Fube

GUIDE

How to manage your subscription and change plan in Fube



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> Your subscription is one of those things you only look at twice a year: when you want more of something and when an email arrives saying a payment has failed. This guide covers both, plus everything in between: where you can see what you pay, how to change plan and **when each change takes effect**, which is the part that surprises people most.

Before you start

All of this lives in **Settings › Subscription** and is handled by the company's **Owner** or **Administrator**. If you can't see the section, your role doesn't have access to it.

A heads-up so you don't look in the wrong place: **enabling and disabling specific features isn't done here**, but in **Enabled modules**, which is one of the rows on this same screen.

Step 1 — Check what you have

The subscription screen consists of two cards with links, and it helps to know what's behind each one.

Subscription plan details brings together everything that affects what you can do:

Row	What it's for
Change plan	Takes you to the plans and pricing table
Cancel / Reactivate subscription	Cancelling and undoing it (see below)
Subscription add-ons	The extras you've added on top of your plan
Current subscription usage	How much of each limit you've used so far
OCR credits	Your expense scanning credits
AI Agent usage	The assistant's consumption
Enabled modules	Which features you have switched on

Payment and transaction management has just two: **Payment method management**, where you can see the card you pay with and swap it for another, and **Payment history**, with every charge, its amount, its status and **the invoices Fube issues to you for your subscription**.

If a payment is scheduled, the screen itself warns you with the date and amount (IVA included) so you're not caught short of funds.

The three subscription statuses

Status	What it means
Active	Current and renewing automatically
Cancelled	Cancelled, but with access until the end of the period already paid for
Inactive	The period has ended: no access to paid features

Nothing is deleted in any of the three.

Step 2 — Choose a plan with the figures in front of you

Prices **include IVA** and there are monthly and annual options; the annual one works out cheaper per month. All three paid plans come with a **14-day free trial**, and you need to enter a card to activate it.

Plan	Per month	Per year	Equivalent to	People in the team
Starter	€0	€0	—	1
Pro	€9.95	€95.40	€7.95/month	1
Business	€19.95	€191.40	€15.95/month	3
Elite	€49.95	€479.40	€39.95/month	10

The number of people is the one most people overlook and the one that holds you back first: **it includes you**, so **on Starter and Pro the account is for one person only, you**, and if you're going to invite your business partner, the plan has to allow for it. **Pending invitations** count too: an invitation that has been sent but not accepted already takes up a place. There are two exceptions, one of each on any plan: your accountant, who with the **Accountant** role only has read access and doesn't take up a place, and an **inspector**, someone who only has auditor roles, so there's always room for the Veri*factu and time-tracking inspection user. You'll find both in **invite your team and assign roles**.

Each plan also has its own limits on invoices, expenses, customers, projects, scanning credits and storage. You can compare them all on the **pricing page**, and see how much you've used in **Current subscription usage**.

Step 3 — Change plan knowing when it applies

Click **Change plan** and you'll reach the **Plans** table, with the **Monthly** and **Annual** tabs. The plan you already have is marked as **Current plan** and can't be clicked; on the others you'll see **Upgrade plan** if it's higher or **Change plan** if it's lower. Choosing one creates an order and takes you through the payment screen.

And here's the difference that matters:

- **Upgrading takes effect as soon as payment is completed.** A new period starts with the new plan, and from that moment you have its limits and modules.
- **Downgrading applies when the period you've already paid for ends.** Until then you keep everything you have. The screen shows a notice, **Pending plan change**, with the date on which it will apply and a link to **cancel the change** if you change your mind before then.

Before downgrading, check in **Current subscription usage** whether you're over the limits of the plan you're moving to: it saves you discovering on the day of the change that you have more people in the team or more invoices than will fit.

If you pay annually, you can't switch to monthly from the table: those plans appear as *Not available*. This is deliberate — it prevents an annual subscription being turned into a monthly one by accident — and if you need it, it's a question for support.

