Fube

GUIDE

# Badges and progress in Fube: what earns them and what they don't do



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> One day you're invoicing as usual and a notification pops up: **‘Badge unlocked!’**. And the first question isn't which one you've got, but what it means. Does the plan price go down? Does some feature you didn't have before open up? Do you need to do anything?

No, no and no. Fube's badges are a usage scoreboard: they count what you already do (invoices, expenses, customers, tax forms) and turn it into points and levels. **They don't change your plan, your limits or your prices, nor do they unlock any functionality**, and they don't touch a single piece of accounting or tax data either. This guide explains where you can see them, what each one counts and how you level up, so that the notification stops being a mystery.

## Before you start

The badges screen is reserved for the **Owner** and **Administrator** roles. If your role is a different one (Invoicer, HR Manager, Project Collaborator...), Fube will take you to the **Access denied** screen when you try to open it, although you can still receive the badge unlocked notification, because that notification is created for everyone in the company. Who has each role is decided by whoever administers the company, and roles are assigned as explained in **invite your team and assign roles**.

One clarification that saves confusion: **badges belong to the company, not to you**. Progress is calculated from the data of the whole tenant, so any two people with access see exactly the same scoreboard.

## Step 1 — Open the Badges screen

In the sidebar you'll find **Badges**, with a trophy icon, as a top-level entry. A practical detail: **the menu search box doesn't find it**, so look for it in the list rather than typing its name.

You can also get there from the notification: when you unlock a badge, Fube creates a notification for everyone in the company and, when you click it, it takes you to this screen. Note: **to the screen, not to the badge in question**. You'll have to find it yourself among the cards, and the **Completed** filter from Step 3 comes in handy for that.

At the top you'll see the title **Badges** and a line that sums up the idea: 'View your badges and business achievements, track your progress by category and level up as you get more out of Fube'.

## Step 2 — Read the summary: points, badges and level

First come three cards:

| Card | What it tells you |
|---|---|
| **Total points** | The sum of the points from the badges you've already completed |
| **Badges completed** | How many you have 'out of' how many are available today |
| **Overall level** | Your current level, with a bar towards the next one and the points you still need |

The **overall level** comes straight from the points, with nothing else in between:

| Level | Points |
|---|---|
| **Starting self-employed** | 0 – 99 |
| **Active professional** | 100 – 299 |
| **Organised business** | 300 – 599 |
| **Scalable business** | 600 – 999 |
| **Optimised business** | 1,000 or more |

With the badges that exist today there are **1,615 points** available in total, so the top level can be reached without having all of them. The bar on the third card shows you at all times how many points you have against the threshold for the next level.

# Step 3 — Filter by category and by status

Below the summary there is a row of cards, one per category, with the count and the points earned in each one. **They are buttons**: clicking one leaves only that category in the list below; clicking it again removes the filter.

There are also four tabs that filter by status: **All**, **Completed**, **In progress** and **Locked**. The two filters can be combined, which is the quick way to answer ‘what have I still got left to do in expenses?’.

Each badge card shows its name, the description of what you need to do, the tier (**Bronze**, **Silver**, **Gold** or **Diamond**), the points it awards and, if you don't have it yet, your progress in the form ‘3/10’ with its bar. Clicking the card opens a panel with the details: the exact percentage or, if you already have it, the date it was unlocked.

## ‘Locked’ doesn't mean you can't earn it

Badges come in series of four tiers, and a card appears greyed out with the label **Locked** when three things coincide: it is of a tier above Bronze, you haven't completed the one from the previous tier and that badge hasn't added a single point of progress. The text that accompanies it, ‘Unlocked when you earn the tier X badge’, names the tier **immediately before** the card's own: **Bronze** if the badge is Silver, **Silver** if it is Gold and **Gold** if it is Diamond. That's why, with the count at zero, a single series shows all three texts at once.

It's purely presentational: that status is calculated in your browser so as not to fill the screen with distant badges, and **the server doesn't look at it at all**. If you meet the requirement for a badge that appears locked, it is completed all the same. In practice, as soon as you start a series the lock disappears: in invoicing, recurring invoices, payments, expenses and customers, all the badges in the same series look at the same counter, so the first document gives progress to all of them. In Tax compliance it doesn't work like that (Compliant looks at Verifactu and Quarterly up to date looks at the tax forms, each on its own), but the outcome is similar: with the first tax form, Quarterly Up to Date doesn't just unlock, it is completed in one go.

# Step 4 — Understand what each badge counts

These are the **21 badges** that exist today, in five categories. None of them is requested, bought or activated: they are awarded automatically.

**Invoicing** — 12 badges, the category with the most to work through.

| Badge | Level | Requirement | Points |
|---|---|---|---|
| Invoicer | Bronze | 10 invoices | 10 |
| Active invoicer | Silver | 100 invoices | 50 |
| Invoicer Pro | Gold | 1,000 invoices | 100 |
| Invoicing master | Diamond | 10,000 invoices | 200 |
| Recurring income | Bronze | 1 recurring invoice | 15 |
| Automator | Silver | 10 recurring invoices | 50 |
| Automated system | Gold | 50 recurring invoices | 100 |
| Income machine | Diamond | 200 recurring invoices | 200 |
| Collector | Bronze | 10 paid invoices | 10 |
| Efficient collector | Silver | 100 paid invoices | 50 |
| Healthy cash flow | Gold | 500 paid invoices | 100 |
| Optimal liquidity | Diamond | 2,000 paid invoices | 200 |

**Expense management** — 4 badges: Controller (20 expenses, 10 points), Financial manager (200, 50), Optimised (1,000, 100) and Digital CFO (5,000, 200).

