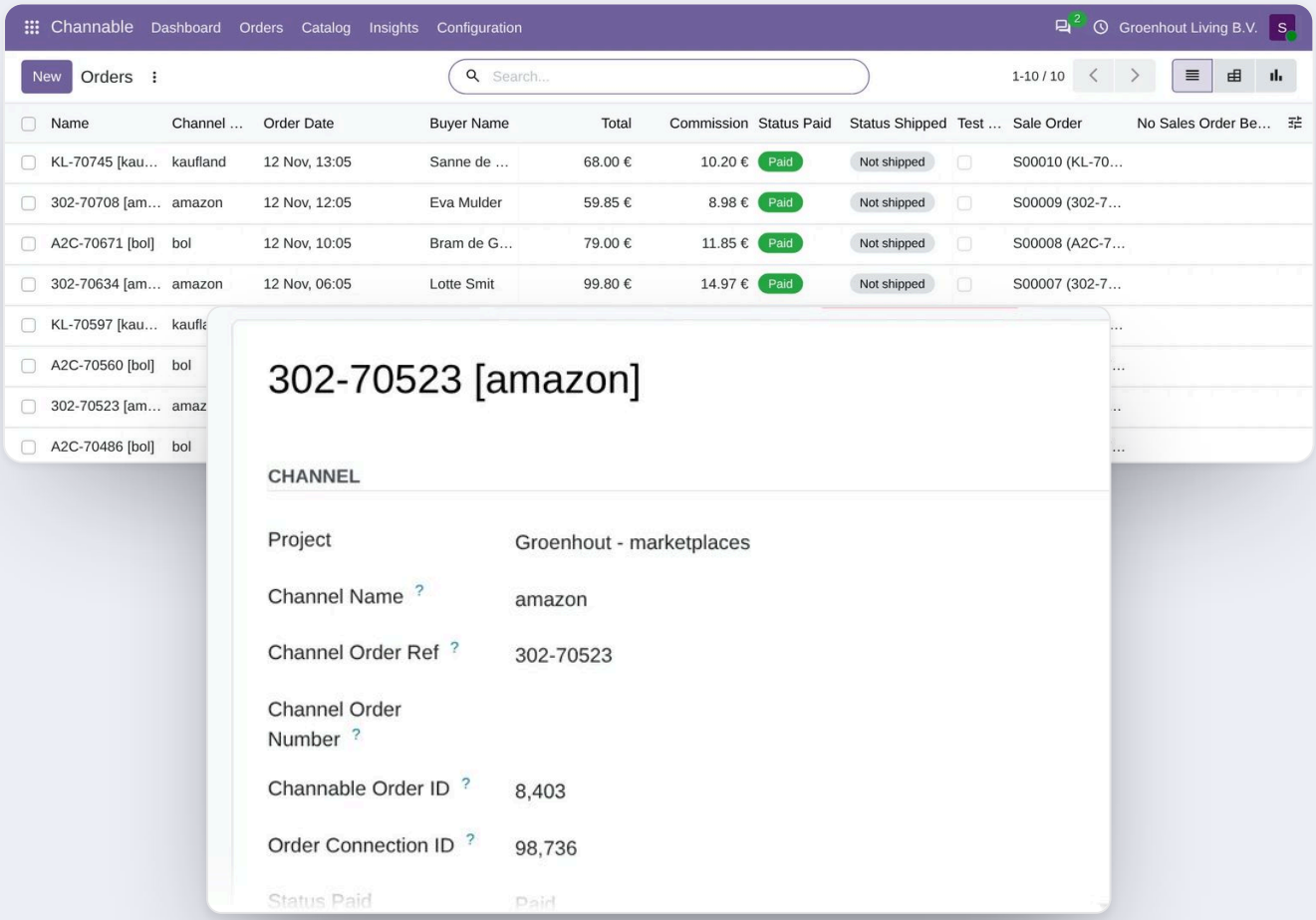
CONNECTOR GUIDE · MARKETPLACES AND E-COMMERCE

Channable connector for Odoo

Odoo builds the product feed for Channable, receives your marketplace orders and sends back stock and shipments.

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



Real Odoo 20 screenshot. The list of Channable orders and the detail of one of them, within Odoo.

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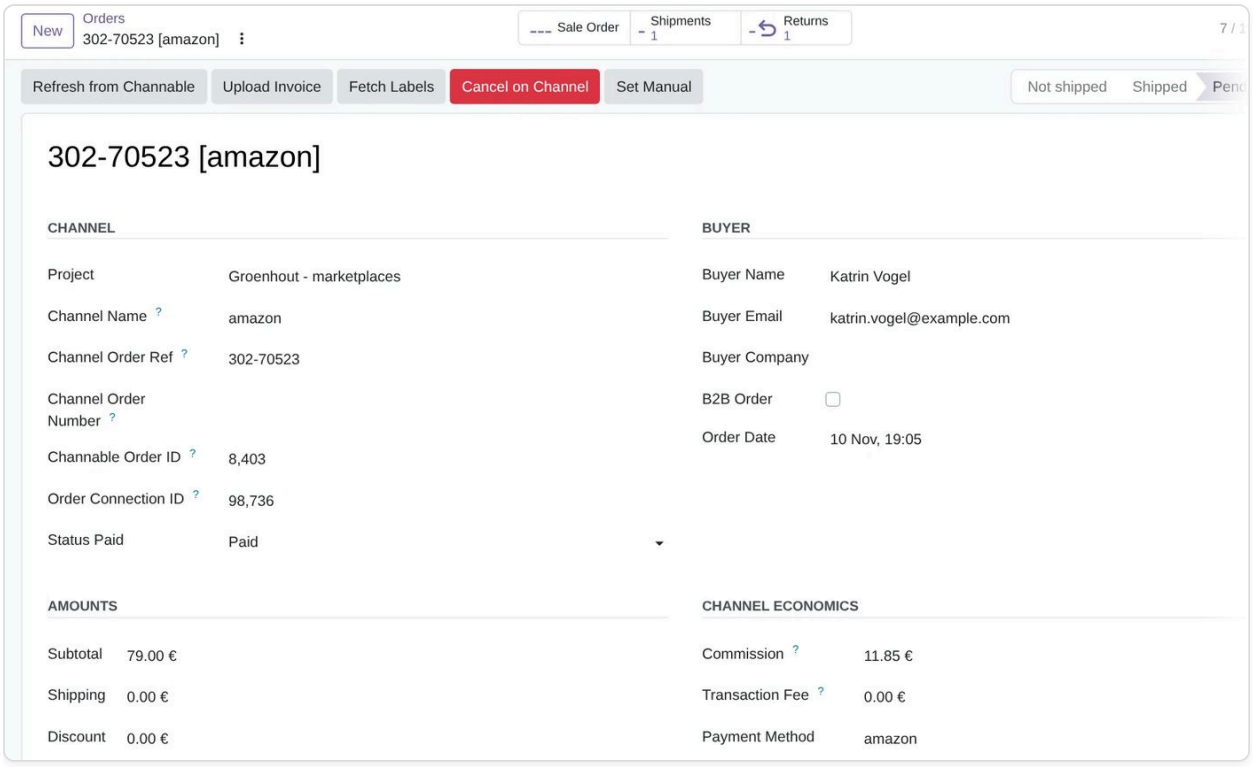
This guide describes version 20.0.1.4.4 of the module (Odoo branch 20.0, commit 6156c3b86). Everything in it comes from its published code, the platform's official documentation or real screenshots.

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

1 Who it is for and what it solves

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

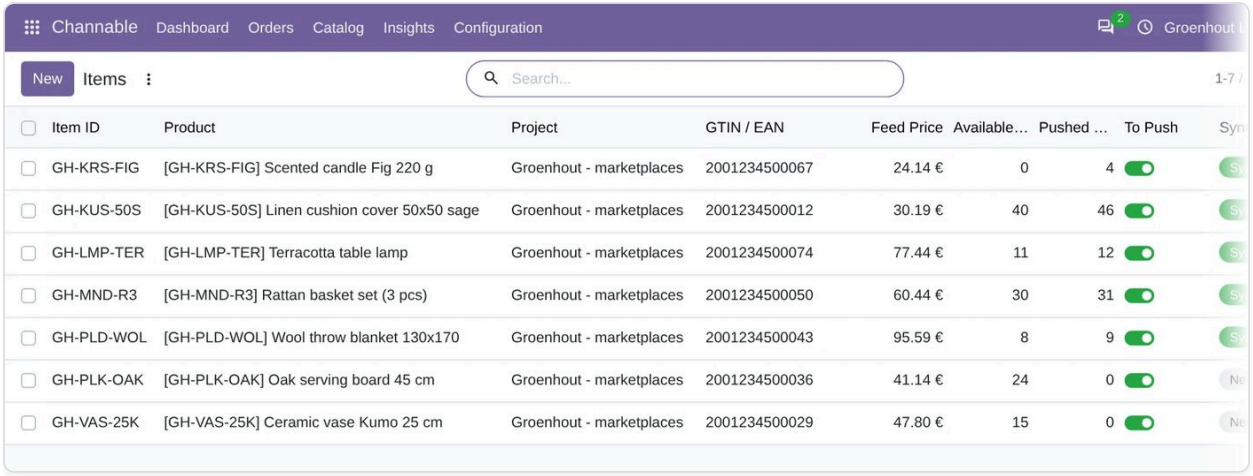
It is for anyone who sells on several marketplaces through Channable and keeps their warehouse and accounting in Odoo. Without the connector, someone has to move each marketplace's orders into Odoo by hand, update stock in Channable, notify each shipment with its tracking, and record the returns. The connector does that transfer: it brings in orders and returns, sends stock and shipments, builds the product feed that Channable imports, and collects the revenue of each channel.



- **Real Odoo 20 screenshot.** An Amazon order that came in through Channable, already inside Odoo.

What changes day to day

- New orders come in automatically every 15 minutes as sales orders, and paid ones are confirmed on arrival.
- When a delivery is validated, the tracking goes to Channable on the next run, at most within 15 minutes.
- Every stock movement marks its items, and every 30 minutes the new stock is sent to Channable.
- Returns arrive every 30 minutes and are decided from Odoo, with the credit note already created.
- The product feed is published automatically every hour if it has changed, and the revenue of each channel arrives once a day.



- **Real Odoo 20 screenshot.** The products published on Channable, each with its stock and its shipping status.

What it does not do

- It does not work without FlexigoTech Cloud: the calls to Channable and the hosted feed go through it.
- It does not set up your channels in Channable: the rules and templates of each channel are configured there.
- It is not real time: orders and shipments go every 15 minutes, and stock and returns every 30.
- It does not include the Channable account, the migration of your database, custom configuration or the import of historical data.

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2 The connector in figures

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

7
scheduled tasks, all active on installation

3 and 10
accounts with Standard and with Pro

14
days of trial, no card required

8962
lines of code

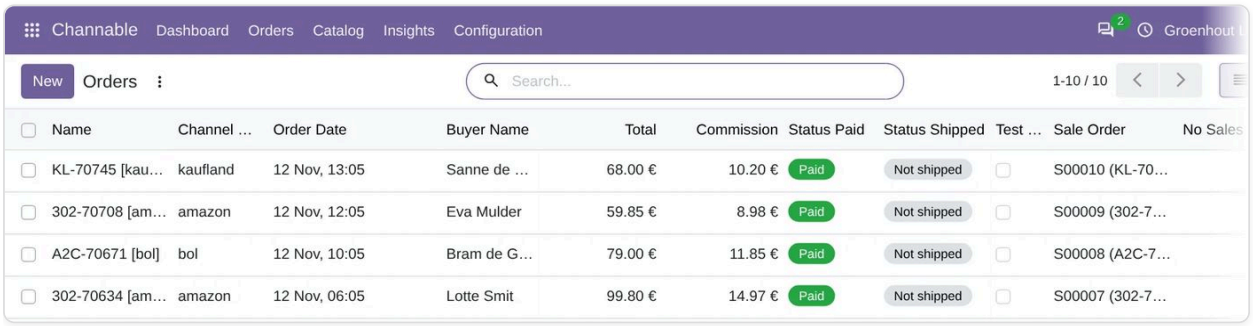
382
automated tests

The connector is published for Odoo 17, 18, 19 and 20, on Odoo.sh or on your own server. What it needs from Odoo (Sales, Invoicing and Inventory) is available in Community and in Enterprise. The 382 automated tests run on Odoo 20 against a simulator that responds like the Channable API.

3 Where you see it in your Odoo

Channable the connector app

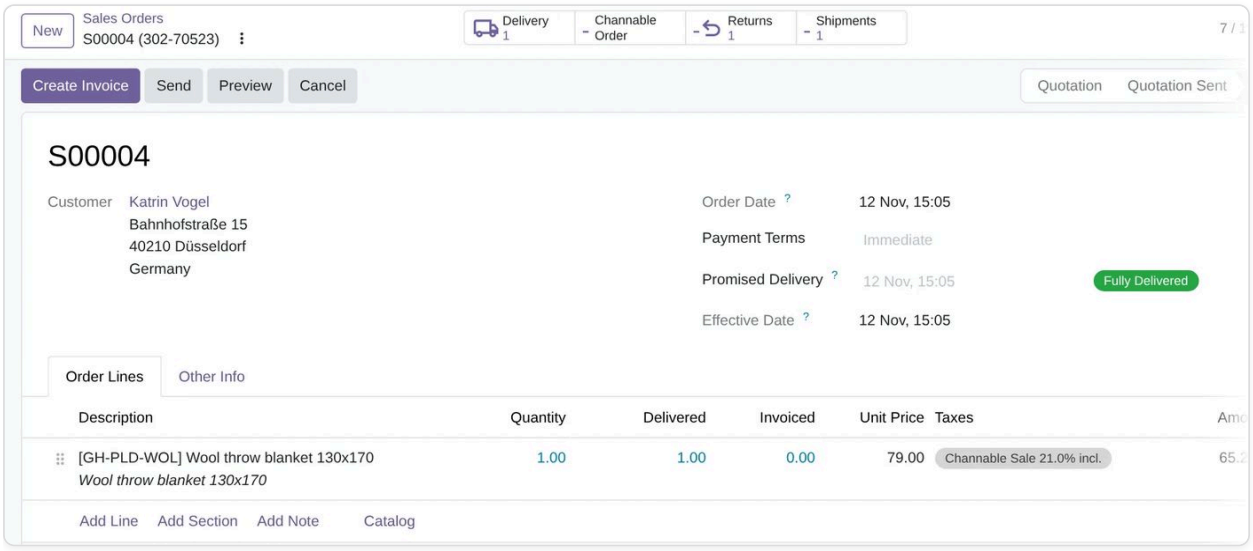
- **Dashboard**: the figures for the day and for the last 30 days. Each one opens its list.
- **Orders**: **Orders**, **Shipments**, **Returns** and **Invoices**.
- **Catalog**: **Items**, **Publish Products** and **Stock Reconciliation**.
- **Insights**: **Channel Statistics** and **Sales by Channel**.
- **Configuration**: **Accounts**, **Projects**, **Transporters**, **Create Test Order**, **Create Test Return** and **Sync Log**.



