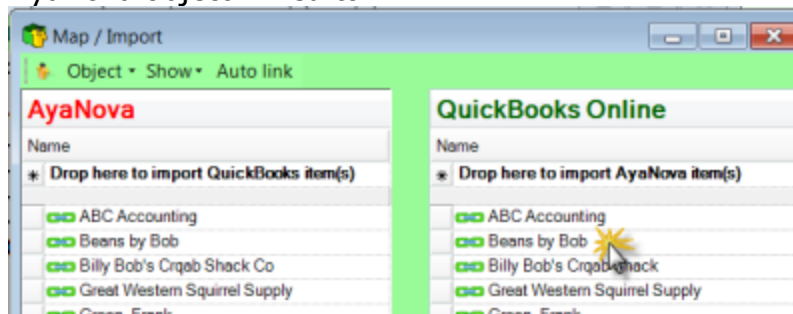
5. Select OK to exit out of.

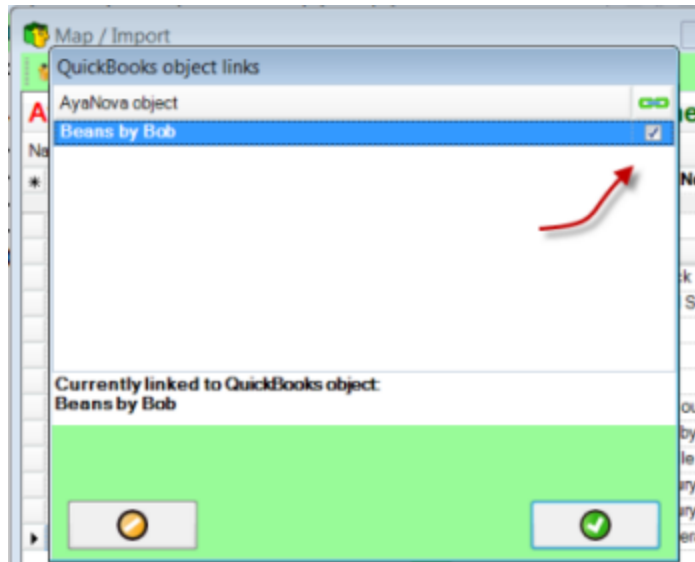


### **Unlink by the linked QuickBooks Online object:**

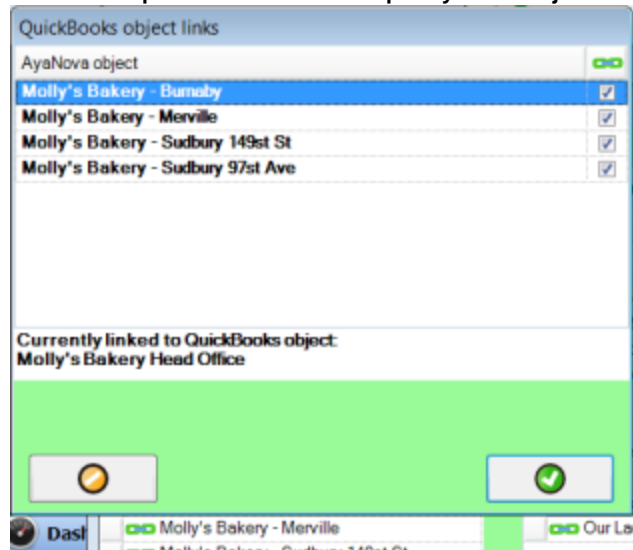
As it is possible to have multiple AyaNova objects linked to a single QB Online object, the unlink steps are slightly different.

1. Select the linked QB Online object to display the information on the AyaNova object linked to

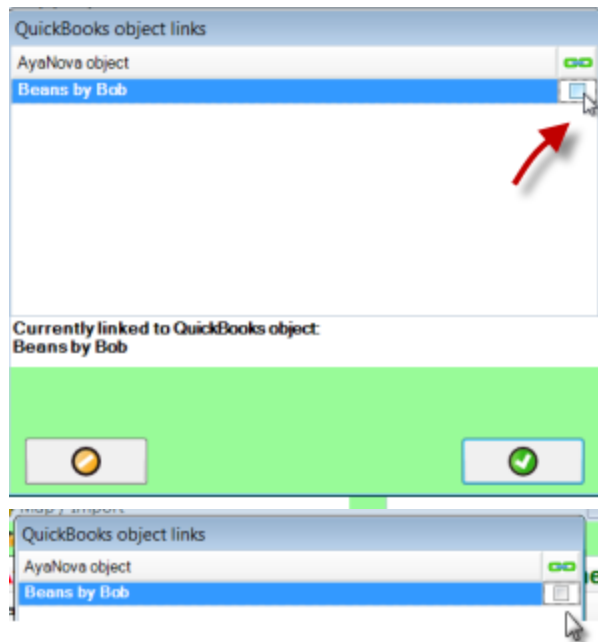




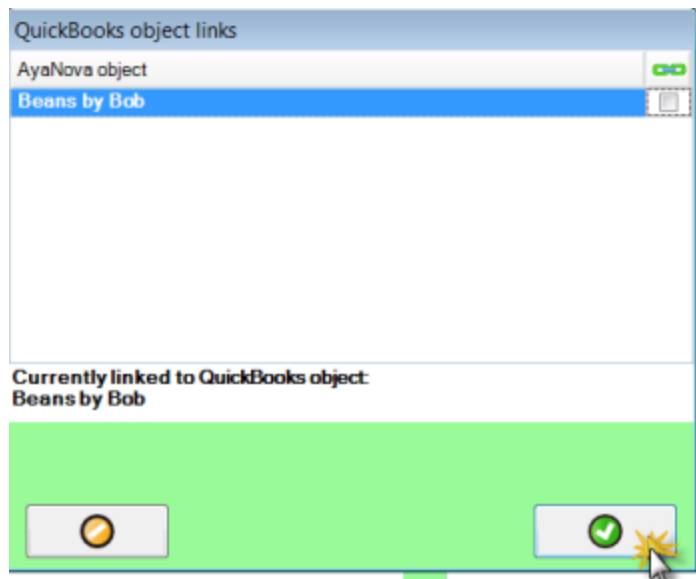
Note it is also possible to have multiple AyaNova objects linked to a single QB Online object



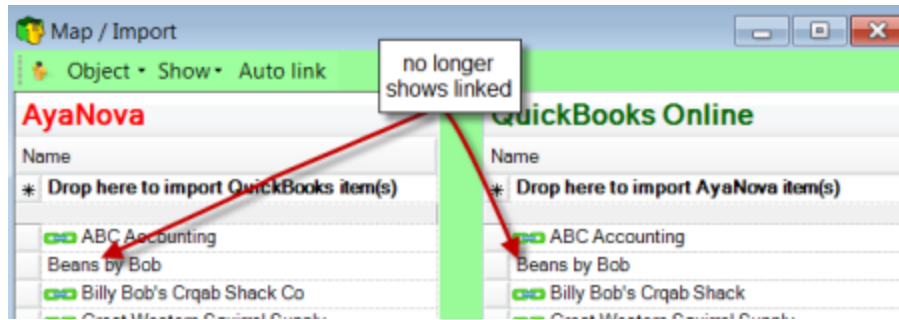
3. Uncheck the checkmark under the link symbol for the AyaNova object you no longer want linked to this QB Online object



4. Click on OK



5. Now shows unlinked between the two objects

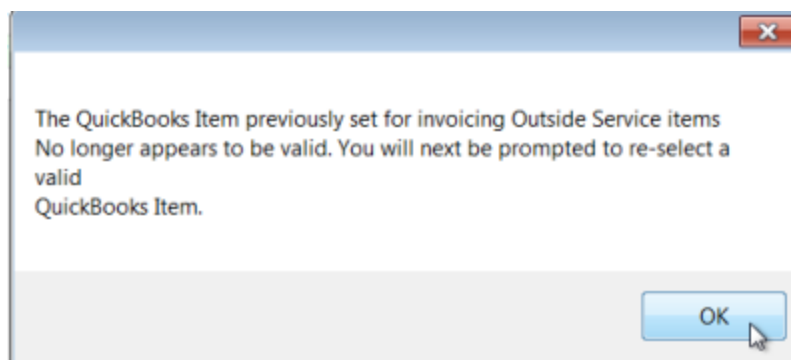


### 3.1.5 If delete or remove linked items in QuickBooks

Every time once you load QBOI and authenticate to your QB Online database and every time you Refresh QBOI connection, QBOI will run a pre-flight check:

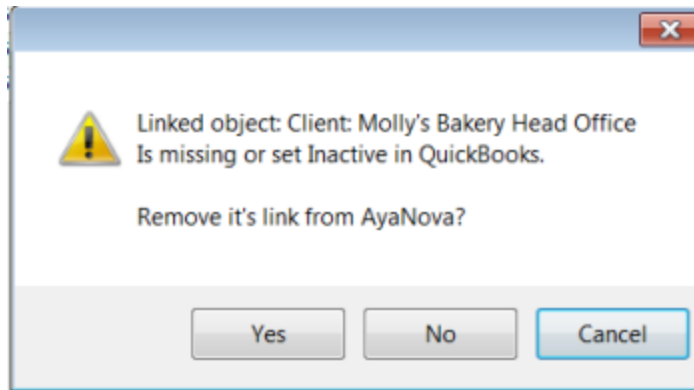
- to confirm all required Preferences have been set
- to confirm that Preferences that were previously set are still valid (i.e. the object is still active and available)
- to obtain a cache of your QB Online data and your AyaNova data to display in your Map & Import
- to confirm that objects that were previously linked are still valid (i.e. the object is still active and available)

If QBOI identifies that object selected in your Preferences is no longer active or available, you will be presented with notification of this such as example below:



- This may be an indication that you have connected to a different QB Online database then you used before.
- This may be an indication that the QB Online item has been set to inactive

If QBOI identifies that previously linked object is missing or set to inactive, you will be presented with options as per the example below:



If this message is unexpected, it would be recommended to select Cancel so that QBOI will shut down. Then exit out of your AyaNova, and check the following:

- This may be an indication that you have connected to a different QB Online database then you used before.
- This may be an indication that the QB Online item has been set to inactive

QBOI will prompt each unlinked or missing QuickBooks Online object one by one, identifying if the item's "item name" is missing or set to Inactive in QuickBooks Online and confirming if you want to remove the link.

QBOI will prompt Yes, No or Cancel.

- If you select Yes the item will be unlinked - examples of use are items that have been set to inactive on purpose
- If you select No QBOI will go on to the next mismatch in the list if any. NOTE that if you select No, QBOI will end up displaying data **that may be incorrect.**
- If you select Cancel QBOI will abort the startup and shut down itself. Exit out of AyaNova. Log into AyaNova and [start again](#).

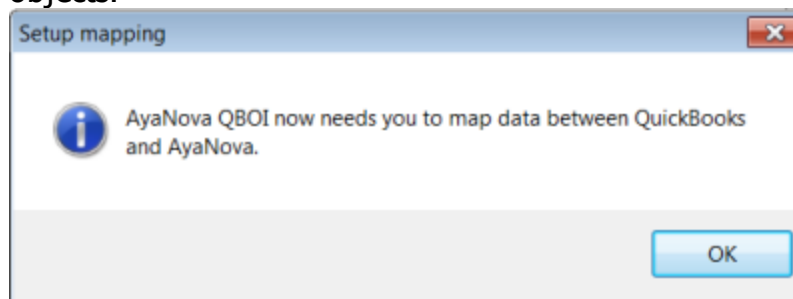


## 3.2 How to import QuickBooks data into AyaNova

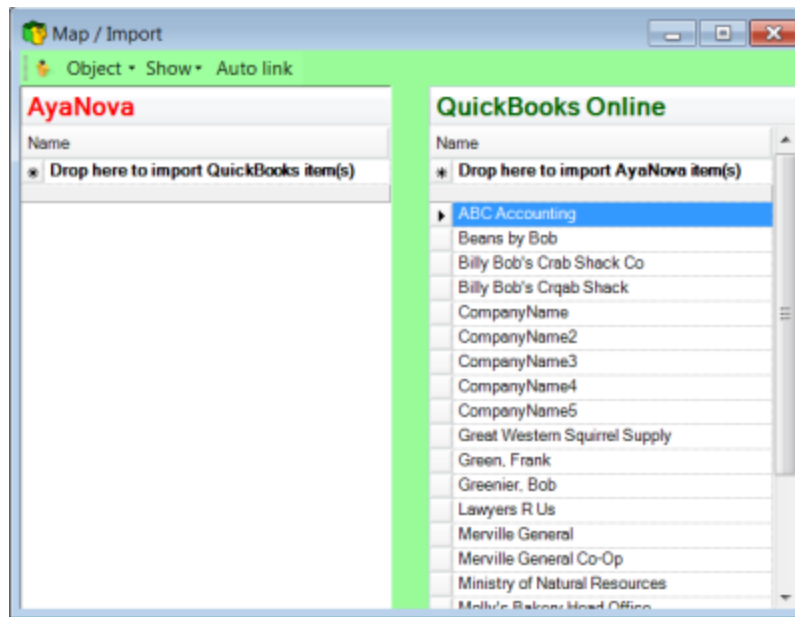
### 3.2.1 Why would I want to import my QB Online data into my AyaNova database?

#### Why would I import QB Online data into my AyaNova database?

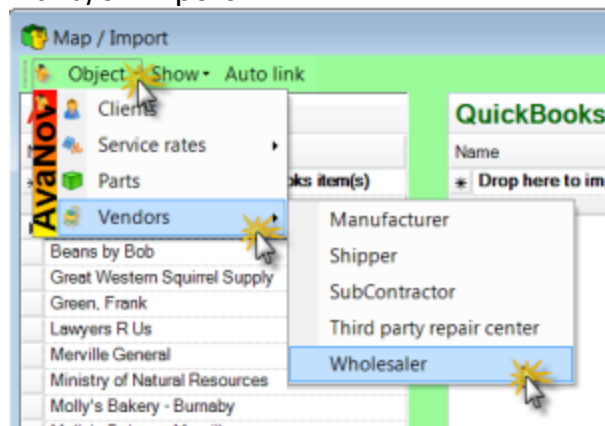
- Importing your QB Online data into your AyaNova database automatically **links** the data between your two databases (your AyaNova database and your QB Online database) via QBOI so that the workorder's AyaNova customer and its billable charges (i.e. parts and qty, service rate and qty) are linked to the correctly linked QB Online customer and its billable charges (i.e. inventory items, non-inventory items, )
- And by having these linked via QBOI, you can also easily and quickly [update existing information](#) from one database to the other (i.e. update information about a customer's address that you had edited in AyaNova into your QB Online database; or update information about an inventory item you had edited in QB Online and now want in your AyaNova database)
- If you are starting with a new empty AyaNova database, save yourself time by importing your QB Online data.
- Importing your existing QB Online data into your AyaNova database **saves you time** - no need to manually create the same record in your AyaNova database.
- If you have just finished configuring QBOI for the first time, after the following message QBOI will open to the Map/Import screen defaulting to the Clients objects.



*This is an example screenshot only - you may have data on your AyaNova side and/or you will have different data on your QuickBooks side*



- Or if at any time you need to link existing AyaNova objects with existing QB Online objects at any time, select the menu **Tools**, than **Map and import** to open the **Map/Import** screen - defaults to the Client Object selected, showing the AyaNova clients on the left and QuickBooks Online customers on the right.
- Select the menu **Object** to drop down to select other objects you want to link and/or import



### 3.2.2 Import via QBOI Main - customers, items, services, vendors

[Minimum AyaNova data to have been created before map/importing your QB Online data into your AyaNova](#)  
[Basic steps to import a single object into your AyaNova database](#)

## **Basic steps to import multiple objects of the same type into your AyaNova database**

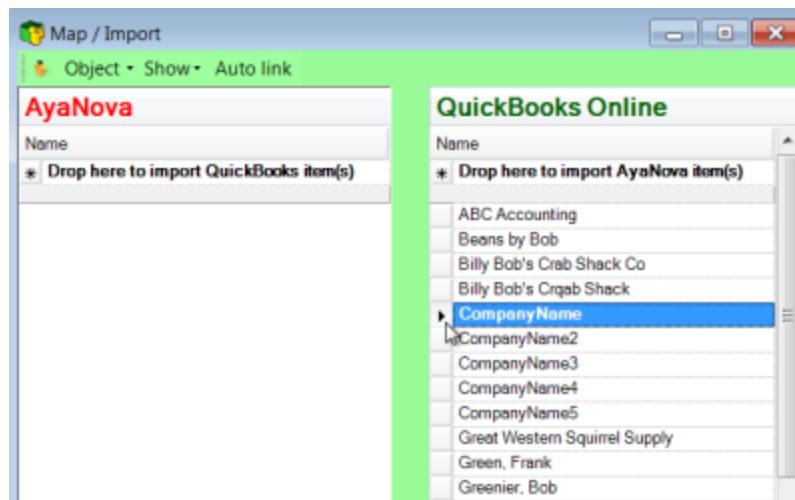
- Using SHIFT while selecting the first and last object listed continuously
- Using CTRL while selecting non-continuously listed objects

## **Minimum AyaNova data to have been created before map/importing your QB Online data into your AyaNova**

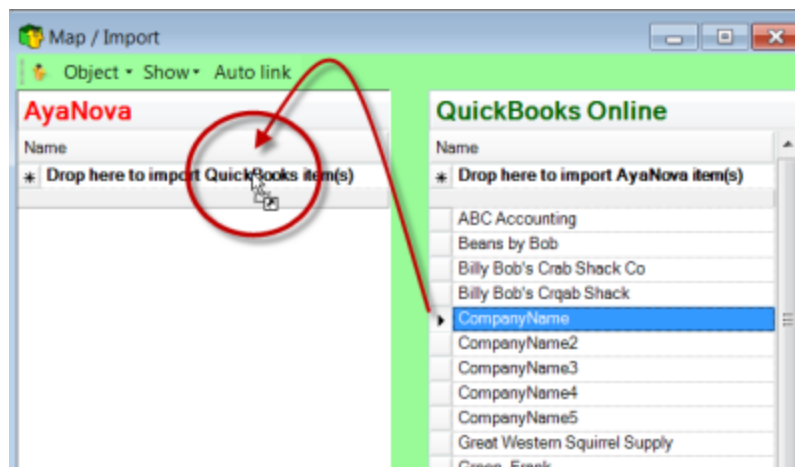
- [Erase the existing sample and testing data](#) in your AyaNova database
- Create at minimum two Workorder Statuses - one Workorder Status that would be selected to indicate workorder is ready for invoicing, and another for when workorder has been invoiced via QBOI into your QB Online so can be selected in your [Preferences](#)
- Create your [AyaNova Tax Codes](#) - QBOI is not able to import your existing QB Online tax codes into AyaNova
- Set your [AyaNova Global Settings](#)
- [Follow along with the rest of the suggestion order of setting up your AyaNova](#)

## **Basic steps to import a single object into your AyaNova database**

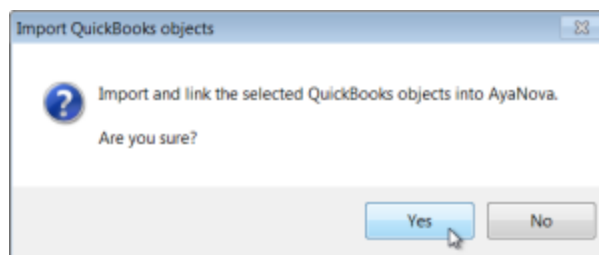
1. Click and hold down on the object indicator (the square to the left of the AyaNova client or vendor) *<you will note that the object indicator now shows an arrow within it>*




2. Now drag it to the **Drop here to import AyaNova item(s)** <you will note that your cursor changes to a  while being dragged>

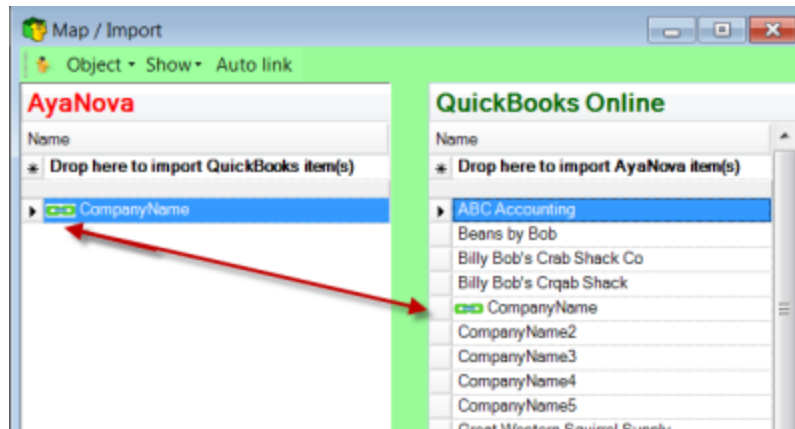


3. Release over the **Drop here to import AyaNova item(s)** and confirmation that you want to import will display.



4. And then the imported AyaNova object will display on the AyaNova "side"

along with the linked symbol  just like that shown in [How to manually link existing data](#)



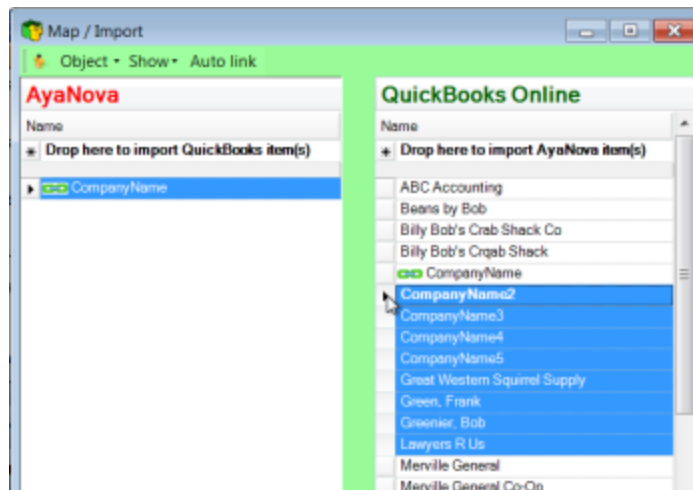
## Basic steps to import multiple objects of the same type into your AyaNova database

Two ways:

- 1st using SHIFT if selecting continuous list of objects;
- 2nd using CTRL if selecting non-continuous objects in list

### 1st method using SHIFT if selecting continuous list of objects

1. Select the first QuickBooks Online item and then holding the SHIFT key when you select the last QB Online object in a continuous list <note how all from the first selected to the last are highlighted> .

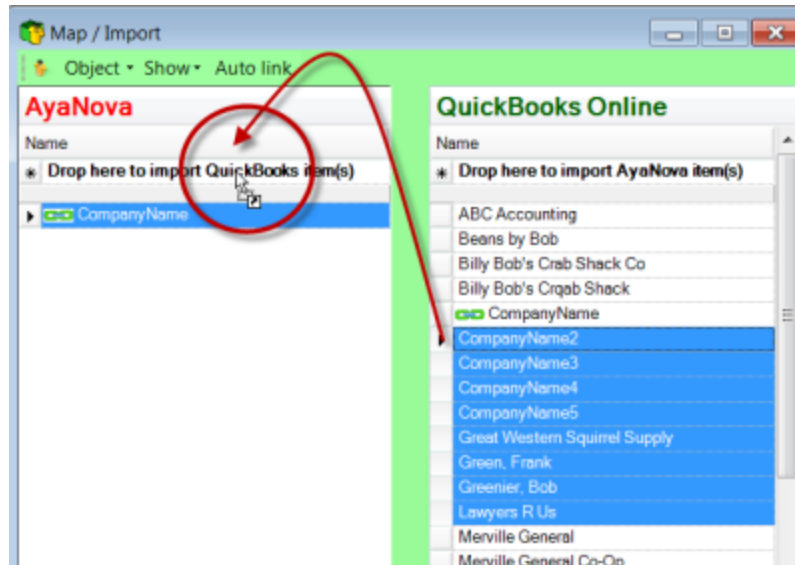


2. Now drag it to the **Drop here to import QuickBooks item(s)** <you will

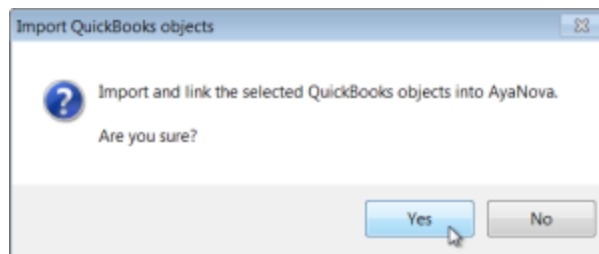
note that your cursor changes to a



while being dragged>



3. Release over the **Drop here to import QuickBooks item(s)** and confirmation that you want to import will display.

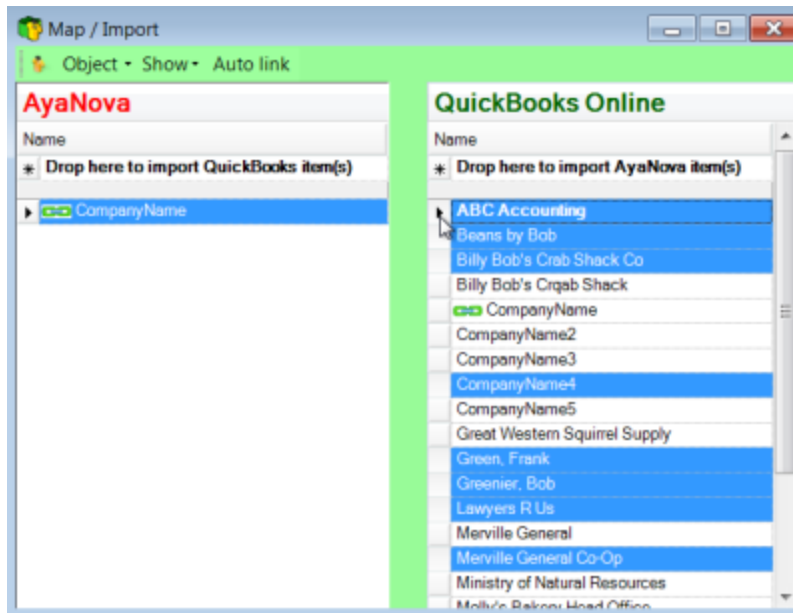


4. And then the imported AyaNova object(s) will display on the AyaNova "side"


along with the linked symbol  just like that shown in [How to manually link existing data](#)

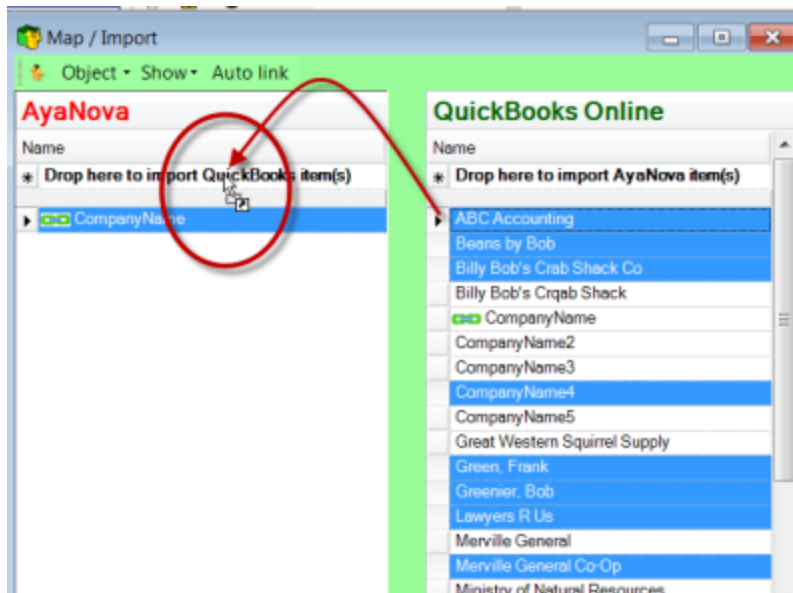
## 2nd method using CTRL if selecting non-continuous objects in list

1. Select the first QuickBooks Online item, hold the CTRL key and select each additional QB Online items <note how only the items selected are highlighted> .

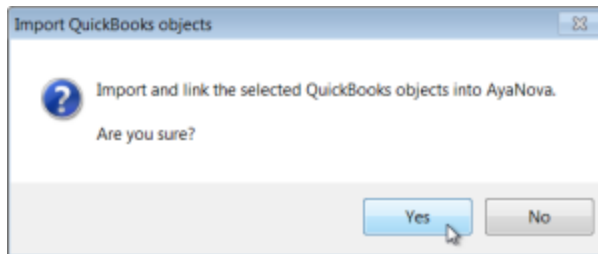


2. Now drag it to the **Drop here to import Quickbooks item(s)** <you will


note that your cursor changes to a  while being dragged>



3. Release over the **Drop here to import QuickBooks item(s)** and confirmation that you want to import will display.



4. And then the imported AyaNova object(s) will display on the AyaNova "side"

along with the linked symbol  just like that shown in [How to manually link existing data](#)

**NOTE:** QBOI only obtains QuickBooks Online and AyaNova information when QBOI first loads

If you enter new information into either QuickBooks Online or AyaNova with QBOI running, you need to [refresh the connections](#)

### 3.2.3 QuickBooks customers data that is imported into AyaNova

When [importing your QB Online customer data into your AyaNova database](#) using QBOI, the following identifies the specifics fields of data that will be imported into the AyaNova client from a QuickBooks Online customer:

- If a field is not listed here as imported, than that QB Online field's data is not imported into the AyaNova object.
- As Intuit makes more fields available for importing, we hope to add more fields imported. Let us know which in particular and we will certainly check to see if has been made available!

#### **Note the following:**

- It is expected that QBOI will import **all** lines from the QB Online customer record first Address field into the Street field of an AyaNova client record Address (be it Billing to Postal or Shipping to Physical). So if your QB Online address field includes the customer's name, that too will be imported into the Street field in your AyaNova.
- QuickBooks Online Tax Codes **are not** importable into AyaNova. An invoice in QuickBooks Online created by QBOI uses the tax codes set up for the QuickBooks Online object (i.e. client or the part depending on your country version of QB Online) - QBOI does **not** transfer nor do anything with the tax code selected in the AyaNova service workorder.



**The fields of data that are imported from a QB Online Customer object to an AyaNova Client object are:**

<b>QB Online customer</b>	<b>AyaNova client</b>
1. Display Name as	Client Name
2. Email	Email
3. Phone	Business
4. Fax	Fax
5. Other	Home
6. Shipping Address	Physical Address
6a.	Street
6b.	City
6c.	State or Province
6d.	Postal / Zip code
6e.	Country
7. Billing Address	Postal Address
7a.	Street
7b.	City
7c.	State or Province
7d.	Postal / Zip code
7e.	Country

**QuickBooks Online client fields identified:**

The screenshot shows the 'Customer information' form in AyaNova. It is divided into several sections: Personal Information, Company Information, Address, and Shipping Information. Red boxes with numbers 1 through 7d are placed over specific fields to identify them for mapping.

