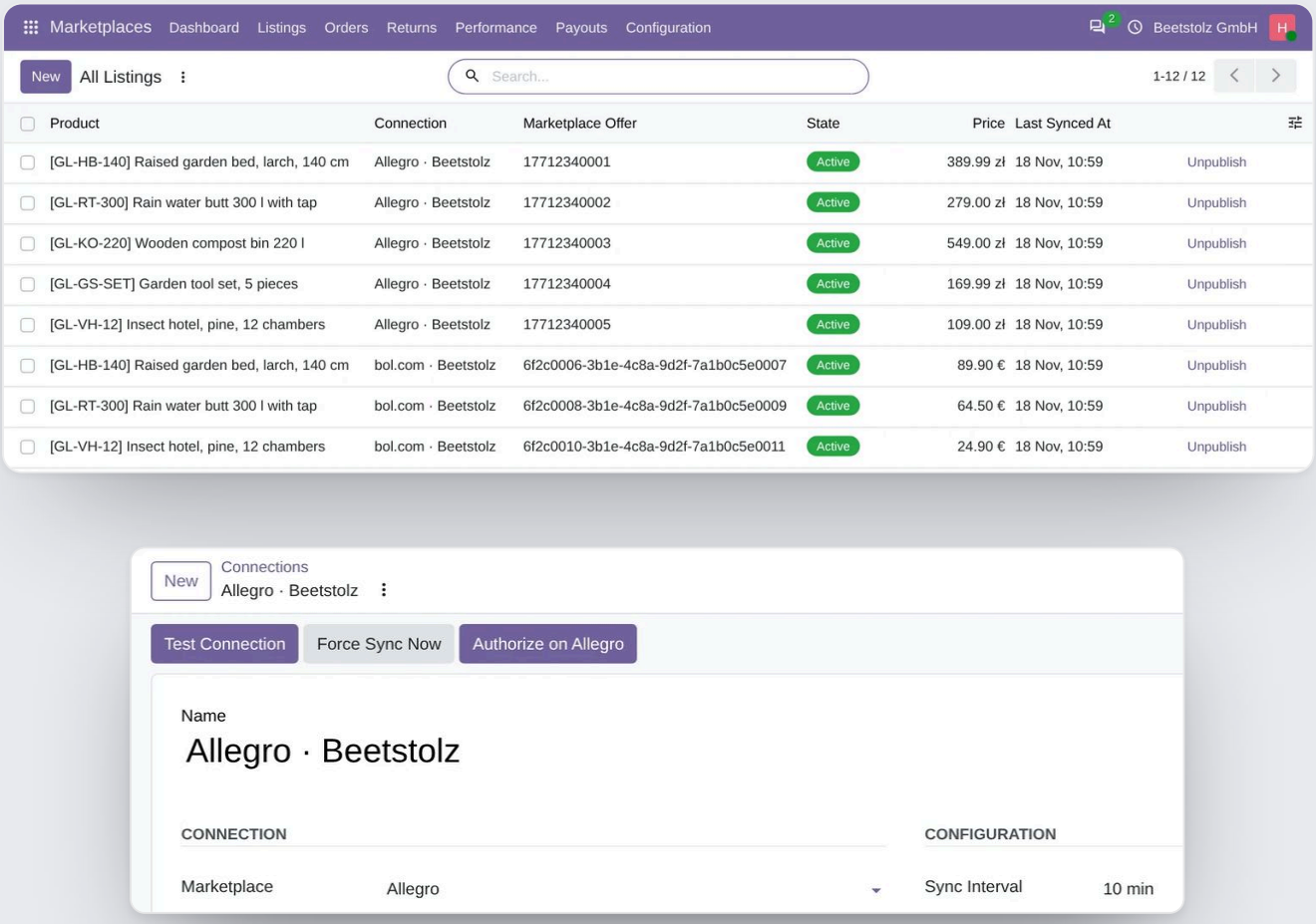
USER MANUAL · MARKETPLACES AND E-COMMERCE

EU Marketplaces for Odoo

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

Module version 20.0.1.3.20 | Odoo 20 screenshots | Edition of 18-11-2026



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

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

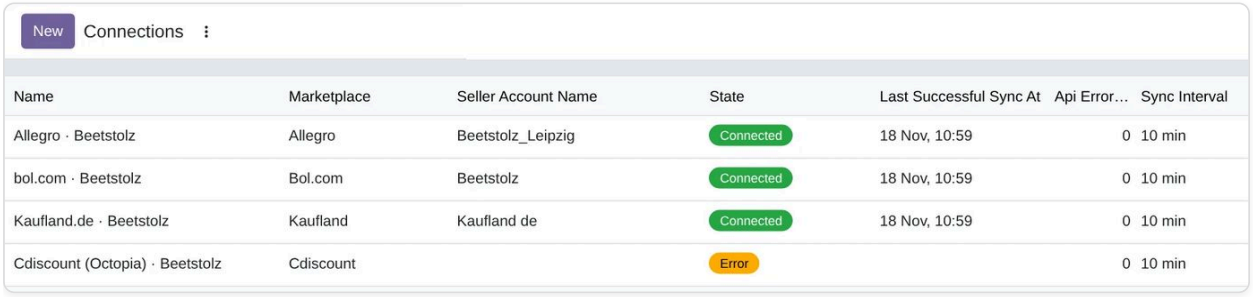
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This manual describes version 20.0.1.3.20 of the module (Odoo branch 20.0, commit e09427a96). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to Allegro, bol.com, Kaufland & Cdiscount. 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 an app called **Marketplaces** to Odoo, where you connect your Allegro, Bol, Kaufland and Octopia (Cdiscount) seller accounts and bring in their listings, orders, returns and settlements.



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.** The connection list with one bol.com connection, one Kaufland.de connection and one Cdiscount (Octopia) connection.

