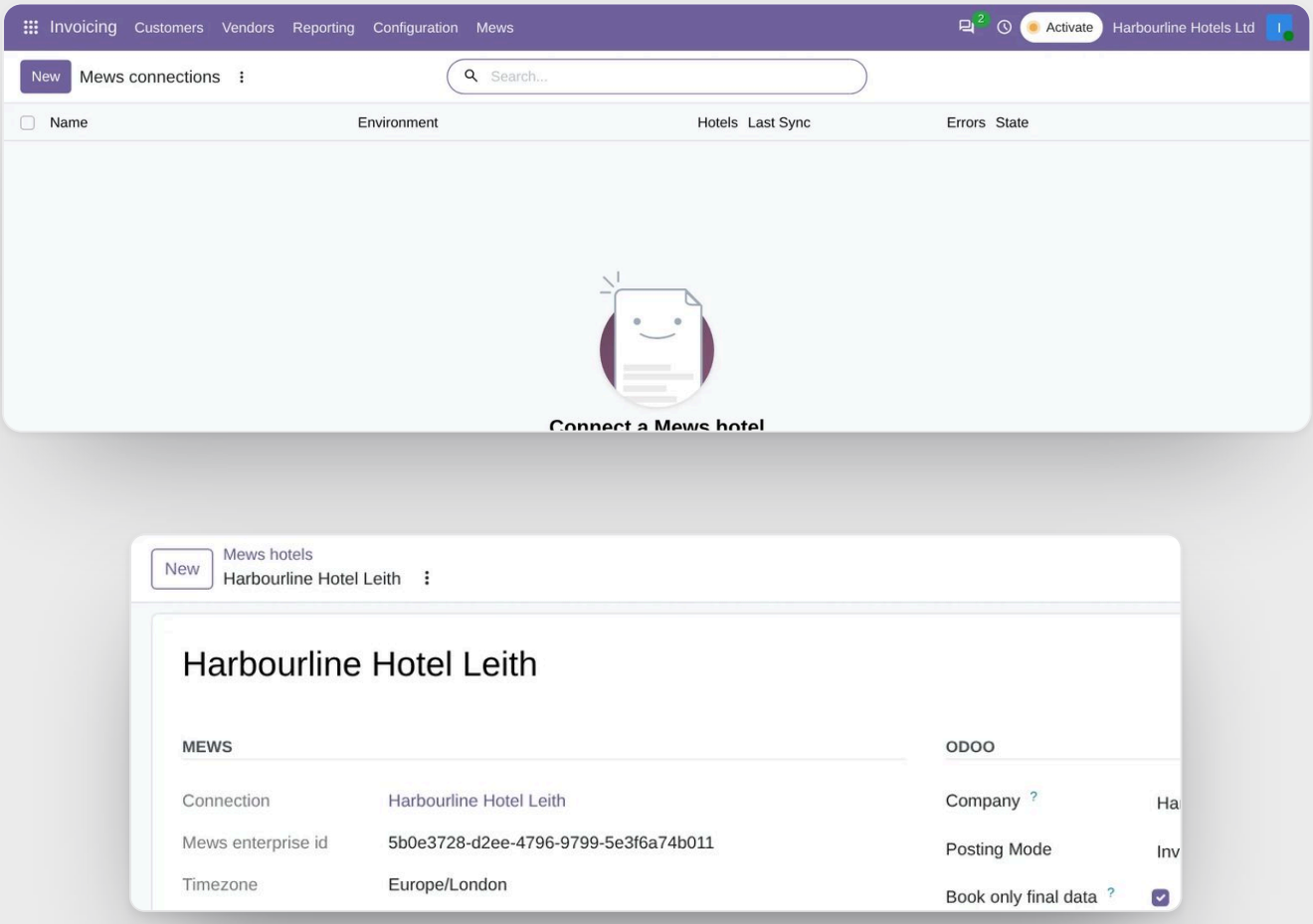
USER MANUAL · HOTELS

Mews connector for Odoo

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

Module version 20.0.1.0.2 | Odoo 20 screenshots | Edition of 19-11-2026



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

Contents

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

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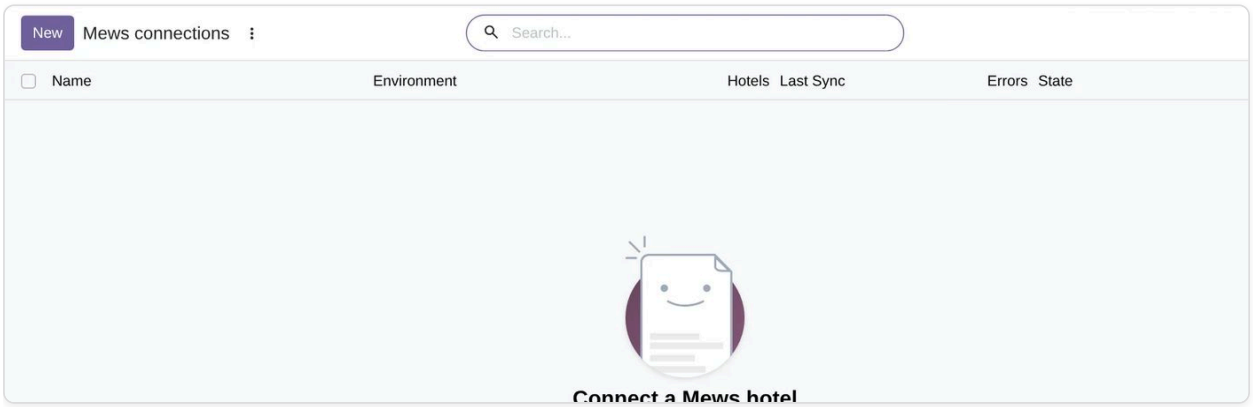
This manual describes version 20.0.1.0.2 of the module (Odoo branch 20.0, commit 8d55c67835). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

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

1 What it is and where it is

The connector adds a Mews app to Odoo, under Invoicing, to connect one or more hotels and review what is synchronised with Mews.

> 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 manual describes how the published module works, with screens from a test database in which Mews and FlexigoTech Cloud are simulated.



Real Odoo 20 screenshot. The **Mews connections** list, still without any connection.

Invoicing › Mews › Connections	Each connection with Mews. From here you connect a hotel and see its status and its last synchronisation.
Invoicing › Mews › Hotels	The hotels that Mews provides, with their configuration in Odoo.
Invoicing › Mews › Accounting categories	The Mews accounting categories for each hotel.
Invoicing › Mews › Tax rates	The Mews tax rates for each hotel and the Odoo tax that corresponds to each one.
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 adds no buttons or tabs to invoices, payments or contacts: what it brings from Mews are ordinary Odoo invoices, payments and contacts. The **Mews** menu is only visible to accounting administrators and Odoo administrators.

2 Before you start

What must be ready before installing the connector and creating the first connection.

- A Mews account for the hotel, and a person 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 yet have it.
- The FlexigoTech Cloud trial or subscription. Calls to Mews always go 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 will not 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 enter real data in it.

3 Installation

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

How to get it

From its Odoo Apps page (**https://apps.odoo.com/apps/modules/20.0/flexigo_mews_connector**) or from the connector's page on flexigotech.com. Choose the Odoo version you use: each version is a separate module.

