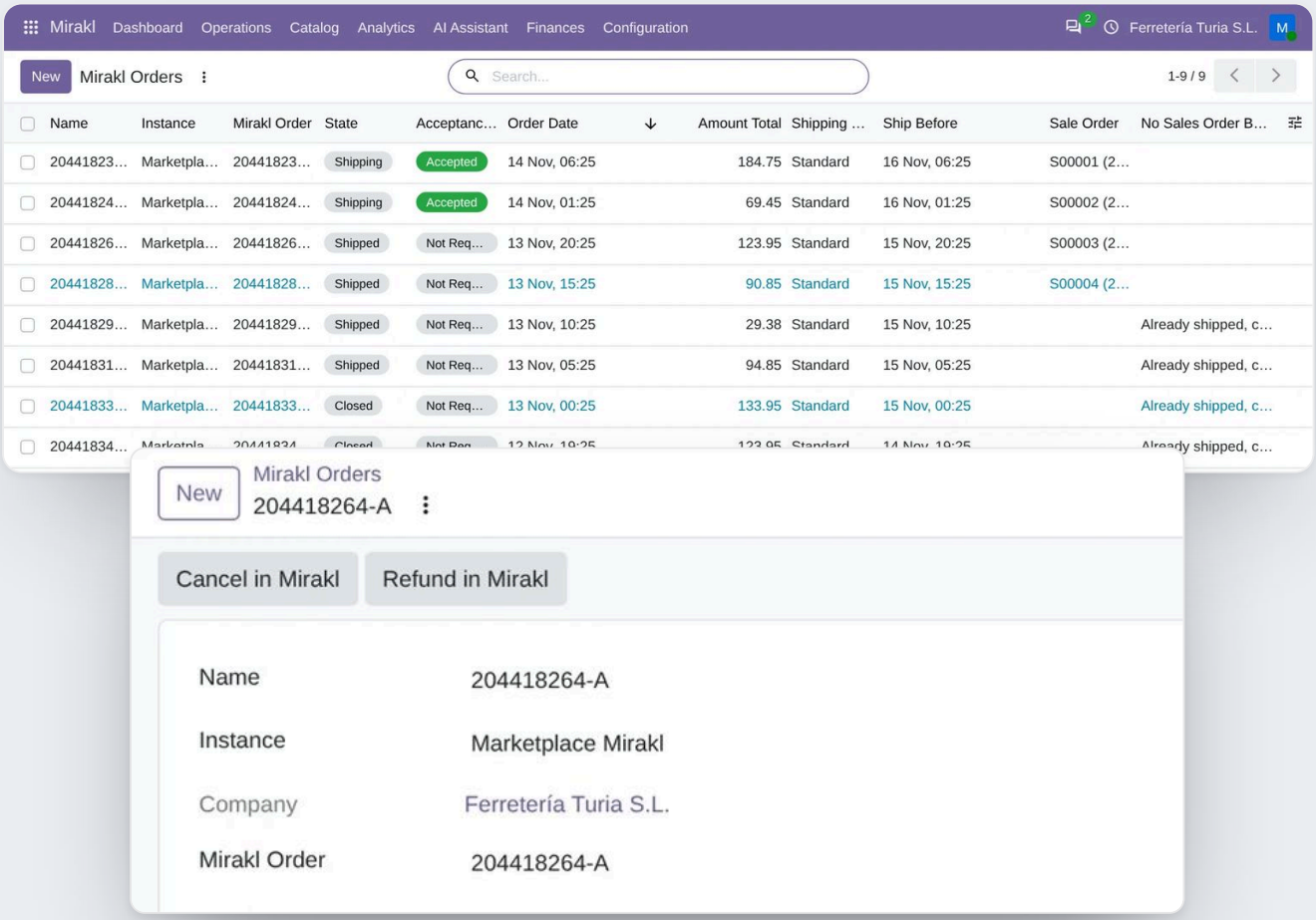
CONNECTOR GUIDE · MARKETPLACES

Mirakl connector for Odoo

Import orders, returns, settlements and messages; publish products, prices and stock; and post each settlement as a balanced journal entry.

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



Real Odoo 20 screenshot. The Mirakl order list and the details of one of them, with its Odoo sale order.

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 20.0.16.17.1 of the module (Odoo branch 20.0, commit ae4936897). Everything in it comes from its published code, the platform's official documentation or real screenshots.

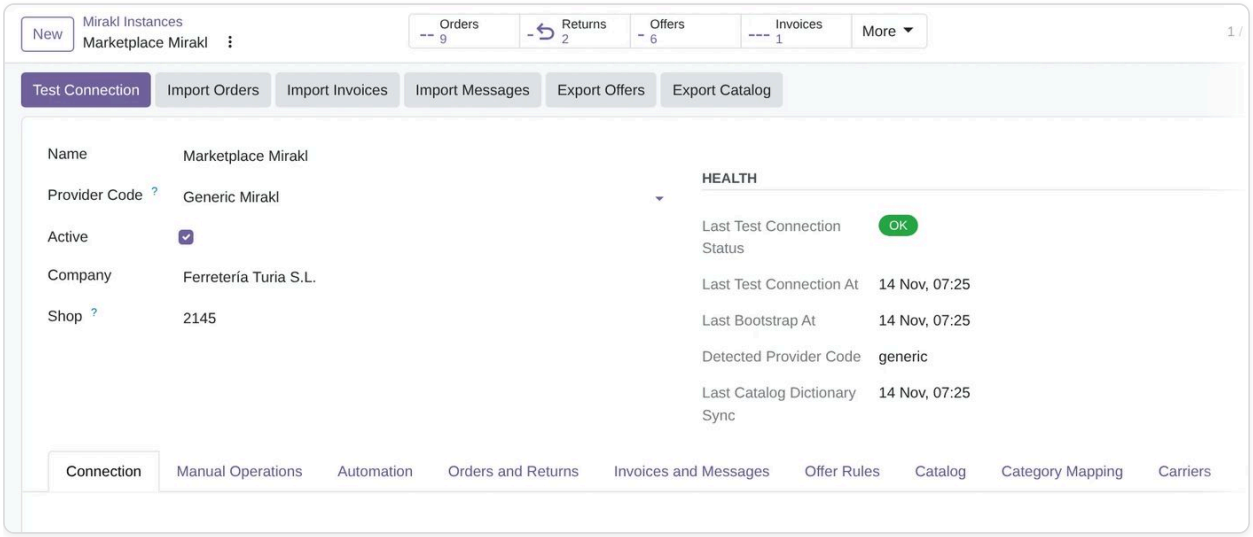
The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to Mirakl. The module also has a version for Odoo 17, 18 and 19.

1 Who it is for and what it solves

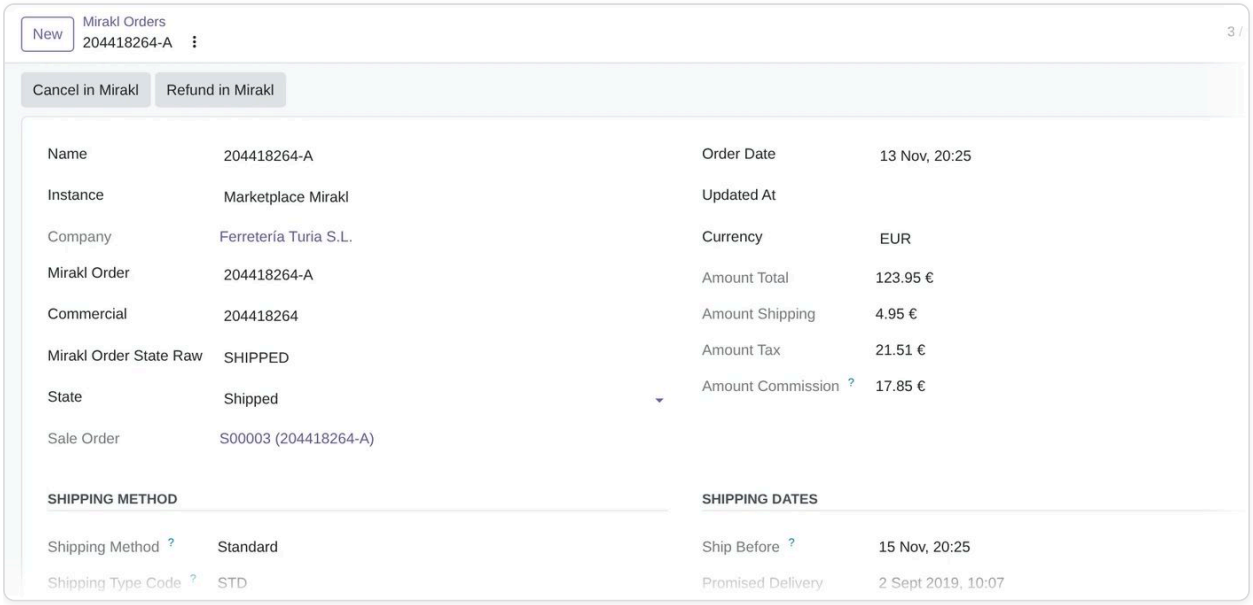
> The connector requires a FlexigoTech Cloud subscription, with a 14-day trial and no card required. Without the trial or the subscription, the connector does not talk to Mirakl.

Without the connector, someone logs into the marketplace panel, copies each order into Odoo, manually updates prices and stock of the offers, notifies the shipment with its tracking, and separately checks returns, buyer messages and settlements.

The connector connects Odoo with any Mirakl marketplace. It publishes products, prices and stock, and brings in orders, returns, settlements and messages. Each connection is set up in **Mirakl › Configuration › Marketplaces** with the operator's address and your API key.



- **Real Odoo 20 screenshot.** The marketplace form with its manual operation buttons.



- **Real Odoo 20 screenshot.** A Mirakl order already linked to its Odoo sale order.

What changes day to day

- Orders come into Odoo as sale orders, automatically if you enable their synchronisation, and in Mirakl they can be accepted automatically.

- Offers, prices and stock go from Odoo to Mirakl with a button or, if you enable them, automatically, each one at its own interval.
- Returns are imported and, when Mirakl marks them as received, the stock goes back to the warehouse.
- Buyer messages are visible on the sale order, and you can reply from Odoo with **Write on Mirakl**.
- Mirakl settlements come into Odoo with their breakdown, and each one is posted with its journal entry.

What it does not do

- It does not create your seller account or your API key: these are obtained from Mirakl before connecting. And the products you send with the catalogue are integrated by the operator under its own rules.
- It does not synchronise anything until you enable it: when you create a marketplace, all its automatic synchronisations start switched off, and so do the invoice and message tasks.
- It is not real time: orders come in at most every 10 minutes, and offers, prices and stock go out according to each marketplace's interval, 15 or 30 minutes by default when you create it.
- It does not include the marketplace account: you must be a seller with a Mirakl operator.

CONNECTOR GUIDE · MIRAKL

2 The connector in figures

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

12
scheduled tasks, 10 active on installation

38
module languages

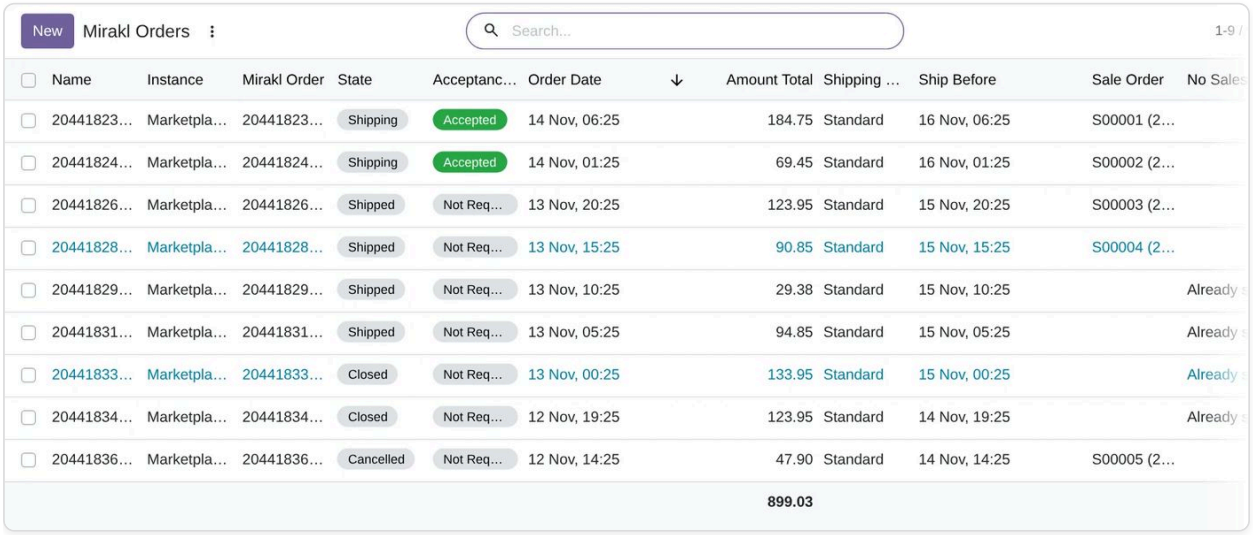
3
accounts on the Standard plan, up to 10 with Pro

14
days of trial, no card required

19,453
lines of code

The connector works on Odoo Community and Enterprise in versions 17, 18, 19 and 20, and requires the Delivery, Sales, Inventory, Invoicing and Conversations (email) apps, in addition to FlexigoTech Cloud. It is in production with sellers from operators such as Leroy Merlin and has more than 400 automated tests passing green in each version.

3 Where you see it in your Odoo



Name	Instance	Mirakl Order	State	Acceptanc…	Order Date	Amount Total	Shipping …	Ship Before	Sale Order	No Sales
20441823…	Marketpla…	20441823…	Shipping	Accepted	14 Nov, 06:25	184.75	Standard	16 Nov, 06:25	S00001 (2…	
20441824…	Marketpla…	20441824…	Shipping	Accepted	14 Nov, 01:25	69.45	Standard	16 Nov, 01:25	S00002 (2…	
20441826…	Marketpla…	20441826…	Shipped	Not Req…	13 Nov, 20:25	123.95	Standard	15 Nov, 20:25	S00003 (2…	
20441828…	Marketpla…	20441828…	Shipped	Not Req…	13 Nov, 15:25	90.85	Standard	15 Nov, 15:25	S00004 (2…	
20441829…	Marketpla…	20441829…	Shipped	Not Req…	13 Nov, 10:25	29.38	Standard	15 Nov, 10:25		Already
20441831…	Marketpla…	20441831…	Shipped	Not Req…	13 Nov, 05:25	94.85	Standard	15 Nov, 05:25		Already
20441833…	Marketpla…	20441833…	Closed	Not Req…	13 Nov, 00:25	133.95	Standard	15 Nov, 00:25		Already
20441834…	Marketpla…	20441834…	Closed	Not Req…	12 Nov, 19:25	123.95	Standard	14 Nov, 19:25		Already
20441836…	Marketpla…	20441836…	Cancelled	Not Req…	12 Nov, 14:25	47.90	Standard	14 Nov, 14:25	S00005 (2…	
						899.03				

- **Real Odoo 20 screenshot.** The **Mirakl Orders** list, with the status and the sale order of each order.

Mirakl › Dashboard	The dashboard with the figures for each marketplace.
Mirakl › Operations	**Orders**, **Returns**, **Offers** and **Messages**.
Mirakl › Catalog	**Categories**, **Attributes**, **Value Lists**, **Category Mapping** and **Carrier Map**.
Mirakl › Analytics	**Sales Analysis**.
Mirakl › AI Assistant	**Ask AI** and **AI Reports**.
Mirakl › Finance	**Settlements & Invoices** and **Financial Analysis (P&L)**.
Mirakl › Configuration	**Marketplaces**, where you set up each connection, and **Logs**, with the history of calls to Mirakl.

Outside its own app, the connector extends sale orders, delivery orders and the product form. On the sale order you will see the **Mirakl** tab and the **Write on Mirakl** button. On the delivery order, **Push Mirakl Tracking**, **Create Invoice (Mirakl)** and **Upload Invoice to Mirakl** appear. On the product there is a **Mirakl Marketplace** section with the **Publish to Mirakl** option.

