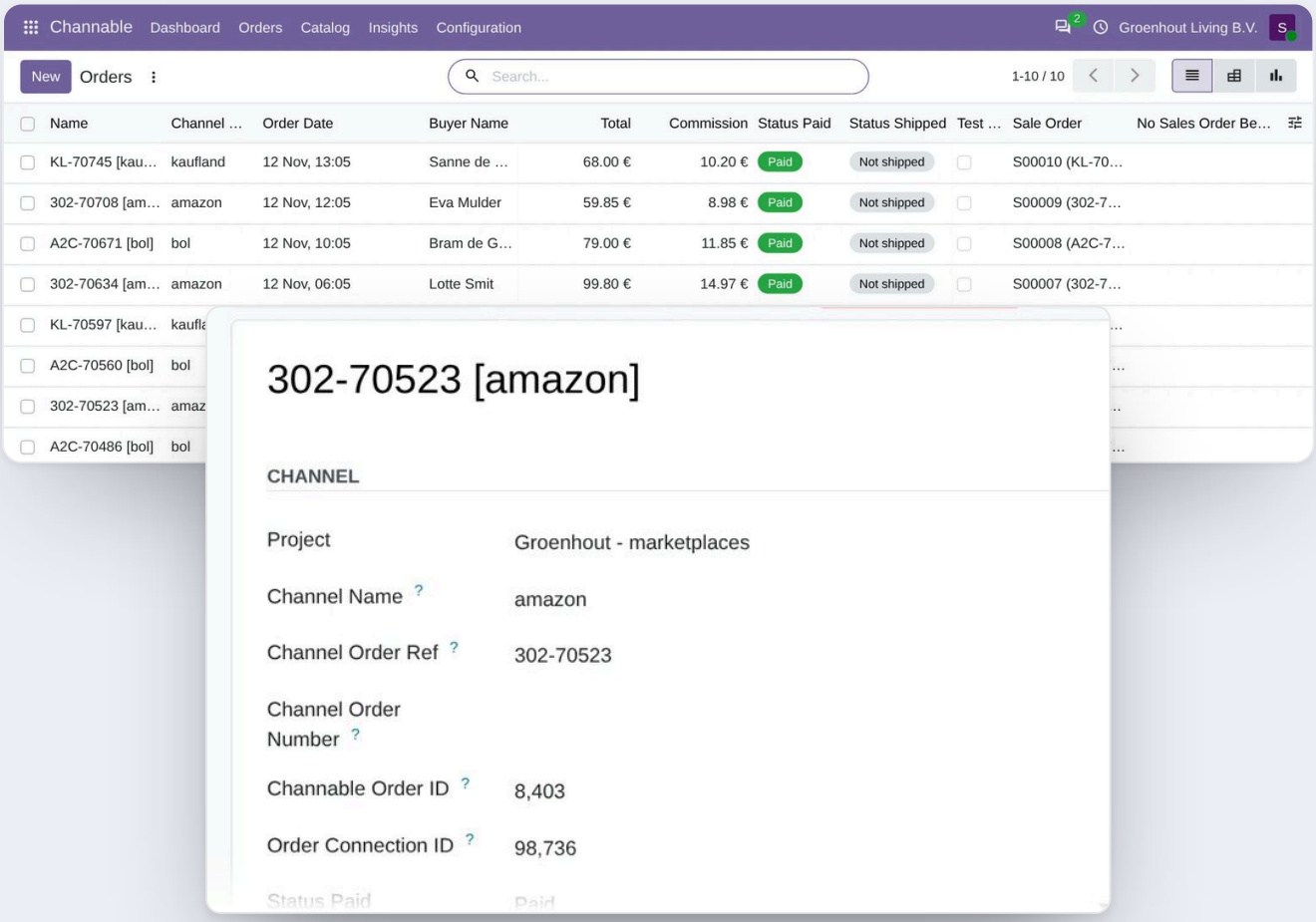
USER MANUAL · MARKETPLACES AND E-COMMERCE

Channable 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 20.0.1.4.4 | Odoo 20 screenshots | Edition of 14-11-2026



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

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 20.0.1.4.4 of the module (Odoo branch 20.0, commit 6156c3b86). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

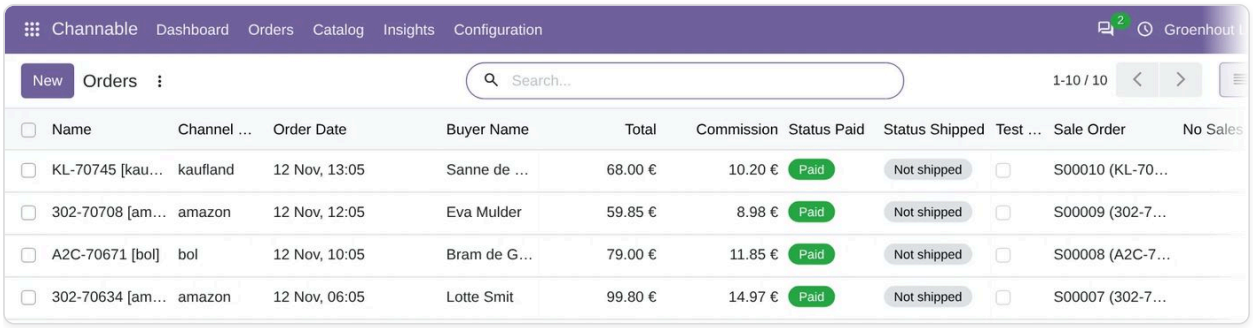
The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to Channable. In Odoo 17, 18 and 19 the module has its own version: if something on your screen does not match, write to us.

1 Where it lives inside Odoo

The connector adds its app, Channable, and links each marketplace order to its sales order, its delivery and its invoice.

Channable the connector's app

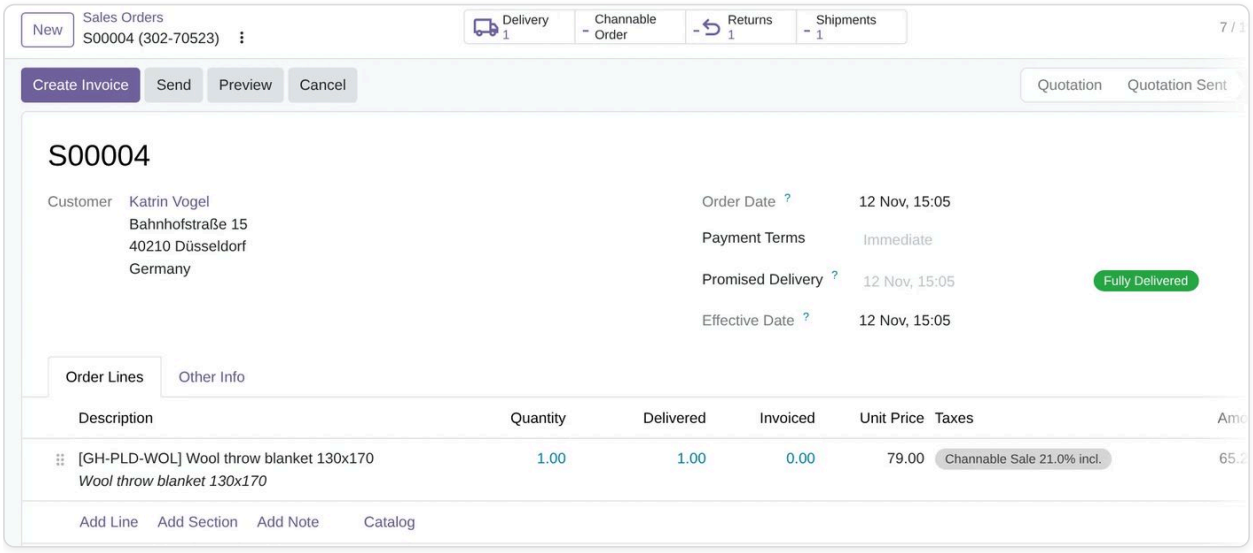
- **Dashboard**: the figures for the day and for the last 30 days. Each one opens its list.
- **Orders**: **Orders**, **Shipments**, **Returns** and **Invoices**.
- **Catalog**: **Items**, **Publish Products** and **Stock Reconciliation**.
- **Insights**: **Channel Statistics** and **Sales by Channel**.
- **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, each marketplace order with its sales order.

