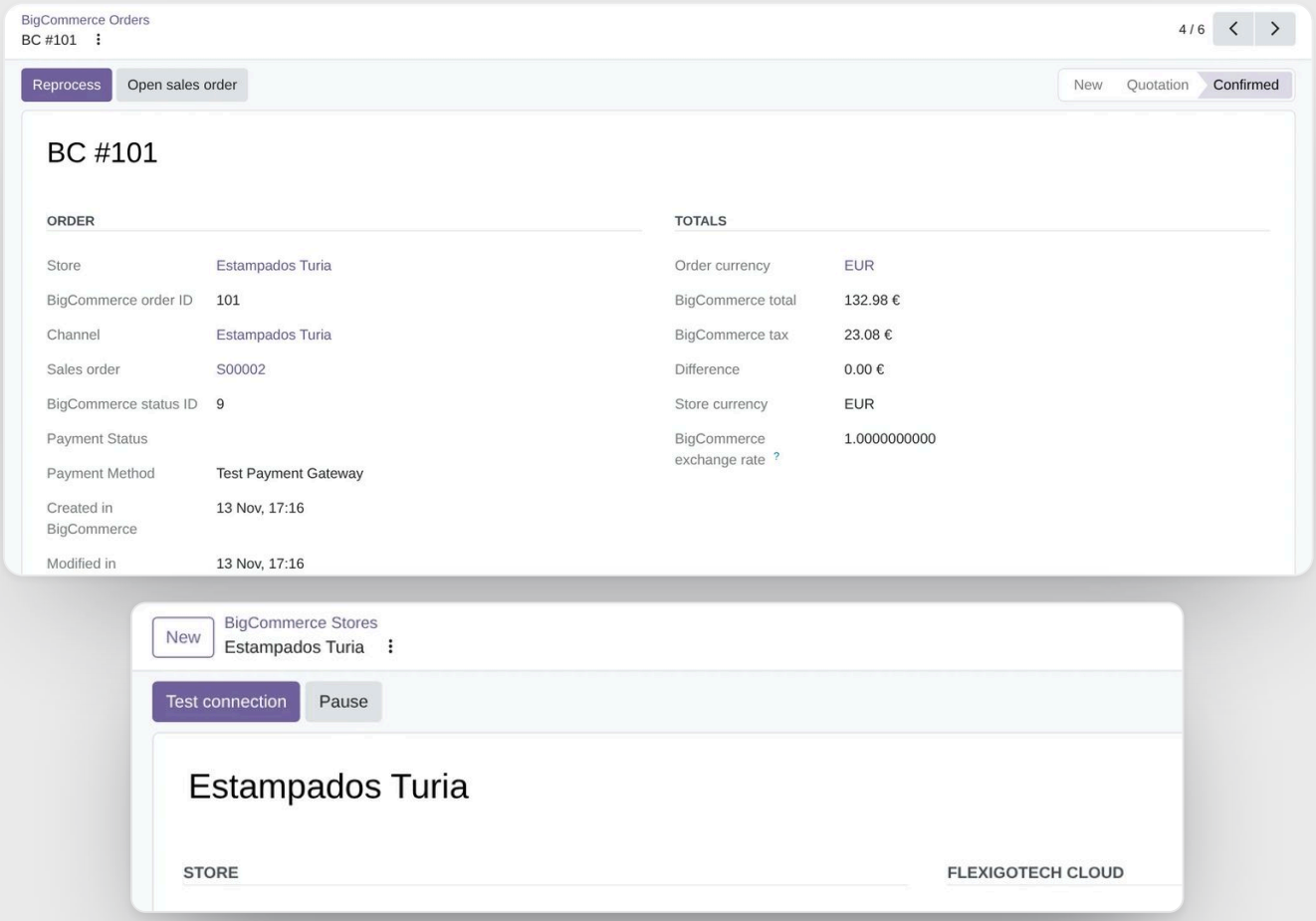
USER MANUAL · MARKETPLACES AND E-COMMERCE

BigCommerce connector for Odoo

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

Module version 20.0.1.1.7 | Odoo 20 screenshots | Edition of 18-11-2026



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

Contents

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

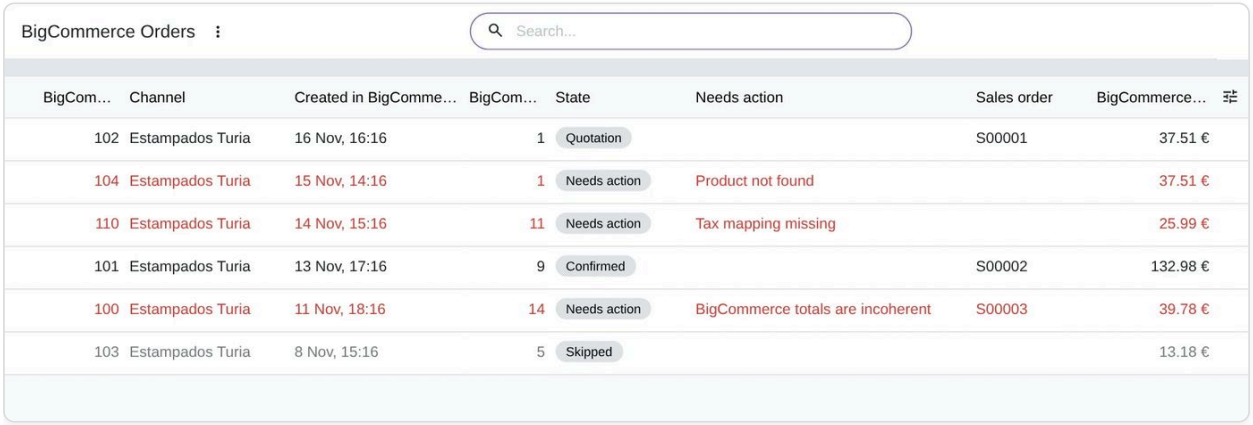
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This manual describes version 20.0.1.1.7 of the module (Odoo branch 20.0, commit ba787d36a). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

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

1 What it is and where it is

The connector adds to Odoo an app of its own, **BigCommerce**, where orders from your BigCommerce stores arrive and where you link their catalogue, taxes and stock with those in Odoo.



