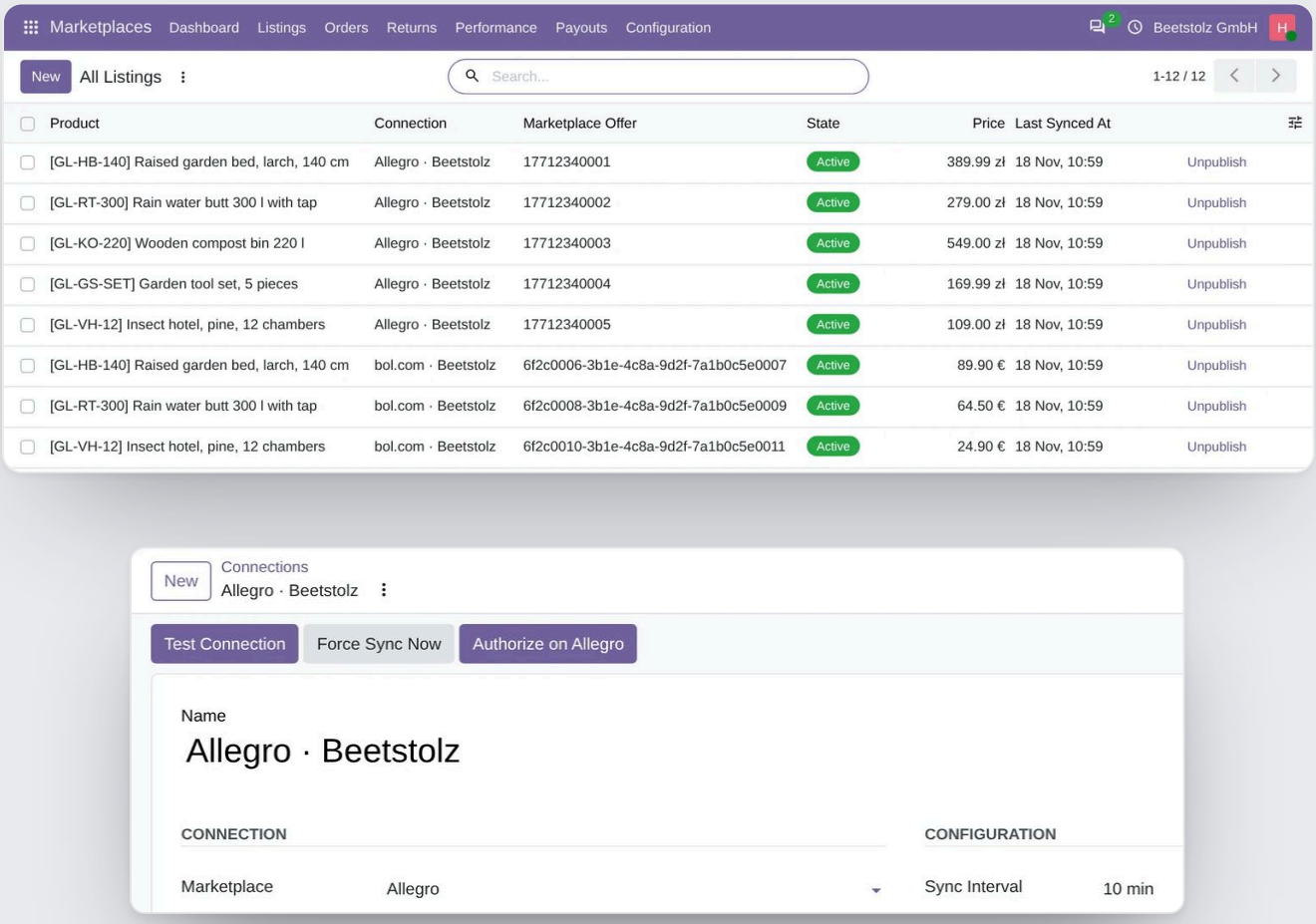
CONNECTOR GUIDE · MARKETPLACES AND E-COMMERCE

EU Marketplaces for Odoo

List your products on Allegro, bol.com, Kaufland and Cdiscount and bring their orders into Odoo.

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



Real Odoo 20 screenshot. The app's list of listings and the detail view of an Allegro connection.

Contents

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

1	Who it is for and what it solves	3
2	The connector in figures	4
3	Where you see it in your Odoo	5
4	What you need before you start	6
5	The FlexigoTech Cloud trial	7
6	Connecting your connection step by step	8
7	Your products published on each marketplace	10
8	Categories, attributes and carriers: the mapping with Odoo	13
9	Stock on each marketplace	16
10	From the marketplace order to the sales order	18
11	Shipments and tracking	19
12	Returns and buyer claims	21
13	What the marketplaces pay you	24
14	Performance of your accounts and GPSR compliance	26
15	The data that goes back and forth	28
16	What runs automatically	29
17	The connection options and how they come	30
18	Security and personal data	32
19	Multiple connections and multiple companies	33
20	If something fails	33
21	Other ways to do it	34
22	Plans and pricing	35
23	Frequently asked questions	36
24	Glossary	38
25	Checklist and contact	40

This guide describes version 20.0.1.3.20 of the module (Odoo branch 20.0, commit e09427a96). 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 Allegro, bol.com, Kaufland & Cdiscount. The module also has a version for Odoo 17, 18 and 19.

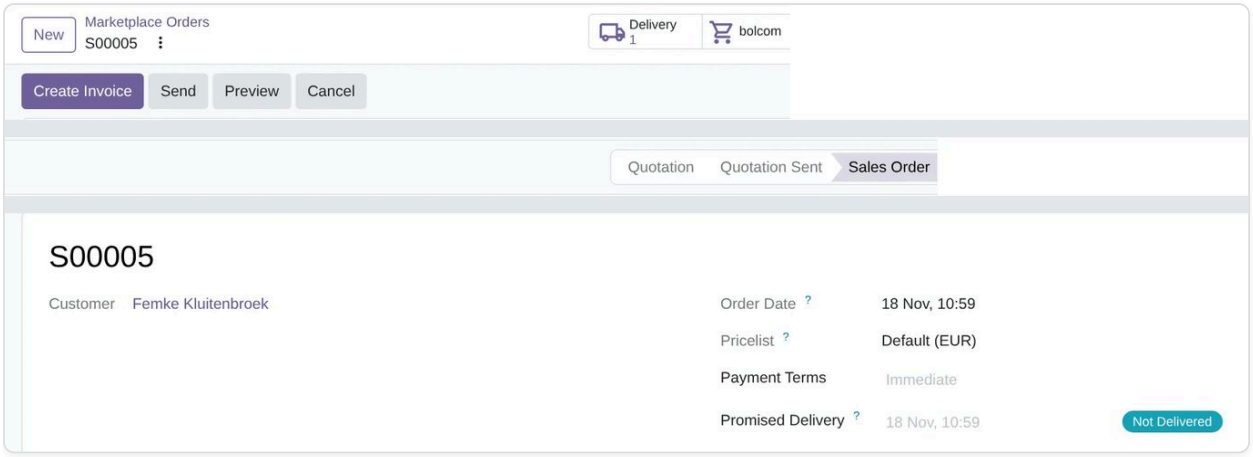
1 Who it is for and what it solves

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

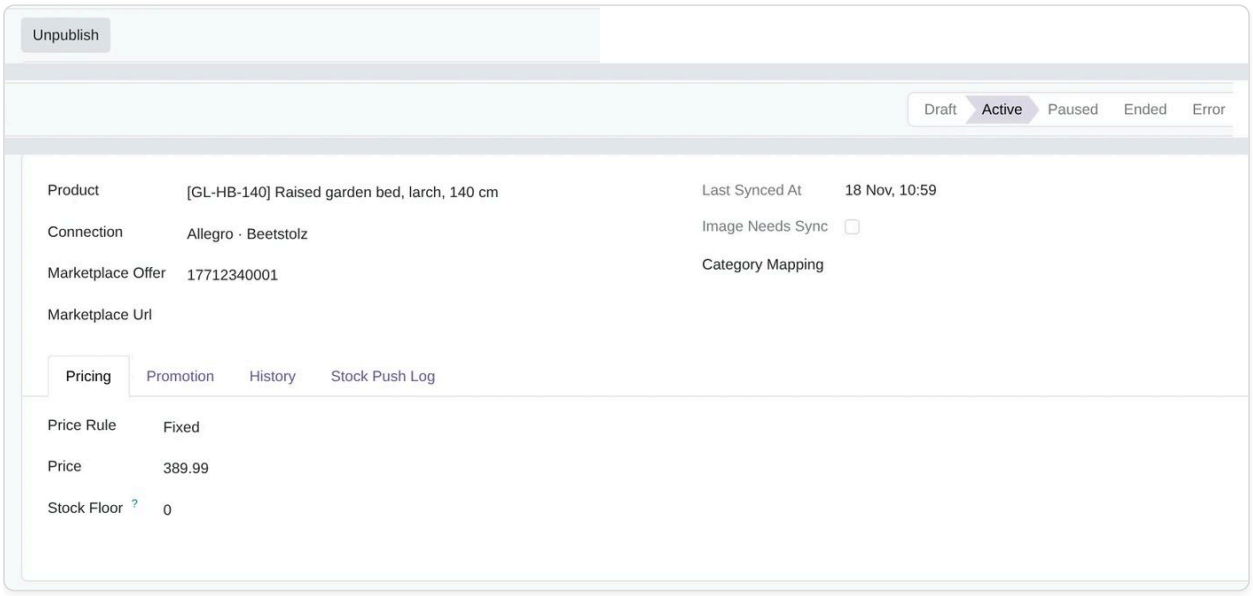
If you already work with Odoo, the connector brings each marketplace into your database as a connection. In Odoo you get the listings of your products, the orders as sales orders, the returns, the settlements and the performance indicators of each account.

Without the connector, each marketplace has its own dashboard. You have to upload products to each platform, copy orders into Odoo by hand, update stock on each site and note down returns and payments.

With the connector, stock is sent to the marketplaces, orders are read and returns are collected from Odoo. Settlements are imported so you can reconcile them with your journal entries.



- **Real Odoo 20 screenshot.** A bol.com order already converted into an Odoo sales order.



- **Real Odoo 20 screenshot.** The detail of a product listing on Allegro, with its status and price.

What changes day to day

- Orders from Allegro, Bol, Kaufland and Octopia are read every 5 minutes and appear in **Marketplaces › Orders › Marketplace Orders**.

- Stock for your products is sent to the marketplaces every 10 minutes, or at the **Sync Interval** you choose on the connection.
- Returns are collected every 30 minutes and you approve or reject them from Odoo.
- The indicators of each account are checked every day and can be seen in **Marketplaces › Performance**.
- Allegro settlements are imported every 7 days; for Kaufland and Octopia you upload them yourself as CSV from **Marketplaces › Payouts › Upload Settlement CSV**.

What it does not do

- It does not migrate your database to another version of Odoo.
- It does not configure the module for you or import historical data.
- It does not cover customisations of the module or bespoke development.
- It does not take responsibility for the accounts on each marketplace, nor for Odoo or hosting: you contract and pay for those yourself.
- The service does not work on the test and staging copies of your database.

2 The connector in figures

4
Odoo versions: 17, 18, 19 and 20

10
scheduled tasks, active when installed

3
accounts per connector with the Standard plan

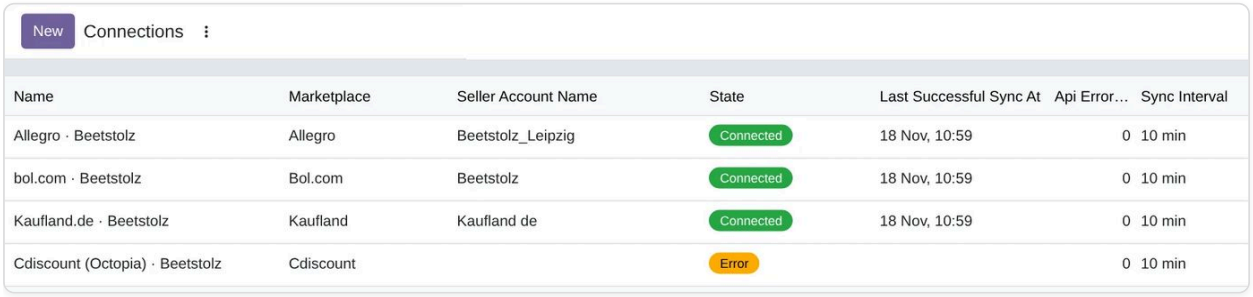
10
accounts per connector with the Pro plan

14
days of trial, no card needed

303
automated tests

Works on Odoo 17, 18, 19 and 20. Requires the Sales, Inventory, Invoicing and Shipping apps, plus Mail and the connection to FlexigoTech Cloud.

3 Where you see it in your Odoo



- **Real Odoo 20 screenshot.** The list of connections with one connection for bol.com, another for Kaufland.de and another for Cdiscount (Octopia).

Marketplaces › Dashboard	Opens the list with the daily performance snapshots of each connection.
Marketplaces › Listings	Two listing lists: **Marketplaces › Listings › All Listings** and **Marketplaces › Listings › Listing Errors**.
Marketplaces › Orders	Two lists: **Marketplaces › Orders › Marketplace Orders** and **Marketplaces › Orders › Cancellations (Flagged)**.
Marketplaces › Returns	The list of returns.
Marketplaces › Performance	Opens the same performance list as the dashboard.
Marketplaces › Payouts	**Marketplaces › Payouts › Settlements** and **Marketplaces › Payouts › Upload Settlement CSV**.
Marketplaces › Configuration	**Marketplaces › Configuration › Connections**, **Marketplaces › Configuration › Sync Activity Log** and **Marketplaces › Configuration › KPI Thresholds**.

Outside its own app, the connector adds to the product form the **Listings** button and the **GPSR & Marketplace** tab, and to each sales order that comes from a marketplace, a button with the marketplace name, which opens the **Marketplace Orders** list. Orders that arrive from the marketplaces are normal sales orders and can also be opened from the Sales app. Its settings are in **Settings**, in the **Marketplace Connector** block, which only a connector administrator can see.

