Fube

GUIDE

How to send your invoices in each customer's language



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Updated · 17 November 2026

> You have an agency in London, a customer in Girona who prefers everything in Catalan and a distributor in Porto. If all three receive the same invoice in Spanish, sooner or later the email asking what 'Base imponible' means arrives too. Fube solves this with a single field: you choose **in each customer's record** which language they receive what you send them in, and from then on their PDF, the email that delivers it, their payment reminders and their portal come out in that language.

You choose it once per customer and there is nothing to remember when invoicing. Your app, the one your team uses, stays in Spanish.

Before you start

All you need is the customer set up. If they are not set up yet, the guide to **creating a customer** walks you through it; you can choose the language when creating them.

And the question that usually comes up first: **yes, you can invoice in another language**. The Invoicing Regulations allow invoices to be issued in any language (**article 12.2 of Royal Decree 1619/2012**). The proviso is that, if the invoice is in a language that is not official in Spain — English, French or Portuguese, for example — the Spanish Tax Agency may ask you for a translation into Spanish or another official language when it needs one to check your situation. The article on **invoicing a foreign customer in English** explains this in detail.

Step 1 — Choose the language in the customer's record

1. Go to **Sales › Customers**.
2. If the customer is new, click **Create customer**. If they already exist, open them and click **Edit**.
3. Scroll down to the **Contact** section, where the billing email and phone number are.

4. Under **Document language**, choose one of the seven: **Spanish**, **English**, **Catalan**, **Basque**, **Galician**, **French** or **Portuguese**. Each option shows its name in the language itself underneath — *English*, *Català*, *Euskara*… — which is how your customer will recognise it if they ask you for it that way.
5. Save.

Spanish is the default, and all your existing customers stay in it: nothing changes until someone chooses another language in their record. Everything else the record stores is covered on the **customer record** page.

Step 2 — Invoice and send as usual

There is nothing different to do when creating the invoice, quote or delivery note. The language goes with the customer, so everything that goes out to them reflects it:

- **When you download the PDF**, it comes out with the labels in their language.
- **When you click Send invoice** — or **Send quote**, **Send delivery note**, **Send pro forma invoice**… — the panel opens with the **subject and message already written in their language**. For a customer in English, for example, the subject comes out as 'Invoice' followed by the number, and the message as a 'Hello' with their name, a line saying the invoice is attached and a 'Kind regards'. The attached PDF and the rest of the email are also in English.

You can change the subject and message before sending, as always. But whatever you write goes out exactly as you write it: Fube does not translate your words. If you add a sentence in Spanish to an email in English, it will arrive in Spanish.

Step 3 — Check the first one before sending it

The first time you invoice a customer in another language, download the PDF and look at it before sending it. Not for the labels, which Fube provides, but for **what you have written yourself**: the description of each line, the description, the notes. That is not translated, and an invoice with the labels in English and the line descriptions in Spanish ends up halfway between the two. If the customer is in London, write the line descriptions in English and you are done.

What they receive in their language

What	What changes
The PDF of the invoice, the simplified invoice (also in 80 mm receipt format), the corrective invoice, the quote, the delivery note, the pro forma invoice and the money on account receipt	All the labels; the header, with the draft or cancelled marks; the footer, with the page numbering and the verification code; the legal notices Fube adds on its own — reverse charge, special scheme for second-hand goods (REBU), exemptions — and the names of the payment methods
Amounts	With the language's punctuation: in English, `€1,234.50`; in Spanish, `1.234,50 €`. Except those in your own reminder templates (below)
Dates	In the PDF and in payment reminders they do not change: dd/mm/yyyy in every language. The portal, the signed copy and the monthly report notice write the month in words, and that month comes out in their language
The email you send the document with	The email text, and the subject and message that appear already written when you click Send
Payment reminders	The email frame — the invoice details, the 'if you have already paid' notice and the sign-off — and, if you do not have your own template for that level, also the default subject and text
Portal emails	The invitation, the button to log in, the signature request, the signed copy and the notice of a project's monthly report
The portal and shared links	Their customer portal and the document page they open from a link, including the page for accepting or rejecting a quote and the page for accepting a delivery note

The reminders have a subtlety worth understanding properly: **your own templates are sent exactly as written**. There is one per level for the whole company, not one per language, so if you wrote the first reminder template in Spanish, your English customer will receive it in Spanish inside an English frame. And the amount variable in those templates comes out as usual, with a decimal point and the symbol attached, whatever the language. How templates work is explained in the guide to **writing your own payment chasing emails**.