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

BigCommerce › Operations	**Orders**, with the orders coming in from BigCommerce, and **To ship**, with the deliveries still pending dispatch.
BigCommerce › Configuration	For managers only: **Stores**, with each connected store, and the mappings 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 waiting for approval in B2B Edition. Imported orders 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 appear here in English, as you will see them.

2 Before you start

What you need to have at hand before installing the connector, and what the connector does not do for you in BigCommerce.

- 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 with no card required). The API account token is stored encrypted in FlexigoTech Cloud and the calls to BigCommerce go through there. Without a 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, which the connector uses to read an order's refunds and prepare its 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 does it give you its credentials. BigCommerce's notifications (webhooks), which the connector uses only for products, require 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.

3 Installation

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

How to get it

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

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

On Odoo.sh

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

2. **Wait for Odoo.sh to build the branch**

When it finishes, both modules are on the branch.

3. **Install the app**

   In **Apps**, click **Update Apps List** (with developer mode on), search for "BigCommerce" and click **Activate**.

On your server

1. **Copy the folders**

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

2. **Restart Odoo**

   This is so it reads the new modules.

3. **Install the app**

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

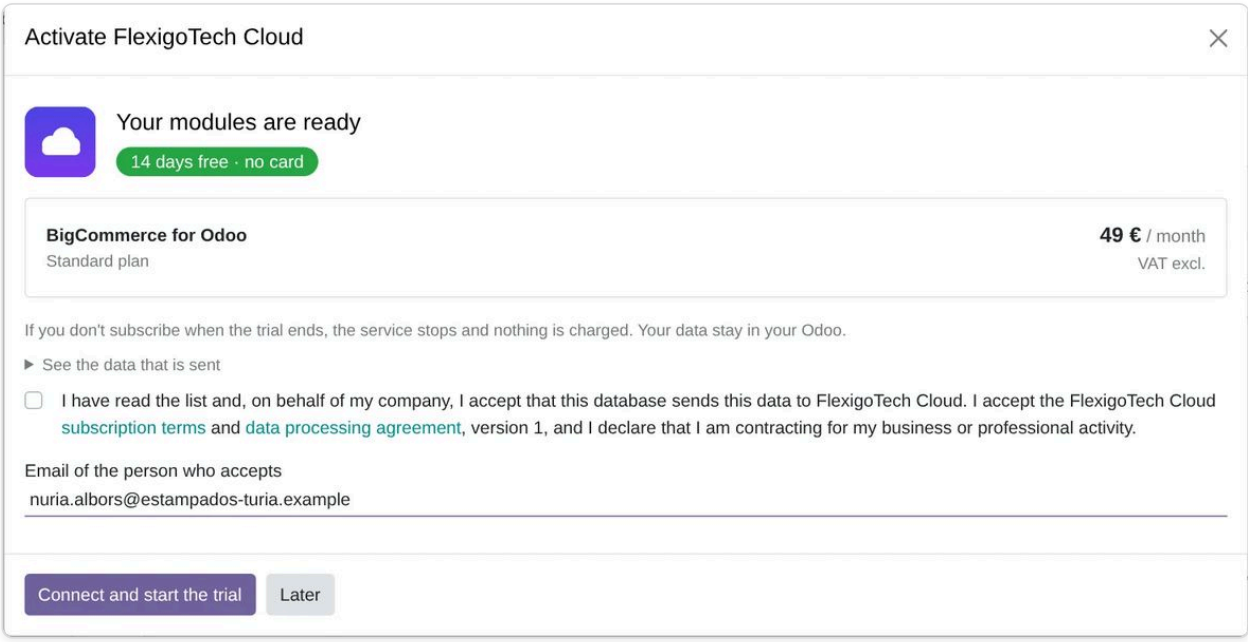
> When installed, Odoo also installs the apps the module depends on: Sales, Inventory, Invoicing and Discuss. If you already use them, nothing you have changes.

4 Activate FlexigoTech Cloud: the 14-day trial

The calls to BigCommerce go through FlexigoTech Cloud, FlexigoTech's service that stores your credentials encrypted. Until the database is connected and the module has a trial or subscription, the connector does not talk to BigCommerce.

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

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



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

2 **Accept and enter your email**

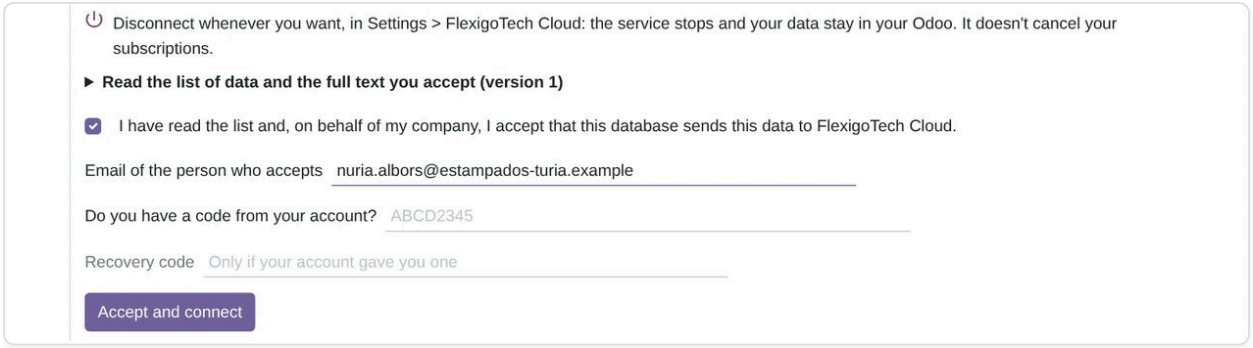
Tick «I have read the list and, on behalf of my company…» (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

