AVETIUM E-INVOICING EXTENSION FOR ZOHO BOOKS

HELP DOCUMENT

Quick Reference · FAQs · Troubleshooting · Support

Version 1.0

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Zoho Books · NRS / FIRS Compliance Layer

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1. About This Extension

The Avetium E-Invoicing Extension for Zoho Books enables Nigerian businesses to submit invoices to the Nigeria Revenue Service (NRS) for validation and receive a certified Invoice Reference Number (IRN) — directly from within their Zoho Books account. No manual uploads. No portal switching.

Once installed, a Verify with NRS button appears on every invoice in your Zoho Books account. With one click, your invoice is submitted to NRS, validated, and returned with an IRN and a QR code — all without leaving Zoho Books.

This extension requires an active Zoho Books account. It is built and supported by Avetium Technologies. For support, contact **support@avetium.com**.

2. Getting Started

2.1 Who Can Install This Extension?

Only a Zoho Books Admin can install and configure this extension. Standard users can use the Verify with NRS button on invoices once the extension has been installed and configured by an Admin.

2.2 What Do I Need Before Installing?

- An active Zoho Books account (paid plan)
- Admin access to your Zoho Books organisation
- Your business details — Supplier TIN, Business ID, Service ID, and other NRS mandatory fields
- A stable internet connection during installation

2.3 Installing as a New User

Purchase and install in one flow if you don't yet have an Avetium subscription:

1. Go to the Zoho Marketplace at marketplace.zoho.com
2. Click the Extensions dropdown and select Books
3. Search for Avetium E-Invoicing and click on the extension
4. Click Buy Now and select your preferred payment option
5. Accept the Terms and Conditions and click Proceed to Pay
6. Complete your payment details and click Continue
7. On the payment success page, accept the installation Terms and Conditions and click Install
8. Accept any additional Terms and Conditions and click Install again
9. Select your Zoho Books organisation and click Next
10. Click Configuration — your Zoho Books details will auto-populate. Manually fill in any required NRS fields not available in Zoho Books
11. Once all required fields are complete, the Install Extension button will be enabled — click it to complete installation

> **Good to know**
>
> The Install Extension button only becomes active once every required configuration field is complete. Fields already held in your Zoho Books account are filled in automatically — you only need to complete the NRS-specific fields.

2.4 Installing as an Existing Subscriber

If you already have an active Avetium subscription, installation is shorter — there's no payment step:

1. Go to the Zoho Marketplace and search for Avetium E-Invoicing
2. Click Install (not Buy Now — your subscription is already active)
3. Accept the Terms and Conditions and click Install
4. Select your Zoho Books organisation and click Next
5. Complete the configuration screen — Zoho Books fields auto-populate
6. Fill in any remaining required NRS fields manually
7. Click Install Extension to complete

2.5 Installing on a Free Trial

1. Go to the Zoho Marketplace and search for Avetium E-Invoicing
2. Click Buy Now to start your free trial
3. Accept the Terms and Conditions and click Install
4. Select your Zoho Books organisation and click Next
5. Complete the configuration screen and click Install Extension

2.6 How Do I Verify the Extension Is Installed?

1. Log in to your Zoho Books account
2. Go to Settings → Marketplace → Installed Extensions
3. Avetium E-Invoicing should appear in the list
4. Open any invoice — the Verify with NRS button should be visible

3. Using the Extension

3.1 How Do I Submit an Invoice to NRS?

1. In Zoho Books, navigate to the Invoices module
2. Create a new invoice or open an existing one
3. Complete all required invoice fields
4. Click Save as Draft to save your invoice
5. Review the draft carefully to confirm all details are correct
6. When ready, click the Verify with NRS button on the invoice
7. A confirmation popup appears — click Proceed to submit the invoice to NRS
8. Wait a few minutes — you will receive a confirmation that your invoice has been validated by NRS

> **Important**
> Always review your invoice as a draft before clicking Verify with NRS. Once submitted to NRS, a validated invoice cannot be edited.

3.2 How Do I Check My Invoice Status?

1. Go to the Invoices module in Zoho Books
2. Open the invoice you want to check
3. The NRS validation status is displayed on the invoice detail page

Invoice statuses are:

Status	Meaning
Draft	Invoice saved but not yet submitted to NRS.
Submitted	Invoice sent to NRS and awaiting validation.
Validated	NRS has approved the invoice and issued an IRN.
Rejected	NRS has rejected the invoice — see the rejection reason for guidance.

3.3 Where Is the QR Code on My Validated Invoice?

After NRS validates your invoice, a QR code labelled “Scan to verify with NRS” is displayed on the invoice. This QR code encodes the IRN and CSID and can be scanned by your customer using the NRS MBS360 app to confirm the invoice is genuine and FIRS-approved.

> **Note**
> The QR code only appears after NRS validation. It will not appear on Draft or Submitted invoices.

3.4 What Is the IRN and Where Do I Find It?

The IRN (Invoice Reference Number) is a unique identifier issued by NRS after your invoice is validated. It confirms that your invoice is FIRS-compliant. The IRN is displayed on the invoice detail page and on the invoice PDF after validation.

