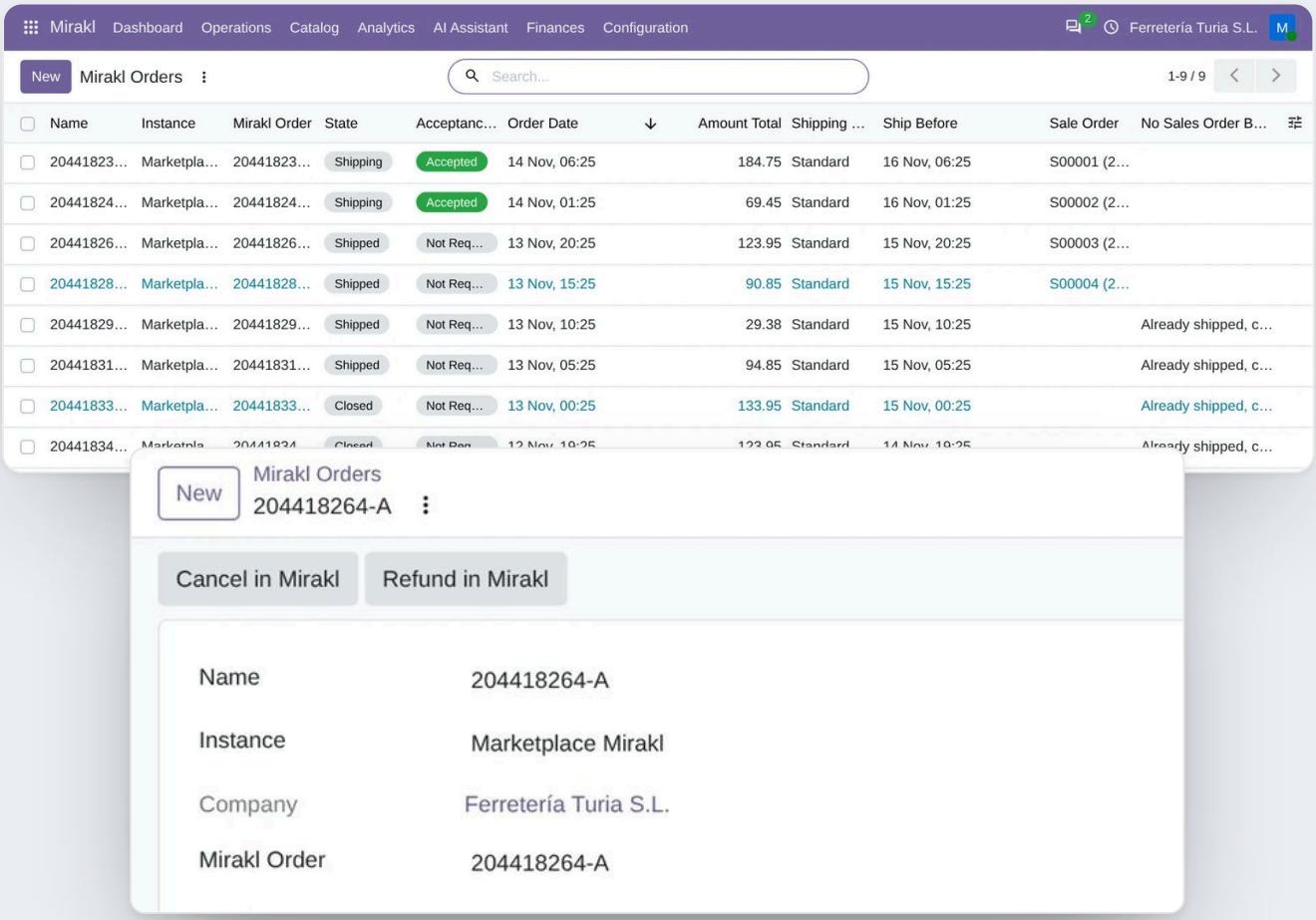
USER MANUAL · MARKETPLACES

Mirakl 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 20.0.16.17.1 | Odoo 20 screenshots | Edition of 14-11-2026



Real Odoo 20 screenshot. The list of Mirakl orders and the detail of one of them, with its Odoo sales order.

Contents

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

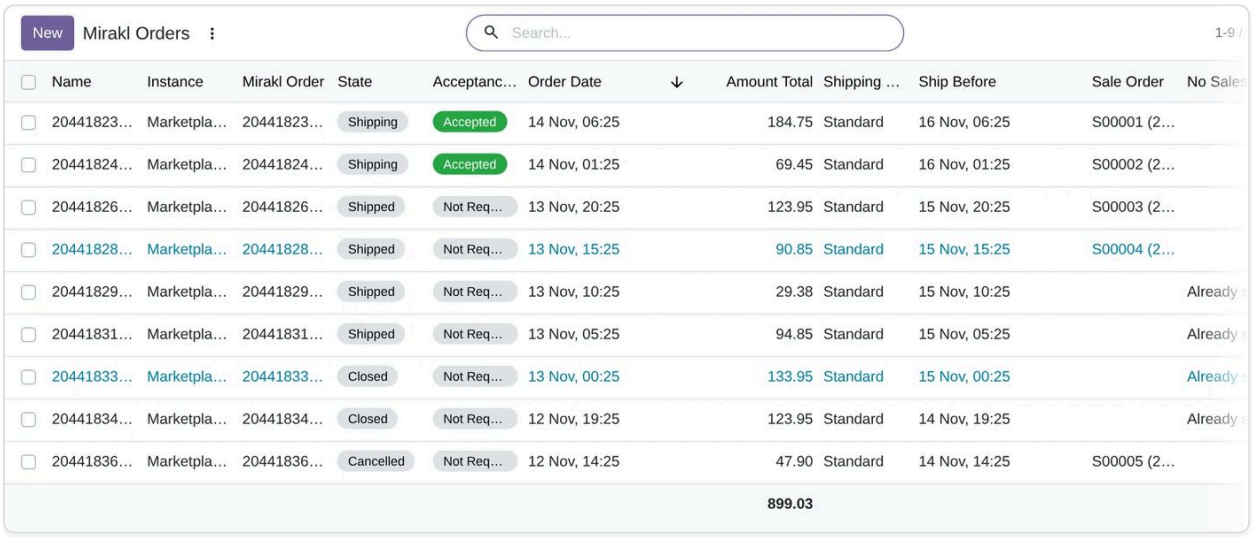
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This manual describes version 20.0.16.17.1 of the module (Odoo branch 20.0, commit ae4936897). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to Mirakl. 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 its own app to Odoo, **Mirakl**, to work with your Mirakl marketplaces. From it you see the orders, returns, messages and settlements that come from Mirakl, and the offers you send to it.



New | Mirakl Orders | Search... | 1-9 /

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 sales 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 sales orders, delivery orders and the product form. On the sales order appear the **Mirakl** tab and the **Write on Mirakl** button. On the delivery order appear **Push Mirakl Tracking**, **Create Invoice (Mirakl)** and **Upload Invoice to Mirakl**. On the product there is a **Mirakl Marketplace** section with the **Publish to Mirakl** option.

2 Before you start

Gather this before installing the connector and creating your first marketplace.

- 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 will 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.
- A trial or an active FlexigoTech Cloud 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 beforehand, that also happens on their side. All of that is done in Mirakl, before connecting. The products you send with the catalogue are integrated by the operator under its own rules.

3 Installation

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

How to get it

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

On Odoo.sh

1. **Upload the folders to your repository**
   Copy `flexigobe_mirakl_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), search for "Mirakl" and click **Activate**.

On your own server

1. **Copy the folders**

   Leave `flexigobe_mirakl_connector` and `flexigotech_cloud` in a folder that is in the `addons_path` of your Odoo.

