Fube

GUIDE

How to download all your data from Fube and close your account



How to download all your data from Fube and close your account

> There are two things people mix up, and it is worth separating them from the very first line: **making a copy of your data** and **closing your account**. The first has no consequences — it is a backup, you can do it today and carry on invoicing tomorrow. The second is a process with steps, deadlines and a rule that is never skipped: **nothing is deleted until you confirm that you have taken your copy**.

This guide covers both. If you only want the backup, the first step is all you need.

Before you start

Both are company administration tasks: you need **Owner** or **Administrator** permissions. An employee who reaches the account closure screen will see the notice, but will not be able to download or sign anything.

And a warning that will save you a fright, because it is not obvious: **starting the account closure process locks Fube for the whole team** while it lasts. We come back to this in Step 3.

Step 1 — Download a copy without closing your account

Go to **Settings › Advanced**. The first card is called **Download data** and has a **Download** button. That is all: it does not start any account closure, it does not notify anyone and you can repeat it whenever you like.

The file is prepared **in the background**. You can close the screen and keep working: the progress appears in the task list and the result is placed in **Utilities › Exports**, which is where you download it from. If you have a lot of documents it will take a few minutes, because each invoice is generated as a PDF.

Step 2 — Check that the copy is complete

This is the difference between a download and a handover. The file is a `.zip` with one folder per section, and inside each one the data is in files `page-001.json`, `page-002.json`... They are **pages of the same list**, not separate files: to rebuild a section, you concatenate them in order.

At the root of the `.zip` there are four things that matter:

What it is	What it is for
`README.txt`	Explains how to read the file. Start here
`manifest.json`	Declares how many records each section contains and the SHA-256 fingerprint of each file
`documents/`	The PDF of every invoice, corrective invoice, quote, pro forma invoice and delivery note, exactly as issued
`uploads/`	The files you uploaded, with their original names

The `manifest.json` is the piece you should not ignore. It lets you check that the copy is complete without taking our word for it: it declares the counts and the fingerprints, so you can verify that nothing has been altered. It also declares **what it does not contain and why**, which is the part that really matters when something is missing. If any document or attachment could not be generated, it is listed by name in `documents/PENDIENTES.txt` or in `uploads/PENDIENTES.txt`: its data is there; what is missing is the file.

The most frequently used lists are also included **as spreadsheets**, with the same columns you get when exporting that list from the application.

What it does not contain, said before you miss it

- **Passwords, integration tokens and bank connections.** These are credentials, not your data, and handing them over only adds risk. Your accounts, your transactions and your SEPA mandates **are** included.
- **The file that was submitted to the AEAT** for each tax form. The boxes and the form in PDF are included, but that PDF reflects the data **as it stands today**: it looks very much like a filing receipt and it is not one. The valid receipt is the one from the AEAT Sede Electrónica, which you already have.

Step 3 — If you are leaving: the account closure process, in three steps

You start from **Settings › Advanced**, **Close your account** card, **Start closing your account** button. The screen takes you through three steps — **Your data**, **Confirmation** and **Closure** — and none of them deletes anything.

First things first: once you start, Fube is locked for the whole team

This is not stated anywhere except on the screen itself, and it is the most important thing to know before clicking. From the moment you request account closure until you confirm that you have received your data, **nobody at your company can log in to Fube**. It is not a punishment: it is what guarantees that the file you take away is exactly what is there, without anyone writing anything in the meantime.

It normally takes a few minutes. And **you can cancel the account closure from that same screen at any time**: everything goes back to how it was, without losing anything. Note, however, that only someone who administers the account can do this.

Step A — Your data

Click **Start account closure and generate the file**. Fube flags the account closure and prepares the `.zip` from Step 1, generated at that moment. When it finishes, download it and **check it before continuing**: it is what you are going to sign in the next step.

If you come back another day and a file had already been generated, the screen tells you so and offers to download it again or generate a new one with today's snapshot.

Step B — Confirmation

Tick the receipt box and click **Confirm and continue**. A record is kept of **who confirms it, when and which specific file was handed over**, identified by its fingerprint. That is what makes it possible to prove later what you were given.