4 What you need before starting

- A seller account with the Mirakl operator you want to connect to, with its web address (the operator's host) and your API key. The key is created in the seller account, under Settings > API key.
- The permissions your operator requires for that key: the connector reads orders, returns, invoices and messages, and sends offers, prices, stock and tracking.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. Odoo Online does not work, because it does not allow installing third-party modules.
- An Odoo administrator user, who enters the API key, and a **Mirakl Manager**, who accepts that the key and the calls go through FlexigoTech Cloud. It can be the same person.
- An active FlexigoTech Cloud trial or subscription. Without it, the connector does not talk to Mirakl.

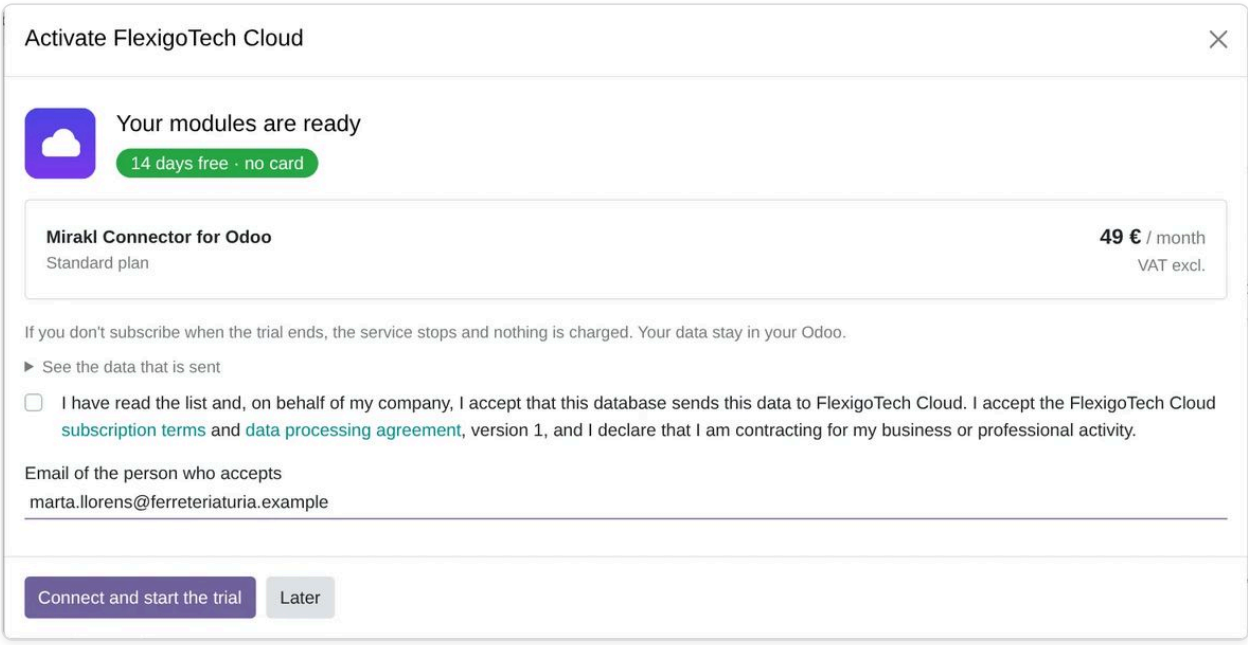
> The connector does not create your seller account or your API key, and if the operator requires validating your shop first, that is also handled on their side. All of this is done in Mirakl, before connecting. The products you send with the catalogue are integrated by the operator under its own rules.

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

5 The FlexigoTech Cloud trial

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

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



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

2 **Accept and enter your email**

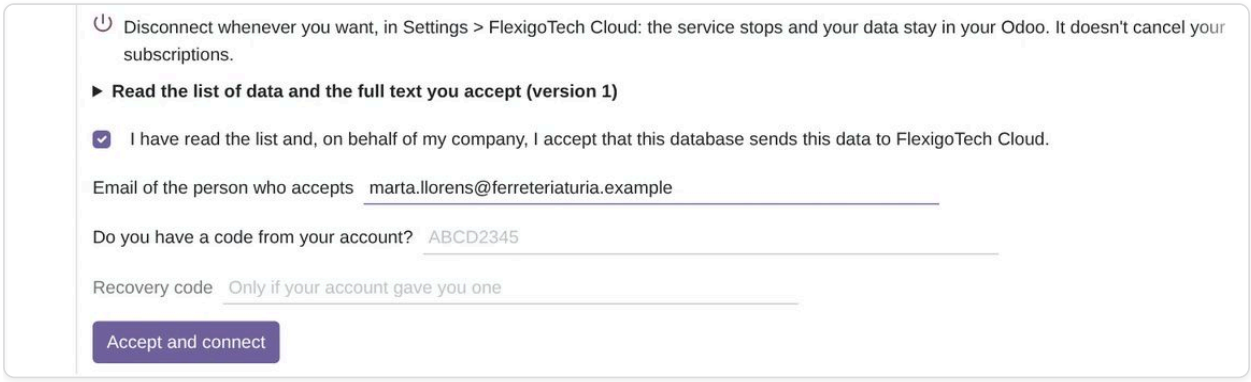
Tick «I have read the list and, on behalf of my company...» (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

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

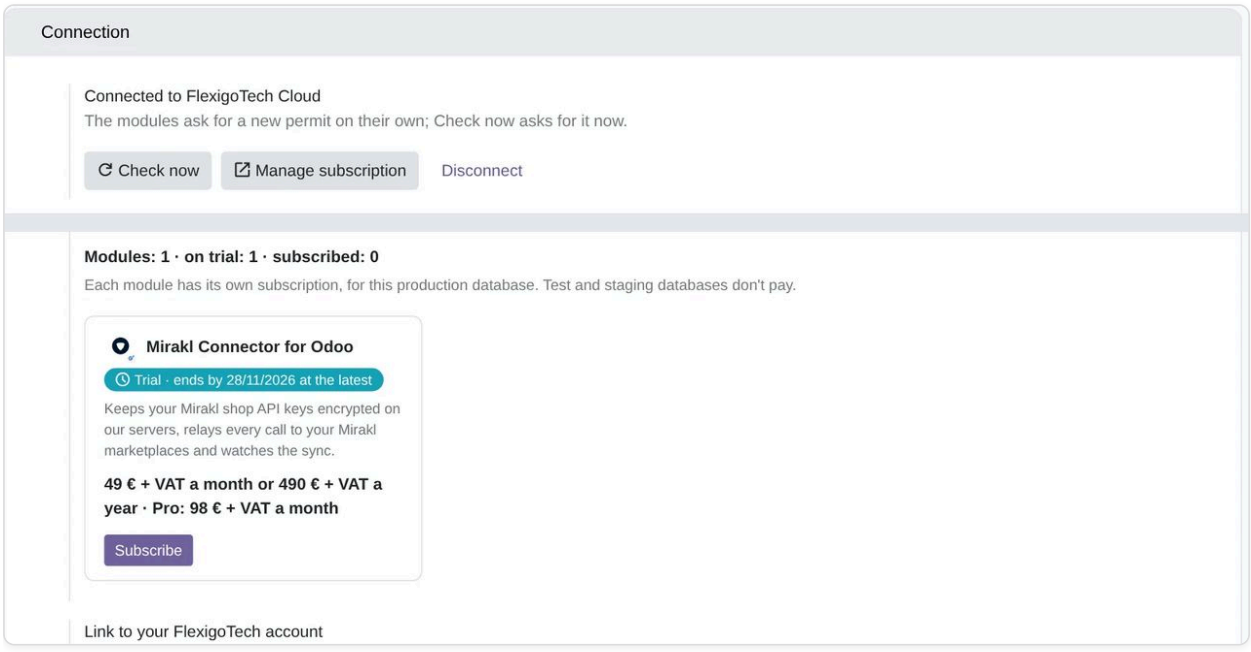
The same, from Settings

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



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

With the database connected, the **Modules** block shows each module with its status: **On trial** and the date it ends, **Subscribed**, 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.

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

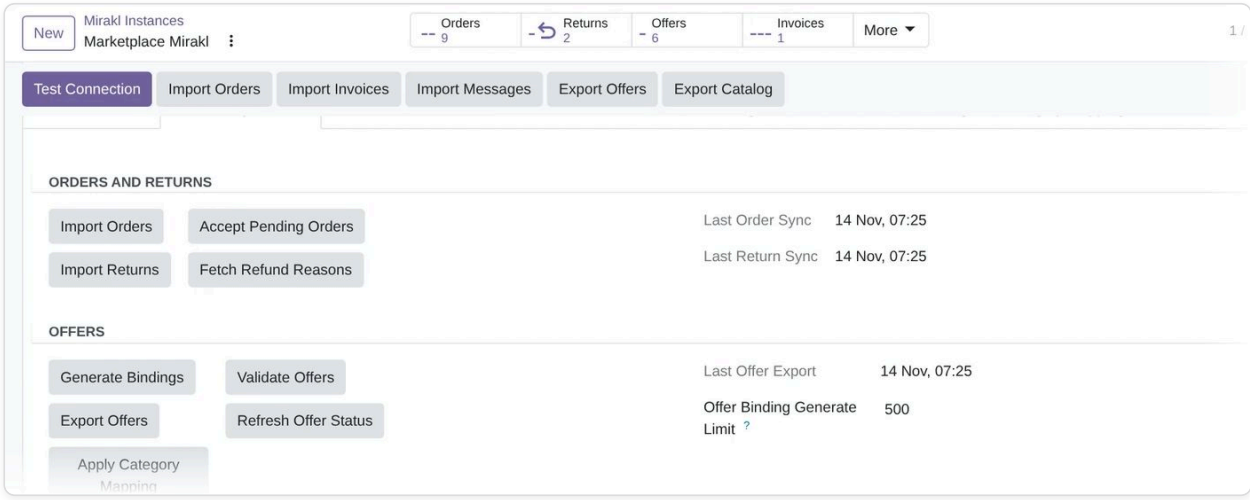
automatically every 6 hours).

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

6 Connecting your marketplace step by step

1 Open the marketplaces menu

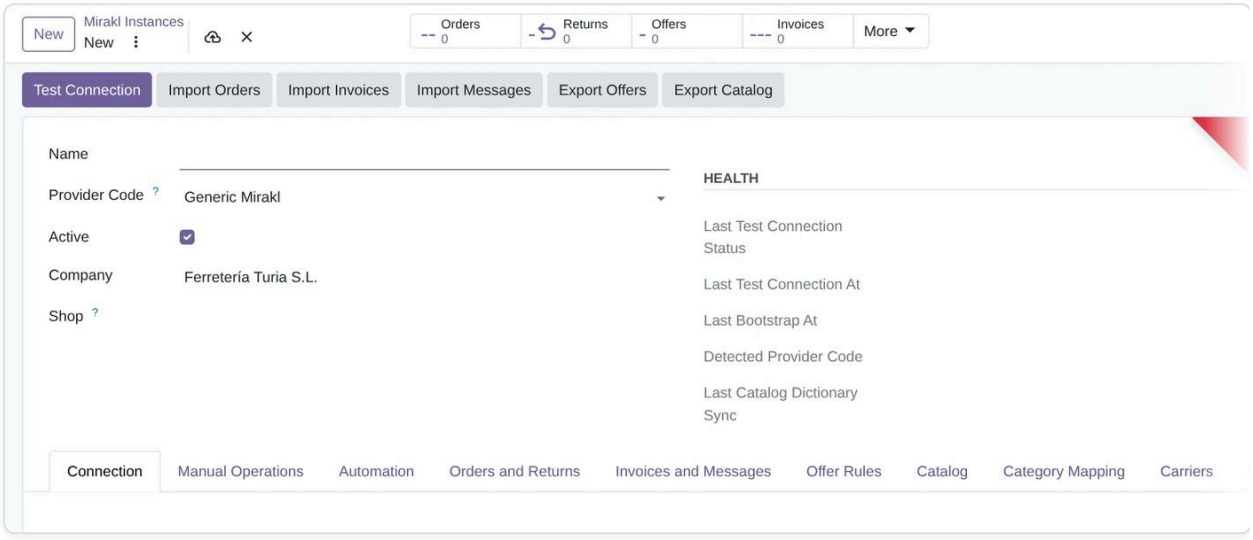
Go to **Mirakl › Configuration › Marketplaces**. The **Mirakl Instances** list opens.



- **Real Odoo 20 screenshot.** A marketplace already connected: at the top, its buttons and counters; below, the **Manual Operations** tab.

2 Click New

The empty form of a new marketplace opens, not yet connected.



- **Real Odoo 20 screenshot.** The new marketplace, not yet connected.

3 Fill in Name, Company and Provider Code

The name helps you recognise the marketplace in the lists. There are free profiles for Leroy Merlin, Decathlon, Brico Dépôt, Tesco, Superdrug, Sprinter and GACD, which are installed separately. If yours has a profile, choose it in **Provider Code**: it fills in the address and values for that operator. If not, leave **Generic Mirakl**.

4 **Enter the operator's address in the Connection tab**

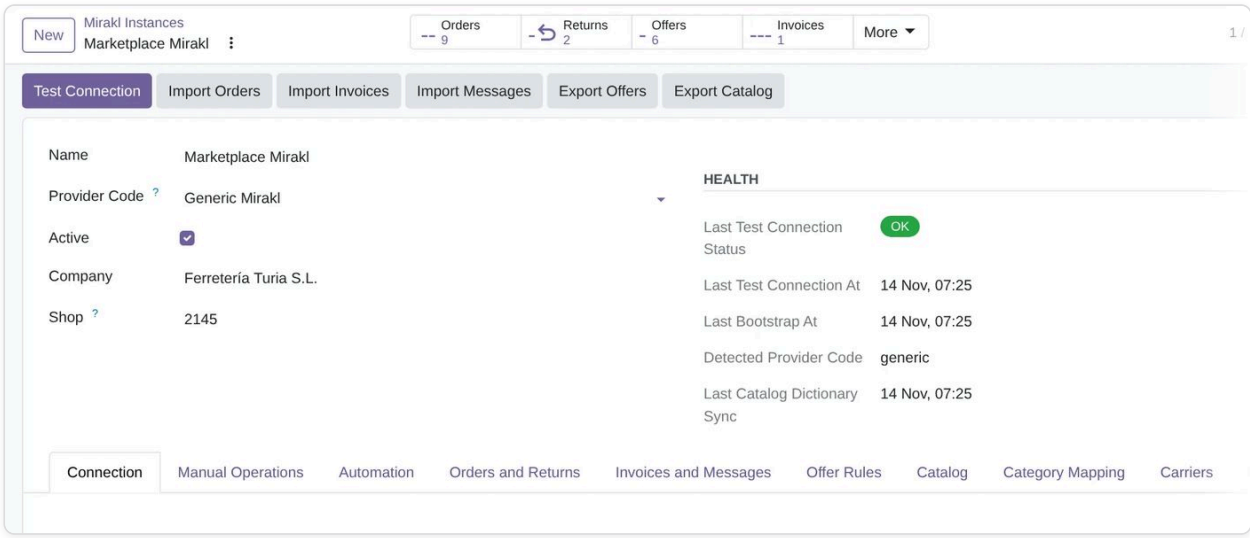
Fill in **Base Url** and **API Base URL**, which is usually the base URL plus /api. For known operators they are filled in automatically. **Shop** is optional: if you enter it, it must be the numeric identifier of your shop, and **Test Connection** can fill it in for you.

5 **Enter your API key**

In the **FlexigoTech Cloud** group enter the **Mirakl API key (FlexigoTech Cloud)** and tick **I accept that my Mirakl API key and my calls to Mirakl go through FlexigoTech Cloud**. When saving, the key is sent encrypted to FlexigoTech Cloud and Odoo does not keep it. Once it is saved, you see the date in **Saved in FlexigoTech Cloud**.

