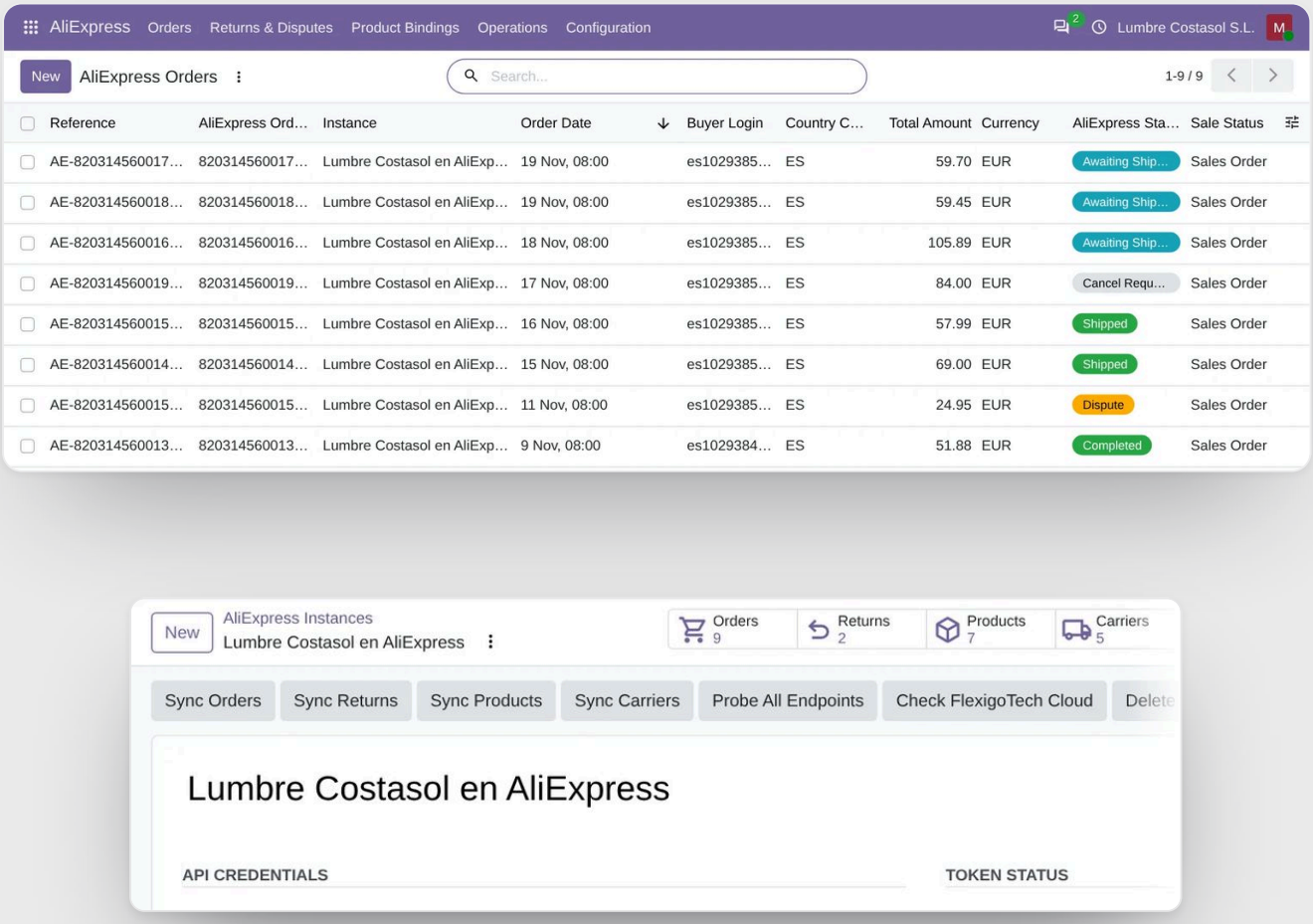
CONNECTOR GUIDE · MARKETPLACES

AliExpress connector for Odoo

Bring AliExpress orders and returns into Odoo, and send tracking, prices and stock back from Odoo.

Odoo 17 · 18 · 19 · 20 | 14-day trial, no card | Edition of 19-11-2026



Real Odoo 20 screenshot. The list of AliExpress orders and the form of a connected instance.

Contents

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

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This guide describes version 20.0.1.6.24 of the module (Odoo branch 20.0, commit a7ec12ea19). Everything in it comes from its published code, the platform's official documentation or real screenshots.

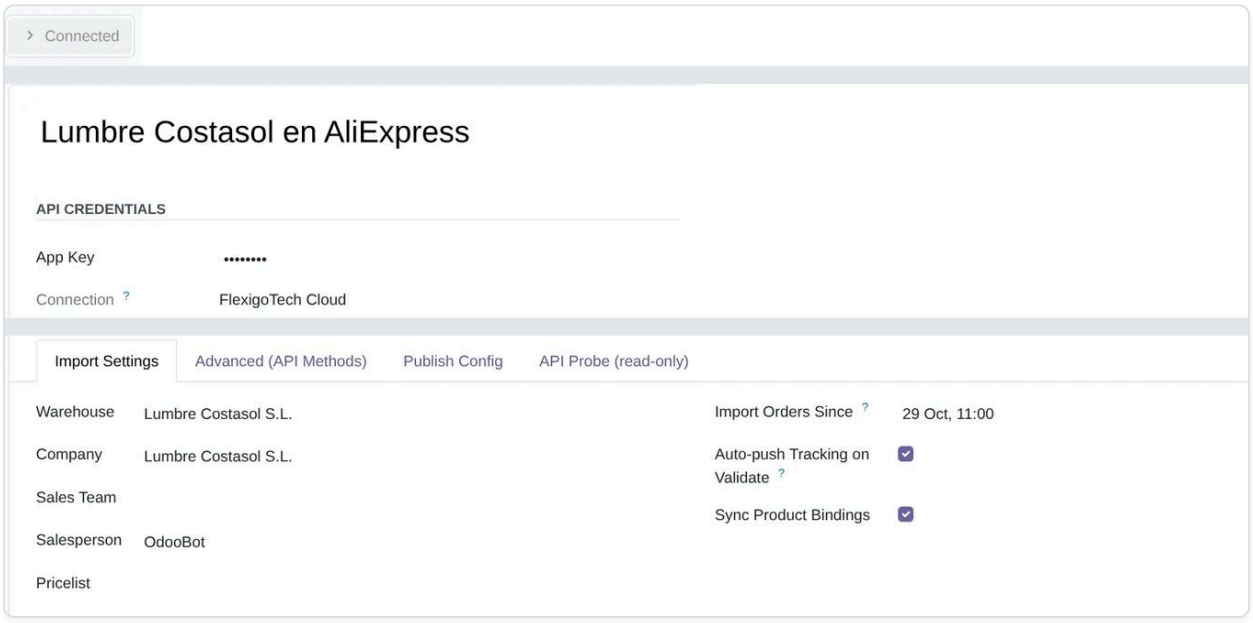
The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to AliExpress. The module also has a version for Odoo 17, 18 and 19.

1 Who it is for and what it solves

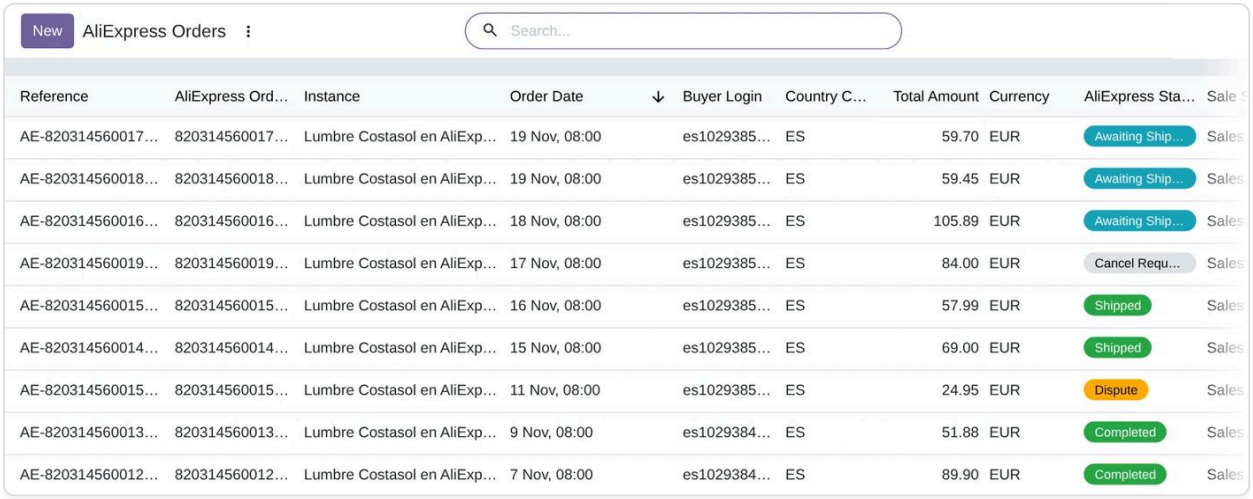
> The connector requires a FlexigoTech Cloud subscription, with a 14-day trial and no card needed. Without the trial or the subscription, the connector does not talk to AliExpress.

Without the connector, AliExpress orders are checked in the AliExpress panel and someone enters them into Odoo by hand. The same goes for the tracking number, the price and stock of each product, and returns and disputes.

With the connector, each connection to AliExpress is an instance that you create in **AliExpress › Configuration › Instances**. There you enter the name and the **App Key** of your AliExpress app, and **Authorize with AliExpress** opens the AliExpress authorisation page. When you come back, the instance changes to **Connected**. AliExpress orders, returns and products can be seen in the **AliExpress** app, inside Odoo.



- **Real Odoo 20 screenshot.** The form of a connected instance, with **App Key**, **State** and its options.



- **Real Odoo 20 screenshot.** The **AliExpress Orders** list.

What changes day to day

- Orders are pulled in automatically every 30 minutes and appear in **AliExpress Orders**.

- Returns and disputes are pulled in automatically every 60 minutes and appear in **AliExpress Returns**.
- The tracking number is sent to AliExpress when you validate the shipment, if the instance has **Auto-push Tracking on Validate** switched on. If it fails, the task **AliExpress: Retry Tracking Push** retries it every hour.
- Prices, stock and catalogue import synchronise automatically if you switch on their scheduled actions, which are off when the module is installed.
- With **Manual Import** you can pull orders, returns or products whenever you want.

What it does not do

- It does not work on Odoo Online: it is installed on Odoo.sh or on your own server, with Odoo Community or Enterprise from 17.0 to 20.0.
- It does not work without FlexigoTech Cloud: the cloud stores and renews the tokens and the App Secret, and Odoo does not receive them.
- Catalogue import and price and stock synchronisation are off when the module is installed, and you switch them on yourself.
- It does not include importing historical data or migrating your database to another version of Odoo.

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2 The connector in figures

4
Odoo versions (17, 18, 19 and 20)

7
scheduled actions, 4 active on installation

9
own menus

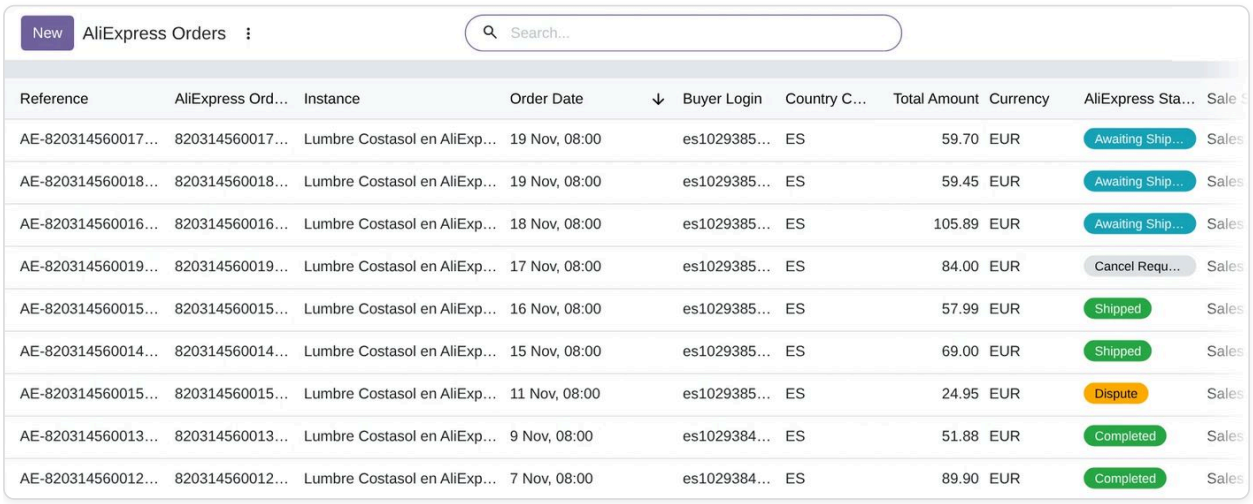
3 and 10
accounts per connector, with Standard and with Pro

14
free trial days, no card needed

130
automated tests on 20.0

It works on Odoo Community and Enterprise, from 17.0 to 20.0, installed on Odoo.sh or on your own server, and it needs the Sales, Inventory, Delivery, Discuss and Product apps. It does not work on Odoo Online. The connection through FlexigoTech Cloud is tested with the module's automated tests, which simulate FlexigoTech Cloud and the AliExpress API. It has not yet been tested with a real account through the cloud.

3 Where you see it in your Odoo



- **Real Odoo 20 screenshot.** The **AliExpress Orders** list, which opens the **Orders** menu.

AliExpress › Orders	Opens the **AliExpress Orders** list, with the orders that come from AliExpress.
AliExpress › Returns & Disputes	Opens the **AliExpress Returns** list.
AliExpress › Product Bindings	Opens the **AliExpress Products** list, with the AliExpress products linked to those in Odoo.
AliExpress › Operations	Contains **Manual Import**, to pull AliExpress data when you decide to.
AliExpress › Configuration	Contains **Instances**, with each connection to AliExpress, and **Carriers**, with the carriers.

Outside its own app, the connector adds the field **AliExpress Carrier** and its code to Odoo's delivery methods. On the delivery order of an AliExpress order it adds the button **Push Tracking to AliExpress** and, in the **Additional Info** tab, the **AliExpress** group, with the order and the checkbox **Tracking Pushed to AliExpress**.

4 What you need before you start

- An AliExpress seller account and your own app created on the AliExpress open platform (Open Platform), with its App Key and App Secret.
- The permissions that AliExpress asks for that app. Whoever authorises the instance accepts them on the AliExpress page.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. Odoo Online does not work, because it does not allow installing third-party modules.
- An Odoo administrator user: only administrators can see and store the App Secret.
- FlexigoTech Cloud: every call to AliExpress goes through the cloud, which signs it with your App Secret and stores the App Secret and the tokens encrypted. You get a 14-day trial with no card and then a subscription.

