User manual — Facturitica

facturitica.com · 2026-04-22

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Version: 2026-04-22 · Costa Rica Electronic Invoicing v4.4

1. Overview

Facturitica issues electronic receipts (CEs) signed with XAdES, submits them to the CR Ministry of Finance (Hacienda), and keeps the signed XML for 5 years as required by resolution DGT-R-48-2016. One account handles multiple companies, branches, and users.

2. Creating your account

1. Visit `https://www.facturitica.com/signup`.
2. Enter your name, email, and password. If an accountant gave you a referral code, open the link `?ref=CODE` so the attribution is automatic.
3. Confirm your email (sent from `cuenta@facturitica.com`).
4. Sign in at `/login` — you land in the onboarding wizard.

3. Configuring your first company (48-hour guarantee)

The `/onboarding` wizard walks you through 4 steps. Complete all 4 within the first 48 hours to honor the **48-hour guarantee** (we email you if you are at risk of missing it).

3.1 Organization

Internal name to group companies. You can manage several under one organization.

3.2 Issuing company

Capture the fiscal info:

- Legal name, optional trade name
- ID number (cédula jurídica/física). The system looks it up in Hacienda ATV and auto-fills name + type + activities.
- Fiscal address — pick Province → Canton → District from dropdowns with names (e.g. "1 · San José"). The picker stores the MH codes the XML requires.
- Economic activities — one or more MH codes; the first becomes the default.

3.3 Digital certificate (.p12)

1. Get your `.p12` from the Hacienda ATV portal (`hacienda.go.cr/ATV`) if you don't have it yet.
2. From `/app/company` upload the file and enter the PIN.
3. The file is encrypted with AES-256-GCM; the PIN is never persisted in cleartext.
4. Facturitica emails you reminders at 60, 30, and 7 days before the certificate expires.

3.4 First emission

From `/app/documents/new` create your first CE. The wizard suggests issuing an Electronic Ticket (type 04) without recipient as an end-to-end test of signing + submission.

If all 4 steps complete within 48 h you get a "48 h guarantee honored" email.

4. Issuing receipts

4.1 E-Invoice (FE · type 01)

At `/app/documents/new`:

1. Select type "01 · E-Invoice".
2. Issuing company — if you manage several, a selector appears.
3. **Template (optional)** — if you have saved templates, the picker pre-fills recipient + lines + payment methods.
4. Recipient — name + ID. The ID is validated against MH; data auto-completes.
5. Sale condition (cash / credit / other) and payment method.
6. Lines — per item: CABYS (autocompleted + history suggestions), quantity, unit, description, unit price, VAT rate.
7. Total calculated live.
8. "Issue" → XAdES signature + submission to Hacienda → redirects to the document detail.

You can void a CE by issuing a Credit Note (type 03) with a one-click button from the detail view.

4.2 Electronic Ticket (TE · type 04)

Like an e-invoice but without recipient. Use for final consumers.

4.3 Credit / Debit Notes (type 02, 03)

Always reference a previous CE. From the original document's detail page the "Void / correct" button pre-fills the NC form.

4.4 Bulk emission

`/app/bulk/sheets` — paste a spreadsheet (Sheets/Excel/Numbers) or upload a CSV. Map which column is recipient ID, name, concept, price. Preview + issue in bulk — every row flows through the same queue as single emission (retries + quota shared).

5. Invoice templates

`/app/invoice-templates` — library of saved CE shapes you use often (monthly retainer, hourly consulting, etc.).

- Create a template by naming the payload in JSON format (same shape as the emission API).

- The emission form shows a picker; the most-used template appears first.
- Issuing with a template increments its `usageCount` — the next emission surfaces it even higher.
- Archiving hides a template from the picker without deleting it (history stays).

6. Recurring invoices

`/app/recurring` — schedule CEs that emit automatically.

- Cadence: weekly (pick the day), biweekly (every 14 days), monthly (day 1–31, snapped to end of month).
- Embedded template (payload cannot be edited later; create a new one if the shape changes).
- Row actions: **Skip next**, **Pause / Resume**, **Edit** (name + cadence + day), **Archive** (soft-terminal; preserved), **Delete** (hard-delete).

7. Payment links

`/app/payment-links` — charge via Stripe; the CE is issued when the customer pays.