The module depends on `flexigotech_cloud`, the connection with FlexigoTech Cloud. On Odoo Apps, the module page lists it under "Community Apps Dependencies" and its price already includes it; it is also free and has its own page (**https://apps.odoo.com/apps/modules/20.0/flexigotech_cloud**). Put both folders together in the same modules path and Odoo installs `flexigotech_cloud` at the same time.

On Odoo.sh

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

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

3 **Install the app**

In **Apps**, click **Update Apps List** (with developer mode on), search for "Mews" and click **Activate**.

On your server

1 **Copy the folders**

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

2 **Restart Odoo**

So that it reads the new modules.

3 **Install the app**

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

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

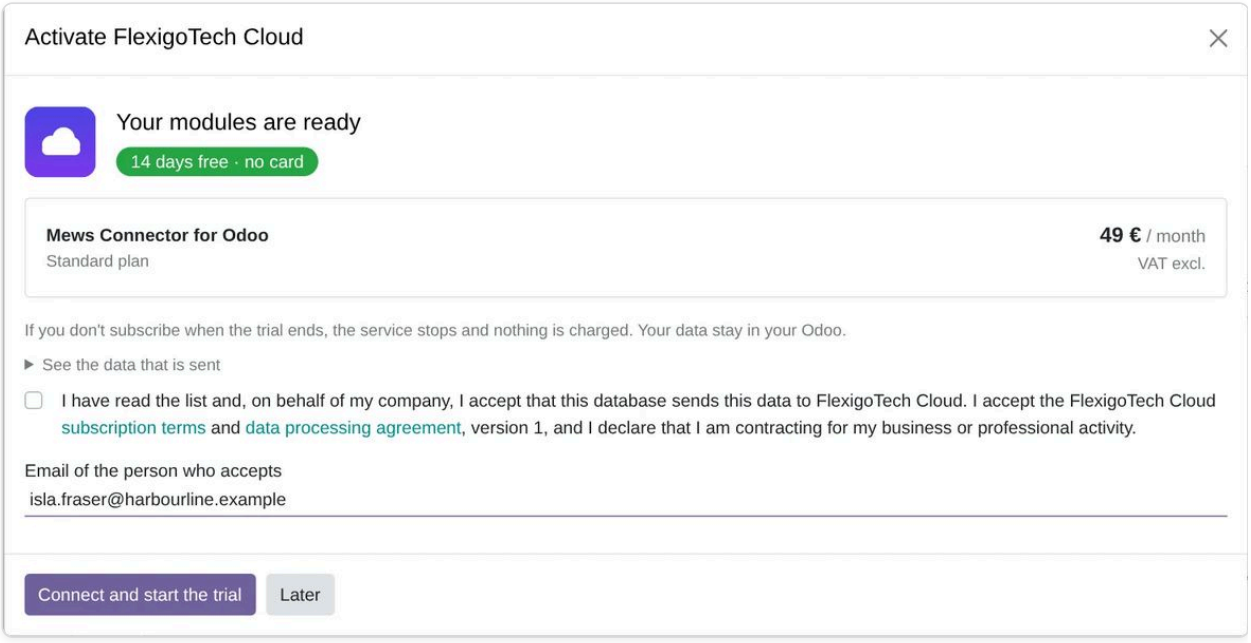
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4 Activate FlexigoTech Cloud: the 14-day trial

Calls to Mews go through FlexigoTech Cloud, the FlexigoTech service that stores your credentials encrypted. Until the database is connected and the module has a trial or subscription, the connector does not talk to Mews.

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

It appears as soon as you install the module. It opens the **Activate FlexigoTech Cloud** window, with the Standard plan and its 14 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**

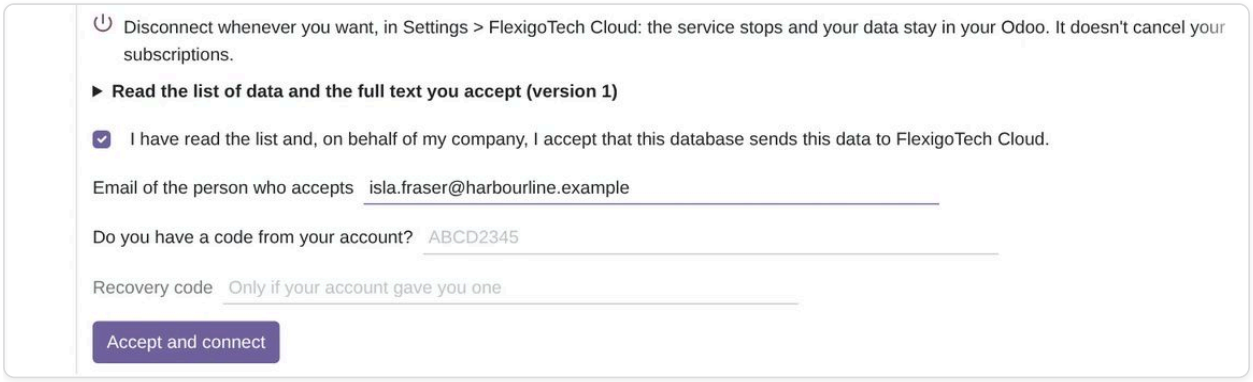
Tick «I have read the list and, on behalf of my company…» (it covers the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

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

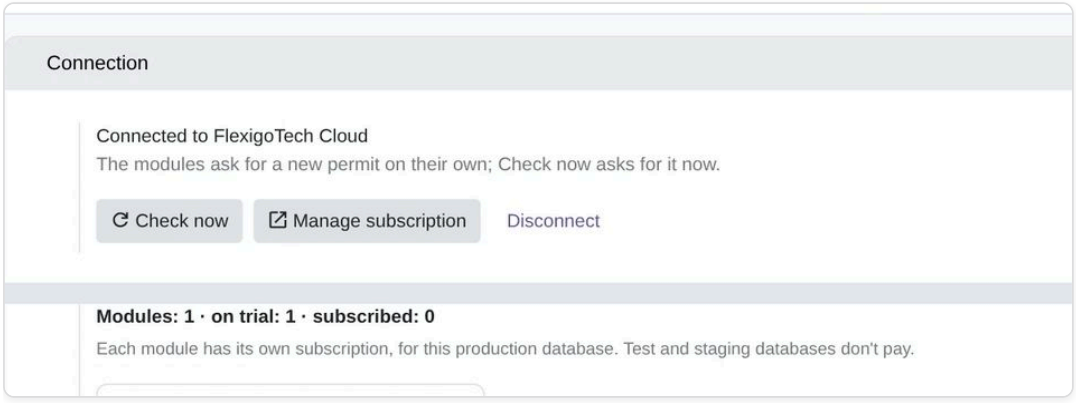
The same, from Settings

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 ticked box, 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**, etc. From there you choose the plan (Standard or Pro, monthly or yearly) and click **Subscribe**: payment is made on the Stripe page, outside Odoo.