- **Real Odoo 20 screenshot.** At the top, the app's menus; in the list, the order from each marketplace with its sales order.

Sales each sales order

- Each Channable order creates its sales order, with the customer, the lines and the tax sent by the channel.
- At the top, the buttons for its Channable order, its **Returns** and its **Shipments**. In the list, the channel appears in a label and the **Channable Orders** filter separates them from the rest.



- **Real Odoo 20 screenshot.** An Amazon sales order: at the top, the button for its Channable order; on the line, the channel's tax.

Inventory and Invoicing the delivery and the invoice

- When the delivery of a Channable order is validated, its shipment goes to Channable with the transporter and the tracking number. The **Channable** button on the delivery opens its shipments.

- The order's invoice can be uploaded to Channable as a PDF; it is off by default. The **Channable** button on the invoice opens its order, and the invoice list has the **Channable Invoices** filter.

Products the product form

- The **Channable** button counts the published items of the product and opens them.
- **Publish to Channable** appears while any variant is unpublished. In the product list it is in the actions menu, to publish several at once.
- In the **Sales** tab, **Feed Brand**: the brand that appears in the feed. If you leave it empty, your company name is shown.

4 What you need before you start

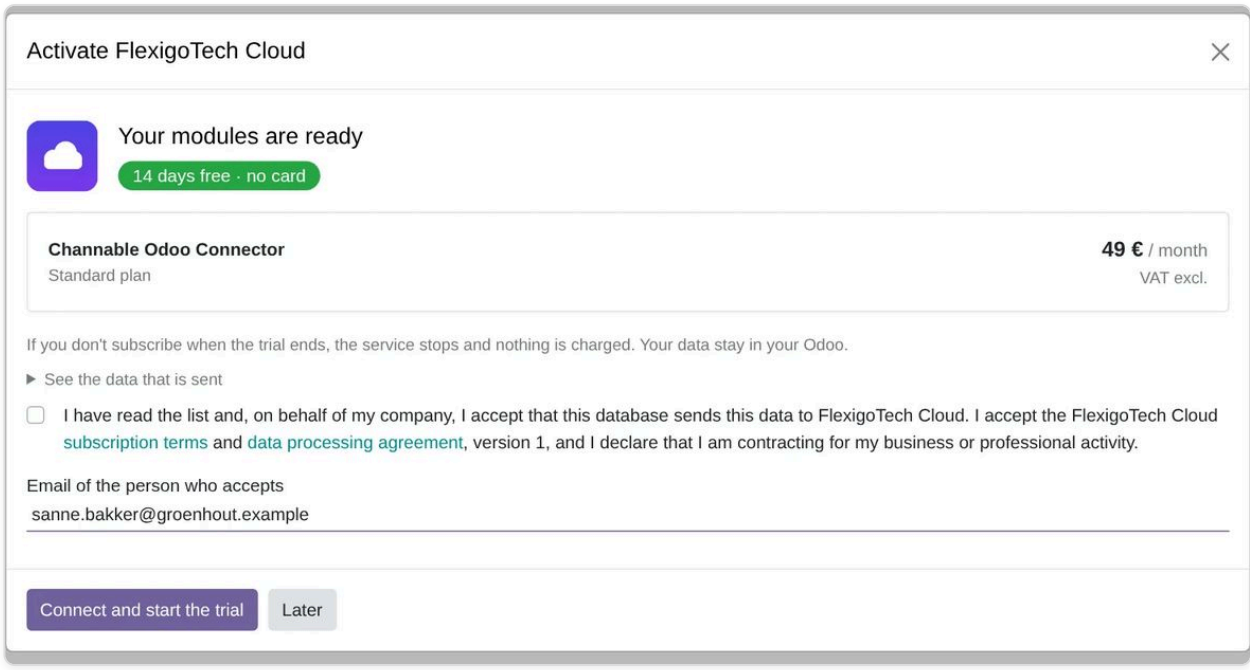
- A company account on Channable. The company number appears in the Channable application, under Company Settings › Channable API.
- A Channable API token. Only an owner of the company on Channable can generate it. It expires after a year, and two can be valid at the same time, so you can change it without cutting off the connection.
- For orders, your channels connected in Channable with their order connections (Setup › Order connections).
- The FlexigoTech Cloud trial or subscription. The calls to Channable go through FlexigoTech Cloud, which stores the token encrypted and hosts the product feed. Without the trial or the subscription, the connector does not talk to Channable.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. Odoo Online does not work, because it does not allow installing third-party modules.
- The Odoo apps it needs: Sales, Invoicing and Inventory. If you do not have them, they are installed with the connector.
- An Odoo administrator. This is the person who accepts the consent and enters the token in the account.

> The connector does not create anything in Channable for you. It does not generate the token, register your projects or configure your channels: that is done in the Channable application.

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, Invoicing and Inventory.

5 The FlexigoTech Cloud trial

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

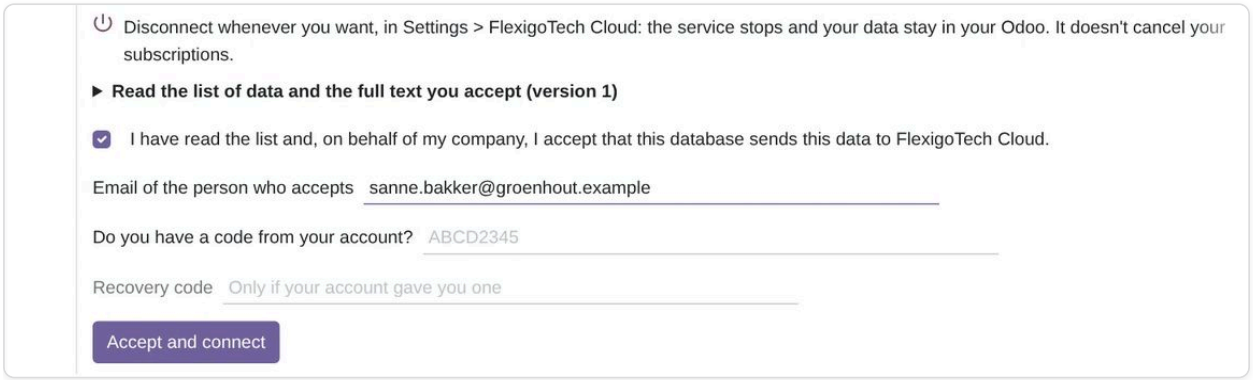
Tick "I have read the list and, on behalf of my company..." (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

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.

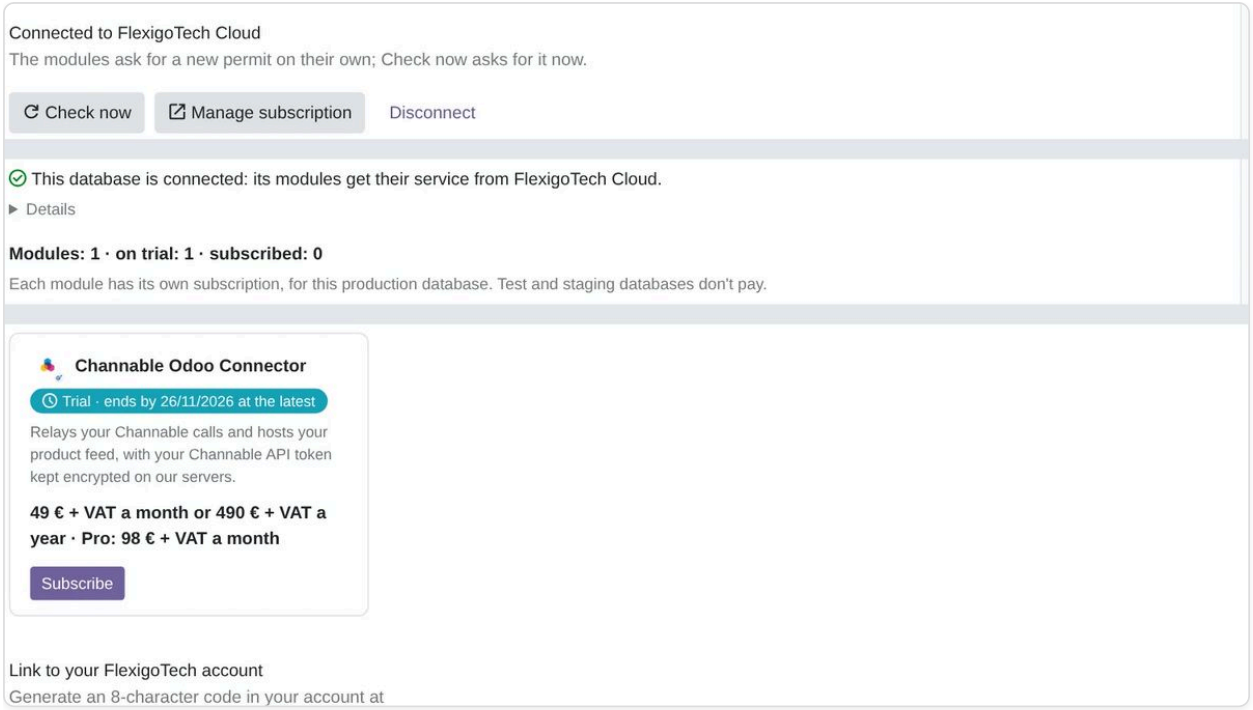
The same, from Settings

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 box ticked, the email and **Accept and connect**.

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



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

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

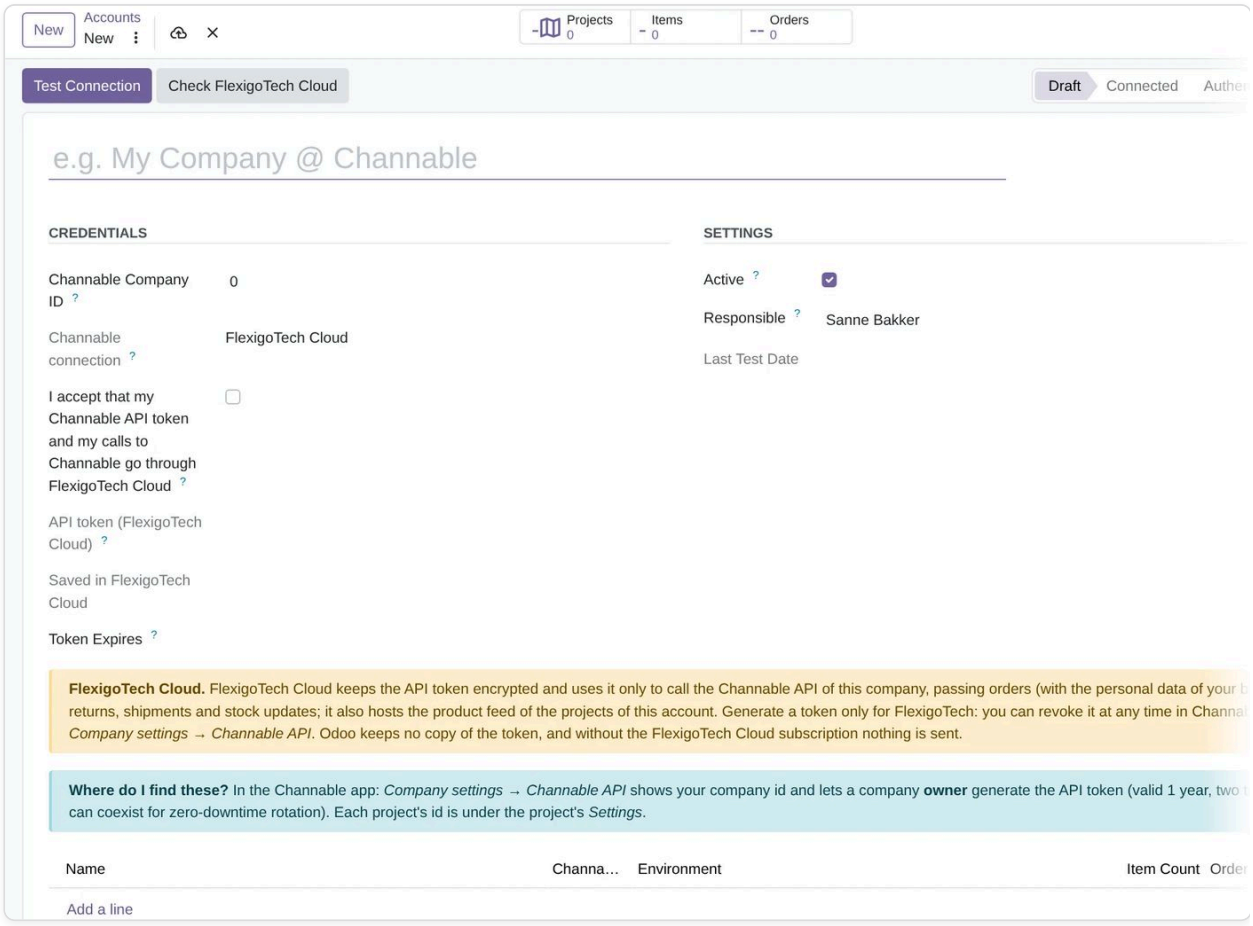
> On a neutralised copy (staging) or a database with demo data you cannot start a trial: Settings says "This database is a neutralised copy or has demo data, so trials can't be started here."