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

4 What you need before you start

- A seller account on each platform you are going to connect: Allegro, Bol, Kaufland or Octopia (Cdiscount).
- The API credentials of that account: the Client ID and Client Secret for Allegro, Bol and Octopia, or the Client Key and Secret Key for Kaufland. For Octopia you also need your Seller ID.
- For Allegro, an application created in the Allegro developer portal, to which you will have to register the return address that Odoo shows you before authorising it.
- Odoo 17, 18, 19 or 20 on Odoo.sh or on your own server. Odoo Online will not do, because it does not allow installing third-party modules.
- An Odoo administrator user. Only an administrator can accept the consent and enter the connection secret.
- The FlexigoTech Cloud subscription, which includes a 14-day trial with no card needed. The credentials and the calls to the platform pass through it.

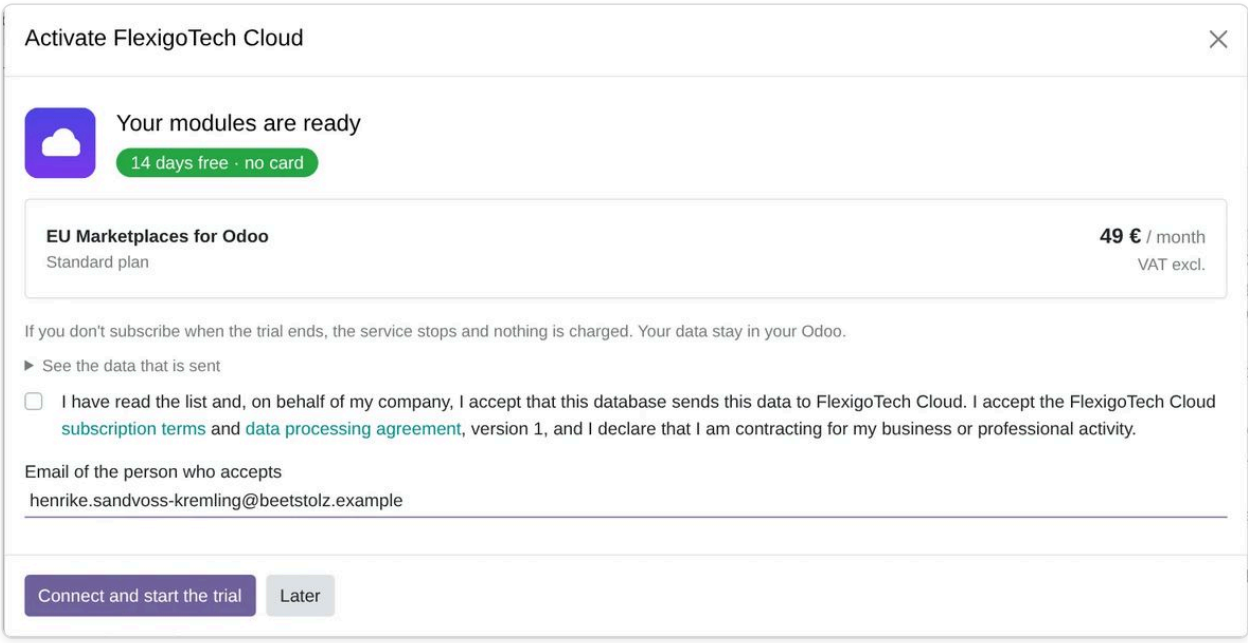
> The connector does not register you with Allegro, Bol, Kaufland or Octopia, nor create your credentials or your application on them: you do that on each platform before connecting. Nor does it register the return address in your Allegro application for you.

It is installed like any third-party Odoo module, on Odoo.sh or on your server. Odoo installs at the same time `flexigotech_cloud`, the connection to FlexigoTech Cloud, and the apps it depends on: Sales, Inventory and Invoicing.

5 The FlexigoTech Cloud trial

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

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



- **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**

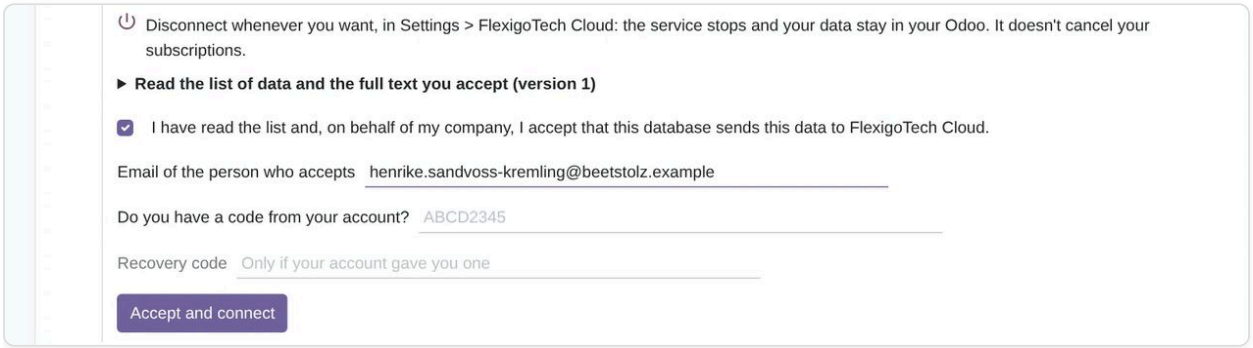
Tick «I have read the list and, on behalf of my company…» (it covers the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Press Connect and start the trial**

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

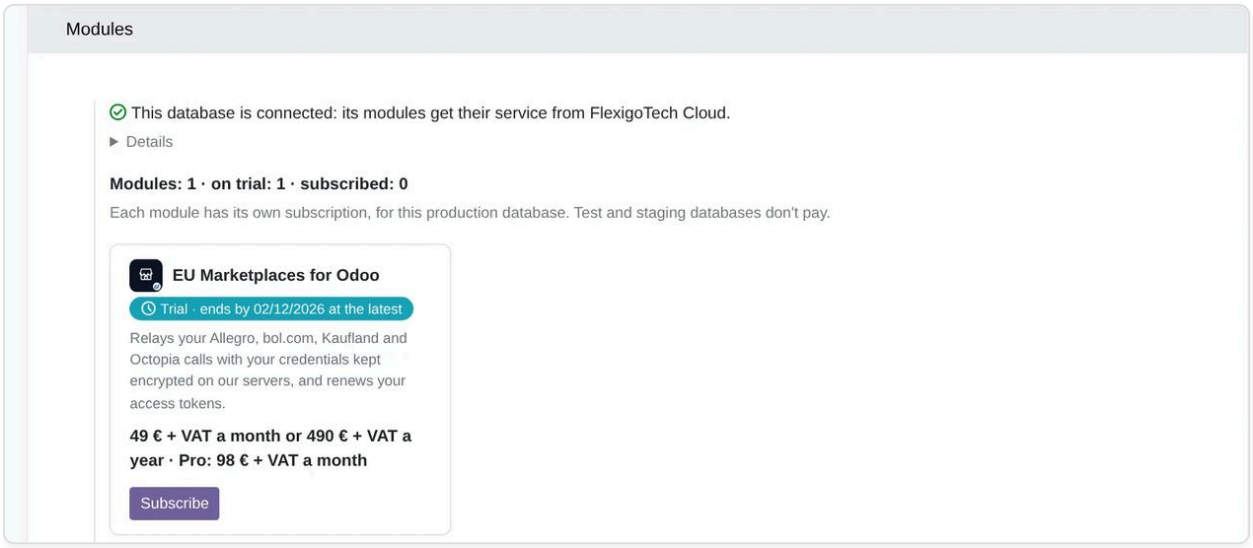
The same, from Settings

In **Settings › FlexigoTech Cloud** there is the full list of what the database sends. Tick the box, enter the email and press **Accept and connect**. If you already have an account at app.flexigotech.com, the 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: **On trial** and the date it ends, **Subscribed**, and so on. From there you choose the plan (Standard or Pro, monthly or yearly) and press **Subscribe**: payment is made on the Stripe page, outside Odoo.



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

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

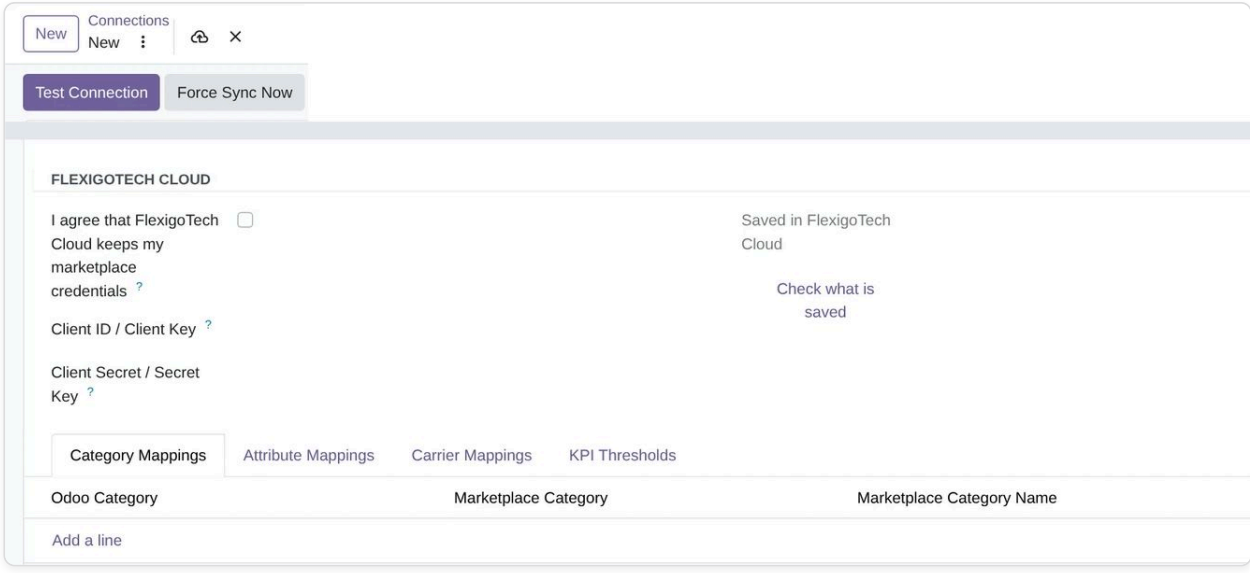
> You cannot start a trial on a neutralised copy (staging) or on a database with demo data: Settings says so with «This database is a neutralised copy or has demo data, so trials can't be started here.»

CONNECTOR GUIDE · ALLEGRO, BOL.COM, KAUFLAND & CDISCOUNT

6 Connecting your connection step by step

1 Open the connections menu

Go to **Marketplaces › Configuration › Connections** and press **New**.



- **Real Odoo 20 screenshot.** Form for a new connection, with the **FlexigoTech Cloud** group not yet filled in.

2 Fill in the connection

Enter the **Name** and choose the **Marketplace**. Check in the **Configuration** group the **Default Warehouse** and the **Settlement Currency**, which is required. A new connection always goes through FlexigoTech Cloud, and the **Route** field cannot be changed.

3 Complete your platform's data

If it is Kaufland, choose the **Kaufland Storefront** and the days for **Kaufland Handling Time (days)**. If it is Octopia, fill in the **Octopia Seller ID**. In the **Cdiscount / Octopia** group are also the **Octopia Sales Channel**, the **Octopia Delivery Modes**, the **Octopia Preparation Time (days)** and the **Octopia VAT Rate (%)**; Octopia requires at least one delivery mode. If it is Allegro and you want to use its test environment, tick **Allegro sandbox**.

4 Accept the consent

In the **FlexigoTech Cloud** group tick **I agree that FlexigoTech Cloud keeps my marketplace credentials**. Without that box nothing is sent.

5 Enter your credentials

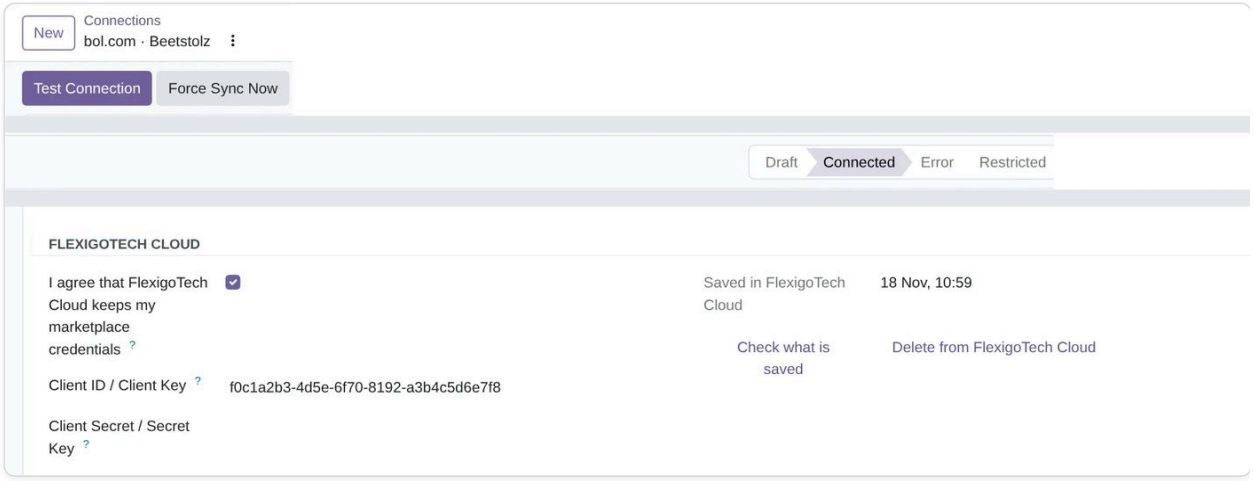
Fill in **Client ID / Client Key** and **Client Secret / Secret Key** and press Save. The secret travels once to FlexigoTech Cloud and is not stored in Odoo. Afterwards you see the date in **Saved in FlexigoTech Cloud**. If you later change the identifier, you must re-enter the secret in the same saved record.

6 Authorise the account on Allegro

Only for Allegro: first register in your Allegro application the address shown in **Redirect URI**. Then press **Authorize on Allegro**, accept on allegro.pl and return to Odoo. Allegro's tokens do not reach your Odoo.

7 Test the connection

Press **Test Connection**. If everything goes well, the status changes to **Connected** and **Marketplace Account ID** is filled in. With **Check what is saved** you check what FlexigoTech Cloud stores.



