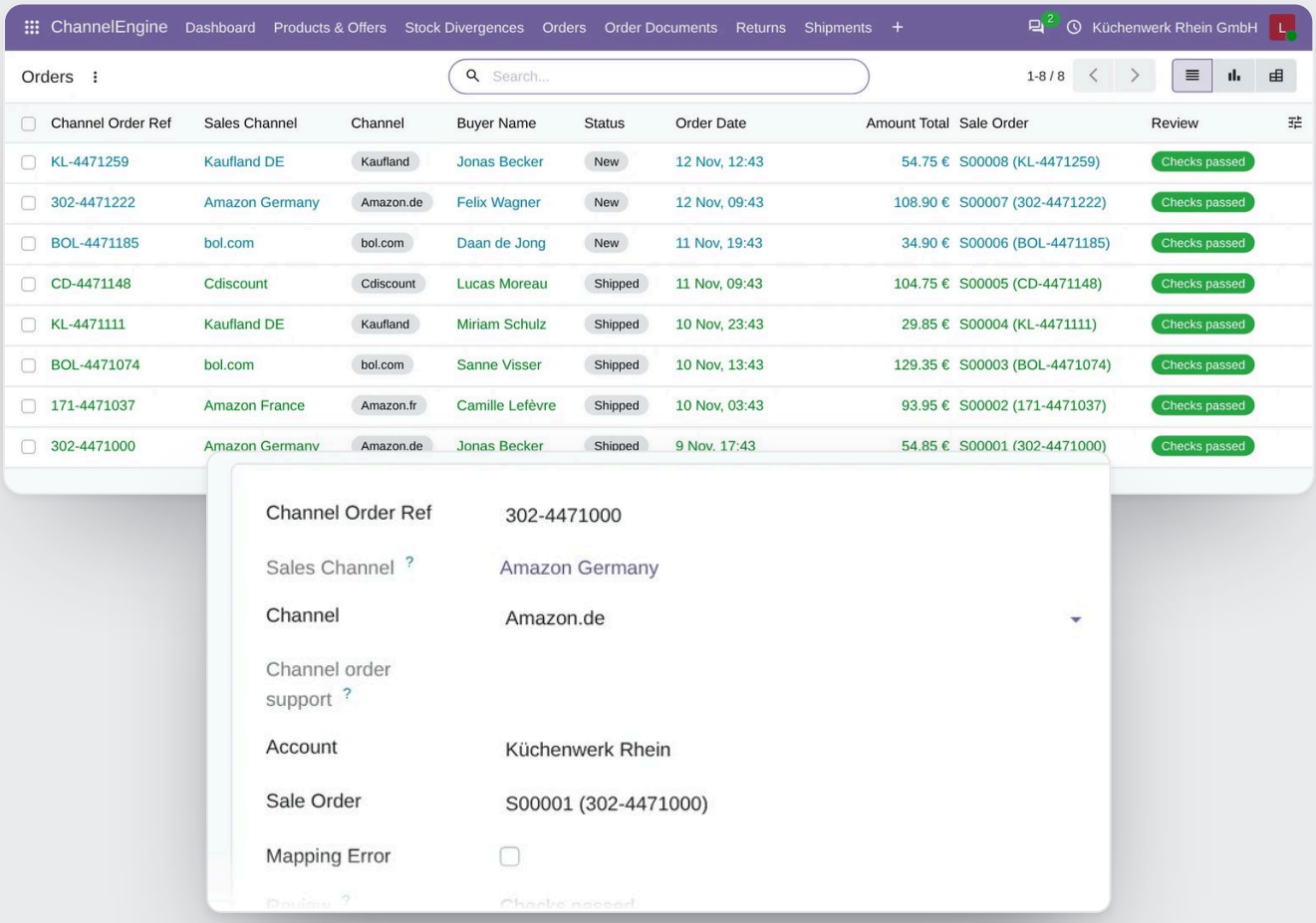
USER MANUAL · MARKETPLACES AND E-COMMERCE

ChannelEngine connector for Odoo

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

Module version 20.0.6.1.11 | Odoo 20 screenshots | Edition of 14-11-2026



Real Odoo 20 screenshot. The ChannelEngine orders list and the detail of one of them.

Contents

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

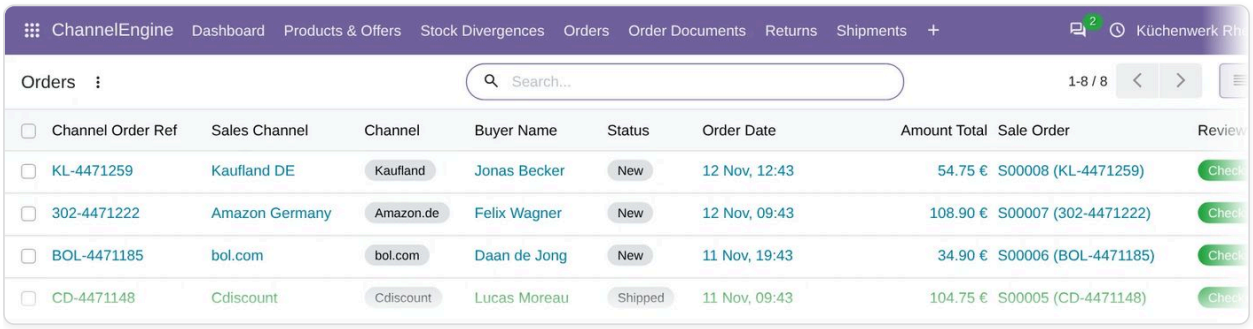
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This manual describes version 20.0.6.1.11 of the module (Odoo branch 20.0, commit af29566e2). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

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

1 What it is and where to find it

The connector adds the **ChannelEngine** app to Odoo, where you can see and manage offers, orders, returns and shipments from your ChannelEngine channels.



- **Real Odoo 20 screenshot.** The **Orders** list of the ChannelEngine app, with its menus at the top.

Dashboard	The day's figures: today's and pending orders, offers with errors, pending returns, shipments to transmit, 30-day revenue and recent activity.
Products & Offers	The **Offers** list: each product published, with its price, its stock and its status.
Stock Divergences	The products whose stock in ChannelEngine does not match the stock in Odoo.
Orders	The orders that arrive from your channels, each one with its sales order.
Order Documents	The invoices, labels and delivery notes that the channel attaches to an order.
Returns	The returns from the marketplaces and those you register from Odoo.
Shipments	What has left towards the buyer, with carrier and tracking.
Cancellations	Order cancellations, full or partial.
Sync Log	What each synchronisation does, with its result and its errors.
Configuration	**Accounts**, **Channels** and **Pricing Rules**. Only the group **ChannelEngine Admin** can see it.

Outside its app, the connector extends Odoo's products, sales orders and warehouse moves and pickings. It also adds the **Publish Offers** and **Publish on ChannelEngine** wizards to their screens.

2 Before you start

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

- An account on ChannelEngine and a Merchant API key created in ChannelEngine, under Settings > Merchant API keys. A Channel API key will not work: that one is for marketplaces that connect to ChannelEngine, not for merchants.
- The tenant address of your account, in the form **https://yourcompany.channelengine.net** (or the test tenant, **https://yourcompany-dev.channelengine.net**). Do not use **https://demo.channelengine.net**: that address belongs to the Channel API and rejects a Merchant API key.
- A FlexigoTech Cloud subscription or its trial. Each call to ChannelEngine goes through FlexigoTech Cloud, which stores your key encrypted and adds it to the call. Without a trial or subscription, the connector does not talk to ChannelEngine.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. It does not work on Odoo Online, which does not allow installing third-party modules.
- An Odoo administrator user: the API key and the consent can only be seen and changed by an administrator.
- A public URL for your Odoo if you want to use the webhook: ChannelEngine can only call an address reachable from the internet.

> You create the Merchant API key yourself in ChannelEngine, and you configure the channels, their settings and on which channels each product is sold there. Odoo reads the channels that already exist in your tenant: it does not create any.

3 Installation

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

How to get it

From its page on Odoo Apps (**https://apps.odoo.com/apps/modules/20.0/flexigobe_channelengine_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_channelengine_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 "ChannelEngine" and click **Activate**.

On your server

1. **Copy the folders**
   Leave `flexigobe_channelengine_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 "ChannelEngine" and click **Activate**.