6 **Save and click Test Connection**

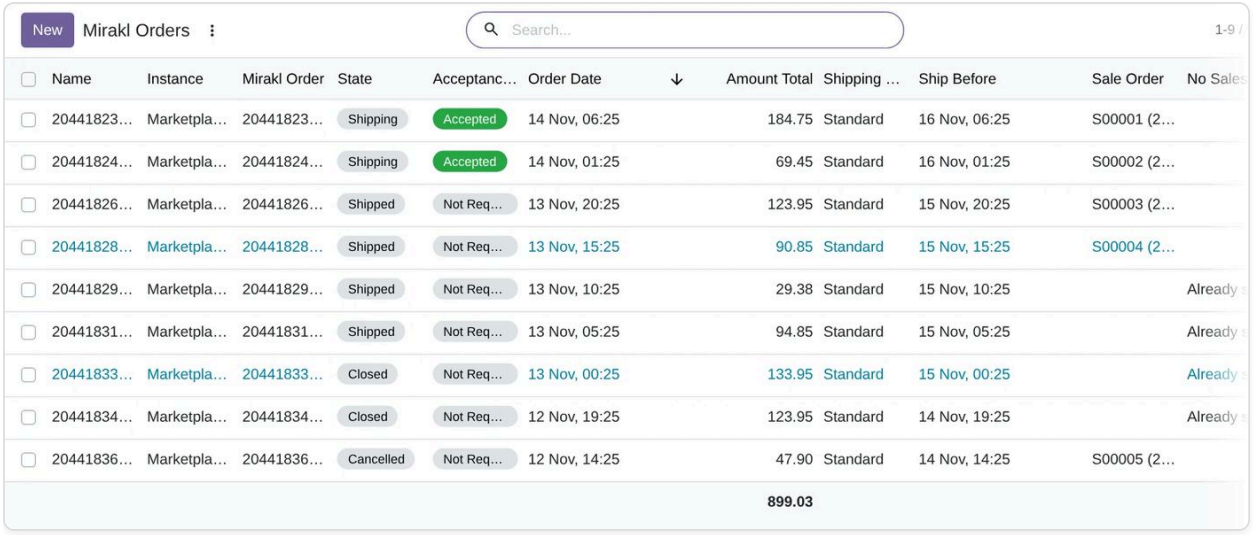
The connector checks the key, detects the provider and fills in the test status. The result is shown in **Last Test Connection Status** as **Accept** or **Error**.



- **Real Odoo 20 screenshot.** The connected marketplace, with the status **Accept** and the detected data.

> To save the key, a Mirakl manager must have ticked the consent. Without it, Odoo warns you and sends nothing. The buttons **Check saved key** and **Delete my key from FlexigoTech Cloud** are only visible to an Odoo administrator and only appear when a key is already saved. If you change the **Base Url** or the **API Base URL** of a marketplace that already has the key saved, re-enter the key in the same save: the key stored by FlexigoTech Cloud is tied to the previous address.

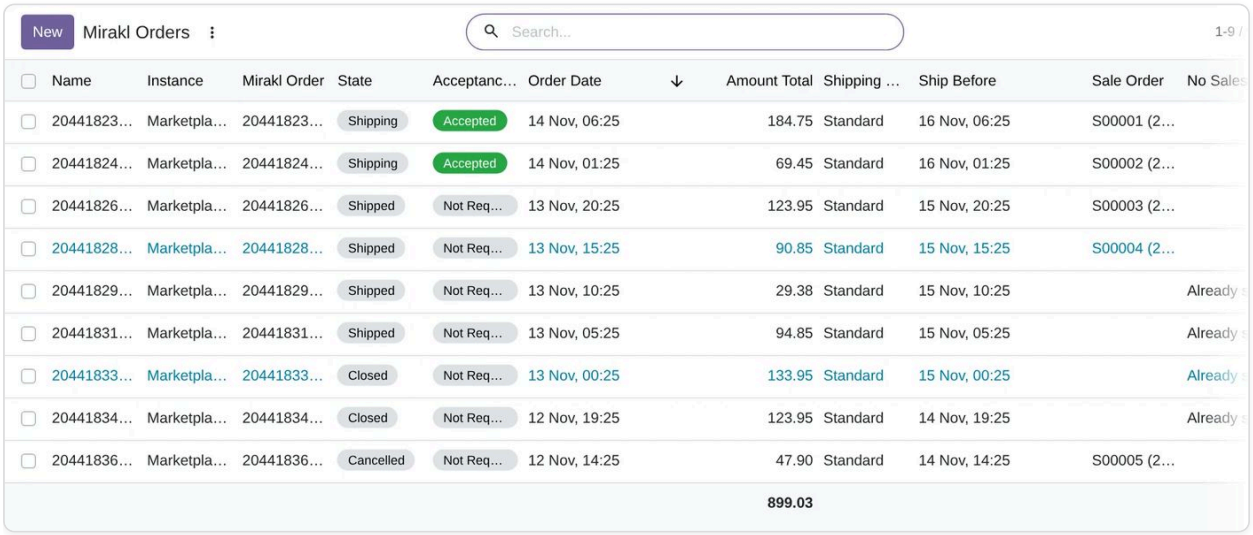
Once connected, data arrives in two ways. Manually, with the marketplace buttons: **Import Orders**, **Import Invoices**, **Import Messages**, **Export Offers** and **Export Catalog**. And automatically, with Odoo's scheduled tasks, but only for what you enable on the marketplace: when you create it, all its automatic synchronisations start switched off. Orders, returns and acceptance are enabled in **Orders and Returns**; offers, prices, stock, catalogue and dictionary in **Automation**; invoices and messages in **Invoices and Messages**, and their two tasks also start switched off on installation.



- **Real Odoo 20 screenshot.** The list of Mirakl orders imported into Odoo.

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7 Mirakl orders in Odoo



- **Real Odoo 20 screenshot.** The **Mirakl Orders** list with the status, the acceptance status and the sale order of each order.

Orders come in through the scheduled task **Mirakl - Sync Orders**, which runs every 10 minutes through the marketplaces with **Sync Orders Enabled** (switched off when created). With **Import Orders**, on the marketplace form, you can bring them in whenever you like. The task **Mirakl - Accept Orders**, also every 10 minutes, accepts those awaiting your acceptance on marketplaces with **Auto Accept Orders**. The orders are in **Mirakl › Operations › Orders**.

Create Sales Order	Creates the sale order that the connector did not create. It is hidden if the order already has one or is in **Canceled** status.
Accept Order	Accepts the order in Mirakl. It is hidden if it is already accepted or refused, or if it does not require acceptance.
Cancel in Mirakl	Cancels the order in Mirakl. It is hidden if the order is in **Canceled** status. Only Mirakl managers can see it.
Refund in Mirakl	Requests the refund in Mirakl. Only Mirakl managers can see it.

Order statuses

The **Health** field can be **Pending**, **Shipping**, **Shipped**, **Canceled**, **Refunded** or **Closed**. The **Acceptance State** can be **Pending**, **Accepted**, **Refused**, **Error** or **Not Required**.

1. ### Import the orders

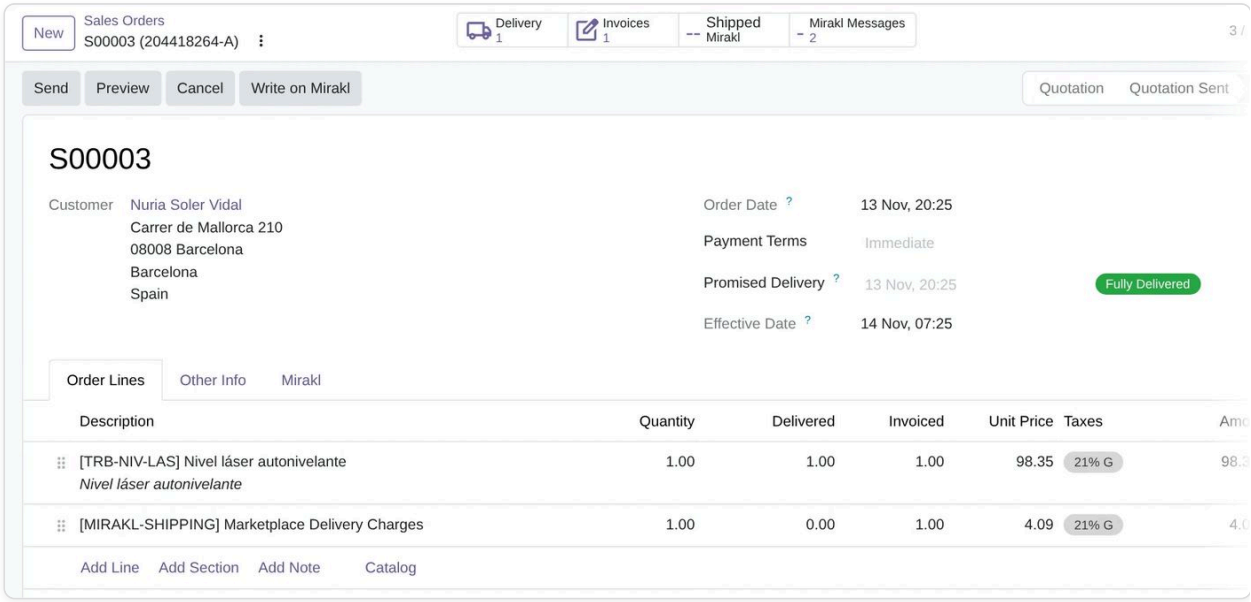
   Click **Import Orders** on the marketplace. If **Sync Orders Enabled** is ticked, which it is not by default, the task brings them in automatically every 10 minutes.

2. ### Accept the order

   Click **Accept Order**. If the marketplace has **Auto Accept Orders** ticked, also off by default, the task accepts it.

3. ### Check the sale order

   It is created with the customer and the order lines, and you see it in the **Sale Order** column.



- **Real Odoo 20 screenshot.** The sales order S00003 with its **Mirakl** button and the **Mirakl** tab.

> Only a Mirakl manager can accept, cancel or refund an order, because those actions change the order on the marketplace. An order already fully refunded cannot be refunded again.

Order statuses and what they mean

FIELD	VALUES
Health	**Pending**, **Shipping**, **Shipped**, **Canceled**, **Refunded**, **Closed**. It starts at **Pending**.
Acceptance State	**Pending**, **Accepted**, **Refused**, **Error**, **Not Required**. It starts at **Pending**.
Cancellation State	**Not Requested**, **Pending**, **Canceled**, **Error**. It starts at **Not Requested**.
Refund State	**Not Requested**, **Pending**, **Refunded**, **Partial**, **Error**. It starts at **Not Requested**.

When Mirakl adds a status the connector does not know, Odoo warns about it in the Mirakl log, in **Mirakl › Configuration › Logs**, so it can be mapped.

When it does not leave or create a sales order

The field **No Sales Order Because** explains why the connector did not create the sales order. It may be because it was deleted in Odoo, because it was already shipped, closed or refunded on Mirakl when it was imported, or because it was created before the date in **Create Sales Orders From**. With **Create Sales Order** you can create it anyway. That order stays as a quotation and you confirm it yourself. A sales order deleted in Odoo is not created again on a new import.

Refunds

- Mirakl requires a refund reason CODE from the operator. Without one, the refund fails with the error "Mirakl requires an operator refund reason CODE (field 'Refund Reason Code'). Use 'Fetch Refund Reasons' on the marketplace instance to list the codes your operator accepts."
- The amount must be greater than zero: "Set a refund amount greater than zero."
- If the order has no refundable lines, you get "No refundable order lines found on this Mirakl order (missing line ids in the payload). Re-import the order and try again."
- Mirakl refunds the price and the shipping of each line, and never more. If the amount exceeds what remains on the lines, an error asks you to reduce it.
- If the order is already fully refunded, it does not allow another refund request.

Record fields and tabs

Shipping Method	Method chosen by the buyer, with the shipping type code and the shipping zone.
Shipping Dates	**Ship Before** and the promised delivery, minimum and maximum. Shipping after the deadline harms your quality score on the marketplace.
Acceptance, **Cancellation** and **Refund**	Status, reason, last attempt, last error and last response of each action.
Payload Summary and **Raw Payload**	The data as it arrived from the marketplace. The payload is what you should attach when reporting an import problem.

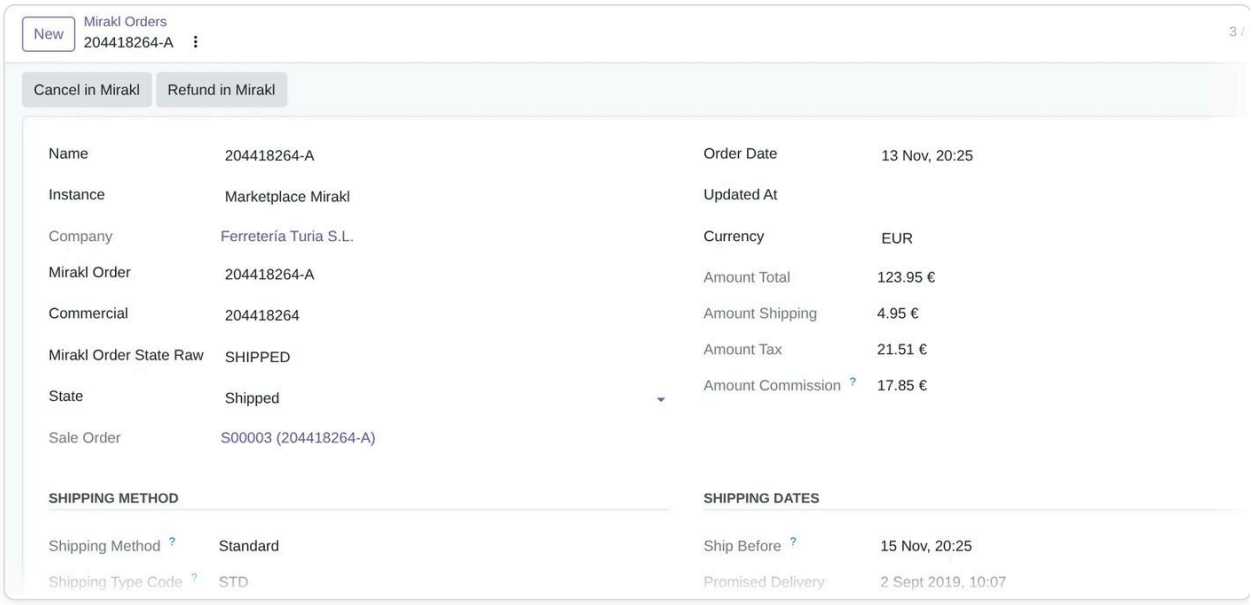
On the sales order

The sales order has the **Mirakl** button, which opens the Mirakl order, and the **Mirakl** tab with the groups **Marketplace** and **Shipping & Contact**. If the marketplace is waiting for your answer, **Accept in Mirakl** and **Refuse in Mirakl** appear. **Write on Mirakl** sends a message to the buyer. The filters **Mirakl Orders** and **Mirakl: To Accept** separate these orders from the rest.

End-to-end example

1. **The order arrives**

   Order 204418264-A, for €123.95 with Standard shipping, arrives from Mirakl without waiting for acceptance: its **Acceptance State** is **Not Required**. In the screenshot it is already **Shipped**.



- **Real Odoo 20 screenshot.** The Mirakl order 204418264-A with its sales order S00003 and the Standard shipping method.

2 **The sales order is created**

Sales order S00003 (204418264-A) appears for Nuria Soler Vidal, with the product [TRB-NIV-LAS] Nivel láser autonivelante.

3 **The shipment appears**

Delivery order WH/OUT/00001 carries the shipping method Mirakl Standard and the date of **Mirakl Ship Before**.

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8 Shipments, tracking and carriers

When you validate the delivery of a Mirakl order, the connector sends the tracking to Mirakl if **Send Tracking to Mirakl on Validation** is enabled on the marketplace, which it is not by default. If the marketplace goes through FlexigoTech Cloud and the subscription is not active, the delivery is validated in Odoo as usual and nothing is sent to Mirakl. The tracking stays queued to be sent later. To send it manually, use the **Push Mirakl Tracking** button.

Delivery order buttons

Push Mirakl Tracking	Sends the tracking number of the delivery order to Mirakl.
Create Invoice (Mirakl)	Creates the customer invoice of the sales order linked to that delivery order. If it fails, the error is logged in the chatter of the delivery order and the delivery is not blocked.
Upload Invoice to Mirakl	Uploads the PDF of the latest posted invoice of the order to Mirakl. If it was already uploaded, it is not repeated.

The three buttons only appear when the delivery order belongs to a Mirakl order and is in **Done** status.

Tracking statuses

The field **Mirakl Tracking State** can be **Pending**, **Synced** or **Error**. It starts at **Pending**. After a successful send it changes to **Synced** and the Mirakl order becomes shipped in Odoo. After a failed send it changes to **Error** and the reason is stored in **Mirakl Tracking Last Error**.