Sales each sales order

- Each Channable order creates its sales order, with the customer, the lines and the tax that the channel sends.
- At the top, the buttons for its Channable order, its **Returns** and its **Shipments**. In the list, the channel appears on a tag, 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 you validate the delivery of a Channable order, 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 product's published items and opens them.
- **Publish to Channable** appears while any variant remains unpublished. In the product list it is in the actions menu, to publish several at once.
- On the **Sales** tab, **Feed Brand**: the brand that appears in the feed. If you leave it empty, your company name is used.

USER MANUAL · CHANNABLE

2 Before you start

This is what you need to have to hand before installing the connector and connecting your account.

- 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 tokens can be valid at once, so you can change it without cutting the connection.
- For orders, your channels connected on Channable with their order connections (Setup › Order connections).
- The FlexigoTech Cloud trial or subscription. Calls to Channable go through FlexigoTech Cloud, which stores the token encrypted and hosts the product feed. Without the trial or 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 on Channable for you. It does not generate the token, set up your projects or configure your channels: that is done in the Channable application.

3 Installation

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

How to get it

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

The module depends on `flexigotech_cloud`, the connection to FlexigoTech Cloud. On Odoo Apps, the module's page lists it under "Community Apps Dependencies" and its price 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 `flexigobe_channable_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 "Channable" and click **Activate**.

On your server

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

2. **Restart Odoo**
   So that it reads the new modules.

3. **Install the app**
   In **Apps**, **Update Apps List**, search for "Channable" and click **Activate**.

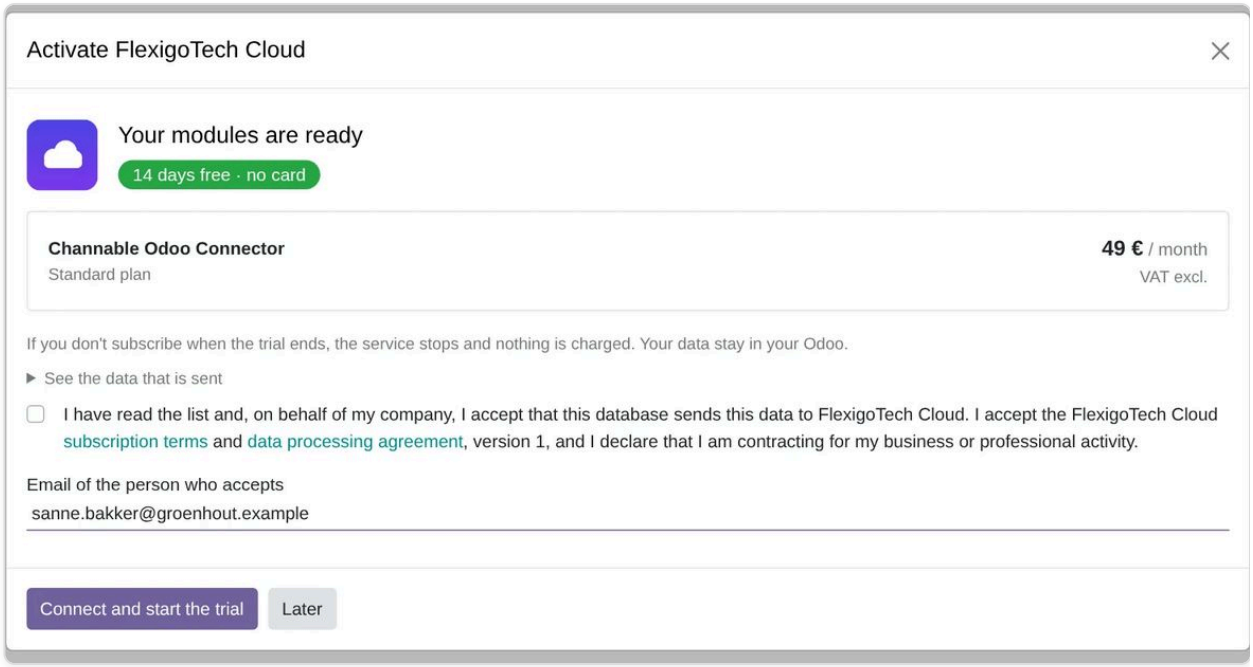
> When installing it, Odoo also installs the apps the module depends on: Sales, Invoicing and Inventory. If you already use them, nothing you have changes.

4 Activate FlexigoTech Cloud: the 14-day trial

Calls to Channable 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 Channable.

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 days free, no card required.



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

2 **Accept and enter your email**

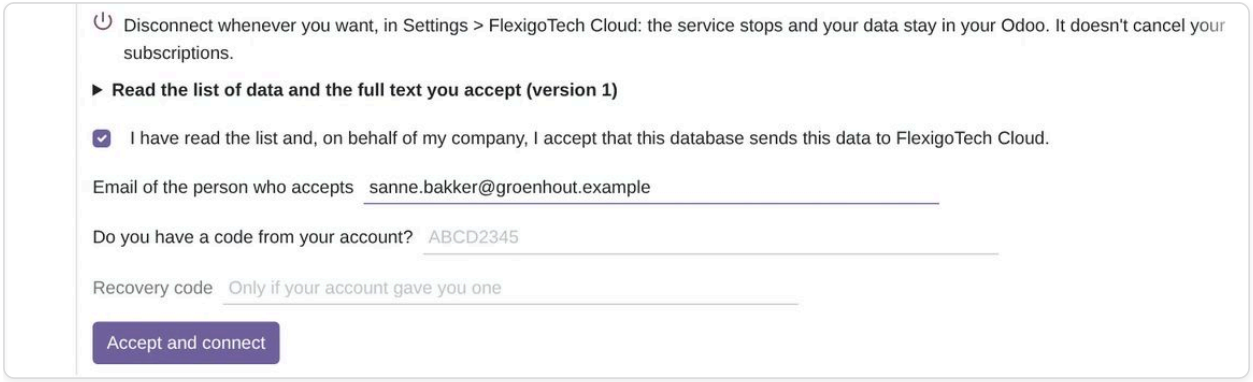
Tick "I have read the list and, on behalf of my company..." (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