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6 Connecting your account step by step

1. **Open the list of accounts and click New**
   Go to **Channable › Configuration › Accounts**. The new account starts in **Draft**.

2. **Enter the Name and the Channable Company ID**
   The name is so you can recognise it in Odoo. The company ID is a positive number: you copy it from Company Settings › Channable API, in the Channable application.



- **Real Odoo 20 screenshot.** A new account: on the left, its credentials; on the right, its settings.

3 **Check the Responsible**

It is set to your user. You receive an activity when a sync for the account fails and when the token is about to expire. If you work with several companies, also check the **Company**.

4 **Tick the consent box**

It is the one that begins "I accept that my Channable API token and my calls to Channable go through FlexigoTech Cloud". Only administrators see it, and until you tick it you cannot enter the token.

5 **Enter the API token (FlexigoTech Cloud)**

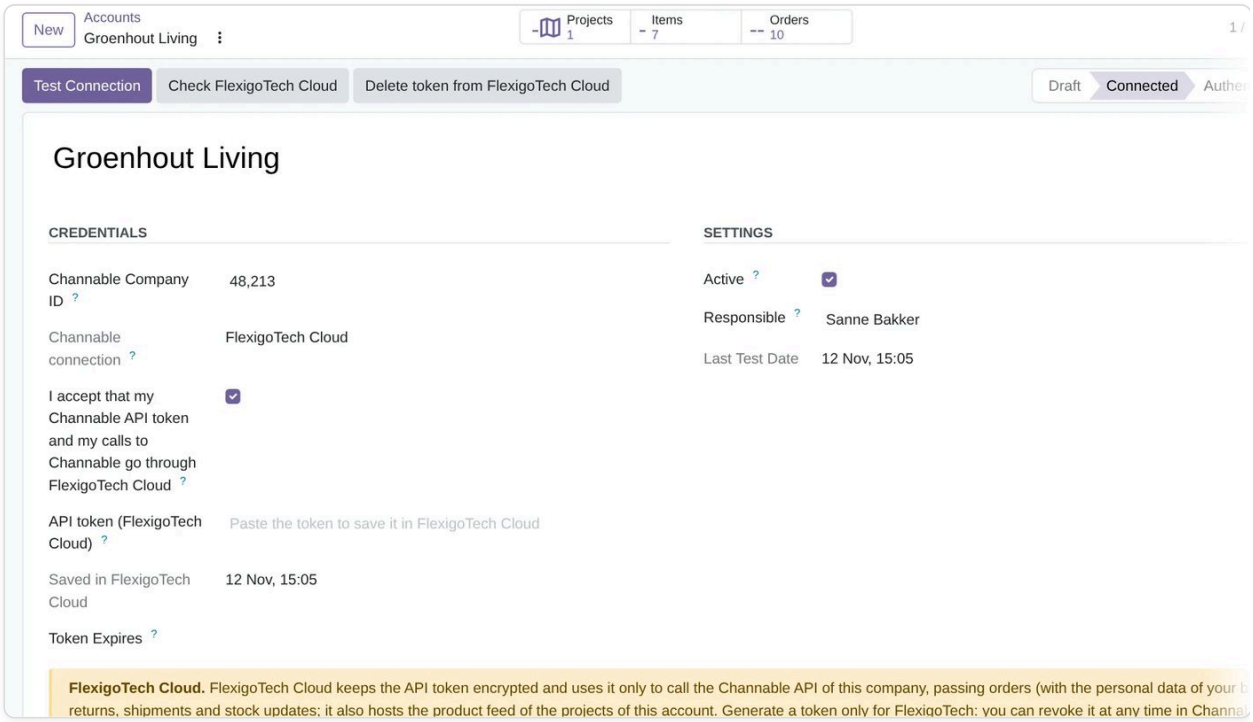
On saving, the token is sent encrypted to FlexigoTech Cloud and Odoo keeps no copy. The date then appears under **Saved in FlexigoTech Cloud**.

6 **Fill in Token Expires if you wish**

It is a reminder of when the token reaches one year. The responsible person receives an activity 14 days before.

7 **Click Test Connection**

Odoo makes a read-only query that does not depend on any project, so it works before you create the first one. If Channable responds, the account moves to **Connected** and **Last Test Date** is filled in. If it rejects the token, it stays at **Authentication error**.



- **Real Odoo 20 screenshot.** The account that is already connected, with the date of its last test.

> The consent and the token are the responsibility of an Odoo administrator, and the token is generated in Channable by an owner of the company. If you withdraw the consent later, the account stops calling Channable and does not mark anything as failed; when an administrator accepts it again, it carries on where it left off.

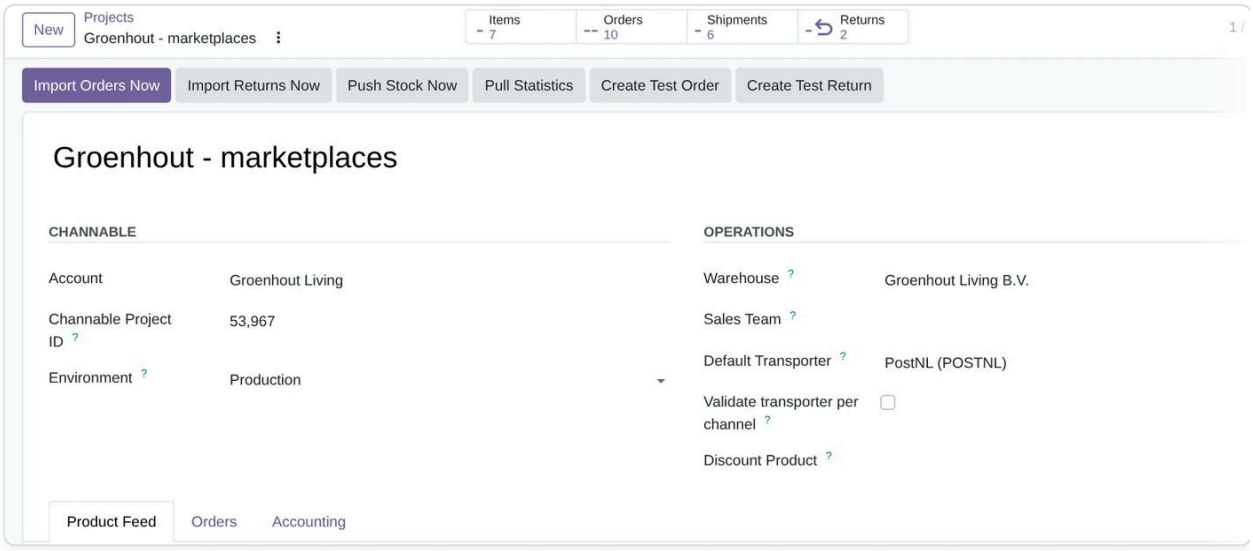
Once the account is connected, the next step is the project ("Create the project"). From that point on, the data moves automatically with the scheduled tasks: orders every 15 minutes, returns every 30, stock every 30, pending shipments every 15, statistics once a day, and the feed every hour if it has changed. The buttons on each screen do the same thing immediately.

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7 The project and the product feed

1. **Click New and choose the account**

   Enter the **Channable Project ID**, which is in Channable, in the project settings. **Environment** is only a label to tell test projects apart: it changes nothing else.



- **Real Odoo 20 screenshot.** A project: at the top, the buttons to import and send immediately; below, the account and the operations.

2 Fill in the operations

The **Warehouse** whose stock is published (empty, the whole company's), the **Sales Team** for the orders, the **Default Transporter** for deliveries whose shipping method has none, and the **Discount Product** for marketplace discounts.

3 Save

From that moment orders come in. **Create Sales Orders From** is filled in with the project's creation time: earlier orders do not create sales orders (explained in "Orders").

At the top you have **Import Orders Now**, **Import Returns Now**, **Push Stock Now** and **Pull Statistics**, so you do not have to wait for the next run. Those who administer the connector also see **Create Test Order** and **Create Test Return**.

With **Validate transporter per channel**, Odoo checks before each shipment that the order's marketplace accepts the transporter and, if not, leaves an activity. It is off by default because it costs one extra call per shipment.

The Orders tab

OPTION	DEFAULT	WHAT IT DOES
Import Test Orders	On	Also imports test orders, marked as such. Turn it off in production.
Create Sales Orders From	When the project is created	Anything earlier is imported without creating a sale order. Empty, no limit.
Fallback Sales Tax	Empty	For lines that arrive without a usable tax.
Auto-confirm sales order	Off	Also confirms unpaid orders. Paid orders are always confirmed.
Auto-create invoice	Off	Creates and posts the invoice for the confirmed order.
Auto-validate delivery	Off	Validates the delivery for the confirmed order.

OPTION	DEFAULT	WHAT IT DOES
Auto-upload invoice PDF	Off	Uploads the invoice to Channable when it is posted.
Auto-fetch shipping labels	Off	Attaches the labels the order comes with when importing.
Auto-post credit notes	Off	Posts the credit note of a return instead of leaving it as a draft.

In the **Accounting** tab, also off by default, **Auto-register payment** marks the invoice as collected in the **Marketplace Clearing Journal**, and **Post commission as a cost** adds the channel commission to the order as a negative line.

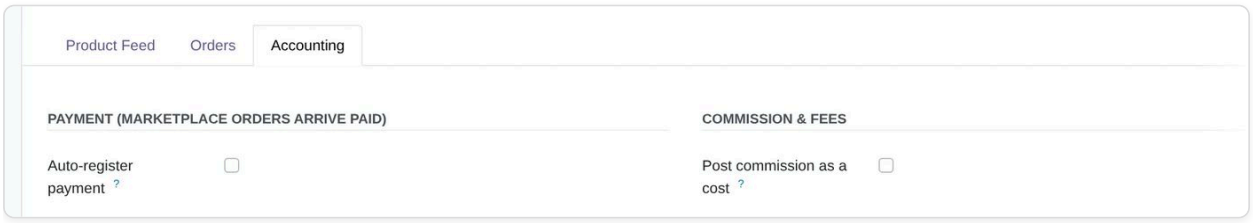
> The same Channable project cannot be active in two Odoo companies at once: Odoo asks you to archive the other one before saving. This way a Channable order never creates two sale orders.

More about order options

The **Shipping Cost Product** and the **Discount Product** are the products used for the shipping and discount lines of the sale order. If left empty, the module uses its own. Keeping them separate stops marketplace discounts from mixing with shipping income in the sales reports. **Auto-fetch shipping labels** attaches to the import the documents that come with orders from TikTok, Miravia, Wayfair, bol.com, Amazon EasyShip or Zalando.

The Accounting tab

The marketplace collects from the buyer and pays you out later, all at once and net of its commission. That is why the invoice of a Channable order would stay "not paid" forever in your receivables. **Auto-register payment** records its collection in the **Marketplace Clearing Journal** as soon as it is posted, and the balance waits in that journal until you reconcile the actual payout. **Post commission as a cost** adds a negative line to the order with the commission and the channel rate, against the **Commission Expense Account**, so the channel cost shows up in Odoo's accounting and margin reports.

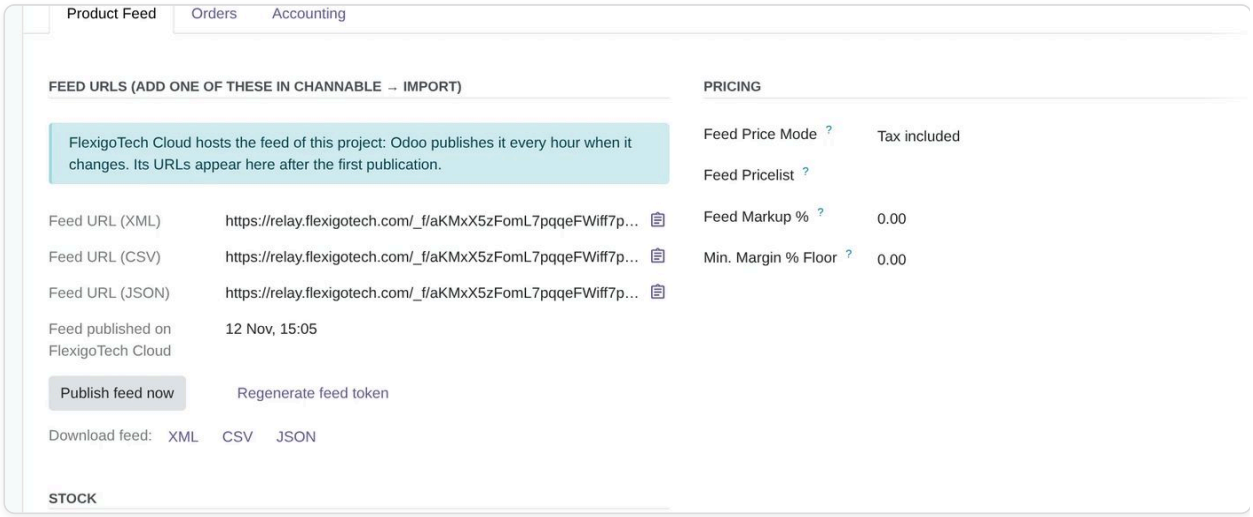


- **Real Odoo 20 screenshot.** The **Accounting** tab: marketplace payment and commission as a cost.

The product feed

1. ### Check the Product Feed tab

   The **Pricing**: with or without taxes (**Feed Price Mode**), a **Feed Pricelist** if you want a different price, a **Feed Markup %** and a **Min. Margin % Floor** over cost. Below, the **Stock**: the free stock (forecast minus reserved) or the on-hand stock, a **Stock Buffer** that is never published, whether out-of-stock items are included, and the low-stock warning.



- **Real Odoo 20 screenshot.** The **Product Feed** tab: on the left, the three addresses of the hosted feed; on the right, the prices.

