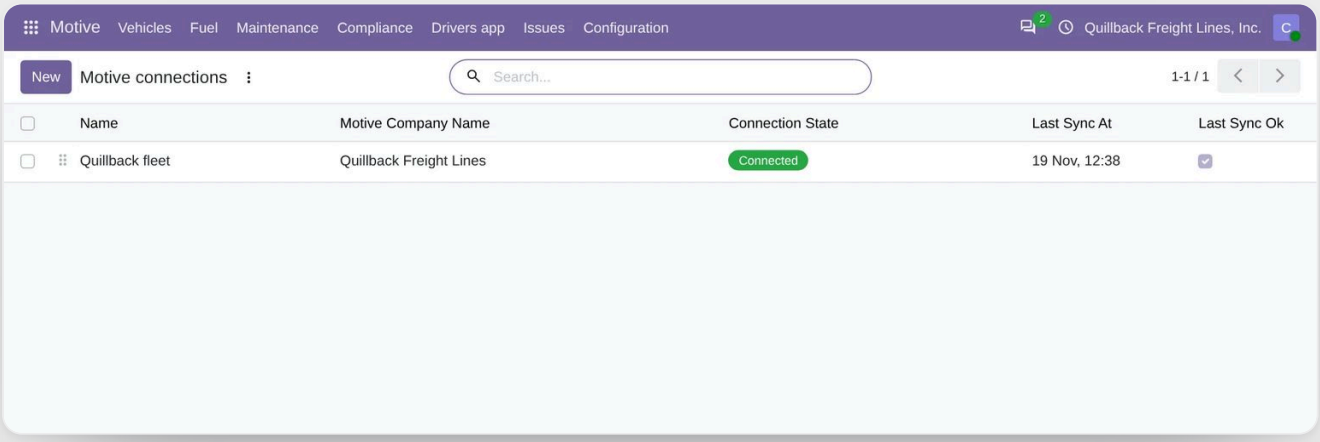
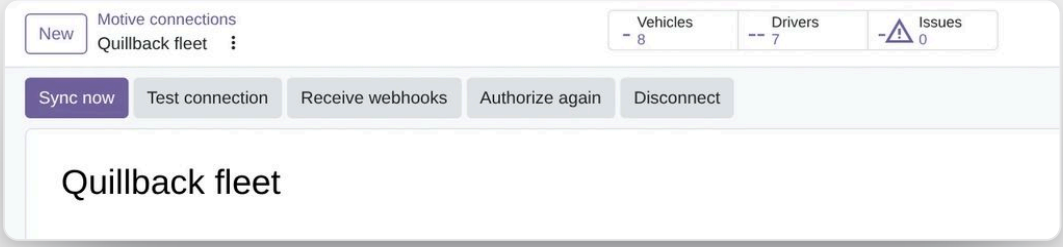
USER MANUAL · SHIPPING AND CARRIERS

Motive connector for Odoo

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

Module version 20.0.1.1.0 | Odoo 20 screenshots | Edition of 19-11-2026





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

Contents

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

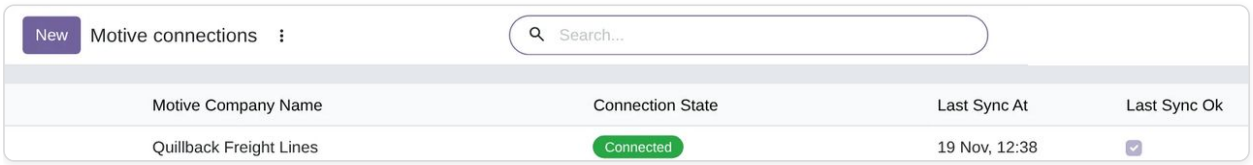
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This manual describes version 20.0.1.1.0 of the module (Odoo branch 20.0, commit 4b80515ba). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to Motive. 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 the **Motive** app to Odoo, with the data from your Motive fleet, and completes Fleet, Employees and Maintenance with Motive fields and buttons.



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

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	**Documents** of the drivers 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 and 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.

2 Before you start

Before installing the connector and creating the first connection, have the following to hand.

- 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 need to 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 the time records (**Timecards**), the FlexigoTech app in Motive also needs access to the hours log.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. It does not work on Odoo Online, which does not let you install third-party modules.
- The Odoo apps the module depends on: Fleet, Employees and Maintenance. To pass the fuel on to vendor bills you also need Invoicing, and to receive the time records as attendances, Attendances.
- The address of your Odoo over https. If it starts with http, the connector does 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 rest of the buttons.

> The connector needs a 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. Nor does it store any Motive key in Odoo: the authorisation is kept encrypted in FlexigoTech Cloud.

3 Installation

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

How to get it

From its page on Odoo Apps (**https://apps.odoo.com/apps/modules/20.0/flexigo_motive_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 already includes it; it is also free and has its own page (**https://apps.odoo.com/apps/modules/20.0/flexigotech_cloud**). Put both folders together in the same modules path and Odoo installs `flexigotech_cloud` at the same time.

On Odoo.sh

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

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

3. **Install the app**
   In **Apps**, click **Update Apps List** (with developer mode on), search for "Motive" and click **Activate**.

On your server

1. **Copy the folders**
   Place `flexigo_motive_connector` and `flexigotech_cloud` in a folder that is on the `addons_path` of your Odoo.

2. **Restart Odoo**
   So that it reads the new modules.

3. **Install the app**
   In **Apps**, **Update Apps List**, search for "Motive" and click **Activate**.

