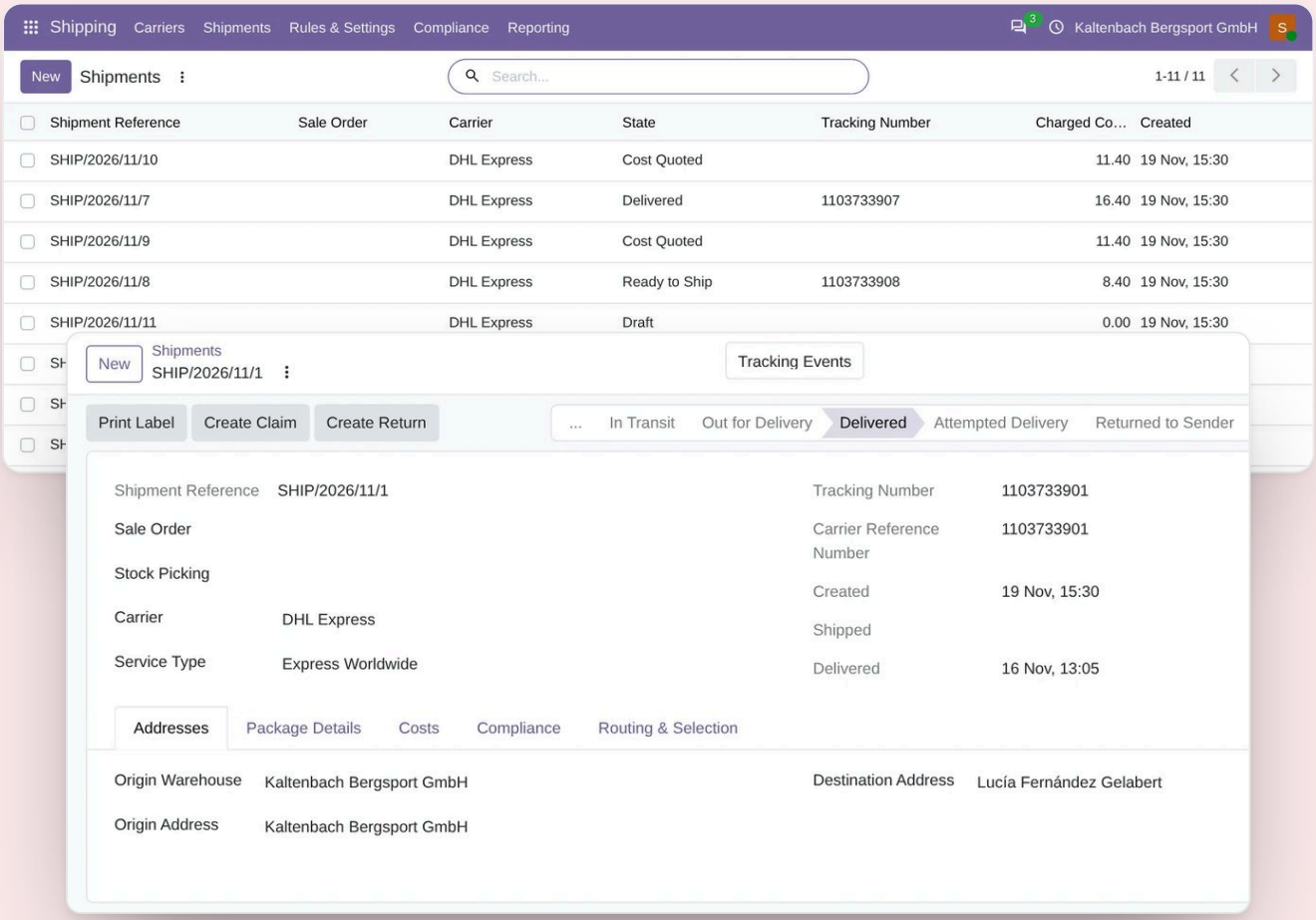
USER MANUAL · SHIPPING AND CARRIERS

DHL Express for Odoo

For those who already have the connector: install it, activate it, connect it, set it up and use it, step by step.

Module version 20.0.1.2.3 | Odoo 20 screenshots | Edition of 19-11-2026



Real Odoo 20 screenshot. The shipments list with their statuses and the detail of a delivered shipment, with its data tab and the header buttons.

Contents

On the right, the page where each section starts. Menu and button names are those of Odoo in English.

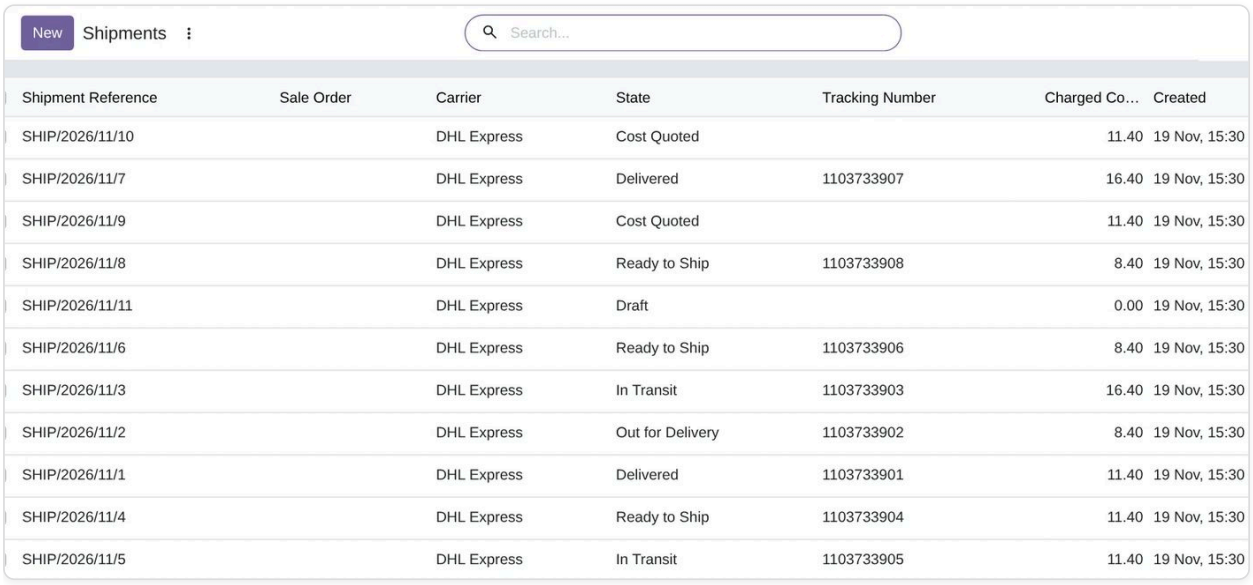
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This manual describes version 20.0.1.2.3 of the module (Odoo branch 20.0, commit a7fd9bba1). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to DHL Express. In Odoo 17, 18 and 19 the module has its own version: if something on your screen does not match, write to us.

1 What it is and where to find it

The connector adds the **Shipping** app to Odoo, where you manage shipments with DHL Express: quotes, labels, returns, tracking and cost reconciliation.



Shipment Reference	Sale Order	Carrier	State	Tracking Number	Charged Co…	Created
SHIP/2026/11/10		DHL Express	Cost Quoted		11.40	19 Nov, 15:30
SHIP/2026/11/7		DHL Express	Delivered	1103733907	16.40	19 Nov, 15:30
SHIP/2026/11/9		DHL Express	Cost Quoted		11.40	19 Nov, 15:30
SHIP/2026/11/8		DHL Express	Ready to Ship	1103733908	8.40	19 Nov, 15:30
SHIP/2026/11/11		DHL Express	Draft		0.00	19 Nov, 15:30
SHIP/2026/11/6		DHL Express	Ready to Ship	1103733906	8.40	19 Nov, 15:30
SHIP/2026/11/3		DHL Express	In Transit	1103733903	16.40	19 Nov, 15:30
SHIP/2026/11/2		DHL Express	Out for Delivery	1103733902	8.40	19 Nov, 15:30
SHIP/2026/11/1		DHL Express	Delivered	1103733901	11.40	19 Nov, 15:30
SHIP/2026/11/4		DHL Express	Ready to Ship	1103733904	11.40	19 Nov, 15:30
SHIP/2026/11/5		DHL Express	In Transit	1103733905	11.40	19 Nov, 15:30

- **Real Odoo 20 screenshot.** The **Shipments** list with the references, carriers and statuses of the shipments.

Shipping › Carriers	**Carrier Connections** (each connection with DHL Express), **Carriers** and **Service Types**.
Shipping › Shipments	**All Shipments** and **Tracking Events**, the tracking notices for each shipment.
Shipping › Rules & Settings	**Routing Rules**, which choose the service, and **Cost Adjustment Rules**, which adjust the cost you charge.
Shipping › Compliance	**Hazmat Categories**, **Claims**, **GDPR Requests** and **Intrastat Export**.
Shipping › Reporting	**Cost Reconciliation**, **SLO Tracking** and **Record Carrier Invoice**.

Outside its app, the connector only adds the **Customs Information** tab, with your customs data, to the contact form. It does not appear in sales orders or delivery orders: shipments are created in **Shipping › Shipments › All Shipments**. Your customers with access to the Odoo portal see their shipments at the address /my/shipments, with the detail of each one. The **Print Label**, **Update Tracking** and **Create Return** buttons are in the shipment header.

2 Before you start

This is what needs to be ready before you install the connector.

- A DHL Express account with access to MyDHL: you need the DHL Express account number, the API key and the MyDHL API secret.
- To know which environment you are going to work in: **Production** or **Test (MyDHL sandbox)**. It is chosen when you set up each connection.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. Odoo Online is not suitable, because it does not allow installing third-party modules.
- An administrator user: only an administrator can accept the consent and enter the MyDHL secret.
- A subscription to FlexigoTech Cloud or its free trial. Every call to DHL Express goes out through FlexigoTech Cloud, and without a trial or subscription the connector sends nothing.

