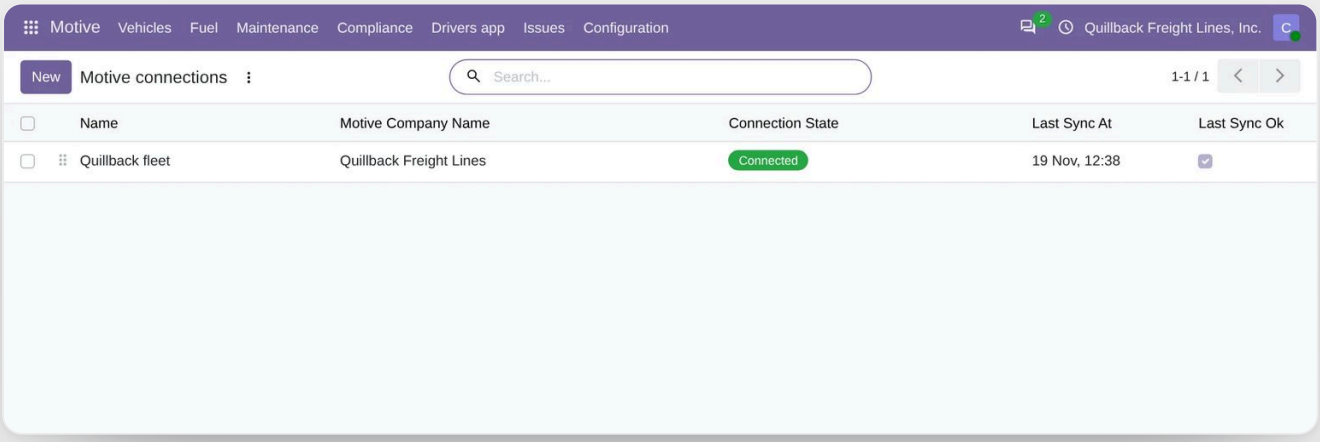
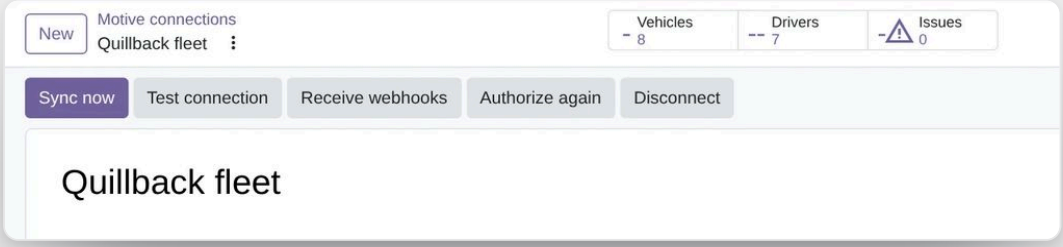
CONNECTOR GUIDE · SHIPPING AND CARRIERS

Motive connector for Odoo

Your Motive fleet inside Odoo: vehicles, drivers, fault codes, inspections, fuel and hours of service.

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





Real Odoo 20 screenshot. The list of Motive connections and the detail of a connected connection, with its counters and buttons.

Contents

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

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This guide describes version 20.0.1.1.0 of the module (Odoo branch 20.0, commit 4b80515ba). Everything in it comes from its published code, the platform's official documentation or real screenshots.

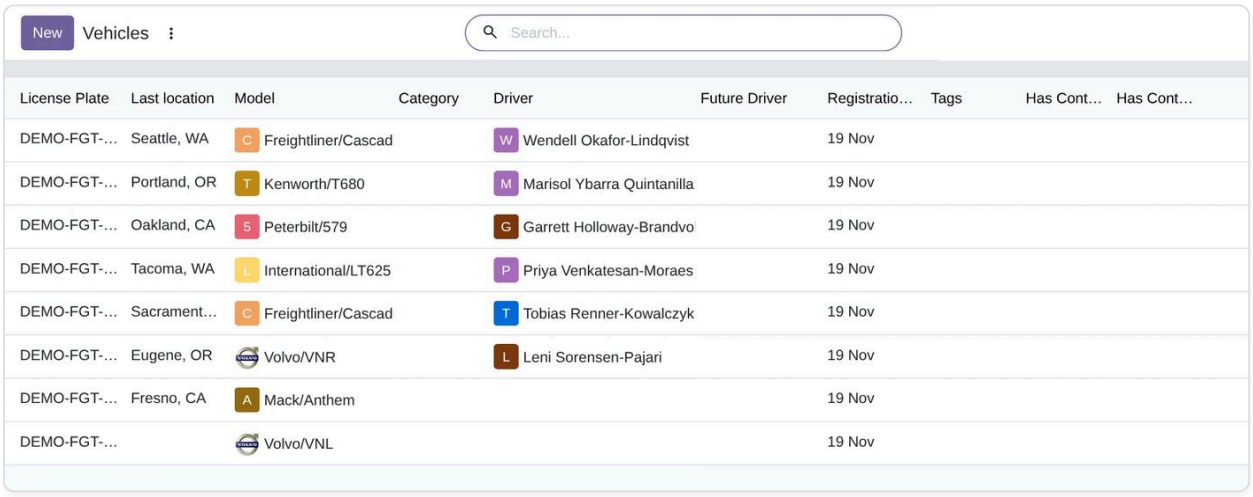
The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to Motive. The module also has a version for Odoo 17, 18 and 19.

1 Who it is for and what it solves

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

The connector serves those who use Fleet, Employees and Maintenance in Odoo and who register their trucks and drivers in Motive at the same time. Without it, the data lives in two places: someone registers the vehicles and drivers in each one, copies the fuel purchases, and checks Motive for breakdowns and inspections in order to open maintenance requests by hand.

With the connector, each Motive fleet is a connection. Vehicles and drivers are synchronised with Fleet and Employees, and fault codes and inspections with defects generate maintenance requests. Hours of service, safety events, fuel, timecards, IFTA, utilisation, documents and messages also arrive.



- **Real Odoo 20 screenshot.** The Odoo vehicle list, with the last location of each one.



- **Real Odoo 20 screenshot.** The fault codes of the vehicles, with their severity and the maintenance request.

What changes day to day

- Motive vehicles and drivers appear in Fleet and in Employees, with a **Motive** tab on each record.
- Every fault code and every inspection with defects creates a maintenance request.
- Fuel purchases can be seen in **Fuel purchases** and are recorded as the cost of their vehicle in Fleet; with Invoicing, they can also become draft vendor bills.
- If you activate **Timecards** and have Attendances, Motive timecards arrive as Odoo attendances.
- You can send a message to a driver from their record with **Message in the Motive app**.

What it does not do

- It does not connect to any Motive platform other than the United States one (gomotive.com).

- It does not create Motive dispatches or routes.
- It does not keep a location history: each vehicle shows its last known location.
- It does not use Motive cameras or the engine immobiliser.
- It does not lock Motive Card cards or send Odoo fuel purchases to Motive.

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2 The connector in figures

4
Odoo versions: 17, 18, 19 and 20

2
scheduled tasks, active on installation

20
menus of the module

3 and 10
accounts per connector, with the Standard plan and with the Pro one

14
days of trial, no card required

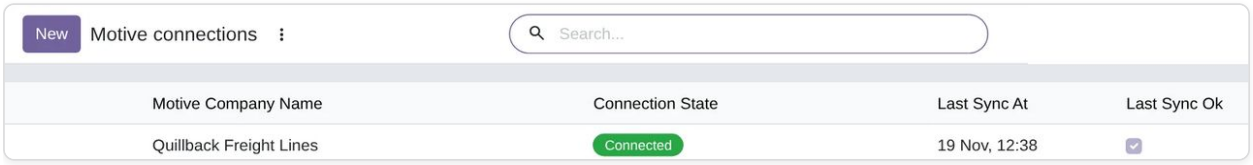
72
automated tests

The module depends on Fleet, Employees, Maintenance and Mail, which come with Odoo Community and with Enterprise, and on FlexigoTech Cloud, which Odoo installs at the same time as the connector. You need an Odoo that allows third-party modules to be installed: Odoo.sh or your own server.

How it has been tested. FlexigoTech does not yet have a Motive fleet to test with. The calls follow the public Motive API documentation, and the 72 automated tests for the Odoo 20 version use a simulator that responds as that documentation does. It has not yet been tested with a real fleet.

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3 Where you see it in your Odoo



- **Real Odoo 20 screenshot.** The list of Motive connections, with the state of each one and its last synchronisation.

Motive › Vehicles	The vehicles in your fleet.
Motive › Fuel	The fuel purchases, in the **Fuel purchases** list.
Motive › Maintenance	**Fault codes** and **Inspection reports**.
Motive › Compliance	**Hours of service violations**, **IFTA and utilization**, **Safety events** and **Timecards**.
Motive › Drivers app	Drivers' **Documents** and **Messages**.
Motive › Issues	The synchronisation issues.

Motive › Configuration	**Connections**, **Groups**, **Sync log** and **Webhooks received**.

Outside its own app, the connector extends vehicle and employee records and maintenance requests. On a vehicle record and on an employee record there is a **Motive** tab, with the connection and the Motive data. On the employee record there is also the **Send to Motive now** button, and on the inspection the **Mark repaired in Motive** button.

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4 What you need before you start

- A Motive account for your fleet, on the United States platform (gomotive.com), which is the one this version connects to. To authorise the connector you must be able to sign in to Motive with that account, because Motive asks for consent on its own page.
- The permissions Motive asks for on that authorisation page. If you are going to bring in timecards (**Timecards**), the FlexigoTech app in Motive also needs access to the hours log.
- Odoo 17, 18, 19 or 20, on Odoo.sh or your own server. It does not work on Odoo Online, which does not allow third-party modules to be installed.
- The Odoo apps the module depends on: Fleet, Employees and Maintenance. To pass fuel through to vendor bills you also need Invoicing, and to receive timecards as attendances, Attendances.
- The address of your Odoo over https. If it starts with http, the connector will not start the authorisation and asks you to change it before continuing.
- An administrator user. Only an administrator can accept the consent, authorise with Motive, disconnect or change the connection. Fleet managers can use the other buttons.

> The connector requires the FlexigoTech Cloud subscription, with a 14-day trial and no card required. Without the trial or the subscription, no call is sent to Motive.

> The connector does not create or configure anything in your Motive account for you. It also does not store any Motive key in Odoo: the authorisation is kept encrypted in FlexigoTech Cloud.