Carriers

In **Mirakl › Catalog › Carrier Map** you link each **Delivery Carrier** in Odoo with the Mirakl carrier. You enter the **Mirakl Carrier Code** and **Mirakl Carrier Name**, or choose one from the list in the field **Mirakl Carrier (from API)**.



- **Real Odoo 20 screenshot.** Carrier mapping with DHL as the delivery carrier and as the Mirakl carrier.

> Without a tracking number nothing is sent to Mirakl. With automatic sending enabled, a validated delivery order without a number leaves a note in its chatter explaining why nothing was sent.

Tracking statuses

Pending	Initial value. The tracking has not been sent yet, or the delivery order is not done yet.
Synced	The shipment reached Mirakl. The date and time, what was sent and the response are recorded, and the Mirakl order becomes shipped without waiting for the next order synchronisation.
Error	The send failed. The reason is kept on the delivery order so you can correct it and retry with the button.

Rules and error messages

- The delivery order has to be **Done** before the tracking is sent: "Picking must be done before sending tracking to Mirakl."
- The delivery order has to come from a Mirakl order: "This picking is not linked to a Mirakl order."
- A tracking number is required: "Tracking number is required to push shipment to Mirakl." If the shipment was set to be sent automatically on validation, no message appears. Instead, a note on the delivery order records that it was not sent and why, and **Mirakl Tracking Last Error** says there is no tracking reference.
- The sales order has to have a marketplace: "No Mirakl instance linked to this sale order."

Delivery order fields

Is Mirakl Order	Computed checkbox showing whether the delivery order comes from a Mirakl order.
Mirakl Shipping Method	Shipping method of the order in Mirakl.
Mirakl Ship Before	Shipping deadline of the order.
Mirakl Tracking Last Push At	When the tracking was last sent.

Mirakl Tracking Last Payload and **Mirakl Tracking Last Response**	What was sent to Mirakl and what it replied, to review a shipment.

All of them are in the **Mirakl** group of the delivery order.

The carrier mapping

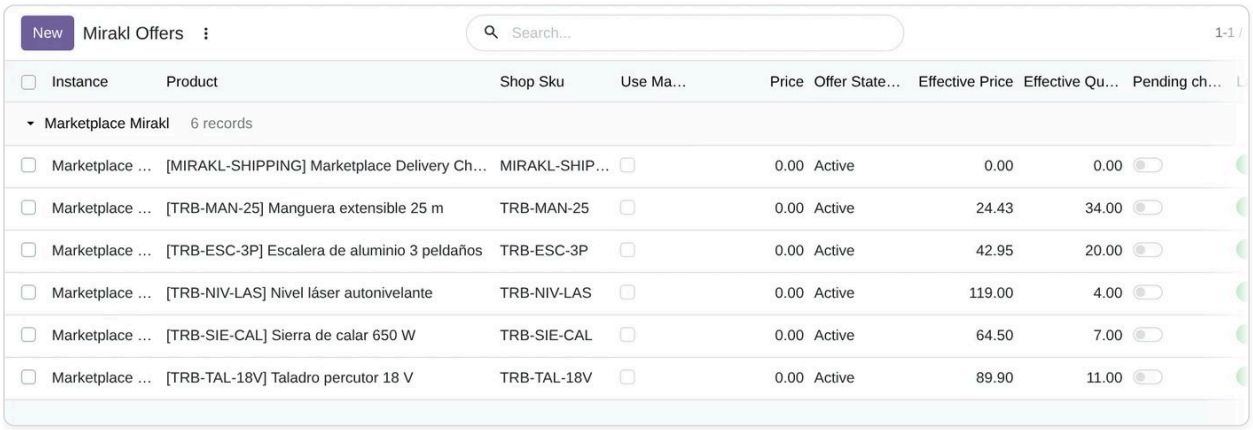
Each line of the mapping links a **Delivery Carrier** in Odoo with a Mirakl carrier, within a marketplace. It also has **Active** and **Notes**. The code and name fill in automatically when you choose a carrier in the field **Mirakl Carrier (from API)**, and you can also type them by hand. When a line is created or saved, the values are normalised.

End-to-end example

Order 204418264-A, for Nuria Soler Vidal, has delivery order WH/OUT/00001 with a [TRB-NIV-LAS] Nivel láser autonivelante. The shipping method in Mirakl is Standard and the deadline is 15 Nov, 20:31. In the mapping, DHL is assigned to DHL. When you validate the delivery order, if the marketplace has automatic sending enabled and the delivery order has a tracking number, the connector sends it to Mirakl. The order becomes **Shipped** and the tracking state **Synced**. If the delivery order had no number, you add it and press **Push Mirakl Tracking**.

CONNECTOR GUIDE · MIRAKL

9 Publishing offers, prices and stock



- **Real Odoo 20 screenshot.** The **Mirakl Offers** list, with the effective price, the effective quantity and the last status of each offer.

Offers are in **Mirakl › Operations › Offers**, in the **Mirakl Offers** list. There is one offer per product and marketplace. From a product form, the **Publish to Mirakl** button creates the offer if it does not exist and opens it for you to review.

They run on their own through three scheduled tasks, active on installation (**Mirakl - Export Offers** every 5 minutes, **Mirakl - Export Prices (PRI01)** every 15 and **Mirakl - Export Stock (STO01)** every 10), on the marketplaces that enable them under **Automation**. **Sync Offers Enabled**, **Auto Export Prices Enabled** and **Auto Export Stock Enabled** are disabled when it is created, and each has its own interval: 30 minutes for offers and prices, 15 for stock. You can also trigger the export manually with **Export Offers** on the marketplace.

Offer buttons

Validate	Checks the offer before sending it.
Publish to Mirakl	Sends the offer to Mirakl.
Refresh Status	Checks on Mirakl how the last import went.
Open Product	Opens the Odoo product the offer is linked to.

Statuses

The field **Last Offer Status** can be **Pending**, **Success**, **Error** or **Unknown**. On the product, the **Mirakl** field shows **Not on Mirakl**, **Sending**, **On Mirakl** or **Mirakl Error**.

> If you edit the price, the stock, the offer status or the category of an offer that has already been exported, it is marked **Pending changes**. Saving does not publish: you have to export again. If no marketplace exists, the product button warns that you must create one first.

How price and quantity are calculated

While **Use Manual Price** is off, the offer price comes from the marketplace's pricing strategy. If you turn it on, the value of the **Price** field is sent. With **Use Manual Quantity** it works the same way for **Quantity** and the stock strategy. You can see what is sent in each case in **Effective Price** and **Effective Quantity**.

Statuses and what each one means

Pending	The offer has been sent and Mirakl has not yet returned its result.
Success	Mirakl has processed the offer without problems.
Error	Mirakl has refused the offer. The reason appears in **Last Offer Status Message** and in **Last Error**.
Unknown	The result could not be determined.
Pending changes	There are local changes that are not yet in Mirakl. The flag clears after a successful export.

Rules and conditions

- When you create a new offer without a **Shop Sku**, it is filled in with the product's internal reference. You can change it later.
- If you enter a category code, the offer switches to **Manual Override**. Otherwise it uses the marketplace's **Category Mapping**. The **Apply Category Mapping** button reverts to the mapping, and **Search Category** helps you choose one.
- **Leadtime To Ship** set to 0 means the marketplace default is used.
- **Offer State Code** accepts **Active** or **Inactive**.
- A **Discount Price** of 0 applies no discount. The discount start and end dates limit when it is valid.
- **Min Order Quantity** and **Max Order Quantity** set to 0 mean no limit.

- From a product template, **Publish to Mirakl** creates one offer per variant and marketplace. If the product has no active variants, you get the error "Product %s has no active variant to publish".

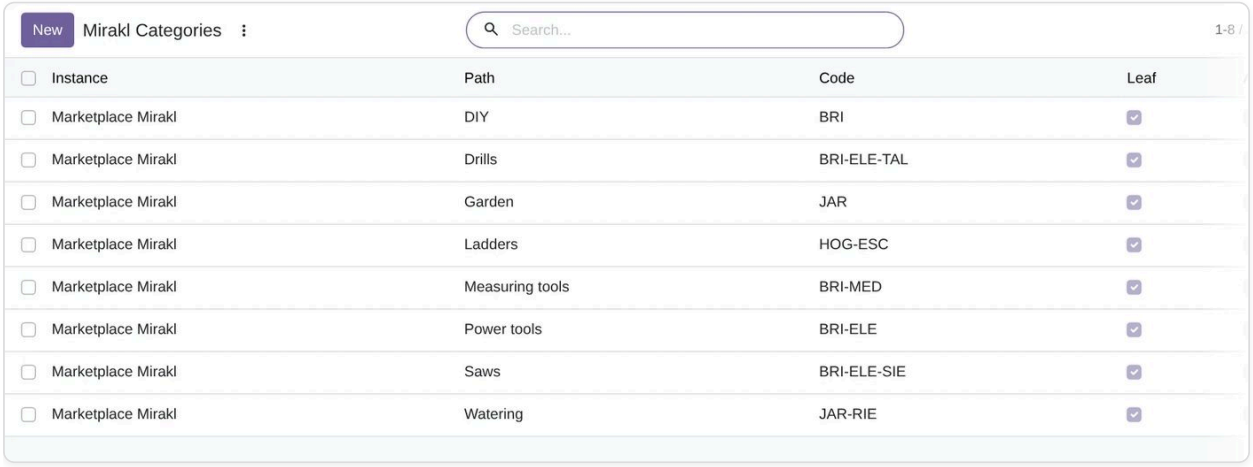
Record tabs

Classification	**Category Sync Mode**, **Category Code**, **Mirakl Category** and **Mapped Category Path**.
Offer	Price, quantity, **Discount**, **Order Limits**, and the buttons **Validate Offer**, **Export Offer** and **Refresh Offer Status**.
Catalog	Product data in the catalogue, with **Auto Fill Catalog Data**, **Validate Catalog**, **Export Catalog** and **Refresh Catalog Status**.

End-to-end example

The example marketplace has 6 offers, all in **Success** state and **Active**. One is [TRB-ESC-3P] 3-step aluminium ladder, with an effective price of 42.95 and an effective quantity of 20.00. If you change its manual price and save, the offer shows **Pending changes**. If the marketplace has **Auto Export Prices Enabled** switched on, the task **Mirakl - Export Prices (PRI01)** sends it when it next runs; if not, or if you don't want to wait, press **Export Offer**. Then **Refresh Offer Status** confirms the result.

10 The catalogue: categories, attributes and values



- **Real Odoo 20 screenshot.** The **Mirakl Categories** list with the marketplace's synchronised categories.

Where the data comes from

Categories, attributes and value lists are fetched by the scheduled task **Mirakl - Sync Catalog Dictionary**, which runs every 60 minutes for the marketplaces with **Auto Sync Catalog Dictionary** (it is off by default; when on, it fetches once a day). You can also run it manually with **Sync Dictionary** on the marketplace. They are viewed in **Mirakl › Catalog › Categories**, **Mirakl › Catalog › Attributes** and **Mirakl › Catalog › Value Lists**.

You map your product categories to Mirakl's yourself in **Mirakl › Catalog › Category Mapping**, which opens the **Mirakl Category Mapping** list. On each row you choose the **Mirakl Category** it corresponds to. This link is optional.

The product catalogue (the data for each product that the operator asks for) is exported by the task **Mirakl - Export Catalog**, which runs every 30 minutos for the marketplaces with **Sync Catalog Enabled** (it is off by

default; when on, with an interval of 120 minutes). You can also run it manually with the **Export Catalog** button on the marketplace.

What you see on each record

Instance	The marketplace the category, attribute or value list belongs to. Required.
Company	The marketplace's company. It is filled automatically and cannot be edited.
Parent	For a category, the category it hangs from.
Mirakl Category	In the mapping, the Mirakl category assigned to the Odoo one. Optional.

These lists have no buttons of their own or states. When you create, change or delete a mapping, the connector updates the categories of that marketplace's products that depend on it.

> Categories, attributes and value lists come from Mirakl: you don't need to create them by hand. What you decide is the category mapping.

The three dictionaries

The catalogue dictionary has three parts, each with its own list: **Mirakl Categories**, **Mirakl Attributes** and **Mirakl Values Lists**. All three belong to a marketplace and its company, and all three are filled by the dictionary sync.

Categories	They order the catalogue as a tree. Each category can have a **Parent**. The screenshot shows eight synchronised categories with their path and code, such as "DIY" or "Drills".
Attributes	The characteristics Mirakl requires to describe a product in a category.
Value lists	The allowed values for attributes that are chosen from a list.

Assigning categories

In **Mirakl › Catalog › Category Mapping** each Odoo product category is assigned to a Mirakl category. The **Mirakl Category** field links to the synchronised dictionary and is optional.

What happens when you change a mapping

- When you create a mapping, the connector updates the category of the affected products on that marketplace.
- When you change it, it refreshes the product categories both from before and from now.
- When you delete it, it also updates the products that depended on it.

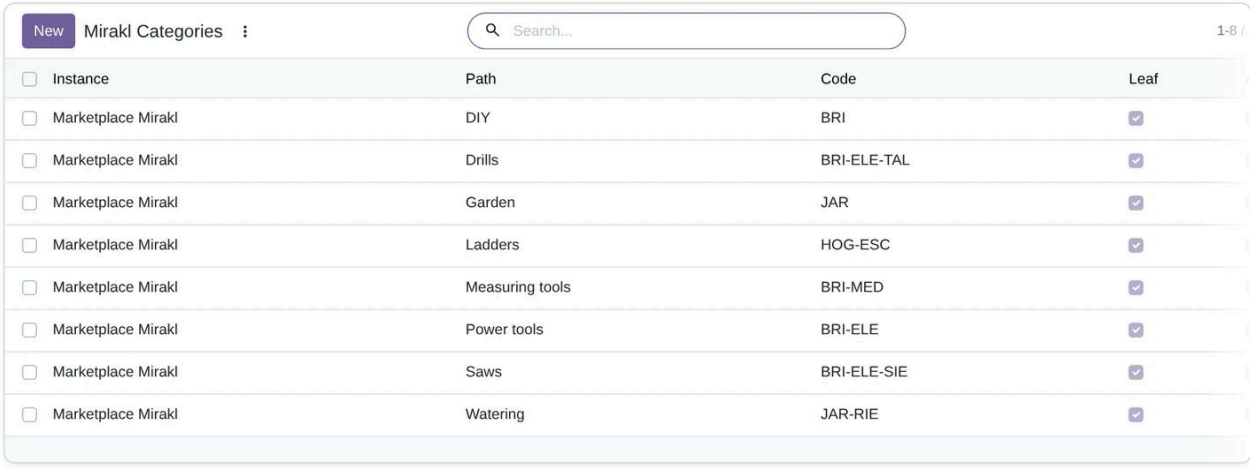
When it is exported

Both tasks are active on installation (the dictionary one runs every 60 minutes and the catalogue one every 30), but they only act on the marketplaces that switch them on in **Automation**. When on, the dictionary is fetched once a day and the catalogue is exported at a 120-minute interval; both intervals are changed on the same tab.

End-to-end example

1 Let the dictionary sync

Switch on **Auto Sync Catalog Dictionary** or press **Sync Dictionary** on the marketplace. Categories such as "Power tools" or "Measuring tools" arrive in **Mirakl Categories**.



New | Mirakl Categories | Search... | 1-8

Instance	Path	Code	Leaf
Marketplace Mirakl	DIY	BRI	☑
Marketplace Mirakl	Drills	BRI-ELE-TAL	☑
Marketplace Mirakl	Garden	JAR	☑
Marketplace Mirakl	Ladders	HOG-ESC	☑
Marketplace Mirakl	Measuring tools	BRI-MED	☑
Marketplace Mirakl	Power tools	BRI-ELE	☑
Marketplace Mirakl	Saws	BRI-ELE-SIE	☑
Marketplace Mirakl	Watering	JAR-RIE	☑

- **Real Odoo 20 screenshot.** The marketplace's synchronised categories.

2 Assign the category

In **Mirakl › Catalog › Category Mapping** you choose the **Mirakl Category** that matches the product category in Odoo.

3 Export

With **Sync Catalog Enabled** it goes out automatically; otherwise press **Export Catalog** on the marketplace.

