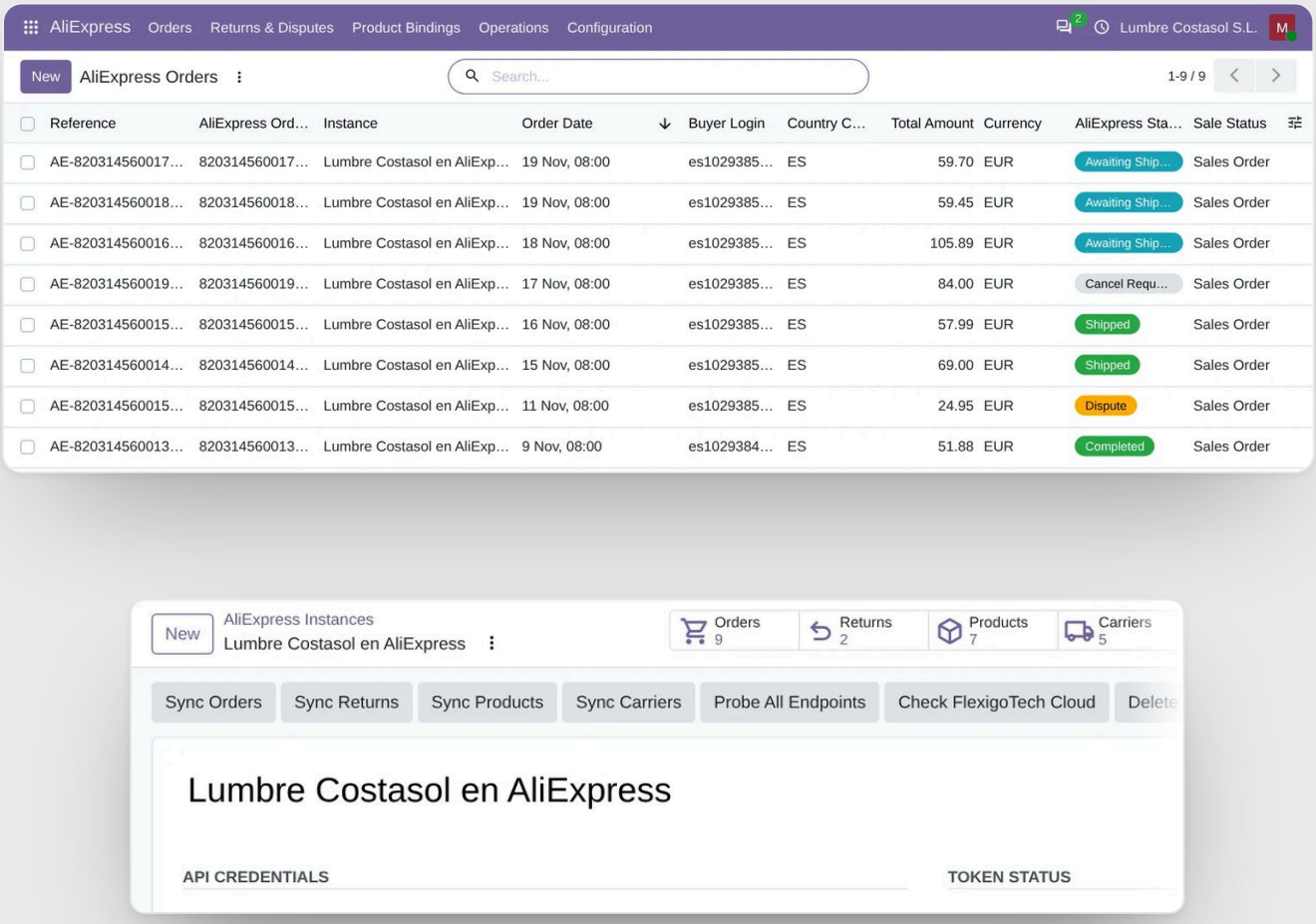
USER MANUAL · MARKETPLACES

AliExpress connector 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 20.0.1.6.24 | Odoo 20 screenshots | 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 section starts. Menu and button names are those of Odoo in English.

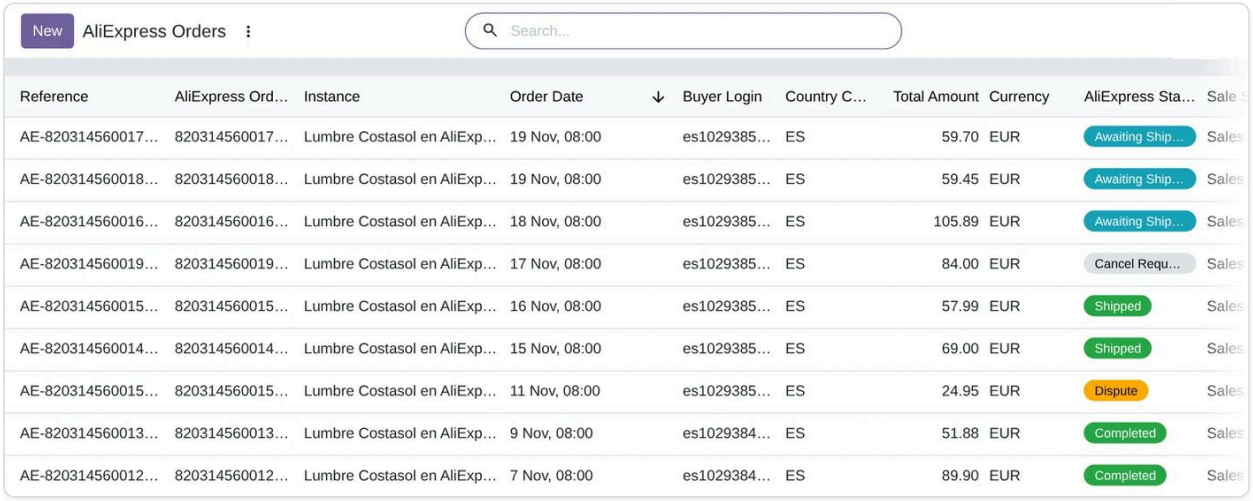
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This manual describes version 20.0.1.6.24 of the module (Odoo branch 20.0, commit a7ec12ea19). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to AliExpress. 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 to Odoo an app of its own, **AliExpress**, with your AliExpress orders, returns and products, and the instances that connect them with your seller account.



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

AliExpress › Orders	Opens the **AliExpress Orders** list, with the orders that come in 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 bring in AliExpress data whenever you decide to.
AliExpress › Configuration	Contains **Instances**, with each connection to AliExpress, and **Carriers**, with the carriers.