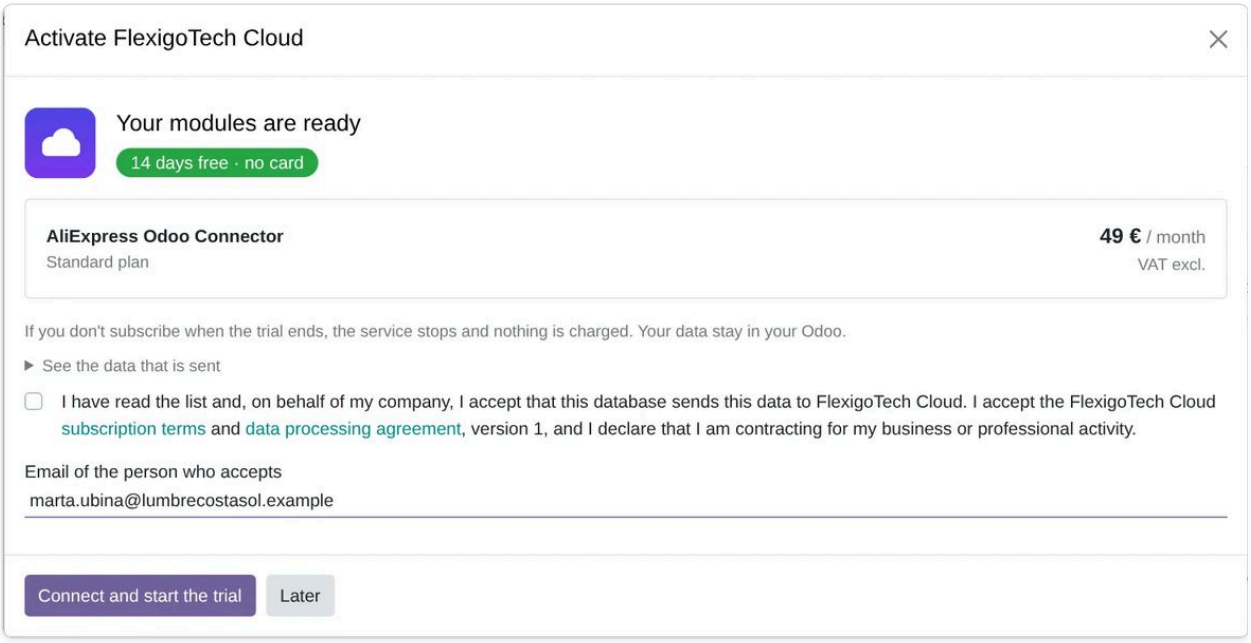
> The connector does not create your AliExpress seller account or your app, nor does it give you the App Key and the App Secret. You obtain them yourself on the AliExpress open platform before connecting. In that app, the **OAuth Callback URL** shown by the instance is the address the authorisation returns to.

It is installed like any third-party Odoo module, on Odoo.sh or on your server. Odoo installs at the same time `flexigotech_cloud`, the connection to FlexigoTech Cloud, and the apps it depends on: Sales and Inventory.

5 The FlexigoTech Cloud trial

1 **Press Activate in the top bar**

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



- **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**

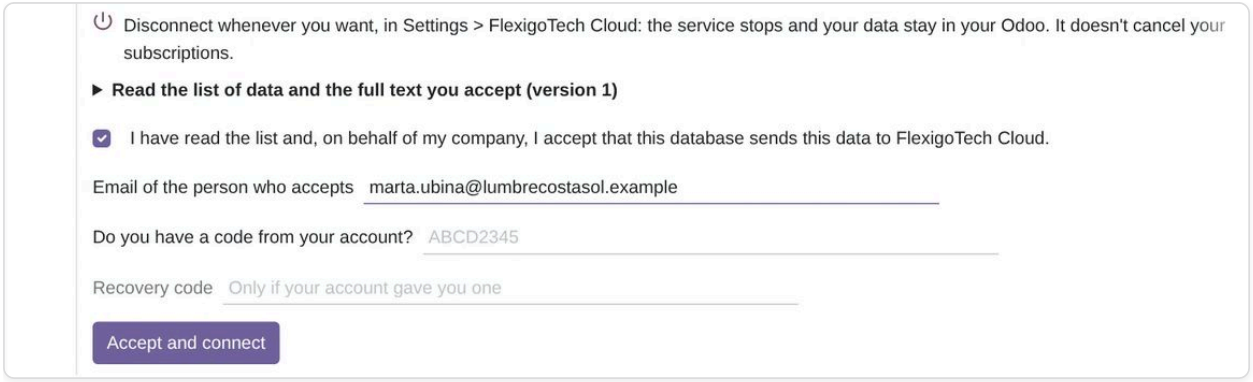
Tick «I have read the list and, on behalf of my company…» (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Press 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.

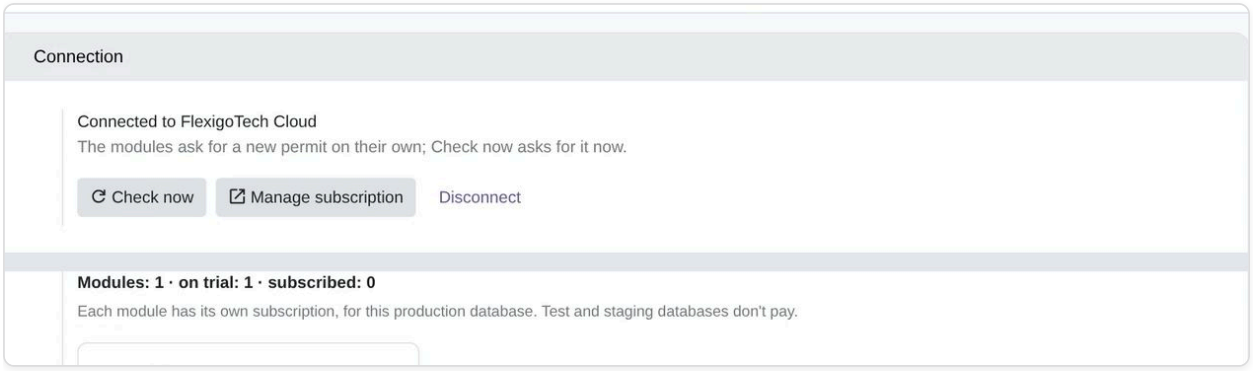
The same, from Settings

In **Settings › FlexigoTech Cloud** is the full list of what the database sends. Tick the box, enter the email and press **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 box ticked, the email and **Accept and connect**.

With the database connected, the **Modules** block shows each module with its state: **On trial** and the date it ends, **Subscribed**, etc. From there you choose the plan (Standard or Pro, monthly or yearly) and press **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.

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 permission immediately (otherwise the module renews it by itself every 6 hours).

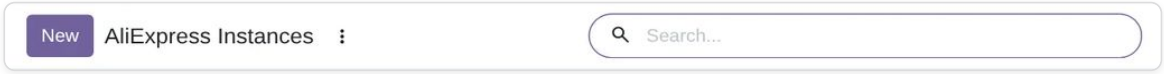
> You cannot start a trial on a neutralised copy (staging) or on a database with demo data: Settings says «This database is a neutralised copy or has demo data, so trials can't be started here.»

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6 Connecting your instance step by step

1 Open the instances menu

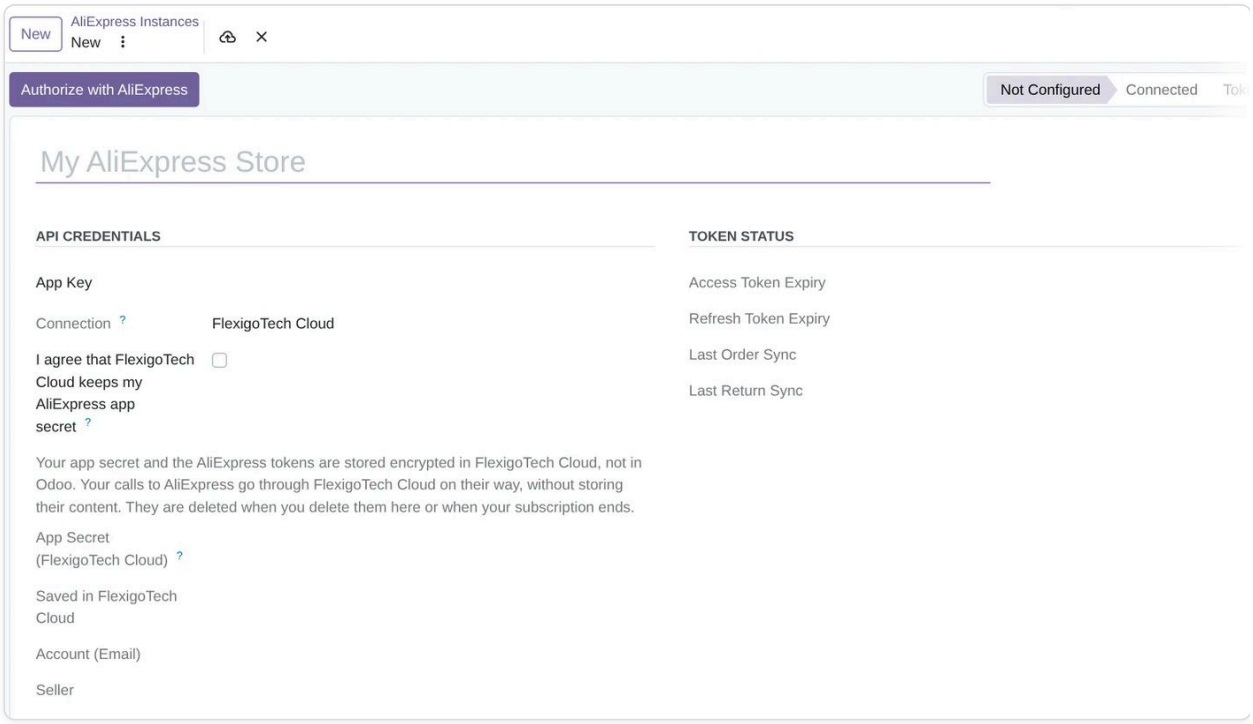
Go to **AliExpress › Configuration › Instances**. The **AliExpress Instances** list opens.



- **Real Odoo 20 screenshot.** The **AliExpress Instances** list with the **New** button.

2 Press New

Enter a **Name** for the instance and the **App Key** of your AliExpress app. Both fields are mandatory.



- **Real Odoo 20 screenshot.** The new instance, with the **State Not Configured**.

3 Accept the consent

In **API Credentials** tick **I agree that FlexigoTech Cloud keeps my AliExpress app secret**. Without that box, nothing is sent.

4 Enter the App Secret and save

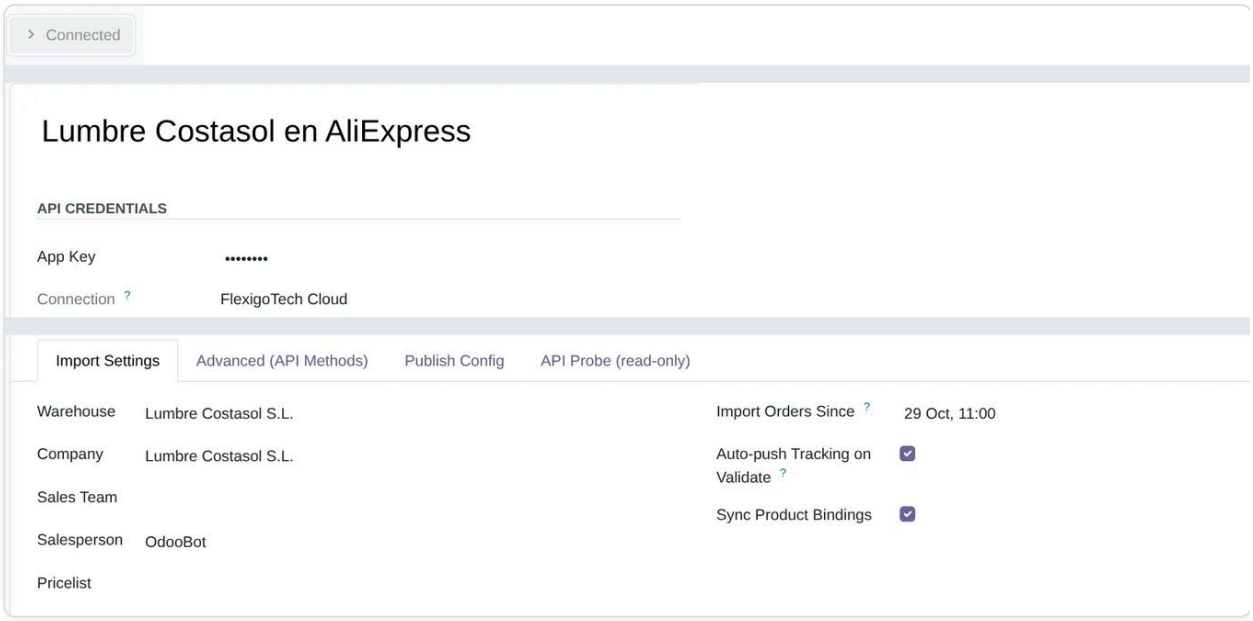
Enter it in **App Secret (FlexigoTech Cloud)** and save. The secret travels once to FlexigoTech Cloud, which stores it encrypted, and Odoo does not keep it. **Saved in FlexigoTech Cloud** tells you when it was saved.

5 Press Authorize with AliExpress

The AliExpress authorisation page opens. Accept there. When you return, FlexigoTech Cloud exchanges the code and the instance changes to **Connected**. The button hides as soon as the instance is connected.

6 Check the connection

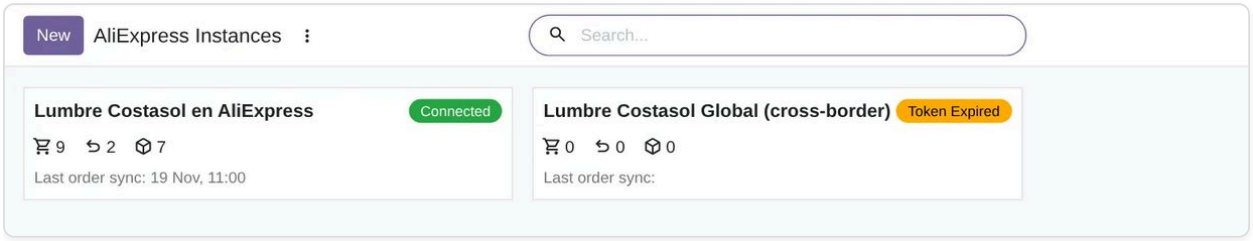
With the instance on **Connected**, the buttons **Sync Orders**, **Sync Returns** and **Sync Products** appear. An administrator can press **Check FlexigoTech Cloud** to see whether the cloud holds that instance's app and since when.



- **Real Odoo 20 screenshot.** The instance with the **State Connected**.

> Whoever stores the App Secret must be an administrator, and someone with authority over the AliExpress account ticks the consent: they accept that FlexigoTech Cloud stores the secret encrypted. If the box is not ticked, or the **App Key** is missing, Odoo warns and sends nothing. If you change the **App Key** of an instance already saved, rewrite the App Secret in the same save.