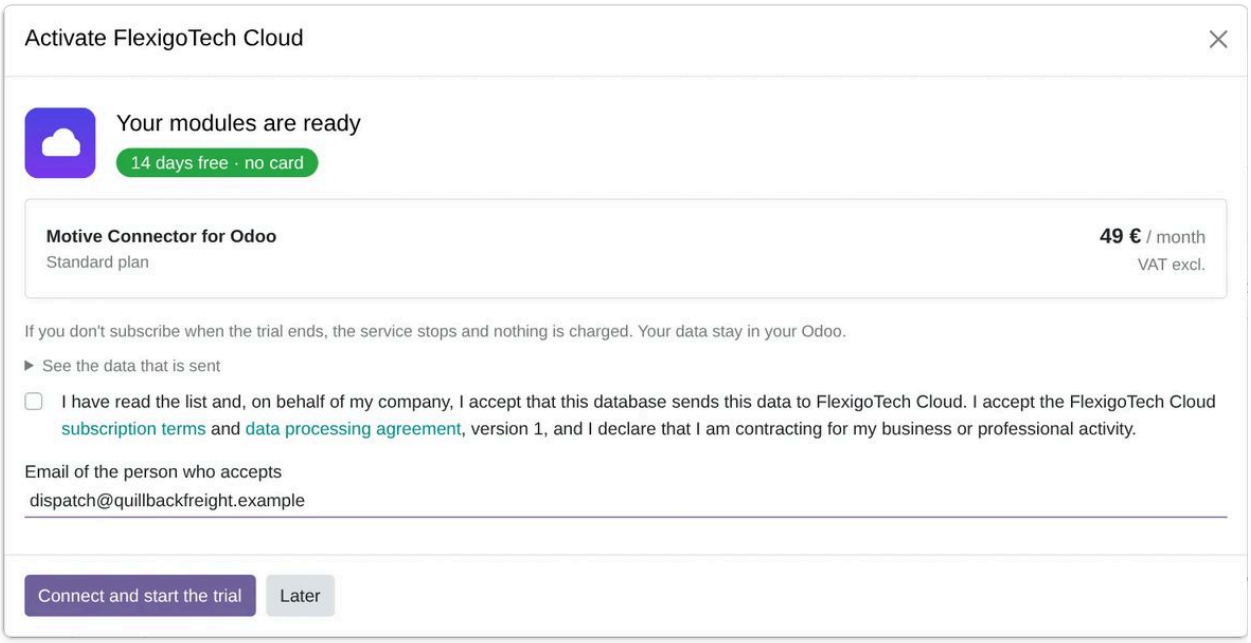
It is installed like any third-party Odoo module, on Odoo.sh or on your server. Odoo installs `flexigotech_cloud`, the connection to FlexigoTech Cloud, together with the apps it depends on: Fleet, Employees and Maintenance.

CONNECTOR GUIDE · MOTIVE

5 The FlexigoTech Cloud trial

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

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



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

2 **Accept and enter your email**

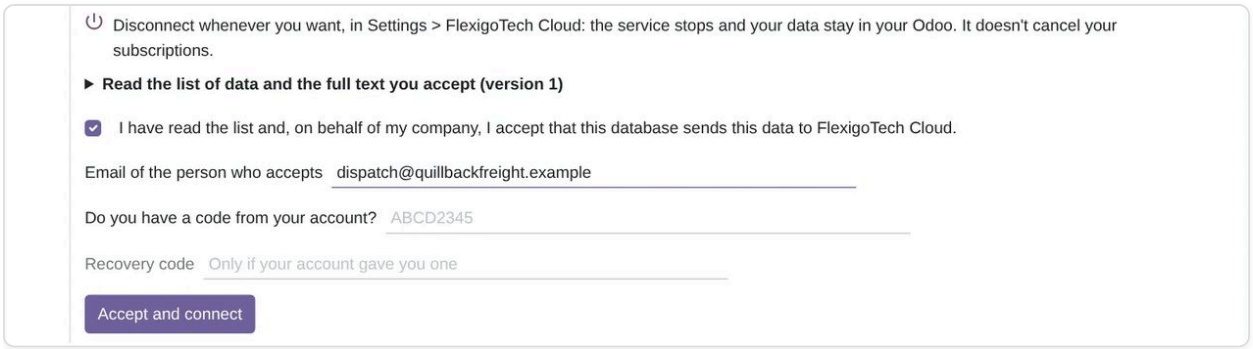
Tick «I have read the list and, on behalf of my company…» (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

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

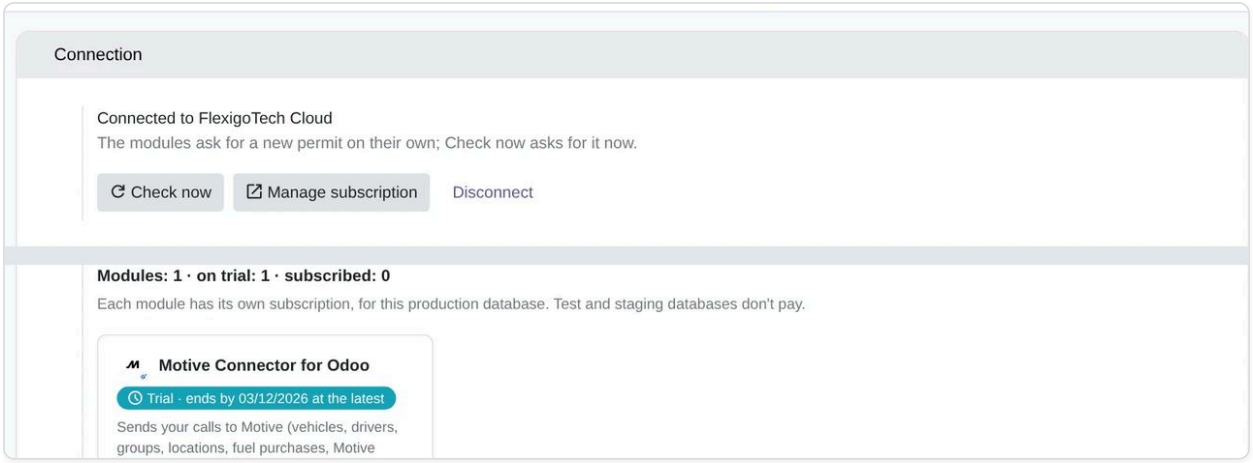
The same, from Settings

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



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

With the database connected, the **Modules** block shows each module with its state: **On trial** and the date it ends, **Subscribed**, and so on. From there you choose the plan (Standard or Pro, monthly or yearly) and click **Subscribe**: payment is made on the Stripe page, outside Odoo.



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

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

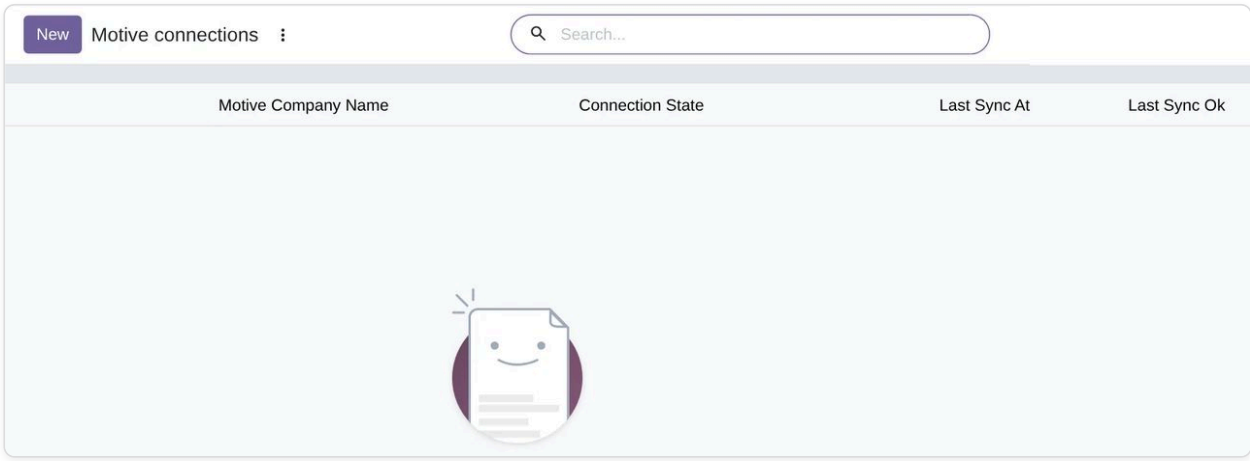
> You cannot start a trial on a neutralised (staging) copy or on a database with demo data: Settings says «This database is a neutralised copy or has demo data, so trials can't be started here.»

CONNECTOR GUIDE · MOTIVE

6 Create the connection step by step

1 Open the connections menu

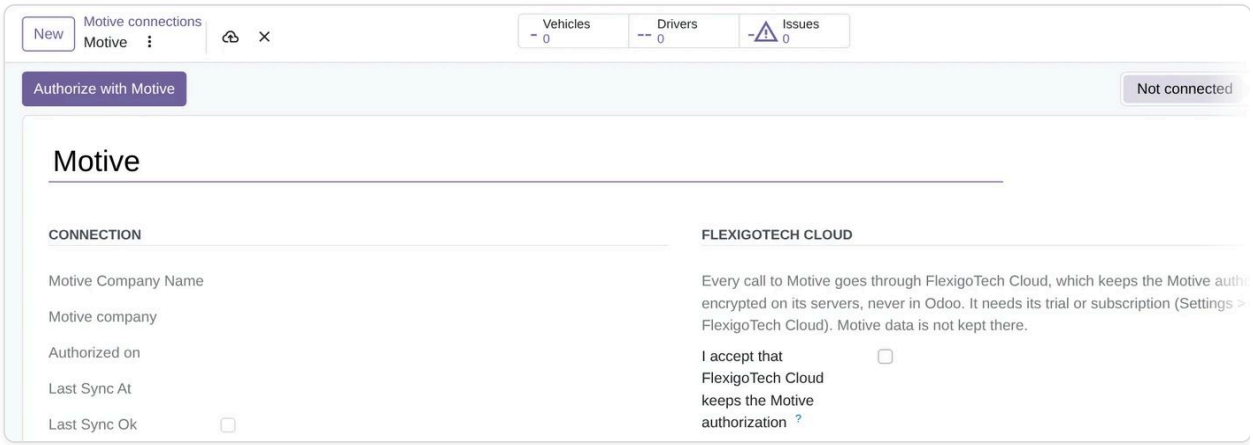
Go to **Motive › Configuration › Connections**. If there are none yet, the list asks you to accept that FlexigoTech Cloud stores the authorisation and to click **Authorize with Motive**.



- **Real Odoo 20 screenshot.** The connections list, still empty.

2 Click New

A new connection opens under **Not connected**. Enter the **Name** and, if you work with several companies, check the **Company** in Odoo that this fleet belongs to.



- **Real Odoo 20 screenshot.** The new connection, with the **Authorize with Motive** button.

3 Accept the consent

Tick **I accept that FlexigoTech Cloud keeps the Motive authorization**. Without that box nothing is sent to Motive.

4 Choose what to synchronise

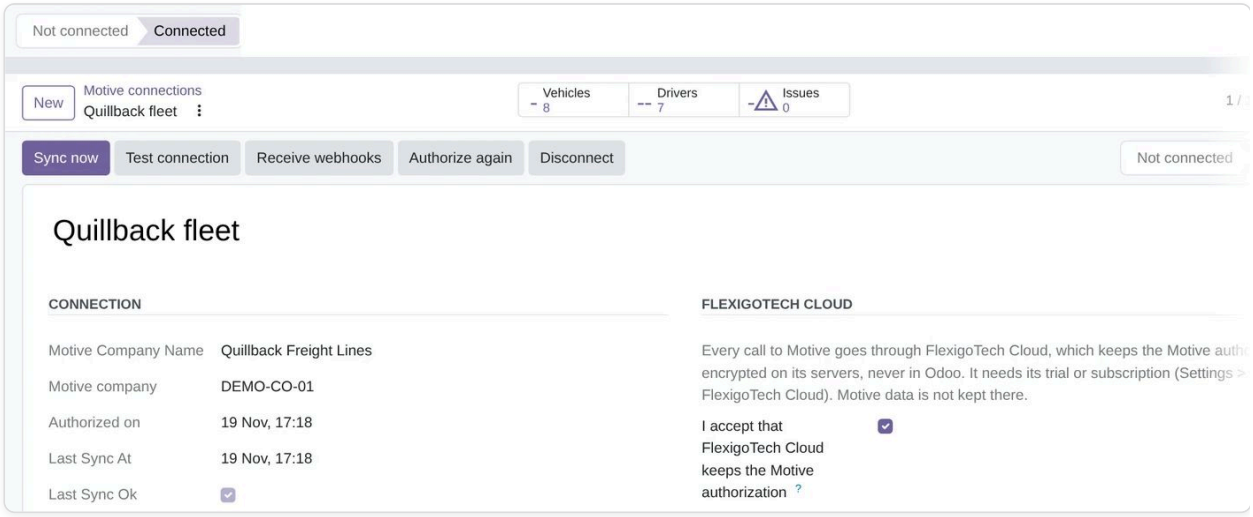
On the **What to sync** tab, enable or disable each part; the next section describes each option. **Motive Card transactions** and **Timecards** come switched off by default.