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

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

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

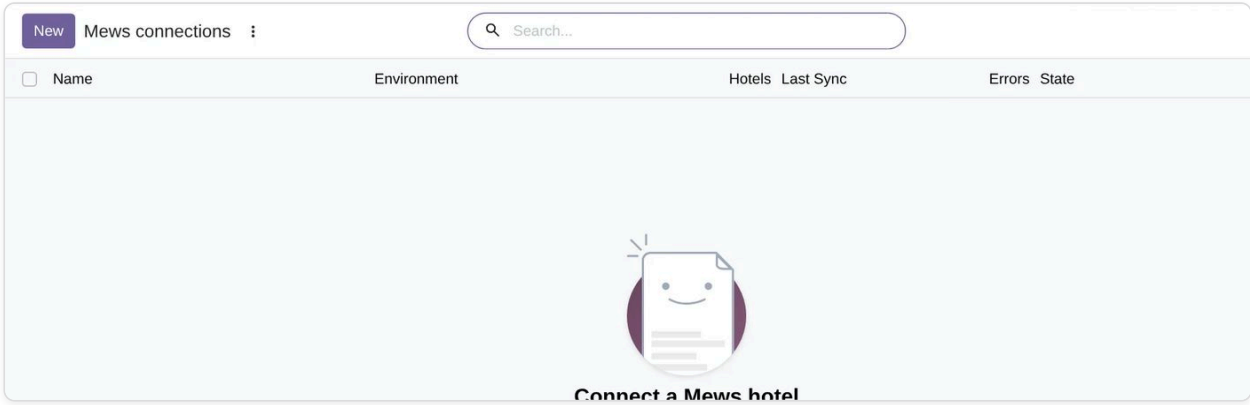
> You cannot start a trial on a neutralised copy (staging) or on a database with demo data: Settings says «This database is a neutralised copy or has demo data, so trials can't be started here.»

5 Connecting a hotel

Each connection with Mews is created in **Invoicing › Mews › Connections**: one per AccessToken, whether for a hotel or for a group of hotels.

1 Open the connections menu

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



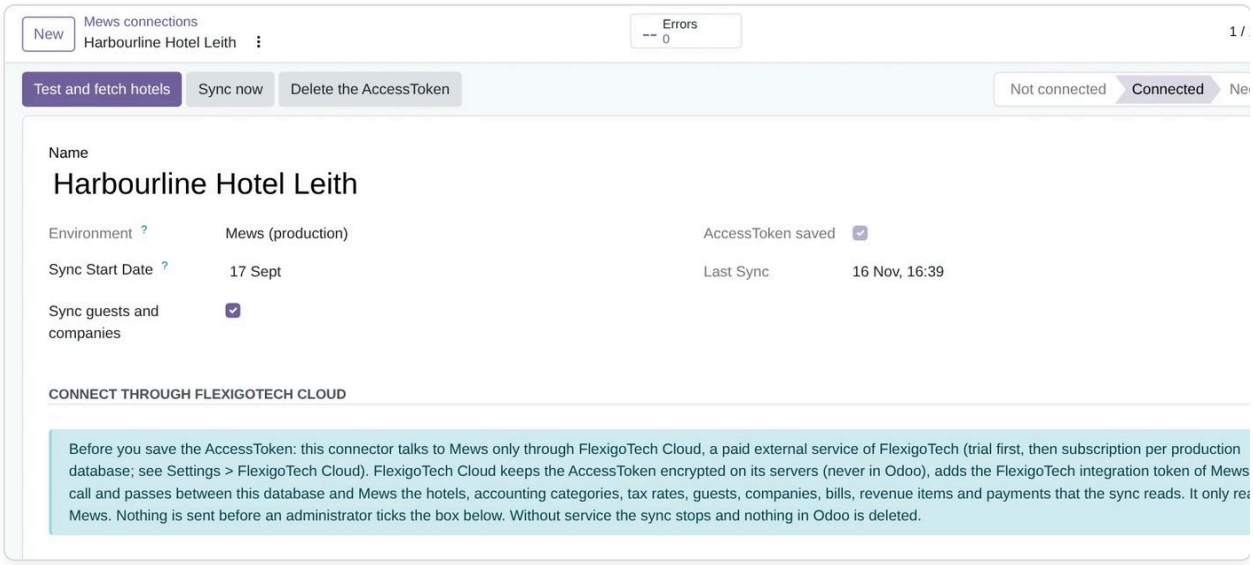
- **Real Odoo 20 screenshot.** The **Mews connections** list before creating the first connection.

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 new hotels take. Choose the **Environment**: **Mews (production)** is pre-selected, and the other option is **Mews demo environment**. Set the **Sync Start Date**: nothing earlier than that date is brought from Mews. **Sync guests and companies** is switched on by default.



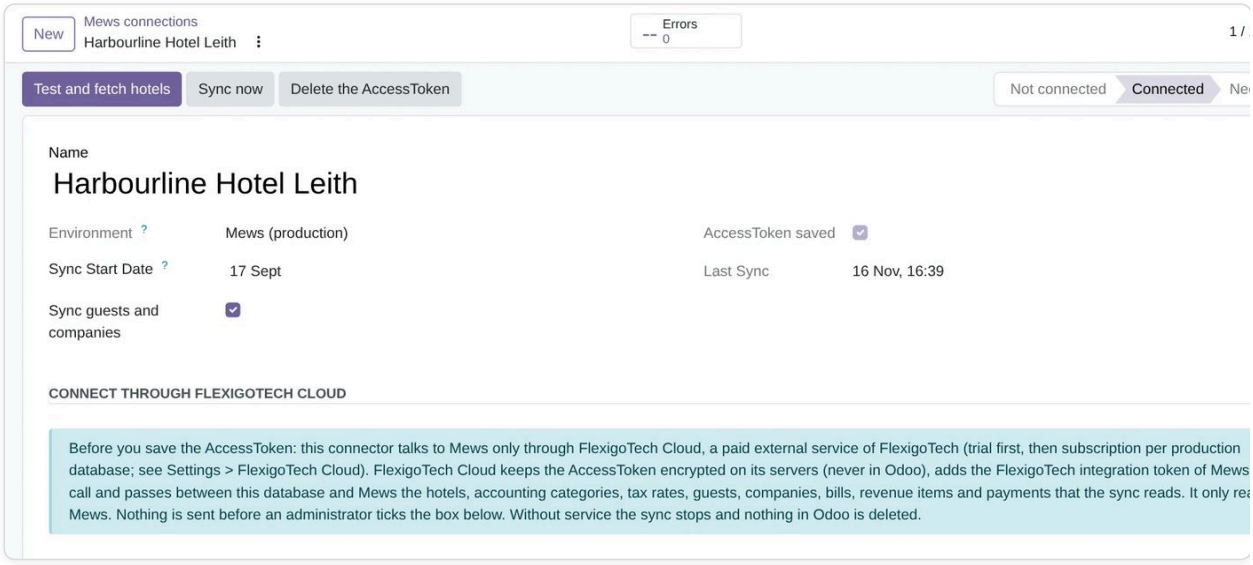
- **Real Odoo 20 screenshot.** The connection form, with the group **Connect through FlexigoTech Cloud**.

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 does 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 fetches the hotels, with their accounting categories and tax rates. The connection moves to **Connected** and the hotels appear on the **Hotels** tab. If Mews rejects the token, the connection moves to **Needs attention** and the reason appears under **Last Error**.



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

6 Set up 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. Whatever arrives before that stays 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 connection's **Environment** or **Company**: first you must click **Delete the AccessToken**.