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

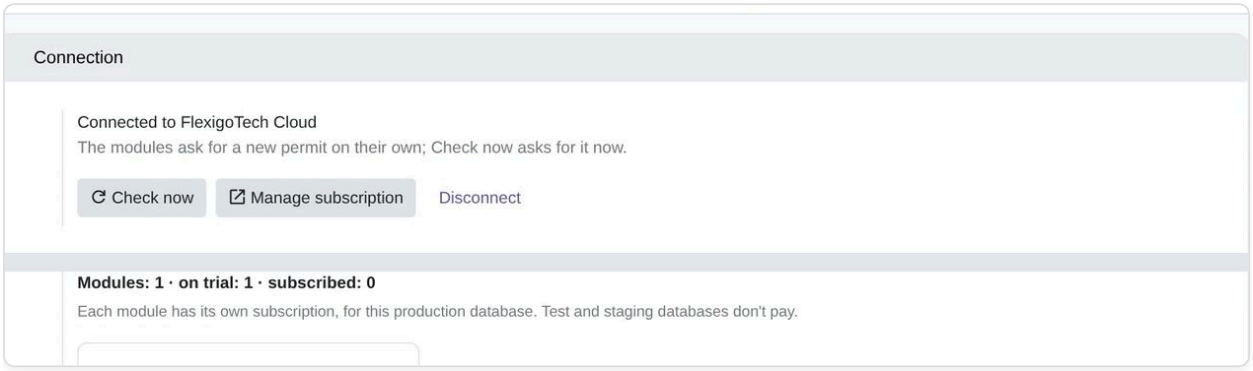
The same, from Settings

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



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

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



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

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

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

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

5 Connecting your store

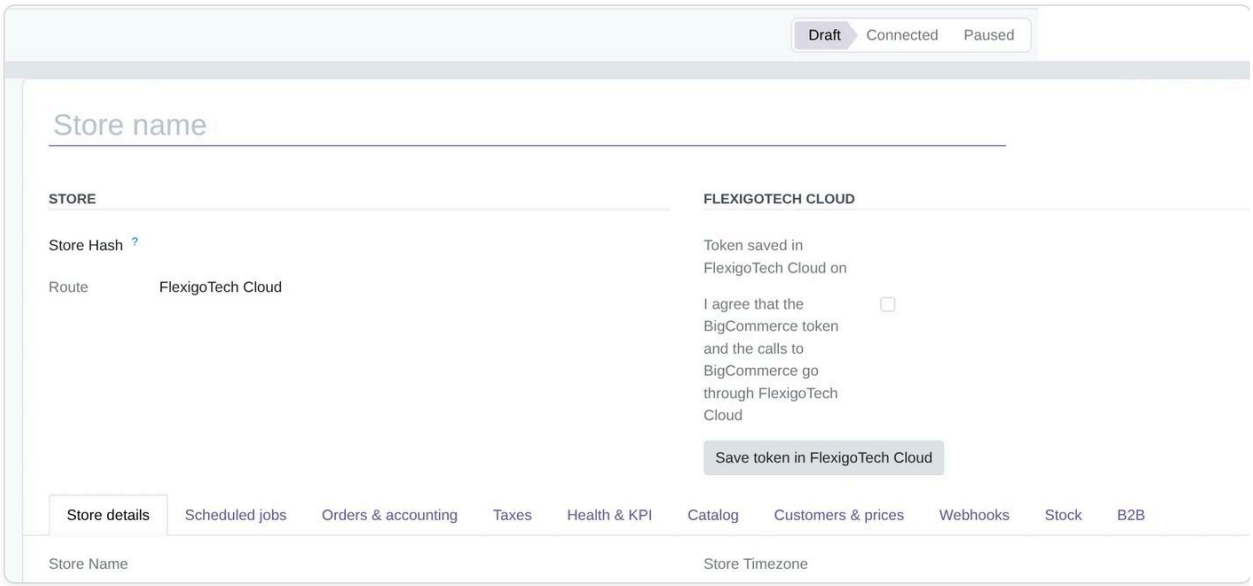
Each store is created in **BigCommerce › Configuration › Stores**, in the list that menu opens.

1. **Open the stores menu**

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

2. **Click 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 name and the store 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 only letters and digits.

4. **Accept the consent**

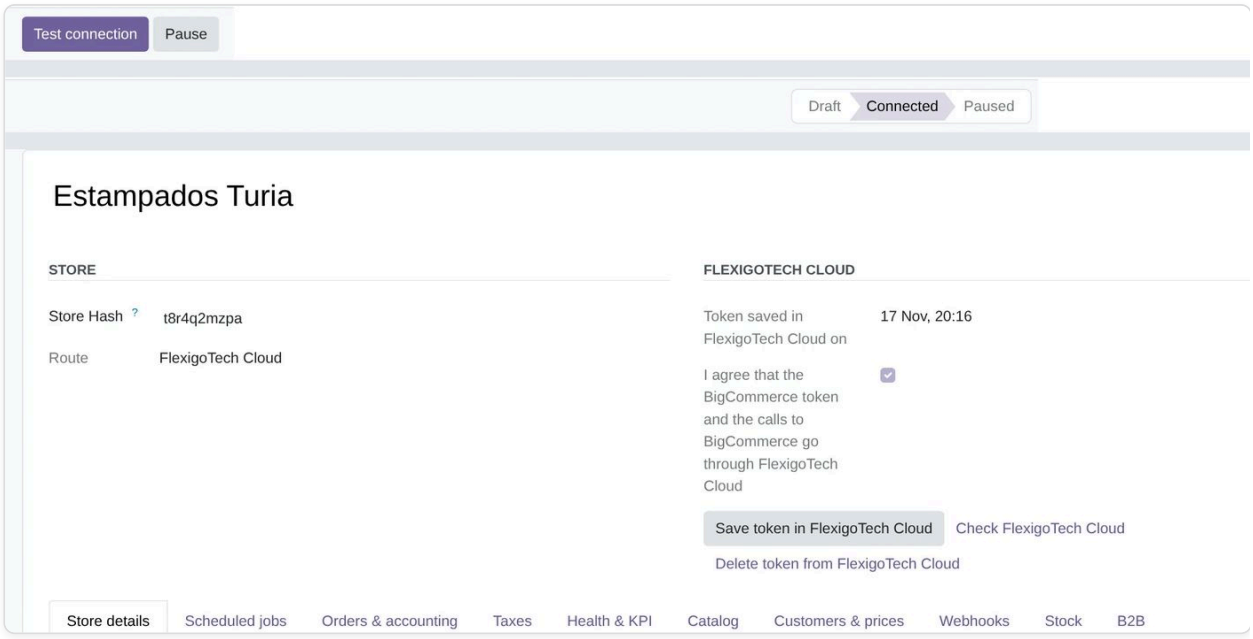
   In the **FlexigoTech Cloud** group, tick **I agree that the BigCommerce token and the calls to BigCommerce go through FlexigoTech Cloud**.