5 Click Authorize with Motive

Odoo takes you to the Motive authorisation page. After accepting, you return to the connection and the **Connection State** changes to **Connected**.

6 Test the connection

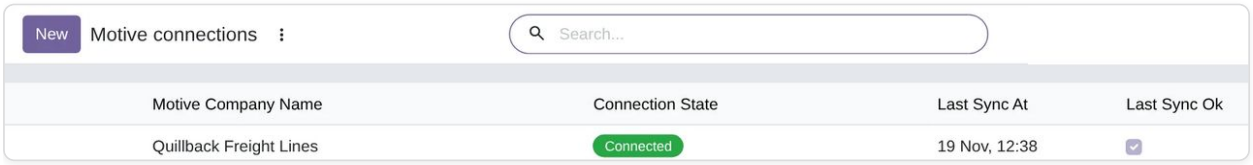
Click **Test connection**: if Motive responds, Odoo shows your company name in Motive. If the connection changes to **Motive refused the authorization**, the reason is recorded in **Last Error** and you can click **Authorize with Motive** again.



- **Real Odoo 20 screenshot.** The connection in the **Connected** state, with its buttons and counters.

> Only an administrator can accept the consent and authorise with Motive. If the administrator has not ticked the consent box, the authorisation is refused with a message and nothing is sent to Motive. Each connection counts towards the limit of your FlexigoTech Cloud plan, and one that is already authorised can always be authorised again.

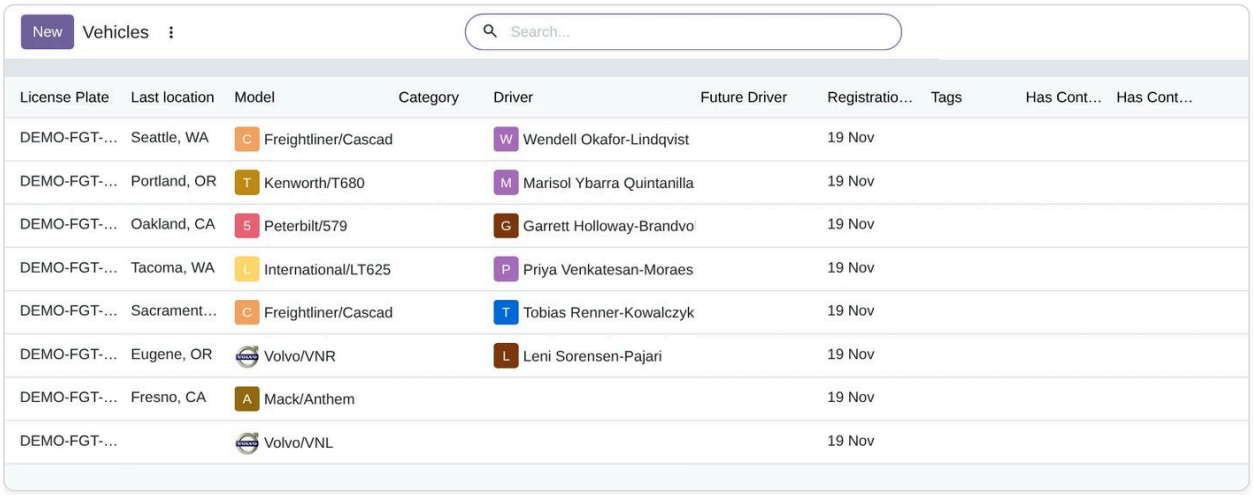
After that, data arrives in two ways. The scheduled task **Motive: sync vehicles, drivers, locations, fuel, maintenance and hours** runs every 30 minutes and the task **Motive: webhook queue** every hour. With **Receive webhooks**, Motive notifies changes and the synchronisation picks them up straight away. If you want to bring everything in right now, click **Sync now**. The first synchronisation brings in the last 30 days of history, which you can change in **Days of history on the first sync**. **Disconnect** deletes the authorisation from FlexigoTech Cloud and does not remove anything already synchronised in Odoo.



- **Real Odoo 20 screenshot.** The connections list with its **Connection State** and its **Last Sync At**.

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7 Motive vehicles and groups in Odoo Fleet



- **Real Odoo 20 screenshot.** Fleet vehicle list with the **Last location** column.

Vehicles are received by the scheduled task **Motive: sync vehicles, drivers, locations, fuel, maintenance and hours**, which runs every 30 minutes. That task also brings the location, engine hours and fuel level. Groups arrive in the same synchronisation and you see them in **Motive › Configuration › Groups**.

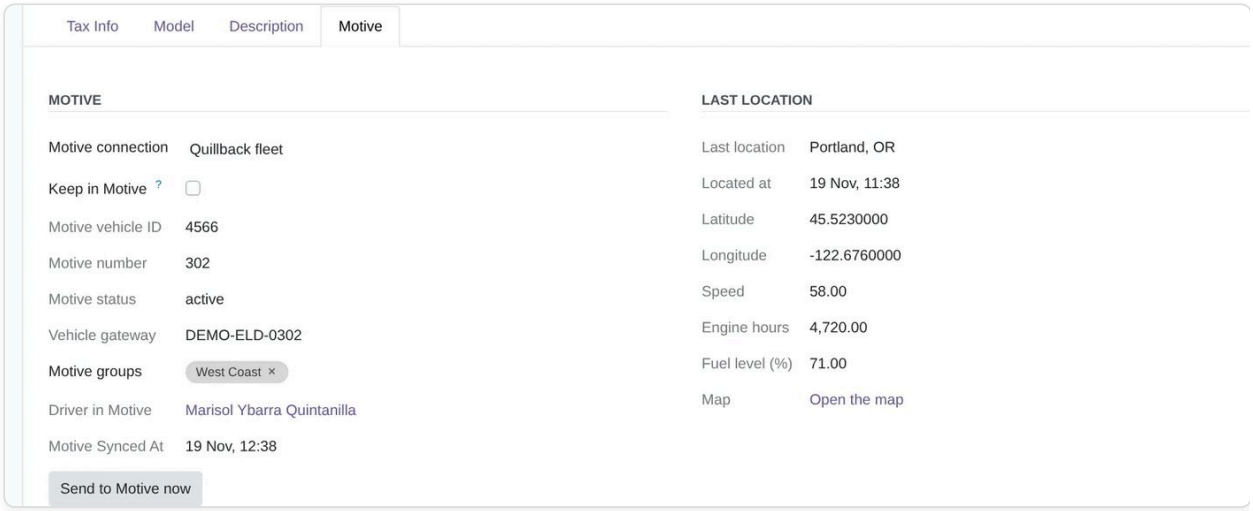
What the vehicle shows

Motive connection	The connection the vehicle comes from.
Keep in Motive	If you tick it, Odoo creates the vehicle in Motive and sends it its changes. It works with **Vehicles** set to **Both ways**, which is how the connection comes.
Motive groups	The Motive groups it belongs to.
Last location	The last known position; next to it you see the **Map**.

Send to Motive now	Sends the vehicle to Motive without waiting for the task. It is not visible if the vehicle has no **Motive connection**.

1 Open a vehicle

Go to **Motive › Vehicles** and open the vehicle.



- **Real Odoo 20 screenshot.** **Motive** tab of the vehicle.

2 Choose the connection

On the **Motive** tab, choose the **Motive connection** and tick **Keep in Motive**.

3 Send the vehicle

Click **Send to Motive now**.

> Without a **Motive connection**, the vehicle is not sent to Motive. If you try to send it without choosing the connection, Odoo warns: "Choose the Motive connection of ... first."

How a vehicle is matched

When bringing a vehicle in from Motive, Odoo first checks whether it already created it in Motive. If not, it matches by the Motive identifier. Then it looks, among the vehicles of the same company that are not yet linked, for one with the same VIN or the same licence plate. If nothing matches, it creates a new vehicle with the make and model Motive provides.

What happens when you save a change

If you change a vehicle marked **Keep in Motive** in Odoo, it is recorded as pending to send. That change goes to Motive on the next synchronisation or when you click **Send to Motive now**. On each run, changes from Motive are fetched first, and then the vehicles kept in Motive are sent.

Rules and messages

- If the vehicle has no **Motive connection**, the **Send to Motive now** button is not shown, and if you try to send it, "Choose the Motive connection of ... first." appears.
- If Motive does not return the newly created vehicle, "Motive did not return the new vehicle." appears.

- If Motive does not return the newly created group, "Motive did not return the new group." appears.
- The vehicle's shortcuts (fuel purchases, fault codes and inspection reports) open their list; if anything else is requested, "Nothing to open." appears.

Motive tab data

Motive vehicle ID, **Motive number**, **Motive status**, **Vehicle gateway**	Data that comes from Motive; not editable.
Driver in Motive	The driver Motive has assigned.
Latitude, **Longitude**, **Last location**, **Located at**	The position and the time it was recorded.
Speed, **Engine hours**, **Fuel level (%)**	The latest readings from Motive.
Motive Synced At	When the vehicle was last updated.

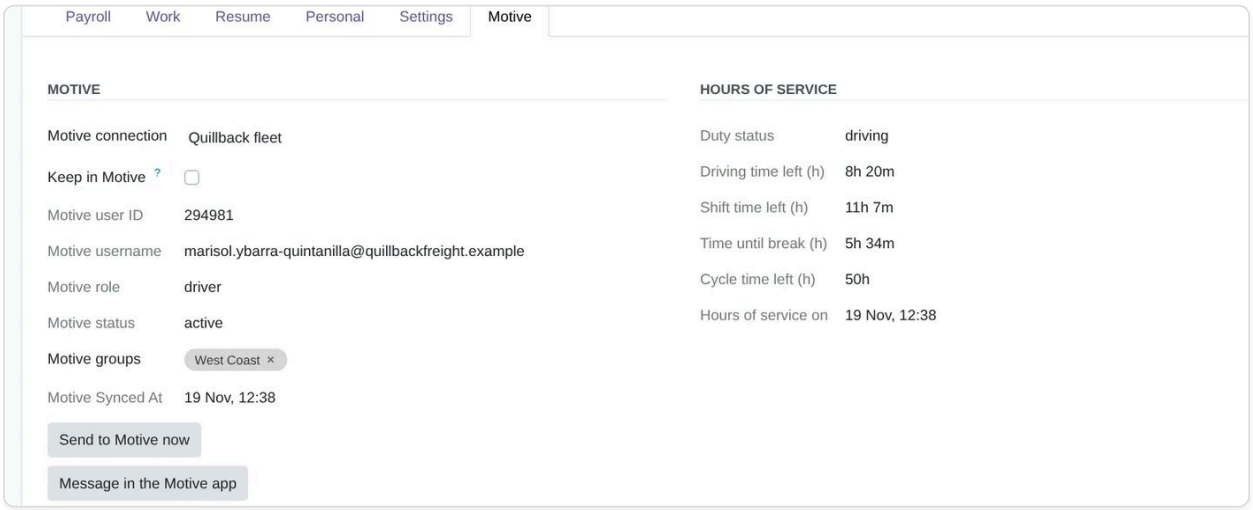
Groups

Each group shows its **Name**, the **Parent group**, the **Motive group ID** and the **Account**. Groups are few, so all of them are fetched on each synchronisation. Those you create in Odoo are sent to Motive afterwards.