Marketplaces › Dashboard	Opens the list with the daily performance snapshots for each connection.
Marketplaces › Listings	Two listings views: **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 returns list.
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 the **Listings** button and the **GPSR & Marketplace** tab to the product form, and a button with the marketplace name to each sales order that comes from a marketplace, 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 under **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, 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.

2 Before you start

Gather the following before installing the connector and creating the first connection.

- A seller account on each platform you are going to connect: Allegro, Bol, Kaufland or Octopia (Cdiscount).
- The API credentials for that account: the Client ID and Client Secret on Allegro, Bol and Octopia, or the Client Key and Secret Key on Kaufland. On Octopia you also need your Seller ID.
- On 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 does not work, because it does not let you install third-party modules.
- An Odoo administrator user. Only an administrator can accept the consent and enter the connection secret.
- A FlexigoTech Cloud subscription, which includes a 14-day trial with no card required. The credentials and the calls to the platforms go 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.

3 Installation

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

Where to get it

From its Odoo Apps page (**https://apps.odoo.com/apps/modules/20.0/flexigo_multimarketplace**) 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 is already included; it is free and has its own page (**https://apps.odoo.com/apps/modules/20.0/flexigotech_cloud**). Put both folders together in the same addons path and Odoo installs `flexigotech_cloud` at the same time.

On Odoo.sh

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

2. **Wait for Odoo.sh to build the branch**
   When it finishes, both modules are in the branch.

3. **Install the app**
   In **Apps**, click **Update Apps List** (with developer mode on), search for "multimarketplace" and click **Activate**.

On your own server

1. **Copy the folders**

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

2. **Restart Odoo**

   This lets it read the new modules.

3. **Install the app**

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

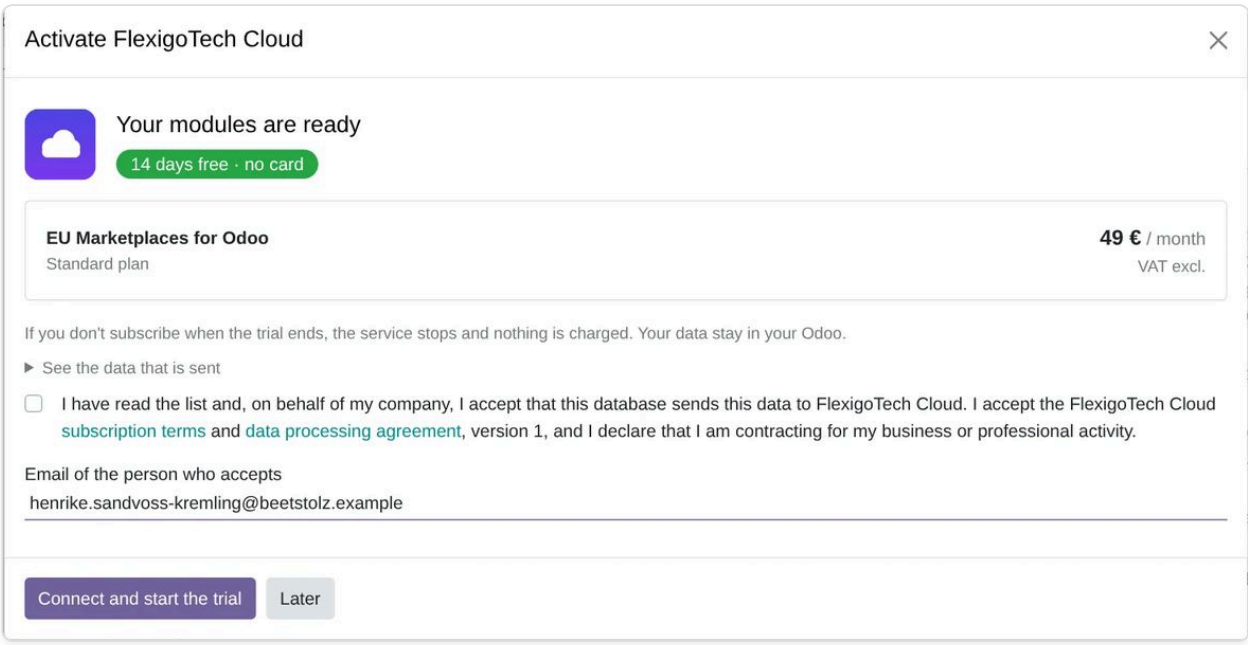
> When you install it, Odoo also installs the apps the module depends on: Sales, Inventory and Invoicing. If you already use them, nothing you have changes.

4 Activate FlexigoTech Cloud: the 14-day trial

The calls to Allegro, Bol, Kaufland and Octopia (Cdiscount) go through FlexigoTech Cloud, the FlexigoTech service that stores your credentials encrypted. Until the database is connected and the module has a trial or a subscription, the connector does not talk to Allegro, Bol, Kaufland or Octopia (Cdiscount).

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

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

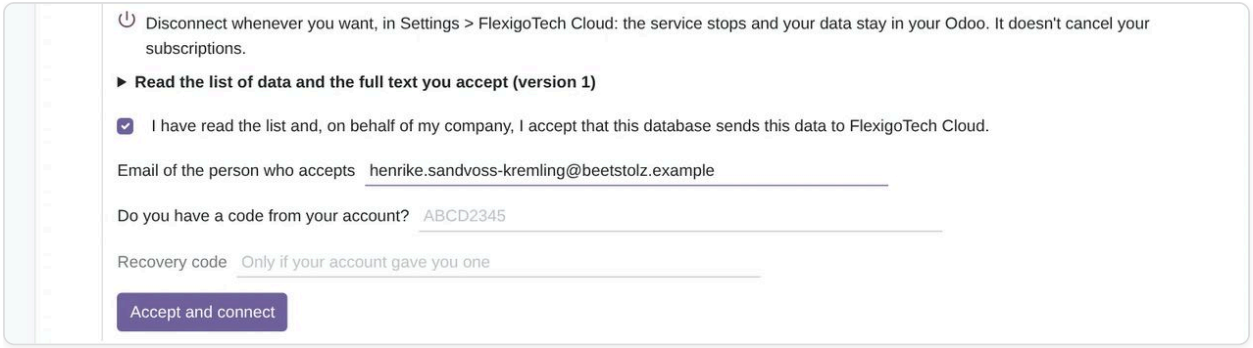
   Tick "I have read the list and, on behalf of my company..." (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3. **Click Connect and start the trial**

