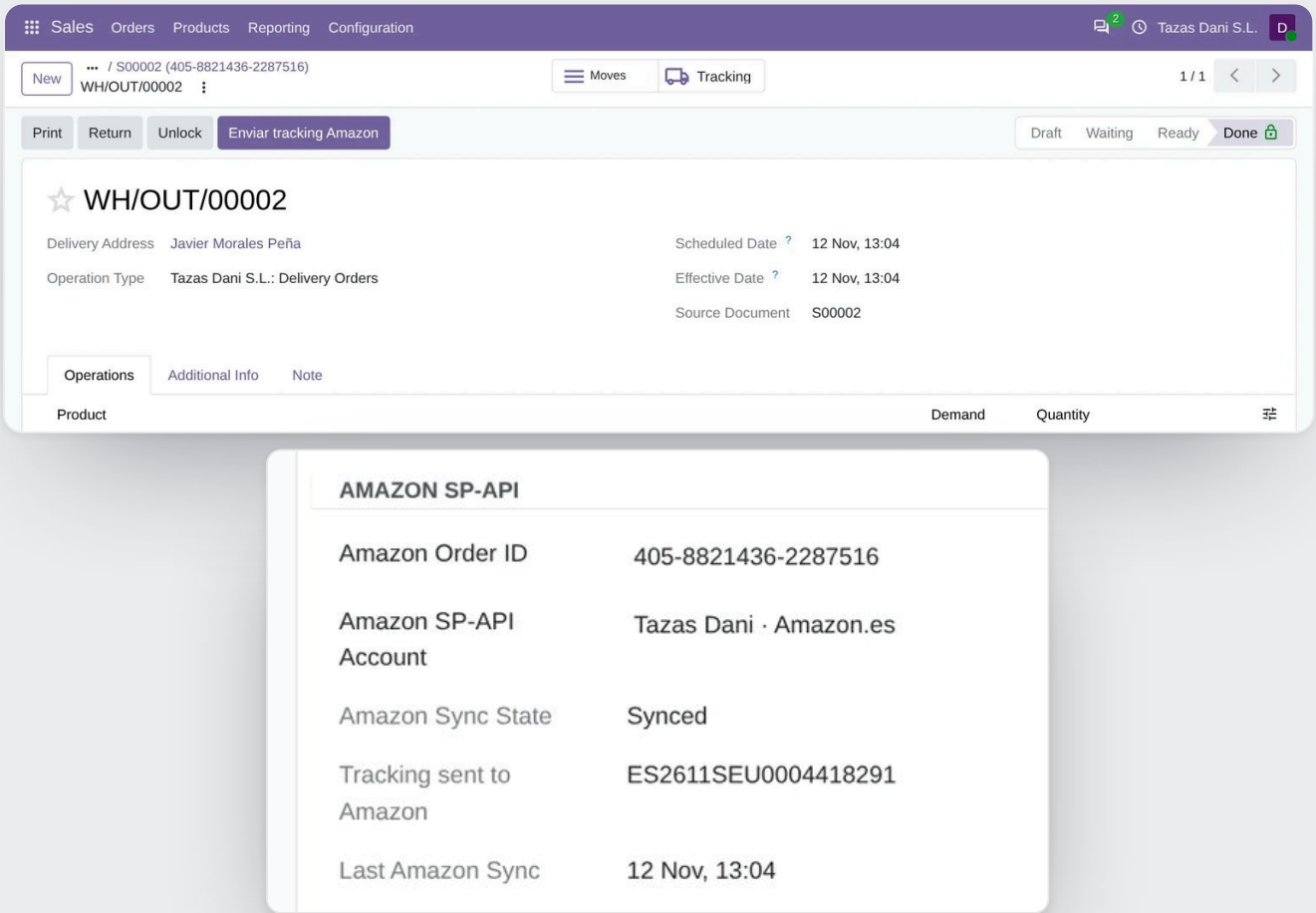
USER MANUAL · MARKETPLACES

Amazon 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 20.0.6.72.25 | Odoo 20 screenshots | Edition of 14-11-2026



Real Odoo 20 screenshot. An Amazon delivery validated in Odoo and, enlarged, the tracking Amazon has received.

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 20.0.6.72.25 of the module (Odoo branch 20.0, commit 05bacbf). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

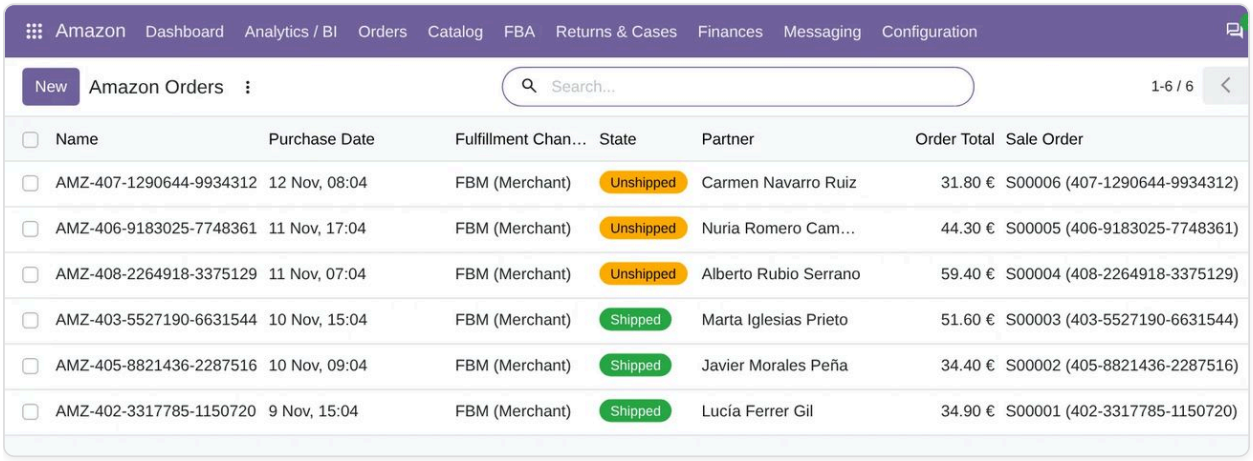
The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to Amazon. In Odoo 17, 18 and 19 the module has its own version: if something on your screen does not match, write to us.