> The connector does not create or change anything in your DHL Express account: it does not register the account, does not generate the API key or the MyDHL secret for you, and does not activate services in DHL Express. It only works with DHL Express: FedEx, UPS and USPS appear in the **Carrier Type** list, but they send nothing.

3 Installation

The module is installed like any third-party Odoo module. An administrator is required.

How to get it

From its Odoo Apps page (**https://apps.odoo.com/apps/modules/20.0/flexigo_advanced_shipping_carrier_integration**) or from the connector's page at flexigotech.com. Choose the Odoo version you use: each version is a separate module.

The module depends on `flexigotech_cloud`, the connection to FlexigoTech Cloud. On Odoo Apps, the module's page lists it under "Community Apps Dependencies" and its price already includes it; it is free and has its own page (**https://apps.odoo.com/apps/modules/20.0/flexigotech_cloud**). Put both folders together in the same modules path and Odoo installs `flexigotech_cloud` at the same time.

On Odoo.sh

1. **Upload the folders to your repository**
   Copy `flexigo_advanced_shipping_carrier_integration` and `flexigotech_cloud` into the branch of your project, in your modules folder, and push.

2. **Wait for Odoo.sh to build the branch**
   When it finishes, both modules are in the branch.

3. **Install the app**
   In **Apps**, click **Update Apps List** (with developer mode on), search for "DHL Express" and click **Activate**.

On your own server

1. **Copy the folders**

   Place `flexigo_advanced_shipping_carrier_integration` and `flexigotech_cloud` in a folder that is in the `addons_path` of your Odoo.

2. **Restart Odoo**

   So it reads the new modules.

3. **Install the app**

   In **Apps**, **Update Apps List**, search for "DHL Express" and click **Activate**.

> When installing it, Odoo also installs the apps the module depends on: Sales, Inventory and Website. If you already use them, nothing you have changes.

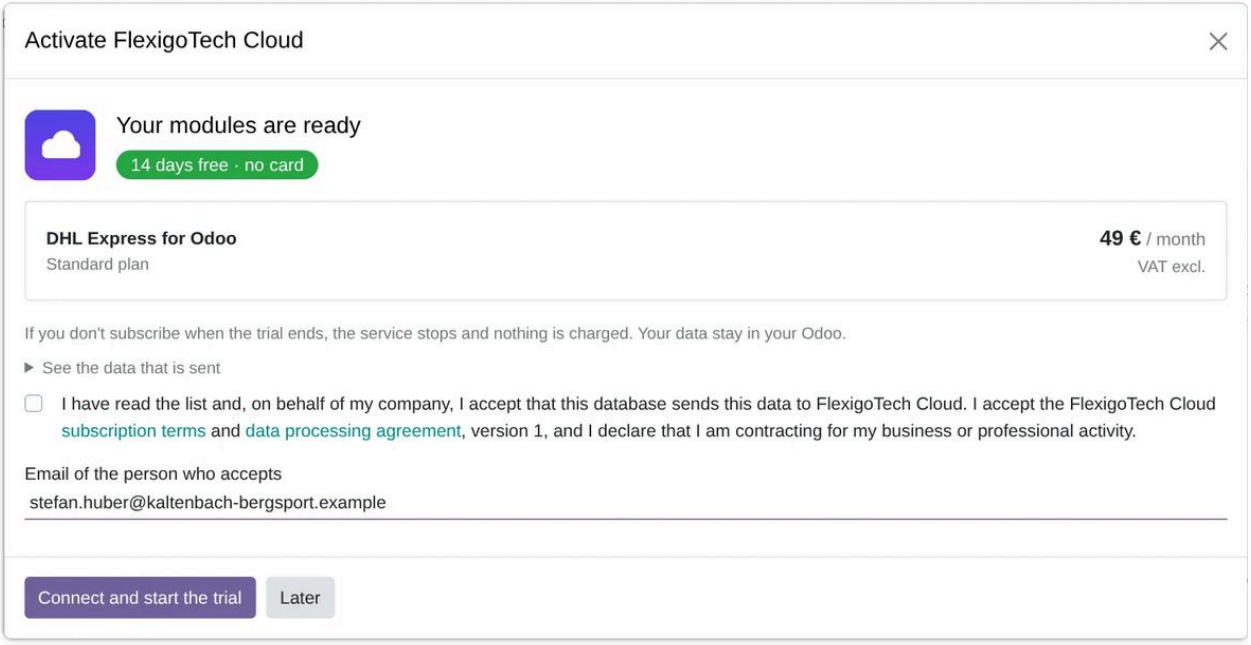
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4 Activate FlexigoTech Cloud: the 14-day trial

Calls to DHL Express go through FlexigoTech Cloud, the FlexigoTech service that stores your credentials encrypted. Until the database is connected and the module has a trial or subscription, the connector does not talk to DHL Express.

1. **Click Activate in the top bar**

   It appears as soon as you install the module. Open the **Activate FlexigoTech Cloud** window, with the Standard plan and its 14 free days, no card required.



- **Real Odoo 20 screenshot.** The activation window: read the list of data, tick the box and enter your email.

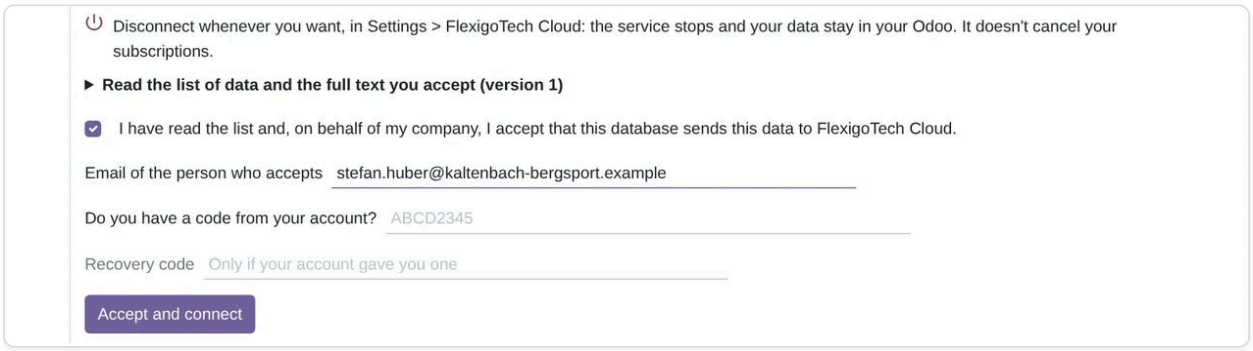
2. **Accept and enter your email**

Tick "I have read the list and, on behalf of my company..." (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3. **Click Connect and start the trial**
   Odoo registers the database with FlexigoTech Cloud and starts the module's trial. If you leave it for later, **Later** closes the window.

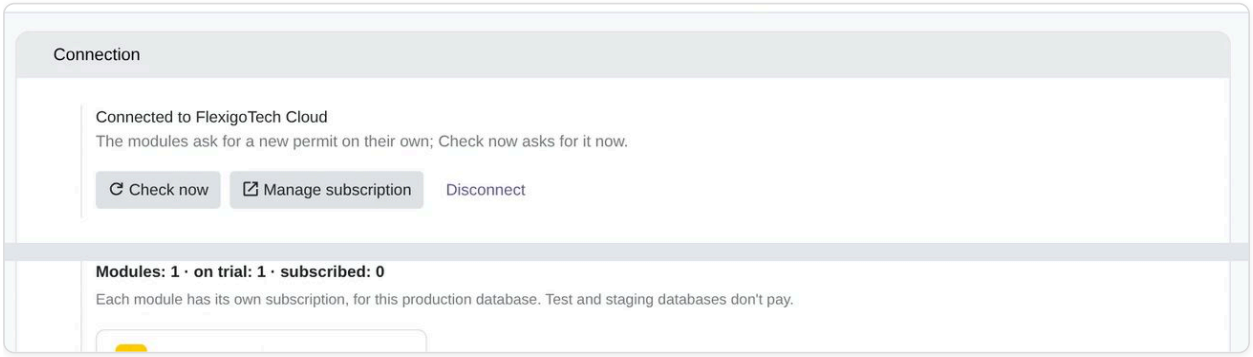
The same, from Settings

In **Settings › FlexigoTech Cloud** is the full list of what the database sends. Tick the box, enter the email and click **Accept and connect**. If you already have an account at app.flexigotech.com, the field **Do you have a code from your account?** links the database to it (the code is valid for 10 minutes).



- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud, before connecting: the ticked box, the email and **Accept and connect**.

With the database connected, the **Modules** block shows each module with its status: **On trial** and the date it ends, **Subscribed**, etc. From there you choose the plan (Standard or Pro, monthly or yearly) and click **Subscribe**: payment is made on the Stripe page, outside Odoo.



- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud with the database connected and the connector on trial.

PLAN	PRICE	INCLUDES
Standard	€49 per month or €490 per year	Support response within 1 working day, up to 3 accounts
Pro	€98 per month or €980 per year	Response within 4 working hours, up to 10 accounts and video call if needed

Prices exclude VAT. If you do not subscribe when the trial ends, the service stops and nothing is charged; your data stays in your Odoo. **Check now** requests the permission immediately (otherwise the module renews it by itself every 6 hours).