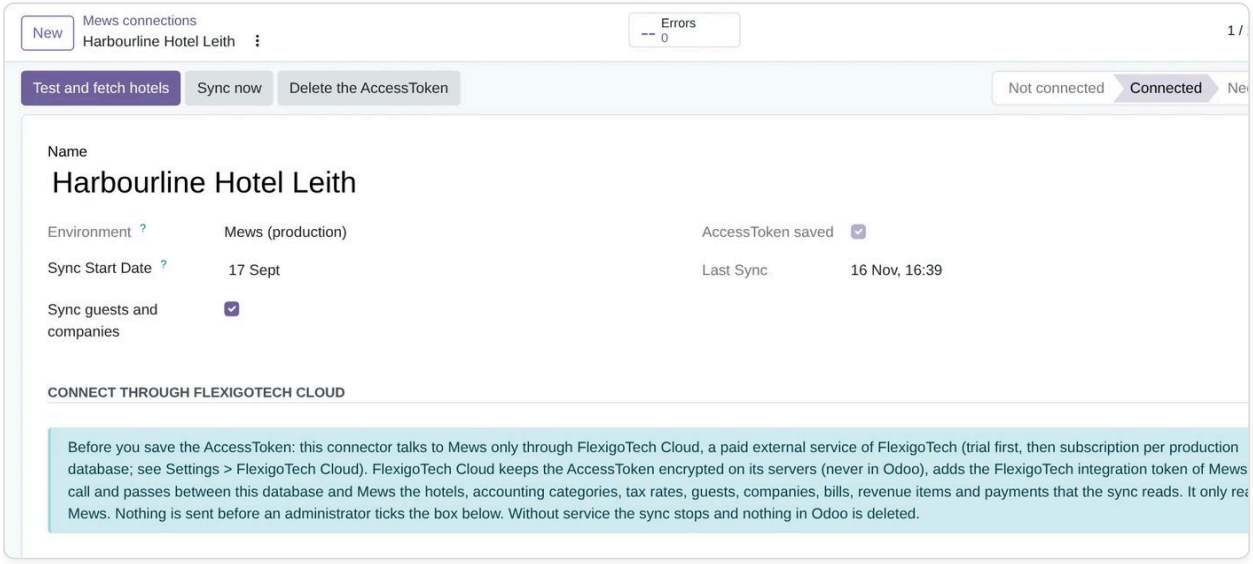
> On **Mews (production)**, **Test and fetch hotels** needs the production key, which Mews gives FlexigoTech when it certifies the integration. We sort that out with you during the setup.

Once the connection is made, the scheduled task **Mews: sync contacts, invoices, payments and daily entries** runs every hour through all connections with a saved AccessToken. **Sync now** does the same for one connection without waiting; it is available when the token is saved and the connection already has at least one hotel. What is closed in Mews does not arrive straight away: 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, synchronisation stops without touching anything and carries on from where it left off when the service returns.

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6 The connection options

Each connection with Mews is opened in **Invoicing › Mews › Connections** and has these options.



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

OPTION	WHEN CREATED	WHAT IT DOES
Name	Empty; required	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 company set 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.

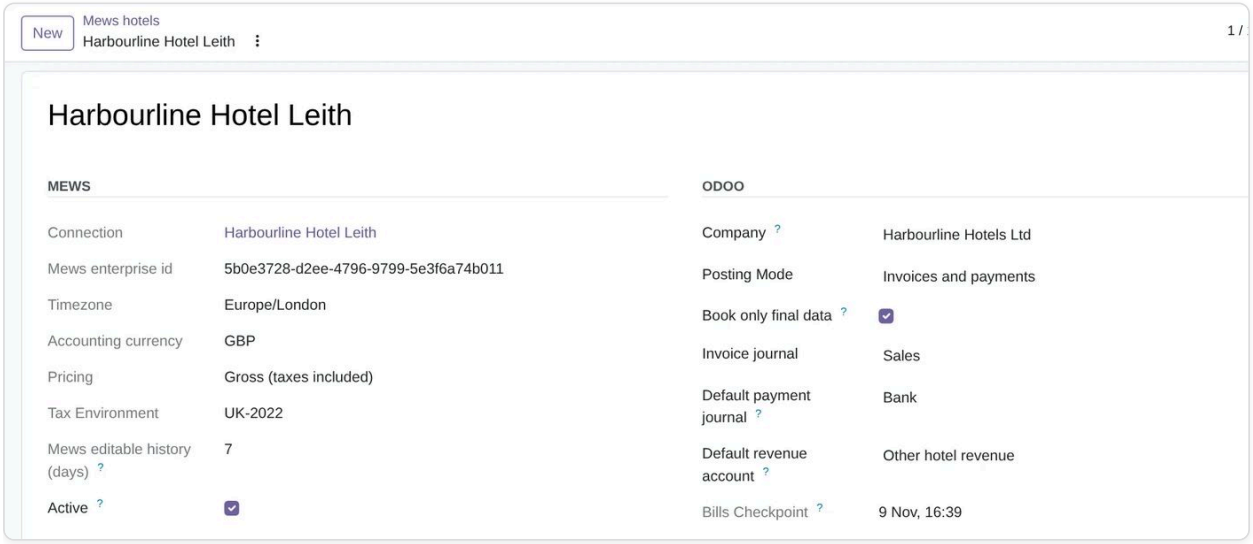
OPTION	WHEN CREATED	WHAT IT DOES
Sync Start Date	Day 1 of the current month	Nothing earlier than this date is brought from Mews: no contacts, invoices, payments or daily entries. It only counts on the first pass: after that, each pass carries on from where the previous one ended, and changing it does not bring anything back.
Sync guests and companies	On	Brings guests and companies that change in Mews into Odoo. When off, only the contact on each posted invoice comes through.
I accept that FlexigoTech Cloud passes the calls to Mews	Off	Only an administrator can see it. You must tick it 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 remove it with **Delete the AccessToken**. If you try, Odoo warns «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. You archive a connection with **Archive**, in the form's action menu, and an archived connection does not sync.

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7 Hotels

Each hotel that Mews hands to a connection is stored in Odoo with its basic details and its accounting settings.



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

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

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

What you see and set on 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 it comes, or **Daily summary entry**.
Book only final data	On, as it comes, waits until Mews stops allowing changes to the invoice or the day.
Invoice journal	The sales journal for the hotel's invoices. Required under **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 under **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 entries.

Statuses

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

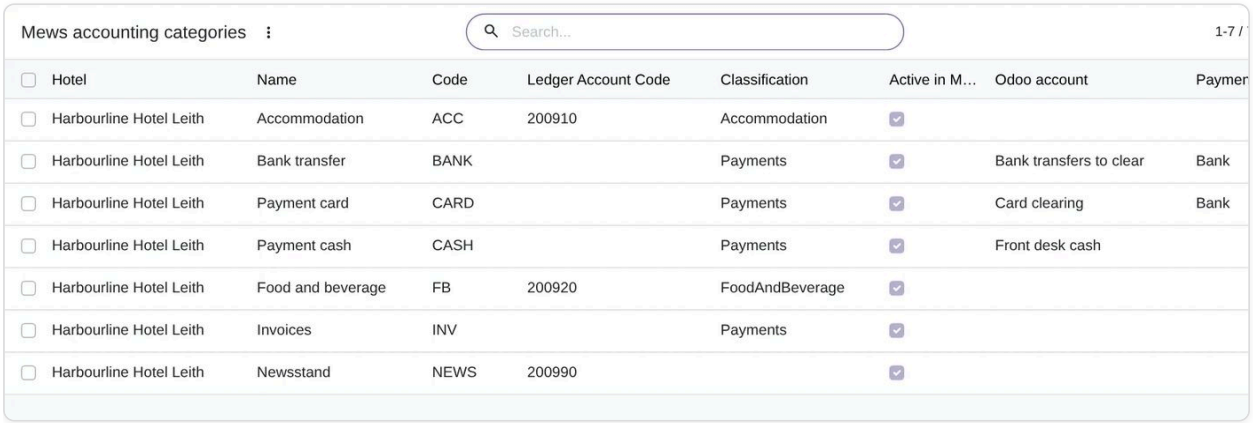
> If the hotel already has data posted in a mode, you cannot change the **Posting Mode**: Odoo blocks it on save. Data that comes from Mews (time zone, accounting currency, pricing, tax environment and enterprise ID) cannot be edited.

