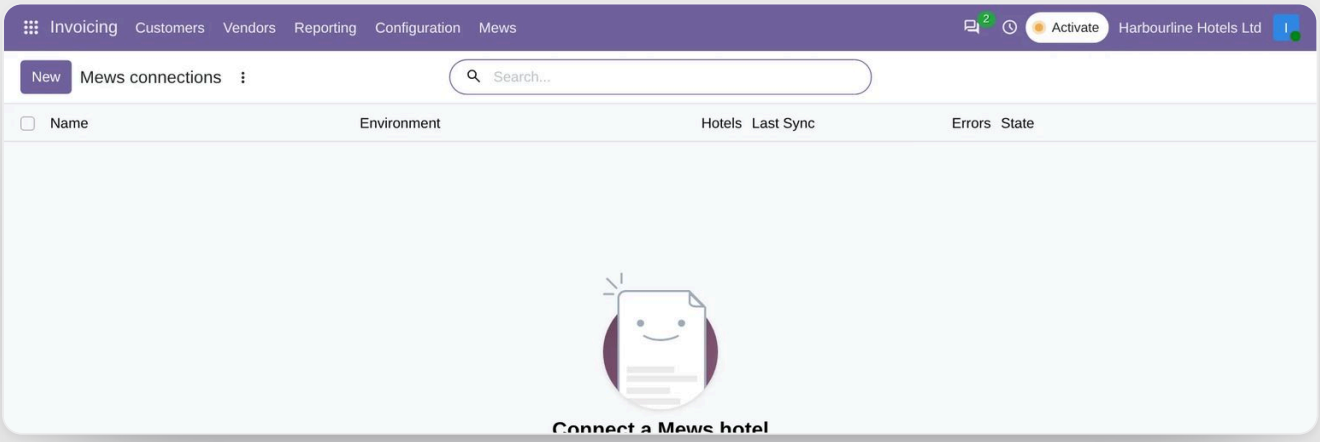
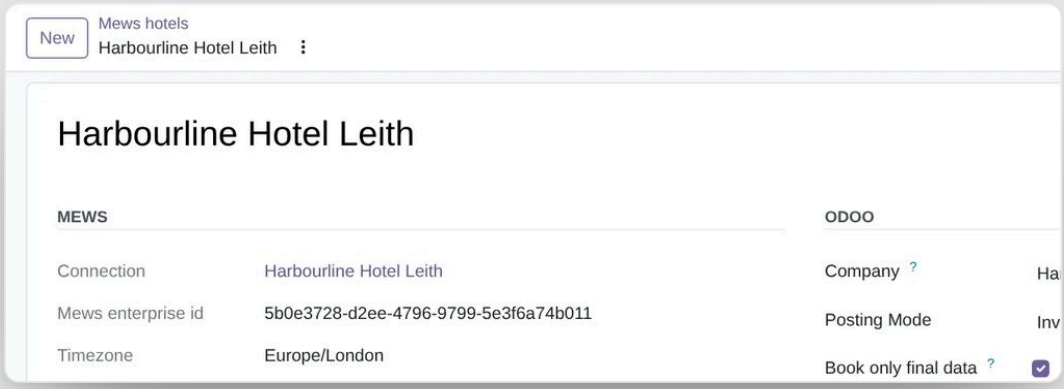
CONNECTOR GUIDE · HOTELS

Mews connector for Odoo

Bring your Mews hotel's invoices, payments and VAT into Odoo accounting.

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





Real Odoo 20 screenshot. The list of connections, which starts empty, and the page for a hotel already connected.

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 20.0.1.0.2 of the module (Odoo branch 20.0, commit 8d55c67835). Everything in it comes from its published code, the platform's official documentation or real screenshots.

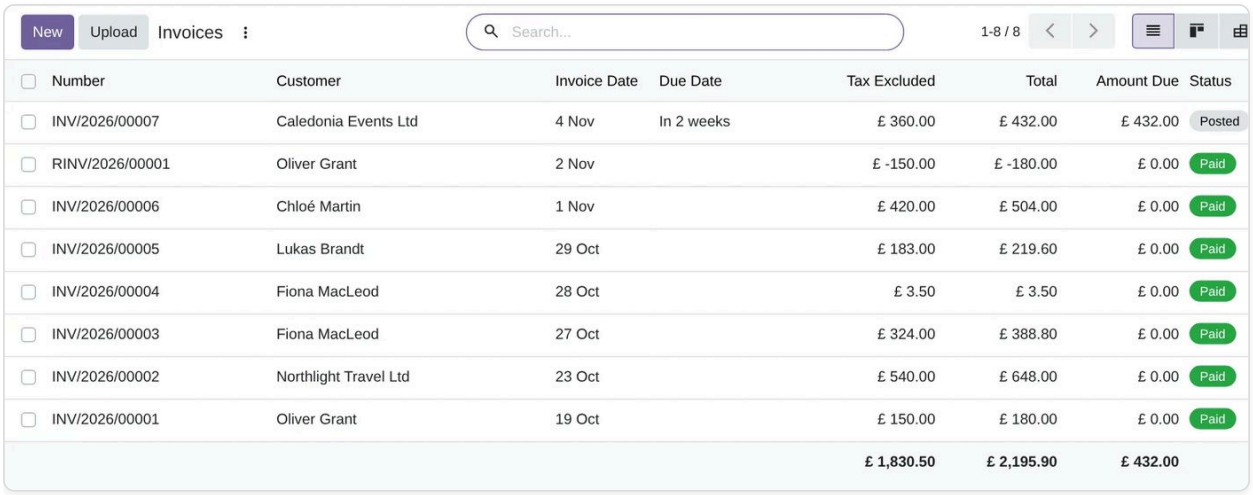
The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to Mews. The module also has a version for Odoo 17, 18 and 19.

1 Who it is for and what it solves

> The connector needs FlexigoTech Cloud: every call to Mews goes through it and asks for its trial or subscription. A live hotel needs the production key, which Mews gives FlexigoTech when it certifies the integration. We sort that out with you during the setup. This guide explains how the published module works, with screenshots from a test database in which Mews and FlexigoTech Cloud are simulated.

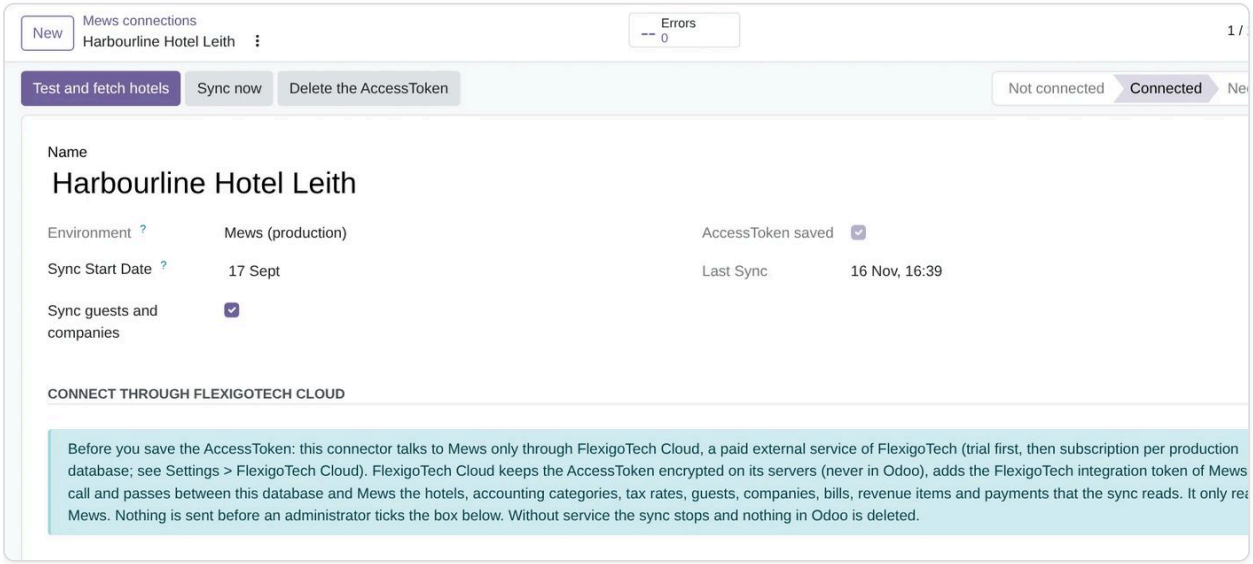
Without the connector, someone at the hotel copies by hand into Odoo what is in Mews: the guests and companies, the invoices, the payments and the daily revenue.

The connector asks Mews for that data through FlexigoTech Cloud and brings it into Odoo: guests and companies as contacts, and invoices with their payments or, if you prefer, one entry per day with the revenue. A scheduled task repeats this every hour, and what is closed in Mews is posted once Mews no longer allows it to be changed.



Number	Customer	Invoice Date	Due Date	Tax Excluded	Total	Amount Due	Status
INV/2026/00007	Caledonia Events Ltd	4 Nov	In 2 weeks	£ 360.00	£ 432.00	£ 432.00	Posted
RINV/2026/00001	Oliver Grant	2 Nov		£ -150.00	£ -180.00	£ 0.00	Paid
INV/2026/00006	Chloé Martin	1 Nov		£ 420.00	£ 504.00	£ 0.00	Paid
INV/2026/00005	Lukas Brandt	29 Oct		£ 183.00	£ 219.60	£ 0.00	Paid
INV/2026/00004	Fiona MacLeod	28 Oct		£ 3.50	£ 3.50	£ 0.00	Paid
INV/2026/00003	Fiona MacLeod	27 Oct		£ 324.00	£ 388.80	£ 0.00	Paid
INV/2026/00002	Northlight Travel Ltd	23 Oct		£ 540.00	£ 648.00	£ 0.00	Paid
INV/2026/00001	Oliver Grant	19 Oct		£ 150.00	£ 180.00	£ 0.00	Paid
				£ 1,830.50	**£ 2,195.90**	**£ 432.00**	

- **Real Odoo 20 screenshot.** The Odoo invoice list with the invoices that arrive from Mews.



- **Real Odoo 20 screenshot.** The hotel's connection, with the **Sync now** button and the date of the last sync.

What changes day to day

- The guests and companies from Mews appear as Odoo contacts.
- Mews invoices arrive as customer invoices, with their payments.

- Mews credit notes arrive as credit notes.
- Or, if the hotel prefers, one daily entry with the revenue, the VAT and the payments, instead of invoices.
- The sync repeats every hour and, if something fails, it is recorded in **Sync log and errors**.

What it does not do

- It does not create or change bookings, guests, invoices or payments in Mews: it only reads.
- It does not import Mews Payments that reach the bank statement.
- It does not import entries from external point-of-sale systems, which post their own sales.
- It does not connect to a real hotel without the production key, which Mews gives FlexigoTech when it certifies the integration. We sort that out with you during the setup.

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2 The connector in figures

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

1
scheduled task, every hour

6
own menus

2
posting modes: invoices or daily summary

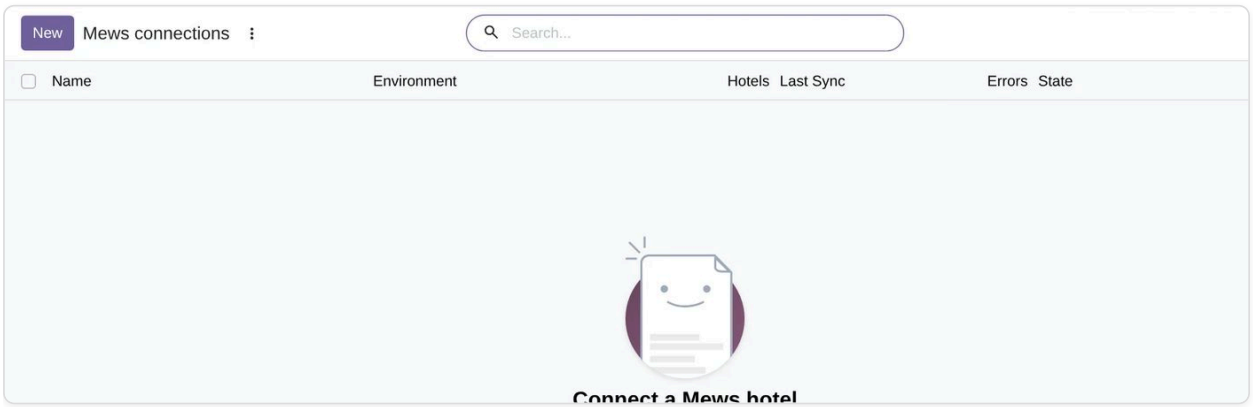
3 and 10
connections with Standard and with Pro

67
automated tests on Odoo version 20

The connector depends on the Odoo Invoicing app and on FlexigoTech Cloud, and is published for Odoo 17, 18, 19 and 20.

How it was tested. The 67 automated tests on Odoo version 20 simulate Mews and FlexigoTech Cloud. In November 2026, on Odoo 19 and through FlexigoTech Cloud, the connector was tested end to end against Mews's public demo environment: 75 closed Mews invoices gave 75 Odoo invoices with Mews's VAT to the penny, 52 payments were reconciled with their invoices, and the hotel's daily summary with net prices matched Mews day by day, to the penny. It has not yet been tested with a real hotel: Mews has not yet issued the production ClientToken.

3 Where you see it in your Odoo



- **Real Odoo 20 screenshot.** The **Mews connections** list, still with no connection.

Invoicing › Mews › Connections	Each connection to Mews. From here you connect a hotel and see its status and its last sync.
Invoicing › Mews › Hotels	The hotels that come from Mews, with their configuration in Odoo.
Invoicing › Mews › Accounting categories	The Mews accounting categories of each hotel.
Invoicing › Mews › Tax rates	The Mews tax rates of each hotel and the Odoo tax that corresponds to them.
Invoicing › Mews › Sync log and errors	What could not be posted, with its reason and **Retry**.

Outside its own app, the connector adds to the invoice list the **From Mews** filter and the search by **Mews bill number**. It does not add buttons or tabs to invoices, payments or contacts: what it brings from Mews are normal Odoo invoices, payments and contacts. The **Mews** menu is visible only to accounting administrators and Odoo administrators.

4 What you need before you start

- A Mews account for the hotel, and someone at the hotel who can create in Mews the AccessToken for this integration. That token is what connects Odoo with the hotel.
- An Odoo administrator. Only an administrator can accept what FlexigoTech Cloud does with the AccessToken, save it, or delete a connection that holds it.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. Odoo Online does not work, because it does not allow third-party modules to be installed.
- The Odoo Invoicing app, which is installed with the connector if you do not have it yet.
- The FlexigoTech Cloud trial or subscription. Calls to Mews always go out through FlexigoTech Cloud, and without one of the two nothing is sent.
- A hotel in Mews. A live hotel also needs the production key, which Mews gives FlexigoTech when it certifies the integration. We sort that out with you during the setup. The Mews demo environment works with the test AccessTokens that Mews publishes in the documentation of its Connector API.
- The currencies of your Mews hotels, active in Odoo: an invoice in a currency that is not active cannot be posted.