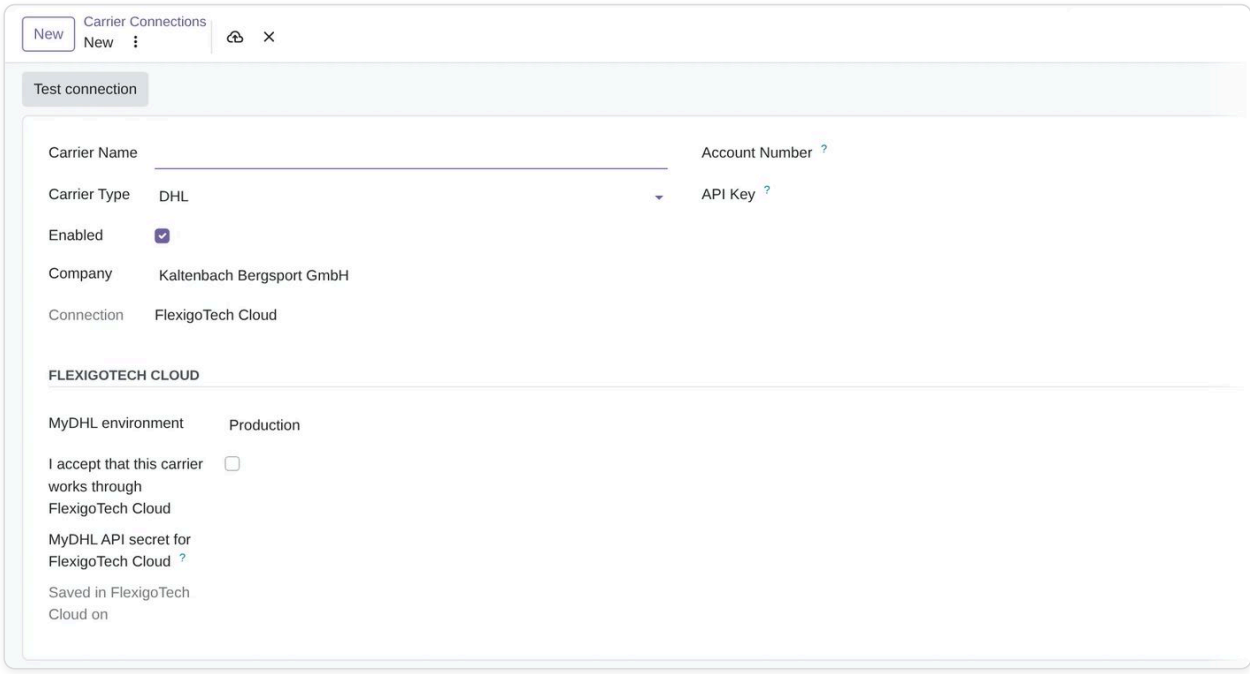
> On a neutralised copy (staging) or on a database with demo data, you cannot start a trial: Settings says so with "This database is a neutralised copy or has demo data, so trials can't be started here."

5 Set up your connection

Each DHL Express account is registered as a connection, in **Shipping › Carriers › Carrier Connections**.

1 Open the connections menu

Go to **Shipping › Carriers › Carrier Connections** and click **New**. The new connection already comes with **DHL** selected in **Carrier Type**.



- **Real Odoo 20 screenshot.** The new connection, with **Carrier Name**, **Carrier Type** and the **FlexigoTech Cloud** group.

2 Fill in the connection details

Enter the **Carrier Name** and check the **Company**. Leave the **Enabled** box ticked if you want to use it.

3 Enter the credentials

Enter the DHL Express account number in **Account Number** and the MyDHL key in **API Key**. If you do not enter the **API Key** on an active connection, Odoo gives the error "API Key is required for enabled carrier '…'".

4 Choose the environment

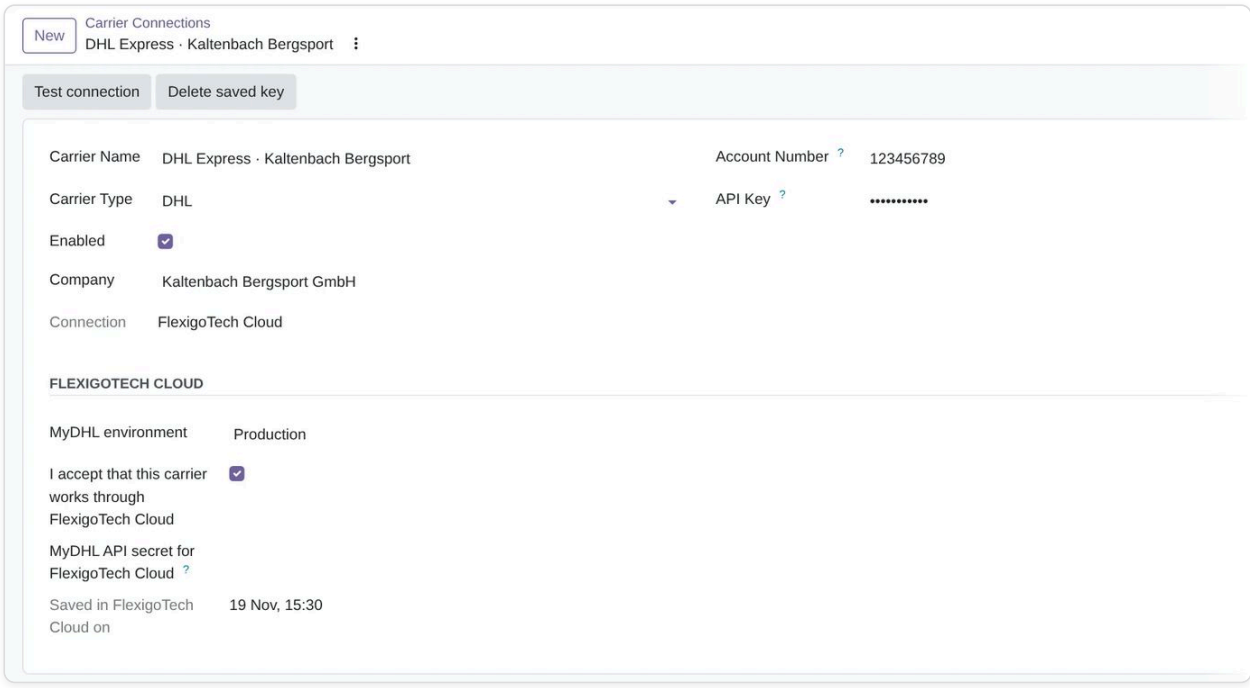
In **MyDHL environment** choose **Production** or **Test (MyDHL sandbox)**. It must match the environment of your credentials.

5 Accept the consent and enter the secret

Tick **I accept that this carrier works through FlexigoTech Cloud** and enter the secret in **MyDHL API secret for FlexigoTech Cloud**. Save the connection.

6 Check the result

The secret travels once, encrypted, to FlexigoTech Cloud together with the API key, and Odoo does not store it. **Saved in FlexigoTech Cloud on** shows the date and time it was saved.



- **Real Odoo 20 screenshot.** The connection already connected, with **Saved in FlexigoTech Cloud on** and the **Delete saved key** button.

7 Test the connection

Click **Test connection**. It does not call DHL Express: it shows what FlexigoTech Cloud has stored for that connection, without the key.

> Only an administrator can accept the consent and enter the MyDHL secret. If something is missing, nothing is sent and the message says what is missing, for example "Accept first that this carrier works through FlexigoTech Cloud: nothing was sent and nothing was saved." or "Enter the MyDHL API key first: it goes with the secret.".

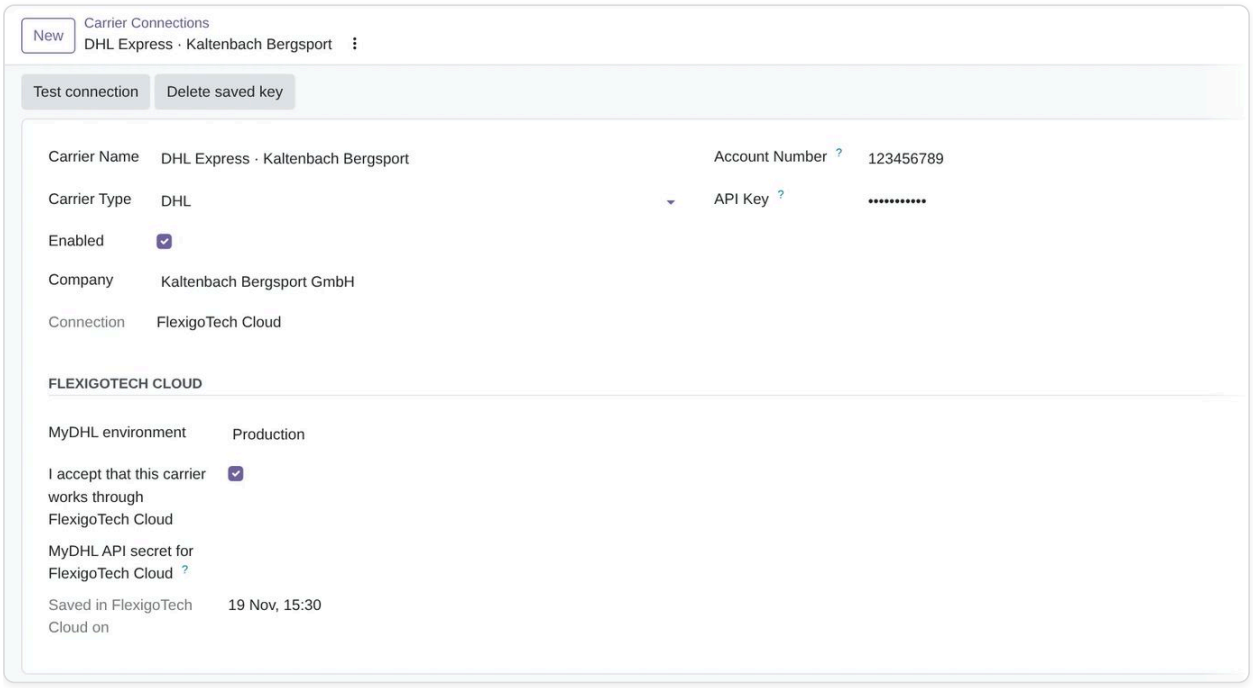
Each connection stores its own key in FlexigoTech Cloud. You can have several connections, including for different companies, each with its own DHL Express account, up to the accounts your plan allows. After that, the data arrives on its own: the scheduled task **Update Shipment Tracking** checks shipment tracking every hour and **Reconcile Shipping Costs** creates each day, if it does not yet exist, the reconciliation for the previous month for each carrier. If the key has to be removed from FlexigoTech Cloud, an administrator clicks **Delete saved key**; deleting the connection also deletes it.