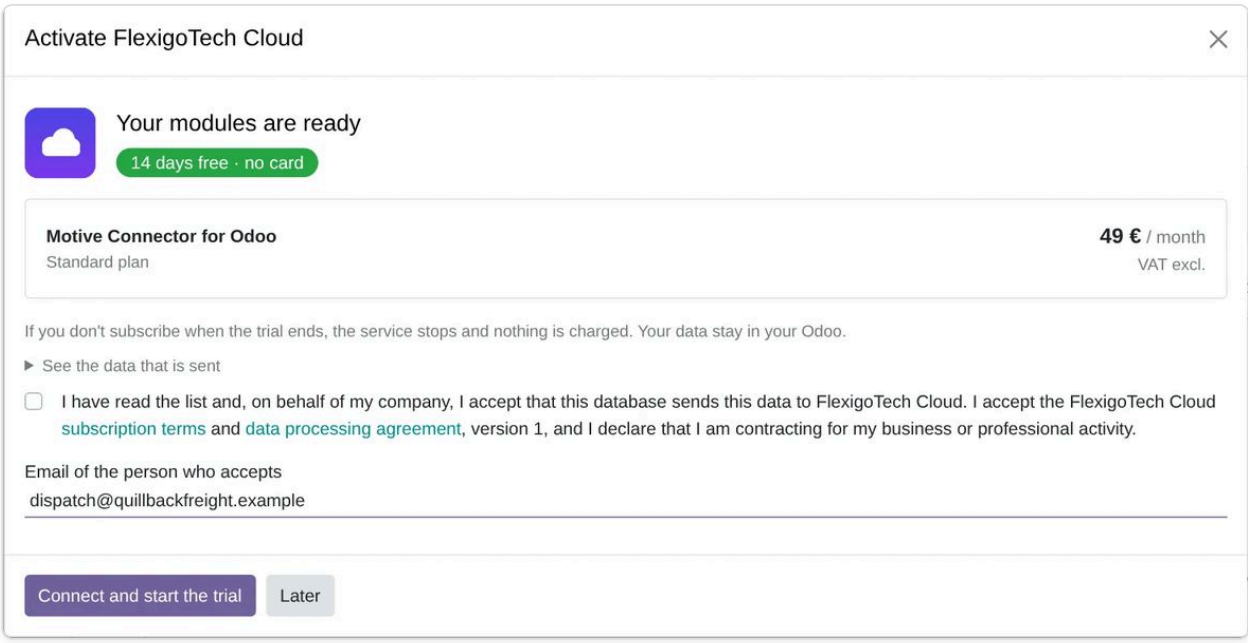
> When installing it, Odoo also installs the apps the module depends on: Fleet, Employees and Maintenance. If you already use them, nothing you have changes.

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4 Activate FlexigoTech Cloud: the 14-day trial

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

1. **Click Activate in the bar at the top**
   It appears as soon as you install the module. It opens the **Activate FlexigoTech Cloud** window, with the Standard plan and its 14 days free, with no card.



- **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**

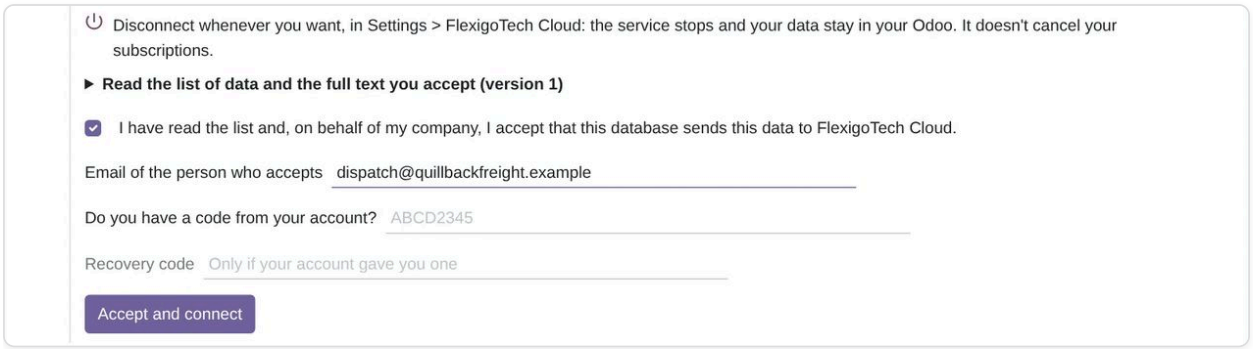
Tick «I have read the list and, on behalf of my company…» (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