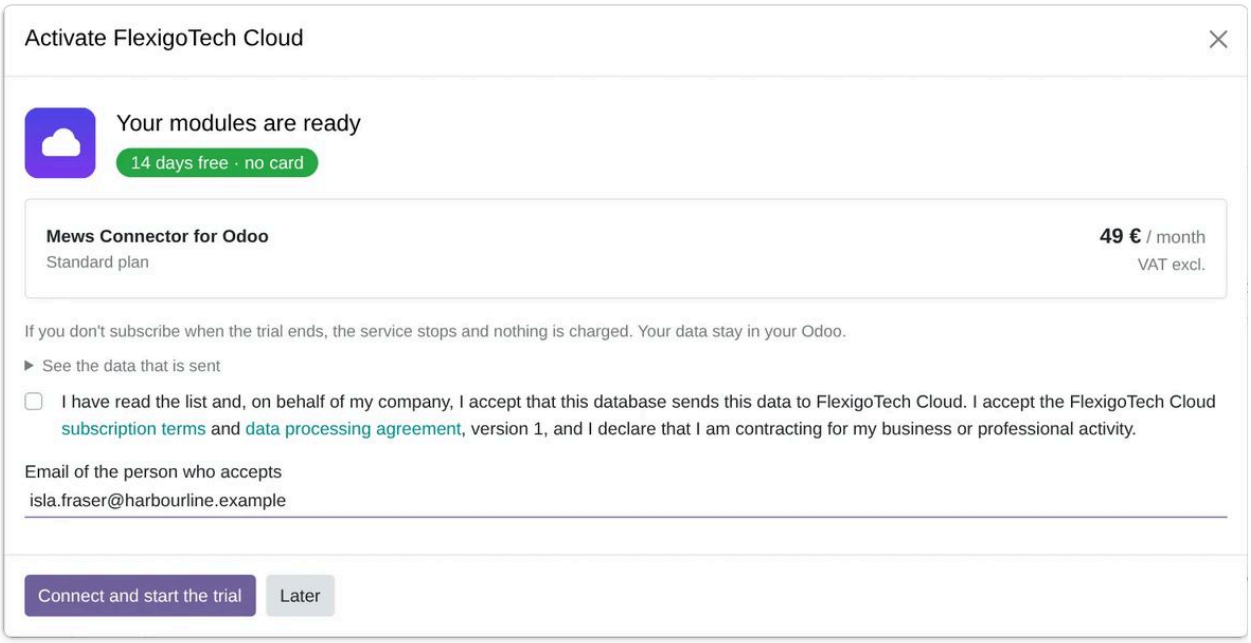
> The connector creates nothing in Mews. The AccessToken is created by the hotel in Mews for this integration, and you must copy it without spaces. The Mews demo environment is public: never put real data into it.

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

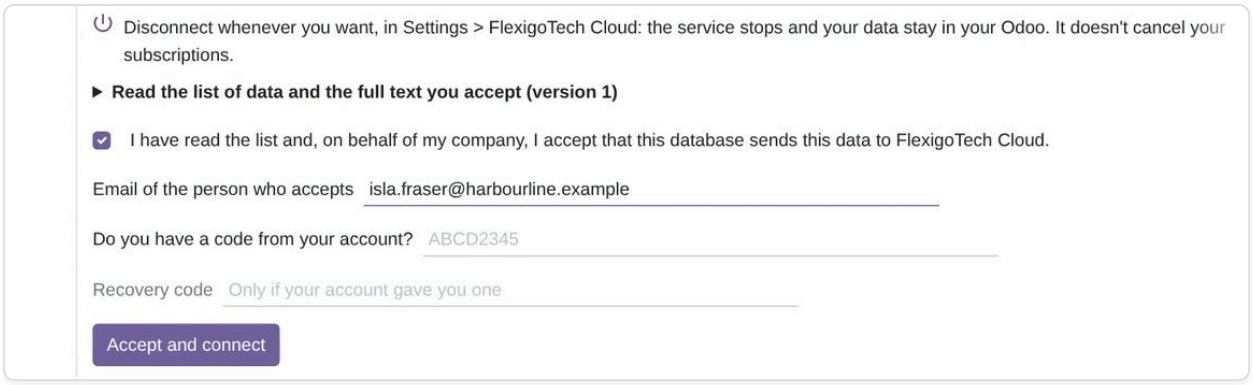
Tick «I have read the list and, on behalf of my company…» (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

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

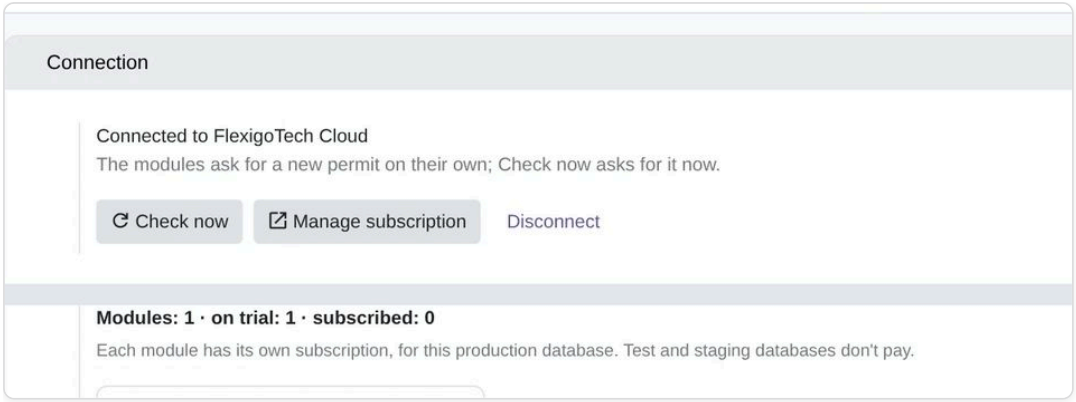
The same, from Settings

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



- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud, before connecting: the 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 right away (otherwise the module renews it by itself every 6 hours).

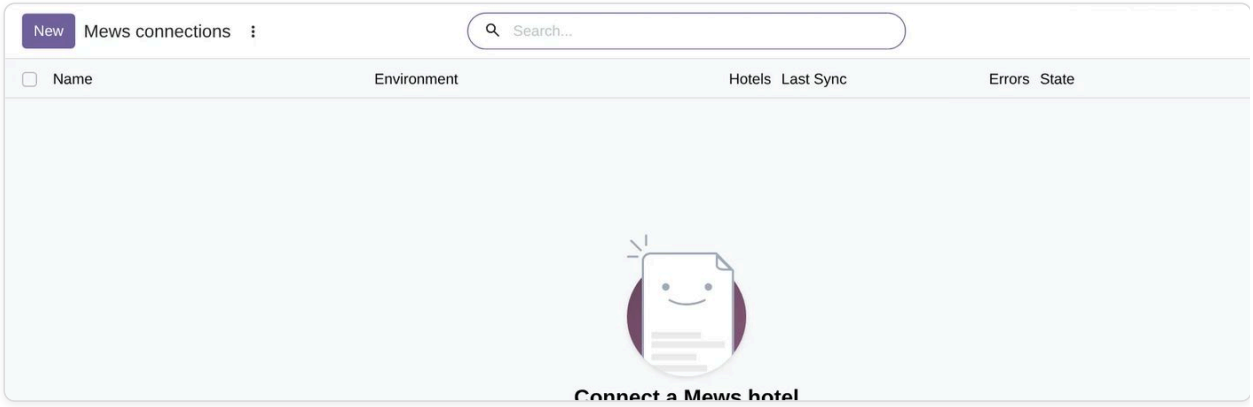
> You cannot start a trial on a neutralised copy (staging) or on a database with demo data: Settings says so with «This database is a neutralised copy or has demo data, so trials can't be started here.»

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6 Connecting a hotel step by step

1 Open the connections menu

Go to **Invoicing › Mews › Connections**. The first time, the list is empty.



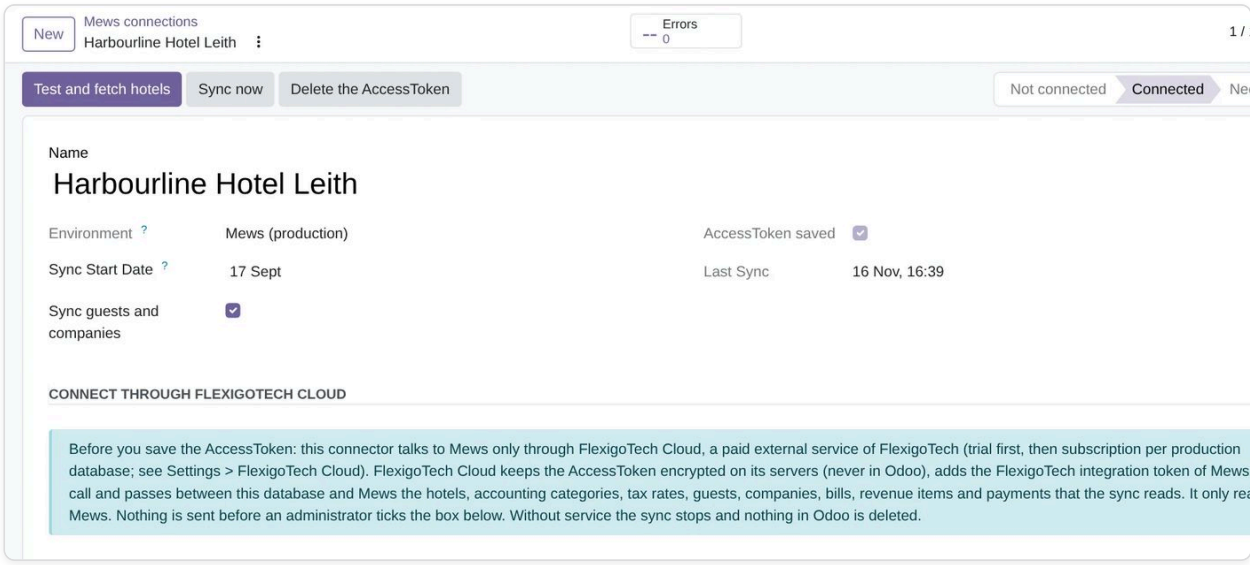
- **Real Odoo 20 screenshot.** The **Mews connections** list before creating the first connection.

2 Click New

The connection form opens.

3 Fill in the details

Enter the **Name**. If you work with several companies, check the **Company**: it is the owner of the AccessToken and the one that new hotels take. Choose the **Environment**: it is set to **Mews (production)**, and the other option is **Mews demo environment**. Set the **Sync Start Date**: nothing earlier than that date is brought in from Mews. **Sync guests and companies** is switched on by default.



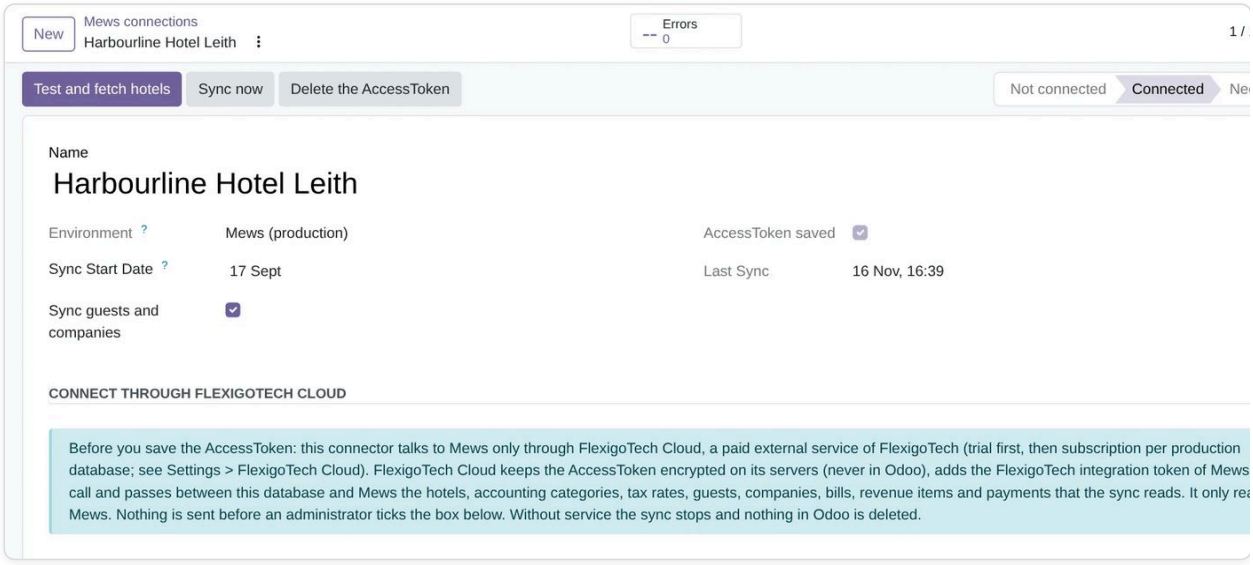
- **Real Odoo 20 screenshot.** The connection form, with the group **Connect through FlexigoTech Cloud**.

4 Accept and save the AccessToken

In the group **Connect through FlexigoTech Cloud**, tick **I accept that FlexigoTech Cloud passes the calls to Mews** and paste the **Mews AccessToken**. Without the box, Odoo will not let you save it. On saving, the token is sent once to FlexigoTech Cloud, which keeps it encrypted, and it is not kept in Odoo: the field is emptied and **AccessToken saved** is ticked.

5 Click Test and fetch hotels

Odoo tests the connection and brings in the hotels, with their accounting categories and tax rates. The connection moves to **Connected** and the hotels appear in the **Hotels** tab. If Mews rejects the token, the connection moves to **Needs attention** and the reason appears in **Last Error**.



- **Real Odoo 20 screenshot.** The connection in **Connected** status, with the **Hotels** tab.