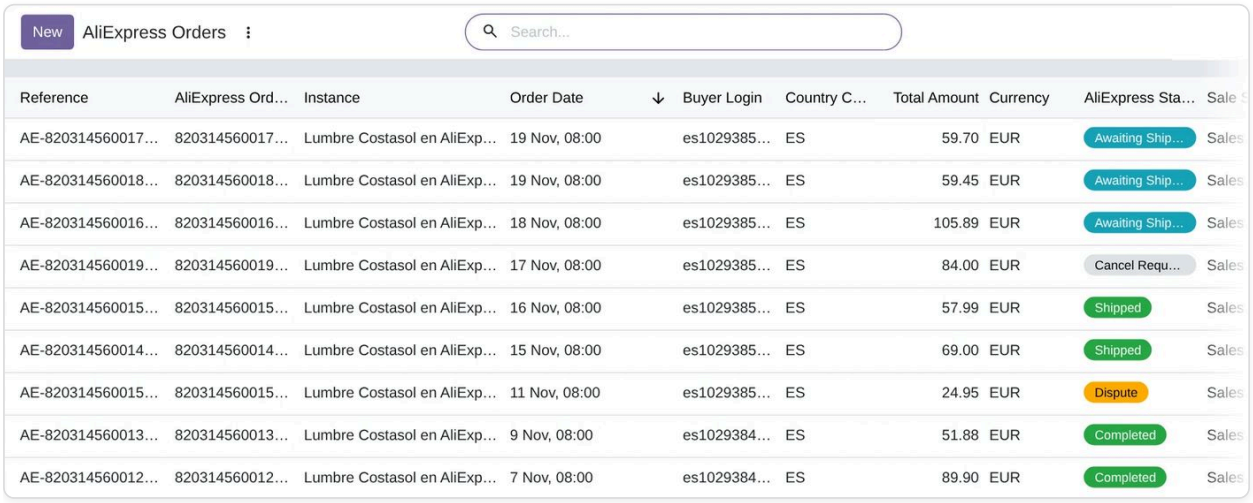
With the instance **Connected**, orders and returns arrive automatically through the tasks **AliExpress: Sync Orders**, every 30 minutes, and **AliExpress: Sync Returns & Disputes**, every 60 minutes. The catalogue, price and stock tasks are off when the module is installed. With the buttons **Sync Orders**, **Sync Returns** and **Sync Products** you run the pull whenever you want.



- **Real Odoo 20 screenshot.** The list of AliExpress instances.

7 AliExpress orders in Odoo

Open **AliExpress › Orders**. The **AliExpress Orders** list is shown. Each row is an order from an instance.



- **Real Odoo 20 screenshot.** The **AliExpress Orders** list with the state of each order.

Where the data comes from

Orders come in through the scheduled action **AliExpress: Sync Orders**, which runs every 30 minutes and is switched on. The menu **AliExpress › Operations › Manual Import** is for pulling orders when you do not want to wait for the task.

Order buttons

Refresh from AliExpress	Asks AliExpress again for the data of this order.
Open Sale Order	Opens the linked Odoo sales order. It only appears when the order already has a sales order.
Cancel on AliExpress	Cancels the order on AliExpress and refunds the buyer the full order through the method they paid with. AliExpress always receives the reason that there is no stock. Only for AliExpress managers.
Refund on AliExpress	Refunds the buyer, without cancelling the order, the amount you enter in **Amount to Refund**. Only for AliExpress managers.

What is in the order

The order is organised into the groups **Order Info**, **Amounts**, **Shipping Address** and **Logistics**, and into the tabs **Items**, **Odoo** and **Raw Data** (this one only for AliExpress managers).

States

The field **AliExpress Status** copies the order's status on AliExpress and cannot be edited. The values are **Placed**, **Cancel Requested**, **Awaiting Shipment**, **Partially Shipped**, **Shipped**, **Fund Processing**, **Completed**, **Dispute**, **Frozen**, **Money Review**, **Risk Control** and **Cancelled**.

> Cross-border orders cannot be cancelled or refunded directly from Odoo. The buyer handles that by opening a dispute, which you see in **AliExpress › Returns & Disputes**. Only AliExpress managers can cancel or refund.

All the states and what they mean

The order's status is set by AliExpress and cannot be changed in Odoo. It can have these values:

STATUS	WHAT IT MEANS
Placed	The buyer has placed the order.
Cancel Requested	A cancellation of the order has been requested.
Awaiting Shipment	The order is waiting for you to ship it.
Partially Shipped	Part of the items have been shipped.
Shipped	The order has been shipped and the buyer has not yet accepted it.
Fund Processing	AliExpress is processing the payment.
Completed	The order has finished.
Dispute	There is an open dispute about the order.
Frozen	The order is frozen on AliExpress.
Money Review	AliExpress is reviewing the payment.
Risk Control	The order is under risk control.
Cancelled	The order is cancelled.

What happens to the Sales Order

Each AliExpress order has its **Sale Order** in Odoo, its **Sale Status** and its **Customer**. When AliExpress marks the order as cancelled, Odoo also cancels the Sales Order, even if it was already confirmed.

If AliExpress is not yet waiting for shipment (unpaid, risk control, dispute), the sales order is created as a quotation and the **Confirm When Paid** box is ticked. It is confirmed when the order reaches **Awaiting Shipment**. If AliExpress ships it first, it is confirmed with the delivery marked as done, so nothing is left to ship.

The list does not include the shipping address for privacy reasons. Odoo requests it separately in the order details to complete the order and customer data.

When Odoo does not let you cancel or refund

- Only AliExpress managers can cancel or refund an order on AliExpress. If you are not one, you get «Only AliExpress managers can cancel or refund an order on AliExpress.».
- On cross-border orders you cannot cancel from Odoo. A warning says the buyer must open a dispute and refers you to **AliExpress › Returns & Disputes**.
- Cross-border orders cannot be refunded directly either. You get «Cross-border refunds go through the buyer dispute flow, not a direct order refund.».
- If the order does not yet have a Sales Order, **Open Sale Order** is not visible.

On an order that can still be cancelled, **Cancel on AliExpress** refunds the money to the buyer through the method they paid with, and AliExpress always receives the reason that there is no stock. **Refund on AliExpress** refunds, without cancelling the order, the amount you enter in **Amount to Refund**, in the order's currency. That amount is sent once and added to **Refunded on AliExpress**, which can never exceed the order total.

Order fields and tabs

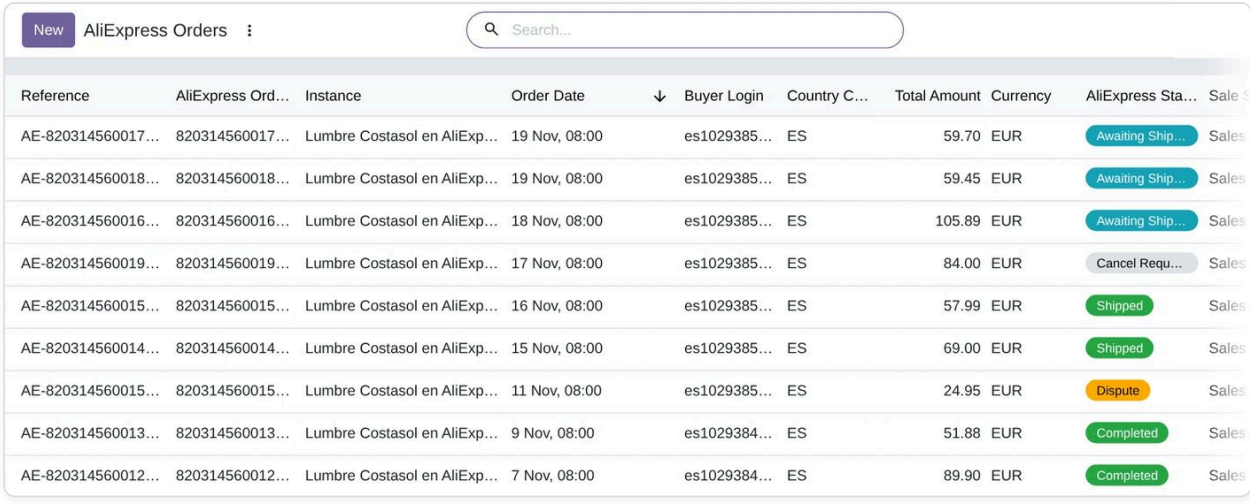
Reference and **AliExpress Order ID**	Identify the order in Odoo and on AliExpress.
Instance	The AliExpress connection the order comes from.
Order Date, **Payment Date** and **Last Updated**	The three dates shown on the order.
Buyer Login	The buyer's user on AliExpress.
Ship To Name, **Address**, **City**, **ZIP**, **Province/State**, **Country Code**, **Mobile** and **Phone**	The shipping data in the **Shipping Address** group.
Logistics Service and **Tracking Number**	The data in the **Logistics** group.
Total Amount, **Currency** and **Seller Amount**	The amounts in the **Amounts** group.
Items	The tab with the order lines.
Raw API Data	The **Raw Data** tab stores the data exactly as AliExpress sent it. Only AliExpress administrators can see it.

All these fields are read-only: Odoo fills them in from AliExpress and they are not edited by hand.

End-to-end example

1 The order arrives

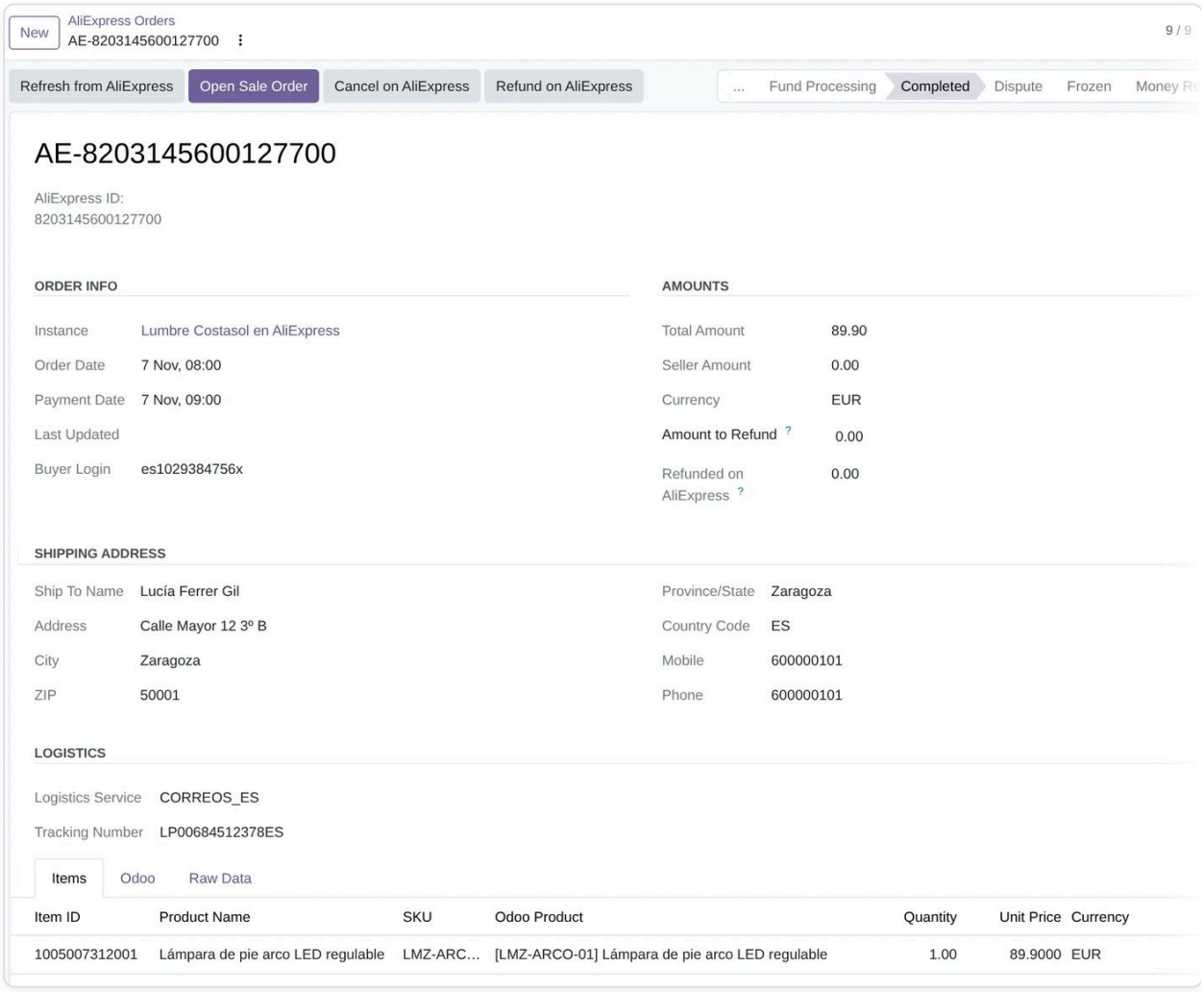
The **AliExpress: Sync Orders** task brings it in on its next run, and you see it in **AliExpress › Orders**.



- **Real Odoo 20 screenshot.** The **AliExpress Orders** list after a sync.

2 Review the order

Open it to see the status, amounts and shipping address. If anything is missing, click **Refresh from AliExpress**.



- **Real Odoo 20 screenshot.** The order with its groups and tabs.

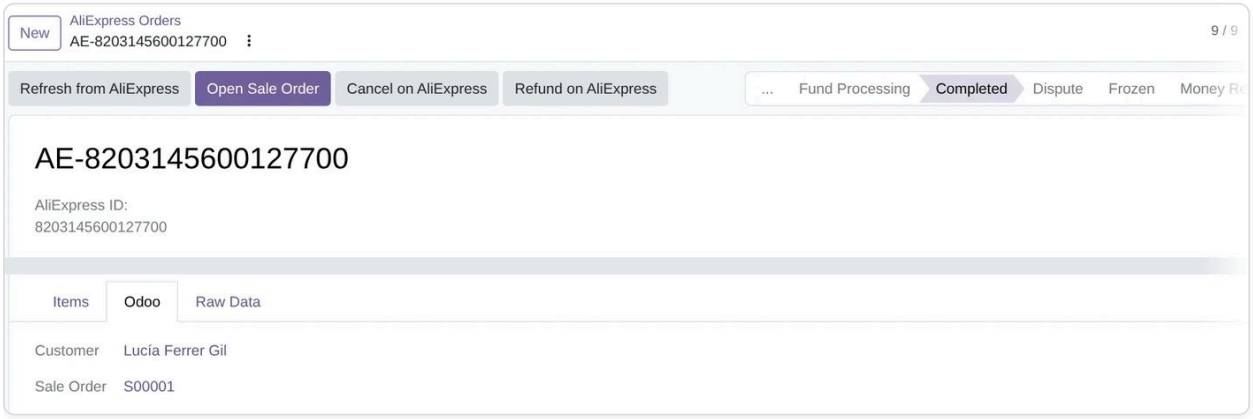
3 Look at the sale

Click **Open Sale Order** to see the Sales Order that Odoo created for the order.

4 Follow its status

While the order is not awaiting shipment, the Sales Order is a quotation. When AliExpress marks it that way, Odoo confirms it.

8 From the AliExpress order to the Sales Order



- **Real Odoo 20 screenshot.** The **Odoo** tab of an AliExpress order, with the linked Sales Order.