End-to-end example

The synchronisation of the Quillback fleet connection brought in 7 new vehicles and updated 1, with 7 locations and 7 odometer readings, and created 2 groups. The list shows DEMO-FGT-301 with its last location, Seattle, WA, and its driver Wendell Okafor-Lindqvist. In the groups list there are Bay Area, whose parent group is West Coast, and West Coast itself.

8 Motive drivers as Odoo employees



- **Real Odoo 20 screenshot.** The **Motive** tab of the employee Marisol Ybarra Quintanilla, with her Motive data and hours of service.

Drivers arrive through the scheduled task **Motive: sync vehicles, drivers, locations, fuel, maintenance and hours**, which runs every 30 minutes. If the change originates in Odoo, you send it with the **Send to Motive now** button.

Each Motive user is matched against the company's employees on the connection who are not yet linked: first by work email and, failing that, by full name. If none matches, a new employee is created, but only if Motive gives them the driver role. Other Motive users, such as dispatchers, are linked only if they already exist in Odoo.

What you see on the employee

Motive (tab)	Gathers the driver's data in Motive. Only HR users can see it.
Motive connection	The connection the driver comes from.
Keep in Motive	If you tick it, Odoo creates the employee as a driver in Motive and sends them the changes you make. It only works with **Drivers** set to **Both ways**; the connection gets **Motive → Odoo**.
Motive user ID, **Motive username**, **Motive role**, **Motive status**	Driver data in Motive. Read-only.
Motive groups	The Motive groups the driver belongs to.
Motive Synced At	When it was last updated.
Send to Motive now	Sends the employee to Motive without waiting. Hidden if the employee has no **Motive connection**.
Message in the Motive app	Opens the wizard to write to the driver in their app. Hidden if the employee has no **Motive user ID**.

Hours of service

The **Hours of service** group shows the **Duty status** and the time left for the driver to drive, shift, cycle and break, with the date of the last reading.

> To create a driver in Motive, the employee needs a work email and a chosen **Motive connection**. If either is missing, Odoo does not send it and warns you.

What the employee stores from Motive

The Motive driver is stored as an Odoo employee, with their **Motive user ID**, **Motive role** and **Motive status**. The groups they belong to in Motive are shown in **Motive groups**.

When a change is sent to Motive

Only employees with **Keep in Motive** ticked travel to Motive, and only if the connection has **Drivers** set to **Both ways**. If you change a data field of one of them in Odoo, the employee is recorded as pending to send. **Send to Motive now** sends it without waiting. Changes coming in from Motive do not mark the employee as pending again, so there is no back-and-forth sending.

What is needed to create the driver in Motive

- The employee must have a **Motive connection**. If not, Odoo replies "Choose the Motive connection of ... first."
- If the employee is not yet a driver in Motive, they need a work email. If not, Odoo replies "Motive needs the work email of ... to create the driver."
- If Motive does not return the created driver, Odoo replies "Motive did not return the new driver."

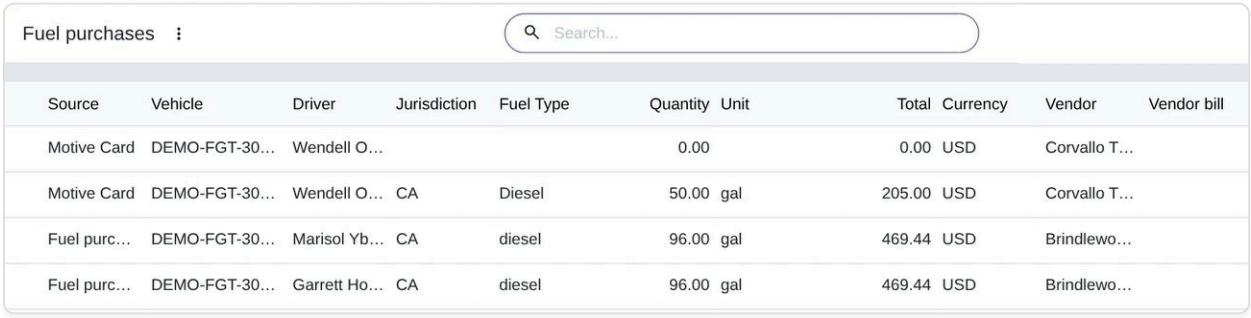
What the employee shows

Motive (tab and group)	Contains the connection, the driver data and the two buttons.
Hours of service	**Duty status**, **Driving time left (h)**, **Shift time left (h)**, **Cycle time left (h)**, **Time until break (h)** and **Hours of service on**.
Hours of service violations	The driver's violations.
Safety events	The driver's safety events.
Counter buttons	They open the driver's safety events list and time entries list. If there is nothing to open, Odoo replies "Nothing to open."

End-to-end example

Marisol Ybarra Quintanilla is a driver on the Quillback fleet connection. Her employee record shows the driver role and the active status, and under **Motive groups** West Coast appears. From her record, **Message in the Motive app** opens the wizard to write to her.

9 Fuel purchases and Motive Card



- **Real Odoo 20 screenshot.** The **Fuel purchases** list with the source, vehicle, driver and total of each purchase.

You enter via **Motive › Fuel**, which opens the **Fuel purchases** list. The **Motive Card** and **Without vendor bill** filters, and grouping by **Vehicle**, help you narrow it down.

Where each piece of data comes from

Purchases arrive through the scheduled task **Motive: sync vehicles, drivers, locations, fuel, maintenance and hours**, which runs every 30 minutes. Each run re-reads the last week, so if Motive changes a purchase, Odoo updates it. Each purchase is stored only once, by its Motive identifier.

The **Source** field shows whether the purchase is a **Fuel purchase** or a **Motive Card** transaction. Amounts arrive tax-included, in the currency Motive provides.

By default, each purchase is recorded as a cost of its vehicle in Fleet: a service of the connection's **Fuel service type**, which you see in **Vehicle cost**. Declined or voided purchases create no cost. If Motive uses a different currency from your company's, the purchase is stored but creates no cost, because Fleet costs have no currency of their own.

With Invoicing installed, anyone who can invoice can change the connection's **Fuel and Motive Card as** to **Draft vendor bills (Accounting)**. From then on, the synchronisation creates a draft vendor bill for the **Default fuel vendor** for each charged purchase, with the vehicle on its lines, and the vehicle cost comes from the bill when you validate it. While the bill is in draft, it follows changes made by Motive; a validated bill is left untouched and receives a note.

Record buttons

Create vendor bill	On the purchase: creates its draft vendor bill. Hidden when the purchase already has a bill.
Vendor bill	On the purchase: opens its bill. Only shown when it has one.
Create vendor bills	In the list: creates the bills for the selected purchases. Those that already have a bill or no charge are left out.

Statuses

The **Status** field is text that comes from Motive and cannot be edited. On the Motive Card purchase shown on screen it reads declined.

How to create the bill

1. **Choose the fuel vendor**
   On the connection, fill in **Default fuel vendor**: the bills are theirs.

2. **Open the purchase**
   Go to **Motive › Fuel** and open the purchase.

3. **Create the bill**
   Click **Create vendor bill**: a draft vendor bill is created.

4. **Open the bill**
   Click **Vendor bill** to review and validate it. Once validated, the cost passes to the vehicle.

> To create bills you need the Invoicing app installed. Without it, "Install the Invoicing app to turn fuel purchases into vendor bills." appears. Purchase data is read-only and cannot be edited in Odoo.

What is imported and how often

Standalone fuel purchases and Motive Card transactions appear in the same list and are told apart by the **Source** field. Motive does not allow filtering standalone purchases by modification date. So each run re-reads from one week before the last day reached, which captures the changes. For card transactions, filtering is done by the date they are posted, so that those posted later are not missed.

The record fields

Purchased At, **Vehicle**, **Driver**	When it was bought, in which vehicle and who was driving.
Vendor and **Reference**	The station or merchant and the purchase reference.
Jurisdiction	The jurisdiction of the purchase.
Fuel Type, **Quantity** and **Unit**	What was bought and how much, in Motive's unit.
Total	Taxes included, as Motive provides them.
Rebate and **Currency**	The rebate applied and the currency of the purchase.
Status	The status given by Motive.
Vehicle cost	The fuel cost on the vehicle record, if there is one.
Vendor bill	The button that opens the vendor bill for the purchase, when it has one.

Statuses

The status is the one reported by Motive and Odoo does not translate or change it. A rejected card transaction shows declined, with quantity and total at zero. That purchase carries no charge, so it is not invoiced.

What invoice gets created

The invoice is a draft vendor bill, addressed to the fuel vendor of the connection. It is created under your user. If the scheduled synchronisation creates it, the system creates it. For a Motive Card transaction, the invoice has one line per item bought, with its gross amount less the rebate, provided the total matches what Motive charged. If it does not match, it has a single line for the whole purchase. The lines carry the vehicle, so the cost appears on the vehicle when you confirm the invoice. That is why, with an invoice, the purchase does not generate a separate cost on the vehicle record and the fuel is not counted twice.

When it will not let you

- Without the Invoicing app installed: "Install the Invoicing app to turn fuel purchases into vendor bills."
- Without a fuel vendor on the connection: "Choose the fuel vendor of the Motive connection … first: the vendor bills are his.", where %s is the name of the connection.
- If all the selected purchases already have an invoice or Motive did not charge them: "Nothing to bill: these purchases already have their vendor bill, or Motive did not charge them."
- If you open the invoice of a purchase that has none: "This purchase has no vendor bill."

If Motive changes a purchase that has an invoice

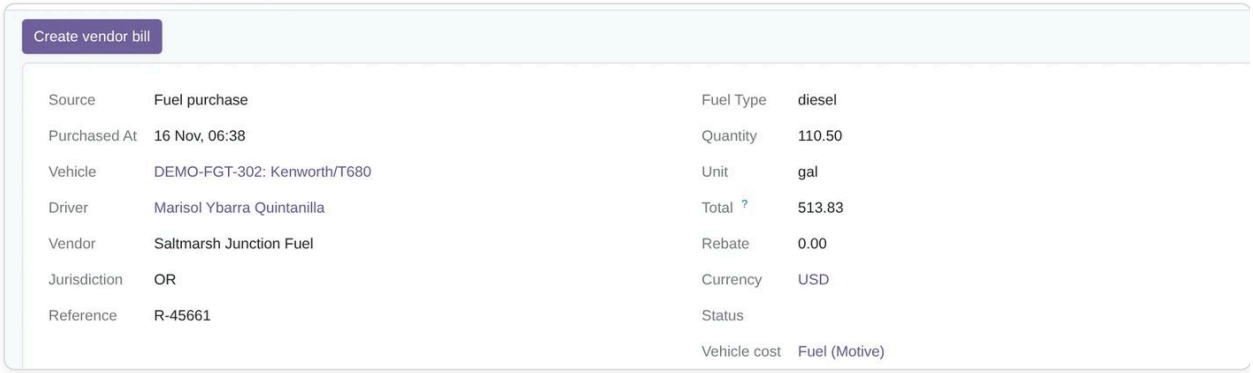
If the invoice is still a draft, it is updated with the change, and cancelled if Motive stops charging for the purchase. If the invoice is already confirmed, it is left untouched and receives a note in its history.