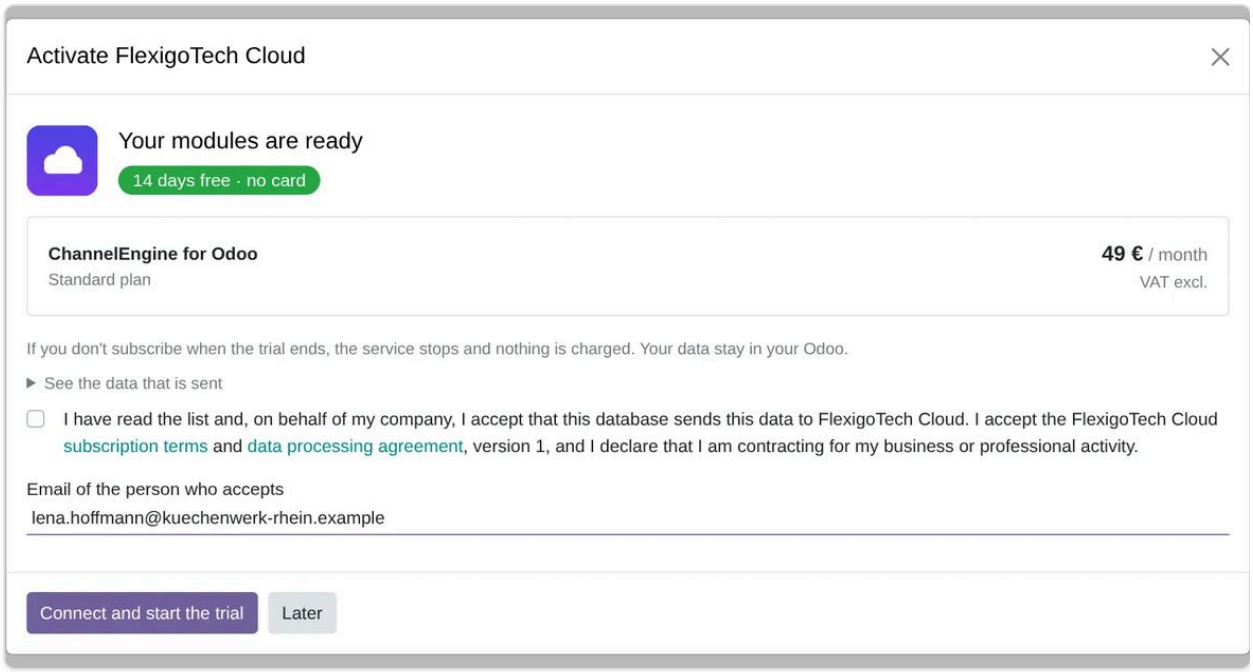
> When installing it, Odoo also installs the apps the module depends on: Sales, Invoicing and Inventory. If you already use them, nothing you have changes.

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4 Activate FlexigoTech Cloud: the 14-day trial

Calls to ChannelEngine 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 ChannelEngine.

1. **Click Activate in the bar at the top**
   It appears as soon as you install the module. Open 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 data list, tick the box and enter your email.

2 **Accept and enter your email**

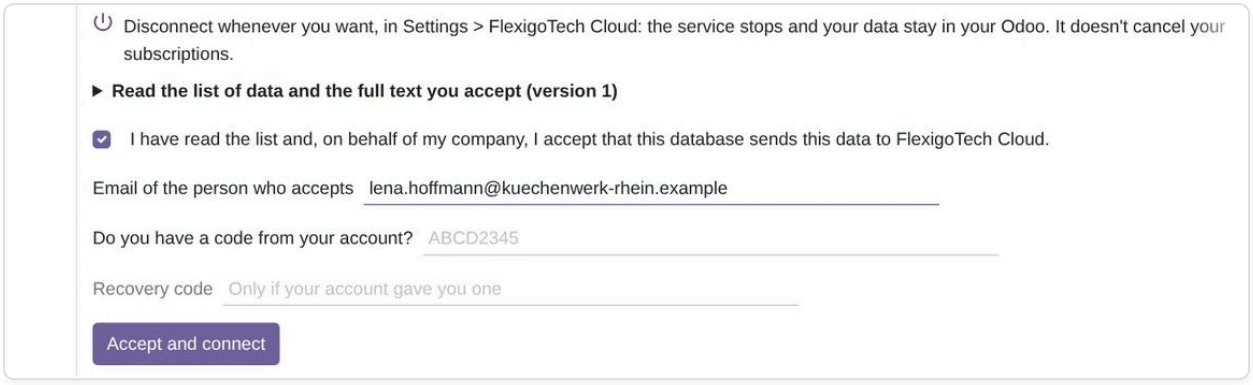
Tick "I have read the list and accept, on behalf of my company..." (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

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.

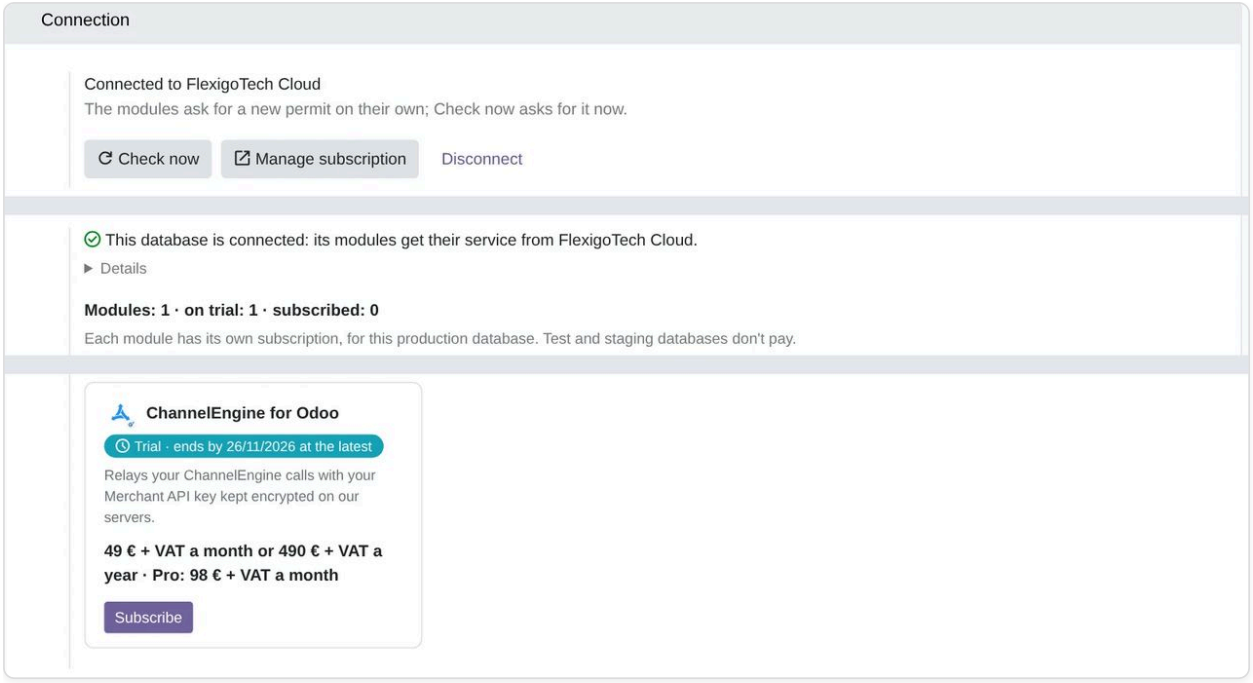
The same, from Settings

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.