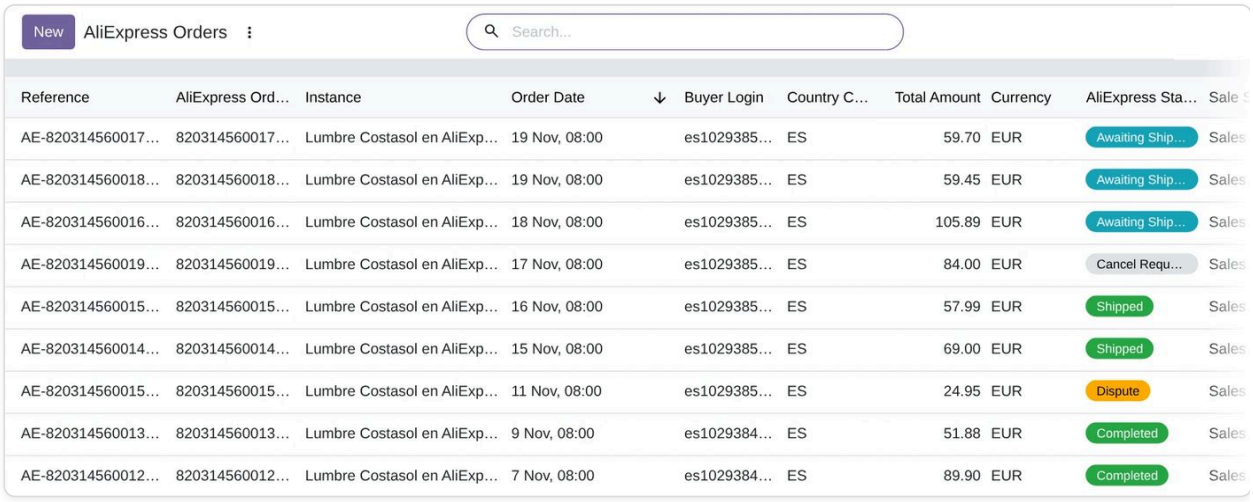
Orders reach **AliExpress › Orders** through the scheduled action **AliExpress: Sync Orders**, which runs every 30 minutes. You can also bring them in whenever you like from **AliExpress › Operations › Manual Import**. When an order is imported, the connector links it to a customer and creates its sales order, which you can see in the **Odoo** tab. If AliExpress is already waiting for shipment (**Awaiting Shipment**), the sales order comes out confirmed; if not (unpaid, in risk control, in dispute), it comes out as a quotation and is confirmed when the order reaches **Awaiting Shipment**. If AliExpress ships it first, it is confirmed with the delivery marked as done. An order that Odoo reads for the first time already shipped or completed gets no sales order and takes nothing out of stock: it stays on hold, like those from before **Import Orders Since**.

Refresh from AliExpress	Rereads the order on AliExpress and refreshes its data.
Open Sale Order	Opens the linked Sales Order. It is not visible while the AliExpress order has no Sales Order.
Cancel on AliExpress	Cancels the order on AliExpress and refunds the buyer the full order through the method they paid with. Only AliExpress managers can see it.
Refund on AliExpress	Refunds the buyer, without cancelling the order, the amount you enter in **Amount to Refund**. Only AliExpress managers can see it.

The **AliExpress Status** field can be **Placed**, **Cancel Requested**, **Awaiting Shipment**, **Partially Shipped**, **Shipped**, **Fund Processing**, **Completed**, **Dispute**, **Frozen**, **Money Review**, **Risk Control** or **Cancelled**. The **Sale Status** field copies the status of the Sales Order.

1. **Open the order**

   Go to **AliExpress › Orders** and open the order you need.



- **Real Odoo 20 screenshot.** The **AliExpress Orders** list.

2 Go to the Sales Order

Click **Open Sale Order** and continue with the normal sales and warehouse workflow.

> If AliExpress cancels an order, the connector also cancels the sales order, even if it is already confirmed. Cancelling or refunding from Odoo is limited to AliExpress managers and, on cross-border orders, is not possible: the buyer opens a dispute. If AliExpress rejects a cancellation or refund, Odoo shows you its message, records nothing, and you can send it again.

What is created when an order arrives

The AliExpress order list does not include the shipping address. The connector requests it separately, in the order details, and uses it to complete the order and its customer. If the order already included it, nothing is done.

There is a box, **Confirm When Paid**, which appears when the sales order was created as a quotation because AliExpress was not yet waiting for shipment (unpaid, risk control, dispute). The quotation is confirmed when the order reaches **Awaiting Shipment**; if AliExpress ships it first, it is confirmed with the delivery marked as done. On the same tab, **Sales Order On Hold** tells you why an order has no sales order: it predates **Import Orders Since**, or AliExpress had already shipped or completed it when Odoo read it.

AliExpress statuses

STATUS	WHAT IT MEANS
Placed	The order has been placed on AliExpress.
Cancel Requested	A cancellation of the order has been requested.
Awaiting Shipment	It is paid and waiting for you to ship it.
Partially Shipped	Part of the order has been shipped.
Shipped	The order has left and is waiting for the buyer to accept it.
Fund Processing	AliExpress is processing the funds.
Completed	The order has finished.

STATUS	WHAT IT MEANS
Dispute	There is an open dispute.
Frozen	The order is frozen.
Money Review	AliExpress is reviewing the payment.
Risk Control	The order is under risk control.
Cancelled	The order is cancelled.

When you can't cancel or refund

- Only AliExpress managers can cancel or refund. If another user tries, it shows "Only AliExpress managers can cancel or refund an order on AliExpress.".
- Cross-border orders can't be cancelled from Odoo. If you try, Odoo warns that the buyer must open a dispute and refers you to returns and disputes.
- Cross-border refunds are not direct either: you get «Cross-border refunds go through the buyer dispute flow, not a direct order refund.».
- Cancelling on AliExpress returns the money to the buyer.

What's in the record

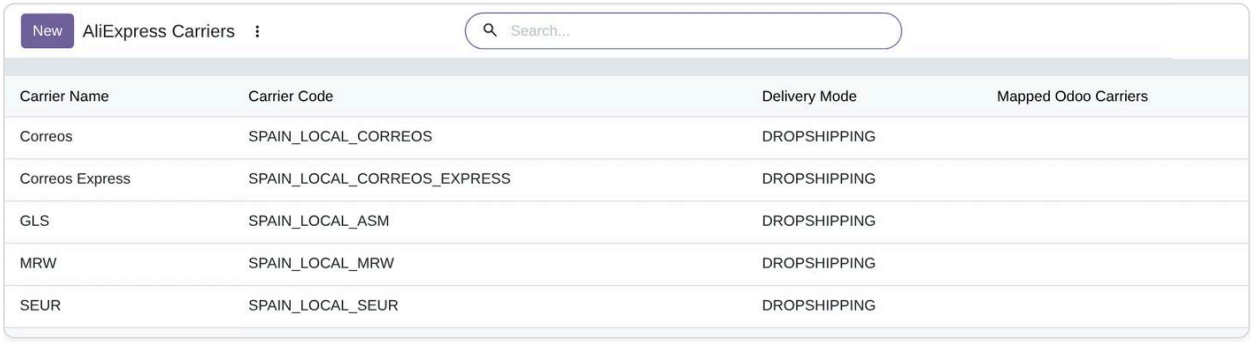
Order Info	Reference, instance, AliExpress order ID, order and payment dates, last update and status.
Amounts	**Total Amount**, **Currency** and **Seller Amount**.
Shipping Address	Recipient, address, city, postcode, province, country, mobile and phone.
Logistics	**Logistics Service** and **Tracking Number**.
Items	The items in the order.
Odoo	The sales order, its status and the customer.
Raw Data	The data as returned by AliExpress.

Data that comes from AliExpress is read-only.

End-to-end example

The **AliExpress: Sync Orders** task brings in an order from Lucía Ferrer Gil. You see it in **AliExpress › Orders** and, on its **Odoo** tab, the linked sales order. If AliExpress cancels it, the sales order is cancelled too.

9 Shipments and tracking number



- **Real Odoo 20 screenshot.** The **AliExpress Carriers** list with the carriers of an instance, including MRW, SEUR and Correos.

Where each piece of data comes from

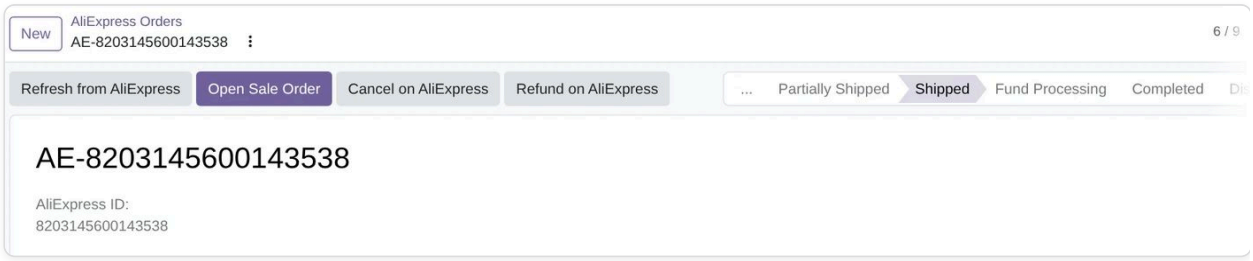
- AliExpress carriers are listed in **AliExpress › Configuration › Carriers**, which opens the **AliExpress Carriers** list.
- Tracking is sent when you validate the delivery, or when a tracking number is saved on an already validated delivery.
- The scheduled action **AliExpress: Retry Tracking Push** runs every hour and reviews validated deliveries from the last 30 days that were left unsent. If a push fails, the delivery logs it in its history, and the **Push Tracking to AliExpress** button on the delivery order retries it.

Fields of each carrier

AliExpress Instance	The instance the carrier belongs to. Required.
Carrier Code	The carrier code sent to AliExpress when declaring a shipment. Required.
Carrier Name	The name of the carrier.
Delivery Mode	The delivery mode.
Linked Odoo Carriers	The Odoo carriers related to this one. They appear in the **Mapped Odoo Carriers** tab.

Linking an Odoo carrier

1. **Open the Odoo carrier**
   On the carrier form, choose the **AliExpress Carrier** field.
2. **Check the code**
   When you choose it, the **AliExpress Carrier Code** field fills in automatically. You can also type it by hand.
3. **Validate the delivery**
   With the tracking number set, the delivery order sends it to AliExpress and marks **Tracking Pushed to AliExpress**.



- **Real Odoo 20 screenshot.** An AliExpress order with the status **Shipped**.

> The same carrier code can't be repeated within the same instance: Odoo shows "This AliExpress carrier code (...) already exists for this instance.". A delivery that doesn't come from an AliExpress order sends nothing to AliExpress.

When tracking is sent

Tracking is only sent if the delivery is validated, linked to an AliExpress order, has a tracking number, hasn't been sent yet, and the instance has **Auto-push Tracking on Validate** enabled. If any condition fails, the delivery is left as it is.

There are three moments when the module tries: when validating the delivery, when saving a tracking number that arrives after validation (for example, when the carrier label is generated later), and in the hourly review.

If the push fails

A failure doesn't interrupt validation. The module leaves a note in the delivery's chatter and the hourly retry tries again. That retry only looks at deliveries touched in the last 30 days, so it doesn't revisit old orders. To avoid waiting, the **Push Tracking to AliExpress** button on the delivery order tries immediately.

When the shipment can't be declared

MESSAGE	WHAT HAPPENS
"No AliExpress order linked to this delivery."	The delivery doesn't come from an AliExpress order, so there's nothing to declare.
Warning that the order is missing its line IDs (child_id), so the shipment can't be declared.	The order is missing its line identifiers. It needs to be imported again from **AliExpress › Operations › Manual Import**.
«No AliExpress local carrier code resolved for order .... Set a 'Default Local Carrier Code' on the instance.»	The module couldn't find a carrier code for the order. You need to set a default local code on the instance.

Delivery order fields

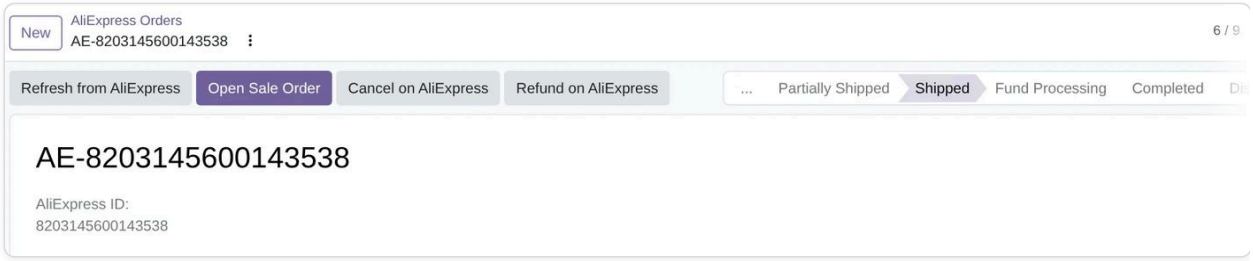
AliExpress Order	The AliExpress order the delivery corresponds to.
Tracking Pushed to AliExpress	Checkbox showing whether the tracking has already been sent. Unticked by default.
AliExpress group	The block on the delivery order's **Additional Info** tab where this data appears.

End-to-end example

1. **You link the carrier**
   On the Odoo carrier you choose **AliExpress Carrier**, for example MRW, and the code fills in automatically.

2. **You validate the delivery**
   The delivery order for the AliExpress order is done, and the module declares the shipment with the tracking number.

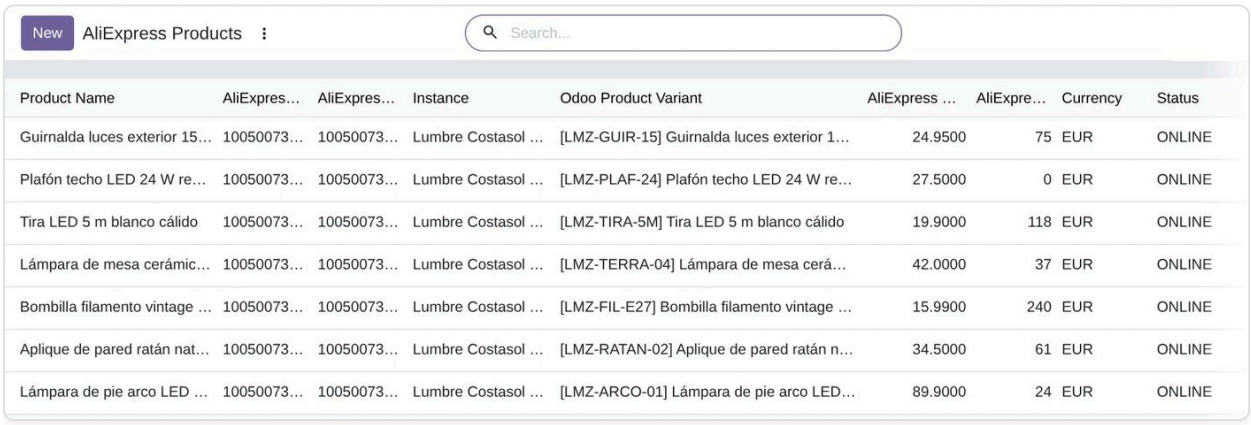
3. **Check the result**
   On the delivery order, **Tracking Pushed to AliExpress** is ticked and the order moves to **Shipped** in **AliExpress › Orders**.



- **Real Odoo 20 screenshot.** The AliExpress order now in the **Shipped** state.

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10 Products: bindings, prices and stock



- **Real Odoo 20 screenshot.** **AliExpress Products** list showing the product bindings.

Each binding has its instance, the AliExpress product ID and SKU, the Odoo template and variant, the price and stock held on AliExpress, and the **Status**.

Where the data comes from

- Bindings are created when you import the catalogue with the **AliExpress: Import Product Catalogue** job, which runs every 12 hours and is switched off on install.
- The **AliExpress: Sync Product Prices** job pushes prices every 6 hours and is switched off on install.
- The **AliExpress: Sync Product Stock** job pushes stock every 6 hours and is switched off on install.
- With the buttons on the binding, you can push the price or stock of a single product whenever you like.

Binding buttons

Push Price to AliExpress	Sends the sale price of the Odoo product to AliExpress. It is hidden if the binding has no Odoo product, AliExpress SKU or AliExpress product ID.
Push Stock to AliExpress	Sends the stock. It is hidden in the same cases as the price button.
Take Offline	Takes the listing off sale. You can reverse it with **Put Online**. It is hidden if there is no AliExpress product ID. For AliExpress managers only.
Put Online	Puts the listing back on sale. It is hidden if there is no AliExpress product ID. For AliExpress managers only.

