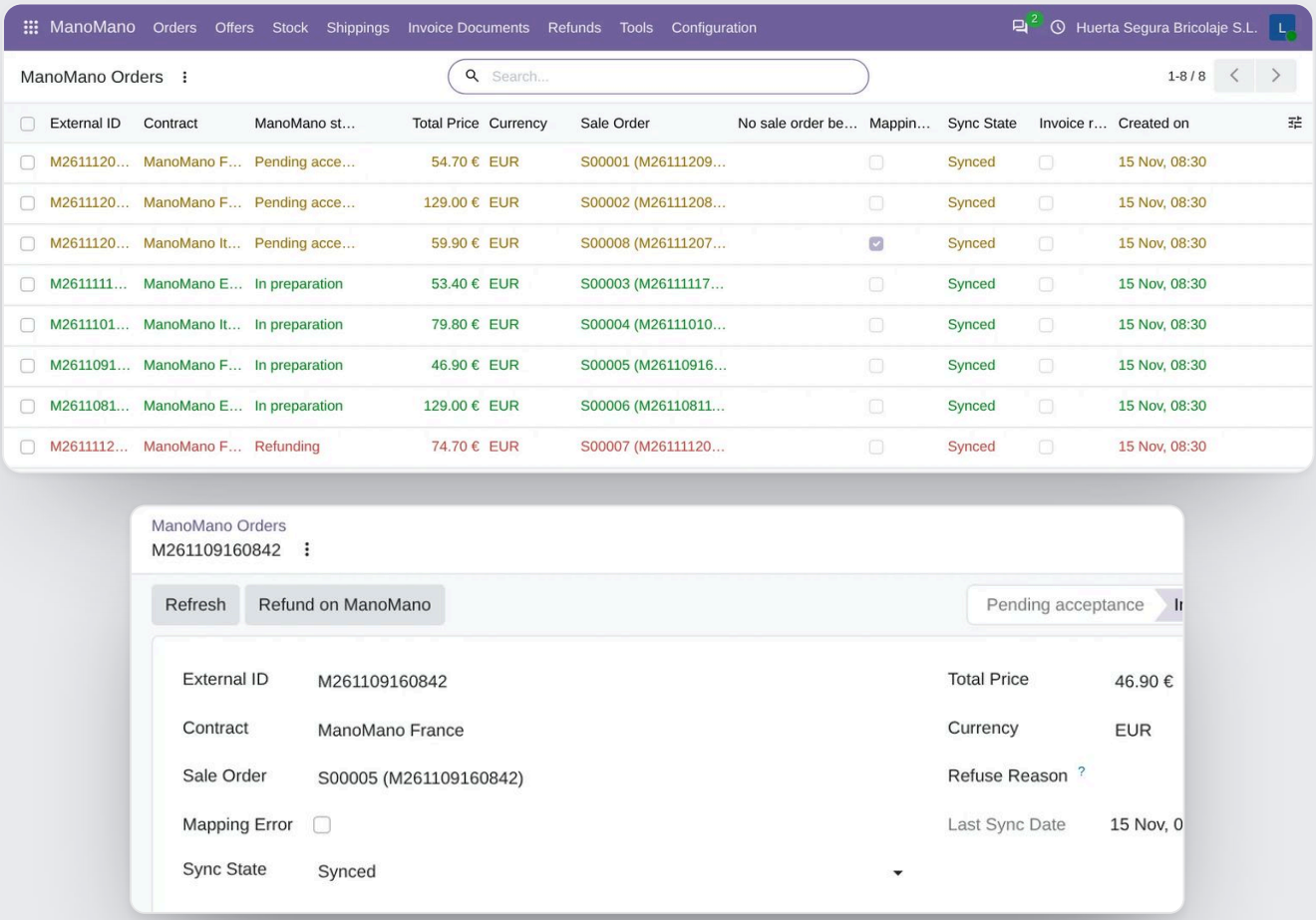
CONNECTOR GUIDE · MARKETPLACES

ManoMano connector for Odoo

Sell on ManoMano from Odoo: orders arrive as sales orders, and your offers, shipments, invoices and refunds go out from Odoo.

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



Real Odoo 20 screenshot. The ManoMano order list and the detail of one order, already shipped.

Contents

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

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This guide describes version 20.0.1.3.4 of the module (Odoo branch 20.0, commit 5c879393a). Everything in it comes from its published code, the platform's official documentation or real screenshots.

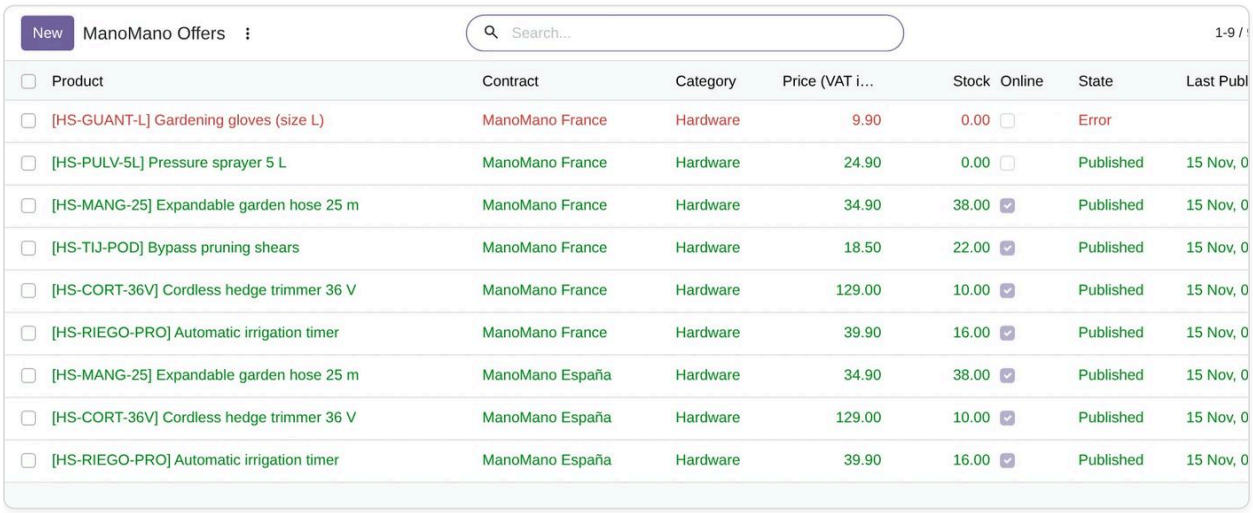
The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to ManoMano. The module also has a version for Odoo 17, 18 and 19.

1 Who it is for and what it solves

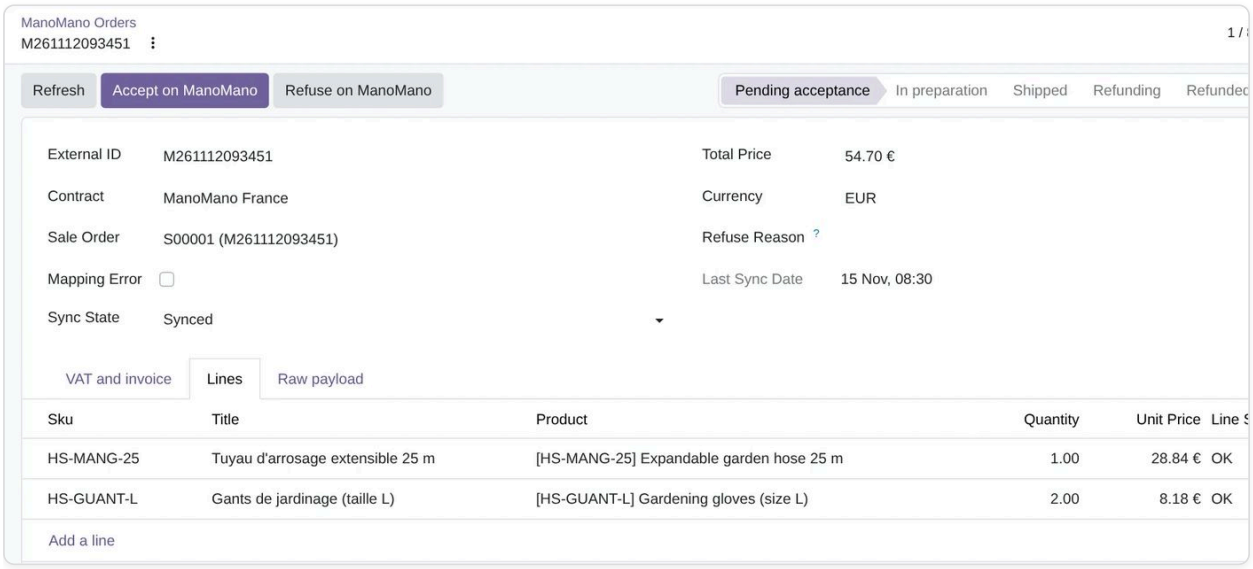
> The connector requires a FlexigoTech Cloud subscription, with a 14-day trial and no card required. Without the trial or the subscription, the connector does not talk to ManoMano.

ManoMano is a marketplace with one seller contract per country. Without the connector, someone publishes each offer and updates prices and stock in the ManoMano panel, copies orders to Odoo by hand, goes back to the panel to accept them, reports each shipment, uploads the invoices and records the refunds.

The connector brings those orders into Odoo and matches them with your products. From Odoo you publish offers and send the order status, shipment, invoice and refund back to ManoMano.



- **Real Odoo 20 screenshot.** The **ManoMano Offers** list, with the status of each offer.



- **Real Odoo 20 screenshot.** A ManoMano order with its lines, pending acceptance.

What changes day to day

- Orders are imported automatically every 15 minutes.
- Offers are synchronised every 15 minutes and offer status is downloaded once a day.
- Failed operations are retried every 30 minutes.

- Every call to ManoMano is logged in **API Log**.
- One contract per country, each with its own fulfilment mode.

What it does not do

- It does not configure the module for you: the set-up runs from your account.
- It does not import historical data.
- It does not migrate your database to another version of Odoo.
- It does not cover third-party costs: you pay for your ManoMano account, Odoo and your hosting.

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2 The connector in figures

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

10
scheduled tasks, active on installation

3 or 10
accounts per connector, depending on the plan

14
days of trial, no card required

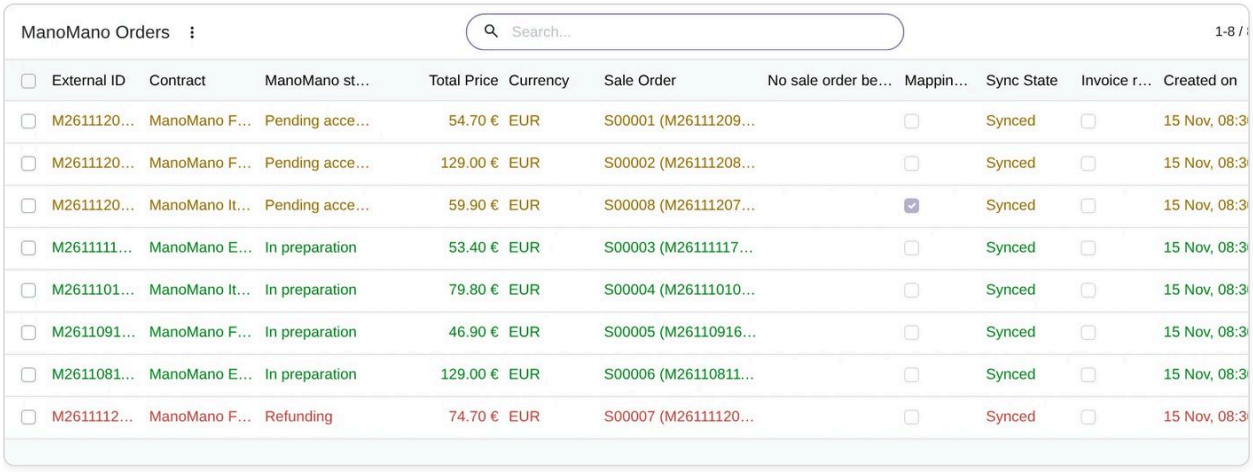
7398
lines of code

306
automated tests

It works on Odoo Community and Enterprise: all its dependencies are Community ones (Sales, Inventory, Invoicing, Discuss, delivery management and the FlexigoTech Cloud module). A branch is published for each of versions 17, 18, 19 and 20. It was tested with a simulator that responds as the ManoMano API does according to its official documentation, never with a real seller account.

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3 Where you see it in your Odoo



- **Real Odoo 20 screenshot.** The **ManoMano Orders** list, opened from the **Orders** menu.

ManoMano › Orders	The orders that arrive from ManoMano, in the **ManoMano Orders** list.

ManoMano › Offers	Four entries: **Offers**, **Brands**, **Categories** and **Attributes**.
ManoMano › Stock	The **ManoFulfillment Stock** list.
ManoMano › Shippings	The shipments of your orders.
ManoMano › Invoice Documents	The invoices uploaded to ManoMano.
ManoMano › Refunds	The refunds of your orders.
ManoMano › Tools	**Translation Coverage** and **API Log**.
ManoMano › Configuration	**Accounts**, **Contracts** and **Carriers**.

Outside its own app, the connector extends several Odoo screens: sales orders, delivery orders, invoices, products, delivery carriers and pricelists. On the product form it adds the **ManoMano** tab, with the fields **ManoMano brand** and **ManoMano category**.

4 What you need before you start

- A ManoMano seller account and its API key, which ManoMano provides as the value of the x-api-key header. If you use the sandbox, the key for that environment.
- The key is created by an administrator of your seller account in the ManoMano Toolbox, in its API key settings.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. Odoo Online does not work, as it does not allow installing third-party modules.
- A system administrator user in Odoo: only they can see and write the key and accept the consent for FlexigoTech Cloud.
- A FlexigoTech Cloud subscription. The connector does not talk to ManoMano without it, and the trial and the subscription are activated from the Odoo settings.