2. **Restart Odoo**

   This is so it reads the new modules.

3. **Install the app**

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

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

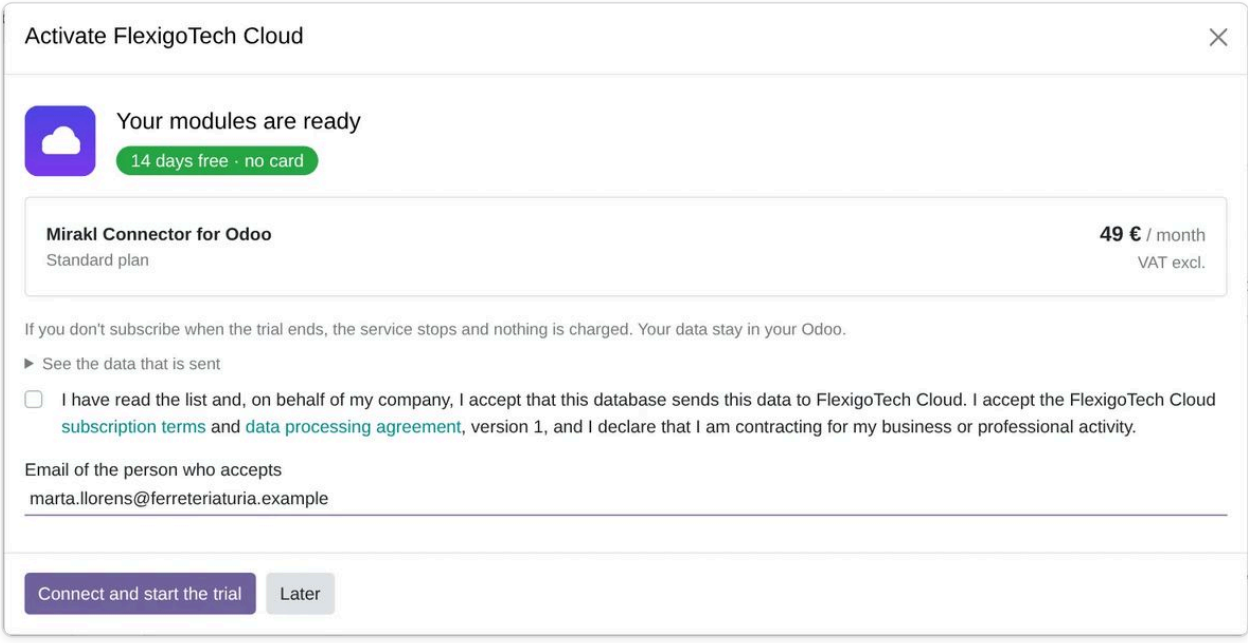
USER MANUAL · MIRAKL

4 Activate FlexigoTech Cloud: the 14-day trial

Calls to Mirakl go through FlexigoTech Cloud, FlexigoTech's 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 Mirakl.

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.

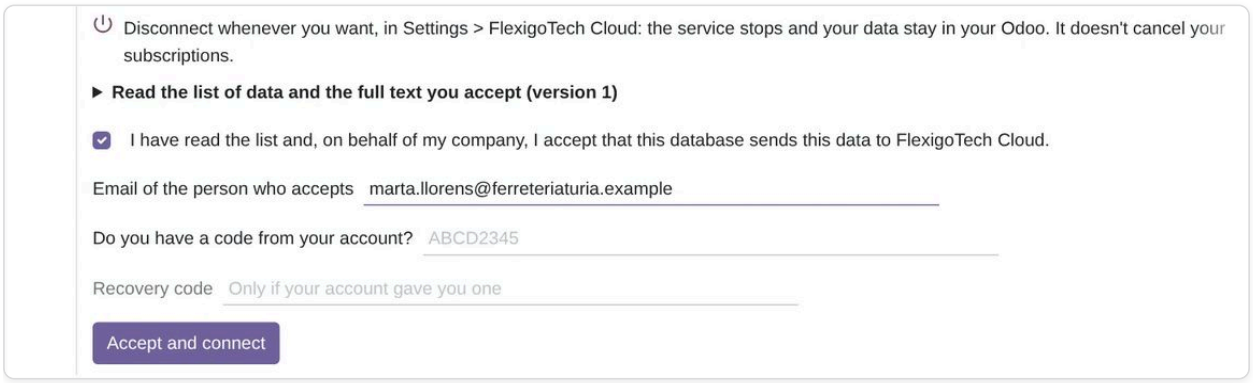
2. **Accept and enter your email**

Tick «I have read the list and, on behalf of my company…» (it 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's trial. If you leave it for later, **Later** closes the window.

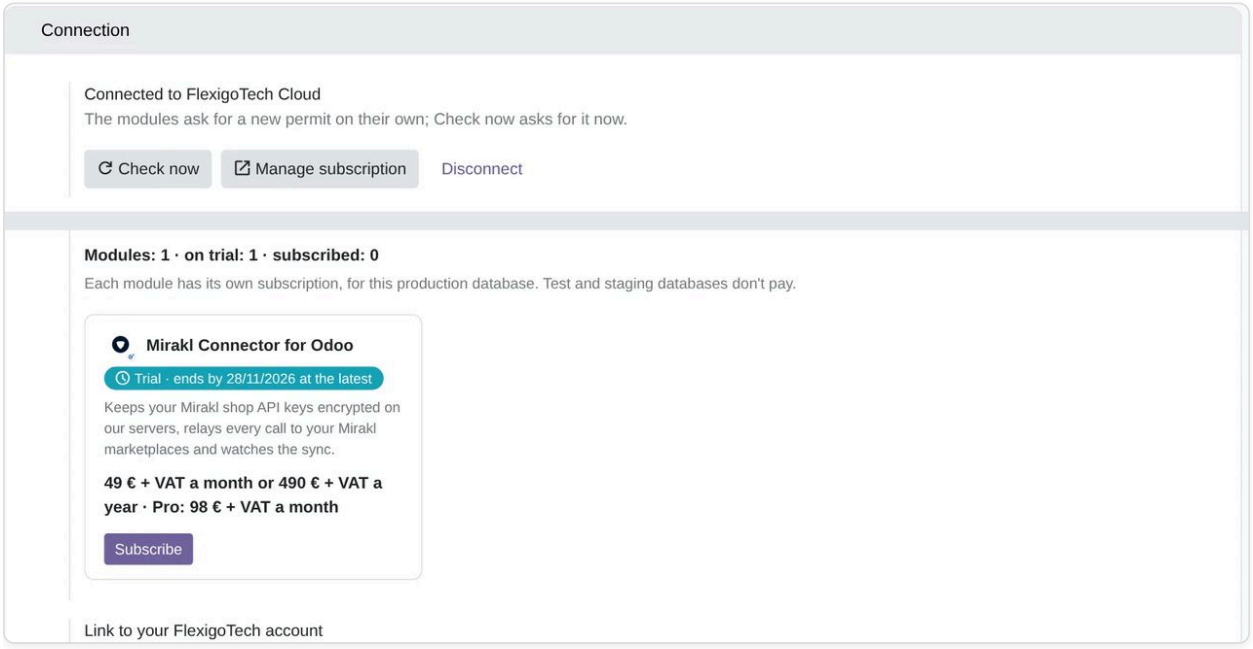
The same, from Settings

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



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

With the database connected, the **Modules** block shows each module with its status: **On trial** and the date it ends, **Subscribed**, 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 business day, up to 3 accounts
Pro	€98 per month or €980 per year	Response within 4 business 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 immediately (otherwise the module renews it automatically every 6 hours).