Title	First name	Middle name	Last name	Suffix
	Bob	Shermen	Blower	

**Company**

Company Name

\*Display name as: CompanyName (1)

Print on check as: ☒ Use display name

Company Name

**Email** (2): email@email.com

**Phone** (3): 777-777-1111

**Mobile**: (777) 777-4444

**Fax** (4): 777-777-2222

**Other** (5): (777) 777-3333

**Website**: http://www.comapnyname.com

☐ Is sub-cust

Enter parent customer:  Bill with parent:

**Address** (7)

**Billing address** (7a, 7b, 7c, 7d, 7e)

1st line postal street address  
2nd line postal street address  
3rd line postal street address  
4th line postal street address

Citynamepostal (7b) Statenamepostal (7c) ZIPpostal1111 (7d) USA (7e)

**Shipping address** (6, 6a, 6b, 6c, 6d, 6e)

1st line physical street address (6a)  
2nd line physical street address  
3rd line physical street address  
4th line physical street address

Cityname (6b) Statename (6c) ZIPCODE1111 (6d) USA (6e)

Same as billing address: ☐

Buttons: Cancel, Make inactive, Privacy, Save

**AyaNova client fields identified:**

The screenshot shows a software interface titled "CompanyName" with a toolbar containing icons for a printer, puzzle pieces, a floppy disk, a folder, a star, a clock, a key, a document, and a hard drive. The form includes the following fields and controls:

- ☒ Active
- Client name: CompanyName (highlighted with a red box labeled 1)
- Account Number: [Empty text box]
- Region: ALL REGIONS (dropdown menu)
- Web Address: [Empty text box]
- Dispatch Zone: - (dropdown menu)
- Client Group: - (dropdown menu)
- Contact: [Empty text box]
- Email: email@email.com (highlighted with a red box labeled 2)
- Business: 777-777-1111 (highlighted with a red box labeled 3)
- Fax: 777-777-2222 (highlighted with a red box labeled 4)
- Home: 777-777-3333 (highlighted with a red box labeled 5)
- Mobile: [Empty text box]
- Pager: [Empty text box]
- Physical Address: [Empty text box] (highlighted with a red box labeled 6)

Below the Physical Address field, there is a section for address details:

- 1st line physical street address
- 2nd line physical street address
- 3rd line physical street address
- 4th line physical street address
- Cityname Statename ZIPCODE1111
- USA

Address

Cancel Customize text

Street

1st line postal street address 7a

2nd line postal street address

3rd line postal street address

City 7b

Citynamepostal

State or Province 7c

Statenamepostal

Postal / ZIP Code 7d

ZIPpostal1111

Country 7e

USA

### 3.2.4 QuickBooks vendors data imported into AyaNova

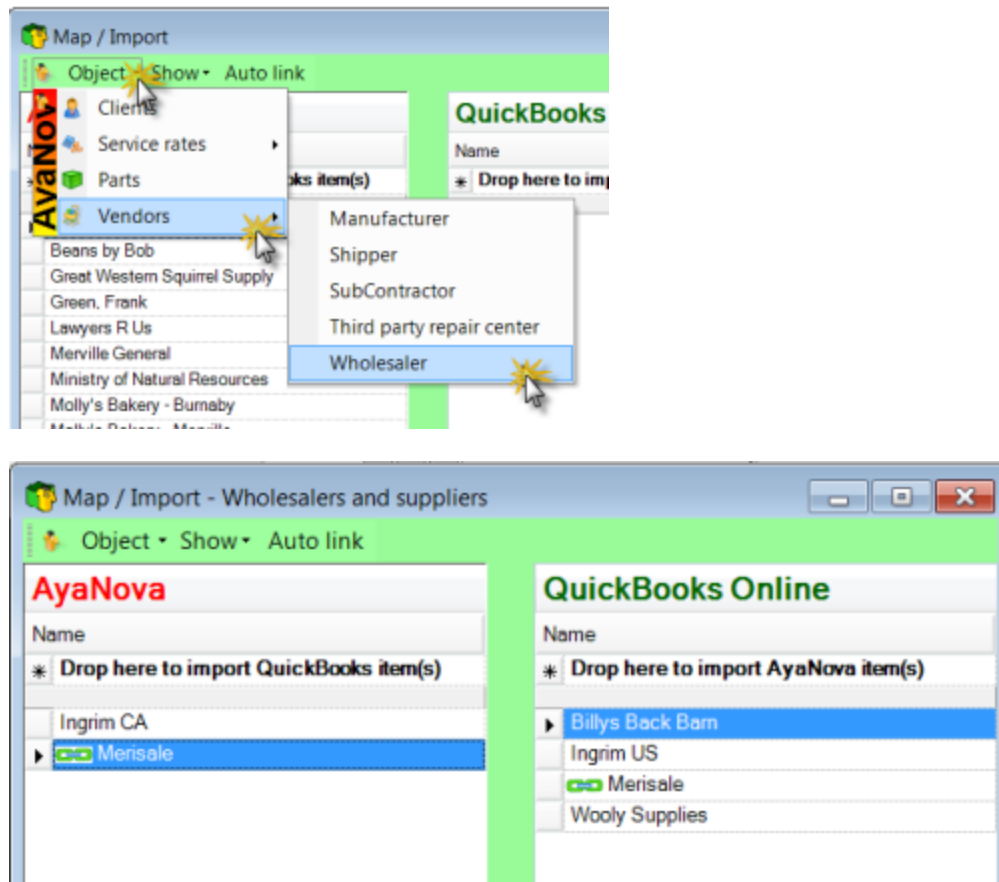
When [importing your QB Online vendor data into your AyaNova database](#) using QBOI, the following identifies the specifics fields of data that will be imported into the AyaNova vendor from a QuickBooks Online vendor:

- If a field is not listed here as imported, than that QB Online field's data is not imported into the AyaNova object.
- As Intuit makes more fields available for importing, we hope to add more fields imported. Let us know which in particular and we will certainly check to see if has been made available!

#### **NOTE the following 3 important aspects of importing your QB vendor:**

- The AyaNova vendor type set in the imported AyaNova vendor entry screen is dependent on the QBOI Main object vendor type selected **before** importing

For example: if you want the QB Online vendor imported to be set as a Wholesaler in AyaNova, you would select **Object - > Vendors -> Wholesaler**



**The fields of data that are imported from a QuickBooks Online Vendor object to an AyaNova Vendor object are:**

<b>QuickBooks Online vendor</b>	<b>AyaNova vendor</b>
1. Display Name As	Vendor Name
2. Account No.	Account Number
3. Email	Email
4. Phone	Business
5. Fax	Fax
6. Other	Home
7. Address	Postal Address
7a.	Street
7b.	City
7c.	State or Province
7d.	Postal / Zipcode
7e.	Country

## QuickBooks Online vendor fields identified:

**Vendor Information**

Billy  Thorn  sales42434@examplemerisale.com **3**

**Company**  
 Merisale US

**\*Display name as**  
 Merisale **1**

**Print on check as** ☒ Use display name  
 Merisale **7**

**Address** [map](#) **7**  
 123 Shipping Lane **7a**  
 Moosehead **7b**  AB **7c**  
 12123 **7d**  USA **7e**

**Notes**  
 Notes about this vendor

**Attachments** Maximum size: 25MB  
 Drag/Drop files here or click the icon

**Phone**  (555) 555-0127 **4** **Mobile**  (555) 555-0129 **Fax**  (555) 5550128 **5**  
**Other**  (555) 5551111 **6** **Website**  http://www.merisale.com  
**Billing rate (/hr)**  **Terms**  Enter Text  
**Opening balance**  **as of**  07/19/2017  
**Account no.**  42434 **2**  
**Business ID No.**   
☐ Track payments for 1099

Cancel  Make inactive  Privacy  Save

## AyaNova vendor fields identified:

**Merisale**

☒ Active

**Vendor Name**  Merisale **1**  
**Account Number**  42434 **2**  
**Web Address**   
**Vendor Type**  Wholesaler

**Postal Address** **7**  
 123 Shipping Lane  
 Moosehead AB 12123  
 USA

**Contact**   
**Email**  sales42434@examplemerisale.com **3**  
**Business**  (555) 5550127 **4**  
**Fax**  (555) 5550128 **5**  
**Home**  (555) 5551111 **6**  
**Mobile**   
**Pager**   
**Notes**

The screenshot shows a standard Windows-style dialog box titled "Address". It contains five input fields, each with a red box and a label to its right indicating the field to be mapped:

- Street:** "123 Shipping Lane" (labeled 7a)
- City:** "Moosehead" (labeled 7b)
- State or Province:** "AB" (labeled 7c)
- Postal / ZIP Code:** "12123" (labeled 7d)
- Country:** "USA" (labeled 7e)

At the top of the dialog, there are icons for a folder, a clock, a green checkmark, and a "Cancel" button. To the right of the checkmark is a "Customize text" button.

### 3.2.5 QuickBooks Items (Inventory or Non-inventory) data imported into AyaNova

When [importing your QB Online Item \(Inventory Item or Non-inventory Item\) data into your AyaNova database using QBOI](#), the following identifies the specifics fields of data that will be imported into the AyaNova Part from a QuickBooks Online Item (Inventory Item or Non-inventory Item):

- If a field is not listed here as imported, than that QB Online field's data is not imported into the AyaNova object.
- As Intuit makes more fields available for importing, we hope to add more fields imported. Let us know which in particular and we will certainly check to see if has been made available!

**NOTE:** QBOI **does not** import your QB Online Item's Quantity On Hand nor its Reorder Point.

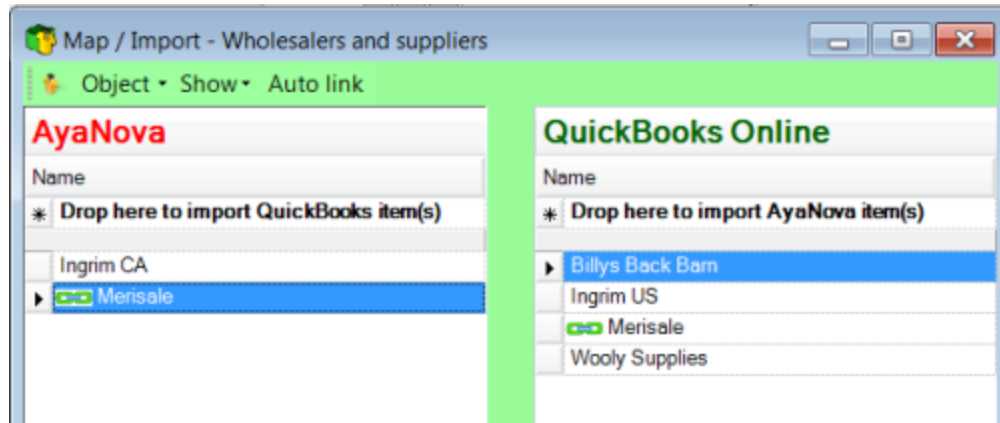
- If you want to track On Hand amounts in your AyaNova as well as in your QB Online version that supports Inventory Items, once imported into your AyaNova, then perform [Part Adjustments for opening inventory for all parts as per the AyaNova tutorial](#)
- If you do NOT want to track On Hand amounts in your AyaNova, nor any other inventory related features (i.e. Part Requests, Purchase Orders) then [turn off your inventory in your AyaNova via your Global Settings](#)

**NOTE:** Before QBOI Main will complete the import of your selected QB Online Item(s) into your AyaNova, QBOI will ask you to either <DO NOT SET VENDOR> in the imported AyaNova part(s) **OR** to select a specific existing AyaNova Wholesaler.

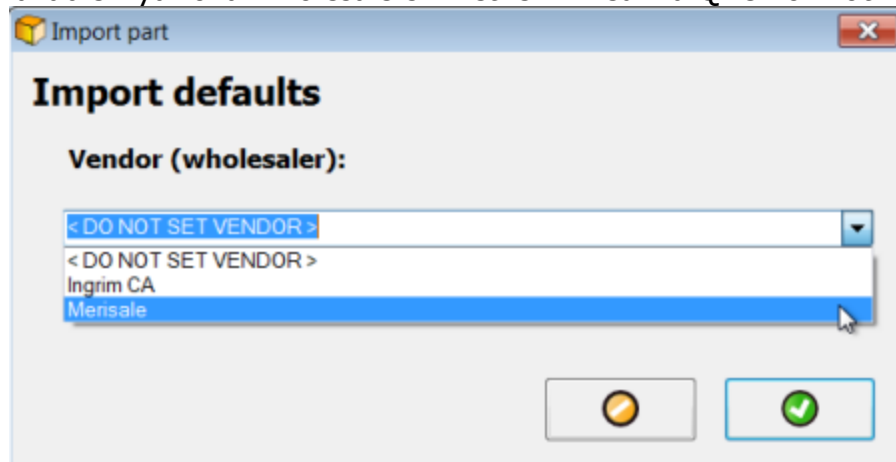
You **WILL want to select an existing AyaNova wholesaler if** you plan on using AyaNova's inventory features such as Part Requests, Purchase Orders, etc.

For example:

Your QBOI Main Tools -> Map & Import -> Objects -> Vendors -> Wholesalers looks like:



So every time you select one or more QB Online Item(s) to import using Tools -> Map & Import -> Objects -> Parts, QBOI will display for selection the available AyaNova Wholesalers whether linked via QBOI or not.



**The fields of data that are imported from a QuickBooks Online Item (of type Inventory or Non-inventory) object to an AyaNova Part object are:**


	QuickBooks Online Item	AyaNova part
1	Item Name/Number	Part Number
2	Description on Sales Transactions	Part Name



3	Sales Price	Retail Charge
4	Cost	Cost
5		Wholesaler (*only if selected at time
of QBOI import)		

## QuickBooks Online Item (inventory) fields identified:

Product/Service information

 Inventory

Name\*  
CAB1064 **1**

SKU  
5295719741011

Category  
Choose a category ▼

Quantity on hand 2  
Adjust: [Quantity](#) | [Starting value](#)

Reorder point   
[What's the reorder point?](#)

Inventory asset account  
Inventory ▼

Sales information  
CAB1064 - KYBD EXT-DIN5M DIN5F 6FT - APC **2**

Sales price/rate  **3**

Income account  
Sales ▼

☒ Is taxable

Purchasing information  
Merisale

Cost  **4**

Expense account  
Cost of Goods Sold ▼

**Save and close** ▼

**AyaNova Part fields identified:**

### 3.2.6 QuickBooks Items (Service) data imported into AyaNova

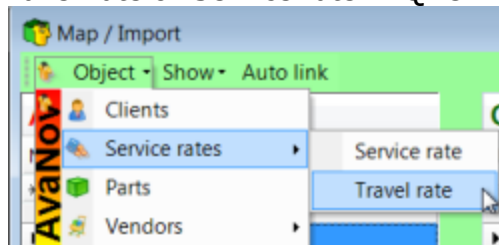
When [importing your QB Online Item \(Service or Other Charges\) data into your AyaNova database via QBOI](#), the following identifies the specifics fields of data that will be imported into the AyaNova rate (Service Rate or Travel Rate) from a QuickBooks Online Item (Service or Other Charges):

- If a field is not listed here as imported, than that QB Online field's data is not imported into the AyaNova object.
- As Intuit makes more fields available for importing, we hope to add more fields imported. Let us know which in particular and we will certainly check to see if has been made available!

**The fields of data that are imported from a QuickBooks Online Item (of type Service or Other Charge) object to an AyaNova Rate object are:**

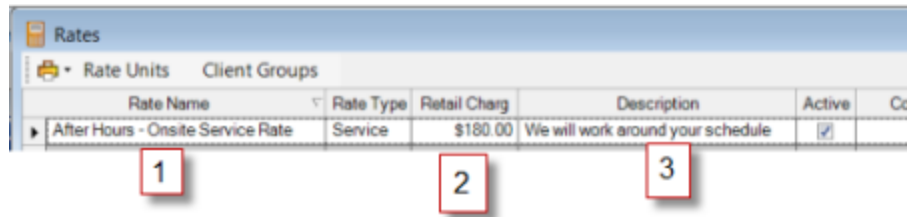
	QuickBooks Online Item	AyaNova rate
1	Name	Rate Name
2	Sales information	Description
3	Sales Price/Rate	Retail Charge
4		Rate Type*

\*Whether a QuickBooks Online Item (of type Service or Other Charge) is imported as a Service type or a Travel type is dependant on that you selected Travel rate or Service rate in QBOI



### QuickBooks Online Item (Service) fields identified:

A screenshot of the 'Product/Service information' form in QuickBooks Online. The form is for a 'Service' type item. The following fields are identified with red boxes and numbers:  
1. Name\*: 'After Hours - Onsite Service Rate'  
2. Sales price/rate: '180'  
3. We will work around your schedule: (checkbox checked)  
Other visible fields include: SKU, Category (dropdown), Income account (dropdown, 'Sales'), Is taxable (checkbox checked), and Purchasing information (checkbox unchecked). A 'Save and close' button is at the bottom right.

**AyaNova Rate fields identified:**

The screenshot shows a software window titled "Rates" with a tabbed interface. The "Rate Units" tab is selected, showing a table with columns: Rate Name, Rate Type, Retail Charge, Description, Active, and Co. A single row is visible with the following data: "After Hours - Onsite Service Rate", "Service", "\$180.00", "We will work around your schedule", and a checked checkbox in the Active column. Three red boxes with numbers are overlaid on the table: box 1 is under "After Hours - Onsite Service Rate", box 2 is under "\$180.00", and box 3 is under "We will work around your schedule".

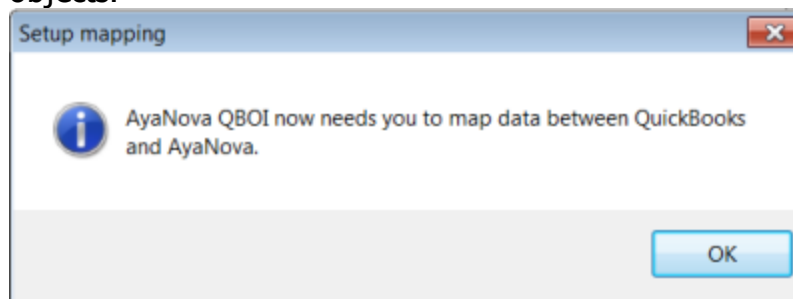
Rate Name	Rate Type	Retail Charge	Description	Active	Co
After Hours - Onsite Service Rate	Service	\$180.00	We will work around your schedule	<input checked="" type="checkbox"/>	

### 3.3 How to import AyaNova data into QuickBooks

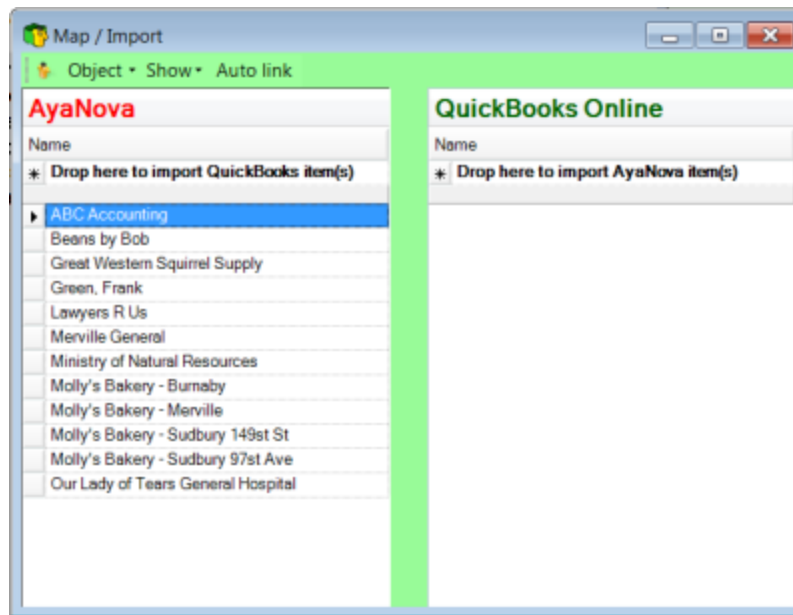
#### 3.3.1 Why would I want to import my AyaNova data into my QB Online database?

##### Why would I import AyaNova data into my QB Online database?

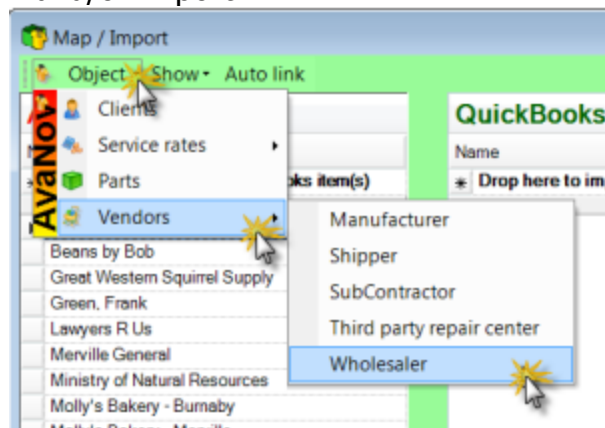
- Importing your AyaNova data into your QB Online database automatically **links** the data between your two databases (your AyaNova database and your QB Online database) via QBOI so that the workorder's AyaNova customer and its billable charges (i.e. parts and qty, service rate and qty) are linked to the correctly linked QB Online customer and its billable charges (i.e. inventory items, non-inventory items, )
- And by having these linked via QBOI, you can also easily and quickly [update existing information from one database to the other](#) (i.e. update information about a customer's address that you had edited in AyaNova into your QB Online database; or update information about an inventory item you had edited in QB Online and now want in your AyaNova database)
- If you are starting with a new empty QB Online, save yourself time by importing your AyaNova data without the need to enter in again!
- Importing your existing AyaNova data into your QB Online database **saves you time** - no need to manually enter the same record in your QB Online database.
- If you have just finished configuring QBOI for the first time, after the following message QBOI will open to the Map/Import screen defaulting to the Clients objects.



*This is an example screenshot only - you may have data on your QuickBooks Online side and/or you may have different data on your AyaNova side*



- Or if at any time you need to link existing AyaNova objects with existing QB Online objects at any time, select the menu **Tools**, than **Map and import** to open the **Map/Import** screen - defaults to the Client Object selected, showing the AyaNova clients on the left and QuickBooks Online customers on the right.
- Select the menu **Object** to drop down to select other objects you want to link and/or import



### 3.3.2 Import via QBOI Main - clients, vendors, parts, rates

2 ways to import your AyaNova clients and/or parts into your QB Online database:

1. Can do so via QBOI Main with the basics **as outlined below**.
2. **Or** you can import your AyaNova clients and/or parts into your QB Online database [via the the AyaNova relevant grid or entry screen](#).

There is only 1 way to import AyaNova vendors and/or AyaNova rates:

1. Can do so via QBOI Main with the basics how to do so outlined below.

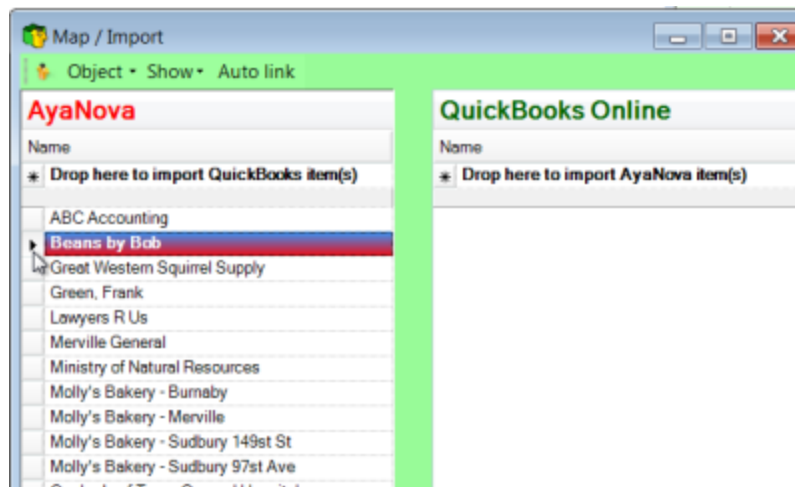
**Basic steps how to import a single object into your QB Online database via QBOI**

**Basic steps how to import multiple objects of the same type into your QB Online database via QBOI**

- Using **SHIFT** while selecting the first and last object listed continuously
- Using **CTRL** while selecting non-continuously listed objects

**Basic steps to import a single AyaNova object into your QB Online database:**

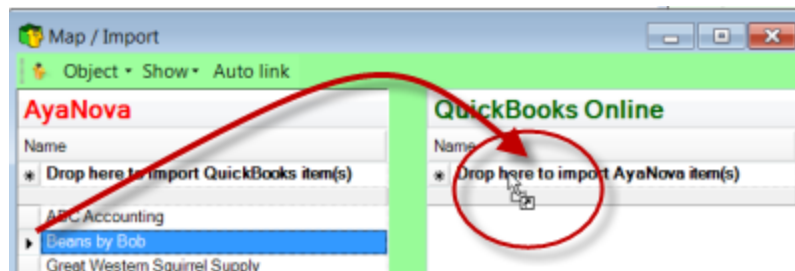
1. Click and hold down on the object indicator (the square to the left of the AyaNova client or vendor) *<you will note that the object indicator now shows an arrow within it>*



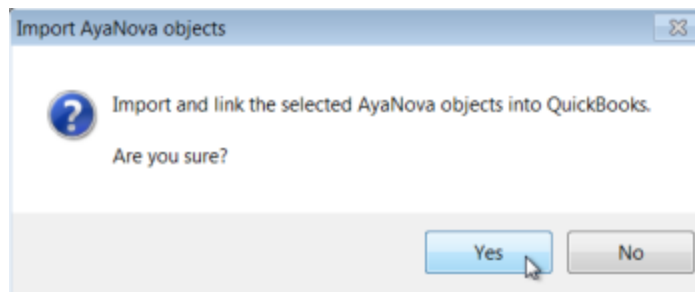
2. Now drag it to the **Drop here to import AyaNova item(s)** *<you will note*

*that your cursor changes to a  while being dragged>*





3. Release over the **Drop here to import AyaNova item(s)** and confirmation that you want to import will display.



4. And then the imported QB Online object will display on the QuickBooks Online "side" along with the linked symbol just like that shown in [How to manually link existing data](#)

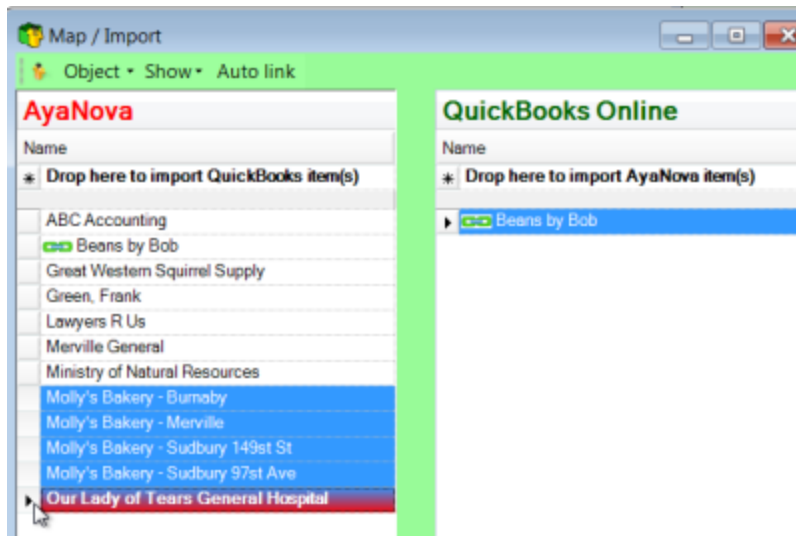
### Basic steps to import multiple AyaNova objects of the same type at one time:

Two ways:

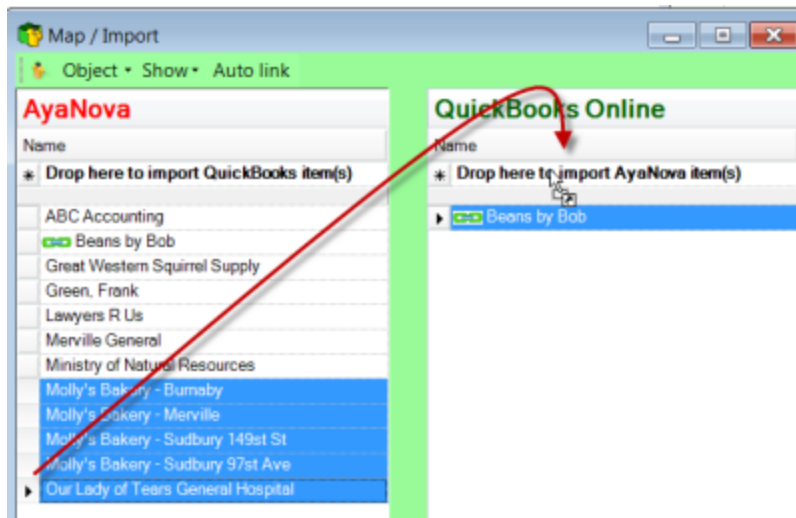
- 1st using SHIFT if selecting continuous list of objects;
- 2nd using CTRL if selecting non-continuous objects in list

#### 1st method using SHIFT if selecting continuous list of objects

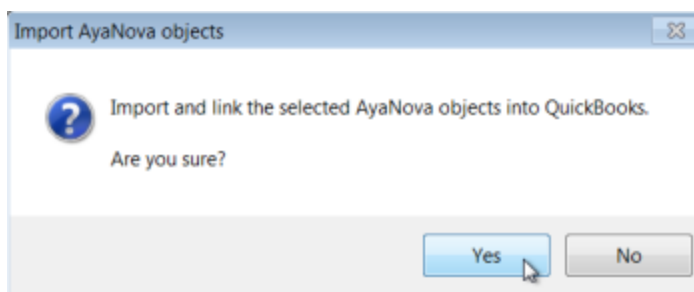
1. Select the first AyaNova object and then holding the SHIFT key when you select the last AyaNova object *<note how all from the first selected to the last are highlighted>* .



2. Now drag it to the **Drop here to import AyaNova item(s)** <you will note that your cursor changes to a  while being dragged>



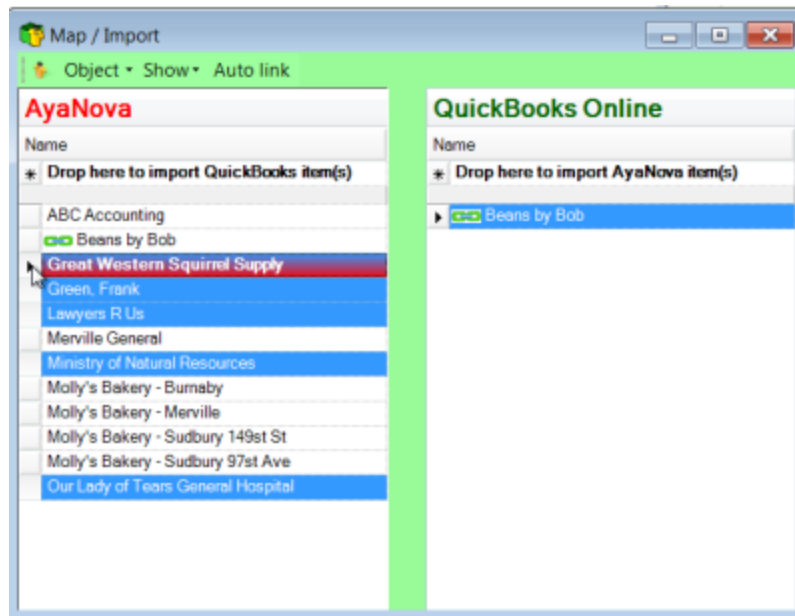
3. Release over the **Drop here to import AyaNova item(s)** and confirmation that you want to import will display.