3.5 Can I Edit a Validated Invoice?

No. Once an invoice has been validated by NRS and an IRN has been issued, the invoice cannot be edited. This is a FIRS regulatory requirement. If you need to correct a validated invoice, you must issue a Credit Note referencing the original invoice's IRN.

4. Frequently Asked Questions

1. Do I need a separate Avetium account to use this extension?

No. The extension manages your account setup automatically during installation. You do not need to visit the Avetium platform separately. Your Zoho Books account is linked to Avetium's infrastructure during the configuration step.

2. Why is the Install Extension button not clickable?

The Install Extension button only becomes active when all required configuration fields have been completed. Check the configuration screen for any fields highlighted as required and fill them in. Fields marked with an asterisk (*) are mandatory before installation can proceed. Fields that already exist in your Zoho Books account — such as organisation name, email, and address — will be filled automatically. You only need to manually complete NRS-specific fields not available in Zoho Books, such as Supplier TIN, Business ID, and Service ID.

3. What NRS fields do I need to fill in manually during configuration?

The following fields are not available natively in Zoho Books and must be entered manually during configuration. All other mandatory fields are auto-populated from your Zoho Books account.

Field	Description
Supplier TIN	Your 10-digit FIRS Tax Identification Number + 4-digit branch code.
Business ID	Issued by the government and required for NRS submission.
Service ID	Your 8-character NRS-issued identifier.
Invoice Kind default	B2B, B2C, or B2G.
Tax Currency Code	Typically NGN for domestic invoices.

4. Can I use this extension with multiple Zoho Books organisations?

Yes. Each Zoho Books organisation is set up as a separate tenant on the Avetium platform during installation. If you manage multiple organisations, you will need to install and configure the extension separately for each one.

5. How long does NRS validation take?

NRS validation typically completes within a few minutes of submission. The invoice status will update automatically once NRS responds — you do not need to refresh the page manually.

6. Is my invoice data secure?

Yes. All data transmitted between Zoho Books and the Avetium platform is encrypted in transit. Avetium does not store your Zoho Books password or secret credentials. Each organisation has its own isolated tenant — your data is never shared with other clients.

7. Can I uninstall and reinstall the extension?

Yes. If your subscription is still active, you can uninstall and reinstall the extension freely. Zoho manages the install and reinstall process. Your tenant data and configuration on the Avetium platform are preserved across reinstallation as long as your subscription is active.

8. What happens if I upgrade to a newer version of the extension?

When an upgrade is available, you can click to reinstall the extension directly from the Zoho Marketplace and the newer version will be installed automatically. Your existing configuration and invoice data are not affected by an upgrade.

5. Troubleshooting

5.1 What Do I Do If My Invoice Is Rejected by NRS?

1. Open the rejected invoice in Zoho Books
2. Read the rejection reason displayed on the invoice — it will tell you exactly which field or value caused the rejection
3. Correct the identified issue on a new invoice
4. Save as draft, review, and click Verify with NRS again

> **Important**
>
> A rejected invoice cannot be resubmitted directly. You must create a corrected invoice and submit it as a new submission.

Common rejection reasons:

Rejection Reason	What To Check
Invalid or missing Supplier TIN	Check your TIN format: 10 digits + 4-digit branch code.
Invalid or missing Buyer TIN	Required for B2B invoices.
Future-dated invoice	The invoice date cannot be in the future.
Missing mandatory fields	Check that all required fields are completed.
Incorrect tax calculation	Verify VAT amounts match NRS requirements.

5.2 What Should I Do If NRS Processing Fails?

If NRS is temporarily unavailable or the submission times out:

- The invoice will enter a Failed — Pending Retry state
- The system will attempt to resubmit automatically
- You will receive a notification when the retry succeeds or fails
- Do not resubmit the same invoice manually — this may create duplicate submissions

If the invoice remains in a failed state after several minutes, contact your Avetium administrator or reach out to **support@avetium.com** with your invoice number.

5.3 The Verify with NRS Button Is Not Visible

If you cannot see the Verify with NRS button:

- Confirm the extension is installed — go to Settings → Marketplace → Installed Extensions
- Confirm you are logged in as an authorised user with invoice permissions
- Confirm your subscription is active — an expired subscription will deactivate the button
- Try refreshing your Zoho Books page
- If the issue persists, contact your Zoho Books Admin or Avetium support

5.4 My Configuration Fields Are Not Auto-Populating

Auto-population relies on information stored in your Zoho Books account. If fields are not populating:

- Ensure your Zoho Books organisation profile is complete — including organisation name, email, and address
- Log out and log back in to Zoho Books before attempting installation again
- Contact **support@avetium.com** if the issue persists

5.5 I Cannot Find the Extension on the Zoho Marketplace

1. Go to marketplace.zoho.com
2. Click the Extensions dropdown and select Books
3. Type Avetium E-Invoicing in the search bar
4. If the extension does not appear, ensure you are searching within the Books category
5. Contact **support@avetium.com** if you are still unable to find it

6. Support

If you need further assistance with the Avetium E-Invoicing Zoho Books Extension, our support team is available to help.

Support Channel	Details
Email Support	support@avetium.com
Website	www.avetium.com
Response Time	Within 1 business day
Support Hours	Monday to Friday, 8am – 5pm WAT