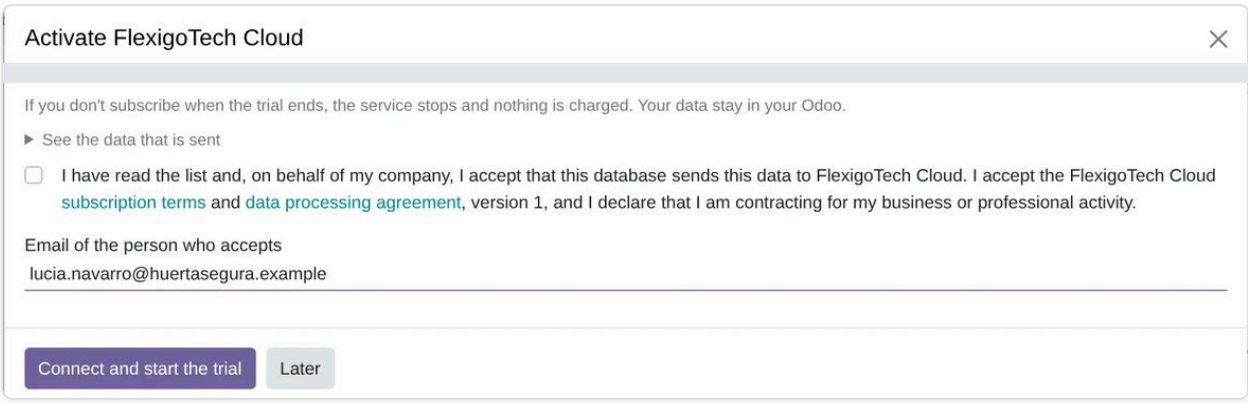
> The connector does not create your seller account on ManoMano, does not give you the API key and does not register contracts or permissions on ManoMano. That is handled in ManoMano beforehand.

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

5 The FlexigoTech Cloud trial

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

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



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

2 **Accept and enter your email**

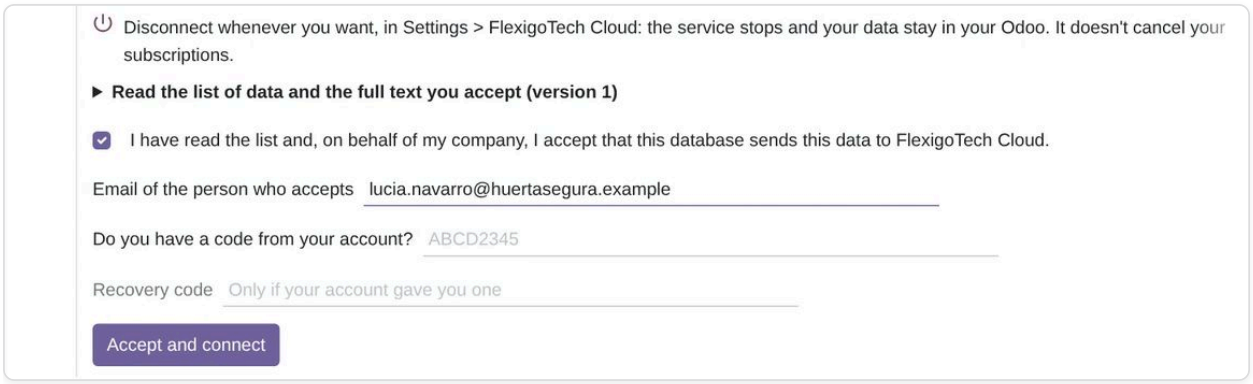
Tick «I have read the list and, on behalf of my company…» (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

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

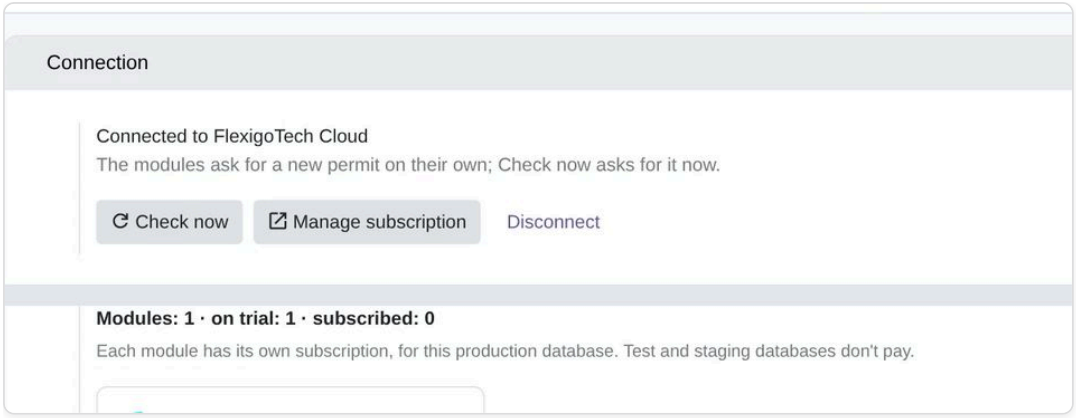
The same, from Settings

In **Settings › FlexigoTech Cloud** you will find the full list of what the database sends. Tick the box, enter the email and click **Accept and connect**. If you already have an account at app.flexigotech.com, the field **Do you have a code from your account?** links the database to it (the code is valid for 10 minutes).



- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud, before connecting: the box ticked, the email and **Accept and connect**.

With the database connected, the **Modules** block shows each module with its status: **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.

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 the 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.»

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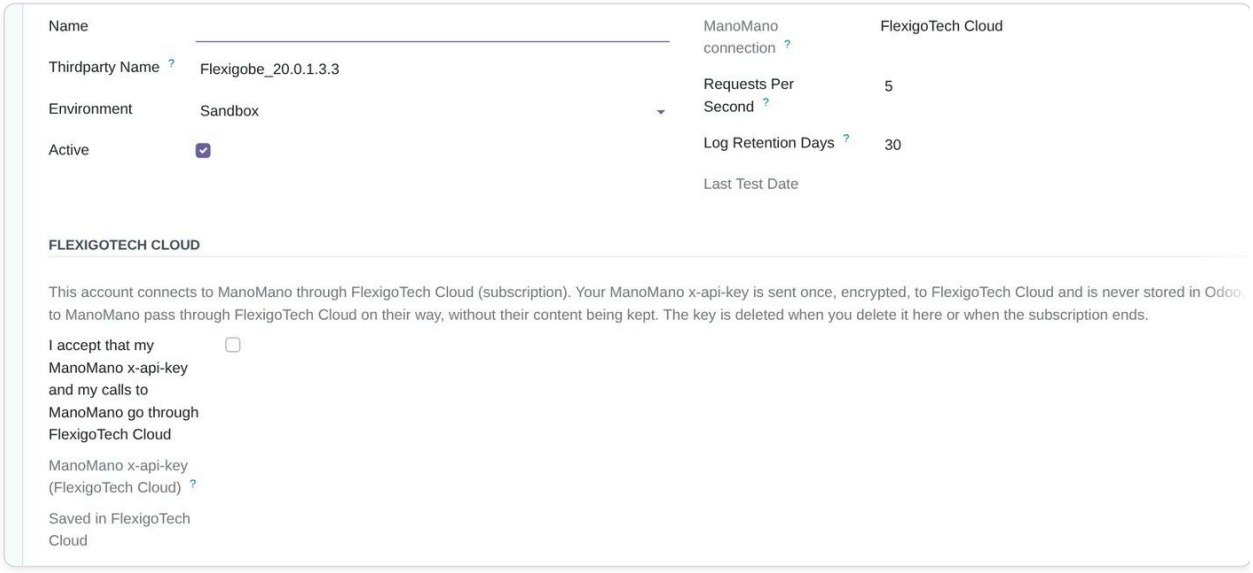
6 Connecting your account step by step

1 Open the accounts menu

Go to **ManoMano › Configuration › Accounts**. The **ManoMano Accounts** list opens.

2 Click New

A form for a new account opens. The account connects through **FlexigoTech Cloud**: the field **ManoMano connection** says so and cannot be changed.



- **Real Odoo 20 screenshot.** Form for a new account, with the **FlexigoTech Cloud** group.

3 Enter the Name

This is the name under which you will see the account in Odoo.

4 **Check Thirdparty Name**

The format is Vendor_Version, for example Flexigobe_1.0. If you do not follow it, Odoo shows «x-thirdparty-name must follow 'Vendor_Version' format (e.g. Flexigobe_1.0).»

5 **Choose the Environment**

You can choose **Sandbox** or **Production**. It defaults to **Sandbox**, and the key you enter must be for that environment.

6 **Tick the consent and paste the key**

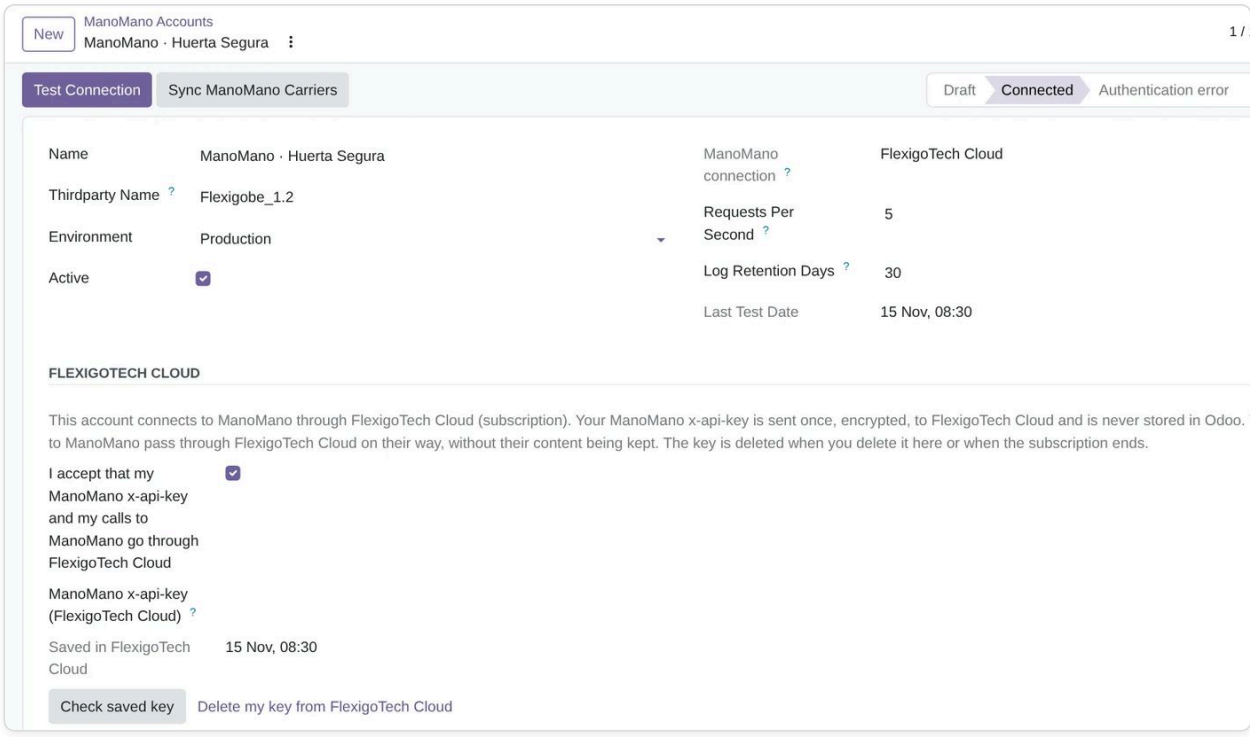
In the **FlexigoTech Cloud** group, first tick the consent box: until then, the field **ManoMano x-api-key (FlexigoTech Cloud)** does not allow input. Then paste the key. It is sent once, encrypted, to FlexigoTech Cloud and is not stored in Odoo.

7 **Save the account**

On saving, the key is stored in FlexigoTech Cloud and **Saved in FlexigoTech Cloud** appears with its date. If the subscription or the trial is missing, Odoo warns you that it needs to be activated and sends nothing.

8 **Click Test Connection**

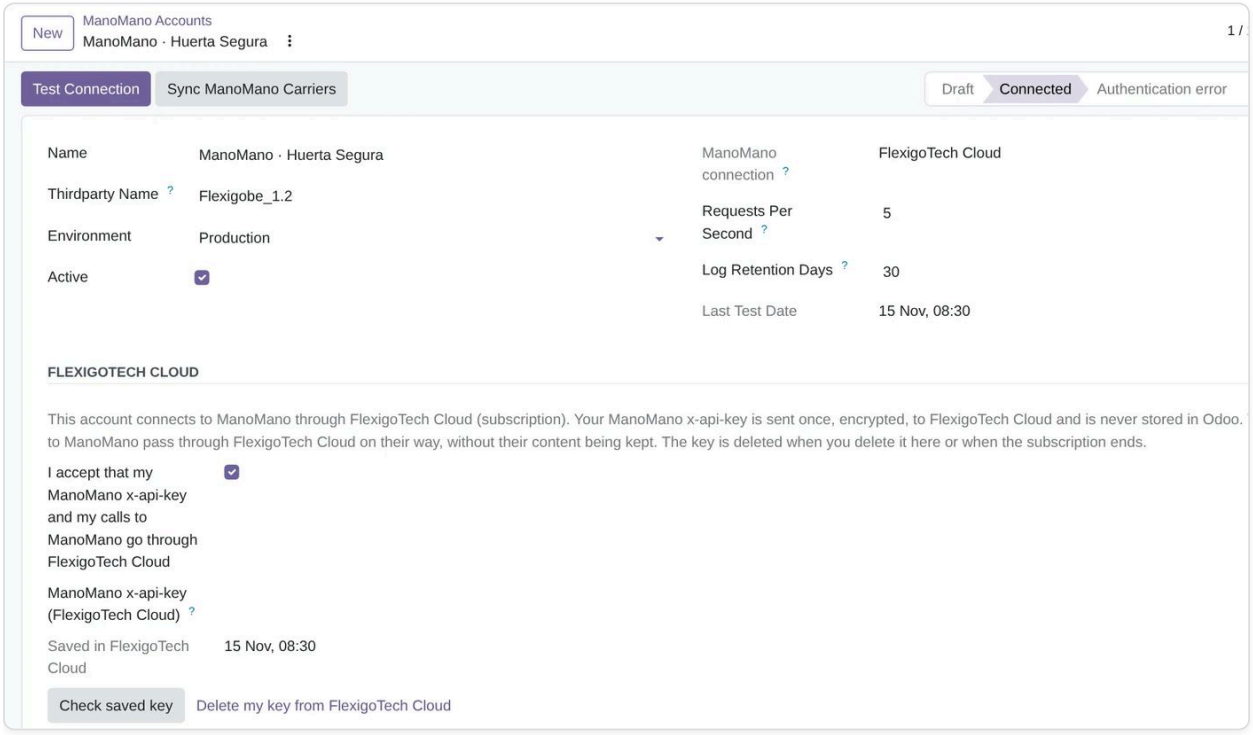
Odoo calls ManoMano at that moment. If it responds correctly, the account changes to **Connected** and **Last Test Date** is filled in. If ManoMano rejects the key, the account changes to **Authentication error** and you see «ManoMano authentication failed (...). Please verify the API key on account '...'.»