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

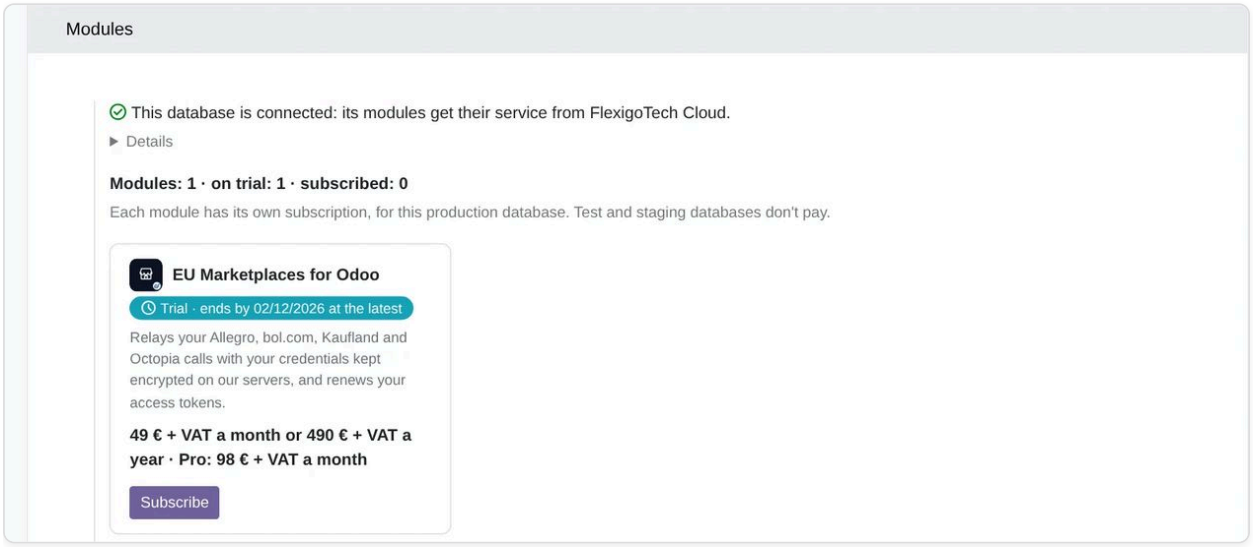
The same, from Settings

Settings › FlexigoTech Cloud has the full list of what the database sends. Tick the box, enter your email and click **Accept and connect**. If you already have an account on app.flexigotech.com, the **Do you have a code from your account?** field 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**.

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



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

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

Prices exclude VAT. If you do not subscribe when the trial ends, the service stops and you are not charged anything; your data stays in your Odoo. **Check now** requests the permission immediately (otherwise, the module renews it on its own every 6 hours).

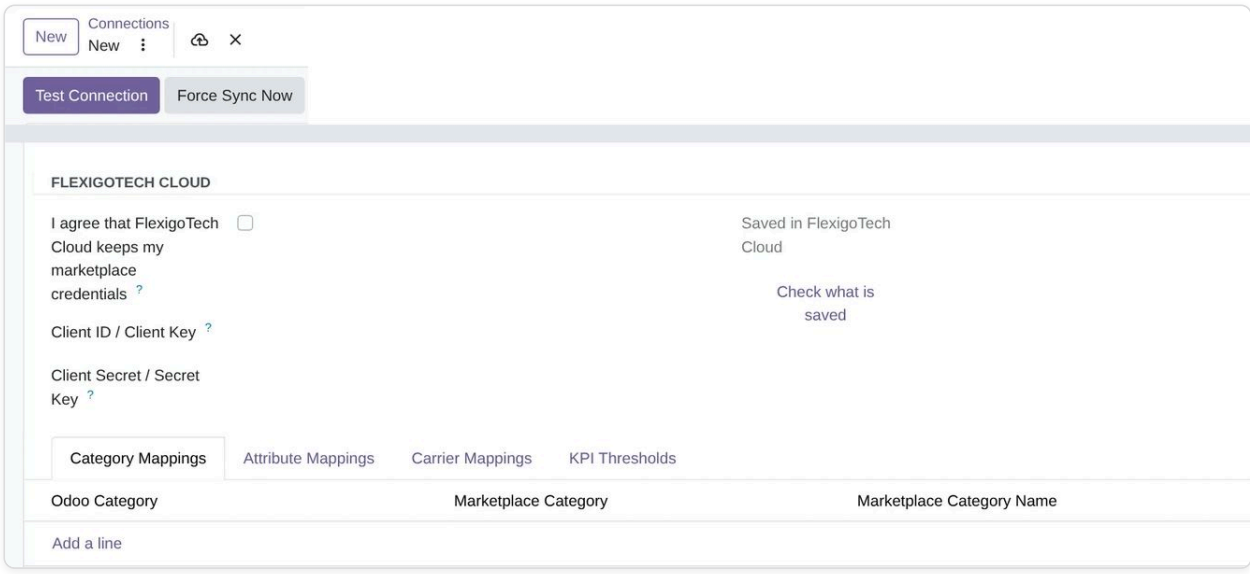
> You cannot start a trial on a neutralised copy (staging) or on a database with demo data: Settings says so with "This database is a neutralised copy or has demo data, so trials can't be started here."

5 Connecting an account

Each connection to a platform is created in **Marketplaces › Configuration › Connections**, and there is one for each seller account.