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

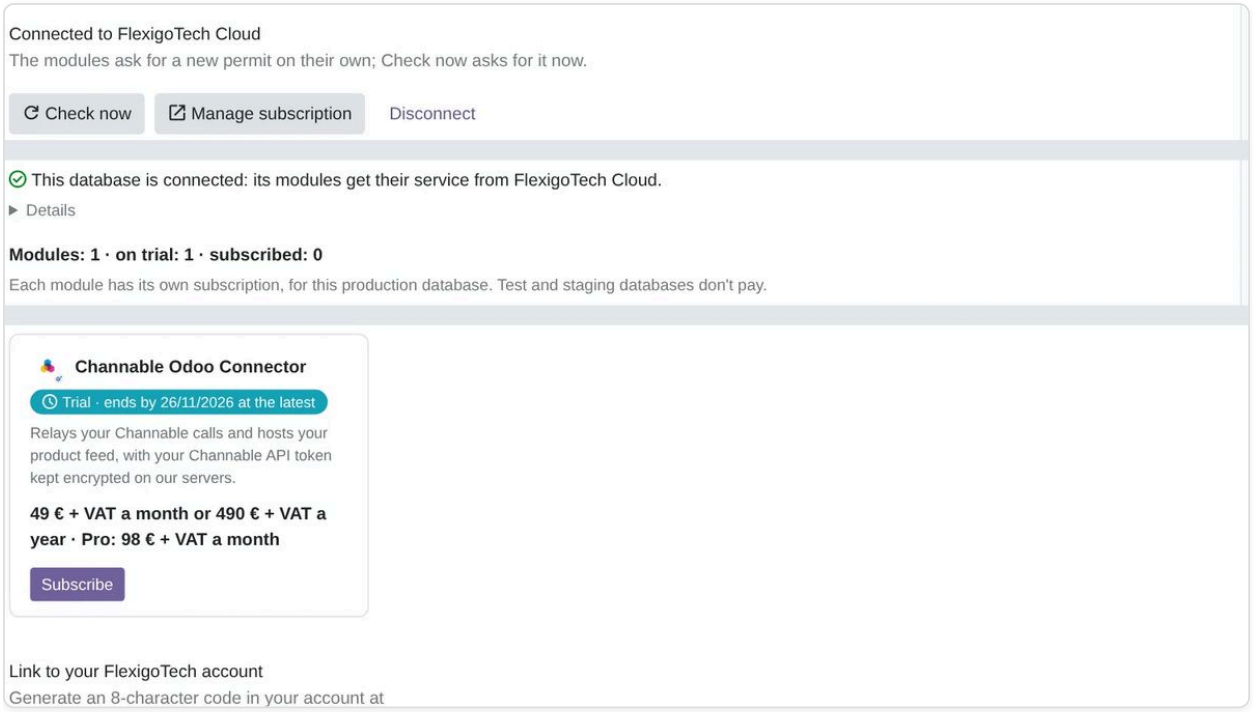
The same, from Settings

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: **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 per month or €490 per year	Support response within 1 working day, up to 3 accounts
Pro	€98 per month or €980 per year	Response within 4 working hours, up to 10 accounts, and a video call if needed

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

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

5 Connecting your Channable account

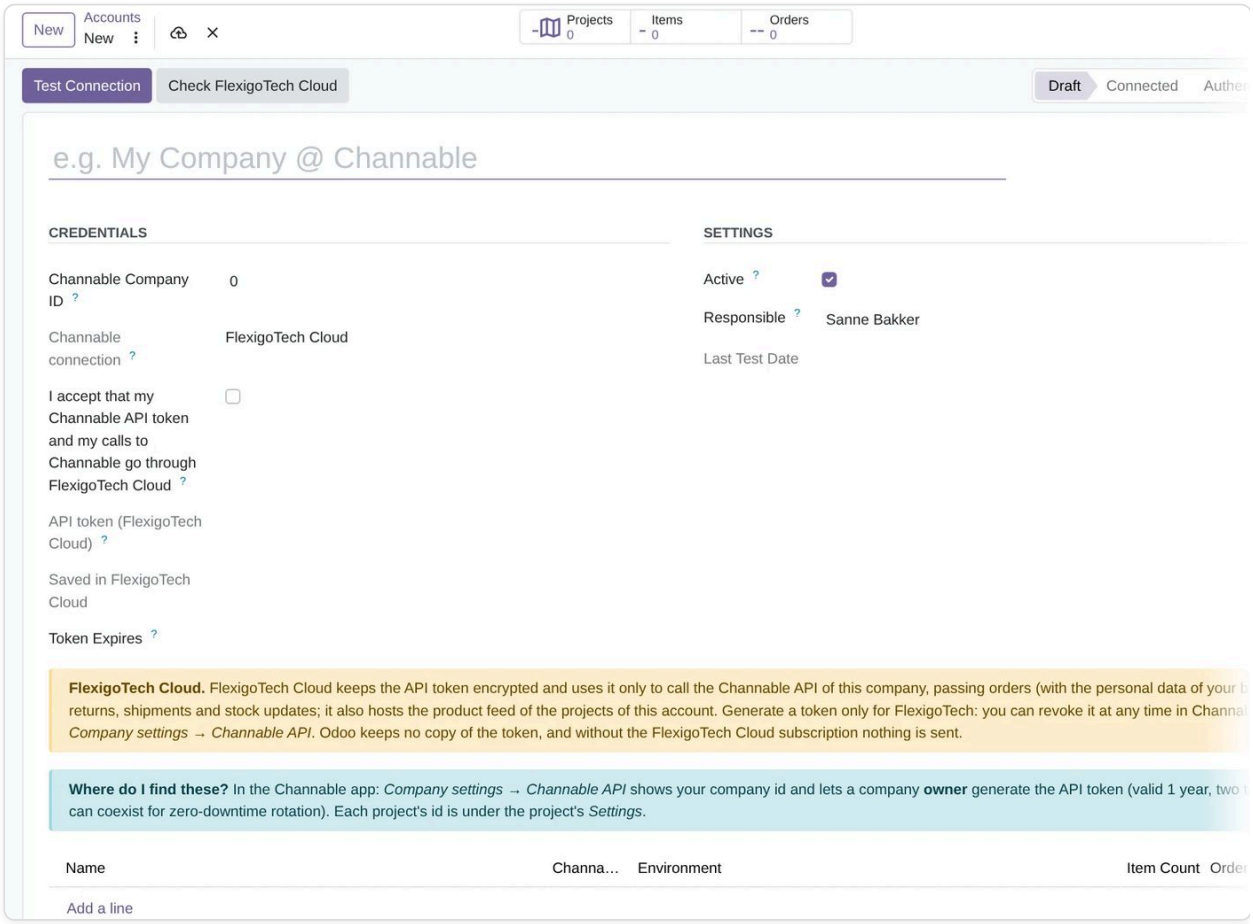
Each connection with Channable is an account, and it is created in **Channable › Configuration › Accounts**.

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 comes with your user. It receives 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 beginning "I accept that my Channable API token and my calls to Channable go through FlexigoTech Cloud". Only administrators can see it, and until you tick it the token cannot be entered.

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

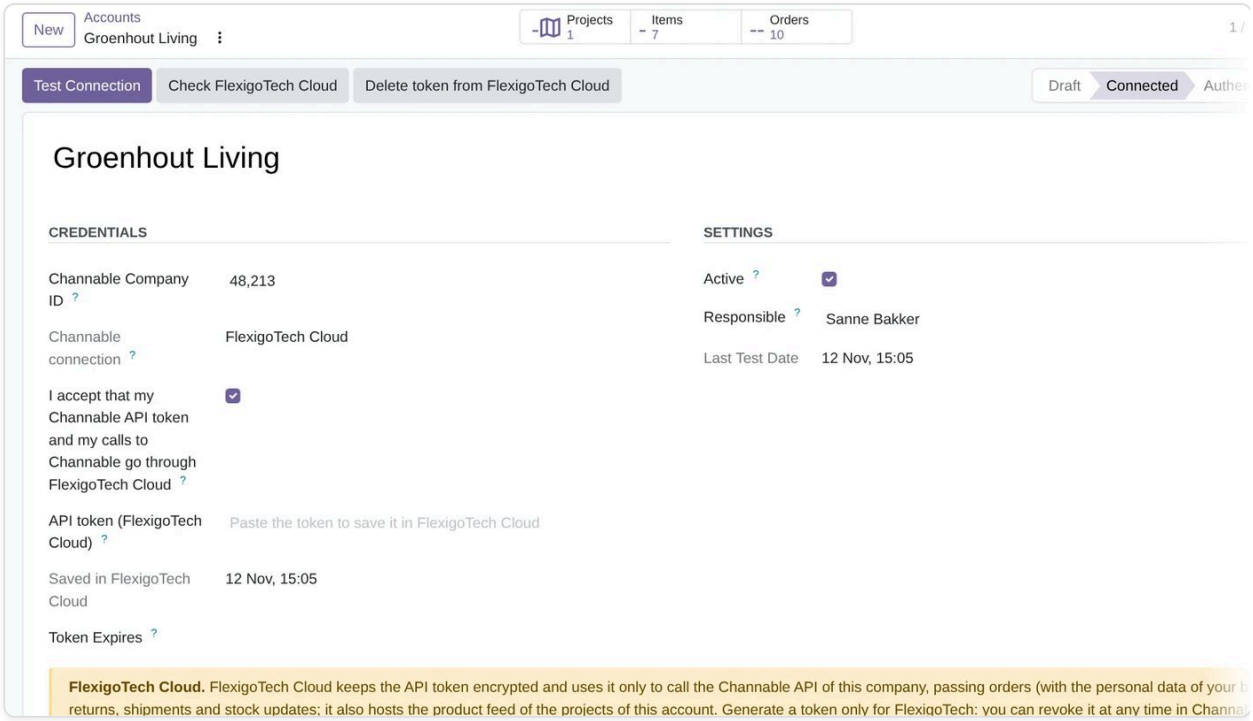
On saving, the token travels encrypted to FlexigoTech Cloud and Odoo keeps no copy. Afterwards the date appears in **Saved in FlexigoTech Cloud**.