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

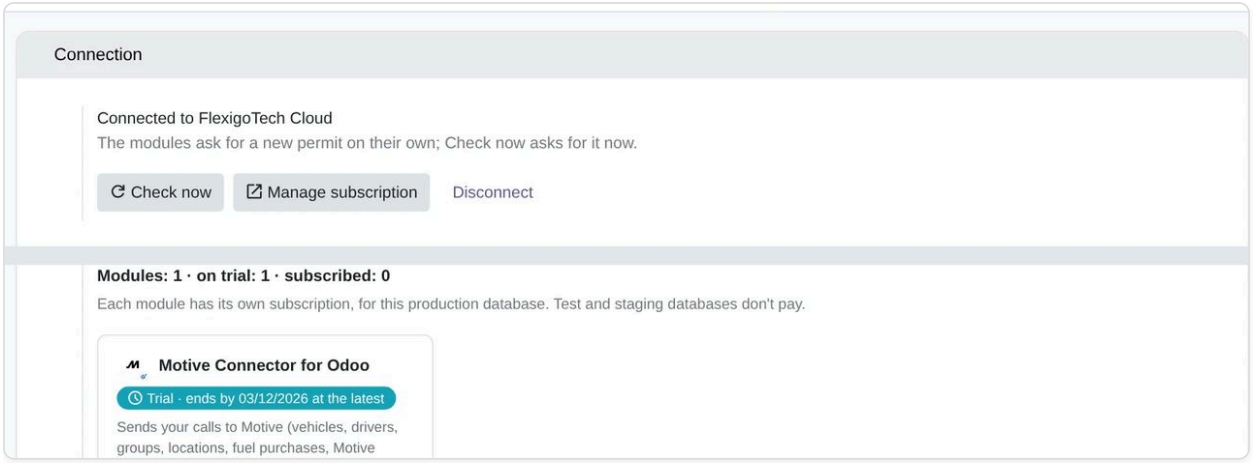
The same, from Settings

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 on app.flexigotech.com, the field **Do you have a code from your account?** links the database to it (the code is valid for 10 minutes).



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

With the database connected, the **Modules** block shows each module with its 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.

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

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

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

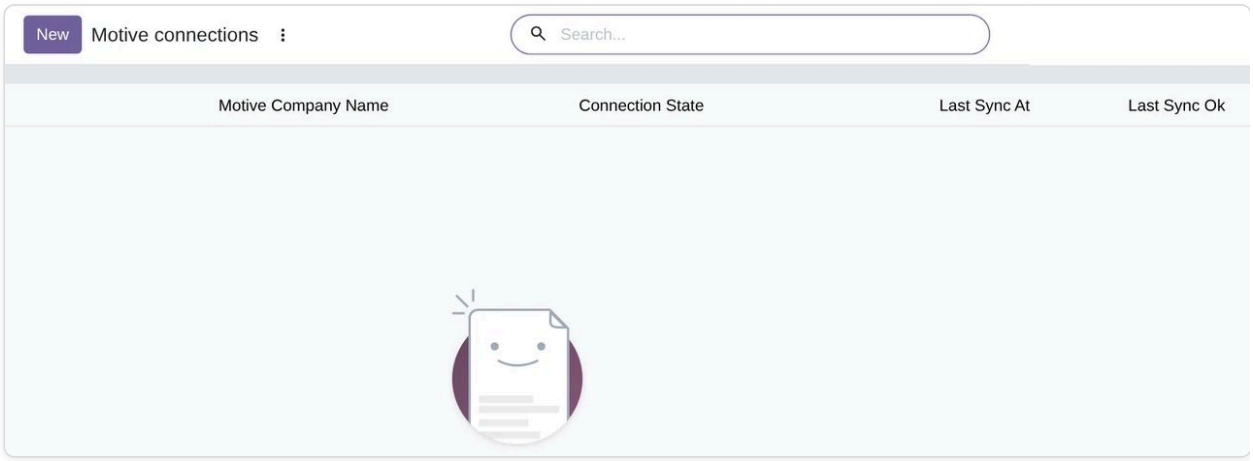
USER MANUAL · MOTIVE

5 Creating the connection

Each connection is created in **Motive › Configuration › Connections** and corresponds to one Motive fleet.

1. **Open the connections menu**

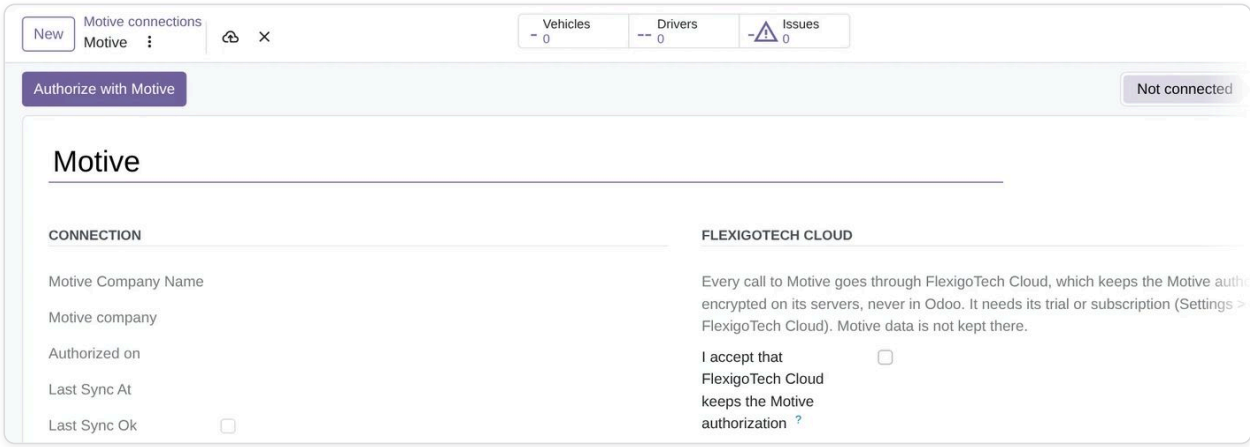
   Go to **Motive › Configuration › Connections**. If there is none yet, the list asks you to accept that FlexigoTech Cloud stores the authorisation and to click **Authorize with Motive**.