1 Open the connections menu

Go to **Marketplaces › Configuration › Connections** and click **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**. In the **Configuration** group, check 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 details

If it is Kaufland, choose the **Kaufland Storefront** and the number of days for **Kaufland Handling Time (days)**. If it is Octopia, fill in the **Octopia Seller ID**. The **Cdiscount / Octopia** group also has 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

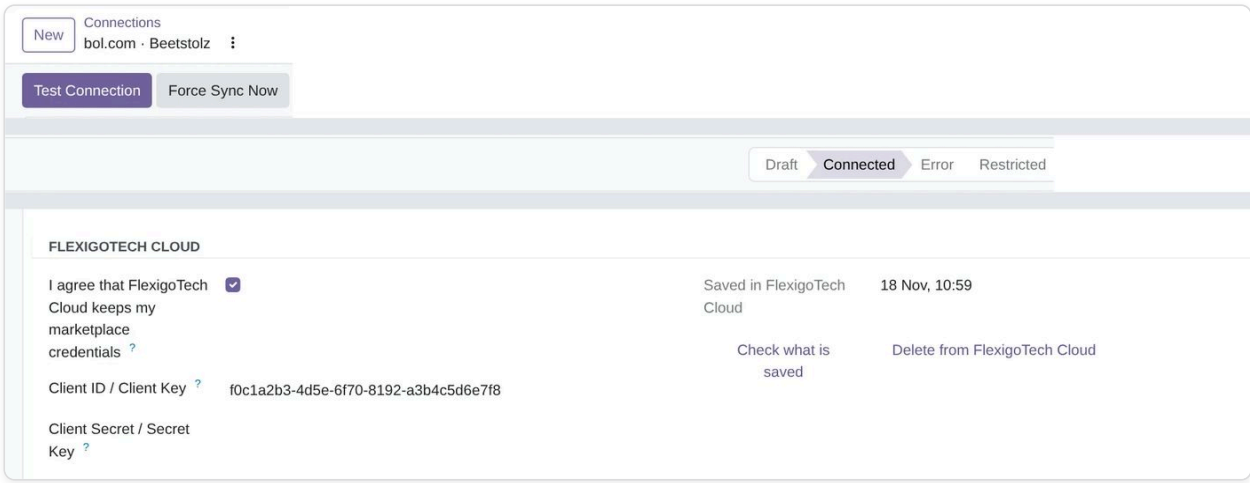
Fill in **Client ID / Client Key** and **Client Secret / Secret Key** and click Save. The secret travels to FlexigoTech Cloud once and is not stored in Odoo. Afterwards you can see the date in **Saved in FlexigoTech Cloud**. If you later change the identifier, you must enter the secret again in the same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

6 Authorise the account on Allegro

Allegro only: first register the address shown in **Redirect URI** in your Allegro application. Then click **Authorize on Allegro**, accept on allegro.pl and you return to Odoo. Allegro tokens never reach your Odoo.

7 Test the connection

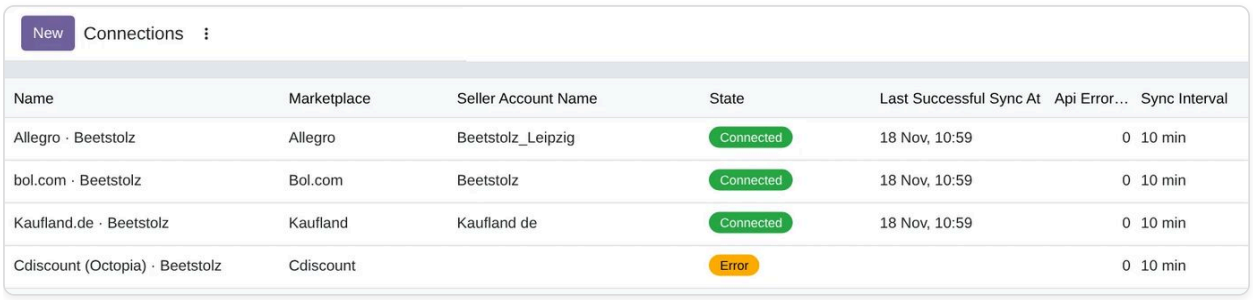
Click **Test Connection**. If all goes well, the status changes to **Connected** and **Marketplace Account ID** is filled in. With **Check what is saved** you can check what FlexigoTech Cloud stores.



- **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.

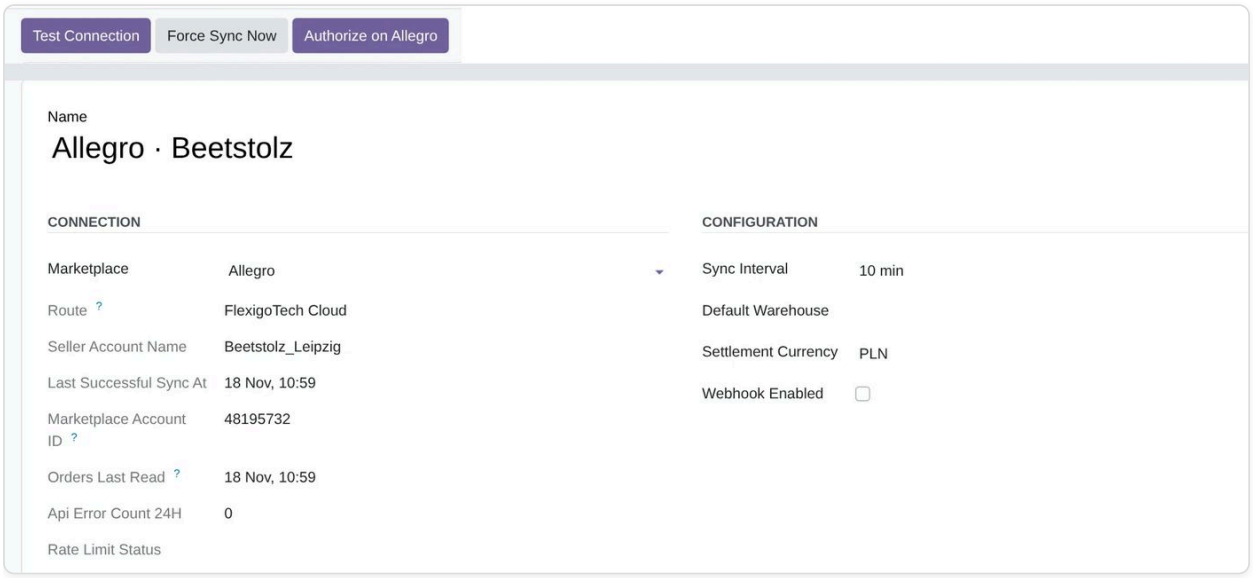
After you connect, the data arrives on its own through the scheduled jobs. Orders are read every 5 minutes, stock is sent every 10 minutes (or at the **Sync Interval** you choose on the connection), returns are read every 30 minutes, performance metrics every day, and Allegro settlements every 7 days.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