- **Real Odoo 20 screenshot.** A bol.com connection in **Connected** status, with the credentials saved in FlexigoTech Cloud.

> Only an Odoo administrator can accept the consent and enter the secret, and for Allegro the person authorising must also have access to the seller account on allegro.pl.

After you connect, the data arrives on its own through the scheduled jobs. Orders are read every 5 minutes, stock is sent every 10 minutes (or at the **Sync Interval** you choose on the connection), returns are read every 30 minutes, performance metrics every day, and Allegro settlements every 7 days. If you want to send stock

straight away, press **Force Sync Now** on the connection: it only sends stock. In the list of connections you can see the status, the last successful sync and the errors from the last 24 hours.

New Connections

Name	Marketplace	Seller Account Name	State	Last Successful Sync At	Api Error…	Sync Interval
Allegro · Beetstolz	Allegro	Beetstolz_Leipzig	Connected	18 Nov, 10:59	0	10 min
bol.com · Beetstolz	Bol.com	Beetstolz	Connected	18 Nov, 10:59	0	10 min
Kaufland.de · Beetstolz	Kaufland	Kaufland de	Connected	18 Nov, 10:59	0	10 min
Cdiscount (Octopia) · Beetstolz	Cdiscount		Error		0	10 min

- **Real Odoo 20 screenshot.** List of connections with their marketplace, their status and the last successful sync.

CONNECTOR GUIDE · ALLEGRO, BOL.COM, KAUFLAND & CDISCOUNT

7 Your products published on each marketplace

Product	Connection	Marketplace Offer	State	Price	Last Synced At
[GL-HB-140] Raised garden bed, larch, 140 cm	Allegro · Beetstolz	17712340001	Active	389.99 zł	18 Nov, 10:59
[GL-RT-300] Rain water butt 300 l with tap	Allegro · Beetstolz	17712340002	Active	279.00 zł	18 Nov, 10:59
[GL-KO-220] Wooden compost bin 220 l	Allegro · Beetstolz	17712340003	Active	549.00 zł	18 Nov, 10:59
[GL-GS-SET] Garden tool set, 5 pieces	Allegro · Beetstolz	17712340004	Active	169.99 zł	18 Nov, 10:59
[GL-VH-12] Insect hotel, pine, 12 chambers	Allegro · Beetstolz	17712340005	Active	109.00 zł	18 Nov, 10:59
[GL-HB-140] Raised garden bed, larch, 140 cm	bol.com · Beetstolz	6f2c0006-3b1e-4c8a-9d2f-7a1b0c5e0007	Active	89.90 €	18 Nov, 10:59
[GL-RT-300] Rain water butt 300 l with tap	bol.com · Beetstolz	6f2c0008-3b1e-4c8a-9d2f-7a1b0c5e0009	Active	64.50 €	18 Nov, 10:59
[GL-VH-12] Insect hotel, pine, 12 chambers	bol.com · Beetstolz	6f2c0010-3b1e-4c8a-9d2f-7a1b0c5e0011	Active	24.90 €	18 Nov, 10:59
[GL-HB-140] Raised garden bed, larch, 140 cm	Kaufland.de · Beet…	398100012	Active	89.90 €	18 Nov, 10:59
[GL-KO-220] Wooden compost bin 220 l	Kaufland.de · Beet…	398100013	Active	129.00 €	18 Nov, 10:59
[GL-GS-SET] Garden tool set, 5 pieces	Kaufland.de · Beet…	398100014	Active	39.95 €	18 Nov, 10:59
[GL-VH-12] Insect hotel, pine, 12 chambers	Kaufland.de · Beet…	398100015	Active	24.90 €	18 Nov, 10:59

- **Real Odoo 20 screenshot.** The list of listings with the product, the connection, the status and the price of each one.

The listings are in **Marketplaces › Listings › All Listings**. Those that have failed are in **Marketplaces › Listings › Listing Errors**. Each listing links a product with a connection.

Where each piece of data comes from

- The status changes when you press the listing's buttons. The changes are recorded in the **History** tab.
- The price follows the rule chosen on the listing. A promotion with an end date returns to the normal price on its own: the task **Marketplace: Revert Expired Listing Promotions** runs every 15 minutes.
- Stock is sent by the **Marketplace: Push Inventory to Marketplaces** job, using the connection's **Sync Interval**. Each push is recorded on the **Stock Push Log** tab.

Listing buttons

Publish	Publishes the offer on the platform. It is hidden when the listing is already in **Active** status.

Unpublish	Withdraws the offer and leaves the listing in **Paused**. It only appears when the listing is in **Active** status.
Retry	Repeats the publication. It only appears when the listing is in **Error** status.

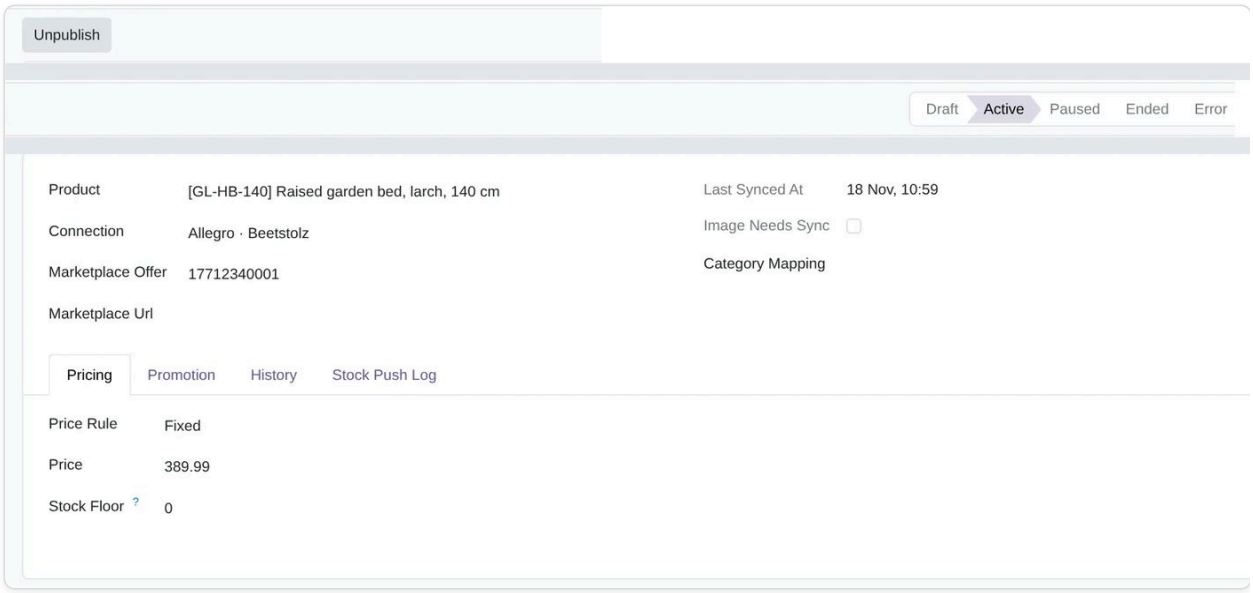
Statuses

Draft	The listing exists in Odoo and has not been published yet.
Active	The offer is published.
Paused	The offer was withdrawn with **Unpublish**. **Publish** republishes it.
Ended	It appears in the status bar, but at present the connector does not leave any listing in it.
Error	Publication has failed. The reason is in **Error Message**.

Publishing a listing

1 Open the listing

Go to **Marketplaces › Listings › All Listings** and open the listing in **Draft**.



- **Real Odoo 20 screenshot.** The listing for a product on Allegro, with its tabs.

2 Click Publish

Before sending it, Odoo checks that the product has a barcode (EAN), an image and a name of 5 characters or more; on Octopia, that the connection has an **Octopia Seller ID** and a delivery mode, and, if its category requires it, the GPSR manufacturer. If anything is missing, it tells you in a warning ("Pre-flight check failed") and sends nothing.

3 Check the result

If it succeeds, the listing moves to **Active**. If it fails, it moves to **Error**, and you can use **Retry** once you have corrected the cause.

> A listing cannot be saved if the promotion end date is the same as or earlier than the start date ("Promotional end date must be after start date."), nor with the **Cost + Factor** price rule and a factor equal to or less than 0 ("Cost factor must be greater than 0.").

What each state means

Draft	Initial state: the listing has been created and has not been sent to the platform.
Active	The offer is published. Only in this state is **Unpublish** visible, and **Publish** is hidden.
Paused	The offer was withdrawn with **Unpublish**. **Publish** republishes it.
Ended	It appears in the status bar, but at present the connector does not leave any listing in it.
Error	Publication has failed. **Retry** is visible and the reason is recorded in **Error Message**.

Rules and conditions

- Before publishing, Odoo checks the listing (barcode, image, name of 5 characters or more and, on Octopia, the Seller ID and a delivery mode) and, if anything is missing, warns you and sends nothing.
- With a **Stock Floor** greater than 0, when the available stock falls to that quantity or below, the connector sends 0 to the platform. With 0 it does nothing.
- The **Cost + Factor** price rule uses the **Cost Factor**, which is set to 1.4, and requires it to be greater than 0.
- If the promotion has a **Promo Start** and a **Promo End**, the end must be later than the start.
- The price is sent when the listing is published: if you later change the price of an **Active** listing, it is not sent automatically.

Fields and tabs on the record

Marketplace Offer	The offer's identifier on the platform.
Marketplace Url	The address of the offer.
Last Synced At	When it was last synchronised.
Category Mapping	The category mapping the listing uses. At present only Allegro sends it.
Price Rule	How the price is calculated: **Fixed** (the one you enter), **Pricelist** (the product's sale price) or **Cost + Factor** (the product's cost multiplied by the **Cost Factor**).
Pricing	Tab with the price rule and the listing price.
Promotion	Tab with **Promo Price**, **Promo Start**, **Promo End** and **Promo Reverted**.
History	Tab with the listing's events: publication, errors, pauses, resends and the end of a promotion.
Stock Push Log	Tab with each stock push: date, quantity, the platform's response and the type.

From the product form

On the product form, the **Listings** button counts and opens its listings. The **GPSR & Marketplace** tab gathers its safety data and, in the **Marketplace Listings** section, its listings on each connection. There is no action to

publish or withdraw several listings at once: in the listings list, each row has its own **Publish** or **Unpublish** button.

End-to-end example

The product [GL-HB-140] Raised garden bed, larch, 140 cm has a listing on the Allegro connection for Beetstolz, priced at 389.99. Open it in **Marketplaces › Listings › All Listings** and you will see whether it is **Active** and, under **Last Synced At**, when it was last synchronised. If the status is **Error**, read the **Error Message**, fix the cause and press **Retry**.

8 Categories, attributes and carriers: the mapping with Odoo

Each mapping belongs to a connection. Connections are opened from **Marketplaces › Configuration › Connections**. Category, attribute and carrier mappings are three distinct types of record.

Where each piece of data comes from

No scheduled task brings in this data. You fill in the mappings by hand on the **Category Mappings**, **Attribute Mappings** and **Carrier Mappings** tabs of each connection, and they apply to that connection only.

What each mapping holds

Categories	Links an Odoo product category with a marketplace category. It stores the marketplace category's identifier and name, and the **Gpsr Enforcement Required** checkbox: when it is ticked, a listing in that category is not published without the product's GPSR manufacturer. At present only Allegro sends the category when publishing.
Attributes	Links an Odoo product attribute with a marketplace attribute. It stores the marketplace attribute's identifier and name, and two checkboxes, **Is Required** and **Is Gpsr Field**. At present no connector sends them.
Carriers	Links an Odoo carrier with the carrier code sent to the marketplace. The code is mandatory and the name is optional. When a delivery is validated, that code is sent along with the tracking number.

> On Cdiscount (Octopia), the carrier code must be the name exactly as listed by Octopia's carrier service, for example Colissimo or DPD.

What is mapped and why it is needed

Odoo and each marketplace use their own catalogues of categories, attributes and carriers. The mappings are the correspondence table between them. There is one mapping for each pair of items, and each applies only to the connection it belongs to. All three types of mapping require a connection.

Category mapping

Links an Odoo category with the marketplace category: on the connection's **Category Mappings** tab you enter the identifier and name it has there. At present only Allegro sends the category when publishing.

With the **Gpsr Enforcement Required** checkbox ticked, a listing in that category is not published without the GPSR manufacturer's name and address for the product.

Attribute mapping

Links an Odoo product attribute with a marketplace attribute, using its identifier and name, and two checkboxes, **Is Required** and **Is Gpsr Field**. At present no connector uses them when publishing.

Carrier mapping

Links an Odoo carrier with the code sent to the marketplace. The carrier and the code are mandatory. The carrier's name on the marketplace is optional.

> On Cdiscount (Octopia), the code must be the carrier's name exactly as listed by its carrier service, for example Colissimo or DPD. A different code will not match what the platform expects.

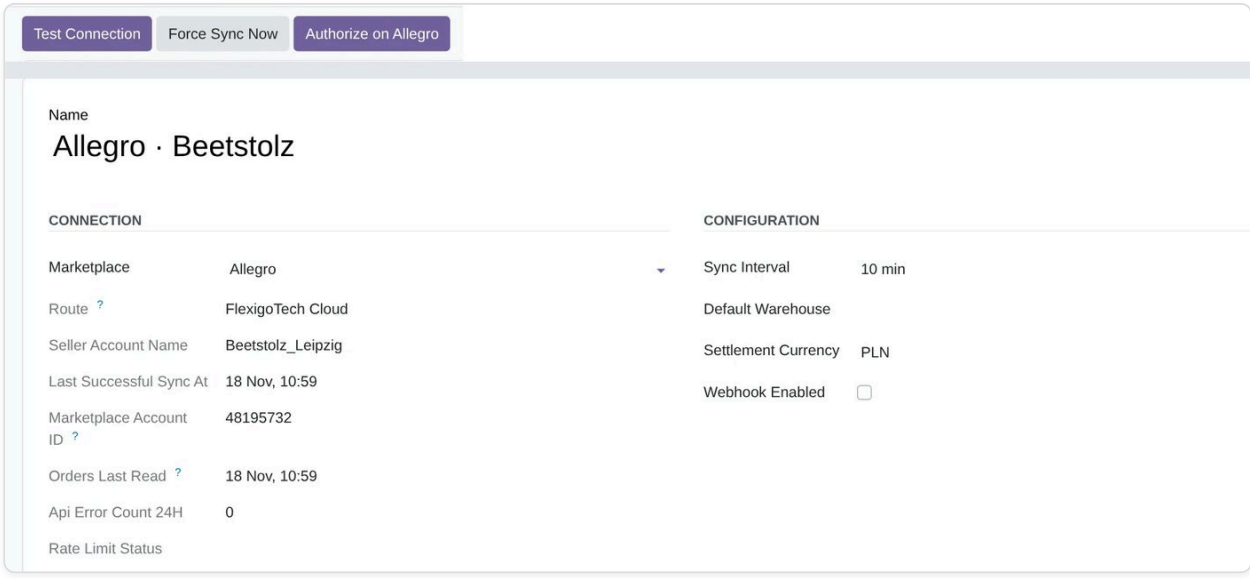
States and rules

Mappings have no states. The rules that apply are those for the mandatory fields: the connection for all three types and, in addition, the carrier and its code for carrier mappings.