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

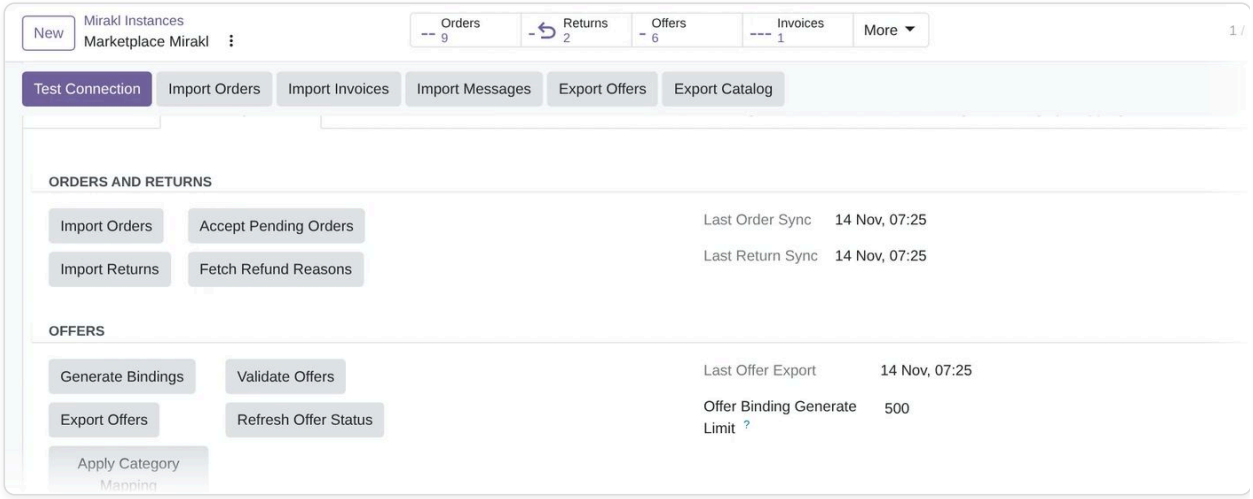
USER MANUAL · MIRAKL

5 Connecting your marketplace

Each connection with Mirakl is a marketplace and is created in **Mirakl › Configuration › Marketplaces**.

1 Open the marketplaces menu

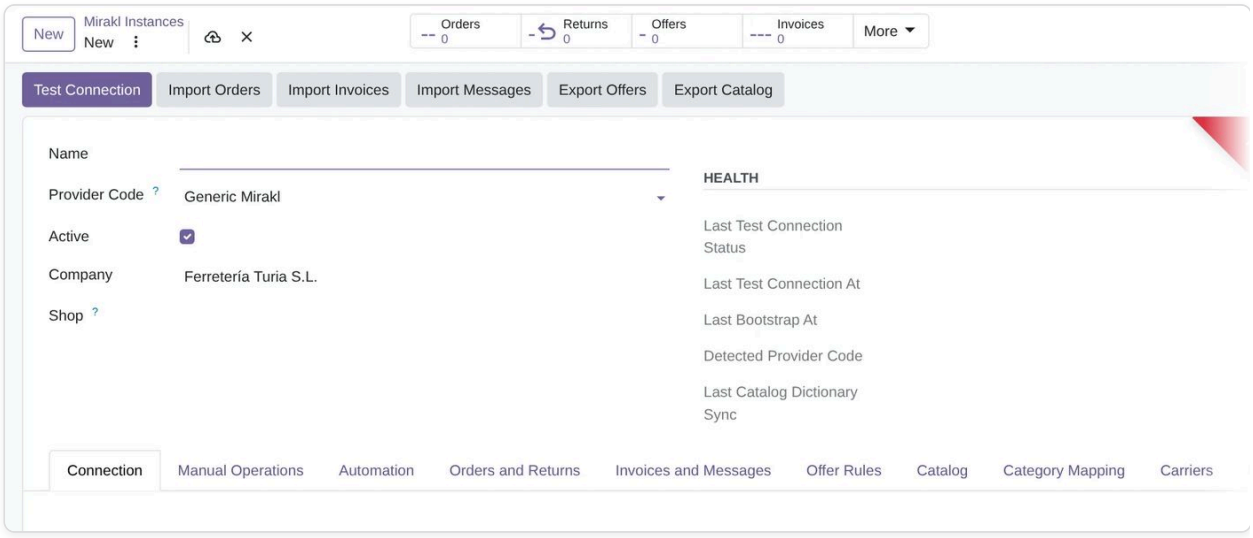
Go to **Mirakl › Configuration › Marketplaces**. The **Mirakl Instances** list opens.



- **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, still unconnected.



- **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 the values for that operator. If not, leave **Generic Mirakl**.

4 Enter the operator's address in the Connection tab

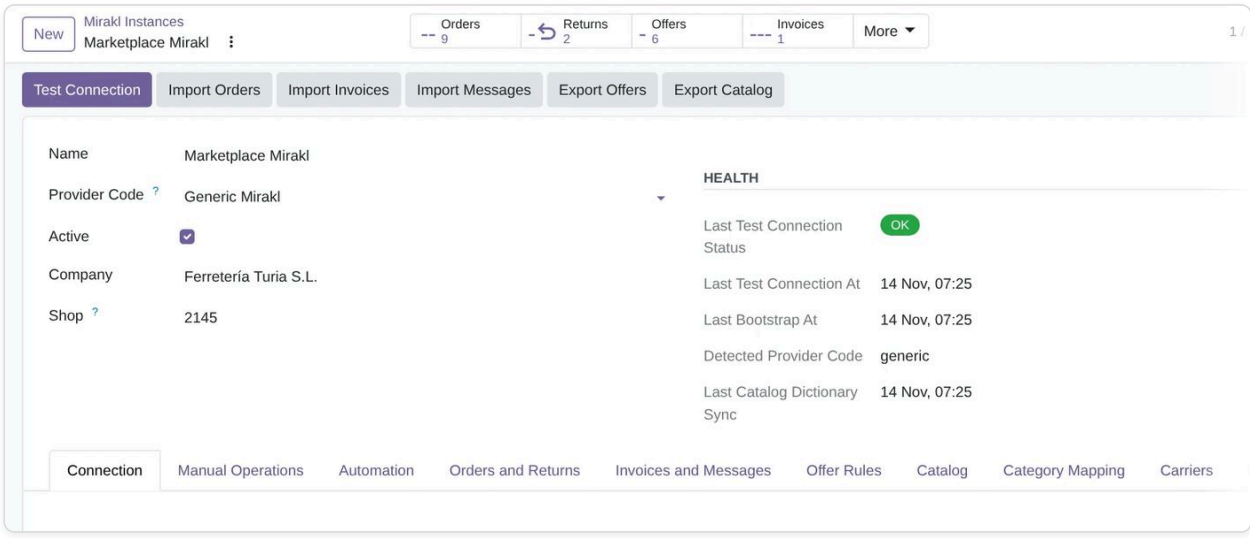
Fill in **Base Url** and **API Base URL**, which is normally the base URL plus /api. For known operators they are filled in automatically. **Shop** is optional: if you enter it, it must be the numeric identifier of your shop, and **Test Connection** can fill it in for you.