Outside its 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 **Push Tracking to AliExpress** button and, in the **Additional Info** tab, the **AliExpress** group, with the order and the checkbox **Tracking Pushed to AliExpress**.

2 Before you start

Before installing the connector and creating your first instance you need the following.

- An AliExpress seller account and an app of your own created on the AliExpress Open Platform, with its App Key and App Secret.
- The permissions 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 afterwards a subscription.

> The connector does not create your seller account or your app on AliExpress, nor does it give you the App Key and 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.

3 Installation

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

How to get it

You can download the connector from its Odoo Apps listing (**https://apps.odoo.com/apps/modules/20.0/flexigobe_aliexpress_connector**), which covers Odoo 17, 18, 19 and 20, or from the connector's page on flexigotech.com, which covers Odoo 17, 18 and 19. 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 is already included; it is also 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 `flexigobe_aliexpress_connector` and `flexigotech_cloud` into your project's branch, 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 «AliExpress» and click **Activate**.

On your own server

1. **Copy the folders**
   Place `flexigobe_aliexpress_connector` and `flexigotech_cloud` in a folder that is on the `addons_path` of your Odoo.

2. **Restart Odoo**
   This way it reads the new modules.

3. **Install the app**
   In **Apps**, **Update Apps List**, search for «AliExpress» and click **Activate**.

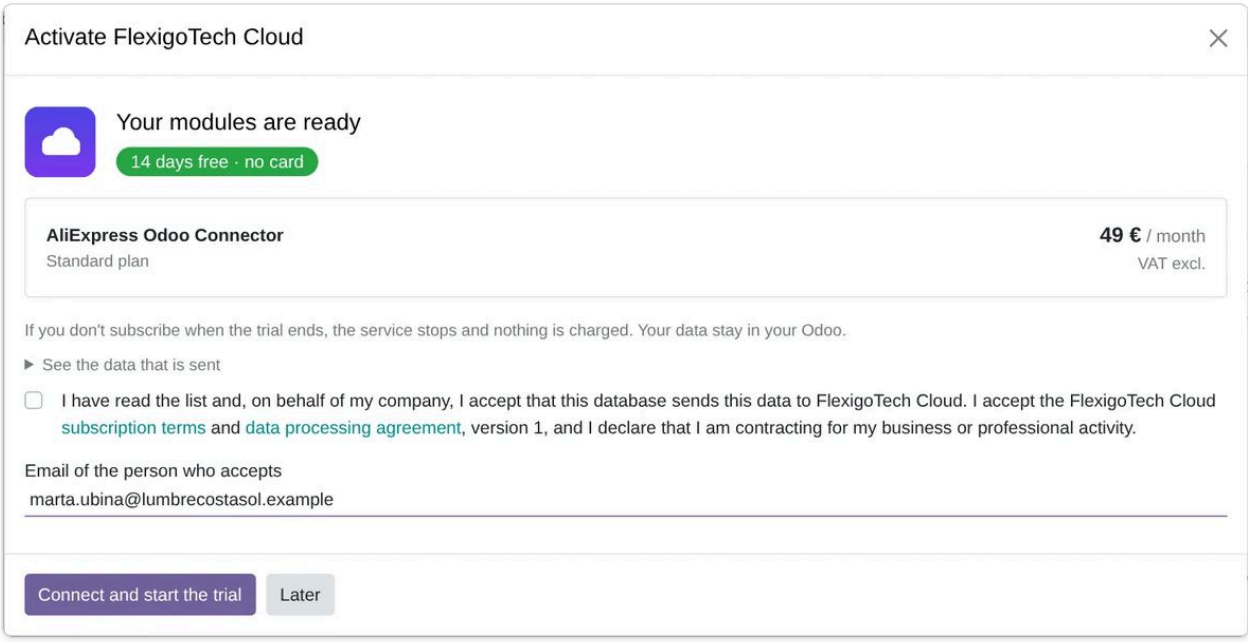
> When installing it, Odoo also installs the apps the module depends on: Sales and Inventory. If you already use them, nothing you have changes.

4 Activate FlexigoTech Cloud: the 14-day trial

Calls to AliExpress 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 AliExpress.

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

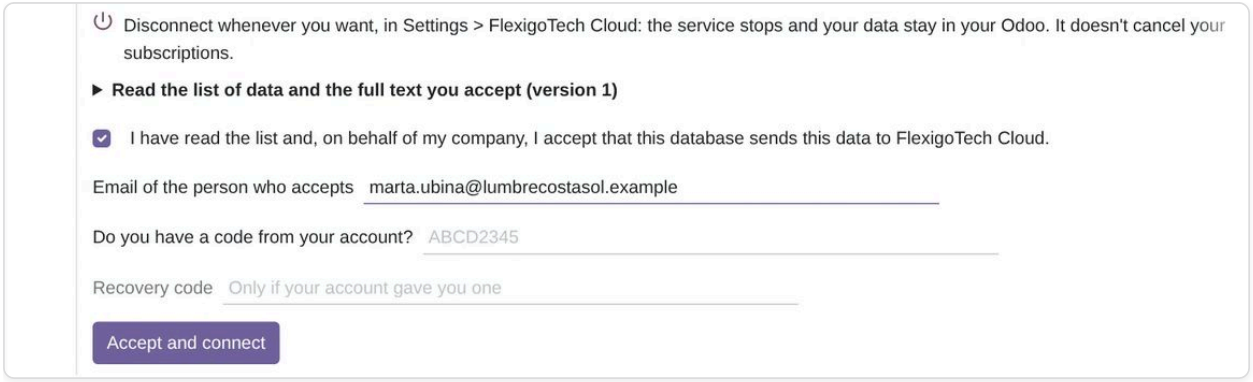
Tick «I have read the list and, on behalf of my company…» (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

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.

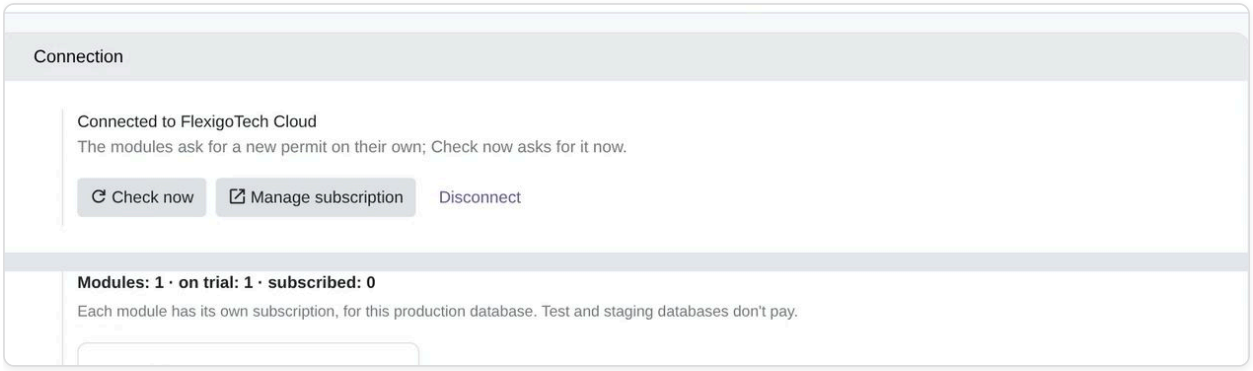
The same, from Settings

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 state: **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** asks for permission immediately (otherwise the module renews it by itself every 6 hours).