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11 Marketplace returns



New | Mirakl Returns | Search... | 1-2

Name	Instance	Company	Mirakl Ret…	Mirakl Order	State	Amount	Updated At	Sale Order	Stock Ret…	Stock Ret…	Last Sy
6f1c2b7e-…	Marketpla…	Ferretería …	6f1c2b7e-…	20441833…	Requested	0.00	14 Nov, 07:25		Pending		14 Nov
6f1c2b7e-…	Marketpla…	Ferretería …	6f1c2b7e-…	20441828…	Received	0.00	14 Nov, 07:25	S00004 (2…	Done	WH/IN/00…	14 Nov

- **Real Odoo 20 screenshot.** List of Mirakl returns with their status and the stock return sync state.

Returns arrive automatically through the scheduled task **Mirakl - Sync Returns**, which runs every 30 minutes for the marketplaces with **Sync Returns Enabled** (off when created). When Mirakl marks a return as **Received**, the connector itself creates and validates the return picking, and the stock goes back to the warehouse. You see them in **Mirakl › Operations › Returns**, which opens the **Mirakl Returns** list.

Return details

Mirakl Return	The return's identifier in Mirakl.
Mirakl Order and **Sale Order**	The Mirakl order it belongs to and the associated Odoo sale order.

Health	The status of the return in Mirakl.
Reason, **Quantity**, **Amount**	The reason, the units returned and the amount reported by Mirakl.
Stock Return Picking	The picking with which the product goes back into the warehouse.
Stock Return Sync State	**Pending**, **Done** or **Error**.
Stock Return Error and **Stock Return Result Note**	What failed or how the stock receipt was resolved.

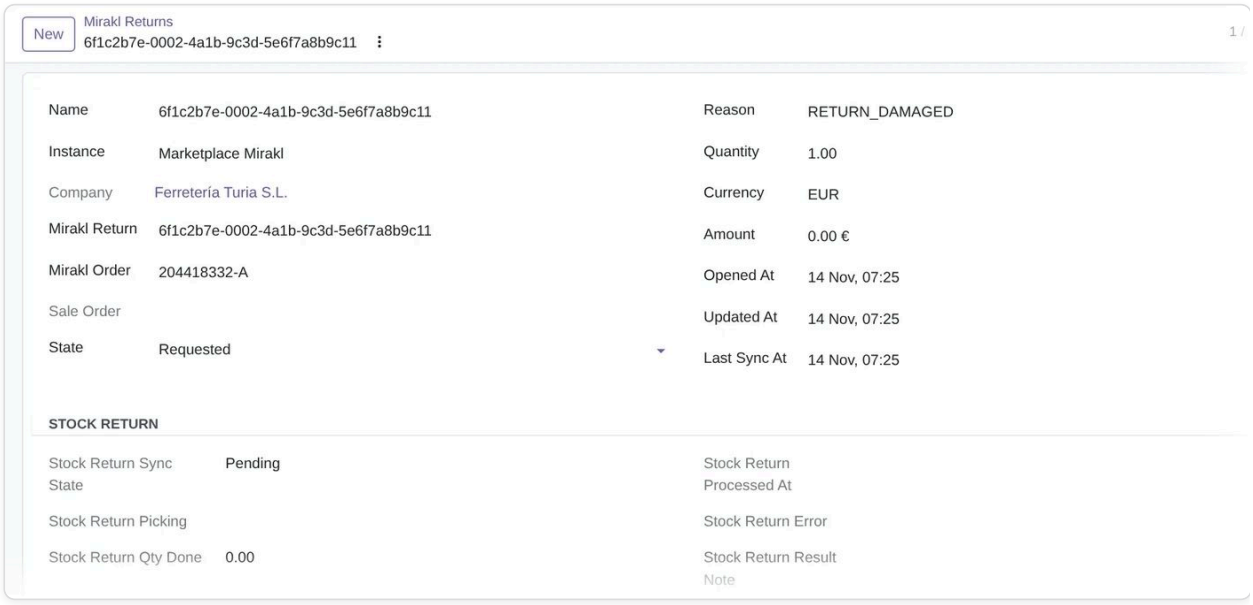
Return statuses

The **Health** field can be **Requested**, **Approved**, **Received**, **Refunded**, **Refused**, **Closed**, **Not received**, **Canceled** or **Unknown**.

Stock receipt

1. **Open the return**

   Go to **Mirakl › Operations › Returns** and open the record.



- **Real Odoo 20 screenshot.** Return record with the **Stock Return** group.

2. **Check the Stock Return group**

   There you can see whether the return picking already exists, how many units have come back and when it was processed.

3. **Check the result**

   If the sync state is **Error**, the reason is in **Stock Return Error**.

> The return details come from Mirakl and are not edited by hand. The stock return fields are read-only: the picking, the quantity done and the state are filled in by the connector.

Return statuses and what they mean

The status is set by Mirakl and the connector copies it as is. The possible values are below.

STATUS	WHAT IT INDICATES
Requested	The return has been opened in Mirakl.
Approved	The return has been approved.
Received	The product is shown as received.
Refunded	The return is shown as refunded.
Refused	The return has been refused.
Closed	The return is closed.
Not received	The product is not listed as received.
Canceled	The return has been canceled.
Unknown	Default value, when Mirakl does not report a recognised status.

Stock sync states

The **Stock Return Sync State** field starts at **Pending**. When Mirakl marks the return as **Received**, the connector creates and validates the return receipt and moves to **Done**; if something prevents it, it moves to **Error**, in which case **Stock Return Error** explains why.

Rules the receipt follows

- The units of each returned line come from the return information in Mirakl. If that information carries no lines or a line cannot be located, they are split according to the quantities ordered.
- The units already back in stock are counted, including those you received by hand in Odoo, so that nothing is received twice. Units belonging to another Mirakl return are never counted.
- The warehouse may receive the parcel before Mirakl reports it: that manual receipt counts for this return as long as it does not belong to another one.
- What should come back is calculated line by line, the way Mirakl counts it, and never exceeds what corresponds to this return.

The return receipt is created with one line per original move, and its quantities are trimmed to what should be returned.

Record fields and tabs

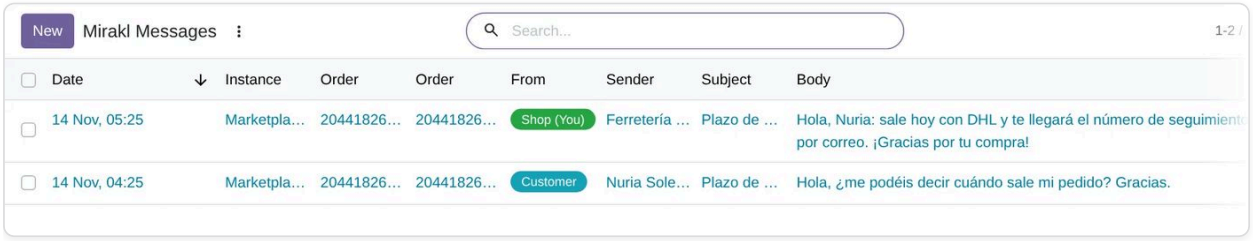
Instance and **Company**	The Mirakl connection the return comes from and the company of that connection.
Opened At and **Updated At**	Dates reported by Mirakl.
Last Sync At	When the return was last refreshed.
Currency	Currency of the amount.
Stock Return Qty Done	Units already returned to the warehouse.

Stock Return Processed At	Date and time when the stock receipt was processed.
Stock Return group	Groups the warehouse receipt data.
Payload group	Shows the Mirakl data exactly as it arrived, in the **Raw Payload** field. This is what to attach if you report an import problem.

End-to-end example

The list shows two returns from the Mirakl Marketplace instance, belonging to the company Ferretería Turia S.L. One is in **Received**: it has sale order S00004, receipt WH/IN/00001 and its sync at **Done**. The other is in **Requested** and its sync is still **Pending**, with no receipt yet. Both were updated on 14 November.

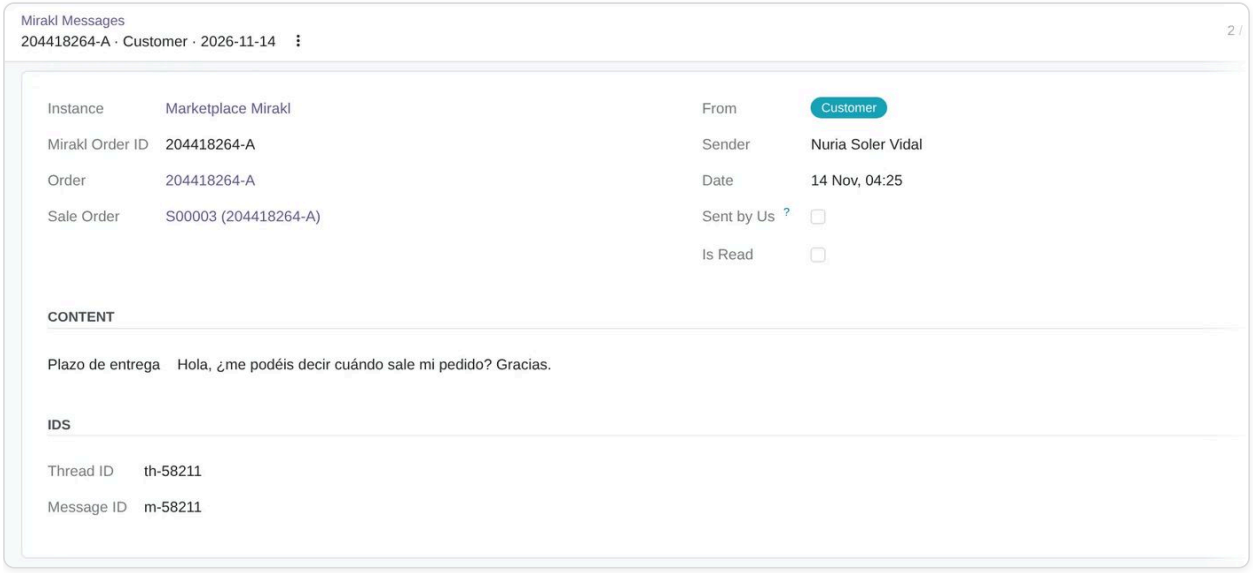
12 Messages with buyers



- **Real Odoo 20 screenshot.** The **Mirakl Messages** list with the buyer's question and the shop's reply.

Where the messages come from

Messages are imported by the scheduled action **Mirakl - Sync Messages**, which runs every 30 minutes. For them to come in automatically, enable the action (it is off after installation) and, on the marketplace, **Sync Messages Enabled**. The connector reads the Mirakl mailbox: the conversations of each order with their messages. If an operator does not yet have the mailbox, it reads the older message list, which Mirakl withdraws on 5 April 2027. If the mailbox rejects the key or the calls, it is logged as an error and no message is skipped. You can also press **Import Messages** on the marketplace form. You find them under **Mirakl › Operations › Messages**.



- **Real Odoo 20 screenshot.** The record of a message, with the **Content** and **IDs** groups.

Record buttons

Write on Mirakl	It sits on the sale order and only the **Mirakl Manager** can see it. It opens a window with **Mirakl Order**, **Conversation**, **Subject**, **To the Buyer**, **To the Marketplace** and **Message**.
Send	Sends the message to Mirakl.
Cancel	Closes the window without sending anything.

Statuses

The message has no status workflow. Each one shows who wrote it in **From**: **Marketplace**, **Customer** or **Shop (You)**. **Sent by Us** and **Is Read** are checkboxes that arrive ticked or not.

Replying to a buyer

1. **Open the sale order**
   The one for the Mirakl order you want to reply to.
2. **Press Write on Mirakl**
   It is at the top, on the order. The reply window opens.
3. **Choose who receives the message**
   To the Buyer is ticked; **To the Marketplace** is not.
4. **Write the Message and press Send**
   If the order has no conversation, you fill in the **Subject** and a new one is opened. The message goes to Mirakl and is recorded in the history of the sale order; it appears in **Mirakl Messages** with the next import.

> You cannot send a message with no text or no recipient. If the text is missing, you get "Write the message first." If no recipient is ticked, you get "Choose who gets the message: the buyer, the marketplace or both."

What each message stores

Each message is linked to its **Instance**, to the Mirakl **Order** and to the Odoo **Sale Order**. That way you see it from the order without searching for it. It is identified by the Mirakl **Thread ID** and **Message ID**, and carries the **Sender**, the **Subject**, the **Body** and the **Date**.

The three sender types

Marketplace	The message was written by the marketplace operator.
Customer	The message was written by the buyer.
Shop (You)	The message was sent by you, the seller. It is marked **Sent by Us**.

How they are imported

Each conversation is imported with its messages (Mirakl gives the latest 100 of each) and one record is stored per message. The import is run by the **Mirakl - Sync Messages** action every 30 minutes or by the **Import**

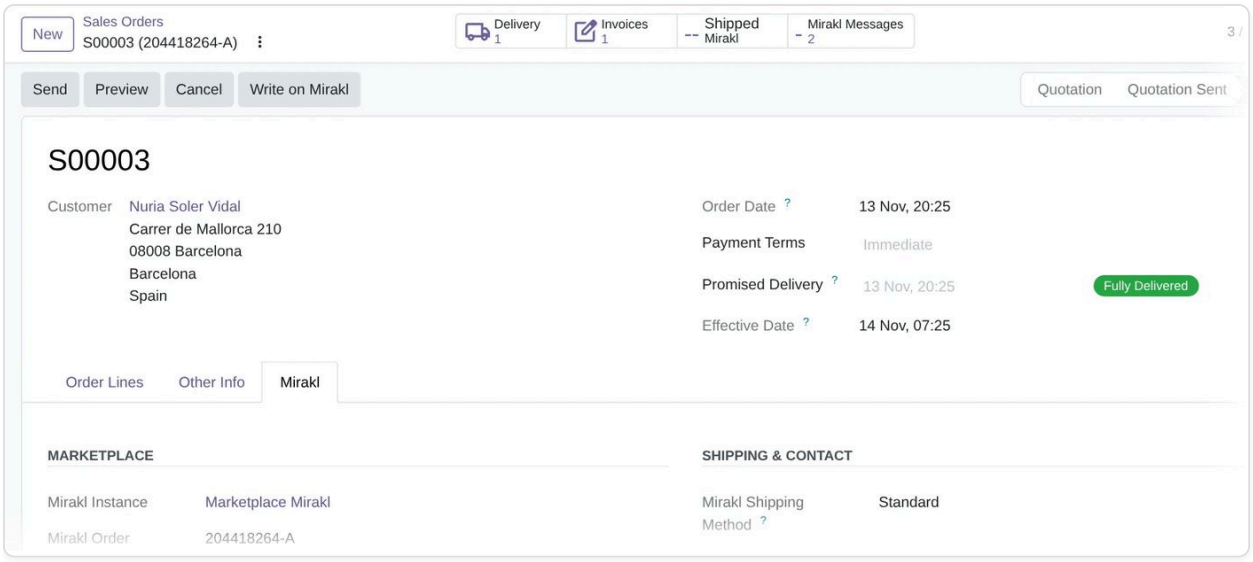
Messages button. The action is off, and the marketplace must also have **Sync Messages Enabled**; until then, messages come in with the button.

Rules of the reply window

- The message is mandatory. If you leave it empty or with only spaces, it is not sent and you get "Write the message first.".
- You must tick at least one recipient, **To the Buyer** or **To the Marketplace**, or both. Otherwise you get "Choose who gets the message: the buyer, the marketplace or both."
- **To the Buyer** is ticked and **To the Marketplace** is not ticked by default.
- **Conversation** shows the latest Mirakl conversation for that order and cannot be edited. If the order has none, a new one is opened.
- **Subject** only counts when the order has no conversation yet. It defaults to "About your order".