- **Real Odoo 20 screenshot.** The **Carrier Connections** list, with the type, the environment, the connection route and the date saved in FlexigoTech Cloud.

6 The connection options

The DHL Express connection is filled in a single form, with a general option and those in the **FlexigoTech Cloud** group.



- **Real Odoo 20 screenshot.** The connection to DHL Express, under the **FlexigoTech Cloud** group.

OPTION	ON CREATION	WHAT IT DOES
Carrier Name	Empty	Name of the connection. It is required.
Carrier Type	DHL, if you create it from the menu	Carrier type. The list includes **FedEx**, **UPS**, **USPS**, **DHL** and **Generic/Custom**, but only **DHL** works through FlexigoTech Cloud.
Enabled	On	Turns the connection on. With it off, no call is made to DHL Express.
Company	The company you are working in	Company the connection belongs to. It is required. A carrier can only use a DHL connection from its own company.
Account Number	Empty	DHL Express account number. Only administrators and the **Carrier Configuration Admin** group can see it.
API Key	Empty	MyDHL account key, the MyDHL user. It is required if the connection is enabled. Only administrators and the **Carrier Configuration Admin** group can see it.
MyDHL environment	**Production**	Choose between **Production** and **Test (MyDHL sandbox)**. It is required.
I accept that this carrier works through FlexigoTech Cloud	Off	Consent from an administrator. Without it, nothing is sent to DHL Express.
MyDHL API secret for FlexigoTech Cloud	Empty	MyDHL secret. It is sent once, encrypted, to FlexigoTech Cloud together with the API key, and Odoo does not store it.

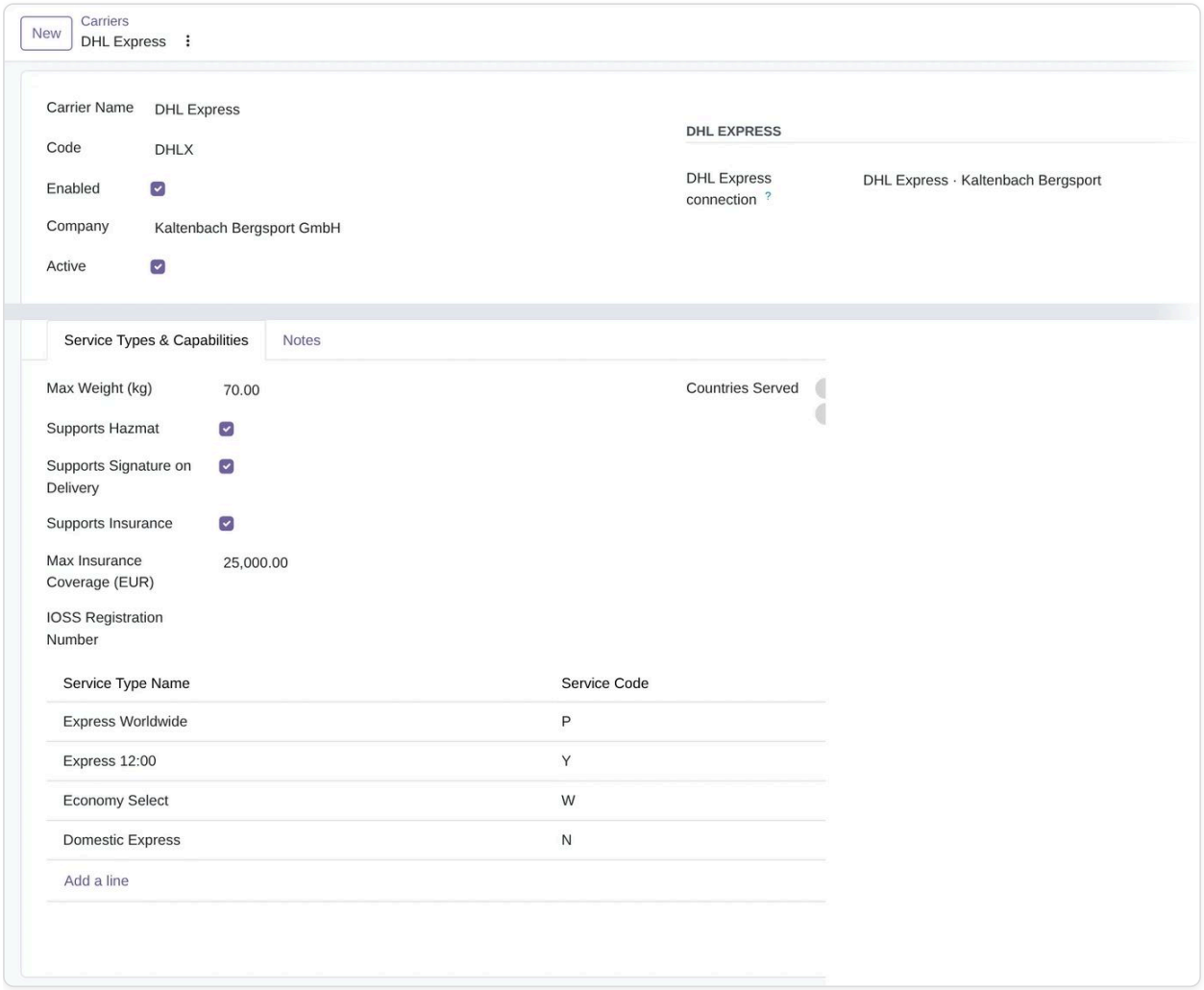
OPTION	ON CREATION	WHAT IT DOES
Saved in FlexigoTech Cloud on	Empty	Read only. Shows when this connection's key was saved in FlexigoTech Cloud.

Before each call, the system checks that the connection is DHL, that you have accepted the consent, that the key is saved and that the service is active, either through the trial or the subscription. If something is missing, nothing is sent and the message says what is missing. Each connection stores its own key, so you can have several, including for different companies, each with its own DHL Express account.

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7 Carriers and service types

Each carrier links to a DHL Express connection and stores its limits and service types.



- **Real Odoo 20 screenshot.** The carrier with its DHL Express connection and the **Service Types & Capabilities** tab.

Go to **Shipping › Carriers › Carriers**. In **DHL Express connection**, choose the connection from **Shipping › Carriers › Carrier Connections**. It must be a DHL connection from the same company as the carrier. In **Countries Served**, tick the countries it serves.

Carrier Name and Code	The carrier's name and code. The code cannot be repeated within the same company.

Max Weight (kg)	The maximum weight the carrier accepts.
Supports Hazmat	If ticked, the carrier accepts dangerous goods.
Supports Signature on Delivery	If ticked, the carrier accepts signature on delivery.
Supports Insurance and **Max Insurance Coverage (EUR)**	Whether it supports insurance and the maximum it covers, in euros.
Service Types	The carrier's service types. Each has a **Service Code**, which is the DHL Express product requested.
Enabled and **Active**	Two tick boxes, both ticked when the carrier is created.

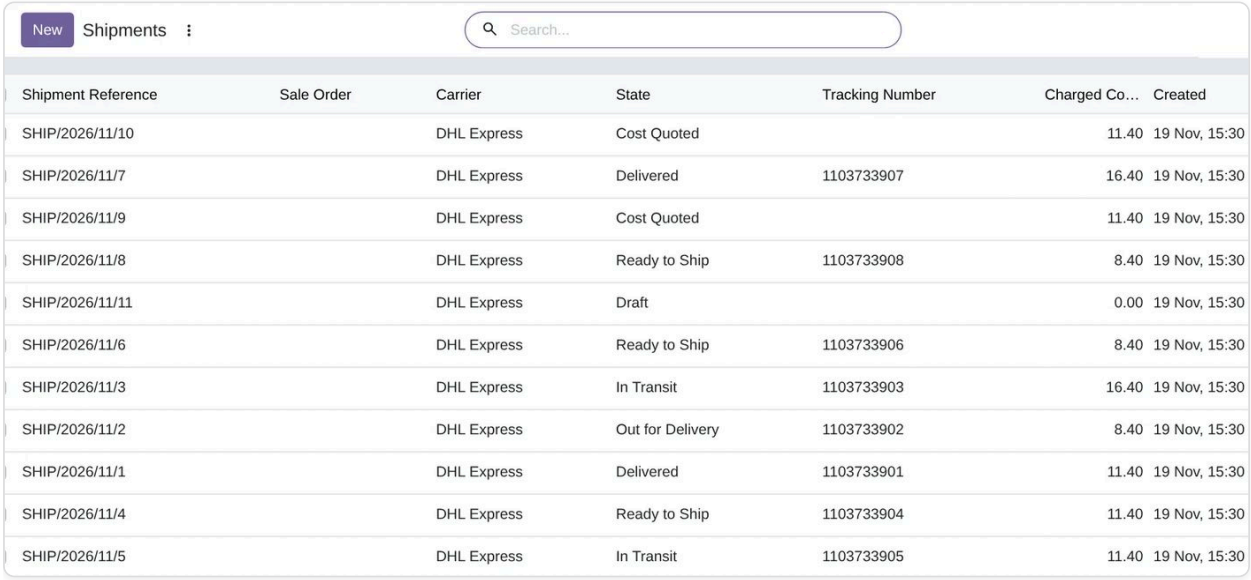
You add service types in the **Service Types & Capabilities** tab or in **Shipping › Carriers › Service Types**. Each one has a **Service Type Name**, a **Service Code** and an **Estimated Transit Time (days)**. For example, code P corresponds to DHL Express's Express Worldwide product and code N to Domestic Express.

> If you choose a connection that is not DHL or belongs to another company, Odoo will not let you save the carrier. Without a DHL Express connection it does save, but it only gives estimates calculated in Odoo and does not book shipments. It also does not allow a code to be repeated within a company.

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8 Shipments: price, booking and label

Each DHL Express shipment is managed from **Shipping › Shipments › All Shipments**, where you get the price, book it and download the label.