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

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

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

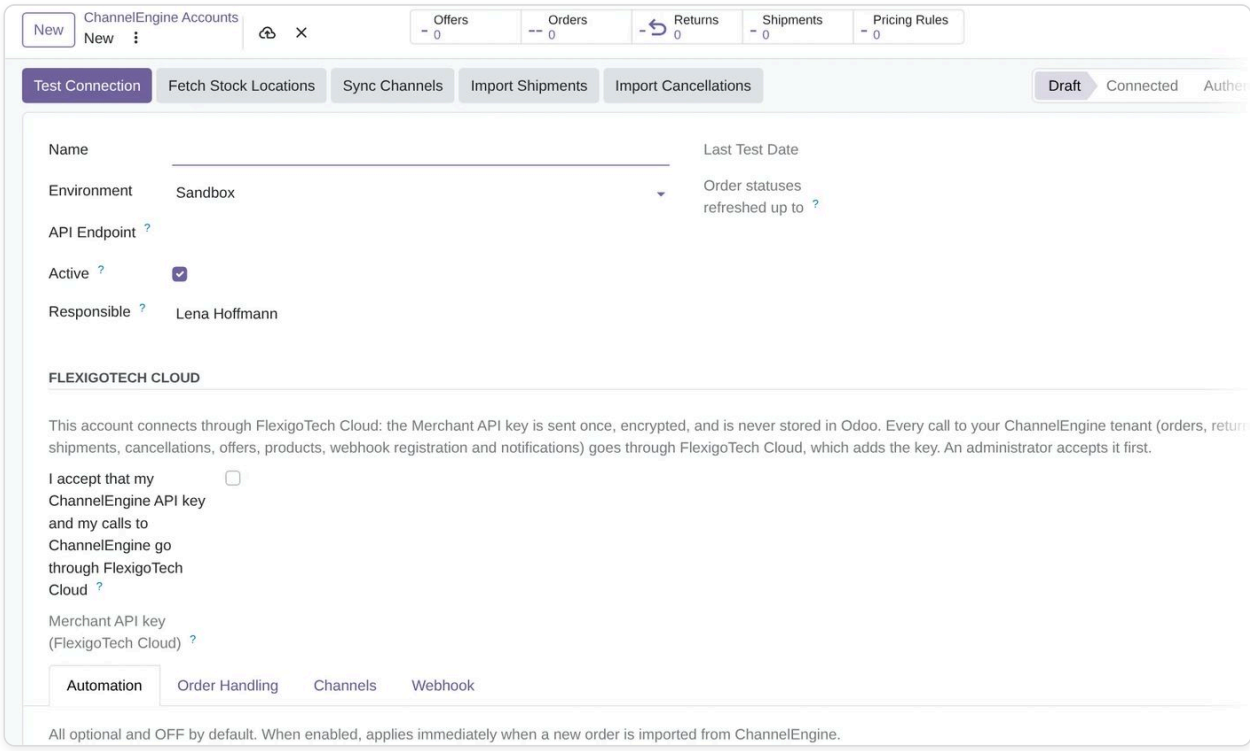
USER MANUAL · CHANNELENGINE

5 Connect your account

Each connection to ChannelEngine is an account, and it is created in **ChannelEngine › Configuration › Accounts**.

1. **Open the accounts menu**
   Go to **ChannelEngine › Configuration › Accounts**. The **ChannelEngine Accounts** list opens.

2. **Click New**
   The form for a new account opens.



- **Real Odoo 20 screenshot.** A new account: name, environment, endpoint and, in the FlexigoTech Cloud block, the consent and the key.

3 Enter the name and the tenant address

Type the account **Name** and, in **API Endpoint**, the address of your tenant, which must start with https://. Choose the **Environment**: **Sandbox** or **Production**. When the account is created it is set to **Sandbox**.

4 Accept the consent

Tick the box **I accept that my ChannelEngine API key and my calls to ChannelEngine go through FlexigoTech Cloud**. Until you tick it, the key field does not let you type.

5 Enter the Merchant API key

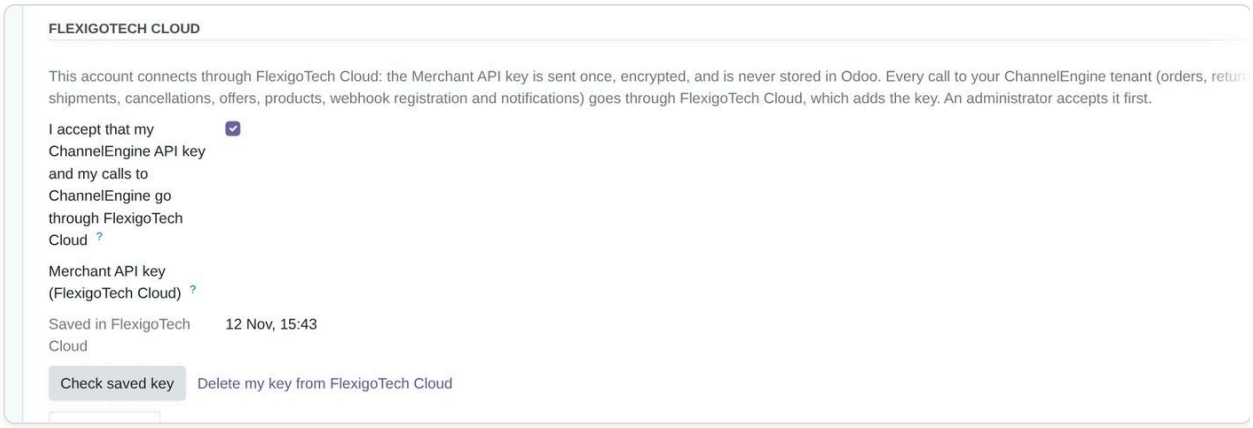
Paste the key into **Merchant API key (FlexigoTech Cloud)**. It is sent once, encrypted, to FlexigoTech Cloud and is not stored in Odoo.

6 Save the account

On saving, the key travels to FlexigoTech Cloud and **Saved in FlexigoTech Cloud** shows the date. The account starts as **Draft**.

7 Click Test Connection

Odoo reads the settings of your tenant in ChannelEngine without changing anything. If the key or the tenant is not valid, the account moves to **Authentication error**. If everything is fine, it moves to **Connected** and **Last Test Date** is filled in.



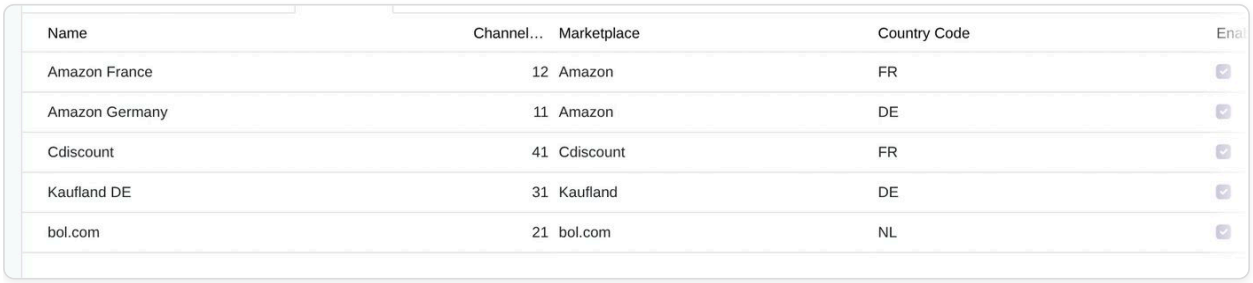
- **Real Odoo 20 screenshot.** The connected account: the key stored in FlexigoTech Cloud, with its date and its two buttons.

8 Synchronise the channels

Click **Sync Channels** to bring in the channels of your tenant. You see them on the **Channels** tab.

> Only an administrator can enter the key and accept the consent. If there is no consent, Odoo saves nothing and warns that nothing has been sent. To move an account to another tenant you must re-enter the key in the same save.

After connecting, data arrives by itself through the scheduled tasks. New orders are imported with **ChannelEngine: import new orders** every 15 minutes, order statuses are updated every 2 hours, pending price and stock are transmitted every 30 minutes, and returns are imported every 2 hours. Channels are synchronised every day. On the account you have buttons to do it by hand, such as **Import Shipments** and **Import Cancellations**.