- **Real Odoo 20 screenshot.** Connected account, with the **Test Connection** button and the **Last Test Date** filled in.

> Only a system administrator can enter the key and the consent. Before saving the key, that person must accept that the key and the calls to ManoMano go through FlexigoTech Cloud.

After connecting, the data arrives on its own through the scheduled tasks. **ManoMano: import orders** brings in orders every 15 minutes and **ManoMano: sync offers** sends offers at the same frequency. **ManoMano: pull ManoFulfillment stock** brings in stock every 6 hours, **ManoMano: sync brands** and **ManoMano: sync categories tree** run every 7 days, and **ManoMano: retry failed operations** goes through whatever ended in error every 30 minutes. The **Sync ManoMano Carriers** button on the account refreshes the carrier catalogue whenever you want. If ManoMano fails 5 times in a row, the account moves to **Circuit open**, is paused until the time shown in **Paused until**, and synchronisation resumes on its own; **Test Connection** tries straight away.

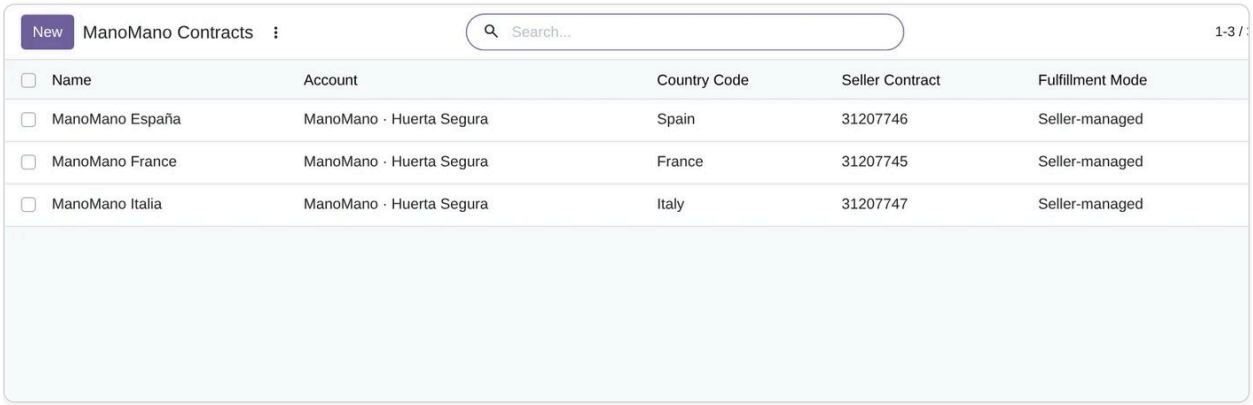


- **Real Odoo 20 screenshot.** Connected account with the **Test Connection** and **Sync ManoMano Carriers** buttons.

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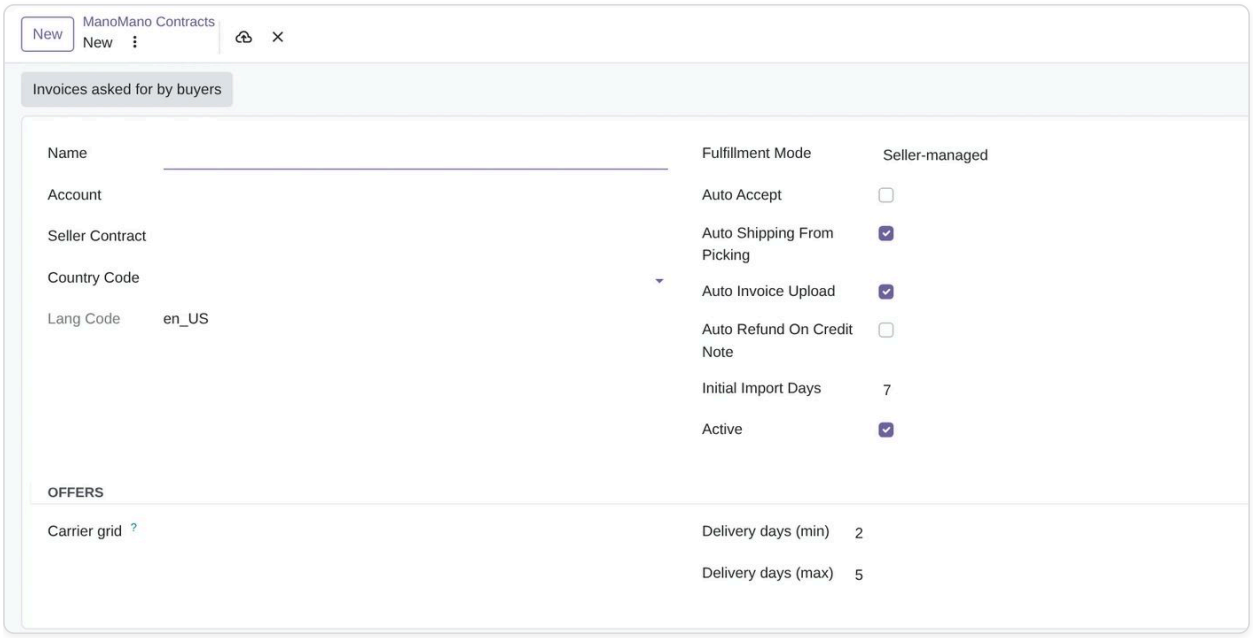
7 One contract per country: ManoMano Spain, France and more

It opens in **ManoMano › Configuration › Contracts**, which shows the **ManoMano Contracts** list. The screenshot shows three contracts from the same account: Spain, France and Italy.



- **Real Odoo 20 screenshot.** The contracts list, with its account, its country and its fulfilment mode.

Contracts are not downloaded from ManoMano. You create them yourself with **New** and enter the **Seller Contract** number that ManoMano gives you. From then on, the scheduled task **ManoMano: import orders** brings in the orders of each active contract every 15 minutes.



- **Real Odoo 20 screenshot.** The form for a new contract.

The contract fields

Name	The name under which you see the contract in Odoo.
Account	The ManoMano account it belongs to.
Seller Contract	The ManoMano contract number. It must be a number.
Country Code	**Spain**, **France**, **Italy**, **Germany** or **United Kingdom**.
Lang Code	Filled in automatically from the country.
Fulfillment Mode	**Seller-managed** (the default), **ManoMano Fulfillment** or **Mixed**.
Auto Accept	Off when the contract is created.
Auto Shipping From Picking	On when the contract is created.
Auto Invoice Upload	On when the contract is created.
Auto Refund On Credit Note	Off when the contract is created.
Initial Import Days	How many days back the first order import looks. It is 7 when the contract is created.
Carrier grid	The name of your carrier grid in the ManoMano Toolbox.
Delivery days (min) and **Delivery days (max)**	They are 2 and 5 when the contract is created.
Active	On when the contract is created.

At the top of the contract there is the **Invoices asked for by buyers** button. When you press it, Odoo now handles the invoices that buyers have requested and that are still pending. If you don't press it, the **ManoMano: invoices asked for by buyers** task does it every 2 hours.

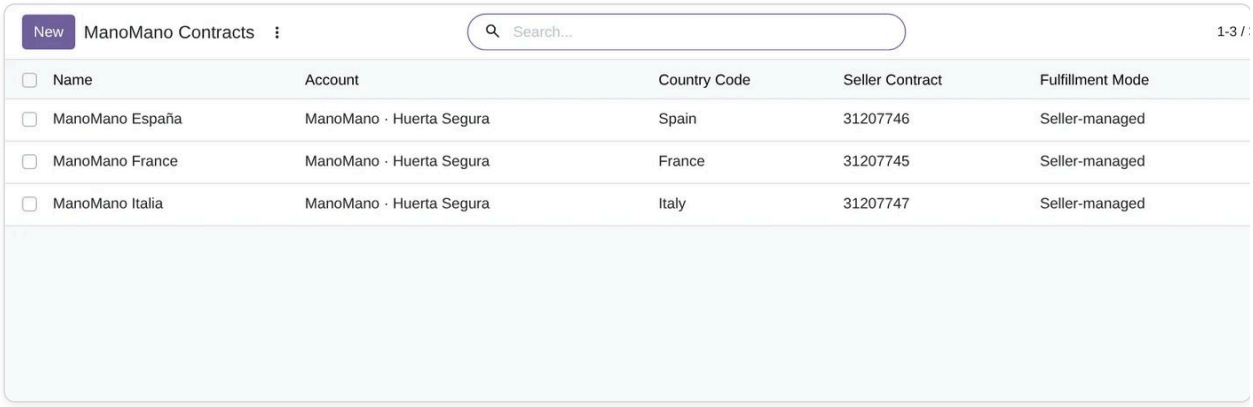
States

The contract has no working states. It is either **Active** or archived, and the order task only checks active contracts on active accounts.

Creating a contract

1 Open the list

Go to **ManoMano › Configuration › Contracts**.



- **Real Odoo 20 screenshot.** The **ManoMano Contracts** list.

2 Press New

Choose the **Account**, the **Country Code** and enter the **Seller Contract**.

3 Adjust the automations

Turn **Auto Accept**, **Auto Shipping From Picking**, **Auto Invoice Upload** and **Auto Refund On Credit Note** on or off.

4 Save

From that point on, the order task includes it in its next run.

> The same ManoMano contract cannot be active twice. If you try, you get «This ManoMano contract is already connected in "..." (company ...): archive it first.» A contract with orders cannot be deleted either: you get «This ManoMano contract has orders: archive it instead.» And the **Seller Contract** only accepts numbers.

What a contract is and why one per country

A ManoMano contract is your company's link to a marketplace. Each country has its own number, so Odoo keeps one record for each. That lets ManoMano Spain, ManoMano France and ManoMano Italy have the same setup or different ones: the **Fulfillment Mode** and the four automations are chosen contract by contract.

The three fulfillment modes

MODE	WHAT IT MEANS
Seller-managed	This is the default mode. You ship the orders, and the stock published comes from your Odoo warehouses.

MODE	WHAT IT MEANS
ManoMano Fulfillment	ManoMano stores and ships your goods. The offer publishes the quantity in its **Stock** field, and the **ManoMano: pull ManoFulfillment stock** task fetches ManoFulfillment stock every 6 hours.
Mixed	The stock task also downloads ManoFulfillment stock for this contract. Offer stock comes from your warehouses, as in **Seller-managed**.

When Odoo won't let you do something

Entering a seller contract that is not a number	You see «The Seller Contract ID of ManoMano contract '...' is '...': ManoMano's contract IDs are numbers.» Correct the value.
Having the same contract active twice	You get «This ManoMano contract is already connected in "..." (company ...): archive it first.» This happens when you create a new account or contract before archiving the old one, or when the same contract is in a second company. Without this rule, every order would be imported twice and each would get its own sales order.
Deleting a contract with orders	You get "This ManoMano contract has orders: archive it instead." If it were deleted, its orders would go with it, and the seller's next contract would recreate their sales orders.

Two contracts with the same number

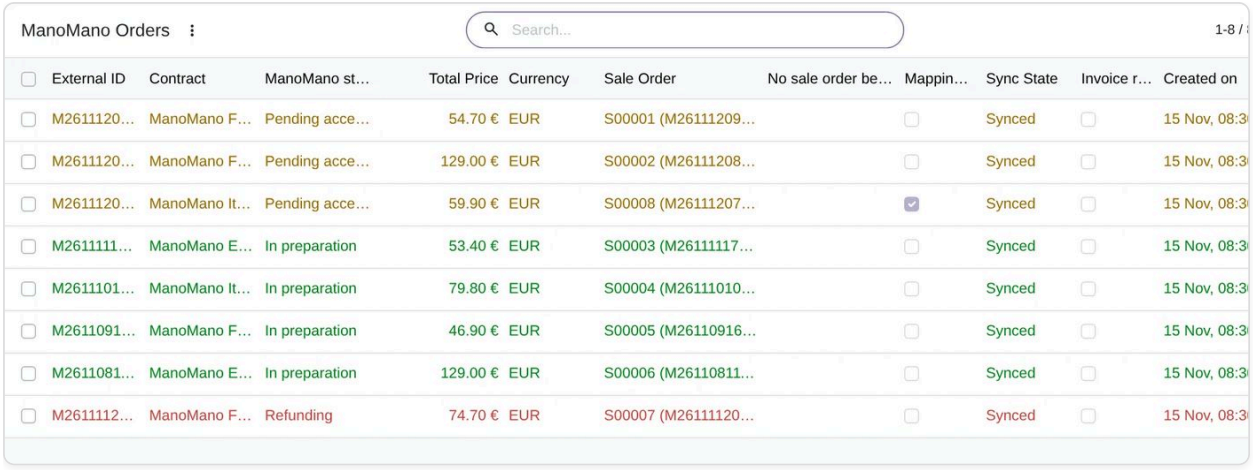
If a database already had the same contract twice before version 1.2.2, new ManoMano orders are only created by the oldest one that is syncing. An older contract counts as syncing if it is active, its account is active, it has read its whole order window in the last hour and its calls to ManoMano do not fail. If the oldest is not syncing, it doesn't count, and the newer one creates the orders. The contract that doesn't create new orders says so once in its notes log, not on every run of the 15-minute task.

Fields and tabs of the record

In the form you see the fields described in "Contracts by country", plus the **Offers** group with the **Carrier grid** and the delivery days, which are sent with each offer. The **Carrier grid** is the name of the contract's carrier grid in the ManoMano Toolbox. ManoMano's examples use names such as CARRIER_GRID_1 or Standard_Delivery. Below, the chatter keeps the contract's notes and warnings.

End-to-end example

With one account there are three contracts: ManoMano Spain, ManoMano France and ManoMano Italy, all on **Seller-managed**. In the French contract, the language is fr_FR. When the **ManoMano: import orders** task runs, each order is linked to the contract for its country: in the order list, order M261112093451 appears with the ManoMano France contract and status **Pending acceptance**, while M261111174530 shows ManoMano Spain and status **In preparation**.