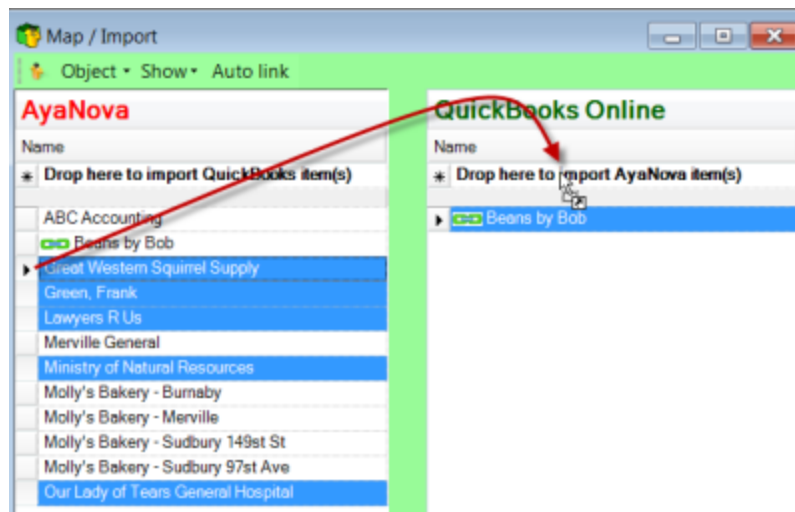
4. And then the imported QB Online object will display on the QuickBooks Online "side" along with the linked symbol just like that shown in [How to manually link existing data](#)

## 2nd method using CTRL if selecting non-continuous objects in list

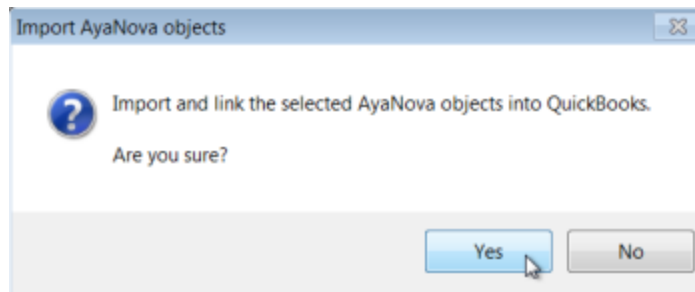
1. Select the first AyaNova item, hold the CTRL key and select more AyaNova items *<note how only the items selected are highlighted>*



2. Now drag it to the **Drop here to import AyaNova item(s)** *<you will note that your cursor changes to a  while being dragged>*



3. Release over the **Drop here to import AyaNova item(s)** and confirmation that you want to import will display.



4. And then the imported QB Online object will display on the QuickBooks Online "side" along with the linked symbol just like that shown in [How to manually link existing data](#)

**NOTE:** QBOI only obtains QB Online and AyaNova information when QBOI first loads

If you enter new information into either QuickBooks Online or AyaNova with QBOI running, you need to [refresh the connections](#)

### 3.3.3 Import via AyaNova grid or entry screen - clients and/or parts

2 ways to import your AyaNova clients and/or parts into your QB Online database:

1. Can do so [via QBOI Main](#).
2. **Or** you can import your AyaNova clients and/or parts into your QB Online database via the the AyaNova relevant grid or entry screen **as outlined below**

There is only 1 way to import AyaNova vendors and/or AyaNova rates:

1. Can do so [via QBOI Main](#).

### **Import your AyaNova Parts into your QB Online database from your AyaNova Parts grid/ entry screen menu option**

- Example of **importing a single AyaNova part** into your QB Online from your AyaNova parts grid
- Example of **importing multiple AyaNova parts** into your QB Online from your AyaNova parts grid

### **Import your AyaNova Clients into your QB Online database from your AyaNova Clients grid/ entry screen menu option**

- Example of **importing a single AyaNova client** into your QB Online from the Client's record itself
- Example of **importing AyaNova client(s)** into your QB Online from your AyaNova Clients grid

**Import your AyaNova Parts into your QB Online database using the QBOI quick menu options in the AyaNova Parts grid menu, and/or the Part's entry screen menu**

**Below is an example of importing a single AyaNova part into QuickBooks Online from the AyaNova Part grid:**

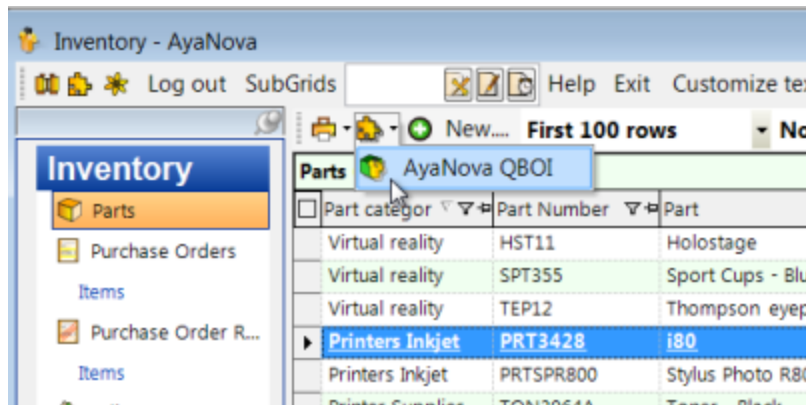
1. First select the part record you want to import by selecting its row selector



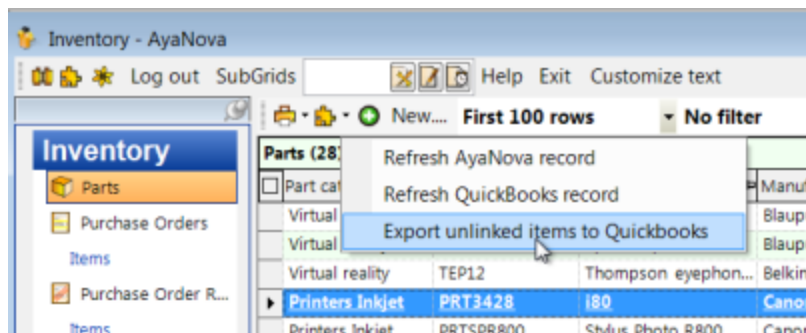
You can tell the row is selected as in addition to the row being highlighted, also all fields are underlined.

Part category	Part Number	Part	Manufactu
Virtual reality	HST11	Holostage	Blaupunkt
Virtual reality	SPT355	Sport Cups - Blue	Blaupunkt
Virtual reality	TEP12	Thompson eyephon...	Belkin
<u>Printers Inkjet</u>	<u>PRT3428</u>	<u>i80</u>	<u>Canon</u>
Printers Inkjet	PRTSPR800	Stylus Photo R800	Canon
Printer Scanline	TON3054A	Toner - Black	HP / Canon

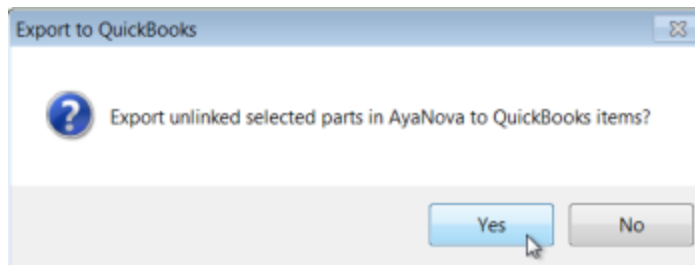
2. Select the PlugIns menu option in the Parts grid menu and select **AyaNova QBOI -> Export unlinked items to QuickBooks**



If the menu option Export item to QuickBooks is not listed, that means

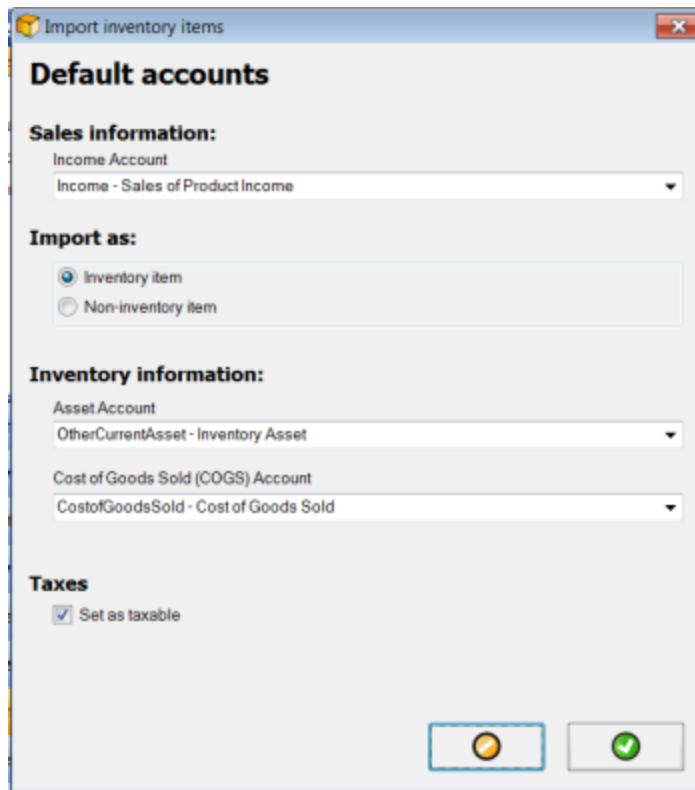


3. Select Yes to export



4. Select the QuickBooks Online COGS Account, Income Account and Asset Account for this part, and set whether taxable or not (or if non-US version of QB Online, select the specific Tax Code to use with with imported item in your QB Online)

*Image below is for a US version of QB Online Plus with Inventory ability, whereas a non-US version of QB Online would have an actual QB Online Tax Code selectable under Taxes*

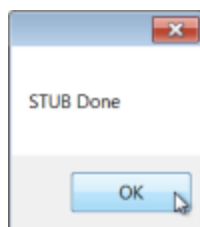


**NOTE:** If the object(s) pre-selected in a grid are already linked via your QBOI (i.e. mapped or imported previously into your QB Online), **or** if you already have an Item in your QB Online database with the same Number you may receive a message stating so.


Refer to what the message states is the issue.

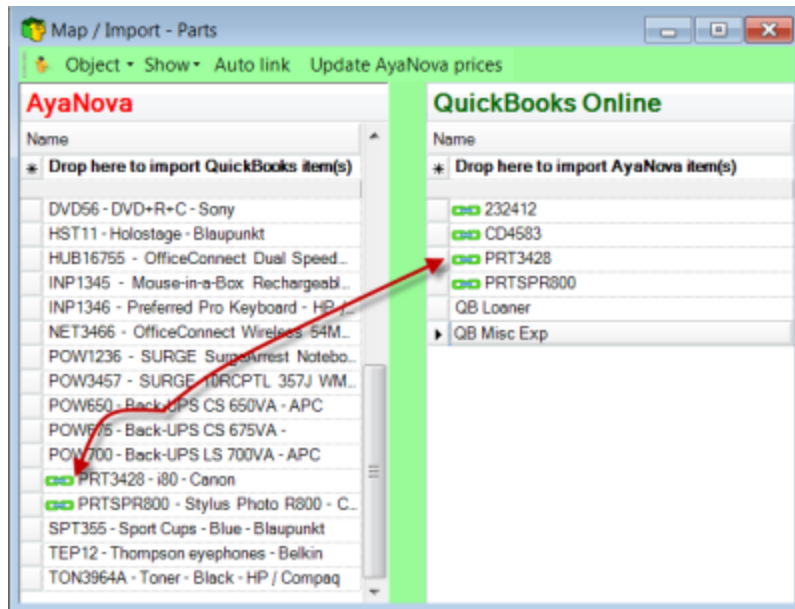
Also refer to [Common Issues & Messages](#)

5. Confirmation the part has been imported into your QB Online will show as STUB Done. Click OK.



6. Via your QBOI Main, the part number now shows under QuickBooks

Online as well shows as linked  when view your QBOI Tools -> **Map & Import -> Object -> Parts**



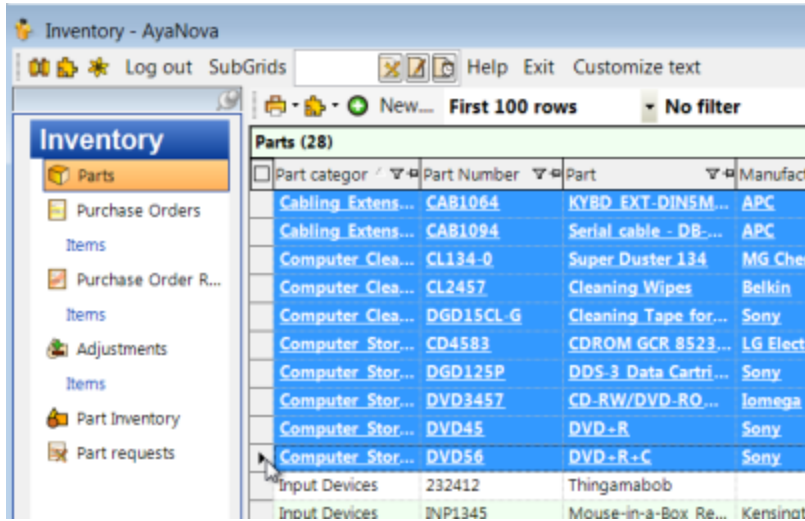
7. And in your refreshed QB Online, you can see that the Item with the [available imported fields of data](#) along with what the total of AyaNova On Hand amounts were at that time, and the total reorder amount.

**Below is an example of importing multiple AyaNova parts into your QB Online from the AyaNova Parts grid:**

1. Hold down the CTRL key on your keyboard for non-continuously listed part records when selecting,  
**or** hold down the SHIFT key selecting the first part and then the last part record you want to import for continuous listed parts.

You can tell what records are selected as in addition to the row being highlighted, also all fields are underlined.





Part category	Part Number	Part	Manufacturer
Cabling_Extens...	CAB1064	KYBD_EXT-DIN5M...	APC
Cabling_Extens...	CAB1094	Serial cable - DB...	APC
Computer_Clea...	CL134-0	Super Duster 134	MG Che
Computer_Clea...	CL2457	Cleaning Wipes	Belkin
Computer_Clea...	DGD15CL-G	Cleaning Tape for...	Sony
Computer_Stor...	CD4583	CDROM GCR 8523...	LG Elect
Computer_Stor...	DGD125P	DDS-3 Data Cartri...	Sony
Computer_Stor...	DVD3457	CD-RW/DVD-RQ...	Imega
Computer_Stor...	DVD45	DVD-R	Sony
Computer_Stor...	DVD56	DVD-R-C	Sony
Input Devices	232412	Thingamabob	
Input Devices	INP1345	Mouse-in-a-Box Re...	Kensinot

Then the exact same steps as above with importing a single AyaNova part into your QB Online would be followed - refer to above screenshots above for examples.

2. Select the PlugIns menu option in the Parts grid menu and select **AyaNova QBOI -> Export unlinked items to QuickBooks**

3. Select Yes to export

4. Select the QuickBooks Online COGS Account, Income Account and Asset Account for this part, and set whether taxable or not (or if non-US version of QB Online, select the specific Tax Code to use with with imported item in your QB Online)


**NOTE:** If the object(s) pre-selected in a grid are already linked via your QBOI (i.e. mapped or imported previously into your QB Online), **or** if you already have an Item in your QB Online database with the same Number **you may receive a message** stating so.

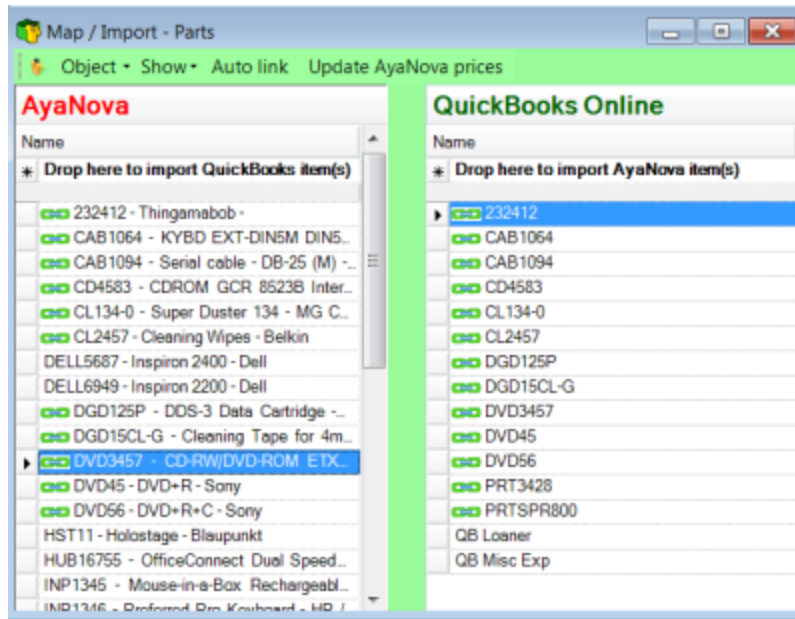
Refer to what the message states is the issue.

Also refer to [Common Issues & Messages](#)

5. Confirmation the part has been imported into your QB Online will show as STUB Done. Click OK.

6. Via your QBOI Main, the part number now shows under QuickBooks

Online as well shows as linked  when view your QBOI **Tools -> Map & Import -> Object -> Parts**



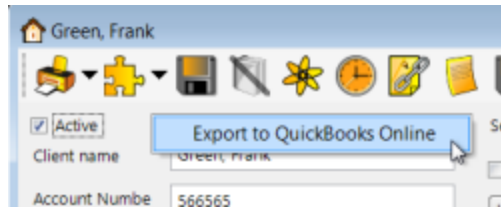
7. And when viewed in your refreshed QB Online, you can see the Items with the [available imported fields of data](#) along with what their total of AyaNova On Hand amounts were at that time, and their total reorder amount.

**Import your AyaNova Clients into your QB Online database via the Plugins quick menu options in the AyaNova Clients grid menu, and/or from the Client's entry screen Plugins menu**

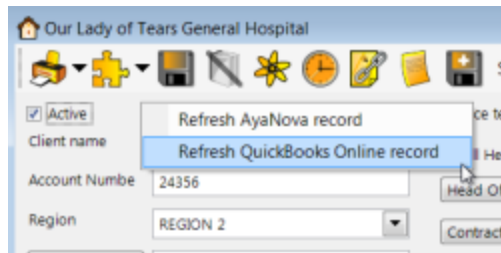
**Below is an example of importing a single AyaNova client into QuickBooks Online from the AyaNova Client entry screen**

1.a. If the AyaNova Client **has not** yet been linked or imported into your QB Online, your menu option under plugins for **AyaNova QBOI** will show **Export to QuickBooks Online**

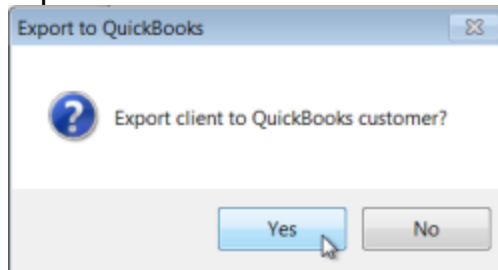




1.b. If the AyaNova Client **already has** been linked or imported into your QB Online, your menu option under plugins for **AyaNova QBOI** will show **Refresh AyaNova record and Refresh QuickBooks Online record**

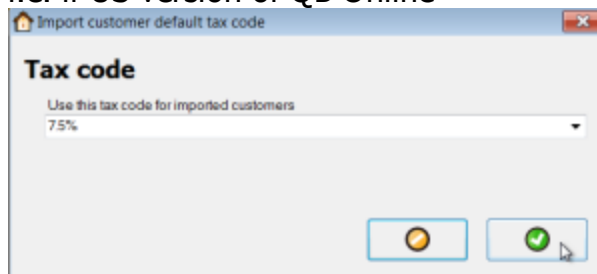


2. If the client is not yet imported and linked via your QBOI, click Yes to export



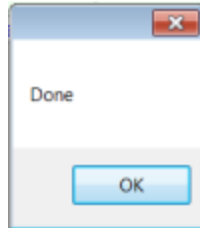
3. Select the Tax setting applicable to your country version of QB Online

i.e. if US version of QB Online




i.e. if taxable or not if non-US version of QB Online

4. Confirmation the Client has been imported into your QB Online will show as Done. Click OK.



5. Via your QBOI Main, the part number now shows under QuickBooks

Online as well shows as linked  when view your QBOI **Tools -> Map & Import -> Object -> Clients**

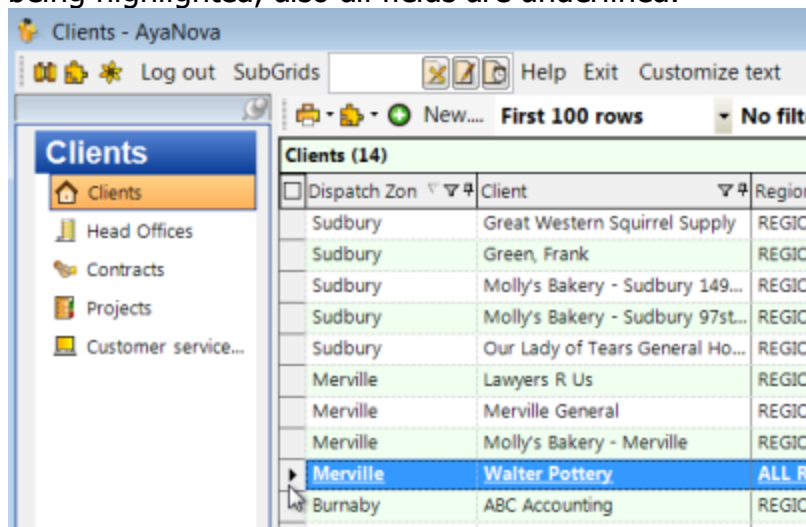
6. And in your refreshed QB Online, you can see the Customers with the [available imported fields of data](#)

**Below is an example of importing AyaNova client(s) into your QB Online from the AyaNova Client grid**

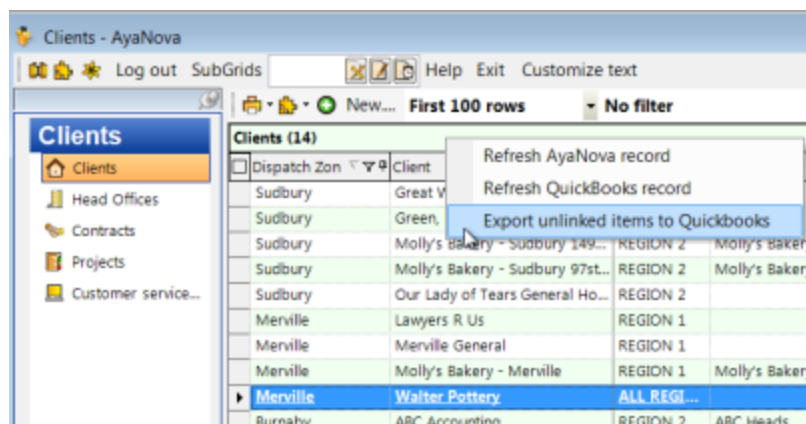
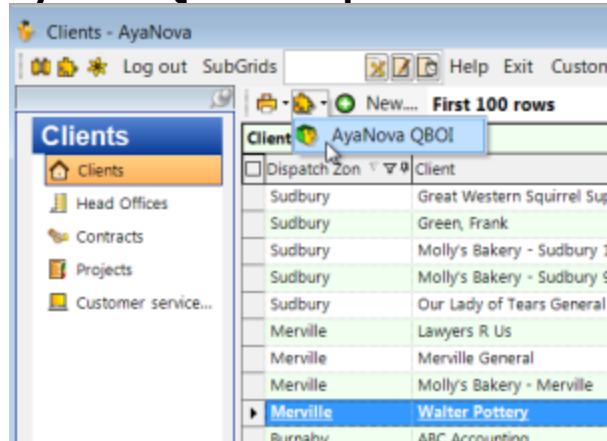
1. To import multiple AyaNova clients that are listed continuously into your QB Online, hold down the SHIFT key selecting the first part and then the last part record you want to import.

To import multiple AyaNova clients that are listed non-continuously into your QB Online, hold down the CTRL key on your keyboard and select each client. You can also select a single client as per the example below:

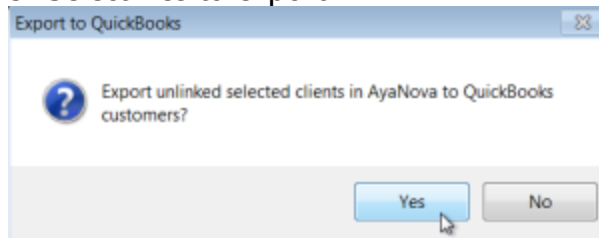
Note how you can tell what records(s) are selected as in addition to the rows being highlighted, also all fields are underlined.



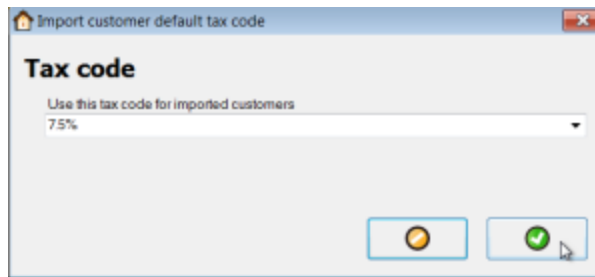
2. Select the PlugIns menu option in the Parts grid menu and select **AyaNova QBOI -> Export unlinked items to QuickBooks**



3. Select Yes to export



4. Select the Tax setting applicable to your country version of QB Online  
i.e. Tax Account to use if using a US version of QB Online




i.e. Is Taxable or not if using a non-US version of QB Online

**NOTE:** If the object(s) pre-selected in a grid are already linked via your QBOI (i.e. mapped or imported previously into your QB Online), **or** if you already have a customer in your QB Online database with the same name **you may receive a message** stating so. Refer to what the message states is the issue. Also refer to [Common Issues & Messages](#)

5. Confirmation the part has been imported into your QB Online will show as Done. Click OK.

6. Via your QBOI Main, the client name now shows under QuickBooks Online

as well shows as linked  when view your QBOI **Tools -> Map & Import -> Object -> Clients**

7. And in your refreshed QB Online, you can see the Customers with the [available imported fields of data](#)

### 3.3.4 AyaNova clients data imported into QuickBooks

When [importing your AyaNova clients into your QB Online database via the QBOI Main interface](#) or [when importing via the AyaNova grid or entry screen plugin menu option](#), the following identifies the specifics fields of data that will be imported into your QB Online customer from an AyaNova Client:

- If a field is not listed here as imported, than that AyaNova field's data is not imported into the QB Online object.
- As Intuit makes more online fields available for importing, we hope to add more fields imported. Let us know which in particular and we will certainly check to see if has been made available!

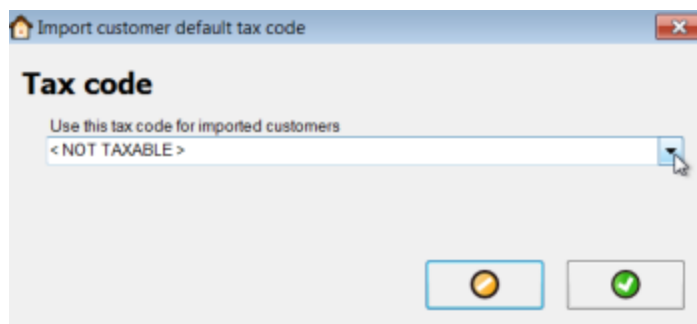
**[Additional QB Online that may be required information to be set when importing The fields of data that are imported from your AyaNova client object to your QB Online customer object](#)**

**Additional QB Online that may be required information to be set when importing:**

Additional data depends on what country version of QB Online you are using - US version of QB Online or a non-US version of QB Online

- **If using a US version of QB Online:**

- **When importing AyaNova client(s) into US version of QB Online:**



1. Requires selecting a specific QB Online tax code to assign to the AyaNova client object(s) being imported into your US version of QB Online database.

**NOTE:** It is recommended to **set up your Tax Codes in your QB Online before** importing your AyaNova clients objects into your QB Online database, otherwise you may have to go back into your QB Online database and manually edit each imported customer in your QB Online database with the desired Tax Code.

**NOTE:** You can and will be prompted whenever you import one or more AyaNova clients into your QB Online database, **so if you have different customers that need to have different tax codes assigned** in your QB Online, just import all those with the same tax code to be set at the same time. Then import the next batch of AyaNova client objects that use a different tax code, set the tax code to use, and import. And so on.

Reminder: If you make any changes in either your AyaNova or your QB Online database, for those changes to show via your QBOI, don't forget to [refresh your connection](#)

- **If using a NON-US version of QB Online:**

• **Importing AyaNova client(s) into a non-US version of QB Online:**

1. You will not be asked to set a tax code for client objects imported

**The fields of data that are imported from your AyaNova Client object to your QB Online Customer object are:**

AyaNova client	QB Online customer
	NOTE: Default Tax Code selected at time of import if US version of QB Online NOTE: Terms are set based on what selected previously in your QBOI Preferences
1. Client Name	Display Name as
2. Email	Email
3. Business	Phone
4. Fax	Fax
5. Home	Other
6. Physical Address	Shipping Address
6a. Street	
6b. City	
6c. State or Province	
6d. Postal / Zip code	
6e. Country	
7. Postal Address	Billing Address
7a. Street	
7b. City	
7c. State or Province	
7d. Postal / Zip code	
7e. Country	

AyaNova client fields identified:



Company Name

Active ☒

Client name  1

Account Number

Region

Web Address

Dispatch Zone

Client Group

Contact

Contact Name  2

Email  3

Business  4

Fax  5

Home

Mobile

Pager

Physical Address  6

1st line physical street address  
2nd line physical street address  
3rd line physical street address  
4th line physical street address  
Cityname Statename ZIPCODE1111  
USA

Postal Address  7

1st line postal street address  
2nd line postal street address  
3rd line postal street address  
4th line postal street address  
Citynamepostal Statenamepostal ZIPpostal1111  
USA

The 'Address' dialog box contains the following fields:

- Street:** 1st line postal street address (7a), 2nd line postal street address, 3rd line postal street address, 4th line postal street address.
- City:** Citynamepostal (7b).
- State or Province:** Statenampostal (7c).
- Postal / ZIP Code:** ZIPpostal1111 (7d).
- Country:** USA (7e).

QB Online customer fields identified:

The 'Customer information' form contains the following fields:

- Title:** First name, Middle name, Last name, Suffix.
- Company:** CompanyName (1).
- \*Display name as:** CompanyName (1).
- Print on check as:** ☒ Use display name.
- Address:** Billing address map (7), Shipping address map (6).
- Billing address:** 1st line postal street address (7a), 2nd line postal street address, 3rd line postal street address, 4th line postal street address, Citynamepostal (7b), Statenampostal (7c), ZIPpostal1111 (7d), USA (7e).
- Shipping address:** 1st line physical street address (6a), 2nd line physical street address, 3rd line physical street address, 4th line physical street address, Cityname (6b), Statename (6c), ZIPCODE1111 (6d), USA (6e).
- Other:** 777-777-3333 (5).
- Is sub-customer:** ☐ Is sub-customer.
- Enter parent customer:** Enter parent customer.
- Bill with parent:** Bill with parent.

Address Notes **Tax info** Payment and billing Attachments

Exemption details

From the Tax Code selected if US version of QB

☒ This customer is taxable

Default tax code

7.5%

Address Notes Tax info **Payment and billing** Attachments

Preferred payment method

Enter Text

Preferred delivery method

None

From your Preferences in QBOI Main

Terms

Due on receipt

Opening balance as of

07/14/2017

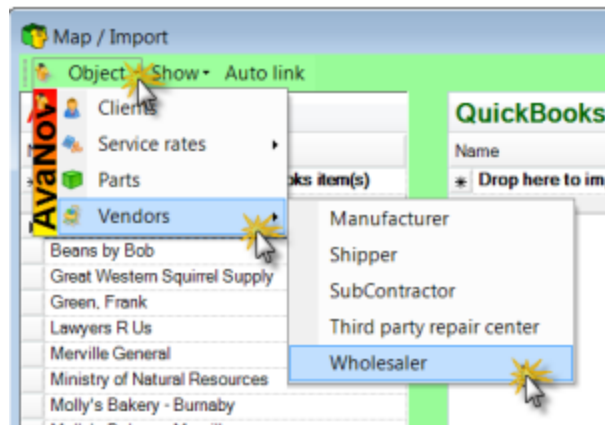
### 3.3.5 AyaNova vendors data imported into QuickBooks

The following identifies the specifics fields of data that will be imported into your QB Online vendor from an AyaNova vendor when [importing via QBOI Main interface](#):

- If a field is not listed here as imported, than that AyaNova field's data is not imported into the QB Online object.
- As Intuit makes more fields available for importing, we hope to add more fields imported. Let us know which in particular and we will certainly check to see if has been made available!

#### **NOTE:**

- So that you can use your AyaNova inventory features such as Part requests, Purchase Order auto-filled for the correct Wholesaler, etc do map or import your AyaNova Wholesalers **before** importing your AyaNova parts into your QB Online
- An AyaNova vendor could be one of five different types of vendor - Wholesaler, Third party repair center, SubContractor, Shipper, or Manufacturer



- Whereas with QB Online does not distinguish between different types of vendors.