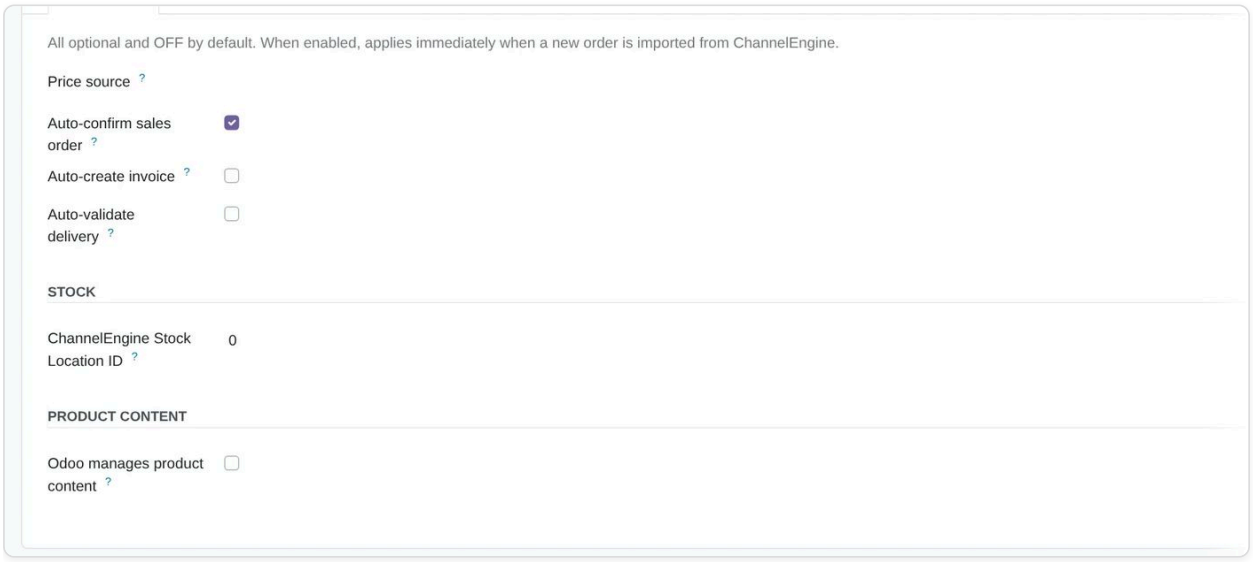


Name	Channel…	Marketplace	Country Code	Ena
Amazon France	12	Amazon	FR	
Amazon Germany	11	Amazon	DE	
Cdiscount	41	Cdiscount	FR	
Kaufland DE	31	Kaufland	DE	
bol.com	21	bol.com	NL	

- **Real Odoo 20 screenshot.** The **Channels** tab of the account, with the channels brought in from ChannelEngine.

6 The account options

In **ChannelEngine › Configuration › Accounts** you choose, for each account, what Odoo does on its own when importing an order and where the warehouse and the price come from.

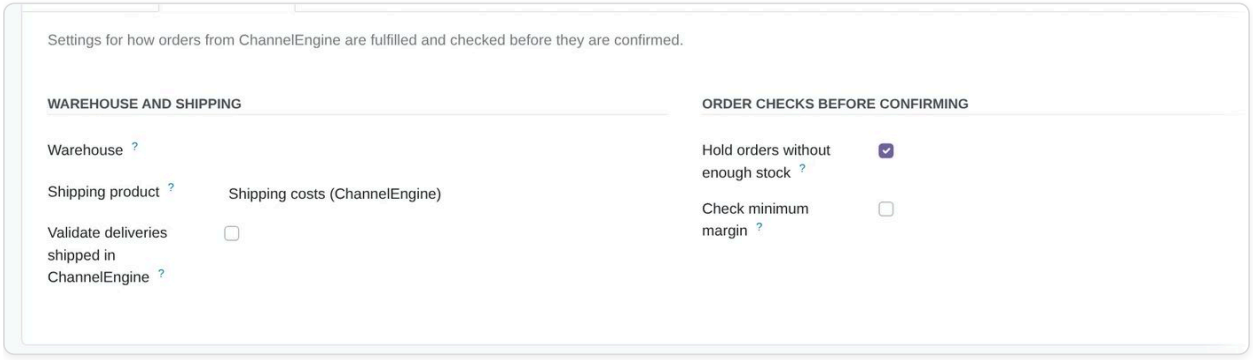


- **Real Odoo 20 screenshot.** The **Automation** tab of an account, with the boxes that decide what is done on import.

OPTION	WHEN CREATED	WHAT IT DOES
Active	On	If you turn it off, the account stops making calls to ChannelEngine immediately.
Price source	Empty	If you choose a pricelist, offers take their price from it. If empty, they use the product's sales price.
Responsible	The user who creates the account	Receives an activity each time an account sync logs an error.
Warehouse	Empty	Warehouse that ships the account's orders and whose stock is sent to ChannelEngine. It must belong to the account's company.
Shipping product	Empty	Service product used on the shipping cost line of sales orders.
ChannelEngine Stock Location ID	Empty	Only if your ChannelEngine account has several stock locations. Leave it empty if that's not your case. The **Fetch Stock Locations** button reads the locations from the account.
Auto-confirm sales order	Off	Confirms the sales order when the ChannelEngine order is imported.
Auto-create invoice	Off	Creates and posts the customer invoice on import. Requires the sales order to be confirmed first.
Auto-validate delivery	Off	Validates the outgoing delivery on import. Requires the sales order to be confirmed.
Hold orders without enough stock	On	If the warehouse doesn't have stock for every line, the order is not confirmed automatically and is left for review.

OPTION	WHEN CREATED	WHAT IT DOES
Check minimum margin	Off	If an order's margin falls below the minimum, it is not confirmed automatically and is left for review.
Minimum margin (%)	Empty	Minimum margin over cost, as a percentage, when the check is on.
Margin basis	**Before marketplace fees**	Choose whether the margin is measured before or after marketplace fees: **Before marketplace fees** or **After marketplace fees**.
Validate deliveries shipped in ChannelEngine	Off	If ChannelEngine reports a shipment created outside Odoo, validates the corresponding delivery.
Odoo manages product content	Off	Turn it on only if titles, descriptions and images are maintained in Odoo. It allows pushing content and images from the offers.

Pushing product content replaces the whole product on ChannelEngine: any field Odoo doesn't send is cleared. That's why it's off by default, and it's only worth turning on if Odoo is where that content lives.



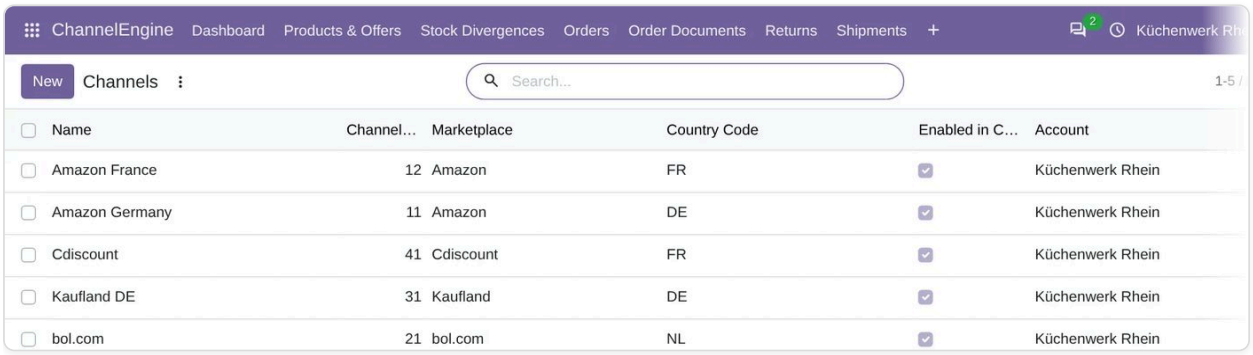
- **Real Odoo 20 screenshot.** The **Order Handling** tab: the warehouse, the shipping product and the checks before confirming.

The webhook

The scheduled tasks are enough for everything to arrive. If your Odoo is reachable from the internet, in the **Webhook** tab you can click **Register Webhook**: ChannelEngine notifies your Odoo when an order, a return or a shipment changes, or when there is a new alert, and Odoo brings forward the relevant task instead of waiting for its scheduled time. The notification carries no data: the task requests it from ChannelEngine through FlexigoTech Cloud, as always. **Remove Webhook** removes it and **Regenerate Secret** changes the secret part of its address.

7 Channels

Here you see the sales channels you have connected in ChannelEngine, to review and organise orders and offers by channel.



- **Real Odoo 20 screenshot.** The ChannelEngine channels in Odoo, each with its marketplace and country.

You get there from **ChannelEngine › Configuration › Channels**. Channels are not created by hand. The scheduled task **ChannelEngine: sync channels** brings them in from ChannelEngine every day. If an order arrives from a channel not yet imported, Odoo creates it at that moment so the order isn't left without a channel.