5. **Save the token**

   Click **Save token in FlexigoTech Cloud**, paste the access token of the API account and click **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**

   Click **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.



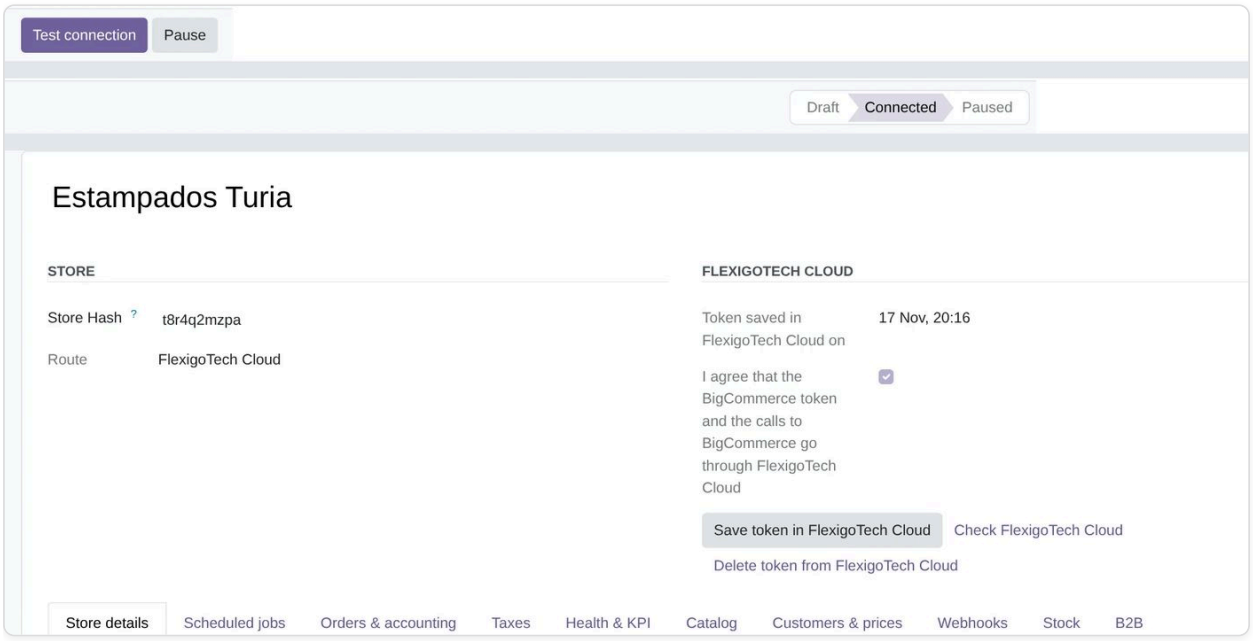
- **Real Odoo 20 screenshot.** The store Estampados Turia already connected, with the token saved in FlexigoTech Cloud.

> 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 are sent. 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 on their own: 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 straight away. They are on the store's **Webhooks** tab, where a manager recreates them with **Repair webhooks**.

6 The store options

The store's business options are chosen on the form in **BigCommerce › Configuration › Stores** and apply to everything that store imports or sends.



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

OPTION	WHEN CREATED	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 on their own.
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**.

OPTION	WHEN CREATED	WHAT IT DOES
Create products from BigCommerce	Off	When on, the catalogue sync also creates in Odoo the products that don't exist yet.
Overwrite Odoo's stock	Off	When off, **Import stock from BigCommerce** only sets the stock of products that have no quantity in the assigned Odoo location.
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	When off, Odoo doesn't send its own delivery confirmation email on BigCommerce orders.
Company Isolation	Off	When on, only products and contacts of the store's company are linked or created, never shared ones.