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

It is a reminder of when the token reaches one year. The person responsible 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 in **Authentication error**.



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

> The consent and the token are the responsibility of an Odoo administrator, and the token is generated on 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 on its own 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.

The account options

The account stores the connection with your company on 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 to FlexigoTech Cloud. Read-only.
Active	On	If you switch it off, the account stops calling Channable immediately. Use it to halt everything in an emergency.
Last Test Date	Empty	When Channable last responded to **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 stores about the account, without displaying the token, and **Delete token from FlexigoTech Cloud** removes it from there; these two are only visible to administrators, and the second appears only when a token is already stored. The buttons on the right open the account's projects, items and orders.

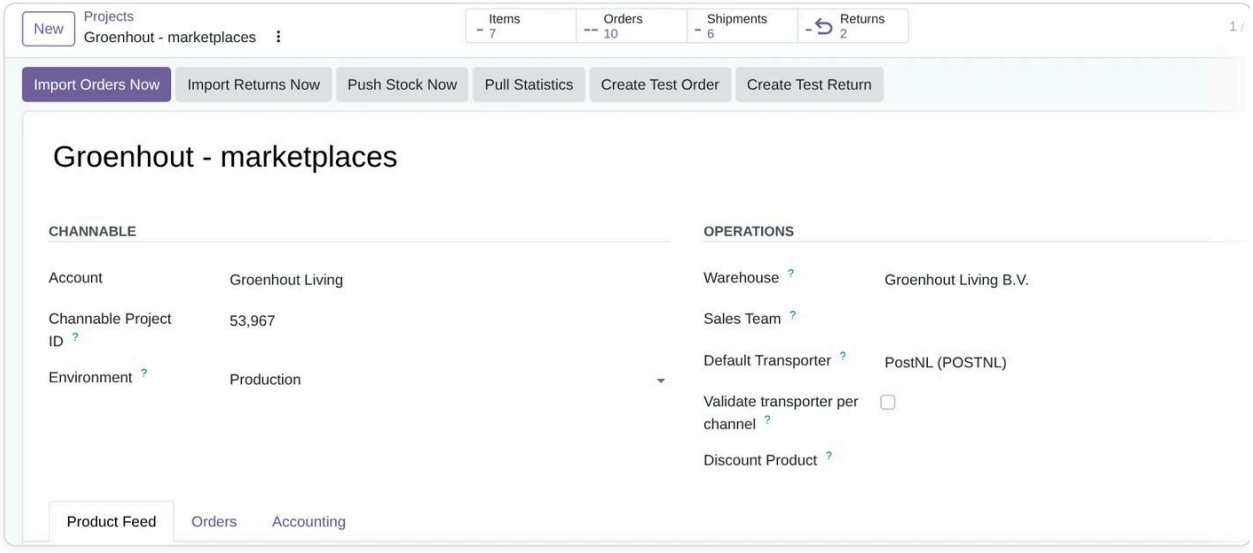
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6 Create the project

An Odoo project is a Channable project, with its feed, its orders and its returns. It is created under **Channable › Configuration › Projects**.

1 **Click New and choose the account**

Enter the **Channable Project ID**, which you will find in Channable in the project settings. **Environment** is just 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 push immediately; below, the account and the operations.

2 **Fill in the operations**

The **Warehouse** whose stock is published (empty, the company's whole stock), 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 with the project's creation time: anything earlier does not create sales orders (explained under "The orders").

At the top you have **Import Orders Now**, **Import Returns Now**, **Push Stock Now** and **Pull Statistics**, so you don't have to wait for the next run. Those who manage 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

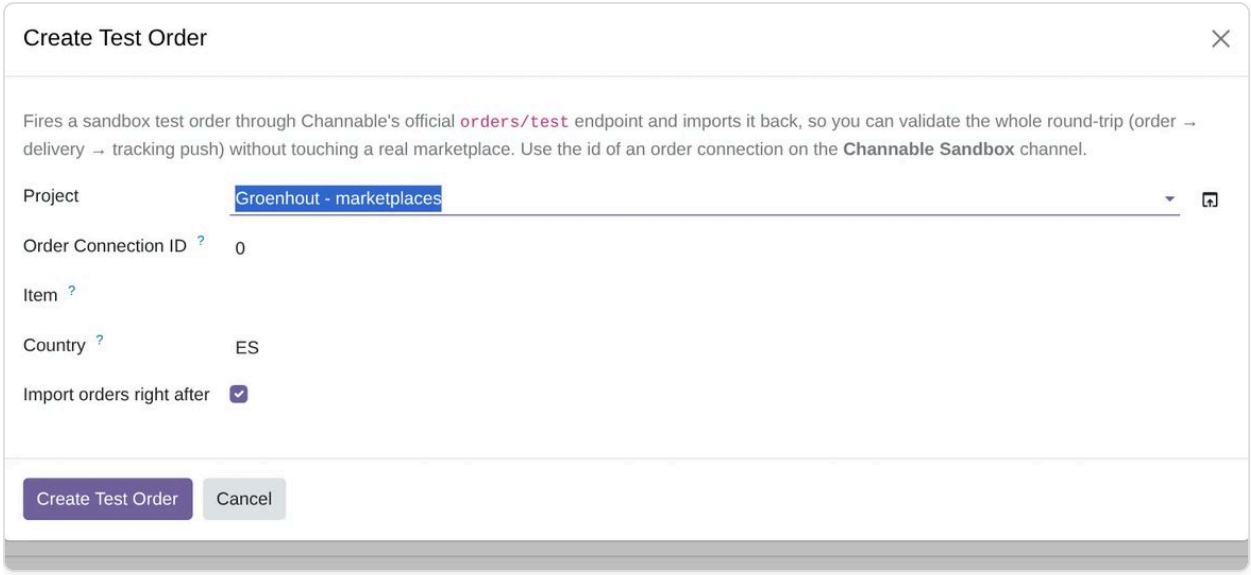
OPTION	DEFAULT	WHAT IT DOES
Import Test Orders	On	Also brings in test orders, marked as such. Switch it off in production.
Create Sales Orders From	When the project is created	Anything earlier is imported without creating a sales order. Empty, no limit.
Fallback Sales Tax	Empty	For lines that arrive without a usable tax.
Auto-confirm sales order	Off	Also confirms unpaid ones. Paid ones are always confirmed.
Auto-create invoice	Off	Creates and posts the invoice for the confirmed order.
Auto-validate delivery	Off	Validates the delivery of the confirmed order.
Auto-upload invoice PDF	Off	Uploads the invoice to Channable when it is posted.
Auto-fetch shipping labels	Off	Attaches the labels the order carries when importing.
Auto-post credit notes	Off	Posts the corrective invoice of a return instead of leaving it in draft.