- **Real Odoo 20 screenshot.** Connections list with their marketplace, their status and the last successful sync.

6 The connection options

These are the options you choose in each connection's form, in the connections menu.



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

OPTION	WHEN CREATED	WHAT IT DOES
Name	Empty	Name you use to recognise the connection in the list.
Marketplace	Not chosen	Marketplace it connects 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	Lets bol.com notify your Odoo, which brings forward new orders (Allegro, Kaufland and Octopia don't have this). Requires the Odoo base address to use HTTPS.
Settlement Currency	Not selected, required	Currency of the connection's settlements.
Default Warehouse	Empty	Warehouse linked to the connection.
Kaufland Storefront	**Germany**	Kaufland storefront: **Germany**, **Czechia**, **Slovakia**, **Poland**, **Austria**, **France**, **Italy**, **Spain** or **Netherlands**.
Kaufland Handling Time (days)	1	Working days to dispatch, 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.

OPTION	WHEN CREATED	WHAT IT DOES
Octopia Preparation Time (days)	2	Days to prepare the order.
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 don't set any, you get "Set at least one Octopia delivery mode on connection ....".

7 Listings

A listing is the offer of an Odoo product on a specific connection, and here you publish it, withdraw it and see which ones have failed.

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 listing list with the product, the connection, the status and the price of each one.

Listings are under **Marketplaces › Listings › All Listings**. Those that have failed are under **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. Changes are recorded in the **History** tab.
- The price follows the rule chosen on the listing. A promotion with an end date reverts to the normal price on its own: the **Marketplace: Revert Expired Listing Promotions** task 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. Hidden when the listing is already in **Active** status.
Unpublish	Withdraws the offer and leaves the listing in **Paused**. Only visible when the listing is in **Active** status.
Retry	Repeats the publication. Only visible when the listing is in **Error** status.

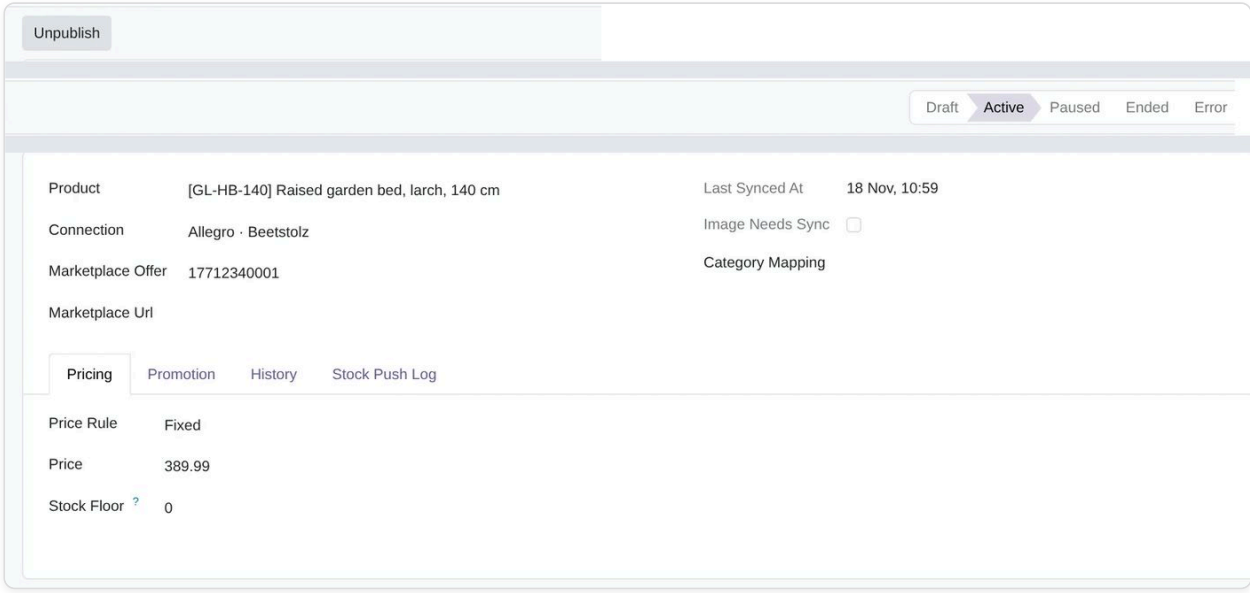
Statuses

Draft	The listing exists in Odoo but hasn't 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 today the connector doesn't leave any listing in it.
Error	Publication 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 of a product on Allegro, with its tabs.

2 Press Publish

Before sending, 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 something is missing, it says so in a warning ("Pre-flight check failed") and sends nothing.

3 Check the result

If it works, the listing moves to **Active**. If it fails, it moves to **Error** and you can use **Retry** after fixing the reason.

> A listing can't 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 of 0 or less ("Cost factor must be greater than 0.").