6 Prepare each hotel

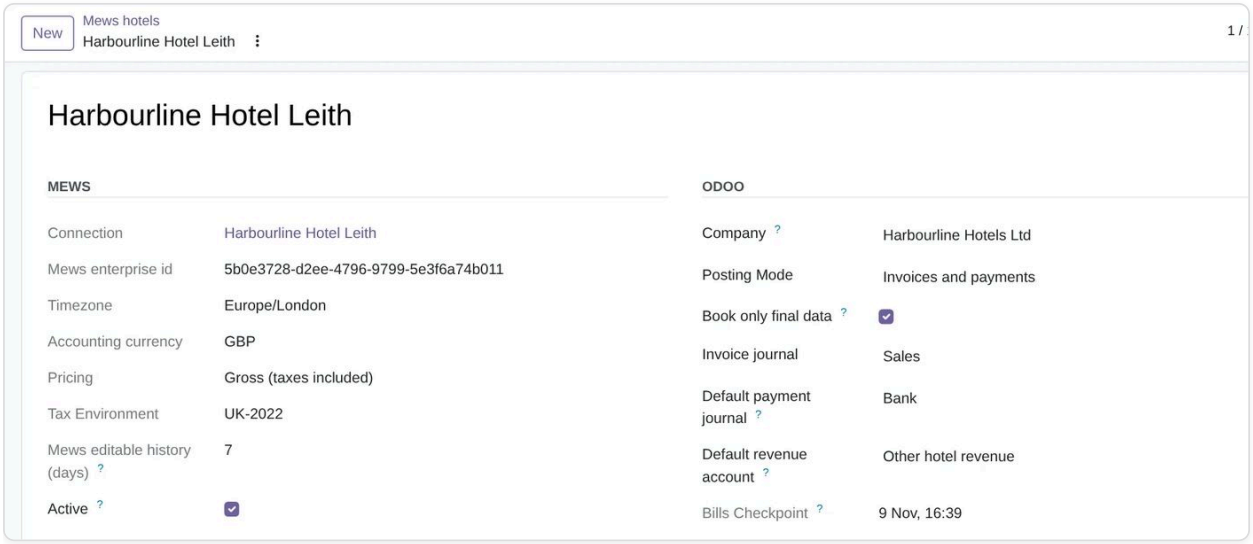
Open each hotel from the **Hotels** tab or from **Invoicing › Mews › Hotels**. Choose the **Posting Mode** and its journals, and match its accounting categories and tax rates. Anything that fails beforehand is kept in **Invoicing › Mews › Sync log and errors** with its error, and is posted with **Retry**.

> Only an administrator can accept the consent and save the AccessToken. Once saved, you cannot change the **Environment** or the **Company** of the connection: first you must click **Delete the AccessToken**.

> On **Mews (production)**, **Test and fetch hotels** needs the production key, which Mews gives FlexigoTech when it certifies the integration. We sort that out with you during the setup.

With the connection made, the scheduled task **Mews: sync contacts, invoices, payments and daily entries** goes through all connections with a saved AccessToken every hour. **Sync now** does the same for one connection without waiting; it is available once the token is saved and the connection already has some hotel. What is closed in Mews does not arrive immediately: with **Book only final data** switched on, which is the default, each hotel waits until Mews stops allowing changes (in the hotel in the screenshots, 7 days). Without the FlexigoTech Cloud service, the sync stops without touching anything and carries on from where it left off when the service returns.

7 The Mews hotels in Odoo



- **Real Odoo 20 screenshot.** The Harbourline Hotel Leith with its time zone, its accounting currency, the pricing type and the tax environment.

You enter from **Invoicing › Mews › Hotels**, which opens the **Mews hotels** list. The time zone, the **Accounting currency**, the **Pricing** (gross or net), the **Tax Environment** and the **Mews enterprise id** come from Mews and cannot be edited in Odoo.

Hotels are not typed in by hand. They arrive when you click **Test and fetch hotels** on the connection, and the scheduled task asks Mews for them again once a day, with their accounting categories and tax rates. A new hotel takes the company of its connection.

What you see and configure for the hotel

Active	If you switch it off, the hotel stops syncing.
Company	The Odoo company where the hotel records its invoices, payments and entries.
Posting Mode	**Invoices and payments**, as default, or **Daily summary entry**.

Book only final data	Switched on, as default, it waits until Mews stops allowing changes to the invoice or the day.
Invoice journal	The sales journal for the hotel's invoices. Required in **Invoices and payments**.
Default payment journal	For payments whose Mews accounting category has no journal of its own.
Default revenue account	For revenue with no accounting category, or whose category has no account.
Daily summary journal and **Guest ledger account**	Only in **Daily summary entry**, and required there.

The **Accounting categories** and **Tax rates** tabs show the hotel's two mapping tables, which also have their own menu.

Statuses

The hotel has no status field. It is told apart by the **Active** checkbox: ticked, it syncs; unticked, it does not.

> If the hotel already has data posted in one mode, you cannot change the **Posting Mode**: Odoo blocks it when you save. The data that comes from Mews (time zone, accounting currency, price, tax environment and company ID) cannot be edited.

Two ways to post a hotel

The **Posting Mode** decides how Mews data enters Odoo. Under **Invoices and payments**, each invoice closed in Mews becomes a customer invoice (or a credit note), with one line per tax rate of each revenue item. Its payments are recorded as Odoo payments reconciled with it. Under **Daily summary entry**, one accounting entry is created per hotel and day.

When each piece of data is recorded

With **Book only final data** ticked, which is the default, sync waits until Mews stops letting the hotel change an invoice or a day. Unticked, data is recorded as soon as the invoice is closed, and a later correction in Mews arrives as its own credit note. **Mews editable history (days)** shows that window in days: it is the longest of the hotel's editable histories.

Form fields and tabs

Daily summary journal	The journal where each day's entry is recorded.
Guest ledger account	In the daily summary, it receives the difference between the day's revenue and payments: guests still in the property, deposits and credit invoices.
Bills Checkpoint	Invoices closed in Mews before this point have already been recorded.
Daily Checkpoint	Days up to this date have already been recorded.

The form groups what comes from Mews under the **Mews** group and what you decide under the **Odoo** group.

Rules and conditions

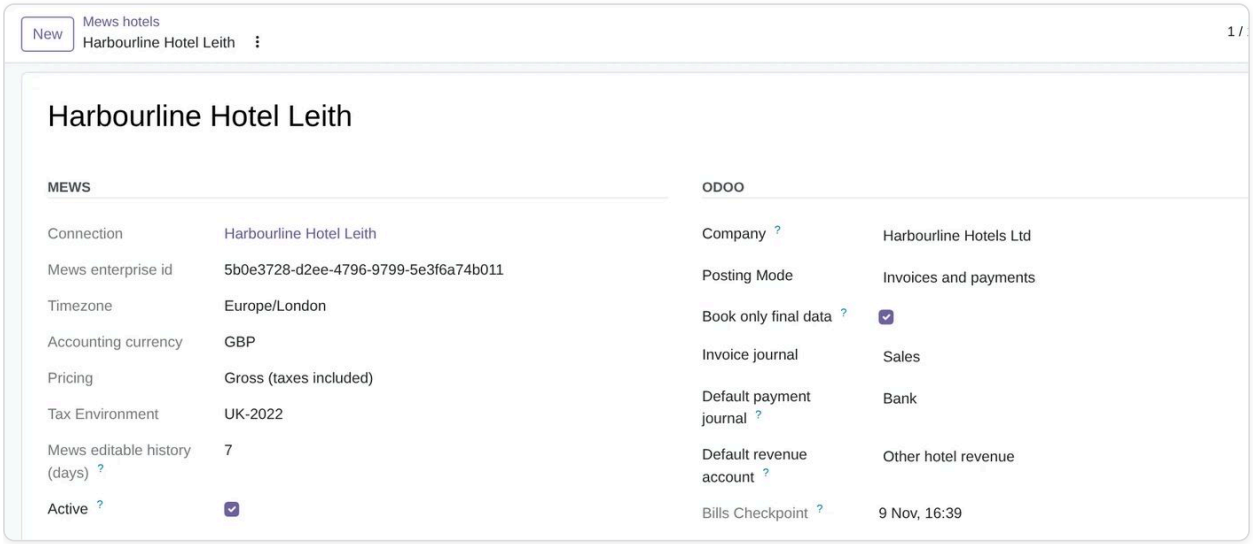
- You cannot change the **Posting Mode** of a hotel that already has data posted in the other mode. The hotel is recognised by its Mews identifier across the whole database, so deleting it and fetching it again does not free it.
- A hotel is posted to one Odoo company and in one mode only. If another connection already posts it to another company, or in the other mode, this one stops with a warning in the log, and the other hotels under its AccessToken carry on.
- A difference of up to one cent per line between the Odoo tax and the Mews invoice tax is corrected on the first tax line. A larger difference indicates a wrong tax mapping and the invoice is not posted.
- A day that cannot be posted stops sync at that point: the following days wait.

Tax rates that Mews does not list

If an invoice uses a tax rate that the hotel's tax environment does not list, the connector adds it to the tax rates list before posting, so that the person keeping the books can match it with an Odoo tax. Until it is matched, that invoice (or that day) is not posted: it stays in the log with its error. Only an amount that carries no tax rate in Mews comes in without tax.

End-to-end example

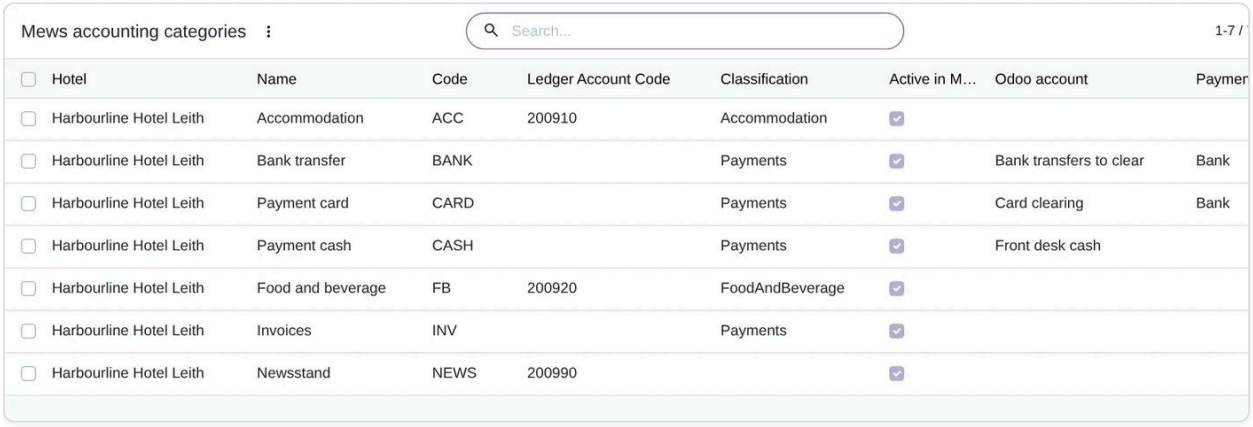
Harbourline Hotel Leith works in GBP, with time zone Europe/London, gross pricing (tax included), tax environment UK-2022 and an editable history of 7 days. The **Invoicing › Mews › Hotels** menu shows it with the **Accounting categories** and **Tax rates** tabs, which are filled in when the connection's hotels are fetched. Every hour, the scheduled task asks Mews for the new data of that hotel.



- **Real Odoo 20 screenshot.** The hotel's **Tax rates** tab, with its three Mews rates and the Odoo tax for each.

8 Accounting categories: from Mews to Odoo accounts

Open **Invoicing › Mews › Accounting categories**. The **Mews accounting categories** list opens, with one row per category and hotel.



Hotel	Name	Code	Ledger Account Code	Classification	Active in M…	Odoo account	Paymer
Harbourline Hotel Leith	Accommodation	ACC	200910	Accommodation	☑		
Harbourline Hotel Leith	Bank transfer	BANK		Payments	☑	Bank transfers to clear	Bank
Harbourline Hotel Leith	Payment card	CARD		Payments	☑	Card clearing	Bank
Harbourline Hotel Leith	Payment cash	CASH		Payments	☑	Front desk cash	
Harbourline Hotel Leith	Food and beverage	FB	200920	FoodAndBeverage	☑		
Harbourline Hotel Leith	Invoices	INV		Payments	☑		
Harbourline Hotel Leith	Newsstand	NEWS	200990		☑		

- **Real Odoo 20 screenshot.** The hotel's Mews accounting categories, with their **Odoo account** and **Payment journal**.

Categories are not typed by hand: they arrive when you press **Test and fetch hotels**, and the scheduled task updates them once a day. What comes from Mews (name, code, ledger account code, classification and whether it is active) is visible but cannot be changed. When a new category arrives with a ledger account code, the connector proposes the Odoo account that has that same code, if one exists; you can change it.

What you fill in

Odoo account	Revenue account for this category. In the daily summary, it also receives its payments.
Payment journal	In the invoices and payments mode, the journal where payments for this category are recorded.

Filters

Without Odoo account	Shows only the categories you have not yet assigned an account to.
Active in Mews	Shows only the categories still active in Mews. The list opens with this filter applied.

1. **Open the list**
   Go to **Invoicing › Mews › Accounting categories**.
2. **Find what is pending**
   Apply the **Without Odoo account** filter.
3. **Assign the account**
   Choose the **Odoo account** in each row.
4. **Assign the journal**
   In payment categories, choose the **Payment journal**.

> What comes from Mews is not changed. Revenue whose category has no account goes to the hotel's **Default revenue account**, and a payment without a journal goes to the **Default payment journal**. If the hotel does not have that account or journal either, the invoice is not posted and the log says what is missing.

Accounting categories are the first of each hotel's two mapping tables. The other links Mews tax rate codes to Odoo taxes. A category without an account uses the hotel's **Default revenue account**; if there is none either, the invoice stops and the log says so.

What each category carries

Hotel	The hotel the category belongs to. Required.
Name	The name Mews gives it. Required and read-only.
Code	The short Mews code. Read-only.
Ledger Account Code	The ledger code that Mews provides. Read-only.
Classification	The category type in Mews, for example Accommodation, FoodAndBeverage or Payments. Read-only.
Active in Mews	Checkbox showing whether the category is still active in Mews. Ticked by default. Read-only.
Odoo account	Revenue account of the category. In the daily summary, also its payments.
Payment journal	Journal for the category's payments, in the invoices and payments mode.

Statuses

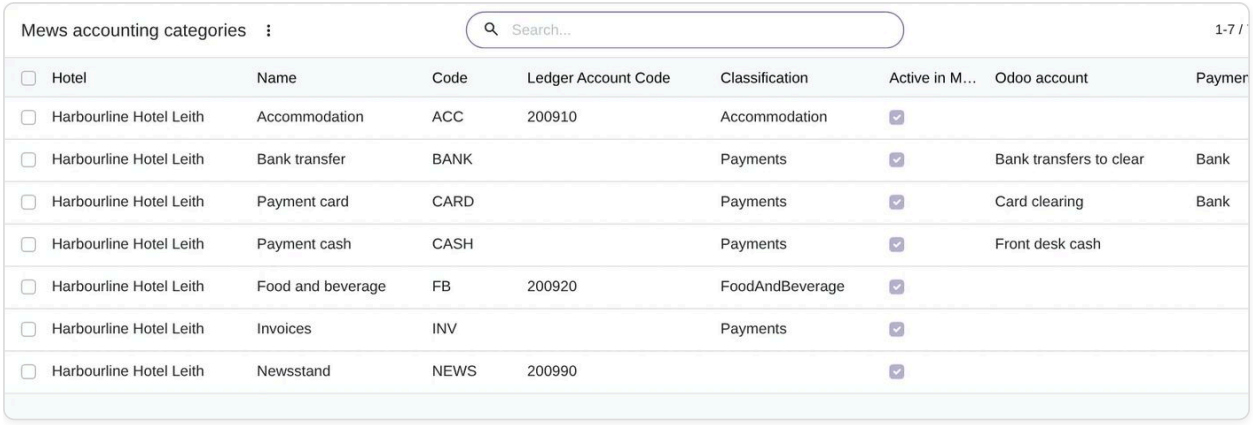
The category has no status field: whether it is still active in Mews is shown by **Active in Mews**, and whether it is matched, by **Odoo account**. The **Without Odoo account** filter gathers those that do not have one yet.