The **Sync Price to AliExpress** (ticked by default) and **Sync Stock to AliExpress** (unticked by default) checkboxes decide what the scheduled actions send.

> If the product's sale price in Odoo is 0 or less, or exactly 1 (the price Odoo gives a new product), Odoo does not send it and asks you to set a price first. Without an AliExpress SKU, neither price nor stock can be sent.

What the binding state means

The **Status** is read-only. It stores, as is, the listing status that AliExpress gives when you import the catalogue, and it changes to ONLINE when you publish the product from Odoo. It is not a closed list of values, and no button depends on it.

Rules and conditions

- Only AliExpress managers can take offline, put online and publish. If you are not one, Odoo says: «Only AliExpress managers can publish a product on AliExpress or take it offline or online.»
- If the binding already has an AliExpress product ID, **Publish to AliExpress** is hidden. If someone tried anyway, Odoo warns: «... is already on AliExpress (product ...): publishing it again would create a second listing.»
- **Publish to AliExpress** does not appear either without a linked Odoo product.
- Taking offline and putting online fail if the product is not on AliExpress. Odoo warns that the product has no AliExpress Product ID and that it must be published or imported first.
- If AliExpress rejects the change, it reports it as: "AliExpress rejected the status change: ...".
- If AliExpress rejects a price or stock update, Odoo shows "AliExpress rejected the update for ...: ...".
- **Pick Category** only appears with a linked Odoo product. **Load Attributes**, **Load Publish Data** and **Validate for Publish** need a category. **Init Variations** needs loaded attributes.

Publishing a new product

1. **Link the Odoo product**
   Without a linked product the connector asks: "Link an Odoo product first."

2. **Choose the category**
   Pick Category opens the selector to choose the leaf category. If there is no category, it says: "Pick an AliExpress category first (Pick Category)."

3. **Load the attributes**

Load Attributes brings in the attributes of the category. Before publishing you must set the required ones: "Set these required AliExpress attributes before publishing: ...".

4 **Load the publish data**

Load Publish Data fills in the configuration from the instance and detects whether GPSR is needed.

5 **Initialise the variations**

Init Variations creates one row per Odoo variant and variation axis. It matches the AliExpress value by name where it can, and you fill in the rest.

6 **Validate and publish**

Validate for Publish dry-runs the publication without sending anything. **Publish to AliExpress** creates the listing. If AliExpress rejects the publication, the error is kept in **Last Publish Error**.

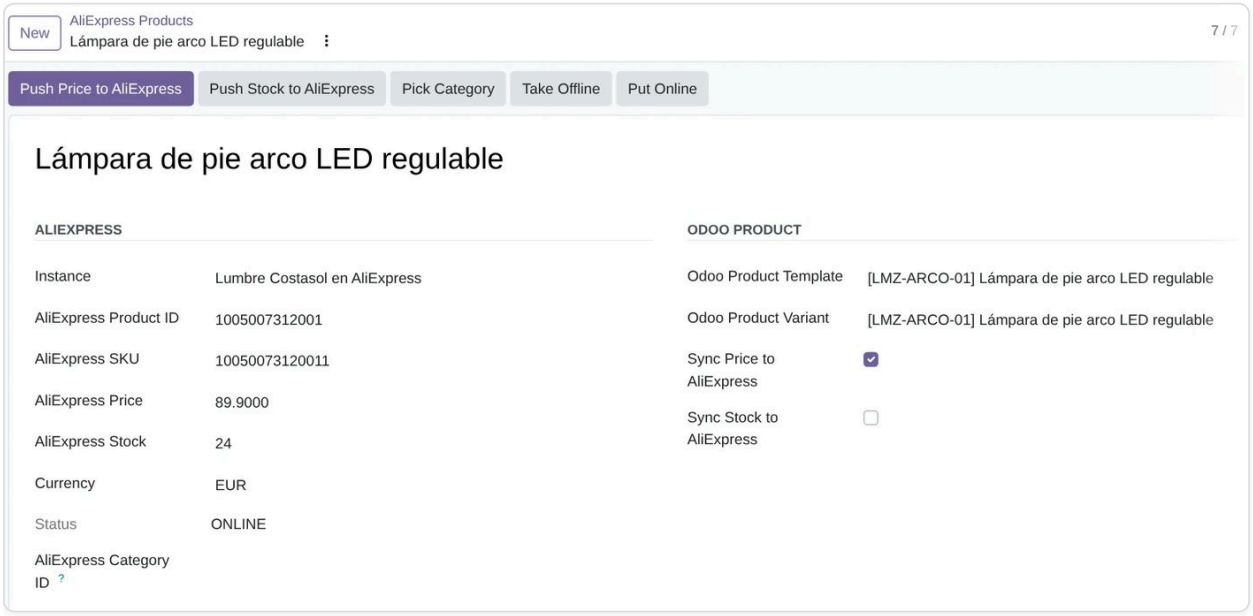
Record fields and tabs

AliExpress and **Odoo Product**	Groups with the listing data and the linked product.
Category Attributes	Tab with the attributes of the chosen category.
Variations	Tab with the variations of each Odoo variant.
Publish Config	Tab with **Shipping & GPSR**, **Package**, **Last publish** and **Publish payload (debug)**.
AliExpress Category ID	Required to publish a new product.
Postage Template, **Manufacturer (GPSR)** and **EU Responsible Person (GPSR)**	Shipping and EU compliance data.
Requires EU GPSR	Ticked by default.
Package Length (cm), **Package Width (cm)**, **Package Height (cm)** and **Package Weight (kg)**	Default values 10, 10, 10 and 0.5.
Supply Price Field	You choose between **Cost** and **Sales Price**.
Publish Currency	Default EUR.

Example

In **AliExpress Products**, a product binding with an Odoo product, an AliExpress SKU and a product ID shows **Push Price to AliExpress** and **Push Stock to AliExpress**. If the SKU is missing, those two buttons do not appear. **Take Offline** removes the listing from sale until you press **Put Online**.

11 Publishing products to AliExpress



- **Real Odoo 20 screenshot.** The product binding with the publishing buttons.

Product bindings are under **AliExpress › Product Bindings**, which opens the **AliExpress Products** list. A newly imported binding already carries its **AliExpress Product ID**; to publish a new one, the binding must have a linked Odoo product and no **AliExpress Product ID**.

Pick Category	Opens the category selector. Shown when the binding has an Odoo product.
Load Attributes	Brings in the attributes of the chosen category. Shown once a category is set.
Load Publish Data	Fills in the publish configuration with the instance values and detects whether GPSR is needed. Shown once a category is set.
Init Variations	Creates one row per Odoo variant and variation axis. Shown once attributes are loaded.
Validate for Publish	Prepares the publish data without sending it, so you can check what is missing. Shown once a category is set.
Publish to AliExpress	Creates the new listing. Shown if there is an Odoo product and the binding does not yet have an AliExpress product. Only for AliExpress managers.
Take Offline and **Put Online**	Remove the listing from sale and put it back. Shown when the binding already has an AliExpress product. Only for AliExpress managers.

The **Publish Config** tab contains the groups **Shipping & GPSR** (with **Manufacturer (GPSR)**, **EU Responsible Person (GPSR)** and **Requires EU GPSR**) and **Package**. If the last attempt fails, the **Last publish** group keeps the error returned by AliExpress.

1. **Press Pick Category**
   You browse the tree with **Open** and choose a final category with **Select**.

2. **Press Load Attributes and Load Publish Data**
   Fill in the required attributes and check the manufacturer and responsible person.

3 **Press Validate for Publish**

Fix anything missing and press **Publish to AliExpress**.

> A product that is already on AliExpress cannot be published again, as it would create a second listing. Publishing, taking offline and putting online can only be done by AliExpress managers. Without a chosen category, nothing is published.

Listing statuses

The **Status** field on the binding is read-only and reflects the product's status on AliExpress. The buttons depend on a specific piece of data, not on the status. **Publish to AliExpress** only appears while the binding has no **AliExpress Product ID**. **Take Offline** and **Put Online** appear once it has one. **Take Offline** removes the listing from sale and **Put Online** returns it.

Rules and conditions

- Without a linked Odoo product nothing is published: "Link an Odoo product first."
- Without a category nothing is published: "Pick an AliExpress category first (Pick Category)."
- If the category has required attributes without a value, Odoo lists them: "Set these required AliExpress attributes before publishing: ...".
- If there are no attributes with a variation axis, **Init Variations** warns that the attributes must be loaded first, because the category has no variation axes.
- If the product is already on AliExpress, a warning shows its name and product ID: publishing it again would create a second listing.
- Taking offline or putting online requires an already published product: without an **AliExpress Product ID**, Odoo asks you to publish or import it first.
- If AliExpress rejects the status change, Odoo shows "AliExpress rejected the status change: ...".
- If you are not an AliExpress manager: «Only AliExpress managers can publish a product on AliExpress or take it offline or online.»

What each step does

Pick Category opens a selector that walks the AliExpress category tree. **Open** enters a branch and **Select** sets the final category, which is stored in **AliExpress Category ID**. **Load Attributes** brings that category's attributes into the **Category Attributes** tab. **Init Variations** creates the rows in the **Variations** tab and matches AliExpress values by name where they coincide; you fill in the rest. **Load Publish Data** fills in the configuration from the instance values and detects whether the product needs GPSR.

Fields on the Publish Config tab

Postage Template	The shipping template used for publishing.
Manufacturer (GPSR) and **EU Responsible Person (GPSR)**	The details required by the product safety regulation.
Requires EU GPSR	Ticked by default.
GPSR Label Image	The label image, if the category requires it.

Package Length (cm), **Package Width (cm)**, **Package Height (cm)** and **Package Weight (kg)**	They come pre-set to 10, 10, 10 and 0.5. Change them to the real dimensions.
Bagged Package	Tick to indicate the product goes in a bag.
Supply Price Field	Choose **Cost** or **Sales Price** as the supply price.
Publish Currency	Comes set to EUR.
Description (publish)	Formatted text for the listing description.

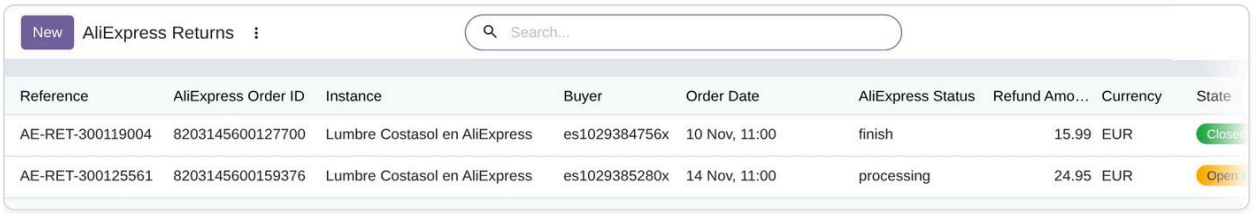
The **Publish payload (debug)** group stores what was sent or prepared. It is meant for tracking down a fault when AliExpress rejects the listing.

End-to-end example

You have an Odoo product you do not yet sell on AliExpress, for example a new wall light. In **AliExpress › Product Bindings** you create a binding with the instance and that product, without an **AliExpress Product ID**, and press **Pick Category**. You navigate with **Open** to a final category and set it with **Select**. You press **Load Attributes** and fill in the required ones, then **Load Publish Data** and check the manufacturer and the EU responsible person. You review the package dimensions and press **Validate for Publish**. If everything is fine, you press **Publish to AliExpress**. If AliExpress returns an error, it is kept in **Last Publish Error** so you can correct it and retry.

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12 Returns and disputes



- **Real Odoo 20 screenshot.** The **AliExpress Returns** list.

Where the data comes from

The scheduled action **AliExpress: Sync Returns & Disputes** fetches it every 60 minutes and is active when the connector is installed. To review a specific dispute you use the **Refresh from AliExpress** button.

Record buttons

Refresh from AliExpress	Reads the dispute on AliExpress and picks up the solution the buyer proposes and the refund they ask for.
Accept Buyer Solution	Accepts the buyer's proposed solution on AliExpress.
Propose Refund	Proposes the refund you entered in **Refund Amount** to the buyer.

States

The **State** field can be **Open Dispute**, **In Review**, **Refund Requested** or **Closed**, and it follows AliExpress: the hourly task and **Refresh from AliExpress** move it to **Closed** when AliExpress finishes or cancels the dispute, and **Refresh from AliExpress** moves it to **In Review** while AliExpress reviews it. Your buttons change it too: **Propose Refund** moves it to **Refund Requested**, and **Accept Buyer Solution** moves it to **Closed**. What AliExpress says, word for word, is shown in **AliExpress Status**.

How to use it

1. **Open the dispute**
   Go to **AliExpress › Returns & Disputes** and open the record.
2. **Refresh**
   Click **Refresh from AliExpress** to read what the buyer is proposing.
3. **Decide**
   Click **Accept Buyer Solution**, or enter a **Refund Amount** and click **Propose Refund**.

> Only an AliExpress manager can use the three buttons. Odoo will not let you propose a refund without an amount, with a negative amount, or above the maximum AliExpress allows. Nor will it let you repeat the same proposal without refreshing the dispute first.

What each state means

- **Open Dispute**: the state every dispute arrives with that AliExpress has not closed.
- **In Review**: set by **Refresh from AliExpress** while AliExpress reviews the dispute.
- **Refund Requested**: **Propose Refund** sets it when AliExpress accepts your proposal.
- **Closed**: set by **Accept Buyer Solution** when AliExpress accepts the agreement, and also by the sync when AliExpress finishes or cancels the dispute.

Rules and conditions

- Only an AliExpress manager can refresh a dispute, set its refund, propose it or accept the buyer's solution. If you are not one, Odoo shows «Only AliExpress managers can refresh a dispute, set its refund, propose it or accept the buyer's solution.»
- If a dispute detail is missing, Odoo warns you that the dispute must be refreshed first. Click **Refresh from AliExpress** and try again.
- **Propose Refund** requires a **Refund Amount**. Without an amount you get «Set a Refund Amount before proposing a refund.»
- The amount cannot be negative: «The refund amount of … cannot be negative.»
- The amount cannot exceed the **Maximum Refund** AliExpress allows, as read at the last refresh. If it does, Odoo rejects it and tells you the maximum.
- If you have already proposed that same amount, Odoo will not repeat it. It asks you to refresh the dispute to read the buyer's response before proposing it again.
- If AliExpress rejects the read, the agreement or the proposal, Odoo shows the reason with the messages «AliExpress error reading dispute: …», «AliExpress rejected the agreement: …» or «AliExpress rejected the

proposal: ...».

> AliExpress does not officially publish all the values it uses to propose a refund. It is worth checking the first real proposal in AliExpress.

Record fields

Reference	Record name; not editable.
Instance	The AliExpress connection the dispute belongs to.
AliExpress Order ID	The AliExpress order number the dispute was opened on.
AliExpress Order	The AliExpress order already imported that the dispute is linked to.
Sale Order	The linked Odoo sales order.
Buyer Solution ID	The identifier of the solution the buyer proposes.
Order Date	The date of the AliExpress order.
Buyer	The buyer's user.
Buyer's Refund Request	The amount the buyer is claiming.
Maximum Refund	The most the buyer can receive, according to the last refresh.
Currency	The currency of the amounts.
Return Reason	The reason given by the buyer.