An end-to-end example

In the example screen, the purchase for the Kenworth DEMO-FGT-302, driven by Marisol Ybarra Quintanilla, is a **Fuel purchase** of 110.50 gallons of diesel for 513.83 USD at Saltmarsh Junction Fuel, with reference R-45661. Without Invoicing, it appears as a vehicle cost under Fleet.

1. **Open the purchase**

   With Invoicing installed, go to **Motive › Fuel** and open the purchase.



   - **Real Odoo 20 screenshot.** The Kenworth purchase, with the **Create vendor bill** button.

2. **Create the invoice**

   Press **Create vendor bill**. The draft vendor bill for the fuel vendor of the connection is created.

3. **Open the invoice**

   Press **Vendor bill**, review the lines and validate the invoice. The cost moves to the vehicle.

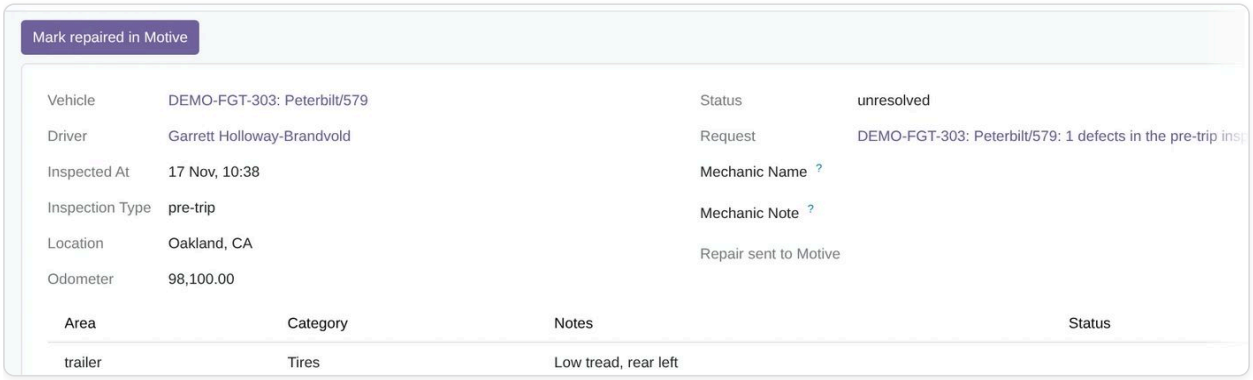
The Motive Card purchase for the Freightliner DEMO-FGT-301 is in declined status with a total of zero. With Invoicing installed, if you press **Create vendor bill** on it, Odoo replies "Nothing to bill: these purchases already have their vendor bill, or Motive did not charge them."

10 From fault codes and DVIR inspections to maintenance



- **Real Odoo 20 screenshot.** The list of fault codes, with the status and request of each one.

The data arrives through the scheduled task **Motive: sync vehicles, drivers, locations, fuel, maintenance and hours**, which runs every 30 minutes. Fault codes are under **Motive › Maintenance › Fault codes** and inspection reports under **Motive › Maintenance › Inspection reports**. A fault code that is opened generates a corrective maintenance request. An inspection report with defects generates a single request, which shows the number of defects.



- **Real Odoo 20 screenshot.** An inspection report with its defect and the **Mark repaired in Motive** button.

Mark repaired in Motive	Sends the resolution of the defects to Motive. It is hidden if the report has no defects or if the repair has already been sent.
Mechanic Name	Who repaired the defects. It is required to send the repair.
Mechanic Note	What was done. It is also sent to Motive.
Repair sent to Motive	Date and time when the repair was sent.

Statuses

Open	Motive still sees the fault code.
Closed	Motive no longer sees it. The request notes this in its chatter.

On the inspection report, **Status** shows the text Motive sends, such as satisfactory or unresolved.

Steps

1. **Open the report**
   Go to **Motive › Maintenance › Inspection reports** and open one with defects.

2. **Enter the mechanic's name**
   Fill in **Mechanic Name** and, if you wish, **Mechanic Note**.

3. **Press Mark repaired in Motive**
   Motive receives the resolution of each defect and the report records the date in **Repair sent to Motive**.

> Nothing is marked as repaired in Motive without a person pressing the button. A fault code being closed in Motive does not close the request either: a person closes it. Without the mechanic's name, the button gives the error "Enter the name of the mechanic who repaired the defects."

> In Odoo 20, the maintenance request form requires an equipment before saving, and the connector does not fill it in. The first time you change from its form a request that came from Motive, choose or create the vehicle's equipment first. In Odoo 17, 18 and 19 this is not needed.

When a request is opened

Each fault code that Motive reports as open generates a corrective maintenance request, with the vehicle, the code and its description in the subject. It is visible in the **Request** column of the fault code list. Each inspection report with defects generates a single request covering all of them, with the number of defects in the subject.

Fault code statuses

Open	The fault is still active in Motive. This is the status the request is created with.
Closed	Motive no longer sees it. The request notes this in its chatter and stays as it is: a person closes it, because the code ceasing to appear does not prove it was repaired.

Inspection report rules

- The **Mark repaired in Motive** button is hidden if the report has no defects or if the repair has already been sent.
- Without **Mechanic Name** nothing is sent and the error "Enter the name of the mechanic who repaired the defects." appears.
- Sending transmits the resolution of each defect to Motive. Nothing is ever marked as repaired without a person pressing the button.

Record fields

Vehicle, **Driver**, **Inspected At**	Which vehicle, who was driving and when it was inspected.
Inspection Type, **Location**, **Odometer**	The type (pre-trip or post-trip), where, and at what mileage.
Defects	One row per defect, with **Area**, **Category**, **Notes** and **Status**.

Request	The linked maintenance request.

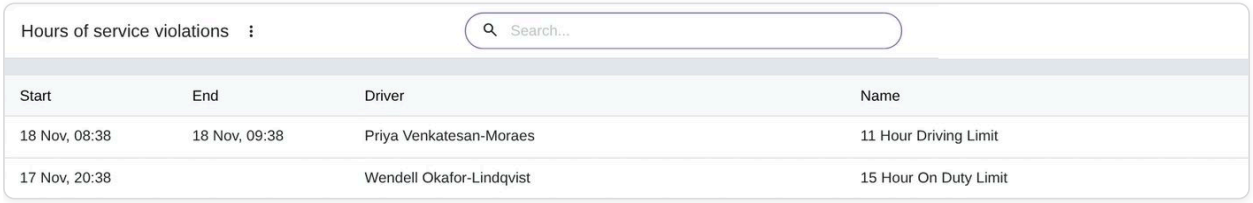
The maintenance request receives the fields **Vehicle (Motive)**, **Motive fault codes** and **Motive inspections**, in the **Motive** group of its form.

Example

In the example screen, a synchronisation opens three fault codes and brings in five inspection reports, two of them with defects: five requests appear. One is for code P203F (Reductant Level Too Low), severity high, on DEMO-FGT-301: Freightliner/Cascadia. Another is for the pre-trip report of DEMO-FGT-303: Peterbilt/579 in Oakland, CA, with a tyre defect (Tires, Low tread, rear left). When the workshop finishes, you open the report, enter the mechanic's name, press **Mark repaired in Motive**, and the date appears in **Repair sent to Motive**.

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11 Hours of service, safety events and driver timecards



- **Real Odoo 20 screenshot.** The **Hours of service violations** list with the driver, the name of the limit, and the start and end hours.

Hours of service violations, safety events and timecards arrive with the synchronisation. The scheduled task **Motive: sync vehicles, drivers, locations, fuel, maintenance and hours** runs every 30 minutes and is active by default. You can also run it manually with **Sync now** on the connection. The three lists are in the **Motive › Compliance** menu, alongside **IFTA and utilization**.

Motive › Compliance › Hours of service violations	Shows **Start**, **End**, **Driver** and **Name**, the limit that was exceeded. Read-only.
Motive › Compliance › Safety events	Appears in English in every language. Shows **Start**, **Driver**, **Vehicle**, **Source**, **Event**, **Location**, **Max. speed (km/h)** and **Coaching Status**. **Source** is **Driver performance** or **Speeding**. You can filter by **To coach** and group by **Driver** or by **Event**.
Motive › Compliance › Timecards	Also appears in English. Shows **Date**, **Driver**, **Start**, **End**, **Hours**, **Job Type** and **Address**. You can group by **Driver** or by **Day**.

These records have no buttons and all their fields are read-only. A safety event only changes its coaching status, which Motive updates. The **Coaching Scheduled** column, hidden by default, is ticked when a coaching task has already been scheduled for that event.

When Motive indicates that a safety event needs coaching, a pending task is created for the driver's coach or, if there is none, for their manager. It is created only once per event.

Timecards only arrive if you enable **Timecards** on the connection, and they pass into Odoo Attendances if that app is installed. Each synchronisation rereads the last week, so a timecard changed or deleted in Motive is changed or deleted in Odoo as well, along with its attendance.

> This data is read-only: you cannot correct it or create records by hand. To change it, do so in Motive and wait for the next synchronisation.

Values you will see

In safety events, **Source** distinguishes two kinds: **Driver performance** and **Speeding**. **Coaching Status** is a text that comes from Motive and is shown as is. In the sample data you will see coachable and pending_review. When Motive indicates the event needs coaching, Odoo schedules a task and ticks the **Coaching Scheduled** column, hidden by default. The **To coach** filter lets you see the events pending coaching.

Rules and conditions

- **Safety events** is on by default and **Timecards** is off: enable it on the connection if you want timecards.
- One coaching task per event: even if the event is read again in later synchronisations, the task is created only once.
- The task goes to the driver's coach. If there is none, it goes to their manager.
- Events are reread from one week before the last day reached, because coaching done later is read again.
- Timecards are identified by driver, day and start time. If one changes in Motive, it is updated here. If it is deleted, it is deleted here along with its attendance.
- The hours of a timecard come in the timezone of the timecard itself and are stored in UTC.
- Only the timecards of drivers linked to an Odoo employee are requested.
- Attendances are only created if the Attendances app is installed.

Fields of each record

Hours of service violation	**Driver**, **Type**, **Name**, **Start** and **End**. The **Type** field stores the class of violation reported by Motive.
Safety event	**Source**, **Event**, **Start**, **Driver**, **Vehicle**, **Location**, **Severity**, **Max. speed (km/h)**, **Coaching Status** and **Coaching Scheduled**, in English on screen.
Timecard	**Driver**, **Date**, **Start**, **End**, **Hours**, **Job Type**, **Address** and **Notes**, in English on screen.