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**. On 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

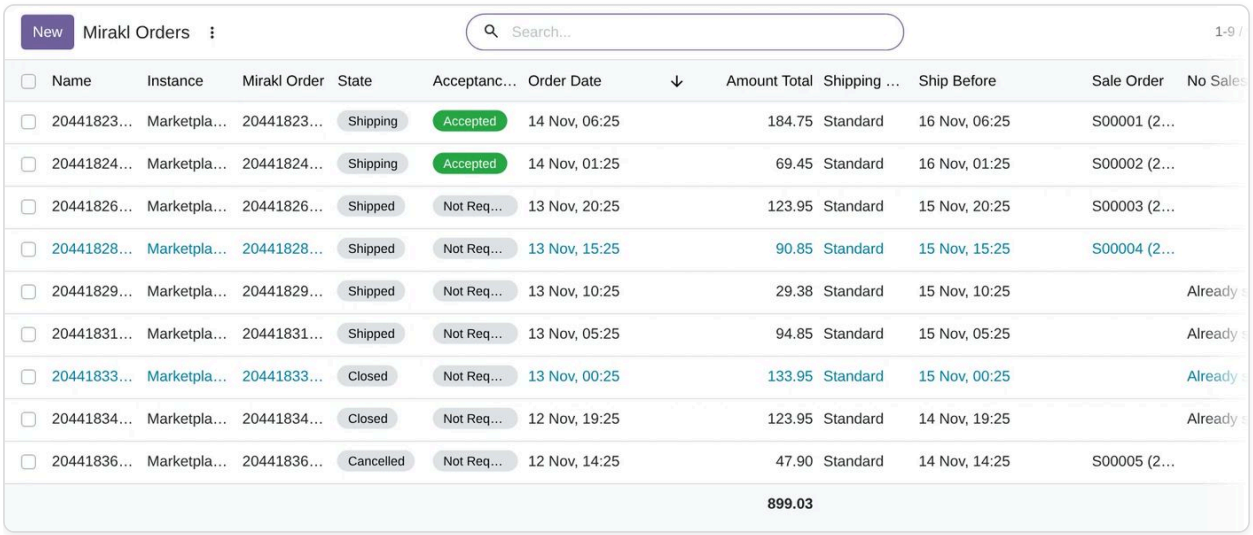
The connector checks the key, detects the provider and fills in the test status. The result is recorded in **Last Test Connection Status** as **Accept** or **Error**.



- **Real Odoo 20 screenshot.** The connected marketplace, with the **Accept** status 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 seen by 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.

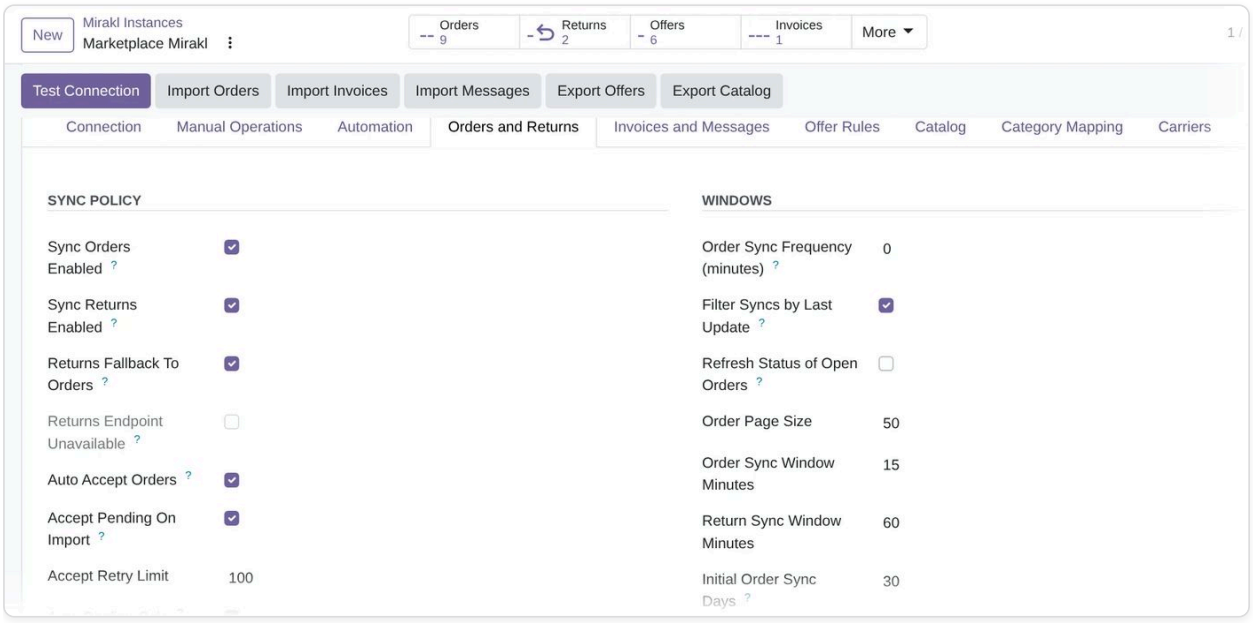
Once connected, the data arrives in two ways. Manually, with the marketplace's buttons: **Import Orders**, **Import Invoices**, **Import Messages**, **Export Offers** and **Export Catalog**. And automatically, with Odoo's scheduled tasks, but only for what you switch on in the marketplace: when you create it, all its automatic synchronisations start switched off. Orders, returns and acceptance are switched on 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.

6 The marketplace options

The business options of the marketplace are spread across its tabs, mainly in **Orders and Returns**, **Offer Rules** and **Finance**.



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

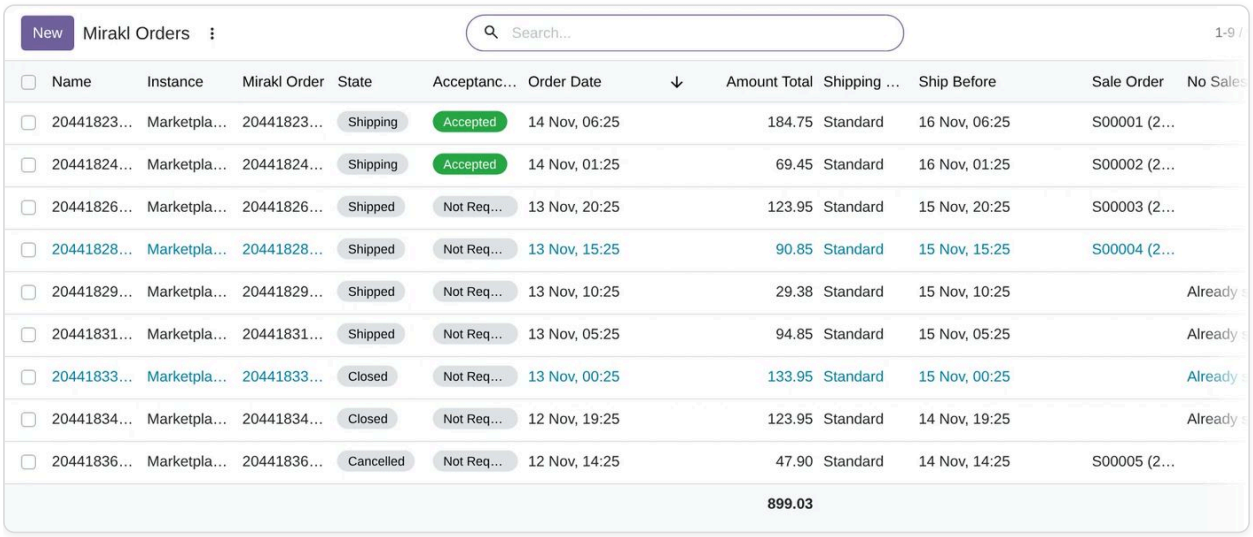
OPTION	WHEN CREATED	WHAT IT DOES
Sync Orders Enabled	Off	Brings in the orders with the task **Mirakl - Sync Orders**, every 10 minutes. **Order Sync Frequency (minutes)** spaces them out; at 0, on every run.
Initial Order Sync Days	30	How far back the first order import looks.
Sync Returns Enabled	Off	Brings in the returns every 30 minutes.
Sync Offers Enabled	Off	Sends the offers, at an interval of 30 minutes (**Offer Sync Interval Minutes**).
Auto Export Prices Enabled	Off	Sends prices (PRI01), every 30 minutes.
Auto Export Stock Enabled	Off	Sends stock (STO01), every 15 minutes.
Sync Catalog Enabled	Off	Sends the product catalogue, every 120 minutes.
Auto Sync Catalog Dictionary	Off	Pulls categories, attributes and value lists once a day.
Sync Invoices Enabled and Sync Messages Enabled	Off	Pull 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 sale orders.
Auto Confirm Sale	Off	Confirms the sale orders imported after each sync.