What each channel shows

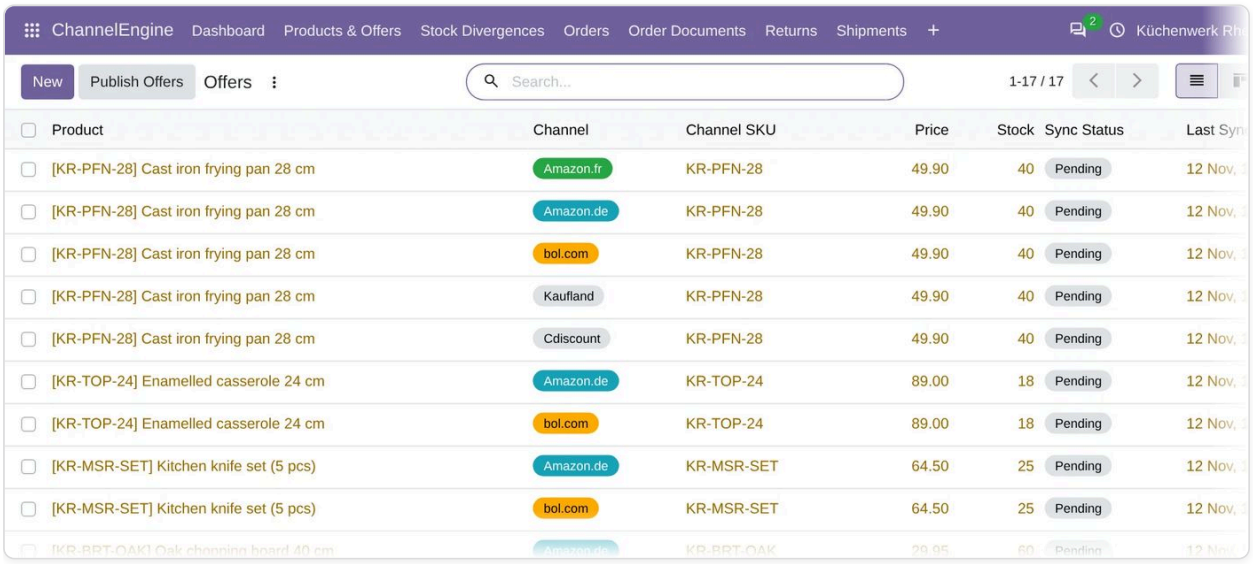
Name	The channel name, for example a marketplace with its country.
Account	The ChannelEngine account the channel belongs to.
Marketplace	The marketplace the channel corresponds to.
Country Code and **Language Code**	The country and language of the channel.
Enabled in ChannelEngine	Checkbox showing whether the channel is enabled in ChannelEngine. It is ticked by default.
Active	Checkbox showing whether the channel is visible in Odoo. It is ticked by default.

In the list you can filter by **Enabled** and **Archived**, and group by **Account** or **Marketplace**.

> Channels are managed by the sync. The channel form lets you change its data, but the next sync resets the name, country, language and enabled state to whatever ChannelEngine holds. The sync never deletes a channel: if one stops being of interest, archive it.

8 Products and offers

Here you publish Odoo products as offers per channel and check that price and stock reach ChannelEngine.



- **Real Odoo 20 screenshot.** The offers list: product, channel, price, stock and sync status.

You enter through **ChannelEngine › Products & Offers**, which opens the **Offers** list. An offer is a product on a channel of an account. The scheduled task **ChannelEngine: push pending price/stock** pushes price and stock every 30 minutes. The task **ChannelEngine: queue changed prices and stock** checks every hour which offers have changed and queues them. You can also push manually with the buttons.

Publish Offers	Opens the wizard to create offers for several products and channels at once.
Sync Now	Pushes the price and stock of that offer without waiting for the task.
Push content + images	Pushes the product content and its images. Only visible if the account has Odoo as the content manager.
Apply Pricing Rule	Shows on the offer the price the next push will send.

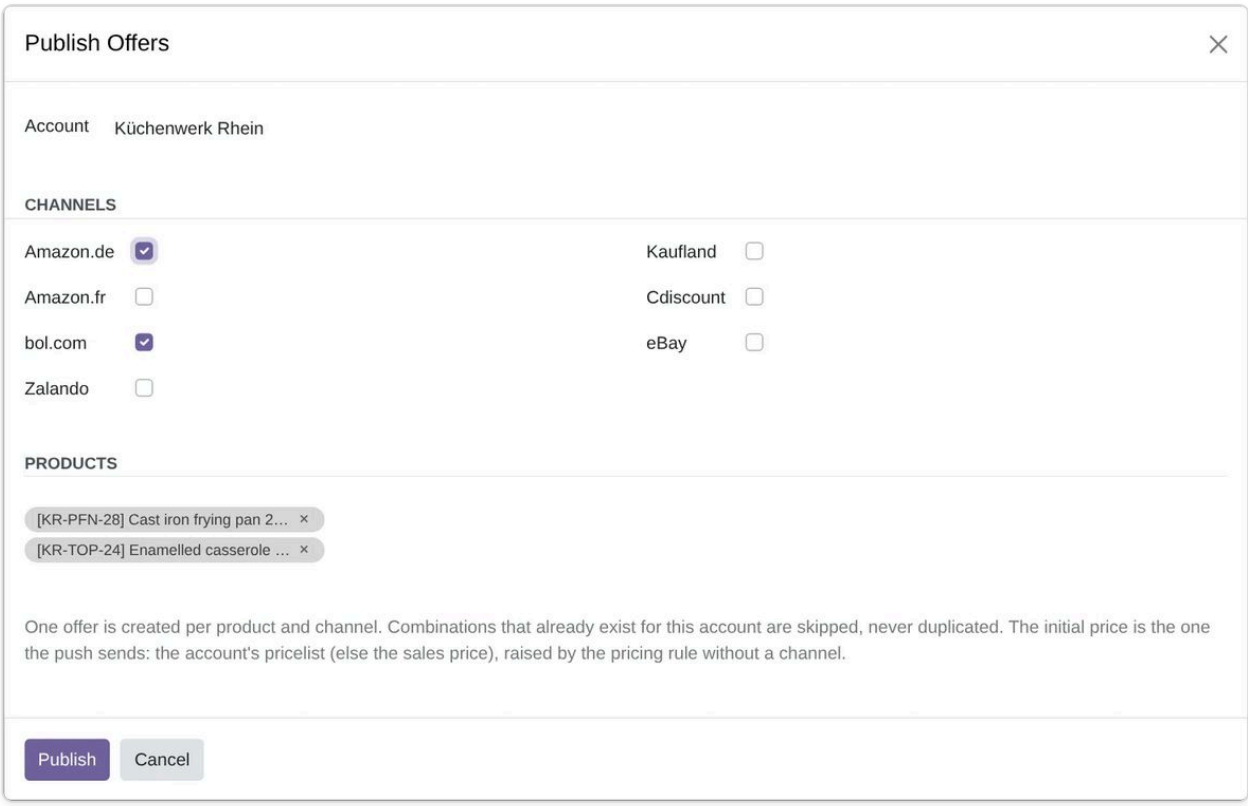
Statuses

Pending	The offer is waiting for the next push.
Synced	ChannelEngine accepted the last push.
Error	The push failed. The reason appears in **Error Message**.

Publishing in bulk

1. **Select products**
   From the product list, run the **Publish on ChannelEngine** action, or click **Publish Offers** in the offers list.
2. **Choose account, products and channels**

Tick the channels in the **Channels** group. You can choose Amazon.de, Amazon.fr, bol.com, Zalando, Kaufland, Cdiscount and eBay.



- **Real Odoo 20 screenshot.** The publish wizard, with the chosen products and the ticked channels.

3 Click Publish

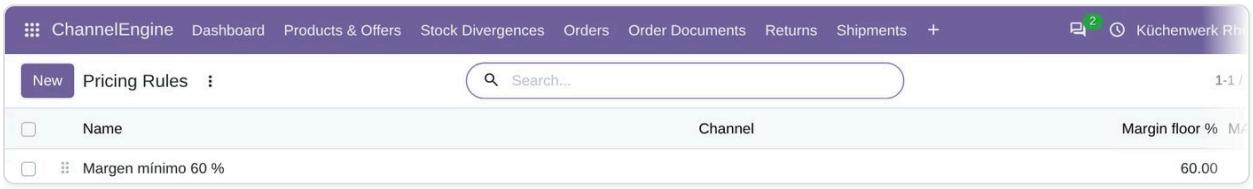
One offer is created per product and channel. Those that already existed are skipped. New ones are left as **Pending**.

> You can't publish without choosing at least one product and one channel. Products without an internal reference are not published either. The offer price is read-only: it is recalculated on every push.

In ChannelEngine, a product is a single offer, with one price and one stock for all its channels. Each push sends those two figures along with the product's internal reference. The offer's channel in Odoo helps you sort and filter; which channels the product appears on is decided in ChannelEngine.