End-to-end example

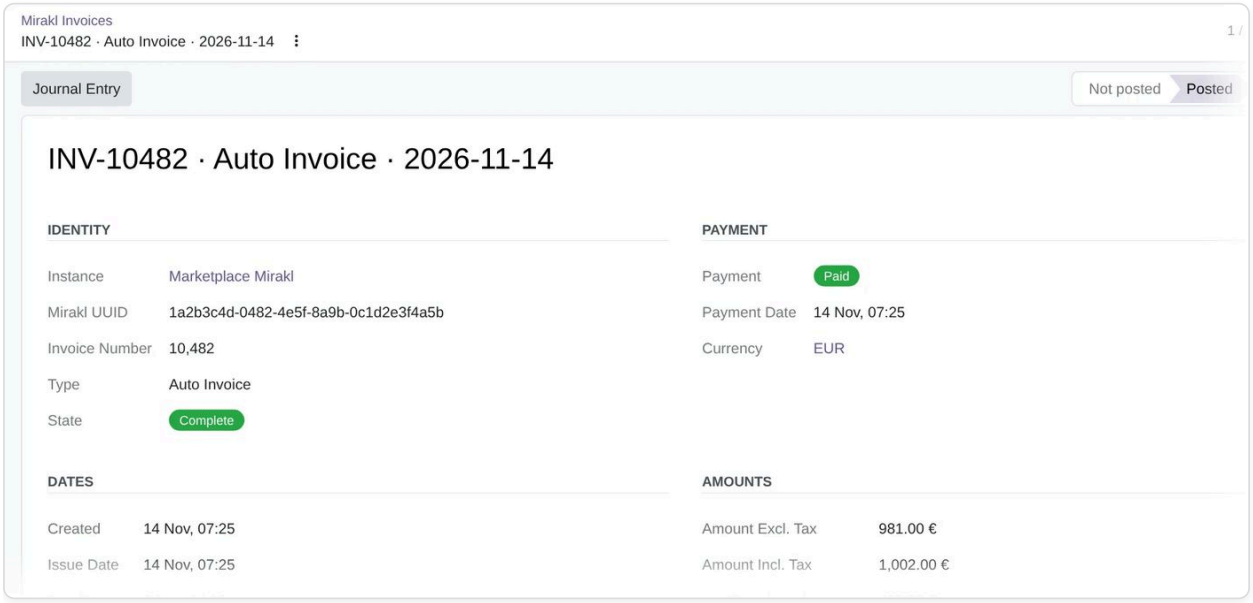
The buyer Nuria Soler Vidal writes on one of the shop's orders, with the subject **Delivery Time**: "Hi, could you tell me when my order ships? Thanks.". The message arrives with **Import Messages** or with the action, and is seen in **Mirakl › Operations › Messages** as **Customer**.



- **Real Odoo 20 screenshot.** Sale order S00003 with the **Write on Mirakl** button and the **Mirakl** tab.

From sale order S00003 you press **Write on Mirakl**, leave **To the Buyer** ticked, write that the order ships today with DHL and press **Send**. The message goes to Mirakl and is recorded in the history of the sale order. With the next message import it appears in the list as **Shop (You)**, with **Sent by Us** ticked.

13 Settlements, invoices and profitability



- **Real Odoo 20 screenshot.** A Mirakl settlement with the **Journal Entry** button and its **Posted** status.

Invoices and settlements reach **Mirakl › Finance › Settlements & Invoices** by two routes. The scheduled action **Mirakl - Sync Invoices** brings them once a day, but it is off after installation: to have it bring them automatically, enable it and tick **Sync Invoices Enabled** on the marketplace. The **Import Invoices** button under **Mirakl › Configuration › Marketplaces** brings them when you press it.

Record buttons

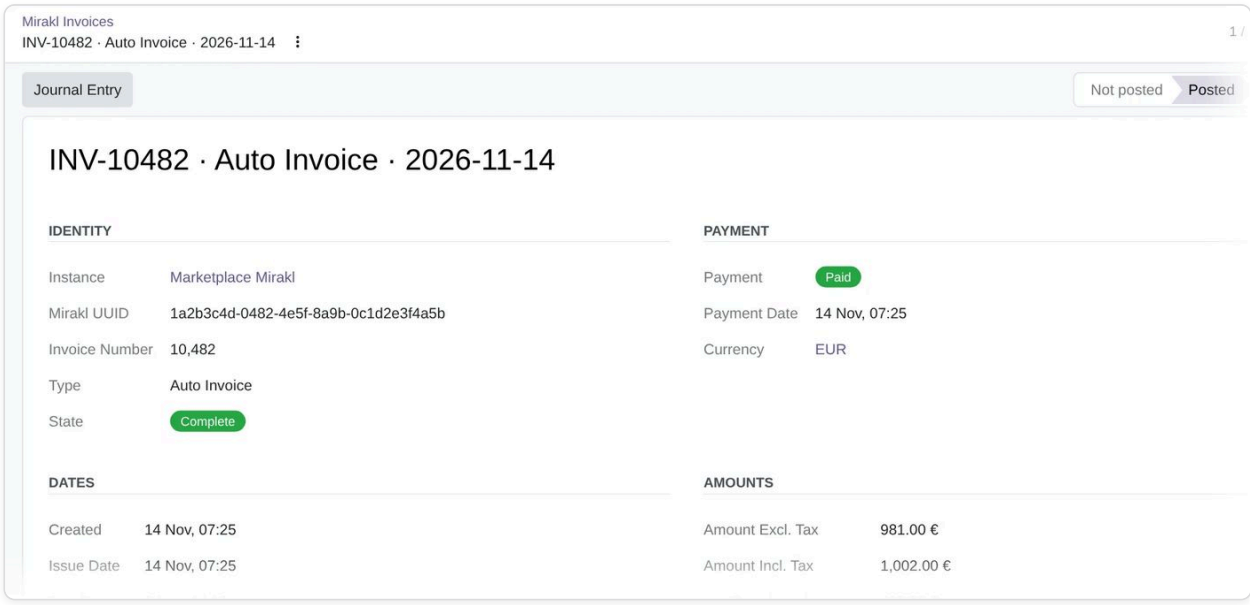
Post to Accounting	Creates and posts the journal entry of the settlement. It disappears once the settlement already has an entry.
Journal Entry	Opens the settlement's journal entry. It only appears once one exists.

Accounting states

Not posted	The settlement has no posted journal entry.
Posted	The journal entry is posted.
Reconciled	The journal entry is reconciled.

How to post a settlement

1. **Open the settlement**
   Go to **Mirakl › Finance › Settlements & Invoices** and open the one you want.



- **Real Odoo 20 screenshot.** The settlement form.

2. **Press Post to Accounting**
   Odoo creates and posts the journal entry for that settlement.

3. **Check the journal entry**
   Press **Journal Entry** to view it.

In **Mirakl › Finance › Financial Analysis (P&L)** you analyse the same settlements: commissions, net payout and variance.

> Posting fails if the Finance accounts are missing on the marketplace ("Configure the Finance accounts on the Mirakl instance '%(name)s' before posting settlements. Missing: %(missing)s"). It also fails if the settlement has no amounts. And you cannot open the journal entry before posting ("No journal entry yet. Post it to accounting first.").

Which settlements get posted

Only operator settlements are posted, that is, those that carry a payment or a summary worth an entry. If you click **Post to Accounting** on one that is already posted, or on one with no amounts to post, Odoo replies "Nothing to post (already posted, or no settlement amounts found)."

How the entry is built

The entry always balances and uses the Finance accounts of the marketplace. Any remainder that does not fit goes to the suspense account, so the entry balances and can be reconciled.

Settlement states

Complete	Invoice status in Mirakl.
Pending	Current status of the invoice in Mirakl; this is the starting value.
In Progress	Invoice status in Mirakl.

Validated	Invoice status in Mirakl.
Canceled	Invoice status in Mirakl.

Payment statuses

Paid	Mirakl has paid the settlement.
Pending Payment	The payment has not started yet.
Processing	The payment is under way.
Transferred	The money has already been transferred.
Failed	The payment has failed.

Invoice types

The **Type** field distinguishes **Auto Invoice**, **Manual Invoice**, **Seller Invoice**, **Operator Invoice**, **Credit Note**, **Manual Credit**, **Debit Note** and **Subscription**.

Check that it balances

Computed Net	Signed sum of orders, commissions, refunds, commission refunds and other charges. This is what the payment should be.
Variance	Amount transferred minus the computed net. On a balanced settlement it should be close to 0.
Balanced	Checkbox showing whether the settlement balances.

Charges that are not orders, commissions or refunds, such as the periodic subscription, penalties or operator credits, are deducted from the computed net so that it matches the amount transferred.

What you see on the record

The form is grouped into **Identity**, **Payment**, **Dates**, **Amounts**, **Settlement Breakdown**, **Raw Data** and **Accounting (native Odoo)**. The totals for orders, commissions and refunds are in the breakdown; the summary and line details are in raw data.

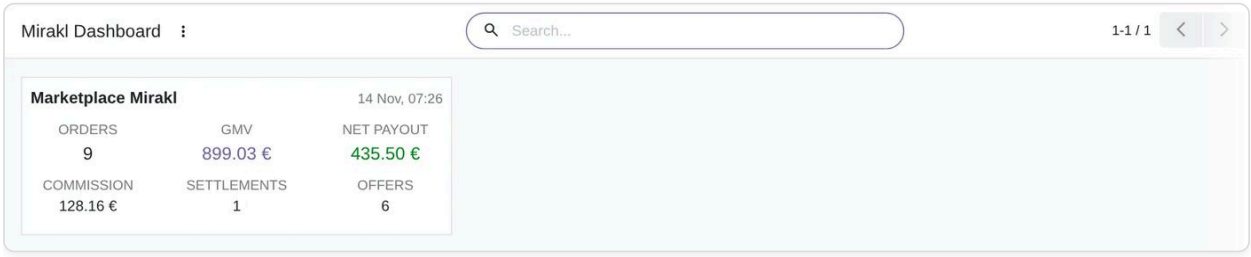
Sending the sales invoice to Mirakl

On a posted customer invoice for a Mirakl order, **Send to Mirakl** appears. It uploads the PDF to the order and replaces the previous one. If the invoice is not yet posted, Odoo responds "Post the invoice before sending it to Mirakl.". The date is recorded in **Sent to Mirakl on**.

End-to-end example

You open invoice INV-10482, of type **Auto Invoice**, in **Complete** state and with payment **Paid**. Its amount excluding tax is €981.00 and including tax €1,002.00. You click **Post to Accounting**. Once the entry is posted, **Journal Entry** opens it. When its reconcilable lines are reconciled, for example with the bank receipt, the accounting status changes to **Reconciled**.

14 Dashboards, analytics and the AI assistant



- **Real Odoo 20 screenshot.** The dashboard with orders, GMV, net payout, commission, settlements and offers for a marketplace.

The dashboard is at **Mirakl › Dashboard**. It shows one card per marketplace with its figures. The scheduled task **Mirakl - Refresh Dashboards** recalculates them every hour. To recalculate them immediately, click **Refresh KPIs** on the dashboard record.

AI reports are at **Mirakl › AI Assistant › AI Reports**. The task **Mirakl - AI Weekly Digest** creates one each week for every marketplace with **Enable AI insights** switched on, which is off by default. Questions are asked at **Mirakl › AI Assistant › Ask AI**.

Refresh KPIs	Dashboard button. Recalculates that marketplace's figures immediately.
Ask	Button in the **Ask AI** window. Sends your **Question** and places the answer in **Answer**.
Close	Closes the questions window.
Accept	Button in the consent window. Only visible if you are allowed to accept the text.
Cancel	Closes the consent window without accepting.

Statuses of a report or question

- **Accept**: the AI responded.
- **Error**: it failed; the reason is in **Error Note** (on reports) or **Note** (on questions).
- **No API key**: the AI key is missing.
- **Disabled**: AI is switched off.
- **Not available**: questions only. The AI is not available.
- **Draft**: questions only. You have not sent it yet.

Asking a question

1. **Open the window**
   Go to **Mirakl › AI Assistant › Ask AI**.
2. **Choose the marketplace**
   Fill in **Marketplace**.
3. **Write the question**
   Fill in **Question**.

4 **Click Ask**

The answer appears in **Answer** and is saved as a report with the scope **Ask AI**.



- **Real Odoo 20 screenshot.** The text that explains which data is sent to the AI and that a Mirakl manager must accept.

> On a marketplace connected through FlexigoTech Cloud, nothing is sent to the AI until a Mirakl manager of the company accepts the consent text. The assistant only writes reports: it does not change orders or offers.

The dashboard figures

Order Count	Number of orders for the marketplace.
GMV	Sales amount.
Avg. order value	Average amount per order.
Tax	Tax amount.
Commission Total and **Commission %**	Total commission and its percentage.
Net payout	Net amount of the payment.
Settlements Count and **Settlements to review**	How many there are and how many are awaiting review.
Return Count	Number of returns.
Offers Count and **Offers in error**	How many offers there are and how many are in error.
Message Count	Number of messages.

The figures are in the groups **Sale**, **Finance** and **Post-sale and Catalog**. All fields are read-only. The currency is that of the marketplace's company and **Last Refresh** shows when they were last calculated.

Rules and conditions

- There is one dashboard per marketplace. Missing ones are created automatically when you open **Mirakl › Dashboard**, which also keeps them up to date.
- If no marketplace is connected yet, **Mirakl › Dashboard** opens a welcome screen that takes you to connect the first one.
- **Accept** in the consent window only appears if **Can Accept** is met. The people who accept are Mirakl managers of the company.
- The weekly digest is only written for marketplaces with **Enable AI insights** switched on (off by default), with the consent of their company and an active subscription. Each digest and each answer counts as one analysis against the subscription's monthly AI quota.

Report statuses

STATUS	MEANING
Accept	The report was written correctly.
Error	It failed. The reason is in **Error Note**.
No API key	There is no AI key.
Disabled	AI is switched off.

Report fields

Name and **Instance**	The report title and the marketplace it belongs to.
Scope	**Weekly digest**, **Ask AI** or **Manual**.
Body	The report text.
Provider and **Model Used**	Who wrote it and with which model.
Input Tokens and **Output Tokens**	Volume of text sent and received.

Example

The Mirakl Marketplace dashboard shows 9 orders, a GMV of €899.03, €128.16 in commission, €435.50 in net payout, 1 settlement and 6 offers. With **Ask AI** you can request an analysis of these figures. If the company Ferretería Turia S.L. has not yet accepted the consent, its text is opened first and someone responsible has to press **Accept**. Afterwards, **Ask** leaves the answer in **Answer** and in **AI Reports**.

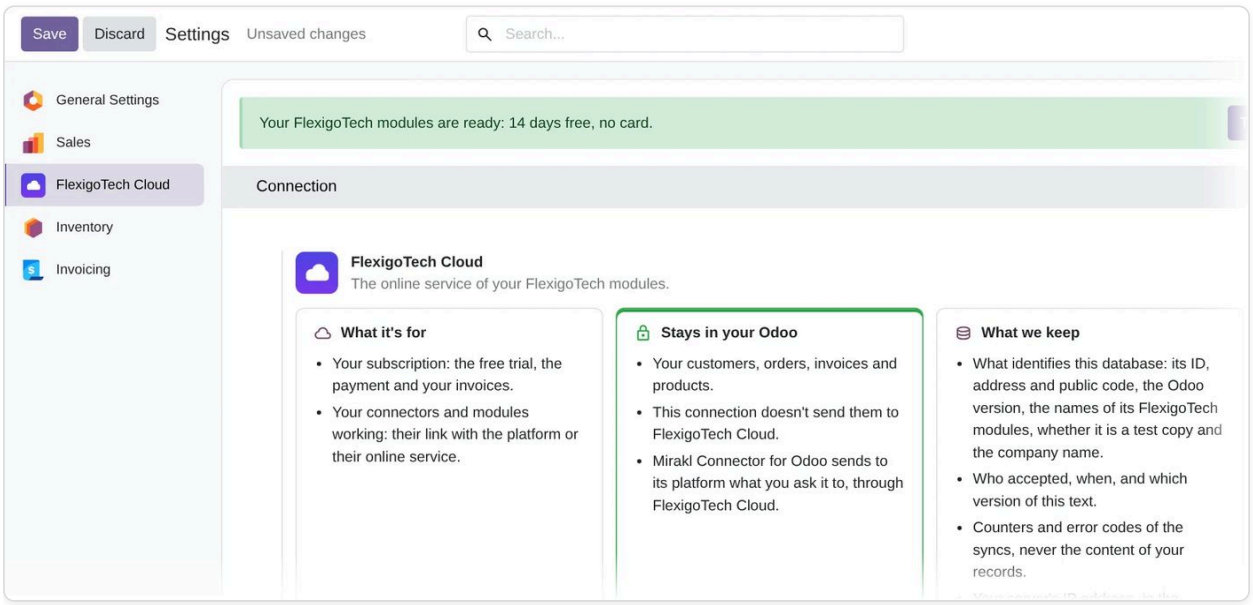
15 The data that goes and comes back

Automatic syncing depends on a switch on the marketplace for each data type, and when it is created all of them are off. The interval is the minimum time between two runs; the task checks every few minutes and only sends when that time has passed. The buttons always work, whether the switch is on or off.

