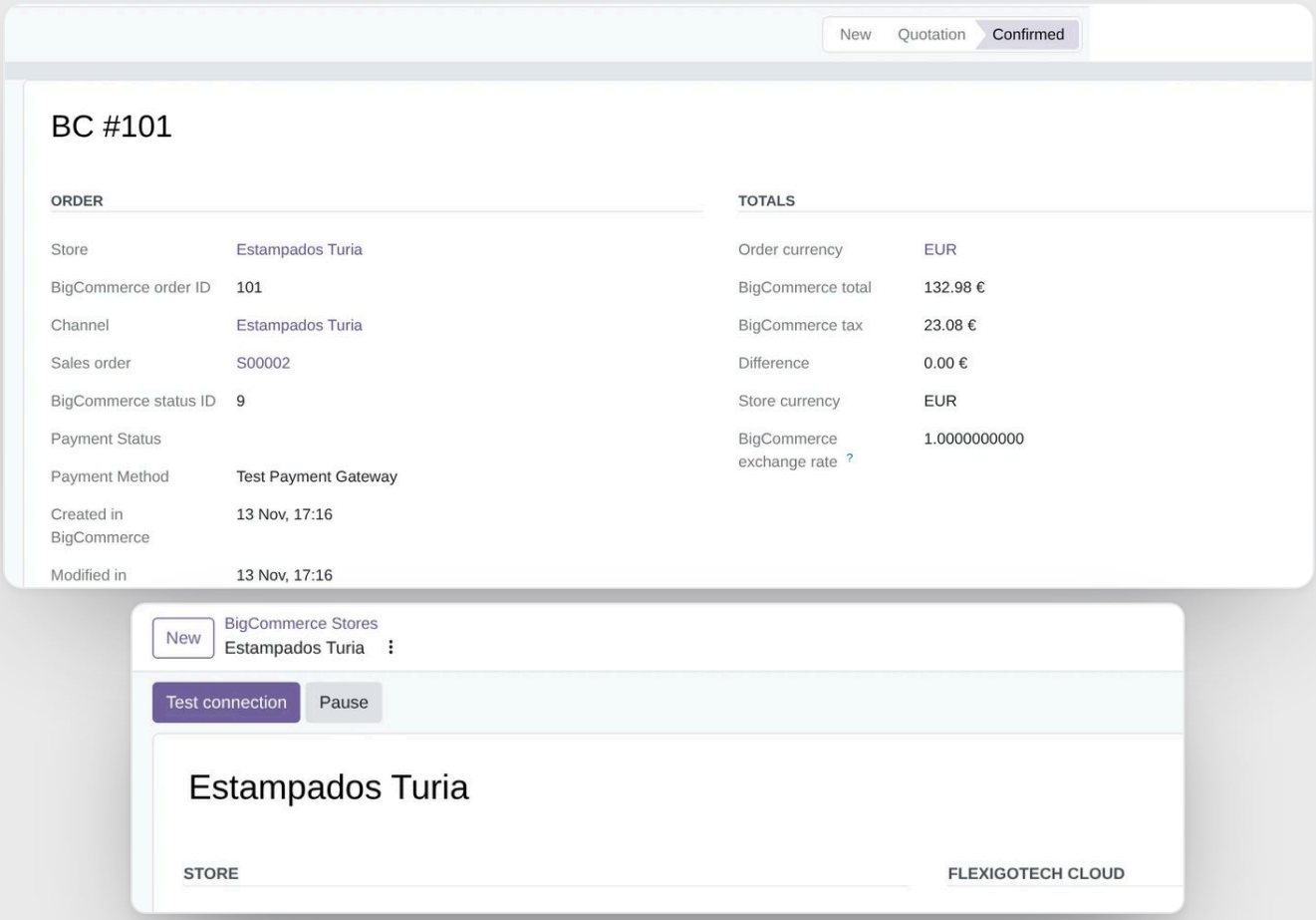
CONNECTOR GUIDE · MARKETPLACES AND E-COMMERCE

BigCommerce connector for Odoo

Bring your BigCommerce store's orders into Odoo and send the store your stock, shipments and price lists.

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



Real Odoo 20 screenshot. An order from BigCommerce already converted into an Odoo sales order, and the form for a connected store, which is where everything else hangs off.

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 20.0.1.1.7 of the module (Odoo branch 20.0, commit ba787d36a). Everything in it comes from its published code, the platform's official documentation or real screenshots.

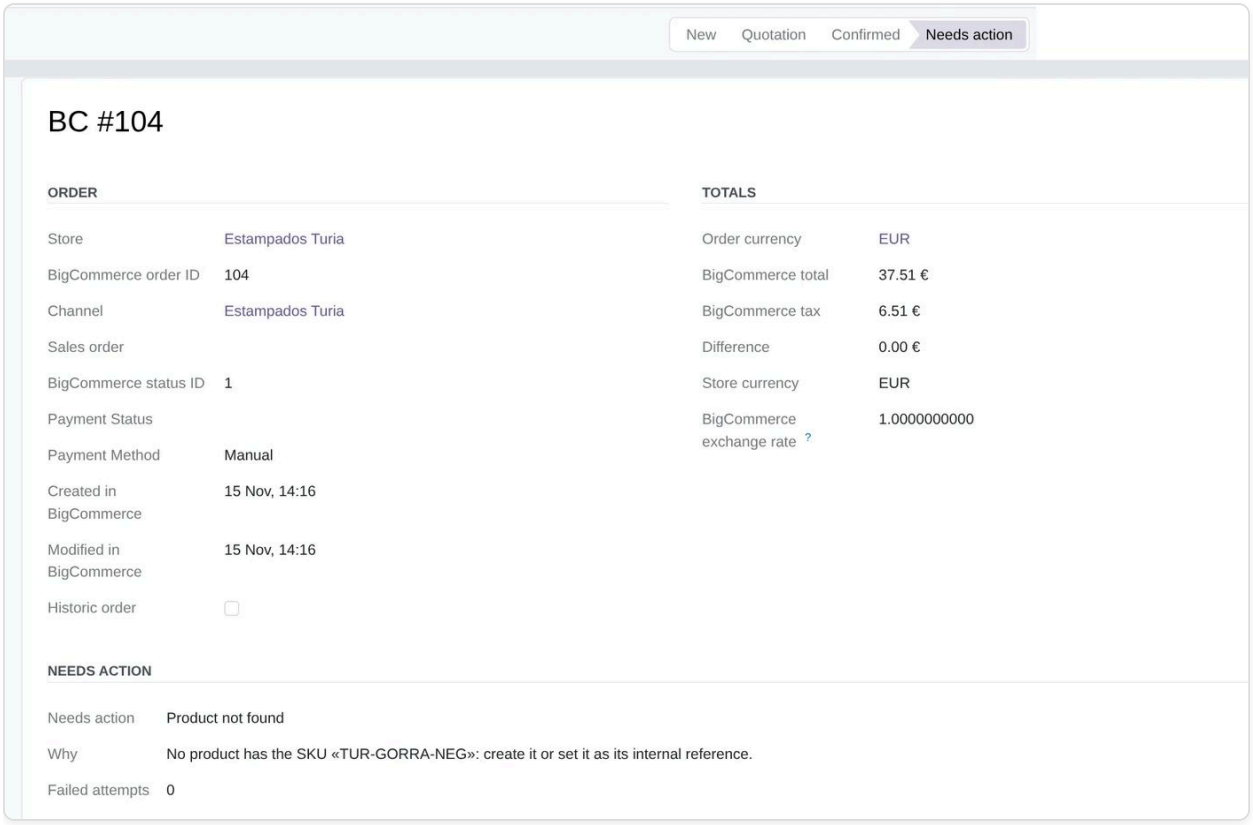
The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to BigCommerce. The module also has a version for Odoo 17, 18 and 19.

1 Who it is for and what it solves

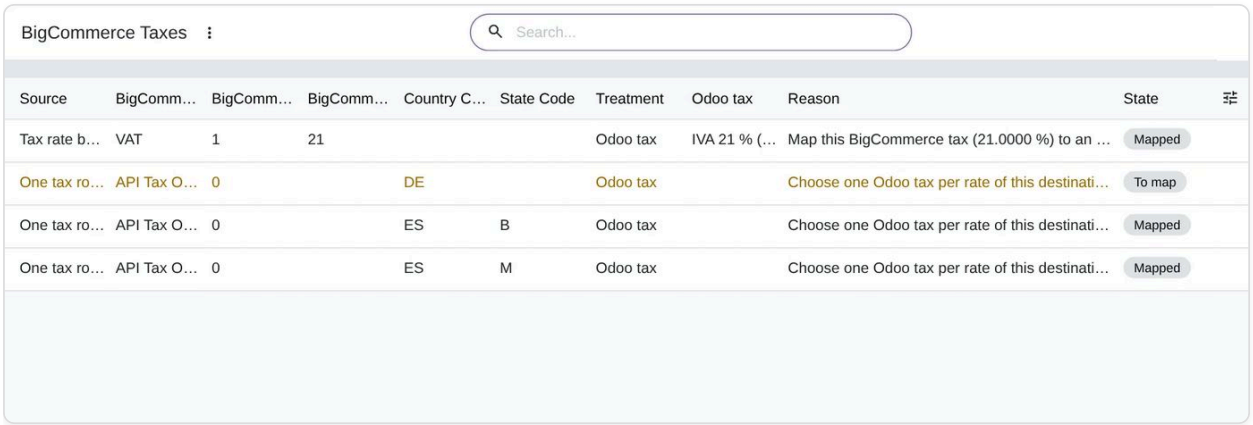
> The connector needs a FlexigoTech Cloud subscription, with a 14-day trial and no card required. Without the trial or the subscription, the connector does not talk to BigCommerce.

Without a connector, someone copies each store order into Odoo by hand, checks that products have the same code in both places, updates stock in BigCommerce and notes which taxes apply to each order. The work is done twice and the errors appear once the customer has already paid.

The connector brings BigCommerce orders into Odoo as sales orders. It links products, variants, categories and brands with those in your catalogue, and sends stock and price lists to the store. If an order cannot be processed, it is marked with the reason so you can correct it and reprocess it.



- **Real Odoo 20 screenshot.** An order that needs action: the product with the order's SKU cannot be found in Odoo.



- **Real Odoo 20 screenshot.** The **BigCommerce Taxes** list, with the BigCommerce taxes that need to be matched with one in Odoo.

What changes day to day

- Store orders arrive in Odoo automatically: a job brings them in every 15 minutes.
- Odoo stock is sent to BigCommerce every 5 minutes.
- Price lists are sent to the store every hour.
- An order that cannot be created stays on the list with the reason, so you can repeat its import once you have corrected it.
- If you use BigCommerce B2B Edition, the invoices, payments and credit of companies are also synchronised.

What it does not do

- Customers go from BigCommerce to Odoo, not the other way round.
- It does not write product data to BigCommerce (name, description, images, price or cost): it sends the store stock and price lists.
- In B2B Edition it does not manage sales representatives, payment terms, changes to the purchase order or quotations from Odoo.
- B2B Edition has been tested against a simulator of its official API, because the sandbox responds with 403.
- Orders arrive by periodic polling: BigCommerce notifications are used only for products.
- Pickup orders are not marked as collected in BigCommerce.
- Orders split across several addresses have only been tested with a synthetic order.
- A refund or cancellation of an invoiced order creates the credit note in draft: you review and confirm it yourself, and the refund payment is not recorded in Odoo.

2 The connector in figures

4
Odoo versions: 17, 18, 19 and 20

17
scheduled jobs, all active on installation

19
own menus

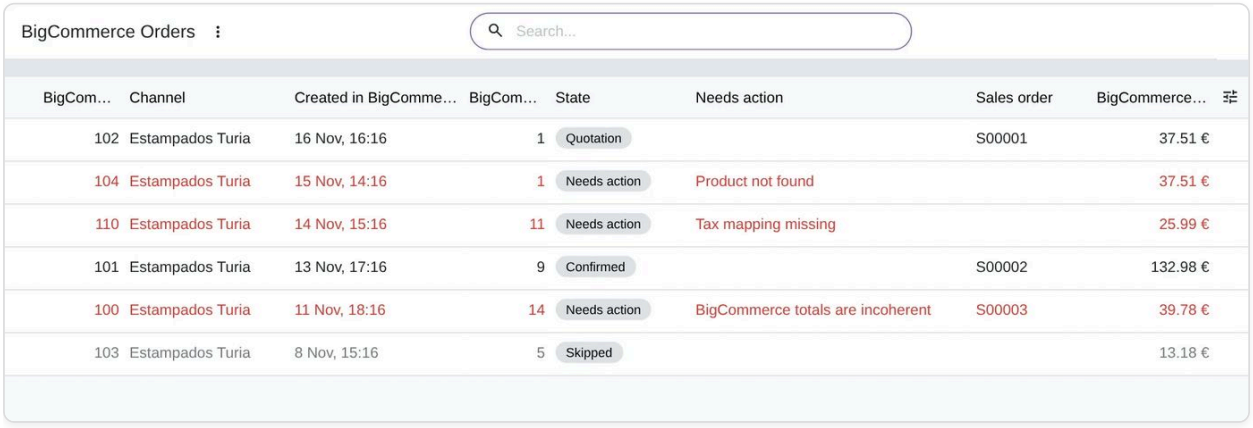
38
data models, own or extended

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

631
automated tests, green on Odoo 17, 18, 19 and 20

The connector needs the Odoo Sales, Inventory, Invoicing and Discuss apps, and the FlexigoTech Cloud module. It is an own app, under licence OPL-1.

3 Where you see it in your Odoo



- **Real Odoo 20 screenshot.** The **BigCommerce Orders** list, with the status of each order and what needs action.

BigCommerce › Operations	**Orders**, with the orders that arrive from BigCommerce, and **To ship**, with the deliveries pending shipment.
BigCommerce › Configuration	For managers only: **Stores**, with each connected store, and the matchings with Odoo: **Channels**, **Locations**, **Taxes**, **Tax exemptions**, **Carriers** and **Payment gateways**.
BigCommerce › Catalog	**Linked products**, **Variants**, **Categories**, **Brands** and **Images**: what is already linked between Odoo and BigCommerce.

Outside its own app, the connector adds a **BigCommerce** tab to the product form, with its links; a button and a **BigCommerce** tab on the sales orders that come from BigCommerce; a **BigCommerce** tab and the **Send to BigCommerce again** button on its delivery orders, and a warning on the contact form of a company awaiting approval in B2B Edition. The orders that are imported end up as a sales order in the Sales app.

> The connector's own screens (its menus, buttons, fields and messages) appear in English in every language, because the module does not yet ship translations. What belongs to Odoo, such as Sales or Inventory, appears in your language. That is why the connector's labels here are in English, as you will see them.