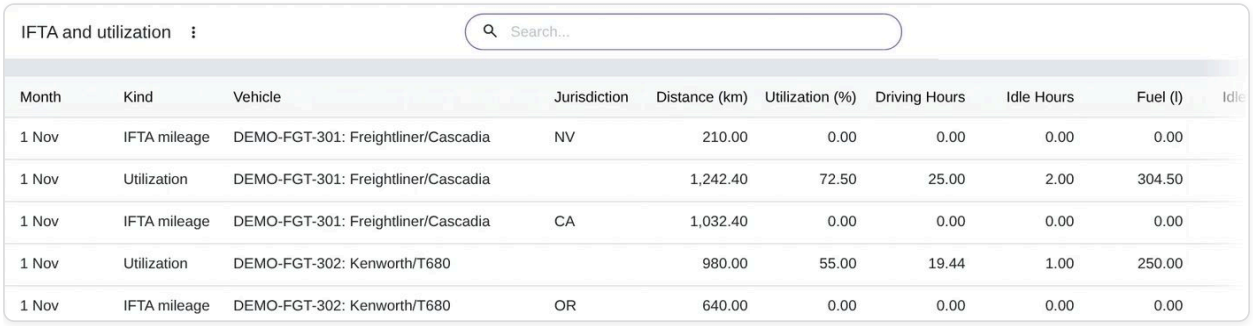
An end-to-end example

Wendell Okafor-Lindqvist clocks two shifts on the same day: from 17:00 to 19:00 (2 hours, type Loading, address Seattle yard) and from 19:30 to 23:30 (4 hours, type Driving, address Route 12). At the next sync they appear in **Motive › Compliance › Timecards** with those hours. If the Attendances app is installed, they also appear in its attendance list, each with its worked time.

The same driver has three events in **Motive › Compliance › Safety events**, one with **Source Speeding** and two from **Driver performance**. Two are in coachable status and one in pending_review. **Motive › Compliance › Hours of service violations** shows the exceeded limit, with its start and, if it has already ended, its end.

12 IFTA and fleet utilisation

It opens at **Motive › Compliance › IFTA and utilization**. It is a read-only list: every column comes from Motive and cannot be edited from Odoo.


IFTA and utilization

Search...

Month	Kind	Vehicle	Jurisdiction	Distance (km)	Utilization (%)	Driving Hours	Idle Hours	Fuel (l)	Idle
1 Nov	IFTA mileage	DEMO-FGT-301: Freightliner/Cascadia	NV	210.00	0.00	0.00	0.00	0.00	
1 Nov	Utilization	DEMO-FGT-301: Freightliner/Cascadia		1,242.40	72.50	25.00	2.00	304.50	
1 Nov	IFTA mileage	DEMO-FGT-301: Freightliner/Cascadia	CA	1,032.40	0.00	0.00	0.00	0.00	
1 Nov	Utilization	DEMO-FGT-302: Kenworth/T680		980.00	55.00	19.44	1.00	250.00	
1 Nov	IFTA mileage	DEMO-FGT-302: Kenworth/T680	OR	640.00	0.00	0.00	0.00	0.00	

- **Real Odoo 20 screenshot.** The **IFTA and utilization** list, with one row of **IFTA mileage** per jurisdiction and one **Utilization** row per vehicle.

Where each piece of data comes from

There is no button to fetch this data. It is pulled by the scheduled action **Motive: sync vehicles, drivers, locations, fuel, maintenance and hours**, which runs every 30 minutes. Each run updates the current month and, until it is closed, the previous one too. Distances, hours and fuel come in metric units.

What each row shows

Kind	**IFTA mileage** or **Utilization**. Each vehicle and month can have rows of both kinds.
Month	The month the row refers to.
Vehicle	The Odoo vehicle the row refers to.
Jurisdiction	Only filled in on **IFTA mileage** rows.
Distance (km)	The kilometres driven: in the jurisdiction, for IFTA, or in total, for utilisation.
Utilization (%)	The vehicle's utilisation percentage for the month.
Driving Hours and **Idle Hours**	The driving time and the time the engine ran without moving.
Fuel (l) and **Idle fuel (l)**	The litres consumed in total and those burned while idling.

> You cannot create, change or delete rows by hand. For a figure to change, it has to change in Motive and you have to wait for the next sync.

Two row types in one list

The list mixes **IFTA mileage** and **Utilization** rows, and the **Kind** field tells you which. They come from two different queries to Motive: the IFTA query gives distance per vehicle and jurisdiction, and the utilisation query gives driving and idle time and fuel.

- **IFTA mileage**: fills in **Jurisdiction** and **Distance (km)**. The other numeric columns come out as zero.

- **Utilization**: **Jurisdiction** is left empty. It fills in the total distance, **Utilization (%)**, driving and idle hours and fuel.

Rules and conditions

All fields in a row are read-only. The list has no buttons, so there is no way to add a row or correct a figure from Odoo. Each row belongs to the Motive connection that brought it in and to that connection's company.

On each sync run, the current month and the previous one are updated, provided the latter is not closed. A closed month is no longer requested from Motive. If a figure for a closed month changes in Motive, it is not reflected in Odoo.

The **Vehicle** column may be empty if Odoo has no vehicle linked to that row.

How often it runs

The **Motive: sync vehicles, drivers, locations, fuel, maintenance and hours** action is active and runs every 30 minutes. That same action also brings in the rest of the Motive data. The outcome of each run is recorded in **Motive › Configuration › Sync log**.

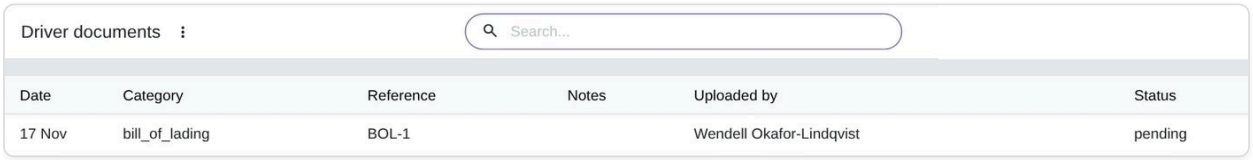
End-to-end example

In the example screen, vehicle DEMO-FGT-301: Freightliner/Cascadia has three rows for the same month. Two are **IFTA mileage**: 210.00 km in NV and 1,032.40 km in CA. The third is **Utilization**, with 1,242.40 km in total, a **Utilization (%)** of 72.50, 25.00 driving hours, 2.00 idle hours, 304.50 litres of fuel and 4.50 litres at idle.

Each vehicle has one **Utilization** row per month and one **IFTA mileage** row for each jurisdiction that Motive reports for it that month.

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13 Documents and messages with drivers



- **Real Odoo 20 screenshot.** **Driver documents** list, with a document uploaded by a driver.

Where each piece of data comes from

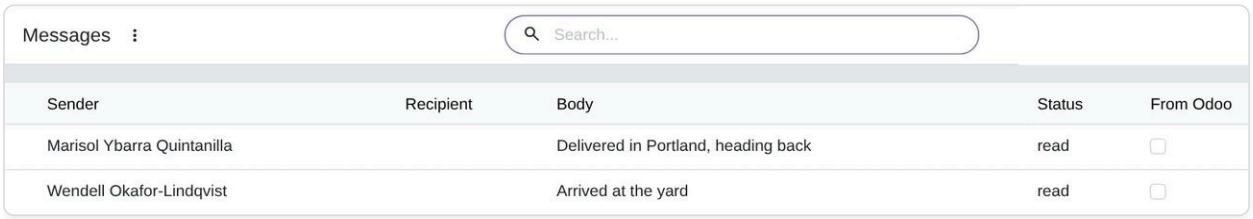
- Documents arrive with the account sync, the scheduled action **Motive: sync vehicles, drivers, locations, fuel, maintenance and hours**, which runs every 30 minutes.
- New messages and read receipts arrive with that same sync.
- A message you send from Odoo is stored in the **Messages** list with the **From Odoo** box ticked.

Documents

In **Motive › Drivers app › Documents** the **Driver documents** list opens. They are read-only: you cannot create or edit them from Odoo.

Date	Date of the document.
Category	Document type, for example a bill of lading.
Reference	Reference entered by the driver.
Notes	Notes on the document.
Uploaded by	Driver who uploaded it.
Status	Status of the document in Motive.

Messages



- **Real Odoo 20 screenshot.** **Messages** list with two driver messages already read.

In **Motive › Drivers app › Messages** you see each message with **Sent At**, **Sender**, **Recipient**, **Body**, **Status** and **From Odoo**. All fields are read-only.

Sending a message to a driver

1. **Open the wizard**
   On the employee form, click **Message in the Motive app**. The button only appears if the employee is already a driver in Motive.
2. **Choose the Driver**
   Required.
3. **Write the Message**
   Required.
4. **Click Send**
   Odoo sends it to Motive. **Cancel** closes the form without sending anything.

> If the employee is not yet a Motive driver, Odoo answers «... is not a Motive driver yet.» and sends nothing. If Motive does not deliver the message, the error is «Motive did not deliver the message.» A send is not retried automatically.

Document statuses

The **Status** of a document is free text that comes through unchanged from Motive, and Odoo does not change it. In the example screen the document is in "pending". The possible values are set by Motive.

Message statuses

The **Status** of a message also comes from Motive, together with **Sent At**. In the examples it reads "read". When the driver reads the message, the next sync brings in that read receipt and updates the status.

Fields on each record

Document	**Date**, **Category**, **Reference**, **Notes**, **Uploaded by** and **Status**. The list has no buttons and no edit form.
Message	**Sent At**, **Sender**, **Recipient**, **Body**, **Status** and **From Odoo**.
Send wizard	**Driver** and **Message**, both required, with the **Send** and **Cancel** buttons.

Rules and conditions

- You can only write to an employee who is already synced as a Motive driver. If they are not, you see «... is not a Motive driver yet.» with the employee's name, and nothing is sent.
- If Motive reports that it has not delivered the message, you see "Motive did not deliver the message."
- Motive offers no way to prevent duplicate sends, so Odoo does not retry a message on its own. If it fails, send it again yourself after checking in **Messages** that it was not saved.
- Documents and received messages cannot be edited from Odoo: their fields are read-only.

An end-to-end example

Wendell Okafor-Lindqvist uploads from the app a document in the bill_of_lading category with reference BOL-1. At the next sync it appears in **Motive › Drivers app › Documents**, uploaded by him and in pending status.

From Marisol Ybarra Quintanilla's employee form you click **Message in the Motive app**, write the message and click **Send**. The message appears in **Motive › Drivers app › Messages** with **From Odoo** ticked. When she reads it, another sync changes the **Status** to read.

> With webhooks active, a Motive notification immediately triggers the **Motive: webhook queue** action, which re-reads the data from Motive. Without webhooks, everything arrives at the 30-minute sync.