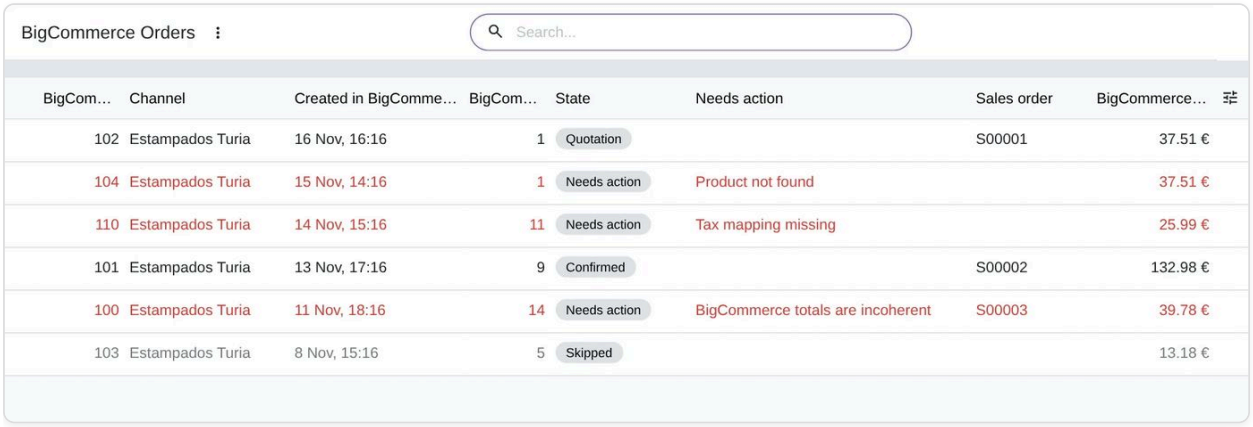
There are also four lists, one per product data group: **Structure**, **Content**, **Images** and **Categories, brand and channels**. In each you choose **BigCommerce**, **Odoo** or **Not synchronised**. With **BigCommerce**, the catalogue sync writes into Odoo whatever changes in the store; with **Odoo** or **Not synchronised**, it doesn't change it. When you create the store, **Structure** comes set to **Odoo** and the other three to **BigCommerce**. The selling price is always the one in Odoo, and the connector doesn't write product data to BigCommerce: it only sends stock and price lists to the store.

Only a user with the BigCommerce manager role can change the product data group options, the base pricelist, the stock and the customer settings. If another user tries to change them, Odoo prevents it.

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7 Orders

BigCommerce orders arrive in Odoo as sales orders, and those that can't be imported on their own are flagged for you to review.



- **Real Odoo 20 screenshot.** The order list with its status, the reason for review and the total of each one.

Orders are found under **BigCommerce › Operations › Orders**. The scheduled action **BigCommerce: Reconcile orders** checks BigCommerce every 15 minutes and fetches new or changed orders. BigCommerce notifications don't bring orders: they are only used for products. With **Reprocess** you can import an order again whenever you want.

Order buttons

Reprocess	Imports the order again right away. Requires the BigCommerce operator role.
Open sales order	Opens the Odoo sales order. Hidden while the order has no sales order.
Create pricelist	Creates a pricelist in the order's currency for its channel and imports the order again. Only shown when the review reason is "Pricelist missing". Requires the manager role.
Create rate from BigCommerce	Creates the exchange rate that BigCommerce used and imports the order again. Only shown 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. Only shown when the reason is "Shipped outside Odoo". Requires the operator role.

Statuses

New	Order brought from BigCommerce that doesn't have a sales order yet.
Quotation	The quotation exists in Odoo.
Confirmed	The sales order is confirmed.
Cancelled	The order is cancelled.
Needs action	Someone has to do something: whatever stops it being imported, or something that has to be sorted 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 isn't imported: its status isn't one 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 is retried automatically at each review, up to 6 times.

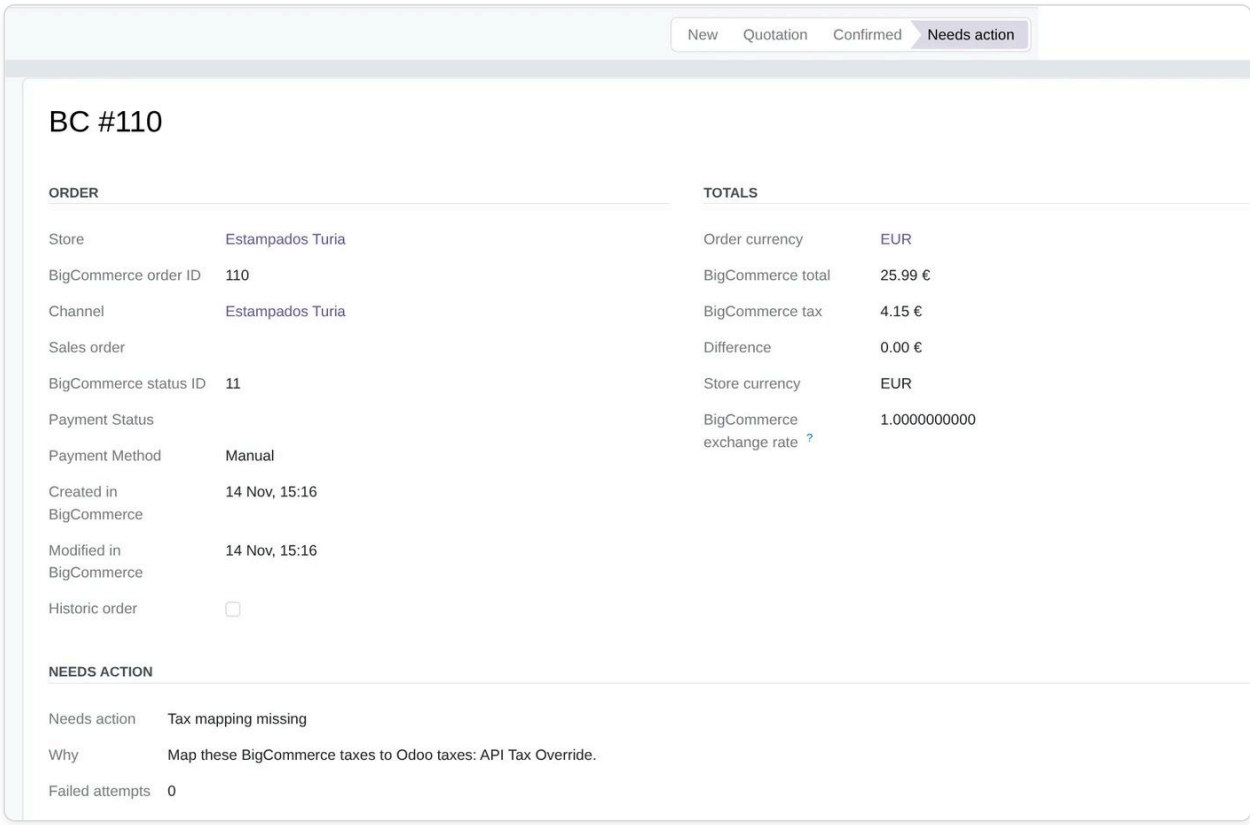
When an order needs action

1. **Filter the orders**

   Use the **Needs action** filter on 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 what it indicates.