4 What you need before you start

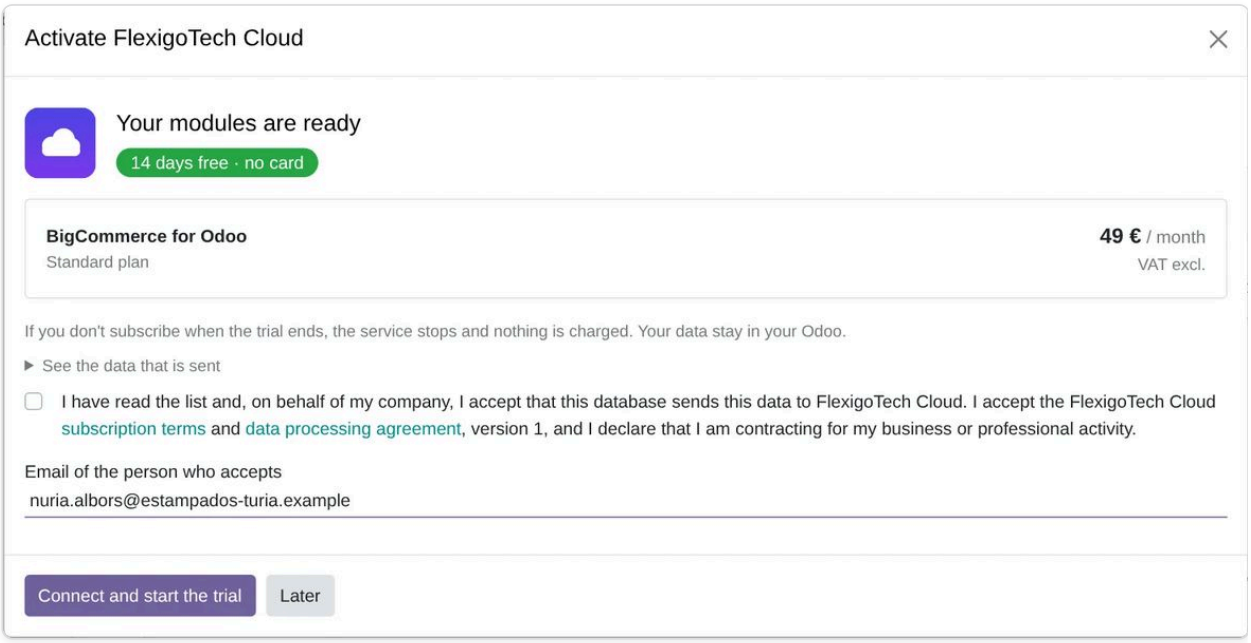
- A BigCommerce store and its store-level API account (Settings, Store-level API accounts), with the access token. You also need the store identifier, which is the part of the API path that comes after /stores/.
- A FlexigoTech Cloud subscription (there is a 14-day trial, no card required). The API account token is stored encrypted in FlexigoTech Cloud and the calls to BigCommerce go through there. Without the trial or subscription, the connector does not talk to BigCommerce.
- The API account permissions for whatever you are going to synchronise (orders, products, stock, customers and price lists) and the read-only Order Transactions permission, with which the connector reads an order's refunds and prepares their credit notes.
- Odoo 17, 18, 19 or 20 on Odoo.sh or on your own server. It does not work on Odoo Online, which does not allow installing third-party modules.
- An Odoo administrator user: this is the person who saves the token in FlexigoTech Cloud and accepts the consent.

> The connector does not create the API account in BigCommerce for you, nor give you its credentials. BigCommerce notifications (webhooks), which the connector uses only for products, need your Odoo to have a public https address on port 443. Without it, products are updated by the scheduled jobs, just like orders and the rest of the data.

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, Inventory, Invoicing and Discuss.

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 days free, 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**

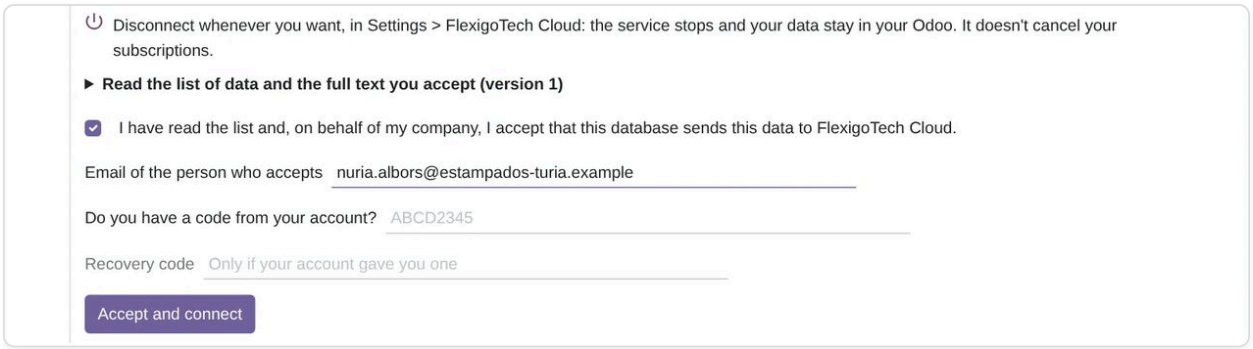
Tick "I have read the list and, on behalf of my company..." (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **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.

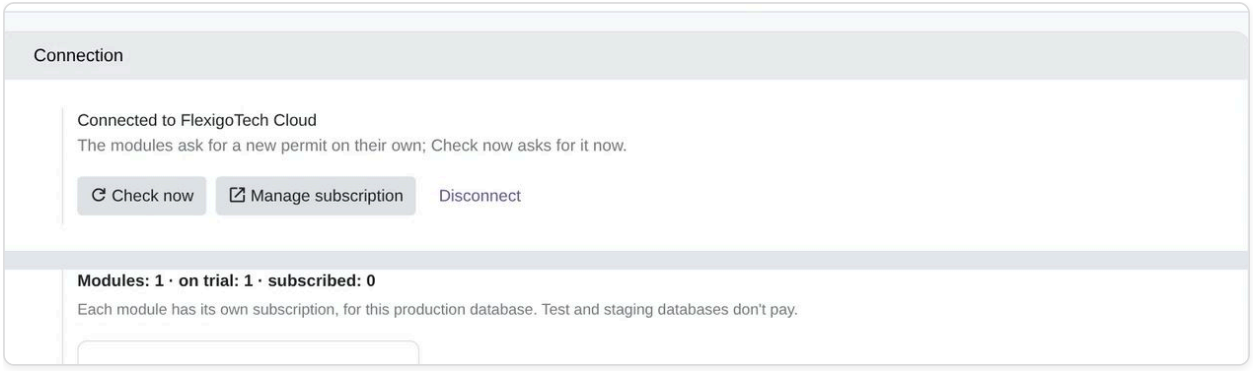
The same, from Settings

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 **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 status: **On trial** and the date it ends, **Subscribed**, and so on. 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 the permission immediately (otherwise the module renews it by itself every 6 hours).

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

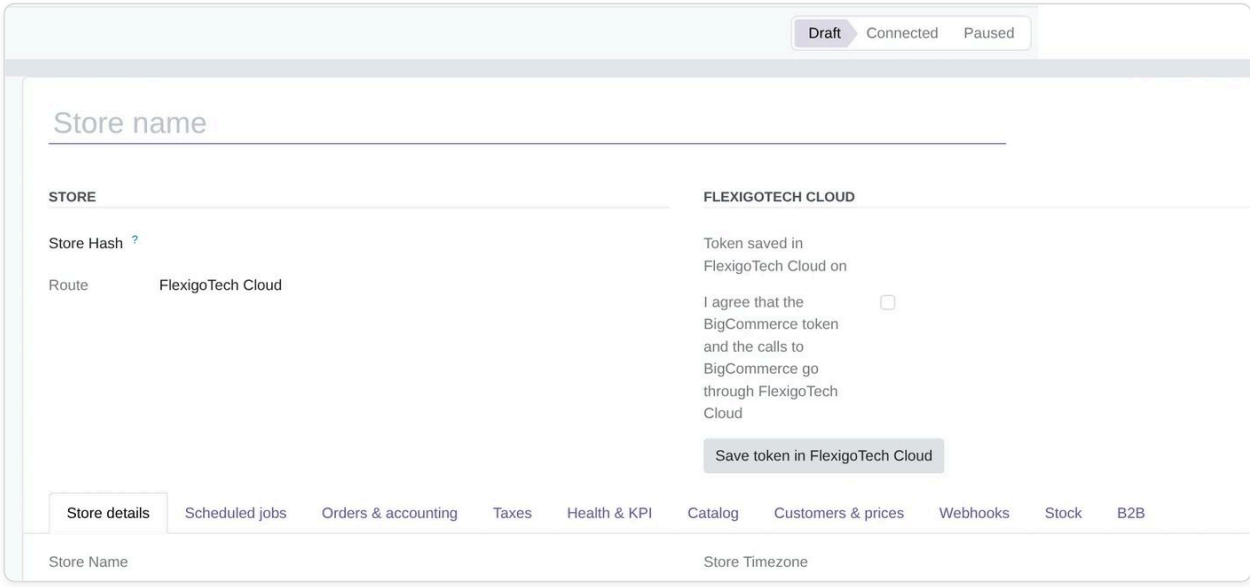
6 Connecting your store step by step

1 **Open the stores menu**

Go to **BigCommerce › Configuration › Stores**. If there is none yet, Odoo invites you to link the first one.

2 **Press New**

The store form opens, in **Draft** status.



- **Real Odoo 20 screenshot.** A new store form, with **Store Hash** and the **FlexigoTech Cloud** group.

3 **Enter the store name and identifier**

Enter the name in the title (where it says **Store name**) and fill in **Store Hash**. In **Store Hash** you can paste the full API path: the connector keeps only the identifier, in lower case. It accepts letters and digits only.

4 **Accept the consent**

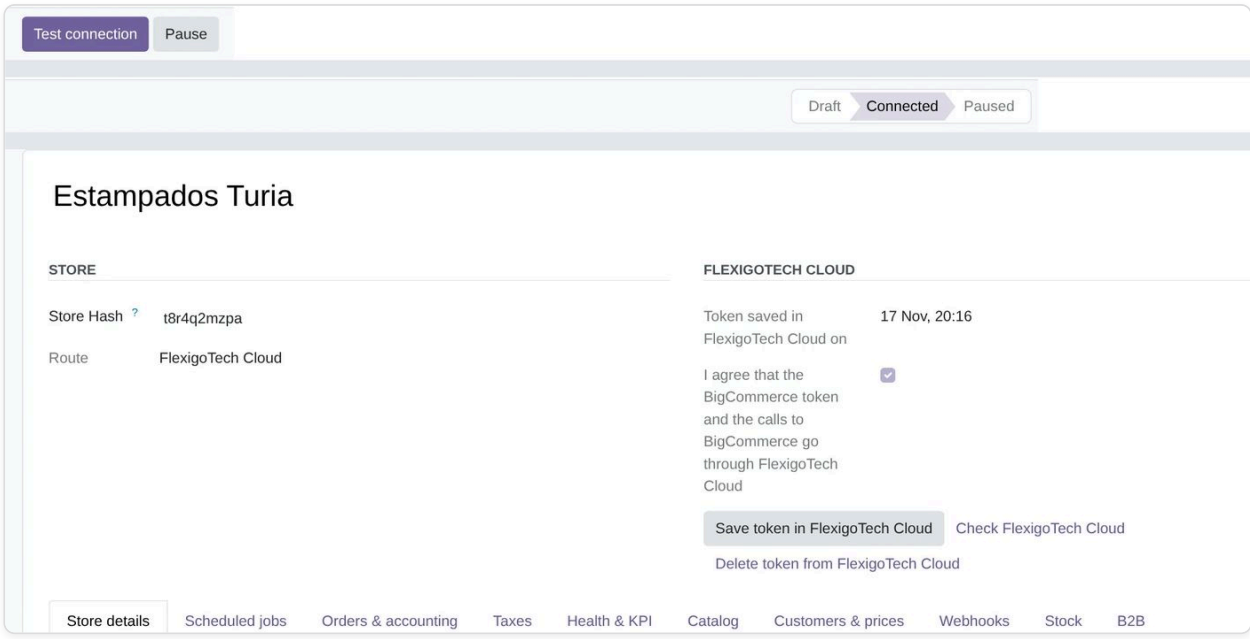
In the **FlexigoTech Cloud** group, tick **I agree that the BigCommerce token and the calls to BigCommerce go through FlexigoTech Cloud**.

5 **Save the token**

Press **Save token in FlexigoTech Cloud**, paste the access token of the API account and press **Save and test**. The token is sent to FlexigoTech Cloud and is not kept in Odoo. Afterwards the date appears in **Token saved in FlexigoTech Cloud on**.

6 **Test the connection**

Press **Test connection**. If the account responds, the store moves to **Connected** and **Store Name**, **Store Url**, **Control Panel Url**, **Store Currency**, **Store Timezone** and **Store language** are filled in.

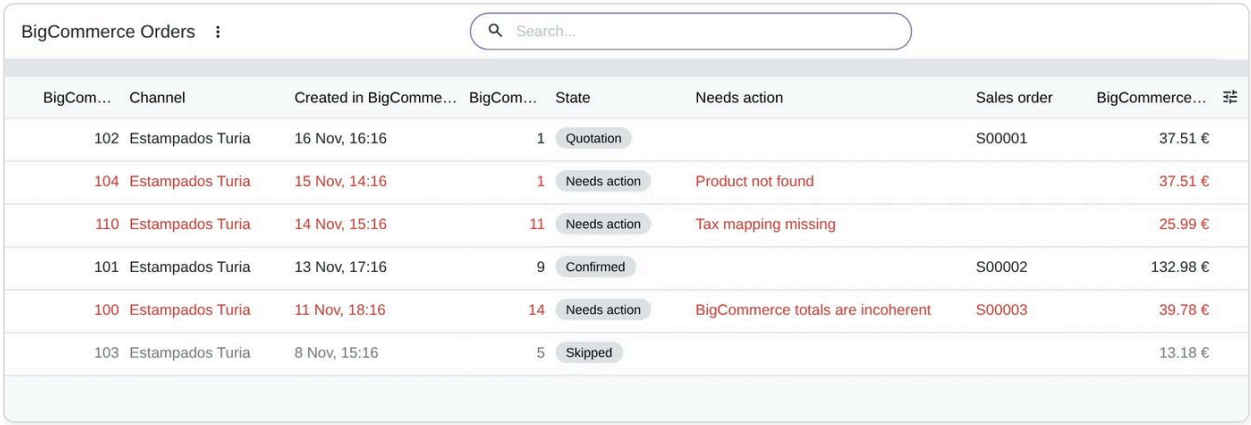


- **Real Odoo 20 screenshot.** The Estampados Turia store already connected, with the token saved in FlexigoTech Cloud.