OPTION	WHEN CREATED	WHAT IT DOES
Auto Accept Orders	Off	Accepts in Mirakl the imported orders that are awaiting your acceptance.
Accept Pending On Import	Off	Tries to accept the pending orders straight after each import.
Order Customer Mode	**One customer per shopper (standard)**	Each shopper is their own customer. The other option assigns all orders to a 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 on 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. In both cases you need a **Shipping Product**.
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 shipping 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 belong 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.

7 Mirakl Orders

Here you see the orders that arrive from the marketplace, their acceptance and the Odoo sale order created from each one.



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

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

Create Sales Order	Creates the sale order 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**

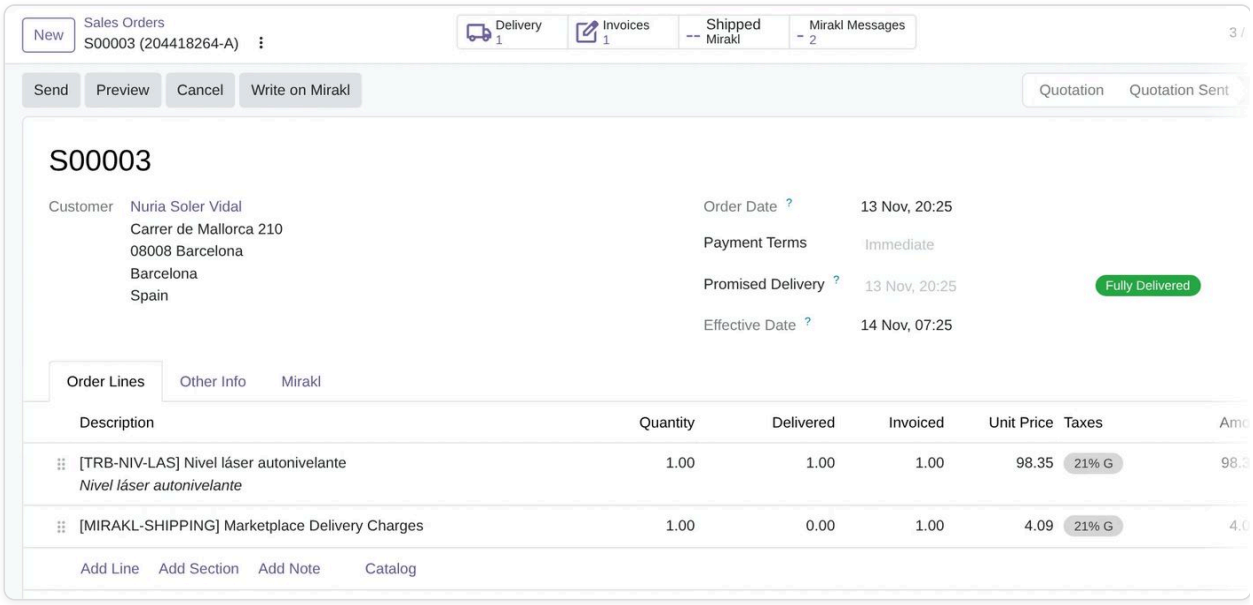
   Press **Import Orders** on the marketplace. If **Sync Orders Enabled** is on, which it is off by default, the task brings them in by itself every 10 minutes.

2. **Accept the order**

   Press **Accept Order**. If the marketplace has **Auto Accept Orders** on, which is 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.** Sale 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.

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8 Shipments and tracking

The connector sends the tracking of the Odoo delivery order to Mirakl and maps each Odoo carrier to the marketplace's carrier.

When you validate the delivery of a Mirakl order, the connector sends the tracking to Mirakl if the marketplace has **Send Tracking to Mirakl on Validation** switched on, which is off 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 pending so you can send it later. To send it by hand, use the **Push Mirakl Tracking** button.

Delivery order buttons

Push Mirakl Tracking	Sends the delivery order's tracking number to Mirakl.
Create Invoice (Mirakl)	Creates the customer invoice of the sale order for that delivery order. If it fails, the error is logged in the delivery order's chatter and the delivery is not blocked.
Upload Invoice to Mirakl	Uploads to Mirakl the PDF of the latest posted invoice of the order. 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 moves to **Synced** and the Mirakl order is marked as shipped in Odoo. After a failed send it moves 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. Enter the **Mirakl Carrier Code** and **Mirakl Carrier Name**, or pick one from the list in the field **Mirakl Carrier (from API)**.



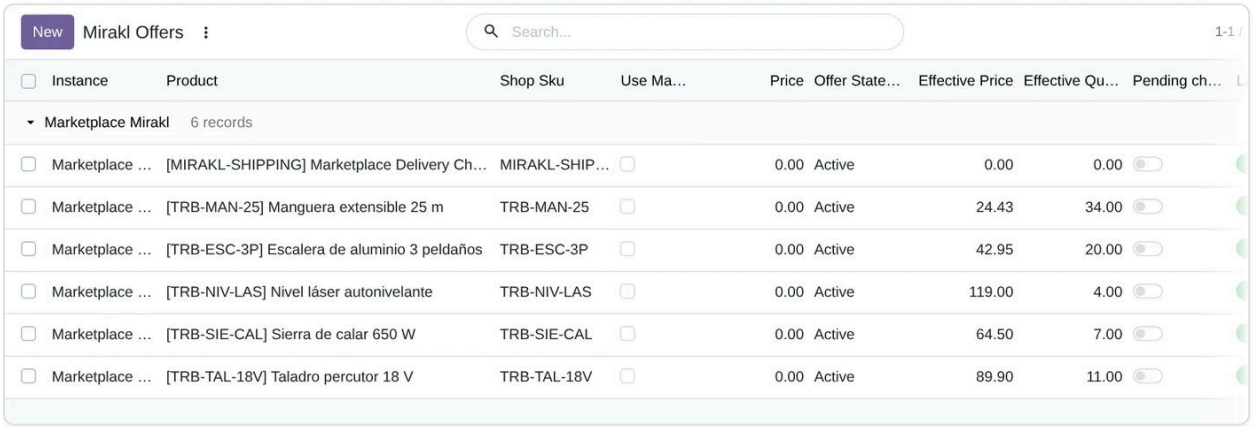
- **Real Odoo 20 screenshot.** Carrier mapping with DHL as the delivery carrier and on the Mirakl side.

> 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 it was not sent.

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9 Offers, prices and stock

The connector publishes your product offers to Mirakl and keeps their prices (PRI01) and stock (STO01) up to date.



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

Offers are under **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 so you can review it.