9 Pricing rules

Pricing rules set a floor for the price the connector sends to ChannelEngine, either as a margin over cost or as a minimum advertised price.



- **Real Odoo 20 screenshot.** The pricing rules: each rule is a row in the list and is edited there.

You enter through **ChannelEngine › Configuration › Pricing Rules**. Each rule is a record in the list. There is no scheduled task or button that creates them: you write them yourself, and the connector reads them every time it pushes prices.

Rule fields

Name	Rule name. Required.
Sequence	Order of the rules. Defaults to 10. The first one applies.
Active	Defaults to on. A disabled rule is ignored.
Channel	Leave empty for the rule to change the price sent. A rule with a channel is saved but not applied in the push.
Margin floor %	Minimum margin over the product cost. With 20, the price never falls below cost x 1.20. With 0, no minimum margin is applied.
MAP (Minimum Advertised Price)	Absolute minimum price, regardless of margin. If set to 0, it is not applied.
Company	The company the rule belongs to. It is required and comes with the active company.

Steps

1. **Open the list**

   Go to **ChannelEngine › Configuration › Pricing Rules**.

2. **Create the rule**

   Click **New**: the rule is written directly in the list. Fill in **Name** and leave **Channel** empty.

3. **Set the floor**

   Enter **Margin floor %**, **MAP (Minimum Advertised Price)**, or both.

> ChannelEngine accepts only one price per product for all channels. A rule with a **Channel** does not change the price sent. Each push that skips such a rule notes it in the sync log.

10 ChannelEngine orders

Here you can see the orders arriving from your ChannelEngine channels and the Odoo sale order created from each one.

Orders are listed under **ChannelEngine › Orders**. Odoo imports new orders with the scheduled task **ChannelEngine: import new orders**, every 15 minutes. Later changes, such as a shipment or a cancellation made on the channel, are picked up by **ChannelEngine: refresh order statuses**, every 2 hours. Order documents arrive with **ChannelEngine: import order documents**, every hour, or with the **Fetch Documents** button.

Each imported order creates a sale order, which you can see in the **Sale Order** field of the record. The tabs **Lines**, **Returns**, **Shipments**, **Cancellations** and **Documents** show what hangs off the order. **Raw payload** stores the order exactly as ChannelEngine sent it.

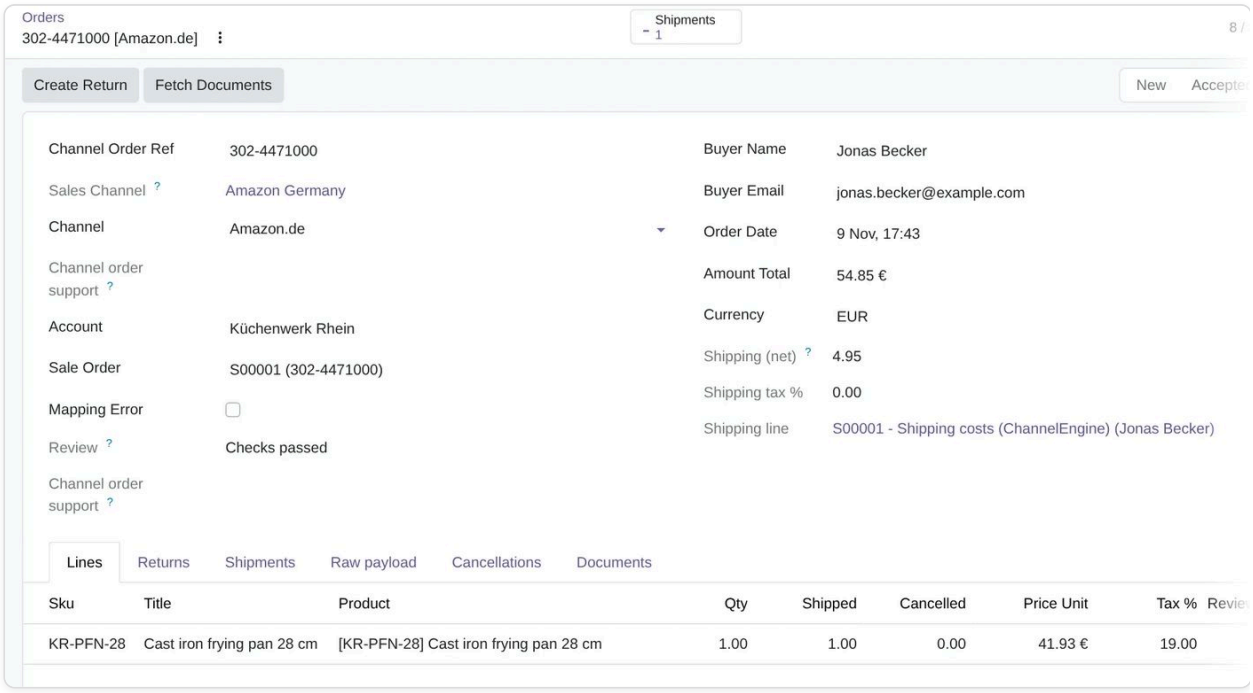
Fetch Documents	Downloads the order's documents, including those already received, in case any file was lost.
Create Return	Opens the return wizard. It only appears if the order has a sale order.
Cancel Order	Cancels the whole order in ChannelEngine. It appears while the status is **New** or **Accepted**.
Cancel Part of Order	Cancels only some units. It appears under the same statuses.
Mark Cancellation Reviewed	Clears the alert for a cancellation that Odoo could not apply on its own and releases the deliveries. It appears if there is a cancellation to review or a pending request.
Re-check	Repeats the checks for automatic confirmation. It appears if the **Review** is **To review**.
Confirm anyway	Confirms the order as it stands. It appears under the same condition.

Statuses

The **Status** field can be **New**, **Accepted**, **Shipped**, **Cancelled** or **Returned**. All of them are list filters, as are **Mapping Error**, **To review** and **Test orders**.

If an order is left to review

1. **Open the order**
   The **Review Reason** field tells you which check failed.



- **Real Odoo 20 screenshot.** A ChannelEngine order: channel, buyer, amounts and its sale order.

2 **Fix the cause**

For example, restock the product or adjust the cost price.

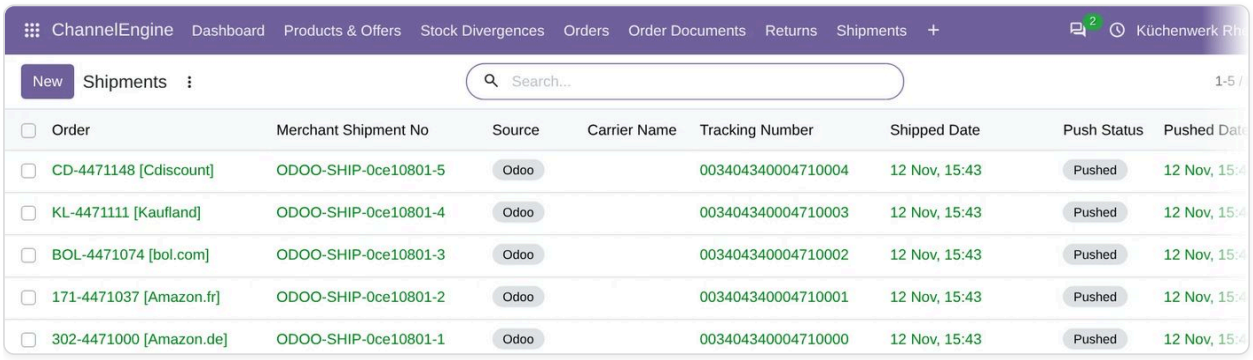
3 **Click Re-check**

If it now passes the checks, Odoo confirms the order. If you prefer to accept it as it is, click **Confirm anyway**.

> A shipped or returned order cannot be cancelled from here: record a return instead. It also cannot be cancelled if it has a refunded return or a shipment in ChannelEngine, or if the channel does not support automated cancellations.

11 Shipments and cancellations

Here you can see the shipments Odoo pushes to ChannelEngine, those created in ChannelEngine, and order cancellations, whether full or partial.