**The fields of data that are imported from an AyaNova Vendor object to a QuickBooks Online Vendor object are:**

	<b>AyaNova vendor</b>	<b>QB Online vendor</b>
1.	Vendor Name	Display Name As
2.	Account Number	Account No.
3.	Email	Email
4.	Business	Phone
5.	Fax	Fax
6.	Home	Other
7.	Postal Address	
7a.	Street	as shown in image below
7b.	City	as shown in image below
7c.	State or Province	as shown in image below
7d.	Postal / Zipcode	as shown in image below
7e.	Country	as shown in image below

AyaNova vendor fields identified:

Merisale

Active

Vendor Name: Merisale

Account Number: 42434

Web Address: www.examplemerisale.com

Vendor Type: Wholesaler

Postal Address: 123 Shipping Lane, Moosehead AB 12123, USA

Contact: Billy Bordoan

Email: sales42434@examplemerisale.com

Business: (555) 5550127

Fax: (555) 5550128

Home: (555) 5551111

Mobile: (555) 5552222

Pager: (555) 5553333

Notes: Possible general notes about the vendor

Merisale

Active

Vendor Name: Merisale

Account Number: 42434

Web Address: www.examplemerisale.com

Vendor Type: Wholesaler

Postal Address: 123 Shipping Lane, Moosehead AB 12123, USA

Address: 123 Shipping Lane, Moosehead, AB, 12123, USA

QuickBooks Online vendor field identified:

The screenshot shows a 'Vendor Information' form with the following fields and callouts:

- 1**: \*Display name as (dropdown menu)
- 2**: Account no. (text field)
- 3**: Email (text field)
- 4**: Phone (text field)
- 5**: Fax (text field)
- 6**: Website (text field)
- 7a**: Address (text field)
- 7b**: City (text field)
- 7c**: State (text field)
- 7d**: Zip (text field)
- 7e**: Country (text field)

Other fields include: Title, First name, Middle name, Last name, Suffix, Company, Print on check as (checkbox), Use display name (checkbox), Billing rate (/hr), Terms (dropdown), Opening balance, as of (text field), and Business ID No. (text field). Buttons at the bottom include Cancel, Make inactive, Privacy, and Save.

### 3.3.6 AyaNova parts data imported into QuickBooks

Whether [importing your AyaNova Parts into your QB Online database via the QBOI Main interface](#) **or** [when using importing your AyaNova parts using the AyaNova grid/entry screen plugin menu option](#), the following identifies the specifics fields of data that will be imported into your QB Online Item (Inventory)/(Non-inventory) from an AyaNova Part:

- If a field is not listed here as imported, than that AyaNova field's data is not imported into the QB Online object.
- As Intuit makes more QB Online fields available for importing, we hope to add more fields imported. Let us know which in particular and we will certainly check to see if has been yet been made available!

#### [Additional information to review before importing your AyaNova parts into your QB Online database](#)

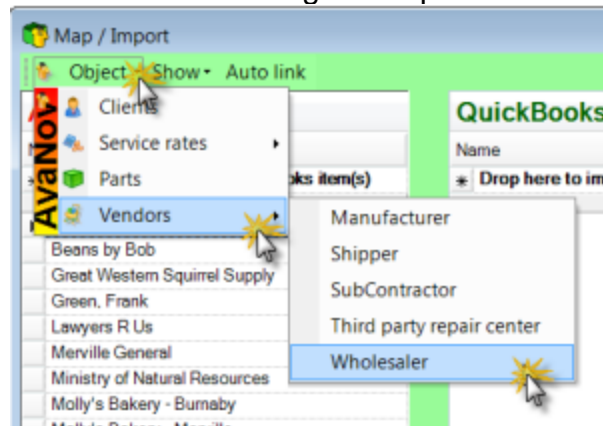
- [When importing AyaNova part\(s\) into US version of QB Online](#)
- [When importing AyaNova part\(s\) into non-US version of QB Online](#)

#### [The fields of data that are imported from an AyaNova part object to a QuickBooks Online Item](#)

#### [Additional information to review before importing your AyaNova parts into your QB Online database](#)

- If using a version of QB Online that does not support Inventory Items (i.e. at time of writing this documentation only Plus versions support Inventory) before importing your AyaNova parts into your QB Online, you may want to look instead to [linking multiple AyaNova parts to one QB Online Non-inventory Item](#) as [QBOI will ensure that the actual name of the part as shown in your AyaNova workorder will display in your QB Online invoice](#), while at the same time you only need to deal with one or more Non-inventory Items in your QB Online.
- If you will be using your QB Online Purchase Orders, etc do map or [import your AyaNova vendors of type Wholesalers before importing your AyaNova parts into your QB Online](#) so that the AyaNova part's Wholesaler is stated in the imported QB Online Item.
- As you may want different QB Online Items to be associated with different QB Online COGS account, a different Income Account, a different Asset Account, whether taxable or not (if US version) or associated with a different Tax Code (if non-US version) - import these parts separately so you can select the specific different account(s) / set the different Tax info for those specific parts being imported.
  - i.e. Use your CTRL key with your mouse to specifically select non-continuously listed AyaNova parts that have the same type (Inventory or Non-inventory), same relevant account(s) and same relevant tax. Repeat as necessary.
  - i.e. Use your SHIFT key with your mouse to specifically select continuously listed AyaNova parts that have the same type (Inventory or Non-inventory), same relevant account(s) and same relevant tax. Repeat as necessary.
- The QuickBooks Online **On Hand** and **Restock** amount will be set to that of the total of all warehouses in AyaNova for that AyaNova part that is imported as a QB Online Item
- Serial Numbers from AyaNova are not imported into your QB Online Item
- **When importing AyaNova part(s) into US version of QB Online:**
  1. Before performing any import of AyaNova part(s) into your QB Online database, either:
    - a. [linked your existing](#) AyaNova Wholesalers associated with the AyaNova parts with existing QB Online Preferred Vendor(s)
    - b. or [import your AyaNova Wholesalers](#) that are set as the Wholesaler for the AyaNova part(s) you will be importing.

This is so that the Preferred vendor can be stated in the QB Online Item that is created in your QB Online database is already linked either through a manual link or through an import.



2. When performing the import of the AyaNova part into your QB Online via either the method of via QBOI Main or via your AyaNova grid, you will be presented with similar to below:

2.a. Regardless of what type of QB Online you are connected to (i.e. Simple Start, Essentials, or Plus), you will be required to select the following account to associate the imported Item(s) with:

- Income Account



2.b. What type of QB Online account you are using (i.e. Simple Start, Essentials, or Plus) will dictate whether you have the option to import the AyaNova part(s) selected **as an Inventory Item OR as a Non-Inventory Item**

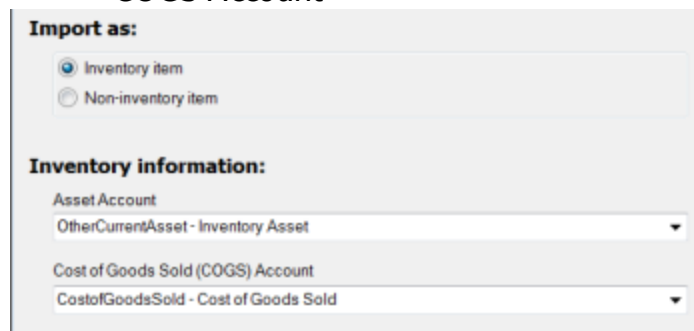
2.b.i. If using the US version of **QB Online Plus** that supports Inventory Items:

You will **have the option** to select to import **as an Inventory Item OR as a Non-Inventory Item**

If select to import as Non-Inventory Item, the two account selections will be grayed out.

If select to import as Inventory Item, then you will be required to select the following two additional accounts:

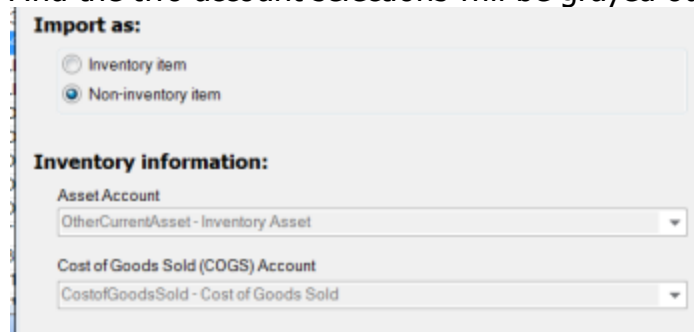
- Asset Account
- COGS Account



The screenshot shows a web form titled 'Import as:'. It has two radio buttons: 'Inventory item' (which is selected) and 'Non-inventory item'. Below this is a section titled 'Inventory information:'. It contains two dropdown menus. The first is labeled 'Asset Account' and has 'OtherCurrentAsset - Inventory Asset' selected. The second is labeled 'Cost of Goods Sold (COGS) Account' and has 'CostofGoodsSold - Cost of Goods Sold' selected.

2.b.ii. If using a US version of **QB Online** (i.e. Simple Start, Essentials) that does not supports Inventory Items:

You will **only have the option** to import as a Non-Inventory Item. Only Non-inventory is selected. Inventory item will be grayed out. And the two account selections will be grayed out.



The screenshot shows a web form titled 'Import as:'. It has two radio buttons: 'Inventory item' (which is grayed out) and 'Non-inventory item' (which is selected). Below this is a section titled 'Inventory information:'. It contains two dropdown menus, both of which are grayed out. The first is labeled 'Asset Account' and has 'OtherCurrentAsset - Inventory Asset' selected. The second is labeled 'Cost of Goods Sold (COGS) Account' and has 'CostofGoodsSold - Cost of Goods Sold' selected.

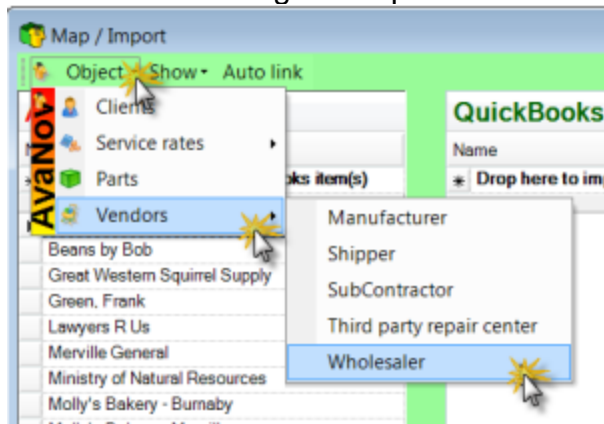
3. Requires setting whether the part is taxable or not.

So if some AyaNova parts should be imported as Inventory and some as Non-Inventory, if some AyaNova parts should be imported with a different Income Account and/or a different Asset Account and/or a different Cost Of Goods Sold (COGS) Account or should not be taxable, import those parts separately from when importing other parts so you can select the appropriate setting for those parts.

• **When importing AyaNova part(s) into non-US version of QB Online:**

1. Before performing any import of AyaNova part(s) into your QB Online database, either:
  - a. [linked your existing](#) AyaNova Wholesalers associated with the AyaNova parts with existing QB Online Preferred Vendor(s)
  - b. or [import your AyaNova Wholesalers](#) that are set as the Wholesaler for the AyaNova part(s) you will be importing.

This is so that the Preferred vendor can be stated in the QB Online Item that is created in your QB Online database is already linked either through a manual link or through an import.



2. When performing the import of the AyaNova part into your QB Online via either the method of via QBOI Main or via your AyaNova grid, you will be presented with similar to below:

Example screenshot below for a Canadian company using the Canadian version of Plus QB Online:

2.a. Regardless of what type of QB Online you are connected to (i.e. Simple Start, Essentials, Plus, etc), you will be required to select the following account to associate the imported Item(s) with:

- Income Account

2.b. What type of QB Online account you are using (i.e. Easy Start, Simple Start, Essentials, Plus - different country versions have different names) will dictate whether you have the option to import the AyaNova part(s) selected **as an Inventory Item OR as a Non-Inventory Item**

2.b.i. If using the non-US version of **QB Online Plus** that supports Inventory Items:

You will **have the option** to select to import **as an Inventory Item OR as a Non-Inventory Item**

If select to import as Non-Inventory Item, the two account selections below it will be grayed out.

If select to import as Inventory Item, then you will be required to select the following two additional accounts:

- Asset Account
- COGS Account

**Import as:**

☒ Inventory item  
☐ Non-inventory item

**Inventory information:**

Asset Account  
 OtherCurrentAsset - Inventory Asset

Cost of Goods Sold (COGS) Account  
 CostofGoodsSold - Cost of Goods Sold

2.b.ii. If using a non-US version of **QB Online** (i.e. Essentials) that does not supports Inventory Items:

You will **only have the option** to import as a Non-Inventory Item. Only Non-inventory is selected. Inventory item will be grayed out. And the two account selections will be grayed out.

**Import as:**

☐ Inventory item  
☒ Non-inventory item

**Inventory information:**

Asset Account  
 OtherCurrentAsset - Inventory Asset

Cost of Goods Sold (COGS) Account  
 CostofGoodsSold - Cost of Goods Sold

1

3. Requires selecting an existing QB Online tax code for the Item(s)/Service(s) being imported.

**Taxes**

Tax code  
 GST/PST BC

So if some AyaNova parts should be imported as Inventory and some as Non-Inventory, if some AyaNova parts should be imported with a different Income Account and/or a different Asset Account and/or a different Cost Of Goods Sold (COGS) Account or should not be taxable, import those parts separately from when importing other parts so you can select the appropriate setting for those parts.

**The fields of data that are imported from an AyaNova part object to a QuickBooks Online item object are:**

**AyaNova part inventory)**

**QB Online Item (inventory or non-**

- |    |  |                   |
|----|--|-------------------|
| 1. | Part Number  | Name              |
| 2. | Part Display Format<br>(as set in your AyaNova Global Settings - example below shows format of<br>Number - Name - Manufacturer ) | Sales Information |

*\*\*note what shows in these screenshots is example only as dependent on [your](#) [AyaNova Global Settings for the Part Display Format before](#) you authorized and signed in to your QB Online for this session\*\**

- |     |  |  |
|-----|--|--|
| 2a. | Part Number                                  |  |
| 2b. | Part Name                                    |  |
| 2c. | Manufacturer                                 |  |
| 3.  | Cost   | Cost   |
| 4.  | Retail                                       | Sales Price/Rate   |
| 5.  | On Hand<br>(total from all warehouses)       | Quantity On Hand   |
| 6.  | Restock level<br>(total from all warehouses) | Reorder Point  |
| 7.  |  | COGS Account (what you selected at time of import)                 |
| 8.  |  | Income Account (what you selected at time of import if applicable) |
| 9.  |  | Asset Account (what you selected at time of import if applicable)  |

AyaNova Part customer fields identified:

CD4583 - CDROM GCR 8523B Internal

Active ☒ Track Serial Number ☐

Part Name: CDROM GCR 8523B Internal **2b**

Part Number: CD4583 **1**

Wholesaler: Merisale

Alternative: Ingrim

Unit of measure: Each

Cost: \$19.87 **3**

Retail: \$22.99 **4**

Alternative: I458962

Manufacturer: LG Electronics **2c**

Part category: Computer Storage

Manufacture: GCR-8523B/BULK

UPC: 2497937957

Part Assem: -

Notes: Notes about this part

CD4583 - CDROM GCR 8523B Internal

Active ☒ Track Serial Number ☐

Part Name: CDROM GCR 8523B Internal

Part Number: CD4583

Unit of measure: Each

Cost: \$19.87

Retail: \$22.99

Part category: Computer Storage

Manufacture: GCR-8523B/BULK

UPC: 2497937957

Part Assem: -

Notes: Notes about this part

Part Inventory CD4583 - CDROM GCR 8523B Internal

Part Warehouse	On Hand	Quantity on order commi	Restock level	On Order
Bob's truck	1	0	1	0
Default	5	0	10	3
Hank's Truck	1	0	0	0

**5** **6**

QB Online Item fields identified:

The screenshot shows the 'Product/Service information' form in AyaNova. It includes sections for 'Inventory', 'Name\*', 'SKU', 'Category', 'Quantity on hand', 'Reorder point', 'Inventory asset account', 'Sales information', 'Sales price/rate', 'Income account', 'Purchasing information', 'Cost', and 'Expense account'. Numbered callouts (1-9) highlight specific fields: 1 points to the 'Name\*' field containing 'CD4583'; 2a, 2b, and 2c point to the 'Sales information' field containing 'CD4583 - CDROM GCR 8523B Internal - LG Electronics'; 3 points to the 'Cost' field containing '19.87'; 4 points to the 'Sales price/rate' field containing '22.99'; 5 points to the 'Quantity on hand' field containing '7'; 6 points to the 'Reorder point' field containing '11'; 7 points to the 'Expense account' dropdown containing 'Cost of Goods Sold'; 8 points to the 'Income account' dropdown containing 'Sales'; and 9 points to the 'Inventory asset account' dropdown containing 'Inventory'. A 'Save and close' button is at the bottom right.

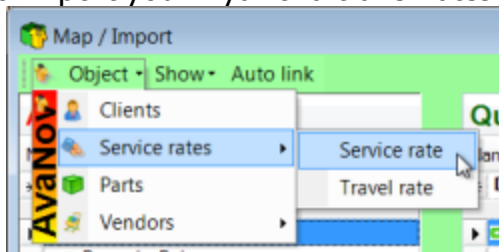
### 3.3.7 AyaNova rates data imported into QuickBooks

The following identifies the specifics fields of data that will be imported into your QB Online Item (Service) from an AyaNova Service Rate or an AyaNova Travel Rate when [importing via the QBOI Main interface](#):

- If a field is not listed here as imported, than that AyaNova field's data is not imported into the QB Online object.
- As Intuit makes more fields available for importing, we hope to add more fields imported. Let us know which in particular and we will certainly check to see if has been made available!

**NOTE:**

- To minimize the number of rates in your QB Online, it may be suggested to link all of your AyaNova Service rates to a single QB Online service Item. Because [when QBOI initiates an invoice in your QB Online from an AyaNova workorder, the AyaNova Service Rate's price or Travel Rate's price will be used regardless what is the price set in your QB Online.](#)
- But you certainly can import all your AyaNova rates into your QB Online if you wish!
- All AyaNova rates whether Service or Travel are imported into your QB Online as Item type "Service"
- Select to import/link Service Rates -> Service rate (or select Travel rate if want to import your AyaNova travel rates into QuickBooks Online)



- An Income Account for the specific Rates must be selected
- Taxes:
  - US version of QB Online will have **Taxes:** set as taxable or not
  - Non-US versions of QB Online will have **Taxes:** where you can select a specific Tax Code for this/these Rates being imported.
- If you have different AyaNova rates that need to be assigned to different Asset Accounts, and/or different tax settings, than select to import only those rates with the same Income Account and the same Tax setting at the same time.
- Below is an example of what is displayed with a US version of QB Online before completing the import of the selected AyaNova rates.



**The fields of data that are imported from an AyaNova rate object to a QuickBooks Online item object are:**

	AyaNova rate	QuickBooks Online item (Service)
1.	Rate Name	Name
2.	Retail Charge	Sales Price/Rate
3.	Description	Sales information
4.		Income Account
5.		Taxes
		If US version: Set as taxable or not
		If non-US version: select the specific Tax

Code to use

AyaNova Part Rate fields identified:

Rate Name	Rate Type	Retail Chrg	Description
Standard - Travel Per Mile	Travel	\$0.50	
Standard - Travel Per Hour	Travel	\$35.00	
Standard - 1 Service	Service	2 00	more text 3 this rate
Standard - Smoking Cab	Service	00	
Standard - In Shop Service	Service	\$100.00	description of this rate
Silver Service Rate	Service	\$135.00	
Silver Contract Travel	Travel	\$0.00	

QB Online Item (Service) fields identified:

Import service rate



**Default account**

**Sales information:**


Income Account 4

**Taxes**

☒ Set as taxable 5

Product/Service information

 Service [Change type](#)

**Name\***

Standard - In Shop Service Rate 1

**SKU**

**Category**

Choose a category

**Sales information**

☒ I sell this product/service to my customers.

description of this rate 3

**Sales price/rate** 2 100

**Income account** Sales 4

☒ Is taxable 5

**Purchasing information**

☐ I purchase this product/service from a vendor.

[Save and close](#)

## Updating Linked Clients and Parts

## 4 Updating Linked Clients and Parts

### 4.1 Via QBOI Main update only AyaNova part's cost and retail price

You can update just the AyaNova parts Cost and Retail with the cost and retail from the QuickBooks Online linked part via the main QBOI program through the Map/Import menu option.

NOTE the following:

- This feature updates **only** the AyaNova's Part Retail Price and Cost fields
- This feature does not update other fields of the AyaNova Part
- This feature does not change any existing AYaNova workorder's Part price or cost
- QBOI can only update the price and cost of what your QB Online item price and cost was at the time QBOI was first opened. If you have edited the QuickBooks Online item price/cost since opening QBOI, you need to [refresh the QB connection](#) before performing this action.

For example, let's say that you edited your part pricing for one or more parts in your QB Online. When you run QBOI in AyaNova, do the following to update the existing linked AyaNova part pricing automatically:

1. Your QB Online part's price and/or cost has been updated

The screenshot displays the AyaNova QBOI interface for updating part pricing. It is divided into two main sections: 'Sales information' and 'Purchasing information'.  
 In the 'Sales information' section, the 'Sales price/rate' field is highlighted with a red circle and contains the value '4.29'. The 'Income account' dropdown is set to 'Sales'. There is a checkbox for 'Is taxable' which is checked.  
 In the 'Purchasing information' section, the 'Cost' field is highlighted with a red circle and contains the value '1.98'. The 'Expense account' dropdown is set to 'Cost of Goods Sold'.  
 At the bottom right, there is a green button labeled 'Save and close'.

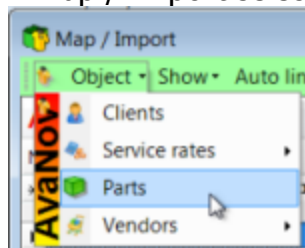
But your AyaNova part's price and/or cost shows as was originally

The screenshot shows the 'Part Details' window for a specific part. At the top, the title bar reads 'CAB1064 - KYBD EXT-DIN5M DIN5F 6FT'. Below the title bar is a toolbar with icons for various functions. The main area contains the following fields:

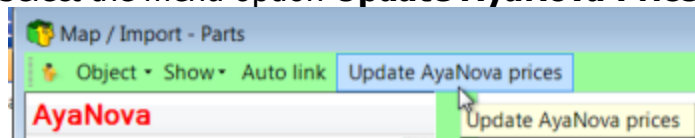
- Active:** A checked checkbox.
- Part Name:** A text box containing 'KYBD EXT-DIN5M DIN5F 6FT'.
- Part Number:** A text box containing 'CAB1064'.
- Unit of measure:** A dropdown menu set to 'Each'.
- Cost:** A text box showing '\$ 1.68'.
- Retail:** A text box showing '\$ 3.75'.
- Part category:** A dropdown menu set to 'Cabling Extensions'.

3. [Refresh your QB connection](#)

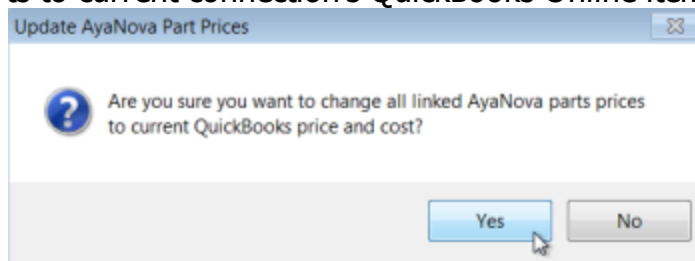
2. In Map / Import select Parts



2. Select the menu option **Update AyaNova Prices**

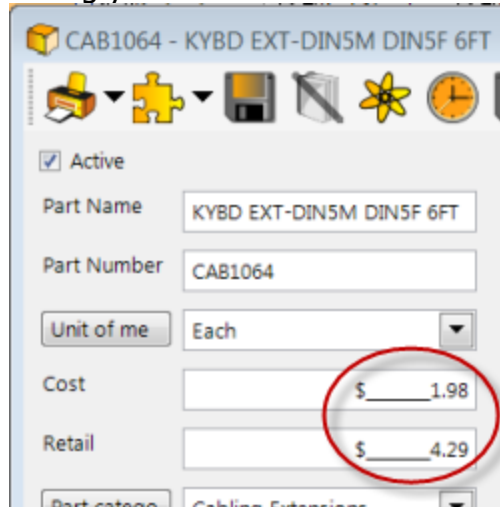


3. QBOI will ask you to confirm that you want to change **all** linked AyaNova parts to current connection's QuickBooks Online item price and cost

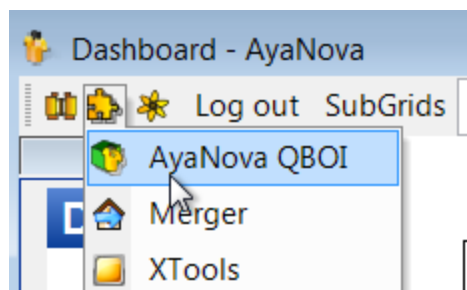
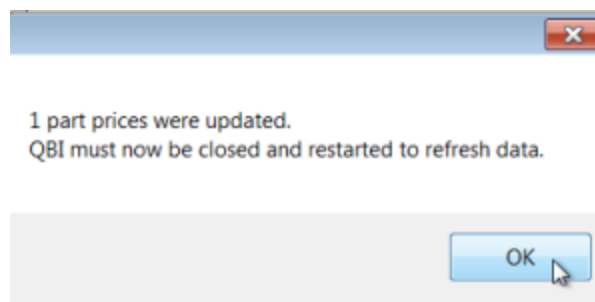


4. QBOI will compare each linked AyaNova Part's price and cost with the linked QuickBooks Online item price and cost at the time when QBOI was opened/last refreshed.

If the linked QuickBooks Online item price and/or cost is different, QBOI will change the AyaNova part's price and/or cost.  
This could be 1 part that is updated, this could be 1000's of parts - either way, saving you time!



5. Once the update is completed, QBOI will identify how many AyaNova part's prices (Retail and Cost) were updated, and when you click on OK, will close QBOI so that you can re-open it so are displaying the updated data.



**NOTE:** QBOI only obtains QuickBooks Online and AyaNova information when QBOI first loads

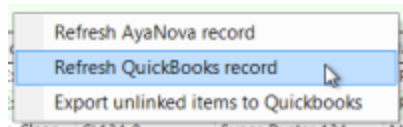
If you enter new information into either QuickBooks Online or AyaNova with QBOI running, you need to [refresh the connections](#).

## 4.2 Via AyaNova's grid/entry screen update linked outdated QB Online Items

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An example of use:

1. One or more QBOI linked AyaNova Parts have been manually edited.
2. These fields are [fields of data that can be imported from your AyaNova Part to your QB Online Item](#).
3. And you want that information also in your QBOI linked QB Online Item(s) without having to manually edit your QB Online Item(s).
4. Use the AyaNova Parts grid **or** Part entry screen menu option **Refresh QuickBooks record** to do this



**Fields of the QB Online Item that can be updated if changed in your QBOI linked AyaNova Part:**

- Name
- Sales Information
- Cost
- Sales/Price Rate

**NOTE: Fields of the QB Online Item that can not be updated if changed in your QBOI linked AyaNova Part:**

- Quantity On Hand
- Reorder point

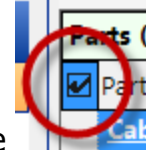
**Below is an example of steps to update the QBOI linked older QB Online Item record data with the edited latest AyaNova Part record data:**

1. [Refresh your connection](#) to make sure accessing the latest information

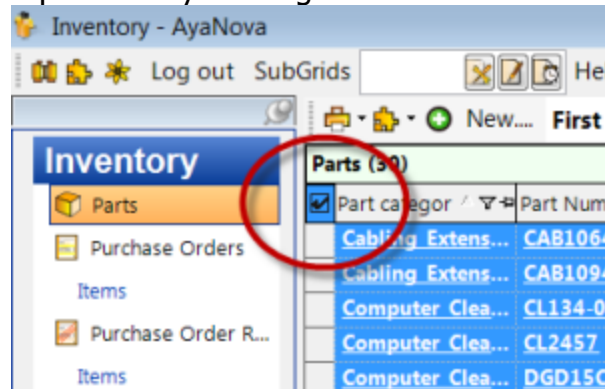
If you have edited your Global Settings Part Display Format, you will need to save and exit out of AyaNova which will require logging back in, [starting QBOI and authenticating again](#)



2. You can select one or more specific part records from your AyaNova Parts grid by holding down the CTRL key and using your mouse to select each records row selector.



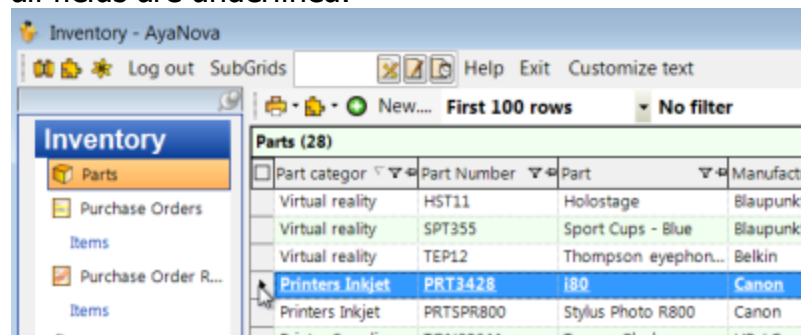
Or you can select all Parts showing in the list by select the top of the AyaNova grid



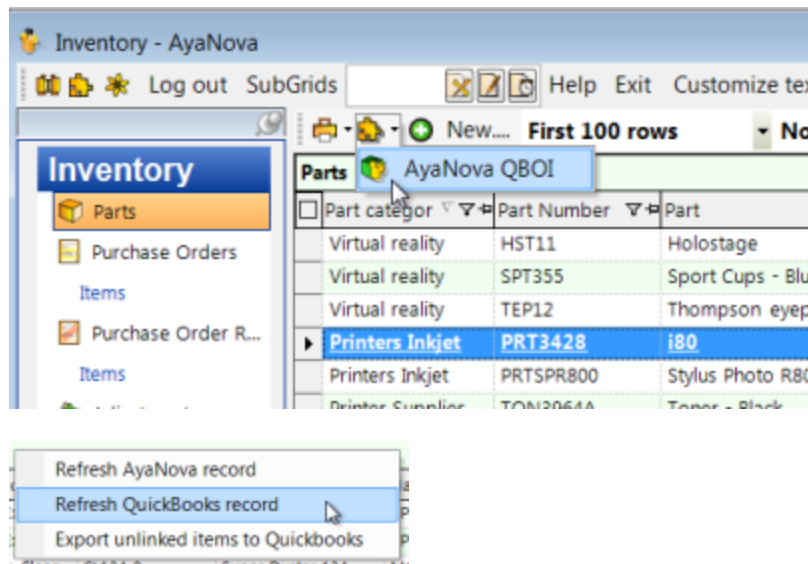
Or you can select continuous listing of AyaNova parts records rows by holding down your SHIFT key while using your mouse to select the first and the last row selector.

Or open the specific AyaNova part record.

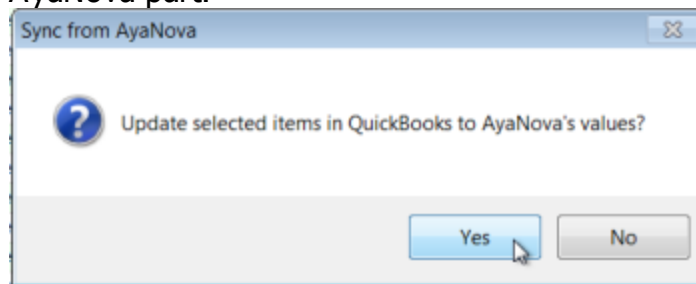
In this example we are selecting a single part record you want updated in the Part's grid (you could instead for a single Part, just open its entry screen and perform the same steps from within the record itself). Note how you can tell it is selected in the Part's grid as in addition to the row being highlighted, also all fields are underlined.