Rules

- Mews data is not edited in Odoo: name, code, ledger account code, classification and status in Mews are read-only.
- The account and journal are the only things you assign yourself.
- A category without an account is not filled in automatically: its revenue goes to the hotel's **Default revenue account** and, if there is none, the invoice stops and the **Invoicing › Mews › Sync log and errors** says so.
- On arrival, a category with a ledger account code is proposed the Odoo account with that code, if one exists.

An example with the hotel in the screenshots

Harbourline Hotel Leith has seven categories. Accommodation (ACC), Food and beverage (FB) and Newsstand (NEWS) carry a ledger account code (200910, 200920 and 200990) and have no Odoo account, so their revenue goes to the hotel's **Default revenue account**. The payment ones are Bank transfer (BANK), Payment card (CARD), Payment cash (CASH) and Invoices (INV). The first three have their **Odoo account** (Bank transfers to clear, Card clearing and Front desk cash), and Bank transfer and Payment card, the Bank **Payment journal**. Cash payments go to the hotel's **Default payment journal**.

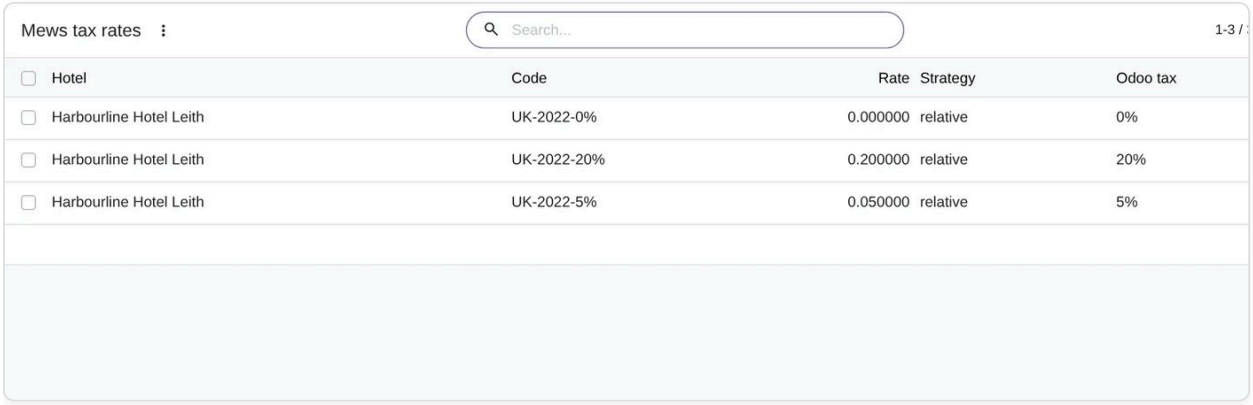


- **Real Odoo 20 screenshot.** The seven categories of Harbourline Hotel Leith, with the payment ones already matched.

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9 Mews tax rates and their Odoo equivalent

You enter from **Invoicing › Mews › Tax rates**. The **Mews tax rates** list opens, with one row per rate of each hotel.



- **Real Odoo 20 screenshot.** The **Mews tax rates** list with the three rates of Harbourline Hotel Leith.

Where the data comes from

Rates arrive from Mews when you press **Test and fetch hotels**, and the scheduled task updates them once a day: they are those of the hotel's tax environment. If an invoice uses a rate that the environment does not list, the connector adds it to the list before posting. When a new relative-strategy rate arrives, the connector proposes the Odoo sales tax with the same percentage that does not include the price, if one exists; you can change it.

What you see in each row

Hotel	The Mews hotel the rate belongs to.
Code	The rate's code in Mews. Cannot be edited.
Rate	The percentage expressed as a decimal: 0.2 is 20%. Cannot be edited.
Strategy	The Mews calculation type, as Mews gives it, in English: relative, flat or dependent. Cannot be edited.
Odoo tax	The Odoo tax it is matched with. It is the only thing you choose.

> In **Odoo tax**, choose a sales tax that does not include the price: the invoice lines carry the net amount from Mews. With one that does include it, the VAT in Odoo does not match the VAT in Mews and the invoice cannot be posted. A rate without a tax stops the invoice that uses it, and the log says «The Mews tax rate ... has no Odoo tax: map it in Mews > Tax rates.»

What data comes from Mews and what you set

For each rate, Mews provides **Code**, **Rate** and **Strategy**, and all three are read-only. The only thing you decide is the **Odoo tax**.

The strategies

The **Strategy** field shows the calculation type as Mews gives it, in English: relative, flat or dependent. It is not changed in Odoo. Only a relative rate is proposed an Odoo tax by the connector on arrival.

How to read the rate

The **Rate** is in decimal: 0.200000 is 20%.

Which Odoo tax is accepted

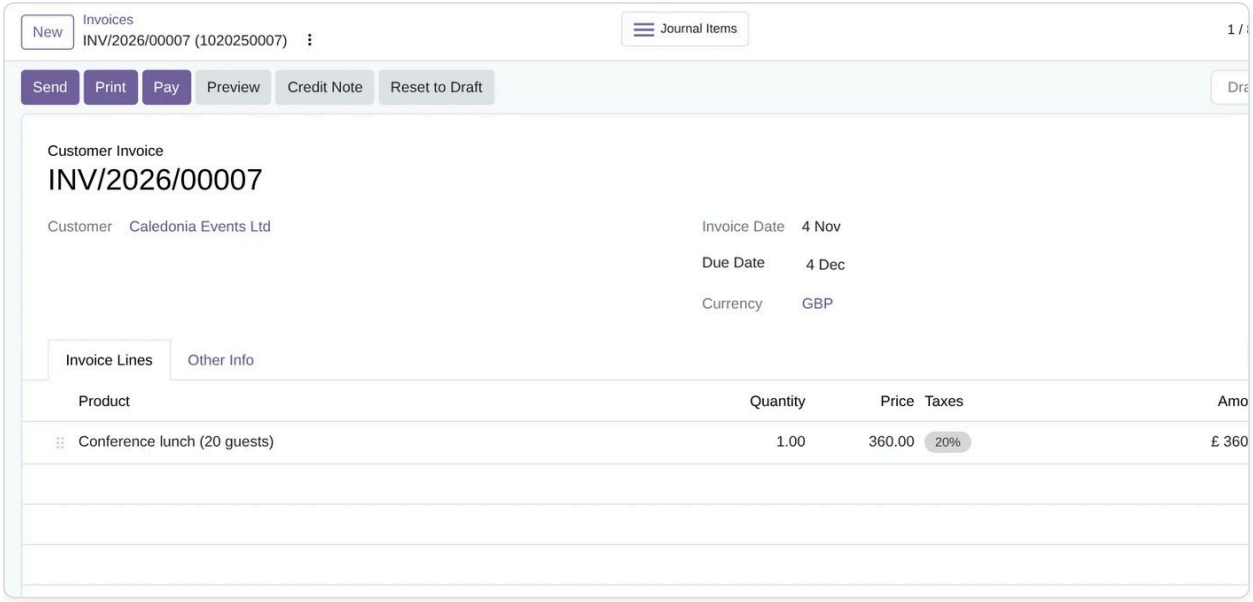
With a tax that includes the price, or of another percentage, the Odoo tax does not agree with Mews's. The connector tolerates up to one cent per line; if the difference is larger, the invoice is not posted and the log says so with the code tax_mismatch.

End-to-end example

Harbourline Hotel Leith has three Mews tax rates. Each is matched with an Odoo tax of the same percentage.

CODE	STRATEGY	ODOO TAX
UK-2022-0%	relative	0%
UK-2022-20%	relative	20%
UK-2022-5%	relative	5%

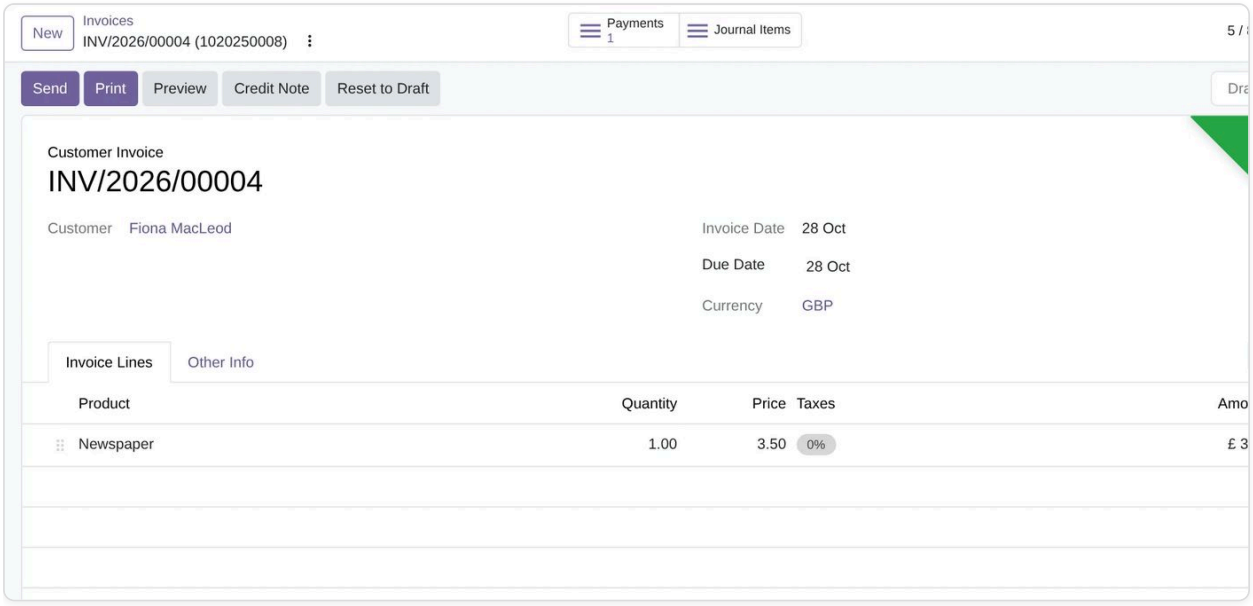
With that mapping, a Mews invoice line with code UK-2022-20% comes into Odoo with the 20% tax. On invoice INV/2026/00007, the Conference lunch (20 guests) line of £360.00 carries 20%, which adds £72.00 of VAT for a total of £432.00. A line with code UK-2022-0% comes in with the 0% tax, like the £3.50 newspaper on invoice INV/2026/00004.



- **Real Odoo 20 screenshot.** Invoice INV/2026/00007 with a £360.00 line at 20% and VAT of £72.00.

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10 Mews guests and companies as contacts



- **Real Odoo 20 screenshot.** Invoice for a guest, with their name in the Customer field.

Contacts arrive with the scheduled task **Mews: sync contacts, invoices, payments and daily entries**, every hour, or with **Sync now** on the connection: the guests and companies that have changed in Mews since the previous run, with their address. With **Sync guests and companies** switched off on the connection, only the contact on each invoice that is posted comes across.

Each contact is created as a person if it is a guest, or as a company if it is a Mews company. A guest with a tax number is still a person in Odoo: the connector respects what Mews says about each account.

Where you see it

From the invoice, the **Customer** field shows the guest's or the company's name. In the screenshot above the customer is Fiona MacLeod. An invoice in the name of a Mews company, such as Northlight Travel Ltd, links to

its contact in the same way.

Sync now	Button on the connection: runs the full sync (contacts, plus invoices and payments or daily entries) without waiting for the hourly task.

> Each contact is looked up by its Mews identifier on that connection, not by its name, email or tax number, so a guest who was already in Odoo is created again. When it changes in Mews, the connector rewrites its name, email, phone, Mews number (in the contact reference) and address, and archives it if it is deleted in Mews. A tax number that Odoo does not accept is left out and the log flags it. Contacts are not attached to any Odoo company: a guest can stay at several hotels.

What each contact is

The connector distinguishes Mews guests from Mews companies: a guest comes in as a person and a company as a company. The link to Mews (type, identifier and connection) is stored on the contact, but it does not appear on screen.

Person or company

Odoo 20 treats any contact with a tax number as a company. For contacts that come from Mews, what Mews says takes precedence: a guest with a tax number is still a person.

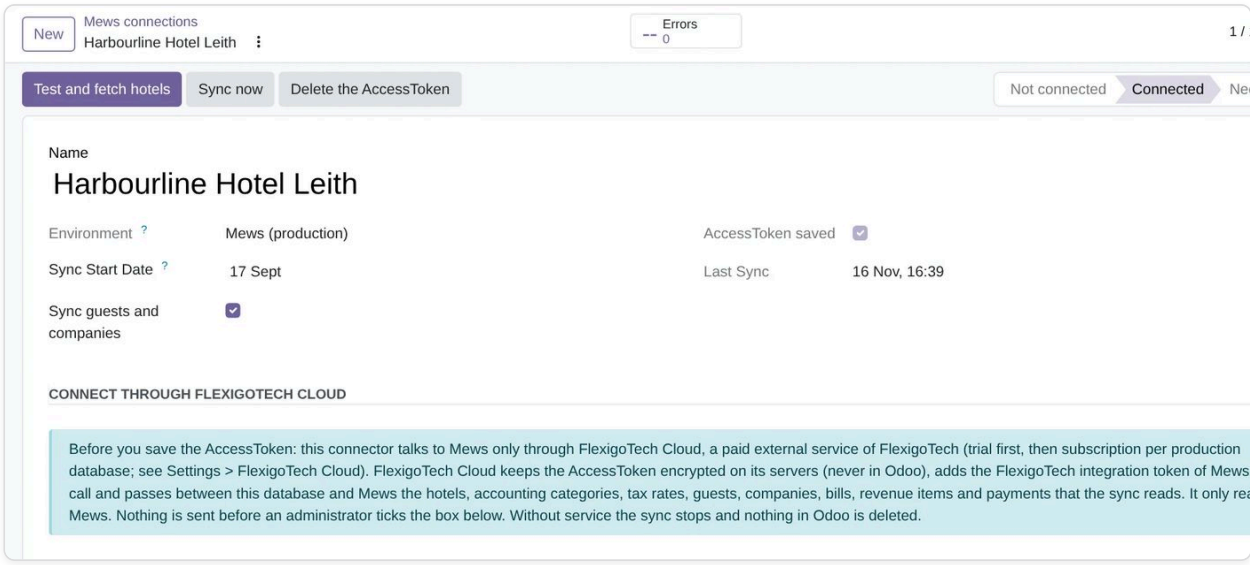
When the data arrives

- The task **Mews: sync contacts, invoices, payments and daily entries** runs every hour and is active.
- **Sync now** does the same when you ask for it, from the connection.
- With **Sync guests and companies** switched off, changes from Mews do not come across, but the contact on each invoice still arrives when it is posted.

End-to-end example

1. **Mews records a guest's invoice**
   Fiona MacLeod is a guest at the hotel and her account is closed in Mews with an invoice.