> Only an Odoo administrator can accept the consent and save the token. The **Test connection**, **Pause** and **Resume** buttons belong to the BigCommerce manager group, and only a manager can change the fields that decide where the credentials go. If someone without that permission tries, Odoo rejects it with "Only a BigCommerce Manager can change ...: these fields decide where this database sends the store credentials and which data it may write."

With the store connected, data arrives in two ways. The scheduled jobs on the **Scheduled jobs** tab bring it in and send it automatically: for example **BigCommerce: Reconcile orders** every 15 minutes, **BigCommerce: Reconcile catalog** every 60 minutes and **BigCommerce: Push stock** every 5 minutes. Each has its own button to run it by hand, such as **Reconcile orders** or **Reconcile catalog**. If your Odoo has a public https address, the connector also creates notifications (webhooks) in BigCommerce so that product changes arrive immediately. They are on the store's **Webhooks** tab, where a manager recreates them with **Repair webhooks**.

7 BigCommerce orders in Odoo



- **Real Odoo 20 screenshot.** The list of orders with their status, the review reason and the total of each.

Orders are shown in **BigCommerce › Operations › Orders**. The scheduled job **BigCommerce: Reconcile orders** checks BigCommerce every 15 minutes and brings in new or changed orders. BigCommerce notifications do not bring orders: they are used only for products. With **Reprocess** you re-import an order whenever you want.

Order buttons

Reprocess	Imports the order again at that moment. Requires the BigCommerce operator role.
Open sales order	Opens the Odoo sales order. It is hidden while the order has no sales order.
Create pricelist	Creates a pricelist in the order's currency for its channel and re-imports the order. It appears only when the review reason is "Pricelist missing". Requires the manager role.
Create rate from BigCommerce	Creates the exchange rate that BigCommerce used and re-imports the order. It appears only when the reason is "Exchange rate missing". Requires the manager role.
Validate what BigCommerce shipped	Validates in Odoo what BigCommerce has already shipped outside Odoo. It appears only when the reason is "Shipped outside Odoo". Requires the operator role.

Statuses

New	Order brought from BigCommerce that does not yet have a sales order.
Quotation	The quotation exists in Odoo.
Confirmed	The sales order is confirmed.
Cancelled	The order is cancelled.
Needs action	Someone has to do something: either what stops the order from being imported, or something to resolve by hand on an order already imported, such as a refund or a cancellation. The order's **Needs action** field gives the reason, **Why** explains it, and the store manager receives a pending activity.
Skipped	The order is not imported: its status is not among those the store imports (or it is incomplete, cancelled or rejected), or its channel has **Import orders** switched off.
Error	The import failed due to an unexpected problem. It retries automatically on each review, up to 6 times.

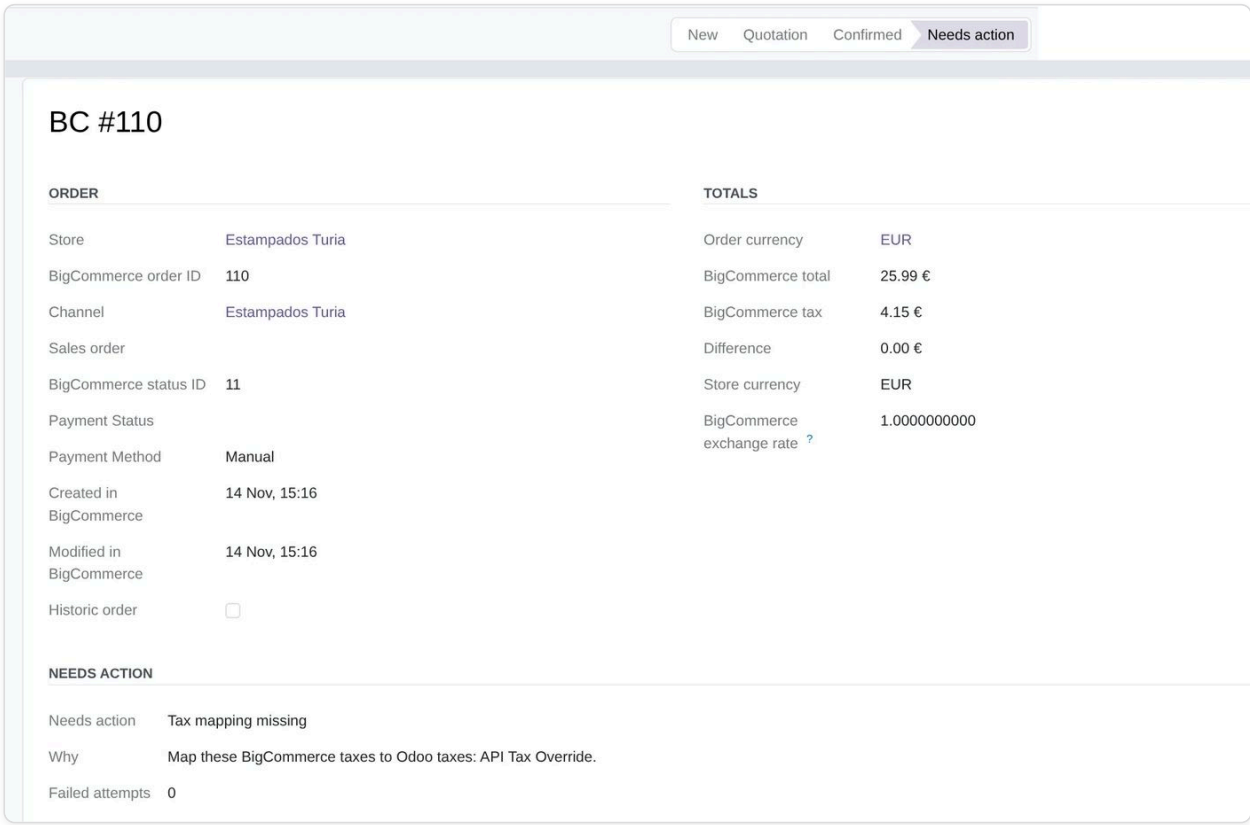
When an order needs action

1. **Filter the orders**

   Use the **Needs action** filter in the list.

2. **Open the order**

   Read **Why**: it says what is missing, for example a product not found or a tax not mapped.



- **Real Odoo 20 screenshot.** Order 110, shipping to Germany, under **Needs action**.

3. **Fix the cause**

   Create the product, map the tax, or resolve whatever is indicated.

4. **Press Reprocess**

   The order is imported again. Once the cause is resolved, the pending activity disappears.

> An order that is already confirmed is not rebuilt: if BigCommerce changes it later, it moves to **Needs action** with the reason "Confirmed order differs from BigCommerce", and the sales order is not touched.

What happens to each order

The connector builds the sales order in Odoo as a quotation, with prices and taxes exactly as BigCommerce sends them. Discounts are added as negative lines, and shipping, packaging and other charges as their own lines. If the order already has a sales order and is still a quotation, it is rebuilt on the same one when BigCommerce changes it. If it is confirmed, it is not touched.

Order statuses

- **New**: brought in from BigCommerce and not yet with a sales order.
- **Quotation**: the sales order exists as a quotation.
- **Confirmed**: the sales order is confirmed. The store may confirm it automatically if that is configured and all the order's taxes are mapped. If Odoo rejects the confirmation, the order moves to **Needs action** with the reason "Manual verification needed".
- **Cancelled**: the order is cancelled.
- **Needs action**: a person must intervene, including on an order already imported, such as a refund or a cancellation that has to be handled by hand.
- **Skipped**: not imported, because its status is not in **Import statuses** (or it is incomplete, cancelled or rejected), or because its channel has **Import orders** switched off.
- **Error**: unexpected failure. It is retried on each review, up to 6 attempts.

Reasons for "Needs action"

The order stores a reason, shown in the **Needs action** field of the record. The catalogue and unit reasons are "Product not found", "Product unit is not Units" and "Product already linked to another BigCommerce product". The tax reasons are "Tax mapping missing", "Tax does not match BigCommerce", "Tax is ambiguous", "Compound tax not configured", "Unknown tax structure", "Foreign VAT fiscal position missing", "Taxes of several countries" and "Rounding tax missing". The currency and totals reasons are "Pricelist missing", "Exchange rate missing", "BigCommerce totals are incoherent" and "Rounding difference too big". The delivery and invoicing reasons are "Confirmed order differs from BigCommerce", "Shipped outside Odoo", "Partial shipment with invoicing on delivery", "Products invoiced on delivery" and "Invoice could not be posted". The remaining ones are "Manual verification needed", "Payment disputed", "Cancellation to do by hand" and "Refund to do by hand".

Rules and conditions

- **Create pricelist** and **Create rate from BigCommerce** warn "The currency or the channel of this order is unknown to Odoo: create it first." if the currency or channel is missing.
- The exchange rate is only derived if the store's currency is the company's currency: "A rate can only be derived when BigCommerce's store currency is the company's currency (...)." If BigCommerce sent no exchange rate, you get "BigCommerce sent no exchange rate for this order."
- If you have already loaded the exchange rate for that day by hand, it is not overwritten: the order is imported with yours.
- **Validate what BigCommerce shipped** requires Inventory rights: "Validating deliveries needs Inventory rights: ask a warehouse user to press it." If steps remain open, you get "The steps before the delivery (pick, pack) are still open in Odoo: validate them first, then press this button again."
- If there is no open delivery, you get "Odoo has no open delivery for what BigCommerce shipped: nothing was validated." If lots or serial numbers are needed, "Odoo asks for more to validate these deliveries (lots, serial numbers...): validate them from their form."

Deliveries, invoices and returns

When the order is confirmed, one delivery is created for each BigCommerce shipment, with its contact and carrier. For a pickup, the contact is the buyer. If the store asks for it, the confirmed order is also invoiced, once only. If BigCommerce cancels or refunds an order that has already been invoiced, the connector prepares credit notes as drafts, never confirms them, and the review reason names them: you review and confirm them yourself.

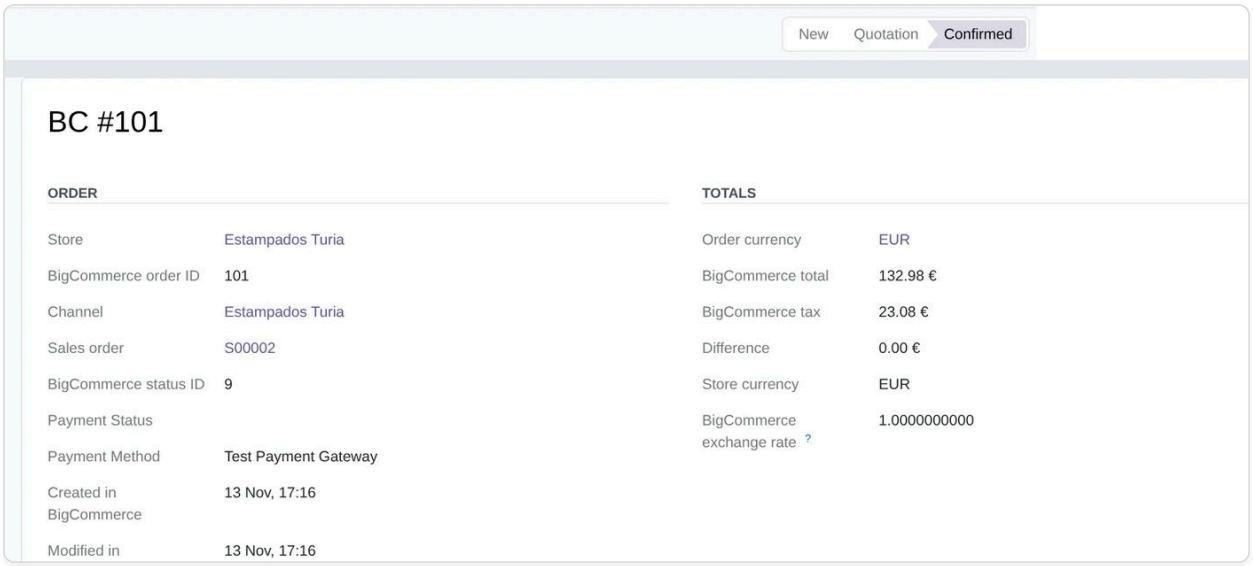
The refund payment is not recorded in Odoo. A given refund is credited only once, and an invoice you already credited by hand is left as you left it. To read refunds, the API account needs the read-only Order Transactions permission; without it, the order is still imported and the reason says so.

Record fields and tabs

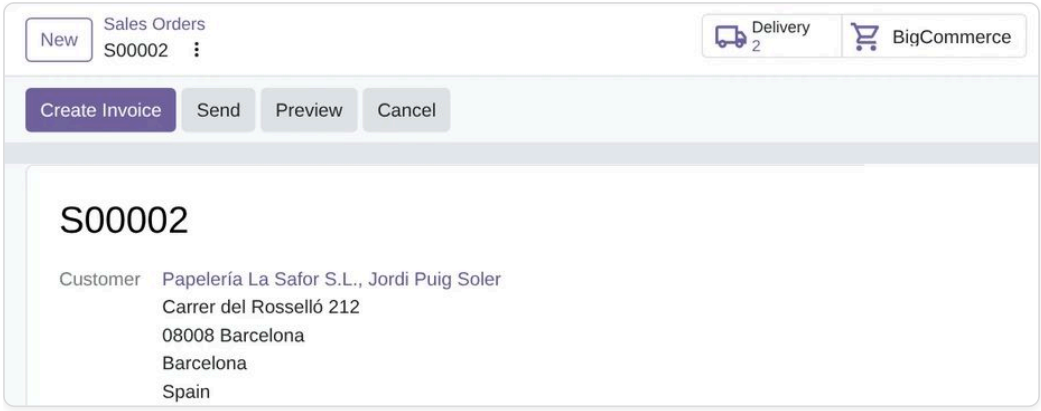
Order	General data: store, **BigCommerce order ID**, **Channel**, **Sales order**, BigCommerce status, payment and dates.
Totals	Currency, **BigCommerce total**, **BigCommerce tax** and **Difference**.
Needs action	Reason, the text of **Why** and failed attempts.
Taxes	The **Tax mappings** rows the order uses or expects. Saving one as mapped re-imports the order.
Origin	Developer mode only: source data of the order, such as **Order Source** and **External Source**.

Example

Order 101 from the store Estampados Turia is from a company, Papelería La Safor, and goes to two shipping addresses. On import, the connector creates the sales order and confirms it automatically, because the store has **Confirm orders automatically** switched on and its taxes are mapped. On confirmation, Odoo creates one delivery per address.