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14 Data that goes and comes back

DATA	DIRECTION	WHEN
Vehicles and drivers you maintain in Motive	From Odoo to Motive	With **Send to Motive now** on the form, or in the 30-minute action (**Motive: sync vehicles, drivers, locations, fuel, maintenance and hours**)
Vehicles (matched by your own identifier, Motive identifier, VIN or licence plate)	From Motive to Odoo	Every 30 minutes, or with **Sync now**
Drivers (matched by identifier, work email or name; if there is no match and Motive lists them as a driver, an employee is created)	From Motive to Odoo	Every 30 minutes, or with **Sync now**

DATA	DIRECTION	WHEN
Groups	From Motive to Odoo	Every 30 minutes, or with **Sync now**
Groups created in Odoo	From Odoo to Motive	Every 30 minutes, or with **Sync now**
Location, engine hours, fuel level and odometer for each vehicle	From Motive to Odoo	Every 30 minutes, or with **Sync now**
Fuel purchases and Motive Card transactions, as vehicle costs or, if you choose, as draft bills	From Motive to Odoo	Every 30 minutes, covering the last week, or with **Sync now**
IFTA and utilisation, for the current month and the previous one while it is not closed	From Motive to Odoo	Every 30 minutes, or with **Sync now**
Fault codes and inspection reports, as maintenance requests	From Motive to Odoo	Every 30 minutes, or with **Sync now**
Repair of an inspection	From Odoo to Motive	When you press **Mark repaired in Motive**
Available hours of service and violations	From Motive to Odoo	Every 30 minutes, or with **Sync now**
Safety events	From Motive to Odoo	Every 30 minutes, covering the last week, or with **Sync now**
Timecards (if you enable them), and attendances if you have the Attendances app	From Motive to Odoo	Every 30 minutes, covering the last week, or with **Sync now**
Driver documents	From Motive to Odoo	Every 30 minutes, or with **Sync now**
Messages received and read receipts	From Motive to Odoo	Every 30 minutes, or with **Sync now**
Message to a driver	From Odoo to Motive	When you press **Send** from **Message in the Motive app**

All calls to Motive go through FlexigoTech Cloud, which stores the Motive authorisation encrypted on its servers, never in your Odoo. With the **Authorize with Motive** button, Motive sends you back to your Odoo after FlexigoTech Cloud has stored that authorisation. Motive's notifications arrive directly in your Odoo. Without a test or a FlexigoTech Cloud subscription, the connector does not talk to Motive.

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15 What happens automatically

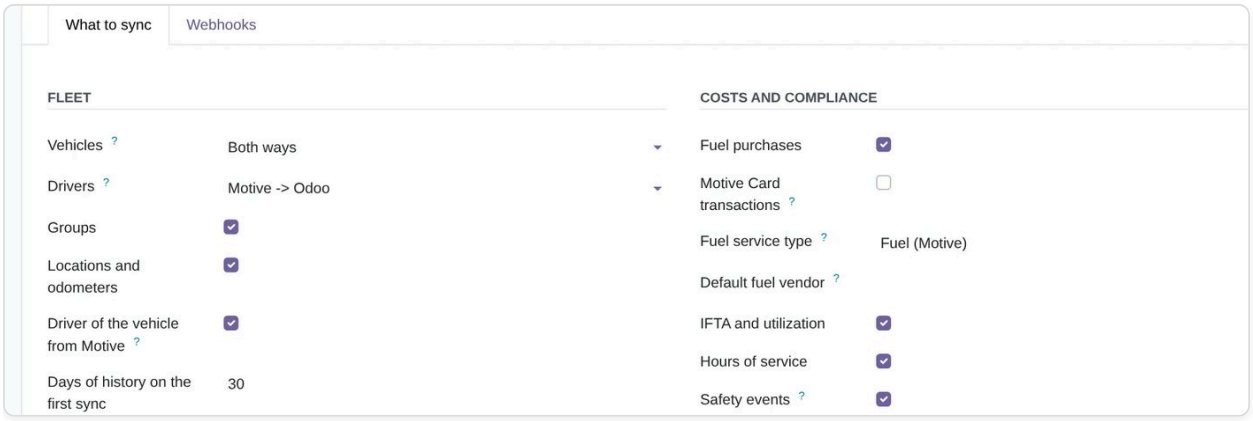
TASK	FREQUENCY	WHAT IT DOES
Motive: sync vehicles, drivers, locations, fuel, maintenance and hours	Every 30 minutes, enabled	Goes through each connection with its stored authorisation and pulls the data from Motive: vehicles, drivers, locations, fuel, maintenance and hours. Vehicles and drivers you maintain in Motive are sent back. If something fails, it does not stop: it is logged in **Motive › Issues**.

TASK	FREQUENCY	WHAT IT DOES
Motive: webhook queue	Every hour, enabled	Processes the notifications Motive has sent to your Odoo. It also runs shortly after a notification arrives, without waiting for the hour.

Frequencies are changed in **Settings › Technical › Automation › Scheduled Actions**. To see that menu, enable developer mode.

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16 The connection options and their defaults



- **Real Odoo 20 screenshot.** The **What to sync** tab of a new connection, with the default options.

Fleet

Vehicles	By default, **Both ways**: Motive vehicles arrive in Fleet, and Odoo vehicles marked **Keep in Motive** are created and updated in Motive. With **Motive → Odoo** they only arrive; with **Off**, nothing.
Drivers	By default, **Motive → Odoo**: drivers arrive and are linked to their employees. With **Both ways**, employees marked **Keep in Motive** are created and updated in Motive.
Groups and **Locations and odometers**	On: Motive groups, and the last location, engine hours, fuel and odometer of each vehicle.
Driver of the vehicle from Motive	On: whoever has the session open in the vehicle in Motive becomes the driver of the vehicle in Odoo.
Days of history on the first sync	30 by default: how far back the first sync goes.

Costs and compliance

Fuel purchases	On.
Motive Card transactions	Off by default: purchases paid with the Motive Card.
Fuel service type	The service type under which each purchase is recorded as its vehicle's cost in Fleet.
Default fuel vendor	The vendor for those costs and, if you switch to bills, for the bills; for example, the company behind your fuel card.

Fuel and Motive Card as	Only appears with Accounting installed. By default, **Vehicle costs (Fleet)**; with **Draft vendor bills (Accounting)**, each purchase becomes a draft vendor bill. Only someone with billing permission can change it.
IFTA and utilization and **Hours of service**	On.
Safety events	On: driving and speeding events, with a coaching task when Motive flags one for training.
Timecards	Off by default. Brings timecards from the Motive app and, with Attendances installed, their attendances.

Maintenance and driver app

Fault codes to maintenance and **Inspection reports (DVIR) to maintenance**	On: each open fault code and each report with defects opens a maintenance request.
Maintenance team	The team for those requests. If you leave it empty, a team from the connection's company is used and, if there is none, one is created.
Driver documents and **Driver messages**	On.

What is done by hand

TAB OR GROUP	BUTTONS
Connection header	**Authorize with Motive**, **Sync now**, **Test connection**, **Receive webhooks**, **Stop webhooks**, **Authorize again** and **Disconnect**.

Authorize with Motive shows while the connection is not connected, and **Authorize again** once it is. **Sync now** only appears with the connection connected. **Test connection** is hidden while the connection is disconnected. **Receive webhooks** appears with the connection connected and webhooks not enabled; with them active, **Stop webhooks** appears. Only an administrator sees the authorise, webhook and **Disconnect** buttons.

The other tabs

Webhooks	Stores whether webhooks are active, the **Webhook Motive** (administrators only) and when the last notification arrived. It comes with webhooks not enabled until you press **Receive webhooks**.
Sync cursors	Developer mode only. Stores how far each part has been synced: vehicles, drivers, groups, faults, inspections, service hours, fuel, card, reports, documents, safety, timecards and messages. They are read-only and start empty.
FlexigoTech Cloud	The checkbox **I accept that FlexigoTech Cloud keeps the Motive authorization**, which only an administrator sees, and the **Authorized on** date. Without the checkbox, nothing is sent to Motive.
Connection	**Connection State** and **Last Error**, **Motive Company Name**, **Motive company**, **Last Sync At** and **Last Sync Ok**, plus the counters for vehicles, drivers and issues. All are read-only.

17 Security and personal data

- The Motive authorisation is not stored in your Odoo. All calls to Motive go through FlexigoTech Cloud, which keeps that authorisation encrypted on its servers.
- Before authorizing, an administrator has to accept that FlexigoTech Cloud keeps the Motive authorization and that the calls to Motive go through it. Until they accept, nothing is sent and you get the message «Before authorizing, an administrator has to accept that FlexigoTech Cloud keeps the Motive authorization and that the calls to Motive go through it. Nothing was sent.»
- The company name, the email of the person who accepts, and the date and version of the accepted text are stored.
- The buttons **Authorize with Motive**, **Authorize again**, **Receive webhooks**, **Stop webhooks** and **Disconnect** are reserved for system administrators.
- The module comes with 49 access rights to the data it creates, so that each Odoo user group sees and edits only what it should.
- FlexigoTech Cloud handles what Odoo asks of Motive: vehicles, drivers, groups, locations, fuel purchases, the Motive Card, fault codes, inspection reports, hours of service, IFTA, utilisation, documents, messages and webhooks. The data Motive returns is not stored there.
- When the cloud reports how the connection is doing, it only carries counters and error codes, with no record data: no names, no registration plates, no Motive messages.
- Odoo stores the drivers, vehicles and the rest of what it gets from Motive, and deletes or keeps it according to your company's rules. **Disconnect** deletes the authorisation stored in FlexigoTech Cloud.

What the module never does on its own

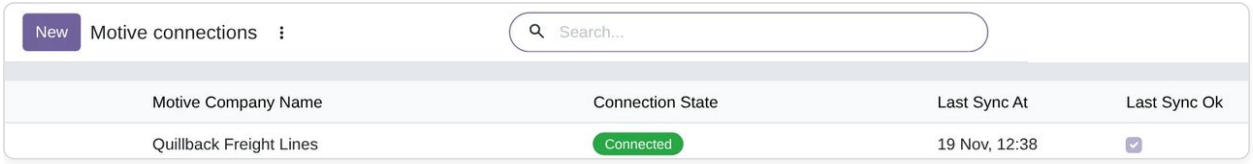
The module does not mark anything as repaired in Motive by itself. An inspection report with defects opens a maintenance request, and only when a person presses **Mark repaired in Motive** is the mechanic's resolution sent to Motive. A fault code that Motive closes is noted on the request, but the request is closed by a person.

18 Several connections and several companies

One connection corresponds to one Motive company and is created in **Motive › Configuration › Connections**. If you work with several Odoo companies, create one connection for each, and the records it brings in (vehicles, drivers, fuel, faults) belong to the company of their connection. Each connection has its own options, such as **What to sync** and webhooks.

The number of connections you can have depends on your FlexigoTech Cloud plan: up to 3 with Standard and up to 10 with Pro. Connections across all companies count. If you try to authorise one more than the plan covers, a warning appears and nothing is sent from Odoo. A connection that was already authorised can always be authorised again.

For drivers and vehicles, the module looks for the employee or vehicle among those in the connection's company that are not yet linked. Anything belonging to another company is left alone: if no match is found, it creates a new one in the connection's company.



- **Real Odoo 20 screenshot.** The list of connections, showing the company name in Motive, the status and the last sync.

19 If something goes wrong

No trial or subscription	Every call to Motive goes through FlexigoTech Cloud, so without a trial or subscription the connector cannot talk to Motive. Activate it in **Settings › FlexigoTech Cloud** and try again.
You have one connection too many	Your plan covers a set number of connections and all of them are in use. Disconnect one you don't use or move to a plan with more connections. Nothing is sent to Motive.
You cannot authorise	An administrator must accept before FlexigoTech Cloud stores the Motive authorisation. If your Odoo address starts with http, change it to https and authorise again.
You want to change the connection	Only an administrator can change the connection. If a driver or vehicle has no connection, choose one before sending it to Motive.
A record is not created or not updated	See **Motive › Issues**: the item is there with its message. The item is read again at the next sync.
You want to see what Motive replied	Open **Motive › Configuration › Sync log**: each run saves its summary, its status and, if it was paused, the reason under **Paused by**.
A Motive request is not saved (Odoo 20)	The Odoo 20 form requires an equipment record and the connector does not fill it in. Choose or create the vehicle's equipment and save again.