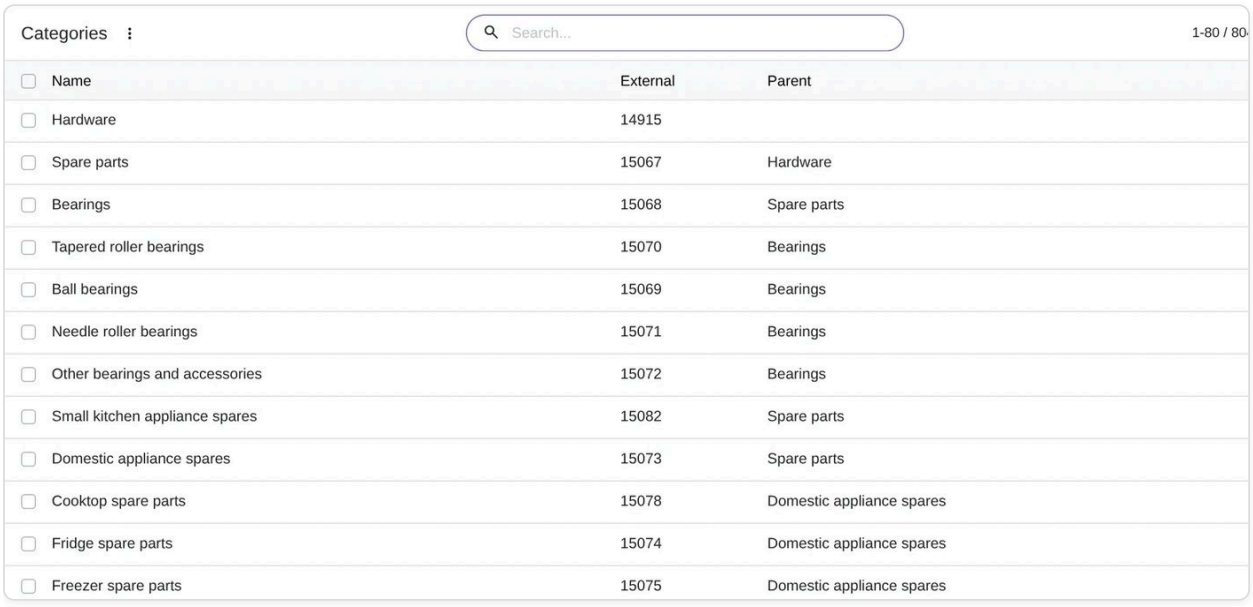


- **Real Odoo 20 screenshot.** The ManoMano orders, each with its contract.

If the French contract had **Auto Accept** on, the order task would accept M261112093451 by itself on its next run, because it already has a sales order and all its lines find a product. With it off, which is how it comes, you accept it yourself.

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8 ManoMano brands, categories and attributes in Odoo



- **Real Odoo 20 screenshot.** The **Categories** list, with its **External** ID and its **Parent**.

Where each piece of data comes from

DATA	WHERE IT IS SEEN	HOW IT ARRIVES
Brands	**ManoMano › Offers › Brands**	The scheduled task **ManoMano: sync brands**, every 7 days.
Categories	**ManoMano › Offers › Categories**	The scheduled task **ManoMano: sync categories tree**, every 7 days.

DATA	WHERE IT IS SEEN	HOW IT ARRIVES
Attributes	**ManoMano › Offers › Attributes**	They are brought in together with the categories tree, in the same 7-day task.

The three lists are for reference only. The data belongs to ManoMano and is not edited from Odoo. For a brand you see its **Name** and its **External** ID. For a category, also its **Parent**. For an attribute, its **Type** (it can be **List**, **Number**, **Text** or **Boolean**) and whether it is **Required**. The **Value** tab of a list-type attribute shows the options ManoMano accepts.

Classifying a product

1. **Open the product**
   Go to its product form and open the **ManoMano** tab.
2. **Choose the brand**
   Fill in **ManoMano brand** with one of the brands fetched from ManoMano.
3. **Choose the category**
   Fill in **ManoMano category** with a category from the tree.

> Brands, categories and attributes cannot be created or changed from Odoo. If a brand or category is missing, it will appear in the list when the scheduled task syncs again. Attributes no longer depend on the category: they are a single list for all of them.

What each catalogue is

Brand	A ManoMano brand, with its name and identifier. It is the same for all contracts on the account, because brands belong to ManoMano and not to your contract.
Category	A node in the ManoMano tree. Each category can have a **Parent** category, and that is how the tree you see in the list is formed.
Attribute	A field in ManoMano's product catalogue. It has a **Name**, an **External** ID, a **Type** and **Required**. Since 20/07/2026 there is a single attribute list for all categories, so the attribute's **Category** field is left empty.
Values	The accepted options of a **List** attribute. They are seen in the **Value** tab of the attribute.

Attribute types

TYPE	WHAT IT ACCEPTS
List	One of the options in the **Value** tab.
Number	A numeric value.
Text	Free text. It is the default type.
Boolean	A yes or no.

Rules and conditions

- The brand and category tasks run once for each account with an active contract.
- A paused account waits its turn. If one account fails, the others keep syncing.
- Brands, categories and attributes are read-only: Odoo copies them from ManoMano and does not send them back.
- The values of a list-type attribute have no screen of their own. They are only seen inside the **Value** tab of the attribute.

What the product form holds

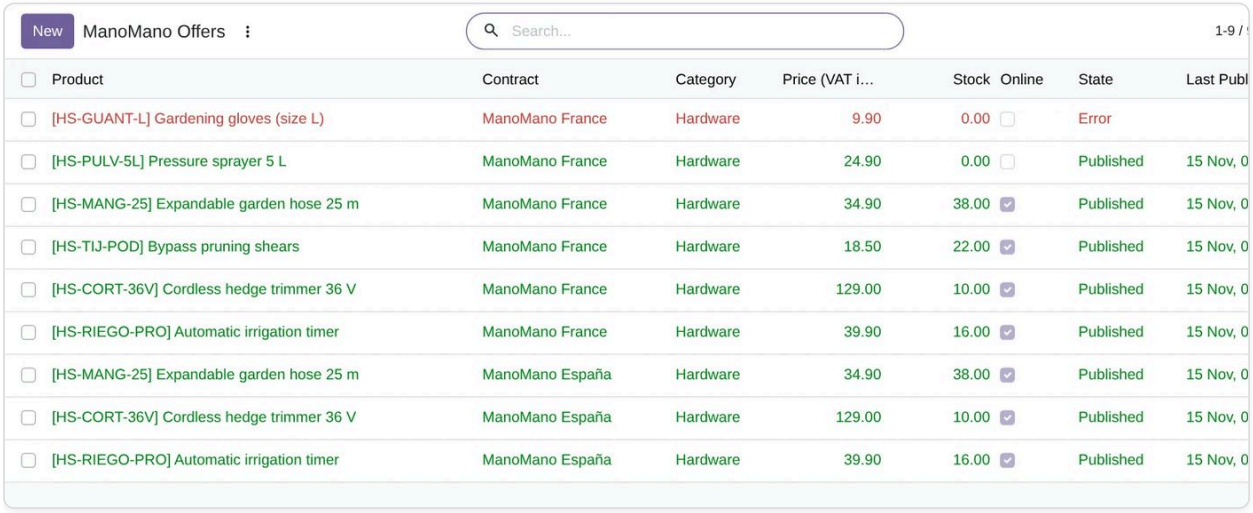
The **ManoMano** tab on the product form has **ManoMano brand** and **ManoMano category**. The product also shows the **ManoMano offers** that have been created from it, calculated by Odoo.

An end-to-end example

An example product, the battery hedge trimmer with reference HS-CORT-36V, is classified on its **ManoMano** tab. In **ManoMano › Offers › Brands** the list contains brands such as MAKTEC and MAKITA-MAKTEC. In **ManoMano › Offers › Categories** it contains the ManoMano category tree, with names such as Quincaillerie or Pièces détachées. Once the brand and category are set, the product is classified. When ManoMano changes its catalogue, the 7-day task will bring the change into the lists.

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9 Publishing your products as offers on ManoMano



- **Real Odoo 20 screenshot.** The **ManoMano Offers** list with the status of each offer.

Where the data comes from

The scheduled task **ManoMano: sync offers** sends offers to ManoMano every 15 minutes. The task **ManoMano: pull offer status** fetches their status once a day. **ManoMano: offer competitiveness** also updates the competitiveness data every day.

Offer buttons

Publish	Creates or updates the offer on ManoMano. It is hidden when the offer is already published.
Unpublish	Withdraws the offer from sale. It only appears when the offer is published.
Search EAN on ManoMano	Searches the product in the ManoMano catalogue by its barcode.
Check competitiveness	Checks how your offer compares with other offers for the same product.

Statuses

- **Draft**: the offer exists in Odoo and has not been sent yet.
- **Publishing**: it is being sent to ManoMano.
- **Published**: ManoMano has it and customers can see it.
- **Error**: ManoMano has rejected it. The reasons appear in **ManoMano says**.
- **Unpublished**: you have taken it off sale.

Publishing several products at once

1. **Select the products**
   In the product list, tick the ones you want to publish.
2. **Choose Publish on ManoMano**
   It is in the **Actions** menu of the list.
3. **Fill in the wizard**
   Choose the **Contract**, optionally a **Category**, and the **Price Field**.
4. **Click Publish**
   The offers for the selected products are created.

> An offer cannot be deleted from ManoMano: unpublishing means sending it with stock 0. It is only published with a SKU (internal reference) and a price greater than zero. To search by EAN, the product needs a barcode.

Offer statuses

- **Draft**: newly created offer, not yet sent.
- **Publishing**: being sent to ManoMano.
- **Published**: ManoMano has replied that the offer is online. The **Online** checkbox reflects this.
- **Error**: ManoMano has rejected it. The offer stays in error with the reasons in **ManoMano says**.
- **Unpublished**: ManoMano has replied that it is no longer online.

Rules and conditions

- Unpublishing sends the offer with stock 0. It changes to **Unpublished** only when ManoMano replies that it is no longer online. Otherwise it keeps its status and the reason is recorded.
- The stock sent, for a contract managed by the seller and a product with stock control, is the free stock across all warehouses of the contract's company (available minus reserved), minus ManoMano orders whose sales order is not yet confirmed. Otherwise the offer's own **Stock** is sent.
- If **Price to check** is ticked, the offer is not sent until you enter its price again, VAT included, or untick the checkbox. Saving a new price unticks it automatically.
- **Search EAN on ManoMano** gives the error «Set the barcode (EAN) of … first: ManoMano searches its catalogue by EAN.» if the barcode is missing.
- The bulk publishing wizard gives these errors: «Select at least one product to publish.», «Manual price must be greater than zero.» and «Product '…' has a price of 0. ManoMano requires a positive price.» If any product is missing its internal reference, it also refuses to publish (the message appears in English).

Record fields and tabs

Product and **Contract**	One offer per product and contract.
Category	For reference only: ManoMano takes the category from the catalogue.
Price (VAT included)	The price customers pay.
Minimum quantity and **Increment**	The minimum a customer can buy and the multiple in which it is sold.
ManoMano product ID	Filled in by ManoMano.
Last Publish Date and **Last Pull Date**	When it was last sent and when its status was last checked.

ManoMano catalogue and competitiveness

ManoMano catalogue ID (mmid) and **Title in ManoMano**	The catalogue product that matches your EAN.
EAN on ManoMano	**Can be published**, **Cannot be published** or **Not in the catalogue**.
Why not	The reason when the EAN cannot be published.
Best offer, **Best price on ManoMano (VAT included)** and **Offers for this product**	Your position compared with other offers for the same product.
Competitiveness checked on	Date of the last check.

End-to-end example

The product [HS-CORT-36V] Cortasetos a batería is published on ManoMano France. Its offer starts in **Draft** and changes to **Published**, with its **Last Publish Date**. The offer's history records the status change. If you want to withdraw it, click **Unpublish**.

The offer for [HS-GUANT-L] Guantes de jardinería (talla L) ends in **Error**. **ManoMano says** shows the reason given by ManoMano, in English: «The field: pricing.ecoParticipation is invalid. Detail: eco participation is required

for FR platform»: the eco-participation is missing, which is mandatory in France. With that reason you know which piece of data is missing before you click **Publish** again.

10 Stock in ManoFulfillment

It opens from **ManoMano › Stock**, which leads to the **ManoFulfillment Stock** list. The data is not entered by hand: the scheduled task **ManoMano: pull ManoFulfillment stock** downloads it from ManoMano. It is active and runs every 6 hours. The list is read-only.

SKU	The product code on ManoMano.
Product	The Odoo product that corresponds to that SKU.
Available for sale	Units ManoFulfillment can sell right now.
Reserved	Units set aside for orders.
Inbound	Units on their way to ManoFulfillment warehouses.
Last Pull	Date and time the data was last downloaded.

These records have no statuses or buttons of their own. The only things that change between one pull and the next are the quantities and the **Last Pull** date.

> You cannot change the quantities from Odoo: they are read-only and come from ManoMano. The task only pulls stock for contracts in **ManoMano Fulfillment** or **Mixed** mode.

Where each piece of data comes from

Each row is a SKU of a contract. The task **ManoMano: pull ManoFulfillment stock** asks ManoMano for the list of offers with their stock and, for each one, stores three quantities: available for sale, reserved and inbound. The response comes in pages and is read in full.

Record fields

SKU	Required. Identifies the offer on ManoMano.
Available for sale	Read-only. What ManoFulfillment can ship.
Reserved	Read-only. What is committed to orders.
Inbound	Read-only. What is on its way to the warehouse.
Last Pull	Read-only. Date and time the data was last updated.
Product	Filled in automatically from the SKU and points to the Odoo product.

Rules and conditions

- The task only pulls stock for contracts in **ManoMano Fulfillment** or **Mixed** mode.
- The three quantities and the date are not edited: they are updated on each download.

- The task's frequency, every 6 hours, means the data may lag behind what you see in the ManoMano panel.

Where to look

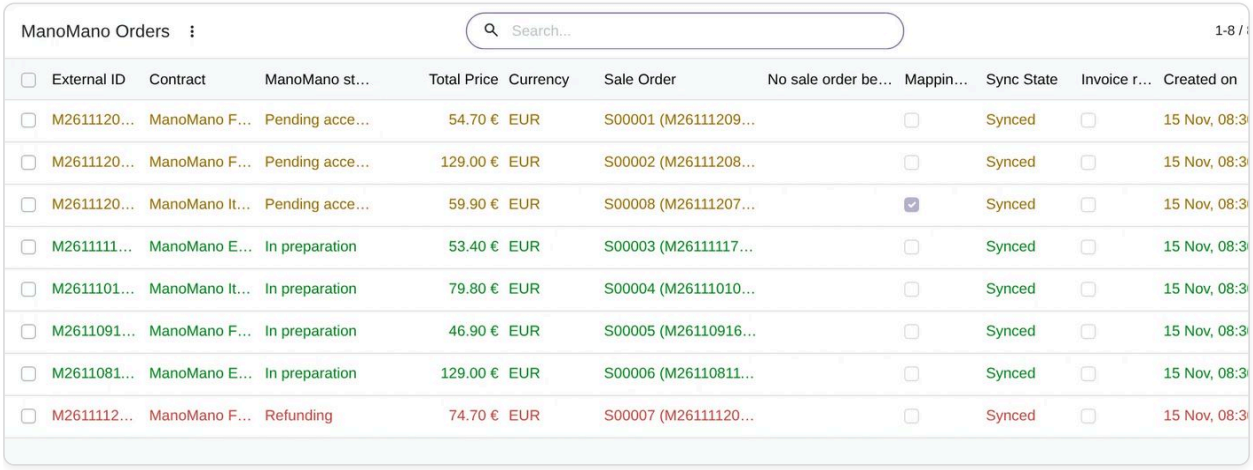
The **ManoMano › Stock** menu opens the **ManoFulfillment Stock** action. You can review the calls to ManoMano made by each pull in **ManoMano › Tools › API Log**.