1 Where it lives inside Odoo

The connector adds its app, Amazon, and puts the Amazon side of things in your Odoo sales and deliveries.

Amazon the connector's app

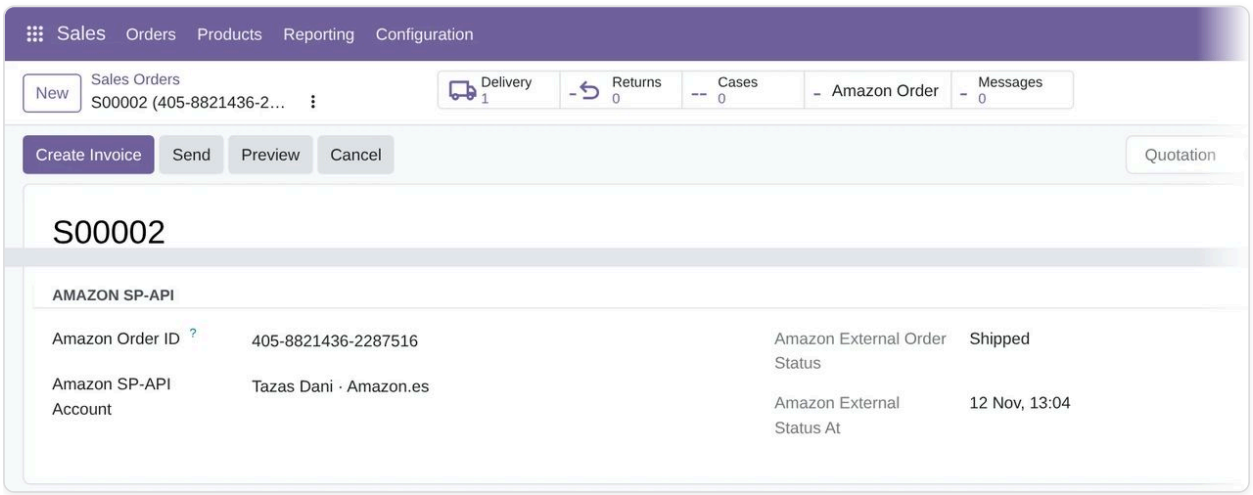
- **Dashboard**, **Analytics / BI**, **Orders**, **Catalog** (listings), **FBA**, **Returns & Cases**, **Finances** and **Messaging**.
- **Configuration**: settings, accounts, marketplaces, FBA country routes, carrier mappings and message templates (Manager group only).



- **Real Odoo 20 screenshot.** Amazon › Orders: the app's menus at the top; in the list, each order with its channel (FBM or FBA), its state and the Odoo sales order it created.

Sales sales orders

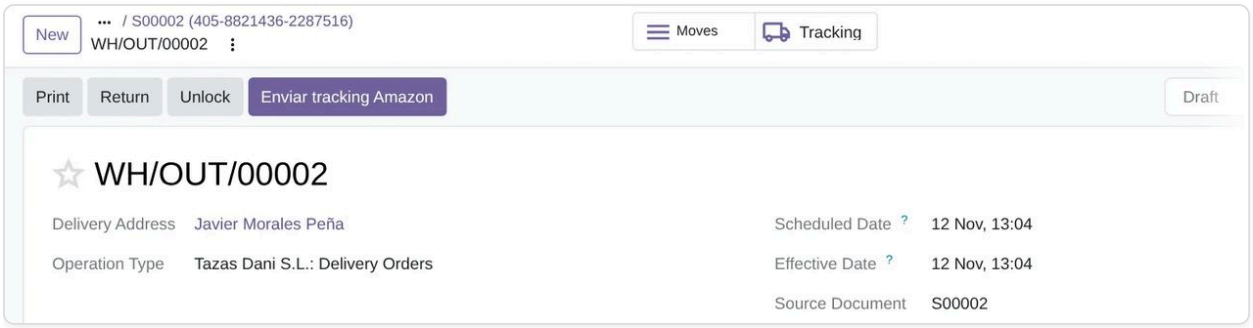
- Each Amazon order comes in as a sales order, with the Amazon number in brackets.
- Smart buttons **Returns**, **Cases**, **Amazon Order** and **Messages**, and the Amazon fields (account, Amazon Order ID).



- **Real Odoo 20 screenshot.** A sales order that came from Amazon.es: the Amazon buttons at the top and, at the foot of the order, the **Amazon SP-API** block with its number and its state on Amazon (“Shipped”).

Inventory delivery orders

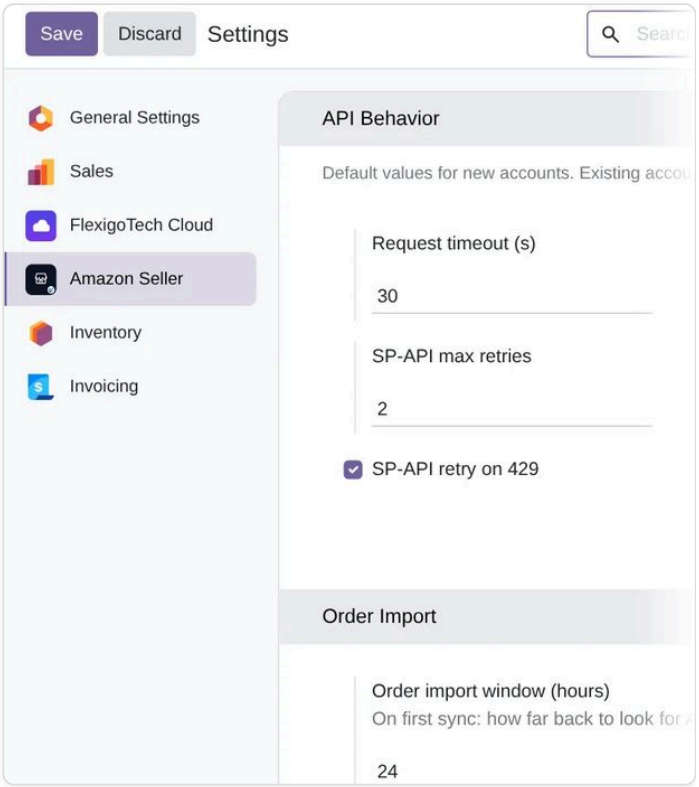
- The **Enviar tracking Amazon** button (it shows in Spanish) and the Amazon sync state on the delivery.
- Validating the delivery with its tracking number confirms the shipment on Amazon. The FBA locations are created at install.