If FlexigoTech Cloud pauses a call, the run stops and nothing is marked as done. The message says that FlexigoTech Cloud paused the call to Motive. At the next sync it resumes from where it stopped.

Other notices you may see

"Motive needs the work email of ... to create the driver."	Fill in the employee's work email and send it to Motive again.
«... is not a Motive driver yet.»	The employee does not yet exist in Motive: send them to Motive first and then send the message.
"Choose the Motive connection of ... first."	Choose the connection on the vehicle or employee form and repeat the action.
"Motive did not deliver the message."	Motive rejected the message. Send it again later.
"Only a fleet manager can do this with Motive."	Ask a fleet manager or an administrator to do it.
"Only an administrator can change the Motive connection."	Ask an administrator to change the connection.

"Enter the name of the mechanic who repaired the defects."	Fill in the mechanic's name on the inspection before marking it as repaired in Motive.
"Motive did not return the new vehicle."	Motive did not confirm the creation. Check the connection and try again.
"Install the Invoicing app to turn fuel purchases into vendor bills."	Install Invoicing in Odoo. Without it you cannot create vendor bills from fuel purchases.
"Choose the fuel vendor of the Motive connection ... first: the vendor bills are his."	Choose the fuel vendor on the connection before creating the bills.

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20 Other ways of doing it

METHOD	WHAT IT INVOLVES
By hand from the Motive dashboard	Someone checks the dashboard and copies vehicles, drivers, fuel purchases, inspections and the rest into Odoo. Every item is entered twice and can fall out of date.
Odoo alone	In the Odoo 20 code, Community and Enterprise, there is no module with "motive" in its name and no manifest that names it (search of 19-11-2026). Odoo does not ship anything out of the box that talks to Motive.
This connector	It brings vehicles, drivers, groups, locations, odometers, fuel, fault codes, inspections, hours of service, IFTA and utilisation, documents and messages from Motive into Odoo. Calls to Motive go through FlexigoTech Cloud, which needs the trial or a subscription.

If you already use another tool with Motive, you do not need to bring in all your history: the first sync goes back the number of days you set in **Days of history on the first sync** (30 by default), and subsequent syncs continue from where the previous one stopped.

21 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 licence is per Odoo version. FlexigoTech Cloud is paid monthly or yearly, and the 14-day trial does not require a card. With Standard, up to 3 connections; with Pro, up to 10. Each authorised Motive fleet is one connection.

22 Frequently asked questions

Does it work without FlexigoTech Cloud?

No. Every call to Motive goes through FlexigoTech Cloud, so without the trial or a subscription the connector does not talk to Motive.

Is there a free trial?

Yes: 14 days of FlexigoTech Cloud with no card required. If you do not subscribe when it ends, the service stops and nothing is charged.

Does it work on Odoo Online?

No. Odoo Online does not allow third-party modules to be installed. It does work on Odoo.sh or on your own server.

Which Odoo versions is it compatible with?

Published branches exist for Odoo 17, 18, 19 and 20.

Does it need Odoo Enterprise?

No. It depends on Fleet, Employees and Maintenance, which are in Community.

Which Odoo apps must be installed?

Fleet, Employees and Maintenance. To create vendor bills from fuel you also need the invoicing app, and to receive timecards as attendances, the Attendances app.

How many Motive connections does each plan allow?

Up to 3 with the Standard plan and up to 10 with Pro. Connections across all the companies in your Odoo count.

What happens if I try to connect one more than my plan covers?

A warning appears and nothing is sent to Motive. A connection that was already authorised can always be authorised again.

How much does it cost?

The module licence is €9 per Odoo version. FlexigoTech Cloud is €49 per month or €490 per year with Standard, and €98 per month or €980 per year with Pro, excluding VAT.

What is the difference between the Standard and Pro plans?

Pro allows up to 10 connections instead of 3, and its support responds faster: within 4 working hours instead of within 1 working day, with video calls if needed.

What support does each plan include?

Every purchase includes 2 months of support: we help you install it, set it up and get it working, by email and video call. While you're subscribed, support for the service stays included. With Standard, the first reply arrives within 1 working day. With Pro, within 4 working hours, with a video call if you need one.

Where is the Motive authorisation stored?

On FlexigoTech Cloud's servers, encrypted. It is never stored in your Odoo.

What must I accept before authorising with Motive?

An administrator must tick **I accept that FlexigoTech Cloud keeps the Motive authorization**. Without that box, the authorisation is refused with a message and nothing is sent.

Who can authorise the connection?

Only an administrator. If you are not one, Odoo refuses it.

Which Motive platform does it connect to?

The US platform (gomotive.com). This version does not connect to others.

Has it been tested with a real Motive fleet?

Not yet. The 72 automated tests use a simulator that responds as the public Motive API documentation describes.

Do I need a Motive account?

Yes. To authorise the connector you must be able to log in to Motive with your fleet's account, because Motive asks for consent on its own page.

Does the connector create or configure anything in my Motive account?

No. It does not store any Motive key in Odoo either.

What data does it bring from Motive?

Vehicles, drivers, groups, locations, odometers, fuel, fault codes, inspections, hours of service, safety events, IFTA, utilisation, documents and messages; and timecards and Motive Card transactions, if you enable them on the connection.

How often does the data arrive?

The task **Motive: sync vehicles, drivers, locations, fuel, maintenance and hours** runs every 30 minutes and is on by default. You can also press **Sync now**.

Do Motive notices arrive immediately?

With **Receive webhooks**, Motive notifies changes and the sync picks them up straight away. The task **Motive: webhook queue** processes the notices every hour.

Can the task frequencies be changed?

Yes, in **Settings › Technical › Automation › Scheduled Actions**. To see that menu you must activate developer mode.

What happens to what I already had in Motive before installing it?

At the first sync the last 30 days of history are brought in, and you can change this in **Days of history on the first sync**. After that, each sync continues from where the previous one stopped.

What about the vehicles and drivers I already have in Odoo?

When bringing in a vehicle, Odoo matches it by its Motive identifier, chassis number or registration plate among those in the company that are not yet linked. A driver is matched by identifier, work email or name. If there is no match, it creates a new vehicle, and a new employee only if Motive lists them as a driver.

What is sent from Odoo to Motive?

The vehicles and drivers you mark with **Keep in Motive**, with **Send to Motive now** or in the 30-minute task. Also inspection repairs and messages to drivers.

Does it mark things as repaired in Motive on its own?

No. Only when a person clicks **Mark repaired in Motive** is the mechanic's resolution sent to Motive. A fault code that Motive closes is noted on the request, but a person closes it.

Does it create maintenance requests automatically?

Yes. Each open fault code and each inspection report with defects generates a maintenance request. A report with several defects generates just one.

Can I create vendor bills from fuel purchases?

Yes, with Invoicing installed: either with **Create vendor bill** on each purchase, or by choosing on the connection that the sync creates them automatically. The bill is saved as a draft, in the name of the **Default fuel vendor**. Without Invoicing, each purchase is recorded as a cost against its vehicle in Fleet.

Does it work with multiple Odoo companies?

Yes. You create one connection per Motive company, and the records it brings in belong to the company of their connection. Each connection has its own options.

Does it keep a history of vehicle locations?

No. Each vehicle shows its last known location.

Does it use Motive's cameras or the engine immobiliser?

No.

Does it create dispatches or routes in Motive?

No.

Can it block a Motive Card or send Odoo purchases to Motive?

No. Fuel purchases only flow from Motive into Odoo.

Can I edit in Odoo the data that comes from Motive?

Compliance, fuel, IFTA, document and message data are read-only. To change them, do it in Motive and wait for the next sync.

What happens if a sync fails?

It doesn't stop: the failure is logged in **Motive › Issues**. If FlexigoTech Cloud pauses a call, the run stops and the next sync resumes from where it left off.

What happens when I disconnect the connection?

Disconnect deletes the authorisation stored in FlexigoTech Cloud and turns off the webhook in Motive. Nothing already synced is deleted from your Odoo.

23 Glossary

Motive	The platform the connector connects to. It provides vehicles, drivers, locations, fuel, fault codes, inspections, hours of service and IFTA.
Connection	Each Motive fleet you link to your Odoo. It is created in **Motive › Configuration › Connections** and has its own status and its own options.
FlexigoTech Cloud	The online service through which all calls to Motive pass. It stores the Motive authorisation encrypted on its servers, never in your Odoo.
Trial and subscription	Without the 14-day trial with no card or a FlexigoTech Cloud subscription, the connector does not talk to Motive.
Authorisation	The permission you give Motive on its own page so the connector can use your fleet. It is requested with **Authorize with Motive** and removed with **Disconnect**.
Sync	A run that brings data from Motive into Odoo and sends the data you maintain in Motive. The task **Motive: sync vehicles, drivers, locations, fuel, maintenance and hours** runs every 30 minutes.
Webhook	A notice Motive sends to your Odoo when something changes. The task **Motive: webhook queue** processes them every hour.
Issues	The **Motive › Issues** menu, where anything that could not be synced is logged.
Group	A Motive grouping that can have a parent group. It is visible in **Motive › Configuration › Groups**.
Hours of service	The time a driver has left for driving, shift, cycle and rest. It is shown on the employee's record.
Hours of service violation	A limit a driver has exceeded, with its start and end. It is checked in **Motive › Compliance › Hours of service violations**.
IFTA	Mileage by jurisdiction. In the connector these are the rows of type **IFTA mileage** in **IFTA and utilization**.
Utilisation	A monthly row per vehicle with distance, utilisation percentage, driving and idling hours, and fuel.
DVIR	A vehicle inspection report. If it has defects, it opens a maintenance request.
Fault code	A fault Motive detects on a vehicle. Each open code generates a corrective maintenance request.
Safety event	A driver safety event, such as speeding. If Motive flags it for coaching, a pending task is created.
Coaching	Driver training based on a safety event. The task goes to their coach or, if they have none, to their manager.

Timecard	A driver's clock-in in the Motive app. It arrives if you enable **Timecards** on the connection, and goes to Odoo Attendances if that app is installed.
Motive Card	Motive's fuel card. If you enable **Motive Card transactions**, its transactions go into **Fuel purchases** alongside standalone purchases.
Maintenance request	A record in the Maintenance app that the connector opens for each fault code or inspection with defects.

24 Checklist and contact

- [ ] You have Odoo 17, 18, 19 or 20, on Odoo.sh or your own server, and not Odoo Online.
- [ ] The Fleet, Employees and Maintenance apps are installed.
- [ ] Your fleet is on Motive's US platform (gomotive.com).
- [ ] You have a Motive account for your fleet and can sign in with it.
- [ ] The Motive Connector for Odoo module is installed.
- [ ] You have enabled the 14-day no-card trial or the subscription in **Settings › FlexigoTech Cloud**.
- [ ] You have created the connection in **Motive › Configuration › Connections**.
- [ ] You have clicked **Authorize with Motive**, an administrator has accepted the consent and you have authorised on the Motive page.
- [ ] The connection shows as **Connected**.
- [ ] You have reviewed the connection's options before the first sync.
- [ ] You have clicked **Sync now** and the record in **Motive › Configuration › Sync log** shows **Done**.
- [ ] The vehicles appear in **Motive › Vehicles** and **Motive › Issues** has nothing to fix.

Every purchase includes 2 months of support: we help you install it, set it up and get it working, by email and video call. If you would like us to set it up with you, get in touch.

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/motive-connector-odoo.html

On Odoo Apps

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

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