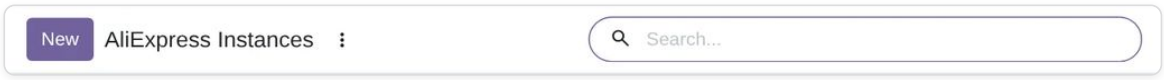
> A trial can't be started on a neutralised copy (staging) or on a database with demo data: Settings says so with «This database is a neutralised copy or has demo data, so trials can't be started here.»

5 Connecting your instance

Each connection to AliExpress is an instance, and it is created in **AliExpress › Configuration › Instances**.

1 Open the instances menu

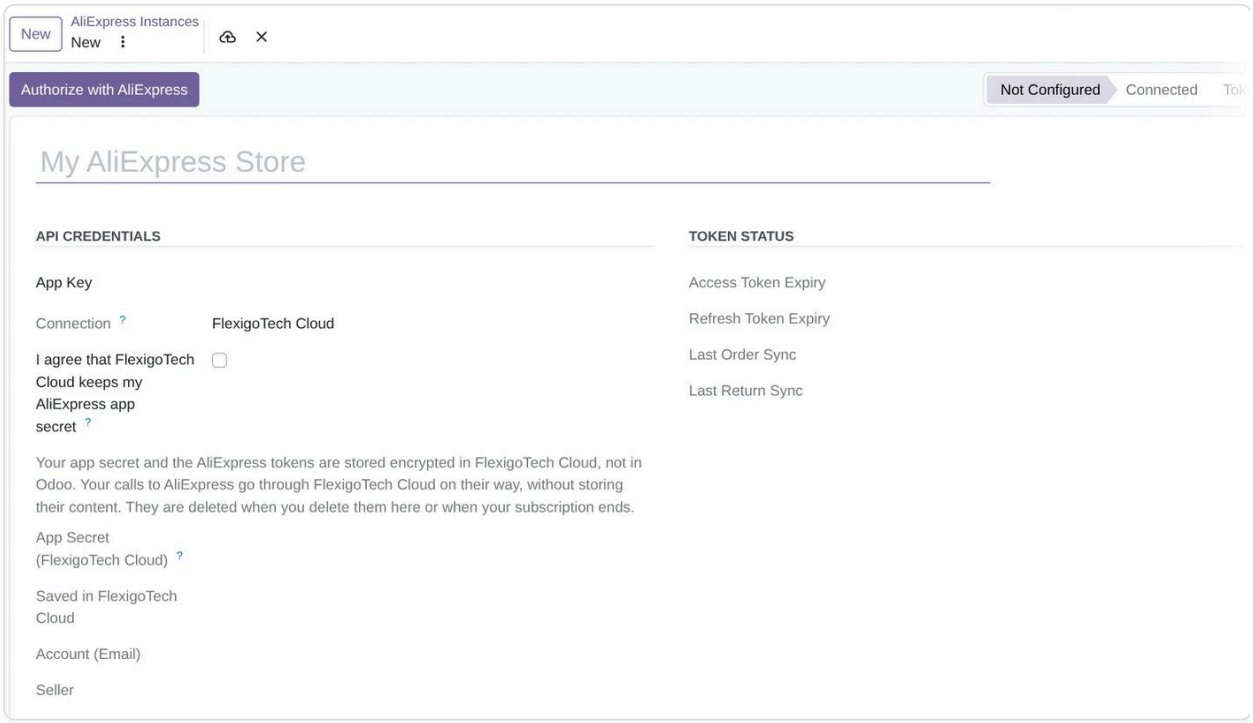
Go to **AliExpress › Configuration › Instances**. The **AliExpress Instances** list opens.



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

2 Click New

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



- **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

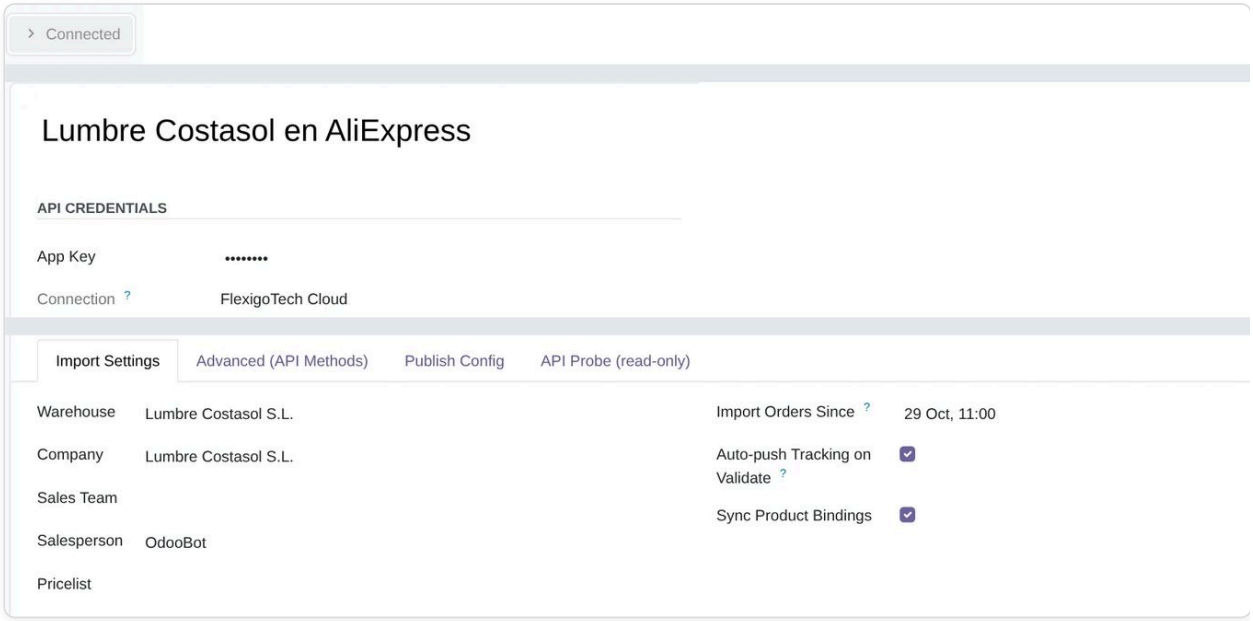
Enter it in **App Secret (FlexigoTech Cloud)** and save. The secret travels once to FlexigoTech Cloud, which stores it encrypted, and Odoo does not keep it. **Saved in FlexigoTech Cloud** tells you when it was saved.