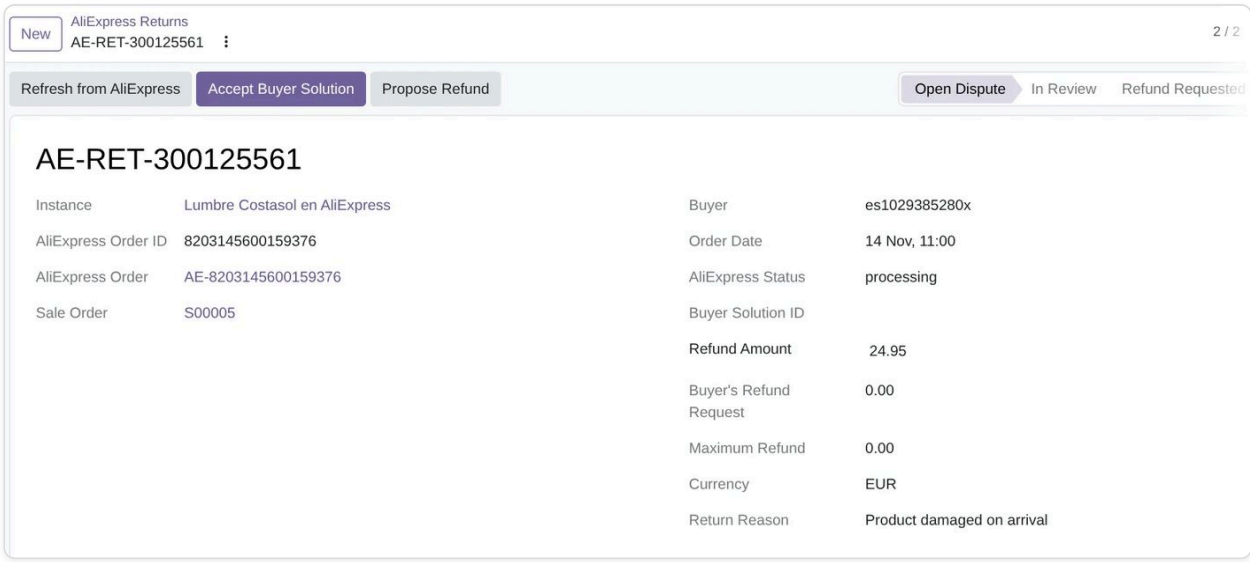
End-to-end example

1. **The dispute arrives**

   The 60-minute scheduled action brings in an order return. It appears with the state **Open Dispute**.

2. **You review the buyer's request**

   You open the record and click **Refresh from AliExpress**. You see the **Buyer's Refund Request**, the **Maximum Refund** and the **Return Reason**.



- **Real Odoo 20 screenshot.** The dispute record with its buttons and amounts.

3 You respond

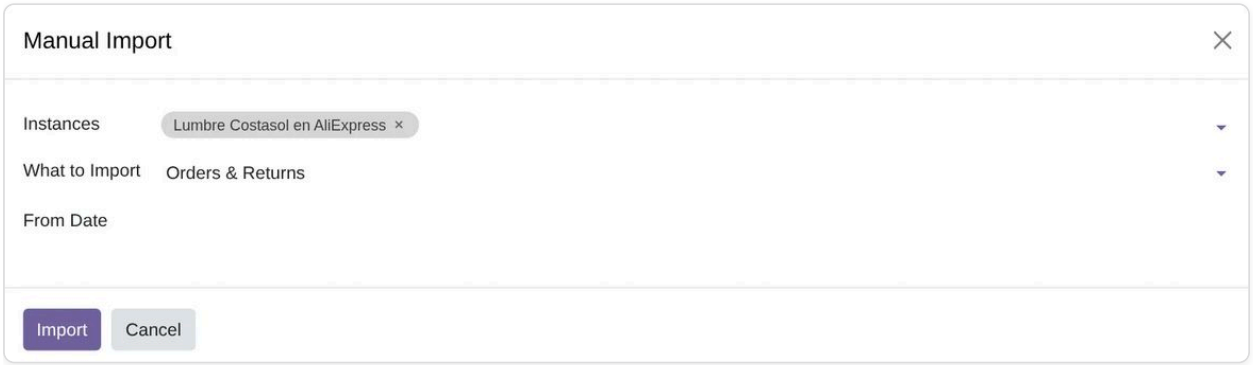
If you agree with the request, click **Accept Buyer Solution**. If you prefer a different amount, enter the **Refund Amount** without going over the maximum and click **Propose Refund**.

4 You check the response

Click **Refresh from AliExpress** again to read the buyer's response.

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13 Manual data import



- **Real Odoo 20 screenshot.** The **Manual Import** wizard with **What to Import**, **From Date** and the **Import** and **Cancel** buttons.

Where the data comes from

DATA	BY SCHEDULED ACTION	BY BUTTON
Orders	**AliExpress: Sync Orders**, every 30 minutes	**Import**, with **Orders**
Returns and disputes	**AliExpress: Sync Returns & Disputes**, every 60 minutes	**Import**, with **Returns**

DATA	BY SCHEDULED ACTION	BY BUTTON
Products	**AliExpress: Import Product Catalogue**, every 12 hours, switched off on installation	**Import**, with **Products**

How to open it

Go to **AliExpress › Operations › Manual Import**. A window opens with the fields below.

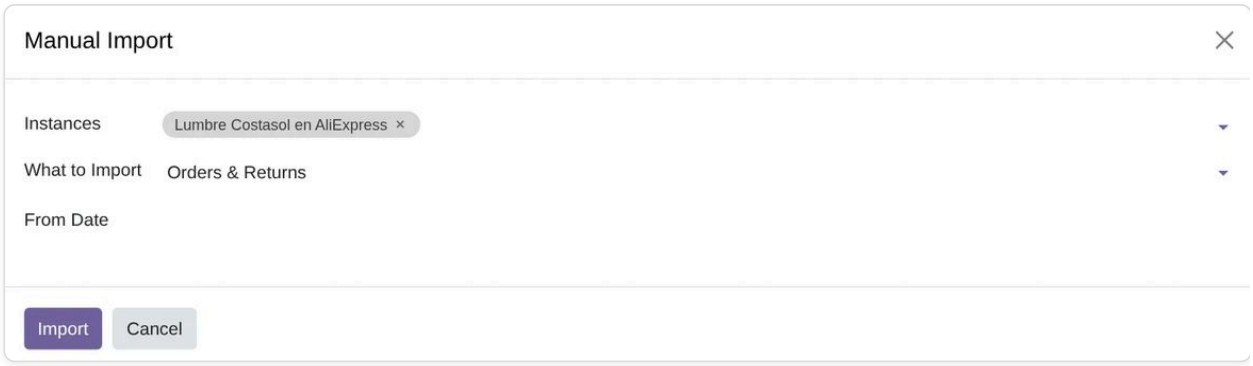
The fields and buttons

Instances	The instances to import from. When the window opens, the instances in **Connected** state are ticked.
What to Import	Required. The options are **Orders**, **Returns**, **Products**, **Orders & Returns** and **Everything**. **Orders & Returns** is selected by default.
From Date	Only applies to orders. It is stored in **Import Orders Since** of each instance ticked. With a date earlier than the current one, the import reads AliExpress again back to it, 179 days ago at most, and orders held since that date receive their sales order.
Import	Starts the import. When it finishes, a notice says how many orders, returns and products were imported.
Cancel	Closes the window without importing anything.

Steps

1 Open the window

Go to **AliExpress › Operations › Manual Import**.



- **Real Odoo 20 screenshot.** The **Manual Import** window when it opens.

2 Check the instances

Leave ticked the ones you want to import.

3 Choose what to import

Pick an option in **What to Import**.

4 Leave the date empty

Each run already rereads orders with changes in the last 45 days. **From Date** is needed to bring in older orders, such as those held back for predating **Import Orders Since**.

5 **Import**

Press **Import**.

> These imports only bring in data: they change nothing in AliExpress. The only thing the wizard touches in Odoo is **Import Orders Since**, if you fill in **From Date**.

One window, no states

Manual Import is a single-use window. It has no states: you choose, click **Import** or **Cancel**, and the window closes. After **Import**, a notice says how many orders, returns and products were imported.

What each option in "What to Import" brings in

Orders	Orders only.
Returns	Returns and disputes only.
Products	The product catalogue only.
Orders & Returns	Orders & Returns. This is the value selected by default.
Everything	Orders, returns and products.

Rules and conditions

- **What to Import** is mandatory. If you leave it empty, Odoo will not let you continue.
- **Instances** is filled in automatically with the instances in **Connected** status. An instance in **Not Configured** or **Token Expired** status is not ticked. Connect it or renew its access before importing.
- **From Date** only applies to orders, and is stored in **Import Orders Since** of each instance ticked. With an earlier date, the import reads AliExpress again back to it, 179 days ago at most, so it is useful for recovering an older period within that limit.
- Manual import does not replace the scheduled actions. These keep their own schedule: orders every 30 minutes and returns every 60 minutes. The catalogue is imported every 12 hours, but that job is switched off on installation.

Fields on the window

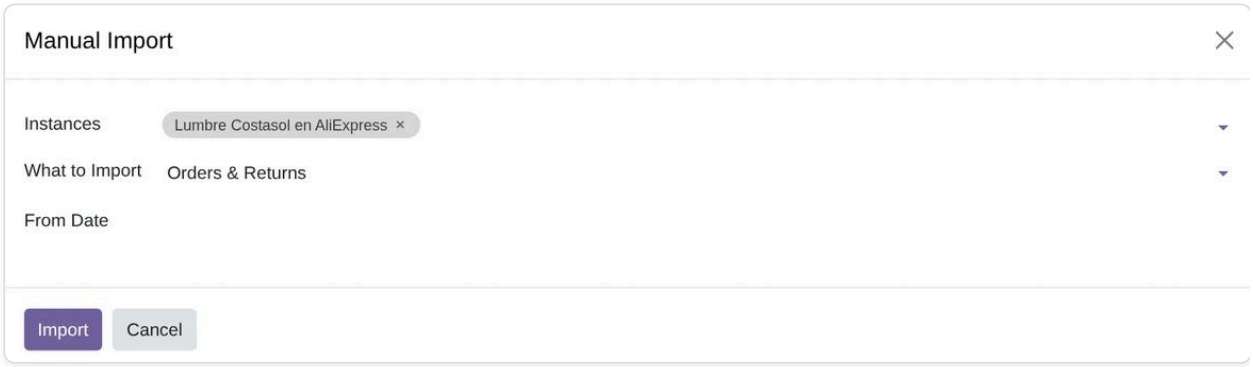
FIELD	TYPE	DEFAULT
Instances	Multiple selection	With the instances in **Connected** status already ticked
What to Import	Option list, mandatory	**Orders & Returns**
From Date	Date and time	Empty

End-to-end example

You have an instance in **Connected** status, like the one shown on the instances screen, and you want to bring in new orders now, without waiting for the 30-minute job.

1 **Open the window**

Go to **AliExpress › Operations › Manual Import**. The instance is already ticked in **Instances**.



- **Real Odoo 20 screenshot.** The **Manual Import** window with the instance ticked.

2 **Choose Orders**

In **What to Import**, change **Orders & Returns** to **Orders**.

3 **Leave the date empty**

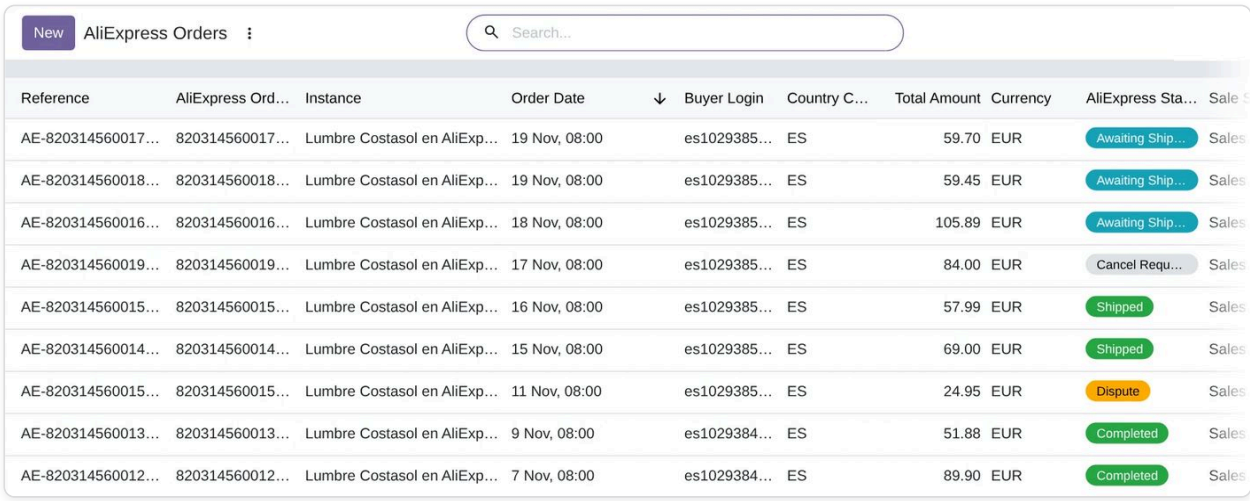
This is not needed: each run rereads the orders with changes in the last 45 days.

4 **Import**

Press **Import**.

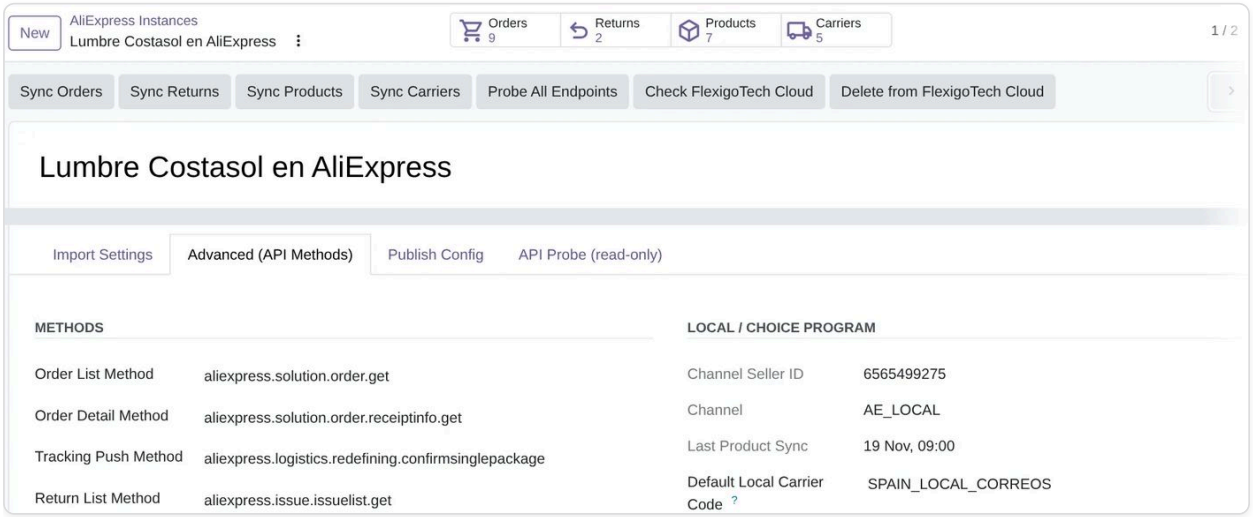
5 **Check the result**

The notice says how many orders were brought in. Open them in **AliExpress › Orders**.



- **Real Odoo 20 screenshot.** The **AliExpress Orders** list with the imported orders.

14 The API probe and the advanced methods



- **Real Odoo 20 screenshot.** Instance form with the **Advanced (API Methods)** tab.