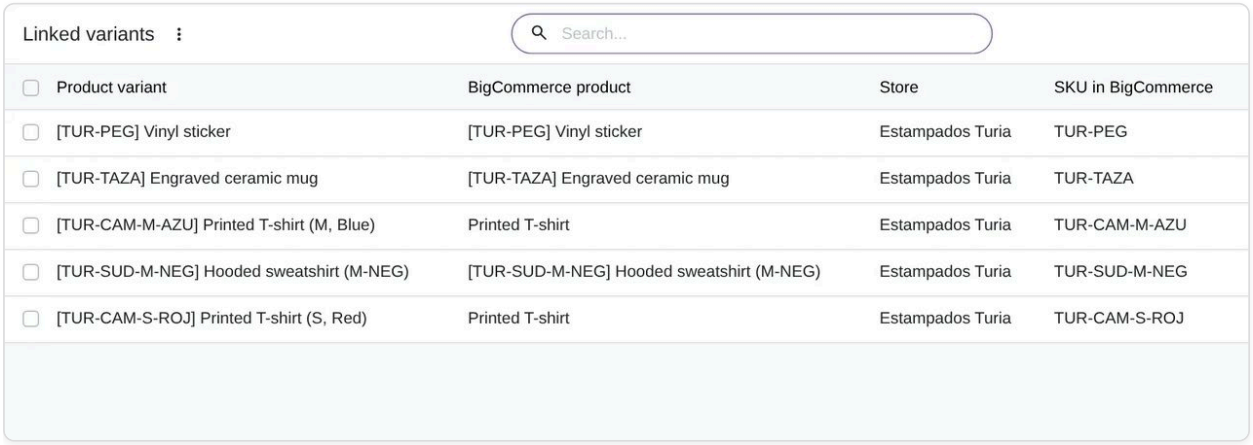
- **Real Odoo 20 screenshot.** Order 101, in **Confirmed**, with its sales order.



- **Real Odoo 20 screenshot.** The sales order for Papelería La Safor, with its two deliveries.

CONNECTOR GUIDE · BIGCOMMERCE

8 The catalogue: products, variants, categories and brands



- **Real Odoo 20 screenshot.** The list of linked variants for the store Estampados Turia, with their SKU in BigCommerce.

Data arrives through the scheduled task **BigCommerce: Reconcile catalog**, which runs every 60 minutes. If your Odoo receives notifications from BigCommerce (webhooks), a product change also arrives immediately. The lists are in the menu **BigCommerce › Catalog**: **BigCommerce › Catalog › Linked products**, **BigCommerce › Catalog › Variants**, **BigCommerce › Catalog › Categories**, **BigCommerce › Catalog › Brands** and **BigCommerce › Catalog › Images**.

A BigCommerce product that is not yet linked is matched by SKU with the Odoo variants.

The record of a linked product

Open product	Opens the Odoo product of this link.
State	Status of the link.
Visible in BigCommerce	Checkbox showing whether the product is visible in the store.
Availability	**Available**, **Disabled** or **Pre-order**.
Brand, **Categories** and **Channels**	Brand, categories and channels in which the product is sold.

Variants and Images	Tabs with the product's variants and images.

Statuses

STATUS	MEANING
Linked	The link exists and has its BigCommerce number.
To create	A link created in Odoo that doesn't yet have a BigCommerce number. This version of the connector does not create it in BigCommerce.
Error	There is a problem; the link stores the last error.
Archived	The product was deleted in BigCommerce. The Odoo product is not archived.

> A link in **Linked** or **Archived** state needs its BigCommerce number, and so do categories and brands. If it is missing, Odoo shows "A linked BigCommerce product needs its BigCommerce product ID; only a product still to be created in BigCommerce goes without one."

States of products, categories and brands

Product links, categories and brands share the same four states in the **State** field.

Linked	The item exists in BigCommerce and has its number.
To create	A link created in Odoo that doesn't yet have a BigCommerce number. This version of the connector does not create it in BigCommerce.
Error	There is a business problem. The last error is stored and a store manager is alerted with a pending task, one per product. Nothing retries it in a loop: the next change or a person retries it.
Archived	It was deleted in BigCommerce. Linked variants become inactive, because old orders still point to them. The Odoo product is not archived and the link is not recreated automatically.

Rules and conditions

- A link in **Linked** or **Archived** state without a BigCommerce number is not saved. Only an item in **To create** state may go without a number.
- A new link is sold on the store's channel 1, unless another channel is specified.
- A BigCommerce product without a link is matched with the Odoo variants by SKU, ignoring case and surrounding spaces.
- If the Odoo catalogue has no matching SKU and the store has the option to create products from BigCommerce switched on, a new product is created. A physical product becomes storable and a digital one becomes a service.
- A product created from BigCommerce takes the company's default sales tax and the BigCommerce price only at that moment. Afterwards the base price is managed in Odoo.
- If there is no exchange rate for the store's currency, Odoo shows "No exchange rate for ... on ... (at most ... days old): a BigCommerce price would be converted at 1. Load a rate for that currency." Load an exchange rate for that currency.

- The number of a BigCommerce image can never be negative: "A BigCommerce image ID is never negative."

What is written to Odoo on import

Each group of data is written separately. If one fails due to a business problem, it is noted and the others carry on.

- Name, options and variants. Options become attributes with their values. Attributes and values are only added, never deleted. An archived variant that BigCommerce sells again becomes active again.
- Description, which passes unchanged to the sales description.
- Images. The thumbnail also goes to the product's main image. An image that has not changed in BigCommerce is not downloaded again.
- Categories, brand and channels. A category or brand the store does not know is read once. One that BigCommerce no longer has is left out.

Record fields and tabs

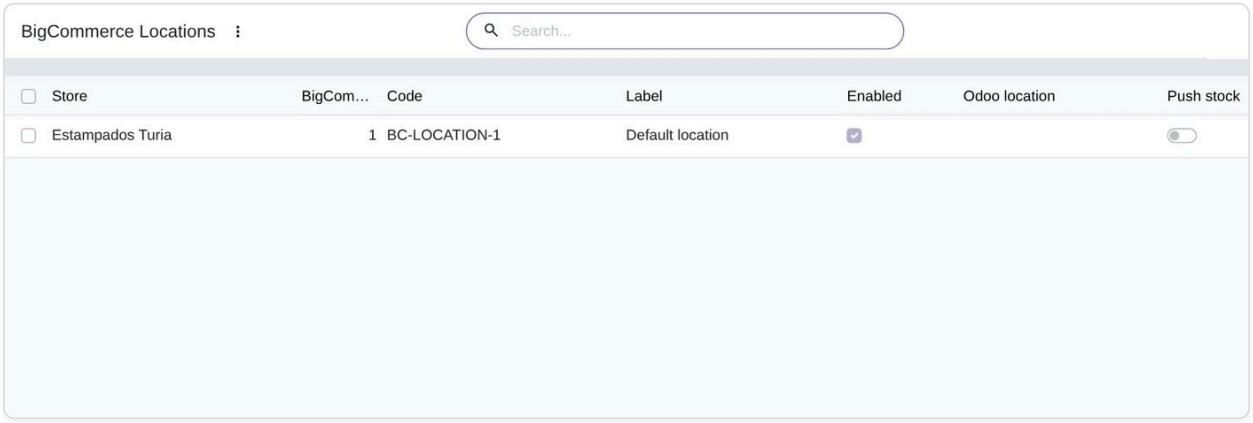
BigCommerce type	**Physical** or **Digital**, read only.
Inventory Tracking	**None**, **Product** or **Variant**, read only.
Condition	**New**, **Used** or **Refurbished**.
Page title, **Meta description**, **Search keywords**, **Custom URL** and **Warranty**	Product content data, in the **Content** tab.
Modified in BigCommerce	Last modification in BigCommerce, read only.
Last Error	Text of the problem, read only.

The list of linked products offers the filters **With errors**, **To create** and **Deleted in BigCommerce**. The list of variants has **Deleted in BigCommerce** and **Linked product**. On the Odoo product form there is a **BigCommerce** tab with its links.

An example with Estampados Turia

Among the linked variants of the Estampados Turia store are [TUR-PEG] Vinyl sticker (SKU TUR-PEG) and [TUR-TAZA] Engraved ceramic mug (SKU TUR-TAZA). Their categories, such as Bathroom, Kitchen or Garden, and their brands, such as Albufera or Serrans, are in **Linked** status. If one of those variants were deleted in BigCommerce, its link would become inactive and would appear under the **Deleted in BigCommerce** filter, without archiving the Odoo product.

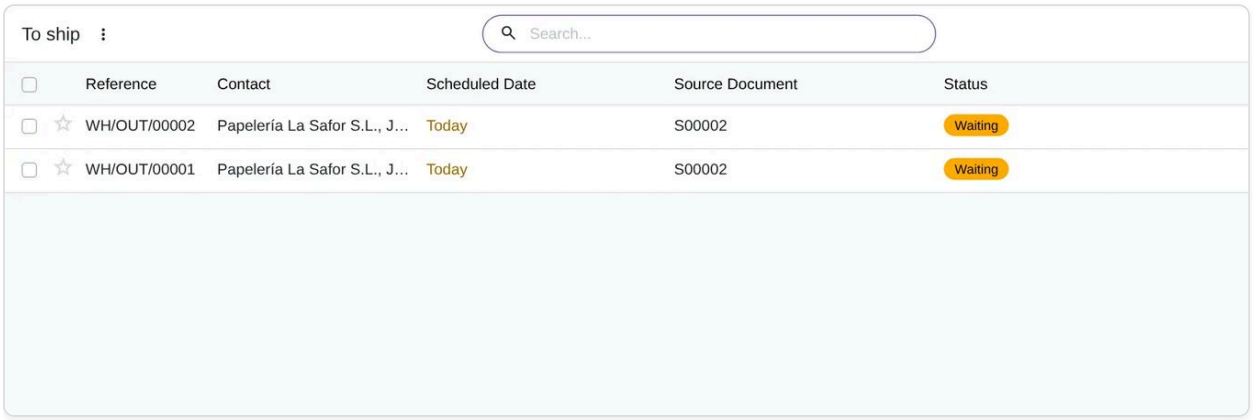
9 Stock, locations and shipments



- **Real Odoo 20 screenshot.** The list of locations for the Estampados Turia store, with its BigCommerce location.

BigCommerce provides the locations through the scheduled task **BigCommerce: Refresh store settings**, which runs every day. You can see them in **BigCommerce › Configuration › Locations**. For each one you choose the Odoo location that holds its stock and enable stock push. When it is enabled, the task **BigCommerce: Push stock** sends to BigCommerce, every 5 minutes, the free quantity of that Odoo location, including its sub-locations, minus what BigCommerce has already deducted for orders that Odoo has not yet reserved or delivered.

Odoo location	The Odoo location whose free quantity is sent to BigCommerce.
Push stock	It starts switched off. Switch it on when Odoo already holds that stock: with **Import stock from BigCommerce** on the store or with your own count.
Enabled	Read-only checkbox. BigCommerce only allows changing the stock of an active location.



- **Real Odoo 20 screenshot.** The list of delivery orders pending shipment, with their reference, contact, scheduled date and status.

Carriers are mapped in **BigCommerce › Configuration › Carriers**. Each row links a **BigCommerce shipping method** with an Odoo **Carrier** and, if you wish, with a **Tracking carrier**, which is used when sending shipments. The status of each row is **To map** or **Mapped**. The delivery orders for orders are in **BigCommerce › Operations › To ship**.

Shipment statuses

Not sent	Nothing has yet been sent to BigCommerce.
Queued	The shipment is waiting for the task **BigCommerce: Process outgoing jobs** to send it.
In BigCommerce	BigCommerce already has the shipment.
Error	BigCommerce or Odoo rejected the shipment.

When you validate a customer delivery order for a BigCommerce order, the shipment is queued. If you later change the tracking number of a delivery order that BigCommerce already has, the new number is also sent. When a shipment fails, a pending task is created for whoever manages the store. Once you fix the cause, the **Send to BigCommerce again** button sends it again. It only appears on a done delivery order that is not a pickup and whose shipment is in **Not sent** or **Error**, and only for the BigCommerce Operator role.

> If you enable **Push stock** without first choosing the **Odoo location**, Odoo prevents it with the message "Choose the Odoo location before switching on the stock push.". A pickup delivery does not send any shipment to BigCommerce.

Locations: the Odoo location and stock push

Locations are not created by hand: they come from BigCommerce with the daily refresh of the store settings. In each row you see the **BigCommerce location ID**, the **Code** and the **Label**, which are read only. You fill in the **Odoo location** and switch on **Push stock**.

The quantity BigCommerce receives is the free quantity of the **Odoo location**, including its sub-locations, minus what BigCommerce has already deducted for orders that Odoo has not yet reserved or delivered. It is sent every 5 minutes with **BigCommerce: Push stock**. In addition, the task **BigCommerce: Reconcile stock** checks the stock every 6 hours. When a stock move is confirmed, cancelled or completed, each connected store that has a linked product in that move queues its stock push.

> **Push stock** starts switched off. Switch it on when Odoo already holds that stock: with **Import stock from BigCommerce** on the store or with your own count. Otherwise BigCommerce would receive Odoo's quantity before it is the correct one.

Carriers and tracking

BigCommerce shipping method is mandatory in each row. **Carrier** and **Tracking carrier** are optional. The **Tracking carrier** carries the carrier's tracking code. If BigCommerce rejects that code, the module removes it from all rows of the store that have it and the shipment is sent again without it, with the Odoo tracking link. The store states which one it was, so that a Manager can set a valid one.

When a shipment is sent and when it is not

- Every done customer delivery of a BigCommerce order, from a store that sends shipments, generates a shipment. If BigCommerce already has it, it is not sent again.
- The shipment carries only what BigCommerce does not yet show: before sending it, the shipments BigCommerce already has are checked.
- A shipment goes to a single address. If there are more units than BigCommerce still needs, what it still needs is sent, or nothing.

- A pickup delivery sends no shipment.
- If you change the tracking number of a delivery order that BigCommerce already has, the new number is sent to its shipments.

When the retry button is not available

The **Send to BigCommerce again** button is hidden if the delivery order is not done, if it is a pickup, or if the shipment is not in **Not sent** or **Error**. Even when it is visible, only the BigCommerce Operator role can use it: otherwise Odoo shows "Sending a delivery to BigCommerce needs the BigCommerce Operator role.".