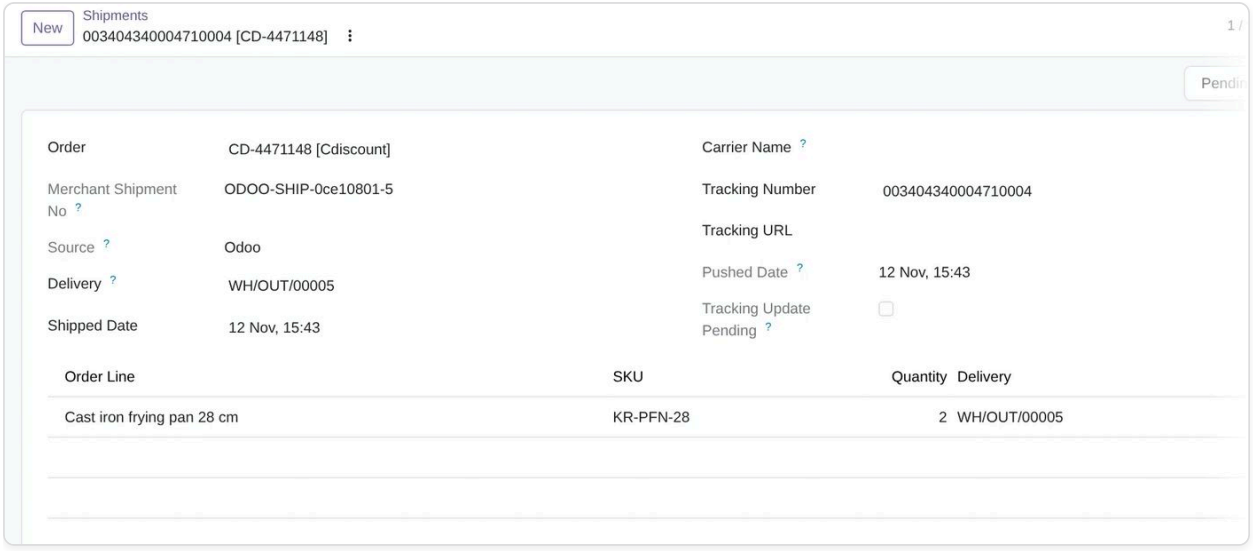
- **Real Odoo 20 screenshot.** Shipments: which order they come from, their origin and their push status.

Where the data comes from

DATA	WHERE IT COMES FROM	WHEN
Shipments created in Odoo	When a delivery for a ChannelEngine order is validated, the shipment is created and pushed straight away	On validation. The task **ChannelEngine: push shipments and tracking updates** retries what is pending every 15 minutes
Shipments created in ChannelEngine	Task **ChannelEngine: import shipments created in ChannelEngine**	Every 30 minutes
Cancellations created in ChannelEngine	Task **ChannelEngine: import cancellations created in ChannelEngine**	Every 30 minutes
Cancellations made in Odoo	**Cancel Order** or **Cancel Part of Order**, on the order	When confirmed

Shipment buttons

Push Shipment	Sends the shipment to ChannelEngine. It does not appear when the shipment is already **Pushed**.
Send Tracking Update	Sends the changed carrier or tracking to ChannelEngine. It only appears on a **Pushed** shipment with the **Tracking Update Pending** box ticked.



- **Real Odoo 20 screenshot.** A shipment already pushed: merchant number, delivery, carrier, tracking and push date.

Push statuses

- **Pending**: the shipment is waiting to be pushed.
- **Pushed**: ChannelEngine already has it.
- **Error**: the push failed; the **Error Message** gives the reason. These shipments wait until you click **Push Shipment**.

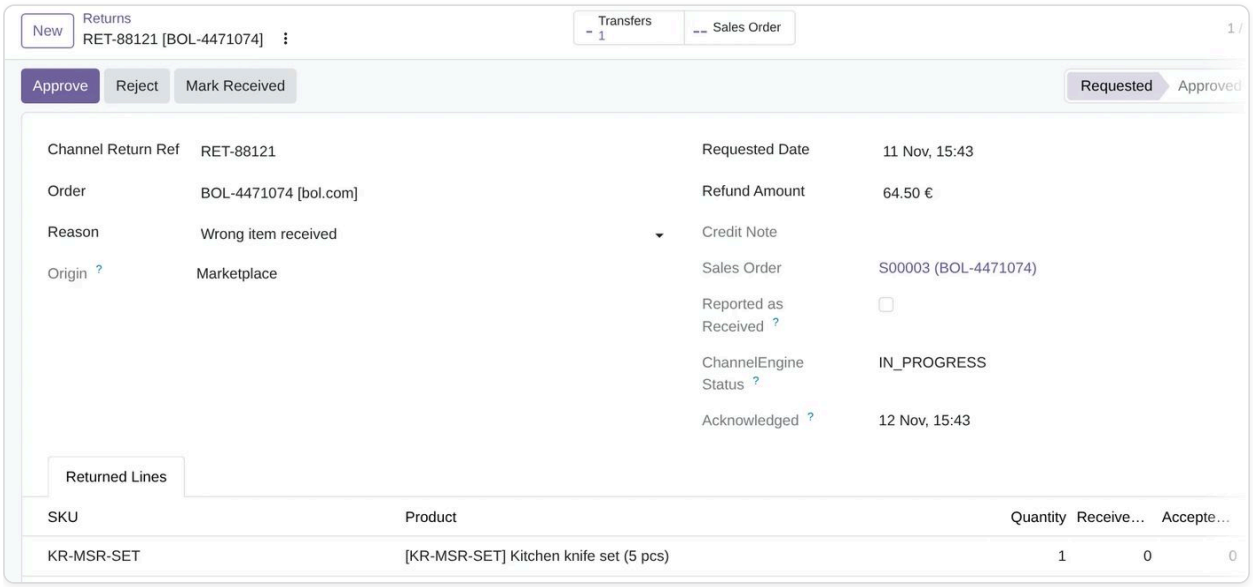
Cancel part of an order

1. **Open the ChannelEngine order**
   Click **Cancel Part of Order**. The cancellation wizard opens.
2. **Choose the Reason**
   It is required and is sent to the marketplace. **Note to the marketplace** is optional.
3. **Enter the quantity on each line**
   A quantity greater than the cancellable amount is rejected.
4. **Click Cancel and Send to ChannelEngine**
   The cancellation is recorded under **Cancellations** and sent to ChannelEngine.

> What has already been shipped cannot be cancelled: for those units, a return must be recorded. A shipment also cannot be recorded on a cancelled order, and an order cannot be cancelled without a reason or with negative quantities.

12 Returns

Here you can see the returns and refunds arriving from ChannelEngine channels, as well as those you start from Odoo.



- **Real Odoo 20 screenshot.** A bol.com return in **Requested**, with **Approve**, **Reject** and **Mark Received** at the top.

Marketplace returns arrive with the scheduled task **ChannelEngine: import returns**, which runs every 2 hours. Returns you start yourself are created when you confirm the return wizard from an order.

Record buttons

Approve	Approves the return and creates the draft credit note. It only appears while the return is **Requested**.
Confirm Refund	Confirms the credit note and marks the return as refunded. It only appears while the return is **Approved**.
Reject	Rejects the return. It appears while the return is **Requested** or **Approved**.
Mark Received	Tells ChannelEngine that the goods have arrived. It only appears on marketplace returns with a ChannelEngine ID that have not yet been notified.
Create Return Transfer	Creates in Odoo the incoming transfer for the returned goods. It does not appear if transfers already exist or if the return is rejected.
Credit Note	Opens the credit note. It only appears if one already exists.
Sale Order	Opens the return's sale order, if it has one.

Statuses

The **Status** can be **Requested**, **Approved**, **Rejected** or **Refunded**. A new return starts as **Requested**.

Starting a return from Odoo

1. **Open the order and click Create Return**

The wizard opens with the order already filled in.

2. **Fill in the details**
   Enter the **Return Number**, **Reason**, a **Comment** if you like, and the quantity for each line.

3. **Click Create Return**
   It is registered in ChannelEngine first and then in Odoo.

> Only marketplace returns are notified as received, and ChannelEngine accepts that notification only once per return. A return started in Odoo cannot be marked as received.

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13 Stock discrepancies

Here you can see the products whose stock in ChannelEngine does not match what Odoo would send now.

The list is at **ChannelEngine › Stock Divergences**. Each row is a product from an account with its **SKU**, the **ChannelEngine stock**, the **Odoo stock**, the **Difference** and the time of the last check under **Checked At**. The **Difference** is the ChannelEngine stock minus the Odoo stock.