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

2 **Click New**

A new connection is opened 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 sync**

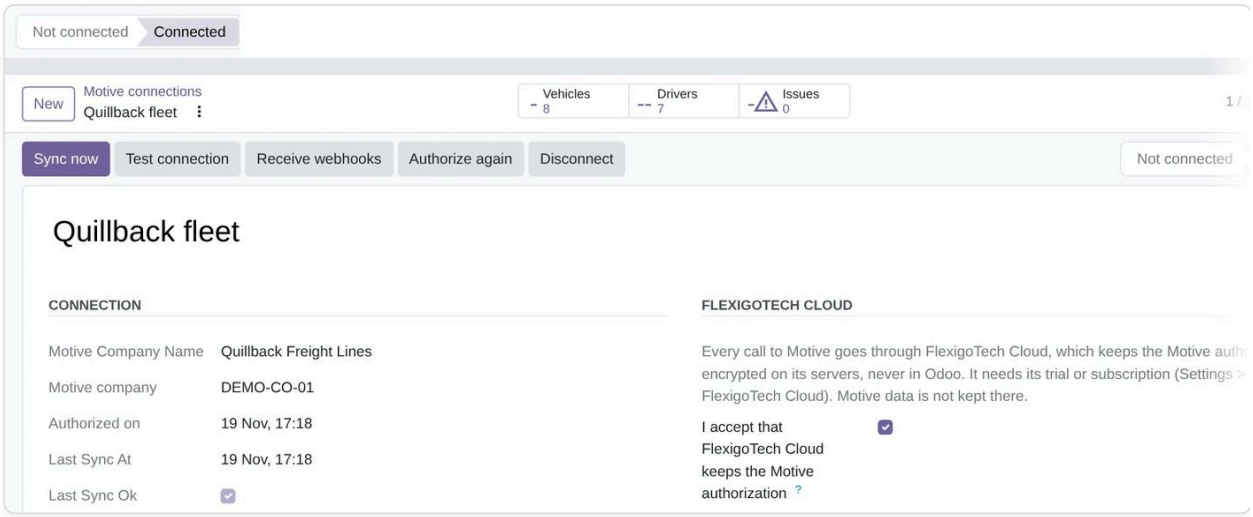
On the **What to sync** tab, turn each part on or off; the next section describes each option. **Motive Card transactions** and **Timecards** start switched off.

5 **Click Authorize with Motive**

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

6 **Test the connection**

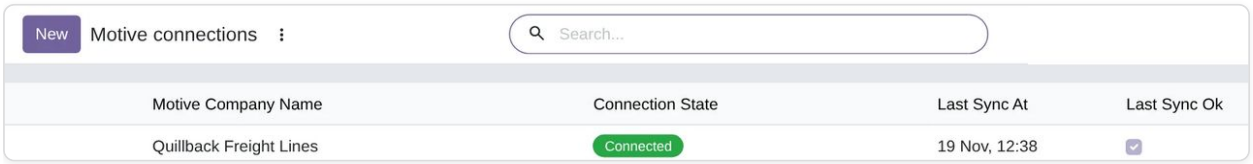
Click **Test connection**: if Motive replies, Odoo shows the name of your company in Motive. If the connection moves to **Motive refused the authorization**, the reason is recorded in **Last Error** and you can click **Authorize with Motive** again.



- **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.

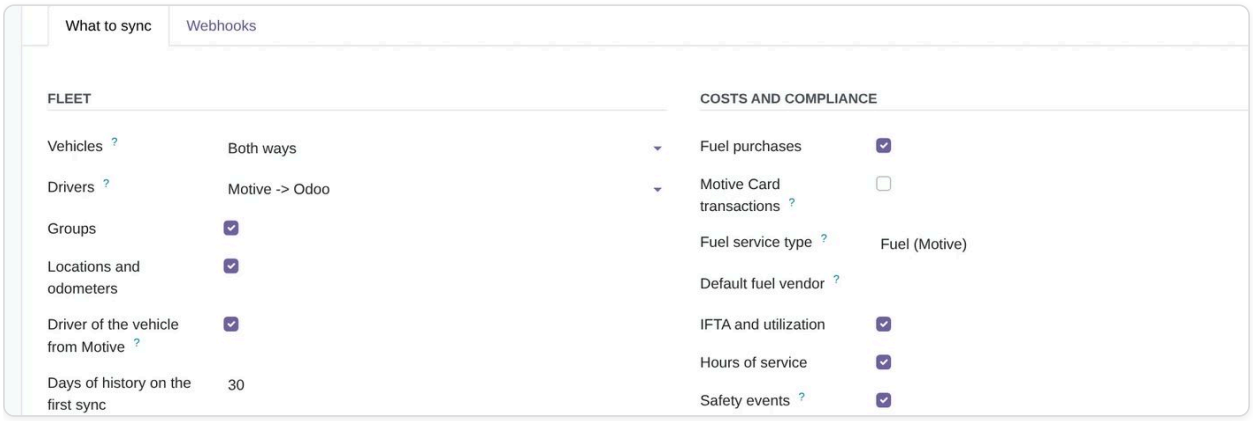
After that, the data arrives in two ways. The scheduled task **Motive: sync vehicles, drivers, locations, fuel, maintenance and hours** runs every 30 minutes and the task **Motive: webhook queue** every hour. With **Receive webhooks**, Motive notifies changes and the sync picks them up straight away. If you want to bring everything in right now, click **Sync now**. The first sync brings in the history of the last 30 days, 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 synced into Odoo.



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

6 The connection options

Each connection has its options on the **What to sync** tab. They are set so you can start without touching anything, except for two that start switched off.



- **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 happens.
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: the 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	Turned on.
Motive Card transactions	Turned off by default: purchases paid with the Motive Card.
Fuel service type	The service type each purchase is recorded under as the cost of its vehicle in Fleet.
Default fuel vendor	The vendor for those costs and, if you move to bills, for the bills; for example, the company behind your fuel card.
Fuel and Motive Card as	Only appears with Invoicing 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**	Turned on.

Safety events	Turned on: driving and speeding events, with a coaching task when Motive flags one for training.
Timecards	Turned off by default. Brings in timecards from the Motive app and, with Attendances installed, their attendances.