- **Real Odoo 20 screenshot.** The delivery of an Amazon order, validated, with the **Enviar tracking Amazon** button.

Settings Settings › Amazon Seller

- API timeouts and retries, the window of the first order import, FBA, returns and AI (optional).



- **Real Odoo 20 screenshot.** Settings › Amazon Seller: the API timings and the window of the first import.

Products no change on the form

- The product form has nothing from the connector. The product-listing link lives in **Amazon › Catalog › Listings** (section 8).

2 Before you start

What you need before installing the connector.

- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. Third-party modules cannot be installed on Odoo Online.
- The Odoo apps the module needs: Sales, Inventory, Invoicing, Delivery, Discuss and Products.
- Your Amazon seller account (Seller Central) and your Seller ID. You do not need a developer account: it connects in one click through the FlexigoTech hub.
- The FlexigoTech Cloud subscription, with a 14-day trial and no card (section 4). Each plan covers a number of Amazon accounts: 3 on Standard and 10 on Pro.
- An Odoo administrator to connect the database, and your Odoo products with the internal reference equal to the Amazon SKU so they link by themselves.

Who can do what

Viewer	Sees the dashboard, orders, listings, FBA, returns, finances and messages.
Operator	Also runs actions: sending messages, syncing, SKU analytics and restock.
Manager	Also **Configuration** and the changes that decide whether an Amazon order creates its sales order. The administrator is already in this group.

3 Installation

The module installs like any third-party Odoo module. You need an administrator.

Where to get it

From its page on Odoo Apps (**https://apps.odoo.com/apps/modules/20.0/flexigobe_amazon_seller_connector**) or from the connector page on flexigotech.com. Pick 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 page lists it under “Community Apps Dependencies” and its price already includes it; 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 addons path and Odoo installs `flexigotech_cloud` at the same time.

On Odoo.sh

1. **Push the folders to your repository**
   Copy `flexigobe_amazon_seller_connector` and `flexigotech_cloud` into your project 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**, press **Update Apps List** (with developer mode on), search for “Amazon” and press **Activate**.

On your own server

1 **Copy the folders**

Put `flexigobe_amazon_seller_connector` and `flexigotech_cloud` in a folder listed in your Odoo `addons_path`.

2 **Restart Odoo**

So it reads the new modules.

3 **Install the app**

In **Apps**, **Update Apps List**, search for “Amazon” and press **Activate**.

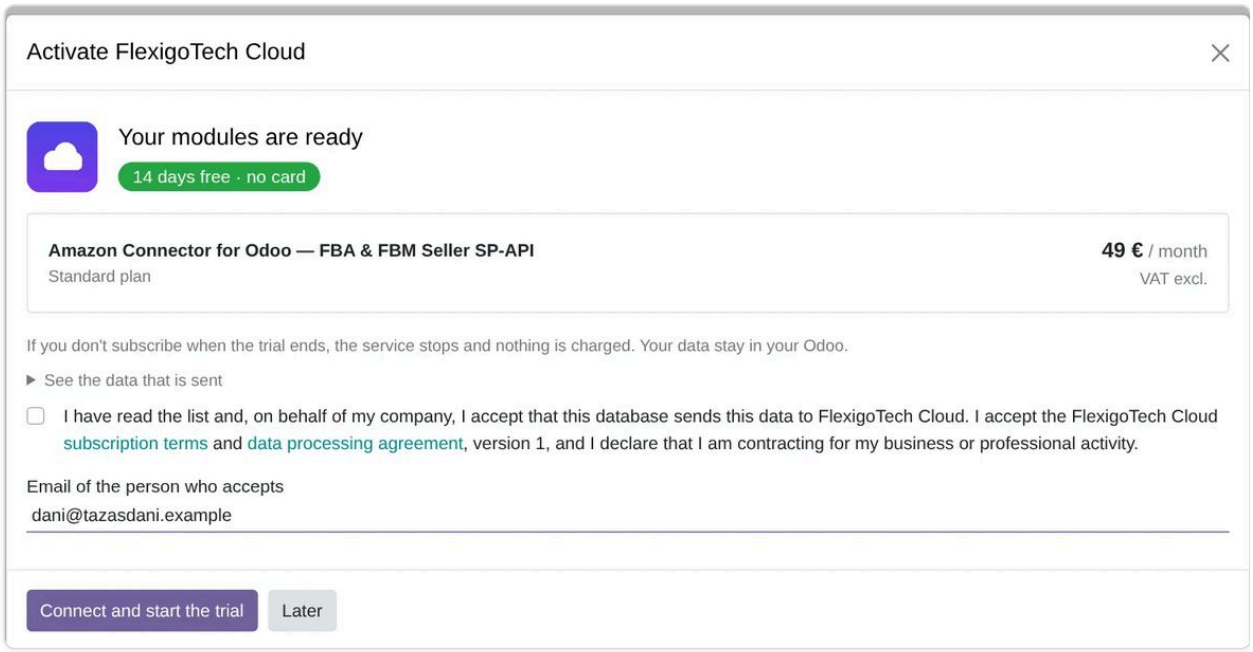
> Installing it also installs the Odoo apps the module depends on: Sales, Inventory, Invoicing, Delivery, Discuss and Products. If you already use them, nothing you have changes.

4 Activate FlexigoTech Cloud: the 14-day trial

Your Odoo calls Amazon directly: your data does not go through our servers. The FlexigoTech hub keeps your Amazon authorization encrypted and gives your Odoo a permit that lasts one hour. Until the database is connected and the module has a trial or a subscription, the connector does not talk to Amazon.

1 Press Activate in the top bar

It shows up 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.



