Fube

GUIDE

What to do when the AEAT rejects or flags an invoice in Verifactu



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> You issue an invoice, an orange warning appears and your stomach sinks. The good news is that **almost none of those warnings require you to do anything**: most resolve themselves within minutes, and the ones that don't can be fixed from the invoice itself without touching your numbering. This guide shows you how to tell them apart and what to do in each case.

Before you start

There are three places to look, and it helps to know what each one is for:

- **The invoice itself.** Its detail view has a **Verifactu** card showing the submission status and, if there was an error, the message returned by the AEAT. This is where to start when the problem concerns a specific invoice.
- **Sales > Verifactu.** The **Dashboard** gives you the metrics — accepted, pending, rejected, acceptance rate — and any open **issues**; **Veri*factu records** is the complete history of submissions.
- **Sales > Verifactu > AEAT list.** This queries directly what the Tax Agency has on record, by year, period and series. It is the only one of the three that doesn't tell you what Fube thinks, but what is actually on the other side.

A word of warning about the dashboard before you panic: the records table is a history and is never cleared. A rejected submission stays rejected forever even if the invoice is fixed a minute later, because the correction creates a **new** record. That is why the acceptance rate is calculated per invoice rather than per record: an invoice counts as accepted if at least one of its submissions was. Seeing old rejections in the list doesn't mean you have anything outstanding.

Step 1 — Read the record status

Every submission to the AEAT leaves a record with one of these five statuses:

Status	What it means	What you need to do
Pending	It is in the submission queue. It hasn't been sent to the AEAT yet	Nothing. It is processed automatically
Accepted	The AEAT has registered it without objections	Nothing
Accepted with errors	It is registered, but with warnings	Almost always nothing: Fube corrects it automatically. See step 2
Rejected	The AEAT has not registered it	Correct the invoice. See step 3
Error	A processing or communication failure	Nothing for now: Fube retries. See step 4

Above the record there is the status of the **invoice**, which is the one that really tells you whether you need to act: if you see **Needs review**, there is something to fix; if you see **Automatic correction**, the system is already dealing with it.

Step 2 — 'Accepted with errors' is hardly ever down to you

This is the status that alarms people the most and the one that involves the least work. It means that **the invoice is registered with the AEAT** — it counts, it is valid — but the record contained some data that the Agency flagged.

Fube reviews these cases every ten minutes and **generates a correction on its own**: a new record that corrects the previous one and is sent to the AEAT again. You don't have to click anything. In the history you will see a record of type **Correction** appear alongside the original **Registration** one.

There are two exceptions worth knowing about, because they explain why sometimes nothing happens and that is exactly as it should be:

- **Errors that the AEAT itself exempts from correction.** There are two: code `2004`, a timestamp or time zone mismatch, and `2009`, the regime code with the IPSI tax. The Agency accepts them as valid as they are, so Fube doesn't even show them to you as errors: the record is closed.

- **The customer's NIF is not yet in the tax register.** This is code `2001`. The correction only succeeds once the AEAT has added that NIF to its register, which usually takes around 48 hours; retrying before then reproduces the same error, so Fube waits. If it is still the same after a couple of days, check the NIF with your customer.

Step 3 — 'Rejected': correct the invoice and send it again

A rejection does require action from you, and the process is easier than it seems: **there is no need to create a new invoice or lose the number**.

Open the invoice. On its Verifactu card, next to the AEAT message, you have the **Correct error** button. It takes you to the invoice form — which in this status, and only in this one, becomes editable again — where you correct the data the Agency flagged and save with **Correct issues**. Fube generates a correction record and sends it.

If you prefer to deal with them in bulk, the **Verifactu dashboard** lists all open issues with a **Resolve issue** button that takes you to the same place.

Two things you won't find, because they don't exist:

- **A 'Verifactu-compatible series' flag.** Numbering series have no Verifactu field at all: Verifactu is enabled per company, not per series, and switching series mid-month does not cause any rejection. If any documentation tells you to 'enable the series', it is out of date.
- **The option to edit an issued invoice that was accepted.** It can only be edited if its registration or its correction was **rejected**. If the invoice is accepted and the mistake is yours — amount, description, customer —, what you need is a **corrective invoice**, not a correction.