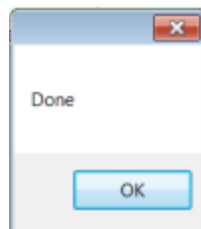
2. Select the PlugIns menu option in the Parts grid menu and select **AyaNova QBOI -> Refresh QuickBooks record**



3. Click on Yes to update the Quickbook's part information to that of the AyaNova part.



4. It will show Done when completed



5. Now when you refresh your view of your QBOI items, you will see the updates that have been applied.

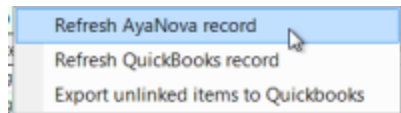
**NOTE:** QBOI only obtains QuickBooks Online and AyaNova information when QBOI first loads

If you enter new information into either QuickBooks Online or AyaNova with QBOI running, you need to [refresh the connections](#).

### 4.3 Via AyaNova's grid/entry screen update linked outdated AyaNova Parts

An example of use:

1. One or more QBOI linked QB Online Item(s) fields have been manually edited.
2. These fields are [fields of data that can be imported from your QB Online Item to your AyaNova Part](#).
3. And you want that information also in your QBOI linked AyaNova Part(s) without having to manually edit your AyaNova Part(s).
4. Use the AyaNova Parts grid or entry screen menu option **Refresh AyaNova record** to do this



**Fields of the AyaNova Part that can be updated if changed in your QBOI linked QB Online Item:**

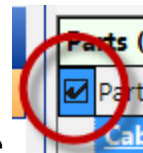
- Part Number
- Cost
- Retail


**NOTE: Fields of the AyaNova Part that can not be updated if changed in your QBOI linked QB Online Item:**

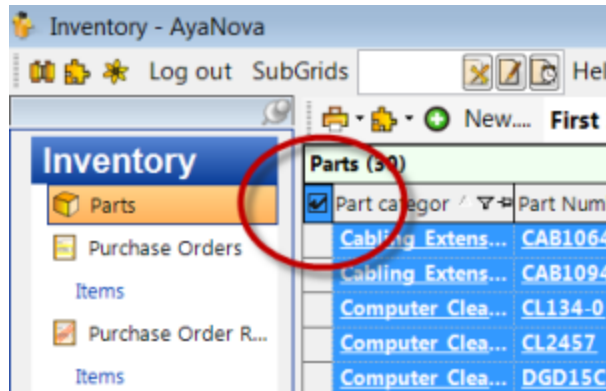
- On Hand
- Restock level

**Below is an example of steps to update the older AyaNova data with the edited latest QB Online data:**

1. [Refresh your connection](#) to make sure accessing the latest information
2. You can select one or more specific part records from your AyaNova Parts grid by holding down the CTRL key and using your mouse to select each records row selector.



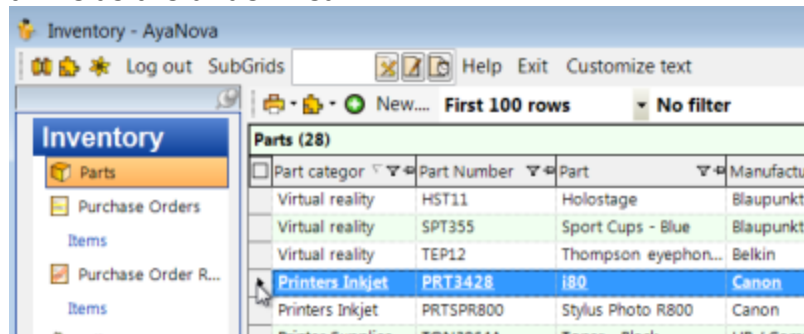
Or you can select all Parts showing in the list by select the  at the top of the AyaNova grid



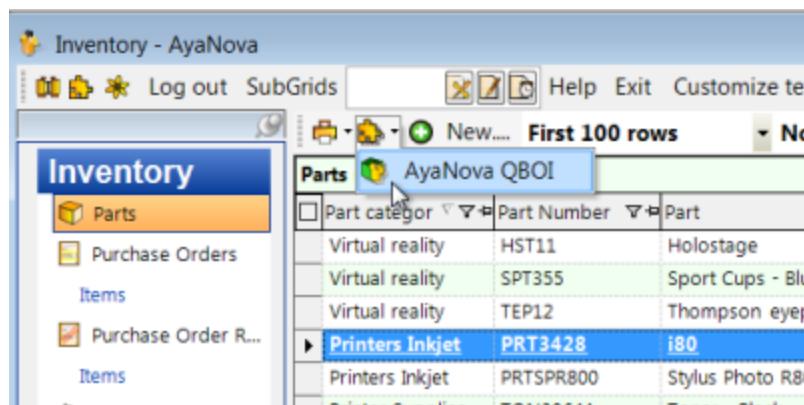
Or you can select continuous listing of AyaNova part records rows by holding down your SHIFT key while using your mouse to select the first and the last row selector.

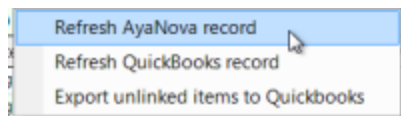
Or open the specific AyaNova part record.

In this example, select the part record you want updated in your AyaNova Part's grid (you could instead for a single Part, just open its entry screen and perform the same steps from within the record itself). Note how you can tell it is selected in the Part's grid as in addition to the row being highlighted, also all fields are underlined.

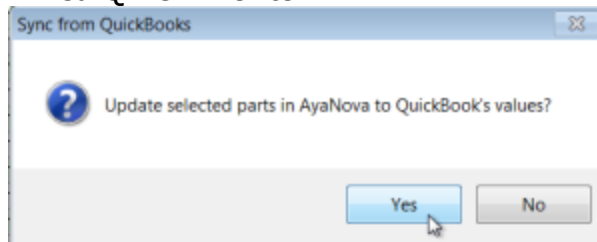


2. Select the PlugIns menu option in the Parts grid menu and select **AyaNova QBOI** -> **Refresh AyaNova record**

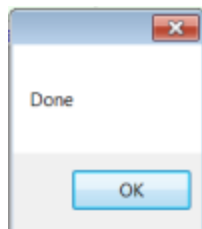




3. Click on Yes to update the AyaNova part's information to that of the QBOI linked QB Online Item.



4. It will show Done when completed



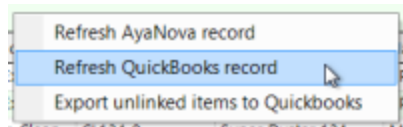
**NOTE:** QBOI only obtains QuickBooks Online and AyaNova information when QBOI first loads

If you enter new information into either QuickBooks Online or AyaNova with QBOI running, you need to [refresh the connections](#)

## 4.4 Via AyaNova's grid/entry screen update linked outdated QB Online Customers

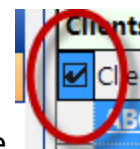
An example of use:

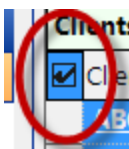
1. One or more QBOI linked AyaNova client's fields have been manually edited.
2. These fields are [fields of data that can be imported from your AyaNova Client to your QB Online customer](#).
3. And you want that information also in your QBOI linked QB Online customer(s) without having to manually edit your QB Online customer(s).
4. Use the AyaNova Client grid **or** Client entry screen menu option **Refresh QuickBooks record** to do this

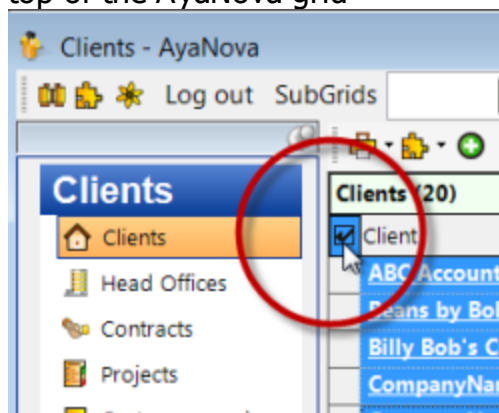


**Below is an example of steps to update the QBOI linked older QB Online customer record data with the edited latest AyaNova client record data:**

1. [Refresh your connection](#) to make sure accessing the latest information
2. You can select one or more specific client records from your AyaNova Clients grid by holding down the CTRL key and using your mouse to select each records row selector.



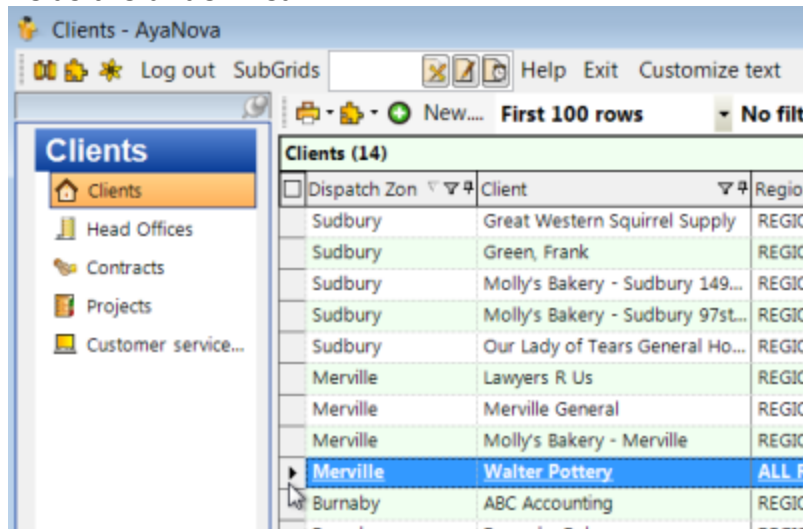
Or you can select all Clients showing in the list by select the  at the top of the AyaNova grid



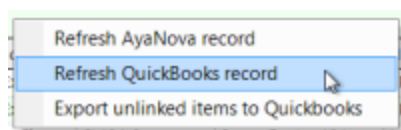
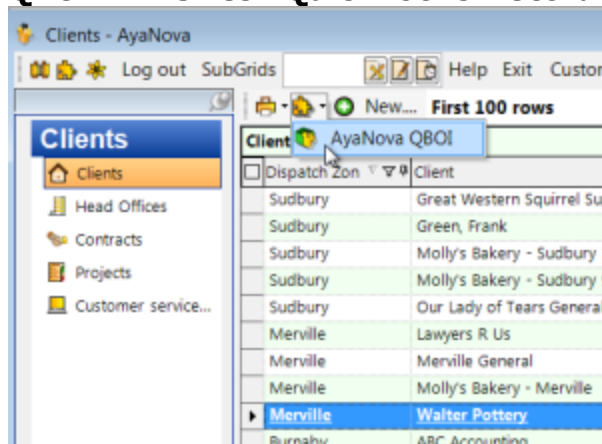
Or you can select continuous listing of AyaNova client records rows by holding down your SHIFT key while using your mouse to select the first and the last row selector.

Or open the specific AyaNova client record.

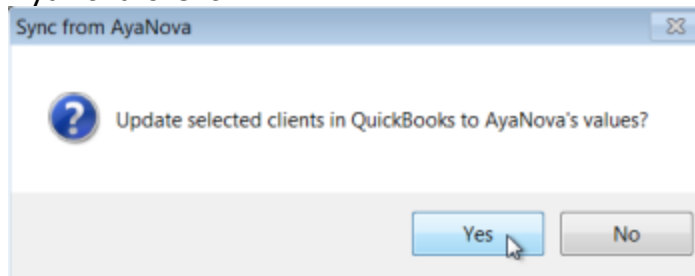
In this example, select the client record you want updated in the Client's grid (you could instead for a single Client, just open its entry screen and perform the same steps from within the record itself). Note how you can tell it is selected in the Client's grid as in addition to the row being highlighted, also all fields are underlined.



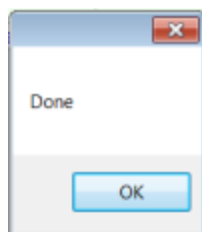
2. Select the PlugIns menu option in the Parts grid menu and select **AyaNova QBOI -> Refresh QuickBooks record**



3. Click on Yes to update the Quickbook's customer information to that of the AyaNova client.



4. It will show Done when completed



5. Now when you refresh your view of your QBOI customers, you will see the updates that have been applied.

**NOTE:** QBOI only obtains QuickBooks Online and AyaNova information when QBOI first loads

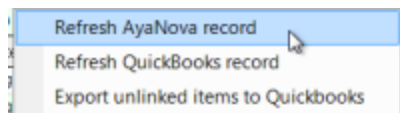
If you enter new information into either QuickBooks Online or AyaNova with QBOI running, you need to [refresh the connections](#)



## 4.5 Via AyaNova's grid/entry screen update linked outdated AyaNova Clients

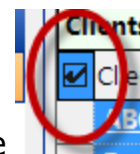
An example of use:


1. One or more QBOI linked QB Online customer's fields have been manually edited.
2. These fields are [fields of data that can be imported from your QB Online customer to your AyaNova Client](#).
3. And you want that information also in your QBOI linked AyaNova Client(s) without having to manually edit your AyaNova Client(s).
4. Use the AyaNova Client grid **or** Client entry screen menu option **Refresh AyaNova record** to do this

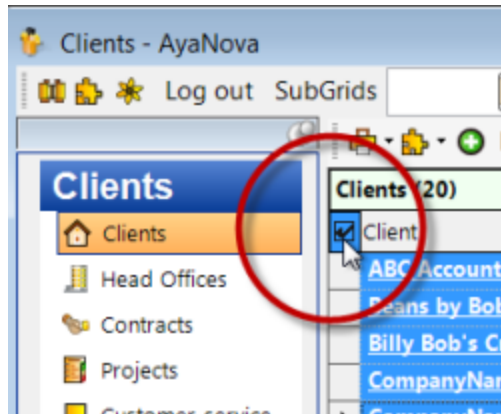


**Below is an example of steps to update the QBOI linked older AyaNova client record data with the edited latest QB Online customer record data:**

1. [Refresh your connection](#) to make sure accessing the latest information
2. You can select one or more specific client records from your AyaNova Clients grid by holding down the CTRL key and using your mouse to select each records row selector.



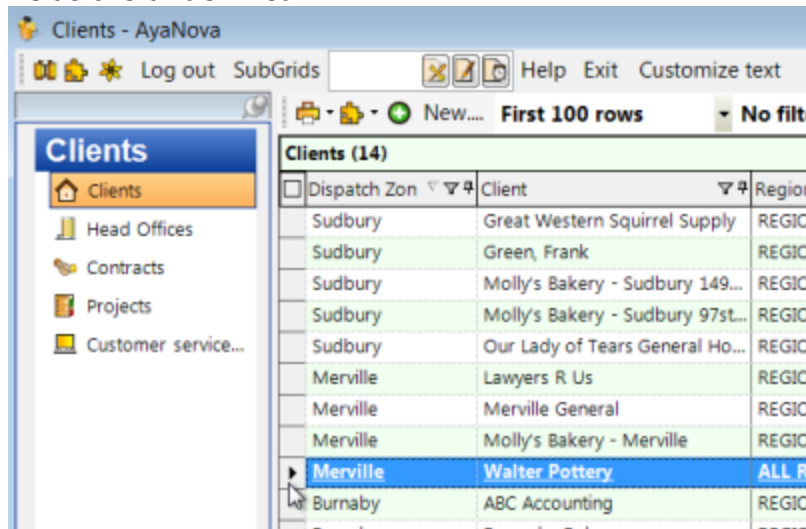
Or you can select all Clients showing in the list by select the  at the top of the AyaNova grid



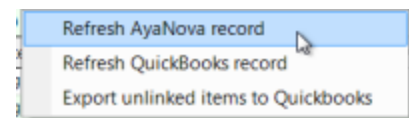
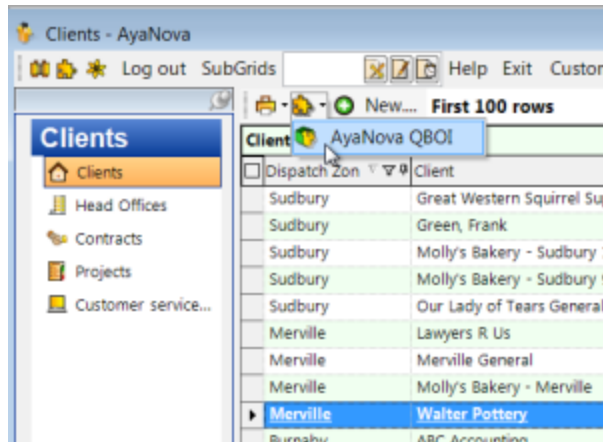
Or you can select continuous listing of AyaNova client records rows by holding down your SHIFT key while using your mouse to select the first and the last row selector.

Or open the specific AyaNova client record.

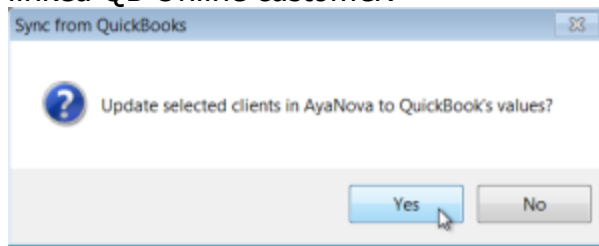
In this example, select the client record you want updated in the Client's grid (you could instead for a single Client, just open its entry screen and perform the same steps from within the record itself). Note how you can tell it is selected in the Client's grid as in addition to the row being highlighted, also all fields are underlined.



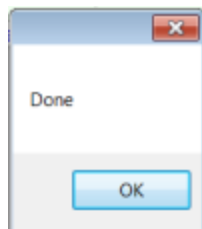
2. Select the PlugIns menu option in the Clients grid menu and select **AyaNova QBOI -> Refresh AyaNova record**



3. Click on Yes to update the AyaNova client's information to that of the QBOI linked QB Online customer.



4. It will show Done when completed



5. Now when your view of your AyaNova client(s) is refreshed, you will see the updates that have been applied.

**NOTE:** QBOI only obtains QuickBooks Online and AyaNova information when QBOI first loads

If you enter new information into either QuickBooks Online or AyaNova with QBOI running, you need to [refresh the connections](#).

**Descriptive Text**

## 5 Descriptive Text

### 5.1 What is Descriptive Text?

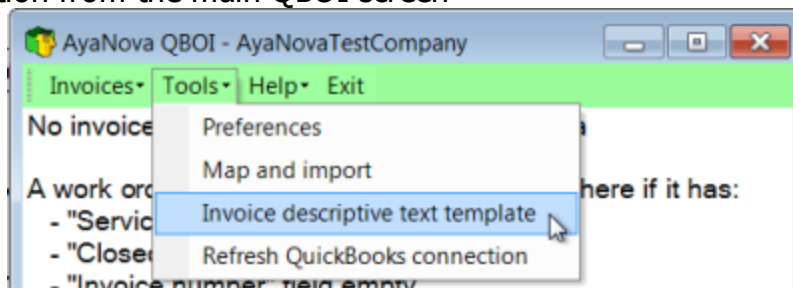
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#### Why set up Descriptive Text?

When you use QBOI to invoice out billable items from an AyaNova workorder into a QB Online invoice, you could print a workorder report from AyaNova and physically provide the report along with the QB Online invoice.

**OR** you could specify in your QBOI's Descriptive Text feature to show text from specific areas of the AyaNova workorder on the QB Online invoice itself! Thereby not needing to include a copy of the AyaNova service workorder.

Descriptive Text is set via the **Tools -> Invoice descriptive text template** menu option from the main QBOI screen



- You can **set as much or as little** descriptive text about the service workorder(s) to display on your QB Online invoices.
- You can set using the pre-set defaults (detailed default or brief default), and/or edit directly what you wish to display, or have no additional text display

For example, the screenshot below shows that this invoice has the additional descriptive text from the AyaNova workorder identifying the following:

- what AyaNova workorder number the invoice is for
- text from the AyaNova workorder Item Summary field
- text about the unit serviced in the display format set in your AyaNova's Global Settings for unit display
- and details about the labor service provided

Invoice #1002

ABC Accounting | info@exampleabccounting.com | Send later | Co/bo

Payment Options: Get set up | Credit card | Free bank transfer

BALANCE DUE: \$186.02 | Receive payment

Billing address: ABC Accounting, 500 E 9th St, Box 574, New York, New York 10009-5059, United States of America

Terms: Due on receipt | Invoice date: 07/10/2017 | Due date: 07/10/2017

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX
1		Charges for work order: 70				
2	232412	232412 - Thingamabob -	1	36	36.00	
3	Hours		1	150	150.00	
4		Service requested: Machine is making weird noises				
5		Unit Serviced: HP / Compaq Business Desktop Dc5100 - 5642e3446				
6		Service performed by: Herb Ariens - REGION 2 Start Date & Time: 7/6/2017 4:00:00 PM End Date & Time: 7/6/2017 5:00:00 PM Service Details: Determined that the thingamabog was broken. H42 to fully dismantle to get replaced.				
7						

Add lines | Clear all lines | Add subtotal

Subtotal: \$186.00

Message displayed on invoice: Workorder: 70

Taxable subtotal: 0.065% | Total: \$186.02 | Balance due: \$186.02

Statement memo: Imported from AyaNova by: AyaNova Administrator @ 7/10/2017 1:20:37 PM

Attachments: Maximum size: 25MB | Drag/Drop files here or click the icon | Show existing

Cancel | Print or Preview | Make recurring | Customize | More | Save | Save and send

Because the Invoice descriptive text template had the following settings:

Invoice descriptive text

Insert header field • Set to default detailed format Set to default brief format

**Workorder header fields:**  
Charges for work order: ~WO#~

**Line items (charges - parts, service, expenses etc)**

**Workorder item fields:**  
Service requested: ~ITEM\_SUMMARY~

**Unit:**  
Unit Served: ~AYAFORMAT~



**Service:**  
Service performed by: ~SERVICE\_TECH~ Start Date & Time: ~SERVICE\_START~ End Date & Time: ~SERVICE\_STOP~  
Service Details: ~DETAILS~

**Travel:**  
Travel Start Date & Time: ~TRAVEL\_START~

**Outside service:**  
Outside Service Repair Charges: ~REPAIR\_PRICE~ Outside Service Shipping Charges: ~SHIP\_CHARGE~  
Date Sent: ~SENT~ Date Returned: ~RETURNED~

**Misc. expenses:**  
Misc Expenses Summary: ~SUMMARY~

**Loan items:**  
Item Loaned: ~ITEM~ Date Loaned: ~LOANED~ Date returned: ~LOAN\_RETURNED~

## 5.2 Service workorder data that can be entered as descriptive text

### Service workorder data fields that are selectable to be included via descriptive text in a QuickBooks Online invoice via QBOI

Where ever you see text that is preceded and followed by a ~ symbol in each of the text areas - these are referred to as **tokens**

Tokens in the descriptive text template denotes to QBOI to obtain the data for that token from the service workorder if applicable.

For example, ~W0#~ will be replaced by the service workorder number.

Each of the text areas corresponds to a section of a AyaNova service workorder.

If the service workorder data field is not listed here, than it can not be entered as descriptive text on a QB Online invoice via QBOI.

But if the data is needed to be seen by your client - it is suggested to either:

- a. enter it manually in the QB Online invoice itself before providing to your client.
- b. print out an AyaNova Detailed Completed Workorder report to accompany the invoice so that all details are provided to the client along with the invoice
- c. have your client log in via their Customer Login via your [optional add-on RI](#) and/or your [optional add-on WBI](#) so they can view the full details of that workorder.

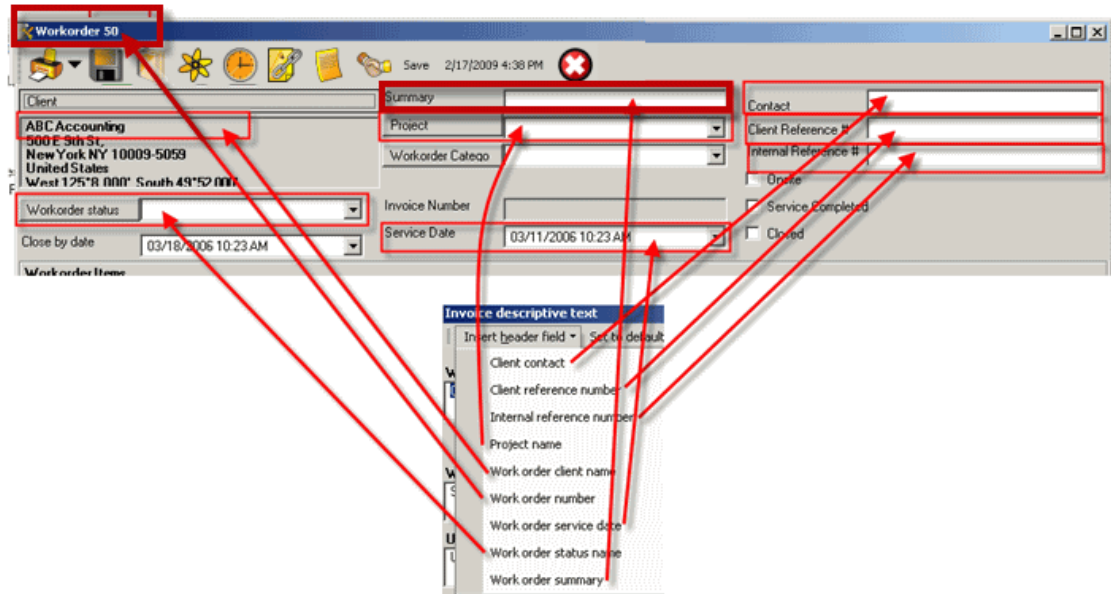
### From the service workorder header fields text area section:

Screenshot below shows the correspondence of the service workorder header fields with the selection in the descriptive text template.

- Select **Client contact** to insert the ~CONTACT~ token to represent the data from the billable service workorder's Contact field into the workorder header fields text area
- Select **Client reference number** to insert ~CREF#~
- Select **Internal reference number** to insert ~OURREF#~
- Select **Project name** to insert ~PROJ~
- Select **Workorder client name** to insert ~CLIENT~
- Select **Workorder number** to insert ~WO#~
- Select **Workorder service date** to insert ~SERVDATE~



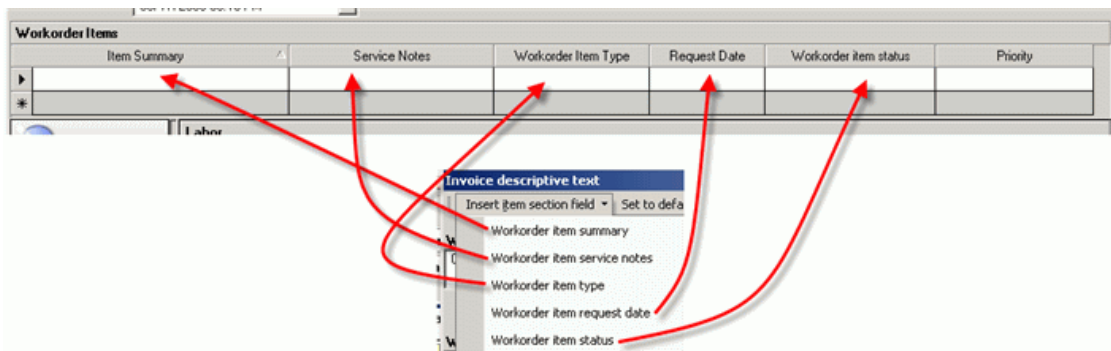
- Select **Workorder status name** to insert ~STAT~
- Select **Workorder summary** to insert ~DESC~



### From the workorder items fields text area section:

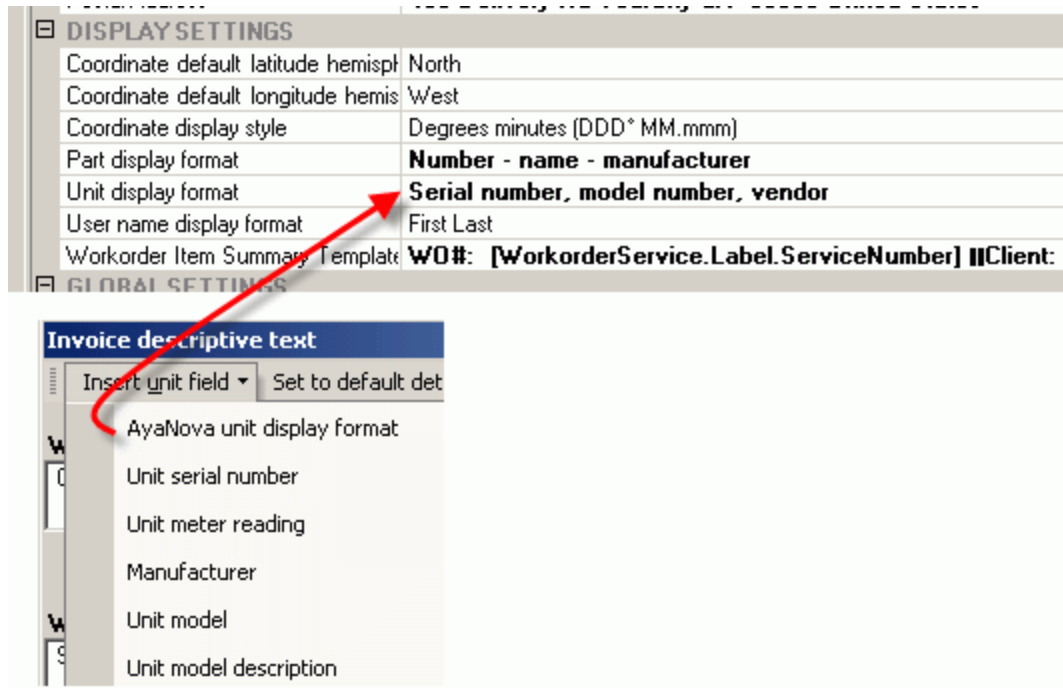
Screenshot below shows the correspondence of the service workorder item fields with the selection in the descriptive text template.

- Select **Workorder item summary** to insert the ~ITEM\_SUMMARY~ token to represent the data from the billable service workorder item's Item Summary field into the workorder items text area
- Select **Workorder item service notes** to insert ~ITEM\_SERVICE\_NOTES~
- Select **Workorder item type** to insert ~ITEM\_TYPE~
- Select **Workorder item request date** to insert ~ITEM\_REQUEST\_DATE~
- Select **Workorder item status** to insert ~ITEM\_STATUS~



**From the Unit text area section:**

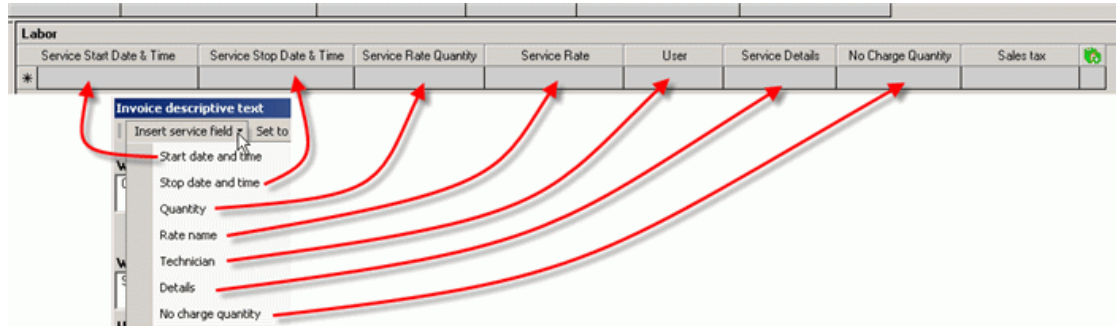
- Select **AyaNova unit display format** to insert the ~AYAFORMAT~ token to represent the Global Settings format of the selected unit in that billable service workorder into the Unit text area
- Select **Unit serial number** to insert ~UNIT\_SN~
- Select **Unit meter reading** to insert ~UNIT\_METER~ (note - only a meter reading that was entered via the meter reading steps as outlined in the AyaNova Help file *How To enter a unit meter reading via a Service Workorder* )
- Select **Manufacturer** to insert ~UNIT\_MAKE~
- Select **Unit model name** to insert ~UNIT\_MODEL\_NAME~
- Select **Unit model number** to insert ~UNIT\_MODEL\_DESC\_NUMBER~

**From the Labor text area section:**

Screenshot below shows the correspondence of the service workorder Labor with the selection in the descriptive text template.