- **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

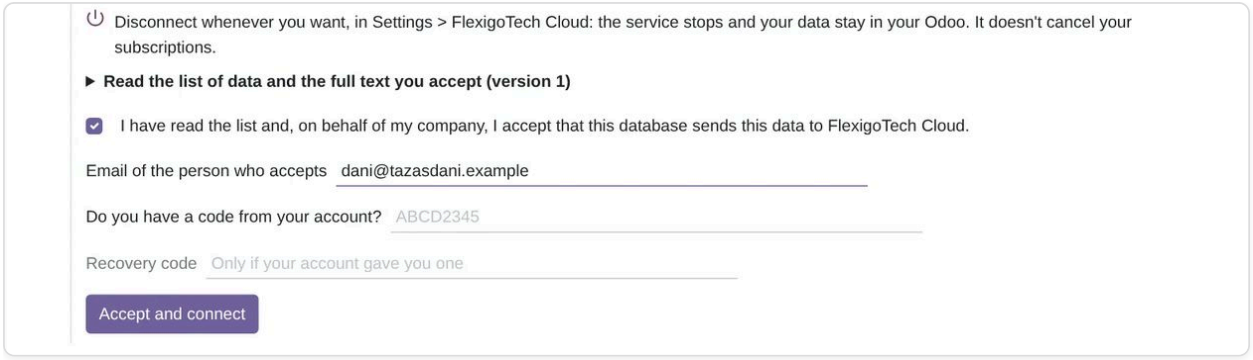
Tick “I have read the list and I accept...” (it includes the subscription terms and the data processing agreement) and fill in the **Email of the person who accepts**.

3 Press Connect and start the trial

Odoo registers the database with FlexigoTech Cloud and starts the module's trial. **Later** closes the window if you want to do it another time.

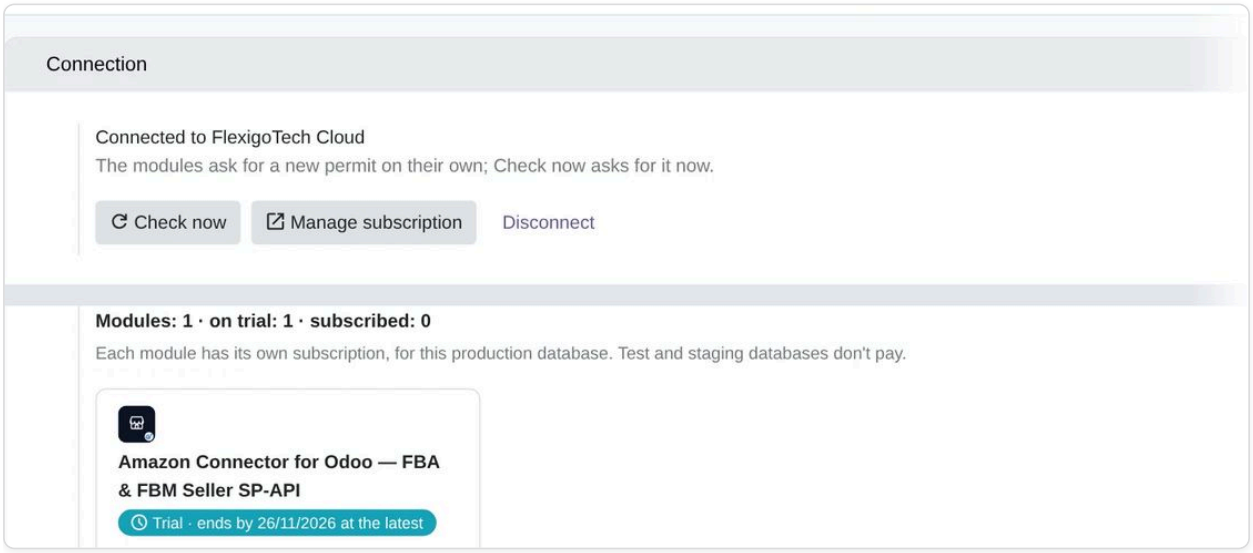
The same, from Settings

Settings › FlexigoTech Cloud has 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 on app.flexigotech.com, the **Do you have a code from your account?** field 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** and so on. That is where you pick the plan (Standard or Pro, monthly or yearly) and press **Subscribe**: payment happens 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 a month or €490 a year	Support reply within 1 working day, up to 3 accounts
Pro	€98 a month or €980 a year	Reply within 4 working hours, up to 10 accounts and a 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 the permit at once (otherwise the module renews it by itself every 6 hours).

> A trial cannot start 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 Connect your seller account

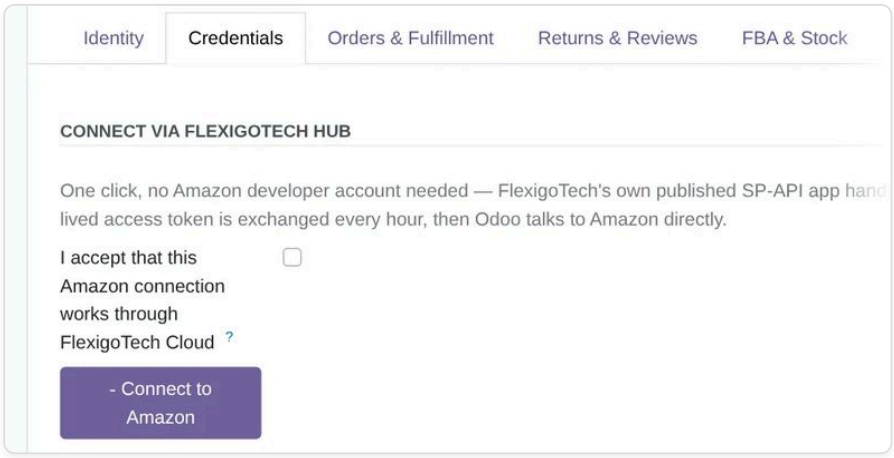
One Odoo account for each marketplace you sell on.

1 **Open Amazon › Configuration › Accounts and press New**

On **Identity**: name, company, **Region** (Europe, North America or Far East), **Marketplace ID** (Amazon.es comes filled in, A1RKKUPIHCS9HS) and your **Seller ID (Merchant ID)**.

2 **Go to Credentials and tick the box**

“I accept that this Amazon connection works through FlexigoTech Cloud”. Without it, the connect button stops with a notice.