There is a deadline here that you should understand: **for account closure purposes, the copy expires after 60 days**. It does not expire as a backup — for your record-keeping obligations it remains valid for ever — it expires as authorisation to delete. If you keep working in Fube, whatever you enter afterwards is not in that file, so nothing is deleted on the basis of a copy older than that: we will ask you to generate it again, download it and confirm it again.

Step C — Closure

Once receipt has been recorded, two options become available, and **they are different**:

- **Cancel the subscription.** You stop paying and the account becomes inactive. **Your data stays here** and you can reactivate it whenever you like.
- **Delete the account.** You write why you are leaving — minimum 15 characters — and click **Request deletion**. This really is irreversible.

Deletion is **neither automatic nor immediate**: we review the request before erasing anything, we confirm it by email and there is a **grace period** (currently 30 days) during which you can carry on using the account as normal. The screen tells you the **exact date** on which the data will be erased, and until that date arrives the **Cancel closure and return to Fube** button is right there.

Why we ask you for the copy before deleting anything

Because the obligation to keep much of that data **is yours, not ours**. Invoices and invoicing records must be kept by the taxpayer for the limitation period, and working time records for **four years** (art. 34.9 of the Workers' Statute).

If we deleted your account without you having taken the copy, that information would be lost and you would be the one answerable to the authorities. That is why the process **does not let you request closure without first confirming receipt**: it isn't red tape, it's the only way to leave without losing your books.

Edge cases and common mistakes

- **The download link gives me an error.** Links expire for security reasons shortly after being generated. Go back to **Utilities › Exports** and generate a new one from the same export; there's no need to repeat the whole process.
- **The export is old and says it has expired.** In that case you do need to redo it from the start. The data is the same; only the file is regenerated.
- **A colleague has found Fube locked.** Someone has started the closure and has not yet confirmed receipt. It is resolved by completing Step B, or by cancelling the closure from that screen.
- **I've changed my mind after an erasure date was set.** As long as nothing has been deleted, **Cancel closure and return to Fube** reverses everything. If it's no longer possible, the screen will tell you.
- **I confirmed months ago and now I want to finish closing my account.** If more than 60 days have passed since the copy was generated, we will ask you for a new one before erasing. It's quick: generate, download and confirm again.
- **I downloaded my data and I think my account is now closed.** No. Downloading only makes a copy for you. Nothing changes until you confirm receipt and request closure.

Frequently asked questions

Does cancelling my subscription delete my data?

No. Cancelling and deleting are different things: cancelling stops charging you and your data stays there, ready for when you reactivate. Deleting is the three-step process in this guide.

Can I download my data without intending to leave?

Yes, and it's a good idea to do so from time to time. The button in **Advanced settings** does not start any closure or notify anyone.

How long does the file take to prepare?

It depends on how many documents you have, because each invoice is generated as a PDF. With a few hundred documents it takes a few minutes. You can close the screen: it carries on in the background and you'll find it in **Utilities › Exports**.

How do I know the copy is complete?

Open `manifest.json`. It states the counts for each section and the fingerprint of each file, and explicitly lists what could not be included and why. The `PENDIENTES.txt` files in `documents/` and `uploads/` record anything missing.

Can I go back after requesting closure?

Yes, as long as you are within the grace period and nothing has been deleted. The button is on the same closure screen.

What about my Fube subscription invoices?

They are included in the file, along with everything else.

Take your copy even if you're not leaving

Portability isn't only for leaving: a backup with its manifest and its PDFs is exactly what you'd want to have if one day you really need it. Download it today, keep it with the rest of your accounts and get on with your work. And if what you were after was exporting a specific list rather than everything, see how to **export your invoice and expense data**.

And if you've arrived here weighing up whether Fube is right for you, the **features catalogue** is a better place to decide than the closure screen: **create your free account** and try it with no commitment, because taking your data with you will always be just a button away.

Fube

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.

fube.es

Invoicing and business management for freelancers and SMEs in Spain