- Select **Start date and time** to insert the ~SERVICE\_START~ token to represent the Labor record's Start Date & Time into the Service text area
- Select **Stop date and time** to insert ~SERVICE\_STOP~
- Select **Quantity** to insert ~SERVICE\_QUANTITY~
- Select **Rate name** to insert ~RATE\_NAME~

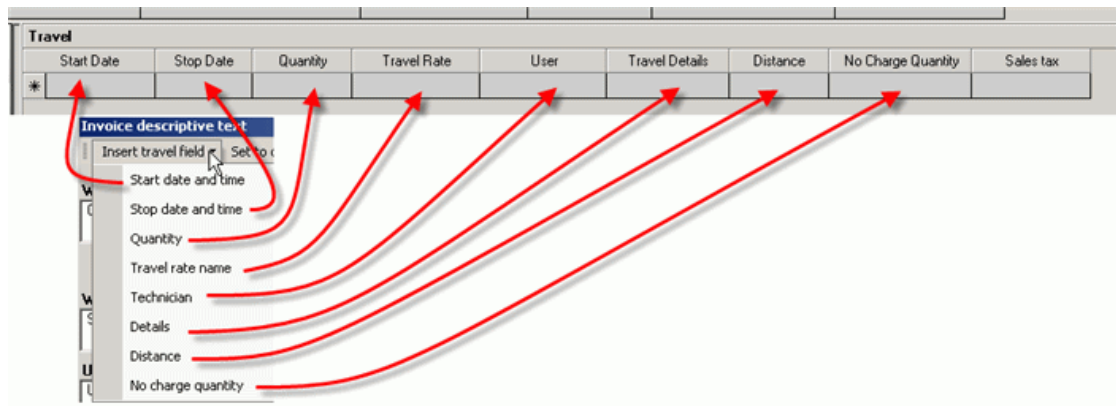
- Select **Technician** to insert ~SERVICE\_TECH~ (this is the schedulable user that is selected in the Labor record)
- Select **Details** to insert ~DETAILS~
- Select **No charge quantity** to insert ~NO\_CHARGE\_QUANTITY~



### From the Travel text area section:

Screenshot below shows the correspondence of the service workorder Travel with the selection in the descriptive text template.

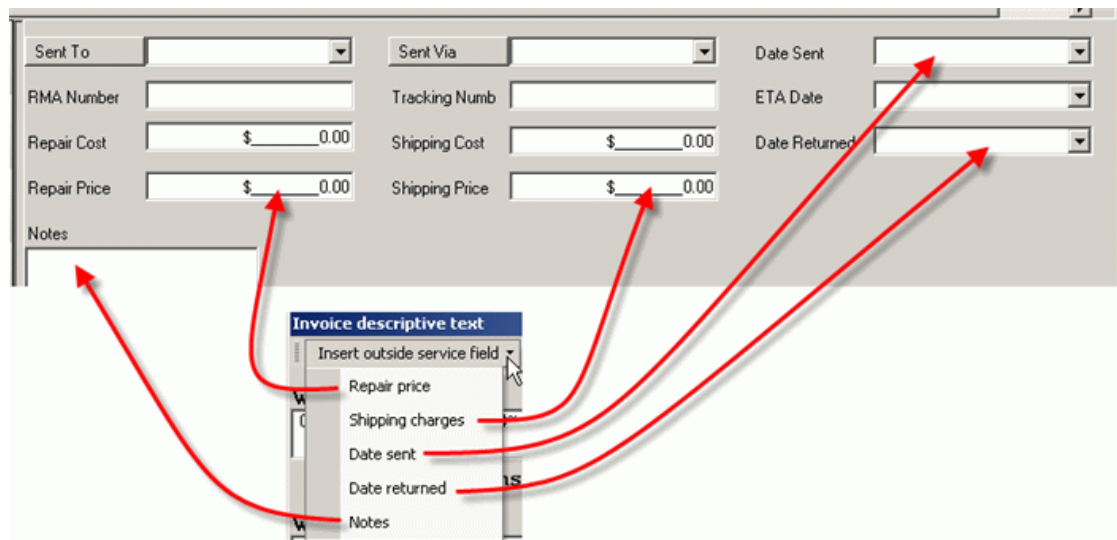
- Select **Start date and time** to insert the token ~TRAVEL\_START~ to represent the Travel's record Start Date & Time of the invoiced workorder item into the Travel text area
- Select **Stop data and time** to insert ~TRAVEL\_STOP~
- Select **Quantity** to insert ~TRAVEL\_QUANTITY~
- Select **Travel rate name** to insert ~TRAVEL\_RATE\_NAME~
- Select **Technician** to insert ~TRAVEL\_TECH~
- Select **Details** to insert ~TRAVEL\_DETAILS~
- Select **Distance** to insert ~TRAVEL\_DISTANCE~
- Select **No charge quantity** to insert ~TRAVEL\_NO\_CHARGE\_QUANTITY~



### From the Outside Service text area section:

Screenshot below shows the correspondence of the service workorder Outside Service with the selection in the descriptive text template.

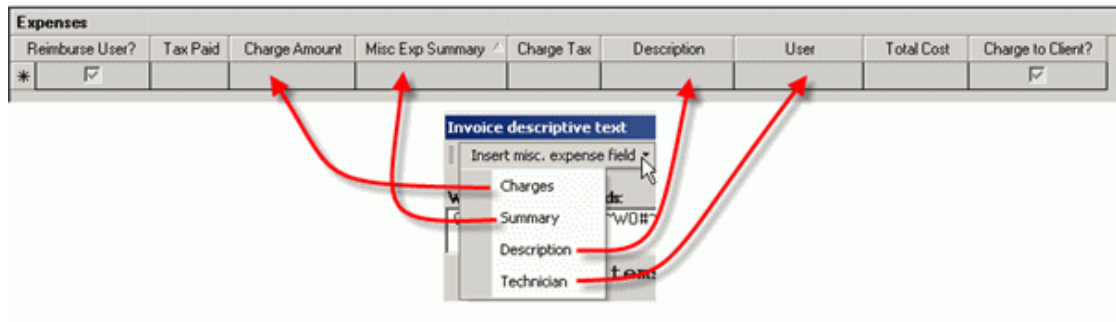
- Select **Repair price** to insert the token ~REPAIR\_PRICE~ to represent the Repair Price field from the Outside Service section of the service workorder item into the Outside Service text area
- Select **Shipping charges** to insert ~SHIP\_CHARGE~
- Select **Date sent** to insert ~SENT~
- Select **Date returned** to insert ~RETURNED~
- Select **Notes** to insert ~NOTES~



### From the Expenses text area section:

Screenshot below shows the correspondence of the service workorder Expenses with the selection in the descriptive text template.

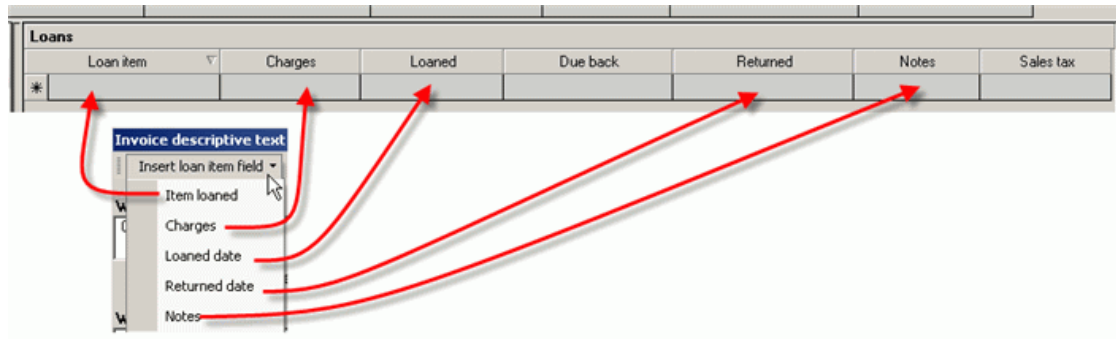
- Select **Charges** to insert the token ~CHARGES~ to represent the Charge Amount field from the Expenses record for the invoiced workorder item into the Misc.Expenses text area
- Select **Summary** to insert ~SUMMARY~
- Select **Description** to insert ~DESCRIPTION~
- Select **Technician** to insert ~TECH~



## From the Loans text area section:

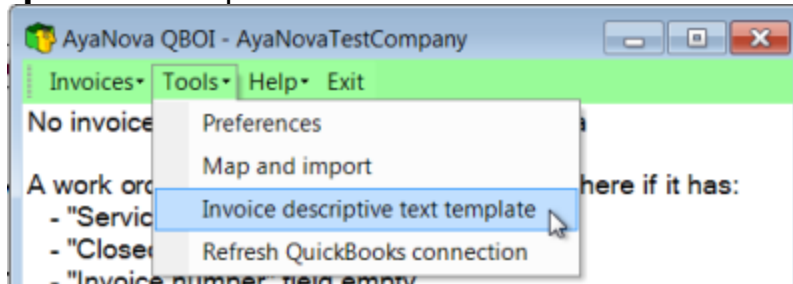
Screenshot below shows the correspondence of the service workorder Loans with the selection in the descriptive text template.

- Select **Item loaned** to insert the token ~ITEM~ to represent the Loan Item from the Loans section of the service workorder item that is invoiced into the Loans text area
- Select **Charges** to insert ~CHARGE~
- Select **Loaned Date** to insert ~LOANED~
- Select **Returned Date** to insert ~LOAN\_RETURNED~
- Select **Notes** to insert ~LOAN\_NOTES~



### 5.3 Editing the Descriptive Text Template

1. From the main QBOI screen, select the **Tools -> Invoice descriptive text template** menu option



2. You can use either:

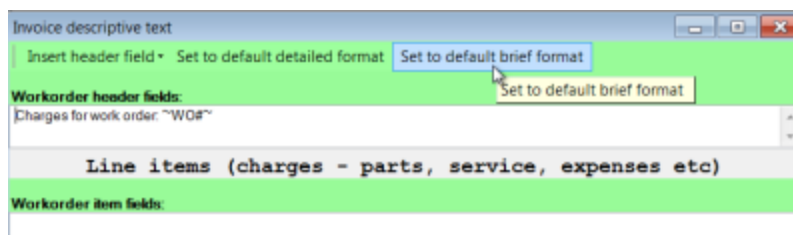
- A. Set to default brief format**
- B. Set to default detailed format**
- C. Or edit the format manually**

#### **A. Set to default brief format**

To display just the text "Charges for the workorder:" and the workorder number associated with the QB Online invoice, than just select the menu option **Set to default brief format**.

This is useful so that either:

- a.** the client can reference the included Detailed Completed Service Workorder report you have printed out/emailed/included with their QB Online invoice - especially if you have a lot of detail in the service workorder which the QuickBooks Online invoice may span many many pages to display.
- b.** or so that your client can reference their specific workorder details via their Customer Login via your [optional add-on RI](#) and/or your [optional add-on WBI](#)



### **B. Set to default detailed format**

Or if you do want the QB Online invoice to display text about everything billable from the service workorder, than select the menu option **Set to default detailed format**.

Do note QB Online invoices are very limited in the amount of text that can display, so your invoice may span multiple pages.

Once set, a suggestion would be to invoice one workorder first, before invoicing numerous workorders, so you can confirm is showing what data you want and need from the AyaNova workorder(s) on the QB Online invoice.

The screenshot shows a window titled "Invoice descriptive text" with three buttons at the top: "Insert header field", "Set to default detailed format" (which is highlighted with a mouse cursor), and "Set to default brief format". Below the buttons, the window is divided into several sections with green headers:

- Workorder header fields:** Contains the text "Charges for work order: ~WO#~".
- Line items (charges - parts, service, expenses etc)**: A section header.
- Workorder item fields:** Contains the text "Service requested: ~ITEM\_SUMMARY~".
- Unit:** Contains the text "Unit Served: ~AYAFORMAT~".
- Service:** Contains the text "Service performed by: ~SERVICE\_TECH~ Start Date & Time: ~SERVICE\_START~ End Date & Time: ~SERVICE\_STOP~ Service Details: ~DETAILS~".
- Travel:** Contains the text "Travel Start Date & Time: ~TRAVEL\_START~".
- Outside service:** Contains the text "Outside Service Repair Charges: ~REPAIR\_PRICE~ Outside Service Shipping Charges: ~SHIP\_CHARGE~ Date Sent: ~SENT~ Date Returned: ~RETURNED~".
- Misc. expenses:** Contains the text "Misc Expenses Summary: ~SUMMARY~".
- Loan items:** Contains the text "Item Loaned: ~ITEM~ Date Loaned: ~LOANED~ Date returned: ~LOAN\_RETURNED~".

At the bottom of the window, there are two buttons: a yellow circle with a black dot and a green circle with a white checkmark.

### **C. Editing manually what service workorder data to display:**

You can edit specifically what text you want to display and what data from the AyaNova service workorder by placing your cursor with the text area, entering any text, and than select the menu option **Insert xxxxx field** ( where xxxxx will be the section of the AyaNova service workorder it corresponds to )

Data field tokens ONLY display for their specific sections - for example, do not manually enter ~WO#~ in the Unit: text area field and expect the workorder number to display. That is why the menu option at the top is for selection for that specific text area.

Do note QB Online invoices are very limited in the amount of text that can display, so your invoice may span multiple pages if you include numerous data field tokens.

### An example of manually editing:

All you want is if a specific unit in a workorder item was selected for service, you want the following to display on the QuickBooks Online invoice:

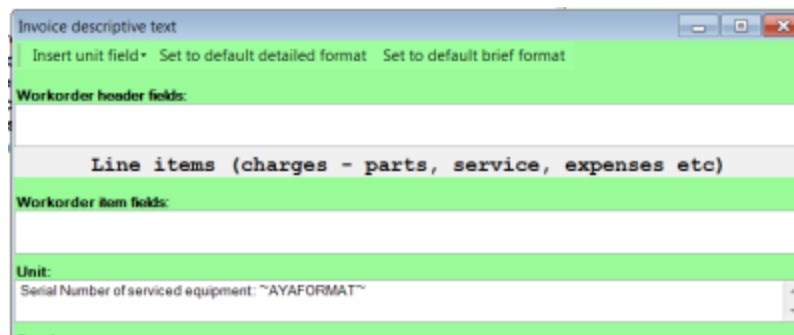
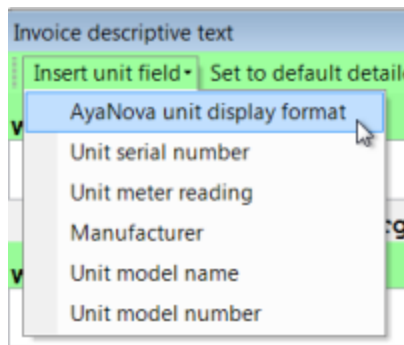
Serial Number of serviced equipment: *serial number*

Click in the Unit: text area and you will note that the menu changes to **Insert unit field:**

Type in the text (and/or replace the existing text and data fields) you want to display such as **Serial Number of serviced equipment:**

Then select the menu option Insert unit field: to drop down the list of selectable data fields from the Unit section of the service workorder and select

Note how the **~AYAFORMAT~** is inserted into that text area.





# Invoicing

## 6 Invoicing

### 6.1 How to invoice AyaNova workorders into QuickBooks invoices


Now that you have done the following...

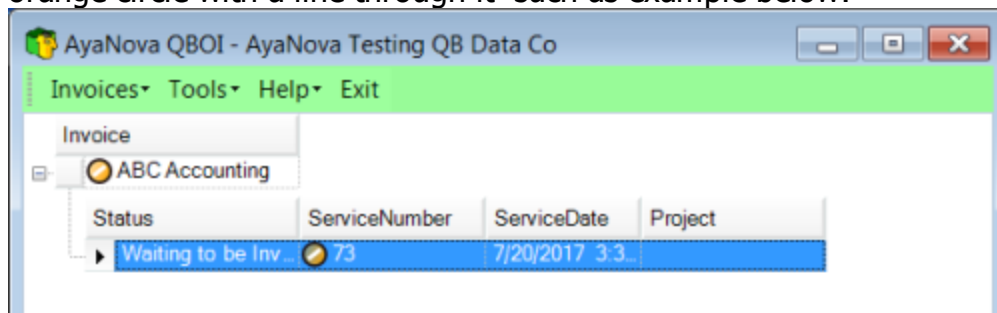
- set your [QBOI Preferences](#),
- have [edited your Descriptive Text](#) so that text from the AyaNova workorder shows on the QB Online invoice if desired
- have [linked existing data](#) between AyaNova and QB Online
- and/or [imported your QB Online data](#) (customers, vendors, items) into your AyaNova
- and/or [imported your AyaNova data](#) (clients, vendors, rates, parts) into your QB Online

... now you are ready to invoice AyaNova workorders into QB Online invoices.

Reminder - QBOI displays what is present in your AyaNova and in your QB Online at the time QBOI was **last** refreshed (i.e. when first loaded, or when last refreshed). [So if you are \*\*not\*\* seeing something you expect to, refresh!](#)

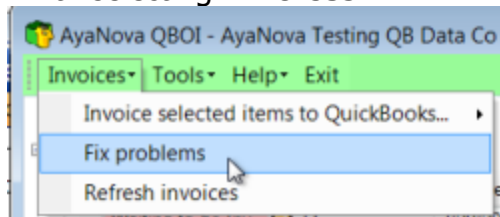
#### To invoice AyaNova workorders into QB Online invoices:


1. Have QBOI running and authenticated - see [Starting QBOI](#)
2. If the QBOI Main window states no invoiceable work orders found in AyaNova, but you know you "do" have workorders that need to be invoiced, then you need to confirm as per the message and as per the section [No service workorders ready for invoicing](#)
3. If your QBOI Main window displays the client name with an image of a orange circle with a line through it  and/or a workorder number with a orange circle with a line through it such as example below:

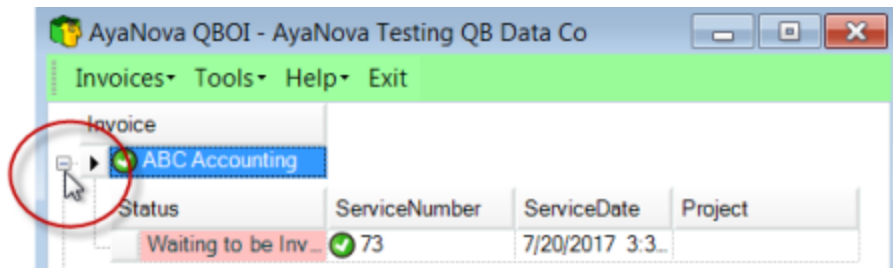
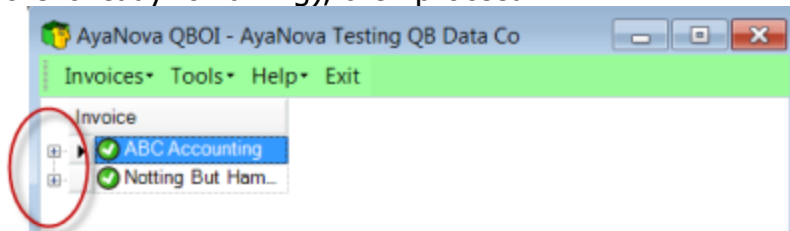


This tells you that perhaps **one or more** of the following **needs** to be addressed:

1. the [AyaNova client of that workorder has not yet been linked/imported between your AyaNova and your QB Online](#)
2. and/or parts in the AyaNova workorder are not yet linked/imported with a corresponding Item in your QB Online
3. and/or [parts in the AyaNova wokorder have a different price than that of the linked QB Online Item](#)
4. See the specific **how to fix each above**, but regardless you will start with selecting **Invoices -> Fix Problems**



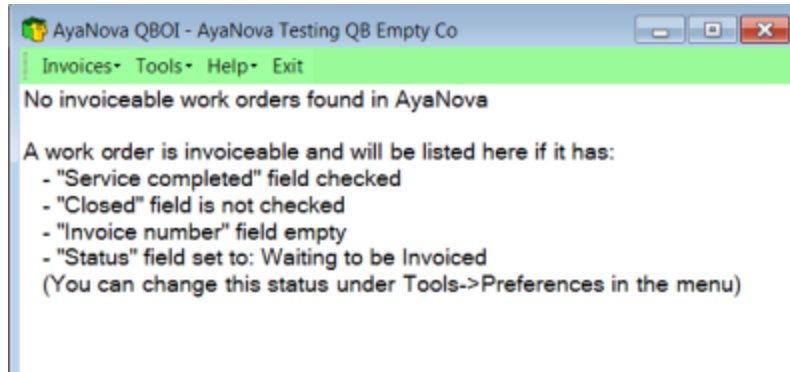
4. If displays with the AyaNova customer name with a checkmark  image beside it and a + sign (indicating one or more workorders associated with that client ready for billing), then proceed:



5. If you [want a single AyaNova workorder to be invoiced out in a single QuickBooks Online invoice](#)
6. If you [want multiple AyaNova workorders for the same client to be invoiced out to a single QuickBooks Online invoice](#)
7. If you [have a number of service workorders all for different clients ready for invoicing, you can have QBOI have QuickBooks Online invoice all workorders at one time into respective invoices](#)
8. Refer to [What happens when QBOI invoices?](#)

## 6.2 No service workorders ready for invoicing

If the main QBOI screen displays as the screen shot below:

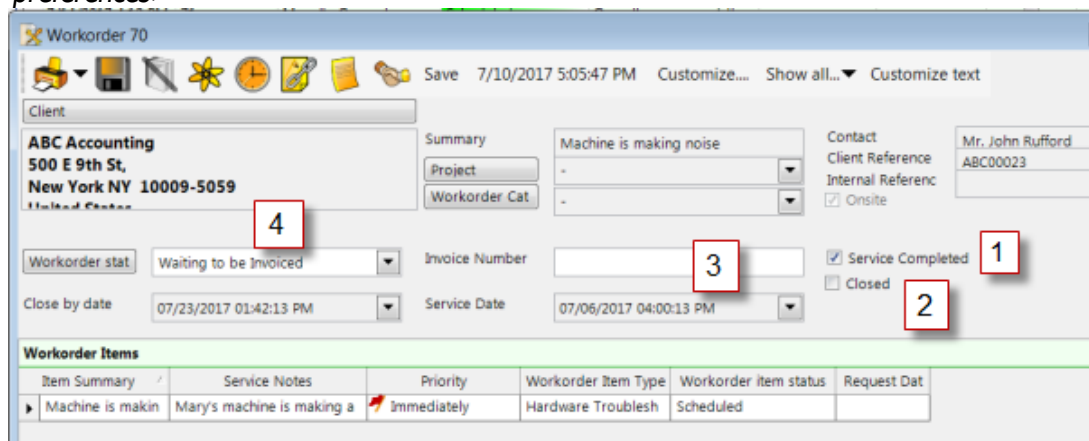


As the message states - **there are no service workorders that meet the four setting requirements** to be able to have QBOI ready them for invoicing via your QB Online database.

If you do have service workorders that you know are ready for invoicing but the above message displays there are no workorders ready, do the following **6 steps**:

### **In your AyaNova:**

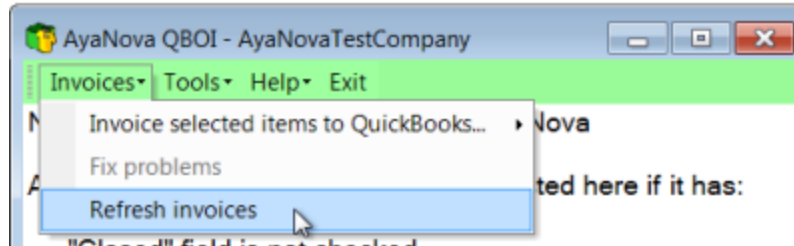
1. Confirm that the workorder's Service Completed field **is** check-marked
2. Confirm that the Closed field **is not** check-marked
3. Confirm that the Invoice #: field **is empty**
4. Confirm that the Workorder Status **is set to** that you set in your [Preferences](#) for **Billable Workorder Status** <screen shot below of workorder status may not reflect what you have actually selected in your preferences>



5. If you make any changes to the workorder, be sure to **Save & Exit**.

### **In your QBOI Main:**


6. Select the menu option **Invoices** -> **Refresh invoices** so that QBOI rechecks to see if there now are workorders that are ready for invoicing

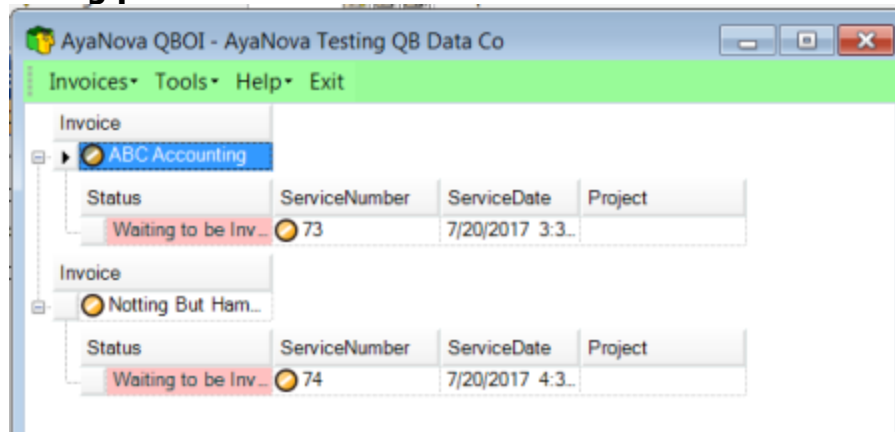


**NOTE:** QBOI only obtains QuickBooks Online and AyaNova information when QBOI first loads and when it is refreshed.

If you enter new information into either QuickBooks Online or AyaNova with QBOI running, you need to [refresh the connections](#)

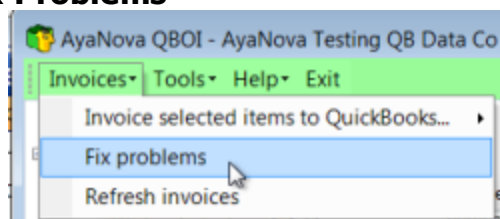
### 6.3 Fix AyaNova client not yet linked/imported with your QB Online

If your QBOI Main displays AyaNova clients and workorders an **orange circle with a link through it** image  When that may indicate **one or more of the following problems** needs to be fixed.

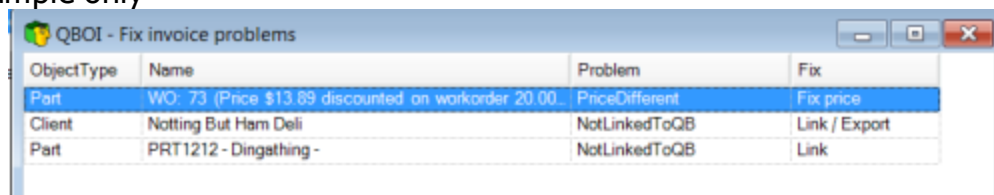


1. **The AyaNova client of that workorder has not yet been linked/exported from your AyaNova to your QB Online** which we will cover in this help section below
2. and/or parts in the AyaNova workorder are not yet linked/imported with a corresponding Item in your QB Online
3. and/or parts in the AyaNova wokorder have a different price than that of the linked QB Online Item

1. To determine which problem(s) need fixing, start with selecting **Invoices -> Fix Problems**



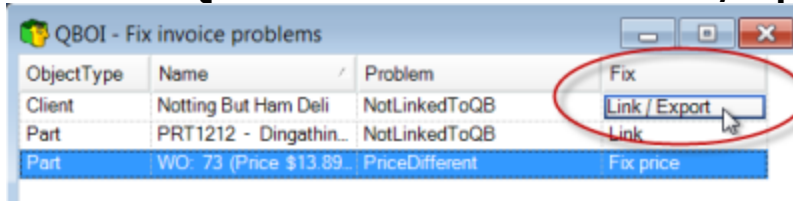
2. All problems needing to be fixed at this moment will be listed - below is an example only



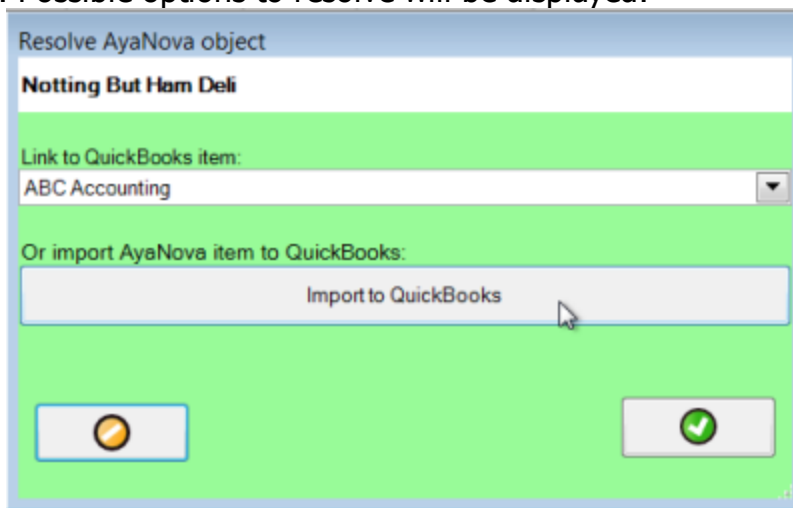
ObjectType	Name	Problem	Fix
Part	WO: 73 (Price \$13.89 discounted on workorder 20.00...	PriceDifferent	Fix price
Client	Notting But Ham Deli	NotLinkedToQB	Link / Export
Part	PRT1212 - Dingathing -	NotLinkedToQB	Link

3. In this section, we will go over how to address the problem of an AyaNova Client not yet linked or exported yet to your QB Online

4. For the row where the **ObjectType** is **Client** and the **Problem** is **NotLinkedToQB** select under the **Fix** column **Link/Export**




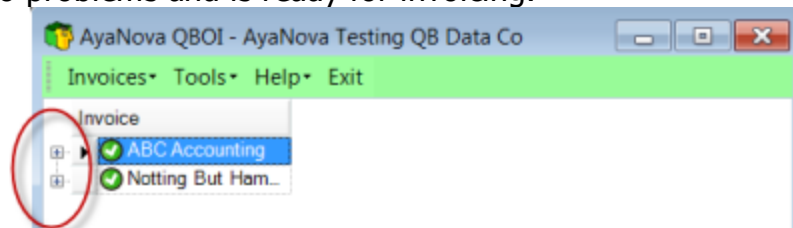
5. Possible options to resolve will be displayed:

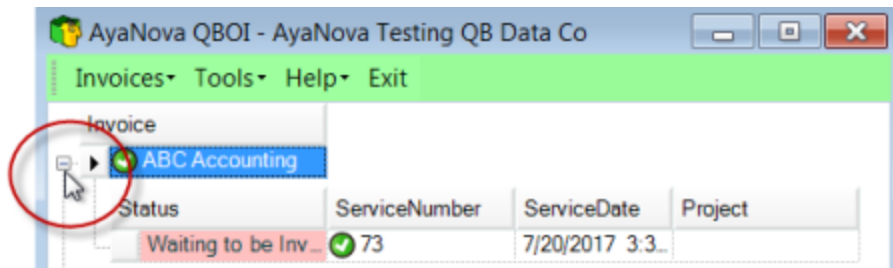


- Link to an existing QB Online item
- Or import the AyaNova part's data into your QB Online which will also link

6. In our example above, we have selected to Import to QB

7. Continue with fixing any other outstanding problems until your QBOI Main shows the available workorder(s) with a  image next to it to indicate there are no problems and is ready for invoicing.