In the **Accounting** tab, also off, **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 sales orders.

Testing without touching a marketplace

Create Test Order launches a test order through the Channable Sandbox channel and imports it immediately. This lets you run the whole cycle (order, delivery and tracking) without a real marketplace. It asks for that channel's **Order Connection ID**, which you find 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 for 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.

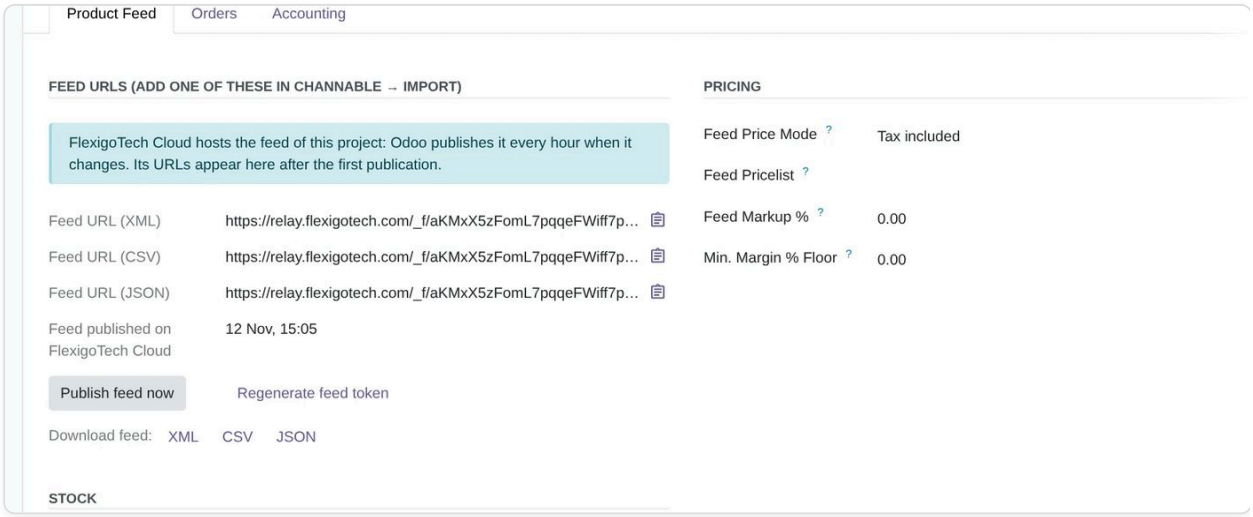
The module's automated tests (382 on Odoo 20) use a simulator that replies with the shapes of the Channable API: orders, returns, stock, shipments, statistics and FlexigoTech Cloud. The screenshots in this manual come from an Odoo 20 instance with that same simulator and a made-up shop.

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7 The product feed

Channable reads your products from a feed. Odoo builds it and FlexigoTech Cloud hosts it at its own address.

1. **Review 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 shown, and the low stock alert.



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

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 hasn't.

3 Add an address in Channable

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

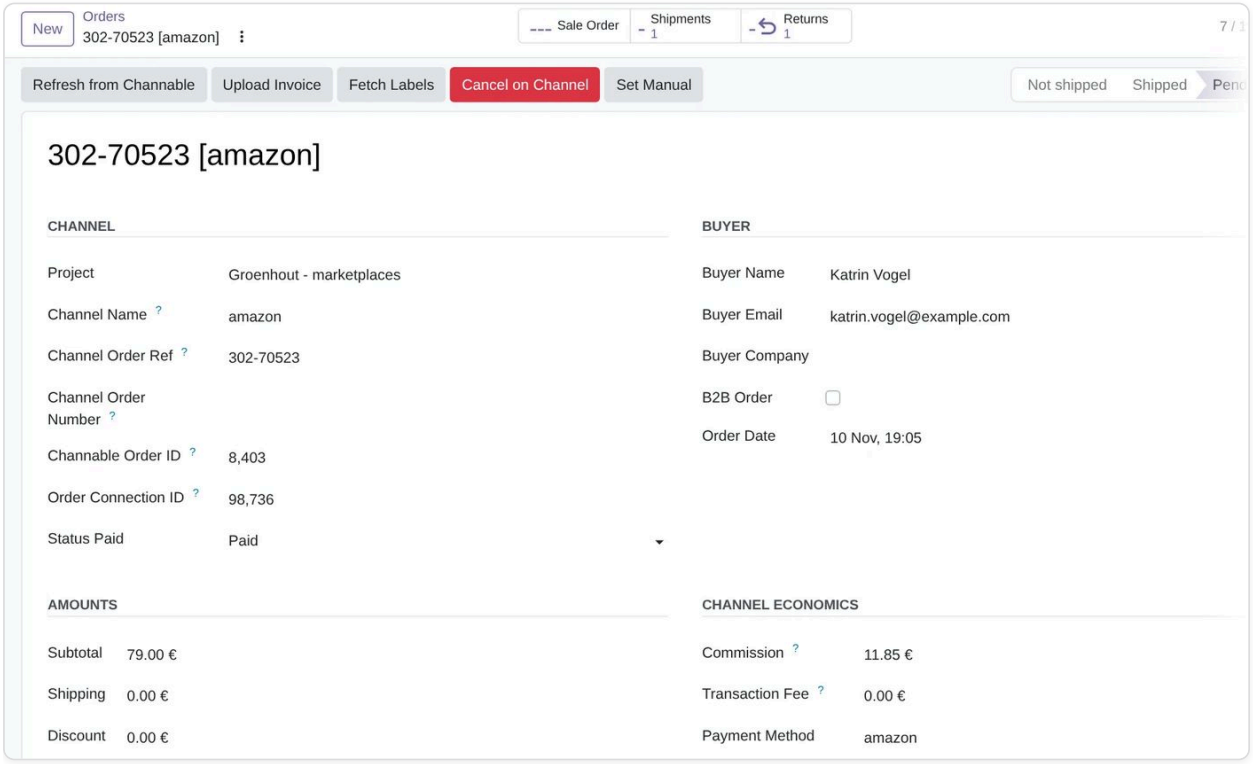
Regenerate feed token changes the address: the old one stops working immediately and the feed is published at the new one. Change it in Channable as well. The XML, CSV and JSON buttons download the feed exactly as Odoo builds it, so you can review it. If you archive the project, its feed stops being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

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

8 The orders

Orders from the marketplaces connected to Channable arrive in Odoo and become sales orders.

The orders are at **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 sales order. Paid orders confirm the sales order on arrival; if the channel cancels the order, the sales 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	Asks Channable for the order again and notes its changes in the chatter.
Upload Invoice	Uploads the PDF of the posted customer invoice to Channable. With no posted invoice, it warns 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 in Channable the return of the shipped lines. Shown when the order is **Pushed** or **Partially fulfilled**.
Cancel on Channel	Cancels the order in Channable and then in Odoo. Not shown 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. Not shown if it is **Cancelled** or **Manual**.

Create Sales Order	Creates the sales order for an order that doesn't have one (below, when this happens). Not shown if it already has one or if it is cancelled.
Sale Order	Opens the sales order. Shown when it exists.