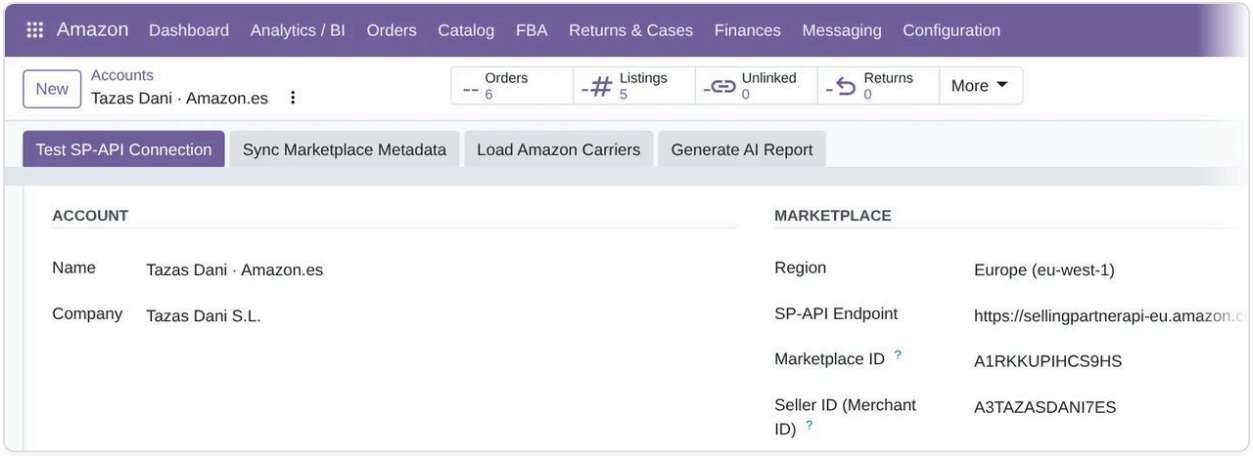
- **Real Odoo 20 screenshot.** A new account, Credentials tab: the box and **Connect to Amazon**.

3 **Press Connect to Amazon**

The FlexigoTech hub opens, then Amazon's own consent screen. Sign in to Seller Central and authorise. Back in Odoo, the account shows its **Hub Connection**.

4 **Press Test SP-API Connection**

It asks Amazon for the orders of the last two days and leaves the result as a note in the account's history, below the form. With the account connected, orders import by themselves every 15 minutes. **Sync Marketplace Metadata** brings the marketplace's country, domain and channels, and **Load Amazon Carriers** its list of carriers.



- **Real Odoo 20 screenshot.** The connected account: the buttons at the top and, on **Identity**, the region, the marketplace and the Seller ID.

> A new account comes with the essentials on (order import, catalog auto-bind, returns import and FBA inventory reading) and three automations: shipment status sync with delivery validation, post-sales cases and returns into stock. Everything else is off.

Disconnect, on Credentials, removes the account from the hub. The same seller and marketplace can only be connected in one company.

USER MANUAL · AMAZON

6 Orders: from Amazon to Odoo

The **Amazon: Import Orders** action brings new orders and changes every 15 minutes. Each one is kept in **Amazon › Orders** and, when it applies, creates its sales order with the customer and the lines, without taxes unless you turn on the invoices with VAT in the **Payments & Accounting** tab.

Create Sales Orders From	**Orders & Fulfillment** tab. FBM orders bought before that date are imported but create no sales order: you do not ship again what you dispatched before connecting.
Order import window (hours)	In **Settings › Amazon Seller**: how far back the first import looks.
No Sales Order Because	Column of Amazon › Orders that says why an order did not create its sales order.

FBA orders (Amazon ships them) and FBM orders (you ship them) are told apart in the **Fulfillment Channel** column. An FBM order can only be deleted from Odoo once Amazon has cancelled it.

> The buyer's city, postcode and region always come in. Name and street depend on the personal data access Amazon grants; the **Amazon: Remove buyer personal data** action deletes them daily once they are no longer needed.

USER MANUAL · AMAZON

7 Shipping and tracking (FBM)

1 Prepare the delivery in Odoo

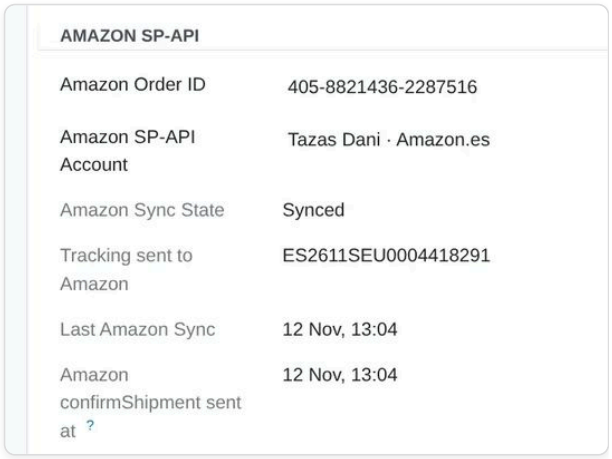
The FBM order brings the account's **Default delivery carrier**, if you set one.

2 **Validate the delivery with its tracking number**

With **Auto sync on picking validation** (on), validating confirms the shipment on Amazon with the carrier and tracking. If you change the tracking later, it is sent again.

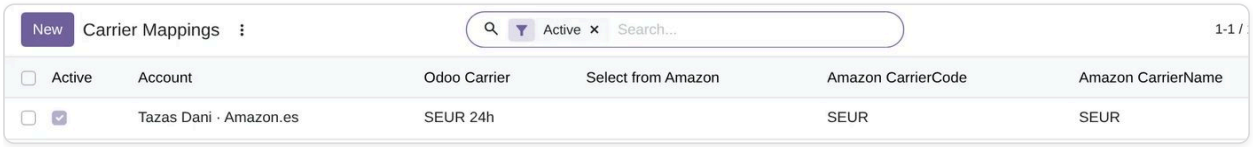
3 **Check the state**

The delivery shows whether it synced. **Enviar tracking Amazon** sends it by hand.



- **Real Odoo 20 screenshot.** The **Amazon SP-API** block of the delivery: synced, with the tracking Amazon received.