2 **Click Publish feed now**

The first time, FlexigoTech Cloud stores the feed and its three addresses appear: XML, CSV and JSON. After that, Odoo republishes it every hour if it has changed, and once a day even if it has not.

3 **Add an address in Channable**

In Channable, under Import, add an import with the address of the format you prefer.

Regenerate feed token changes the address: the old one stops working immediately and the feed is published at the new one. Change it in Channable too. The XML, CSV and JSON buttons download the feed as Odoo builds it, so you can review it. If you archive the project, its feed stops being published and the address stops working.

> FlexigoTech Cloud hosts feeds of up to 16 MiB compressed. If yours goes over that, nothing is uploaded and Channable keeps using the last one you published. The project receives a warning: publish fewer items in it or split it.

The feed carries the standard Channable fields: id, title, description, price, sale price, availability, stock, brand, GTIN, manufacturer part number (MPN), product condition, product type, item group, link, images, size, colour, weight and delivery time. Each published item is one row.

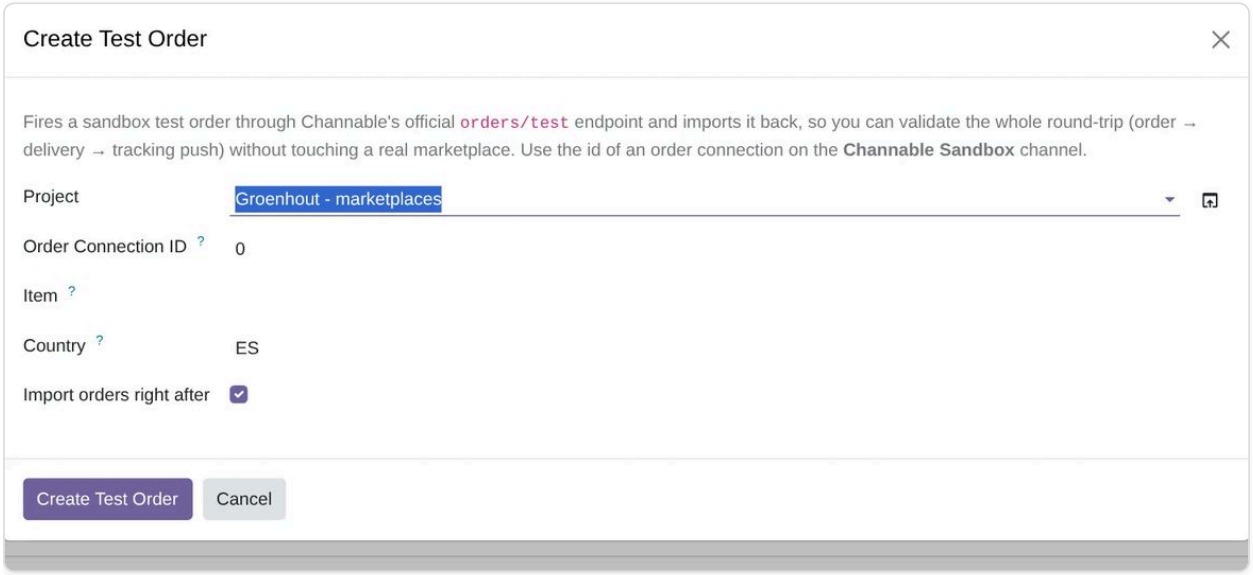
How what Channable sees is calculated

- The feed price starts from the item's **Price Override**, if it has one; otherwise from the **Feed Pricelist** or the product's sale price. The **Feed Markup %** is added, it goes up as needed to respect the **Min. Margin % Floor** over cost, and it comes out with or without taxes according to the **Feed Price Mode**.
- The feed stock is that of the project's **Warehouse** in the chosen **Feed Stock Mode**, minus the **Stock Buffer**, and it never drops below zero.
- With **Include Out-of-stock Items** off, sold-out items do not appear in the feed; on, they appear as out of stock.

A test order before opening the channels

Create Test Order launches a test order through the Channable Sandbox channel and imports it right away. This way you run the whole cycle (order, delivery and tracking) without a real marketplace. Ask for that channel's

Order Connection ID, which is in Channable under Setup › Order connections; the **Item** and the buyer's **Country** are optional.



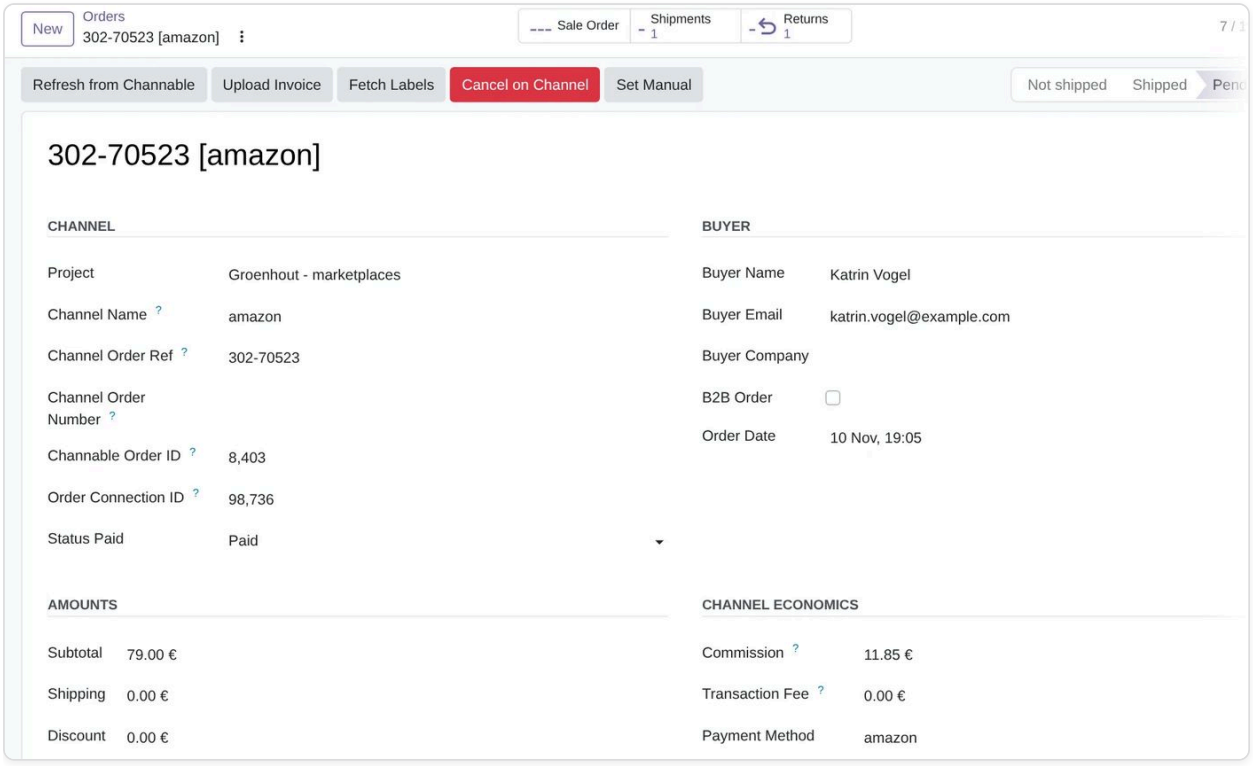
- **Real Odoo 20 screenshot. Create Test Order**: the project, the order connection of the Channable Sandbox channel and the item.

Create Test Return does the same with a return of an order that is already in Channable. Test orders and invoices are marked as test, so they do not count as real sales without it being noticed; in Sales, the **Channable Test Orders** filter finds them.

The module's automated tests (382 on Odoo 20) use a simulator that replies with the shapes of the Channable API: orders, returns, stock, shipments, statistics and FlexigoTech Cloud. The screenshots in this manual come from an Odoo 20 running that same simulator and an invented shop.

8 Channable orders in Odoo

Orders are in **Channable › Orders › Orders**. The **Channable: import orders** task brings them in every 15 minutes, both new ones and those that have changed. Each order stores the channel, the buyer, the amounts and its lines, and creates its sale order. Paid orders confirm the sale order on arrival; if the channel cancels the order, the sale order is cancelled.



- **Real Odoo 20 screenshot.** A Channable order: at the top, its buttons and its shipping status; below, the channel, the buyer and the amounts.

Order buttons

Refresh from Channable	Requests the order from Channable again and notes its changes in the chatter.
Upload Invoice	Uploads to Channable the PDF of the posted customer invoice. Without a posted invoice, it warns you and uploads nothing.
Fetch Labels	Downloads the shipping labels and the other documents from the channel and attaches them to the order.
Register Return	Registers the return of the shipped lines in Channable. It appears when the order is **Pushed** or **Partially fulfilled**.
Cancel on Channel	Cancels the order in Channable and then in Odoo. It does not appear if the order is **Pushed**, **Partially fulfilled** or **Cancelled**.
Set Manual	Tells Channable to stop acting on the order because you are handling it outside. It does not appear if it is **Cancelled** or **Manual**.
Create Sales Order	Creates the sale order for an order that does not have one (below, when this happens). It does not appear if it already has one or if it is cancelled.
Sale Order	Opens the sale order. It appears when one exists.

States

The order has a **Status Paid** (**Paid**, **Not paid**, **Cancelled**, **Manual** or **Cancellation requested**) and a **Status Shipped**, with values such as **Not shipped**, **Processing**, **Pushed** or **Partially fulfilled**. The list filters, such as **To Push** or **Cancellation Requests**, rely on them. When the buyer asks to cancel, an activity is created for you to decide.

When the sale order is not created

The import does not create a sale order in three cases, because confirming it would ship the goods again: the order already arrives shipped according to Channable, it was created before **Create Sales Orders From**, or the same Channable order already has one in another company. The reason appears in **No Sales Order Because**. **Create Sales Order** creates one anyway, as a quotation: the connector never confirms a sale order created that way; you confirm it yourself if something still has to be shipped.

> An order cannot be deleted while it is still live in Channable: first cancel it with **Cancel on Channel**. The lines of the imported sale order cannot be deleted or have their quantity, price or product changed either: cancel or return it from the Channable order.

The shipping statuses the channel sends

Not shipped	The value almost every new order arrives with.
Waiting, **Processing**, **Pending shipment** and **Awaiting confirmation**	Intermediate steps reported by the channel or Channable.
Cancellation requested and **Pending cancellation**	The buyer asks to cancel, or the channel is processing the cancellation.
Pushed and **Partially fulfilled**	Shipped in full or only in part.
Cancelled and **Manual**	Cancelled on the channel, or handled outside the connector.

Order taxes

The price the channel sends already includes the tax, and the channel says how much it is per unit. From that, the connector calculates the rate, rounds it to the nearest European VAT rate, and looks in your company for a sales tax with that rate and included in the price; if there is none, it creates one with its tax account and its VAT return boxes, so it reaches the return. A line without a usable tax gets the project's **Fallback Sales Tax**, or none.

If the order goes to a country other than your company's, the order's chatter warns you: the rate is the correct one, but it is booked under your company's country, so it is worth checking whether that sale goes through OSS or with the VAT of another country.

Lines, commissions and margin

The form groups the data into **Channel**, **Buyer**, **Amounts** and **Channel economics** (with the **Commission**, the **Transaction Fee** and the payment and delivery methods), and has the **Lines** and **Notes** tabs. If a line does not match any product, the order is marked **Mapping Error** and its sale order lacks that line; the **Mapping Errors** filter finds them.

In the order list you can show the **Margin** and **Margin %** columns, which are hidden by default. The margin is an indicative per-order reading that does not replace accounting: the subtotal minus the channel commission and fee and minus the cost of the goods, without shipping or taxes.

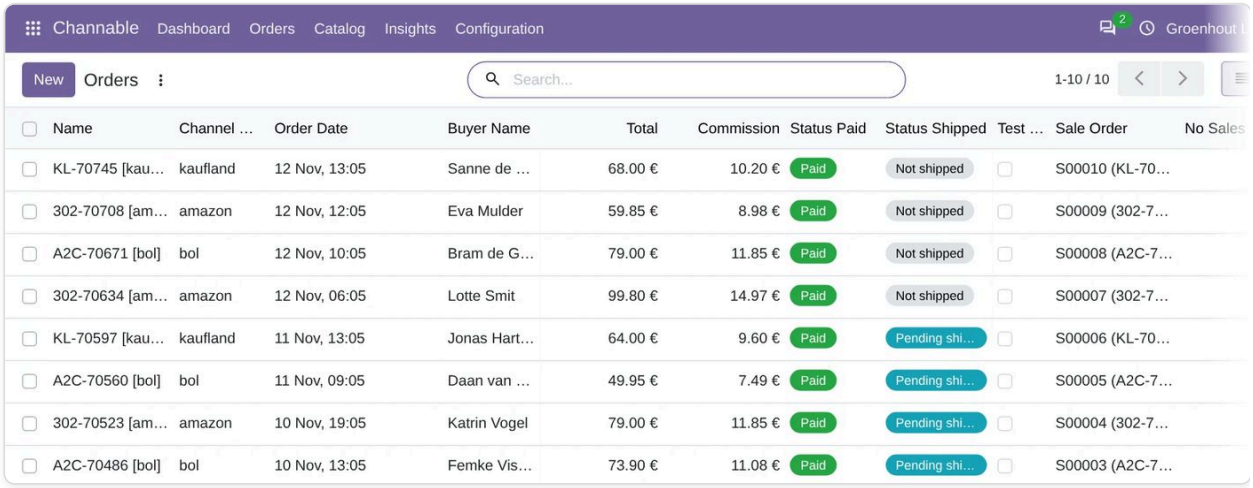
When it won't let you

- Cancel an order that is already cancelled.
- Cancel an order that has already shipped: Odoo asks you to register a return instead.
- Cancel an order that has a refunded return.
- **Register Return** on an order with no lines that can be returned.
- **Upload Invoice** without a posted customer invoice.