They go out on their own through three scheduled actions, 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 switch them on under **Automation**. **Sync Offers Enabled**, **Auto Export Prices Enabled** and **Auto Export Stock Enabled** are off when you create it, and each has its own interval: 30 minutes for offers and prices, 15 for stock. You can also trigger the export by hand 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

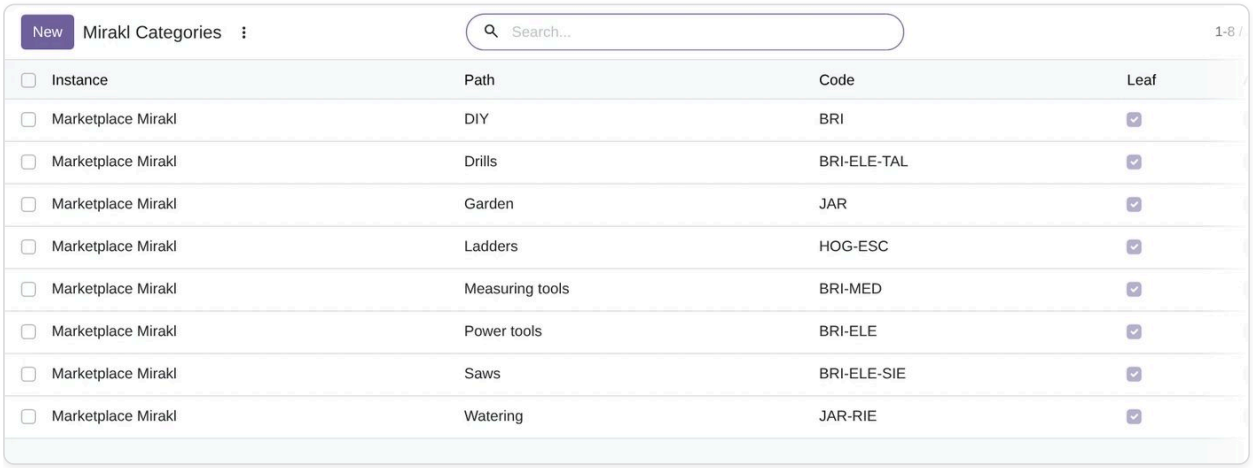
The field **Last Offer Status** can be **Pending**, **Success**, **Error** or **Unknown**. On the product, the **Mirakl** field shows **Not on Mirakl**, **Sending**, **On Mirakl** or **Mirakl Error**.

> 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.

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10 Mirakl catalogue

The Mirakl catalogue brings together the marketplace's categories, attributes and value lists, and the mapping of each Odoo product category to its Mirakl category.



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

Where the data comes from

The categories, attributes and value lists are fetched by the scheduled action **Mirakl - Sync Catalog Dictionary**, which runs every 60 minutes through the marketplaces with **Auto Sync Catalog Dictionary** (off by default; when on, it fetches them once a day). By hand, use **Sync Dictionary** on the marketplace. You can view them under **Mirakl › Catalog › Categories**, **Mirakl › Catalog › Attributes** and **Mirakl › Catalog › Value Lists**.

You link 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 sent by the **Mirakl - Export Catalog** action, which runs every 30 minutes through the marketplaces with **Sync Catalog Enabled** (off by default; when on, with an interval of 120 minutes). You can also run it by hand 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. It is required.
Company	The marketplace's company. It is filled in automatically and cannot be edited.
Parent	For a category, the category it sits under.
Mirakl Category	In the mapping, the Mirakl category assigned to the Odoo one. It is optional.

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

> The categories, attributes and value lists come from Mirakl: you do not need to create them by hand. What you decide is the category mapping.

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11 Returns

Here you see the returns that Mirakl reports to you and how the receipt of the product into your warehouse is going.



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

Returns arrive on their own through the scheduled action **Mirakl - Sync Returns**, which runs every 30 minutes through the marketplaces with **Sync Returns Enabled** (off when you create it). When Mirakl marks a return as **Received**, the connector creates and validates the return delivery order itself, and the stock goes back into the warehouse. You find them under **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 delivery order through 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 went wrong with the stock receipt, or how it was resolved.

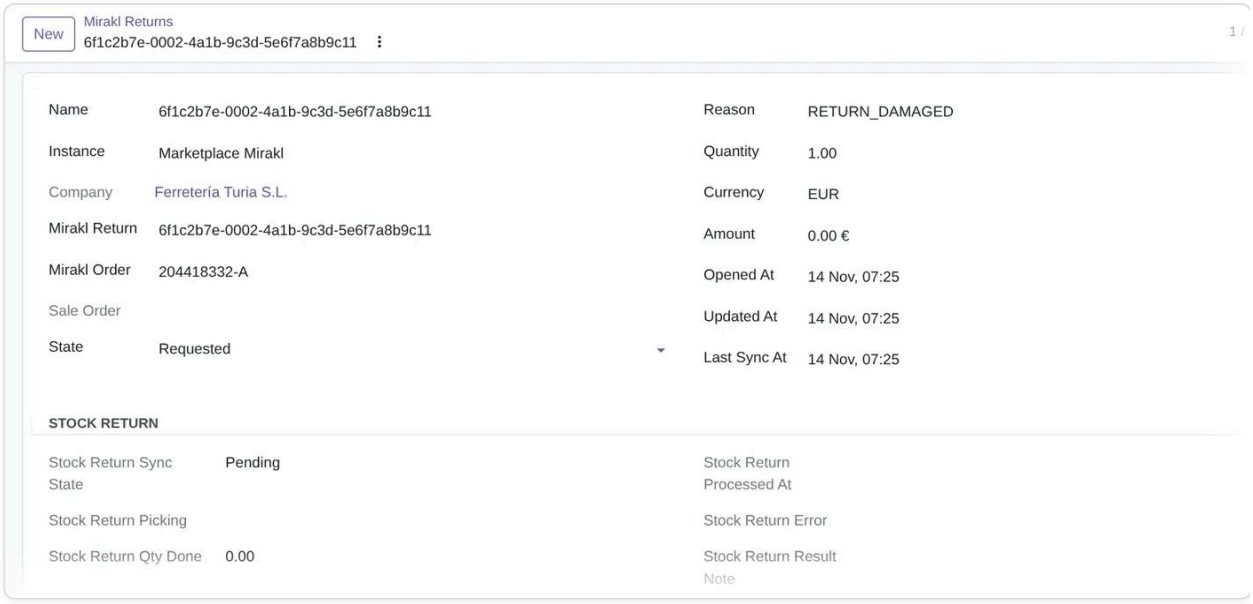
Return statuses

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 delivery order already exists, how many units came back and when it was processed.

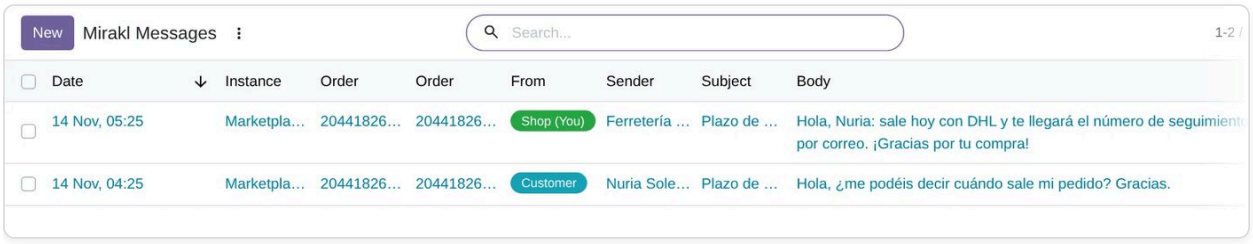
3 Check the result

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

> The return data comes from Mirakl and is not edited by hand. The stock return fields are read-only: the delivery order, the quantity done and the state are filled in by the connector.