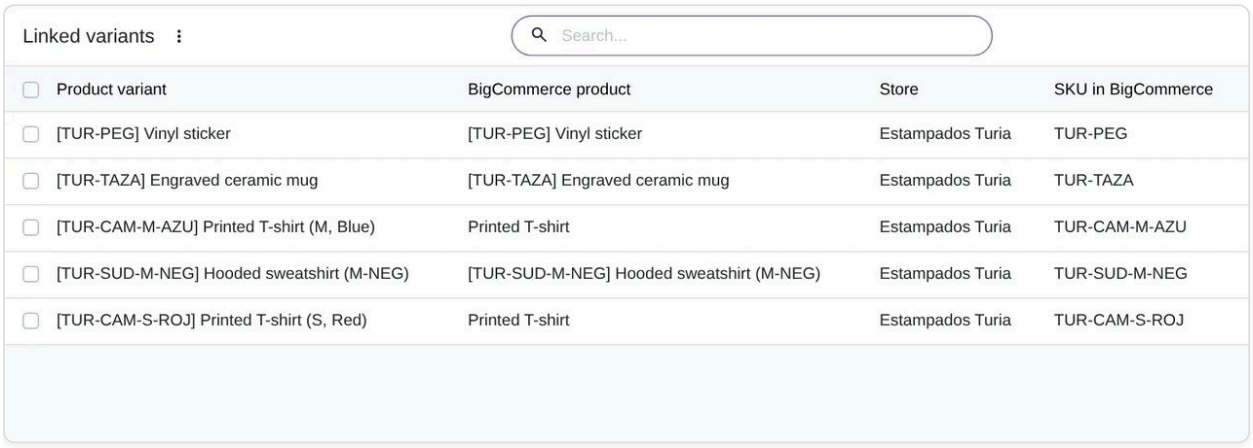
4 Click Reprocess

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

> An order already confirmed isn't rebuilt: if BigCommerce changes it later, it is left under **Needs action** with the reason "Confirmed order differs from BigCommerce" and the sales order isn't touched.

8 Catalogue

The catalogue links each BigCommerce product, variant, category, brand and image to its equivalent in Odoo.



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

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

A BigCommerce product that has no link yet is matched by SKU with the Odoo variants.

The record of a linked product

Open product	Opens the Odoo product of this link.
State	State 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 where the product is sold.
Variants and **Images**	Tabs with the product's variants and images.

Statuses

STATE	WHAT IT MEANS
Linked	The link exists and has its BigCommerce number.
To create	Link created in Odoo that does not yet have a BigCommerce number. This version of the connector does not create it in BigCommerce.
Error	There is a problem; the link keeps the last error.

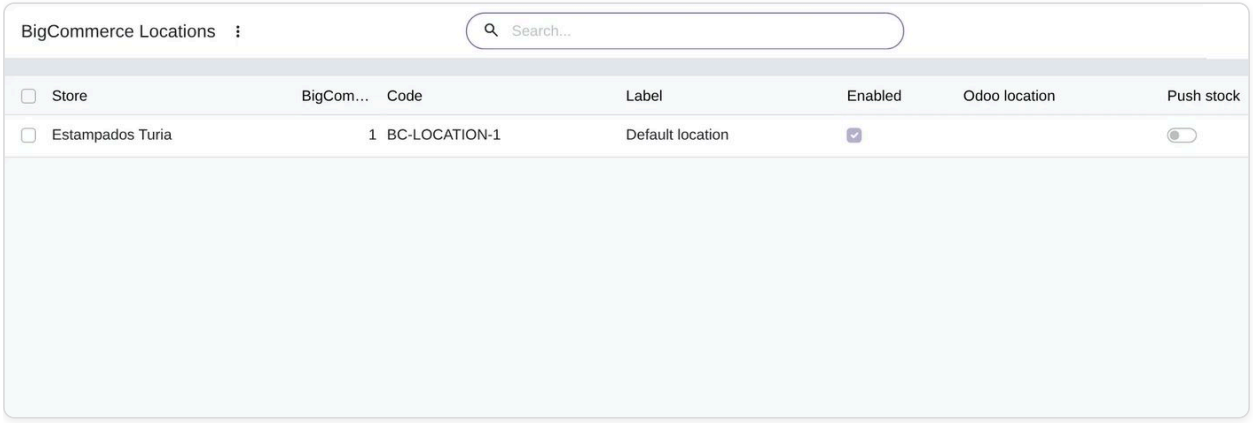
STATE	WHAT IT MEANS
Archived	The product was deleted in BigCommerce. The Odoo product isn't archived.

> A link in **Linked** or **Archived** state needs its BigCommerce number, and so do the 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."