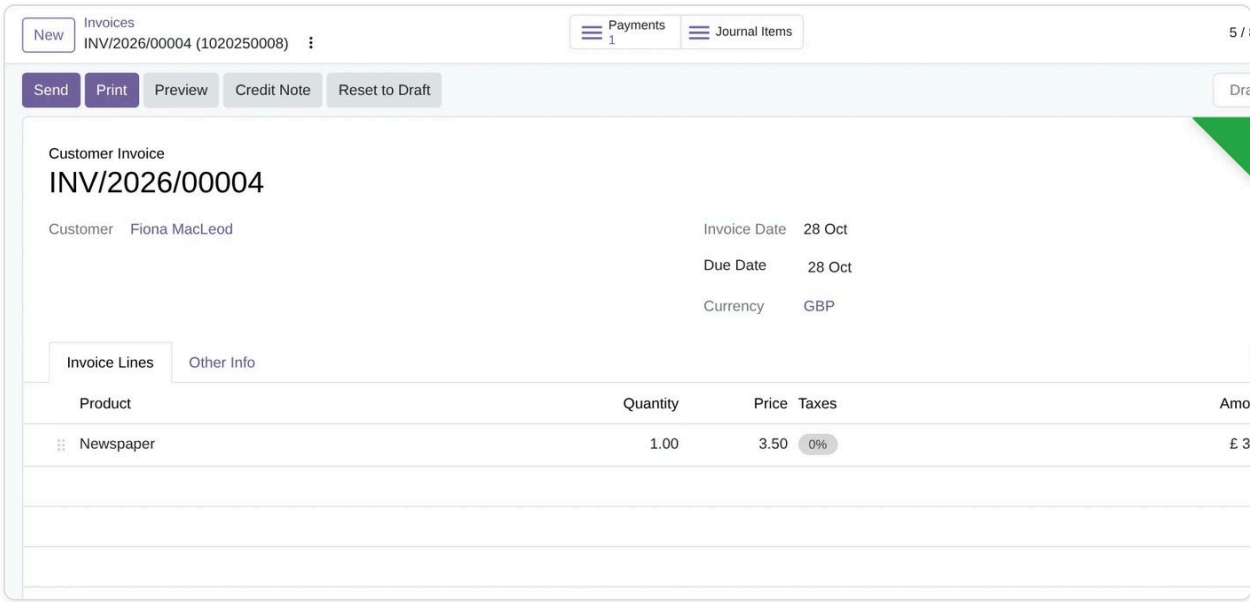
2. **The sync brings the contact across**
   In the next hour, or when you press **Sync now**, Fiona MacLeod's contact is created in Odoo as a person.



- **Real Odoo 20 screenshot.** Connection form with the **Sync now** button.

3 The invoice is linked

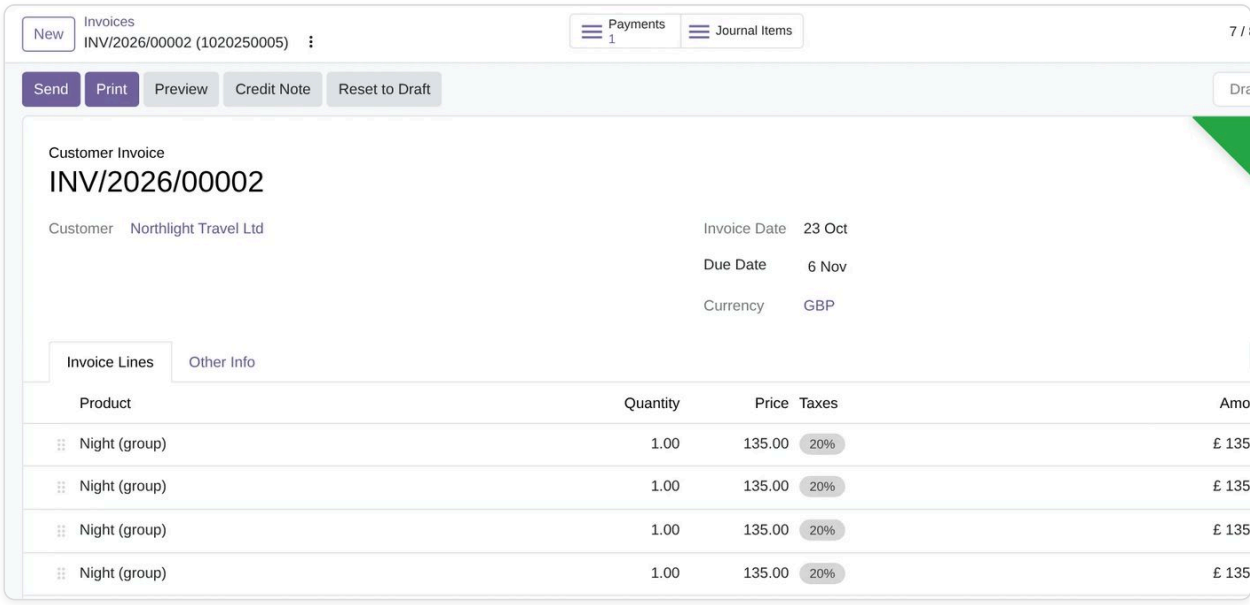
Fiona MacLeod's invoice shows her name in the **Customer** field.



- **Real Odoo 20 screenshot.** Fiona MacLeod's invoice with her name as customer.

4 The same with a company

The invoice for Northlight Travel Ltd is linked to a contact created as a company, because Mews holds it as a company account.



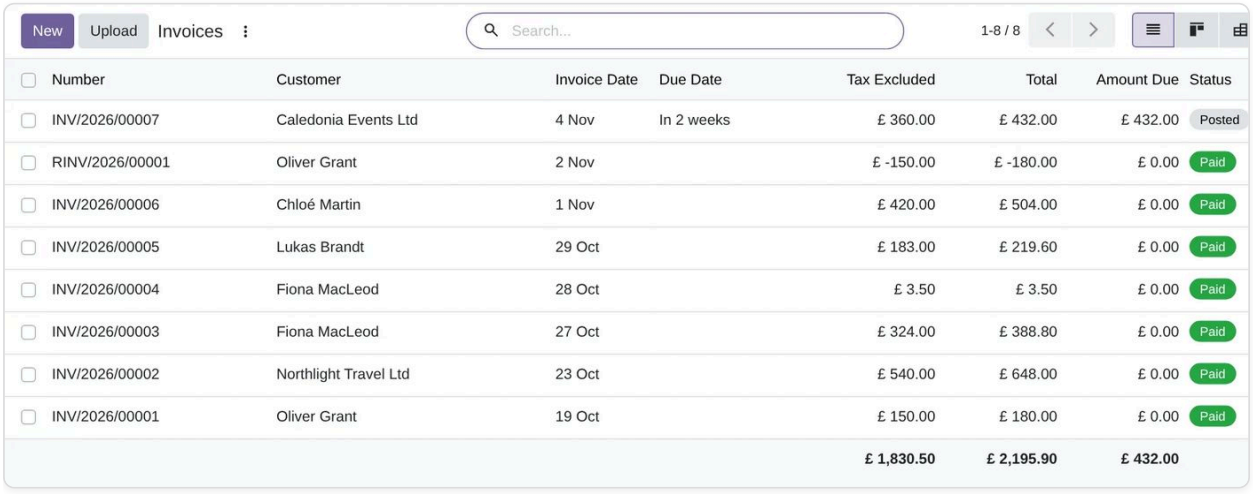
- **Real Odoo 20 screenshot.** The invoice in the name of Northlight Travel Ltd.

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11 From the Mews invoice to the Odoo invoice

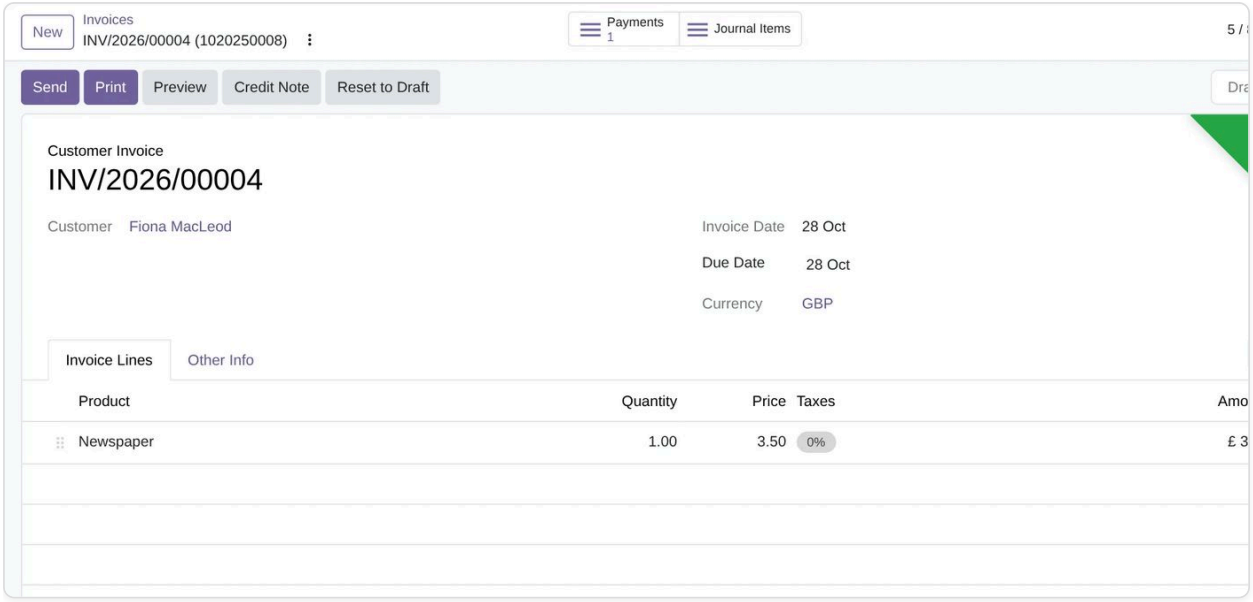
Mews invoices and credit notes are imported by the scheduled task **Mews: sync contacts, invoices, payments and daily entries**, which runs every hour and is active. There is no separate button for invoices. If you want to bring the import forward, press **Sync now** on the connection. Invoices closed in Mews arrive, both standard and corrective, issued from the **Sync Start Date** onwards and, with **Book only final data** switched on, once the period in which Mews still allows changes has ended.

You find them in the Odoo invoice list. The **From Mews** filter shows only those that come from Mews, and in the search you can look up by **Mews bill number**. The Mews number goes in the invoice reference, and Odoo shows it in brackets next to its number: INV/2026/00004 (1020250008).

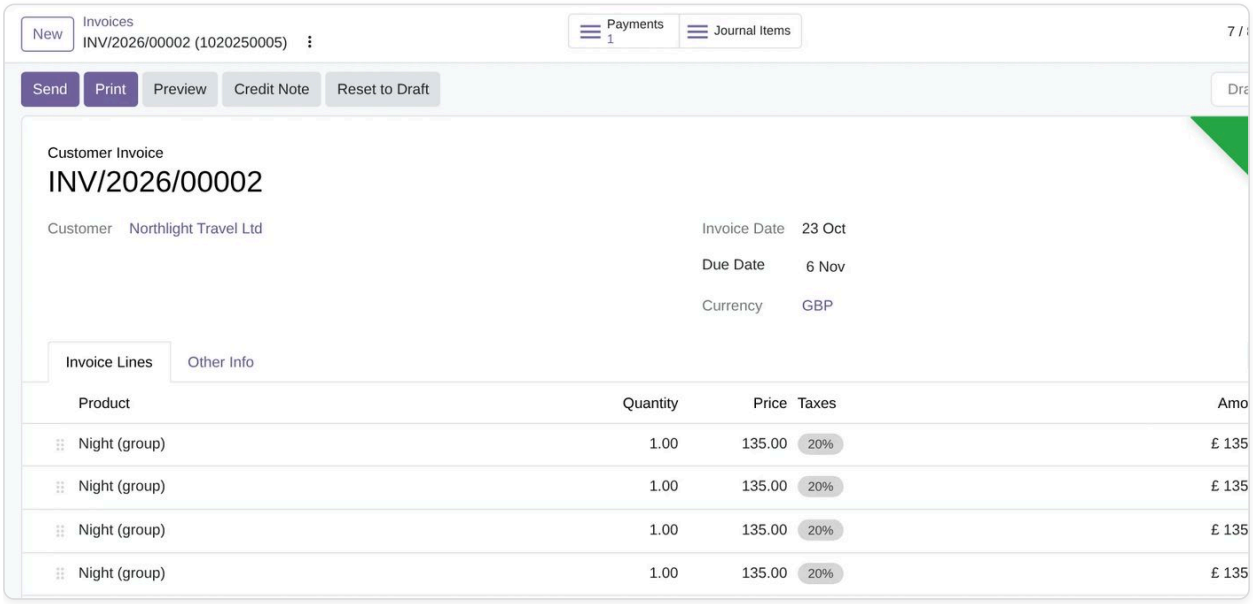


- **Real Odoo 20 screenshot.** The invoice list with one posted invoice, one credit note and several paid invoices.

Each invoice carries as customer the contact of the Mews guest or company, and one line for each revenue item (a night, a meal), with the account of its accounting category and the Odoo tax matched to its Mews rate. An item with two VAT rates gives two lines. The invoice and due dates are the Mews ones. The VAT on the Odoo invoice matches Mews to the penny; if it does not add up, the invoice is not created and the log says why.

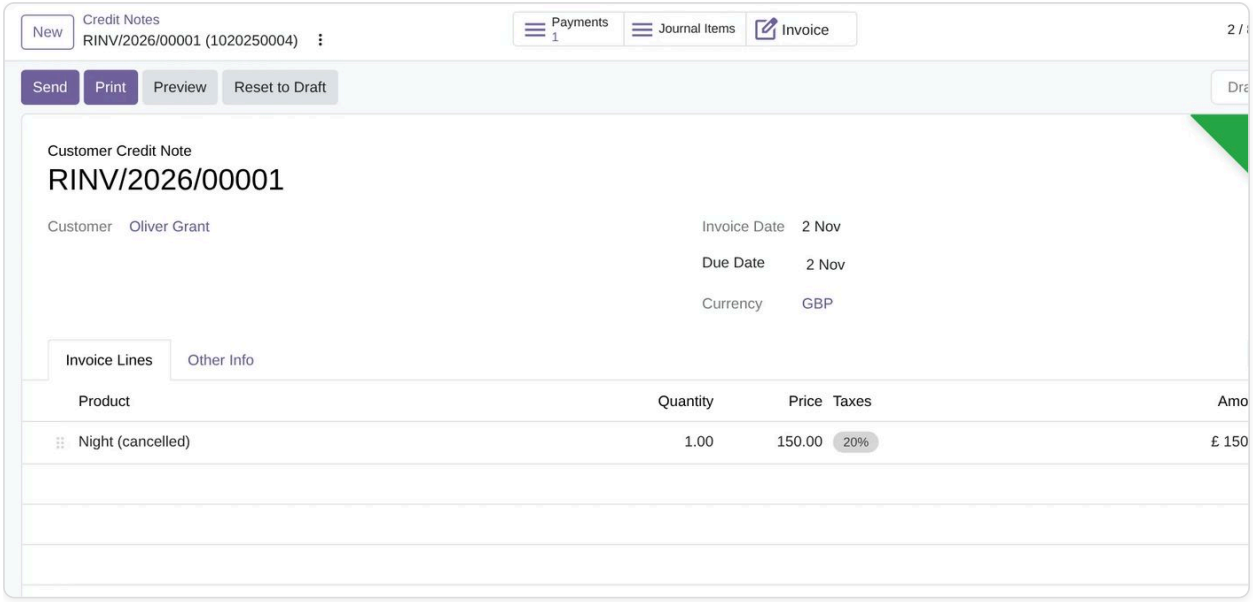


- **Real Odoo 20 screenshot.** Guest invoice, already paid.