End-to-end example

You have a contract in ManoMano fulfilment mode with the SKU of a pair of pruning shears. At the next run time, the task pulls the stock for that contract. In **ManoMano › Stock** you see the row with the linked Odoo product, the available, reserved and inbound units, and the **Last Pull** time updated. Six hours later, the task runs again and the quantities change if ManoMano has moved them.

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11 Orders from ManoMano in Odoo



- **Real Odoo 20 screenshot.** The **ManoMano Orders** list shows your orders and their status on ManoMano.

Orders are imported automatically by the scheduled task **ManoMano: import orders**, which runs every 15 minutes. You can see them under **ManoMano › Orders**. If you want to bring one in straight away, open the order and click **Refresh**. The first tab of the order, **VAT and invoice**, shows whether it comes from a **Professional buyer (B2B)**, with their **Buyer VAT number**, and who issues the invoice, under **Invoice issued by**. If the buyer asks for an invoice on ManoMano, **Invoice requested on** records it, and your sale order and invoice will flag it.

Order buttons

Refresh	Asks ManoMano for the order again and updates it. If the import had failed, it imports it now.
Accept on ManoMano	Accepts the order on ManoMano. It only appears when the order is **Pending acceptance** and already has a sale order.
Refuse on ManoMano	Opens a wizard where you choose the reason. It only appears on an order that is **Pending acceptance**.
Refund on ManoMano	Opens the refund wizard. It appears on orders that are **In preparation**, **Sent**, **Refunding** or **Refunded**.

The accept, refuse and refund buttons are for ManoMano managers. The Odoo sale order has the same buttons, plus **Update from ManoMano** and a smart button showing the order status on ManoMano. In the sale order list, the **From ManoMano** filter shows only orders that come from ManoMano, and **Invoice requested on ManoMano** shows those with an invoice requested by the buyer.

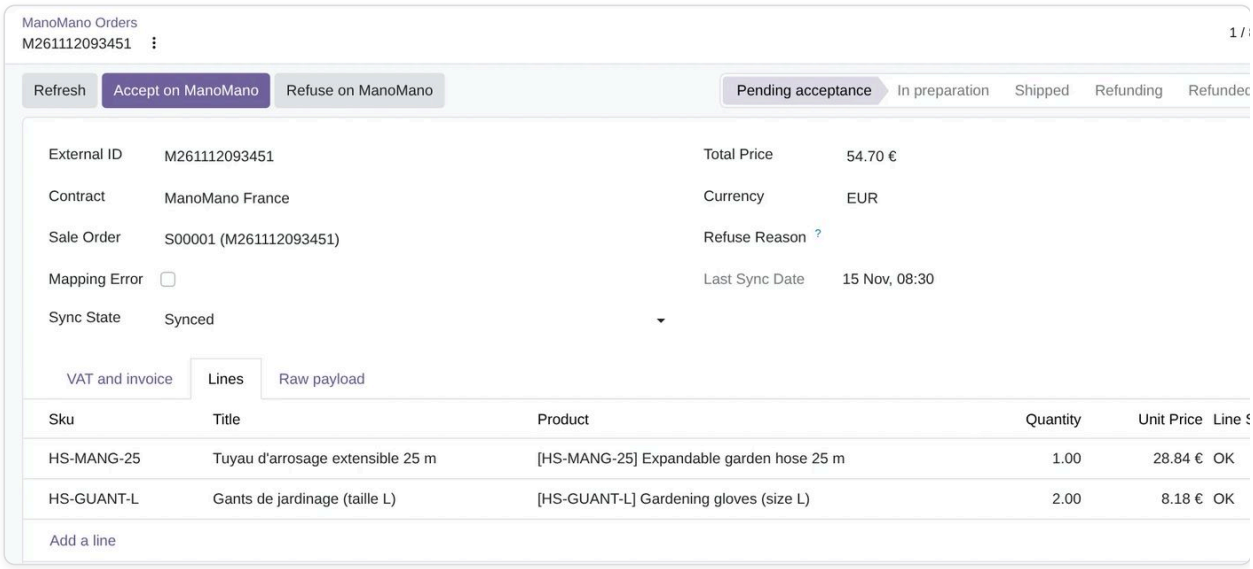
Statuses on ManoMano

- **Pending acceptance**
- **In preparation**
- **Sent**
- **Refunding**
- **Refunded**
- **Refused**

Accepting or refusing an order

1 Open the order

Go to **ManoMano › Orders** and open one that is **Pending acceptance**.



- **Real Odoo 20 screenshot.** A **Pending acceptance** order with its lines.

2 Click Accept on ManoMano

Odoo notifies ManoMano and the order moves to **In preparation**.

3 Or click Refuse on ManoMano

Choose the reason and confirm with **Refuse**.

> An order whose import failed, and which therefore has no sale order, cannot be accepted. The refusal reason is stored only in Odoo: ManoMano does not receive it.

All statuses

STATUS	WHAT IT MEANS
Pending acceptance	The initial status. You have not yet accepted or refused the order.
In preparation	ManoMano has taken the order you accepted.
Sent	The order has already left.
Refunding	A refusal goes through this status first. An ongoing refund also shows it.
Refunded	The refund has been made.
Refused	The refusal is complete, once the refund has been made.

Rules and conditions

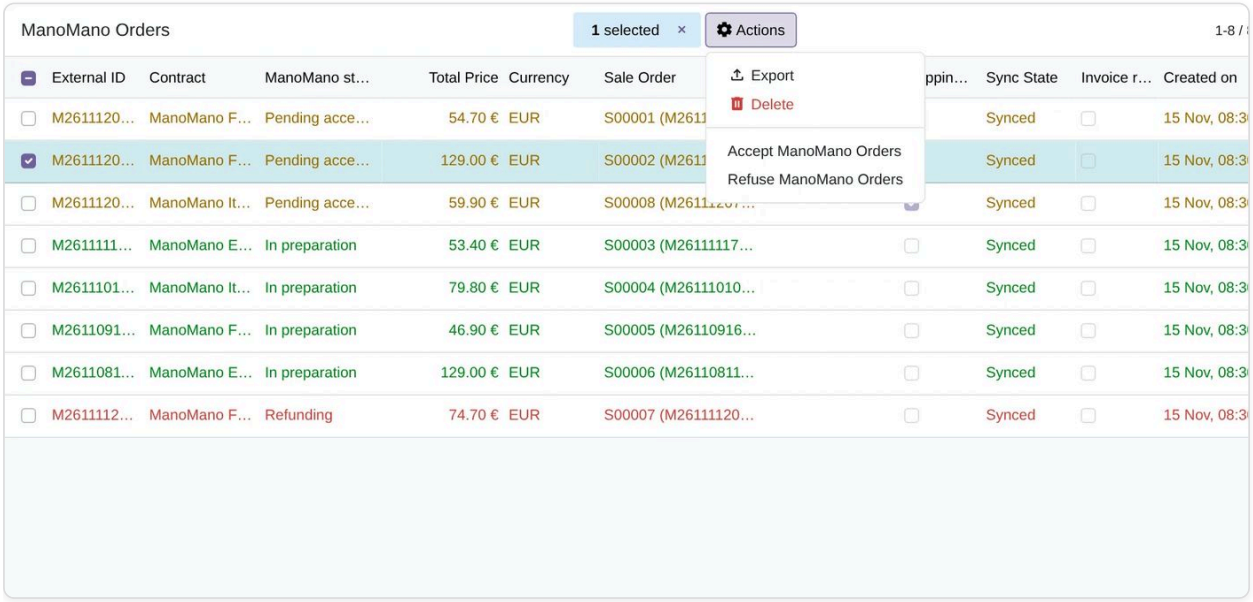
- Accepting, refusing and refunding is up to ManoMano managers. If you are not one, Odoo shows "Only a ManoMano manager can accept or refuse ManoMano orders."
- Refusing only works on pending orders. Otherwise the message is "ManoMano only refuses pending orders. Order … is …."
- Accepting also requires a pending order: "ManoMano only accepts pending orders. Order … is …."
- A refund is only valid for accepted orders: «ManoMano only refunds orders it has accepted: in preparation, shipped or refunded in part. Order … is ….»
- If the order comes in a currency that is not active in Odoo, it is not imported. Activate that currency and the next import will bring it in.
- An order that fails to import does not hold up the others. It is saved with the reason for the failure, shows in the list, and is retried on every run until it succeeds.
- **No sale order because** is filled in with **Already handled by the same ManoMano order in another company**. In that case no sale order is created, because it would ship the goods again.

Order fields and tabs

Mapping Error	Marked when an order line cannot find its product in Odoo.
Refuse Reason	Why you refused it. It is stored only in Odoo.
Invoice issued by	Who issues the invoice: **Pending (not shipped yet)**, **Seller**, **ManoMano** or **ManoMano, on behalf of the seller (mandate)**. If ManoMano issues the invoice, the connector does not upload one.
Invoice requested on	The date the buyer requested the invoice and it is still outstanding. The task **ManoMano: invoices asked for by buyers** checks it every 2 hours.
Line tab	SKU, title, product, quantity, unit price and status of each line.
VAT and invoice tab	VAT and invoicing details of the buyer.
Raw Payload tab	The latest content received from ManoMano, as is.

Accepting in bulk

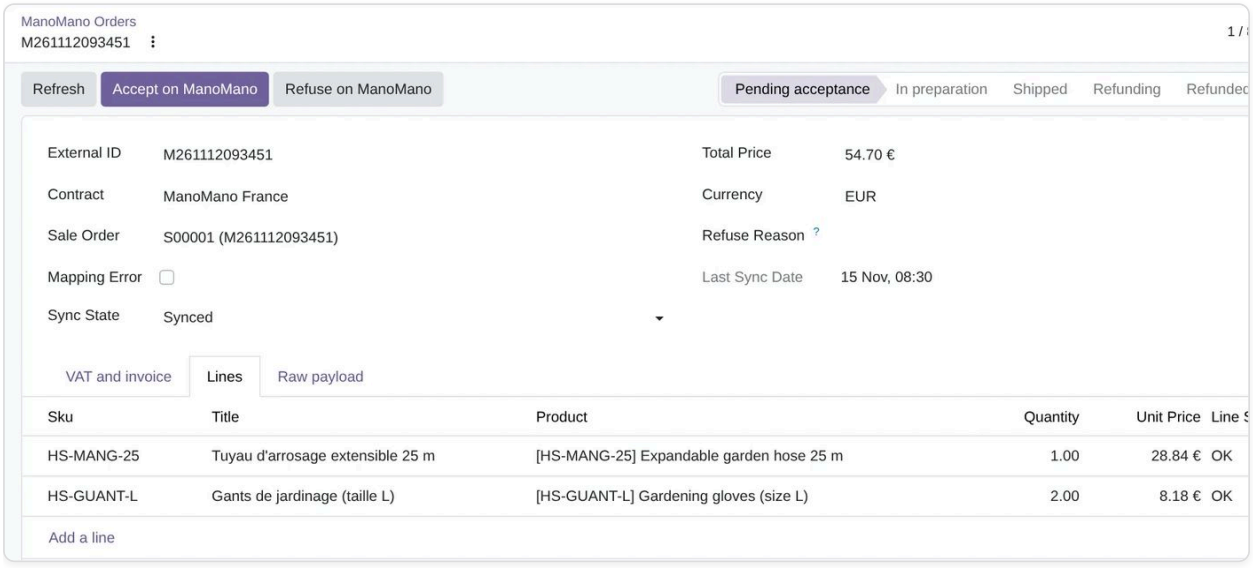
From the list you select several orders and use **Actions**, which opens **Accept ManoMano Orders**. There you click **Accept** or **Cancel**. Refusing in bulk works the same way with **Refuse ManoMano Orders**, where you choose the **Reason**: **Out of stock**, **Duplicate**, **Fraud suspicion** or **Other**.



- **Real Odoo 20 screenshot.** An order selected in the list, with the **Actions** menu for accepting in bulk.

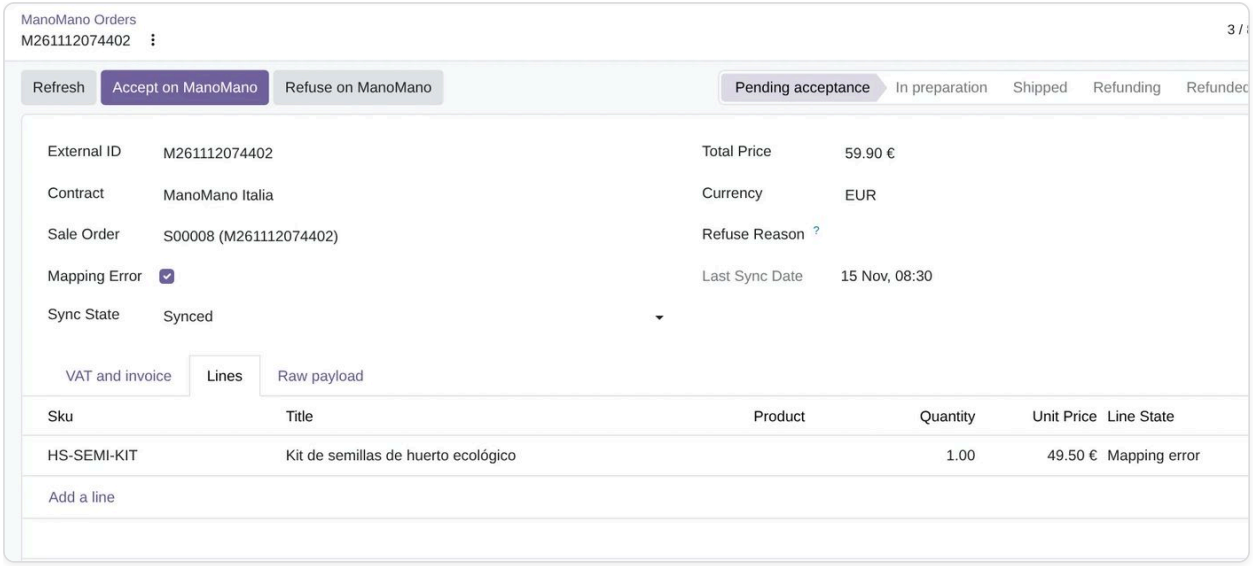
End-to-end example

An order from ManoMano France arrives that is **Pending acceptance** and already linked to its sale order. You open it and check under **Line** that SKU HS-MANG-25 and SKU HS-GUANT-L have their products. You click **Accept on ManoMano** and the order moves to **In preparation**.