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9 Stock and shipments

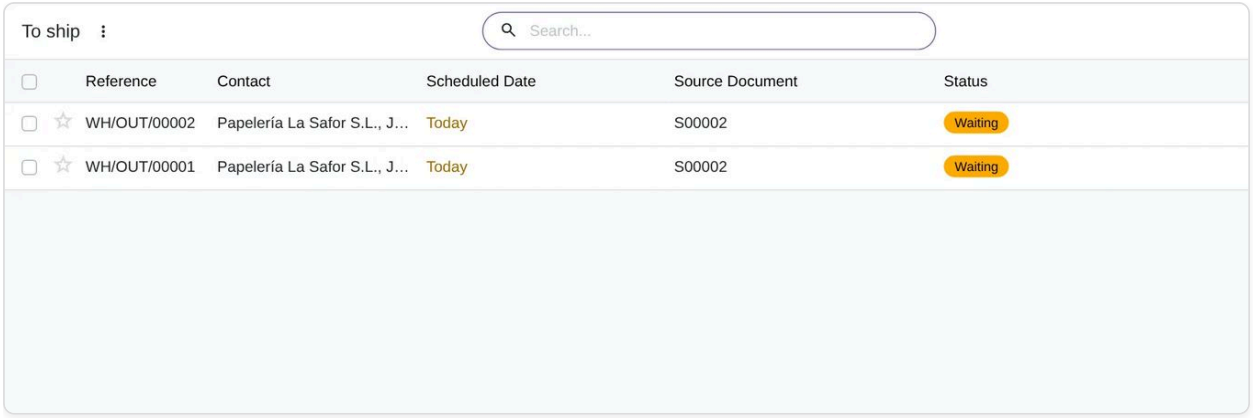
Odoo sends stock to the BigCommerce locations and, when you validate a delivery of an order, the shipment with its tracking.



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

BigCommerce provides the locations through the scheduled action **BigCommerce: Refresh store settings**, which runs daily. You see them under **BigCommerce › Configuration › Locations**. For each one you choose the Odoo location that supplies its stock and enable it. When enabled, the scheduled action **BigCommerce: Push stock** sends to BigCommerce, every 5 minutes, the available quantity of that Odoo location, including its sublocations, minus what BigCommerce has already deducted for orders that Odoo hasn't yet reserved or delivered.

Odoo location	The Odoo location whose available quantity is sent to BigCommerce.
Push stock	It comes switched off. Switch it on once Odoo has that stock: via **Import stock from BigCommerce** on the store or with your own stock count.
Enabled	Read-only checkbox. BigCommerce only lets you change the stock of an enabled location.



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

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

Shipment statuses

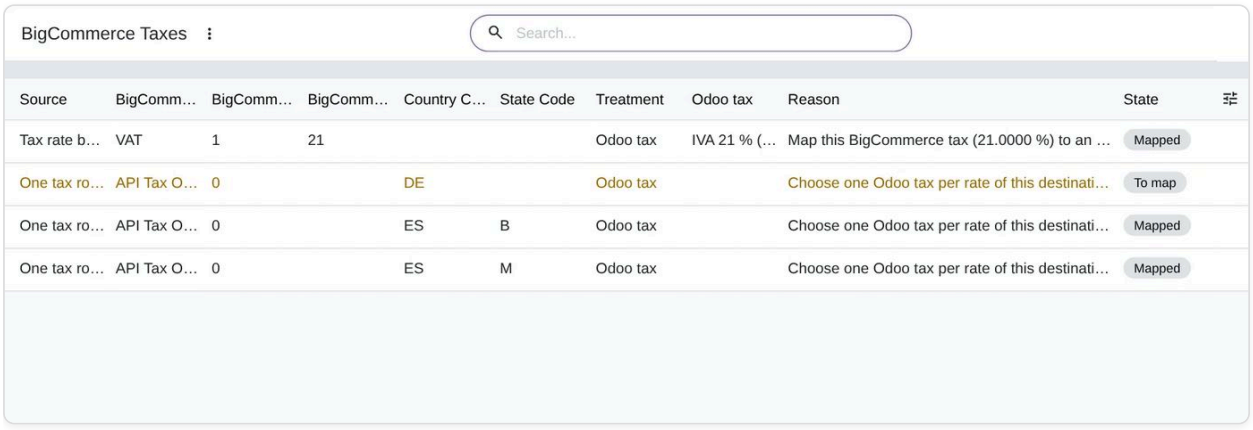
Not sent	Nothing has been sent to BigCommerce yet.
Queued	The shipment is waiting for the **BigCommerce: Process outgoing jobs** task to send it.
In BigCommerce	BigCommerce already has the shipment.
Error	BigCommerce or Odoo rejected the shipment.

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 **Not sent** or **Error**, and only for the BigCommerce Operator role.

> If you enable **Push stock** without choosing the **Odoo location** first, 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.

10 Taxes and payments

Each BigCommerce tax, exemption category and payment gateway is linked to an Odoo tax, fiscal position or journal, so that orders are calculated correctly.



- **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**, with status **To map**, when an order arrives with an unlinked tax, or when a manager presses **Propose tax mappings** on the store's **Taxes** tab, which proposes them from the BigCommerce taxes and from recent orders without marking any as linked. You link your customers' exemption categories in **BigCommerce › Configuration › Tax exemptions** and the payment gateways in **BigCommerce › Configuration › Payment gateways**.

Odoo tax	The Odoo tax applied when the treatment is **Odoo tax**.
Candidate taxes	On **One tax row per order** rows, one Odoo tax for each distinct rate of the target, 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 sent by BigCommerce, 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 gateway has a status: **To map** when it still needs linking and **Mapped** once it is linked. 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 with status **To map**.
2. **Choose the Odoo tax**
   Fill in **Odoo tax** or, on per-order rows, **Candidate taxes**.
3. **Set it to Mapped**
   When you save, the orders that were waiting for that row are reprocessed.

> You cannot set a row to **Mapped** without first choosing the Odoo tax or the candidate taxes. US sales tax treatments do not apply to destinations in other countries.

11 Customers and prices

The connector brings BigCommerce customers and customer groups into Odoo and publishes Odoo price lists to the store.

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 store's **Customers & prices** tab. 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 wish, a **Pricelist**. And the **Price lists** list, where you add each Odoo pricelist you want to publish, with its customer groups and channels. Without a pricelist 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 ended with errors.

