Fube

GUIDE

How to connect your WooCommerce or PrestaShop shop to Fube



> If you sell online, you know the double work: the sale comes in through the shop and, at the end of the month, you have to open the WooCommerce or PrestaShop dashboard, export lists and retype each order into your invoicing software. Every copy and paste lets an error slip in —a mistyped NIF, an IVA that doesn't add up, a duplicated customer—.

This guide is for anyone who wants their orders to come in by themselves: you connect the shop once and Fube brings each order in as a sales order, with its customer and its lines, ready to invoice; and, if you ask it to, your catalogue and your customers too. It tells you what comes in automatically, what only comes in if you switch it on and what never comes in, which is exactly where people get caught out.

Before you start

Four things, and the first is the one to check before anything else:

- **A Pro, Business or Elite plan.** The online shop integration is a paid module. On the free plan, the screen exists but you'll see a card inviting you to upgrade your plan instead. You'll find it under **pricing**.
- **Administrator access** to your WooCommerce or PrestaShop shop, to generate its API keys.
- Your **shop URL** served over **HTTPS with a valid certificate**. Fube connects from outside, via the public address: if the certificate isn't correct, the connection is never established.
- Your Fube user with **permission to manage ecommerce integrations**.

This guide covers **WooCommerce and PrestaShop**, which are the only two platforms that can be added today: the platform selector in the form doesn't offer any others. If you sell on Shopify or Amazon, the connection isn't available.

Step 1 — Generate your shop's keys

Fube doesn't log in to your shop with your username and password: it uses **API keys** that you generate yourself from your platform's dashboard. That way you control access and can revoke it whenever you like, without touching your account.

In WooCommerce

In the WordPress dashboard, go to **WooCommerce › Settings › Advanced › REST API** and create a new key. It will ask you for a description, a user and the **permissions**: choose **read** access, which is all Fube needs, including to bring in products and customers. When you save, WooCommerce shows you a **Consumer Key** and a **Consumer Secret**. Copy them: the secret is only shown once.

In PrestaShop

In the back office, go to **Advanced Parameters › Webservice**, enable the web service and create a new **key**. Give it **read** (GET) permission on the resources that Fube will read. For orders there are eight: **orders** (`orders`), **order details** (`order_details`), **order statuses** (`order_states`), **customers** (`customers`), **addresses** (`addresses`), **countries** (`countries`), **taxes** (`taxes`) and **configuration** (`configurations`). If you're also going to bring in your catalogue with **Sync products** (step 5), add three more: **products** (`products`), **combinations** (`combinations`) and **attribute values** (`product_option_values`).

If you leave any out, the connection seems to work and then fails exactly where you least expect it —without the details there are no lines, without the taxes there's no IVA, without the products the integration warns you that it couldn't read them—. PrestaShop generates a long key that acts as the credential. Copy it.

There are three that get forgotten more often, because without them nothing visibly fails:

- **Configuration.** Fube only reads it to find out which time zone your shop works in, and uses that to request the orders and read their date in the shop's time. Without that permission, Fube stays on **Madrid time**: if your shop is on mainland Spanish time nothing changes, but if it's on Canary Islands time or UTC, each order's date shifts by the difference —one hour with the Canary Islands— and the first sync may miss the orders in that gap.
- **Countries.** The customer's address only brings the internal number your shop assigns to the country, and Fube translates it using this permission. Without it, all your customers end up in **Spain**, including the one who bought from France or Portugal.

- **Combinations and attribute values**, if you bring in products. Without the first, a product with sizes or colours comes in as a single product, with the reference and price of the base product. Without the second, all its combinations arrive with the same name and, as Fube can't have two products with the same name, only the first one comes in.

Keep these keys to hand for the next step. If you lose them, you can always generate new ones from your shop's dashboard.

Step 2 — Add the shop in Fube

In Fube, go to **Inventory › Online Shops › Settings** and click **Add integration**. Choose your platform —**WooCommerce** or **PrestaShop**— and fill in the access details:

- **Shop URL**: the public address, for example `https://mi-tienda.com`.
- **API key**: the WooCommerce Consumer Key or the PrestaShop Webservice key.
- **API secret**: only in WooCommerce, where you also paste the Consumer Secret.