An order from start to finish

1 **The order arrives**

A buyer buys a wool blanket for €79.00 on Amazon. On the next run, the **Channable: import orders** task brings it in as 302-70523 [amazon], paid, with its sale order already confirmed.



Name	Channel …	Order Date	Buyer Name	Total	Commission	Status Paid	Status Shipped	Test …	Sale Order	No Sales
KL-70745 [kau…	kaufland	12 Nov, 13:05	Sanne de …	68.00 €	10.20 €	Paid	Not shipped		S00010 (KL-70…	
302-70708 [am…	amazon	12 Nov, 12:05	Eva Mulder	59.85 €	8.98 €	Paid	Not shipped		S00009 (302-7…	
A2C-70671 [bol]	bol	12 Nov, 10:05	Bram de G…	79.00 €	11.85 €	Paid	Not shipped		S00008 (A2C-7…	
302-70634 [am…	amazon	12 Nov, 06:05	Lotte Smit	99.80 €	14.97 €	Paid	Not shipped		S00007 (302-7…	
KL-70597 [kau…	kaufland	11 Nov, 13:05	Jonas Hart…	64.00 €	9.60 €	Paid	Pending shi…		S00006 (KL-70…	
A2C-70560 [bol]	bol	11 Nov, 09:05	Daan van …	49.95 €	7.49 €	Paid	Pending shi…		S00005 (A2C-7…	
302-70523 [am…	amazon	10 Nov, 19:05	Katrin Vogel	79.00 €	11.85 €	Paid	Pending shi…		S00004 (302-7…	
A2C-70486 [bol]	bol	10 Nov, 13:05	Femke Vis…	73.90 €	11.08 €	Paid	Pending shi…		S00003 (A2C-7…	

- **Real Odoo 20 screenshot.** The Channable order list: channel, buyer, total, commission, statuses and sale order.

2 **You open it**

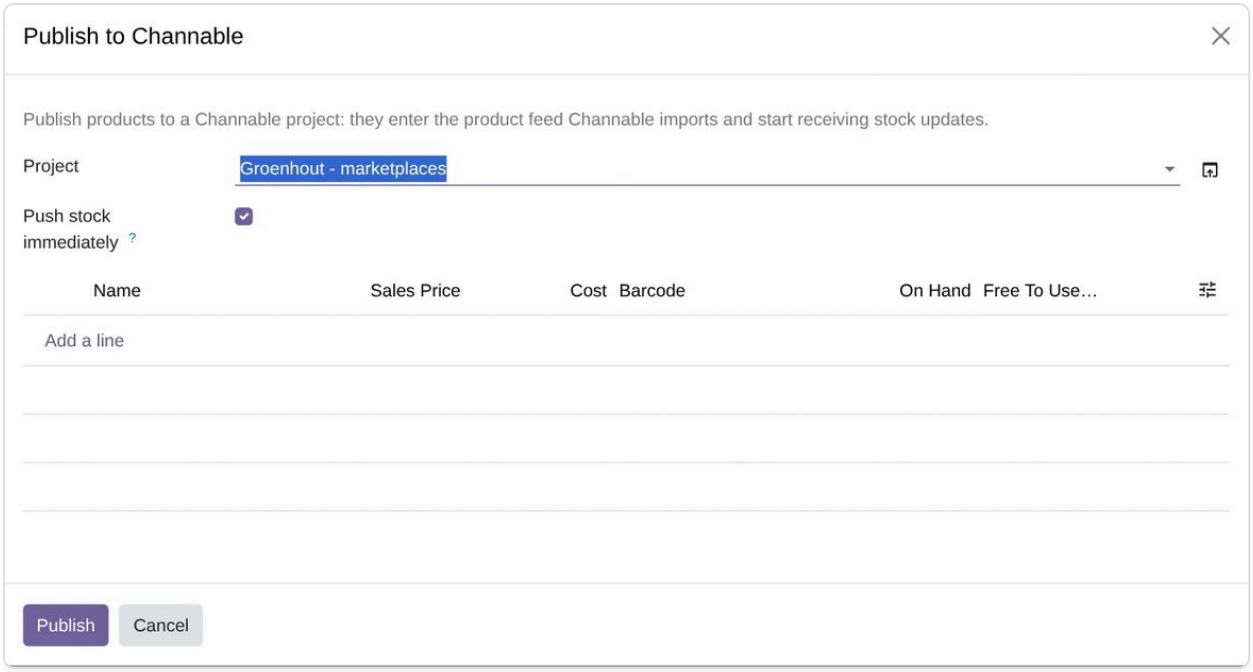
You see the channel, the buyer, the amounts and a commission of €11.85, and on the line, the tax the channel sent.

3 **Pack it and ship it**

With **Fetch Labels**, attach the channel label if it includes one. When you validate the delivery, the shipment is created with its tracking number, and it is pushed to Channable on the next run.

9 Publish products and the catalogue

Publish from **Channable › Catalog › Publish Products**. You can also publish from the product form with **Publish to Channable**, which pushes as long as some variant is still unpublished, and from the product list, with the same action for several at once. The same item feeds the feed that Channable imports and the stock that Odoo sends to it, so the two always agree.



- **Real Odoo 20 screenshot.** **Publish Products**: the project, the products and whether stock goes out straight away.

1. **Choose the Project and the Products**

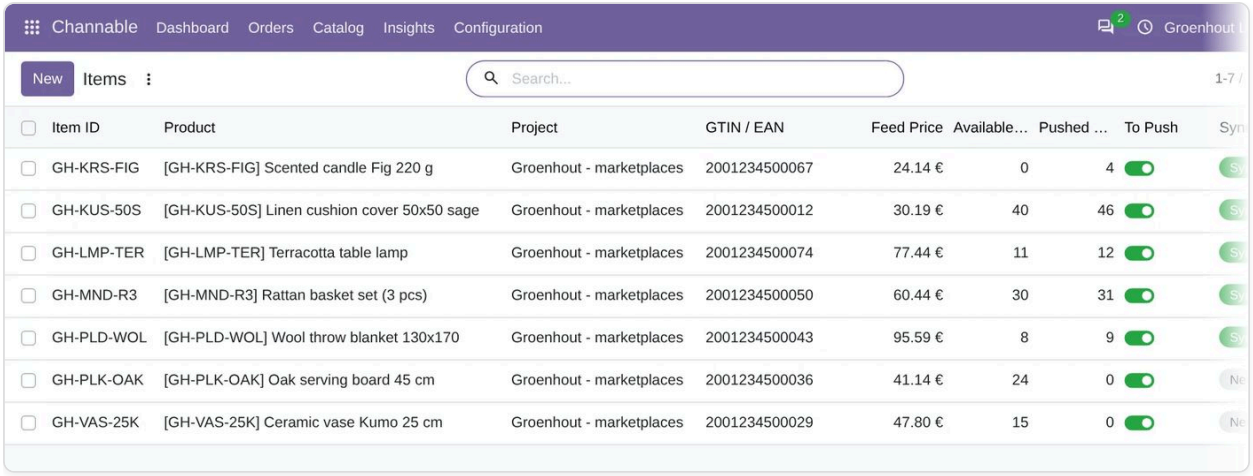
   You can pick several at once.

2. **Decide whether stock goes out now**

   With **Push stock immediately** switched on, the initial stock goes to Channable when you publish; otherwise the next run sends it.

3. **Click Publish**

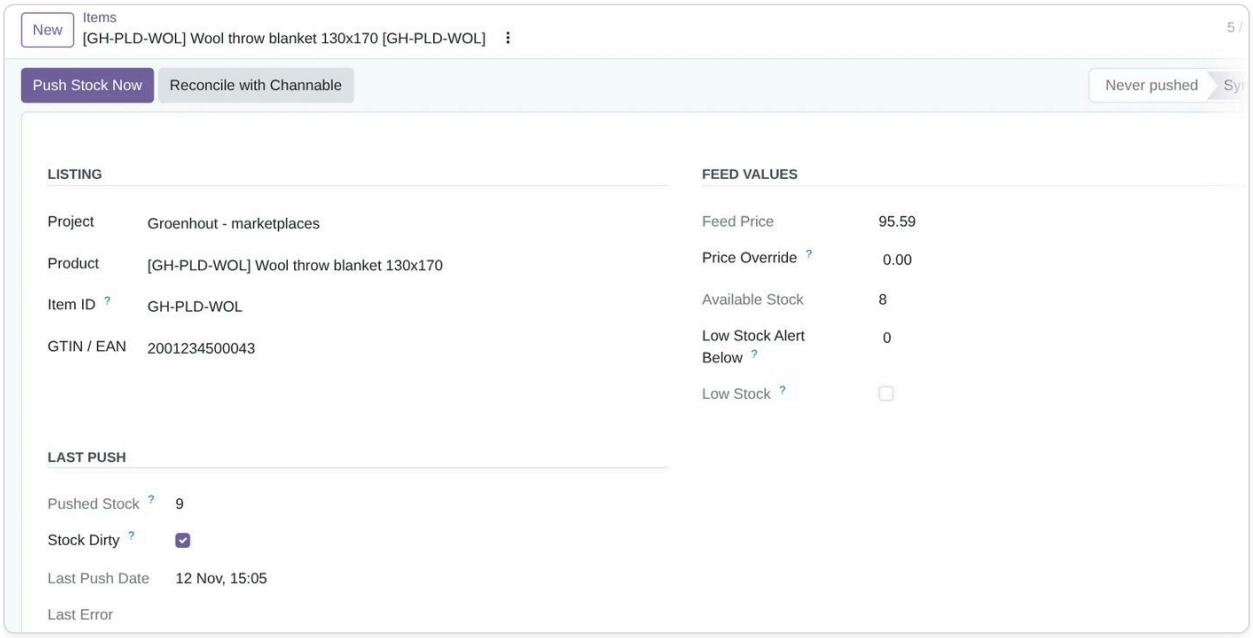
   One item is created per product. Its **Item ID** is the product's internal reference, and it is the identifier Channable uses in the feed, in the stock and in the order lines.



- **Real Odoo 20 screenshot.** **Items**: each published product, with its project, its stock and its shipping status.

The item

Archive it	An archived item leaves the feed and stops receiving stock. The **Archived** filter in the list view finds it.
Price Override	A fixed price for the feed. It takes precedence over the project's price list, surcharge and minimum margin.
GTIN / EAN	The barcode. If it has the form of a GTIN, Odoo checks its check digit.
Low Stock Alert Below	Flags the item as **Low Stock** below that figure. With 0, the project's figure is used. It is only a warning: it does not change the feed or the stock that is sent.



- **Real Odoo 20 screenshot.** One item: the product, its identifier, its price in the feed and its last stock push.

> You cannot save a negative **Price Override**, nor a **GTIN / EAN** whose check digit does not add up. If you delete a published product, Odoo warns you and suggests archiving it; if you delete it anyway, it first sends Channable a stock of 0.

The item form

Listing	The **Project**, the **Product**, the **Item ID** and the **GTIN / EAN**.
Feed values	The **Feed Price** already calculated, the **Price Override**, the **Available Stock**, the low stock warning and whether it is under **Low Stock**.
Last push	The **Pushed Stock**, whether any **Stock Dirty** remains, the **Last Push Date** and the **Last Error**. The **Sync Status** is at the top, in the status bar.

The item list has the filters **To Push**, **Errors**, **Never pushed**, **Stock Mismatch**, **Low Stock** and **Archived**, and can be grouped by **Project** or by **State**.

When it won't let you

- Publishing without choosing any product.
- Saving a negative **Price Override**.
- Saving a **GTIN / EAN** in barcode form whose check digit does not add up. Odoo warns that Channable and most marketplaces would reject the item; if the product has no code, leave the field empty. Anything that does not have the form of a GTIN, such as an internal reference, is not checked.
- Deleting a published product without confirming: Odoo suggests archiving it. If you delete it anyway, it first sends Channable a final stock of 0.
- Choosing an item from another project on a test order.

End to end

1. **Open Channable › Catalog › Publish Products**
   Choose the **Project** and the **Products**, and leave **Push stock immediately** switched on.
2. **Click Publish**
   One item is created per product and its initial stock goes to Channable.
3. **Check the Sync Status**
   It moves to **Synced** when Channable confirms. If it shows **Error**, read **Last Error**.
4. **Publish the feed**
   In the project, **Publish feed now** uploads it without waiting for the next hour, and Channable imports the new items on its next import.

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10 Stock in sync with the channels

When Odoo completes a stock move, the active items of that product are marked **Stock Dirty**. The **Channable: push stock updates** task runs every 30 minutes and sends only the marked items, in batches of 50 and with the total quantity, not the difference. **Push Stock Now** does it immediately. Channable confirms and Odoo records it in **Pushed Stock**.

The quantity sent is the stock in the project's warehouse, in the mode you chose (free or manual), minus the **Stock Buffer**, and never drops below zero. Only stock belonging to the project's company counts.

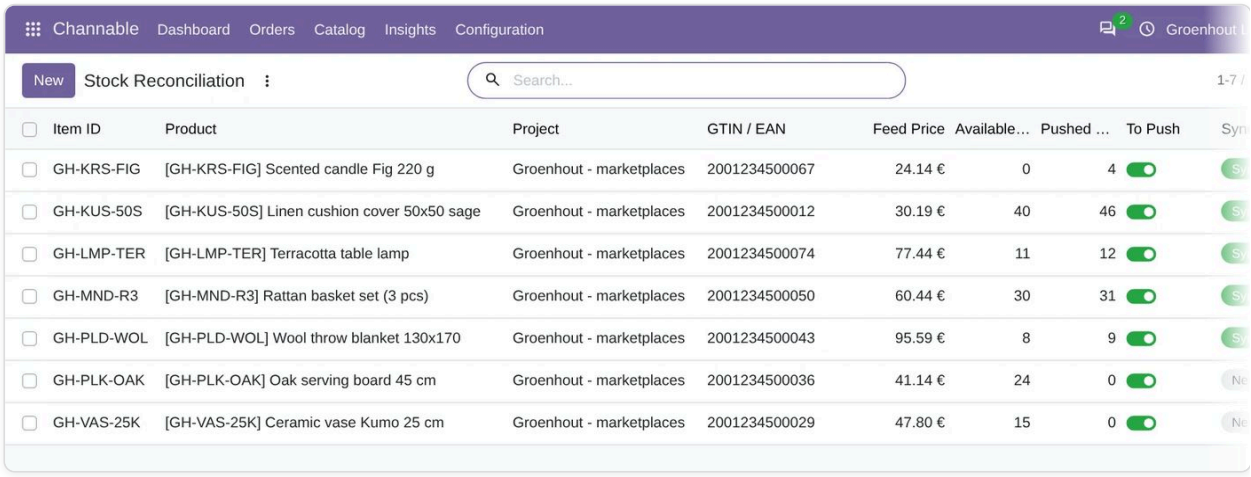
Shipping statuses

Never pushed	The item is published and no stock has gone out yet.
Synced	Channable confirmed the last stock sent.
Error	The last push failed. The reason is in **Last Error**.