Statuses

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 sales order is not created

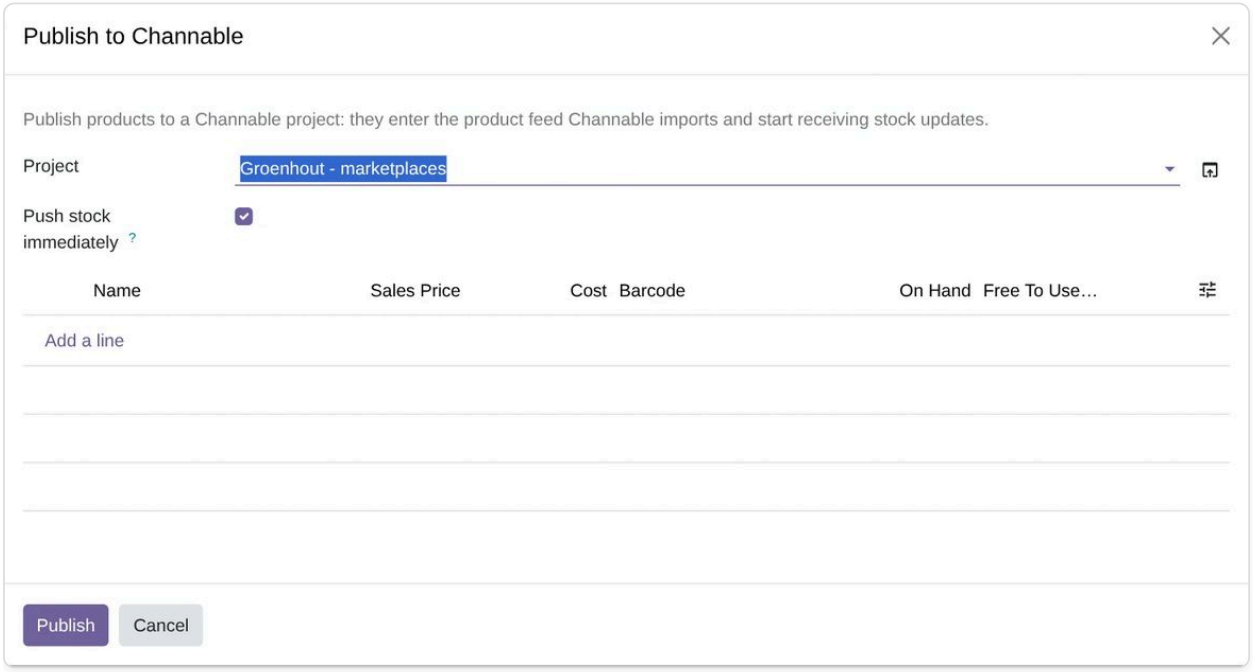
The import does not create a sales order in three cases, because confirming it would ship the goods again: the order already arrives shipped according to Channable, it was created before **Create Sales Orders From**, or the same Channable order already has one in another company. The reason appears in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

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

9 Publish products

Publishing a product puts it in a project's feed and in the stock shipments. Each published product is an item.

It is published from **Channable › Catalog › Publish Products**. Also from the product form, with **Publish to Channable**, which shows while any variant remains unpublished, and from the product list, with the same action for several at once. The same item feeds the feed Channable imports and the stock Odoo sends it, so both say the same thing.

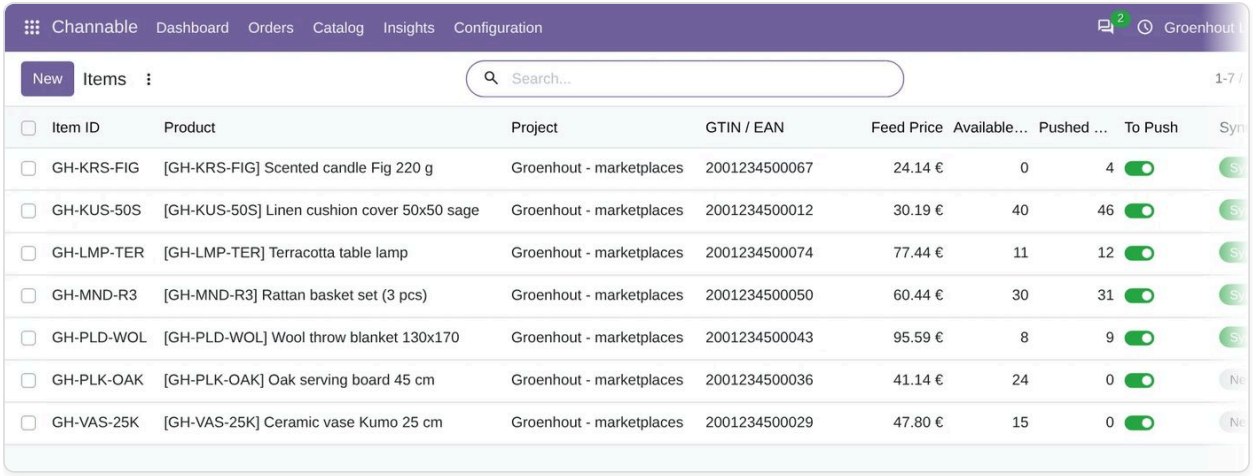


- **Real Odoo 20 screenshot.** **Publish Products**: the project, the products and whether the stock goes out now.

1. **Choose the Project and the Products**
   You can choose several at once.

2. **Decide whether the stock goes out now**
   With **Push stock immediately** on, the initial stock is sent to Channable when publishing; otherwise the next run sends it.

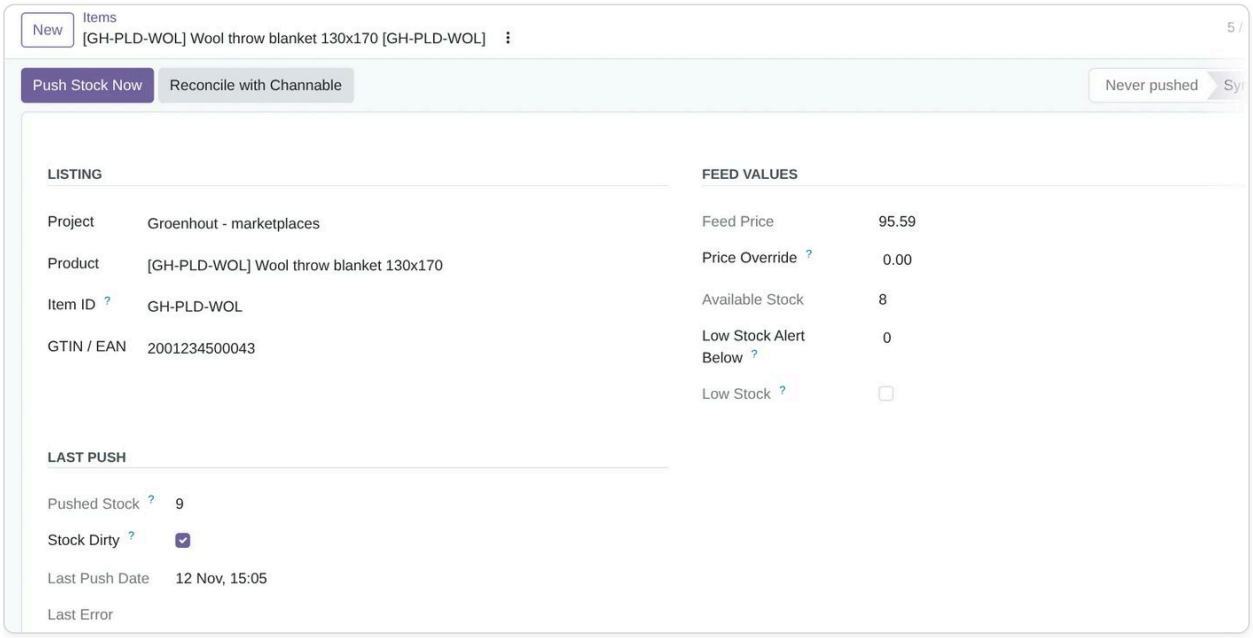
3. **Click Publish**
   One item is created per product. Its **Item ID** is the product's internal reference, and it is the identifier Channable uses in the feed, in the stock and in the order lines.