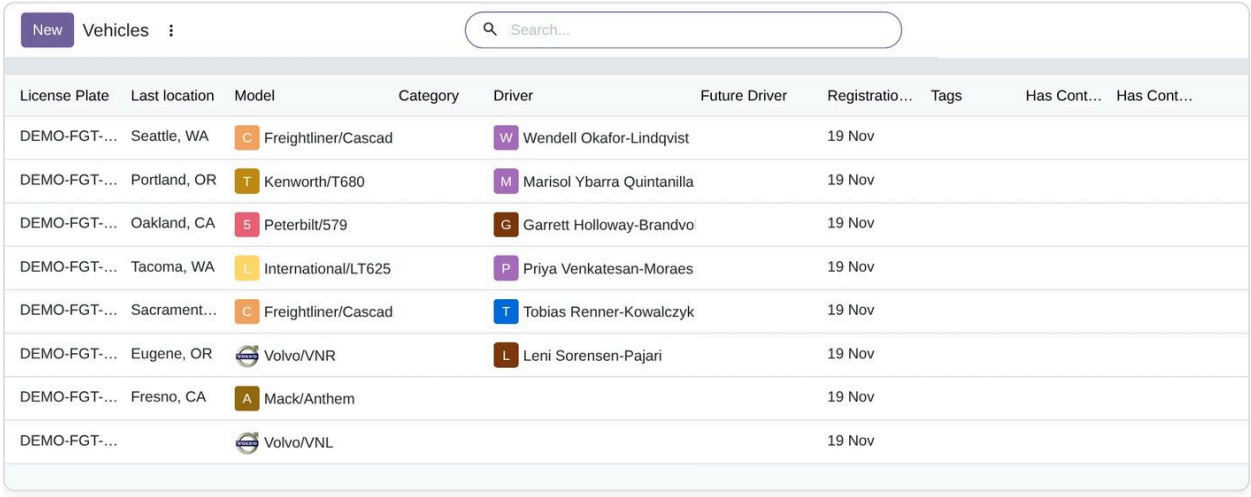
Maintenance and driver app

Fault codes to maintenance and **Inspection reports (DVIR) to maintenance**	Turned 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 are none, one is created.
Driver documents and **Driver messages**	Turned on.

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7 Vehicles and groups

Motive vehicles reach Odoo Fleet with their last known location, and Motive groups are brought in to organise them.



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

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

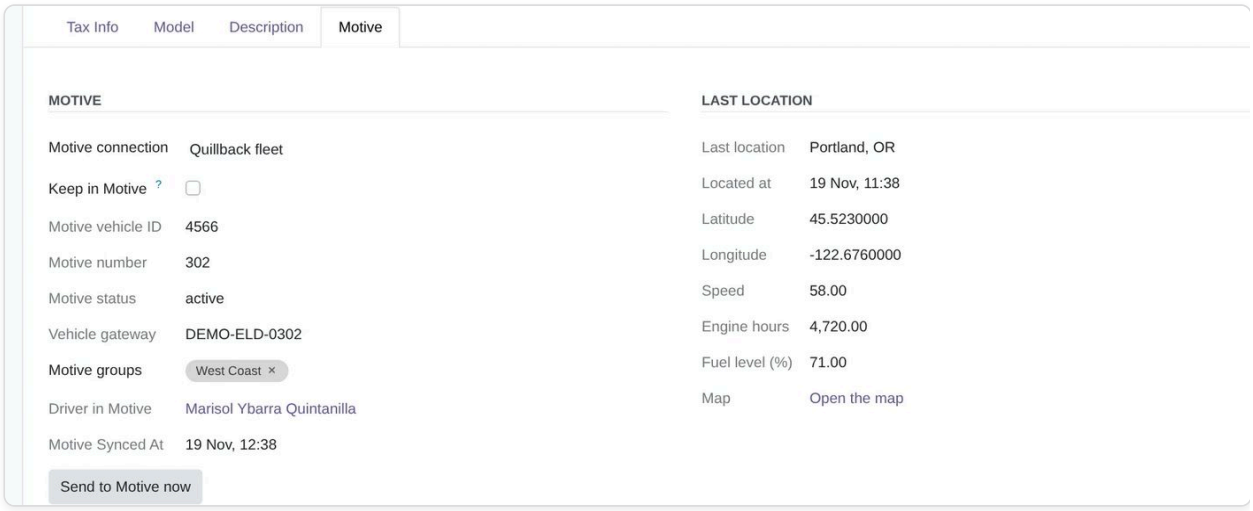
What the vehicle shows

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** in **Both ways**, which is how the connection comes.
Motive groups	The Motive groups it belongs to.

Last location	The last known position; the **Map** is shown next to it.
Send to Motive now	Sends the vehicle to Motive without waiting for the task. It doesn't appear 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**.