12 Buyer messages

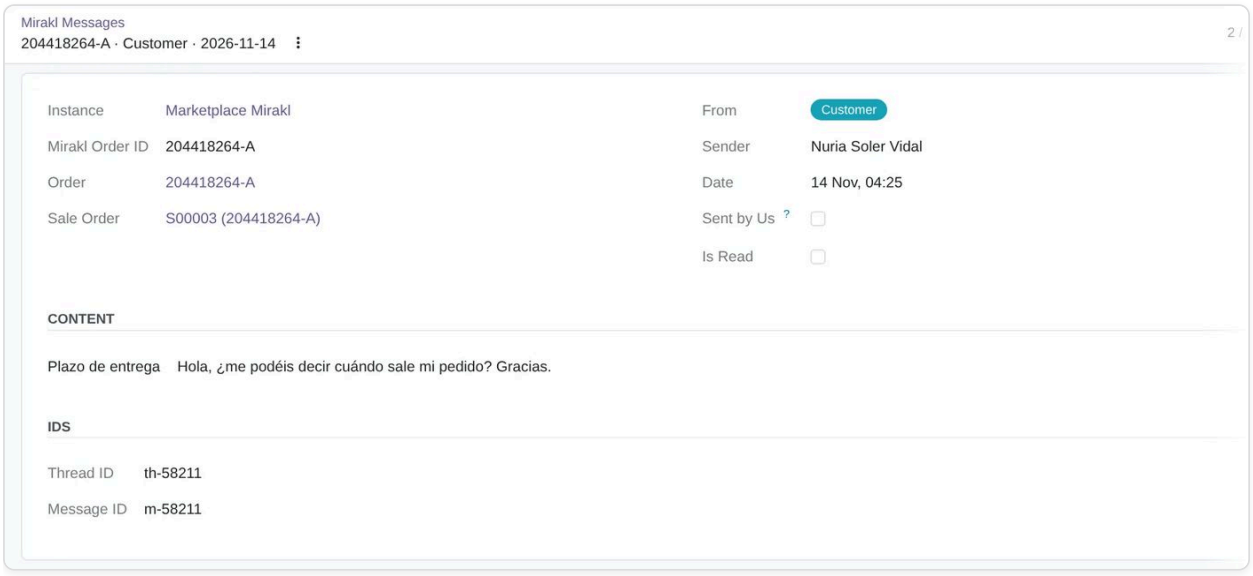
Imports buyers' conversations and lets you reply to them from the Odoo order.



- **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, switch the action on (it is off on installation) and, on the marketplace, enable **Sync Messages Enabled**. The connector reads the Mirakl inbox: each order's conversations with their messages. If an operator does not yet have the inbox, it reads the older message list, which Mirakl withdraws on 5 April 2027. If the inbox 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 message record, with the **Content** and **IDs** groups.

Record buttons

Write on Mirakl	It is 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 flow. Each one shows who wrote it in **From**: **Marketplace**, **Customer** or **Shop (You)**. **Sent by Us** and **Is Read** are tick boxes that are either already set or not.

Replying to a buyer

1. **Open the sale order**
   The one for the Mirakl order you want to answer.

2. **Press Write on Mirakl**
   It is at the top of the order. The reply window opens.

3. **Choose who receives the message**
   To the Buyer is ticked; **To the Marketplace** is not.

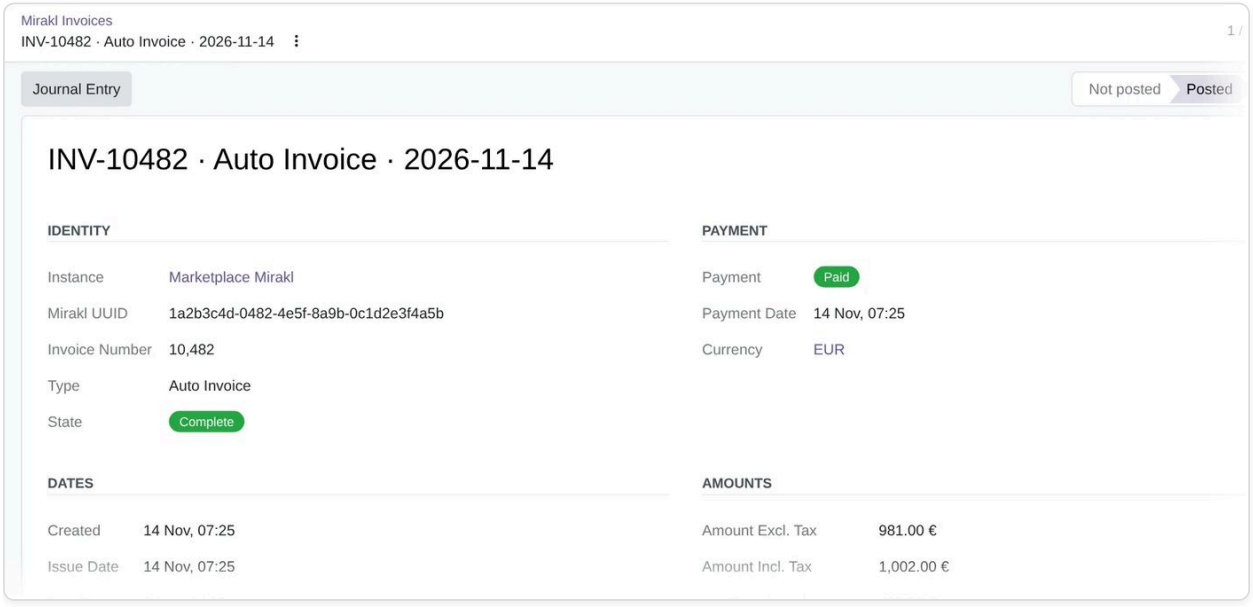
4. **Type the Message and press Send**
   If the order has no conversation, you fill in the **Subject** and a new one is opened. The message goes to Mirakl and is recorded in the sale order's history; it appears in **Mirakl Messages** with the next import.

> You cannot send without text or without a 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.».

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13 Finance

This section brings the marketplace's invoices and settlements into Odoo, turns them into accounting entries, and lets you analyse commissions and net payout.



- **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** fetches them once a day, but it is off on installation: to have it fetch them automatically, switch it on and tick **Sync Invoices Enabled** on the marketplace. The **Import Invoices** button under **Mirakl › Configuration › Marketplaces** fetches them when you press it.

Record buttons

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

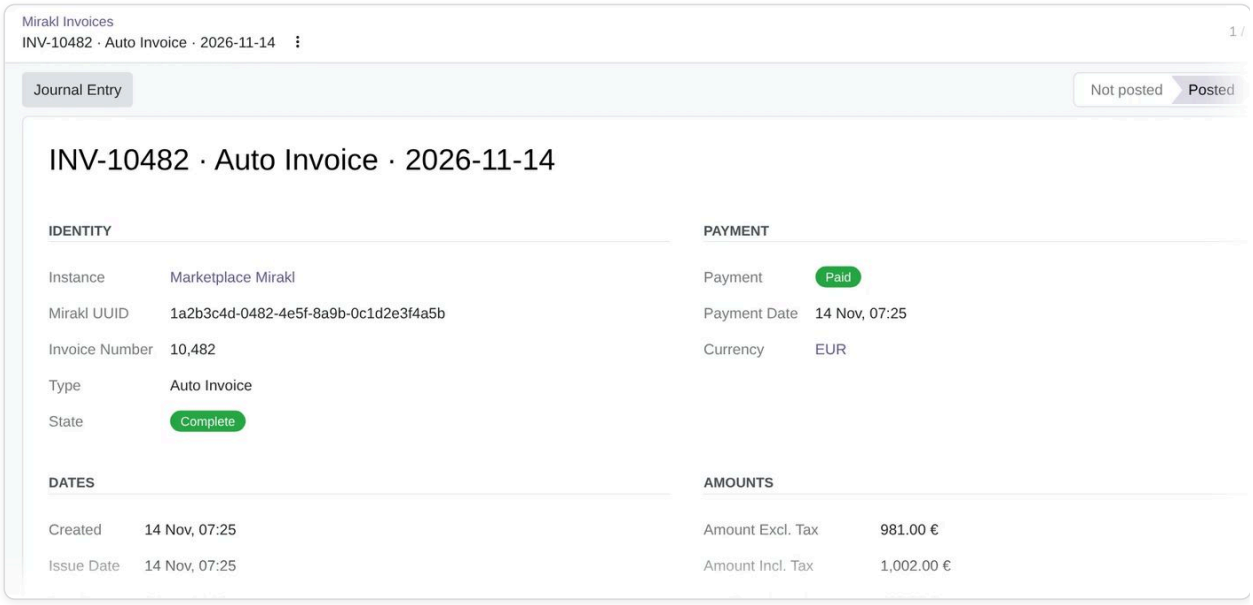
Accounting statuses

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 to accounting

1 **Open the settlement**

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



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

2 **Click Post to Accounting**

Odoo creates and posts the journal entry for that settlement.