An end-to-end example

1 **Open the connection**

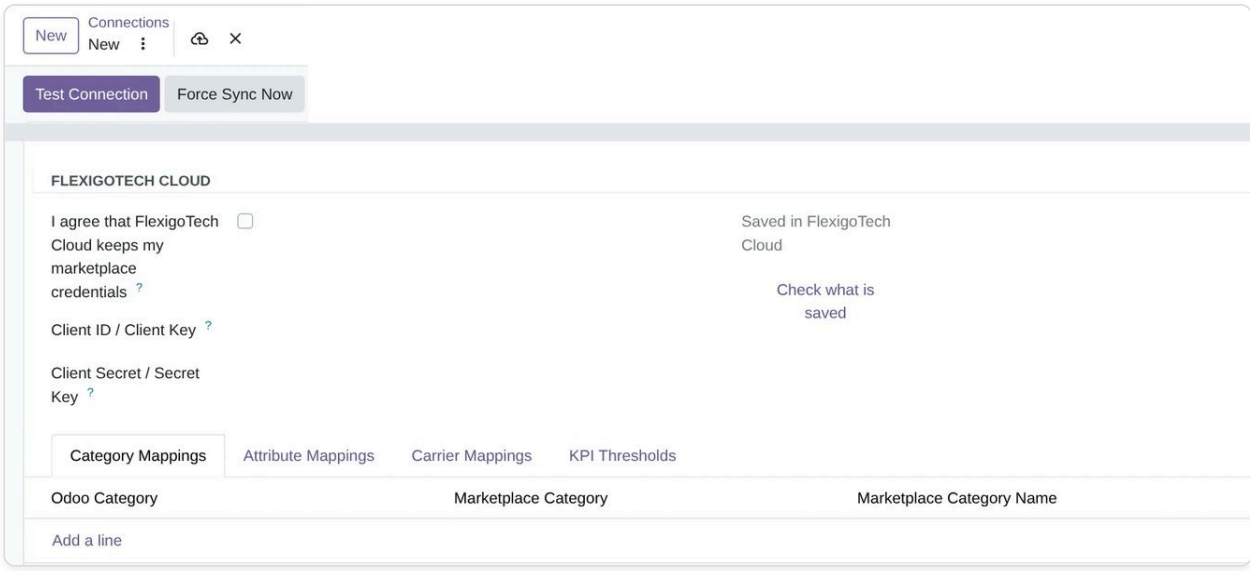
Go to **Marketplaces › Configuration › Connections** and open the Allegro connection for Beetstolz.



- **Real Odoo 20 screenshot.** Allegro connection for Beetstolz with its buttons and fields.

2 **Look at the mapping tabs**

At the bottom are the **Category Mappings**, **Attribute Mappings** and **Carrier Mappings** tabs.



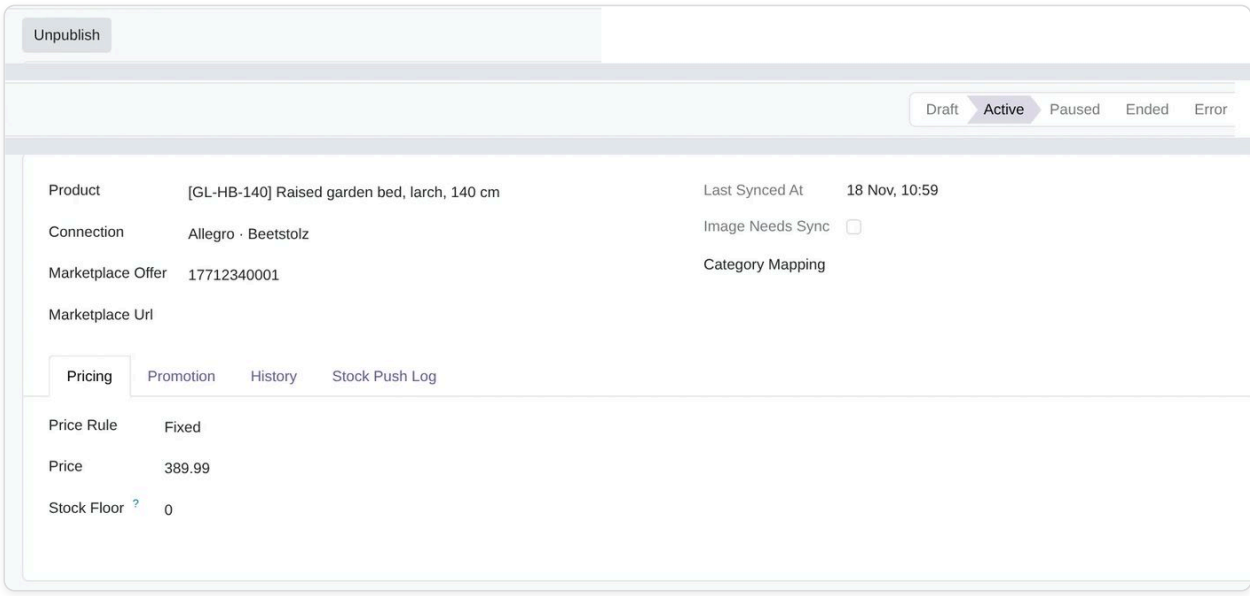
- **Real Odoo 20 screenshot.** Form of a new connection with the mapping tabs.

3 Add the mapping

In **Category Mappings**, click **Add a line** and enter the Odoo category and the identifier and name of the category on Allegro. Tick **Gpsr Enforcement Required** if that category requires it.

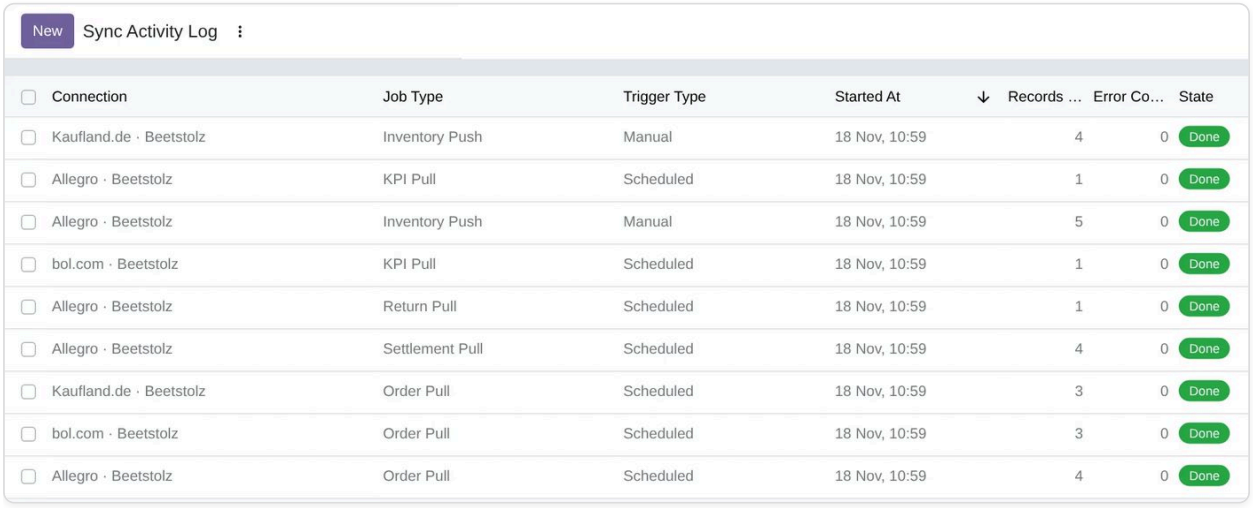
4 Check the listing

Open the Allegro listing [GL-HB-140] Raised garden bed, larch, 140 cm and choose that mapping in its **Category Mapping** field.



- **Real Odoo 20 screenshot.** Allegro listing with its **Category Mapping** field.

9 Stock on each marketplace



Connection	Job Type	Trigger Type	Started At	Records …	Error Co…	State
Kaufland.de · Beetstolz	Inventory Push	Manual	18 Nov, 10:59	4	0	Done
Allegro · Beetstolz	KPI Pull	Scheduled	18 Nov, 10:59	1	0	Done
Allegro · Beetstolz	Inventory Push	Manual	18 Nov, 10:59	5	0	Done
bol.com · Beetstolz	KPI Pull	Scheduled	18 Nov, 10:59	1	0	Done
Allegro · Beetstolz	Return Pull	Scheduled	18 Nov, 10:59	1	0	Done
Allegro · Beetstolz	Settlement Pull	Scheduled	18 Nov, 10:59	4	0	Done
Kaufland.de · Beetstolz	Order Pull	Scheduled	18 Nov, 10:59	3	0	Done
bol.com · Beetstolz	Order Pull	Scheduled	18 Nov, 10:59	3	0	Done
Allegro · Beetstolz	Order Pull	Scheduled	18 Nov, 10:59	4	0	Done

- **Real Odoo 20 screenshot.** Sync job list for the connections.

The push is run by the scheduled job **Marketplace: Push Inventory to Marketplaces**, which is active by default, runs every 5 minutes and sends each connection's stock when it is due according to its **Sync Interval**. Each push is recorded as a job in **Marketplaces › Configuration › Sync Activity Log**. There, the **Trigger Type** column shows whether it was started by the job (**Scheduled**) or by a person (**Manual**). Each quantity sent to a listing is also recorded on that listing's **Stock Push Log** tab. The quantity is what is in the connection's warehouse (or in the company's warehouses, if it has none) minus what is reserved; if the result is at or below the **Stock Floor**, 0 is sent.

What each job shows

Connection	The connection the job belongs to.
Job Type	The type of job. The stock push is **Inventory Push**.
Trigger Type	Who started it: **Scheduled**, **Manual** or **Webhook**.
Started At and **Ended At**	When it started and when it finished.
Records Processed	How many records the job processed.
Error Count	How many errors occurred in the job.
Error Summary	The summary of the errors, as long text.
State	The state of the job.

Job states

- **Running**: the job is in progress. This is the state it starts with.
- **Done**: the job has finished.
- **Failed**: the job has finished with an error.

In the list you can filter by **Failed**, **Running** and **Last 7 Days**, and group by **By Job Type**. Old jobs are deleted automatically by the **Marketplace: Purge Old Sync Jobs** task, which runs every day.

> Jobs and stock pushes are a record to consult. They cannot be used to change by hand what the marketplaces see.

The two records a push leaves

Each time the connector pushes stock it leaves two traces. The first is the job, visible in **Marketplaces › Configuration › Sync Activity Log**. The second is each quantity push, in the **Stock Push Log** tab of the listing.

What each push stores

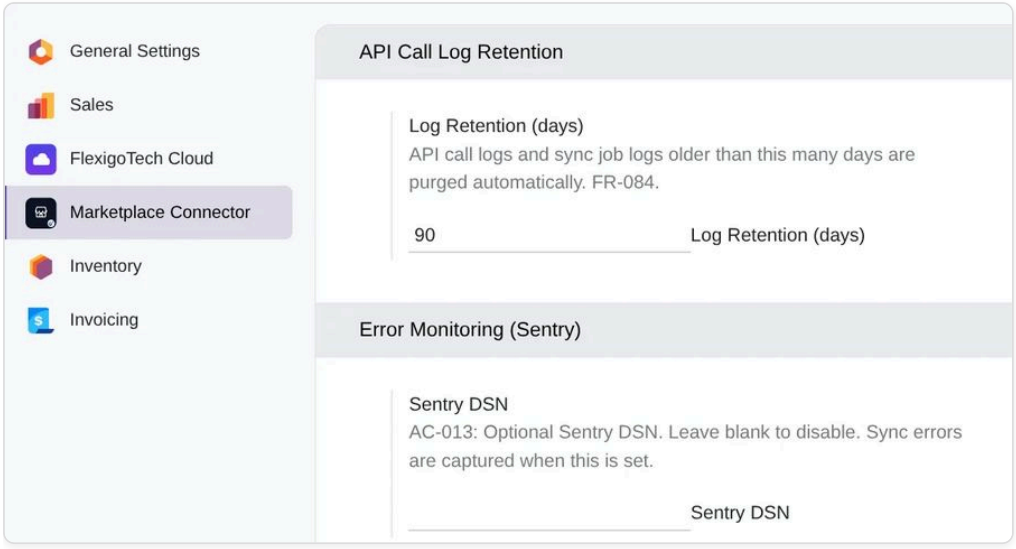
Connection, listing and product	The connection, listing and product the push corresponds to.
Quantity pushed	The quantity that was sent, as a whole number.
Platform response	A status text and a numeric code.
Date and time	When the push was made. It is mandatory and defaults to the current moment.
Push type	**Scheduled** by default, or **Manual**.
Job	The sync job in which the push was made.

Job types and how they are launched

Inventory Push is the stock push. It sits in the same list as **Order Pull**, **Return Pull**, **KPI Pull**, **Settlement Pull**, **Shipment Confirm**, **Webhook Process** and **Historical Backfill**. The **Trigger Type** field says whether the job came from the schedule (**Scheduled**), from a person (**Manual**) or from a notification from the marketplace (**Webhook**). The **Marketplace: Push Inventory to Marketplaces** task runs every 5 minutes and is active by default.