- **Real Odoo 20 screenshot.** The **Shipments** list with the reference, carrier, status, tracking number and charged cost of each shipment.

Each shipment has an origin, destination, weight and service type. The weight is required to get the price and to book. The service type code is the DHL Express product used to calculate the price and make the booking.

Where each piece of data comes from

The price, the waybill number and the label come when you press the shipment's buttons. Tracking is retrieved by the scheduled task **Update Shipment Tracking**, every hour, and also by the **Update Tracking** button.

The shipment buttons

Get Cost Quote	Asks DHL Express for the price on your account, in euros. It only appears while the shipment is in **Draft**.
Create Shipment	Books the shipment with DHL Express and attaches the PDF label. It is hidden if the shipment already has a tracking number or is not in **Draft**, **Cost Quoted** or **Ready to Ship**.
Print Label	Downloads the label of an already booked shipment again. It only appears when there is a tracking number.
Update Tracking	Asks DHL Express now how the shipment is doing. It appears with a tracking number and the shipment in **Ready to Ship**, **In Transit**, **Out for Delivery** or **Attempted Delivery**.
Bulk Print Labels	It is in the **Action** menu of the list. It merges into a single PDF the labels of the shipments you select with **Download Labels**. If any of them is not a PDF, you get a ZIP instead.

States

The shipment starts in **Draft**. After getting the price it moves to **Cost Quoted**. When booked, it is in **Ready to Ship** with its waybill number. Then DHL Express tracking moves it to **In Transit**, **Out for Delivery** and **Delivered**. The other statuses in the bar (**Blocked**, **Attempted Delivery**, **Returned to Sender**, **Lost**, **Damaged** and **Cancelled**) are not set by any button or by tracking, and a booked shipment cannot be cancelled from Odoo.

Getting the price and booking

1. **Fill in the shipment**
   Check the carrier, service type and weight.
2. **Press Get Cost Quote**
   Odoo asks DHL Express for the price and the shipment moves to **Cost Quoted**.
3. **Press Create Shipment**
   DHL Express books the shipment. It is in **Ready to Ship** with the waybill number and the label attached.
4. **Press Print Label**
   Download the label whenever you need it.

> Booking does not request a collection from DHL Express: the collection is arranged separately with DHL. A shipment with a tracking number cannot be deleted or booked again. If the carrier has no DHL Express connection, **Get Cost Quote** only gives an estimate calculated in Odoo and **Create Shipment** refuses to run.

9 Tracking

Each checkpoint that DHL Express reports for a shipment is stored as an event in **Shipping › Shipments › Tracking Events**.

Tracking Events

Search...

Status Code	Status Display Name	Location	Event Timestamp (Ca…	Received Timestamp
PU	Shipment picked up	MUNICH-DE	17 Nov, 17:42	19 Nov, 15:30
WC	Shipment is out with courier for delivery	BERLIN-DE	18 Nov, 07:02	19 Nov, 15:30
OK	Delivered	BERLIN-DE	18 Nov, 11:47	19 Nov, 15:30
WC	Shipment is out with courier for delivery	MADRID-ES	16 Nov, 08:31	19 Nov, 15:30
OK	Delivered	MADRID-ES	16 Nov, 13:05	19 Nov, 15:30
PU	Shipment picked up	MUNICH-DE	17 Nov, 17:42	19 Nov, 15:30
PL	Processed at MUNICH-DE	MUNICH-DE	17 Nov, 23:15	19 Nov, 15:30
AR	Arrived at Delivery Facility in LYON-FR	LYON-FR	19 Nov, 07:12	19 Nov, 15:30
WC	Shipment is out with courier for delivery	LYON-FR	19 Nov, 08:20	19 Nov, 15:30
PU	Shipment picked up	MUNICH-DE	15 Nov, 17:42	19 Nov, 15:30
PL	Processed at MUNICH-DE	MUNICH-DE	18 Nov, 23:15	19 Nov, 15:30
DF	Departed Facility in LEIPZIG-DE	LEIPZIG-DE	19 Nov, 02:05	19 Nov, 15:30
PU	Shipment picked up	MUNICH-DE	18 Nov, 17:42	19 Nov, 15:30
PL	Processed at MUNICH-DE	MUNICH-DE	18 Nov, 23:15	19 Nov, 15:30
AF	Arrived at Facility in BASEL-CH (customs clearance)	BASEL-CH	19 Nov, 05:48	19 Nov, 15:30
PU	Shipment picked up	MUNICH-DE	18 Nov, 17:42	19 Nov, 15:30
PL	Processed at MUNICH-DE	MUNICH-DE	15 Nov, 23:15	19 Nov, 15:30
AR	Arrived at Delivery Facility in MADRID-ES	MADRID-ES	16 Nov, 06:40	19 Nov, 15:30

- **Real Odoo 20 screenshot.** List of **Tracking Events** with the checkpoints of the shipments.

Where each piece of data comes from

The scheduled task **Update Shipment Tracking** queries DHL Express every hour and is active on installation. Each new checkpoint is stored once as an event. In the **Source** field, DHL Express events show as **Polling**.

The **Update Tracking** button on the shipment makes the same query immediately, without waiting for the hourly task.

What you see on each event

Shipment	The shipment the event belongs to.
Status Code	The status code reported by DHL Express.
Status Display Name	The status text, such as "Shipment picked up" or "Delivered".
Location	The place of the checkpoint.
Event Timestamp (Carrier)	The date and time given by DHL Express.
Received Timestamp	The date and time Odoo stored the event.

Source	Where the event came from. For DHL Express it is **Polling**.
Raw Response (Debug)	The full DHL Express response, for checking unusual cases.

What it does to the shipment

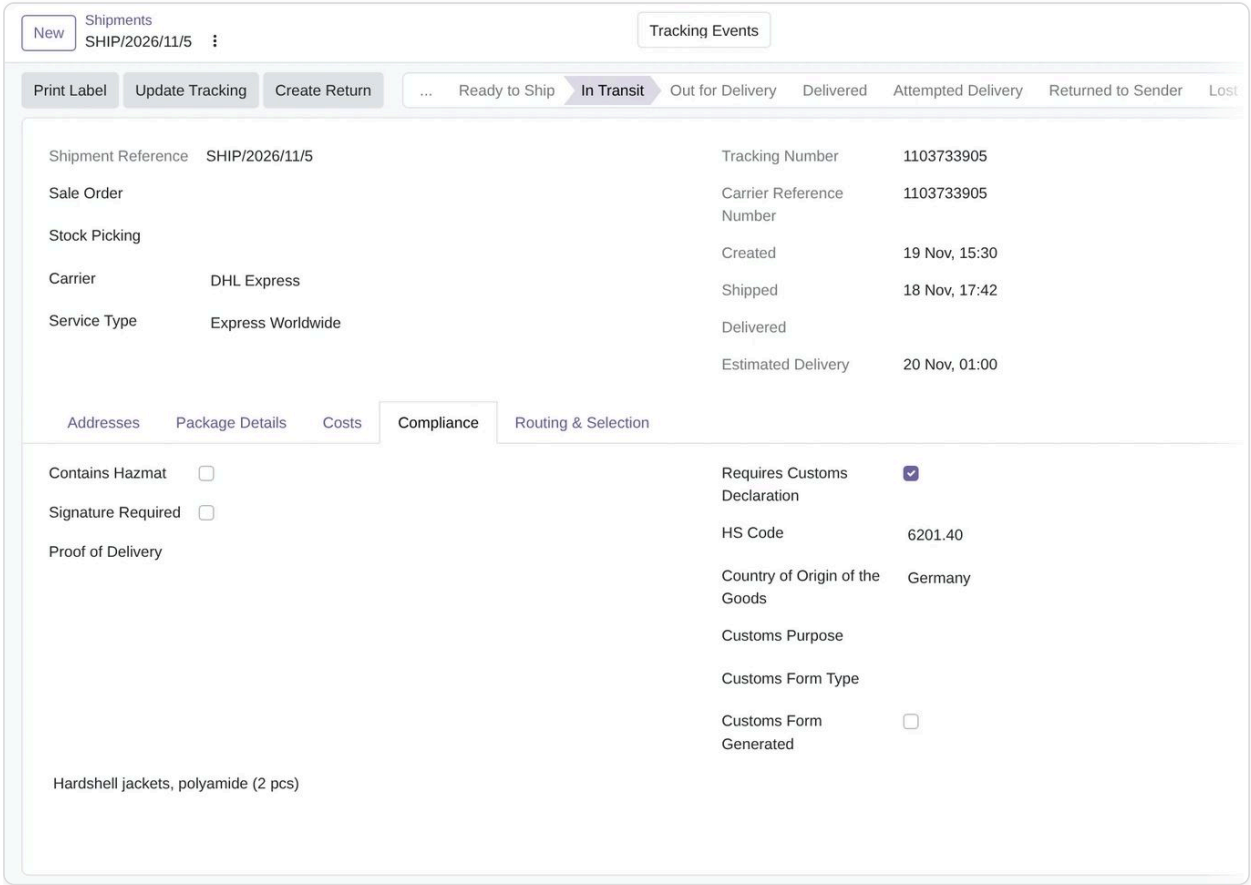
Depending on the events, the shipment moves to **In Transit**, **Out for Delivery** or **Delivered**. If DHL Express does not return tracking, the hourly task records it in **Last API Error** and the **Update Tracking** button reports it in a message.

> On screen, events are read only and cannot be created by hand. If a checkpoint is missing, it arrives in the next query to DHL Express.