The **Odoo stock** is what Odoo would send now: the actual stock in the account's warehouse, minus open deliveries and orders still waiting as quotations.

Where the data comes from

The scheduled task **ChannelEngine: compare stock with ChannelEngine** reads the stock ChannelEngine holds every day and compares it with the Odoo stock. Each check replaces the previous divergences for the account. If one account fails, the others are still checked.

List buttons

Check stock now	Runs the check for all active accounts without waiting for the daily task. If there is an error, you will see it on screen.
Requeue divergent	Queues the offers of the selected divergences for the next push. If you select none, it queues all of them.
ChannelEngine shows more	Filter: only the products where ChannelEngine has more stock than Odoo.
ChannelEngine shows less	Filter: only the products where ChannelEngine has less stock than Odoo.
Account	Filter by account.

How to fix a divergence

1. **Open the list**
   Go to **ChannelEngine › Stock Divergences** and review the rows.

2. **Filter if needed**

Use **ChannelEngine shows more**, **ChannelEngine shows less** or **Account**.

3 **Select the rows**

Tick the ones you want to fix, or none to handle them all.

4 **Click Requeue divergent**

Those offers are sent to ChannelEngine in the next push.

> The list only shows the comparison: it does not let you create or edit rows. A divergence is fixed by sending the stock again.

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14 What happens automatically

The connector runs 13 scheduled tasks that Odoo launches on its own, and all of them are switched on when you install it.

TASK	FREQUENCY	WHAT IT DOES
ChannelEngine: import new orders	Every 15 minutes	Brings in new orders and confirms them to ChannelEngine once saved.
ChannelEngine: refresh order statuses	Every 2 hours	Reads the already imported orders again to pick up status changes.
ChannelEngine: push pending price/stock	Every 30 minutes	Sends the prices and stock of the queued offers and retries those that failed.
ChannelEngine: import returns	Every 2 hours	Brings in new returns and changes to known ones.
ChannelEngine: clean up old sync logs	Every week	Deletes sync log lines older than 90 days.
ChannelEngine: import notifications	Every 4 hours	Copies ChannelEngine notices into the sync log, once for each one.
ChannelEngine: sync channels	Every day	Updates the list of channels for each active account.
ChannelEngine: import order documents	Every hour	Downloads the documents the channel attaches to an order and saves them.
ChannelEngine: queue changed prices and stock	Every hour	Queues the offers whose current price or stock differs from the last one sent.
ChannelEngine: compare stock with ChannelEngine	Every day	Reads the stock ChannelEngine holds and saves the differences with Odoo's.
ChannelEngine: push shipments and tracking updates	Every 15 minutes	Sends new shipments and tracking changes, and retries those that failed for a temporary reason.
ChannelEngine: import shipments created in ChannelEngine	Every 30 minutes	Brings in shipments created in ChannelEngine that Odoo had not generated.
ChannelEngine: import cancellations created in ChannelEngine	Every 30 minutes	Brings in cancellations created in ChannelEngine and applies them to the order.

Frequencies are changed in **Settings › Technical › Automation › Scheduled Actions**, with developer mode enabled.

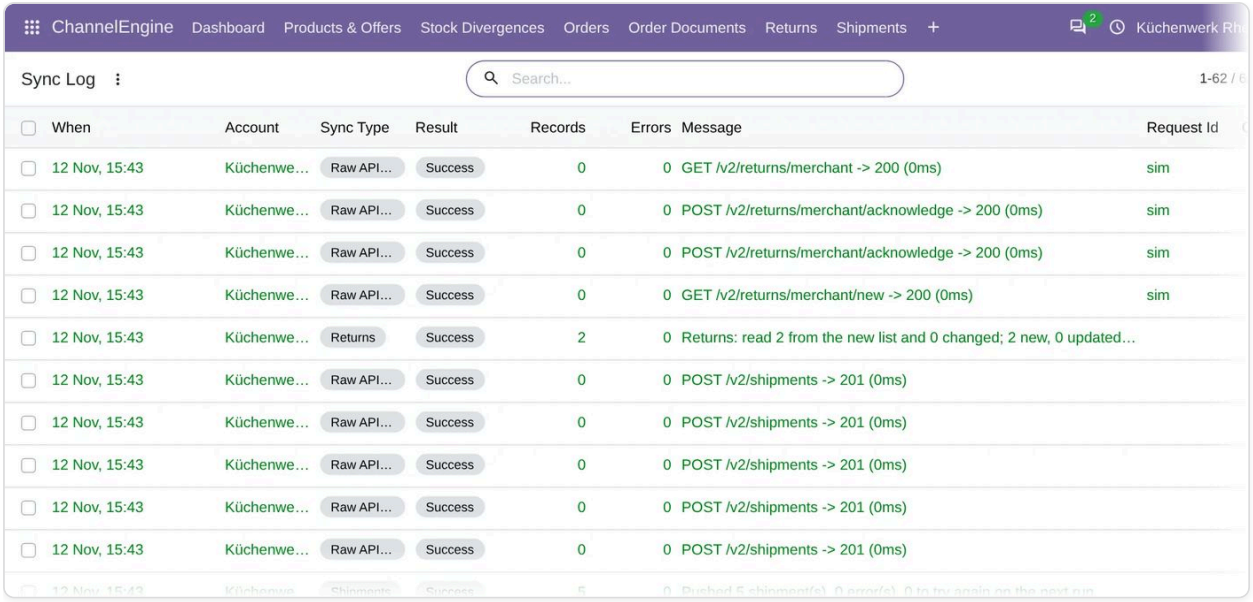
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15 If something fails

These are the most common cases when an account does not sync as you expect, and where to look in each one.

The account cannot reach ChannelEngine and nothing is sent	Every call goes through FlexigoTech Cloud. Without a trial or subscription, the connector does not talk to ChannelEngine: the scheduled tasks leave pending items as they are and do not mark anything as failed. Activate the trial or subscription and run the action again.
"Before saving the Merchant API key, an administrator has to accept that the key and the calls to ChannelEngine go through FlexigoTech Cloud. Nothing was sent."	An administrator has to tick **I accept that my ChannelEngine API key and my calls to ChannelEngine go through FlexigoTech Cloud** and save the key again.
"The Merchant API key of %s is not saved in FlexigoTech Cloud: type it again."	Enter the key again in **Merchant API key (FlexigoTech Cloud)**. If **Saved in FlexigoTech Cloud** is empty, the key is not saved.
"ChannelEngine authentication failed (%(status)s) on account '%(account)s'. Check that the API Endpoint is your own tenant (https://<your-account>.channelengine.net) and that the key is a Merchant API key created in ChannelEngine under Settings > Merchant API keys."	Check the account's endpoint and that the key is a Merchant API key created in ChannelEngine, under Settings > Merchant API keys.
An order, return or shipment is not created	Open the account's sync log. Every error is recorded there and an activity is scheduled for the account's owner, so also check their pending activities.
You want to know what ChannelEngine replied	ChannelEngine error messages are shown in Odoo with their text: "ChannelEngine client error %(code)s: %(body)s" and "ChannelEngine rejected %(method)s %(path)s: %(message)s%(details)s". That is where you will find what the platform answered.

If FlexigoTech Cloud is paused, the connector does not mark anything as failed, does not disconnect the account and deletes nothing. Scheduled tasks only go through accounts that can make calls, and whatever was left pending is picked up on the next run.



- **Real Odoo 20 screenshot.** The **Sync Log**: each sync with its account, its type, its result and its message.

Without a subscription, or when uninstalling

Without a trial or subscription no call goes out to ChannelEngine: no orders come in and no prices, stock or shipments go out. Nothing is marked as failed or deleted, and everything already in Odoo (orders, sales orders, shipments and returns) can still be consulted. When uninstalling the module, Odoo asks FlexigoTech Cloud to delete the key for this database; if it does not answer at that moment, the module is uninstalled anyway.

How it has been tested

The module's automated tests (665 in the published code) use a simulator that answers with the shapes of the ChannelEngine Merchant API: orders, returns, shipments, cancellations, offers, documents and FlexigoTech Cloud. The screenshots in this manual come from an Odoo 20 with that same simulator and a made-up shop. It has not yet been tested against a real ChannelEngine tenant.

16 Support

Get in touch to install it, set it up or with any question. With the Standard plan we reply within 1 business day; with Pro, within 4 business hours, and if needed we can go through 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/channelengine-connector.html

On Odoo Apps

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

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