What changes on the delivery order of a BigCommerce order

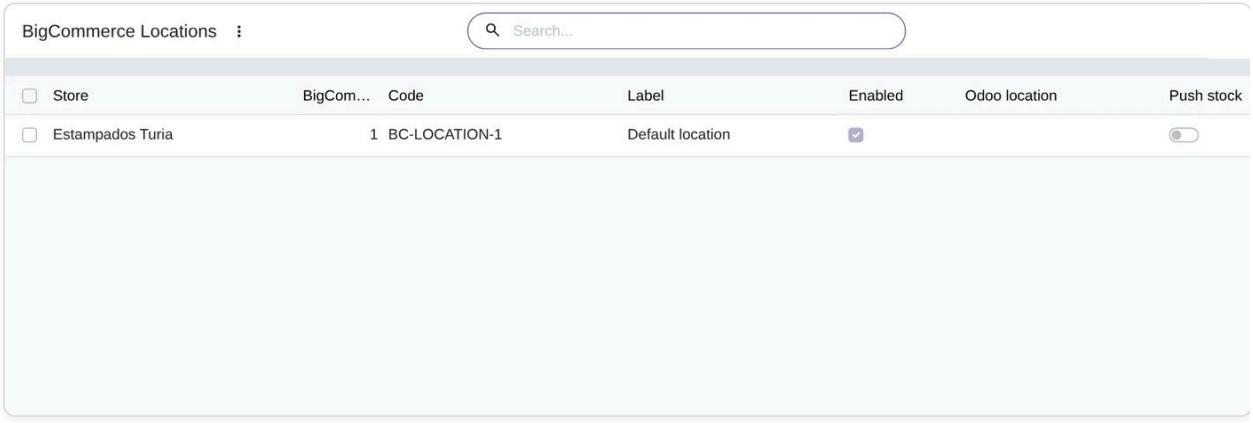
BigCommerce store	The store of the order.
BigCommerce address ID	The address of the order this delivery goes to. It is 0 until the order is split by addresses.
BigCommerce pickup	Indicates that the buyer collects these items: no shipment is sent to BigCommerce.
BigCommerce shipments	The BigCommerce shipment identifiers for this delivery.
BigCommerce shipment	The shipment status: **Not sent**, **Queued**, **In BigCommerce** or **Error**.

The shipment of a BigCommerce order leaves from that store: the actual cost of an Odoo carrier does not rewrite the order, whose total stays as BigCommerce has it. Validating a delivery of a BigCommerce order does not send an SMS to the buyer.

End-to-end example

1. **Open the locations**

   In **BigCommerce › Configuration › Locations** is the Estampados Turia location with code BC-LOCATION-1 and label Default location.



   - **Real Odoo 20 screenshot.** The Estampados Turia store location in the list of locations.

2. **Choose the Odoo location**

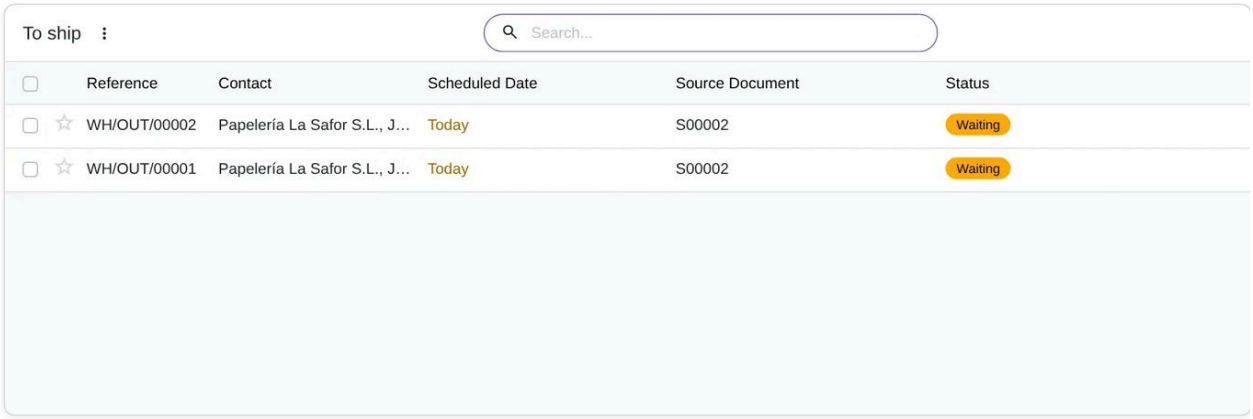
   You fill in the **Odoo location**. When Odoo already holds that stock, you switch on **Push stock**.

3. **Wait for the stock push**

   Every 5 minutes, **BigCommerce: Push stock** sends BigCommerce the free quantity of that location.

4 Validate the delivery

When a BigCommerce order leaves the warehouse and you validate its delivery order, which you find in **BigCommerce › Operations › To ship**, the shipment moves to **Queued**.



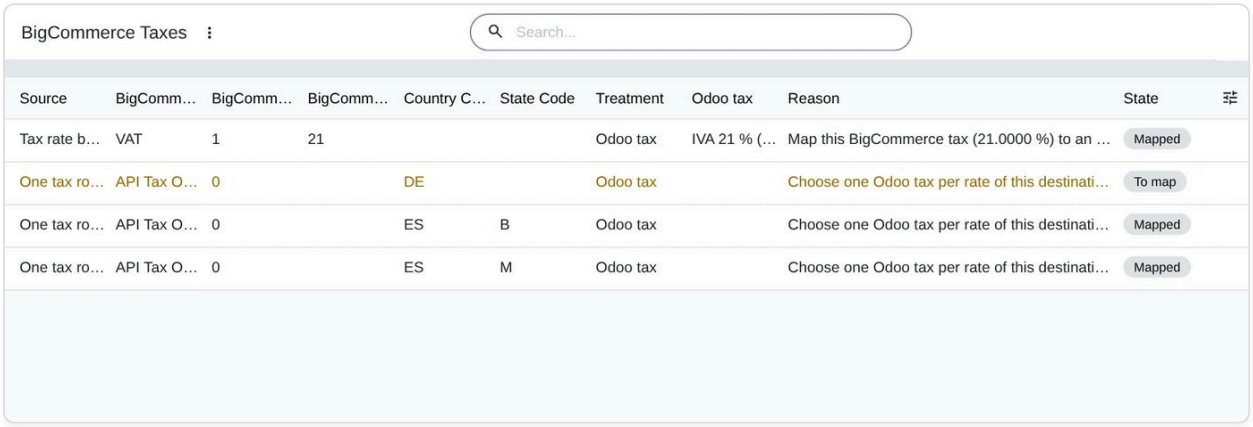
- **Real Odoo 20 screenshot.** The delivery orders pending shipment.

5 Check the result

If BigCommerce accepts it, the shipment moves to **In BigCommerce**. If it fails, it stays at **Error**: you fix the cause and press **Send to BigCommerce again**.

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10 Taxes, exemptions and payment gateways



- **Real Odoo 20 screenshot.** The **BigCommerce Taxes** list, with the status of each row: **Mapped** or **To map**.

Tax rows are not created by hand. They appear in **BigCommerce › Configuration › Taxes**, in **To map** status, when an order arrives with an unmapped tax or when a manager presses **Propose tax mappings** in the **Taxes** tab of the store, which proposes them from BigCommerce's taxes and recent orders without marking any as mapped. Your customers' exemption categories are mapped in **BigCommerce › Configuration › Tax exemptions** and payment gateways in **BigCommerce › Configuration › Payment gateways**.

Odoo tax	The Odoo tax applied when the treatment is **Odoo tax**.
Candidate taxes	In **One tax row per order** rows, one Odoo tax for each distinct rate of the destination, plus the 0 % one. Each line takes the one that corresponds to it.
Fiscal position	The fiscal position applied to that row.

BigCommerce payment method	The payment method as BigCommerce sends it, in the **BigCommerce Payment Gateways** list.
Journal	The Odoo journal used for that gateway.
Exemption category	The BigCommerce exemption category, to which you assign a **Fiscal position**.

Each tax row and each gateway has a status: **To map** when it still needs mapping and **Mapped** when it is done. When you save a row as **Mapped**, the orders that were waiting for it are reprocessed.

1. **Open Taxes**
   Go to **BigCommerce › Configuration › Taxes** and open a row in **To map** status.
2. **Choose the Odoo tax**
   Fill in **Odoo tax** or, in per-order rows, **Candidate taxes**.
3. **Set it to Mapped**
   When saved, the orders waiting for that row are reprocessed.

> A tax row cannot be set to **Mapped** without first choosing the Odoo tax or the candidate taxes. US sales tax treatments are not valid for destinations in other countries.

Statuses of a tax row

To map	The row exists because an order arrived that needs it, but the Odoo tax has not yet been decided. In **Reason** you see why it is still pending.
Mapped	The row is decided. When you save changes to it, the orders waiting for it are reprocessed.

Where each row comes from

Tax rate by ID	BigCommerce tax identified by its number.
External tax provider	Tax calculated by an external provider.
One tax row per order	A single tax row per order. It is mapped to **Candidate taxes**.
No tax	Lines without tax.

Treatments

Odoo tax	One Odoo tax for the row.
One tax per state rate	One tax per state rate. Asks for **Tax group** and **Tax liability account**.
Collected as a line	The tax collected is posted as a line of a service product (**Sales tax line product**), with no tax, whose income account is the state's liability account.
No tax	Line without tax.

When it won't let you save

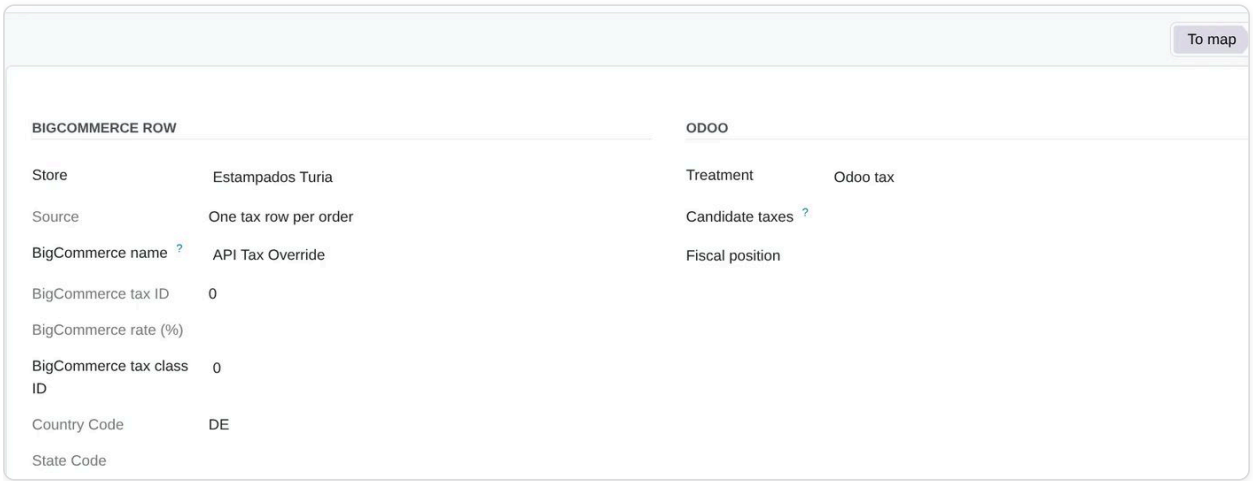
- With **Mapped** and **One tax row per order**, without **Candidate taxes**: "Choose the candidate taxes before marking an aggregate row as mapped."
- With an **Odoo tax** treatment and no **Odoo tax**: "Choose the Odoo tax before marking the row as mapped."
- With **One tax per state rate** and no group or account: "Choose the tax group and the liability account of the state first."
- With **Collected as a line** and no account: "Choose the liability account of the state first."
- **One tax per state rate** and **Collected as a line** only apply to US destinations: "One tax per state and a sales-tax line are the treatments of US sales tax (...): a destination in ... takes an Odoo tax."
- A line without tax is only allowed in countries that charge sales tax: "A line without tax is only allowed in countries that charge sales tax (...): in this company's country every line needs a tax."
- If the company is not in the US and has no fiscal position with a US foreign tax ID: "... charges US sales tax but has no fiscal position with a US foreign tax ID: create it first."

Record fields

Source	The type of tax the row comes from. Read only.
BigCommerce tax ID	The tax's number in BigCommerce. Read only.
BigCommerce name	Just a label: BigCommerce lets you rename and translate the tax.
BigCommerce rate (%)	The tax rate. Read only.
Country Code and **State Code**	The destination the row corresponds to. Read only.
BigCommerce tax class ID	The BigCommerce tax class.

End-to-end example

The Estampados Turia store receives order 110, shipping to Germany with €4.15 of tax. Its Germany tax row, "API Tax Override", is not mapped, so the order stays in **Needs action** with the reason **Tax mapping missing**. Open **BigCommerce › Configuration › Taxes**, filter by **To map** and open that row. Under **Source** it says **One tax row per order**: it is a single row for the whole order, so the connector asks for one Odoo tax per rate for that destination in **Candidate taxes**, including the 0% one. When you change it to **Mapped** and save, the order goes back into the queue and is processed again.



- **Real Odoo 20 screenshot.** The Germany row under **To map**, with **Candidate taxes** still empty.

11 Customers, groups and price lists

Where each piece of data comes from

DATA	SCHEDULED TASK	FREQUENCY
BigCommerce customers and customer groups, which come into Odoo	**BigCommerce: Reconcile customers and groups**	every 60 minutes
Odoo price lists, which go out to the store	**BigCommerce: Push price lists**	every 60 minutes

Everything is configured on the **Customers & prices** tab of the store. At the top, for managers, are **Reconcile customers and groups** and **Push price lists**, which run both tasks immediately, and the **Customer data owner** option. Below, the **Customer groups** list, which comes from BigCommerce (groups are not created or deleted in Odoo): for each group you choose its **Contact tag** and, if you like, a **Pricelist**. And the **Price lists** list, where you add each Odoo price list you want to publish, with its customer groups and channels. Without a price list in that list, no prices are published.

Statuses

Not pushed yet	The price list has not yet been sent to BigCommerce.
Pushed	The price list has already been sent.
With errors	The last price list push finished with errors.

What happens when you change a group

If a user with the Manager role changes the tag or price list of a group, the change shows up straight away on the contacts of their customers. This only happens when customer data is managed by BigCommerce. Without this, you would have to wait for the next change to the customer in BigCommerce.

> The price list you publish goes out to the store from Odoo. For a new list, the first push uses the BigCommerce price list with the same name as the Odoo one, or creates one.

Customers and groups

Each BigCommerce customer is linked to an Odoo contact. The link stores the customer's identifier in BigCommerce, their first and last names as sent by the store, the group they belong to and a flag showing whether the customer was deleted in BigCommerce. For each customer, a fingerprint of the last data BigCommerce sent is also stored.

If the contact is a B2B Edition company pending approval, its form warns at the top: "This company is pending approval in BigCommerce B2B Edition: approve or reject it in BigCommerce, store, tab B2B."

For each customer group, its identifier, name, whether it is the default group and whether it is the guest group are kept. That data comes from BigCommerce and is not edited in Odoo. What you do configure on each group is a contact tag and, optionally, a price list. The group's customers receive the price list as their own in the store's company. If the group is empty, nothing is applied.