Carrier Mappings	**Configuration › Carrier Mappings**: links your Odoo carrier to Amazon's code (for example, SEUR 24h with SEUR). **Load Amazon Carriers** brings the list.
Strict SKU matching	On: if any SKU of the delivery does not match the Amazon order, nothing is confirmed and it says so.
Send confirmShipment asynchronously	Off: sent on validation. On: queued and sent by the retry action (every 5 minutes).
Sync external shipment status	On: if you mark the shipment in Seller Central, Odoo reads it and validates the pending delivery.
FBM: push cancellations to Amazon	Off. On: cancelling an unshipped FBM order in Odoo cancels it on Amazon.



- **Real Odoo 20 screenshot.** A carrier mapping: Odoo's SEUR 24h with Amazon's SEUR code.

8 Listings: stock and prices

Each listing links an Odoo product to an Amazon SKU. It lives in **Amazon › Catalog › Listings**.

Sku	Asin	Channel	Offer Syn…	Ui Health	Listing Status	Amazon Off…	Listing Q…
JARRA-06	B0DTZ7R…	DEFAULT	In sync	OK	BUYABLE,DISCOVE…	15.90	22
PLATO-04	B0DTZ8C…	DEFAULT	In sync	OK	BUYABLE,DISCOVE…	9.90	46
VASOS-03	B0DTZ6P…	DEFAULT	In sync	OK	BUYABLE,DISCOVE…	18.50	32
TETERA-02	B0DTZ5K…	DEFAULT	In sync	OK	BUYABLE,DISCOVE…	34.90	15
TAZA-01	B0DTZ4M…	DEFAULT	In sync	OK	BUYABLE,DISCOVE…	12.90	34

- **Real Odoo 20 screenshot.** Listings, without the product columns: SKU, ASIN, channel, sync, offer and listing state, price and quantity on Amazon.

1. **Bring in your listings**

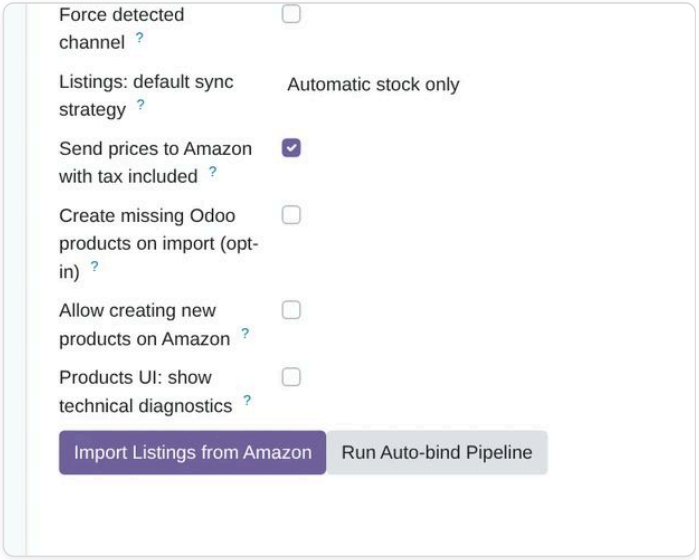
   Import Listings from Amazon (**Catalog & Listings** tab; it needs the Seller ID) and the nightly auto-bind match Amazon SKUs with Odoo internal references.

2. **Choose the strategy**

   Listings: default sync strategy: manual only (the default), stock only, price only or automatic price and stock.

3. **Turn on automatic pushing if you want it**

   Auto-sync price/stock to Amazon (opt-in) (off) queues sales price and stock changes; the pending listings action sends them every minute.



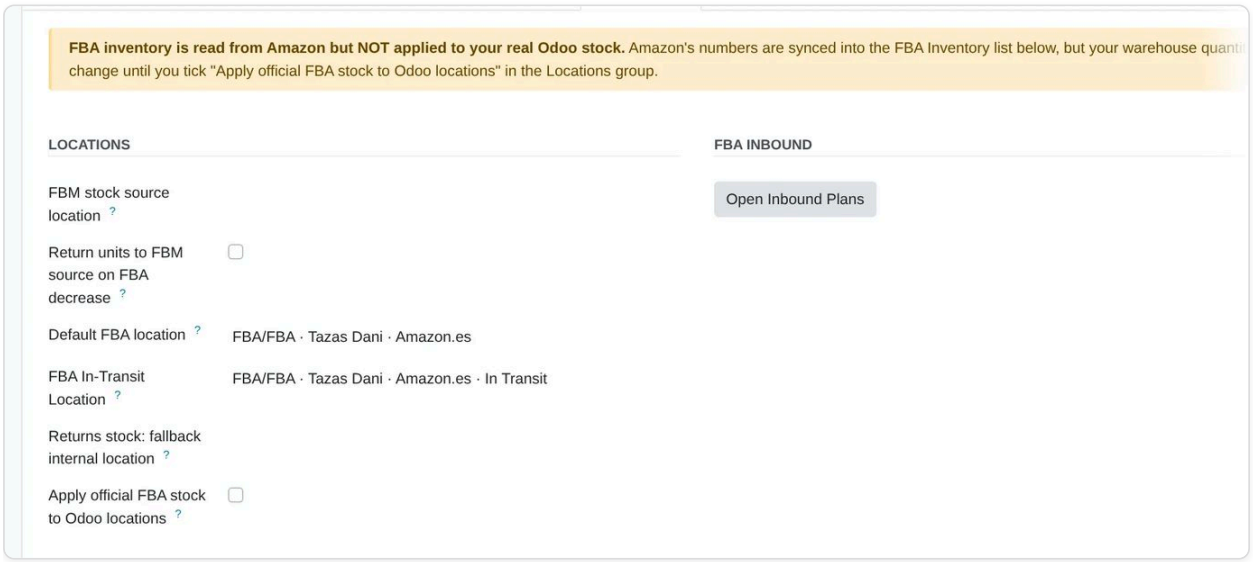
- **Real Odoo 20 screenshot.** **Catalog & Listings** tab. In this test database the strategy is “Automatic stock only”; a new account comes with the manual one.

- **Send prices to Amazon with tax included** (on): Amazon shows tax-inclusive prices in every marketplace except the United States and Canada.
- **FBM stock source location** (**FBA & Stock** tab): if set, the stock sent to Amazon comes only from that location.
- **Create missing Odoo products on import** (off): when on, it creates a product for each Amazon SKU with no match in Odoo.