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10 Customs and dangerous goods

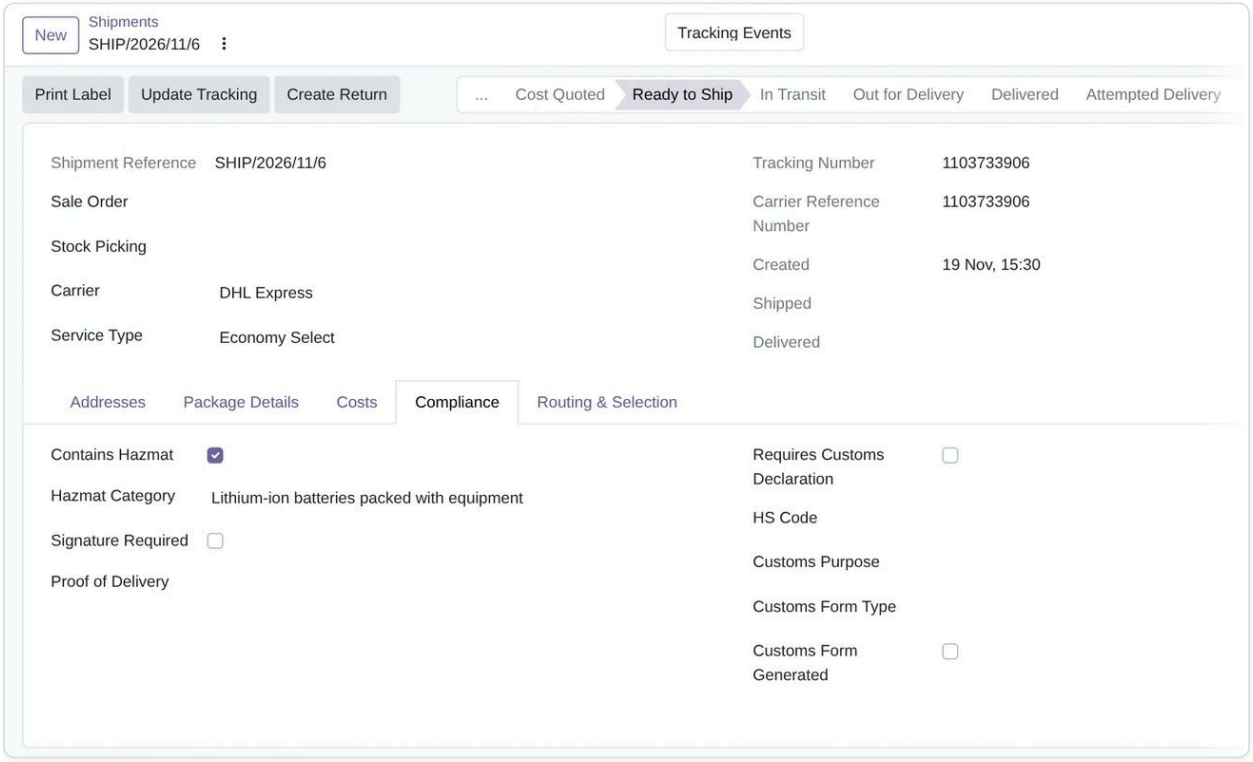
The shipment has the customs data and the dangerous goods check in the **Compliance** tab.



- **Real Odoo 20 screenshot.** **Compliance** tab of a shipment with **Requires Customs Declaration**, **HS Code** and **Country of Origin of the Goods**.

With **Requires Customs Declaration** ticked, **Create Shipment** sends DHL Express a single goods line with the declared value, the country of origin, the HS code and the goods description. DHL returns the commercial invoice and Odoo attaches it to the shipment along with the label.

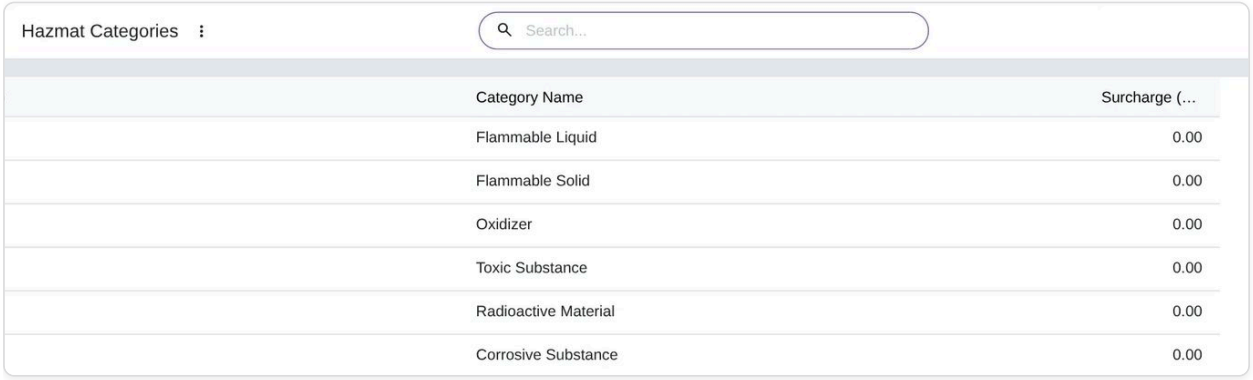
Dangerous goods is an Odoo control. It applies before quoting and before booking, and the request to DHL Express does not include any dangerous goods data.



- **Real Odoo 20 screenshot.** Shipment with **Contains Hazmat** ticked and its **Hazmat Category**.

Where each piece of data comes from

You fill in the customs data and the dangerous goods category yourself, on the **Compliance** tab of the shipment. The categories are created in **Shipping › Compliance › Hazmat Categories**; installing the connector already gives you 6.



- **Real Odoo 20 screenshot.** List of **Hazmat Categories** with their surcharges.

Shipment buttons

Get Cost Quote	Gets the price. Only appears while the shipment is in **Draft**.
Create Shipment	Books with DHL Express and attaches the label and, if customs applies, the commercial invoice. It is hidden if the shipment already has a tracking number or if its state is not **Draft**, **Cost Quoted** or **Ready to Ship**.
Print Label	Appears when the shipment has a tracking number.

States

Booking leaves the shipment in **Ready to Ship** with its waybill number. **Blocked** prevents quoting, booking and printing the label.

Steps

1. **Open the shipment**
   Go to **Shipping › Shipments › All Shipments** and open the shipment.

2. **Mark the customs details**
   On **Compliance**, tick **Requires Customs Declaration** and fill in **HS Code**, **Country of Origin of the Goods** and **Goods Description**.

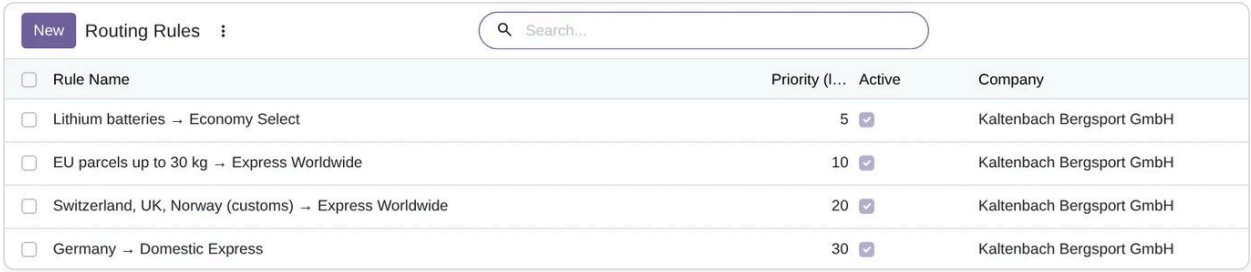
3. **Quote and book**
   Click **Get Cost Quote** and then **Create Shipment**.

> If the **HS Code** is missing, Odoo will not let you create the international shipment, and DHL Express also asks for the declared value and the country of origin. If **Contains Hazmat** is ticked, a category is needed and the carrier must have **Supports Hazmat**. Otherwise Odoo refuses.

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11 Shipping and pricing rules

Shipping rules choose the carrier and the service type for each shipment, and pricing rules adjust what you charge on top of the cost.



- **Real Odoo 20 screenshot.** The **Routing Rules** list with the four shipping rules.

Shipping rules are in **Shipping › Rules & Settings › Routing Rules**. Each rule is checked against the destination country, the shipment weight and, if the rule requires it, dangerous goods. Pricing rules are in **Shipping › Rules & Settings › Cost Adjustment Rules**.

You enter all the rule data yourself. No scheduled task or button brings it in from DHL Express.

Shipping rules

Priority (lower = higher)	The rule with the lowest number among those that match the shipment wins.
Destination Countries	Required. Destination countries the rule applies to.

Origin Countries (empty = any)	If you fill it in, the rule only applies to those origin countries.
Min Weight (kg) and **Max Weight (kg, 0 = no limit)**	Minimum and maximum shipment weight.
Hazmat Only	With the box ticked, the rule only matches shipments that contain dangerous goods.
Preferred Carrier and **Preferred Service Type**	Required carrier and the service type the rule selects.
Fallback Carrier	Backup carrier if the preferred one does not accept dangerous goods.