8 Category, attribute and carrier mappings

Mappings translate Odoo's categories, attributes and carriers into the ones each marketplace understands.

Each mapping belongs to a connection. Connections are opened from **Marketplaces › Configuration › Connections**. Category, attribute and carrier mappings are three different kinds 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 only to that connection.

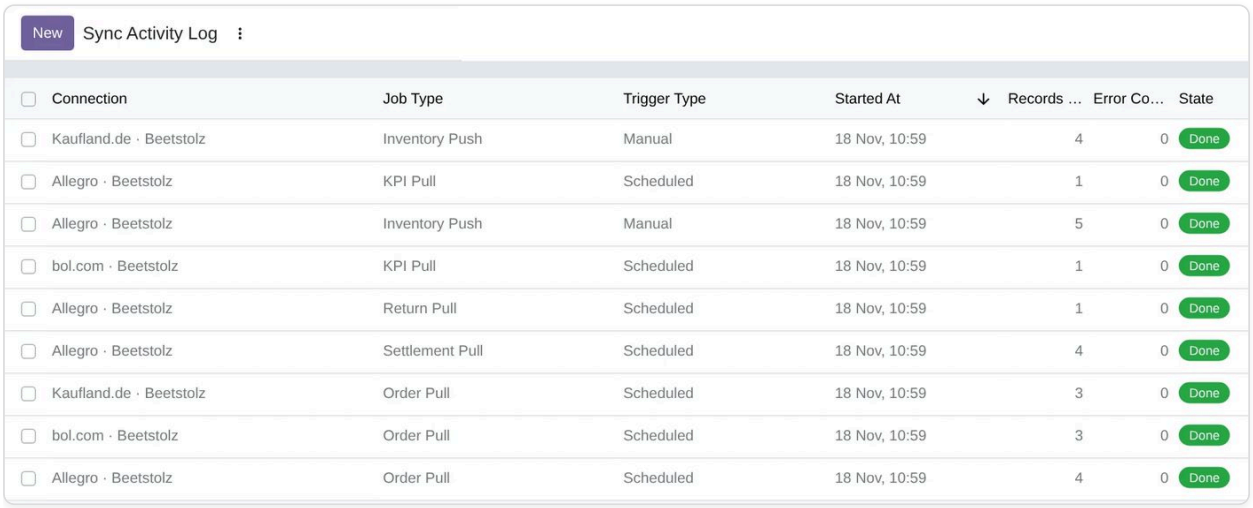
What each mapping holds

Categories	Links an Odoo category to a marketplace category. It stores the marketplace category's identifier and name, and the **Gpsr Enforcement Required** checkbox: when ticked, a listing in that category isn't published without the product's GPSR manufacturer. Today only Allegro sends the category when publishing.
Attributes	Links an Odoo product attribute to a marketplace attribute. It stores the marketplace attribute's identifier and name, and two checkboxes, **Is Required** and **Is Gpsr Field**. Today no connector sends them.
Carriers	Links an Odoo carrier to the carrier code sent to the marketplace. The code is required 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 as listed by Octopia's carrier service, for example Colissimo or DPD.

9 Stock synchronisation

Odoo sends inventory to the marketplaces with a scheduled task, and each run is logged in the sync activity log.



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. Stock pushes are **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 handled.
Error Count	How many errors occurred in the job.
Error Summary	The summary of the errors, as long text.
State	The job's status.

Job statuses

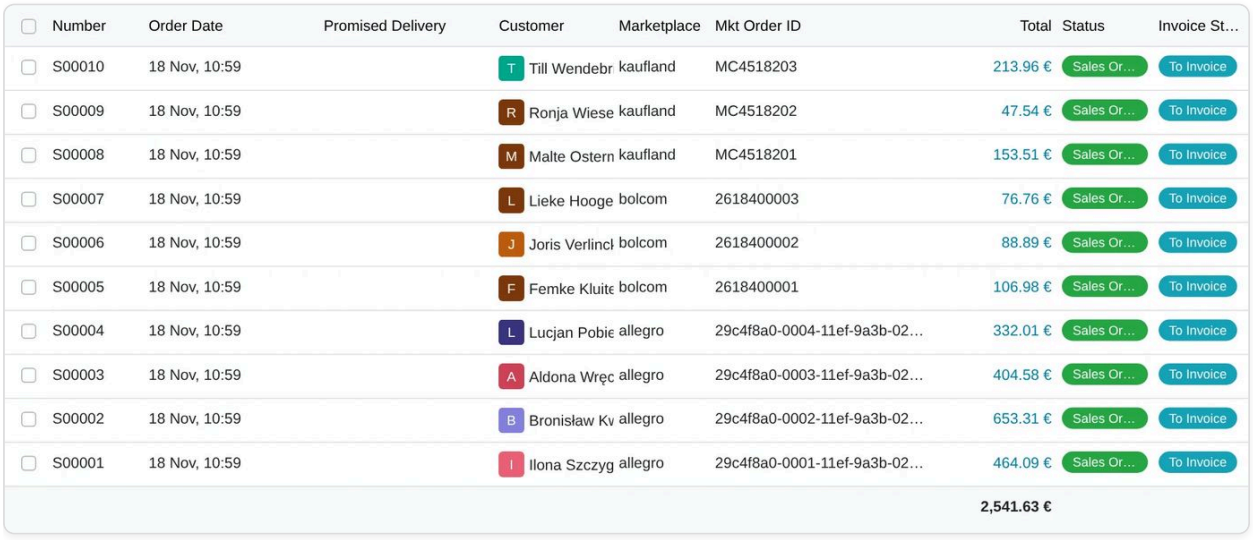
- **Running**: the job is in progress. This is the status it starts with.
- **Done**: the job has finished.
- **Failed**: the job finished with an error.

You can filter the list 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** scheduled task, which runs every day.

> Jobs and stock pushes are a record for reference only. You cannot use them to change what the marketplaces display by hand.