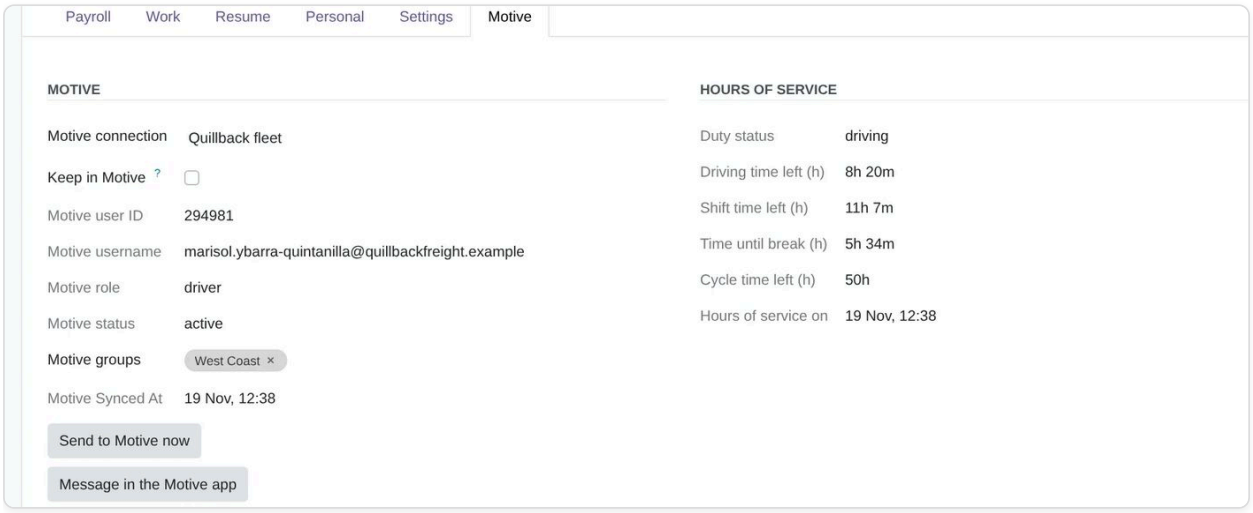
3 Send the vehicle

Press **Send to Motive now**.

> Without a **Motive connection** the vehicle is not sent to Motive. If you press send without having chosen the connection, Odoo warns: "Choose the Motive connection of … first."

8 Drivers

Each Motive driver is linked to an Odoo employee and, if they have a session open in a vehicle in Motive, they are recorded as that vehicle's driver in Fleet.



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

Drivers arrive with 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 looked up among the connection company's employees 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 the user has the driver role in Motive. Other Motive users, such as dispatch staff, are only linked if they already exist in Odoo.

What you see on the employee

Motive (tab)	Gathers the driver's details 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 it the changes you make. It only works with **Drivers** in **Both ways**; the connection comes with **Motive → Odoo**.
Motive user ID, **Motive username**, **Motive role**, **Motive status**	The driver's details in Motive. Read-only.
Motive groups	The Motive groups it belongs to.
Motive Synced At	When it was last updated.
Send to Motive now	Sends the employee to Motive without waiting. It is hidden if the employee has no **Motive connection**.
Message in the Motive app	Opens the wizard to write to the driver in their app. It is hidden if the employee has no **Motive user ID**.

Hours of service

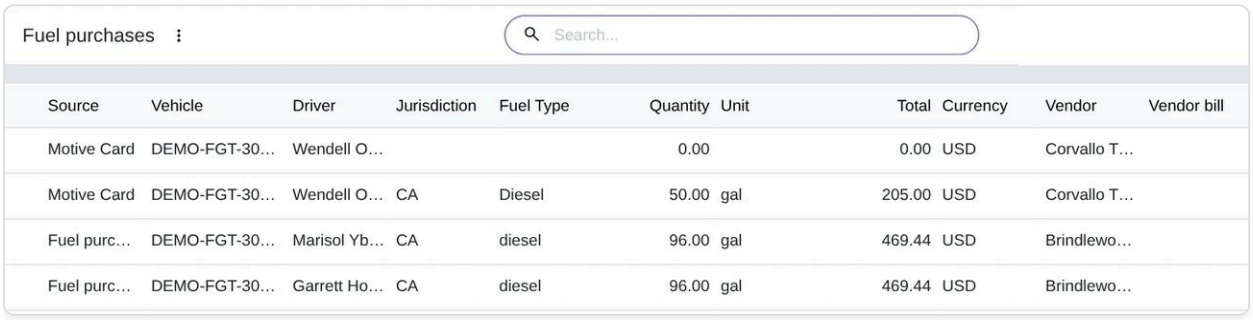
The **Hours of service** group shows the **Duty status** and the time left to the driver for driving, shift, cycle and break, with the date of the last reading.

> 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.

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9 Fuel

Here the fuel purchases for your fleet are gathered, including those from the Motive Card, and from each one you can create the vendor bill.



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

You enter through **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 with the scheduled task **Motive: sync vehicles, drivers, locations, fuel, maintenance and hours**, which runs every 30 minutes. Each pass 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 in Fleet as a cost of its vehicle: a service of the connection's **Fuel service type**, which you see under **Vehicle cost**. Declined or voided purchases leave no cost. If Motive gives a currency other than your company's, the purchase is stored but leaves no cost, because Fleet costs have no currency of their own.

With Invoicing installed, anyone who can bill can change **Fuel and Motive Card as** on the connection to **Draft vendor bills (Accounting)**. From then on, the sync creates a draft vendor bill from the **Default fuel vendor** for each charged purchase, with the vehicle on its lines, and the vehicle's cost comes from the bill when you validate it. While the bill is in draft, it follows any changes Motive makes; a bill that has already been validated is not touched and receives a note.

Record buttons

Create vendor bill	On the purchase: creates its draft vendor bill. It is hidden when the purchase already has a bill.
Vendor bill	On the purchase: opens its bill. It only appears when there is one.
Create vendor bills	On the list: creates the bills for the selected purchases. Those that already have a bill or carry 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 the screen it reads declined.