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8 Accounting categories

Each hotel brings its accounting categories from Mews (accommodation, payments and others), and here you assign each one to an Odoo account and, if it is a payment category, to a payment journal.

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



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

Categories are not entered 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, guest ledger account code, classification and whether it is active) can be seen but not changed. When a new category arrives with a guest 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 yourself

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 in 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.

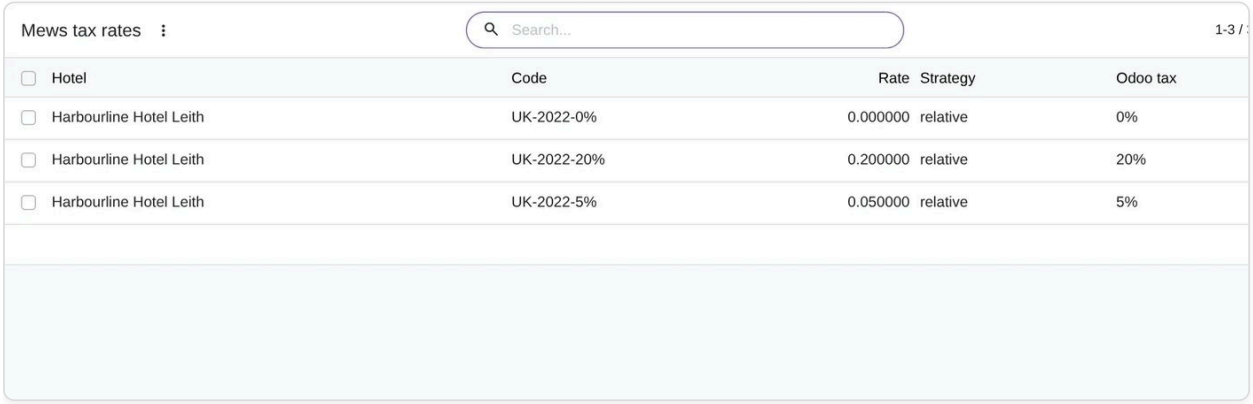
1. **Open the list**
   Go to **Invoicing › Mews › Accounting categories**.
2. **Find what is pending**
   Apply the **Without Odoo account** filter.
3. **Assign the account**
   Choose the **Odoo account** on each row.
4. **Assign the journal**
   On the payment categories, choose the **Payment journal**.

> What comes from Mews is not changed. Revenue whose category has no account goes to the hotel's **Default revenue account**, and a payment with no 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 record says what is missing.

9 Tax rates

Each hotel's Mews tax rates and the Odoo tax each one is matched with.

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



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

Where the data comes from

The rates come 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 environment does not include, the connector adds it to the list before posting the invoice. When a new rate arrives with a relative strategy, the connector proposes the Odoo sales tax with the same percentage that is not included in the price, if there is one; you can change it.

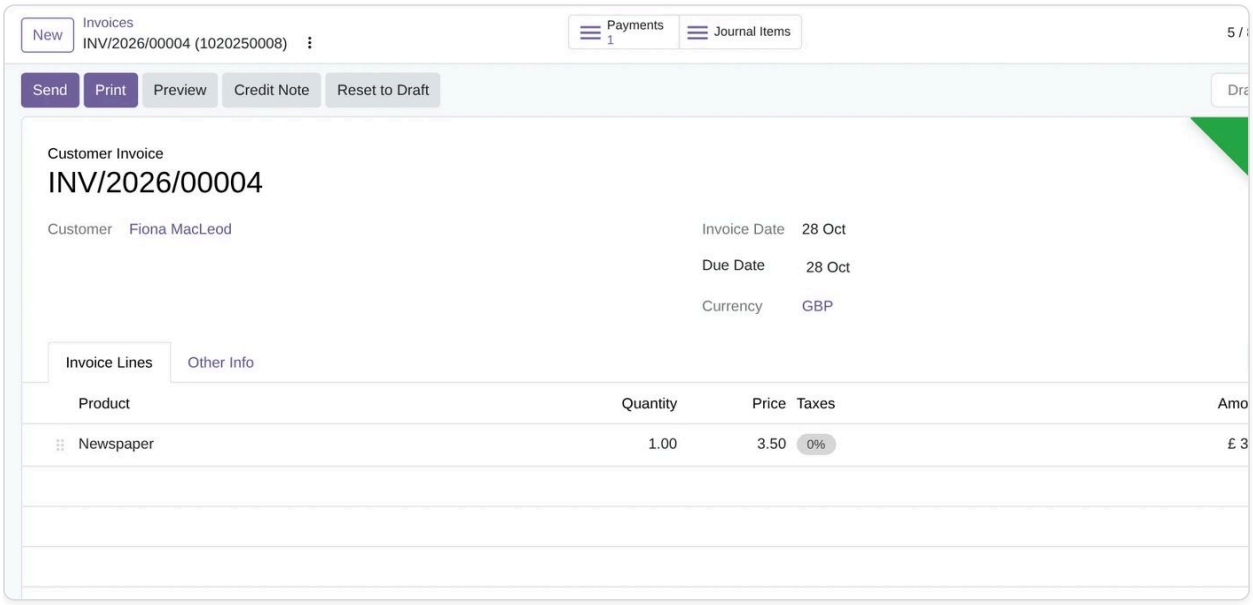
What you see on each row

Hotel	The Mews hotel the rate belongs to.
Code	The rate's code in Mews. It cannot be edited.
Rate	The percentage expressed as a decimal: 0.2 is 20%. It cannot be edited.
Strategy	The Mews calculation type, as Mews gives it: relative, flat or dependent. It cannot be edited.
Odoo tax	The Odoo tax it is matched with. This 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 a tax that includes it, Odoo's VAT does not match Mews's and the invoice is not posted. A rate with no 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.»

10 Contacts

The connector creates and updates Mews guests and companies as Odoo contacts, and links them to their invoices.



- **Real Odoo 20 screenshot.** An 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 last run, with their address. With **Sync guests and companies** off on the connection, only the contact on each posted invoice comes through.

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 follows what Mews says about each account.

Where you see it

From the invoice, the **Customer** field shows the guest's or 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, is linked to its contact in the same way.