Price lists to the store

Each Odoo price list linked to the store stores the BigCommerce list it corresponds to, the customer groups and the channels it is assigned to. Each group is assigned on each indicated channel. Several Odoo lists, one per currency, can share the same BigCommerce list.

The price published for each linked variant is the one Odoo calculates in the list's currency, with the store's tax mode and with the decimal places BigCommerce accepts for that currency. If the list has quantity-based rules with a minimum above 1, each quantity break is published too.

Prices are sent in batches of 100, and only those that have changed. Once a day, all of them are sent. If BigCommerce rejects an item, it is retried one by one and the rejection is reported, and the rest of the batch is saved. Variants that are no longer in the store are removed from the list, and then the group and channel assignments are updated. If the push runs out of time, what was already sent is kept.

The list stores the date of the last push, the date of the last full push and the last error.

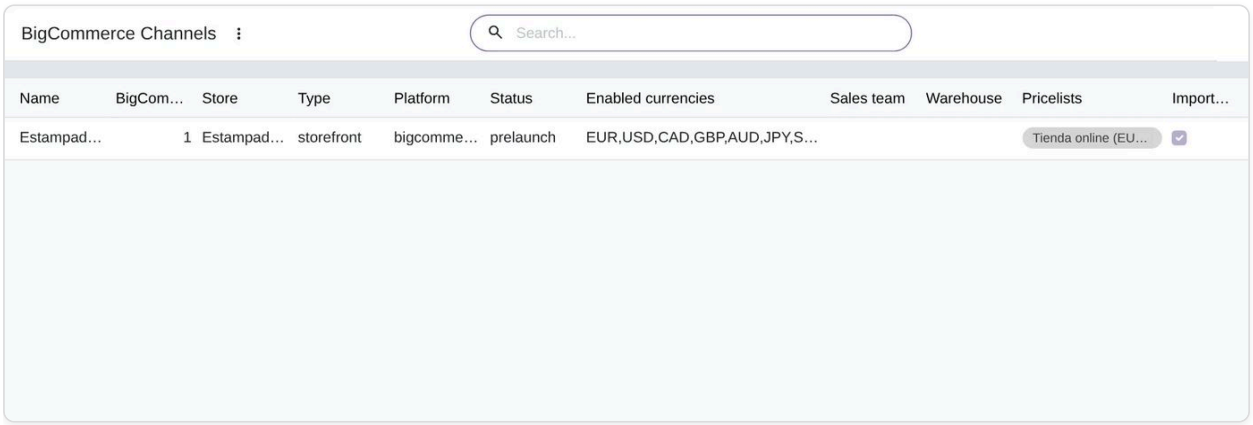
End-to-end example

On the **Customers & prices** tab of the store, a manager sets a customer group that came from BigCommerce to its **Contact tag** and a **Pricelist**. With **Customer data owner** set to **BigCommerce**, as it comes by default, the contacts of the group's customers receive both straight away. Then they add that price list to the **Price lists** list, with the group and a channel. The price task, which runs every 60 minutes, publishes it to the store, and its status changes from **Not pushed yet** to **Pushed**, or to **With errors** if something fails.

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12 Sales channels

You open the list at **BigCommerce › Configuration › Channels**. It is called **BigCommerce Channels**.



- **Real Odoo 20 screenshot.** The channel list for the Estampados Turia store.

Where the data comes from

The channels are brought in by BigCommerce with the daily task **BigCommerce: Refresh store settings**, or immediately if an order arrives from a channel Odoo does not yet know; they are not created by hand. From the channel you see the name, type, platform, status and enabled currencies, which are refreshed every day. What you decide in Odoo is the sales team, the warehouse, the price lists and whether its orders are imported.

Channel fields

BigCommerce channel ID	The channel's identifier in BigCommerce. It cannot be edited.
Name, **Type**, **Platform** and **Status**	The channel's data as given by BigCommerce. They cannot be edited.
Enabled currencies	The currencies BigCommerce enables for the channel, separated by commas.
Sales team	The sales team for the channel's orders.
Warehouse	The channel's warehouse.
Pricelists	One list for each currency the channel sells in.
Import orders	Checkbox that decides whether the channel's orders are imported. It is ticked by default.
Catalog tree	The BigCommerce catalogue tree whose categories the channel shows. It cannot be edited.
BigCommerce lowers stock	The channel's own setting in BigCommerce. If empty, the store's setting applies. It cannot be edited.
Stock of its orders from	The BigCommerce location whose stock BigCommerce deducts the orders of this channel from.

> A channel takes only one price list per currency. If you choose two lists with the same currency, Odoo won't let you save and shows "A channel takes one pricelist per currency."

What a channel is and what you read from it

A channel is a sales route of the store in BigCommerce. In the example screen, the Estampados Turia store has a channel of type storefront, platform bigcommerce and status prelaunch. That data, together with the enabled currencies, comes from BigCommerce and is not edited from Odoo.

What you decide

Each channel has four settings of its own in Odoo: the sales team, the warehouse, the price lists and the **Import orders** checkbox. With the checkbox unticked, the channel still exists but its orders are not imported. It is ticked by default.

The price list rule

A channel takes one price list for each currency it sells in. If you add two lists with the same currency, Odoo rejects the change with the message "A channel takes one pricelist per currency." Remove one of the two and save again.

Tabs and groups on the record

The channel form is split into two groups: **BigCommerce**, with what comes from the platform, and **Odoo**, with what you decide.

Read-only fields

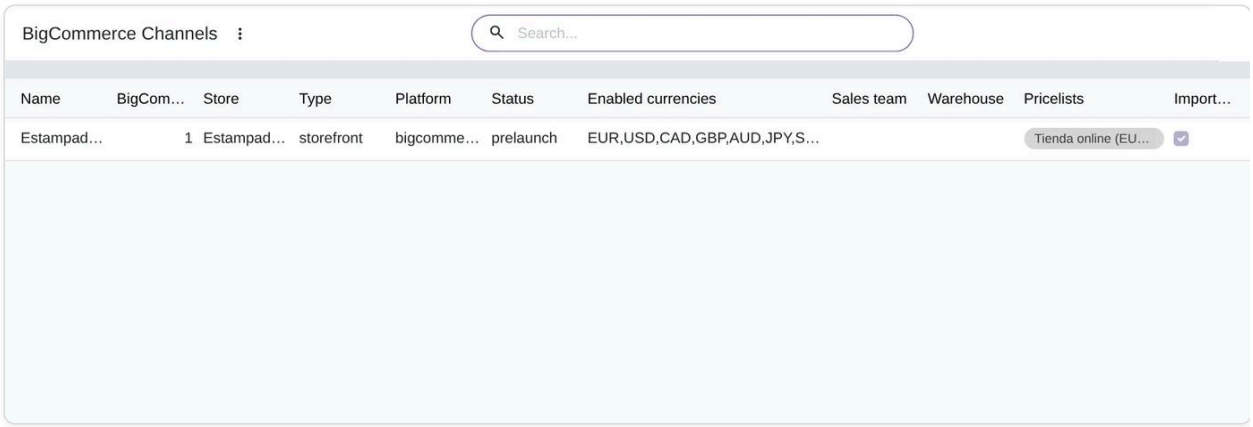
Catalog tree shows the BigCommerce catalogue tree whose categories the channel shows. **BigCommerce extra locales** lists the channel's active languages besides the main one. **BigCommerce lowers stock** holds the channel's own inventory setting; if empty, the store's applies. None of these is edited in Odoo.

Stock of its orders from can be chosen. It indicates the BigCommerce location whose stock BigCommerce deducts the channel's orders from. Unless you know otherwise, it is its default location, the one with ID 1.

End-to-end example

1 **Open the channels**

You go to **BigCommerce › Configuration › Channels** and see the Estampados Turia channel with its enabled currencies.



- **Real Odoo 20 screenshot.** The Estampados Turia channel, with its enabled currencies and the prelaunch status.

2 **Choose the price lists**

In **Pricelists** you choose at most one per currency. On the screen, the channel has the list Online store (EUR).

3 **Decide whether to import the orders**

With **Import orders** ticked, the channel's orders are imported and appear in **BigCommerce › Operations › Orders**.

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13 BigCommerce B2B Edition

Where each piece of data comes from

DATA	SCHEDULED TASK	FREQUENCY
Companies, users, addresses and quotes	**BigCommerce: B2B companies, users, addresses and quotes**	every 60 minutes
Invoices and payments	**BigCommerce: B2B invoices and payments**	every 15 minutes
Credit	**BigCommerce: B2B credit**	every day

All three scheduled jobs are active when the module is installed. Everything appears on the **B2B** tab of the store: at the top, the status of B2B Edition on the store and its options; below, the lists **Companies** and **Users**, with each user's **Role** (**Admin**, **Senior buyer** or **Junior buyer**), **Addresses**, **Quotes** and **Invoices and payments**, which are read-only. Each company has its own record, with its contact, its users and its addresses.

The company buttons

Approve	Approves the company in BigCommerce. Only visible while the status is **Pending approval**.
Reject	Rejects the company in BigCommerce. Only visible while the status is **Pending approval**.

Company statuses

The company field **Status in B2B** can be **Pending approval**, **Approved**, **Rejected** or **Inactive**. BigCommerce sets it and it cannot be edited by hand: on the record it appears at the top, as a status bar.

Approving or rejecting a company

1. **Open the company**
   On the **B2B** tab of the store, click a company in the **Companies** list that is in **Pending approval**.
2. **Click Approve or Reject**
   Odoo sends the change to BigCommerce (**Reject** asks for confirmation first). The company and its contact in Odoo follow the new status.

> Only someone with the BigCommerce operator role can approve and reject. If the store does not have B2B Edition active, nothing is sent. If BigCommerce does not change the status, Odoo shows the reason it returns.

Company statuses

STATUS	MEANING
Pending approval	The company has signed up for B2B Edition and is awaiting a decision. It is the only status in which **Approve** and **Reject** are visible.
Approved	The company is approved in B2B Edition.
Rejected	The company has been rejected.
Inactive	The company is deactivated in B2B Edition.

Statuses of the other records

On the **B2B** tab of the store, the **Quotes** list shows the **Status in B2B** of each quote: **New**, **In process**, **Updated by customer**, **Ordered**, **Expired**, **Archived** or **Draft**. In **Invoices and payments**, each sent invoice is **In B2B** or, if it could not be sent, **Not sent**; each payment is **Done** or **Waiting for a journal**, and its origin is **From the Buyer Portal** or **Registered in Odoo**.

Rules and conditions

- Approving or rejecting requires the BigCommerce operator role. If you do not have it, Odoo shows "Only a BigCommerce Operator can do this.".
- If the store does not have B2B Edition active, Odoo shows "B2B Edition is not active for this store: nothing was sent." and sends nothing.
- If BigCommerce does not accept the change, Odoo shows "BigCommerce did not change the status: ...", with the reason BigCommerce returns.
- When BigCommerce accepts the change, the company and its contact in Odoo follow the new status.

What each company holds

Partner	The Odoo contact linked to the company.
B2B company ID	The company's number in B2B Edition.
External ID in B2B	The company's external identifier in B2B.
Customer group ID	The number of the company's BigCommerce customer group.
Parent company	The parent company, if there is one.
Credit last sent	The last credit sent to BigCommerce.
Last problem	The last failure recorded for this company.
Users	The company's users.
Addresses	The company's addresses.

All are read-only. Below there are two lists: the company's users, with their email and their **Role** (**Admin**, **Senior buyer** or **Junior buyer**), and its addresses.

End-to-end example

1. **The company arrives**
   A customer signs up for B2B Edition. Within the hour, the B2B companies, users, addresses and quotes job brings it into Odoo in **Pending approval**, and the record of its contact flags it.

2. **An operator approves it**
   Open the company from the **Companies** list on the **B2B** tab and click **Approve**. Odoo notifies BigCommerce and, once it accepts, the company moves to **Approved**.

3. **The credit is updated**
   The B2B credit job runs every day and sends the credit to BigCommerce.

14 Indicators and activity tracking

The data is calculated by the scheduled job **BigCommerce: Refresh KPIs**, which runs every 4 hours. If a snapshot for the day already exists, it updates it; if not, it creates one. Amounts are converted to the store's currency. You open them with **KPI history**, on the **Health & KPI** tab of the store. A manager can also refresh them immediately with **Refresh KPIs**, on the **Scheduled jobs** tab. The order and amount figures count the orders created in BigCommerce in that period, excluding cancelled and skipped ones.

What each record shows

Date	The day the snapshot corresponds to.
Orders (24 h)	Orders from the last 24 hours.
Orders (7 days)	Orders from the last 7 days.
Orders (30 days)	Orders from the last 30 days.
Revenue (30 days)	Amount sold in the last 30 days.
Average order (30 days)	Average amount of an order in the last 30 days.
Orders that need action	Orders waiting for someone to do something.
Failed jobs	Outgoing jobs that have failed.
Pending events	BigCommerce notifications not yet processed.
Linked products	Products linked with BigCommerce.
Scheduled jobs failing	Scheduled jobs that are failing.

BigCommerce notifications and what Odoo sends to BigCommerce have no screen of their own: here you see how many notifications are still to be processed (**Pending events**) and how many sends to BigCommerce have failed (**Failed jobs**).

> The indicators are read-only: they cannot be edited.

What each queue processes

Two queues work behind the indicators. BigCommerce notifications come in through one and are processed from oldest to newest. What Odoo sends to BigCommerce goes out through the other, in the order it was recorded. Both are run by scheduled jobs that execute every minute: **BigCommerce: Collect and process events** and **BigCommerce: Process outgoing jobs**.

What happens to each notification

Each notification waits for the job to process it and then is done. If it hits a business error, it fails and is not retried. Some are discarded on purpose: duplicates for the same resource, echoes of a change Odoo itself made, and those for something the connector does not yet handle. These steps are not visible on any screen: in the indicators you see how many notifications are waiting, in **Pending events**.

If several notifications concern the same resource, a single job is done: the oldest is processed and the others are skipped. If BigCommerce asks to wait or there is a technical error, the notification stays pending and that store's run stops. Any other error fails only that notification.

What happens to each outgoing job

Each job waits its turn, is sent and then is done; if it fails with a business error, it is marked as failed. They have no screen of their own either: in the indicators you see how many have failed, in **Failed jobs**.

These are the sends of deliveries, stock and the first catalogue link. If the change comes from BigCommerce, nothing is recorded to send back. If a pending job of the same type and key already exists, it is reused.

Technical and business errors

A technical error leaves the job pending for a later run and stops that store's job. A business error marks it as failed. When sending a delivery, the business error stays on the delivery, where the warehouse can see it, and the job ends.

What the KPI task does

The scheduled KPI task runs every 4 hours and keeps one snapshot per day and store. If today's snapshot already exists, it is rebuilt.