How long they are kept

The **Marketplace: Purge Old Sync Jobs** task deletes every day the jobs that exceed the retention period. You set that period in **Settings**, in the **Marketplace Connector** block, with the **Log Retention (days)** field. According to its help text, call and job logs older than that number of days are purged automatically.

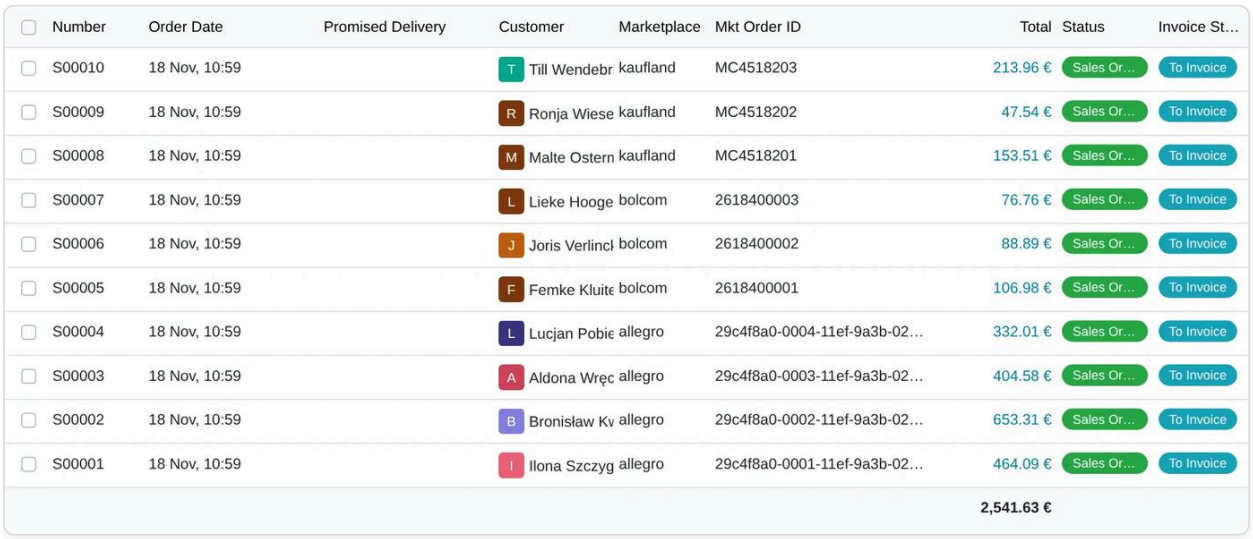


- **Real Odoo 20 screenshot.** The **Log Retention (days)** field in the **Marketplace Connector** settings.

End-to-end example

In **Marketplaces › Configuration › Sync Activity Log** you see an **Inventory Push** job for the Kaufland.de connection, with **Trigger Type Manual**, 4 records processed, 0 errors and state **Done**. If the state were **Failed**, you filter the list by **Failed** and read the job's **Error Summary**.

10 From the marketplace order to the sales order



Number	Order Date	Promised Delivery	Customer	Marketplace	Mkt Order ID	Total	Status	Invoice St…
S00010	18 Nov, 10:59		Till Wendebr	kaufland	MC4518203	213.96 €	Sales Or…	To Invoice
S00009	18 Nov, 10:59		Ronja Wiese	kaufland	MC4518202	47.54 €	Sales Or…	To Invoice
S00008	18 Nov, 10:59		Malte Ostern	kaufland	MC4518201	153.51 €	Sales Or…	To Invoice
S00007	18 Nov, 10:59		Lieke Hooge	bolcom	2618400003	76.76 €	Sales Or…	To Invoice
S00006	18 Nov, 10:59		Joris Verlincl	bolcom	2618400002	88.89 €	Sales Or…	To Invoice
S00005	18 Nov, 10:59		Femke Kluite	bolcom	2618400001	106.98 €	Sales Or…	To Invoice
S00004	18 Nov, 10:59		Lucjan Pobie	allegro	29c4f8a0-0004-11ef-9a3b-02…	332.01 €	Sales Or…	To Invoice
S00003	18 Nov, 10:59		Aldona Wręc	allegro	29c4f8a0-0003-11ef-9a3b-02…	404.58 €	Sales Or…	To Invoice
S00002	18 Nov, 10:59		Bronisław Kv	allegro	29c4f8a0-0002-11ef-9a3b-02…	653.31 €	Sales Or…	To Invoice
S00001	18 Nov, 10:59		Ilona Szczyg	allegro	29c4f8a0-0001-11ef-9a3b-02…	464.09 €	Sales Or…	To Invoice
						2,541.63 €		

- **Real Odoo 20 screenshot.** List **Marketplace Orders** with the Marketplace and Mkt Order ID columns of each sales order.

You go to **Marketplaces › Orders › Marketplace Orders**, which opens the list of sales orders originating from a marketplace. Orders are not created by hand: they arrive from the connections.

Where the data comes from

The scheduled task **Marketplace: Pull Orders from Marketplaces** checks the marketplaces every 5 minutes and is active when the connector is installed. For each new order, the connector finds or creates the customer and their delivery address, creates the sales order in the connection's company and confirms it. Each line looks up the product by its internal reference or its barcode; if it cannot find it, the order is created without that line.

> At the moment the sales order is created with your company's default price list: each line's price comes in exactly as the platform sends it, without changing currency, and Odoo adds the product's taxes on top. Allegro, for example, sends prices in zloty. Check those amounts before you invoice.

What you see on the order

Marketplace	In the list, the marketplace the order comes from: allegro, bolcom, kaufland or cdiscount (Octopia).
Mkt Order ID	In the list, the order number on the marketplace.
Marketplace button	On the order, a button with the marketplace name opens the **Marketplace Orders** list.

Warnings on the sales order

If the delivery address arrives without a street, city, postcode or country, the order shows a yellow warning: check the address before you ship it. If Octopia cancels an order that is already in Odoo, the order shows a red warning and a note so that you do not ship it, but it is not cancelled automatically: the decision is yours. Those orders are grouped under **Marketplaces › Orders › Cancellations (Flagged)**.

> If you delete or cancel a sales order that came from a marketplace, the connector remembers it and does not create it again in the next import.

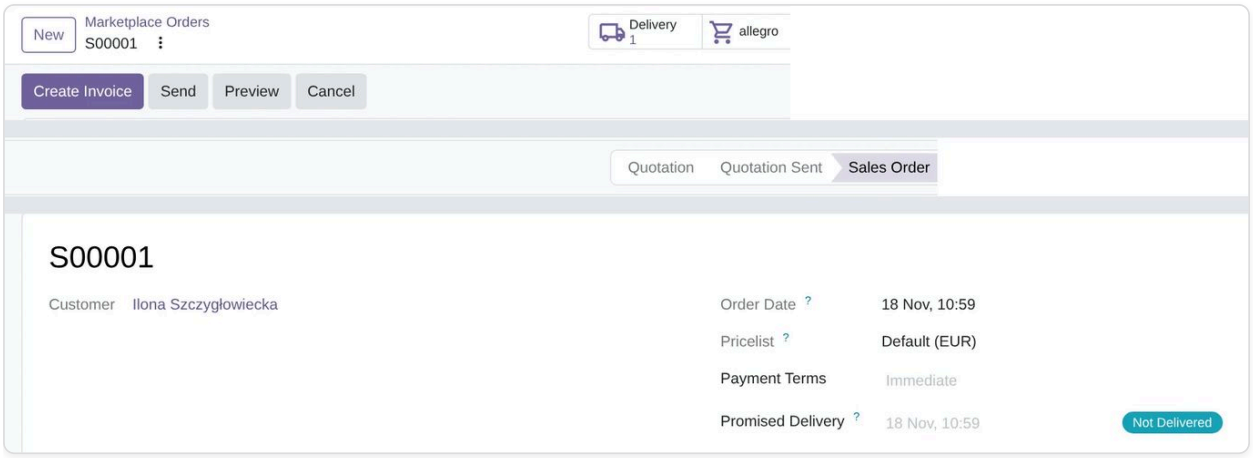
The sales order that is created

The sales order stays in the connection's company, leaves from the connection's warehouse (or the company's first one, if the connection has none) and is confirmed automatically. It can also be opened from the Sales app and is invoiced like any other.

End-to-end example

An order from Kaufland arrives in Odoo from Malte Ostermeiering, and the connector creates sales order S00008, with kaufland in the Marketplace column and MC4518201 in Mkt Order ID. The line is [GL-KO-220] Wooden compost bin 220 l: one unit at €129.00, the price Kaufland sends. Odoo adds the product's VAT, 19%, and the order comes to €153.51. This is the case the price warning refers to: check the amount before you invoice.

11 Shipments and tracking



- **Real Odoo 20 screenshot.** Allegro order with the **Delivery** button in the top bar.

Where each piece of data comes from

There is no scheduled task or dedicated button for shipments. The notice is sent at the moment you validate the order's delivery in Odoo, and only for deliveries that correspond to a platform order. Deliveries that were already done are not sent again if you validate them once more.

Retries

The notice carries the tracking number from the delivery order and the carrier code from **Carrier Mappings**. If the platform does not accept it, the connector tries 3 times in a row; if all three fail, it leaves an activity on the delivery order for each user in the Marketplace / Logistics group ("Shipment confirmation failed 3 times for marketplace order .... Please confirm manually."). The delivery is validated anyway.

The shipment log

Each notice leaves an entry in the marketplace shipment log. It stores the connection, the order, the delivery order, the carrier, the tracking number, the platform's response, the date and time, the number of retries and whether it succeeded. This log has no screen in the module: there is no menu or buttons from which to view or edit it.

Steps

1. **Open the order**
   Go to **Marketplaces › Orders**, open the order list and open the order you want to ship.
2. **Click Delivery**
   The outgoing delivery order for the order opens.
3. **Validate the delivery**
   When you validate it, the connector notifies the platform of the shipment.

> The shipment log cannot be consulted from any menu. The notices and retries for each shipment are not visible on screen.

When the platform is notified

The notice is sent when the delivery is validated in Odoo. Odoo excludes already completed deliveries from validation, and the connector does the same: validating an already done delivery again, even via RPC or within a batch where another one was already done, does not repeat the notice to the platform. A notice is only sent if the delivery corresponds to a platform order.

Retries and failures

If the confirmation fails, the connector repeats it up to 3 times. If the platform still does not accept it after the retries, it raises an alert. The delivery in Odoo is validated regardless.

Data each shipment stores

Connection	The connection through which the notice was sent.
Platform order	The marketplace order the shipment corresponds to.
Delivery order	The delivery that was validated.
Carrier name	The carrier the shipment left with.
Tracking number	The shipment's tracking code.

API response status	What the platform responded.
Date and time	When the notice was made. It is filled in automatically when the entry is created and is mandatory.
Number of retries	Retries made. Starts at 0.
Success	Checkbox indicating whether the notice succeeded. Starts unchecked.

> None of these fields appear in any view of the module: the shipment log has no menu, form or tabs.

Statuses

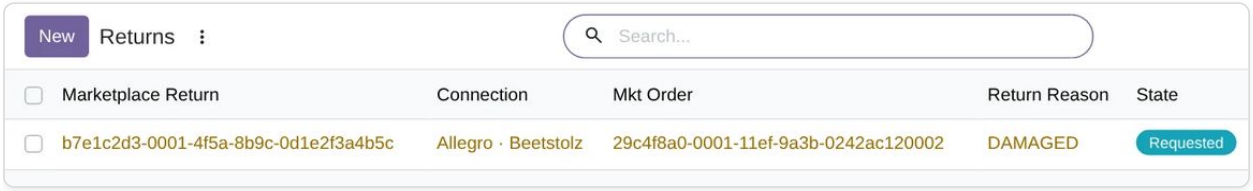
The record has no states. Only a checkbox marking whether the notice succeeded and a retry counter.

End-to-end example

An Allegro order, S00001, arrives in Odoo in the name of Ilona Szczygłowiecka with one line: [GL-HB-140] Raised garden bed, larch, 140 cm. You open it from **Marketplaces › Orders › Marketplace Orders** and click **Delivery**. On the delivery order, you enter the carrier and the tracking number, validate it, and the connector notifies Allegro of the shipment. If Allegro does not accept it after 3 consecutive attempts, the connector leaves an activity on the delivery order so that you can confirm it manually.

12 Returns and buyer claims

Open **Marketplaces › Returns**. The list shows, for each return, the connection, the marketplace order, the reason, the state, the estimated refund and the marketplace currency. The **Pending**, **Rejected** and **By Marketplace** filters help you sort it.

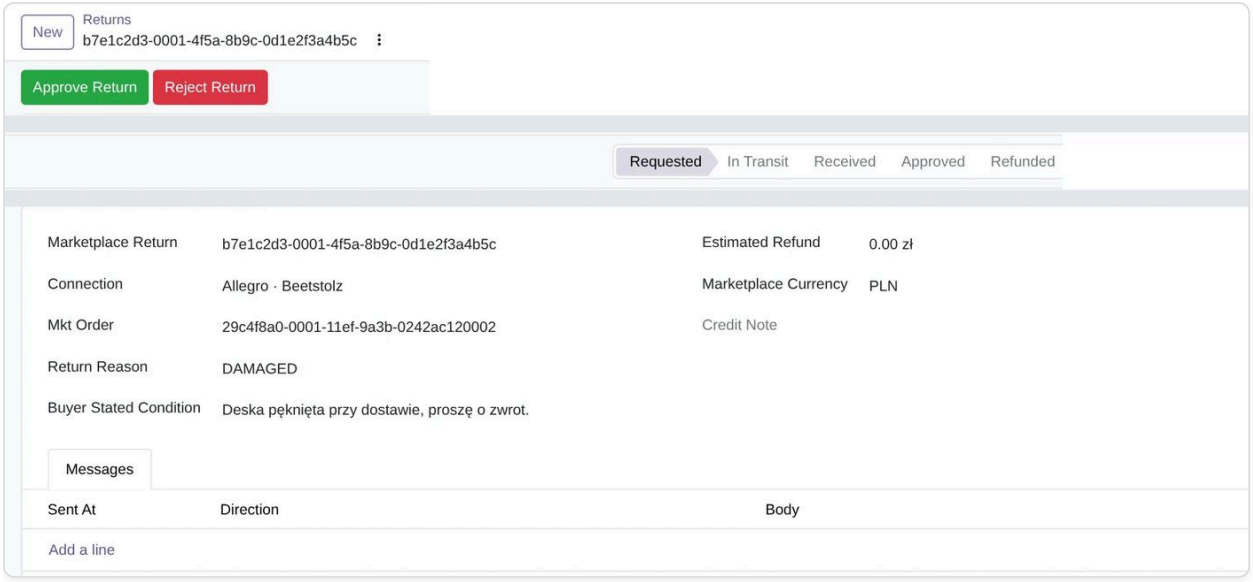


- **Real Odoo 20 screenshot.** The list of returns with their connection, order and state.