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

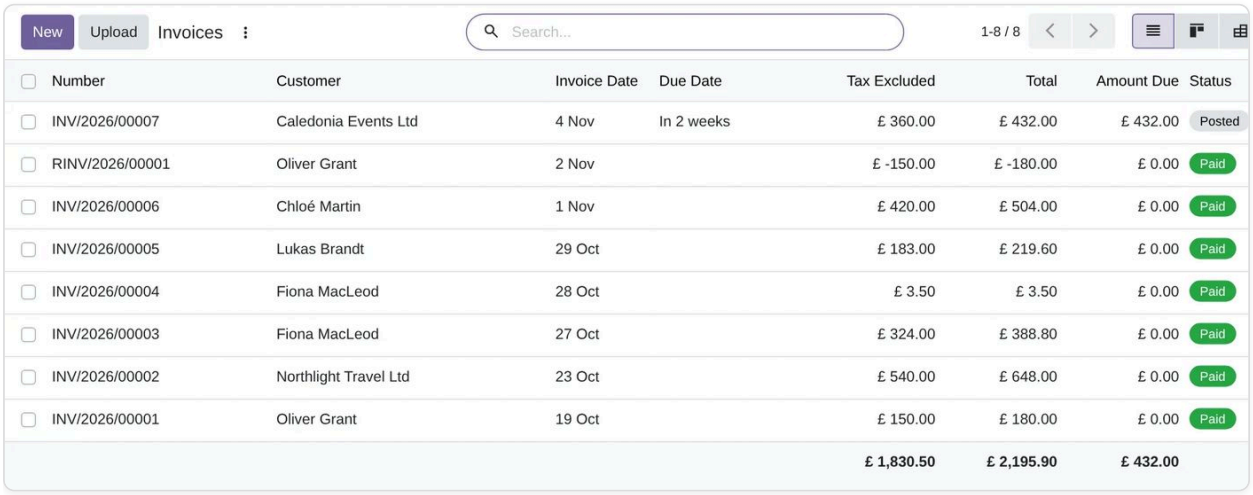
> Each contact is looked up by its Mews identifier on that connection, not by its name, email or tax number: a guest who was already in Odoo is created again. When they change in Mews, the connector rewrites their name, email, phone, Mews number (in the contact reference) and address, and archives them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

11 Invoices and credit notes

Mews invoices reach Odoo as customer invoices, and credit notes as credit notes.

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 by default. There is no separate button for invoices. If you want the import sooner, press **Sync now** on the connection. Invoices closed in Mews arrive, both normal and corrective, issued from the **Sync Start Date** onwards and, with **Book only final data** on, once the period in which Mews still allows changes has ended.

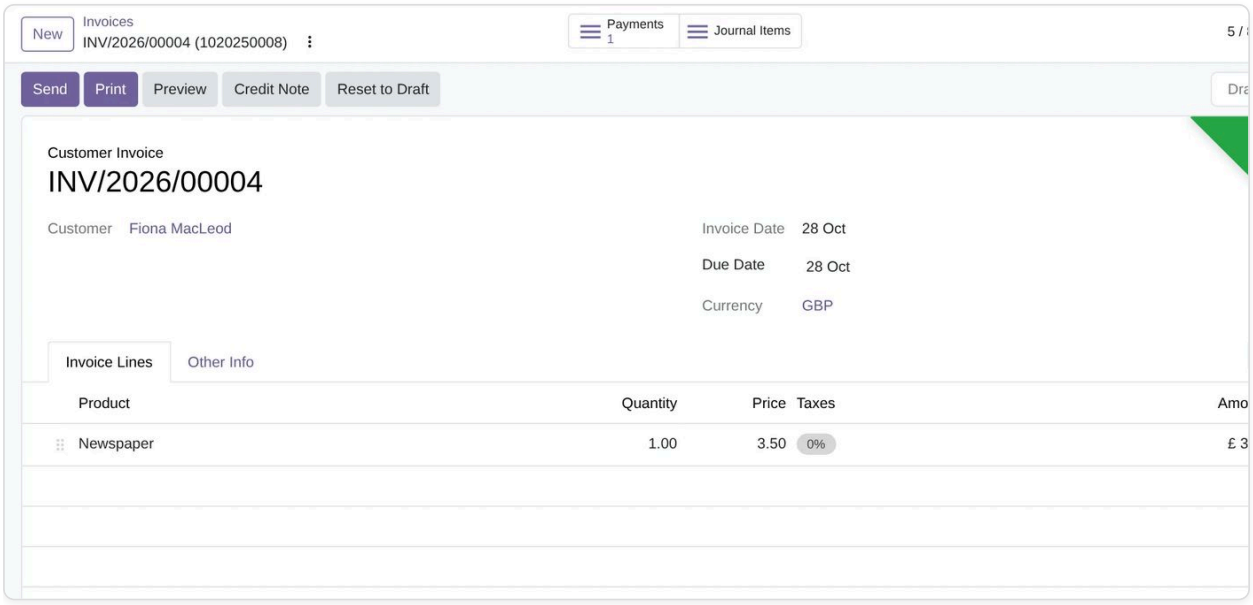
You can find them in the Odoo invoice list. The **From Mews** filter leaves only the ones that come from Mews, and in the search box you can search by **Mews bill number**. The Mews number goes in the invoice reference, and Odoo shows it in brackets next to its own number: INV/2026/00004 (1020250008).



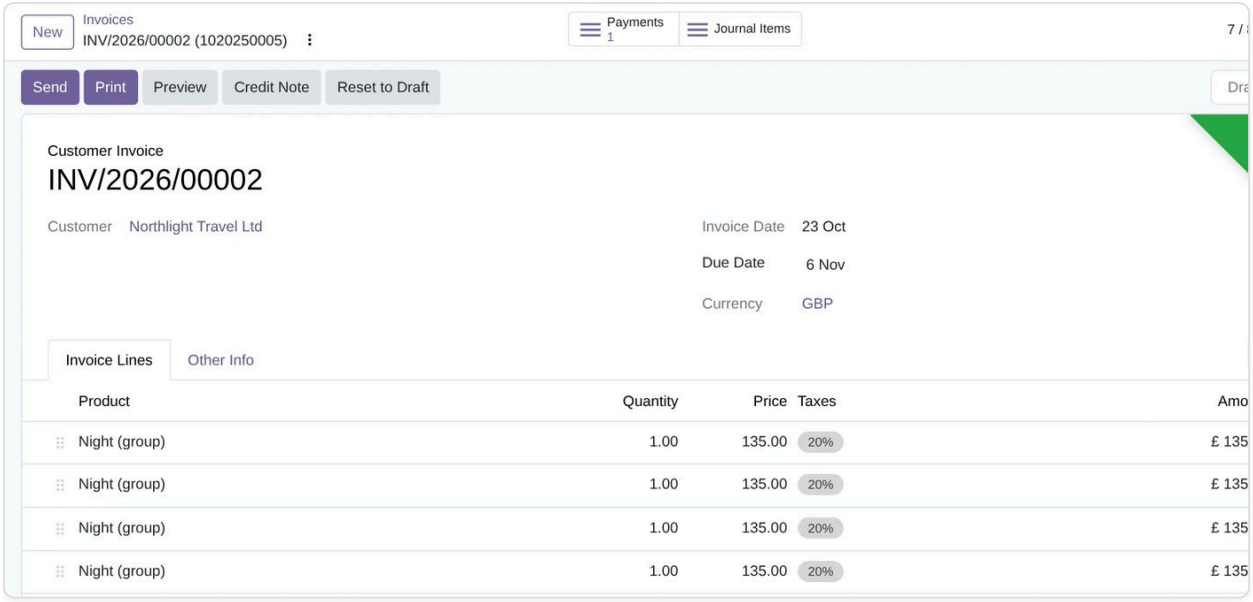
Number	Customer	Invoice Date	Due Date	Tax Excluded	Total	Amount Due	Status
INV/2026/00007	Caledonia Events Ltd	4 Nov	In 2 weeks	£ 360.00	£ 432.00	£ 432.00	Posted
RINV/2026/00001	Oliver Grant	2 Nov		£ -150.00	£ -180.00	£ 0.00	Paid
INV/2026/00006	Chloé Martin	1 Nov		£ 420.00	£ 504.00	£ 0.00	Paid
INV/2026/00005	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 invoice list with one registered invoice, one credit note and several paid invoices.