9 FBA, returns and cases

FBA

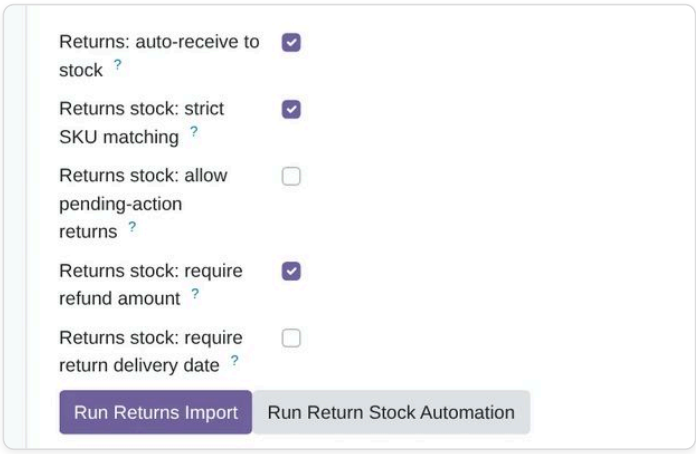
The official FBA inventory reading is on and runs every 30 minutes: the figures go to **FBA › Inventory**. It does not change your Odoo stock unless you tick **Apply official FBA stock to Odoo locations**. Installing creates the FBA and FBA In-Transit locations; to sell in several countries with FBA, add **FBA Country Routes**. **Inbound / Send to Amazon** handles the shipment plans to Amazon.



- **Real Odoo 20 screenshot.** **FBA & Stock** tab: the notice that FBA inventory does not touch your stock, the FBA locations and the inbound plans.

Returns

Returns are imported every 3 hours and, every 15 minutes, the finalised ones go into stock with their return picking if they meet the conditions of the **Returns & Reviews** tab: matching SKU, refunded amount above zero and no pending action. Automatic credit notes are off; if you turn them on, they are created as drafts unless you also tick posting them.



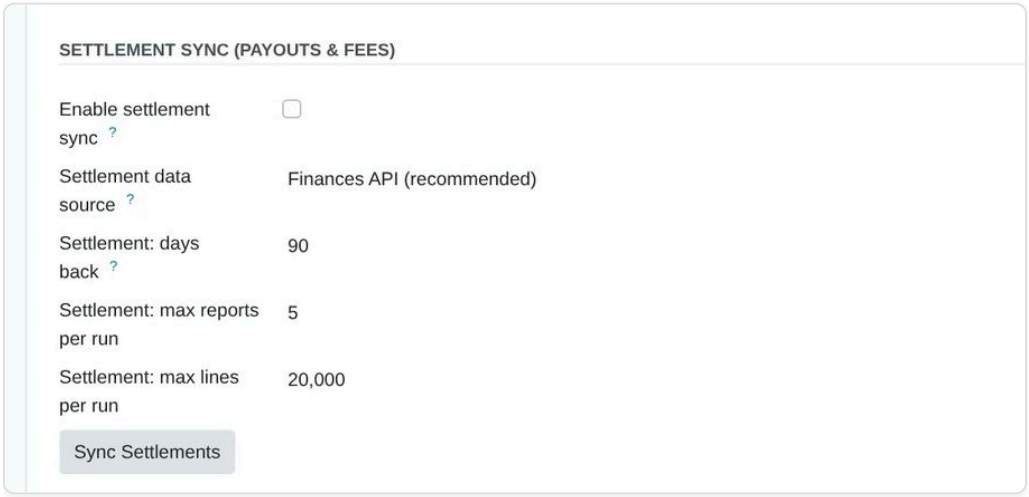
- **Real Odoo 20 screenshot.** **Returns & Reviews** tab: the conditions for a return to go into stock by itself.

Cases and reviews

Every hour, post-sales cases open for returns with a pending action, refunds and shipping errors (**Returns & Cases › Cases**). **Request a Review (auto)** is off: if you turn it on, it asks for Amazon's official review between 5 and 30 days after shipping.

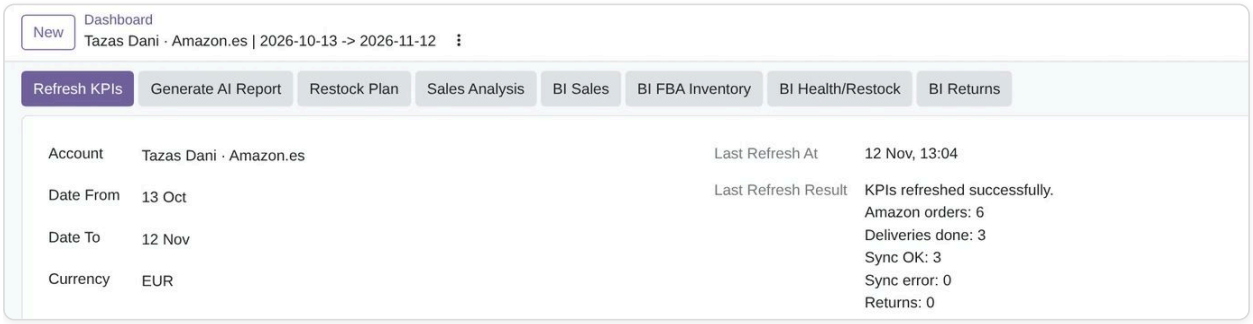
10 Finances, reports and messages

Settlements	Off. On, it imports Amazon payouts and fees (Finances API, recommended) for the last 90 days, in **Finances › Settlements (payouts & fees)**.
Post settlements to accounting	Off. On, each settlement can be posted as one entry (clearing, fees and net deposit) with your journal and accounts.
Customer invoices and VCS	Creating customer invoices for Amazon orders and reconciling Amazon-issued invoices (VCS): optional, off.
Upload invoices to Amazon	Optional: every 30 minutes it uploads the PDF of the posted invoice.
Optional reports	**FBA Reports (opt-in)** and **Compliance & Sales Reports (opt-in)** tabs: FBA reimbursements, stranded and reserved inventory, storage fees, VAT, EPR, account health, sales and traffic. Each one with its box and its button to run it right away.



- **Real Odoo 20 screenshot.** **Payments & Accounting** tab: settlement sync, off until you turn it on.