Returns are not created by hand. The scheduled task **Marketplace: Pull Returns from Marketplaces** brings them in from the marketplaces every 30 minutes.

The record buttons

Approve Return	Approves the return and creates the credit note. It is hidden when the state is neither **Requested** nor **Received**.
Reject Return	Rejects the return. It is hidden when the state is not **Requested**, **Received** or **In Transit**.
Messages	Tab with a list of messages that you fill in yourself: the connector does not bring in messages from the platform.



- **Real Odoo 20 screenshot.** The record of a return with its buttons and the messages tab.

Statuses

A return comes in as **Requested** and the connector does not read it again: **In Transit**, **Received** and **Refunded** appear on the status bar, but today nobody sets them. When you approve it, it moves to **Approved**, and when you reject it, to **Rejected**. Both changes stay in Odoo: the return is also resolved on the platform.

How to decide on a return

1. **Open the return**
   Check the reason (**Return Reason**) and what the buyer wrote (**Buyer Stated Condition**).

2. **Click Approve Return or Reject Return**
   When you approve, Odoo creates a draft credit note for the order's invoice.

> You cannot approve a rejected return, nor reject one that is already rejected. To approve, the order must have a posted invoice; otherwise Odoo warns you with "No posted invoice found for this order.".

The statuses, one by one

Requested	The buyer has requested the return. This is the status each return comes in with, and from here it can be approved or rejected.
In Transit, **Received** and **Refunded**	These appear on the status bar, but today the connector does not set them.
Approved	You approved it in Odoo: a draft credit note is created.
Rejected	You rejected it in Odoo. It can no longer be approved.

Rules and conditions

- The approve button only appears in **Requested** and **Received**. If you try to approve in any other status, Odoo replies "Can only approve returns in Requested or Received state.".

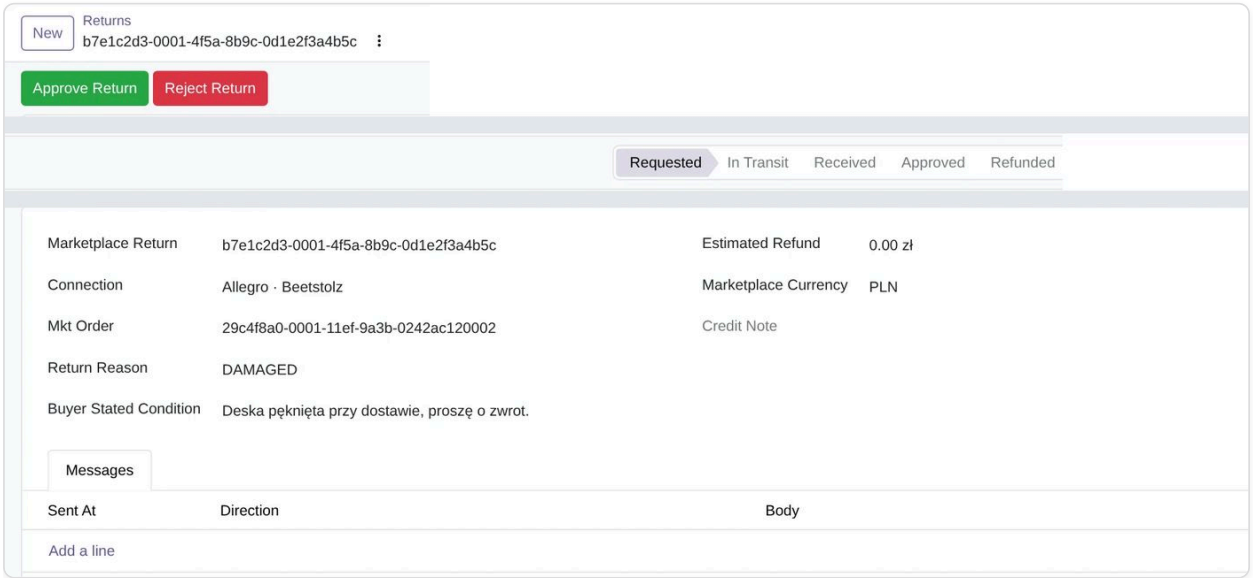
- A rejected return cannot be approved: Odoo replies "Cannot approve a rejected return.".
- The reject button is hidden when the status is not **Requested**, **Received** or **In Transit**. If the return is already rejected, Odoo replies "Return is already rejected.".
- Approving requires a posted invoice on the order. If there is none, Odoo replies "No posted invoice found for this order.".
- A return must belong to an order from its own connection; otherwise Odoo replies "A return belongs to an order of its own connection.".

What is in the record

Marketplace Return	The return's identifier on the marketplace.
Connection	The connection it came through.
Mkt Order	The order number on the marketplace.
Return Reason	The reason the buyer gives, as sent by the platform (for example, DAMAGED).
Buyer Stated Condition	What the buyer wrote.
Estimated Refund	Today it always stays at 0: the refund amount is checked on the platform.
Credit Note	Read only. It is filled in when you approve the return.
Messages	A tab with a list of messages that you fill in: the connector does not bring in the platform's messages.

An end-to-end example

Return b7e1c2d3-0001-4f5a-8b9c-0d1e2f3a4b5c arrived on its own from the Allegro connection, through the returns task, which runs every 30 minutes. It belongs to order 29c4f8a0-0001-11ef-9a3b-0242ac120002, with reason DAMAGED, and is in **Requested**. You check the reason and what the buyer wrote, then click **Approve Return** or **Reject Return**. To approve it, the order needs its posted invoice: Odoo prepares the credit note as a draft.



- **Real Odoo 20 screenshot.** The record of a return with its buttons and its messages tab.

13 What the marketplaces pay you



- **Real Odoo 20 screenshot.** The **Settlements** list with its columns for period, amount, status and import method.

Where they come from

- The scheduled task **Marketplace: Pull Weekly Settlements** fetches, every 7 days, the settlement for the last week from the Allegro connections, with one line per payment and per refund.
- With **Marketplaces › Payouts › Upload Settlement CSV** you upload the settlement CSV of a Kaufland or Octopia connection, and the record gets the method **CSV Upload**. Bol.com does not provide settlements through its API: they are checked in its portal.

You find them in **Marketplaces › Payouts › Settlements**.

Record buttons

Auto-Match	Matches each line with its order number on the marketplace. If 8 out of 10 lines or more are matched, the settlement moves to **Matched**. It runs automatically on import, and the button is visible while the status is **Draft**.
Post Journal Entry	Records the journal entry for the settlement total, dated the end of the period, in the company's first bank, cash or miscellaneous journal, against the first receivable account and the first income account it finds: they are not chosen. It is only visible in **Matched** and for the Marketplace / Finance group.

Statuses

- **Draft**: the settlement is imported and not yet reconciled.
- **Matched**: it has already been matched with the orders.
- **Posted**: it already has an accounting entry.

Steps to upload a CSV

1. **Open the menu**
   Go to **Marketplaces › Payouts › Upload Settlement CSV**.
2. **Fill in the wizard**
   Choose the **Connection**, the file in **Settlement CSV**, the **Delimiter**, and the dates in **Period Start** and **Period End**.
3. **Check the preview**
   In **Preview** you see the header and the first rows of the file.
4. **Click Import**

The settlement is created with one **Sale** line per row, with its gross amount, commission and net, and the lines are matched automatically.

> You cannot import without a file ("Please upload a CSV file.") or with a CSV that has no valid rows ("No valid rows found in the CSV file."). Nor can you post an entry if the settlement is not in **Matched**. And today, if an Allegro order has its payment and its refund in the same week, or a CSV contains two rows for the same order, the whole import fails.

Settlement statuses

Draft	Initial status. It is the only one where **Auto-Match** is visible.
Matched	The settlement is already matched with the orders. In this status **Post Journal Entry** is visible.
Posted	The settlement already has its accounting entry, which is visible in **Journal Entry**.

Rules and conditions

- **Post Journal Entry** only works with the settlement in **Matched** status. Otherwise, Odoo warns you with "Settlement must be in 'Matched' state before posting.".
- If the settlement already has an entry, Odoo warns you with "Journal entry already posted.".
- If no accounting journal is configured, Odoo warns you with "No accounting journal configured.".
- The **Post Journal Entry** button is only visible to the Marketplace / Finance group.
- The CSV is for the Kaufland and Octopia (Cdiscount) connections. If the file has no valid rows, nothing is created.

Settlement fields

Connection	The connection the settlement comes from.
Period Start and **Period End**	The period it covers.
Total Payout	The total amount the marketplace pays.
Settlement Currency	The currency of the settlement.
Import Method	**API** or **CSV Upload**, depending on how it arrived.
Matched Count and **Unmatched Count**	How many lines were matched and how many were not.
Journal Entry	The generated entry. Read only.
Csv Filename	The name of the uploaded file.

Lines tab

The **Settlement Lines** tab shows one line per transaction, with the marketplace order, its sales order, the type, the gross amount, the commission, the net and whether it is matched (**Matched** or **Unmatched**). Allegro lines are **Sale** (payments) or **Refund** (refunds); CSV lines all come in as **Sale**.

Filters

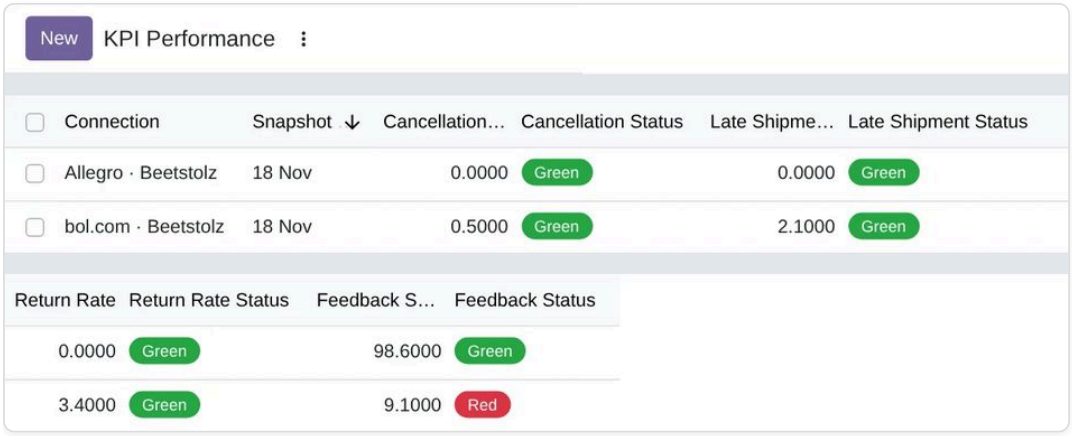
The list has the filters **Draft**, **Matched**, **Posted** and **By Marketplace**.

An end-to-end example

The Allegro settlement for the last week arrived on its own, with the method **API**: 777.99 zł of **Total Payout**, with three **Sale** lines (orders S00002, S00003 and S00004) and one **Refund**, the 389.99 zł refund for order S00001. All four were matched automatically with their sales orders and the settlement moved to **Matched**. Whoever handles finance clicks **Post Journal Entry** and the settlement is set to **Posted** with its entry. With Kaufland or Octopia the path is the same, but it starts by uploading their CSV in **Marketplaces › Payouts › Upload Settlement CSV**.

CONNECTOR GUIDE · ALLEGRO, BOL.COM, KAUFLAND & CDISCOUNT

14 Performance of your accounts and GPSR compliance



- **Real Odoo 20 screenshot.** The performance list with the row for each connection and its four traffic lights.

Where the data comes from

The metrics open in **Marketplaces › Performance** or in **Marketplaces › Dashboard**; both menus lead to the same list. The scheduled task **Marketplace: Pull KPI Snapshots** fetches a daily snapshot of the Allegro and bol.com connections; Kaufland and Octopia do not publish indicators. From Allegro only the rating arrives, as a percentage of its quality score, and the other three rates stay at 0. From bol.com, the rating arrives as bol.com gives it (in the module's tests, 9.1), and the thresholds it comes with (**Feedback Amber** 95 and **Feedback Red** 90) are meant for a percentage: with them it shows as red. Adjust them in the **KPI Thresholds** tab of the connection. The thresholds are in **Marketplaces › Configuration › KPI Thresholds**.

What each row shows

Connection and **Snapshot Date**	The account and the date of the snapshot.
Cancellation Rate and **Cancellation Status**	The cancellation rate and its traffic light.

Late Shipment Rate and **Late Shipment Status**	The late shipment rate and its traffic light.
Return Rate and **Return Rate Status**	The return rate and its traffic light.
Feedback Score and **Feedback Status**	The feedback score and its traffic light.

Each traffic light can be **Green**, **Amber** or **Red**. **Red Alert** groups the rows with cancellations in red, and **By Connection** groups them by connection.

The GPSR data for each product

It is filled in on the **GPSR & Marketplace** tab of the product form: the manufacturer (name, address and contact), the batch and the declaration of conformity, and the safety warnings for each language. If the listing category has **Gpsr Enforcement Required** ticked, the listing is not published without the manufacturer's name and address.

How each traffic light is calculated

Each connection has its thresholds in **Marketplaces › Configuration › KPI Thresholds**. For cancellations, late shipments and returns, the traffic light turns amber and red when the rate reaches the values in **Cancellation Amber** and **Cancellation Red**, **Late Shipment Amber** and **Late Shipment Red**, or **Return Rate Amber** and **Return Rate Red**. For the feedback score the logic is reversed: the lower the score, the worse the traffic light.