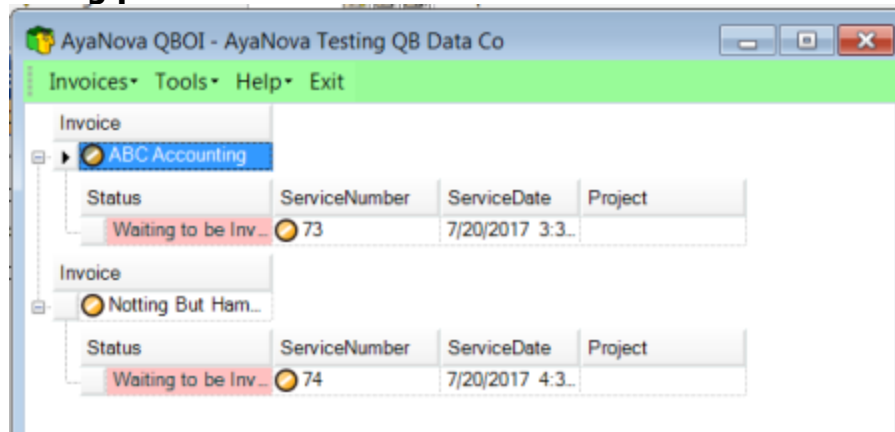
8. Now invoice:

- a. If you [want a single AyaNova workorder to be invoiced out in a single QuickBooks Online invoice](#)
- b. If you [want multiple AyaNova workorders for the same client to be invoiced out to a single QuickBooks Online invoice](#)
- c. If you [have a number of service workorders all for different clients ready for invoicing, you can have QBOI have QuickBooks Online invoice all workorders at one time into respective invoices](#)
- d. Refer to [What happens when QBOI invoices?](#)



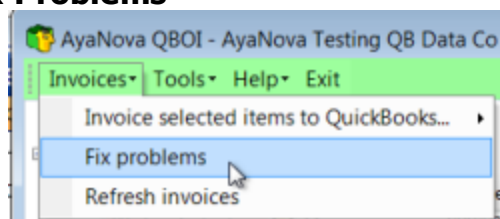
## 6.4 Fix AyaNova part not yet linked/imported with your QB Online

If your QBOI Main displays AyaNova clients and workorders an **orange circle with a link through it** image  When that may indicate **one or more of the following problems** needs to be fixed.



1. **The parts in the AyaNova workorder are not yet linked/imported with a corresponding Item in your QB Online** which we will cover in this help section below
2. and/or the [AyaNova client of that workorder has not yet been linked/exported from your AyaNova to your QB Online](#)
3. and/or [parts in the AyaNova wokorder have a different price than that of the linked QB Online Item](#)

1. To determine which problem(s) need fixing, start with selecting **Invoices -> Fix Problems**

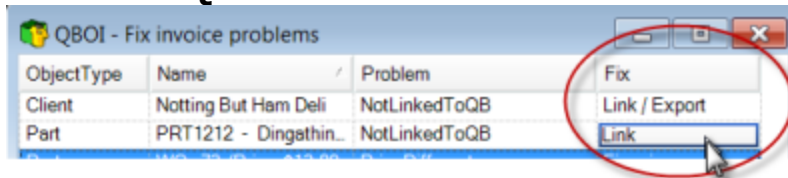


2. All problems needing to be fixed at this moment will be listed - below is an example only

ObjectType	Name	Problem	Fix
Part	WO: 73 (Price \$13.89 discounted on workorder 20.00...	PriceDifferent	Fix price
Client	Notting But Ham Deli	NotLinkedToQB	Link / Export
Part	PRT1212 - Dingathing -	NotLinkedToQB	Link

3. In this section, we will go over how to address the problem of a part not yet linked via your QBOI to a corresponding Item in your QB Online

4. For the row where the **ObjectType** is **Part** and the **Problem** is **NotLinkedToQB** select under the **Fix** column **Link**.

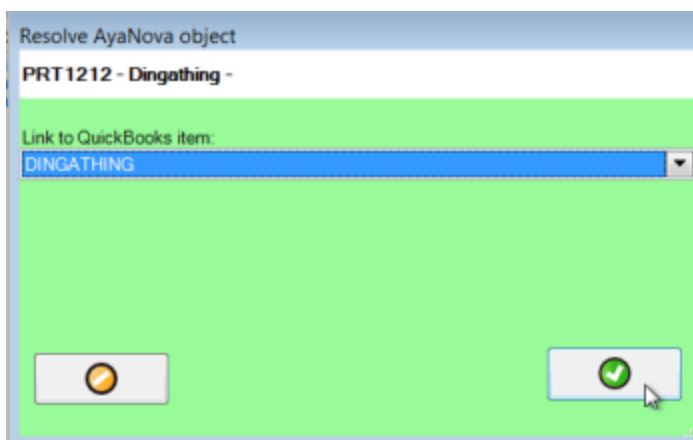
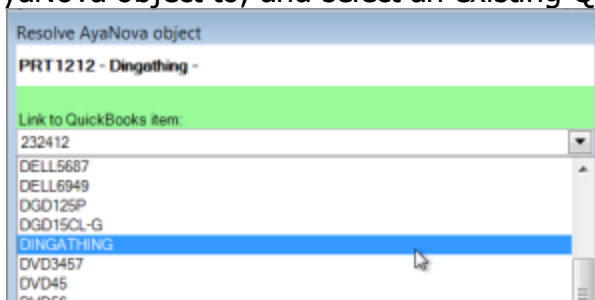



5. NOTE: when the problem is that the AyaNova part is not linked to a QB Online Item, you **can not import the AyaNova part into your QB Online via here** - your only option is to **link** it to an existing QB Online item via this method.

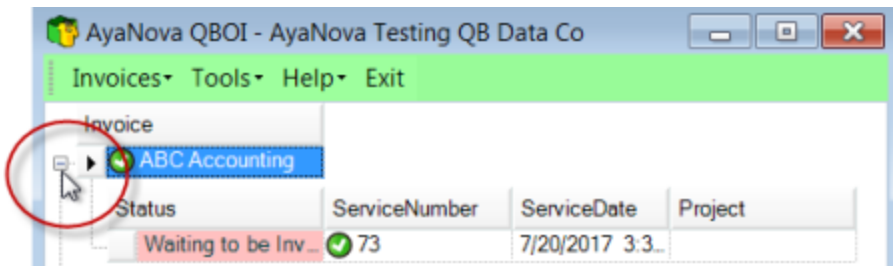
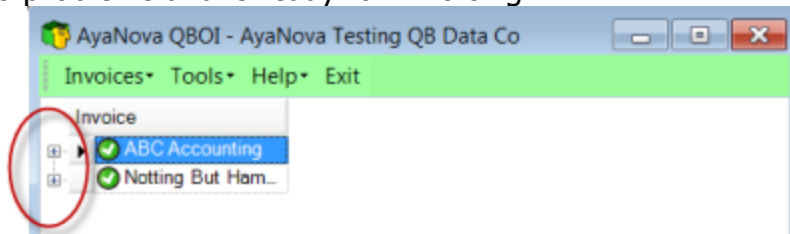
If instead you DO want to import the AyaNova part or rate into your QB Online, you will need to import these into QuickBooks Online using either the [Map and Import menu option](#), or [import the part via the AyaNova part grid or part entry screen](#).

So if you DO want to import instead, exit out of the Fix invoice problems, perform those steps to import and [don't forget to refresh after!](#)

6. Otherwise, drop down the list of available QuickBooks Online items to link this AyaNova object to, and select an existing QB Online Item to link to




7. Continue with fixing any other outstanding problems until your QBOI Main shows the available workorder(s) with a  image next to it to indicate there are no problems and is ready for invoicing.

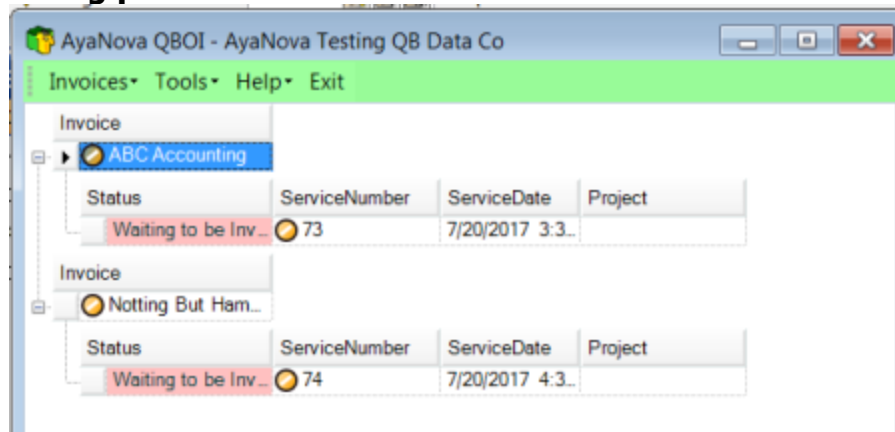


8. Now invoice:

- a. If you [want a single AyaNova workorder to be invoiced out in a single QuickBooks Online invoice](#)
- b. If you [want multiple AyaNova workorders for the same client to be invoiced out to a single QuickBooks Online invoice](#)
- c. If you [have a number of service workorders all for different clients ready for invoicing, you can have QBOI have QuickBooks Online invoice all workorders at one time into respective invoices](#)
- d. Refer to [What happens when QBOI invoices?](#)

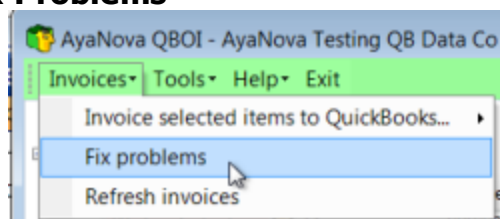
## 6.5 Fix AyaNova part that has different price than QBO price

If your QBOI Main displays AyaNova clients and workorders an **orange circle with a link through it** image  When that may indicate **one or more of the following problems** needs to be fixed.



1. **The parts in the AyaNova wokorder have a different price than that of the linked QB Online Item** which we will cover in this help section below
2. and/or parts in the AyaNova workorder are not yet linked/imported with a corresponding Item in your QB Online
3. and/or the AyaNova client of that workorder has not yet been linked/exported from your AyaNova to your QB Online

1. To determine which problem(s) need fixing, start with selecting **Invoices -> Fix Problems**

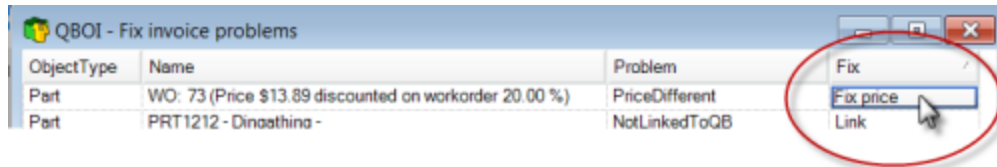


2. All problems needing to be fixed at this moment will be listed - below is an example only

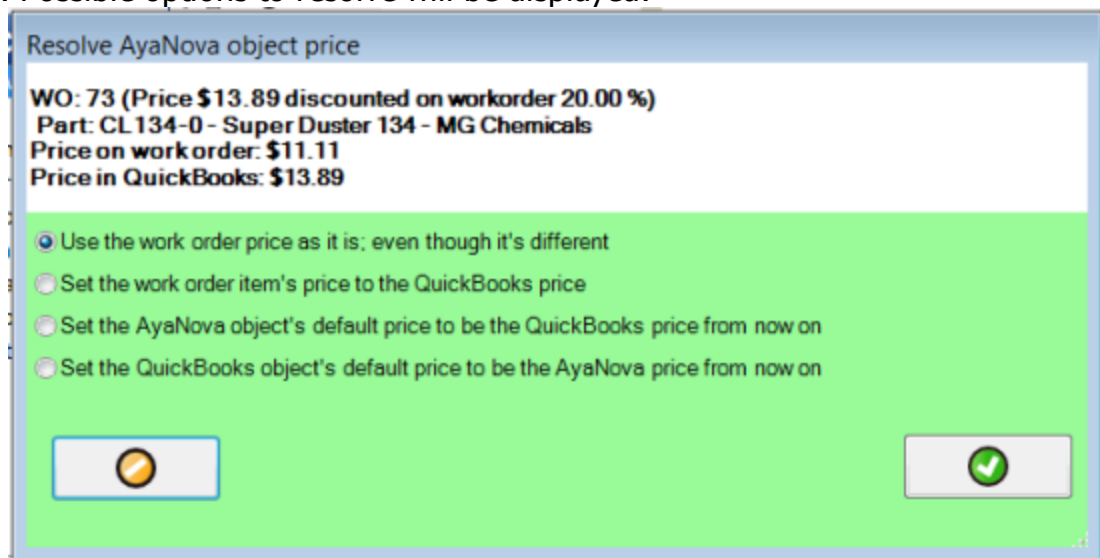
ObjectType	Name	Problem	Fix
Part	WO: 73 (Price \$13.89 discounted on workorder 20.00...	PriceDifferent	Fix price
Client	Notting But Ham Deli	NotLinkedToQB	Link / Export
Part	PRT1212 - Dingathing -	NotLinkedToQB	Link

3. In this section, we will go over how to address the problem of a part not yet linked via your QBOI to a corresponding Item in your QB Online

4. For the row where the **ObjectType** is **Part** and the **Problem** is **PriceDifference** select under the **Fix** column **Fix Price**.



5. Possible options to resolve will be displayed:



Before invoicing, if there is a price difference, on a part by part basis you will have the choice of:

**a. Use the workorder price as it is; even though it's different**

- Leaving the retail price as is in this AyaNova service workorder, and then QBOI will tell your QB Online to invoice the linked Item at that AyaNova retail price in your QB Online invoice.
- *\*\*If selected, but you exit out of QBOI before completing the invoicing, you will again have to fix this problem before invoicing*

**b. Set the workorder item's price to the QuickBooks price**

- Will cause the retail price and cost in this AyaNova service workorder to be changed to that of linked QB Online Item, and QBOI will tell your QB Online to invoice the linked Item at the QB Online retail set price.
- *\*\*if selected, this affects the workorder item part price immediately, even if you close QBOI before invoicing*

**c. Set the AyaNova object's default price to be the QuickBooks price from now on**


- Will cause the retail price in this AyaNova service workorder to be updated to that of QB Online Item, AND ALSO updates the AyaNova part retail price in the AyaNova part to that of the QB Online object for future selections in AyaNova workorders, and QBOI will tell your QB Online to invoice the linked Item at its own retail price.
- *\*\*if selected, this affects the AyaNova part object price, as well as the part price in the service workorder immediately, even if you close QBOI before invoicing*

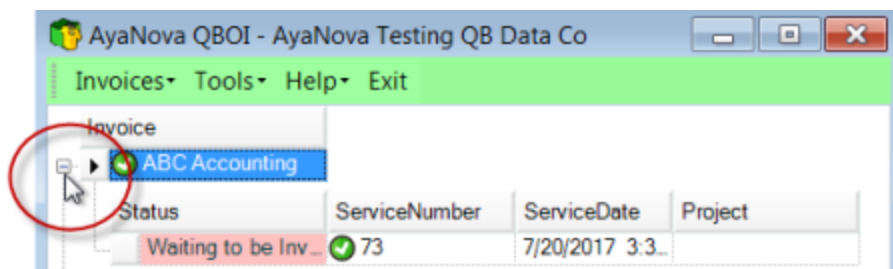
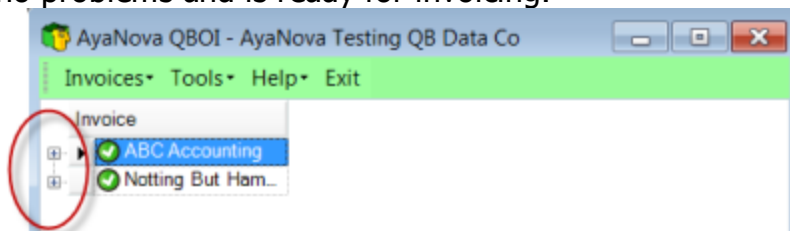
**d. Set the QuickBooks object's default price to be the AyaNova price from now on**

- Will result in the retail price left as it is in this AyaNova service workorder, will update the retail price in your QB Online Item to that of the AyaNova part retail price, and QBOI will tell your QB Online to invoice out at that AyaNova retail price in the QB Online invoice
- *\*\*if selected, this affects the QB Online part price immediately even if you close QBOI before invoicing*

Note that the first two just change the workorder price and do not affect the existing AyaNova part itself nor the QB Online Item when selected in any other workorder or invoice - whereas the last two actually change the price of the QB Item as well as the part price in that workorder.

6. In our example, we have selected to **Use the workorder price as it is; even though it's different** because this customer gets a 20% discount off the regular price.

7. Continue with fixing any other outstanding problems until your QBOI Main shows the available workorder(s) with a  image next to it to indicate there are no problems and is ready for invoicing.



8. Now invoice:

- a. If you [want a single AyaNova workorder to be invoiced out in a single QuickBooks Online invoice](#)
- b. If you [want multiple AyaNova workorders for the same client to be invoiced out to a single QuickBooks Online invoice](#)
- c. If you [have a number of service workorders all for different clients ready for invoicing, you can have QBOI have QuickBooks Online invoice all workorders at one time into respective invoices](#)
- d. Refer to [What happens when QBOI invoices?](#)

## 6.6 Taxes

---

QBOI **does not** and can not use the tax code selected in your AyaNova service workorder billable items.

QBOI does not import or export tax codes between AyaNova and your QB Online

Whether your QB Online invoice taxes are based on the country version of your QB Online.

US QB Online:

- A specific tax code is set for the QB Online customer that is applied to each QB Online Item/Service that itself can be set to Taxable or not.

non-US QB Online (i.e. Canadian QB Online, UK QB Online, etc):

- Taxes are based on the individual QB Online Item's tax code selection.

If an invoice in your QB Online that was generated via QBOI has an incorrect tax code or codes, check what is set for that QB Online client or for that QB Online Item (inventory or service) depending on your country version of QB Online.



## 6.7 Parts invoicing includes wo's Description and/or Serial Number

What displays in the QB Online Description field for the specific linked QB Online Item sold depends on:

- [If the AyaNova Part being billed out is linked to an QB Online Item \(Inventory\) or to a QB Online Item \(Non-inventory\)](#)

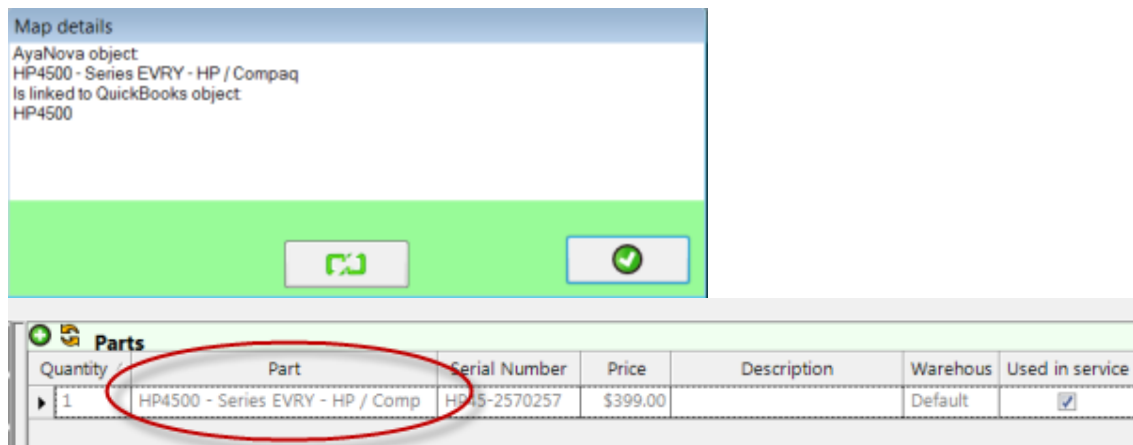
Whether additional QB Online Description field(s) display under the specific linked QB Online Item sold depends on:

- [If the AyaNova Part is serialized or not.](#)
- [If there is text in the AyaNova workorder Part's Description field or not.](#)

### If the AyaNova Part being billed out is linked to an QB Online Item (Inventory) or to a QB Online Item (Non-inventory)

#### If the AyaNova Part being billed out is linked to an **QB Online Item (Inventory)**

- Then your QB Online invoice line will display in the invoice's Description field the **Sales Information** stated of that specific QB Online Item (Inventory) that is linked to the AyaNova part being billed out, **irregardless** what the AyaNova part is displayed as in your AyaNova workorder.



The screenshot shows the 'Map details' window in AyaNova. It displays the following information:

```

Map details
AyaNova object
HP4500 - Series EVRY - HP / Compaq
Is linked to QuickBooks object
HP4500
  
```

Below the map details, there are two buttons: a green button with a magnifying glass icon and a blue button with a checkmark icon.

Below the buttons, there is a table titled 'Parts' with the following columns: Quantity, Part, Serial Number, Price, Description, Warehouse, and Used in service.

Quantity	Part	Serial Number	Price	Description	Warehouse	Used in service
1	HP4500 - Series EVRY - HP / Comp	HP45-2570257	\$399.00		Default	<input checked="" type="checkbox"/>

The 'Part' column in the table is circled in red.

Product/Service information

Inventory

Name\*

HP4500

SKU

Inventory asset account

Inventory Asset

Sales information

HP4500 Evry Series

Sales price/rate

399

Income account

Sales of Product Income

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX
1		Charges for work order: 73				
2	HP4500	HP4500 Evry Series	1	399	399.00	✓
3		SN: HP45-257025710				
4						

If the AyaNova Part being billed out is linked to an **QB Online Item (Non-Inventory)**

- QBOI will have your QB Online invoice display as text the workorder's part based on its Part Display Format in its Global Settings in the Description of linked QB Online (Non-inventory item) and NOT use the actual Sales Information text of the linked QB Online (Non-inventory item).
  - this way your invoice will always identify **the specific display name of the specific part sold as stated in your AyaNova workorder**, as majority of QB Online users that have a Non-Inventory type version will link multiple AyaNova parts to a single QB Online non-Inventory Item

Map details

AyaNova object

HP4775 - Series EVRY - HP / Compaq

Is linked to QuickBooks object

Generic Non-inventory Item

↺

✓



Parts							
Quantity /	Part	Serial Number	Price	Description	Warehous	Used in service	
1	HP4500 - Series EVRY - HP / Comp	HP45-2570257	\$399.00		Default	<input checked="" type="checkbox"/>	

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX	
1		Charges for work order: 73					
2	HP4500	HP4500 Evry Series	1	399	399.00	✓	
3		SN: HP45-257025710					
4							

## If there is text in the AyaNova workorder Part's Description field or not

If there is text in the AyaNova workorder's Part's Description field, that text will also always show under the linked AyaNova Item (whether Inventory or non-Inventory) as an additional Description text line.

Parts							
Quantity /	Part	Serial Number	Price	Description	Wa		
1	HP4775 - Series EVRY - HP / Compaq	HP477588958888	\$599.00	Warrantied for 12 months	De		

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX	
1		Charges for work order: 74					
2	Generic Non-Inventory Item	HP4775 - Series EVRY - HP / Compaq	1	599	599.00	✓	
3		SN: HP477588958888					
4		Warrantied for 12 months					

## 6.8 Discount % set in Parts is applied via a QuickBooks invoice

---

QBOI **does** apply discounts set in the AyaNova workorder to the QB Online invoice generated from it via QBOI.

If you have applied a discount on a part record in an AyaNova workorder, that net price which is the AyaNova part price X the discount will be identified by QBOI

If the AyaNova net price (part price X discount) is different than that of your QB Online item price, QBOI will identify that there is a price problem that needs to be addressed and will identify it as due to a discount (i.e **Price XX.XX discounted XX% on workorder**)

See also:

[Fix AyaNova part that has a different price than QBO price](#)

## 6.9 Banked service invoiced out at 0\$

---

QBOI will identify if a labor item in an AyaNova workorder has been banked via Banked Service, and will **always invoice it at 0\$ amount**.

Banked service in AyaNova is pre-payment for services.

Refer to your AyaNova Help documentation for more on Banked Service.

As your client has pre-paid already for service, and you have in AyaNova itself banked the service charges against their pre-paid amount, the client will **not** be re-billed for that service.

## 6.10 Travel or Service Rate retail charges

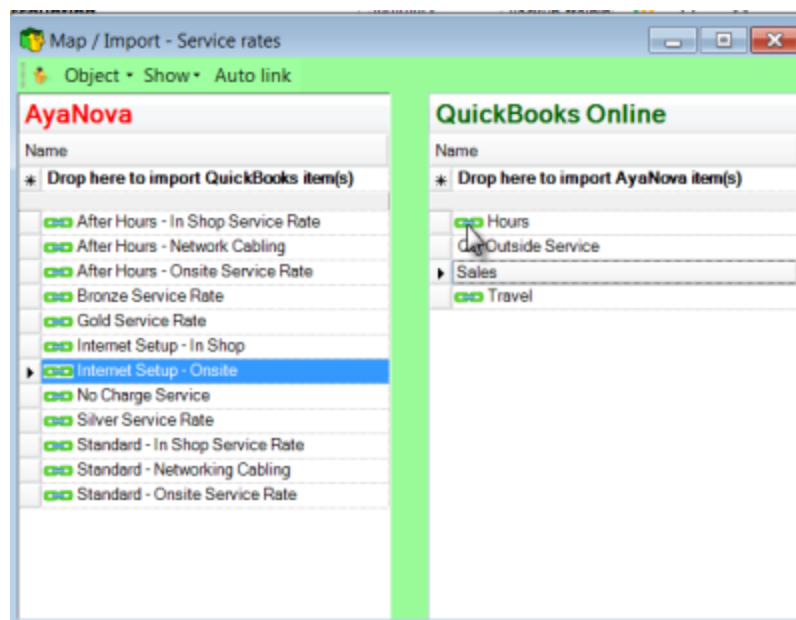
When QBOI requests that your QB Online generate an invoice for the AyaNova workorder's Labor Service billable information, your QB Online invoice will take by default the AyaNova Service Rate's Retail Charge price **no matter what** the price is set for the linked Item (Service) in your QB Online.

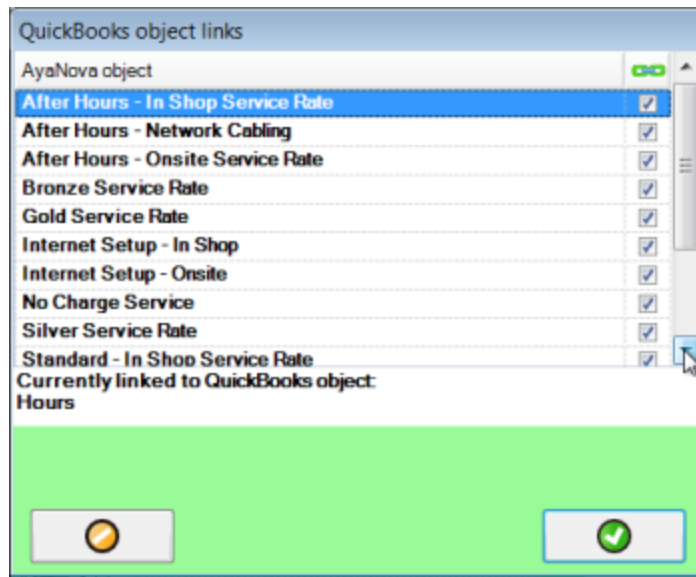
Same when QBOI passes over the AyaNova workorder Travel billable information to your QB Online - your QB Online invoice will take by default the AyaNova Travel Rate's Retail Charge price **no matter what** the price is set for in the linked Item (Service) in your QB Online

This way you only need to maintain the rates in AyaNova at their different retail prices when linked to one QB Online item.

You are **not** notified if there is a discrepancy between the AyaNova rate's Retail Charge and the linked QuickBooks Online item's Rate. Because it is expected to use the price set in your AyaNova rate in the workorder.


In the screen shots below, the QB Online item Hours is linked to multiple AyaNova service rates. This way your QB Online has only one Service Item that is used to bill out Labor, with your AyaNova maintaining the different rate price for each service.





The QB Online item Hours shows a Sales price/rate of \$0.00

Product/Service information

 Service [Change type](#)

Name\*

Hours

SKU

Category

Choose a category

Sales information

☒ I sell this product/service to my customers.

Description on sales forms

Sales price/rate

0.00

Income account

Sales

☐ Is taxable

Purchasing information

☐ I purchase this product/service from a vendor.

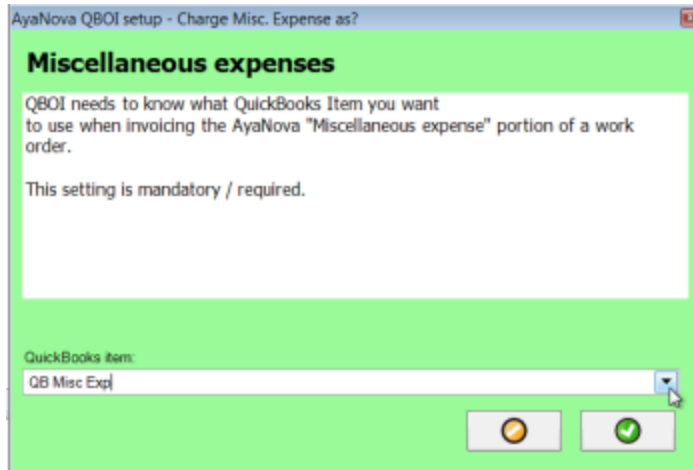
[Save and close](#)



With this QBOI feature, the rate is always billed out at the correct specific AyaNova rate's Retail Charge

## 6.11 Misc Expenses charges

AyaNova QBOI will use the QuickBooks Online item selected in Preferences as the item to use when billing Expenses.



- AyaNova QBOI will take the AyaNova service workorder Expenses **Charge Amount** price no matter what is the Rate set for the linked Item is in your QuickBooks Online.
- You are **not** notified if there is a discrepancy between the AyaNova service workorder Expenses Charge Amount price and the linked QuickBooks Online item's Rate.
- Also note that QBOI takes the Charge Amount **only**, as QBOI does not transfer the taxes identified on service workorders. Whether taxed or not, and at what rate is determined by the linked Item in your QB Online
- The Charge Amount is transferred to the QuickBooks Online invoice, and the default tax as set in QuickBooks Online is applied. Therefore ensure that the tax setting in QuickBooks Online for the Expenses is set correctly - or edit the invoice after QBOI creates it - or for future charges, edit the QuickBooks Online item tax setting default.

Expenses							
Reimburse Use	Tax Rate	Charge Amount	Misc Exp Summary	Charge Tax	Description	User	Total Cost
<input type="checkbox"/>	6.5%	\$22.30	summary of misc exp	6.5%	additional description of mi	Eve Alexander	\$0.00

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX
1		Charges for work order: 61				
2	QB Misc Exp	Miscellaneous expenses purchase on behalf of the customer	1	22.30	22.30	✓
3		Service requested: Check of network cables				
4		Misc Expenses Summary: summary of misc exp				
5						

Add Lines Clear all Lines Add subtotal

Message displayed on invoice

Workorder: 61

Subtotal \$22.30

Taxable subtotal \$22.30

6.5% 6.5% 1.45

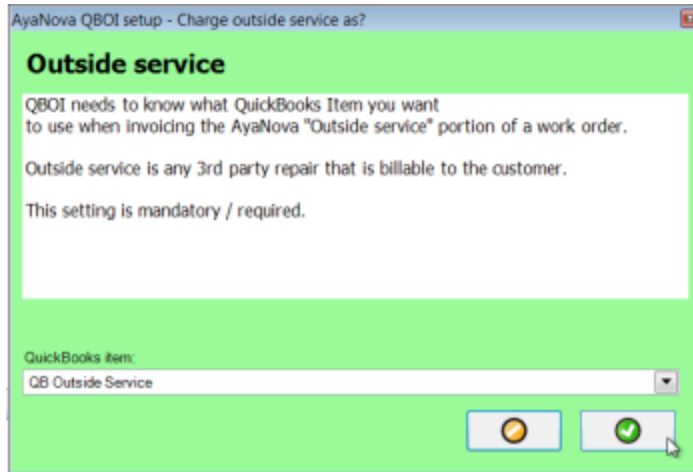
Total \$23.75

Balance due \$23.75

Statement memo

## 6.12 Outside Service charges

AyaNova QBOI will use the QuickBooks Online item selected in Preferences as the item to use when billing Outside Service charges.