The data is on the instance form, in **AliExpress › Configuration › Instances**. It does not come from a scheduled action: it is generated when you press the probe button.

What it shows

API Probe Report	Read-only text with the probe responses. It is on the **API Probe (read-only)** tab.
Order List Method	API method the synchronisation uses to read the order list.
Order Detail Method	Method that reads the detail of each order.
Tracking Push Method	Method that sends the tracking number to AliExpress.
Return List Method	Method that reads returns and disputes.
Product List Method	Method that reads the product list.
Product Detail Method	Method that reads the detail of a product.
Channel Seller ID and **Channel**	The local channel data for your account, read-only. The API methods are on the **Advanced (API Methods)** tab, group **Methods**.

Buttons

Probe All Endpoints	Runs several read-only queries and saves the responses in the report. Only visible with the instance in **Connected** status.
Close	Closes the window with the probe result.

Instance statuses

- **Not Configured**: the instance has not been connected and the probe button is not visible.
- **Connected**: authorisation is done and the probe is available.
- **Token Expired**: AliExpress no longer accepts the authorisation and it must be granted again.

How to use it

1. **Open the instance**
   Go to **AliExpress › Configuration › Instances** and open the one you want to check.

2. **Press Probe All Endpoints**
   Only read-only queries are made, and the responses stay in the report.

3. **Read the report**
   Look at the **API Probe (read-only)** tab to see which methods respond for your account.

> The probe only makes read-only queries and changes nothing in AliExpress. The report cannot be edited.

What the probe checks

Probe All Endpoints runs a set of read-only queries and saves the responses as they arrive. With them you can see in a single pass what kind of account you have and which parts of the API you can access. Nothing is sent or changed in AliExpress.

When it is available

The **Probe All Endpoints** button is hidden when the instance is not in **Connected** status. It does not appear in **Not Configured** or **Token Expired**. The same applies to **Sync Orders**, **Sync Returns** and **Sync Products**.

Rules and conditions

- With FlexigoTech Cloud, calls are only made if the instance has its App Secret stored in the cloud and the service is active. If something is missing, Odoo warns with "Save the App Secret of '...' in FlexigoTech Cloud first.".
- If AliExpress returns an error, Odoo shows it with the text «AliExpress API error calling ...: [...] ...».
- If the cloud rejects a call, nothing is marked as failed and the run stops.
- If AliExpress stops accepting the authorisation held by the cloud, the instance moves to **Token Expired** and must be authorised again.

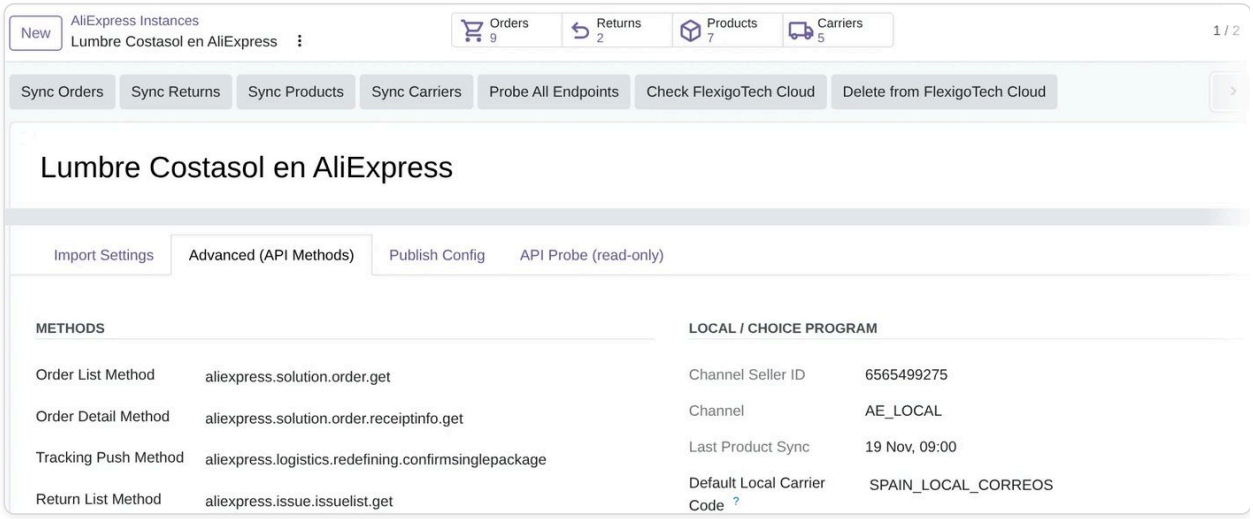
Record fields and tabs

Advanced (API Methods)	Tab with the **Methods** group (the API methods used by the synchronisation) and the **Local / Choice Program** group.
API Probe (read-only)	Tab with the **API Probe Report**.
Channel Seller ID and **Channel**	The local channel data for the account, read-only.
Default Local Carrier Code	Carrier code used when shipping local orders yourself.
Confirm Self-Shipping First	Makes the self-shipping be confirmed before the tracking is declared on a local order. Only needed for CHOICE or semi-managed orders.

End-to-end example

1 Connect the instance

With the example instance in **Connected** status, the probe button is already visible.



- **Real Odoo 20 screenshot.** The open instance with its tabs, including **Advanced (API Methods)**.

2 Run the probe

Press **Probe All Endpoints** and wait for it to finish.

3 Review the report

Open **API Probe (read-only)** and check which methods respond. With that result you know whether your account works with the local programme or the cross-border sales programme.

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15 Data going back and forth

DATA	DIRECTION	WHEN
Orders	From AliExpress to Odoo	**AliExpress: Sync Orders**, every 30 minutes, or the **Sync Orders** button
Delivery address of each order	From AliExpress to Odoo	Only when importing the order, because the order list does not include it
Returns and disputes	From AliExpress to Odoo	**AliExpress: Sync Returns & Disputes**, every 60 minutes, or the **Sync Returns** button
Product catalogue	From AliExpress to Odoo	**AliExpress: Import Product Catalogue**, every 12 hours and switched off on installation, or the **Sync Products** button
Local carriers	From AliExpress to Odoo	The **Sync Carriers** button
Shipment tracking	From Odoo to AliExpress	When you validate the delivery, or when you save the tracking number on an already validated delivery. Every hour, **AliExpress: Retry Tracking Push** retries those that did not get through

DATA	DIRECTION	WHEN
Product prices	From Odoo to AliExpress	**AliExpress: Sync Product Prices**, every 6 hours and switched off on installation, or the **Push Price to AliExpress** button
Product stock	From Odoo to AliExpress	**AliExpress: Sync Product Stock**, every 6 hours and switched off on installation, or the **Push Stock to AliExpress** button
New product listing	From Odoo to AliExpress	The **Publish to AliExpress** button
Order cancellation and refund	From Odoo to AliExpress	The **Cancel on AliExpress** and **Refund on AliExpress** buttons

Calls to AliExpress go through FlexigoTech Cloud. Your App Secret is sent to the cloud once, encrypted, and is not kept in Odoo. The cloud exchanges the authorisation code, stores the refresh token, renews the access and signs every call to AliExpress. Each instance has its own copy in the cloud.

> Without the trial or the FlexigoTech Cloud subscription, the connector does not talk to AliExpress. If the cloud rejects a call from a scheduled action or from sending tracking, nothing is marked as failed and nothing is deleted, and that run stops.

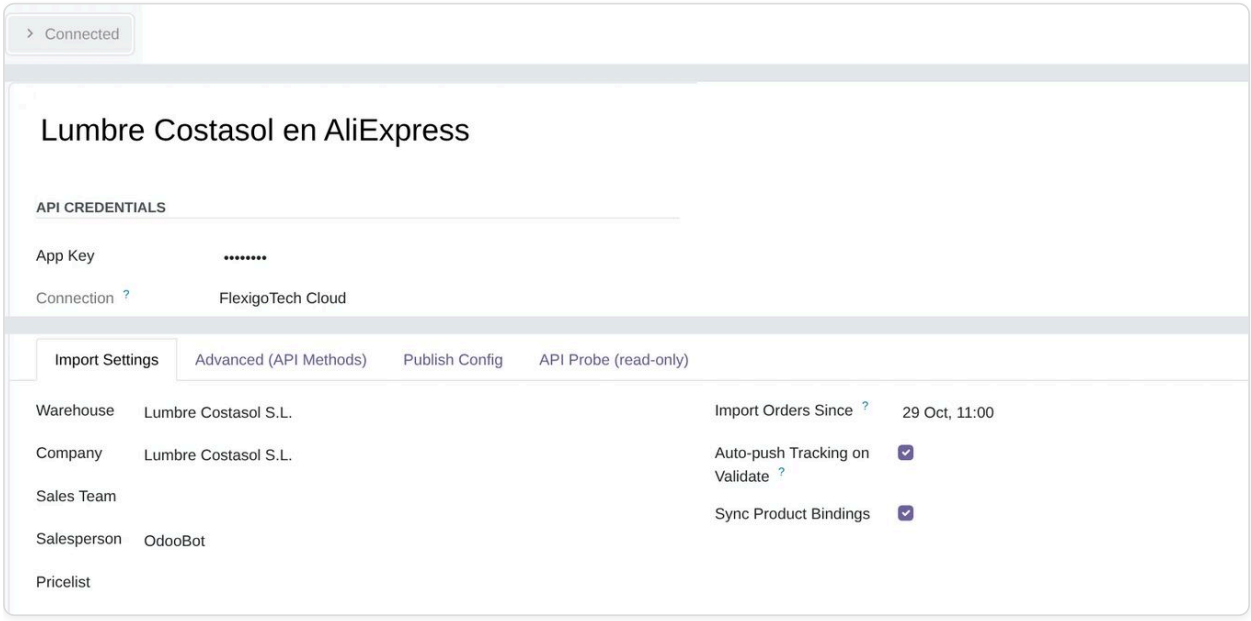
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16 What runs automatically

TASK	FREQUENCY	WHAT IT DOES
AliExpress: Refresh Access Tokens	Every 4 hours	Renews access for instances that keep their token in Odoo. With FlexigoTech Cloud there is no token in Odoo and the cloud renews it.
AliExpress: Retry Tracking Push	Every hour	Resends to AliExpress the tracking of validated deliveries that never managed to send it.
AliExpress: Sync Orders	Every 30 minutes	Fetches the AliExpress orders.
AliExpress: Sync Returns & Disputes	Every 60 minutes	Fetches the returns and disputes.
AliExpress: Import Product Catalogue	Every 12 hours, switched off on install	Imports the AliExpress product catalogue.
AliExpress: Sync Product Prices	Every 6 hours, switched off on install	Sends the product prices to AliExpress.
AliExpress: Sync Product Stock	Every 6 hours, switched off on install	Sends the product stock to AliExpress.

The catalogue, price and stock jobs are switched on from any instance, with **Auto-import Catalogue** and **Auto-push Price & Stock**, and apply to all instances. You change the frequencies in **Settings › Technical › Automation › Scheduled Actions**, in developer mode.

17 The instance options and their defaults



- **Real Odoo 20 screenshot.** The instance form with its import options.

OPTION	ON CREATION	WHAT IT DOES
Import Orders Since	The date and time you create it	Orders placed before come in without a customer or sales order: they stay on hold. If you set an earlier date, or clear it to have no limit, the next sync creates their sales order and reads AliExpress again back to that date, 179 days ago at most. The first run reads orders with changes in the last 90 days; after that, each run rereads the last 45.
Warehouse	The first warehouse Odoo finds	Warehouse for the sales orders that are created. It is required.
Company	Your current company	The Odoo company the instance belongs to. It is required.
Sales Team	Empty	Sales team assigned to the imported orders.
Salesperson	The user who creates the instance	Salesperson assigned to the imported orders.
Pricelist	Empty	Pricelist applied to the imported orders.
Sync Product Bindings	On	Keeps the bindings between your Odoo products and the AliExpress ones up to date.
Auto-push Tracking on Validate	On	When you validate a delivery order, it sends the tracking number to AliExpress.
Auto-import Catalogue	Computed from the catalogue scheduled action	Imports the AliExpress catalogue every 12 hours. It switches the catalogue scheduled action on or off, which is the same for all instances.

OPTION	ON CREATION	WHAT IT DOES
Auto-push Price & Stock	Computed from the price and stock scheduled actions	Sends the price and stock of active bindings to AliExpress every 6 hours. Which bindings are sent is still decided by the price and stock checkboxes on each binding.

The rest of the instance data, such as the name, the **App Key** and the addresses, is used to connect it. You can change the options in this table whenever you like, and they only affect what is imported from then on.

What you do manually

TAB OR GROUP	BUTTONS
Instance header	**Authorize with AliExpress** (hidden once the instance is already **Connected**), **Sync Orders**, **Sync Returns**, **Sync Products**, **Sync Carriers** and **Probe All Endpoints**. All except the first are only visible with the instance **Connected**.
Header, for administrators	**Check FlexigoTech Cloud** and **Delete from FlexigoTech Cloud**, for administrators only and when the cloud already stores the instance's app.
Publish Config	**Load Publish Settings**, for whoever manages AliExpress in Odoo and with the instance **Connected**.

The sync buttons fetch whatever is on AliExpress at that moment. The instance's notices appear in its history.

Import Settings	Brings together the instance's business options and the **Scheduled Automation**. The dates of the last sync of orders, returns and products are read-only.
Publish Config	Saves the default postage and GPSR values (**Default Postage Template**, **Default Manufacturer (GPSR)**, **Default EU Responsible Person (GPSR)**) and those in the **Listing** group: **Quotation Method** (**Tax included** when it is created), **Product Unit** (100000015, which is piece), **Lot Number** (1), **Publish Locales** (es_ES,en_US) and **Supply Price Field** (**Cost**). **Load Publish Settings** fills in the lists in the **Loaded from AliExpress** group.
Advanced (API Methods)	Saves the technical parameters of the connection, with their original values. The **Local / Choice Program** group holds the **Default Local Carrier Code** and **Confirm Self-Shipping First**, which comes switched off and is only needed for semi-managed local orders.
API Probe (read-only)	Shows the report left by **Probe All Endpoints**. It is read-only.

18 Security and personal data

- Your App Secret is sent only once to FlexigoTech Cloud when you save the instance, and it is stored there encrypted. Odoo does not store it: in **Saved in FlexigoTech Cloud** you only see the date it was saved.
- The AliExpress tokens do not stay in Odoo either. FlexigoTech Cloud exchanges the authorisation code, stores the refresh token and renews the access token, which is why **Access Token Expiry** and **Refresh Token Expiry** are empty.
- The person who accepts the consent is a manager, when ticking **I agree that FlexigoTech Cloud keeps my AliExpress app secret** before saving the secret. Without the tick box, nothing is sent. When you activate FlexigoTech Cloud, the company, the email of the person who accepts, the date and the version of the accepted text are recorded.
- There are two user groups, **User** and **Manager**. The actions on AliExpress, such as **Cancel on AliExpress**, **Refund on AliExpress**, **Publish to AliExpress**, **Accept Buyer Solution** or **Propose Refund**, are restricted to the **Manager** group.
- **App Secret (FlexigoTech Cloud)**, **Saved in FlexigoTech Cloud**, **Check FlexigoTech Cloud** and **Delete from FlexigoTech Cloud** are for administrators only.
- The orders the connector imports carry the delivery details of your buyers. What does not arrive in the order list is requested from AliExpress when each order is imported, so the full address is on the order and the contact.
- FlexigoTech Cloud signs and forwards every call to AliExpress: products, prices and stock, orders with the delivery details of your buyers, shipments and tracking, settlements, returns and disputes. It may include personal data of your customers or staff. The cloud forwards it and keeps it only for as long as needed to deliver it.
- **Delete from FlexigoTech Cloud** removes from the cloud the app and the tokens of that instance, which goes back to **Not Configured**. It asks for confirmation and does not touch the other instances. They are also deleted when the subscription ends.