DATA	DIRECTION	WHEN
Orders	From Mirakl to Odoo	**Sync Orders Enabled**: every 10 minutes. And whenever you want, the **Import Orders** button
Order acceptance	From Odoo to Mirakl	**Auto Accept Orders**: every 10 minutes. And whenever you want, the **Accept Pending Orders** button
Returns	From Mirakl to Odoo	**Sync Returns Enabled**: every 30 minutes. And whenever you want, the **Import Returns** button
Offers	From Odoo to Mirakl	**Sync Offers Enabled**: 30-minute interval. And whenever you want, the **Export Offers** button
Prices	From Odoo to Mirakl	**Auto Export Prices Enabled**: 30-minute interval. And whenever you want, the **Export Prices** button
Stock	From Odoo to Mirakl	**Auto Export Stock Enabled**: 15-minute interval. And whenever you want, the **Export Stock** button
Product catalogue	From Odoo to Mirakl	**Sync Catalog Enabled**: 120-minute interval. And whenever you want, the **Export Catalog** button
Catalog dictionary	From Mirakl to Odoo	**Auto Sync Catalog Dictionary**: once a day. And whenever you want, the **Sync Dictionary** button
Mirakl invoices	From Mirakl to Odoo	**Sync Invoices Enabled** and its task, which is off by default: daily. And whenever you want, the **Import Invoices** button
Messages	From Mirakl to Odoo	**Sync Messages Enabled** and its task, which is off by default: every 30 minutes. And whenever you want, the **Import Messages** button
Replies to messages	From Odoo to Mirakl	The **Write on Mirakl** button on the sales order
Shipment tracking	From Odoo to Mirakl	**Send Tracking to Mirakl on Validation**: when the delivery is validated. And whenever you want, the **Push Mirakl Tracking** button
Sales invoice	From Odoo to Mirakl	The **Upload Invoice to Mirakl** button on the delivery order, or **Send to Mirakl** on the posted invoice; it replaces the previous one
Carriers	From Mirakl to Odoo	The **Fetch Mirakl Carriers** button
Refund reasons	From Mirakl to Odoo	The **Fetch Refund Reasons** button
Weekly digest and AI queries	From Odoo to FlexigoTech Cloud	**Enable AI insights** and the accepted consent: every week. And whenever you want, **Ask AI**

Calls to Mirakl go through FlexigoTech Cloud. Your Mirakl API key is stored encrypted on its servers, and the cloud adds it to each call, so no key leaves your Odoo. Without the subscription, or with an expired trial, nothing is sent to Mirakl. If the cloud rejects a call, the connector pauses: it does not mark anything as failed and does not delete anything. The AI analyses are written by FlexigoTech's hosted AI and only something is sent to it once

a Mirakl responsible of the company accepts the text in **What is sent**. Your customers, orders, invoices and products stay in your Odoo.



- **Real Odoo 20 screenshot.** The FlexigoTech Cloud settings, with what stays in your Odoo.

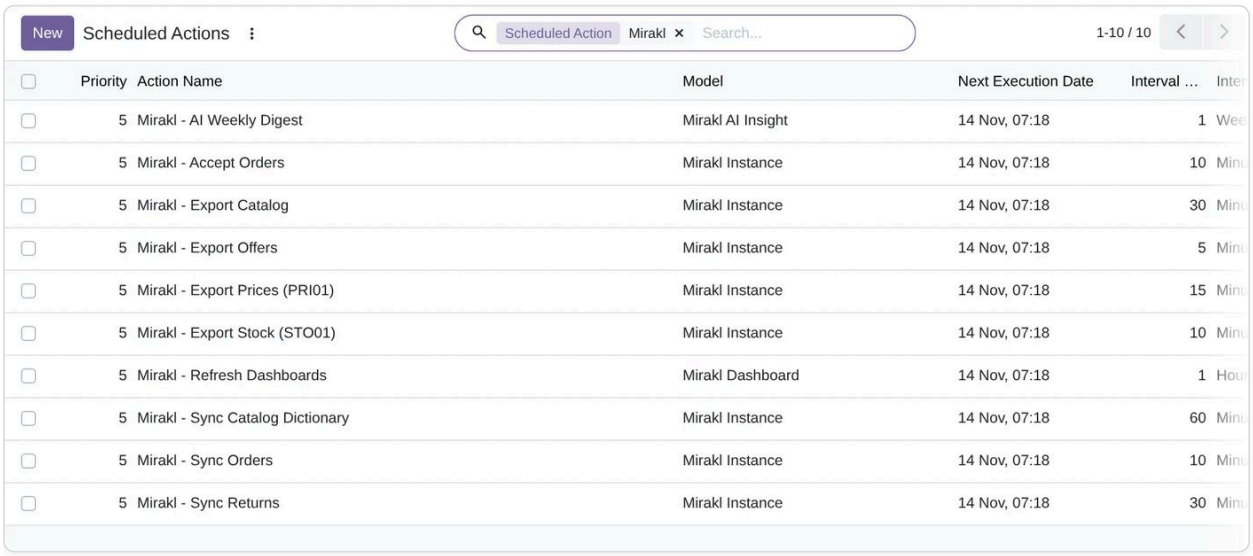
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16 What runs automatically

TASK	FREQUENCY	WHAT IT DOES
Mirakl - Export Offers	Every 5 minutes	Sends the marketplace offers with **Sync Offers Enabled**.
Mirakl - Sync Orders	Every 10 minutes	Fetches the marketplace orders with **Sync Orders Enabled**.
Mirakl - Accept Orders	Every 10 minutes	Accepts the pending marketplace orders with **Auto Accept Orders**.
Mirakl - Export Stock (STO01)	Every 10 minutes	Sends the marketplace stock with **Auto Export Stock Enabled**.
Mirakl - Export Prices (PRI01)	Every 15 minutes	Sends the marketplace prices with **Auto Export Prices Enabled**.
Mirakl - Sync Returns	Every 30 minutes	Fetches the marketplace returns with **Sync Returns Enabled**.
Mirakl - Export Catalog	Every 30 minutes	Sends the marketplace product catalogue with **Sync Catalog Enabled**.
Mirakl - Sync Catalog Dictionary	Every 60 minutes	Fetches the marketplace catalogue dictionary with **Auto Sync Catalog Dictionary**.
Mirakl - Refresh Dashboards	Every hour	Recalculates the figures on each marketplace dashboard. It has no switch.
Mirakl - Sync Invoices	Daily; off by default	Fetches the marketplace invoices with **Sync Invoices Enabled**.
Mirakl - Sync Messages	Every 30 minutes; off by default	Fetches the marketplace messages with **Sync Messages Enabled**.

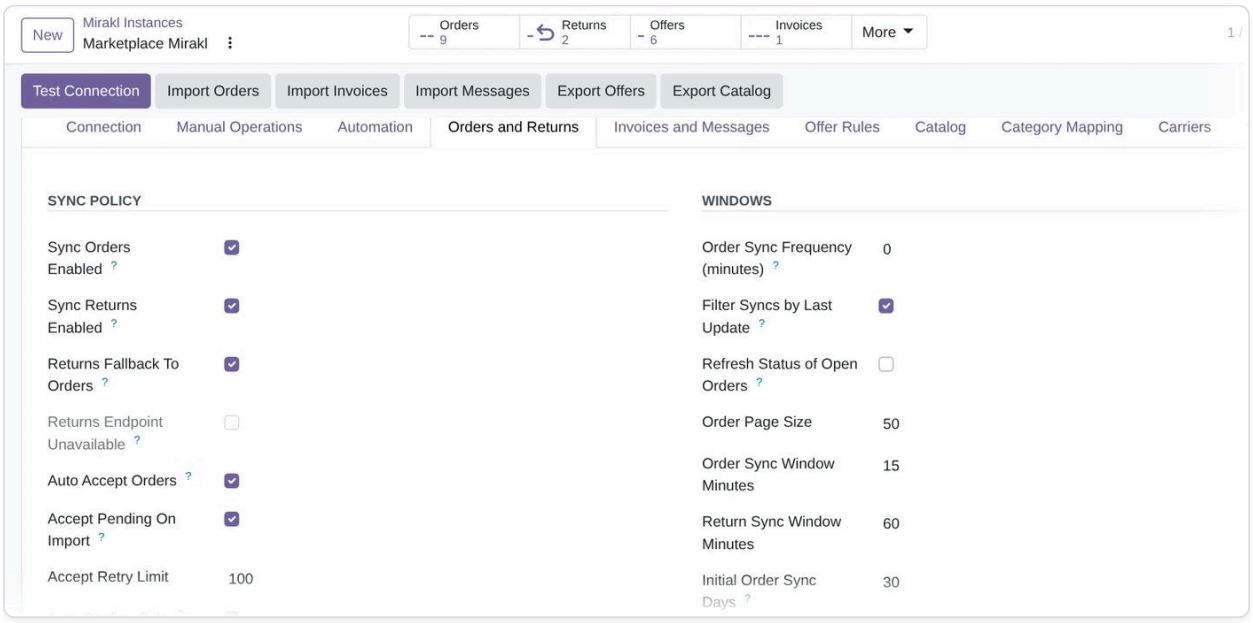
TASK	FREQUENCY	WHAT IT DOES
Mirakl - AI Weekly Digest	Weekly	Writes the summary for the marketplaces with **Enable AI insights**.

The frequency is how often the task wakes up. Orders, offers, prices, stock, catalogue and dictionary also have their own interval on the marketplace, the minimum time between two runs, and the task only works with it once that time has passed. You turn on the two tasks that are off in **Settings › Technical › Automation › Scheduled Actions**, with developer mode enabled; there you also change how often they wake up.



- **Real Odoo 20 screenshot.** The Mirakl scheduled actions, with their frequency.

17 The marketplace options and their defaults



- **Real Odoo 20 screenshot.** The **Orders and Returns** tab of the example marketplace, with its synchronisations switched on. When you create it, they start switched off.

OPTION	ON CREATION	WHAT IT DOES
Sync Orders Enabled	Off	Brings in orders with the **Mirakl - Sync Orders** task, every 10 minutes. **Order Sync Frequency (minutes)** spaces them out; at 0, on every run.
Initial Order Sync Days	30	How far back the first order import looks.
Sync Returns Enabled	Off	Brings in returns every 30 minutes.
Sync Offers Enabled	Off	Sends the offers, at a 30-minute interval (**Offer Sync Interval Minutes**).
Auto Export Prices Enabled	Off	Sends the prices (PRI01), at a 30-minute interval.
Auto Export Stock Enabled	Off	Sends the stock (STO01), at a 15-minute interval.
Sync Catalog Enabled	Off	Sends the product catalogue, at a 120-minute interval.
Auto Sync Catalog Dictionary	Off	Brings in categories, attributes and value lists once a day.
Sync Invoices Enabled and **Sync Messages Enabled**	Off	They bring in invoices and messages, if you also switch on their tasks.
Create Sales Orders From	Empty	Mirakl orders dated before this are imported, but do not become sales orders.
Auto Confirm Sale	Off	Confirms the sales orders imported after the sync.
Auto Accept Orders	Off	Accepts in Mirakl the imported orders waiting for your acceptance.
Accept Pending On Import	Off	Tries to accept the pending orders straight after each import.

OPTION	ON CREATION	WHAT IT DOES
Order Customer Mode	**One customer per shopper (standard)**	Each shopper is its own customer. The other option assigns all orders to one fixed customer.
Default Marketplace Customer	Empty	The fixed customer used with the single-customer mode.
Warehouse	Empty	The warehouse the order ships from.
Sales Team	Empty	The sales team for the imported orders.
Salesperson on Orders	Empty	The salesperson for each order. If empty, Odoo decides.
Shipping Method on Orders	Empty	The shipping method of each order and its delivery.
Shipping Line	**Only when the marketplace charged shipping**	Decides when the shipping line is added. Either way, a **Shipping Product** is needed.
Commission in sale order	**No commission (total paid by the customer)**	How the commission is reflected in the order total.
Send Tracking to Mirakl on Validation	Off	When the delivery is validated, sends the tracking and the shipment confirmation to Mirakl.
Auto-create invoice on delivery validation	Off	Creates the customer invoice when the delivery is validated.
Auto-post the created invoice	Off	Posts the invoice instead of leaving it as a draft.
Send invoice to Mirakl	**Manual (with a button)**	Uploads the invoice PDF to Mirakl by hand or when the delivery is validated.
Price Pricelist	Empty	The pricelist used if the **Pricing Strategy** is **Pricelist**.
Pricing Strategy	**Product List Price**	Where the price sent to Mirakl comes from.
Stock Strategy	**Free to Use**	Which stock is published in Mirakl.
Settlement Journal	Empty	The journal where the settlements are posted.

These options are specific to each marketplace. The sales ones have their own sections, such as the sync policy and the sales bridge, and the journals and accounts are on the **Finance** tab. If a field is left empty, Odoo uses its usual value.

What is done by hand

TAB OR GROUP	BUTTONS
Top of the form	**Test Connection**, **Import Orders**, **Import Invoices**, **Import Messages**, **Export Offers**, **Export Catalog**
Manual Operations: Orders and Returns	**Import Orders**, **Accept Pending Orders**, **Import Returns**, **Fetch Refund Reasons**
Manual Operations: Offers	**Generate Bindings**, **Validate Offers**, **Export Offers**, **Refresh Offer Status**, **Apply Category Mapping**

TAB OR GROUP	BUTTONS
Manual Operations: Catalog and Dictionary	**Sync Dictionary**, **Export Catalog**, **Refresh Catalog Status**
Manual Operations: Price and Stock	**Export Prices**, **Export Stock**
Carriers	**Fetch Mirakl Carriers**

In **Finance**, the **Settlement Accounting** group holds the **Settlement Journal**, the **Marketplace Clearing Account**, the **Commission Expense Account**, the **Payout / Bank Suspense Account** and the **Analytic Account**. **Auto-post settlements** is off by default. If the journal is empty, one called "Mirakl Settlements" is created the first time it is used.

In **Offer Rules** are the groups **Offer Validation**, **Price Rules** and **Stock Rules**. Strict validation is off. Price rounding is 0.01, the pricing strategy is **Product List Price** and the stock strategy is **Free to Use**.

Automation brings together the offer and catalogue automation, the price and stock automation and the dictionary automation. **Catalog** holds the catalogue settings and the API endpoints. **Category Mapping** has the category settings, and **Mirror Mirakl Categories In Odoo** is off. **AI (optional)** has **Enable AI insights**, off by default. **Connection** and **Invoices and Messages** complete the rest.

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18 Security and personal data

- Each marketplace connects through FlexigoTech Cloud. The Mirakl API key is sent once, encrypted, and FlexigoTech Cloud stores it encrypted on its servers and adds it to each call. Odoo does not store it.
- To save the key, a Mirakl manager must first tick the box **I accept that my Mirakl API key and my calls to Mirakl go through FlexigoTech Cloud**. Without that consent, nothing is sent.
- With the key saved, the form shows **Saved in FlexigoTech Cloud**. Only a **Mirakl Manager** can change that data, and without it the marketplace does not call Mirakl.
- **Check saved key** and **Delete my key from FlexigoTech Cloud** appear while a key is saved, and only for the Odoo administrator.
- There are two user groups: **Mirakl User** and **Mirakl Manager**. Only the manager sees **Accept in Mirakl**, **Refuse in Mirakl** and **Write on Mirakl** on the sales order, and **Cancel in Mirakl** and **Refund in Mirakl** on the Mirakl order.
- The AI analysis (the weekly summary and Ask the AI) receives nothing until a Mirakl Manager of the company accepts the text in **What is sent**. With **Withdraw**, everything stops being sent. That consent is only recorded from its own screen.
- On acceptance, the company name, the email of the person accepting, the date and the version of the accepted text are stored.
- Orders, customers, invoices and products stay in your Odoo. FlexigoTech Cloud only receives what the connector needs to relay the calls and monitor the synchronisation.

Personal data of shoppers

- In **Customer & Privacy** you decide how shoppers come in. With **One customer per shopper (standard)**, each shopper is an Odoo customer. With **Single default customer with delivery child contacts**, all orders go to one

fixed customer and each shopper's address is kept as a delivery contact of that customer: the personal data stays together, can be hidden with a record rule, and invoices go to the fixed customer, with no shopper data.