End-to-end example

In the Estampados Turia store, orders are sitting in **Needs action**, such as 104, which asks for a product Odoo cannot find, and 110, which ships to Germany. When the 4-hour task runs, **Orders that need action** counts them. Once you fix the cause of each one and click **Reprocess**, the order leaves **Needs action** and the next calculation takes it out of the count. Failed jobs and pending notices are read the same way, in **Failed jobs** and **Pending events**.

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15 The data that goes and comes back

DATA	DIRECTION	WHEN
Orders	From BigCommerce to Odoo	**Reconcile orders** task, every 15 minutes. **Reprocess** imports an order again.
Products and variants	From BigCommerce to Odoo	**Reconcile catalog** task, every 60 minutes. **Link catalog by SKU** links the catalogue by SKU.
Categories and brands	From BigCommerce to Odoo	**Refresh store settings** task, daily.
Channels, store settings and tax classes	From BigCommerce to Odoo	**Refresh store settings** task, daily.
Customers and customer groups	From BigCommerce to Odoo	**Reconcile customers and groups** task, every 60 minutes.
Products and variants deleted in BigCommerce	From BigCommerce to Odoo	**Reconcile deletions** task, weekly.

DATA	DIRECTION	WHEN
Opening stock	From BigCommerce to Odoo	The **Import stock from BigCommerce** button.
B2B companies, users, addresses and quotes	From BigCommerce to Odoo	**B2B companies, users and quotes** task, every 60 minutes.
Payments from the B2B buyer portal	From BigCommerce to Odoo	**B2B invoices and payments** task, every 15 minutes.
Stock	From Odoo to BigCommerce	**Push stock** task, every 5 minutes, and **Reconcile stock** task, every 6 hours.
Price lists	From Odoo to BigCommerce	**Push price lists** task, every 60 minutes.
Shipments from deliveries	From Odoo to BigCommerce	**Process outgoing jobs** task, every minute.
Invoices and payments made in Odoo to B2B	From Odoo to BigCommerce	**B2B invoices and payments** task, every 15 minutes.
Credit for B2B companies	From Odoo to BigCommerce	**B2B credit** task, daily.

How the calls flow

Each store keeps its API token encrypted in FlexigoTech Cloud, not in your Odoo. Calls to BigCommerce go through FlexigoTech Cloud, which adds that token, and what travels with them is: products with their prices, stock and images, customers, orders with their addresses, and shipments with their tracking. Your records stay in your Odoo. FlexigoTech Cloud processes this on your company's behalf, on servers in Germany, and when the subscription ends or you disconnect the database, it deletes the token and the BigCommerce data for that connection within 30 days at most. The token is saved with **Save token in FlexigoTech Cloud** and removed from there with **Delete token from FlexigoTech Cloud**.

BigCommerce notifications (webhooks), which only concern products, do not go through the cloud: they arrive directly at your Odoo, which stores only the identifiers and processes them every minute. They need your Odoo to have a public https address on port 443; without it they are not created, and the scheduled tasks keep the data up to date.

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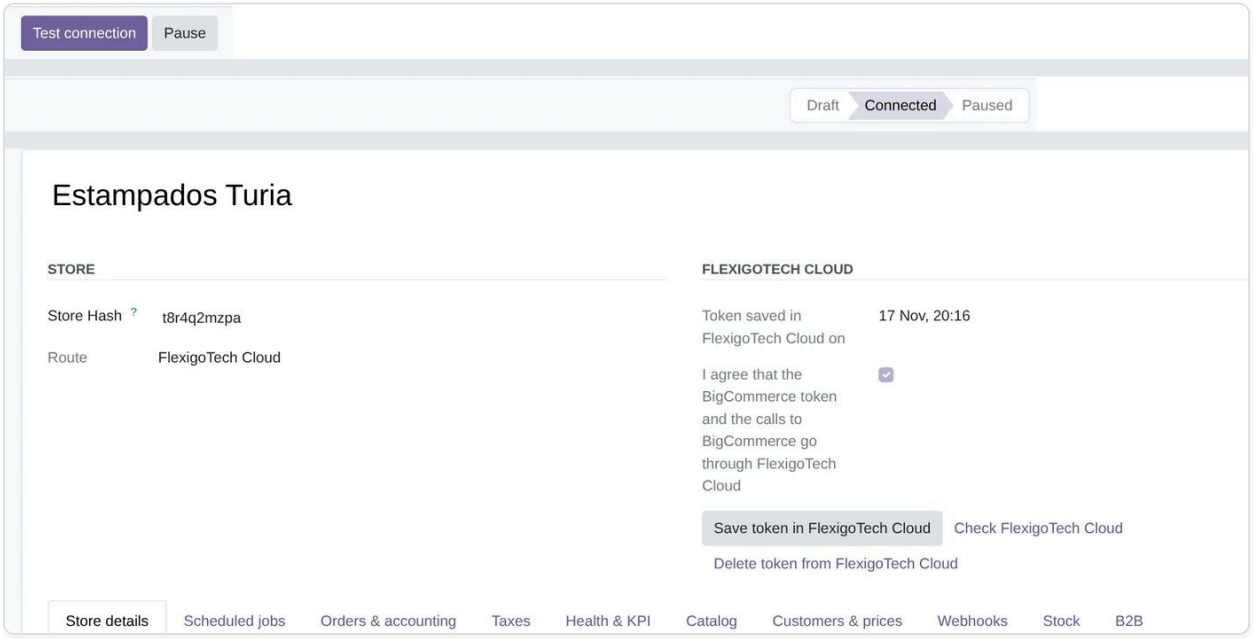
16 What runs automatically

TASK	FREQUENCY	WHAT IT DOES
Collect and process events	Every minute	Collects and processes the notifications BigCommerce has sent to your Odoo.
Process outgoing jobs	Every minute	Sends to BigCommerce whatever Odoo has pending to send.
Reconcile orders	Every 15 minutes	Imports new or changed orders from BigCommerce.

TASK	FREQUENCY	WHAT IT DOES
Reconcile catalog	Every 60 minutes	Reads the products that have changed in BigCommerce.
Reconcile customers and groups	Every 60 minutes	Fetches the customer groups and the customers that have changed.
Reconcile deletions	Weekly	Detects the products and variants BigCommerce no longer has.
Push stock	Every 5 minutes	Sends Odoo's stock to BigCommerce.
Refresh store settings	Daily	Updates the store data, channels, taxes and categories.
Reconcile stock	Every 6 hours	Compares BigCommerce's stock with Odoo's and corrects the differences.
Push price lists	Every 60 minutes	Sends Odoo's price lists to BigCommerce.
B2B invoices and payments	Every 15 minutes	Synchronises invoices and payments with B2B Edition.
B2B companies, users and quotes	Every 60 minutes	Fetches companies, users, addresses and quotes from B2B Edition.
B2B credit	Daily	Sends the credit of each B2B company.
Webhook health	Daily	Creates or repairs the product notifications in BigCommerce and checks that they are not blocked, provided your Odoo has a public https address.
FlexigoTech Cloud status	Every 60 minutes	Checks the status of the connection to FlexigoTech Cloud.
Clean up	Daily	Deletes completed notices and jobs after 30 days and failed ones after 90.
Refresh KPIs	Every 4 hours	Takes a snapshot of each store's indicators from what Odoo already holds.

Each task has its own button, named after the table, on the store's **Scheduled jobs** tab (managers only), so you can run it straight away. You change the frequencies in **Settings › Technical › Scheduled Actions**, with developer mode on: search for BigCommerce and all 17 appear. Each task works only with connected stores and has 45 seconds per run: whatever is left undone carries over to the next one.

17 The store options and how they arrive



- **Real Odoo 20 screenshot.** The store form with its tabs.

OPTION	WHEN CREATING IT	WHAT IT DOES
Import orders from	Empty: the date the store was first connected	Orders created in BigCommerce before that moment are not imported.
Import statuses	BigCommerce statuses 1 to 14, separated by commas	BigCommerce order statuses that are imported. Even if they are on the list, an incomplete, cancelled or declined order (0, 5 and 6) does not come in as a new order.
Confirm orders automatically	On	Imported orders are confirmed automatically.
Invoicing	**Manual: a person creates the invoice**	The other option is **When the order is confirmed**.
Default warehouse	Empty	Warehouse for imported orders.
Default sales team	Empty	Sales team for imported orders.
Rounding tax	Empty	Sales tax at 0% for the final rounding line when prices do not include tax.
Maximum exchange rate age (days)	7	An order in another currency is only imported if Odoo has an exchange rate no older than this.
Use the BigCommerce exchange rate on invoices	Off	The invoice carries the exchange rate that BigCommerce used.
Customer data owner	**BigCommerce**	Decides who is in charge of customer data. The other option is **Odoo**.
Create products from BigCommerce	Off	If on, catalogue synchronisation also creates in Odoo the products that do not exist yet.

OPTION	WHEN CREATING IT	WHAT IT DOES
Overwrite Odoo's stock	Off	If off, **Import stock from BigCommerce** only sets the stock of products that have none in the Odoo location assigned.
Send shipments to BigCommerce	On	Each validated delivery of a BigCommerce order is sent as a shipment with its tracking.
Odoo emails the delivery to the buyer	Off	If off, Odoo does not send its own delivery confirmation email on BigCommerce orders.
Company Isolation	Off	If on, only products and contacts of the store's company are linked and created, never shared ones.

There are also four lists, one per product data group: **Structure**, **Content**, **Images** and **Categories, brand and channels**. In each you choose **BigCommerce**, **Odoo** or **Not synchronised**. With **BigCommerce**, catalogue synchronisation writes to Odoo what changes in the store; with **Odoo** or **Not synchronised**, it does not change it. When the store is created, **Structure** is set to **Odoo** and the other three to **BigCommerce**. The selling price is always the one in Odoo, and the connector does not write product data to BigCommerce: it sends the store stock and price lists.

The options for the product data groups, the base rate, the stock and the customer can only be changed by a user with the BigCommerce manager role. If another user tries to change them, Odoo prevents it.

What is done by hand

TAB OR GROUP	BUTTONS
Store header	**Test connection**, **Pause**, **Resume** and **Reactivate copy**. **Pause** only appears with the store connected. **Resume** appears with the store stopped, unless it is a copy of another database. **Reactivate copy** appears only on a copy.
FlexigoTech Cloud	**Save token in FlexigoTech Cloud**, **Check FlexigoTech Cloud** and **Delete token from FlexigoTech Cloud**. The last two appear once the token is saved. Only an Odoo administrator sees this group.
Scheduled jobs	Managers only. One button per task, such as **Reconcile orders**, **Reconcile catalog**, **Push stock** or **Refresh store settings**. Each runs the task now for that store.
Orders & accounting	**Create missing service products**
Taxes	**Propose tax mappings** and **Measure rounding**
Catalog	**Link catalog by SKU**
Stock	**Import stock from BigCommerce**
Webhooks	**Repair webhooks**
Health & KPI	**Check now** and **KPI history**
B2B	**Check B2B Edition**
Customers & prices	**Reconcile customers and groups** and **Push price lists**

The other tabs are not options and almost everything they show is read-only.

Store details	Data BigCommerce provides about the store: **Store Name**, **Store Url**, **Control Panel Url**, **Store Currency**, **Prices Include Tax**, **Store Timezone**, **Store language**, **Weight Units**, **Dimension Units** and **Plan Name**. All are read-only.
Taxes	**BigCommerce rounding strategy** and **Rounding advice**, read-only. **Measure rounding** fills in the advice without touching the accounting.
Stock	**BigCommerce lowers stock** and **BigCommerce restocks refunds** are read by Odoo from BigCommerce. **Last stock run** counts the result of the last run.
Webhooks	**Webhook address**, the **Webhooks** status (it starts as **Not checked yet**), **Webhooks checked on**, **Webhook problem** and **Webhooks in BigCommerce**. Everything is read and cannot be edited.
Health & KPI	**FlexigoTech Cloud status**, **Status code** and **Checked on**, plus the values for the last 30 days: **Orders (24 h)**, **Orders (30 days)**, **Revenue (30 days)**, **Orders that need action** and **Failed jobs**.
B2B	**B2B Edition in the store**, **B2B Edition connected** and **B2B Edition status** are read-only. You choose the following, and they start off or empty: **Send invoices to B2B Edition**, with **Send invoices from** (by default, the day you switch it on), **Limit purchases (B2B «limitPurchases»)**, **Credit hold after overdue days** (0, never) and **B2B extra field with the tax ID**.

18 Security and personal data

- The store's API token is stored encrypted on FlexigoTech Cloud servers and does not stay in Odoo. You send it from the store's **Save token in FlexigoTech Cloud** button.
- Before saving the token you must tick the box "I agree that the BigCommerce token and the calls to BigCommerce go through FlexigoTech Cloud". If you do not tick it, Odoo shows "Tick the box first: the token and the calls to BigCommerce go through FlexigoTech Cloud."
- When you accept on the **Activate FlexigoTech Cloud** screen, the company name, the email of the person who accepts, and the date and version of the accepted text are saved.
- There are three user groups: **Viewer**, **Operator** and **Manager**. The viewer consults, for example with the **BigCommerce** button on the sales order. The operator acts on orders, with buttons such as **Reprocess** or **Send to BigCommerce again**, and approves or rejects B2B companies. The manager is in charge of the store: **Test connection**, **Pause**, **Resume**, **Reactivate copy**, **Create pricelist** and **Create rate from BigCommerce**; they are the only one who sees the **Configuration** menu, with the stores and their mappings.
- Your records stay in your Odoo. Calls to the BigCommerce API go through FlexigoTech Cloud with the data they carry (products, customers, orders and shipments), and the cloud stores the store's token.
- Errors the connector records do not include order contents, and emails and phone numbers in the error text are masked.
- BigCommerce notifications (webhooks) arrive at an address that carries the store's token and are checked with a secret. Anything that does not belong to the store is discarded without giving clues to whoever sent it.