- AyaNova QBOI will take by default the AyaNova service workorder **Outside Service Repair Price + Shipping Price** combined no matter what is the Rate set for the linked item in QuickBooks Online.
- In the example screenshot below, Repair Price = \$100 + Shipping Price = \$15, so what is set in the QB Online invoice is amount of \$115.00 (\$100 + \$15).
- What tax if any is applied is based on the tax setting of the QB Online Item.
- You are **not** notified if there is a discrepancy between the Outside Service combined Repair Price + Shipping Price amount and the linked QuickBooks Online item's Rate.

Unit

Scheduled Users

Tasks

Parts

Labor

Travel

Expenses

Loans

Outside Service

Sent To

Kodak Warranty Exchange

Sent Via

FedEx

Date Sent

07/17/2017 08:00:00 AM

RMA Number

KWE14578

Tracking Number

43076032704

ETA Date

07/20/2017 11:00:00 AM

Repair Cost

\$ 0.00

Shipping Cost

\$ 0.00

Date Returned

07/21/2017 05:09:00 PM

Repair Price

\$ 100.00

Shipping Price

\$ 15.00

Notes

Notes about this outside service

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX
1		Charges for work order: 75				
2	QB Outside Service	Service performed by external company that we recharge our charges for	1	115	115.00	✓
3		Service requested: Item needs outside service performed				
4		Outside Service Repair Charges: \$100.00 Outside Service Shipping Charges: \$15.00 Date Sent: 7/17/2017 8:00:00 AM Date Returned: 7/21/2017 5:09:00 PM				
5						

Add lines

Clear all lines

Add subtotal

Subtotal

\$115.00

Message displayed on invoice

Workorder: 75

Select a sales tax rate

Taxable subtotal

Total

\$115.00

Balance due

\$115.00

Statement memo

Cancel

Print or Preview

Make recurring

Customize

More

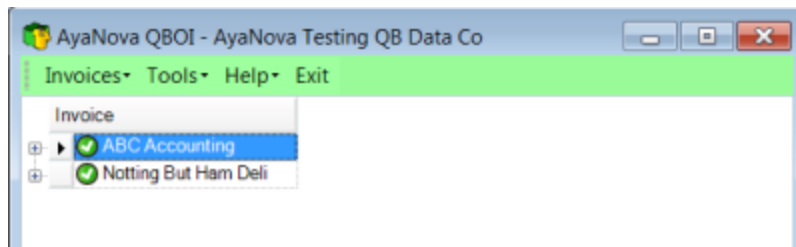
Save




Save and send

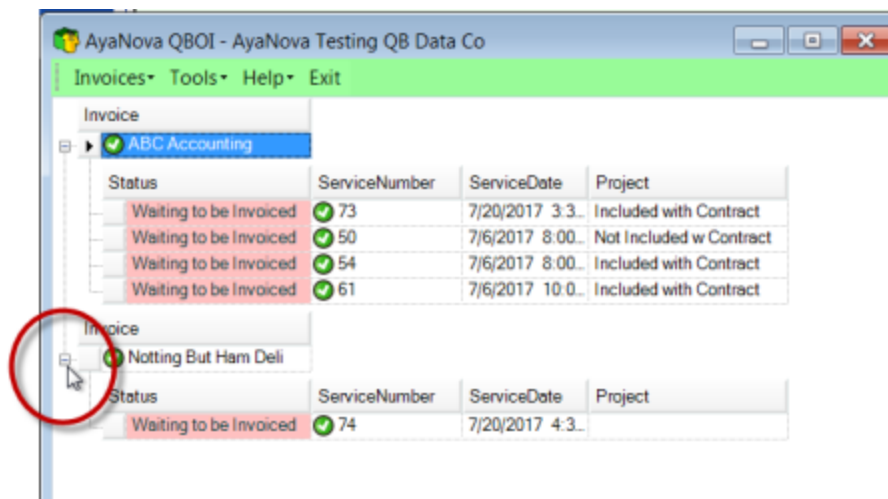
### 6.13 Invoicing individual AyaNova service workorders via QBI into QuickBooks

If you have a number of service workorders ready for invoicing that are all for the same client, you can have QBOI have QuickBooks Online invoice each service workorder **individually** by selecting the specific workorder to be invoiced.

1. QBOI lists by the client. In the screenshot below we have service workorders ready to be invoiced for two different clients.

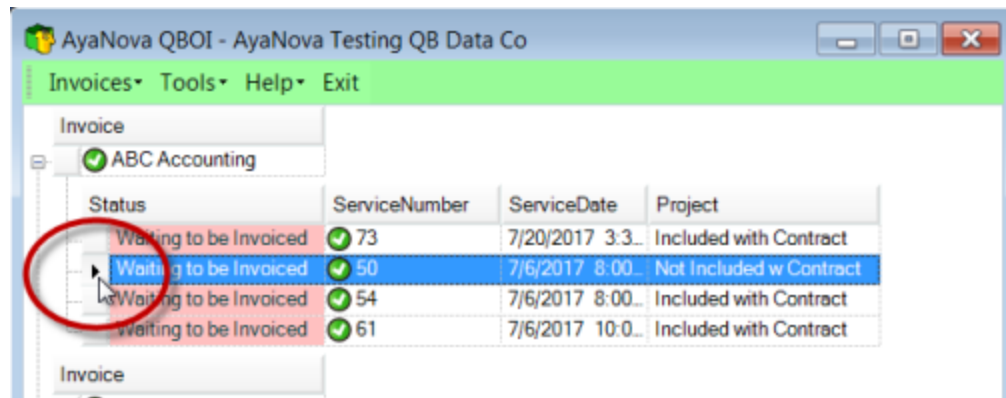


2. You can expand to see what workorders are for each client by selecting the + image  beside each client name < note how the +  image turns to a -  image when you select it to show it is expanded >

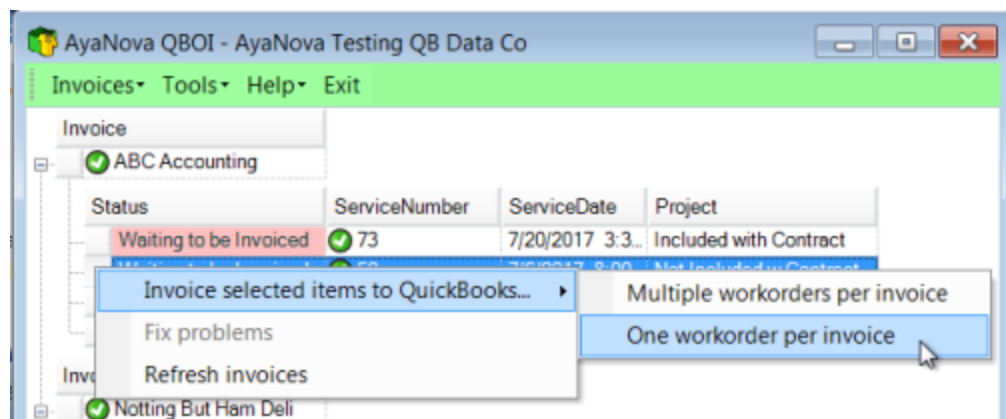


3. To invoice a **specific** AyaNova service workorder into **one** QuickBooks Online invoice

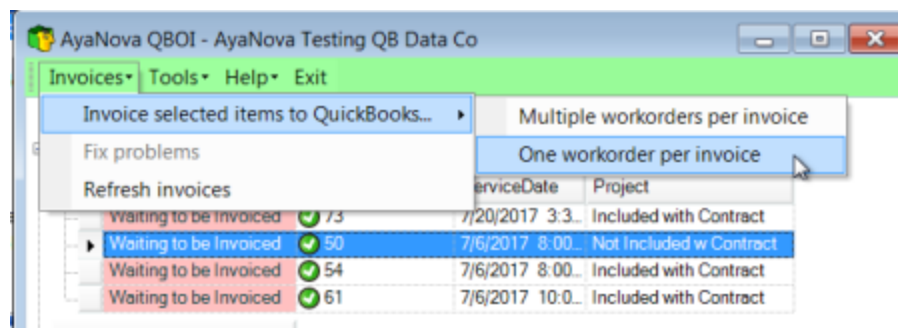
- a. Select the row object indicator (the square to the left of the specific workorder that you want specifically invoiced by itself if multiple workorders are listed **or if** the client has **only** one workorder ready to be invoiced, you can select the row object indicator to the left of the client name)



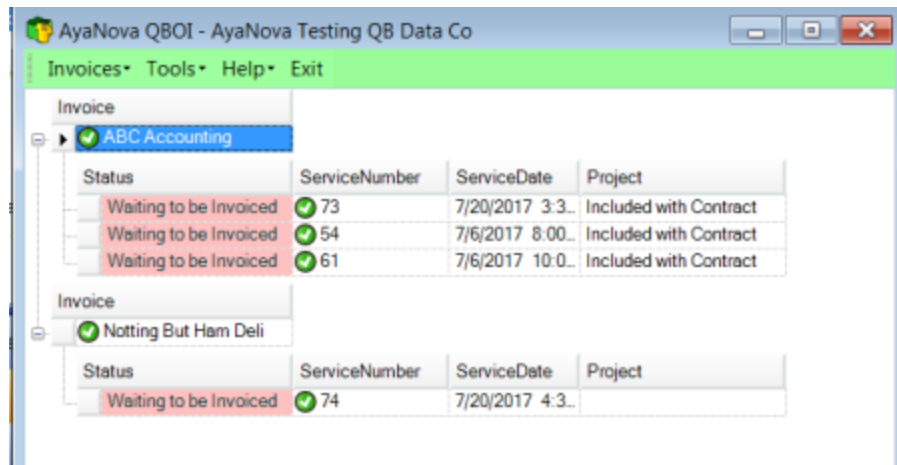
b. Now either right-click and select **Invoice selected items to QuickBooks Online... One workorder per invoice**



c. Or with that object indicator selected, select the menu **Invoices -> Invoice selected items to QuickBooks Online... One workorder per invoice**



4. Once a service workorder has been invoiced, it no longer displays in the list and you can continue invoicing individually or [invoicing multiple service workorders for the same client](#) or [invoice all ready service workorders](#).




Do be aware because of the QuickBooks Online invoice space limitations, your [descriptive text](#) may cause the invoice to span many pages.

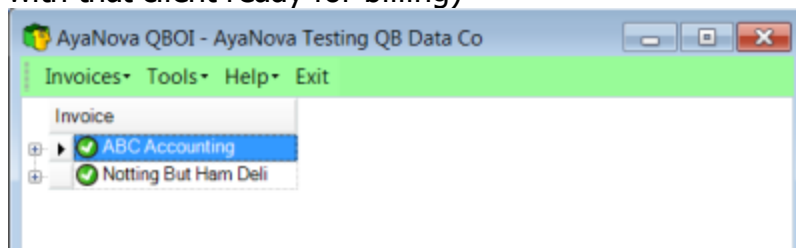



## 6.14 Invoicing multiple service workorders for one client into one QuickBooks invoice

If you have a number of service workorders ready for invoicing that are all for the same client, you can have QBOI have QuickBooks Online invoice all those **into one invoice** to the same linked QuickBooks Online client.

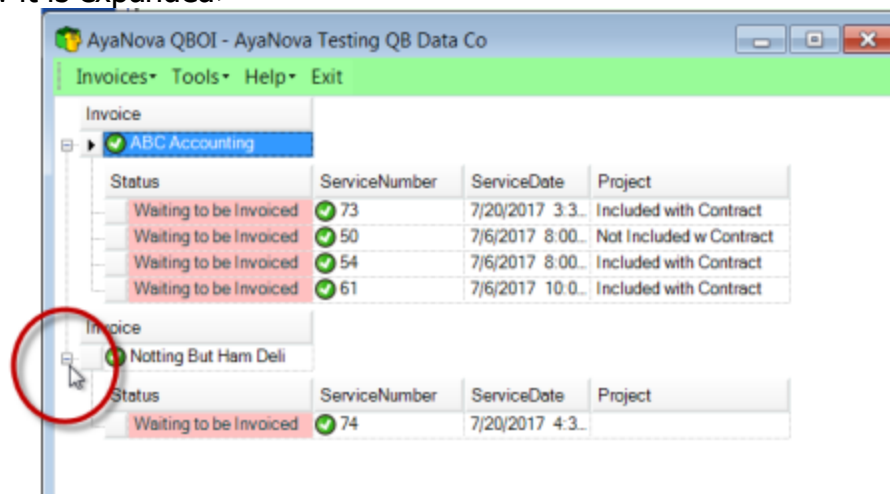
### 1. QBOI Main lists by the client.

In the screenshot below we have two different clients with a checkmark  image beside their name and a + sign (indicating one or more workorders associated with that client ready for billing)



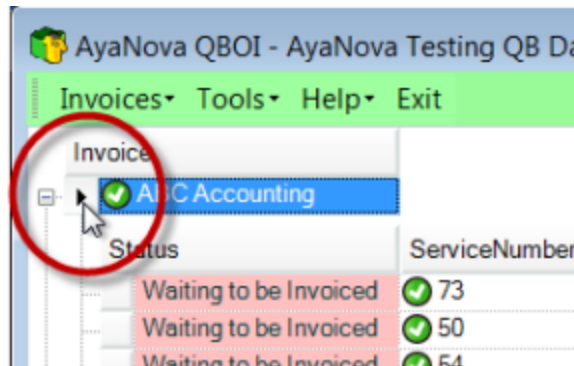
If instead you see an image of a orange circle with a line through it , that indicates [one or more problems to be fixed before being able to invoice](#).

### 2. Expand to see what workorders are for each client by select the beside each client name <note how the image turns to a image when you select it to show it is expanded>

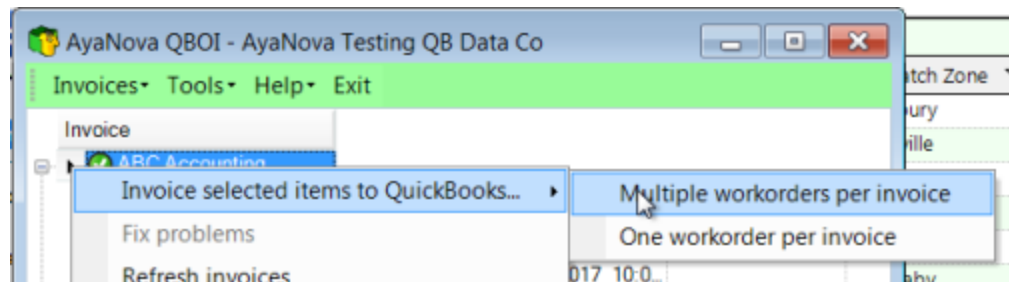


### 3. To invoice **all** AyaNova service workorders for one client into **one** QuickBooks Online invoice

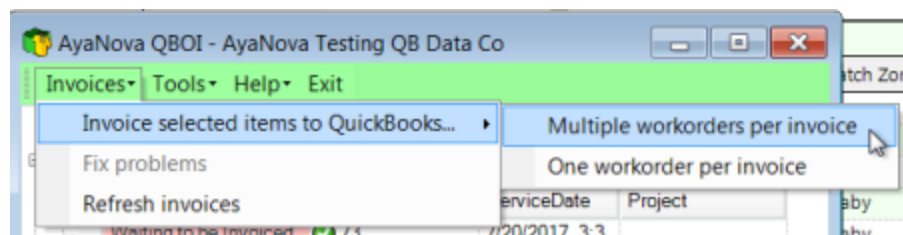
- a. Select the object indicator for the client (the square to the left of the client name)



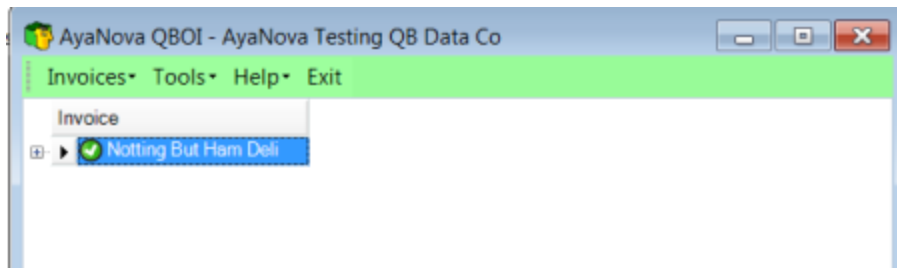
- b. Now either right-click and select -> **Invoice selected items to QuickBooks... Multiple workorders per invoice**



- c. Or with that that client object indicator selected, select the menu **Invoices -> Invoice selected items to QuickBooks... Multiple workorders per invoice**



4. Once all service workorders for a client have been invoiced, the client no longer displays in the list as there are no further workorders for that client to invoice.

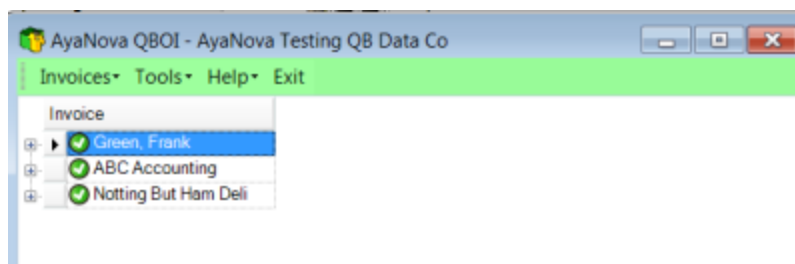


Do be aware because of the QuickBooks Online invoice space limitations, your [descriptive text](#) may cause the invoice to span many pages.

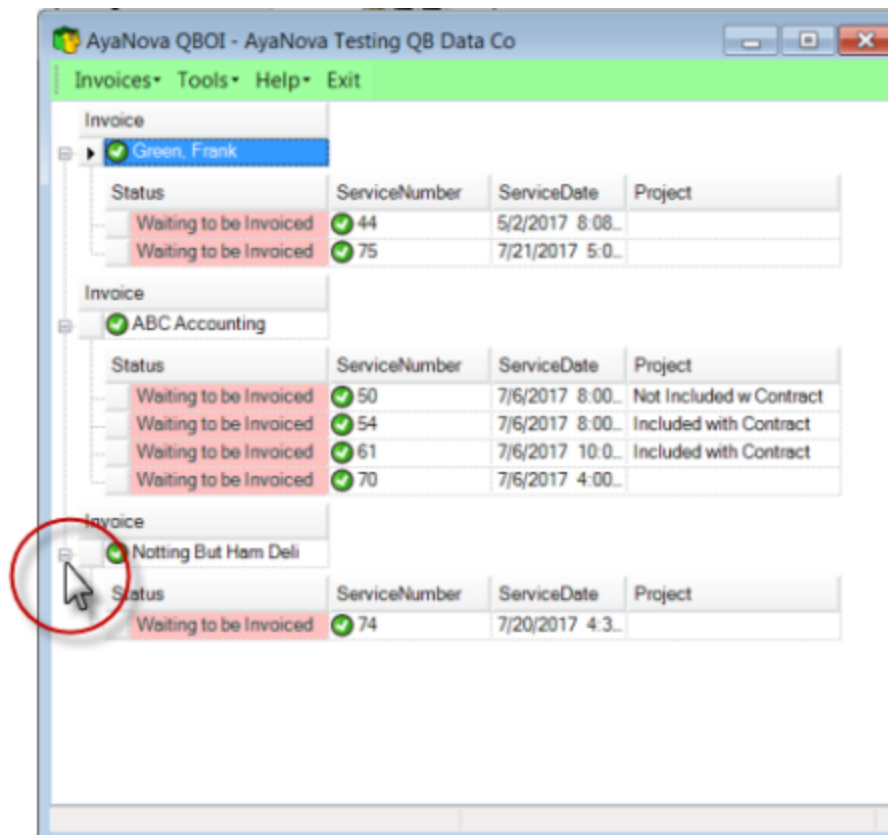
## 6.15 Invoicing all ready service workorders

If you have a number of service workorders all for different clients ready for invoicing, you can have QBOI have QuickBooks Online invoice all workorders at one time into respective invoices.

1. In the screenshot below we have service workorders ready to be invoiced for three different clients (with no problems to be fixed as shown by the green ready next to the client name).



2. If we expand each of the clients, we can see that two of the clients have multiple service workorders to be billed out



3. We can either:

**A. invoice all workorders for all clients, with each client getting only one invoice even if have multiple workorders**

- 1 invoice for Green Frank that includes all billables for workorder 44 **and** for workorder 75
- 1 invoice for ABC Accounting that includes all billables for workorder 50 and workorder 54 and workorder 61 and workorder 70
- 1 invoice for Notting But Ham Deli for workorder 74

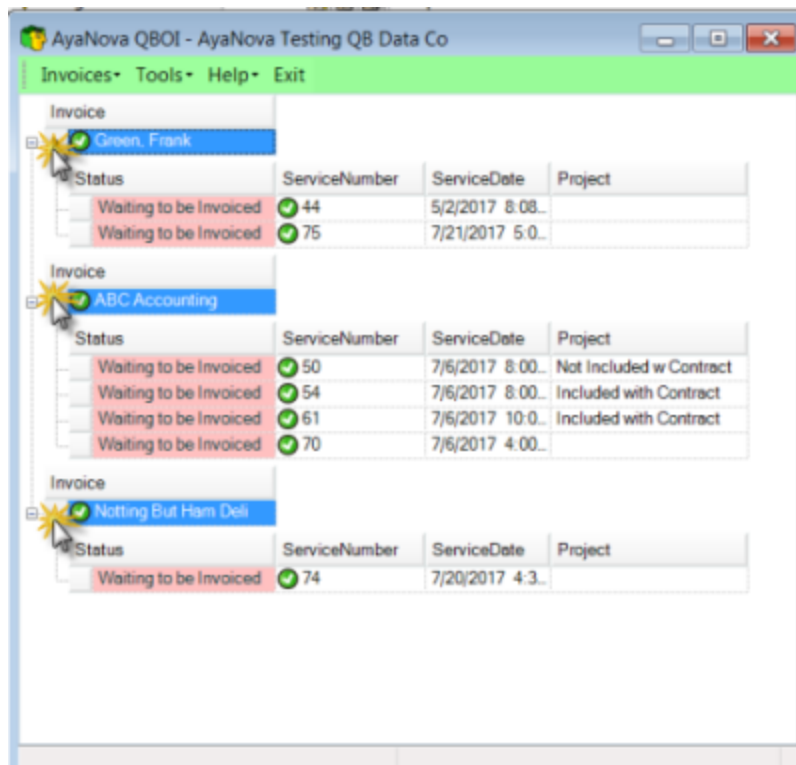
**OR**

**B. invoice all workorders for all clients, each workorder to its own invoice**

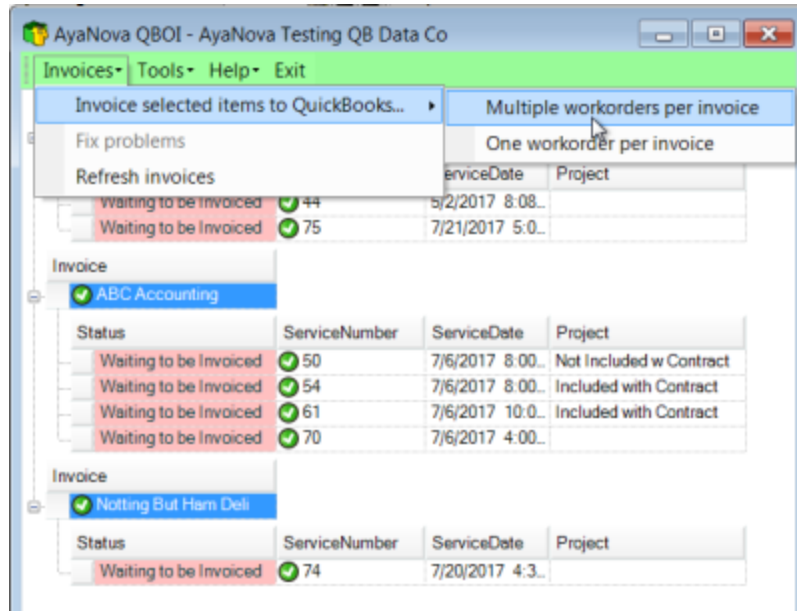
- a total of 7 separate invoices - 2 invoices for Green, Frank; 4 invoices for ABC Accounting; and 1 invoice for Notting But Ham Deli)

**A. invoice all workorders for all clients, with each client getting one invoice even if multiple workorders**

- hold the **CTRL** key from your keyboard and select the object indicator for **each** of the three clients. You can tell all three clients have been selected as all three clients are highlighted.



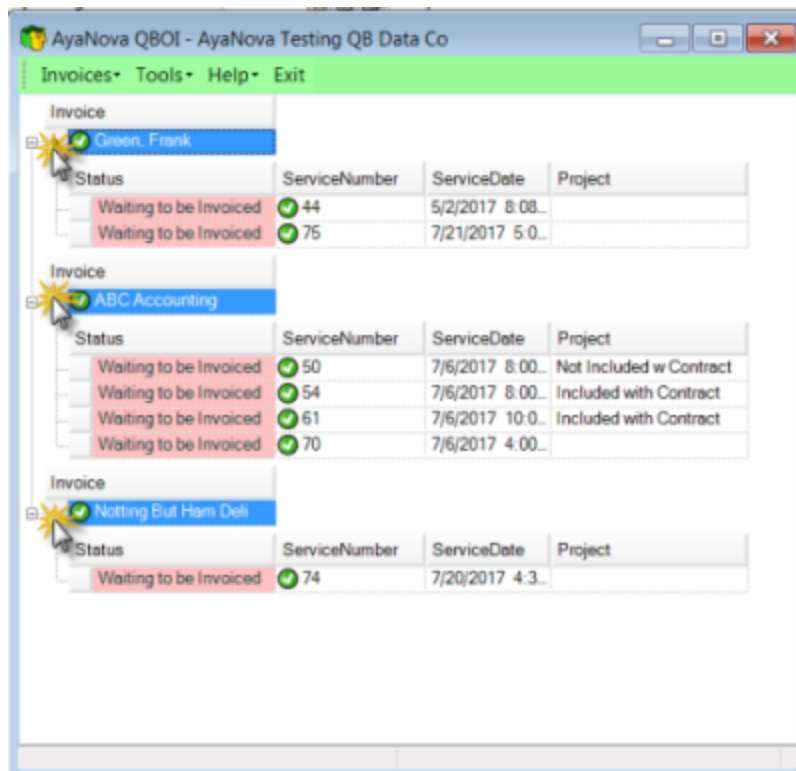
- Now we select the menu **Invoices -> Invoice selected items to QuickBooks...Multiple workorders per invoice**



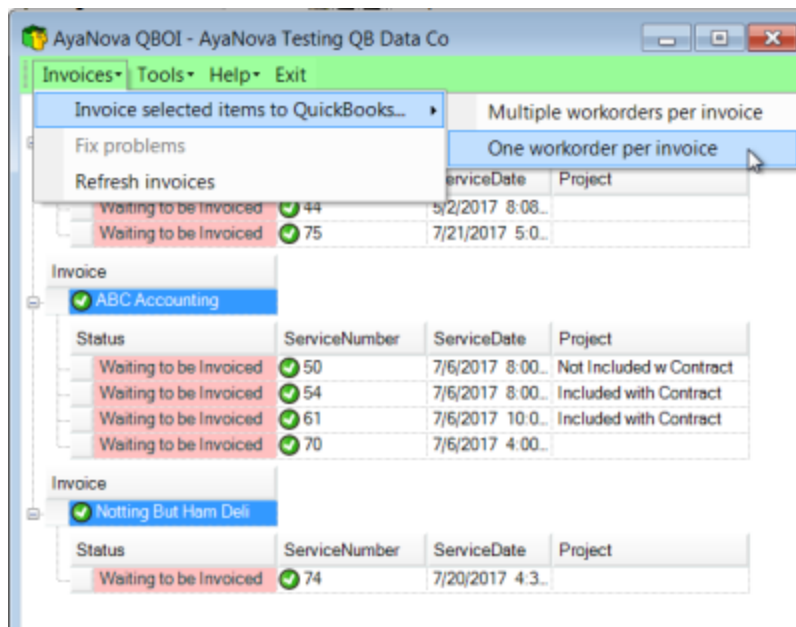
- There will be **three** invoices created in your QuickBooks Online
  - 1 invoice for Green Frank that includes all billables for workorder 44 **and** for workorder 75
  - 1 invoice for ABC Accounting that includes all billables for workorder 50 and workorder 54 and workorder 61 and workorder 70
  - 1 invoice for Notting But Ham Deli for workorder 74

## **B. invoice all workorders for all clients, each workorder to its own invoice**

- Hold down your **CTRL** key from your keyboard and select the object indicator for **each** of the three clients. You can tell all three clients have been selected as all three clients are highlighted.



- Now we select the menu **Invoices -> Invoice selected items to QuickBooks...One workorder per invoice**



- There will be **seven** invoices created in your QuickBooks Online - one for each workorder listed.

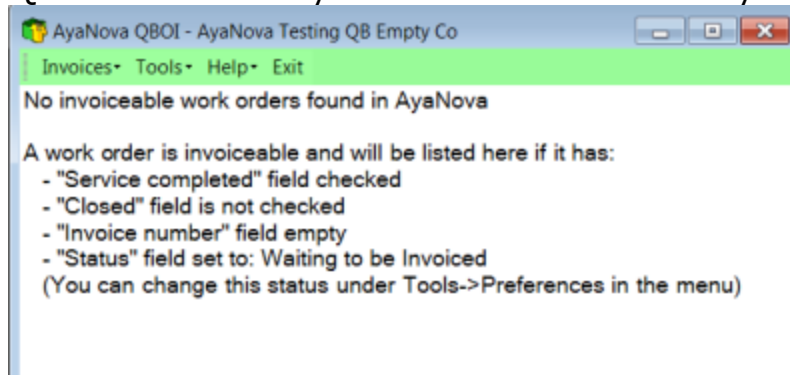




## 6.16 What happens when QBI invoices?

### 1. QBOI display screen:

The listed AyaNova clients and their billable workorders will no longer display in the QBOI Main list as they have now been invoiced via your QB Online



### 2. The QB Online invoice(s) was/were generated:

- Workorder header [descriptive text](#) (if applicable) is placed before any charges
- Billable items for that service workorder are then listed
  - Parts are listed first, then Service, then Travel, then Expenses, then Loans and then Outside Service charges.
  - If multiple workorder items with the same parts or labor etc, all billable items are billed out individually.
  - For example, if billed out the same labor rate in multiple workorder items in the same workorder, each billable amount per labor item is listed separately
- Additional Descriptive Text set in QBOI is then listed for that service workorder (if set to use Descriptive Text)
- If multiple workorders billed on the same invoice, then the next workorder billable information is listed starting with workorder header descriptive text if applicable and so on as above

### 3. The AyaNova service workorder is updated with the following:

- Workorder Status in the workorder header area is updated to the status set in your [Preferences](#) for **Post billing workorder status**
- The Invoice #: field is filled with the corresponding QB Online invoice number
- If the [Preference](#) **"Close Workorder After Invoicing"** has been checked, the AyaNova service workorder is set to the Closed state, no longer be edited by any user, and available for historical viewing and reporting. (if you do need to un-Closed a workorder, do refer to your [AyaNova Help documentation](#) about this specific field)