The portal is just as practical: if you have the portal enabled, your customer uses it in their language without you having to configure anything else. With one subtlety the first time: the page the log-in button takes them to does not yet know who they are, so it comes out in Spanish. As soon as they log in, the portal switches to their language and that browser remembers it for next time. How to set it up is in the guide to **enabling the customer portal**.

What does not change

- **Your app.** Fube stays in Spanish for you and your team. The language only affects what your customer sees.
- **What you write yourself.** Line descriptions, descriptions, notes, the footer of your documents, any legal notices you have written by hand, your reminder templates — with their amount, which comes out with a decimal point in any language — and the sending subject or message if you change them. They go out as you wrote them.
- **The two texts of the Verifactu QR code.** 'QR tributario:' and 'Factura verificable en la sede electrónica de la AEAT' stay in Spanish in every language, because that is the wording set by the Verifactu regulations. Having them alongside the rest of an invoice in English is normal, not an error.
- **The invoice data.** The number, amounts, taxes and its Verifactu record are exactly the same, and Fube sends it to the AEAT as usual. The language only changes the labels your customer reads.
- **Job sheets.** Their PDF and the email that delivers them stay in Spanish.

If you change the language later

You can change it whenever you like, including for a customer with invoices already issued. **The invoice is not altered**: not its number, nor its amounts, nor its Verifactu record. The only thing that changes is how it is rendered: the next time you download or send its PDF, it will come out in the new language.

Emails and reminders already sent stay as they were sent, of course. The following ones will be in the new language, with one exception: a reminder that was already prepared and waiting to go out keeps the subject and text it was prepared with, so it will arrive with the frame in the new language and the text in the previous one.

Edge cases and common mistakes

- **The invoice comes out in English, but the line items are in Spanish.** This is expected: you wrote the line items yourself. The time to write them in English is while the document is still a draft, before you issue it.
- **Your English customer receives the reminder in Spanish.** You have your own template for that level and it is sent exactly as it is. Either write it so that it works for all your customers, or deactivate it so that the default text is sent, which does go out in each customer's language. Bear in mind that deactivating it affects the whole company, not just that customer.
- **A simplified invoice comes out in Spanish even though the customer has another language.** Check that the simplified invoice has that customer on it. A simplified invoice with no recipient has no one to take the language from, so it comes out in Spanish.
- **The QR code is still in Spanish.** That is correct: those two texts are set by the Verifactu regulations.
- **You want a one-off document in another language.** The language belongs to the customer, not to each document. If a customer who receives everything in Spanish asks you for a quote in English, change the language in their record, download the PDF (which is generated on the spot) and then set it back as it was. If you would rather send it from Fube, don't change the language back straight away: the PDF is prepared just after you click Send, and if the language changes in the meantime it comes out in the previous one.

Frequently asked questions

Is it legal to issue an invoice in English?

Yes. The Invoicing Regulation allows invoices to be issued in any language. If the language is not an official language in Spain, the Spanish Tax Agency may ask you for a translation into Spanish or another official language when it needs one for an inspection. If you have any doubts about your case, check with your accountant.

Does anything change in Verifactu?

No. The record is the same and Fube sends it to the AEAT just as it does with any other invoice. The two QR code texts come out in Spanish in every language.

Can I use the Fube app in English?

No. The language you choose in the record is the language of what your customer receives; the app stays in Spanish.

What happens to the customers I already had?

They stay in Spanish. Nothing changes until you choose another language in their record.

What format are dates shown in?

In the PDF and in reminders, dd/mm/yyyy, in every language. Where the date has the month written out (in the portal, in the signed copy, in the monthly report notification), the month appears in the customer's language. And amounts change their punctuation depending on the language.

Does Fube translate the line items on my invoices?

No. Fube puts what Fube writes into the customer's language: labels, automatic legal notices, payment methods and the default texts. What you write comes out exactly as you wrote it.

Set each customer to their own language

Open the record of the customer who needs it, choose their language under **Contact** and download their next invoice to check it. It takes a minute, and the next time you invoice them you won't have to explain what each box says. If you don't use Fube yet, **create your free account** and try it out with your next 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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