THRESHOLD	AMBER	RED
Cancellations	2.0	3.0
Late shipments	5.0	8.0
Returns	8.0	12.0
Feedback (score below)	95.0	90.0

Status of each traffic light

Green	The metric is within acceptable limits according to the connection's thresholds.
Amber	The metric has passed the warning threshold.
Red	The metric has passed the alert threshold. The **Red Alert** filter groups the rows with cancellations in red.

Alerts and recipients

On each connection's thresholds, the **Alert On Amber** and **Alert On Red** checkboxes are ticked on installation. Alerts are sent by email to the threshold's recipients, but no screen in the module shows the field to choose them: as it comes, no email is sent. The traffic lights are checked in **Marketplaces › Performance**.

Safety warnings by language

The **GPSR Safety Warnings** action stores one safety text per product and language. Each warning requires the **Product Tmpl**, the language (**Lang**) and the **Safety Text**, all three of which are mandatory.

End-to-end example

The performance dashboard shows the daily snapshot for the bol.com connection of Beetstolz. Cancellations: 0.5, **Green**. Late shipments: 2.1, **Green**. Returns: 3.4, **Green**. Ratings: 9.1, **Red**: the thresholds set on the connection (**Feedback Amber** 95 and **Feedback Red** 90) are meant for a percentage, and the rating arrives exactly as bol.com provides it. Adjust them on the **KPI Thresholds** tab of the connection.

15 The data that goes back and forth

DATA	DIRECTION	WHEN
Orders	From Allegro, Bol, Kaufland and Octopia (Cdiscount) to Odoo	Order download job, every 5 minutes
Returns	From Allegro, Bol, Kaufland and Octopia (Cdiscount) to Odoo	Returns download job, every 30 minutes
Performance indicators (KPI) from Allegro and Bol	From Allegro and Bol to Odoo	Indicators job, daily
Allegro settlements	From Allegro to Odoo	Weekly settlements job, every 7 days
Kaufland and Octopia (Cdiscount) settlements	From Kaufland and Octopia (Cdiscount) to Odoo	When you upload the file with **Marketplaces › Payouts › Upload Settlement CSV**
Stock	From Odoo to Allegro, Bol, Kaufland and Octopia (Cdiscount)	Stock push task, at the **Sync Interval** of the connection (10 minutes when created), or the **Force Sync Now** button on the connection
Images of an active product	From Odoo to Allegro, Bol, Kaufland and Octopia (Cdiscount)	When the product image changes, its active listings are marked to upload it
Order shipment	From Odoo to Allegro, Bol, Kaufland and Octopia (Cdiscount)	When the delivery is validated in Odoo, once per delivery
Publishing and withdrawing listings	From Odoo to Allegro, Bol, Kaufland and Octopia (Cdiscount)	With the **Publish** and **Unpublish** buttons on the listing

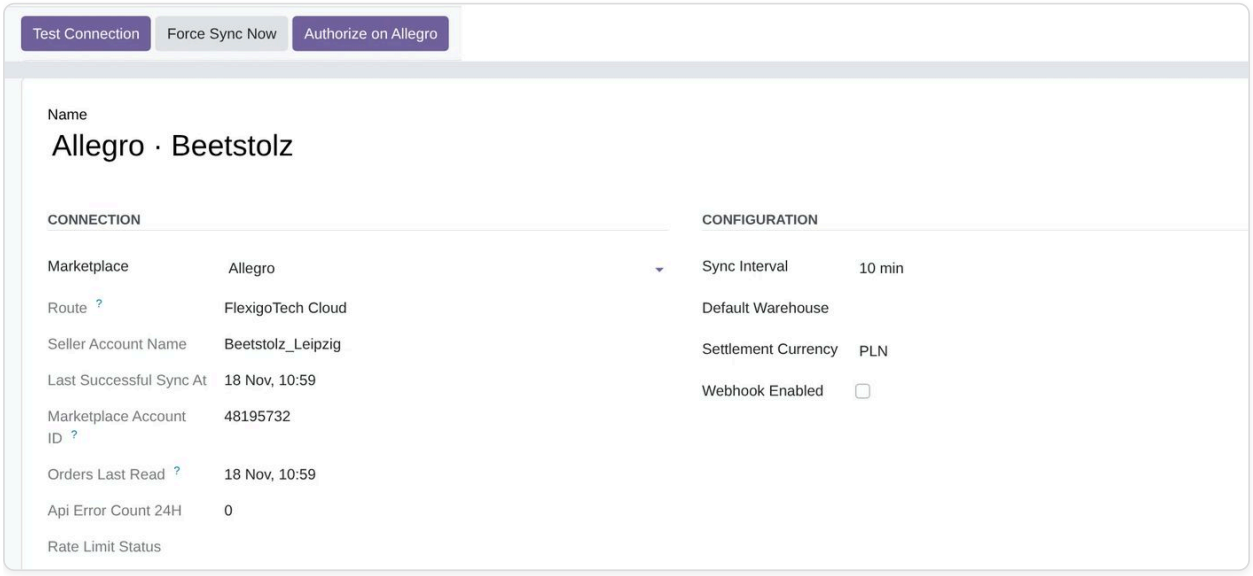
Calls to Allegro, Bol, Kaufland and Octopia (Cdiscount) go through FlexigoTech Cloud. There your marketplace credentials are stored, encrypted, and added to each call: the Allegro and Bol tokens, the Kaufland signature and the Octopia token with the seller identifier. It also renews your access tokens. Those credentials are not stored in your Odoo. Without the FlexigoTech Cloud trial or subscription, the connector does not talk to the marketplaces.

16 What runs automatically

JOB	FREQUENCY	WHAT IT DOES
Marketplace: Push Inventory to Marketplaces	Every 5 minutes	Sends Odoo stock to each active connection when it is due according to its **Sync Interval**.
Marketplace: Pull Orders from Marketplaces	Every 5 minutes	Downloads the new orders from the active connections.
Marketplace: Pull Returns from Marketplaces	Every 30 minutes	Fetches the returns from the marketplaces.
Marketplace: Pull KPI Snapshots	Daily	Stores a daily snapshot of the Allegro and Bol indicators.
Marketplace: Pull Weekly Settlements	Every 7 days	Fetches the Allegro settlements. Bol does not provide settlements via API.
Marketplace: Revert Expired Listing Promotions	Every 15 minutes	Returns listings whose promotion has ended to their normal price.
Marketplace: Connection Health Watchdog	Every 5 minutes	Sends an email to the company address (or, if it has none, to the connector administrators) when a connection has been in error for more than 15 minutes.
Marketplace: Re-register Webhooks	Every 60 minutes	Re-registers the marketplace notifications when the Odoo base URL changes.
Marketplace: Purge Old API Logs	Daily	Deletes call logs older than the retention period.
Marketplace: Purge Old Sync Jobs	Daily	Deletes synchronisation jobs older than the retention period.

Stock is synced at each connection's **Sync Interval**; other frequencies are changed in **Settings › Technical › Scheduled Actions**, with developer mode enabled.

17 The connection options and how they come



- **Real Odoo 20 screenshot.** The form for an Allegro connection, with its configuration options.

OPTION	ON CREATION	WHAT IT DOES
Name	Empty	Name by which you recognise the connection in the list.
Marketplace	Not chosen	Marketplace you connect to: **Cdiscount**, **Allegro**, **Bol.com** or **Kaufland**.
Company	The company you are in	Odoo company the connection belongs to.
Sync Interval	**10 min**	How often stock is sent to the platform: **5 min**, **10 min**, **15 min** or **30 min**. Orders are read every 5 minutes, whatever you choose.
Webhook Enabled	Unticked	Enables bol.com notifications to your Odoo, which bring new orders in earlier (Allegro, Kaufland and Octopia do not have them). Requires the Odoo base address to use HTTPS.
Settlement Currency	Not chosen, required	Currency of the connection's settlements.
Default Warehouse	Empty	Warehouse associated with the connection.
Kaufland Storefront	**Germany**	Kaufland store: **Germany**, **Czechia**, **Slovakia**, **Poland**, **Austria**, **France**, **Italy**, **Spain** or **Netherlands**.
Kaufland Handling Time (days)	1	Working days to ship, sent with each new unit.
Octopia Seller ID	Empty	Seller identifier sent in every call to Octopia.
Octopia Sales Channel	CDISFR	Sales channel. CDISFR is Cdiscount France and SELLZZ is Octopia's test channel.
Octopia Delivery Modes	Empty	Delivery modes for each offer, separated by commas, in the format CODE:cost or CODE:cost:additional cost. At least one is required.
Octopia Preparation Time (days)	2	Days to prepare the order.

OPTION	ON CREATION	WHAT IT DOES
Octopia VAT Rate (%)	20	VAT declared on the offers, as a percentage.
Allegro sandbox	Unticked	Uses Allegro's test environment instead of the live one.

The Kaufland and Octopia options are in their own groups on the form and only affect their marketplace. If you save an Octopia delivery mode in another format, Odoo rejects it with "Octopia delivery mode ...: use CODE:cost or CODE:cost:additional cost.". If you enter none, the message "Set at least one Octopia delivery mode on connection ...." appears.

What is done by hand

TAB OR GROUP	BUTTONS
Connection header	**Test Connection** and **Force Sync Now**, which only sends stock.
FlexigoTech Cloud	**Authorize on Allegro**, only on Allegro connections through FlexigoTech Cloud. **Check what is saved** and **Delete from FlexigoTech Cloud**, only for system administrators. The second is hidden while no credentials are stored.

The other tabs of the connection are **Category Mappings**, **Attribute Mappings**, **Carrier Mappings** and **KPI Thresholds**. Each one stores its own list of mappings or thresholds for that connection.

Credentials

In the **FlexigoTech Cloud** group you accept, via **I agree that FlexigoTech Cloud keeps my marketplace credentials**, that FlexigoTech Cloud stores your marketplace credentials encrypted. Then you fill in **Client ID / Client Key** and **Client Secret / Secret Key**. The secret is sent once to FlexigoTech Cloud on save and is not kept in Odoo. **Saved in FlexigoTech Cloud** shows when it was saved. For Allegro, **Redirect URI** is the address you register in your Allegro application before clicking **Authorize on Allegro**.

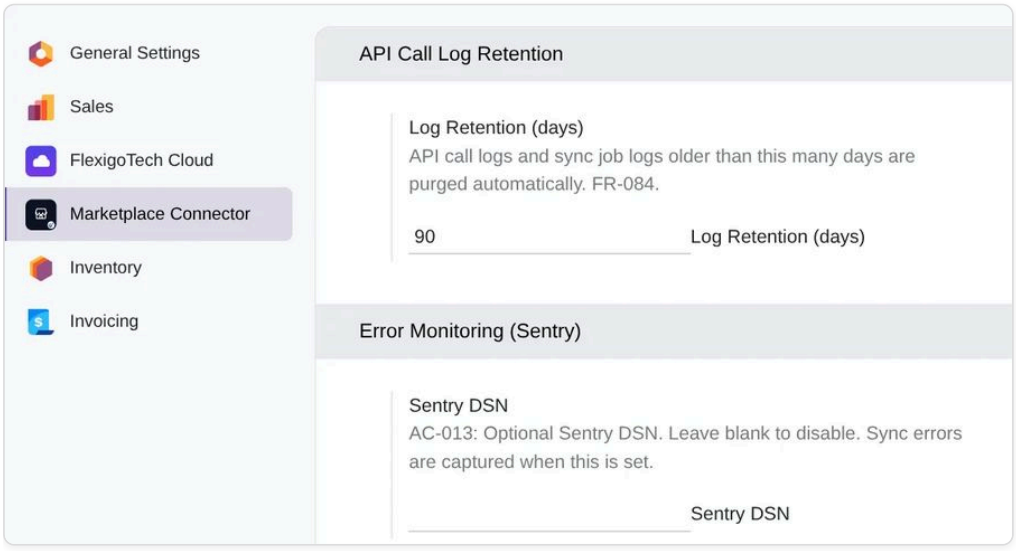
> Every new connection goes through FlexigoTech Cloud and the route cannot be changed afterwards. If you change credentials already stored, you must re-enter the secret in the same save; otherwise Odoo warns you and changes nothing. To save the credentials you need to tick the consent checkbox, fill in the Client ID (Client Key on Kaufland) and, on Octopia, the Seller ID.

18 Security and personal data

- Each marketplace's credentials (Client ID or Client Key, secret and, on Allegro, the access tokens) are stored encrypted in FlexigoTech Cloud. The secret is not kept in your Odoo: it is sent to FlexigoTech Cloud once, on save.
- Consent is given by a system administrator, who ticks the consent checkbox in the **FlexigoTech Cloud** group of the connection. Without it, Odoo does not send the credentials and warns you: "Accept that FlexigoTech Cloud keeps your marketplace credentials before saving them: nothing was sent."
- Only the system administrator sees and handles the secret, the date the credentials were saved, and the buttons to check what is stored and to delete it from FlexigoTech Cloud. The delete button is hidden while no credentials are stored.
- Access to the connector's data is split across six user groups: administrator, manager, logistics, finance, customer service and report viewing, all under the name Marketplace. The **Post Journal Entry** button on a settlement is only visible to the finance group, and only when the settlement is in **Matched**.
- Your calls to the marketplace pass through FlexigoTech Cloud, which adds the credentials (the Allegro and bol.com tokens, the Kaufland signature, the Octopia token and seller identifier). FlexigoTech Cloud does not store the content of those calls.
- Your customers, orders, invoices and products stay in your Odoo. The connector does not delete them: what you keep about each buyer is your decision, as with any other Odoo customer.
- Credentials are deleted from FlexigoTech Cloud when you delete them yourself from the connection or delete the connection. When the subscription or trial ends, FlexigoTech Cloud deletes the key and that connection's data within 30 days at most.
- FlexigoTech Cloud keeps your company name and the email of whoever accepts, together with the date and version of the text accepted.

Logs and error alerts

Every call to the marketplace and every sync job is logged. A scheduled task deletes the oldest logs daily: **Marketplace: Purge Old API Logs** deletes the call logs and **Marketplace: Purge Old Sync Jobs** deletes the sync logs. The number of days kept is set in **Log Retention (days)**, within **Settings**, in the **Marketplace Connector** block. If you want sync errors sent to Sentry, enter its address in **Sentry DSN**; if empty, nothing is sent.