- **Real Odoo 20 screenshot.** Order M261112093451, **Pending acceptance**, with its two lines.

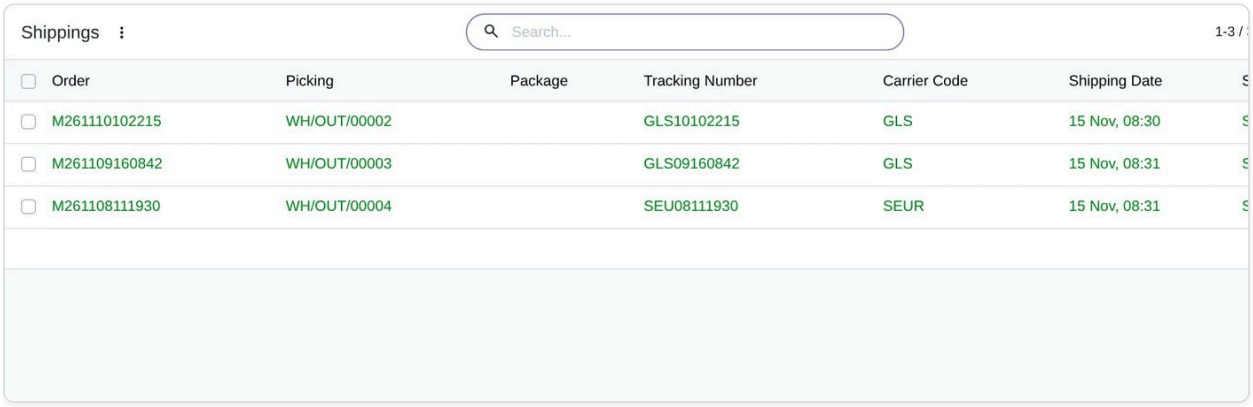
Another order, from ManoMano Italy, is different: its line with SKU HS-SEMI-KIT has no product and shows **Mapping Error**. That line must be resolved before accepting.



- **Real Odoo 20 screenshot.** A line with **Mapping Error** in order M261112074402.

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12 Shipments, carriers and tracking



- **Real Odoo 20 screenshot.** List of shipments with order, delivery order, tracking number, carrier code and status.

Where each piece of data comes from

When you validate an outgoing delivery for a ManoMano order, Odoo creates the shipment and notifies ManoMano. If the shipment cannot be notified, it stays as **Error** and the task **ManoMano: retry failed operations** tries again every 30 minutes. You can also send it yourself with the **Send to ManoMano** button on the delivery order. Shipments are under **ManoMano › Shippings**.

Carriers are under **ManoMano › Configuration › Carriers**. They come from a list included with the connector. The **Refresh from defaults** button adds any that are missing without changing the ones you already have.

Buttons

Send manually	On a failed shipment: opens a wizard to notify it by hand. It only appears when the shipment is in **Error**.
Send to ManoMano	On the delivery order: sends the tracking now. It only appears when the delivery order is validated and its shipment is **Not sent yet** or in **Error**.

Refresh from defaults	On the carrier: restores any carriers missing from the list.

Shipment statuses

Draft	Shipment created and not yet notified.
Sent	ManoMano already has the tracking.
Error	It could not be notified. It is retried automatically, unless ManoMano has rejected it.

Steps for a failed shipment

1. **Open the failed shipment**
   Go to **ManoMano › Shippings** and open the shipment that is in **Error**.
2. **Click Send manually**
   The wizard opens with the order.
3. **Fill in the tracking**
   Enter the **Tracking Number** and choose the **ManoMano carrier**.
4. **Click Create**
   The shipment is notified to ManoMano and the failed one is marked as sent.

> ManoMano only accepts shipments for accepted orders (in preparation) or shipped orders. With any other status, the wizard replies «ManoMano only allows creating shippings for accepted orders (in preparation) or shipped ones. Current status: .... Accept the order first.» It also does not accept an empty tracking number or a shipment without a carrier.

What is sent and when

When you validate an outgoing delivery, the connector notifies the shipment to ManoMano. Validation is never blocked: if something fails, the delivery stays validated and the shipment stays in **Error**. One shipment is created per package, and lines that are not in any package form one more shipment. If the retry task or a new validation repeats the process, only packages not yet sent are notified, so the buyer does not receive the notice twice.

Shipment statuses

Draft	The shipment exists in Odoo and has not yet been notified.
Sent	ManoMano has received the shipment.
Error	The shipment could not be communicated. You will see the reason in the **Error** group of the shipment.

Shipping status on the picking

Not sent yet	ManoMano does not know about this delivery yet.

Sent	ManoMano already has its tracking information.
Error	Something needs fixing. The error text appears in **ManoMano shipping error**.

On the picking, the **ManoMano shipping error** and **ManoMano shipping not sent** filters help you find the pending deliveries.

Rules and conditions

- **Send to ManoMano** only works with delivery orders for ManoMano orders: otherwise it says «Delivery … is not of a ManoMano order.»
- Only ManoMano users can use it: otherwise it says «Only ManoMano users can send a shipping to ManoMano.»
- If the delivery has not been validated, it says «Validate delivery … first: ManoMano gets the tracking of a shipped parcel.»
- If ManoMano rejects a shipment, the automatic retry stops and the wizard opens so you can correct it by hand.
- The wizard requires the order to be in preparation or shipped, a non-empty tracking number and a carrier.

Shipment fields

Order	The ManoMano order it belongs to.
Picking	The Odoo delivery it leaves from.
Package	The package being communicated.
Tracking Number	Required.
Carrier Code	Required.
Shipping Date	By default, the moment the shipment is created.
Retried automatically	It is switched on and cannot be edited.

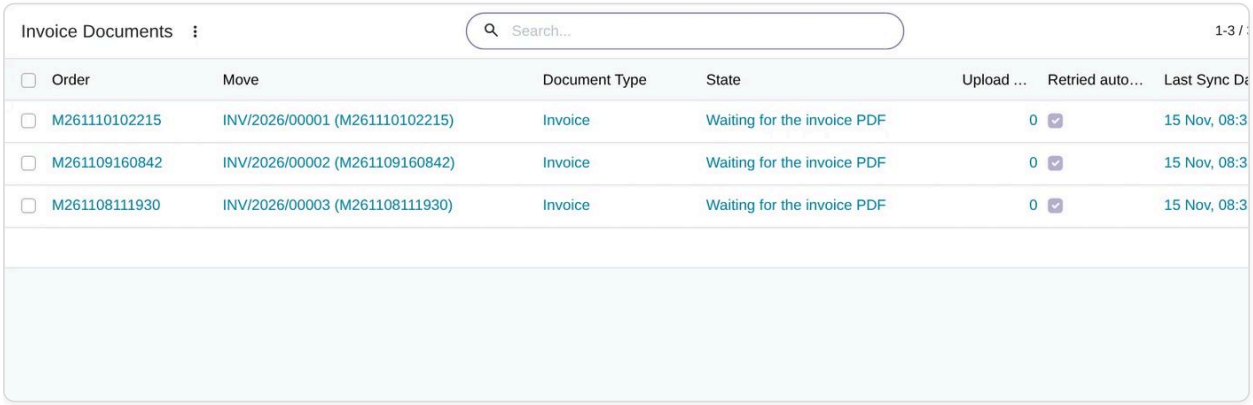
The carrier in Odoo and in ManoMano

On each Odoo shipping method you choose the **ManoMano carrier** that corresponds to it, and the **Manomano Code** comes from there. That field is only filled in by hand if no catalogue entry matches. On each ManoMano carrier you can enter the **Countries** separated by commas, a **Tracking URL template** with {tracking} in place of the number, and see the **Mapped Odoo carriers** on its tab.

End-to-end example

A ManoMano order is in preparation and its picking WH/OUT/00002 leaves the warehouse. When you validate it, the connector communicates the shipment to ManoMano with carrier GLS and tracking number GLS10102215. In **ManoMano › Shippings** it appears with the status **Sent**.

13 Invoices and refunds for orders



- **Real Odoo 20 screenshot.** List of **Invoice Documents** with order, journal entry, document type and status.

Invoices are in **ManoMano › Invoice Documents** and refunds in **ManoMano › Refunds**. The data for both is created when you post an invoice or a credit note for a ManoMano order in Odoo. The task **ManoMano: retry failed operations** repeats whatever failed every 30 minutes, and the task **ManoMano: invoices asked for by buyers** handles the invoices buyers request every 2 hours. If ManoMano issues the invoice (indicated by **Invoice issued by** on the order), the connector does not upload yours; if it is still pending and the order has not shipped, the upload waits for ManoMano to decide when it ships.

Buttons

Check in ManoMano and upload	Only visible on a document in **Error**, for whoever manages ManoMano. Opens the manual upload wizard.
Already on ManoMano	Only visible on a document in **Error**. You mark it as resolved because you have checked that it is already on ManoMano, and it is not uploaded again.
Upload to ManoMano	On the Odoo invoice, it only appears if its upload failed.
Refund manually	Only visible on a refund in **Error**, for whoever manages ManoMano.

Statuses

Invoice document	**Draft**, **Waiting for the invoice PDF**, **Uploaded** and **Error**.
Refund	**Draft**, **Sent** and **Error**.

Uploading an invoice that failed

1. **Open the document**
   Go to **ManoMano › Invoice Documents** and open the one in **Error**.
2. **Check on ManoMano**
   See whether the document is already there.
3. **Press the appropriate button**
   With **Already on ManoMano** it is marked as resolved. With **Check in ManoMano and upload** the wizard opens, where you attach the PDF and press **Upload**.

> ManoMano only accepts a credit note after an invoice for the same order has been uploaded. The wizard only accepts PDF files, and the refund is sent by whole products of the order, never by an amount.

Invoice document statuses

Draft	The document is created and no upload has been attempted yet.
Waiting for the invoice PDF	Odoo does not yet have the official PDF ready. It does not count as a failure and does not use up attempts: the retry task picks it up on each run until the PDF exists.
Uploaded	ManoMano has the document. It is not uploaded again.
Error	The upload failed. The document records why, the attempt it is on and whether the automatic retry is still active.

Refund statuses

Draft	The refund is created and has not been sent yet.
Sent	ManoMano has received the refund.
Error	The sending failed. If ManoMano rejected it, the automatic retry stops and you refund it with **Refund manually**.

When an invoice is not allowed to upload

- If ManoMano has not yet said who issues the order's invoice, the connector waits. It uploads once it says the seller issues it, and discards it if ManoMano issues it.
- A credit note is not uploaded before there is an uploaded invoice for the order. If the invoice is waiting for its PDF, the credit note stays on hold and uploads as soon as the invoice does.
- The invoice must be in the same currency as the ManoMano order.
- The invoice total must match the order total, taxes included. If it differs, the error points to different prices or taxes, or to an invoice that covers only part of the order.
- If ManoMano already has documents of that type for the order that Odoo does not recognise, it is not uploaded: doing so again would give the buyer a duplicate.
- If ManoMano answers the document list with something that is not a ZIP of PDFs, nothing is uploaded until it can be checked. The connector requests it again on its own.

When a refund is not allowed

- Only orders that ManoMano has accepted are refunded: in preparation, shipped or partially refunded.
- Each product must belong to the order and you cannot refund more units than were ordered.
- You must choose some product or the shipping fees.
- A credit note for fewer or more of those units is not sent. If someone who does not manage ManoMano posts it, nothing is sent and the refund waits in **Error** for whoever manages it.

Manual upload of an invoice

The wizard asks for the **Order**, the **Document Type** (**Invoice** or **Credit note**), the **Odoo invoice** that the PDF corresponds to, and the **File**. It only accepts PDF. ManoMano rejects files above its maximum size and orders that are not in a valid status. On upload, failed or pending automatic uploads for that invoice are resolved, so the retry task does not send it again.

Manual refund

It opens from an order with its products already listed. You indicate how many units of each to refund, the **Refund Reason**, and whether the shipping fees also come back with **Refund the shipping fees**. The reason can be **Customer reason (withdrawal...)** or **Seller reason (no stock, cannot deliver...)**. If the wizard starts from a failed refund, that one is marked as sent.

Record fields

Document Type	**Invoice** or **Credit note**.
Upload Attempts	Automatic attempts failed so far.
Retried automatically	While active, the retry task tries the upload again. It stops when ManoMano rejects the document or after the last attempt.
Products (refund)	What was sent to ManoMano, in SKU x quantity format.
Amount (refund)	Total of the credit note, for reference only: ManoMano refunds products, not an amount.

End-to-end example

Order M261108111930 has its invoice uploaded (INV/2026/00003). The buyer returns the hedge trimmer and, from the order, **Refund on ManoMano** sends the refund for that unit with the customer reason. In **ManoMano › Refunds** it appears with HS-CORT-36V x 1 in **Products** and the status **Sent**. Its **Amount** is zero because there is no credit note and ManoMano refunds by product. If ManoMano had rejected it, it would be in **Error** and you would send it with **Refund manually**.

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14 Translation coverage of your products

You will find it under **ManoMano › Tools › Translation Coverage**. The menu opens a window called **Translation Coverage Report** and not a list of records.

Where the data comes from

The report is not filled in by any scheduled task. You generate it yourself when you need it, with the **Generate** button in that window.

The fields and buttons of the window

Contract	The ManoMano contracts you want the report for. You can choose several, but you must choose at least one.

Generate	Creates the report in CSV format. While no file has been generated, the button is visible; once a file exists, it disappears.
Csv File	The generated report. It is read-only and appears when generation finishes.
Csv Filename	The name the report is downloaded with. It is also read-only.
Close	Closes the window.

How to use it

1. **Open the tool**
   Go to **ManoMano › Tools › Translation Coverage**.

2. **Choose the contracts**
   Fill in **Contract** with the contracts you want to review.

3. **Click Generate**
   The **Csv File** appears with its name, ready to download.