10 Marketplace orders

Each order that arrives from a marketplace is saved as an Odoo sales order, and the connector flags the ones that are cancelled after being shipped.



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.** **Marketplace Orders** list with the Marketplace and Mkt Order ID columns for each sales order.

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 barcode; if it finds no match, 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.

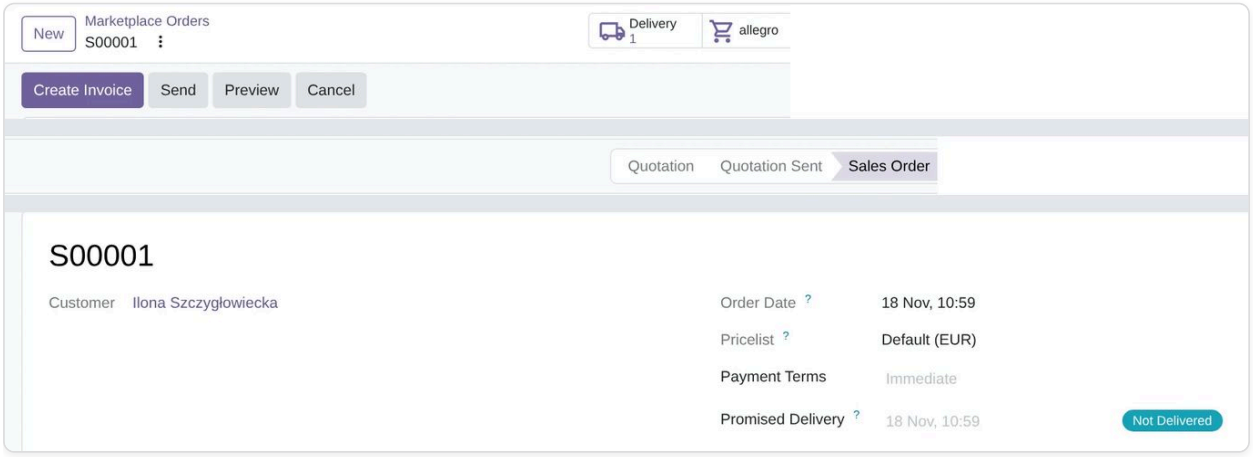
Warnings on the sales order

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 recreate it on the next import.

11 Shipments and tracking

When you validate the delivery of a platform order, the connector notifies the platform of that shipment and keeps a record of what was sent.



- **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 notification 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 notification 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 regardless.

The shipment log

Each notification 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 button from which to view or edit it.

Steps

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

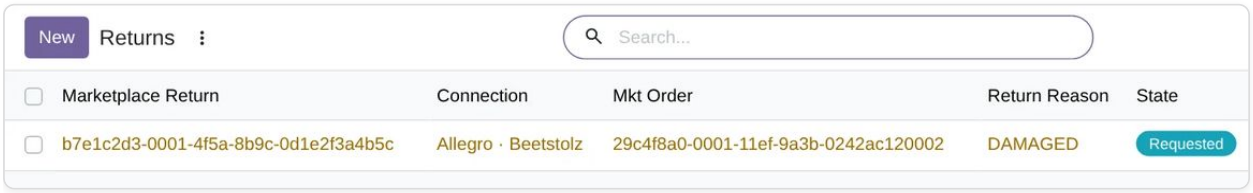
> The shipment log cannot be viewed from any menu. The notifications and retries for each shipment are not visible on screen.

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12 Returns

Here you see the return requests that buyers open on your marketplaces, and you decide whether to approve or reject them.

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



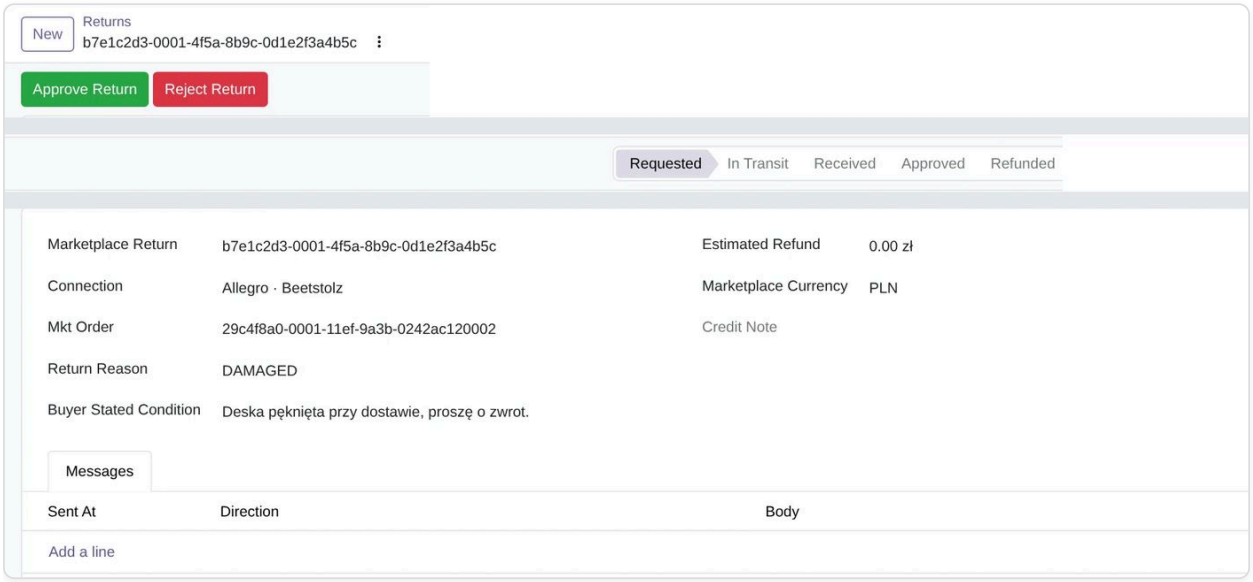
- **Real Odoo 20 screenshot.** The returns list with each return's connection, order and status.