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

The item

Archive it	An archived product leaves the feed and stops receiving stock. The **Archived** filter in the list finds it.
Price Override	A fixed price for the feed. It takes precedence over the project's pricelist, markup and minimum margin.
GTIN / EAN	The barcode. If it has the form of a GTIN, Odoo checks its check digit.
Low Stock Alert Below	Marks the item as **Low Stock** below this figure. With 0, the project's figure is used. It is only an alert: it does not change the feed or the stock 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 offers to archive it; if you delete it anyway, it first sends Channable a stock of 0.

10 Stock

The stock of each item goes out to Channable when it changes in Odoo, and you can compare it with what Channable has.

When Odoo completes a stock move, the active items of that product are marked **Stock Dirty**. The task **Channable: push stock updates** 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 under **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 it never drops below zero. Only stock in the project's company counts.

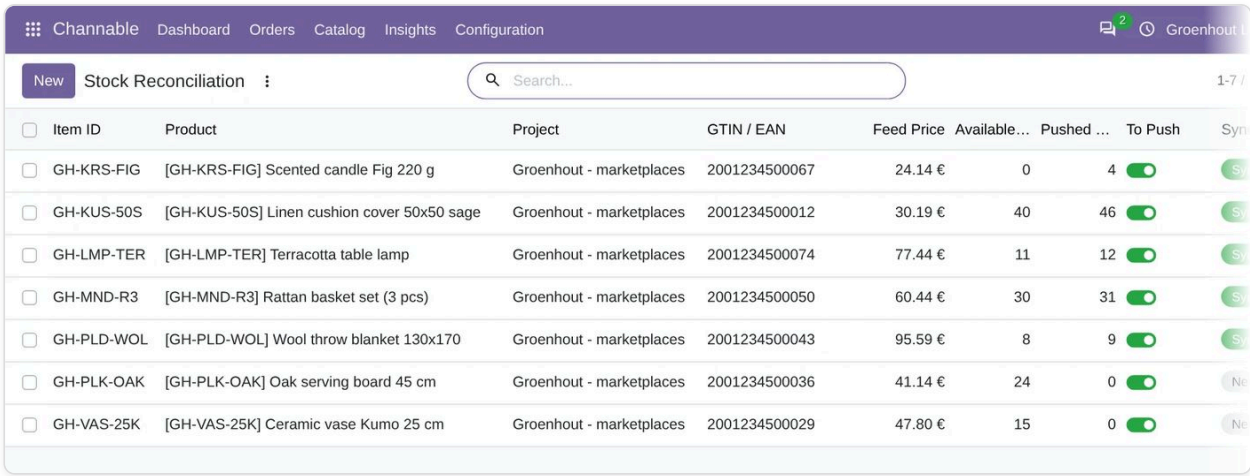
Push statuses

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

How to reconcile

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

   The items appear with their stock in Odoo and the last one sent.



- **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 against what Channable has now and tells you how many do not match.

3. **Filter by Stock Mismatch**

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

4. **Send**

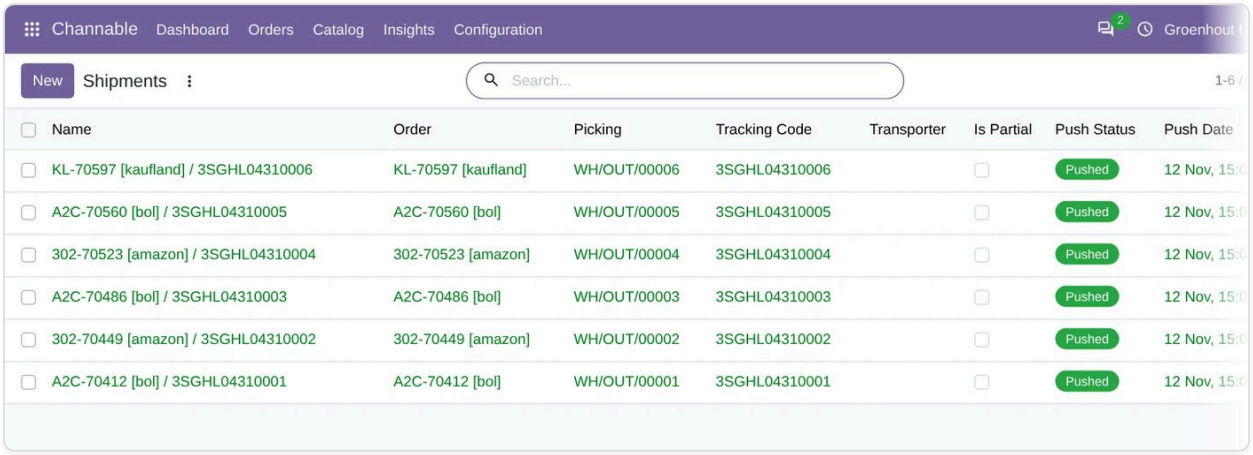
   Click **Push Stock Now** or wait for the next run.

> Marking items never blocks the warehouse: if marking fails, the stock move is still validated and the failure is logged in Odoo's technical log. **Reconcile with Channable** will catch any difference afterwards.

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11 Shipments

When you validate the delivery of a Channable order, its shipment is sent to Channable with the carrier and tracking number.



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

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

The carrier comes from the delivery's shipping method. If it has no Channable carrier, the project's **Default Transporter** is used. The **Channable › Configuration › Transporters** list is Channable's catalogue: it comes with 15 carriers and can be refreshed from Channable.

Statuses

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

If it fails

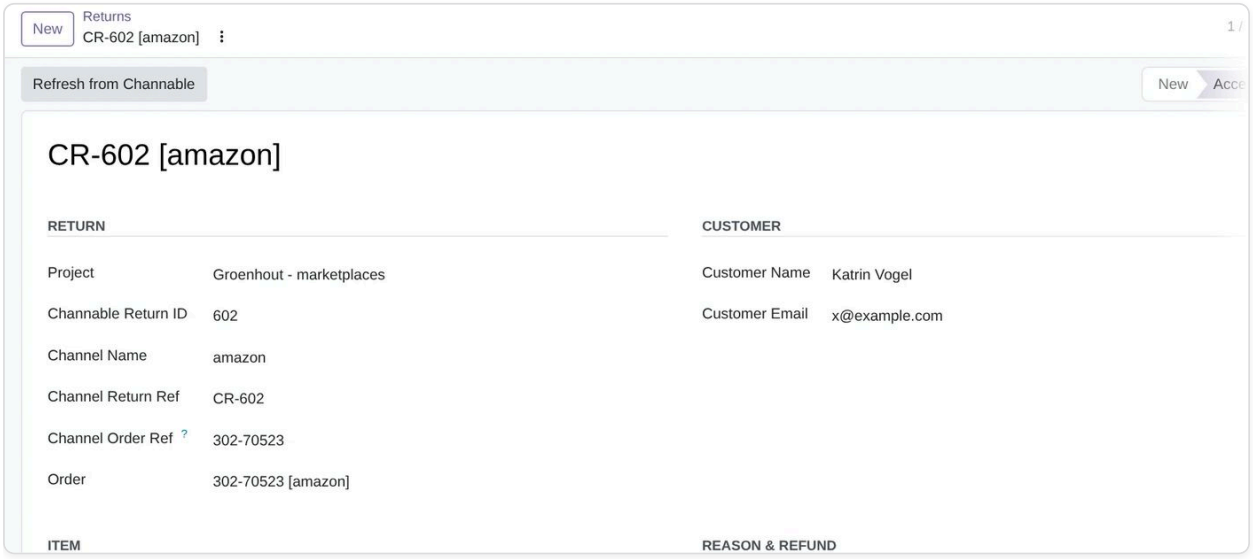
1. **Open the shipment in Error**
   Read the **Error Message** to see what Channable rejected.
2. **Correct the Transporter**
   If the carrier is the problem, choose another from the catalogue.
3. **Click Retry**

The shipment is sent again.