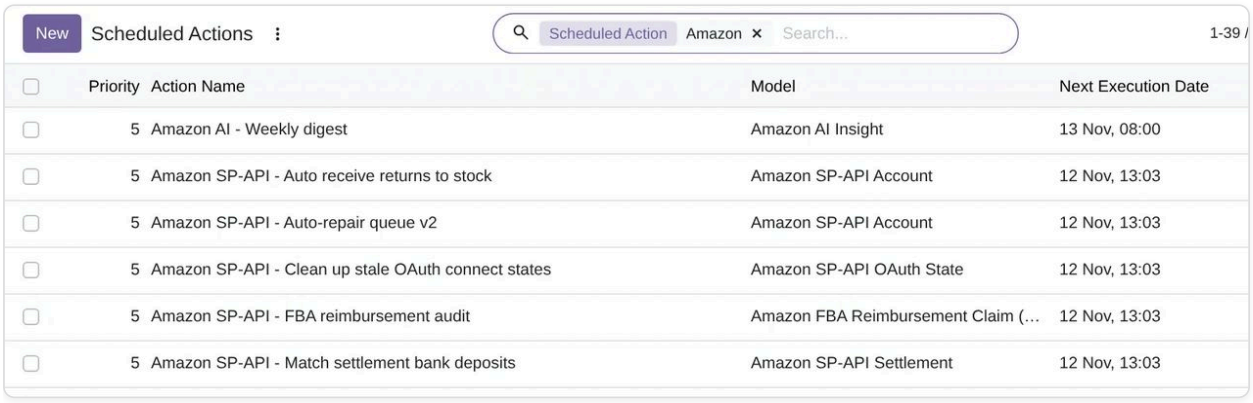
Messaging › Inbox brings buyer messages every 15 minutes and you reply with **Message Templates**. The **Dashboard** sums up orders, listings, returns, cases and FBA. AI reports are optional: you turn them on in Settings and they send your figures to the provider you choose (Gemini or Groq with a free key, or paid Claude with a monthly cap).



- **Real Odoo 20 screenshot.** Amazon › Dashboard: the analysis buttons and the result of the last refresh.

11 What runs by itself

The module installs 39 scheduled actions (**Settings › Technical › Scheduled Actions**, developer mode). The ones that matter day to day:



- **Real Odoo 20 screenshot.** Scheduled actions filtered by "Amazon": each one with its model, its next run and how often it runs.

ACTION	EVERY	WHAT IT DOES
Amazon: Import Orders	15 minutes	Brings new orders and changes.
Sync pending bindings (price/stock)	1 minute	Sends queued price and stock to Amazon.
Prefill Order ID on pickings	1 minute	Puts the Amazon Order ID on deliveries.
Sync external shipping status / **Retry pending shipments**	5 minutes	Reads shipments made outside Odoo and retries pending confirmations.
Auto-repair queue v2	3 minutes	Retries passing listing errors.
Messaging sync	15 minutes	Brings buyer messages.
Sync returns / **Auto receive returns to stock**	3 hours / 15 minutes	Imports returns and puts them into stock.
Sync official FBA inventory / **Sync dispatched FBA shipments**	30 minutes	Reads FBA inventory and dispatched FBA shipments.
Post-sales pipeline	1 hour	Opens post-sales cases.
Nightly auto-bind, **Sync Settlements**, **Refresh KPIs** and optional reports	1 day	Links the catalog, settlements, indicators and the reports you turned on.
Amazon: Remove buyer personal data	1 day	Deletes buyer personal data that is no longer needed.

12 Errors and notices

The most common messages.

MESSAGE	WHY IT APPEARS	WHAT TO DO
Tick "I accept that this Amazon connection works through FlexigoTech Cloud" first...	Connecting without ticking the box.	Tick it on Credentials and press **Connect to Amazon** again.
Not connected to the FlexigoTech hub yet...	The account is not authorised.	Press **Connect to Amazon**.
This Amazon authorization is no longer valid...	The authorisation was revoked or the Amazon account changed.	Press **Connect to Amazon** again.
Amazon imports are paused: FlexigoTech is renewing the shared Amazon application credential...	FlexigoTech is renewing the shared credential.	Nothing: it resumes by itself.
This Amazon connection belongs to another Odoo database...	The database is a copy of another one that has that connection.	Connect this database with **Connect to Amazon**; nothing is deleted from the other.
FlexigoTech Cloud did not add this Amazon account...	The plan covers no more accounts, or it is a test database.	Move to Pro or use an account already connected.
This database is a test copy: nothing is sent to Amazon.	Neutralised database or copy.	Normal on staging: it sends nothing.
There is no tracking number (carrier_tracking_ref) to send to Amazon.	Delivery validated without a tracking number.	Add the tracking and press **Enviar tracking Amazon**.
Incomplete Amazon SKU matching...	A delivery SKU does not match the order.	Check the product reference or turn off strict matching.
There are multiple active Amazon SP-API accounts for company...	Several accounts and it cannot tell which one is the shipment's.	Set the account on the order or the delivery.
The delivery must be in Done state to sync with Amazon.	Manual send of a delivery not validated.	Validate the delivery first.
Fill in the Seller ID to import listings from Amazon.	The Seller ID is missing.	Fill it in on the Identity tab.
This order has no POSTED customer invoice yet...	Uploading the invoice before posting it.	Post the invoice and upload it again.

> Without an active FlexigoTech Cloud subscription, calls to Amazon stop with a notice that leads to **Settings › FlexigoTech Cloud**. Nothing is marked as failed or deleted.

13 Uninstall or leave the subscription

If you leave the subscription, the connector stops syncing with Amazon. Your orders, deliveries, invoices and the rest of the data stay in Odoo for you to consult and export.

Before uninstalling, press **Disconnect** on each account: the module does not do it by itself when it is uninstalled. Odoo deletes the module's tables (Amazon orders, listings, FBA, returns, settlements); the sales orders, deliveries and invoices it created belong to Odoo and stay.

Disconnect in Settings › FlexigoTech Cloud stops the cloud services on this database but does not cancel the subscription: cancel it with **Cancel subscription** or from your account on app.flexigotech.com.

14 Support

Write to us to install it, set it up or for any question. On the Standard plan we reply within 1 working day; on Pro, within 4 working hours, with a video call if needed. 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/amazon-odoo-integration.html

On Odoo Apps

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

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