History and clean-up

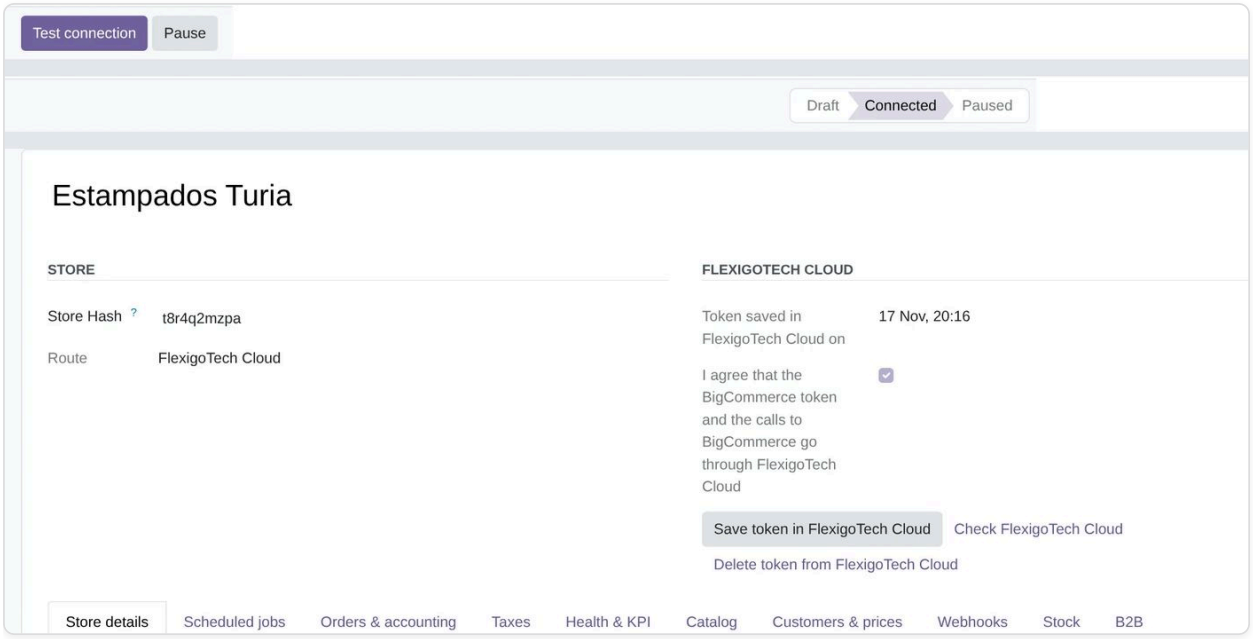
The daily task **BigCommerce: Clean up old events, jobs and logs** deletes finished notifications and jobs after 30 days and failed ones after 90, and empties old error details.

19 Several stores and several companies

Each store belongs to an Odoo company and has its own options. A store links and modifies the products and contacts of its company and the shared ones, which have no company, and the contacts it creates are left shared. With **Company Isolation** on (tab **Store details**; it is off by default), it only uses those of its company and the contacts it creates stay in it.

The number of stores each plan allows: up to 3 accounts with the Standard plan and up to 10 with the Pro plan.

Stores and everything they bring in (orders, catalogue links, taxes, channels, locations...) carry their store's company, and Odoo only shows each user those of the companies they work in. Each store works with its own data and does not mix it with another's.



- **Real Odoo 20 screenshot.** The store record with its tabs and the **Test connection** button.

20 If something fails

The store does not connect and the notices mention the subscription or the service	Without the FlexigoTech Cloud trial or subscription, the connector does not talk to BigCommerce. Activate the trial and save the token from the store's **FlexigoTech Cloud** group, which only an Odoo administrator sees. The connection status is on the **Health & KPI** tab, and **Check now** checks it immediately.
"BigCommerce refused the API account (...): check it with «Test connection»."	BigCommerce returned a 401 or 403. Check the store's API account token and permissions, then test the connection again.
"BigCommerce asked to wait (rate limit): press the button again in a few minutes."	BigCommerce asks you to wait. Wait a few minutes and try again.
"Paste the access token of the store API account (no spaces). The saved one is never shown."	The token you pasted is not valid. Paste it without spaces.

A BigCommerce order is marked as needing action	The reason appears on the order. Fix the cause, for example a product that cannot be found or a tax that is not mapped, and then reprocess the order.
Want to see what BigCommerce replied	Orders store the reason for the last error. An order with unexpected failures is retried up to 6 times.

If the connection with FlexigoTech Cloud is paused, the store stops calling BigCommerce. Every hour a task checks whether it can resume, and when it works again, whatever was waiting is sent straight away. A manager can also stop the store with **Pause** and restart it with **Resume**.

Other notices you may see

"Only a BigCommerce Manager can change ...."	Only a user with the BigCommerce Manager role can change that setting. Ask them to do it.
"Only a BigCommerce Operator can do this."	This action requires the BigCommerce Operator role.
"No exchange rate for ... on ... (at most ... days old): a BigCommerce price would be converted at 1. Load a rate for that currency."	Load a recent exchange rate for that currency in Odoo.
"Map a BigCommerce location to an Odoo location first (Configuration > Locations)."	Link the BigCommerce location to an Odoo location in the store's locations.
"Orders are not imported (no 'Import orders from' date): the stock import adds what BigCommerce's open orders owe, so they must be in Odoo first."	Fill in the order import date before importing stock.
"BigCommerce's inventory settings are not known yet: press 'Refresh store settings' first."	The **BigCommerce: Refresh store settings** task fetches them every day. Wait for it to run and try again.
"Choose the Odoo tax before marking the row as mapped."	Choose the Odoo tax on the row before marking it as mapped.
"The steps before the delivery (pick, pack) are still open in Odoo: validate them first, then press this button again."	Validate the previous steps first, then press the button again.
"Validating deliveries needs Inventory rights: ask a warehouse user to press it."	Ask a warehouse user with Inventory rights to do it.
"Choose the Odoo location before switching on the stock push."	Choose the Odoo location before switching on the stock push.

21 Other ways to do it

METHOD	WHAT IT INVOLVES
By hand from the BigCommerce dashboard	Someone logs into the dashboard, checks the new orders and moves them into Odoo one by one. Stock works the same way: you change it in one place and then in the other.
Odoo alone	In the Odoo 20 code, Community and Enterprise, there is no module with "bigcommerce" in its name and no manifest that names it. Odoo does not ship a BigCommerce connector.
This connector	The module brings orders, catalogue, categories and brands, customers and taxes from your store into Odoo, and sends stock, price lists and shipping to BigCommerce. To talk to BigCommerce it needs a FlexigoTech Cloud subscription, which starts at €49 a month plus VAT and includes a 14-day trial.

If you already use another tool

If you already work with another tool, the connector does not need to bring over the full history. When you connect the store, the date from which orders are imported is set, unless you choose one. Orders before that date are not imported, so you can start from whichever day suits you.

22 Plans and pricing

€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 license is per Odoo version. FlexigoTech Cloud is paid monthly or yearly, and the 14-day trial does not require a card. With Standard, up to 3 stores; with Pro, up to 10.

23 Frequently asked questions

What does the connector do?

It brings BigCommerce orders into Odoo as sales orders. It links products, variants, categories and brands, and sends stock and price lists to the store.

Does it work without FlexigoTech Cloud?

No. Without the trial or a FlexigoTech Cloud subscription, the connector does not talk to BigCommerce.

Do I have to pay from day one?

No. There is a free 14-day trial, with no card required.

Does it work on Odoo Online?

No. Odoo Online does not allow installing third-party modules.

Does it need Odoo Enterprise?

Its dependencies are the Sales, Inventory, Invoicing and Discuss apps, plus the FlexigoTech Cloud module. It does not require any Enterprise module.

Which Odoo versions is it available for?

On the 17.0, 18.0, 19.0 and 20.0 branches, that is, Odoo 17, 18, 19 and 20.

How many stores does each plan support?

Up to 3 accounts with the Standard plan and up to 10 with the Pro plan.

How much does it cost?

The module license costs €9 per Odoo version. FlexigoTech Cloud is paid separately: the Standard plan costs €49 per month or €490 per year. The Pro plan costs €98 per month or €980 per year. Prices exclude VAT.

What is the difference between Standard and Pro?

The number of accounts per connector and the support change. With Standard, up to 3 accounts and first response within 1 working day. With Pro, up to 10 accounts and first response within 4 working hours, with a video call if needed.

What do I need in BigCommerce to connect?

A store-level API account, with its token, and the store identifier, which is the part of the API path that comes after /stores/.

Does the connector create the API account in BigCommerce for me?

No. It does not give you its credentials either: you create it yourself in BigCommerce and paste its token into Odoo.

Where is the API token stored?

Encrypted on the FlexigoTech Cloud servers, not in your Odoo.

Do my customers and orders pass through FlexigoTech Cloud?

Your records remain in your Odoo, but the calls to BigCommerce go through FlexigoTech Cloud with what they carry: products, customers, orders and shipments. The cloud processes this data on behalf of your company and stores the store token encrypted.

How often do orders arrive?

A task brings them in every 15 minutes. BigCommerce notifications are only used for products.

How often is stock sent to BigCommerce?

Every 5 minutes. Each location only sends stock if you switch on **Push stock** for it.

How often are price lists sent?

Every 60 minutes.

How often do products and customers arrive?

The catalogue is checked every 60 minutes. Customers and customer groups also arrive every 60 minutes.

Do I have to enable webhooks?

No. If your Odoo has a public https address on port 443, the connector creates them automatically in BigCommerce, and only for products. Without it, the scheduled tasks keep the data up to date.

What happens to orders placed before I installed it?

They are not imported. When you connect the store, the date from which orders are imported is set, unless you choose another one in **Import orders from**.

What happens to products I already have in Odoo?

A BigCommerce product without a link is matched by SKU to the Odoo variants. If the store has the option to create products from BigCommerce switched on and no SKU matches, a new product is created.

What happens if an order cannot be imported?

It stays in the order list with the status **Needs action**, with the reason in **Why**. You fix the cause and press **Reprocess**.

Are orders confirmed automatically?

Yes, if the store has **Confirm orders automatically** switched on, which it is by default, and all the taxes on the order are mapped.

Are invoices created automatically?

That depends on the store's **Invoicing** option. It is set to **Manual: a person creates the invoice**. The other option is **When the order is confirmed**.

Do I have to map the taxes?

Yes. Each BigCommerce tax that arrives on an order and is not mapped creates a row in **To map** and leaves the order in **Needs action**. You choose the Odoo tax and, when you save the row as **Mapped**, the order is processed again.

Does it send deliveries and tracking numbers to BigCommerce?

Yes. When you validate the delivery of a BigCommerce order, the shipment is queued and sent to the store. Pick-up deliveries do not send any shipment.

What if the shipment fails?

A pending task is created for whoever manages the store. Once you fix the cause, the **Send to BigCommerce again** button sends it again.

Do customers go from Odoo to BigCommerce?

No. Customers go from BigCommerce to Odoo, not the other way round.

Does it work with BigCommerce B2B Edition?

Yes. Companies, users, addresses, quotes, invoices, payments and credit are synchronised with their own tasks. You can approve or reject a pending company from Odoo. This part has been tested with a simulator of the official B2B Edition API, because its sandbox returns 403.

Who can change the options and press the buttons?

The settings that decide where credentials go, the data groups, stock and the customer are changed by a BigCommerce manager. Actions such as **Reprocess** require the operator role.

Can I change how often the tasks run?

Yes, in **Settings › Technical › Scheduled Actions**, with developer mode activated.

How many scheduled tasks does it include?

It includes 17 scheduled tasks, and all of them are active when installed.

How long is the history of notices and jobs kept?

A daily task deletes finished events and jobs after 30 days and failed ones after 90 days.

Can I connect several stores or companies?

Yes, within the account limit of your plan. Each store has its own company and its own options, and its products and contacts are limited to those of that company according to **Company Isolation**.

Is there a BigCommerce connector in Odoo itself?

No. In Odoo 20, both Community and Enterprise, there is no module with "bigcommerce" in its name.

Under what licence is it distributed?

Under the OPL-1 licence. It is Odoo's own app.

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24 Glossary

Store	Each connection between Odoo and a BigCommerce account. It is created and managed in **BigCommerce › Configuration › Stores**.

Store Hash	The store's identifier in BigCommerce: the part of the API path that comes after /stores/. You can paste the full path and the connector keeps only the identifier.
Store-level API account	Credential created in BigCommerce (Settings, Store-level API accounts) that provides the token the connector works with.
API token	The key of the API account. It is stored encrypted in FlexigoTech Cloud and does not stay in your Odoo.
FlexigoTech Cloud	FlexigoTech's online service for its modules. It stores the token and sends the calls to BigCommerce. Without a trial or subscription, the connector does not talk to BigCommerce.
Channel	A sales channel of the store in BigCommerce. Its data comes from BigCommerce; in Odoo you choose a sales team, a warehouse, price lists and whether its orders are imported.
Webhook	A notification that BigCommerce sends directly to your Odoo when a product or its stock changes. It requires your Odoo to have a public https address on port 443. Orders arrive with the scheduled tasks.
Scheduled task	A process that Odoo runs on its own at set intervals, such as **BigCommerce: Reconcile orders** every 15 minutes.
BigCommerce order	A record in the **BigCommerce Orders** list. Each one ends up as an Odoo sales order.
Needs action	The status of an order where someone has to do something. The **Why** field explains it.
Reprocess	Order button that imports it again once you have resolved the cause.
SKU	The product code in BigCommerce. The connector matches products with Odoo variants by SKU.
Linked product	A BigCommerce product joined to an Odoo product. Its status is **Linked**, **To create**, **Error** or **Archived**.
Tax mapping	The relationship between a BigCommerce tax and an Odoo tax, in **BigCommerce › Configuration › Taxes**. Each row is in **To map** or **Mapped**.
Location	A BigCommerce inventory location. For each one you choose the Odoo location that holds its stock and enable **Push stock**.
Carrier	The relationship between a BigCommerce shipping method and an Odoo carrier, in **BigCommerce › Configuration › Carriers**.
Customer group	A grouping of customers in BigCommerce. In Odoo it can carry a contact tag and a price list.
Price list	An Odoo rate sent to the store with the **BigCommerce: Push price lists** task.
B2B Edition	A BigCommerce module for business-to-business sales. The connector brings in companies, users, addresses and quotes, and syncs invoices, payments and credit.
KPI	A daily snapshot of each store with orders, revenue and pending orders. It is refreshed by the **BigCommerce: Refresh KPIs** task.

25 Checklist and contact

- [ ] You have a store in BigCommerce and a store-level API account with its access token.
- [ ] You have the store identifier, the part of the API path that comes after /stores/.
- [ ] The Sales, Inventory, Invoicing and Discuss apps are installed in your Odoo.
- [ ] The BigCommerce for Odoo module is installed, and the FlexigoTech Cloud module with it.
- [ ] You have activated the 14-day trial without a card on the **Activate FlexigoTech Cloud** screen.
- [ ] In **BigCommerce › Configuration › Stores** you have created the store with its name and its **Store Hash**.
- [ ] You have ticked the consent box and clicked **Save token in FlexigoTech Cloud**.
- [ ] **Test connection** worked and the store is connected.
- [ ] You have reviewed the store options, such as **Import orders from**, **Import statuses** and **Confirm orders automatically**.
- [ ] You have matched the BigCommerce taxes with the Odoo ones in **BigCommerce › Configuration › Taxes**.
- [ ] The first order has arrived in **BigCommerce › Operations › Orders** and was imported without being left in **Needs action**.

If you want us to set it up with you, write to us. With the Pro plan, if needed, we can go through it over a video call.

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/bigcommerce-connector-odoo.html

On Odoo Apps

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

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