Step 4 — Keep your card up to date

In **Payment method management** you can see the card you're charged to. There's **only one**: the subscription can only be paid by card and no second backup card is stored. When your bank renews your card, click **Replace payment method**: it takes you to Redsys to enter the new one, and the existing one keeps being charged until the bank confirms the new one, so if you don't finish the payment nothing changes. It's worth doing as soon as the new card arrives: an expired card is the number one cause of failed payments. If you don't have one, the button is **Add payment method**.

And in **Payment history** you have every transaction with its date, amount and status —completed, failed or refunded— and, from the detail of each one, **Fube's invoice as a PDF** for your own accounts.

What happens if a payment fails (and the 5 days you have)

If the payment doesn't go through, Fube **retries it once a day for the following 5 days** and lets you know by email after each failed attempt.

Those 5 days are the whole grace period, not a first warning. If at the end it still can't take the payment, the subscription becomes **Inactive** and you lose access to the paid features. The good news is that **nothing is deleted**: your data and your plan are kept and, as soon as the payment goes through, you get everything back without redoing anything. The bad news is that the grace period is short: if you get a failed payment notice, update your card that same day, not next week.

Cancelling and reactivating

You no longer cancel your subscription from this screen. The **Cancel / Reactivate subscription** button takes you to the cancellation process —**Download my data and cancel**—, which first gives you a full copy of your data and records that you've received it. It isn't an unnecessary extra step: it's what stops you ending up without the invoices and the working time records the law requires you to keep. You'll find it step by step in **download your data and close your account**.

Cancelling **doesn't delete anything**. You keep full access until the end of the period already billed, you won't be charged again and, when that period ends, the subscription becomes inactive.

Reactivating is where you'd expect. Go back to **Cancel / Reactivate subscription** and click **Reactivate subscription**: you can do this at any time before the end date, and the screen tells you what it is.

Edge cases and common mistakes

- **I'm looking for where to enable a feature and I can't find it in Subscription.** It's in **Enabled modules**. The subscription decides what's available; the modules, what you have switched on.
- **I've downgraded my plan and I still see what I had before.** That's correct: the downgrade applies at the end of the paid period. Check the **Pending plan change** notice to see the date.
- **I want to undo a downgrade.** You can, as long as the date hasn't arrived: use the link in the notice itself to cancel the change.
- **It won't let me invite anyone else.** You've used up the users on your plan. Count the pending invitations, deactivate anyone who no longer needs access, or upgrade your plan.
- **I've cancelled and want to come back.** Reactivate before the end date and you lose nothing.
- **I need an invoice from Fube for my accounts.** Payment history, open the transaction and download the PDF.

Frequently asked questions

Is there a minimum commitment?

No. You can cancel whenever you like and you keep access until the end of the period you've already paid for.

Can I try Fube for free?

Yes, in two ways: the **Starter** plan is free and doesn't expire, and the three paid plans come with **a 14-day trial**, for which you need to enter a card.

Nothing is charged during the trial. **A week before the first payment you'll receive an email** with the date, the amount and the link to cancel: if you don't want to continue, cancel before that date and you won't be charged anything. If you want to continue, you don't need to do anything.

Is paying annually cheaper?

Yes. Paying yearly lowers the monthly cost on all three paid plans.

What happens to my data if I cancel?

Nothing. Cancelling stops the charges; it doesn't delete anything. Deleting your account is a separate process, with its own prior download and timescales, explained in **download your data and close your account**.

Can I change plan mid-month?

Yes. Upgrading takes effect once the payment is completed; downgrading applies at the next renewal.

Do the prices include IVA?

Yes, the amounts you see include IVA.

Pay for what you use, and no more

Most unpleasant surprises with your subscription can be avoided by checking two things once a quarter: your **current usage** against your plan's limits and your **card's expiry date**. With that, the rest takes care of itself. If you're choosing a plan, the **feature catalogue** shows what each one includes. **Create your free account** and start with the one that suits you, or review how to **invite your team and assign roles** before deciding how many people you need.

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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Invoicing and business management for freelancers and SMEs in Spain