- Mirakl hides the shopper's email behind a forwarding address that changes with every order. With **Use Mirakl Notification Email**, that address goes to the order's delivery contact, never to a customer that persists, and replies reach the shopper through Mirakl.
- The connector does not delete shoppers' data on its own: it stays in your Odoo under your usual rules.

Audit trail

Calls to Mirakl are logged in **Mirakl › Configuration › Logs**, with the operation, the method and the response status. Odoo deletes log entries older than 30 days automatically every day; the system parameter flexigobe_mirakl_connector.log_retention_days changes the period, and at 0 it keeps everything. FlexigoTech Cloud receives a health report for each scheduled task, with counts and codes, never text.

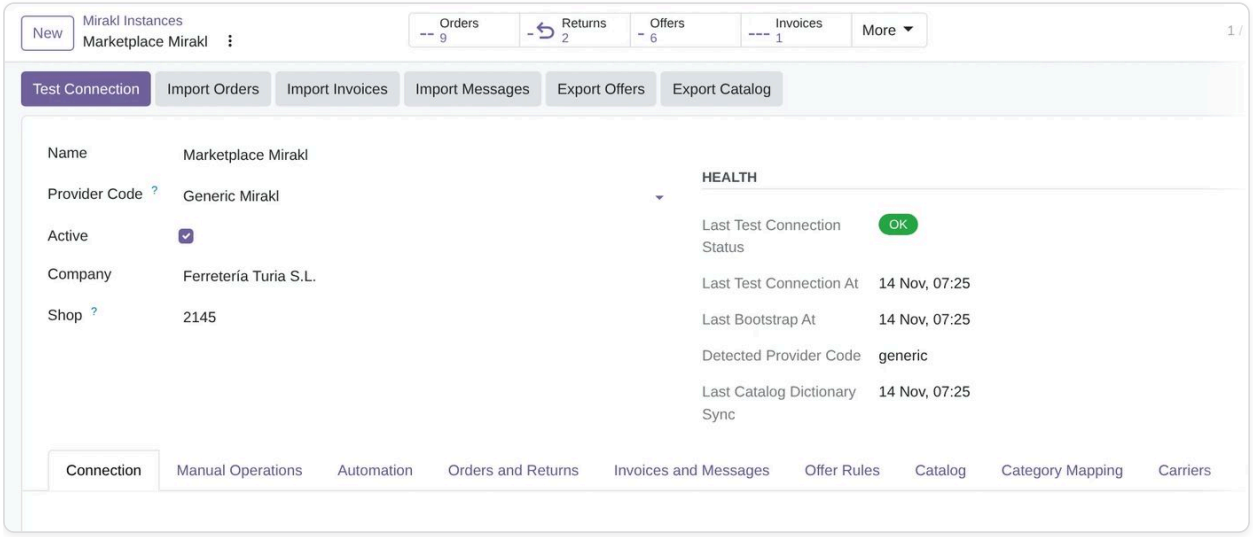
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19 Several marketplaces and several companies

Each marketplace is set up in **Mirakl › Configuration › Marketplaces** with its company and its own options. Two marketplaces from the same operator in one database each have their API key stored.

The Standard plan supports up to 3 connector accounts and the Pro plan up to 10. Each marketplace uses one account.

AI analysis consent is given per company. It is accepted or withdrawn by a Mirakl Manager working on those companies, and it applies to all marketplaces of the company.



- **Real Odoo 20 screenshot.** Mirakl instances with the marketplace **Mirakl Marketplace** and their counters for orders, returns, offers and invoices.

20 If something fails

Nothing happens with Mirakl and there is no clear error	In **Settings**, check the **FlexigoTech Cloud** section: without a trial or subscription, the connector does not talk to Mirakl. A marketplace without its key saved in FlexigoTech Cloud does not make calls either. If what is not arriving is the automatic part, check that the marketplace has that sync switched on: they are off when you create it.
"The Mirakl API key of %s is not saved in FlexigoTech Cloud: type it again."	Enter the **Mirakl API key (FlexigoTech Cloud)** again on the marketplace and save.
"Before saving the API key, a Mirakl manager has to accept that the Mirakl API key and the calls to Mirakl go through FlexigoTech Cloud. Nothing was sent."	Tick the box **I accept that my Mirakl API key and my calls to Mirakl go through FlexigoTech Cloud** and save again.
"Only a Mirakl Manager can accept, cancel or refund a marketplace order. These actions change the order on the marketplace and move real money."	Ask a Mirakl Manager to do it, or to give you that permission.
A sales order is missing	In the order list, the column **No Sales Order Because** gives the reason. With **Create Sales Order** you create it yourself.
You want to see what Mirakl replied	Open **Mirakl › Configuration › Logs**: each call shows the operation, the method and the **Response Status**.

If FlexigoTech Cloud rejects a call, the connector treats it as a pause: it does not mark anything as failed and deletes nothing. What Odoo does on its own, such as validating a delivery order, keeps working, and what is pending is sent when the connection is reactivated.

Other notices you may see

"This invoice is not linked to a Mirakl order."	The invoice does not come from a Mirakl order. Only those that do are uploaded.
"Post the invoice before sending it to Mirakl."	Confirm the invoice and press the button again.
"Picking must be done before sending tracking to Mirakl."	Validate the delivery order and then press **Push Mirakl Tracking**.
"Tracking number is required to push shipment to Mirakl."	Enter the tracking number on the delivery order and send it again.
"Order %(order)s is already fully refunded (%(amount)s refunded on %(date)s). Refunding it again would send a second refund to the marketplace."	Nothing needs doing: the refund has already been made.

"Set a refund amount greater than zero."	Enter an amount greater than zero for the refund.
"Order does not belong to this instance."	Open the order from the marketplace it belongs to.
"Set the real Mirakl operator URLs before testing the connection. Each Mirakl marketplace has its own Base Url and Api Base Url."	Fill in both URLs with those of your operator and press **Test Connection**.
"Write the message first."	Write the message text before sending it.

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21 Other ways of doing it

WAY	WHAT IT INVOLVES
By hand from the Mirakl panel	You log into the operator panel, copy orders into Odoo, upload offers, prices and stock yourself, and note the details of each shipment. Every order, every return and every settlement passes through your hands.
Odoo alone	Neither Odoo Community nor Odoo Enterprise ships a Mirakl module, so Odoo alone does not talk to Mirakl.
This connector	Connects Odoo to a Mirakl marketplace using the operator's base address and API key. It publishes products, prices and stock from Odoo and brings in orders, returns, settlements and messages. It needs the FlexigoTech Cloud subscription, from €49 a month, VAT not included.

If you are coming from another tool, set **Create Sales Orders From** to the day you start with the connector: earlier orders are imported as Mirakl orders but do not create a duplicate sales order. The first import looks back over the **Initial Order Sync Days**, 30 when the marketplace is created.

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, while FlexigoTech Cloud is paid monthly or yearly, and the 14-day trial asks for no card. With Standard, up to 3 marketplaces; with Pro, up to 10.

23 Frequently asked questions

What does the connector do?

It connects Odoo to any Mirakl marketplace. It publishes products, prices and stock, and brings in orders, returns, settlements and messages.

Does it work without FlexigoTech Cloud?

No. The connector needs the FlexigoTech Cloud subscription or its trial. Without them it does not talk to Mirakl.

What does FlexigoTech Cloud do in this connector?

It stores your Mirakl shop's API key encrypted on its servers and relays every connector call to Mirakl. No key leaves your Odoo.

Is there a free trial?

Yes, 14 days and no card.

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

The connector stops talking to Mirakl. What Odoo does on its own, such as validating a delivery order, keeps working, and what is pending is sent when the connection is reactivated.

How much does it cost?

The module license costs €9 per Odoo version. The FlexigoTech Cloud subscription is separate: €49 a month or €490 a year on the Standard plan, and €98 a month or €980 a year on the Pro plan, excluding VAT.

Does it work on Odoo Online?

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

Which Odoo versions does it work with?

There are branches of the module for Odoo 17, 18, 19 and 20. The module must be installed on each version, and the license is paid per version.

Does it need Odoo Enterprise?

Its dependencies are the Delivery, Sales, Inventory, Invoicing and Discuss apps, plus FlexigoTech Cloud. None of them is exclusive to Enterprise: it works on Community and on Enterprise.

Which Odoo apps do I need installed?

Delivery, Sales, Inventory, Invoicing and Discuss (mail), plus the FlexigoTech Cloud module.

Does it work with any Mirakl marketplace?

Yes. Each connection is set up with the operator's address and your API key. For Leroy Merlin, Decathlon, Brico Dépôt, Tesco, Superdrug, Sprinter and GACD there are free profiles that fill in their values; for the others, **Generic Mirakl**.

How many marketplaces can I connect?

Each marketplace uses one plan account. The Standard plan supports up to 3 accounts and the Pro plan up to 10.

Can I connect several Odoo companies?

Yes. Each marketplace is set up with its own company and its own options, and each has its API key stored.

Where is a marketplace set up?

In **Mirakl › Configuration › Marketplaces**, with the **New** button.

How often do orders arrive?

With **Sync Orders Enabled** switched on in the marketplace (it is off), the **Mirakl - Sync Orders** task brings them in every 10 minutes. You can also press **Import Orders** whenever you like.

Are orders accepted automatically?

If you switch on **Auto Accept Orders** in the marketplace (it is off), the **Mirakl - Accept Orders** task accepts those awaiting acceptance every 10 minutes, and **Accept Pending On Import** accepts them as soon as they are imported.

How often are offers, prices and stock sent?

When you switch them on in **Automation**: each has its own interval, the minimum time between two sends: 30 minutes for offers and prices, 15 for stock. The intervals are changed right there.

And returns?

With **Sync Returns Enabled**, the **Mirakl - Sync Returns** task brings them in every 30 minutes.

How often are the catalogue and categories updated?

If you switch them on in **Automation**, the catalogue dictionary is fetched once a day and the product catalogue is sent at an interval of 120 minutes.

Are invoices and messages imported automatically?

Not on installation. The **Mirakl - Sync Invoices** and **Mirakl - Sync Messages** tasks are off, and the marketplace also has to have **Sync Invoices Enabled** and **Sync Messages Enabled** switched on. In the meantime, they come in with **Import Invoices** and **Import Messages**.

How many scheduled tasks does it include?

Twelve, of which ten are active on installation.

Can I change the frequencies?

Yes. Each marketplace has its intervals in **Automation** and in **Orders and Returns**. How often the tasks wake up is changed in **Settings › Technical › Automation › Scheduled Actions**, with developer mode activated.

How is a shipment's tracking sent?

With **Send Tracking to Mirakl on Validation** switched on in the marketplace, when the delivery is validated. Manually, with **Push Mirakl Tracking** on the delivery order. Without a tracking number nothing is sent.

What happens with returns?

They are imported and, when Mirakl marks the return as received, the connector creates and validates the return delivery order: the stock goes back to the warehouse. If something fails, the reason is recorded in **Stock Return Error**.

Can I reply to buyers from Odoo?

Yes. From the sales order, using **Write on Mirakl**, which the **Mirakl Manager** can see.

Are settlements posted automatically?

No. **Auto-post settlements** is off by default. If you don't turn it on, you post each settlement yourself with the **Post to Accounting** button.

What happens to the orders I already had in Mirakl before installing?

Mirakl orders dated before **Create Sales Orders From** are imported, but they don't become sales orders. You can create one later by hand with **Create Sales Order**.

And the products and offers I already had in Mirakl?

They stay as they are. The connector sends the offers you have in Odoo, and offer import runs in normal mode: it creates or updates the offers included in the feed and leaves the rest untouched. Each offer is identified by its **Shop Sku**, which takes the product's internal reference when it's created.

Does it import orders from a specific date?

The first import looks back **Initial Order Sync Days**, which is 30 when you create the marketplace. **Create Sales Orders From** lets you decide from which date orders become sales orders.

Where is my API key stored?

It is sent once, encrypted, and FlexigoTech Cloud stores it encrypted. Odoo does not store it. Before that, a Mirakl administrator has to accept the consent.

What data leaves my Odoo?

Your customers, orders, invoices and products stay in your Odoo. What goes to FlexigoTech Cloud are the calls to Mirakl, a health report for each task with counts and, if a manager accepts it, the figures for the AI analysis.

Is there AI analysis, and what is sent?

Yes, and it is optional: **Enable AI insights** is off by default. The weekly summary and **Ask AI** are written by FlexigoTech's hosted AI, on its servers in Germany, and nothing is sent to it until a Mirakl manager of the company accepts **What is sent**. What goes is the marketplace name, the currency, its figures and, if you ask, your question; no buyer, address, order line, product, offer or message.

How is buyer data handled?

You choose in **Customer & Privacy**: one customer per buyer, or a single customer for the marketplace with each buyer's address as the delivery contact. In the latter case, invoices go to the single customer without buyer data. The email Mirakl provides is a forwarding address that changes with every order. The connector does not delete buyer data automatically.

Is support included?

Yes. The first response arrives within 1 business day on the Standard plan and within 4 business hours on the Pro plan, which includes a video call if needed.

How do I know what happened in each call to Mirakl?

Calls are logged in **Mirakl › Configuration › Logs**, with the operation, the method and the response status.

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24 Glossary

Mirakl	The platform on which operators build their marketplaces. The connector links Odoo to any of them.
Operator	The company that runs the Mirakl marketplace where you sell. The web address you enter when connecting is theirs.
Marketplace	In this guide, each connection to Mirakl registered in Odoo. It is created in **Mirakl › Configuration › Marketplaces**, with its company and its own options.
API key	The key you create in your Mirakl seller account. FlexigoTech Cloud stores it encrypted and adds it to each call.
FlexigoTech Cloud	FlexigoTech's online service through which calls to Mirakl pass. It requires the 14-day trial with no card or a subscription.
Standard plan	FlexigoTech Cloud plan for the connector. Supports up to 3 accounts.
Pro plan	FlexigoTech Cloud plan for the connector. Supports up to 10 accounts, with first support response within 4 business hours and a video call if needed.
Scheduled task	An Odoo action that runs automatically at set intervals. The connector ships with 12, 10 of which are active on installation.
Mirakl order	The order as it arrives from the marketplace. Where applicable, it is linked to its Odoo sales order.
Acceptance status	Whether Mirakl is waiting for you to accept the order.
Offer	The price and stock with which an Odoo product is published on a marketplace.
Catalog dictionary	The categories, attributes and value lists Mirakl provides to describe products. It is synchronised with the **Mirakl - Sync Catalog Dictionary** task.
Category mapping	The assignment of your Odoo product categories to Mirakl categories. It is done in **Mirakl › Catalog › Category Mapping**.
Carrier mapping	The relationship between each Odoo **Delivery Carrier** and the Mirakl carrier. It is done in **Mirakl › Catalog › Carrier Map**.
Settlement	An invoice Mirakl sends you with the breakdown of payments. It is reviewed in **Mirakl › Finance › Settlements & Invoices**.
GMV	The marketplace sales amount shown on the dashboard.

Dashboard	The **Mirakl › Dashboard** screen with the figures for each marketplace. The **Mirakl - Refresh Dashboards** task recalculates them every hour.
Log	A record of each call to Mirakl, in **Mirakl › Configuration › Logs**.

25 Checklist and contact

- [ ] You have a seller account with the Mirakl operator, with its web address and your API key.
- [ ] You use Odoo 17, 18, 19 or 20 on Odoo.sh or your own server, not Odoo Online.
- [ ] The Delivery, Sales, Inventory, Invoicing and Discuss (email) apps are installed.
- [ ] You have installed the module in your version of Odoo.
- [ ] In **Settings**, under the **FlexigoTech Cloud** section, you have activated the 14-day trial with no card or the subscription.
- [ ] A Mirakl administrator has ticked the consent to store the API key.
- [ ] You have registered the marketplace in **Mirakl › Configuration › Marketplaces**, with the key saved, and **Check saved key** succeeds.
- [ ] You have reviewed the marketplace options, especially the order and account options on the **Finance** tab.
- [ ] You have turned on the synchronisations you want for the marketplace, which are off when it is created.
- [ ] You have decided whether to turn on **Mirakl - Sync Invoices** and **Mirakl - Sync Messages**, which are off by default.
- [ ] With **Import Orders**, you see in **Mirakl › Operations › Orders** a Mirakl order linked to its sales order.
- [ ] In **Mirakl › Configuration › Logs** the calls show a successful response.

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

Email

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

On the web

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

On Odoo Apps

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

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