Each invoice carries the guest's or Mews company's contact as customer, 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 tax rates gives two lines. The invoice and due dates are Mews's. Odoo's VAT on the invoice is Mews's to the penny; if it does not match, the invoice is not created and the record says why.

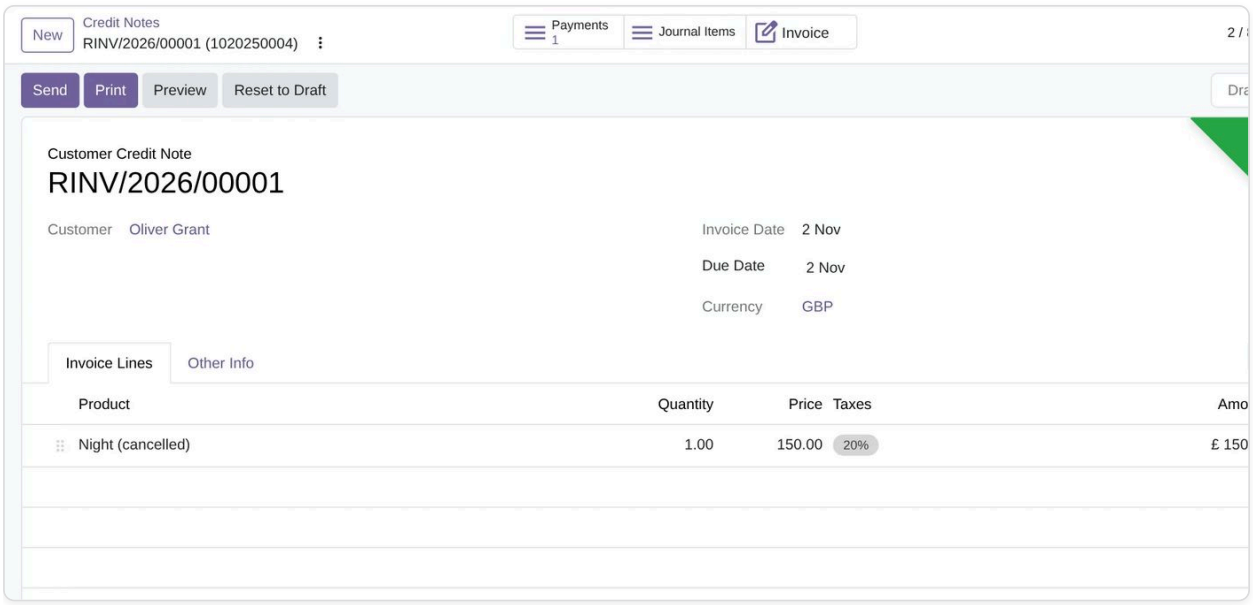


- **Real Odoo 20 screenshot.** A guest's invoice, already paid.



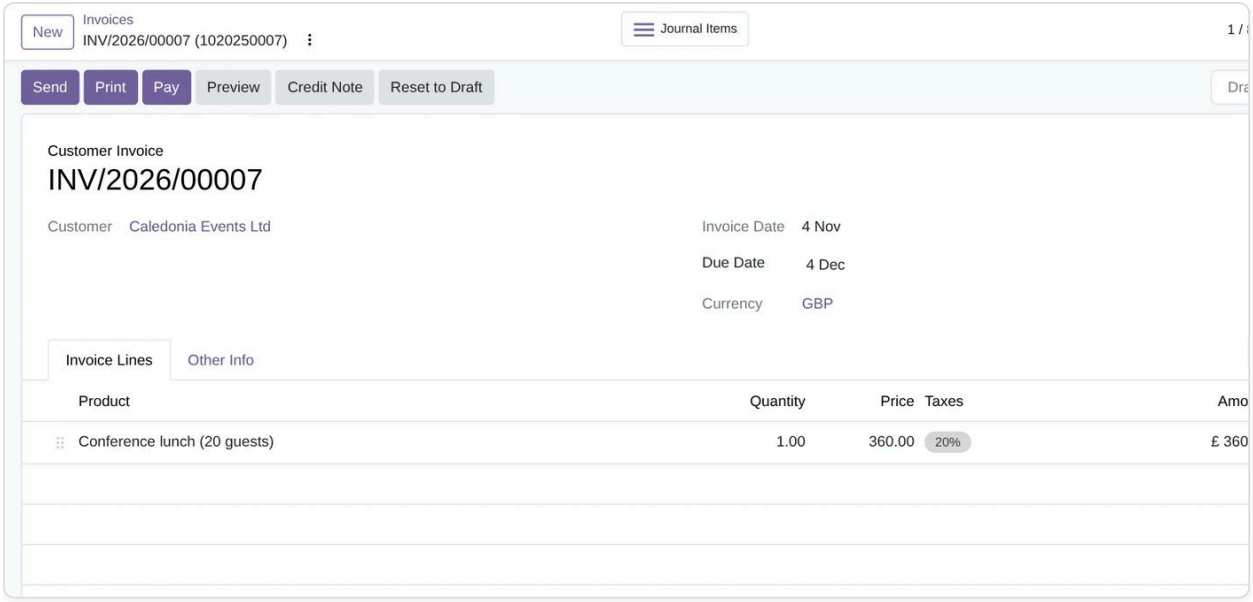
- **Real Odoo 20 screenshot.** A company's invoice with several night lines.

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



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

Record buttons

Send	Sends the invoice by email, as on any Odoo invoice.
Print	Generates the PDF of the invoice.
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 corrective invoice.

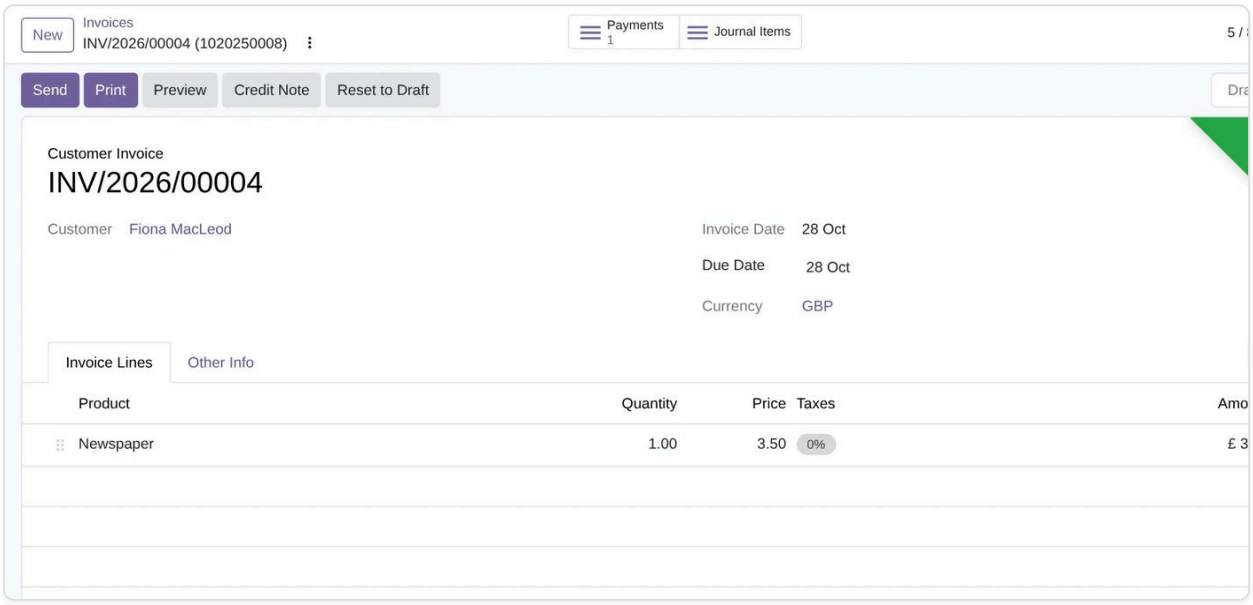
Statuses

- Mews invoices arrive already in **Posted**: the connector validates them when it creates them, so they never stay in **Draft**.
- In the list, the **State** column shows **Posted** while an amount is still due, and **Paid** once Mews payments settle the invoice.