Click **Create integration** and it will appear in the list, with its logo, its address and a status label.

Fube **encrypts** these credentials when saving them and they are never shown again: in the information panel you'll see that they're encrypted, and if you ever need to look them up or copy them, they can be revealed on a one-off basis from **Edit integration**.

Step 3 — Check the connection before letting anything in

Before opening the tap, confirm that the connection works. In the integration's actions menu —the three-dot button— you'll find **Check connection**: Fube calls your shop and tells you whether it responds. If something fails, you see it here instead of finding out three days later because no orders have come in.

If the check doesn't pass, go over the usual suspects: that the URL starts with `https://` and points to the actual shop, that you've copied the whole key and, in WooCommerce, that the secret belongs to that same key.

That same menu holds the rest of the actions you'll use: **Sync now**, **Edit integration**, **View information** —with the status, the URL and the date of the last sync— and **Delete integration**.

Step 4 — Turn on sales order sync

Once the connection is validated, leave the integration **active** and switch on **Sales order sync**. These are two different things and you need both: if the integration is disabled, nothing comes in, whatever you do with the other switches.

From then on, Fube picks up new orders **every five minutes**. It isn't real time, but they arrive on their own. If you're in a hurry, **Sync now** forces it; the import runs in the background and the last sync date updates when it finishes, so there's no need to sit watching the screen.

What each order brings. Its original number, the **customer** —whom Fube looks up by email, then by NIF and, if neither matches, by name, and creates if it doesn't have them; for one you already had, it only fills in whatever is empty—, the **lines** with their quantities and prices, **shipping** as one more line and, when the platform provides them that way, **discounts**.

Each line arrives with the **item name exactly as your shop writes it** and its reference. If your Fube catalogue has a product with **that same reference**, the line is linked to it, with the name and price from the order, which are the ones that get invoiced. If there isn't one, the line comes in on its own and Fube doesn't create any product for it: to bring in the catalogue, use the switch in the next step. None of this moves stock, because Fube doesn't keep inventory: the stock count stays in your shop.

There's one more switch worth knowing about: **Enable delivery notes**, off by default. If you turn it on and choose the **Statuses that issue the delivery note**, Fube creates the delivery note for every order that reaches one of them, and creates it **already issued** —not as a draft, like the ones you make by hand—, with the number from the **Delivery note series** you choose in the integration or, if you don't choose one, from the default series for your delivery notes. A sales order never gets two. And if you also invoice those sales orders —by hand or with automatic invoicing—, Fube cross-checks the two: it won't let you invoice the sales order if its delivery note has already been invoiced —the shop skips it and notes it on the integration card—, and if you're about to invoice the delivery note of a sales order that's already been invoiced, it warns you. It's explained in **from sales order and delivery note to invoice**.

Step 5 — If they're useful, bring in your products and customers too

In **Edit integration**, in the same **Synchronisation** section, there are two more switches: **Sync products** and **Sync customers**. Both come **switched off**, and you don't need them to invoice what you sell in the shop: the order already brings its customer and its lines. They're for something else: having your catalogue and your customers in Fube so you can use them in the sales orders and invoices you create from Fube, outside the shop. They work even if **Sales order sync** is switched off, as long as the integration is active.

They come in batches, not all at once. On each sync —the automatic one every five minutes or the one you force with **Sync now**— Fube brings in around a hundred products and another hundred customers, and on the next one it picks up where it left off, until it has everything. A shop with a thousand products therefore takes a little under an hour to be fully in Fube.

How it matches them with what you already have, so nothing is duplicated:

- A **product** is looked up by its **reference** —the SKU in WooCommerce, the reference in PrestaShop— and, only if the shop doesn't give it one, by its name. If you already had it, **it stays as it is**: neither its price nor its tax is touched.
- A product with **variations** (WooCommerce) or **combinations** (PrestaShop), such as sizes or colours, comes in **one per variant**, with its reference, its price and the product name followed by its values: 'T-shirt - Blue, M'.