How to reconcile

1. **Open Channable › Catalog › Stock Reconciliation**

   The items show with their Odoo stock and their last pushed stock.



   - **Real Odoo 20 screenshot. Stock Reconciliation**: each item with its stock in Odoo and its last pushed value.

2. **Click Reconcile with Channable**

   Odoo compares with what Channable has now and tells you how many do not match.

3. **Filter by Stock Mismatch**

   The items that do not add up appear, already marked for the next push.

4. **Send**

   Click **Push Stock Now** or wait for the next run.

> Marking items never holds up the warehouse: if something fails while marking them, the stock move is still validated and the failure is recorded in Odoo's technical log. **Reconcile with Channable** finds any difference afterwards.

Rules

- A new item is born stock dirty, so it goes out on the next run.
- If you archive a published product, its items become dirty at once, without waiting for the 30 minutes.
- An inactive item drops out of the feed and receives no stock.
- **Low Stock** is only a warning: it changes neither the feed nor the stock that is sent.

End to end

1. **A warehouse outgoing move is validated**
   Odoo completes the move and marks the active items of that product **Stock Dirty**.

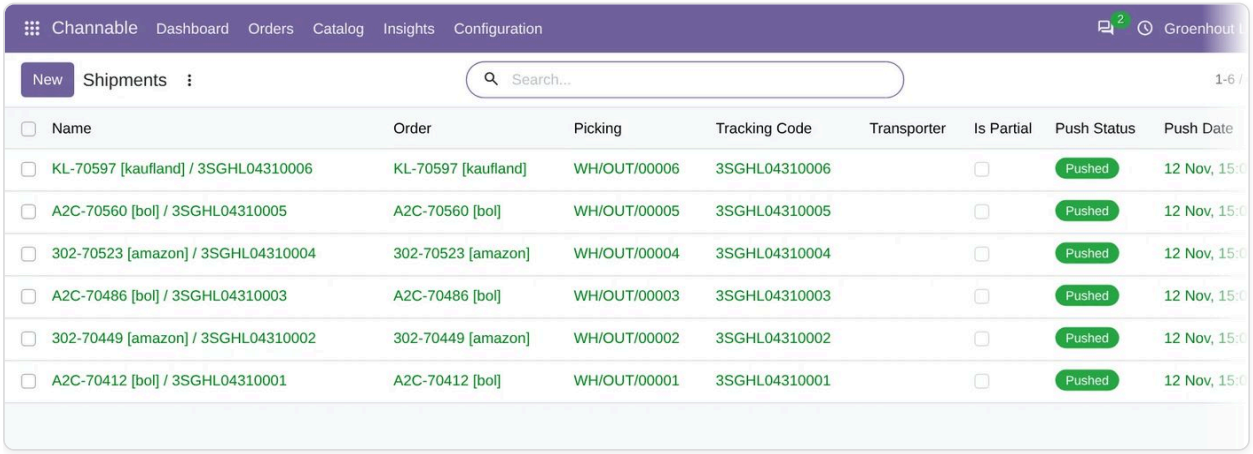
2. **The stock goes out**
   On the next run, the **Channable: push stock updates** task sends the available quantity; **Push Stock Now** does it immediately.

3. **Channable confirms**
   Pushed Stock takes the confirmed value, the **Sync Status** becomes **Synced** and the **Last Push Date** is recorded.

4. **You check for differences**
   In **Stock Reconciliation**, **Reconcile with Channable** flags the items that do not match, and the **Stock Mismatch** filter shows them. The next push corrects them.

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11 Shipments, transporters and tracking



- **Real Odoo 20 screenshot.** **Shipments**: each shipment with its order, its transporter, its tracking and its status.

The shipment is created automatically when you validate an outgoing delivery for a Channable order, once per delivery, and it starts in **To Push**. The **Channable: push pending shipments** task sends every 15 minutes those that are in **To Push**; **Push to Channable** sends it straight away. A partial delivery pushes only the lines that were delivered.

The transporter comes from the delivery's shipping method. If it does not have a Channable one, the project's **Default Transporter** is used. The list under **Channable › Configuration › Transporters** is the Channable catalogue: it comes with 15 transporters and can be refreshed from Channable.

States

To Push	Queued. The scheduled task will send it.
Pushed	Channable has received it. The **Push Date** is stored.
Error	The push failed. The reason is stored in **Error Message**.

If it fails

1. **Open the shipment in Error**
   Read the **Error Message** to see what Channable rejected.
2. **Correct the Transporter**
   If the problem is the transporter, choose another one from the catalogue.
3. **Click Retry**
   The shipment goes out again.

> A shipment in **Error** is not retried automatically: the task only picks up those in **To Push**. That is why, when one fails, the owner receives an activity: tracking that does not arrive in time can cost you penalties on the marketplace. A shipment that has already been pushed cannot be pushed again.

What happens when Channable receives it

Channable passes the shipment on to the marketplace by itself, in batches, and this can take around 15 minutes. The order moves to **Pending shipment**, or to **Partially fulfilled** if the shipment does not cover it entirely, and the next order import brings in the final status.

Rules

- A line counts as complete when its whole quantity has been delivered, adding up earlier deliveries. A one-line order split across two deliveries is reported as partial and, with the second, becomes complete.
- Each marketplace accepts only part of the transporter catalogue. With **Validate transporter per channel** switched on, Odoo checks this before pushing and leaves an activity if the transporter is not valid; the warning does not stop the push.
- The catalogue is refreshed with **Sync from Channable**, in the actions menu of the transporter list: existing codes are renamed if Channable renamed them, new ones are created and none is deleted.
- If FlexigoTech Cloud asks you to wait for an account, its shipments stay queued for the next run.

The shipment form

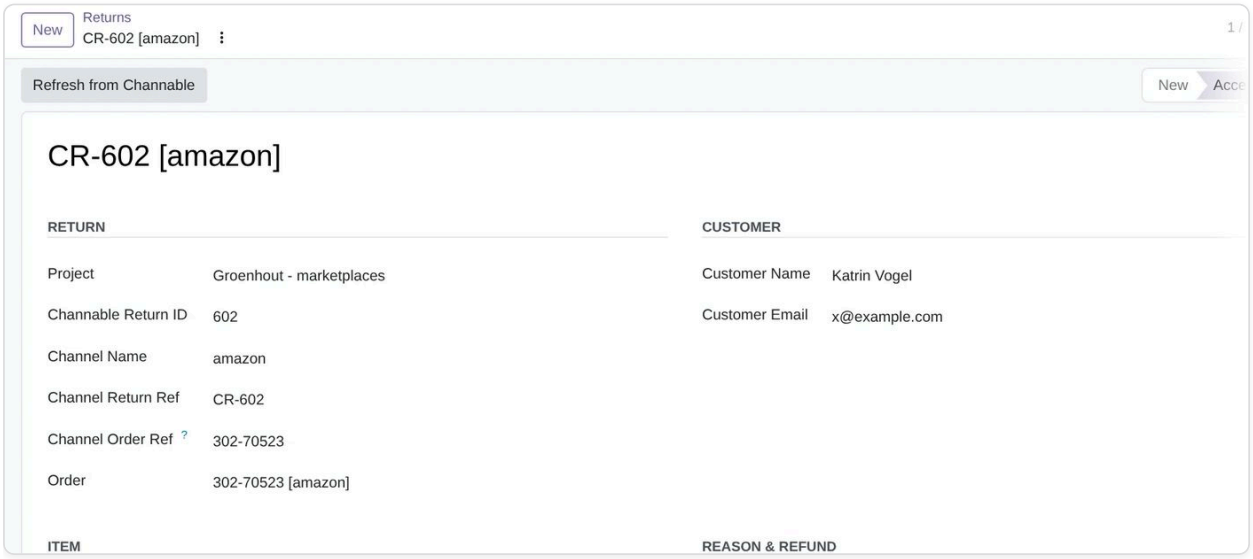
Project and **Order**	The Channable project and order of the shipment.
Picking	The Odoo delivery it leaves from.
Transporter	The Channable code that travels with the shipment.
Tracking Code	The shipment's tracking number.
Return Tracking Code	A return tracking number announced in advance, optional (used by OTTO).
Shipped Lines and **Is Partial**	The lines included in the shipment (empty means the whole order) and whether it does not cover the entire order.
Push Status, **Push Date** and **Error Message**	How it is going, when it left and why it failed.

The shipment list has the filters **To Push**, **Errors** and **Partial**. On the Odoo delivery, the **Channable** button shows how many shipments it has and opens them, so the warehouse can see their status without leaving Inventory.

An example with a partial delivery

1. **An order with three lines comes in**
   It is confirmed and an outgoing delivery is generated.
2. **You deliver two of the three lines**
   On validation, Odoo creates a shipment in **To Push** with those two lines and marks **Is Partial**.
3. **The task runs**
   Channable: push pending shipments sends it; it is left in **Pushed** with its **Push Date** and the order shows as partial.
4. **You deliver the missing line**
   On validating the pending delivery, another shipment is created with that line and the order is completed.
5. **If the carrier is not valid**
   The shipment is left in **Error** with its **Error Message** and the person in charge receives an activity. You change the **Transporter** and press **Retry**.

12 Buyer returns



- **Real Odoo 20 screenshot.** A return: at the top, the decisions; below, the buyer, the item and the reason.

The task **Channable: import returns** brings them every 30 minutes into **Channable › Orders › Returns**. **Refresh from Channable** requests one on the spot, in case it has changed outside Odoo.

Accept (refund)	The buyer receives the refund and the item comes back: it creates the credit note and the goods receipt picking.
Customer Keeps (refund)	The buyer receives the refund and returns nothing: it creates the credit note.

Reject, **Repaired** and **Exchanged**	They close the return without a refund. With **Exchanged**, Odoo leaves you an activity to prepare the replacement item.
Cancel Return	It cancels it, without a refund. Only those who administer the connector can see it.
Credit Note and **Return Receipt**	They open each document once it already exists.

States

While they await your decision, returns are in **New**, **Processing** or **Manual**. When decided they move to **Accepted (refund)**, **Customer Keeps (refund)**, **Rejected**, **Repaired**, **Exchanged** or **Cancelled**. The **To Decide** filter shows the pending ones.

What happens when you decide

Odoo first sends the decision to Channable. When Channable accepts it, the return changes state and, if there is a refund, a credit note is created for the returned item only: in draft, unless the project has **Auto-post credit notes** switched on. On accepting, the item enters the warehouse with a goods receipt picking already validated. If either document cannot be created (for example, with the accounting period closed), the decision stays made and the chatter tells you to create it by hand.

> A return already decided cannot be decided again: the buttons no longer appear. **Reject**, **Repaired**, **Exchanged** and **Cancel Return** do not generate a refund.

What each state means

STATE	WHAT IT MEANS	REFUND
New	Just arrived, pending a decision.	Not yet
Processing and **Manual**	Still open and can be decided.	Not yet
Accepted (refund)	The buyer receives the refund and the item comes back.	Yes, with a credit note
Customer Keeps (refund)	The buyer receives the refund and keeps the item.	Yes, with a credit note
Rejected	The return is not granted.	No
Repaired	The item has been repaired.	No
Exchanged	The item is replaced.	No
Cancelled	The return is cancelled.	No

The credit note and the picking

The credit note covers only the returned item. Odoo finds the sales order line it left from, reverses the invoice that charged it, and leaves in draft only that line, with the returned quantity and minus the share of any order discount. With **Customer Keeps (refund)** there is no picking, because the item does not come back. Each document is created only once per return.

The return record

Return	The project, the Channable and channel identifiers, and the **Order** it belongs to.
Customer	The **Customer Name** and their **Customer Email**.
Item	The **Item ID**, the **Item Title**, the **GTIN / EAN** and the **Quantity**.
Reason & refund	The **Reason** the buyer gave, a **Comment** and the **Refund Amount**, read-only.

The list is filtered by **To Decide**, **Refunded** and **Rejected**, and grouped by **State**, **Channel** or **Project**.

An end-to-end example

A buyer returns an item on Amazon. In the next pass, at most 30 minutes later, it appears in **Channable › Orders › Returns** as **New**, with its reason. You check it and press **Accept (refund)**: Odoo sends the decision to Channable and, when Channable accepts it, the return moves to **Accepted (refund)**, the item's credit note is created and the return picking comes in. The **Credit Note** and **Return Receipt** buttons take you to each document.

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13 Invoices for channel orders

Channable › Orders › Invoices shows only the invoices of Channable orders. In the Billing invoice list, the **Channable Invoices** filter does the same. Inside an invoice, the **Channable** button shows the order's channel in brackets and opens the Channable order.

You create the invoice in Odoo from the sales order, or the project creates it automatically if it has **Auto-create invoice**. Its PDF goes up to Channable in two ways: with **Upload Invoice** on the Channable order, or only when posting it if the project has **Auto-upload invoice PDF**, which is off by default. Channable passes it to the marketplaces that ask for the seller's invoice: Amazon, Kaufland, bol.com and the Mirakl family.

> Posting an invoice never fails because of Channable: if the automatic upload does not go through, the invoice is posted anyway and **Upload Invoice** tries again. If FlexigoTech Cloud holds it, it uploads on its own in the next order pass. Only customer invoices are uploaded, and the invoice is for the whole order, not one per item.