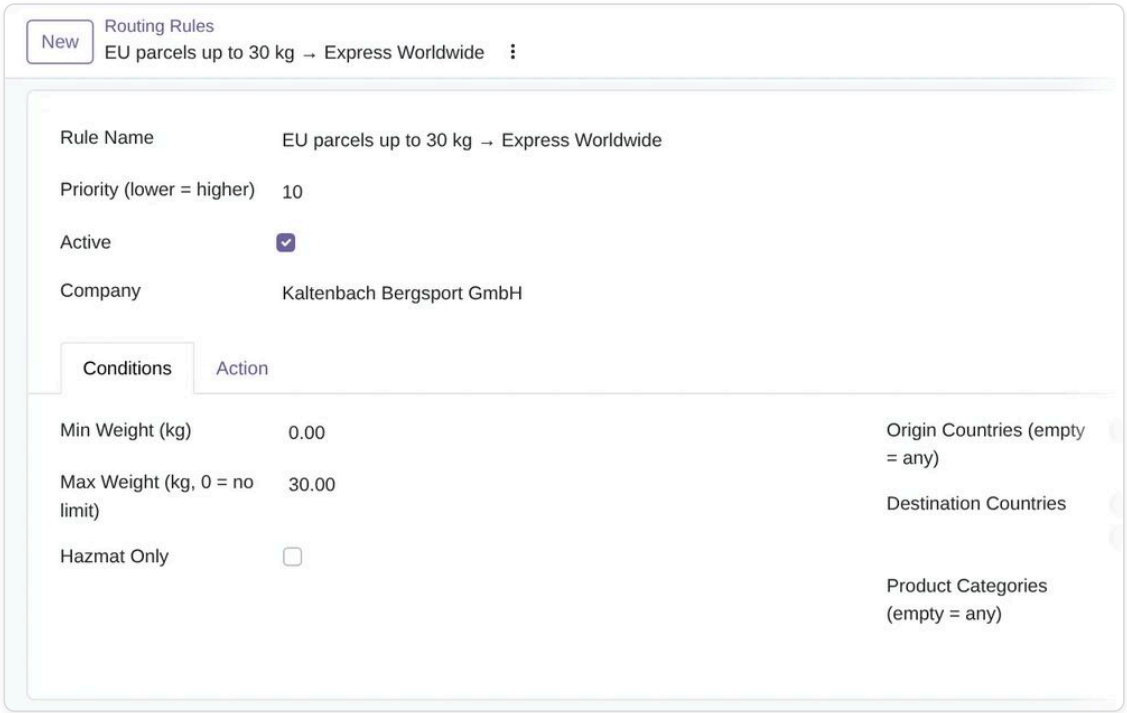
Pricing rules

Carrier (empty = all) and **Customer (empty = all)**	Limit the rule to one carrier or one customer. If empty, they apply to all.
Allocation Mode	Required. Offers **Fixed Price**, **Dynamic Calculation**, **Free** and **Weight Band**, but only **Weight Band** changes the calculation: the starting price comes from the weight band. With the other three, it starts from the quoted cost.
Markup (%) and **Fixed Surcharge (EUR)**	Percentage margin and fixed surcharge on the cost.
Volume Discount (%) and **Min Monthly Volume (shipments)**	Discount subtracted at the end. The minimum number of shipments per month is stored, but the calculation does not check it.
Weight Bands	Weight bands with their price, for the **Weight Band** mode.

Both kinds of rule have an **Active** checkbox. With it off, the rule is not applied.

1 **Open the shipping rules list**

Go to **Shipping › Rules & Settings › Routing Rules**.



- **Real Odoo 20 screenshot.** Shipping rule form with its **Conditions** and **Action** tabs.

2 **Fill in the conditions**

On the **Conditions** tab, set the countries, the weight and, if needed, **Hazmat Only**.

3 **Choose the action**

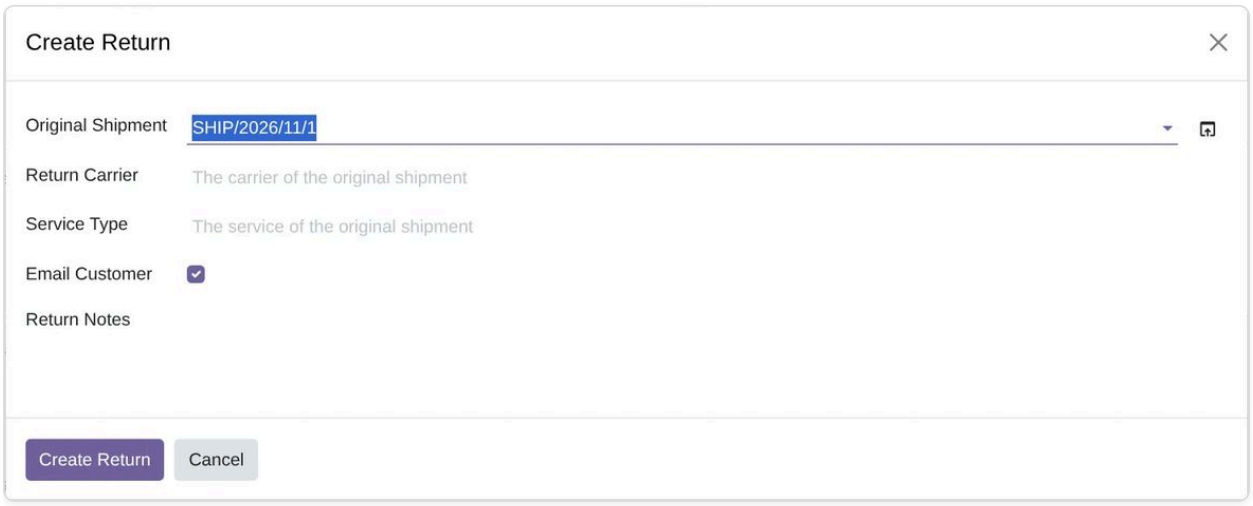
On the **Action** tab, set the carrier and the service type.

> A shipping rule only applies when you request a price for a shipment that has no carrier. It does not change the carrier of a shipment that already has one.

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12 Returns and claims

From a shipment you can create the return shipment with **Create Return** and open an internal claim with **Create Claim**.



- **Real Odoo 20 screenshot.** The **Create Return** wizard with the original shipment, the return carrier and the notes

Where each piece of data comes from

No scheduled task creates returns or claims. Each return comes from the **Create Return** button, and each claim is created by hand from **Shipping › Compliance › Claims** or with the **Create Claim** button on the shipment. Odoo sets the claim reference when you save it. The claim is internal: the connector does not file it with DHL Express. You file it with DHL yourself, and here you record its state, the amount and what you are paid; you can note the reference DHL gives you in **Description**.

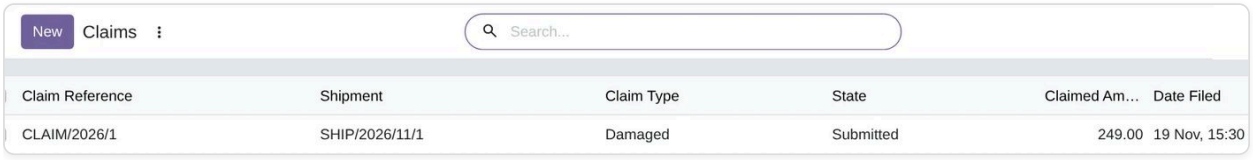
The Create Return wizard

Original Shipment	The shipment you want to return. Required.
Return Carrier	The carrier of the return shipment.
Service Type	The service type for the return.
Return Notes	Notes for the return.

Email Customer	Ticked by default. If you leave it ticked, a message for the customer is logged in the shipment's history.

The claim

Claim Reference	Filled in automatically on save and cannot be edited.
Shipment	The claimed shipment. Required.
Claim Type	**Lost**, **Damaged** or **Delayed**. Required.
State	Starts at **Open**. You change it to **Submitted**, **Approved**, **Rejected** or **Paid**: there are no buttons that do this.
Claimed Amount (EUR)	The amount you are claiming.
Payout (EUR)	The amount you are paid.
Date Filed and **Date Resolved**	The opening date and the resolution date.
Description	Free text describing what happened.



- **Real Odoo 20 screenshot.** The **Claims** list with the reference, shipment, type and state

1. **Open the shipment**
   Go to **Shipping › Shipments › All Shipments** and open the shipment you want to return.
2. **Click Create Return**
   Choose the return carrier and service type, write the notes and decide whether to tick **Email Customer**.
3. **Click Create Return in the wizard**
   A new shipment is created in **Draft**, with origin and destination reversed and linked to the original.
4. **Generate the label**
   On that new shipment, click **Create Shipment** to produce the return label.

> The return does not generate a label on its own: the label is produced when you click **Create Shipment** on the new shipment. With **Email Customer** only a message is logged in the history, with no label.

13 Cost reconciliation and targets

Here you compare what the carrier invoices you each month with the costs Odoo has recorded, and you store the service targets for each carrier.



- **Real Odoo 20 screenshot.** The **Cost Reconciliation** list with Odoo's total, the invoice total and the difference for each month.

Where each piece of data comes from

- The scheduled action **Reconcile Shipping Costs** runs every day and creates, if it does not already exist, the reconciliation for the previous month for each carrier, in the carrier's company.
- You enter the invoice total yourself with **Shipping › Reporting › Record Carrier Invoice**. The module does not read the invoice line by line.
- You enter the targets in **Shipping › Reporting › SLO Tracking** yourself.

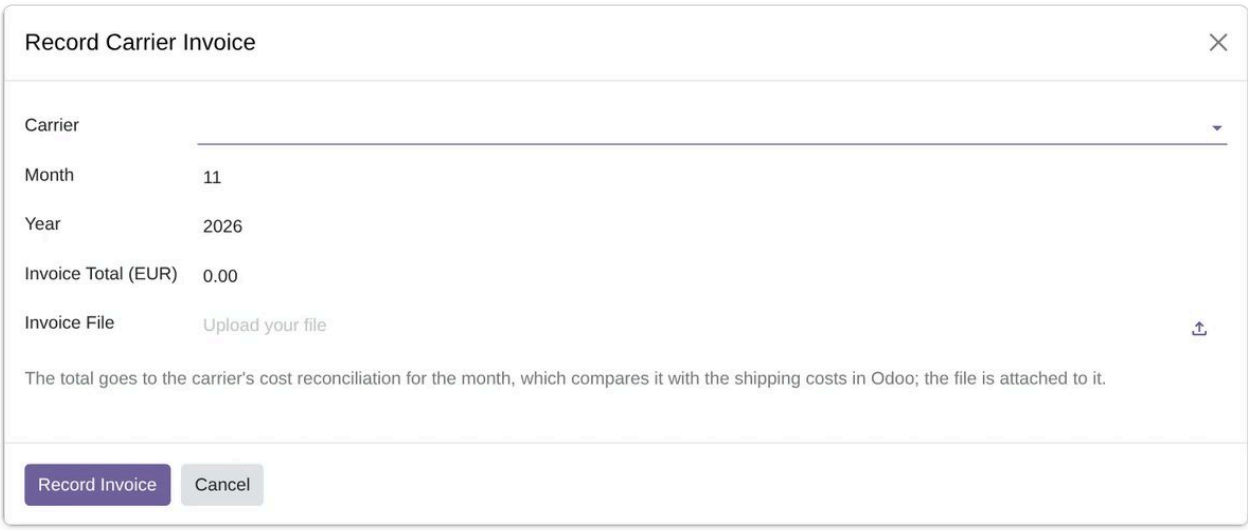
How to record an invoice

1. **Open Shipping › Reporting › Record Carrier Invoice**

   Only **Shipping Manager**s can see it. A window opens with the **Carrier**, the **Month** and the **Year**. The month and year are filled in with today's.