- Create the link with title, amount, currency, recipient email (optional, enables dunning), and expiration date.
- Recipient gets the link, pays on Stripe, webhook issues the CE automatically and emails it.
- **Automatic dunning**: when you set recipient email + expiration, we email reminders at 24 h and 2 h before expiry. If they already paid, nothing is sent.

8. Accountant panel (`/app/firm`)

If you manage multiple clients:

- Consolidated client list + emission KPIs + certificate status per client.
- Bulk import from CSV/XLSX (client data).
- TRIBU-CR report.
- **Referral program** (`/app/firm/referral`) — your unique code + list of attributed organizations + first-emission date. Each time a referral signs up or issues their first CE, you get an email.

9. Branches

`/app/company/branches` — wizard that adds branches to a company.

- 3-digit code (001 exists by default) + optional internal name (e.g. "Alajuela").
- Adding pre-provisions consecutives for FE, TE, NC, ND, FEC, FEE, REP under terminal "00001".
- The branch is immediately available in the emission form selector.

10. Reports

- **Monthly D-104** (`/app/reports/d104`) — VAT by period; PDF + JSON ready for TRIBU-CR.
- **Bank reconciliation** (`/app/bank-recon`).
- **Inbound documents** (`/app/inbound-documents`) — CEs received from suppliers + receiver-message inbox (accept/reject within 8 days).
- **Inventory** (`/app/inventory`) — SKUs per company with stock movements.

11. Integrations

11.1 Zapier

The Zapier public app exposes 3 triggers (new invoice, rejected invoice, receipt OCR) and 4 actions (create client, search client, issue invoice, issue credit note). Create an API key at `/app/settings/api-keys` with the required scope and paste it into Zapier.

11.2 WooCommerce

Plugin `facturitica-cr` (WP.org). On order completion, the plugin issues the CE automatically using the customer data + the product's CABYS (editable per product + variation from the WC admin).

11.3 Public API

REST + OpenAPI at `/v1/docs`. Authentication:

- **Cookie session** for the first-party UI (requires `x-organization-id`).
- **Bearer API key** `Authorization: Bearer fek_...` for external servers.

12. Settings

12.1 Language

`/app/settings` → "Language" — switch between Spanish (Costa Rica) / Spanish / English (US) / English. Affects the UI + transactional emails + PDF representación gráfica (rendered in the active language).

12.2 Security — 2FA

`/app/settings/security` — enable TOTP by scanning the QR code with your authentication app (Google Authenticator, 1Password, Authy). Save the backup codes somewhere safe.

12.3 API keys

`/app/settings/api-keys` — tokens for external integrations. Available scopes: `docs:read`, `docs:write`, `d104:read`, `companies:read`, `firm:read`, `clients:write`. Keys are shown only once at creation.

12.4 Team

`/app/team` — invite members with roles OWNER / ADMIN / ACCOUNTANT / EMPLOYEE / READ_ONLY. Roles limit what they can do + which companies they see.

13. Facturitica billing

`/app/billing` — your own Facturitica subscription (Free / PyME / PyME Pro / Contador / Empresarial). Upgrade / downgrade via the Stripe portal. Exceeding the quota blocks emission with an explicit 402; upgrade and continue.

14. Support

- Email: `soporte@facturitica.com` (24–48 h SLA per plan)
- Vulnerability disclosure policy: `/legal/security-policy`
- Service status: `/status`

Appendix A · Key endpoints

Action	Method + path
Health check	`GET /v1/health/ready`
Prometheus metrics	`GET /v1/metrics`
OpenAPI Swagger	`GET /v1/docs`
Issue CE	`POST /v1/companies/:id/documents`
View CE	`GET /v1/documents/:id`
Download XML/PDF	`GET /v1/documents/:id/download-urls`
Create payment link	`POST /v1/companies/:id/payment-links`
Recipient directory	`GET/POST /v1/companies/:id/clients`
Bulk emission (commit)	`POST /v1/bulk-issue/commit`
Templates	`GET/POST /v1/companies/:id/invoice-templates`
Branches	`GET/POST /v1/companies/:id/branches`
48 h progress	`GET /v1/onboarding/progress`
Firm referrals	`GET /v1/firm/referral`