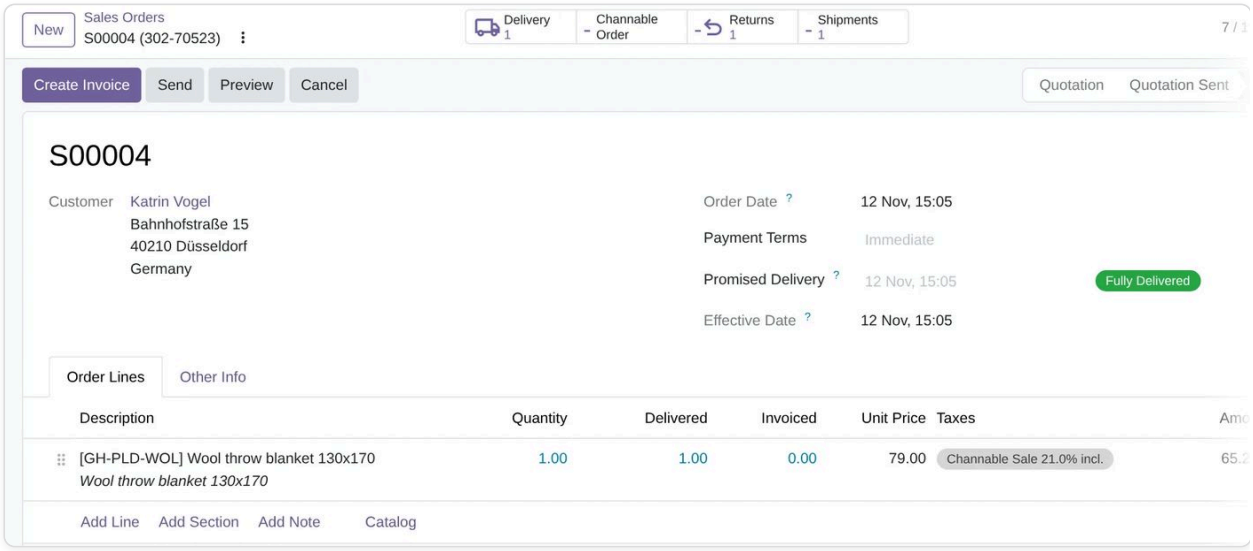
Rules

- Automatic upload is only attempted when posting customer invoices, not credit notes.
- It only uploads if the invoice's sales order comes from a Channable order whose project has **Auto-upload invoice PDF** switched on.
- Amazon keeps only the last invoice you upload. bol.com would accept one invoice per item, but the connector uploads the one for the whole order.
- Each upload is logged in the chatter of the Channable order and in the **Sync Log**.

End to end

1 **The order arrives**

The task **Channable: import orders** brings it in and creates its sales order.



- **Real Odoo 20 screenshot.** The sales order, with the button to its Channable order.

2 **You create and post the invoice**

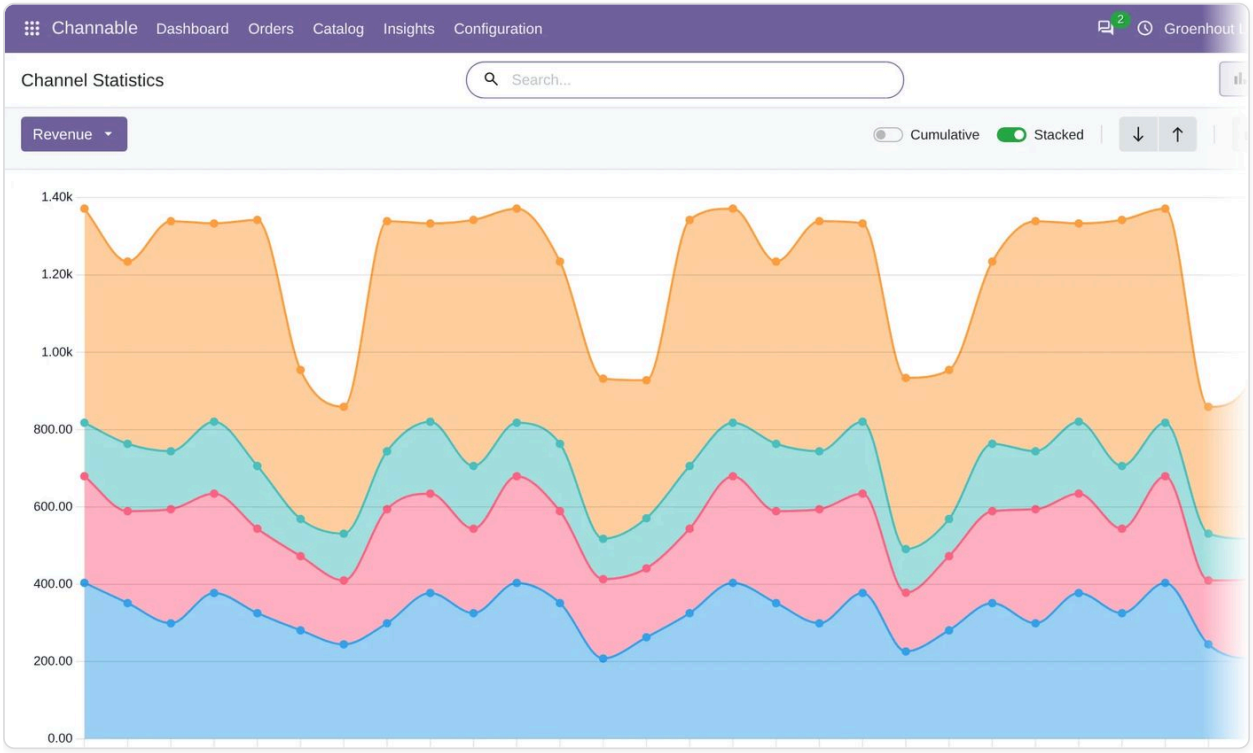
From the sales order. If the project has automatic upload switched on, its PDF goes to Channable when posted.

3 **You find it later**

In **Channable › Orders › Invoices** or with the **Channable Invoices** filter; inside, the **Channable** button takes you back to the order.

14 Statistics and sales by channel

The task **Channable: pull channel statistics** brings in each day the revenue of each order connection, one per day; **Pull Statistics**, on the project, brings them on the spot. If the same day arrives again, it is updated: it is not duplicated.



- **Real Odoo 20 screenshot.** Channel Statistics: the revenue of each channel, day by day.

Channable › Insights › Channel Statistics opens as a line chart by day and by channel, and also offers a pivot table and a list (date, channel and revenue). **Channable › Insights › Sales by Channel** splits your Channable orders by channel, as a pivot table, chart or list. The **Dashboard** summarises the last 30 days.

The dashboard

The **Dashboard** calculates its figures when opened: **Orders Today**, **To Push**, **Cancellation Requests**, **Returns to Decide**, **Revenue (30 days)** and **Channel Fees (30 days)**, which adds the marketplace commission and the transaction fees of the orders. Each figure opens its list.

Sales by channel

Sales by Channel opens as a pivot table with one channel per row and one month per column. It sums the total, the commission, the transaction fee, the cost of goods and the margin of the Channable orders, so you see how much each marketplace leaves you.

End to end

1. **Waiting for the daily scheduled task**
   Channable: pull channel statistics fetches the revenue of each channel, one row per day; **Pull Statistics** does it on demand.

2. **Open** Channel Statistics

The chart shows the revenue line for each channel, day by day.

3 **Check the summary**

On the **Dashboard**, **Revenue (30 days)** and **Channel Fees (30 days)** show how much you sell and how much the channels cost you.

4 **Compare channels**

Sales by Channel splits orders by marketplace and by month.

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15 Data flowing in and out

DATA	DIRECTION	WHEN
Orders and their status changes	From Channable to Odoo	**Channable: import orders** task, every 15 minutes, or **Import Orders Now** on the project
Returns	From Channable to Odoo	**Channable: import returns** task, every 30 minutes, or **Import Returns Now** on the project
Revenue by channel	From Channable to Odoo	**Channable: pull channel statistics** task, daily, or **Pull Statistics** on the project
Carrier catalogue	From Channable to Odoo	**Sync from Channable**, on the carrier list
Labels and order documents	From Channable to Odoo	**Fetch Labels** on the order, or automatically when importing it if the project has it switched on
Product feed (XML, CSV and JSON)	From Odoo to Channable	**Channable: publish feeds on FlexigoTech Cloud** task, hourly if it has changed, or **Publish feed now**
Stock of items	From Odoo to Channable	**Channable: push stock updates** task, every 30 minutes, or **Push Stock Now**
Shipments with carrier and tracking	From Odoo to Channable	**Channable: push pending shipments** task, every 15 minutes, or **Push to Channable**
PDF invoice	From Odoo to Channable	When it is posted, if the project has it switched on, or **Upload Invoice** on the order
Order cancellations	From Odoo to Channable	**Cancel on Channel** on the order
Decision on a return	From Odoo to Channable	The return buttons, such as **Accept (refund)** or **Reject**

Every call to Channable goes through FlexigoTech Cloud. Your account's token is stored encrypted on FlexigoTech servers, not in your Odoo, and the cloud adds it to each call. FlexigoTech Cloud also hosts the product feed: Odoo builds it, uploads it when it changes, and Channable imports it from there. Without the subscription, no call goes out. If the cloud does not let a call through, the connector treats it as a pause: it marks nothing as failed, does not disconnect the account and deletes nothing, and tries again on the next run.

> Channable does not notify us of new orders: the connector asks for them every 15 minutes. A change takes at most until the next run to show up in Odoo.

16 What runs automatically

TASK	FREQUENCY	WHAT IT DOES
Channable: import orders	Every 15 minutes	Brings in new orders and changes to existing ones.
Channable: import returns	Every 30 minutes	Brings in new returns and their changes.
Channable: push stock updates	Every 30 minutes	Sends the stock of items marked as pending.
Channable: push pending shipments	Every 15 minutes	Sends queued shipments, with their tracking.
Channable: pull channel statistics	Daily	Brings in the revenue of each channel.
Channable: API token expiry check	Daily	Leaves an activity on accounts whose token expires in less than 14 days.
Channable: publish feeds on FlexigoTech Cloud	Hourly	Uploads each project's feed if it has changed, and once a day even if it has not.

Frequencies are changed in **Settings › Technical › Scheduled Actions**, with developer mode switched on.

17 Account options and how they come

The account stores the connection to your company in Channable. Its form has two groups, **Credentials** and **Settings**, and below it the list of its projects.

OPTION	WHEN CREATED	WHAT IT DOES
Channable connection	**FlexigoTech Cloud**	How the account talks to Channable. A new account always goes through **FlexigoTech Cloud** and this can't be changed.
Saved in FlexigoTech Cloud	Empty	When the token was saved in FlexigoTech Cloud. Read only.
Active	On	If you switch it off, the account stops calling Channable immediately. Useful to stop everything in an emergency.
Last Test Date	Empty	When Channable last answered **Test Connection**. Read only.

At the top are the buttons and the account status: **Draft**, **Connected** or **Authentication error**. **Test Connection** is visible to those who manage the connector. **Check FlexigoTech Cloud** shows what FlexigoTech Cloud holds for the account, without displaying the token, and **Delete token from FlexigoTech Cloud** removes it from there;

these two are only visible to managers, and the second appears only when a token is already stored. The buttons on the right open the account's projects, items and orders.

What each group stores

Credentials holds the **Channable Company ID**, the **Channable connection**, the consent checkbox, the **API token (FlexigoTech Cloud)**, **Saved in FlexigoTech Cloud** and **Token Expires**. The token can only be entered here, and if FlexigoTech Cloud does not have it saved, Odoo asks you to enter it again. **Settings** holds **Active**, **Responsible** and **Last Test Date**, and the **Company** if you work with several companies.

Below the two groups, a notice for managers summarises what FlexigoTech Cloud does with the account: it stores the token encrypted and uses it only to call your company's Channable API, for orders (and your buyers' data), returns, shipments and stock, and it hosts the feed of the projects. Another notice says where each piece of data lives in Channable.

> An account always keeps the connection it was created with: it cannot be changed afterwards. Only a manager can delete an account; other users archive it. An account with orders cannot be deleted, only archived.

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18 Security and personal data

- The Channable API token is not stored in Odoo. You enter it in **API token (FlexigoTech Cloud)**, it travels once, encrypted, to FlexigoTech Cloud and stays there.
- Only an Odoo manager sees and fills in the token and the consent checkbox, and they must tick the checkbox before writing the token. Without it, nothing is sent.
- **Saved in FlexigoTech Cloud** shows when it was saved. **Check FlexigoTech Cloud** checks what the cloud holds for that account without displaying the token, and **Delete token from FlexigoTech Cloud** removes it from there. Both buttons are for managers only.
- If you withdraw consent, the connector stops calling Channable with that account. It does not mark anything as failed, and a manager can accept it again to resume.
- The connector has two groups: **User** and **Manager**. The user imports orders and returns, sends stock and shipments and decides on returns. The manager also configures accounts and projects, records returns, cancels orders on the channel, creates test orders and returns, and regenerates the feed token.
- The feed address carries a long key that cannot be guessed. If you think it has leaked, **Regenerate feed token** changes it and the old one stops working immediately.

Your buyers' data

From the buyer, we store what the Channable order carries: the billing contact, the delivery address if different and, on business orders, the company and its tax number. The buyer is matched by their email within the project's company, and is never matched to your company's, your users' or your employees' contacts, even archived ones: so a buyer who uses one of those emails does not end up with your orders.