How to create the bill

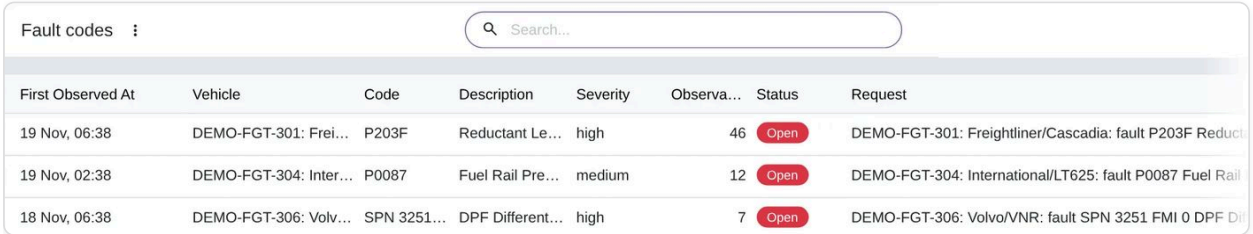
1. **Choose the fuel vendor**
   On the connection, fill in **Default fuel vendor**: the bills are theirs.
2. **Open the purchase**
   Go to **Motive › Fuel** and open the purchase.
3. **Create the bill**
   Press **Create vendor bill**: a draft vendor bill is created.
4. **Open the bill**
   Press **Vendor bill** to review and validate it. When validated, the cost goes to the vehicle.

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

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10 Maintenance and inspections

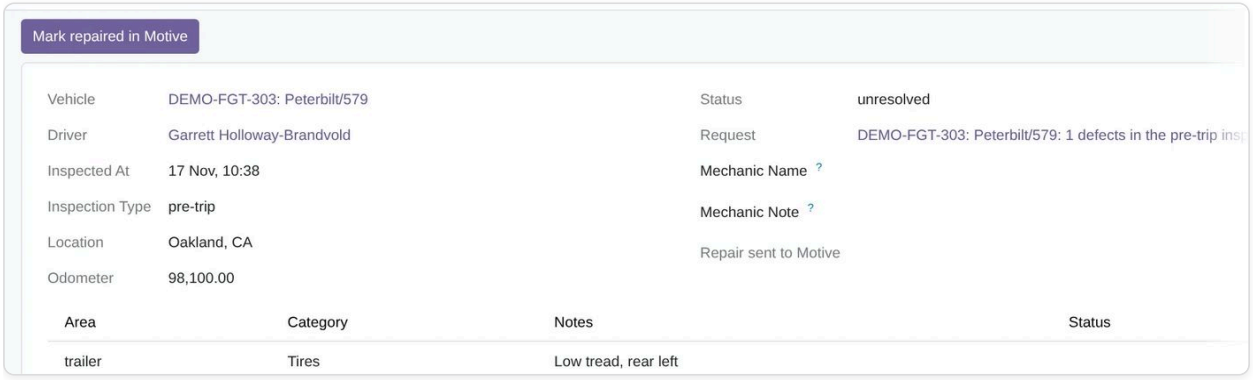
Vehicle fault codes and defects from inspection reports appear in Odoo and become maintenance requests.



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

The data arrives with 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**. An open fault code generates a corrective maintenance request. A 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 defect resolution 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	The date and time the repair was sent.

Statuses

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

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

Steps

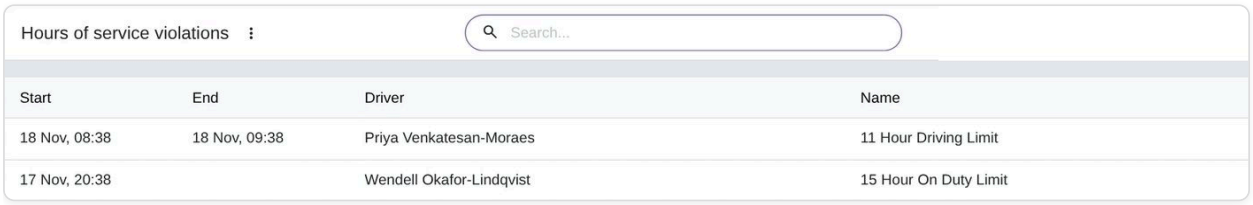
1. **Open the report**
   Go to **Motive › Maintenance › Inspection reports** and open one with defects.
2. **Enter the mechanic's name**
   Fill in **Mechanic Name** and, if you like, **Mechanic Note**.
3. **Click Mark repaired in Motive**
   Motive receives the resolution of each defect, and the report stores the date in **Repair sent to Motive**.

> Nothing is marked as repaired in Motive unless a person clicks the button. A fault code being closed in Motive does not close the request: a person does. 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 record before saving, and the connector does not fill it in. The first time you change a request that came from Motive through its form, choose or create the vehicle's equipment record first. In Odoo 17, 18 and 19 this is not needed.

11 Compliance and hours

This section collects what Motive records about each driver's compliance and hours, so you can review it from Odoo.



- **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 sync. The scheduled action **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, next to **IFTA and utilization**.

Motive › Compliance › Hours of service violations	Shows **Start**, **End**, **Driver** and **Name**, the limit that was exceeded. It is 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 flags a safety event for coaching, a pending task is created for the driver's coach or, if there is none, for their manager. Only one task is created per event.