5 Click Authorise 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

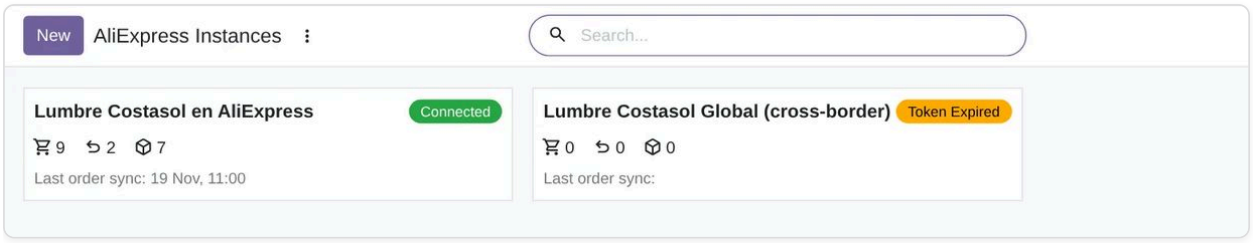
With the instance in **Connected**, the buttons **Sync Orders**, **Sync Returns** and **Sync Products** appear. An administrator can click **Check FlexigoTech Cloud** to see whether the cloud holds that instance's app and since when.



- **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 you and sends nothing. If you change the **App Key** of an instance already saved, enter the App Secret again in the same save.

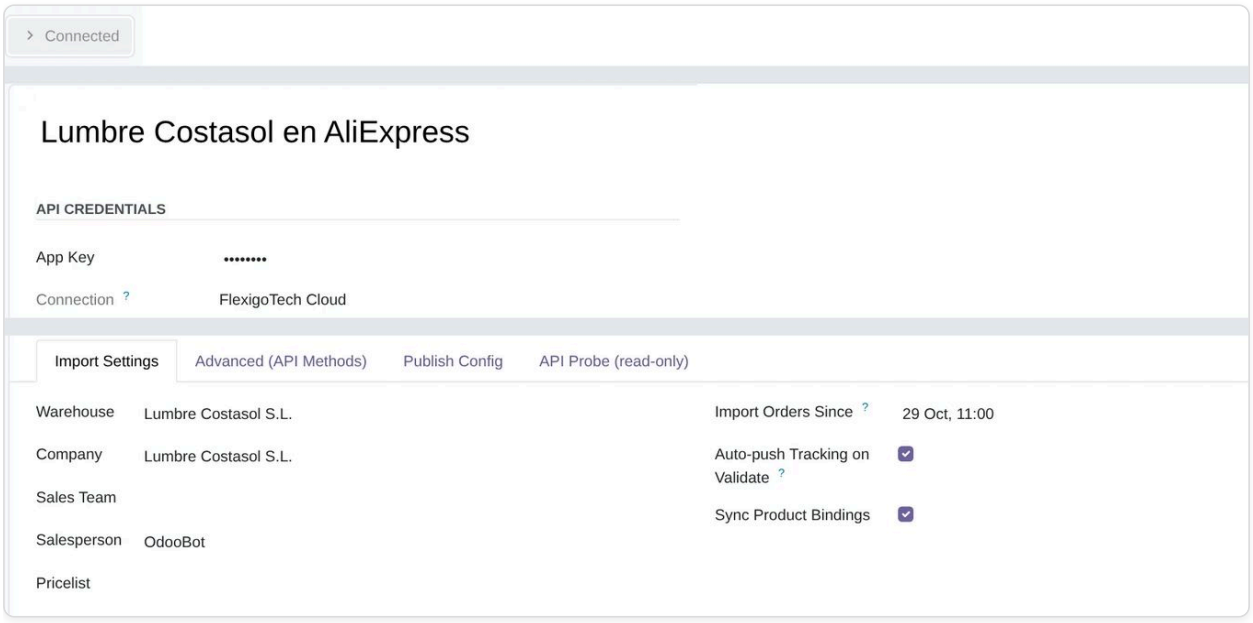
With the instance **Connected**, orders and returns arrive automatically through the tasks **AliExpress: Sync Orders**, every 30 minutes, and **AliExpress: Sync Returns & Disputes**, every 60 minutes. The catalogue, price and stock tasks are switched off on installation. With the buttons **Sync Orders**,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



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

6 The instance options

The business options are chosen on the instance form, in **AliExpress › Configuration › Instances**.



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

OPTION	ON CREATION	WHAT IT DOES
Import Orders Since	The date and time when you create it	Orders placed before this point come in without a customer or sales order: they stay held back. If you set an earlier date, or leave it empty for no limit, the next sync creates their sales orders and reads AliExpress again back to that date, 179 days at most. The first pass reads orders with changes in the last 90 days; after that, each pass 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	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	Sales person assigned to the imported orders.
Pricelist	Empty	Pricelist applied to the imported orders.
Sync Product Bindings	On	Keeps the links between your Odoo products and their AliExpress listings up to date.
Auto-push Tracking on Validate	On	When you validate a delivery order, the tracking number is sent to AliExpress.

OPTION	ON CREATION	WHAT IT DOES
Auto-import Catalogue	Calculated from the catalogue scheduled action	Imports the AliExpress catalogue every 12 hours. Turns the catalogue scheduled action on or off, which is the same for all instances.
Auto-push Price & Stock	Calculated from the price and stock scheduled actions	Sends the price and stock of the active bindings to AliExpress every 6 hours. Which bindings are sent is still decided by the price and stock checkboxes on each binding.