> You don't need to import an invoice twice: Odoo recognises the ones already there and doesn't post them again. If you delete a connection or a hotel and fetch them again, the invoice is still the same one and is not duplicated.

12 Payments

The connector brings Mews payments into Odoo as payments in the journal of their accounting category and reconciles them with the invoices they settle.



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

Where the data comes from

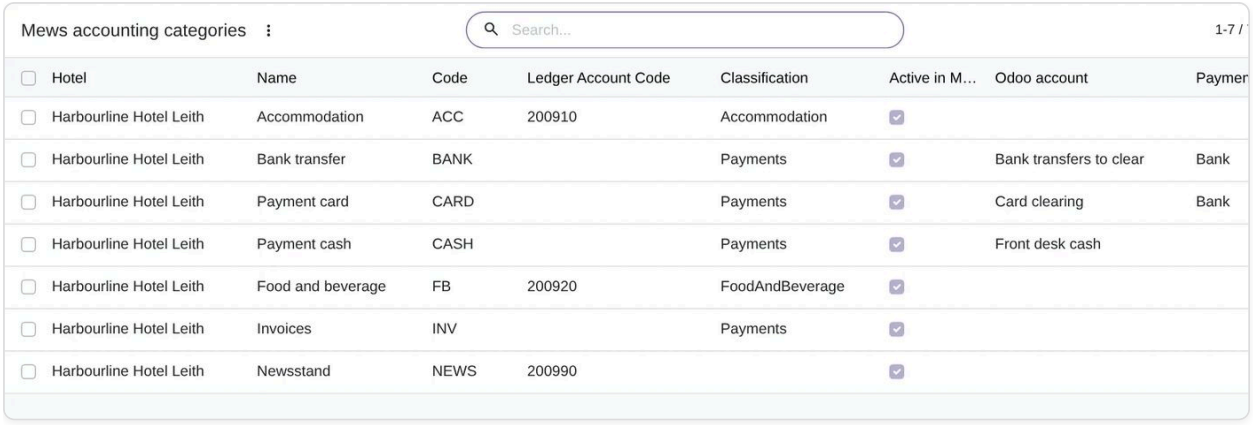
Payments arrive with their invoice: the same run that posts a Mews invoice also brings its payments. There is no separate button to import payments; **Sync now** brings the run forward.

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's reference contains the word Mews, the Mews invoice number and the payment type.

Where it is configured

Invoicing › Mews › Connections	The connection to Mews. **Sync now** starts the sync without waiting for the hourly task.
Invoicing › Mews › Hotels	Each hotel in 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	The payments and invoices that could not be posted, with the reason.



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

> Only payments collected in Mews arrive, each one once. A payment that Mews cancels within the same invoice does not arrive. A later collection on 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.

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13 The daily summary

In **Daily summary entry** mode, the connector does not create invoices: it posts one entry per hotel and day with that day's revenue, VAT and collections.

The mode is chosen per 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, to its **Odoo account** or, if it has none, to the hotel's **Default revenue account**.
VAT	To the tax account of the Odoo tax matched to each Mews VAT rate.
Collections	To the **Odoo account** of its payment category: in this mode, the **Payment journal** is not used. A collection without a category goes to the account of the hotel's **Default payment journal**.
Guest ledger account	The day's difference between revenue and collections: guests still in house, deposits and invoices on credit.

Each day is the hotel's day, according to its time zone. The entry comes out already posted 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 carries on from the **Daily Checkpoint** and reaches yesterday or, with **Book only final data** switched on, the last day 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 at that day and the following ones wait. Once you fix it, the next run continues from there.

> Odoo's VAT report is built 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.

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14 What happens automatically

The connector runs on a single scheduled task, which executes without any action from you.

TASK	FREQUENCY	WHAT IT DOES
Mews: sync contacts, invoices, payments and daily entries	Every hour, active once installed	Goes through each connection that has the AccessToken saved and brings in what is new from Mews: guests and companies that changed, closed invoices with their payments or the entry for each day, depending on each hotel's posting mode. Once a day it requests the hotels, their categories and their VAT rates again. Each run picks up 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 picks up where the last one stopped. What the task does every hour you can run by hand with **Sync now** on the connection.

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

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15 The sync and error log

What could not be posted is in **Invoicing › Mews › Sync log and errors**, with its reason.

A run that goes well leaves no line. What remains are the errors: an invoice, a payment or a day that could not be posted, or an error response from Mews. At **Info** level there are also the pauses of the hourly task (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	It is ticked 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 search you can group the lines by **Stream** or by **Error code**.

Retry

1. **Fix what is missing**
   For example, match the VAT 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 from Mews again by its identifier and posted; for everything else, the sync of its connection is started. What gets 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 VAT rate has no Odoo tax.	Match it in **Invoicing › Mews › Tax rates** and retry.
unmapped_account	A category without an account and the hotel without a **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 without a journal and the hotel without a **Default payment journal**.	Choose the journal and retry.
no_journal	The hotel has no **Invoice journal** or, in the daily summary, its journal and its guest ledger account.	Complete it on the hotel and retry.
inactive_currency	The invoice currency is not active in Odoo.	Activate it and retry.
tax_mismatch	Odoo's VAT 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.

16 If something fails

The most common cases and where to look for each.

Test and fetch hotels warns that Mews production is not working 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 test or the FlexigoTech Cloud subscription, the **Mews: sync contacts, invoices, payments and daily entries** task ends immediately without calling anything or touching anything. When the service returns, the next run picks up where the previous one stopped.
Mews rejects the AccessToken (401) or the operation (403)	The connection moves to **Needs attention** and the reason appears in **Last Error**. A 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 in 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 for what 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 it later.
You want to know what Mews replied	For a Mews error, the log line carries its response and the Mews request number, which is what their support asks for.
Do you want to change the connection's environment or company	First press **Delete the AccessToken**, because the saved token belongs to the current environment and company. This action works even if there is no service.

FlexigoTech Cloud pauses are not marked as a connection error: execution stops without marking anything and carries on at the next run of the task, which runs every hour.

17 Support

Get in touch to install it, configure it or with any question. On the Standard plan we reply within 1 working day; on the Pro plan, within 4 working hours, and if needed we can go through it over a video call. Tell us your Odoo version, the module version and, if there is an error, its full text.

Email

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

On the web

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

On Odoo Apps

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

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