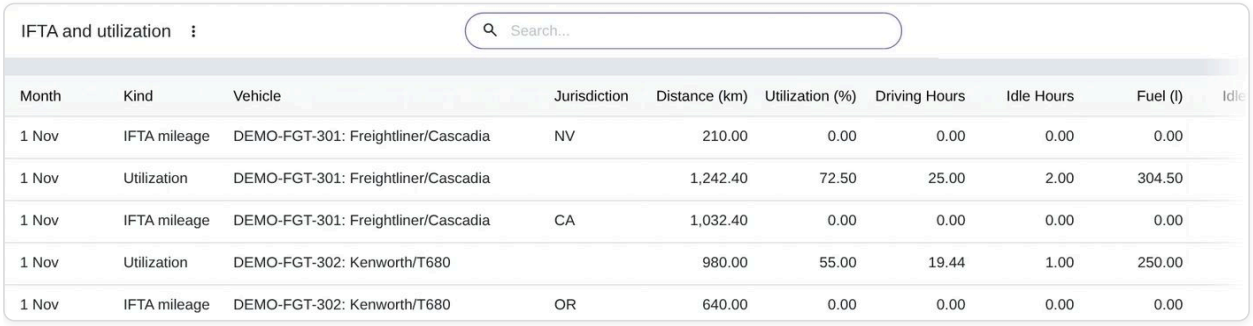
Timecards only arrive if you enable **Timecards** on the connection, and they go to Odoo Attendances if that app is installed. Each sync re-reads the last week, so a timecard changed or deleted in Motive is also changed or deleted in Odoo, along with its attendance.

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

12 IFTA and utilization

This list shows, by month and by vehicle, the IFTA mileage per jurisdiction and the fleet's utilization.

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



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 a row of **IFTA mileage** per jurisdiction and another of **Utilization** per vehicle.

Where each piece of data comes from

There is no button to fetch this data. It is fetched 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 are in metric units.

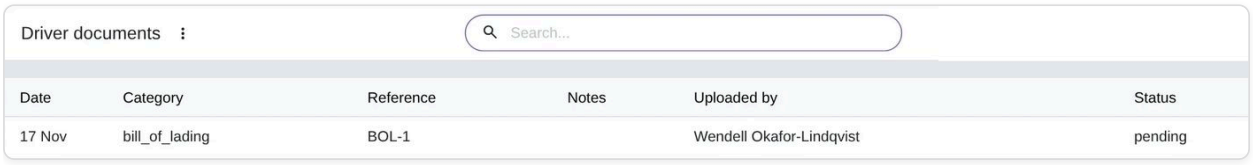
What each row shows

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 **IFTA mileage** rows fill this in.
Distance (km)	The kilometres driven: in the jurisdiction, for IFTA, or in total, for utilization.
Utilization (%)	The vehicle's utilization 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 the amount used while idling.

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

13 Drivers app

This section gathers the documents drivers upload from the Motive app and the messages between the fleet and drivers, in **Motive › Drivers app**.



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

Where each piece of data comes from

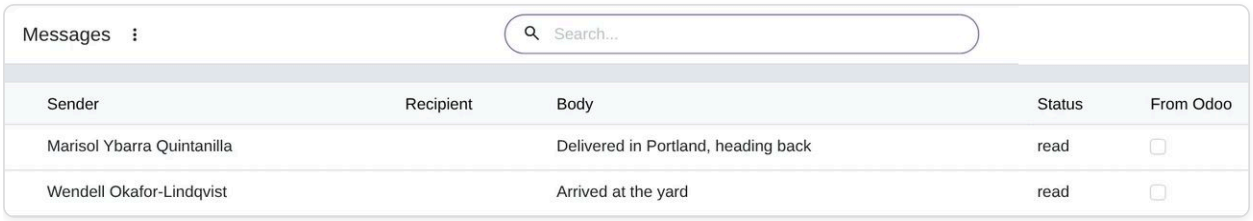
- Documents arrive with the account sync, the scheduled action **Motive: sync vehicles, drivers, locations, fuel, maintenance and hours**, which runs every 30 minutes.
- New messages and read receipts arrive with that same sync.
- A message you send from Odoo is stored in the **Messages** list with the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

Documents

Motive › Drivers app › Documents opens the **Driver documents** list. They are view-only: they are not created or edited from Odoo.

Date	The document's date.
Category	The document type, for example a bill of lading.
Reference	The reference the driver entered.
Notes	The document's notes.
Uploaded by	The driver who uploaded it.
Status	The document's status 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's record, 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 a Motive driver yet, Odoo replies «... 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.

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14 What happens automatically

The connector pulls your fleet data from Motive with two scheduled actions, which are enabled when you install it.

ACTION	FREQUENCY	WHAT IT DOES
Motive: sync vehicles, drivers, locations, fuel, maintenance and hours	Every 30 minutes, enabled	Goes through each connection with saved authorisation and pulls 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**.
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.

The frequencies are changed in **Settings › Technical › Automation › Scheduled Actions**. To see that menu, activate developer mode.

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15 If something goes wrong

These are the most common cases and where to look for each.

No trial or subscription	All calls to Motive go through FlexigoTech Cloud, so without a trial or subscription the connector cannot talk to Motive. Activate it in **Settings › FlexigoTech Cloud** and try again.
One connection too many	Your plan covers a set number of connections and all of them are in use. Disconnect one you do not use or move to a plan with more connections. Nothing is sent to Motive.

You cannot authorise	An administrator must accept first so that FlexigoTech Cloud can store 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	Check **Motive › Issues**: the item is listed there with its message. The item is read again in the next sync.
You want to see what Motive replied	Open **Motive › Configuration › Sync log**: each run stores its summary, its status and, if it was paused, the reason in **Paused by**.
A Motive request is not saved (Odoo 20)	The Odoo 20 form asks for an equipment record and the connector does not fill it in. Choose or create the equipment for the vehicle and save again.

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

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16 Support

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. On the Standard plan we reply within 1 working day; on the Pro plan, within 4 working hours, and if needed we can look at 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/motive-connector-odoo.html

On Odoo Apps

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

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