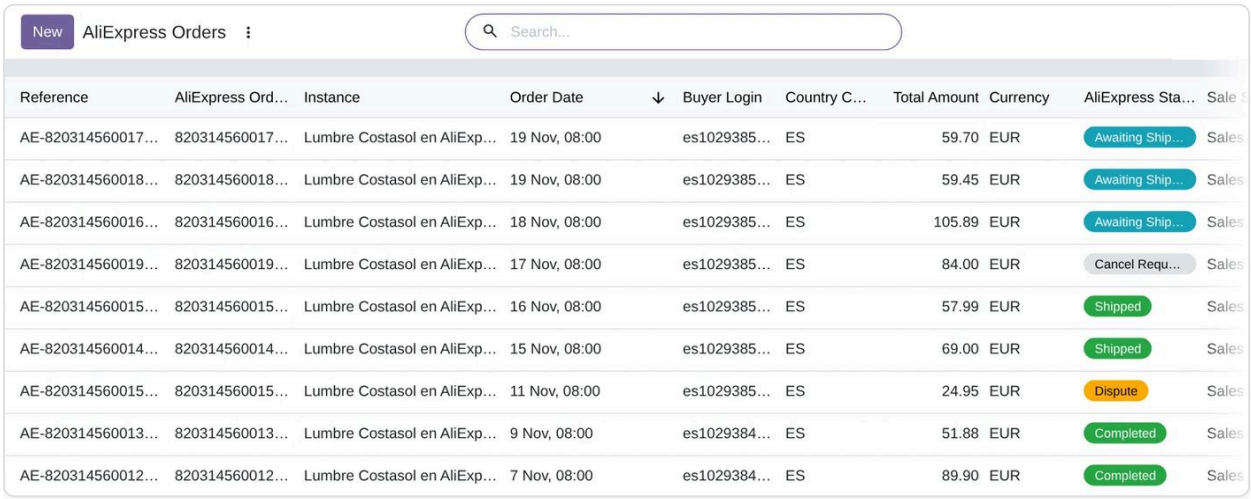
The rest of the instance data, such as the name, the **App Key** and the addresses, is used to connect it. The options in this table can be changed at any time and only affect what is imported from then on.

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7 AliExpress Orders

Here you can see the orders from your AliExpress shop that have reached Odoo, with their status, items and buyer details.

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



- **Real Odoo 20 screenshot.** The **AliExpress Orders** list with the status 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 on by default. The menu **AliExpress › Operations › Manual Import** lets you pull in orders when you do not want to wait for the scheduled action.

Order buttons

Refresh from AliExpress	Asks AliExpress again for the data of this order.
Open Sale Order	Opens the linked Odoo sales order. Only visible when the order already has a sales order.

Cancel on AliExpress	Cancels the order on AliExpress and refunds the buyer the whole order through the method they paid with. AliExpress always receives the reason as out of 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

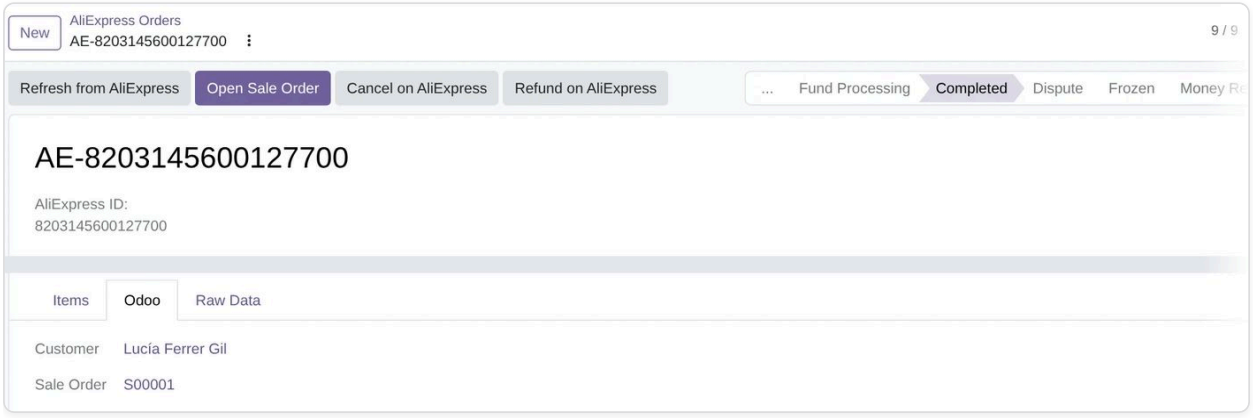
The field **AliExpress Status** copies the status of the order on AliExpress and cannot be edited. The values are **Placed**, **Cancel Requested**, **Awaiting Shipment**, **Partially Shipped**, **Shipped**, **Fund Processing**, **Completed**, **Dispute**, **Frozen**, **Money Review**, **Risk Control**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

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

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8 Odoo sales order

Each AliExpress order is linked to its Odoo sales order, which you manage with the usual sales and warehouse workflow.



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

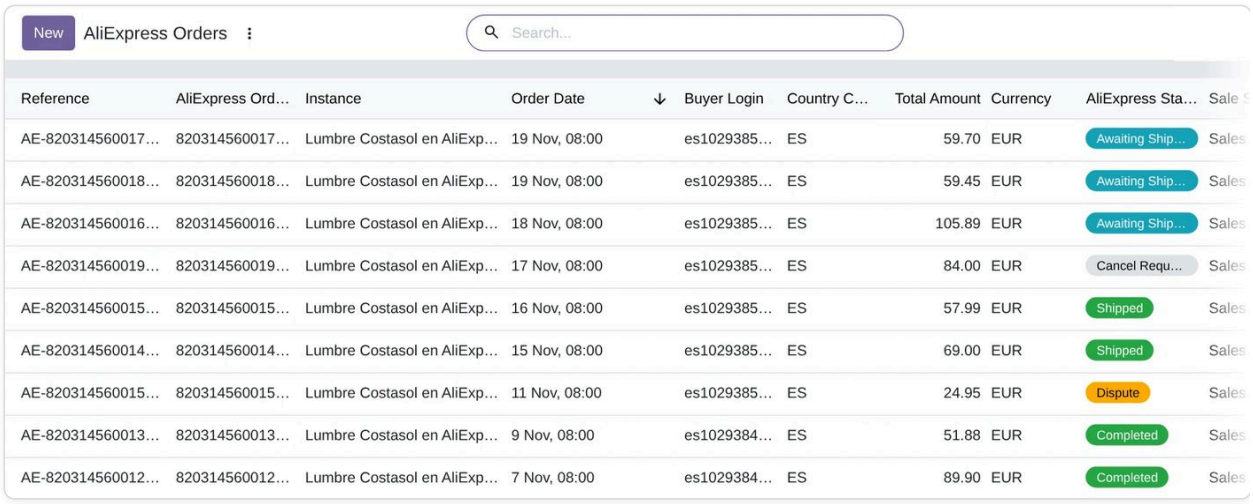
Orders reach **AliExpress › Orders** through the scheduled action **AliExpress: Sync Orders**, which runs every 30 minutes. You can also bring them in at any time from **AliExpress › Operations › Manual Import**. When the order is imported, the connector links it to a customer and creates its sales order, which you can see on the **Odoo** tab. If AliExpress is already waiting for shipment (**Awaiting Shipment**), the sales order is confirmed; if not (unpaid, under risk control, in dispute), it is created as a quotation and 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 does not get a sales order and does not touch stock: it stays held back, like the orders from before **Import Orders Since**.