- If Fube already has a product with the same name but **a different reference**, the one from the shop isn't brought in, because there can't be two products with the same name. The integration card tells you which one it is, and Fube doesn't try again afterwards: if you want it in Fube, add it by hand under a different name.
- A **customer** is looked up the same way as the buyer on an order: by **email**, then by **NIF** and, if neither matches, by **name**. For one you already had, only what's empty is filled in, so anything you corrected by hand isn't overwritten.

What price and tax new products arrive with. The tax is your default tax on your invoices —an IGIC or an IPSI, if you're taxed in those territories— or, if you don't have one, the standard IVA: Fube doesn't read it from the shop, which doesn't provide each product's rate in a usable way. The price is the catalogue price, not a sale price, and it's stored **excluding tax**: if your WooCommerce prices include tax, Fube removes it using that same rate. So if you sell something at a reduced rate, check its tax and price in Fube. Invoices for shop orders don't depend on this: each line arrives with the tax the shop charged.

It's an import, not a mirror. Each product and each customer comes in once. If you later change a price or delete a product in the shop, Fube doesn't find out; what does keep coming in, round after round, are new products and new customers.

They count towards your plan's limit, just as if you'd added them by hand. When it reaches the limit, the sync stops there without going over and warns you on the integration card; the rest come in when there's room. If your catalogue is large, check beforehand how many products and customers your plan allows.

In WooCommerce, the shop's customer list only includes people who have created an account: guest buyers aren't in it, although they still arrive with their order. And if you have an **Amazon** integration, these two switches don't appear there: Amazon doesn't provide either its catalogue or its list of buyers this way.

Step 6 — Review the sales orders and decide what to do with them

Each shop order appears as a sales order in **Inventory › Sales orders**, with its customer and its lines. From there you review them and generate the invoice whenever you like.

Watch the tax rate on each line. Fube reads the percentage your shop declares and checks it against the tax catalogue **for your territory**: the rates for mainland and Balearic IVA, but also those for Canary IGIC or for the IPSI of Ceuta and Melilla, depending on where you're taxed. And the match is exact, with no convenient rounding: a percentage that doesn't exist in that catalogue isn't approximated to the closest one; it's marked as **'Other'**, keeping the actual percentage. That's the right thing to do —making up the rate would be worse—, but it's worth checking the first time, because a line marked this way usually reveals a tax that's misconfigured in the shop.

With **discounts** there's a difference between platforms that shows in the sales order: PrestaShop provides them as an overall amount and Fube adds a **discount line**; WooCommerce already spreads them across each item's price, so that line doesn't appear —and it mustn't, because it would discount twice—. The total is correct in both cases; it just looks different.

If you'd rather not review them one by one, you can let Fube issue invoices on its own as soon as an order reaches the status you choose. That's beyond this guide: it's all covered in **automatically invoicing your online shop orders**. And be clear about who does what: **with automatic invoicing switched on, the decision to invoice is no longer yours** and the invoice is issued automatically.

Step 7 — Have Verifactu active before the first invoice

When you issue the invoice for a sales order, it's treated like any other in Fube: it's recorded with its chained hash and its QR code and submitted to the Spanish Tax Agency.

But **it isn't switched on out of the box**. Verifactu requires a **one-off initial activation that you only do once** —reviewing your company details and signing the power of attorney agreement with your certificate, from your own computer—, and until you complete it **no invoice with tax validity can be issued**, whether it comes from your shop or anywhere else. It's the step that most people discover too late: they set up the integration, see the orders coming in and then can't work out why no invoice is being produced.

Get it done before you connect your shop. The step-by-step guide is in **how to get started with Verifactu in Fube**.

Also bear in mind the legal timetable: using a Verifactu-compliant system is mandatory for companies from **1 January 2027** and for all other business owners, professionals and self-employed people from **1 July 2027**.