Pauses and warnings

If FlexigoTech Cloud rejects a call from a scheduled action or from the tracking push, nothing is marked as failed or deleted, and the run stops. If AliExpress stops accepting the authorisation the cloud holds, the instance moves to **Token Expired**, this is noted in its history ("AliExpress authorization rejected") and it must be authorised again.

The **Webhook URL** carries its own secret token in the address. With FlexigoTech Cloud, AliExpress's signature is not verified, because the App Secret is not in Odoo.

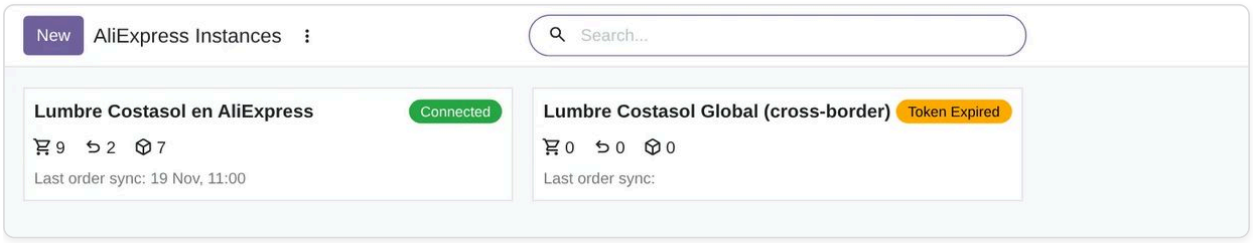
19 Several instances and several companies

Each instance is created in **AliExpress › Configuration › Instances** with its name and the **App Key** of its AliExpress app. It has its own **Company**, **Warehouse**, **Sales Team**, **Salesperson** and **Pricelist**, so each AliExpress shop can work with the Odoo company that corresponds to it.

Each instance also has its own row in FlexigoTech Cloud, with its App Secret and its tokens. If you delete one, the others keep theirs.

The number of instances depends on the plan: up to 3 with the Standard plan and up to 10 with the Pro plan.

Scheduled actions and webhooks only call AliExpress with an instance whose App Secret is stored in FlexigoTech Cloud and whose service is active. Instances, orders, returns and product links belong to the company of their instance, and each user only sees those of the companies they have active in Odoo.



- **Real Odoo 20 screenshot.** The list of AliExpress instances.

20 If something fails

The instance does not connect or asks for the App Secret	Tick **I agree that FlexigoTech Cloud keeps my AliExpress app secret**, enter the secret in **App Secret (FlexigoTech Cloud)** and save. Without the tick box, nothing is sent. **Saved in FlexigoTech Cloud** tells you when it has been saved.
The instance moves to Token Expired	AliExpress no longer accepts the authorisation FlexigoTech Cloud holds. In the instance history you will see "AliExpress authorization rejected". Click **Authorize with AliExpress** again.
The scheduled actions do nothing	An instance only works with its App Secret stored in FlexigoTech Cloud and with the service active. An administrator can click **Check FlexigoTech Cloud** to see whether the cloud holds the app and since when.
A button says you do not have permission	Cancelling or refunding an order, publishing or withdrawing a product, and acting on a dispute can only be done by AliExpress managers.
An order, a price or a product is not created or not sent	Read the message on screen, or the one in the instance history. If a detail is missing (SKU, category, linked product), complete it and repeat the action.
You want to see what AliExpress replied	What AliExpress could not read or import appears in the warning of the synchronisation buttons and of **Manual Import**. Failures of the tracking push are recorded as a note in the delivery history.

If FlexigoTech Cloud rejects a call from a scheduled action or from the tracking push, because there is no active service, nothing is marked as failed or deleted. The run stops and resumes when the service is back.

Other warnings you may see

"Set a Refund Amount before proposing a refund."	Enter the **Refund Amount** on the return and click **Propose Refund** again.
"The refund amount of ... (...) is above the most AliExpress allows for this dispute (...)."	Lower the amount to the **Maximum Refund** shown on the return.
"A ... refund was already proposed for ...: refresh the dispute to read the buyer's answer before proposing it again."	Click **Refresh from AliExpress**, check what the buyer replied and propose another amount if needed.

"Pick an AliExpress category first (Pick Category)."	Choose the product's category before publishing it.
"Set these required AliExpress attributes before publishing: ..."	Fill in the attributes listed in the message and publish again.
"'...' has no AliExpress product id"	The link does not yet exist on AliExpress. Publish the product or import it before changing its status.
"The sales price of '...' in Odoo is ..., a price nobody set: set it before pushing it to AliExpress."	Set the sale price of the product in Odoo and repeat the send.
Warning that cross-border orders cannot be cancelled through the API	On a cross-border instance, handle the cancellation from the dispute the buyer opens.
"AliExpress rejected the update for ...: ..."	The reason comes from AliExpress. Correct what it indicates and send again.
"No AliExpress order linked to this delivery."	The delivery does not come from an AliExpress order: there is nothing to send.

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21 Other ways of doing it

METHOD	WHAT IT INVOLVES
Manually from the AliExpress panel	Someone copies each order into Odoo, notes the shipments and reviews returns in the panel. Everything is manual work and no module is needed.
Odoo alone	Odoo 19 and 20 out of the box do not include any AliExpress connector, in either Community or Enterprise. Without an additional module, the work remains manual.
This connector	Brings AliExpress orders into Odoo and handles returns and disputes from the **AliExpress** menu. Each AliExpress account is an instance in **AliExpress › Configuration › Instances**. It requires a FlexigoTech Cloud subscription, from €49 a month, VAT not included.

If you already manage your AliExpress orders with another tool, the connector will not duplicate them: **Import Orders Since** starts with the date you create the instance, and earlier orders stay on hold, with no sales order and no stock movement. If you want to bring any of them in, set an earlier date.

22 Plans and price

€9

License per Odoo version.

+ FlexigoTech Cloud

STANDARD

€49/month

or €490 a year

- First response within 1 working day
- Up to 3 accounts

PRO

€98/month

or €980 a year

- First response within 4 working hours
- Up to 10 accounts
- Video call if needed

14-day trial, no card

Prices exclude VAT

The module licence is per Odoo version. FlexigoTech Cloud is paid monthly or yearly, and the 14-day trial does not ask for a card. With Standard, up to 3 instances; with Pro, up to 10.

23 Frequently asked questions

Does it work without FlexigoTech Cloud?

No.

What does FlexigoTech Cloud do for the connector?

It signs and passes every call to AliExpress with your App Key and your App Secret, which it stores encrypted on its servers, and it renews your access to AliExpress.

Is there a free trial?

Yes: 14 days of FlexigoTech Cloud without a card. If you do not subscribe when it ends, the service stops and nothing is charged.

How much does it cost?

The module licence, €9 per Odoo version. FlexigoTech Cloud, €49 a month or €490 a year with Standard, and €98 a month or €980 a year with Pro, excluding VAT.

Does it work on Odoo Online?

No. Odoo Online does not allow installing third-party modules. The connector is installed on Odoo.sh or on your own server.

Does it need Odoo Enterprise?

No. It works on Odoo Community and Enterprise. It needs the Sales, Inventory, Delivery, Discuss and Product apps.

Which Odoo versions does it work with?

With Odoo 17, 18, 19 and 20.

How many instances does each plan allow?

Up to 3 with the Standard plan and up to 10 with the Pro plan. Each instance is a connection to one AliExpress account.

What do I need from AliExpress before connecting?

An AliExpress seller account and your own app on the AliExpress open platform, with its App Key and its App Secret.

Does the connector create the account or the app on AliExpress for me?

No. You obtain the seller account, the app, the App Key and the App Secret yourself on the AliExpress open platform before connecting.

How do I connect an instance?

In **AliExpress › Configuration › Instances** you click **New** and enter a name and the **App Key**. Then a manager ticks the consent, enters the App Secret and saves. Finally you click **Authorize with AliExpress** and, on returning, the instance moves to **Connected**.

Is my App Secret stored in Odoo?

No. It is sent once to FlexigoTech Cloud, which stores it encrypted. In Odoo you only see the date it was saved, in **Saved in FlexigoTech Cloud**.

Where are the AliExpress tokens stored?

In FlexigoTech Cloud, which renews them. That is why the token expiry fields on the instance are left empty.

How often do orders arrive?

The **AliExpress: Sync Orders** task brings them in every 30 minutes. With **Manual Import** you can bring them in whenever you want.

How often do returns and disputes arrive?

The **AliExpress: Sync Returns & Disputes** task brings them in every 60 minutes.

How often is the catalogue imported?

The **AliExpress: Import Product Catalogue** task runs every 12 hours, but it is switched off on installation and you switch it on yourself.

How often are prices and stock sent?

The price and stock tasks run every 6 hours. They are switched off on installation and you switch them on yourself.

How many scheduled actions does it have and how many are active?

Seven scheduled actions, of which four are active on installation.

How does the tracking number reach AliExpress?

It is sent when you validate the delivery, if the instance has **Auto-push Tracking on Validate** switched on. If it fails, the **AliExpress: Retry Tracking Push** task retries it every hour.

What happens if the tracking push fails?

Validating the delivery is not interrupted. The module leaves a note on the delivery and the hourly retry tries again.

What happens to orders I had before installing it?

Those with changes in the last 90 days appear in **AliExpress › Orders**, but without a customer or sales order, because **Import Orders Since** starts with the date you create the instance. If you set an earlier date, the next sync creates their sales order and reads AliExpress back to that date, 179 days ago at most, which is the limit its API allows. Those AliExpress had already shipped or completed do not get a sales order, so they do not leave stock twice.

Does it import historical data or do migrations for me?

No. It does not include importing historical data or migrating your database to another Odoo version.

Do you configure the module for me?

You set it up yourself in your Odoo, with our help. Every purchase includes 2 months of support: we help you install it, set it up and get it working, by email and video call.

Can I publish new products to AliExpress from Odoo?

Yes, from the product binding, using **Publish to AliExpress**. First you choose the category, load the attributes and check the publication data.

Who can publish, withdraw or put a product online?

Only AliExpress managers.

Can I cancel or refund an order from Odoo?

Yes, with **Cancel on AliExpress** (the full order) and **Refund on AliExpress** (the amount you enter in **Amount to Refund**), for AliExpress managers only. On cross-border orders it is not possible: the buyer opens a dispute.

Can I respond to disputes from Odoo?

Yes. In the return, **Accept Buyer Solution** accepts what the buyer proposes and **Propose Refund** proposes the amount you have entered.

What happens if AliExpress cancels an order?

Odoo also cancels the linked sales order, even if it was already confirmed.

Can I have several AliExpress accounts or several companies?

Yes, one instance per account. Each one has its own company, warehouse, sales team, salesperson and pricelist.

Which languages does the module come in?

With translation into Spanish, German, French, Italian, Dutch and Polish. It does not include Catalan or European Portuguese. The FlexigoTech Cloud part of the instance form appears in English in all languages.

Has it been tested with a real account?

Through FlexigoTech Cloud, not yet. The cloud connection is tested with the module's automated tests, which simulate FlexigoTech Cloud and the AliExpress API.

What happens if the instance moves to Token expired?

AliExpress has stopped accepting the authorisation that the cloud stores. It is noted in the instance history and you need to authorise it again with **Authorize with AliExpress**.

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24 Glossary

Instance	Each connection with AliExpress in Odoo. It is created in **AliExpress › Configuration › Instances** with a name and the **App Key** of your app.
App Key	Identifier of your own app on the AliExpress Open Platform. It is entered when you create the instance.
App Secret	The secret key of that app. It is entered once when you save the instance and is encrypted to FlexigoTech Cloud. Odoo does not store it.

Open Platform	The AliExpress open platform where you create your app and obtain the App Key and App Secret.
FlexigoTech Cloud	The online service that signs each call to AliExpress, stores your App Secret encrypted and renews access. It requires a trial or subscription.
Authorisation	The permission you give the app on the AliExpress page. It is started with **Authorize with AliExpress** and, on return, the instance moves to **Connected**.
Token expired	Instance status when AliExpress no longer accepts the authorisation stored by the cloud. It must be authorised again.
OAuth return URL	The address the authorisation returns to. The instance shows it and you enter it in your AliExpress app.
Import Orders Since	Date from which AliExpress orders receive a sales order. It is set when the instance is created; with an earlier date, the next sync also brings in older ones, back to 179 days ago.
AliExpress Order	The order as it arrives from AliExpress. It is seen in **AliExpress › Orders** and is read-only.
Sales Order	The Odoo order linked to an AliExpress order. It is opened with **Open Sale Order**.
Status on AliExpress	The order status according to AliExpress, such as **Awaiting Shipment** or **Shipped**. Odoo displays it and it cannot be edited.
Cross-border	An instance of an international sales AliExpress account, not a local one. Its orders cannot be cancelled or refunded from Odoo: the buyer opens a dispute.
Tracking	The shipment tracking number. It is sent to AliExpress when the delivery is validated if the instance has **Auto-push Tracking on Validate** switched on.
AliExpress Carrier	Each carrier with its code for declaring shipments. They are seen in **AliExpress › Configuration › Carriers**.
Product Binding	Link between an AliExpress product and an Odoo product. They are seen in **AliExpress › Product Bindings**.
AliExpress SKU	The product reference on AliExpress. Without it, price and stock cannot be sent.
Dispute	A claim the buyer opens about an order. It is handled in **AliExpress › Returns & Disputes**.
Maximum refund	The cap AliExpress allows refunding in a dispute. A larger amount cannot be proposed.
GPSR	EU product safety regulation. The publication states the manufacturer and the person responsible in the EU.
Manual import	Window for bringing in orders, returns or products when you decide, without waiting for scheduled actions.
API probe	The **Probe All Endpoints** button: runs read-only queries and saves the responses in a report.

25 Checklist and contact

- [ ] You have an AliExpress seller account and your own app on the AliExpress Open Platform, with its App Key and App Secret.
- [ ] Your Odoo is version 17.0 to 20.0, is hosted on Odoo.sh or on your own server, and is not Odoo Online.
- [ ] You have an Odoo administrator user to save the App Secret.
- [ ] You have installed the module and the apps it depends on: Sales, Inventory, Delivery, Discuss and Products.
- [ ] You have started the 14-day FlexigoTech Cloud trial or you have the subscription.
- [ ] In **AliExpress › Configuration › Instances** you have created the instance with its name and its **App Key**.
- [ ] You have ticked **I agree that FlexigoTech Cloud keeps my AliExpress app secret**, entered the App Secret and saved.
- [ ] You have pressed **Authorize with AliExpress** and the instance is **Connected**.
- [ ] You have reviewed **Import Orders Since**, **Warehouse**, **Company**, **Sales Team**, **Salesperson** and **Pricelist**.
- [ ] You have matched your Odoo carriers with the AliExpress carriers and have **Auto-push Tracking on Validate** switched on if you want tracking sent.
- [ ] You have brought in a first order with **Sync Orders** and it looks right in **AliExpress › Orders**, with its sales order.

Every purchase includes 2 months of support: we help you install it, set it up and get it working, by email and video call. If you would like us to set it up with you, get in touch.

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/odoo-aliexpress-connector.html

On Odoo Apps

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

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