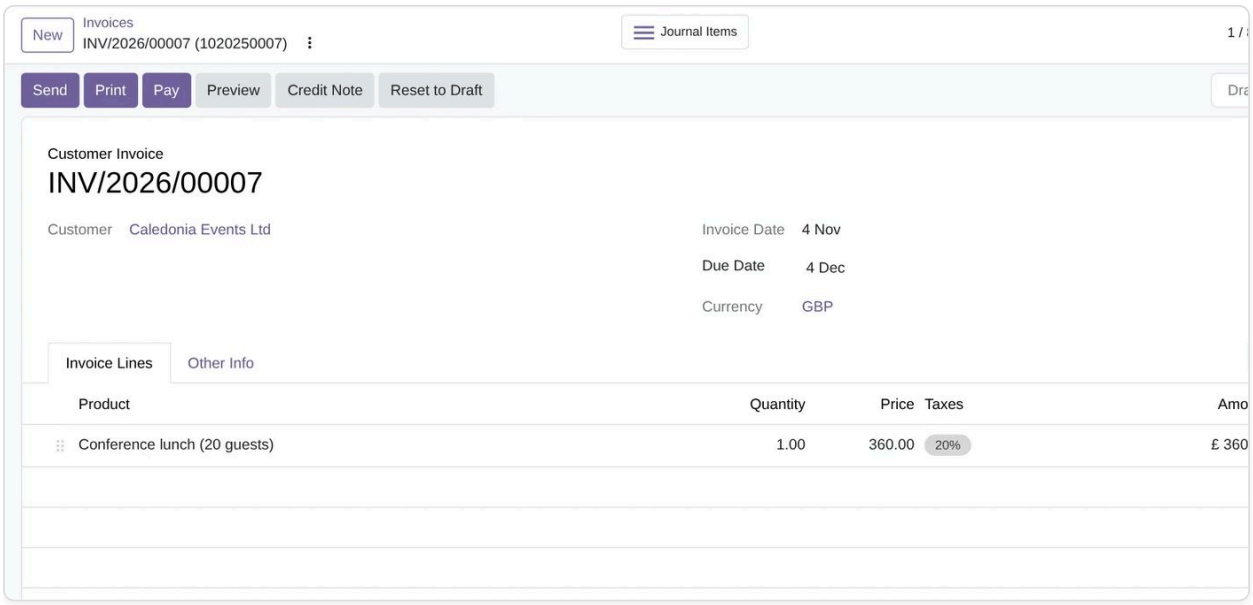
- **Real Odoo 20 screenshot.** Company invoice with several night lines.

Each Mews credit note arrives as a credit note. On screen it appears as **Customer Credit Note**, with the amount shown as negative in the list. If it corrects an invoice already in Odoo, it is linked to that invoice.



- **Real Odoo 20 screenshot.** Credit note imported as a credit note, already paid.

The payment status looks the same as on any Odoo invoice. An unpaid invoice shows the amount due and the **Pay** button.



- **Real Odoo 20 screenshot.** Posted invoice with amount due of £ 432.00, unpaid.

Record buttons

Send	Sends the invoice by email, as on any Odoo invoice.
Print	Generates the invoice PDF.
Preview	Opens the invoice as the customer would see it.
Pay	Appears while an amount is still due.
Credit Note	Creates a credit note from the invoice.
Reset to Draft	Returns the posted invoice to draft. The connector does not bring it back again: Mews corrections arrive as a credit note.

States

- Mews invoices arrive already **Posted**: the connector validates them on creation, so they never sit in **Draft**.
- In the list, the **State** column says **Posted** while an amount is due and **Paid** once Mews payments settle it.

> You never need to import an invoice twice: Odoo recognises those already there and does not post them again. If you delete a connection or a hotel and fetch them again, the invoice stays the same and is not duplicated.

How an already imported invoice is recognised

Each invoice stores the identifier it has in Mews. That way, what is already in Odoo is not posted twice. The hotel is also recognised by its Mews identifier rather than by its Odoo record. So if you delete a hotel or a connection and fetch them again, they remain the same hotel and find their invoices already posted.

The data each invoice stores

Mews bill number	The invoice number in Mews. It goes in the Odoo invoice reference, which Odoo shows in brackets next to its number, and it can be searched in the list.
From Mews	The list filter that shows only invoices that come from Mews.

Who imports and when

The task **Mews: sync contacts, invoices, payments and daily entries** runs hourly and is active. The same task also brings contacts, payments and daily entries. To force a run, press **Sync now** on the connection.

Where to look

- The connections, under **Invoicing › Mews › Connections**.
- The hotels, under **Invoicing › Mews › Hotels**.
- The accounting categories, under **Invoicing › Mews › Accounting categories**.
- The tax rates, under **Invoicing › Mews › Tax rates**.
- The warnings and errors, under **Invoicing › Mews › Sync log and errors**.

End-to-end example

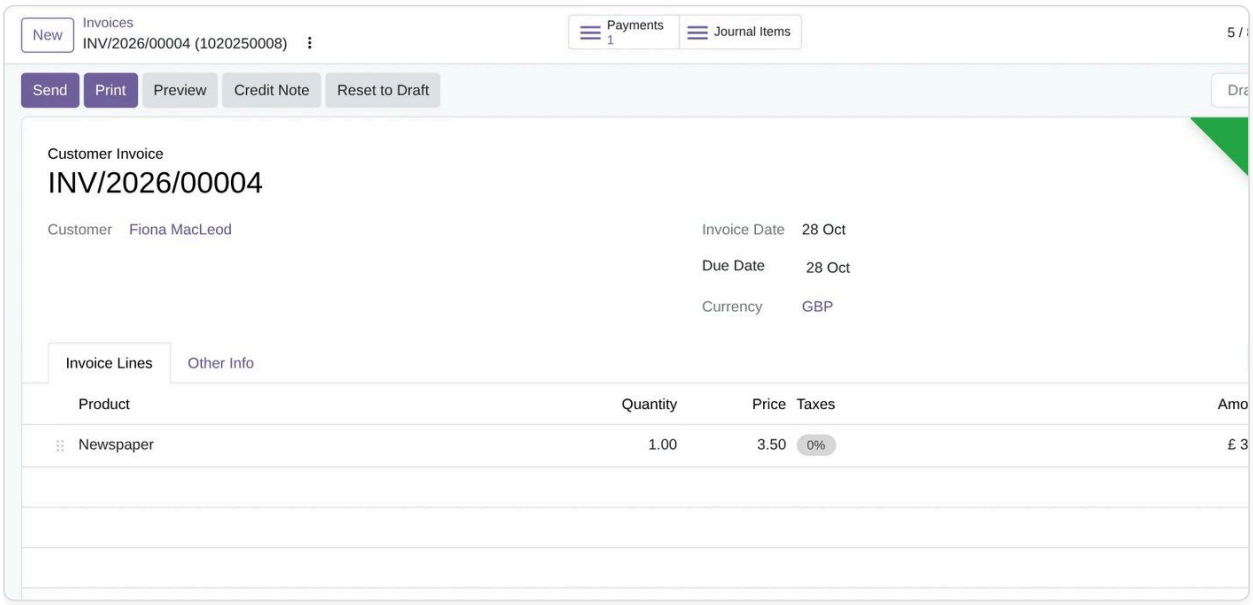
A guest, Fiona MacLeod, has an invoice with a newspaper. It arrives in Odoo as INV/2026/00004, with the Mews number in brackets. On screen you see the customer, the newspaper line, a subtotal and a total that match, and the amount due at zero.

A company, Northlight Travel Ltd, has invoice INV/2026/00002, with four nights at the same price and the same tax. Mews issued it on credit, so it arrived with an amount due; the company's payment came later and left it paid on 4 November.

A credit note from Oliver Grant arrives as RINV/2026/00001, a credit note for one cancelled night line. In the list it appears as a negative amount and is also shown as paid.

Invoice INV/2026/00007, from Caledonia Events Ltd, for a conference meal, is posted with an amount due and so shows the **Pay** button.

12 Mews payments in Odoo



- **Real Odoo 20 screenshot.** Guest invoice with the PAID label, after importing the Mews payment.

Where the data comes from

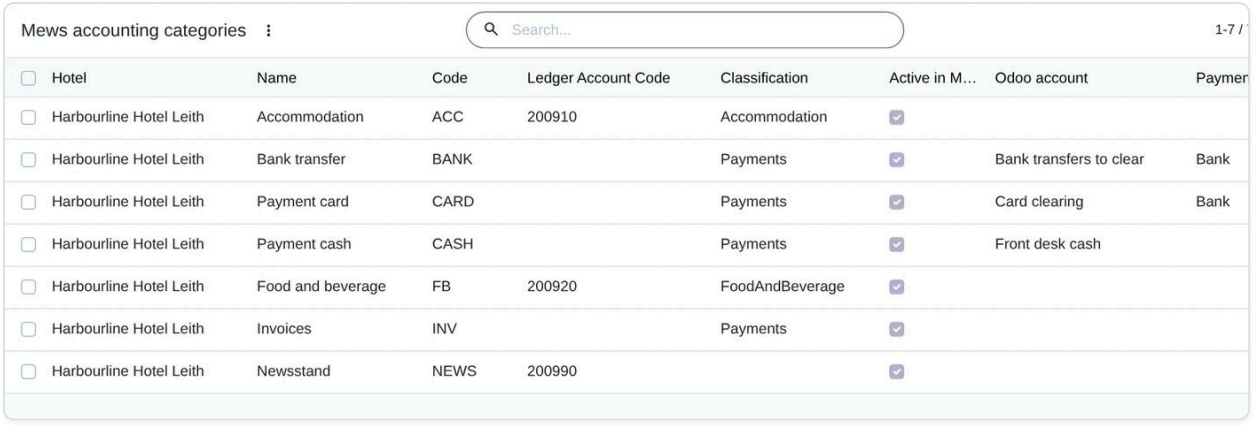
Payments arrive with their invoice: the same run that posts a Mews invoice also brings its payments. There is no separate button to import payments; **Sync now** brings the run forward.

Where to see them

Each Mews payment is recorded as an Odoo payment, in the journal of its accounting category or, if the category has none, in the hotel's **Default payment journal**. If its invoice is still open, the payment is reconciled with it, and the invoice moves to **Paid** once it is settled. The payment carries the word Mews in its reference, the Mews invoice number and the payment type.

Where it is configured

Invoicing › Mews › Connections	The connection with Mews. **Sync now** starts the sync without waiting for the hourly task.
Invoicing › Mews › Hotels	Each hotel on the connection, with its **Default payment journal**.
Invoicing › Mews › Accounting categories	The Mews categories, with their **Payment journal** and their **Odoo account**.
Invoicing › Mews › Sync log and errors	Payments and invoices that could not be posted, with the reason.



- **Real Odoo 20 screenshot.** Mews accounting categories, showing the **Payment journal** column.

> Only payments collected in Mews arrive, each one once. A payment that Mews cancels within the same invoice does not come across. The later collection of an invoice issued on credit is reconciled with the Odoo invoice it settles. If a payment has no journal and the hotel has no **Default payment journal**, its invoice is not posted and the log says so.

What each payment stores

Each Odoo payment that comes from Mews carries in its reference the word Mews, the Mews invoice number and the payment type. The connector also stores the payment's identifier in Mews, so it is not recorded twice, but it does not appear on screen.

When they are imported

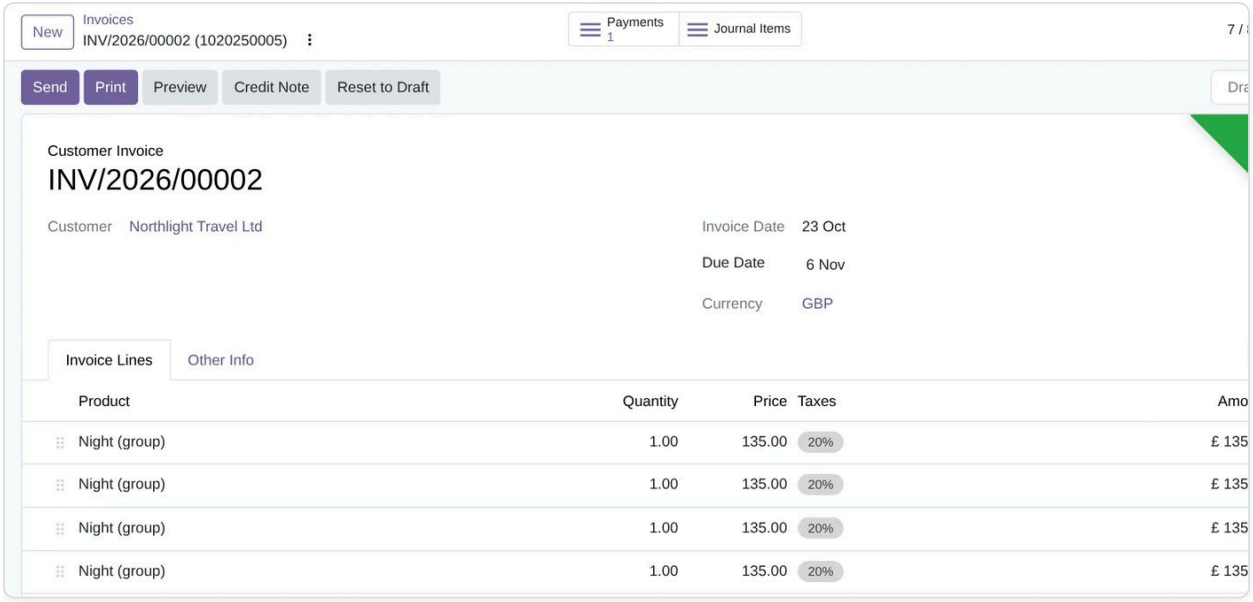
Import runs with the scheduled task **Mews: sync contacts, invoices, payments and daily entries**, which runs every hour and is active. It is the same task that brings contacts, invoices and daily entries, and the first time it starts from the connection's **Sync Start Date**.

States and rules

Only payments collected in Mews arrive. A payment that Mews voids within the same invoice does not arrive, and each Mews payment is recorded only once. If the Odoo invoice is open and in the same currency, the payment is reconciled against it; if not, it stays as an unreconciled customer payment. A payment with no journal, when the hotel has no **Default payment journal**, stops the entire invoice: the log says so with the code unmapped_journal.