Step 4 — 'Error': Fube retries automatically, and lets you know when it gives up

When the problem is a communication one — the AEAT isn't responding, or returns a service failure —, there is nothing to correct. Fube retries on its own, with a process that runs **every minute**.

Two behaviours worth knowing about:

- **If failures pile up, Fube waits longer between attempts.** This is deliberate: after three consecutive failures, the system spaces out submissions — from two minutes up to half an hour — so as not to hammer a service that is down. The invoice is not lost; it goes out as soon as the AEAT is back.
- **Retries are not endless: there are ten.** On the tenth failed attempt, the record stops being retried, is marked as **Needs review** and **you receive an alert**, 'Verifactu: retries exhausted'. That is when you do need to look into it: when a submission fails ten times in a row, the cause is almost never the AEAT, but a detail of the issuer — the NIF or your company's tax details.

Step 5 — Cancel an invoice that has already been registered

If the invoice should never have been issued — it was issued by mistake, the transaction did not go ahead, it is a duplicate — **you cancel it**. You do not need a corrective invoice for that.

From the invoice's actions menu, choose **Cancel invoice**. You confirm, and Fube sends a **cancellation** record to the AEAT linked to the original. The invoice is marked as **Cancelled** and is no longer valid for accounting or tax purposes.

Two warnings:

- **If the invoice had already been paid**, handle the refund before cancelling it. Cancelling does not return any money.
- **Cancelling is not correcting.** Cancelling withdraws the whole invoice; correcting amends amounts or details and leaves both invoices in your books. If what you want is to change an amount, the way to do it is the corrective invoice.

Step 6 — Check against what the AEAT actually has

When the question is 'has this really arrived?', do not rely on the screen that reports your own submissions: ask the other side.

Sales > Verifactu > AEAT list queries the Agency's online office by year, period and series, and returns what it holds: submission date, submission number and its own status — Correct, Accepted with errors or Cancelled. This is the check that settles any dispute, and the one worth doing before opening a ticket.

Edge cases and common errors

- **The AEAT says the invoice is a duplicate.** If the record was accepted anyway, Fube tells you so plainly — 'record already accepted by the AEAT, no action required' — and does not count it as an error. Do not resend anything.
- **The invoice does not get issued.** Check that the Verifactu setup is complete: until then you can prepare drafts but not issue them, and the same applies to cancelling. You will find it in **getting started with Verifactu**.
- **The QR code does not appear on the PDF.** The QR code is generated on issue. If the invoice is still a draft, there is no QR code because there is no record yet; it is not a fault with the series or the setup.
- **You verify a cancelled invoice and the verifier says it does not exist.** That is correct: a cancelled document is no longer served by the verifier. It does not mean the invoice is fake.
- **Old rejections are piling up in the history.** Remember that they are not cleared. Look at the status of the **invoice**, not of the record: if it says **Issued** and does not appear in issues, there is nothing pending.

Frequently asked questions

Can I edit an invoice that has already been sent to the AEAT?

Only if its submission was rejected. In that case, the **Fix error** button gives you back the editable form. If the invoice was accepted, the correction is made with a corrective invoice.

Is the number of a rejected invoice lost?

No. The number stays used and the next invoice continues the sequential numbering. Fixing a rejection does not use up another number.

What happens if the AEAT is down?

Nothing you need to handle. Fube stores the record, spacing out retries while the service is not responding, and sends it as soon as it is back. It only alerts you if all ten attempts are exhausted.

How long does the AEAT take to respond?

Usually seconds. At peak times it can take several minutes, and in the meantime the record stays as **Pending**.

Do I have to mark my series as Verifactu-compatible?

No, and there is no such setting. Verifactu is activated once per company and applies to all invoices with tax validity that you issue, whatever their series.

Can I issue invoices offline?

You can prepare drafts, but issuing requires a connection: issuing and registering with the AEAT are the same operation.

Look at the invoice status, not the history

Most scares with Verifactu come from reading the wrong table. The record history keeps every attempt forever; what tells you whether you have work pending is the status of the **invoice**, and all open issues are in one place. If that list is empty, you have nothing to do. You can find the full workflow on the Verifactu page. Create your free account and let registration take care of itself.

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