2. **Enter the Invoice Total (EUR)**

   It is required. If you wish, attach the file in **Invoice File**.



- **Real Odoo 20 screenshot.** The **Record Carrier Invoice** window with the buttons **Record Invoice** and **Cancel**.

3. **Click Record Invoice**

   The total is recorded and **Cost Reconciliation** compares it with the Odoo costs for the month.

What each reconciliation shows

Odoo Total (EUR)	The sum of the **Charged Cost (EUR)** of that carrier's shipments created in the month, excluding cancelled ones. This is what you charge: if your pricing rules add margin, the difference includes it.
Invoice Total (EUR)	The total of the invoice you recorded.
Variance (EUR) and **Variance (%)**	The difference between both totals.
Alert Threshold (%)	If the difference exceeds it, the reconciliation raises a warning. It is set to 5.
State	**Draft** or **Done**. You change it yourself in the detail view: there is no button.

Targets by carrier

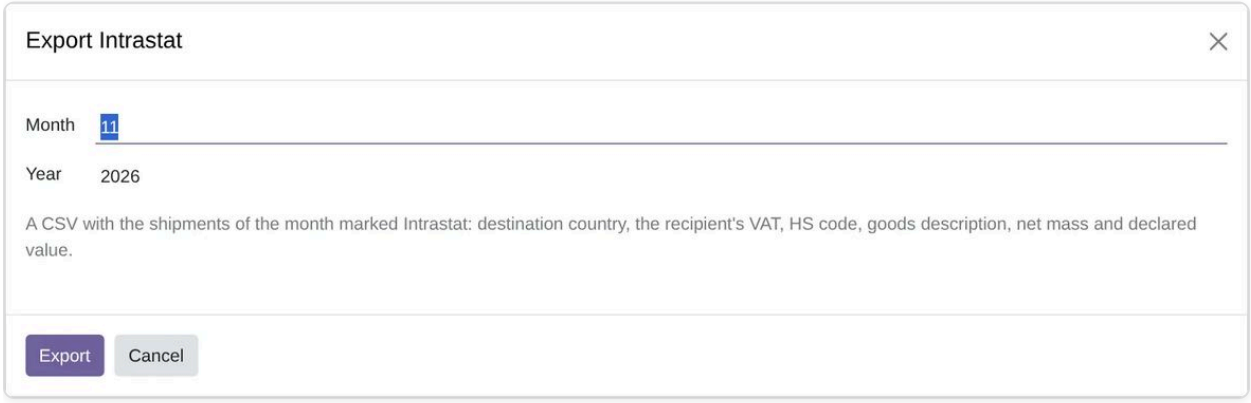
SLO Tracking stores, per carrier, the targets **On-Time Delivery Target (%)**, **Max Transit Days** and **Cost Target (EUR)**. You can limit them to a service type with **Service Type (optional)** and deactivate one with **Active**.

> The module does not measure the **SLO Tracking** targets or warn if they are not met: it only stores them. Nor does it read the carrier's invoice: you record the monthly total yourself.

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14 Intrastat and GDPR

From **Shipping › Compliance** you pull the month's shipments for Intrastat and handle requests for access to or deletion of personal data.



- **Real Odoo 20 screenshot.** The **Export Intrastat** wizard with **Month** and **Year**.

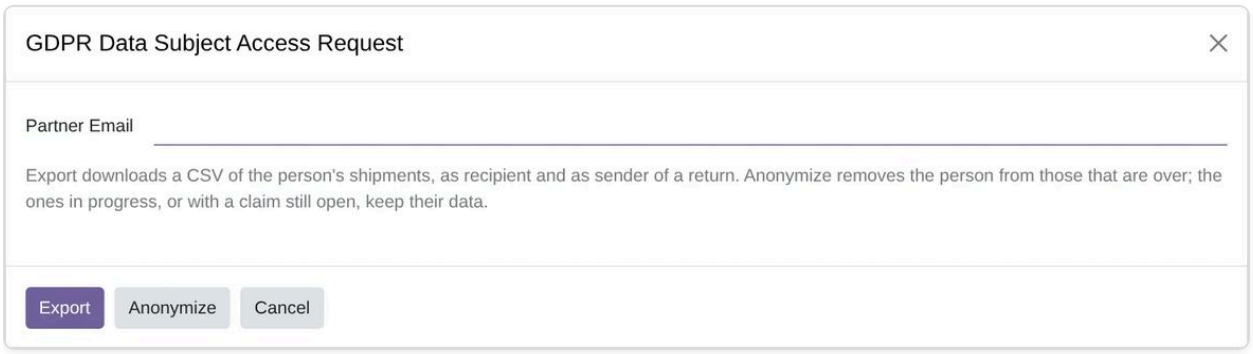
Intrastat

Open **Shipping › Compliance › Intrastat Export**. The **Export Intrastat** wizard generates the CSV of the month's shipments flagged **Requires Customs Declaration** and with a **Customs Form Type** of **Intrastat** that have already left (**In Transit**, **Out for Delivery** or **Delivered**); the departure date is that of DHL's first checkpoint. It includes the shipment, the departure date, the destination country, the recipient's VAT number, the HS code, the description, the net mass and the declared value. The nature of the transaction, the mode of transport and the statistical procedure are not in the shipment: the declarant adds them.

1. **Open Shipping › Compliance › Intrastat Export**
   The wizard opens with the current month and year.

2. **Check Month and Year**
   The month must be between 1 and 12. If you have several companies, the wizard also asks for **Company**.

3. **Click Export**
   The CSV with that month's shipments is generated.



- **Real Odoo 20 screenshot.** The **GDPR Data Subject Access Request** wizard with **Partner Email**.

GDPR requests

Open **Shipping › Compliance › GDPR Requests**, which only **Shipping Manager**s can see. You enter the person's email in **Partner Email** and choose what to do. In addition, the scheduled action **Shipping: GDPR anonymization after the retention period** runs every day and anonymises the shipments that exceed the retention period.

Export	Exports the shipments of the person whose email you entered, as CSV or ZIP depending on **Format**.
Anonymize	Anonymises that person's completed shipments. Those still in transit or with an open claim keep their data, and the wizard reports them.
Cancel	Closes the wizard without doing anything.

> If no contact has that email, Odoo shows "No partner found with email: %s" and does nothing. **Partner Email** is required. In Intrastat, a month outside 1 to 12 gives "The month must be between 1 and 12.".

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15 What happens automatically

The connector sets up three scheduled actions in Odoo, all switched on when it is installed.

ACTION	FREQUENCY	WHAT IT DOES
Update Shipment Tracking	Every hour, enabled	Checks the tracking of shipments and adds the new events to each one, which you can see in **Shipping › Shipments › Tracking Events**. It also updates the shipment status according to what DHL Express reports.

ACTION	FREQUENCY	WHAT IT DOES
Reconcile Shipping Costs	Every day, enabled	Creates, if it does not already exist, the reconciliation for the previous month for each carrier, which you can see in **Shipping › Reporting › Cost Reconciliation**.
Shipping: GDPR anonymization after the retention period	Every day, enabled	Anonymises the personal data of shipments when the retention period has passed. If the system parameter flexigo_shipping.gdpr_retention_days has not been changed, it is 730 days.

Frequencies are changed in **Settings › Technical › Automation › Scheduled Actions**, with developer mode enabled.

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16 If something fails

Almost all failures can be solved by reading the message Odoo shows, which says what is missing and that nothing has been sent to DHL Express.

No active trial or subscription	Before each call, the service is checked to be active. If it is not, nothing is sent to DHL Express and Odoo shows the notice. Activate the trial or the subscription.
The key is missing from the connection	The message "This carrier has no MyDHL key saved in FlexigoTech Cloud. An administrator saves it in this carrier. Nothing was sent." asks an administrator to save the key. Open the connection in **Shipping › Carriers › Carrier Connections**, fill in **API Key** and **MyDHL API secret for FlexigoTech Cloud** and check that you can see the date in **Saved in FlexigoTech Cloud on**.
The consent has not been accepted	An administrator must tick **I accept that this carrier works through FlexigoTech Cloud**. Without the tick nothing is sent and nothing is saved.
The account number is missing	Enter the DHL Express **Account Number** on the connection the message names.
You do not know whether the key is saved	Click **Test connection** on the connection. It does not call DHL Express: it shows what FlexigoTech Cloud has stored for that connection, without the key.
DHL Express rejects the request	Odoo shows the reason DHL Express replied, with "DHL Express refused it: %s", and writes nothing to the shipment. Correct what the message says and try again.
You are a user without administrator permissions	Saving the key, accepting the consent and clicking **Delete saved key** are administrator tasks. Ask one to do it.

Calls to DHL Express go through FlexigoTech Cloud. If the cloud does not respond, the call fails and nothing is sent to DHL Express. If the service is stopped because the subscription is missing, activate it again.

17 Support

Every purchase includes 2 months of support: we help you install it, set it up and get it working, by email and video call. While you're subscribed, support for the service stays included.

With the Standard plan we reply within 1 working day; with Pro, within 4 working hours, and if needed we can go through it on a video call. Tell us your Odoo version, the module version and, if there is an error, its full text.

Email

To install it, set it up or for any question.
comercial@flexigotech.com

On the web

The connector page, with the guide and the prices.
flexigotech.com/en/advanced-shipping-carrier-integration.html

On Odoo Apps

The module page on the Odoo store.
apps.odoo.com

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