- **Real Odoo 20 screenshot.** The **Marketplace Connector** settings: **Log Retention (days)** and **Sentry DSN**.

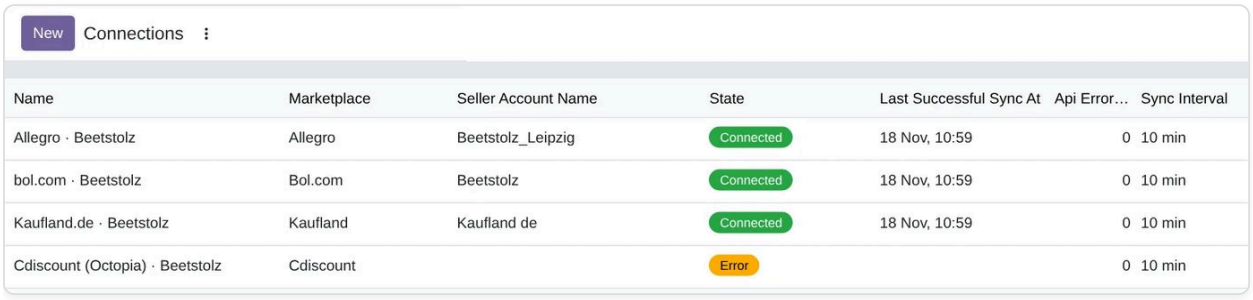
19 Multiple connections and multiple companies

Each connection belongs to an Odoo company and has its own options, such as the default warehouse and the settlement currency. Each company manages its connections, which are seen in **Marketplaces › Configuration › Connections**.

The number of accounts depends on the FlexigoTech Cloud plan: up to 3 with the Standard plan and up to 10 with the Pro plan.

A company's data is not mixed with another's. If a user of one company tries to link an listing, an order or a settlement to a product, a sales order or an invoice of another company, Odoo rejects it with the warning "... belongs to another company." The same happens with a sales order linked to a marketplace order from another company: "Marketplace Order belongs to another company."

If two connections, from the same company or different companies, point to the same marketplace seller account, new orders from that account are created only by the oldest of the connections that sync. A connection that does not sync does not count.



- **Real Odoo 20 screenshot.** The connections list with four connections: Allegro, bol.com, Kaufland.de and Cdiscount (Octopia).

20 If something fails

The connection buttons do nothing or nothing is sent	The connector needs a FlexigoTech Cloud trial or subscription. Without one it does not talk to Allegro, Bol, Kaufland or Octopia (Cdiscount). Check the status in **Settings › FlexigoTech Cloud**.
It asks you to accept before saving the credentials	Tick the consent checkbox in the **FlexigoTech Cloud** group of the connection and save again. Until then nothing is sent.
It asks you to complete data before the secret	Fill in your account identifier (Client ID, or Client Key on Kaufland) and, on Octopia (Cdiscount), the Seller ID. Then enter the secret and save.
You change a credential and it is not saved	Enter the secret again in the same save. Without the secret, Odoo warns you and changes nothing.
An order, a return or a settlement is not created	Check the connection: the list of connections shows its status and the errors from the last 24 hours. Also check that the credentials are saved in FlexigoTech Cloud and that the FlexigoTech service is active.
You do not know what Allegro, Bol, Kaufland or Octopia (Cdiscount) replied	The connection's last error appears on its form (**Last Error Message**) and each job's error appears in **Marketplaces › Configuration › Sync Activity Log** (**Error Summary**). Jobs are deleted automatically after the number of days you set in **Settings**, in the **Marketplace Connector** block (90 if you do not change it).

With a connection through FlexigoTech Cloud, scheduled tasks, notifications and every call only work if the credentials are saved in FlexigoTech Cloud and the FlexigoTech service is active. If the trial ends without you subscribing, the service stops and the connection no longer syncs.

Other warnings you may see

«Webhook URLs require HTTPS. Update the Odoo base URL to an HTTPS address first.»	With marketplace notifications switched on, the address has to start with https. Change your Odoo's web address to one with HTTPS.
«Save the credentials of '...' in FlexigoTech Cloud first (FlexigoTech Cloud section of the connection).»	Fill in and save the credentials in the **FlexigoTech Cloud** group of the connection. Then repeat the action.
«Save the credentials of '...' in FlexigoTech Cloud before authorizing.»	With Allegro, save the credentials first and then authorise the application from the connection.
«FlexigoTech Cloud could not authorize Allegro (HTTP ...).»	The authorisation was not completed. Repeat the authorisation and check that the return address that Odoo shows is registered in your Allegro application.
«Settlement must be in 'Matched' state before posting.»	The settlement has to be in **Matched** before you generate the entry.
«No accounting journal configured.»	An accounting journal is missing. Set one up before you generate the settlement entry.
«Set at least one Octopia delivery mode on connection ....»	On Octopia (Cdiscount), set at least one delivery mode, in the format CODE:cost or CODE:cost:additional cost.

CONNECTOR GUIDE · ALLEGRO, BOL.COM, KAUFLAND & CDISCOUNT

21 Other ways to do it

WAY	WHAT IT MEANS
Manually, from the Allegro, Bol, Kaufland and Octopia (Cdiscount) seller panels	Each panel has its own login and its own format. Whatever you sell there has to be brought into Odoo by hand, and the same goes for stock and returns.
Odoo alone	A search of the Odoo 20 code, Community and Enterprise, finds no module with "allegrobolkauflandyo" in its name and no manifest that names it.
This connector	Each seller account is one Odoo connection. Calls to the four platforms go through FlexigoTech Cloud, which stores your credentials encrypted and renews the access tokens. It requires a FlexigoTech Cloud subscription: from €49 a month, excluding VAT.

If you already use another tool to sell on these channels, the facts I have do not include any connector option that lets you start from a given date. What happens to orders that another tool has already brought into Odoo needs to be checked before you consider the switch done.

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 licence is per Odoo version. FlexigoTech Cloud is paid monthly or yearly, and the 14-day trial does not ask for a card. With Standard, up to 3 connections; with Pro, up to 10.

23 Frequently asked questions

Does it work without FlexigoTech Cloud?

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

Which marketplaces does it cover?

Allegro, Bol, Kaufland and Octopia (Cdiscount).

What is a connection?

Each seller account you connect to Odoo is a connection. You can see them in **Marketplaces › Configuration › Connections**.

Does it work on Odoo Online?

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

Does it need Odoo Enterprise?

Its dependencies are Mail, Sales, Inventory, Invoicing and Delivery, plus the connection to FlexigoTech Cloud. It does not require any Enterprise-only app of its own.

Which Odoo versions does it work with?

Odoo 17, 18, 19 and 20.

How much does the FlexigoTech Cloud service cost?

The Standard plan costs €49 a month or €490 a year, and Pro costs €98 a month or €980 a year, excluding VAT. On top of that, the module license costs €9 per Odoo version. There is a 14-day trial with no card required.

How many connections does each plan allow?

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

What happens if the trial ends and I don't subscribe?

The service stops and the connection stops syncing. Your data stays in your Odoo.

What support does each plan include?

Every purchase includes 2 months of support: we help you install it, set it up and get it working, by email and video call. While you're subscribed, support for the service stays included. The first response arrives within 1 working day with Standard and within 4 working hours with Pro, which includes a video call if needed.

Where are my credentials for each marketplace stored?

Encrypted in FlexigoTech Cloud. The secret is not stored in your Odoo: it is sent once, when you save.

Who can give consent and save the secret?

A system administrator. Tick the box **I agree that FlexigoTech Cloud keeps my marketplace credentials** on the connection.

What do I need to connect an account?

A seller account on the platform and its API credentials. On Octopia you also need your Seller ID, and on Allegro an application in its developer portal with the redirect URI registered.

Does the connector create my accounts on the marketplaces?

No. You create the accounts, the credentials and the Allegro application on each platform yourself before connecting.

How often do orders arrive?

Every 5 minutes, with the task **Marketplace: Pull Orders from Marketplaces**. You see them in **Marketplaces › Orders › Marketplace Orders**.

How often is stock sent?

With each connection's **Sync Interval**: 10 minutes when you create it, or 5, 15 or 30 if you change it. It is sent by the task **Marketplace: Push Inventory to Marketplaces**, which runs every 5 minutes.

How often do returns arrive?

Every 30 minutes, with the task **Marketplace: Pull Returns from Marketplaces**.

How often are the performance indicators checked?

Every day, with the task **Marketplace: Pull KPI Snapshots**. They are shown in **Marketplaces › Performance**.

How often do settlements arrive?

Allegro settlements every 7 days, with the task **Marketplace: Pull Weekly Settlements**. Kaufland and Octopia (Cdiscount) settlements are uploaded as CSV from **Marketplaces › Payouts › Upload Settlement CSV**. Bol.com does not provide settlements through its API.

Can I change the frequencies?

The stock one, at each connection's **Sync Interval**. The others are in **Settings › Technical › Scheduled Actions**, with developer mode activated.

Can I bring a sync forward?

Stock, yes: **Force Sync Now** on the connection sends stock immediately. Orders arrive with their task, every 5 minutes.

Are marketplace orders normal sales orders?

Yes. They also open from the Sales app and are invoiced like any other sales order.

Can I delete an order that came from a marketplace?

Yes. Delete or cancel its sales order: the connector remembers it and will not create it again.

What happens to orders I already had in Odoo before installing it?

It does not touch them. On the first read, each connection brings in the orders that are still pending shipment on the platform; there is no option to choose a start date.

What happens if two connections point to the same seller account?

New orders from that account are created only by the oldest of the connections that sync. A connection that does not sync does not count.

Can I connect several Odoo companies?

Yes. Each connection belongs to one company and the data of one is not mixed with another's.

How is the platform told about a shipment?

When you validate the order's delivery in Odoo. If the platform does not accept it, the connector tries 3 times in a row and, if all three fail, leaves an activity on the delivery order for the Marketplace / Logistics group.

Can I approve or reject returns from Odoo?

Yes, with the buttons **Approve Return** and **Reject Return**. To approve, the order needs a confirmed invoice, because Odoo creates the credit note.

Does it post the settlements to accounting on its own?

No. The lines are matched automatically on import (or with **Auto-Match**), and the entry is recorded when someone in the Marketplace / Finance group clicks **Post Journal Entry**.

Can I manage listings in bulk?

No. In the listing list, each row has its own **Publish** or **Unpublish** button.

How long are call and sync logs kept?

For the number of days you set in **Log Retention (days)**, within **Settings**. Each day a task deletes the oldest logs.

Can I receive errors in Sentry?

Yes. Enter its address in **Sentry DSN**, within **Settings**. If it is empty, nothing is sent.

Does it work on test or staging copies?

No. The service does not work on the test and staging copies of your database.

What does the connector not do?

It does not migrate your database to another version, it does not import historical data, it does not configure the module for you and it does not cover custom development. It also does not take responsibility for your marketplace accounts, your Odoo or your hosting.

24 Glossary

Connection	Each Allegro, Bol, Kaufland or Octopia (Cdiscount) seller account you link to Odoo. It is managed in **Marketplaces › Configuration › Connections**.
Marketplace	The sales platform a connection links to: Allegro, Bol, Kaufland or Octopia (Cdiscount).
FlexigoTech Cloud	The online service that forwards the connector's calls to each platform. It stores your credentials encrypted and renews your access tokens.

Free trial	The 14 days without a card with which you start using the connector. Without a trial or subscription, the connector does not talk to the marketplaces.
Standard plan and Pro plan	The two FlexigoTech Cloud plans for this connector. Standard allows up to 3 accounts and Pro up to 10.
Credentials	The API details of your seller account: Client ID and Client Secret, or Client Key and Secret Key on Kaufland.
Seller ID	The Octopia seller identifier. It is requested in addition to the credentials.
Redirect URI	On Allegro, the return address you register in your application before authorising it.
Listing	The offer of an Odoo product on a connection. Each listing links a product with a connection.
Marketplace order	The order that arrives from a platform. It is linked to a normal Odoo sales order.
Return	A buyer's request to return an order. It is approved or rejected from Odoo.
Settlement	The payment the marketplace makes to you for a period, with its breakdown of sales, commissions and refunds.
KPI	A performance indicator for an account: cancellations, late shipments, returns and ratings.
Traffic light	The status of a KPI against the connection's thresholds: **Green** or **Red**, with a warning level between the two.
Mapping	The correspondence table between an Odoo catalogue and a platform's: categories, attributes or carriers.
GPSR	The product and manufacturer safety details that some categories require on their listings.
Marketplace notification (webhook)	The notification a platform sends to your Odoo when something changes. It is enabled on the connection and requires the Odoo address to use HTTPS.
Scheduled action	The Odoo process that runs on its own at set intervals, such as reading orders or sending stock.

25 Checklist and contact

- [ ] Your Odoo is version 17, 18, 19 or 20, and not Odoo Online, which does not allow third-party modules to be installed.
- [ ] You have the Sales, Inventory, Invoicing and Shipping apps installed.
- [ ] You have a seller account on each platform you are connecting, with its API credentials. On Octopia, also the Seller ID.
- [ ] You have installed the connector and the **Marketplaces** menu appears.
- [ ] You have activated the 14-day FlexigoTech Cloud trial, with no card required, and in **Settings** the connection to the service shows as connected.
- [ ] You have created the connection in **Marketplaces › Configuration › Connections** and accepted the FlexigoTech Cloud consent to store your credentials.
- [ ] You have saved the credentials and, on Allegro, clicked **Authorize on Allegro** with the return address already registered in your application.
- [ ] You have checked **Default Warehouse** and **Settlement Currency** on the connection.
- [ ] You have clicked **Force Sync Now** and the job appears in **Marketplaces › Configuration › Sync Activity Log** with status **Done**.
- [ ] A first order has arrived in **Marketplaces › Orders › Marketplace Orders** and you have checked its customer, address and amounts.

If you would like us to set it up with you, get in touch. With the Pro plan, if needed, we can go through it on a video call.

Email

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

On the web

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

On Odoo Apps

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

Allegro, bol.com, Kaufland, Cdiscount and Octopia are trademarks of their owners. FlexigoTech publishes this connector on its own, with no endorsement or sponsorship from the trademark owners. FlexigoTech is a brand of Flexibles y Accesorios Gobe, S.L. (Barcelona, Spain).