Refresh from AliExpress	Reads the order from AliExpress again and refreshes its data.
Open Sale Order	Opens the linked sales order. Not visible while the AliExpress order has no sales order.
Cancel on AliExpress	Cancels the order on AliExpress and refunds the buyer the whole order through the method they paid with. Only AliExpress managers can see this.
Refund on AliExpress	Refunds the buyer, without cancelling the order, the amount you enter in **Amount to Refund**. Only AliExpress managers can see this.

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

1 Open the order

Go to **AliExpress › Orders** and open the order you are interested in.



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

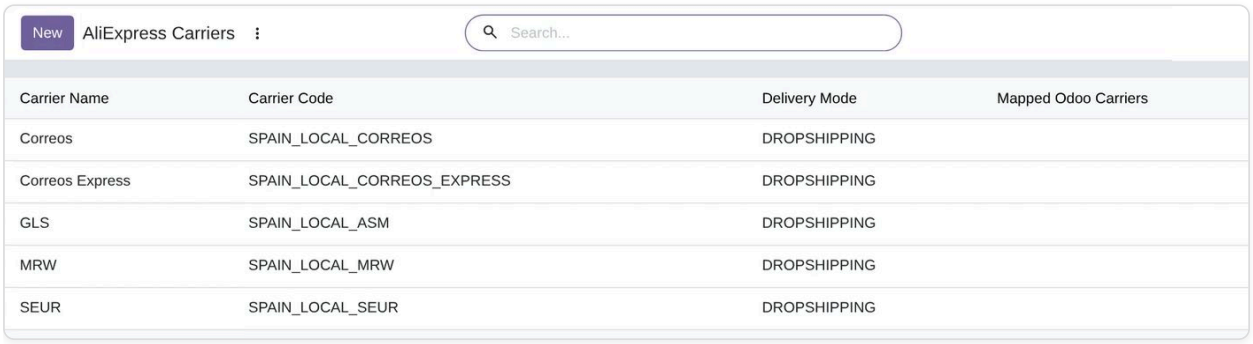
2 Go to the sales order

Click **Open Sale Order** and carry on 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, for cross-border orders, it is not possible: the buyer opens a dispute. If AliExpress rejects a cancellation or a refund, Odoo shows you its message, records nothing, and you can send it again.

9 Shipping and tracking

Map your Odoo carriers to AliExpress carriers and send the tracking number of the delivery order, retrying every hour if it fails.



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

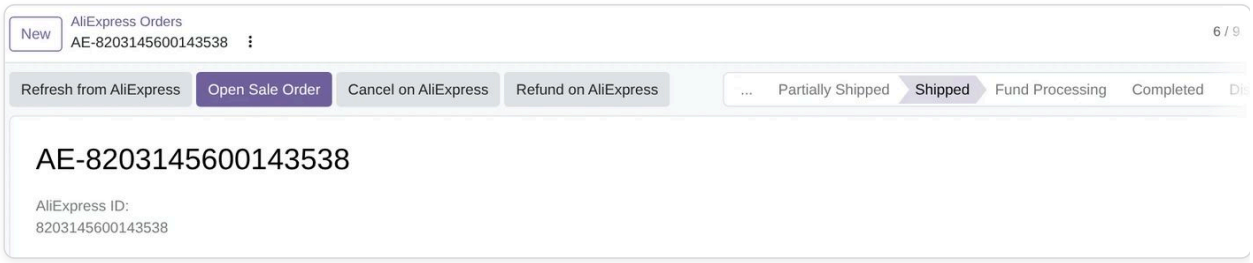
Fields of each carrier

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 are shown 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 is filled in automatically. You can also type it in by hand.
3. **Validate the delivery**

With the tracking number set, the delivery order sends it to AliExpress and marks **Tracking Pushed to AliExpress**.



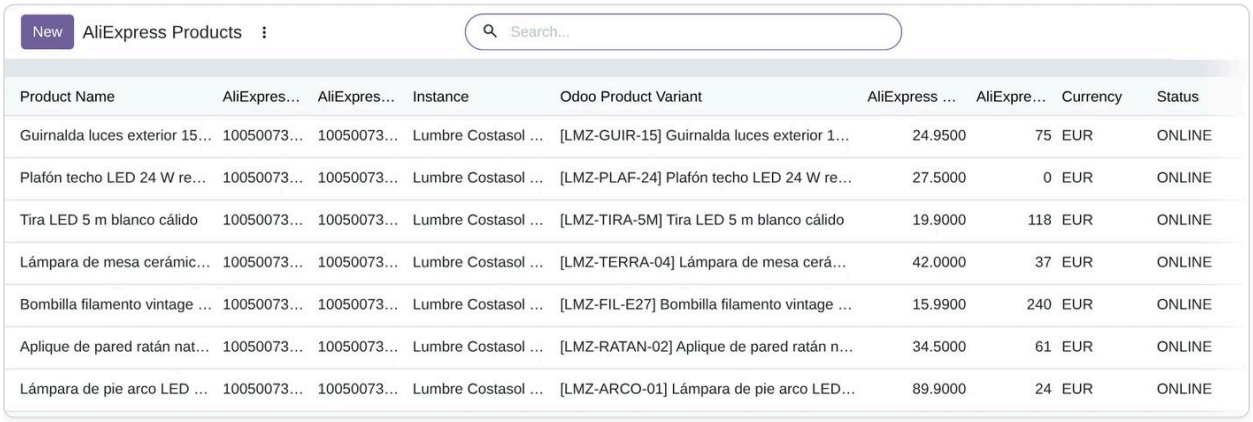
- **Real Odoo 20 screenshot.** An AliExpress order with the status **Shipped**.

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

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10 Product bindings

In **AliExpress › Product Bindings** you link each AliExpress listing to an Odoo product and send its price and stock to AliExpress.



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

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

Where the data comes from

- Bindings are created when the catalogue is imported with the task **AliExpress: Import Product Catalogue**, which runs every 12 hours and is off when installed.
- The task **AliExpress: Sync Product Prices** sends prices every 6 hours and is off when installed.
- The task **AliExpress: Sync Product Stock** sends stock every 6 hours and is off when installed.
- With the buttons on the binding you can send 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. Hidden if the binding has no Odoo product, AliExpress SKU or AliExpress product ID.
Push Stock to AliExpress	Sends the stock. Hidden in the same cases as the price button.
Take Offline	Takes the listing off sale. Can be reverted with **Put Online**. Hidden if there is no AliExpress product ID. Only for AliExpress managers.
Put Online	Puts the listing back on sale. Hidden if there is no AliExpress product ID. Only for AliExpress managers.