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

Record buttons

Approve Return	Approves the return and creates the credit note. It is hidden when the status is neither **Requested** nor **Received**.
Reject Return	Rejects the return. It is hidden when the status is none of **Requested**, **Received** or **In Transit**.

Messages	A tab with a message list 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 enters as **Requested** and the connector does not read it again: **In Transit**, **Received** and **Refunded** appear in the status bar, but at present nothing sets them. On approval it moves to **Approved** and on rejection to **Rejected**. Both stay in Odoo: the return is also resolved on the platform.

How to decide 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**
   On approval, Odoo creates the credit note in draft from the order's invoice.

> A rejected return cannot be approved, and one that is already rejected cannot be rejected again. To approve, the order must have a posted invoice; otherwise Odoo warns "No posted invoice found for this order.".

13 Settlements

This is where each marketplace's settlements are stored, whether they come from its API or are uploaded from a CSV, and where they are reconciled with the orders.



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

Where they come from

- The scheduled task **Marketplace: Pull Weekly Settlements** brings in, 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 is saved with the **CSV Upload** method. Bol.com does not provide settlements through its API: they are checked in its portal.

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

Record buttons

Auto-Match	Matches each line with its order using the marketplace order number. 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	Posts the journal entry for the settlement total, dated at 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 selectable. It is only visible when the status is **Matched** and for the Marketplace / Finance group.

Statuses

- **Draft**: the settlement is imported and not reconciled.
- **Matched**: it has been matched with the orders.
- **Posted**: it 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. **Review the preview**
   In **Preview** you see the header and the first rows of the file.

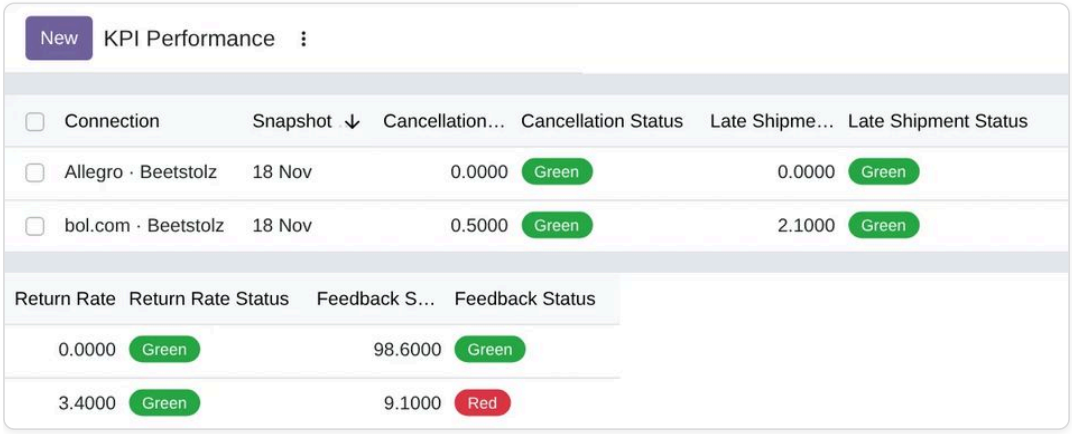
4 **Click Import**

The settlement is created with one **Sale** line per row, with its gross amount, its commission and its 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."). You also cannot post a journal entry unless the settlement is **Matched**. And at present, 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.

14 KPIs and GPSR

Here you see each account's daily metrics against their thresholds, and you store GPSR product safety data.



- **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 are opened under **Marketplaces › Performance** or **Marketplaces › Dashboard**; both menus lead to the same list. The scheduled task **Marketplace: Pull KPI Snapshots** brings in 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 are set to 0. From bol.com, the rating arrives as bol.com gives it (in the module's tests, 9.1), and the thresholds it brings (**Feedback Amber** 95 and **Feedback Red** 90) are designed for a percentage: with them it shows red. Adjust them on the **KPI Thresholds** tab of the connection. The thresholds are under **Marketplaces › Configuration › KPI Thresholds**.

What each row shows

Connection and **Snapshot Date**	The account and the day 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.

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 notices for each language. If the listing category has **Gpsr Enforcement Required** ticked, the listing is not published without the manufacturer's name and address.

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15 What happens automatically

The connector has ten scheduled tasks that work in the background, all switched on when it is installed.

TASK	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 new orders from the active connections.
Marketplace: Pull Returns from Marketplaces	Every 30 minutes	Fetches returns from the marketplaces.
Marketplace: Pull KPI Snapshots	Every day	Saves a daily snapshot of the Allegro and Bol indicators.
Marketplace: Pull Weekly Settlements	Every 7 days	Fetches the Allegro settlements. Bol has no settlement 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 there is 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 address changes.
Marketplace: Purge Old API Logs	Every day	Deletes API call records older than the retention period.
Marketplace: Purge Old Sync Jobs	Every day	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.

16 If something fails

Almost all failures are resolved on the connection record or in the notice Odoo shows.

The connection buttons do nothing or nothing is sent	The connector needs the FlexigoTech Cloud trial or subscription. Without them 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 the identifier of your account (Client ID, or Client Key in Kaufland) and, in 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 shows a warning 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 service is in force.
You don't know what Allegro, Bol, Kaufland or Octopia (Cdiscount) replied	The connection's last error appears on its record (**Last Error Message**) and each job's error 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 don't change it).

With a connection through FlexigoTech Cloud, the scheduled tasks, the notices and every call only work if the credentials are saved in FlexigoTech Cloud and the service is in force. If you pass the trial without subscribing, the service stops and the connection stops synchronising.

17 Support

Get in touch to install it, configure it or with any question. On the Standard plan we reply within 1 working day; on Pro, within 4 working 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/eu-marketplace-connector-odoo.html

On Odoo Apps

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

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