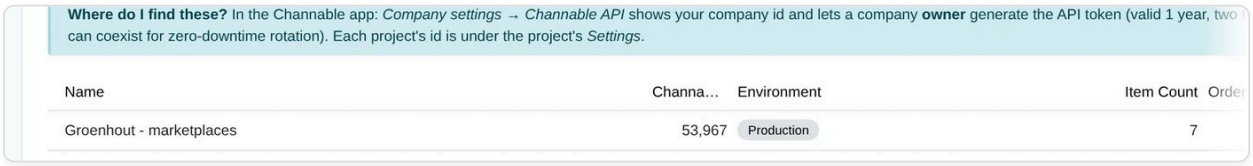
These contacts and orders stay in your Odoo like any others, and the connector does not delete them on its own. Status changes to orders and returns, and changes to the account and project, are kept in each record's history. The **Sync Log** empties itself: it keeps 90 days.

19 Several accounts and several companies

Each Channable connection is an account, in **Channable › Configuration › Accounts**, and each account has its projects. The account carries the Odoo company; the project carries the import, feed, stock and accounting options, so each project is configured separately. The same Channable project cannot be active in two companies at once: the connector asks you to archive the other one first.

The FlexigoTech Cloud plan sets how many Channable accounts the database supports: up to 3 on Standard and up to 10 on Pro, counting all companies together. The same limit applies to hosted feeds, one per project. If it is exceeded, the connector warns you and sends nothing: to make room, delete the token of an account you no longer use, archive the projects you do not use (their feeds stop counting) or move to Pro.

A project does not accept data from another company. If the journal, the fee account or another linked record belongs to a different company, the connector will not let you save and says which field does not match.



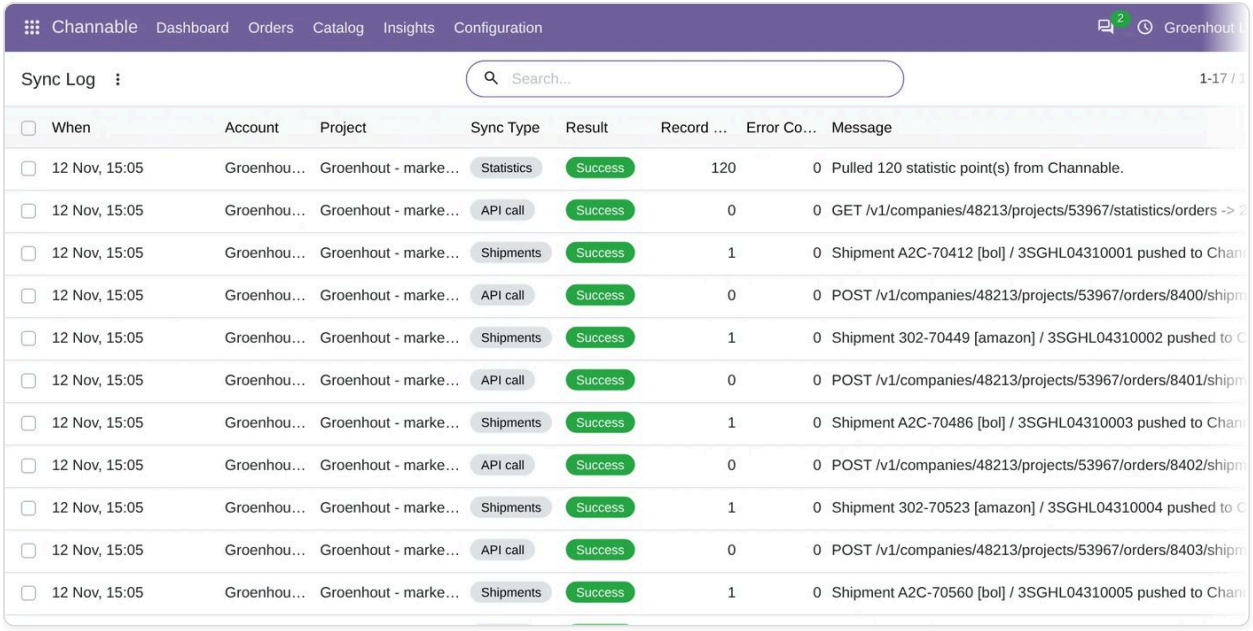
- **Real Odoo 20 screenshot.** Below the account, the list of its projects, each with its Channable ID and its environment.

20 If something fails

Channable rejects the token (401 or 403)	It is not valid, has expired (they last one year) or has been revoked. Generate another one in Channable (Company Settings › Channable API) and enter it in **API token (FlexigoTech Cloud)**. The account switches to **Authentication error** and nothing is marked as failed.
The token is not in FlexigoTech Cloud	Enter it again in **API token (FlexigoTech Cloud)**. Before that, an administrator must tick the consent checkbox.
You have withdrawn consent	The account stops calling Channable and does not mark anything as failed. Once an administrator accepts again, it carries on.
The account is switched off	With **Active** switched off, no call is made. Switch it on again so it resumes syncing.
A shipment does not go out	A shipment in **Error** is not retried automatically. Correct the transporter and click **Retry**.
Want to see what Channable replied?	Open **Channable › Configuration › Sync Log**: each call and each run leaves a line with the account, the project, the type, the result and the message. The **Errors** filter shows only the failures, and lines are kept for 90 days.

Each error in the log leaves one activity for the account's owner, and only one while it stays open: a task that fails every 15 minutes will not fill their inbox.

If FlexigoTech Cloud asks for a pause, the connector does not mark anything as failed, does not disconnect anything and does not delete anything. Pending items stay as they are and are tried again on the next run: you do not need to do anything.



- **Real Odoo 20 screenshot.** The **Sync Log**: each call and each run, with its result.

Other notices you may see

Channable cannot find the order or return (404)	The identifier is wrong or is no longer open in Channable. Check it there before repeating.
Channable server error after retries	The fault lies with Channable. The next run will try again.
The order is already cancelled, or already shipped and cannot be cancelled	If it has already left, record a return.
There is no published customer invoice to upload	Publish the invoice first, then press **Upload Invoice** again.
The shipment has already been sent	There is no need to send it again.
The feed exceeds 16 MiB compressed	Nothing is uploaded and Channable keeps the last feed. Publish fewer items in that project or split it.
The plan's limit of accounts or feeds has been reached	Delete the token of an account you do not use, archive projects or move to Pro.

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21 Other ways of doing it

METHOD	WHAT IT INVOLVES
Manually from Channable	Someone checks the orders in Channable, types them into Odoo and updates stock and shipments by hand. No tool is needed, but the workload grows with every order.
Odoo alone	Odoo 20, Community and Enterprise, ships no Channable module (search of its code dated 13-11-2026). Without a connector, you are left with manual work or custom development.

METHOD	WHAT IT INVOLVES
This connector	Brings Channable orders and returns into Odoo, publishes the feed and stock, and is driven from the **Channable** app. It requires a FlexigoTech Cloud subscription: Standard costs €49 a month or €490 a year, and Pro €98 a month or €980 a year, excluding VAT.

If you are coming from another tool

A new project only creates sales orders for Channable orders placed from that moment on: earlier ones are imported so you can see them, but they do not create a sales order, so nothing you already dispatched with the other tool is sent twice. The cut-off time is in **Create Sales Orders From**, on the project's **Orders** tab, and you can move it. If an earlier order is still awaiting dispatch, **Create Sales Order** creates its sales order.

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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 requires no card. With Standard, up to 3 accounts; with Pro, up to 10.

23 Frequently asked questions

What does the connector do?

It brings Channable orders and returns into Odoo, sends stock and shipments, publishes the product feed and collects revenue from each channel.

Does it work without FlexigoTech Cloud?

No. Calls to Channable go through FlexigoTech Cloud, and without the trial or subscription the connector does not talk to Channable.

Does it work on Odoo Online?

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

Does it need Odoo Enterprise?

No. It needs Sales, Invoicing and Inventory, which are available in both Community and Enterprise, plus FlexigoTech Cloud.

Which Odoo versions is it published for?

For Odoo 17, 18, 19 and 20.

How much does the module cost?

The module license costs €9 per Odoo version. The FlexigoTech Cloud subscription is separate, from €49 a month with Standard, VAT not included.

How much does each FlexigoTech Cloud plan cost?

Standard costs €49 a month or €490 a year, and Pro €98 a month or €980 a year. Prices exclude VAT.

Is there a free trial?

Yes, 14 days with no card.

How many Channable accounts does each plan allow?

Up to 3 with Standard and up to 10 with Pro, counting all companies in the database together. The same limit applies to hosted feeds, one per project.

What happens if I exceed the limit?

The connector warns you and sends nothing. Delete the token of an account you do not use, archive surplus projects or move to Pro.

What support does each plan include?

With Standard, the first reply arrives within 1 working day. With Pro it arrives within 4 working hours and includes a video call if needed.

Where is my Channable token stored?

Encrypted, on FlexigoTech's servers, not in your Odoo. The cloud adds it to each call.

Who can enter the token?

An Odoo administrator, who must first tick the consent checkbox. The token is generated in Channable by a company owner.

Which marketplaces can I use?

Those you have connected in Channable: the connector receives their orders and sends back stock and shipments through Channable.

How often do orders arrive?

Every 15 minutes. **Import Orders Now**, in the project, brings them in immediately.

Why every 15 minutes and not instantly?

Because Channable does not notify about new orders: you have to ask it. A change takes at most until the next run to appear in Odoo.

Are sales orders confirmed automatically?

Paid ones, yes, on arrival. Unpaid ones, only if the project has **Auto-confirm sales order** set. Never those that arrive already shipped or those created by hand with **Create Sales Order**.

How often is stock sent?

Every 30 minutes, for items that have changed. **Push Stock Now** sends it immediately.

How often do shipments go out?

Queued shipments go out every 15 minutes. **Push to Channable** sends one immediately.

How often do returns arrive and statistics update?

Returns every 30 minutes; revenue for each channel once a day. In the project, **Import Returns Now** and **Pull Statistics** bring them in immediately.

How often is the feed published?

Every hour if it has changed, and once a day even if it has not. **Publish feed now** publishes it immediately.

Can I change those frequencies?

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

What about orders I already had in Channable?

They are imported so you can see them, but those created before **Create Sales Orders From** (the time you created the project) do not create a sales order, so they are not sent twice. If any are still awaiting dispatch, **Create Sales Order** creates its own.

Can I have several Channable accounts?

Yes. Each connection is an account, in **Channable › Configuration › Accounts**, and each account has its own projects.

Can I use the same Channable project in two companies?

Not at the same time. The connector asks you to archive the other project first.

How is the invoice uploaded to Channable?

When it is published, if the project has **Auto-upload invoice PDF** set, or with **Upload Invoice** on the order. If the upload fails, the invoice is still published.

Which marketplaces require the invoice?

Channable passes it on to those that require a seller invoice: Amazon, Kaufland, bol.com and the Mirakl family.

What about returns?

You decide in Odoo and the decision goes to Channable. With a refund, the credit note for the returned item is created; on acceptance, a return delivery order is also created.

Can I test it without a real marketplace?

Yes. **Create Test Order** places an order through the Channable Sandbox channel and imports it immediately, and **Create Test Return** does the same with a return.

How has it been tested?

With 382 automated tests on Odoo 20, against a simulator that responds like the Channable API.

What happens if I cancel the subscription or uninstall?

Without a subscription, the connector stops talking to Channable and what is in Odoo stays, with nothing deleted. On uninstall, Odoo asks FlexigoTech Cloud to delete the tokens and hosted feeds.

Does it include migration of my database or custom configuration?

No. Nor does it include importing historical data.

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24 Glossary

Channable	The platform that brings together your sales channels and your catalogue. The connector sends its data to Odoo and Odoo's data to Channable.
FlexigoTech Cloud	The subscription service through which calls to Channable pass. It stores your token encrypted and hosts the product feed.
Accounts	Each connection with your company in Channable. They are created in **Channable › Configuration › Accounts**.
Channable Company ID	The number for your company in Channable. You copy it from the Channable application into the account.
API token	The key generated in Channable by a company owner. It expires after one year and two can be valid at the same time.
Consent	The checkbox an administrator ticks before entering the token. Without it, nothing is sent to FlexigoTech Cloud.
Projects	Each Channable project you connect. It holds the feed, the warehouse and the options for orders, stock and accounting.

Channel	The marketplace or shop where you sell. Each order, return and statistic states its own.
Product feed	The catalogue that Odoo builds and uploads to FlexigoTech Cloud, from where Channable imports it, in XML, CSV or JSON.
Items	Each product published in a project. The same item feeds the feed and the stock that is sent.
Item ID	The identifier of the item across all of Channable. It is the internal reference of the product.
Stock Reconciliation	The list that compares your stock with Channable's and flags whatever does not match.
Stock pending shipment	The mark on an item whose stock has changed and has not yet been sent to Channable.
Shipments	The shipping notices sent to Channable, with carrier and tracking. They are created when the delivery of a Channable order is validated.
Transporters	The catalogue of carriers in Channable. Each shipment carries one of its codes.
Returns	The returns that Channable records. You decide in Odoo and the decision goes back to Channable.
Credit note	The one Odoo creates when you decide a return with a refund, covering only the returned item.
Sync Log	The list of each call to Channable and each run, with its result and message. It keeps 90 days.
Dashboard	The app's first screen: the figures for today and for the last 30 days, each with its list.

25 Checklist and contact

- [ ] You have a company account in Channable and you can see its number in Company Settings › Channable API.
- [ ] Your Odoo has Sales, Invoicing and Inventory, in version 17, 18, 19 or 20.
- [ ] The 14-day trial of FlexigoTech Cloud is active, or you have the subscription.
- [ ] A company owner in Channable has generated the API token.
- [ ] In **Channable › Configuration › Accounts** the account is there with its **Name** and its **Channable Company ID**.
- [ ] An administrator has ticked the consent and entered the **API token (FlexigoTech Cloud)**.
- [ ] **Test Connection** leaves the account **Connected**.
- [ ] The project has its **Channable Project ID**, its **Warehouse**, and the **Orders** and **Accounting** options reviewed.
- [ ] The feed is published and its address is added in Channable, under Import.
- [ ] You have published your products and their stock is **Synced**.
- [ ] An order has arrived at **Channable › Orders › Orders** with its sales order (it may be a test one).

If you want us to set it up with you, write to us. With the Pro plan, if needed, we can review it by 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/channable-connector-odoo.html

On Odoo Apps

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

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