**Tax compliance** — 2 badges: **Compliant** (Bronze, 50 points), which is awarded when your company's Verifactu status becomes active, and **Quarterly up to date** (Silver, 50 points), with your first tax form.

**CRM** — 2 badges: Organised (20 customers, 10 points) and Active CRM (100 customers, 50 points).

**Security** — 1 badge: **Protected** (Bronze, 10 points), when someone on the team turns on two-step verification.

And now the small print, which is where people get confused:

- **Invoices** means invoices and simplified invoices. **Corrective invoices don't count**, nor do quotes, pro forma invoices or delivery notes.
- **Paid invoices** are those with paid status, whether paid on time or late.

- **Recurring invoices** counts the ones you have created, whether active or paused, even though the badge text refers to 'active' ones. The same goes for **expenses**: it counts the ones recorded, whether you have categorised them or not.
- **Tax form filed** counts the **303, 130, 347 and 390** forms you have generated in Fube. Forms 111 and 349 are not included, and simply generating the form is enough.
- **Two-step verification** only needs **one person** in the company to have it enabled.

Almost all of this comes from things you would be doing anyway, starting with **creating your first invoice**. The badges just keep count.

## Step 5 — What badges DO NOT do

This deserves its own section because it is the question that brings almost everyone to this screen:

- **They don't give discounts** or affect the price of your subscription.
- **They don't unlock features**: what you can do depends on your plan and your modules, and points play no part in that calculation.
- **They don't raise or lower limits** on invoices, customers, storage or users.
- **They don't touch anything accounting- or tax-related**. Not an amount, not a series, not a form.
- **They aren't sent to anyone** and aren't public: they stay within your company.

They are a mirror. Useful for seeing at a glance which parts of Fube you are really using and which you haven't tried yet, and nothing more than that.

## Edge cases and common mistakes

- **'I've just issued an invoice and the counter hasn't moved.'** Progress is evaluated in the background, not at the very moment you save. Reload the screen after a while.
- **'I've deleted documents and lost progress.'** This can happen with **incomplete** badges: each evaluation rewrites the progress with the actual count, so if you delete invoices and then create another one, the counter reflects what is there. **Completed badges are never lost**.

- **‘I can see the catalogue but not my progress.’** If the message ‘Your progress could not be loaded’ appears, it means the catalogue loaded but your progress didn't. The badges are still visible and there is a **Retry** button right there; nothing is broken and nothing is lost.
- **‘It shows 0/21 and that doesn't match what I see.’** The total only counts the badges that can currently be earned. If more are added at some point, the denominator grows automatically.
- **‘I can't find Badges in the menu search.’** It is deliberately not indexed there. It is in the sidebar list, with the trophy.
- **‘I received the notification but I can't open the screen.’** The notification is created for everyone; the screen requires Owner or Administrator permissions.

## Frequently asked questions

### Do badges give any discount on the plan?

No. They don't affect the price, the limits or the available modules. What each plan includes and how to change it is explained in **managing your subscription and changing plan**.

### Can I lose a badge I already had?

No. Once completed, it keeps its unlock date and stays there. What can change is the progress on the ones you haven't finished yet, because it is recalculated from your actual data.

### Do I have to activate badges or request them?

There is nothing to activate. Fube evaluates progress when you create an invoice, record an expense, add a customer, mark an invoice as paid, generate a tax form, activate Verifactu or someone turns on two-step verification.

### Does everyone in the company see the same thing?

Yes, with one caveat. Progress belongs to the company, so anyone who can open the screen will see the same scoreboard. But opening it requires the Owner or Administrator role.

### Why are there empty categories or levels that never appear?

Because a badge is only published if Fube can genuinely measure it. Those that depend on metrics that aren't calculated yet aren't shown, rather than staying at 0 forever. That is why Tax compliance and CRM currently only go up to Silver and Security has a single badge.

### Are badges included in my data download?

No. The personal data ZIP contains what you have produced with Fube — invoices, customers, time records, payments — and gamification achievements are deliberately left out: they are a usage scoreboard, not your business data.

### Does the Verifactu badge have anything to do with regulatory compliance?

No: compliance is a matter of having Verifactu up and running, and the badge only confirms it afterwards. If you are getting up to date with that side of things, start with **getting started with Verifactu** or the **Verifactu feature**.

## A scoreboard, not a prize

If you take away one idea, let it be this: badges don't change anything in your account, but they tell you in ten seconds which parts of Fube you are making the most of. Look at the category with the lowest count and you will probably find a feature there that you hadn't opened in months.

If you don't use Fube yet, you can **create your free account** and start filling the scoreboard from your very first invoice.

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START TODAY

# Put this into practice with Fube

Create your free account and issue your first Verifactu-compliant invoice in minutes. No card, nothing to install.

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