> A shipment in **Error** is not retried automatically: the task only picks up those in **To Push**. That is why, when one falls into error, the person responsible receives an activity: a tracking number that arrives late can cost penalties on the marketplace. A shipment already pushed cannot be sent again.

12 Returns

Returns that buyers register on the marketplaces arrive in Odoo, and from here you decide what to do with each one.



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

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

Accept (refund)	The buyer receives the refund and the item comes back: it creates the credit note and the incoming receipt.
Customer Keeps (refund)	The buyer receives the refund and returns nothing: it creates the credit note.
Reject, **Repaired** and **Exchanged**	These close the return without a refund. With **Exchanged**, Odoo leaves you an activity to prepare the replacement item.
Cancel Return	Cancels it, with no refund. Only those who administer the connector can see it.
Credit Note and **Return Receipt**	They open each document once it exists.

Statuses

While they await your decision, returns are **New**, **Processing** or **Manual**. When decided they become **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 status and, if there is a refund, a credit note is created for the returned item only: as a draft, unless the project has **Auto-post credit notes** switched on. On acceptance, the item enters the warehouse with a validated incoming receipt. If one of the two documents cannot be created (for example, with the accounting period closed), the decision stands and the chatter tells you to create it by hand.

> A return already decided cannot be decided again: the buttons stop appearing. **Reject**, **Repaired**, **Exchanged** and **Cancel Return** generate no refund.

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13 Invoices

Invoices for Channable orders can be found from the app and, if you enable it, their PDF uploads to Channable automatically when they are posted.

Channable › Orders › Invoices shows only invoices for Channable orders. In the invoice list under Invoicing, 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.

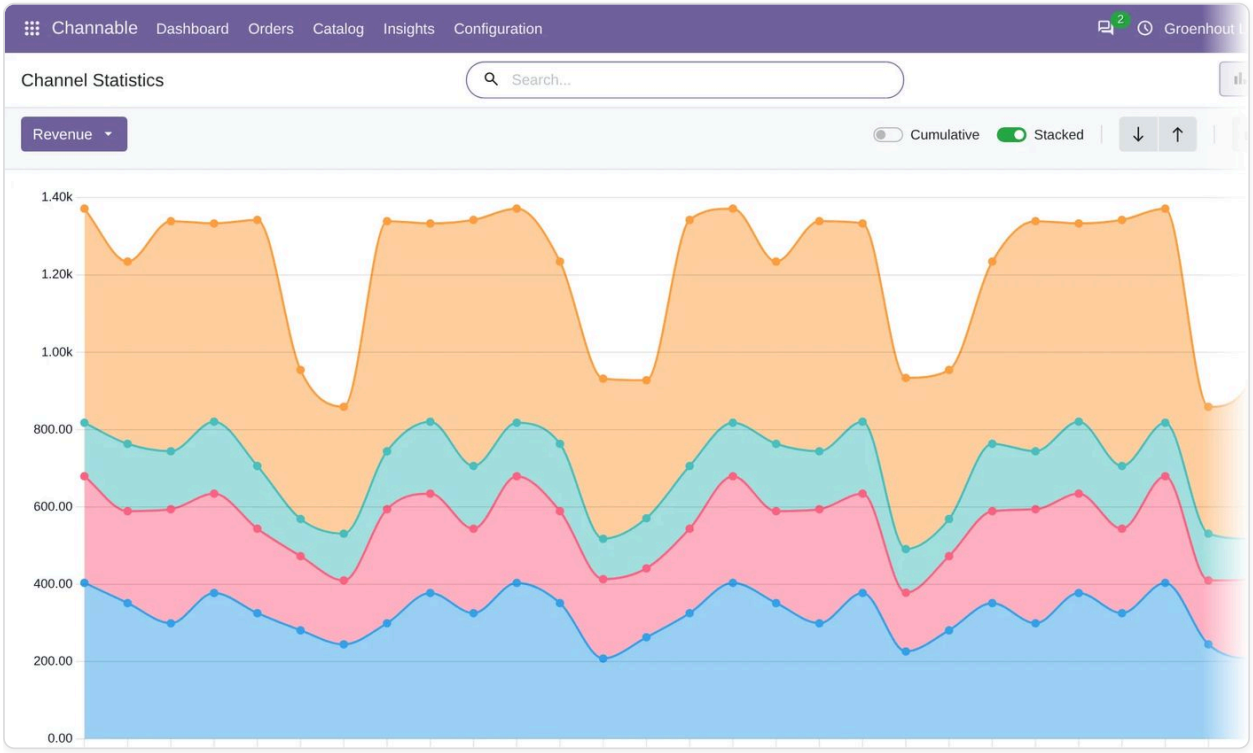
You create the invoice in Odoo from the sales order, or the project creates it automatically if it has **Auto-create invoice**. Its PDF goes to Channable in two ways: with **Upload Invoice** on the Channable order, or only when posted if the project has **Auto-upload invoice PDF**, which is off by default. Channable passes it on 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 by itself on the next order run. Only customer invoices are uploaded, and the invoice is for the whole order, not one per item.

14 Statistics

Each channel's revenue arrives in Odoo once a day, and the dashboard summarises the last 30 days.

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



- **Real Odoo 20 screenshot. Channel Statistics**: each channel's revenue, 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.

15 What happens automatically

The connector works on its own with seven scheduled tasks, all switched on at installation.

TASK	FREQUENCY	WHAT IT DOES
Channable: import orders	Every 15 minutes	Brings new orders and changes to existing ones.
Channable: import returns	Every 30 minutes	Brings new returns and their changes.
Channable: push stock updates	Every 30 minutes	Sends the stock of the items marked as pending.

TASK	FREQUENCY	WHAT IT DOES
Channable: push pending shipments	Every 15 minutes	Sends the queued shipments, with their tracking.
Channable: pull channel statistics	Daily	Brings each channel's revenue.
Channable: API token expiry check	Daily	Leaves an activity on the 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 enabled.

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16 When something fails

Almost all failures leave a notice on screen or an activity for the account's owner.

Channable rejects the token (401 or 403)	It is invalid, has expired (they last one year) or has been revoked. Generate a new one in Channable (Company Settings › Channable API) and enter it in **API token (FlexigoTech Cloud)**. The account moves 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 has to tick the consent box.
You have withdrawn consent	The account stops calling Channable and does not mark anything as failed. When an administrator accepts again, it carries on.
The account is switched off	With **Active** switched off, no calls are made. Switch it on so that it syncs again.
A shipment does not go out	A shipment in **Error** is not retried on its own. Correct the carrier and press **Retry**.
Want to see what Channable replied	Open **Channable › Configuration › Sync Log**: every call and every run leaves a line with the account, the project, the type, the result and the message. The **Errors** filter shows only the failures, and the lines are kept for 90 days.

Each error in the log leaves an activity for the account's owner, just one while it remains open: a task that fails every 15 minutes does 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.

17 Without a subscription, or when uninstalling

Without the FlexigoTech Cloud trial or subscription, the accounts do not call Channable and the feed is not published. What is already in Odoo (orders, sales orders, shipments, returns and statistics) can be viewed and exported, and nothing is deleted.

When you uninstall the module, Odoo asks FlexigoTech Cloud to delete the tokens and hosted feeds for this database. If it does not respond at that moment, the module is uninstalled anyway and FlexigoTech Cloud deletes them when the service ends.

18 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 look at it by video call. Tell us your Odoo version, the module version and, if there is an error, its full text.

Email

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

On the web

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

On Odoo Apps

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

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