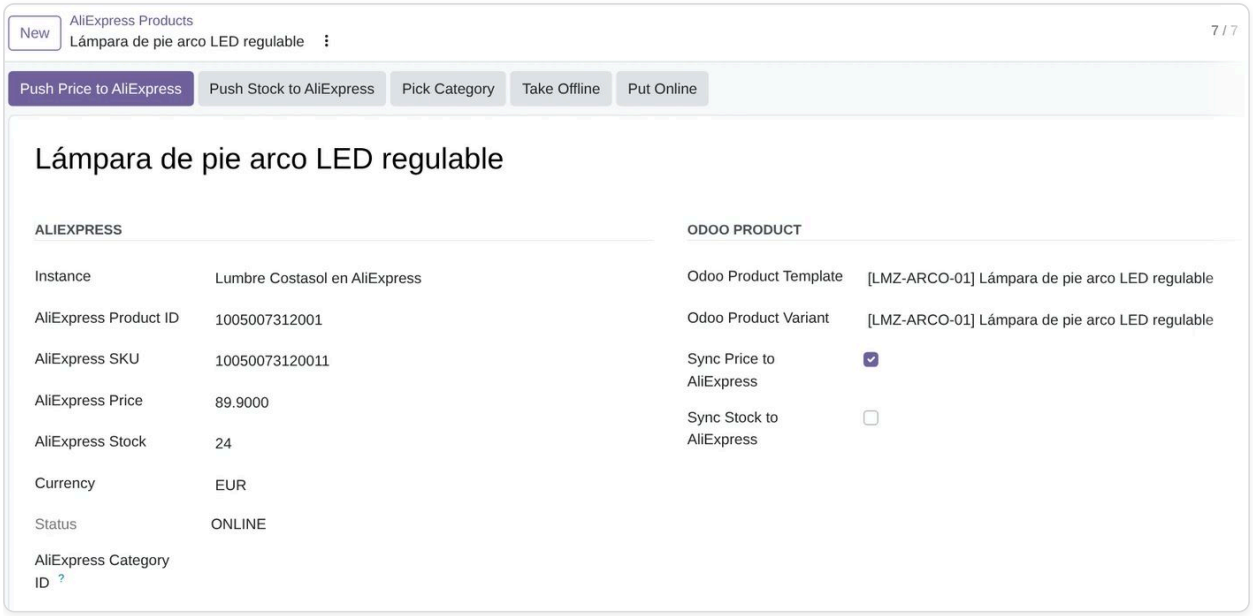
The checkboxes **Sync Price to AliExpress** (ticked by default) and **Sync Stock to AliExpress** (not ticked by default) decide what the scheduled actions send.

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

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11 Publishing products

From the product binding you choose the AliExpress category, fill in the manufacturer and EU responsible person details (GPSR), and publish the Odoo product as a new listing.



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

Product bindings are in **AliExpress › Product Bindings**, which opens the **AliExpress Products** list. A newly imported binding already has 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. Visible when the binding has an Odoo product.

Load Attributes	Fetches the attributes for the chosen category. Visible once a category is set.
Load Publish Data	Fills the publish config with the instance values and detects whether EU GPSR is needed. Visible once a category is set.
Init Variations	Creates one row per Odoo variant and variation axis. Visible once attributes are loaded.
Validate for Publish	Prepares the publish data without sending it, so you can check what is missing. Visible once a category is set.
Publish to AliExpress	Creates the new listing. Visible if there is an Odoo product and the link does not yet have an AliExpress product. Only for AliExpress managers.
Take Offline and **Put Online**	They take the listing off sale and put it back on sale. Visible when the link already has an AliExpress product. Only for AliExpress managers.

On the **Publish Config** tab are 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 stores the error AliExpress returned.

1. **Click Pick Category**
   Browse the tree with **Open** and choose a final category with **Select**.

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

3. **Click Validate for Publish**
   Fix anything missing and click **Publish to AliExpress**.

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

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12 Returns & disputes

Here you can see the returns and disputes that buyers open on AliExpress, linked to their AliExpress order and to their Odoo sales order.



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

Where the data comes from

The scheduled action **AliExpress: Sync Returns & Disputes** pulls them every 60 minutes and is active when the connector is installed. To review a specific dispute, 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 on AliExpress the solution the buyer proposes.
Propose Refund	Proposes to the buyer the refund you entered in **Refund Amount**.

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** to **Closed**. What AliExpress says, word for word, is shown in **AliExpress Status**.

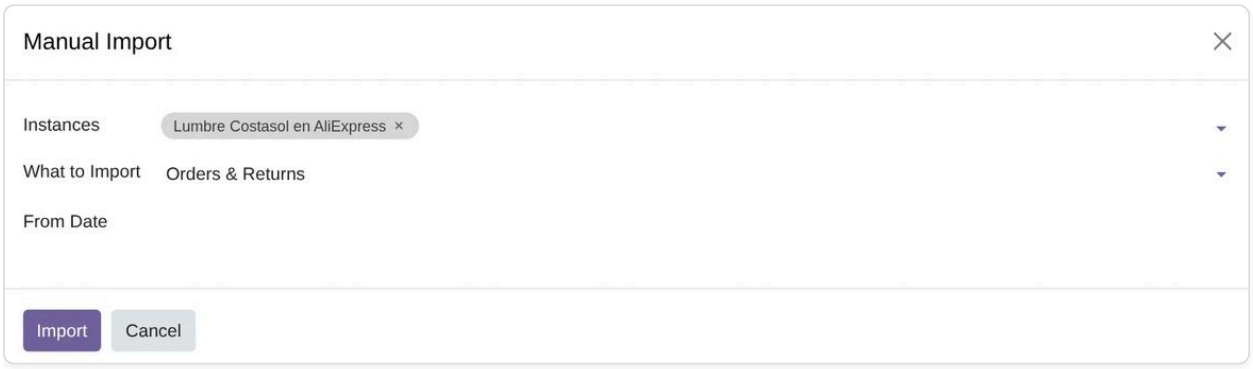
How to use it

1. **Open the dispute**
   Go to **AliExpress › Returns & Disputes** and open the record.
2. **Refresh**
   Click **Refresh from AliExpress** to read what the buyer proposes.
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. It also does not let you repeat the same proposal without refreshing the dispute first.

13 Manual Import

Manual Import brings in orders, returns or products from AliExpress whenever you want, without waiting for the scheduled actions.



- **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 & disputes	**AliExpress: Sync Returns & Disputes**, every 60 minutes	**Import**, with **Returns**
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.