3 **Review the journal entry**

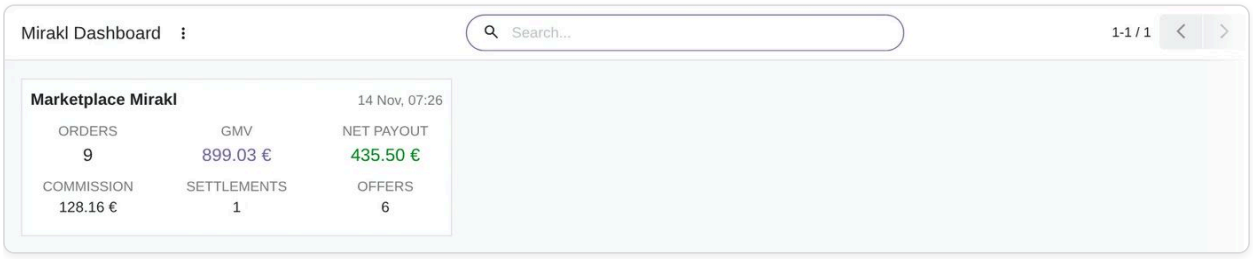
Click **Journal Entry** to view it.

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

> Posting fails if the marketplace is missing its Finance accounts («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.»).

14 Dashboards and AI assistant

The dashboard summarises the figures for each marketplace, and the AI assistant writes a weekly digest and answers your questions.



- **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 straight away, click **Refresh KPIs** on the dashboard record.

The 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 puts the answer in **Answer**.
Close	Closes the questions window.
Accept	Button in the consent window. Only shown if you are allowed to accept the text.
Cancel	Closes the consent window without accepting.

Statuses of a report or a question

- **Accept**: the AI has replied.
- **Error**: it failed; the reason is in **Error Note** (in reports) or **Note** (in questions).
- **No API key**: the AI key is missing.
- **Disabled**: the 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 at the company accepts the consent text. The assistant only writes reports: it does not change orders or offers.

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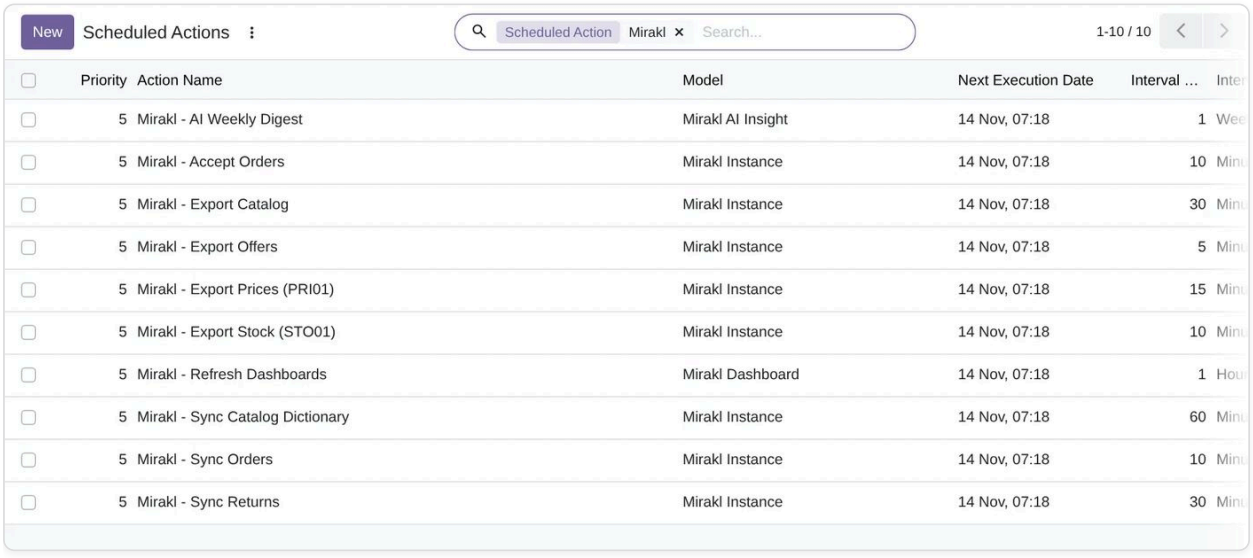
15 What happens automatically

These are the connector's scheduled tasks. They wake up on their own, but each one only works with the marketplaces that have its sync switched on, and when a marketplace is created they are all switched off.

TASK	FREQUENCY	WHAT IT DOES
Mirakl - Export Offers	Every 5 minutes	Sends the offers of the marketplaces with **Sync Offers Enabled**.
Mirakl - Sync Orders	Every 10 minutes	Fetches the orders of the marketplaces with **Sync Orders Enabled**.
Mirakl - Accept Orders	Every 10 minutes	Accepts the waiting orders of the marketplaces with **Auto Accept Orders**.

TASK	FREQUENCY	WHAT IT DOES
Mirakl - Export Stock (STO01)	Every 10 minutes	Sends the stock of the marketplaces with **Auto Export Stock Enabled**.
Mirakl - Export Prices (PRI01)	Every 15 minutes	Sends the prices of the marketplaces with **Auto Export Prices Enabled**.
Mirakl - Sync Returns	Every 30 minutes	Fetches the returns of the marketplaces with **Sync Returns Enabled**.
Mirakl - Export Catalog	Every 30 minutes	Sends the product catalogue of the marketplaces with **Sync Catalog Enabled**.
Mirakl - Sync Catalog Dictionary	Every 60 minutes	Fetches the catalogue dictionary of the marketplaces with **Auto Sync Catalog Dictionary**.
Mirakl - Refresh Dashboards	Every hour	Recalculates the figures on each marketplace's dashboard. It has no switch.
Mirakl - Sync Invoices	Every day; it comes switched off	Fetches the invoices of the marketplaces with **Sync Invoices Enabled**.
Mirakl - Sync Messages	Every 30 minutes; it is off by default	Fetches the messages of the marketplaces with **Sync Messages Enabled**.
Mirakl - AI Weekly Digest	Every week	Writes the summary of 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 on that marketplace once that time has passed. You switch on the two tasks that are off yourself in **Settings › Technical › Automation › Scheduled Actions**, with developer mode activated; you can also change there how often they wake up.



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

16 If something goes wrong

These are the most common cases when something does not reach Mirakl or is not created in Odoo, and where to look in each one.

Nothing happens with Mirakl and there is no clear error	In **Settings**, check the **FlexigoTech Cloud** section: without a trial or a 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 synchronisation switched on: they come switched off when it is created.
«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. FlexigoTech Cloud does not have it stored.
«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 **I accept that my Mirakl API key and my calls to Mirakl go through FlexigoTech Cloud** box and save again. This is the acceptance FlexigoTech Cloud asks for.
«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 orders list, the **No Sales Order Because** column 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 does not delete anything. What Odoo does on its own, such as validating a delivery order, keeps working, and whatever is pending is sent when the connection is reactivated.

17 Support

Write to us to install it, configure it or with any question. With the Standard plan we reply within 1 working day; with Pro, within 4 working hours, and if needed we can go through it on 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/odoo-mirakl-connector.html

On Odoo Apps

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

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