End-to-end example

Fiona MacLeod pays for the newspaper on her invoice INV/2026/00004 in Mews. When the invoice reaches Odoo, her payment arrives with it: the invoice shows as **Paid**, with an amount due of £ 0.00 and the payment dated 28 October.



- **Real Odoo 20 screenshot.** Invoice for the company Northlight Travel Ltd, with the PAID tag.

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13 The hotel's daily revenue as accounting entries

The mode is chosen for each hotel, in **Posting Mode**, before anything is posted in the other one. In this mode the hotel needs a **Daily summary journal** and a **Guest ledger account**: without them, the day is not posted and the log says what is missing.

What each entry contains

Revenue	By accounting category, in its **Odoo account** or, if it has none, in the hotel's **Default revenue account**.
VAT	In the tax account of the Odoo tax matched to each Mews VAT rate.
Payments	In the **Odoo account** of its payment category: in this mode, the **Payment journal** is not used. A payment without a category goes to the account of the hotel's **Default payment journal**.
Guest ledger account	The day's difference between revenue and payments: guests still staying, deposits and credit invoices.

Each day is the hotel's day, according to its time zone. The entry is posted straight away in the **Daily summary journal**, with a reference that names the hotel and the day. The first day is the **Sync Start Date**; after that, the task continues from the **Daily Checkpoint** up to yesterday or, with **Book only final data** switched on, up to the last day that Mews no longer lets change.

> If a day cannot be posted (a payment category without an account, a VAT rate without a tax), the sync stops on that day and the following ones wait. Once you fix it, the next run continues from there.

> Odoo's VAT report comes from invoices: in this mode, the VAT detail of each invoice stays in Mews. If you need VAT in Odoo, choose **Invoices and payments**. The hotel record warns you when you choose this mode.

What the hotel needs

Posting Mode	**Daily summary entry**.
Daily summary journal	A journal of type Miscellaneous, where each day's entry is recorded.
Guest ledger account	The account that balances each entry.
The Odoo account of each payment category	In this mode, payments go to that account.

How an already posted day is recognised

Each entry stores the hotel and the Mews day, so a day is not recorded twice, even if you delete the hotel or the connection and bring them back. Nor can a hotel that already has posted days be switched to another mode: the same revenue would be posted twice.

End-to-end example

1. ### Choose the mode

   In the hotel, set the **Posting Mode** to **Daily summary entry** before the first sync.

2. ### Complete the hotel

   Choose the **Daily summary journal** and the **Guest ledger account**: in this mode both are mandatory.

3. ### Check the category accounts

   In **Invoicing › Mews › Accounting categories**, each payment category needs its **Odoo account**. In the hotel in the screenshots they already have one: Payment card goes to Card clearing and Payment cash to Front desk cash. Revenue categories without an account go to the **Default revenue account**.

Mews accounting categories

Search...

1-7 /

Hotel	Name	Code	Ledger Account Code	Classification	Active in M…	Odoo account	Paymer
Harbourline Hotel Leith	Accommodation	ACC	200910	Accommodation	☑		
Harbourline Hotel Leith	Bank transfer	BANK		Payments	☑	Bank transfers to clear	Bank
Harbourline Hotel Leith	Payment card	CARD		Payments	☑	Card clearing	Bank
Harbourline Hotel Leith	Payment cash	CASH		Payments	☑	Front desk cash	
Harbourline Hotel Leith	Food and beverage	FB	200920	FoodAndBeverage	☑		
Harbourline Hotel Leith	Invoices	INV		Payments	☑		
Harbourline Hotel Leith	Newsstand	NEWS	200990		☑		

- **Real Odoo 20 screenshot.** The categories of the example hotel, with the **Odoo account** of the payment ones.

4. ### Wait for the task

   Every hour, the task records the missing days one by one. If one fails, it appears in **Sync log and errors** and the following ones wait.

14 The data that goes and comes back

DATA	DIRECTION	WHEN
Hotels of the account	From Mews to Odoo	When you press **Test and fetch hotels** and once a day in the task
Accounting categories	From Mews to Odoo	As for hotels
VAT rates (tax rates)	From Mews to Odoo	As for hotels, and those used by an invoice when it is posted
Guests and companies changed, with their addresses	From Mews to Odoo	**Mews: sync contacts, invoices, payments and daily entries**, every hour, or **Sync now**
Closed invoices (normal and credit notes), with their revenue lines	From Mews to Odoo	The same task, every hour, or **Sync now**
Payments on those invoices	From Mews to Odoo	The same task, every hour, or **Sync now**
Daily summary, one entry per hotel and day, if the hotel uses it instead of invoices	From Mews to Odoo	The same task, every hour, or **Sync now**
What failed and why	From Odoo to the error screen	On each run, in **Invoicing › Mews › Sync log and errors**
AccessToken of your hotel	From Odoo to FlexigoTech Cloud	When saved on the connection; it is deleted with **Delete the AccessToken**, when the connection is deleted or when the module is uninstalled

All calls to Mews go through FlexigoTech Cloud, which forwards them to the Mews API. The AccessToken is stored encrypted on FlexigoTech's servers and does not stay in Odoo. FlexigoTech Cloud adds the AccessToken, the integration's ClientToken and the client name to each call, so they do not pass through your Odoo. Without the FlexigoTech Cloud service, no call goes out.

The connector requests data from Mews in blocks of 31 days (Mews does not support more than three months per request) and does not exceed 150 calls every 30 seconds per connection, below Mews' limit of 200. If Mews replies that there are too many requests, it waits for the time it asks, up to 30 seconds; if it asks for more, the run stops and continues in the next one.

> Each Mews record is identified by its Mews identifier, so what is already in Odoo is not posted twice. A guest or company deleted in Mews is archived in Odoo and not deleted.

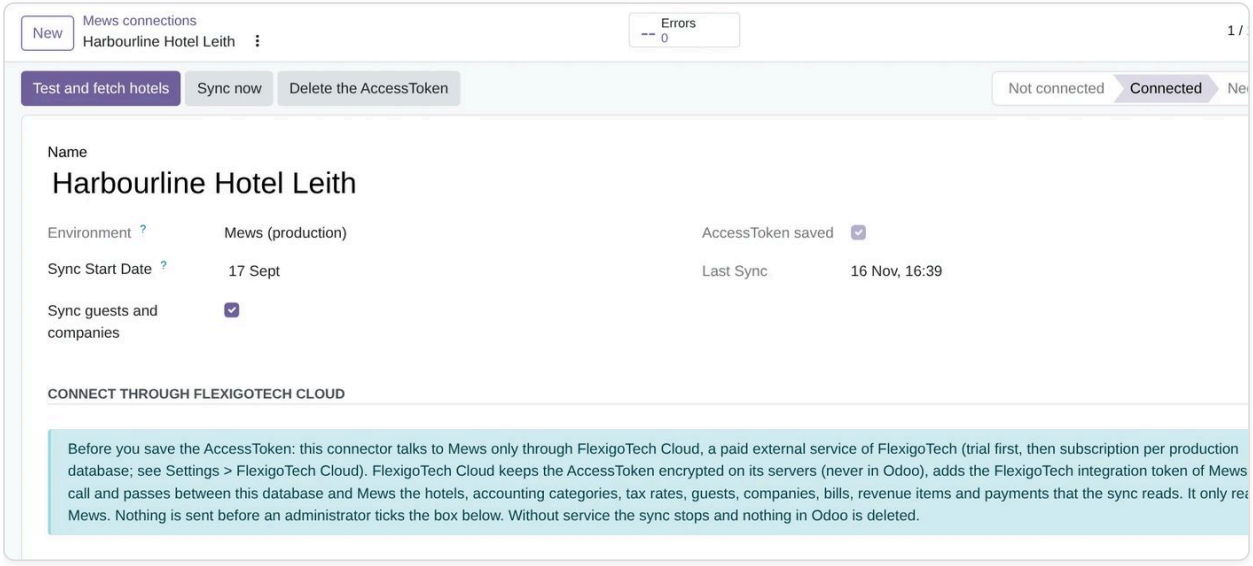
15 What runs automatically

TASK	FREQUENCY	WHAT IT DOES
Mews: sync contacts, invoices, payments and daily entries	Every hour, active on installation	Goes through each connection that has the AccessToken saved and brings in what is new from Mews: guests and companies changed, closed invoices with their payments or the entry for each day, according to each hotel's posting mode. Once a day it requests the hotels, their categories and their VAT rates again. Each run continues where the previous one ended.

If the database does not have the FlexigoTech Cloud service active, the task ends immediately: it does not call Mews, delete anything or mark anything. The next run continues where the last one stopped. What the task does every hour can be run manually with **Sync now** on the connection.

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

16 The connection options and their defaults



- **Real Odoo 20 screenshot.** The connection with its environment, the start date and the **Connected** status.

OPTION	WHEN CREATING IT	WHAT IT DOES
Name	Empty; it is mandatory	The name by which you recognise the connection.
Company	The company you are working in	The Odoo company that owns the AccessToken. New hotels of the connection take this company, and each hotel is posted in the one on its record. It is only visible if you work with several companies.
Environment	**Mews (production)**	The other option is **Mews demo environment**, which is public: never enter real data there.

OPTION	WHEN CREATING IT	WHAT IT DOES
Sync Start Date	Day 1 of the current month	Nothing earlier than this date is brought in from Mews: no contacts, invoices, payments or daily entries. It only matters in the first run: afterwards, each run continues where the previous one ended, and changing it does not bring anything back.
Sync guests and companies	On	Brings into Odoo the guests and companies that change in Mews. Off, only the contact of each invoice that is posted arrives.
I accept that FlexigoTech Cloud passes the calls to Mews	Off	Only an administrator can see it. It must be ticked before saving the AccessToken: without it, nothing is sent to FlexigoTech Cloud.

Once the AccessToken is saved, you cannot change the **Environment** or the **Company** until you delete it with **Delete the AccessToken**. If you try, Odoo warns you with «Delete the saved Mews AccessToken before changing the environment or the company of the connection: it belongs to the current ones.» Only an administrator can save the AccessToken or accept what FlexigoTech Cloud does with it. A connection is archived with **Archive**, in the form's action menu, and an archived connection is not synchronised.

What is done by hand

TAB OR GROUP	BUTTONS
Connection header	**Test and fetch hotels**: tests the connection and pulls in the hotels with their accounting categories and tax rates. Only visible with the AccessToken saved. **Sync now**: does the same as the hourly task, for that connection. Only visible with the AccessToken saved and at least one hotel. **Delete the AccessToken**: deletes the token saved in FlexigoTech Cloud. Only visible to an administrator and only with the AccessToken saved.

If you delete the connection while the AccessToken is saved, Odoo also deletes the token from FlexigoTech Cloud. Only an administrator can do this.

Connect through FlexigoTech Cloud	This is the group where you accept what FlexigoTech Cloud does and where the AccessToken is saved. It shows **AccessToken saved** and **AccessToken saved on**. The token is sent once to FlexigoTech Cloud, which stores it encrypted, and it does not stay in Odoo.
Hotels	Tab with the hotels Mews returns for that connection. It is filled when you press **Test and fetch hotels**.
Connection status	**State** changes from **Not connected** to **Connected**. If Mews rejects the connection, it changes to **Needs attention** and **Last Error** says what happened. **Last Sync** is also shown.

> Your FlexigoTech Cloud plan covers up to 3 Mews connections per database with Standard and up to 10 with Pro. If they are all in use, Odoo warns you and sends nothing: delete the AccessToken of a connection you no longer use, or upgrade to Pro in **Settings › FlexigoTech Cloud**.

17 Security and personal data

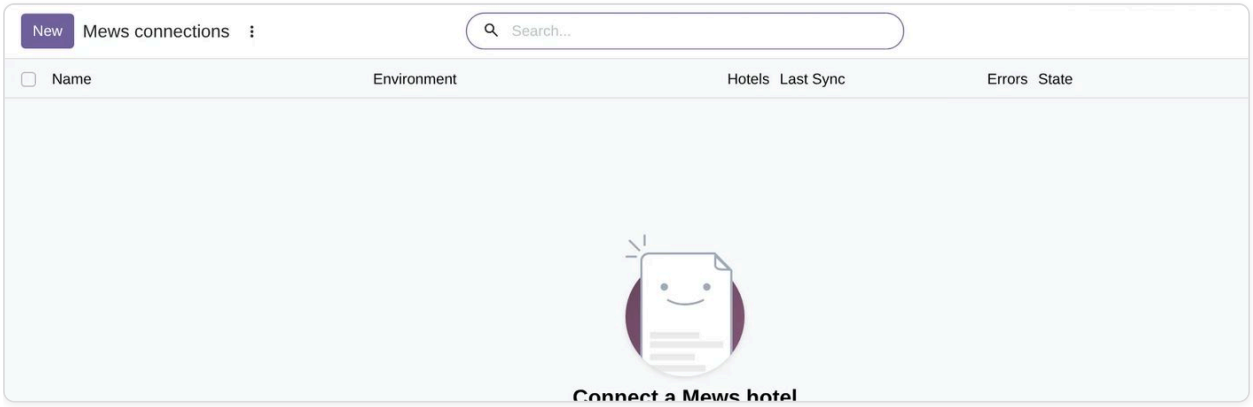
- The Mews AccessToken for each connection does not stay in your Odoo. It is sent once to the encrypted vault of FlexigoTech Cloud, and the field is write-only: you cannot view it again.
- The AccessToken is stored with the Mews environment it belongs to, production or demo, and is only sent after an administrator ticks that connection's consent checkbox.
- Without the checkbox, which on screen reads **I accept that FlexigoTech Cloud passes the calls to Mews**, Odoo does not let you save the token and warns you with «Tick "I accept that FlexigoTech Cloud passes the calls to Mews" before saving the AccessToken: nothing is sent to FlexigoTech Cloud without it.»
- When you activate FlexigoTech Cloud, consent is given by the person who accepts on behalf of their company. FlexigoTech stores the company name and that person's email, with the date and version of the accepted text.
- Only Odoo administrators see the **Delete the AccessToken** button, and only when a token is saved. It works even without the service, and when the module is uninstalled the AccessTokens are also deleted from FlexigoTech Cloud.
- **Settings › FlexigoTech Cloud** has the full list of what the database sends. With Mews, FlexigoTech Cloud carries the sync calls: hotels, accounting categories, tax rates, guests, companies, invoices, revenue items and payments. The connector only reads from Mews.
- Calls to Mews go through FlexigoTech Cloud, which adds the AccessToken, the integration's ClientToken and the client name. That data does not pass through your Odoo on every call.
- The Mews app is only visible to accounting administrators and Odoo administrators, and each user sees only the connections, hotels, categories, rates and lines for their companies' records.

What gets logged

The **Sync log and errors** screen keeps every record that could not be posted, with its reason, and the pauses of the hourly task. A line never carries an AccessToken. It can name a Mews invoice or a contact in your database. When the sync posts what had failed, it marks the line as resolved.