Edge cases and common errors

- **You have several shops.** You can connect several to the same Fube account —one WooCommerce and one PrestaShop, or two on the same platform—, each with its own settings and its own series.
- **You're going to carry out maintenance on your shop.** Deactivate the integration instead of deleting it: it stops importing and keeps all its settings for when you come back.
- **The connection stops working.** It's almost always because the keys have expired or been revoked in the shop. Generate new ones from your dashboard and update them in the integration; **Check connection** confirms that it's working again.
- **Orders have come in but you can't find them.** Look for them in **Inventory › Sales orders** and check the date range and the list filters before assuming that they didn't arrive.
- **An order is refunded after it has been invoiced.** The correction isn't made by deleting the invoice, but by issuing a **corrective invoice**. It's the only valid route: an issued invoice can't be modified or deleted.
- **A customer buys without giving their NIF.** It depends on the amount, and it's worth knowing because in the bad case the sales order is left without an invoice. Up to **€400 including IVA**, Fube issues a **simplified invoice** —the equivalent of a receipt— and you don't have to do anything. **Above €400 it issues nothing**: without a NIF a full invoice isn't possible, and a simplified invoice for that amount wouldn't be valid (art. 4 of RD 1619/2012), so invoicing for that sales order stops, and the error appears on the integration's card, along with the order number. If your average order value is high, the place to fix it is your shop's checkout form, by making the NIF compulsory at purchase. PrestaShop includes it in the DNI field of the address; WooCommerce has no NIF field as standard, and Fube reads it if it's collected by **APG NIF/CIF/NIE Field** or the official extension **EU VAT Number**. With any other plugin, the order comes in without a NIF.
- **Your shop doesn't expose some piece of data.** Fube works with what each platform provides. If a field isn't sent from the source, it isn't made up.

Frequently asked questions

Which shops can I connect?

WooCommerce and PrestaShop, both with API keys. There are no other options in the set-up form: Shopify, Amazon and other marketplaces aren't available at the moment. You can connect several shops to the same Fube account.

Is synchronisation in real time?

No. It runs automatically every five minutes and you can force it whenever you like with **Sync now**.

Are my products imported into the Fube catalogue?

Only if you switch on **Sync products** in **Edit integration**, which is off by default. Fube then brings in your catalogue in batches, matches each product by its reference and leaves any you already had as they were. With the switch off, none are created, but each sales order line is still linked to the Fube product with the same reference, if there is one. Stock is never moved in any case.

Are customers who haven't bought anything yet brought in?

With **Sync customers** switched on, yes: everyone on your shop's customer list comes in — in WooCommerce, those who have an account—. With it switched off, only the customer of each incoming order comes in.

Are invoices created automatically when syncing?

Only if you've enabled it. With automatic invoicing switched off, orders go into **Sales orders** and you generate the invoice yourself. With it switched on, Fube creates **and issues** the invoice for every order that reaches one of the statuses you've ticked.

Can I adjust how IVA rates are mapped?

There's no configurable mapping. Fube determines the rate from the percentage your shop declares, checking it against the tax catalogue for your territory. If a rate comes out as ‘Other’, the fix lies in the shop's tax settings, not in Fube.

Is it safe to paste my keys into Fube?

Credentials are stored encrypted and aren't left on display; they can be revealed on demand from **Edit integration** if you need to check them. And since they're API keys that you generate yourself, you can revoke them from your shop whenever you like.

If I delete the integration, do I lose my invoices?

No. Invoices and sales orders that have already been imported stay. What disappears is the connection and, with it, the flow of new orders.

Connect your shop

If you sell online and invoice in Spain, connecting your shop saves you re-entering every order at the end of the month. The order that causes the fewest headaches is this: check that your plan includes the integration, get Verifactu activated, connect the shop and validate the connection before waiting for orders.

Create your free account to get started, or see how to **invoice those orders automatically** when the volume means you need to stop doing it by hand. You'll find the details of the integration in **Fube's shop synchronisation**.

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.

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