4. **Close the window**
   Click **Close** when you have finished.

> The window only generates the report. It does not translate anything or change products or offers: it helps you see what is missing, not fix it.

What the report contains

The report is a CSV file with two rows for each offer in the contract: one for the product name and one for its sales description. Its columns are SKU, Product, Lang, Field and Status. Status says OK if that text exists in the contract's language and is not the same as in English, and MISSING if it is absent. It is requested per contract, because each contract has its own language.

The report is not stored in Odoo: the window has no states, history or list of earlier reports. To have an up-to-date version, generate it again.

Rules and conditions

- If no contract is chosen, the report is not generated: **Contract** is mandatory.
- You can choose several contracts in the same window and get the report for all of them at once.
- **Generate** is hidden as soon as the window already has a file. To repeat the report with other contracts, close the window and reopen it from the menu.
- **Csv File** and **Csv Filename** are read-only: the connector fills them in when it generates the report, you do not type them.

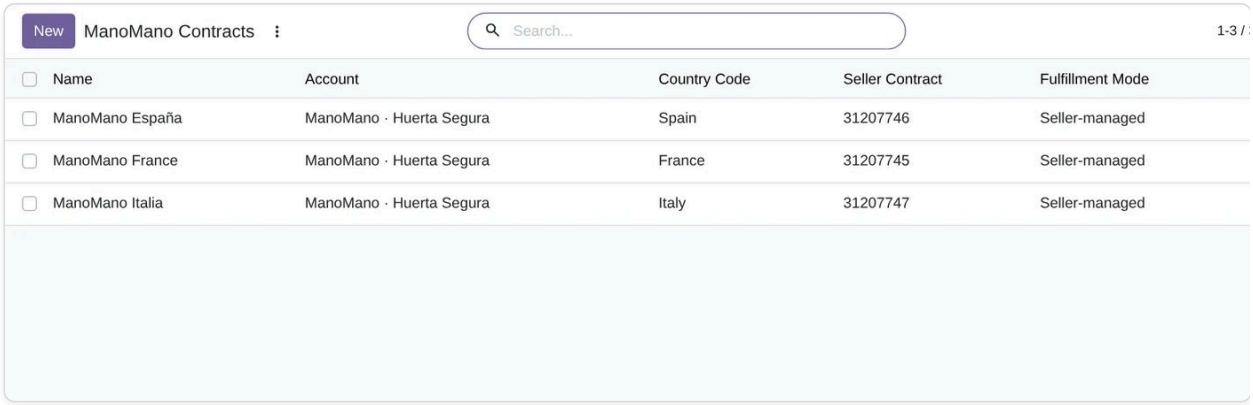
What to keep in mind before using it

Choose contracts that exist in **ManoMano › Configuration › Contracts**. The language of each contract is the one used as the reference for the report.

End-to-end example

1 Prepare the contracts

Your account has three contracts, one per country: Spain, France and Italy.



- **Real Odoo 20 screenshot.** The three contracts in the account, one per country.

2 Open the tool

Go to **ManoMano › Tools › Translation Coverage** and choose the France contract in **Contract**.

3 Generate the report

Click **Generate**. The **Csv File** appears with its name.

4 Review the result

Download the file and open it in your spreadsheet to see which products do not yet have their data translated for that language.

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15 The data that goes back and forth

DATA	DIRECTION	WHEN
New orders and status changes	From ManoMano to Odoo	**ManoMano: import orders**, every 15 minutes, or **Refresh** on an order
Order acceptance or refusal	From Odoo to ManoMano	**Accept on ManoMano** or **Refuse on ManoMano**, from the order
Offers (price and stock)	From Odoo to ManoMano	**ManoMano: sync offers**, every 15 minutes, or **Publish** and **Unpublish**
Offer status	From ManoMano to Odoo	**ManoMano: pull offer status**, daily
Offer competitiveness	From ManoMano to Odoo	**ManoMano: offer competitiveness**, daily, or **Check competitiveness**
Brands	From ManoMano to Odoo	**ManoMano: sync brands**, every 7 days
Categories and attributes	From ManoMano to Odoo	**ManoMano: sync categories tree**, every 7 days

DATA	DIRECTION	WHEN
ManoFulfillment stock	From ManoMano to Odoo	**ManoMano: pull ManoFulfillment stock**, every 6 hours
Shipments and tracking number	From Odoo to ManoMano	When the delivery is validated, or **Send to ManoMano**
Invoices and credit notes in PDF	From Odoo to ManoMano	When the invoice is posted, or **Upload to ManoMano**
Refunds	From Odoo to ManoMano	When a credit note is posted, or **Refund on ManoMano**
Invoices requested by buyers	From ManoMano to Odoo	**ManoMano: invoices asked for by buyers**, every 2 hours
Accepted carriers	From ManoMano to Odoo	**Sync ManoMano Carriers**, on the account

Calls to ManoMano go through FlexigoTech Cloud, which stores your ManoMano API key encrypted and adds it to each call. The key is not stored in Odoo, and FlexigoTech Cloud does not store the content of the calls. The connector requires a FlexigoTech Cloud subscription, with a free trial: without a trial or subscription it does not talk to ManoMano.

> If ManoMano does not respond, synchronisation for that account is paused and resumes on its own when it responds again.

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16 What runs automatically

TASK	FREQUENCY	WHAT IT DOES
ManoMano: import orders	Every 15 minutes	Fetches ManoMano orders whose status has changed and creates their sales order.
ManoMano: sync offers	Every 15 minutes	Sends to ManoMano the offers that need it.
ManoMano: retry failed operations	Every 30 minutes	Retries the shipments, refunds and invoice uploads that ended in error.
ManoMano: invoices asked for by buyers	Every 2 hours	Handles the invoices buyers ask for.
ManoMano: pull ManoFulfillment stock	Every 6 hours	Downloads the ManoFulfillment stock.
ManoMano: pull offer status	Daily	Fetches from ManoMano the status of the offers sent.
ManoMano: offer competitiveness	Daily	Checks the competitiveness of the offers.
ManoMano: cleanup logs	Every day	Deletes old API call logs, according to each account's log retention days.

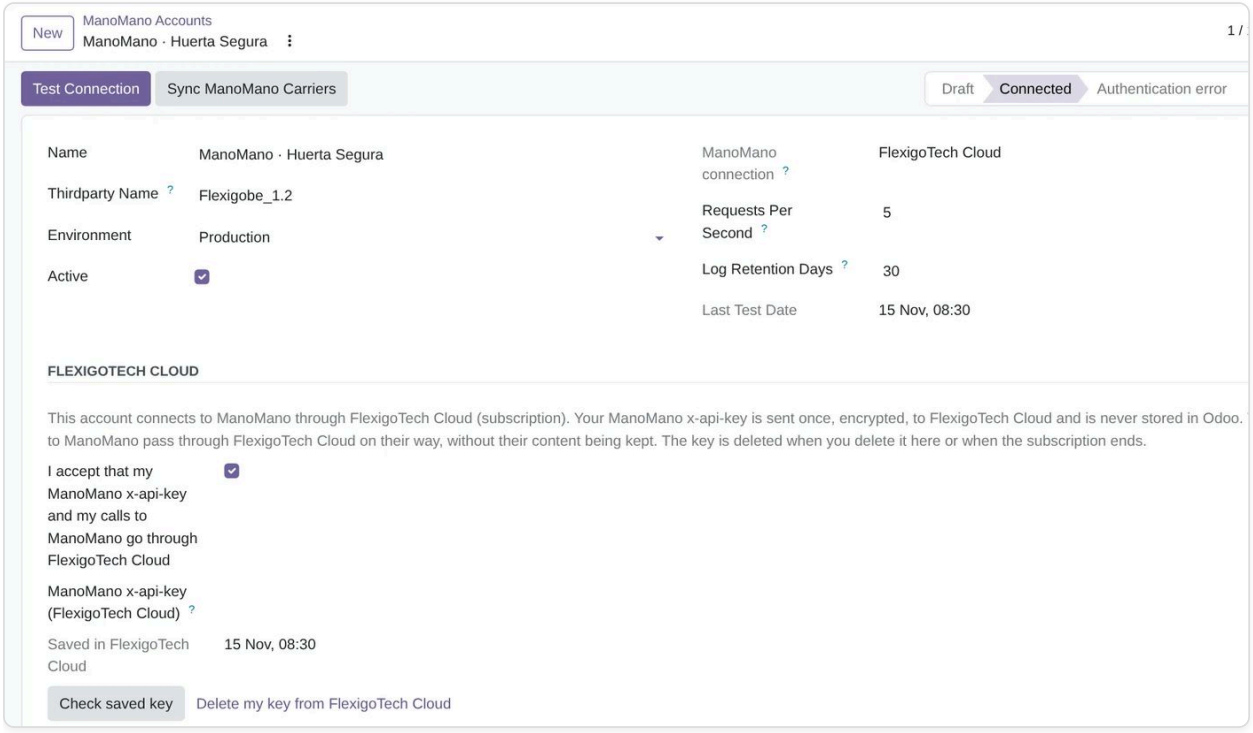
TASK	FREQUENCY	WHAT IT DOES
ManoMano: sync brands	Every 7 days	Updates the ManoMano brand catalogue.
ManoMano: sync categories tree	Every 7 days	Updates the ManoMano category tree and attributes.

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

> A paused account, or one with the circuit open, is not synchronised until it is resumed.

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17 The account options and how they come



- **Real Odoo 20 screenshot.** The ManoMano account with its buttons and the **FlexigoTech Cloud** group.

OPTION	ON CREATION	WHAT IT DOES
Name	Empty, you must fill it in	Required. Identifies the account in the lists.
Thirdparty Name	Filled in with a value suggested by the connector	Required. It must follow the format 'Vendor_Version' (e.g. Flexigobe_1.0). Otherwise Odoo shows: «x-thirdparty-name must follow 'Vendor_Version' format (e.g. Flexigobe_1.0).»
Environment	**Sandbox**	You choose between **Sandbox** and **Production**.
Active	On	With the box unticked the account is archived.
Requests Per Second	5	Limits the calls Odoo makes to ManoMano to that rate, to avoid 429 responses.

OPTION	ON CREATION	WHAT IT DOES
Log Retention Days	30	Days the API call log is kept before being purged.
Company	The company you are working in	Required. Indicates the Odoo company the account belongs to.
ManoMano connection	**FlexigoTech Cloud**	Read-only: the account connects through **FlexigoTech Cloud**.
ManoMano x-api-key (FlexigoTech Cloud)	Empty	Here you enter the ManoMano key. It is sent once, encrypted, to FlexigoTech Cloud and is never stored in Odoo.
I accept that my ManoMano x-api-key and my calls to ManoMano go through FlexigoTech Cloud	Unticked	A system administrator must tick it before the key is saved. Otherwise Odoo warns that nothing has been sent.

The account has no options to confirm or create documents automatically. Those decisions are chosen in each country's contract, not in the account. The account connects through FlexigoTech Cloud, which requires the trial or the subscription. Before moving an account to another environment you must delete its key from FlexigoTech Cloud.

What is done by hand

TAB OR GROUP	BUTTONS
Account header	**Test Connection** and **Sync ManoMano Carriers**.
FlexigoTech Cloud group	**Check saved key** and **Delete my key from FlexigoTech Cloud**, only for system administrators. Both are hidden while the key is not saved in FlexigoTech Cloud.

Test Connection calls ManoMano at that moment, even if the account is paused. If it responds, the pause is lifted and synchronisation resumes straight away. If ManoMano answers 401 or 403, the account moves to **Authentication error**. A failure on ManoMano's server does not mean the key is wrong.

Sync ManoMano Carriers updates the catalogue of carriers ManoMano accepts. **Check saved key** checks what FlexigoTech Cloud holds for this account, without showing the key. **Delete my key from FlexigoTech Cloud** removes it from there.

The other tabs

Contracts	Lists the account's contracts, one per country. Each contract is opened from here or from **ManoMano › Configuration › Contracts**.

Account status

State	Read-only. It starts as **Draft** and moves to **Connected**, **Authentication error** or **Circuit open**.
Last Test Date	The last time the connection was tested.
Paused until and **Failed calls in a row**	ManoMano has failed too many times in a row: the account's calls wait until that time and then synchronisation resumes on its own. **Test Connection** tries straight away.

Saved in FlexigoTech Cloud	When the key was saved in FlexigoTech Cloud.

> If an account already has orders, Odoo does not allow deleting it: "This ManoMano account has orders: archive it instead."

18 Security and personal data

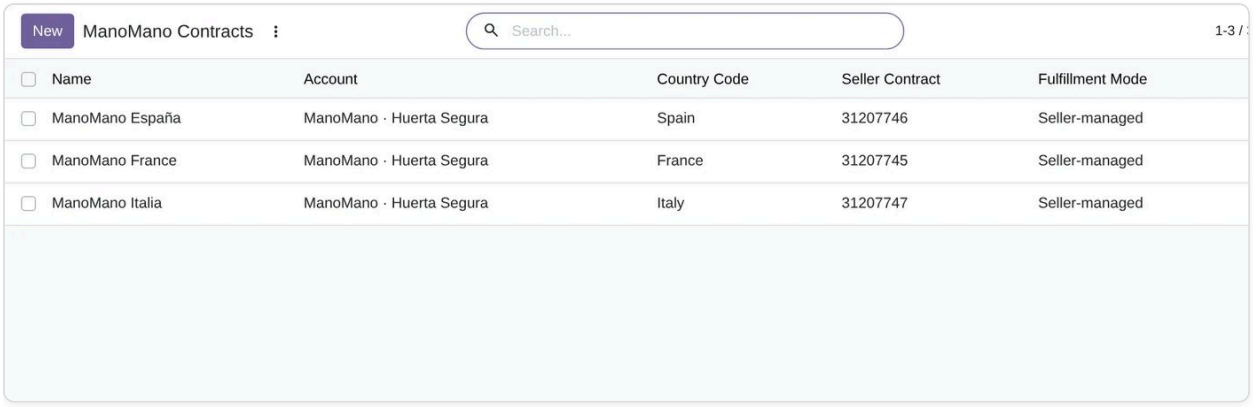
- The ManoMano x-api-key is not stored in Odoo. It is sent once, encrypted, to FlexigoTech Cloud, which keeps it encrypted and adds it to each call to ManoMano.
- Only system administrators can see or enter the key. Before saving it, one of them has to tick the consent **I accept that my ManoMano x-api-key and my calls to ManoMano go through FlexigoTech Cloud**. If it is not ticked, you get the error «Before saving the x-api-key, a system administrator has to accept that the ManoMano x-api-key and the calls to ManoMano go through FlexigoTech Cloud. Nothing was sent.» and nothing is sent.
- On the account, **Saved in FlexigoTech Cloud** shows when the key was saved. With the key saved, **Check saved key** checks what FlexigoTech Cloud holds, without showing the key. **Delete my key from FlexigoTech Cloud** removes it from there. Both buttons are for system administrators only.
- If the key is not in FlexigoTech Cloud, Odoo warns you with «The x-api-key of ManoMano account '...' is not saved in FlexigoTech Cloud: type it again.» When you delete an account, its key is also deleted from FlexigoTech Cloud.
- FlexigoTech Cloud is hosted on servers in Germany. When the subscription or trial ends, or when you disconnect the database, it deletes your ManoMano key and the data of that connection within 30 days at most, or sooner if ManoMano requires it.
- There are three user groups: **ManoMano User**, **ManoMano Manager** and **ManoMano Admin**. Accepting, rejecting and refunding orders, and uploading invoices to ManoMano, are buttons for the **ManoMano Manager**. **Send manually** and **Send to ManoMano** are seen by the **ManoMano User**.
- FlexigoTech Cloud receives the company name, the email of the person who accepts, the date and version of the accepted text, and every request to ManoMano. Those requests may include personal data of your customers or employees: FlexigoTech Cloud passes them to ManoMano and keeps them only as long as needed to deliver them.
- Your customers, orders, invoices and products stay in your Odoo. The connection does not send them to FlexigoTech Cloud.