What happens when you change a group

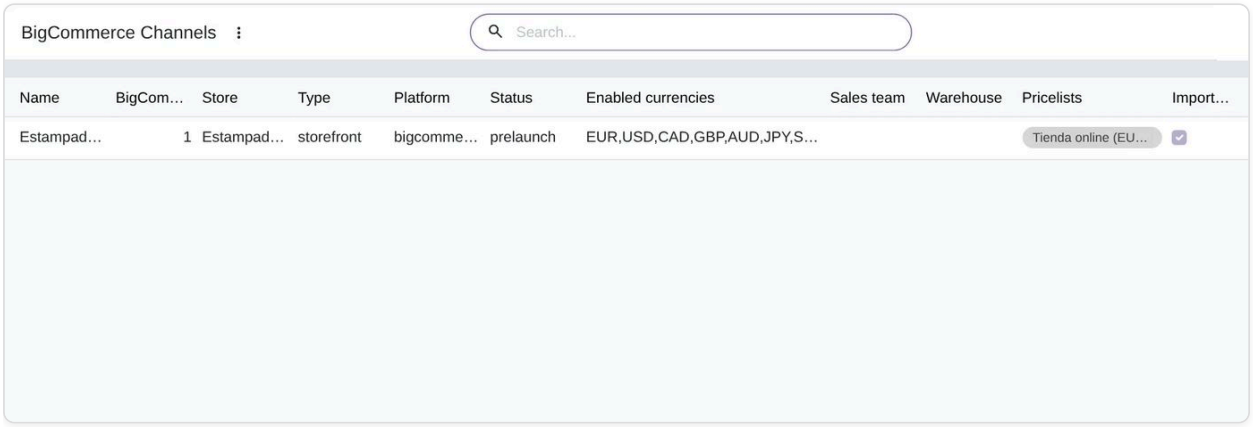
If a user with the Manager role changes the tag or the price list of a group, the change is visible straight away on the contacts of their customers. This only happens when customer data is managed by BigCommerce. Without this, you would have to wait for the customer's next change in BigCommerce.

> The price list you publish goes 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.

12 Channels

Each sales channel of the store has, in Odoo, its sales team, its warehouse and its price lists, and a checkbox that decides whether its orders are imported.

You open the list in **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

BigCommerce brings the channels in with the daily **BigCommerce: Refresh store settings** task, or immediately if an order arrives from a channel Odoo does not yet know; they are not created by hand. From the channel you can 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 data as BigCommerce provides it. 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 catalog 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 from whose stock BigCommerce deducts this channel's orders.

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

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13 B2B

From BigCommerce B2B Edition, the connector brings in companies, users, addresses and quotes, and synchronises invoices, payments and credit.

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

The three tasks are active on installation. Everything is visible on the store's **B2B** tab: at the top, the status of B2B Edition in the store and its options; below, the **Companies** and **Users** lists, 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's **Status in B2B** field can be **Pending approval**, **Approved**, **Rejected** or **Inactive**. It is set by BigCommerce and is not 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 **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.

> Approving and rejecting is only available to users with the BigCommerce operator role. 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.

14 Indicators

The indicators summarise each day how a store's synchronisation is doing: orders, revenue sold, and what is pending or failing.

The data is calculated by the scheduled task **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 orders.

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)	Revenue sold in the last 30 days.
Average order (30 days)	Average value 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 that have not yet been processed.
Linked products	Products linked with BigCommerce.
Scheduled jobs failing	Scheduled tasks that are failing.

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

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

15 What happens automatically

The connector comes with 17 scheduled tasks. When installed, they are all active, and each one works with the connected stores.

TASK	FREQUENCY	WHAT IT DOES
Collect and process events	Every minute	Collects and processes the notifications that 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 modified orders from BigCommerce.
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 customers that have changed.
Reconcile deletions	Every week	Detects products and variants that BigCommerce no longer has.
Push stock	Every 5 minutes	Sends Odoo's stock to BigCommerce.
Refresh store settings	Every day	Updates the store data, channels, taxes and categories.
Reconcile stock	Every 6 hours	Compares BigCommerce stock with Odoo's and corrects any 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	Every day	Sends the credit of each B2B company.
Webhook health	Every day	Creates or repairs the product notifications in BigCommerce and checks that they are not blocked, if your Odoo has a public https address.
FlexigoTech Cloud status	Every 60 minutes	Checks the status of the connection to FlexigoTech Cloud.
Clean up	Every day	Deletes finished notifications 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 has.

Each task has its own button, with the table name, on the **Scheduled jobs** tab of the store (managers only), to run it immediately. Frequencies are changed in **Settings › Technical › Scheduled Actions**, with developer mode activated: search for BigCommerce and all 17 will appear. Each task only works with the connected stores and has 45 seconds per run: whatever is left undone moves to the next run.

16 If something fails

The most common failures and where to look in each case.

The store does not connect and the notices mention the subscription or the service	Without the FlexigoTech Cloud trial or subscription, the connector cannot talk to BigCommerce. Activate the trial and save the token from the **FlexigoTech Cloud** group of the store, which only an Odoo administrator can see. 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 token and the permissions of the store's API account, then test the connection again.
"BigCommerce asked to wait (rate limit): press the button again in a few minutes."	BigCommerce is asking 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 pasted token is not valid. Paste it without spaces.
A BigCommerce order is marked as pending 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, then reprocess the order.
You 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 to FlexigoTech Cloud is paused, the store stops calling BigCommerce. Every hour a task checks whether it can resume, and once it is working again, whatever was waiting is sent straight away. A manager can also stop the store with **Pause** and restart it with **Resume**.

17 Support

Get in touch to install it, configure it or with any question. On the Standard plan we reply within 1 working day; on the Pro plan, within 4 working hours, and if needed we can go through it on a video call. Tell us your Odoo version, the module version and, if there is an error, its full text.

Email

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

On the web

The connector page, with the guide and the prices.
flexigotech.com/en/bigcommerce-connector-odoo.html

On Odoo Apps

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

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