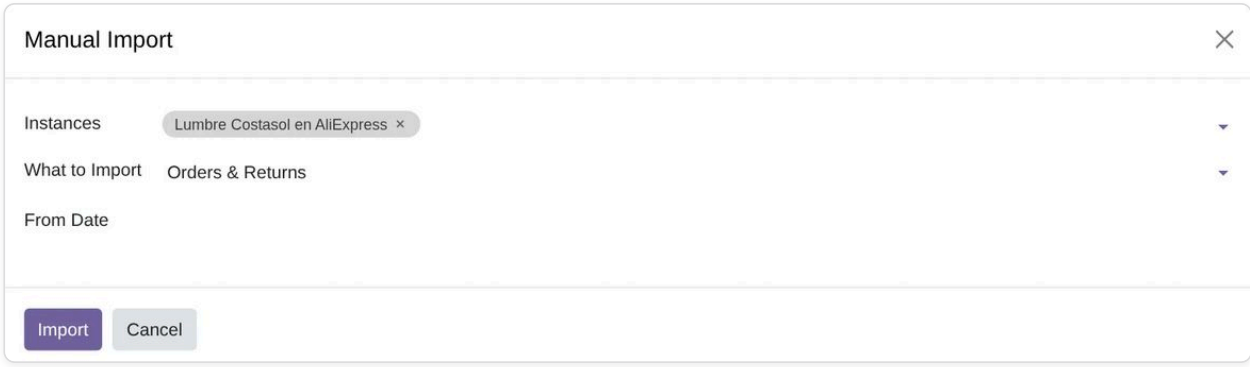
Fields and buttons

Instances	The instances to import from. When the window opens, the instances in the **Connected** state are pre-selected.
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** for each marked instance. With a date earlier than the current one, the import reads AliExpress again back to it, 179 days at most, and the orders held back since that date get 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 selected the ones you want to import.

3 Choose what to import

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

4 Leave the date empty

Each pass 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 being from before **Import Orders Since**.

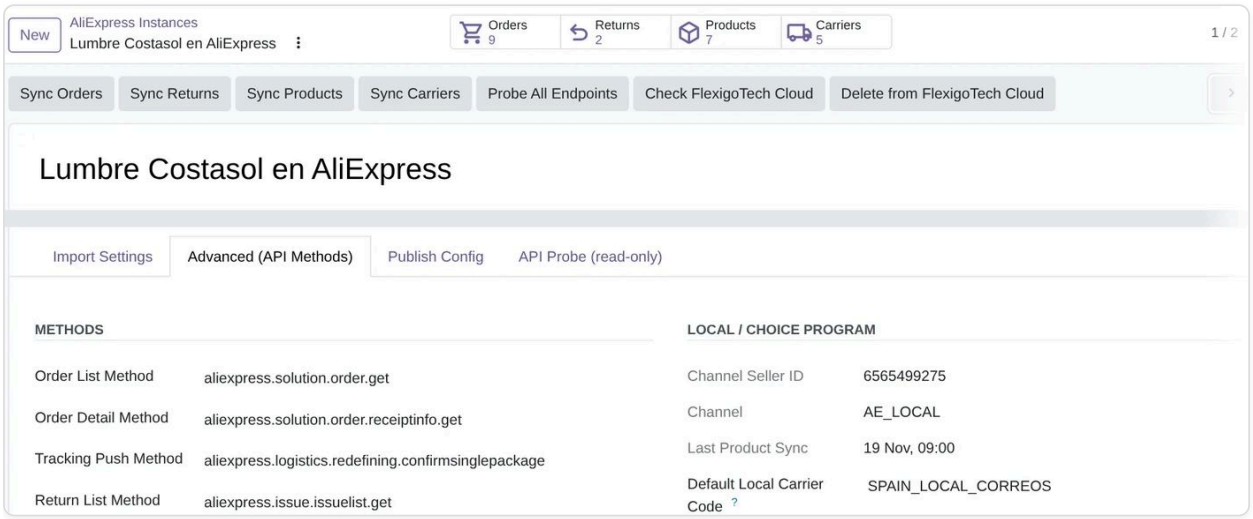
5 Import

Click **Import**.

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

14 API probe

The read-only probe checks which parts of the AliExpress API respond to your account, and shows the API methods the sync uses.



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

The data is on the instance form, under **AliExpress › Configuration › Instances**. It is not produced by a scheduled action: it is generated when you click 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	The API method the sync uses to read the order list.
Order Detail Method	Method that reads the details 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 details 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, under the **Methods** group.

Buttons

Probe All Endpoints	Runs several read-only queries and stores the responses in the report. Only visible when the instance is in the **Connected** state.
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 complete and the probe is available.
- **Token Expired**: AliExpress has stopped accepting the authorisation and you need to authorise again.

How to use it

1. **Open the instance**
   Go to **AliExpress › Configuration › Instances** and open the one you want to check.
2. **Click Probe All Endpoints**
   Only read-only queries are made, and the responses are kept in the report.
3. **Read the report**
   Check the **API Probe (read-only)** tab to see which methods respond for your account.

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

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15 What happens automatically

The connector comes with seven scheduled actions: four are active, and three, those for the catalogue, price and stock, are off by default.

TASK	FREQUENCY	WHAT IT DOES
AliExpress: Refresh Access Tokens	Every 4 hours	Renews access for instances that store 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 tracking to AliExpress for validated deliveries that did not send it.
AliExpress: Sync Orders	Every 30 minutes	Pulls orders from AliExpress.
AliExpress: Sync Returns & Disputes	Every 60 minutes	Pulls returns and disputes.
AliExpress: Import Product Catalogue	Every 12 hours, off on installation	Imports the product catalogue from AliExpress.
AliExpress: Sync Product Prices	Every 6 hours, off on installation	Sends product prices to AliExpress.
AliExpress: Sync Product Stock	Every 6 hours, off on installation	Sends product stock levels to AliExpress.

The catalogue, price and stock tasks are switched on from any instance, using **Auto-import Catalogue** and **Auto-push Price & Stock**, and they apply to all instances. Frequencies are changed in **Settings › Technical › Automation › Scheduled Actions**, with developer mode enabled.

16 If something goes wrong

The most common cases, with their cause and what to do.

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. Nothing is sent without the tick. **Saved in FlexigoTech Cloud** tells you when it has been stored.
The instance changes to Token Expired	AliExpress no longer accepts the authorisation that FlexigoTech Cloud stores. 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, price or product is not created or not sent	Read the message on screen, or the one in the instance history. If a piece of data 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 from the synchronisation buttons and from **Manual Import**. Failures sending tracking are recorded as a note in the delivery history.

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

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 business day; with the Pro plan, within 4 business hours, and if needed we look at it by 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/odoo-aliexpress-connector.html

On Odoo Apps

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

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