Call history

The **API Log** stores each call to ManoMano with its date, account, method, path, HTTP code, duration, attempt and error type. Each account has its **Log Retention Days** option. The scheduled action **ManoMano: cleanup logs** runs every day and deletes the oldest calls.

19 Several accounts and several companies

Each connection with ManoMano is an account, in **ManoMano › Configuration › Accounts**. Each country has its contract, in **ManoMano › Configuration › Contracts**, and each contract belongs to the Odoo company that manages it, with its own options: automatic acceptance, automatic sending, automatic invoice upload and automatic refund.



- **Real Odoo 20 screenshot.** List of ManoMano contracts, one per country, with its account and its seller contract.

The Standard plan supports up to 3 accounts per connector and the Pro plan up to 10.

An order, a delivery order or an invoice can only go with the contract and company they belong to. If they do not match, Odoo warns you with «The order, picking or invoice of a ManoMano record must be of its own contract and company.» This way an operation never goes out with the key of another account. The buyers of each order are stored as contacts of the contract's company, and a buyer from one company is not linked to another.

The same ManoMano contract cannot be active twice. If it is already connected in another company, "This ManoMano contract is already connected in "%(contract)s" (company %(company)s): archive it first." appears. This way each order is not imported twice.

20 If something fails

No trial or subscription to FlexigoTech Cloud	The connector does not talk to ManoMano. Before sending anything, Odoo tells you a subscription is needed and marks and sends nothing.
«ManoMano authentication failed (...). Please verify the API key on account '...'.»	ManoMano has answered 401 or 403. Check the account's key, re-enter it if needed and press **Test Connection**. The account is marked with **Authentication error**.
«Only a ManoMano manager can accept or refuse ManoMano orders.»	Accepting or rejecting orders requires the ManoMano managers group. Ask an administrator to assign it to you.
A ManoMano order without a sale order	In **ManoMano › Orders** check the columns **No sale order because** and **Mapping Error**. The order failed to import and is retried on each run until the cause is fixed.
An invoice, a shipment or a refund in error state	They retry on their own every 30 minutes, except those ManoMano rejected. These stay in error: open them and use their manual action.

«ManoMano answered 207 without a result for this order: it is not confirmed. Check the order in ManoMano.»	Odoo cannot mark the order as accepted or rejected. Press **Refresh** on the order and compare with ManoMano.
I don't know what ManoMano replied	Open the API call log: each line shows the path, HTTP code, attempt and error type. When you open it you see the request and the response.

After 5 failed calls in a row, the account is paused and its followers are notified. It resumes on its own, and **Test Connection** tries straight away. If FlexigoTech Cloud does not let an account's calls through, the scheduled actions skip it without marking or deleting anything.

Other warnings you may see

«ManoMano calls of account '...' are paused until ... (UTC) after ... failed calls in a row. They resume on their own; 'Test Connection' on the account tries right away.»	Wait for the pause to end or press **Test Connection** on the account.
«ManoMano allows ... calls per hour to ... and ... were made in the last hour: the connector goes on at its next run.»	Do nothing. The connector resumes work on its next run.
"ManoMano validation error (422): ..."	ManoMano has rejected the data sent. Correct what the message indicates and send it again.
«ManoMano order ... is in ..., which is not an active currency in Odoo: it is not imported. Activate ... in Odoo and the next import brings it.»	Activate that currency in Odoo and wait for the next import.
This ManoMano contract is already connected in "% (contract)s" (company % (company)s): archive it first.	Archive the other contract before connecting this one.
«This ManoMano account has orders: archive it instead.»	An account with orders cannot be deleted. Archive it.
«Before saving the x-api-key, a system administrator has to accept that the ManoMano x-api-key and the calls to ManoMano go through FlexigoTech Cloud. Nothing was sent.»	A system administrator must tick the consent on the account and save again.
«The x-api-key of ManoMano account '...' is not saved in FlexigoTech Cloud: type it again.»	Enter the x-api-key again on the account.

«Set the barcode (EAN) of ... first: ManoMano searches its catalogue by EAN.»	Fill in the product's barcode.
«Validate delivery ... first: ManoMano gets the tracking of a shipped parcel.»	Validate the delivery and then send the tracking.

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21 Other ways to do it

METHOD	WHAT IT INVOLVES
Manually from the ManoMano panel	Someone logs into the ManoMano Toolbox, reviews the new orders and accepts or rejects them. Then they record each order in Odoo, notify the shipment and upload the invoices.
Odoo alone	In the Odoo 20 code, Community and Enterprise, there is no module with "manomano" in its name and no manifest that names it (search of 13-11-2026). Therefore, Odoo 20 on its own includes nothing to connect to ManoMano.
This connector	It works over the ManoMano Partners API and covers offers, stock, orders, shipments, invoices and refunds. It requires a FlexigoTech Cloud subscription: 14-day free trial with no card, then from €49 per month, excluding VAT.

If you already use another tool for ManoMano, you do not need to start from scratch. Each contract has the field **Initial Import Days**: how many days back the first import looks (7 when the contract is created), plus the orders that are still open. This lets you choose from when the connector starts, without repeating what you already manage.

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22 Plans and price

€9

License per Odoo version.

+ FlexigoTech Cloud

STANDARD

€49/month

or €490 a year

- First response within 1 working day
- Up to 3 accounts

PRO

€98/month

or €980 a year

- First response within 4 working hours
- Up to 10 accounts
- Video call if needed

14-day trial, no card · Prices exclude VAT

The module license is per Odoo version. FlexigoTech Cloud is paid monthly or yearly, and the 14-day trial asks for no card. With Standard, up to 3 accounts; with Pro, up to 10.

23 Frequently asked questions

Does it work without a FlexigoTech Cloud subscription?

No. Without the trial or the subscription, the connector does not talk to ManoMano.

How long does the trial last and is a card needed?

The trial lasts 14 days and does not ask for a card.

What does FlexigoTech Cloud do for the connector?

It stores your ManoMano API key encrypted, adds the key to each call to ManoMano and monitors the synchronisation.

Is my ManoMano key stored in my Odoo?

No. The key is sent once, encrypted, to FlexigoTech Cloud and is not stored in Odoo.

Which plan do I need and how much does it cost?

There are two plans: Standard, at €49 per month or €490 per year, and Pro, at €98 per month or €980 per year, both excluding VAT.

How much does the module itself cost?

The module license costs €9 per Odoo version.

How many ManoMano accounts does each plan allow?

The Standard plan allows up to 3 accounts per connector and the Pro plan up to 10.

What is the difference in support between the plans?

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

Does it work on Odoo Online?

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

Does it work on Odoo.sh or on my own server?

Yes. It is installed as a module on Odoo.sh or on your own server, which is where third-party modules can be installed.

Which Odoo versions does it cover?

There is a published branch for each of versions 17, 18, 19 and 20.

Does it need Odoo Enterprise?

No. All its dependencies are from Odoo Community, so it works on Community and Enterprise: Sales, Inventory, Invoicing, Discuss, delivery management and the FlexigoTech Cloud module.

What does the connector bring in from ManoMano?

It brings in the orders and their status changes, as well as the brands, categories, attributes and ManoFulfillment stock.

What does the connector send to ManoMano?

From Odoo it sends the offers with their price and stock, the acceptance or rejection of orders, shipments, invoices and refunds.

How often do orders arrive?

The task **ManoMano: import orders** brings them in every 15 minutes. You can also bring one in immediately with **Refresh** on the order.

How often are offers synchronised?

The task **ManoMano: sync offers** sends the offers to ManoMano every 15 minutes. The status of the offers is downloaded once a day.

How often does ManoFulfillment stock arrive?

Every 6 hours, with the task **ManoMano: pull ManoFulfillment stock**.

How often are brands and categories updated?

The tasks **ManoMano: sync brands** and **ManoMano: sync categories tree** run every 7 days.

What happens to operations that fail?

The task **ManoMano: retry failed operations** reviews every 30 minutes the shipments, refunds and invoice uploads that were left in error.

What happens if ManoMano stops responding?

After 5 consecutive failed calls, the account is paused and its followers are notified. It resumes on its own, and **Test Connection** tries straight away.

Can I sell in several ManoMano countries?

Yes. Each country has its contract in Odoo, with its own fulfilment mode and its own automations.

Does it accept orders on its own or do I have to accept them?

It depends on the contract. **Auto Accept** is off by default: with it off, you accept each order yourself from Odoo.

How is ManoMano told about a shipment?

When you validate the delivery of a ManoMano order, Odoo reports the shipment with its tracking. If it fails, the delivery stays validated and the shipment is set to **Error** so it can be retried.

Does it upload invoices to ManoMano?

Yes, when the contract has **Auto Invoice Upload** enabled. If an upload fails, it retries on its own, or you can do it yourself from **ManoMano › Invoice Documents**.

Does it handle refunds?

Yes. A refund is created when a credit note for a ManoMano order is posted, and you can also create it manually from the order.

Can I see which calls were made to ManoMano?

Yes. The **API Log** stores each call with its date, account, method, path, HTTP code, duration, attempt and error type.

What happens to orders I had before installing it?

The first import of each contract brings in the orders from the days set in **Initial Import Days** (7 when the contract is created) and all those still open, pending or in preparation. Anything older is not brought in.

Will you set up the module for me?

No. Setting it up is done from your own account.

Does it cover the costs of ManoMano, Odoo or hosting?

No. You pay for your account on ManoMano, Odoo and your hosting.

Does it migrate my database to another Odoo version?

No. The connector does not migrate your database to another Odoo version.

How many scheduled tasks does it include and are they active?

It includes 10 scheduled tasks and all 10 are active when installed.

How has it been tested?

With a simulator that responds like the ManoMano API according to its official documentation, never with a real seller account. The Odoo 20 branch has 306 automated tests.

What licence does the module have?

The module is published under the OPL-1 licence.

24 Glossary

Marketplace	Online shop where several sellers publish their products. ManoMano is one.
Account	Each connection of Odoo with ManoMano. It is created in **ManoMano › Configuration › Accounts**.
Contract	The link between your company and a ManoMano country. There is one contract per country, in **ManoMano › Configuration › Contracts**.
Seller contract	The number ManoMano gives each contract. It only accepts numbers.
x-api-key	The API key that ManoMano issues to the seller. With the connector it is not stored in Odoo.

FlexigoTech Cloud	The online service of the connector. It stores your key encrypted and forwards the calls to ManoMano. It requires the 14-day trial or the subscription.
Fulfilment mode	Who handles the shipments of a contract: **Seller-managed**, **ManoMano Fulfillment** or **Mixed**.
ManoFulfillment	The ManoMano service that stores and ships the products. Its stock is checked in **ManoMano › Stock**.
Offer	The product published on ManoMano for a contract, with its price and stock. It is in **ManoMano › Offers › Offers**.
ManoMano Order	An order that comes in from ManoMano. It is matched with an Odoo sales order.
Pending acceptance	Status of an order you have not yet accepted or rejected.
Mapping Error	Mark on an order when a line cannot find its product in Odoo.
SKU	The product code, the internal reference. An offer is only published with a SKU.
EAN	The product's barcode. It is used to find the offer in the ManoMano catalogue.
Brand and category	ManoMano catalogue data that you choose in the **ManoMano** tab of the product form.
Attribute	A field of the ManoMano product catalogue. It can be **List**, **Number**, **Text** or **Boolean**.
ManoMano carrier	A carrier from the ManoMano catalogue, with its code. You choose it on each Odoo shipping method.
Invoice document	The record of an invoice that is uploaded to ManoMano. It is in **ManoMano › Invoice Documents**.
Refund	The return of an order to ManoMano, for whole products and, if you wish, including the shipping costs.
API Log	The list of every call to ManoMano, in **ManoMano › Tools › API Log**.
Circuit open	Status of an account paused after several consecutive failed calls. It resumes on its own.

25 Checklist and contact

- [ ] You have a ManoMano seller account, its API key (x-api-key) and the contract numbers for each country.
- [ ] Your Odoo is version 17, 18, 19 or 20, on Odoo.sh or on your own server. Odoo Online does not work.
- [ ] The Sales, Inventory, Invoicing and Discuss apps, delivery management and the FlexigoTech Cloud module are installed.
- [ ] You installed the connector with a system administrator user.
- [ ] You have activated the 14-day FlexigoTech Cloud trial, without a card, or the subscription.
- [ ] You have created the account in **ManoMano › Configuration › Accounts**, with its key and consent for FlexigoTech Cloud.
- [ ] You have clicked **Test Connection** and the account is **Connected**.
- [ ] You have created one contract per country, with its **Seller Contract** and its **Fulfillment Mode**.
- [ ] You have reviewed **Auto Accept**, **Auto Shipping From Picking**, **Auto Invoice Upload** and **Auto Refund On Credit Note** on each contract.
- [ ] You have chosen **ManoMano brand** and **ManoMano category** in the **ManoMano** tab of your products.
- [ ] The 10 scheduled tasks are active and **API Log** shows the calls with code 200 or 204.
- [ ] A first order has arrived in **ManoMano › Orders** and its lines find their product, with no **Mapping Error**.

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

Email

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

On the web

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

On Odoo Apps

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

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