18 Several connections and several companies

Each connection corresponds to one Mews AccessToken, which can give access to a single hotel or to a portfolio of hotels, and to the Odoo company it belongs to. Each connection has its own options, and each hotel you fetch from it has its own, with its posting mode and its accounting category and tax rate tables. The list of connections is in **Invoicing › Mews › Connections**.



- **Real Odoo 20 screenshot.** The **Mews connections** list before you connect the first hotel.

How many connections you can have depends on your FlexigoTech Cloud plan: up to 3 with Standard and up to 10 with Pro. The count covers the whole database, with the connections of all companies together. Each Mews environment, production and demo, is counted separately. If you try to add a connection beyond what your plan covers, Odoo shows a warning and sends nothing to the cloud. An already saved connection can change its AccessToken even when the limit has been reached.

A Mews hotel is posted to a single Odoo company and in a single mode. What is already posted is looked up by the hotel's Mews identifier across the whole database, not only in the current company. So if another company already posts the hotel, or posts it in the other mode, the connection that comes later stops with a warning saying where it is, and the other hotels of its AccessToken carry on.

19 The sync and errors log

A run that goes well leaves no line. What remains are errors: an invoice, a payment or a day that could not be posted, or an error response from Mews. At **Info** level the hourly task's pauses are also kept (for example, Mews limiting calls) and warnings about a tax number Odoo does not accept. The list opens with the **Open errors** filter, which only shows unresolved errors: remove it to see those lines too.

Stream	Where the line comes from: **Sync**, **Contacts**, **Invoices and payments** or **Daily summary**.
Level	**Error** or **Info**.
Mews reference	The Mews invoice number or the day.
Code	The error code, for example unmapped_tax (table below).
Message	What happened and what is missing.
Resolved	Set automatically when the sync posts what had failed, or when you press **Mark as resolved**.

If the same error comes up again on the same Mews record, no new line is opened: it is added to the one already open. In the search you can group the lines by **Stream** or by **Error code**.

Retry

1. **Fix what is missing**
   For example, match the tax rate in **Invoicing › Mews › Tax rates** or choose the journal on the hotel.
2. **Select the lines**
   Tick the lines in the list that you want to try again.
3. **Press Retry**
   Each invoice is requested again from Mews by its identifier and posted; for everything else, the sync of its connection is launched. What is posted is marked **Resolved**.

> **Retry** needs the FlexigoTech Cloud service, as the sync does. **Mark as resolved** only closes the line: it posts nothing.

The most common codes

CODE	WHAT HAPPENS	WHAT TO DO
unmapped_tax	A Mews tax rate has no Odoo tax.	Match it in **Invoicing › Mews › Tax rates** and retry.
unmapped_account	A category without an account, and the hotel has no **Default revenue account**. In the daily summary, also a payment category without an account or a tax without a tax account.	Set the account and retry.
unmapped_journal	A payment with no journal, and the hotel has no **Default payment journal**.	Choose the journal and retry.
no_journal	The hotel has no **Invoice journal** or, in the daily summary, its guest ledger journal and account.	Complete it on the hotel and retry.
inactive_currency	The invoice's currency is not active in Odoo.	Activate it and retry.
tax_mismatch	Odoo's tax does not match Mews' by more than one cent per line.	Check the matched tax: the same percentage and not price-included.
company_conflict, mode_conflict	The hotel is already posted in another company or in the other mode.	Sync it from the connection that already posts it, or untick **Active** on this hotel.

Example: an unmatched tax rate

In the hotel shown in the screenshots, the invoice INV/2026/00004 uses the rate UK-2022-0%. If that rate had no Odoo tax, the invoice would not be posted and the log would have a line with the code unmapped_tax and the message «The Mews tax rate … has no Odoo tax: map it in Mews > Tax rates.» After you pair the rate with the 0 % tax and click **Retry**, the invoice is posted and the line is marked **Resolved**.

What does not appear in the log

What arrives correctly leaves no line: it shows in the invoices, payments and contacts in Odoo, and the connection shows the date of its **Last Sync**.

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20 If something fails

Test and fetch hotels warns that Mews production does not work yet	It needs the production key, which Mews gives FlexigoTech when it certifies the integration. We sort that out with you during the setup. Nothing has been sent or deleted.
Nothing is sent or synced and the connection does not move forward	Without the FlexigoTech Cloud test or subscription, the task **Mews: sync contacts, invoices, payments and daily entries** exits at once without calling anything and without changing anything. When the service returns, the next run picks up where the previous one left off.
Mews rejects the AccessToken (401) or the operation (403)	The connection changes to **Needs attention** and the reason appears in **Last Error**. The 401 appears if the token has been revoked, if the hotel has disabled the integration, or if the token belongs to the other environment. Ask the hotel for a new AccessToken and save it on the connection: it replaces the previous one.
An invoice, a payment or a day has not been posted	Open **Invoicing › Mews › Sync log and errors**: each line says what is missing (an account, a journal, a matched tax, an active currency). Fix it, select the line and press **Retry**: each invoice is posted again by its Mews identifier.
Mews limits the calls	The connector waits as long as Mews asks, up to 30 seconds, and repeats up to three times; if Mews keeps limiting, the run stops without marking anything and the task resumes later.
You want to know what Mews replied	On a Mews error, the log line carries its response and the Mews request number, which is what its support asks for.
You want to change the environment or the company of the connection	First press **Delete the AccessToken**, because the saved token belongs to the current environment and company. This action works even without the service.

FlexigoTech Cloud pauses are not marked as an error of the connection: the run stops without marking anything and continues on the next pass of the task, which runs every hour.

Other warnings you may see

«Delete the saved Mews AccessToken before changing the environment or the company of the connection: it belongs to the current ones.»	Press **Delete the AccessToken**, change the environment or company, and save the corresponding token again.
«Only an administrator can delete a Mews connection with a saved AccessToken: deleting it also deletes the token from FlexigoTech Cloud.»	Ask an administrator to delete it.

"Only an administrator can save the Mews AccessToken or accept what FlexigoTech Cloud does with it."	Ask an administrator to save the token and accept.
«Tick "I accept that FlexigoTech Cloud passes the calls to Mews" before saving the AccessToken: nothing is sent to FlexigoTech Cloud without it.»	Tick the **I accept that FlexigoTech Cloud passes the calls to Mews** checkbox before saving the AccessToken.
"This does not look like a Mews AccessToken: copy it again from Mews, without spaces."	Copy the token again from Mews, whole and without spaces at the start, the end or in the middle.
Odoo says your FlexigoTech Cloud plan already covers all its Mews connections	Remove the AccessToken of a connection you no longer use, or upgrade to Pro. An already saved connection can change its token even if the plan is full.
"Save the Mews AccessToken of "..." first."	Save the AccessToken of that connection before pressing the button again.
«The currency ... of Mews is not active in Odoo: activate it.»	Activate that currency in Odoo and click **Retry** on the record.
«Choose the invoice journal of the hotel ....»	Choose the **Invoice journal** on the hotel and click **Retry**.

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21 Other ways to do it

WAY	WHAT IT MEANS
Manually from the Mews dashboard	Someone exports Mews data every day and records it in Odoo by hand: guests, companies, invoices, payments and daily journal entries.
Odoo alone	In Odoo 20, Community and Enterprise, there is no module with "mews" in its name and no manifest that names it (search of the Odoo 20 code dated 16-11-2026). Without a separate module, Odoo does not talk to Mews.
This connector	It pulls guests and companies from Mews, plus closed invoices with their payments or one journal entry per day, and archives guests and companies that are deleted in Mews. It needs the FlexigoTech Cloud subscription, from €49 a month excluding VAT.

If you already use another tool, set a **Sync Start Date** on the connection and the connector starts bringing data from that day. It must be set before the first synchronisation: after that it no longer changes anything.

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: with Standard, up to 3 connections; with Pro, up to 10. The 14-day trial doesn't require a card.

23 Frequently asked questions

What does the connector do?

It brings guests and companies from Mews into Odoo as contacts, invoices and credit notes, payments, and each day's revenue as journal entries.

Does it work without FlexigoTech Cloud?

No.

Is there a free trial?

Yes, 14 days with no card. If you don't subscribe when it ends, the service stops and nothing is charged.

How much does FlexigoTech Cloud cost for this connector?

The Standard plan costs €49 a month or €490 a year, and Pro costs €98 a month or €980 a year. Prices exclude VAT.

Does it work on Odoo Online?

No. Odoo Online does not allow third-party modules to be installed.

Which Odoo versions does it work with?

Odoo 17, 18, 19 and 20.

Does it need Odoo Enterprise?

No. It needs the Odoo Invoicing app, which is in Community, and FlexigoTech Cloud.

How many Mews connections does each plan allow?

Up to 3 with the Standard plan and up to 10 with the Pro plan. The count covers the whole database, and each Mews environment, production and demo, is counted separately.

What happens if I reach the connection limit?

Odoo shows a warning and sends nothing to the cloud. You can delete the AccessToken of a connection you no longer use or move to a plan with more connections.

What support does each plan include?

The Standard plan gives a first response within 1 working day. Pro gives one within 4 working hours and includes a video call if needed.

What do I need from Mews to connect a hotel?

An AccessToken for this integration, which someone at the hotel creates in Mews. You store it in the connection, and an Odoo administrator must first accept what FlexigoTech Cloud does with it.

Where is the AccessToken stored?

It is sent once to FlexigoTech Cloud, which stores it encrypted. It is not kept in your Odoo.

Does it work with real Mews hotels?

A live hotel needs the production key, which Mews gives FlexigoTech when it certifies the integration. We sort that out with you during the setup. So far it has been tested end to end with the public hotels of the Mews demo environment.

How often does data arrive?

The scheduled task runs every hour. What is closed in Mews is posted once Mews no longer allows it to be changed (in the hotel in the screenshots, 7 days), unless you turn off **Book only final data** on the hotel.

Can I synchronise without waiting for the task?

Yes. The **Sync now** button on the connection does the same as the task for that connection.

What comes from Mews into Odoo?

Hotels, accounting categories, tax rates, guests, companies, invoices, revenue and payments.

Does anything change in Mews?

No. The connector only reads: it does not create or change bookings, guests, invoices or payments in Mews.

What happens to what was already in Odoo before I install it?

It is left untouched. On the connection you choose a **Sync Start Date**, and the connector does not import any Mews data before that date. Mews contacts are created separately: the connector does not merge them with the ones you already have.

Can I keep using another tool and switch later?

Yes. Set the sync start date before the first synchronisation and the connector starts bringing data from that day, without duplicating what came before.

Are invoices duplicated if they are imported twice?

No. Each Mews record is identified by its Mews identifier, so what is already in Odoo is not recorded twice.

How do credit notes come through?

As customer credit notes, with the amount negative in the invoice list.

What happens to a guest or company that is deleted in Mews?

They are archived in Odoo, not deleted.

Does it import Mews Payments into the bank statement?

No. It also does not import entries from external point-of-sale systems, which post their own sales.

What do I need to configure for each hotel?

On the hotel, the posting mode and its journals. Then the account for each accounting category (and, for payment categories, the journal) and the Odoo tax for each Mews VAT rate. Many are already suggested.

What happens to a category I have not assigned an account to?

Its revenue goes to the hotel's **Default revenue account**. If the hotel does not have one either, the invoice is not posted and the record says what is missing.

Can I connect several hotels?

Yes, within your plan's connection limit. One connection corresponds to one AccessToken, which can give access to one hotel or several.

Does it support several Odoo companies?

Yes. Each connection belongs to one Odoo company, and a hotel is posted to a single company.

What happens if FlexigoTech Cloud becomes unavailable?

Synchronisation stops without changing anything and carries on from where it stopped once the service is back.

Where do I see what has failed?

In **Invoicing › Mews › Sync log and errors**, with the reason for each error and the **Retry** button.

How much does the module itself cost?

The module license costs €9 per Odoo version, in addition to the FlexigoTech Cloud subscription.

Under which licence is it distributed?

Under the OPL-1 licence.

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24 Glossary

Mews	The hotel management platform from which the connector brings data into Odoo.
Connection	Each link between a Mews AccessToken and an Odoo company. It is managed in **Invoicing › Mews › Connections**.
AccessToken	The key the hotel creates in Mews for this integration. It is what lets Odoo read the hotel's data.
ClientToken	The integration key for Mews. FlexigoTech Cloud adds it to every call, without going through your Odoo.
FlexigoTech Cloud	FlexigoTech's external service through which the connector talks to Mews. It requires a trial or a subscription.
Trial	The free FlexigoTech Cloud trial of each connector: 14 days, no card needed.
Standard plan	The FlexigoTech Cloud plan that covers up to 3 connections per database.
Pro plan	The FlexigoTech Cloud plan that covers up to 10 connections and responds within 4 working hours, with a video call if needed.
Environment	The connection option that says whether it talks to **Mews (production)** or to the **Mews demo environment**.
Mews demo environment	Mews's public test environment. No real data is entered.
Hotel	Each Mews hotel you obtain from a connection, with its own options in Odoo.

Accounting category	Each revenue or payment category of a hotel in Mews, which you match with an Odoo account and journal.
VAT rate	Each tax rate of a hotel in Mews, which you match with an Odoo tax.
Posting Mode	The hotel option that decides whether Odoo receives invoices and payments or a daily summary.
Sync Start Date	The day from which data is imported: Odoo brings nothing from Mews before that date.
Sync now	The button on the connection that does the same as the hourly task, for that connection only.
Daily summary entry	One entry per hotel and day with revenue by category, VAT and payments, reconciled against the guest ledger account. Only in that posting mode.
Credit note	A Mews invoice that cancels or corrects another. In Odoo it arrives as a credit note.
Guest	A person with a Mews account. In Odoo it is a contact of the person type.
Sync log and errors	The list of anything that could not be posted, with its reason, in **Invoicing › Mews › Sync log and errors**.

25 Checklist and contact

- [ ] You have a Mews account for the hotel and a person at the hotel who can create the AccessToken for this integration.
- [ ] Your Odoo is version 17, 18, 19 or 20, on Odoo.sh or on your own server, not on Odoo Online.
- [ ] You have the Odoo Invoicing app.
- [ ] The Mews Connector for Odoo module is installed.
- [ ] An administrator has enabled FlexigoTech Cloud for Mews and has accepted what it does with your data.
- [ ] The connection is created in **Invoicing › Mews › Connections**, with its **Environment** and its **Sync Start Date**.
- [ ] The AccessToken is saved: the **AccessToken saved** box is ticked.
- [ ] You have pressed **Test and fetch hotels**, the connection shows **Connected**, and the hotel appears on the **Hotels** tab.
- [ ] Each hotel has its **Posting Mode**, its **Invoice journal** (or, for the daily summary, its journal and its **Guest ledger account**) and its **Default payment journal**.
- [ ] In **Invoicing › Mews › Accounting categories** each category has its **Odoo account**, and the payment ones have their **Payment journal**.
- [ ] In **Invoicing › Mews › Tax rates** each rate has its **Odoo tax**.
- [ ] You have pressed **Sync now** and the first Mews contact or invoice is correct in Odoo.
- [ ] In **Invoicing › Mews › Sync log and errors** no unresolved error remains.

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

Email

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

On the web

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

On Odoo Apps

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

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