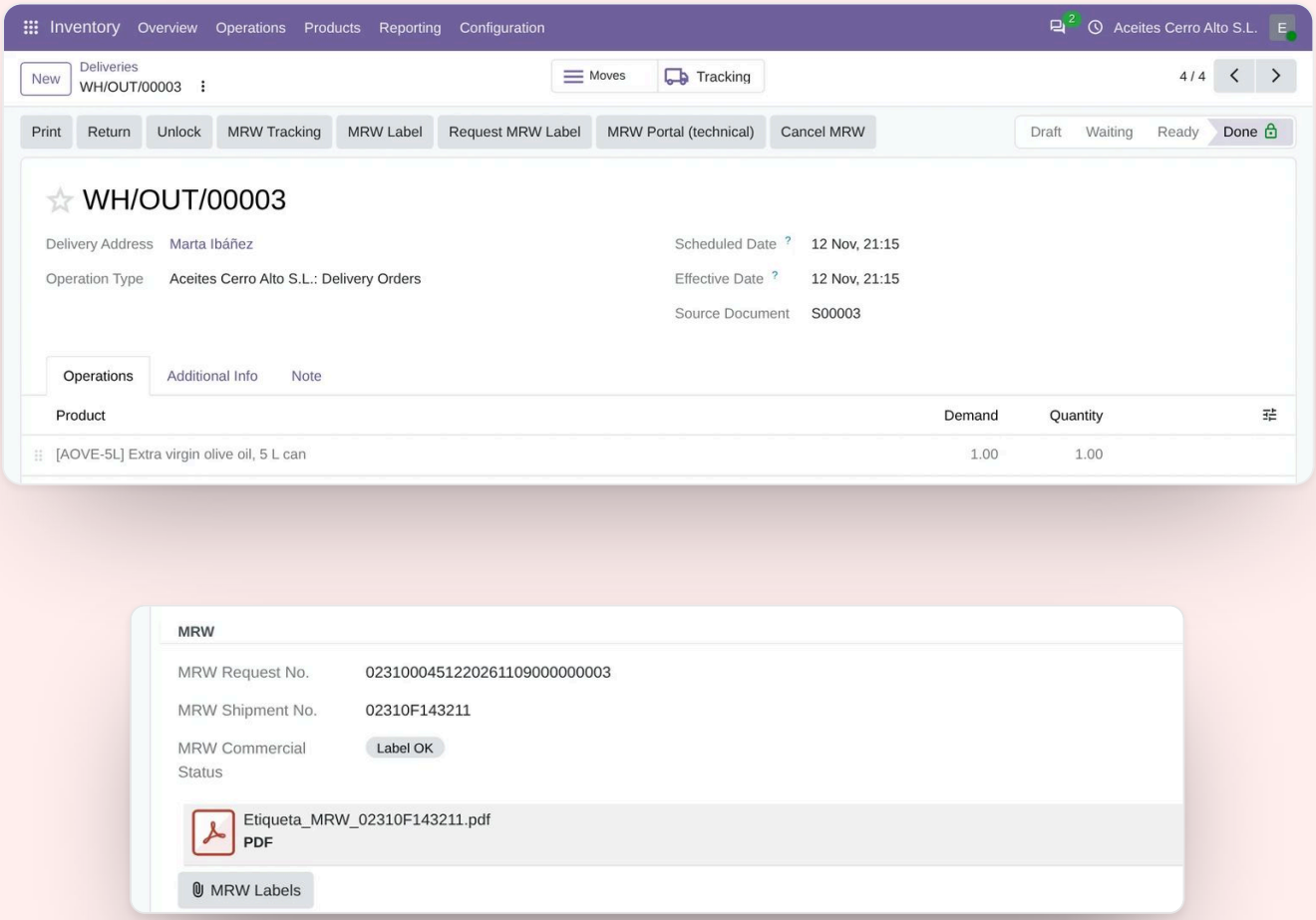
CONNECTOR GUIDE · SHIPPING AND CARRIERS

MRW connector for Odoo

Ship with MRW from Odoo: when you validate the delivery, the shipment is created at MRW with its PDF label and tracking number.

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



Real Odoo 20 screenshot. A MRW shipment from Odoo: a delivery sent with MRW and, in front, its MRW block: the request and shipment numbers and the PDF label.

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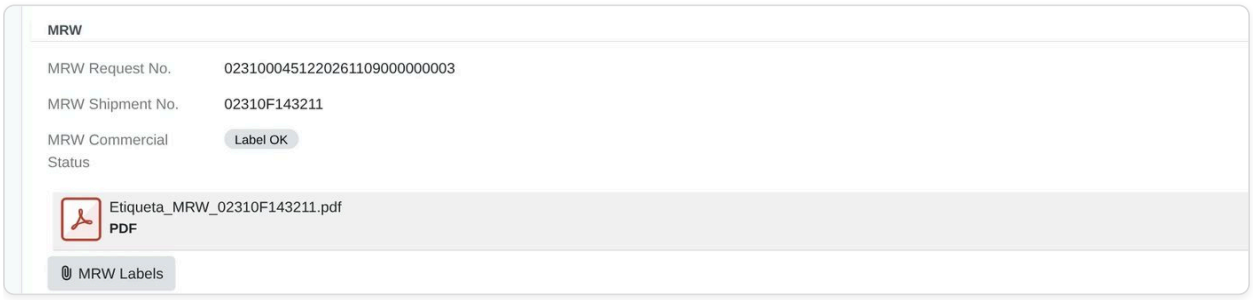
This guide describes version 20.0.1.1.8 of the module (Odoo branch 20.0, commit 1009cc9). Everything in it comes from its published code, the platform's official documentation or real screenshots.

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

1 Who it is for and what it solves

The connector is for anyone who ships with MRW and runs their warehouse in Odoo. Without it, every shipment is typed twice: the delivery is validated in Odoo and then someone copies the recipient, parcels and weight into the MRW website or software, prints the label and goes back to Odoo to note the tracking number.

With the connector, MRW is just one more shipping method in Odoo. You validate the delivery and the shipment is created in MRW using the delivery's own data; the PDF label is attached and the shipment number is recorded on both the delivery and the sales order.



- **Real Odoo 20 screenshot.** The MRW block of a validated delivery: request number, shipment number, status and label.



- **Real Odoo 20 screenshot.** Odoo deliveries: each one set to MRW ships with its shipment when validated.

What changes day to day

- Nobody copies addresses or weights into the MRW website: they come from the delivery.
- The label is on the delivery, as a PDF, ready to print from Odoo.
- The tracking number is where customer service looks for it: on the delivery and on the sales order.
- If MRW does not respond, you decide: the delivery can wait, or it can be validated and the shipment retried automatically.
- Several deliveries can be sent at once from the list.

When it fits

Online store with Odoo	Web orders come into Sales with their MRW line; the warehouse only prepares and validates.
Business sales	Orders with several parcels and partial deliveries: each delivery that goes out carries its own shipment and label.
Several MRW services	One shipping method per service, each with its price, so the warehouse does not have to remember service codes.
Those who already use MRW by hand	The same contract and the same credentials: what changes is where you type, not who you ship with.

What it does not do

- It does not request rates from MRW: the shipping price is the one you set on the shipping method.
- It does not handle cash on delivery.
- It does not bring the parcel status into Odoo: tracking is the MRW link.
- It does not schedule separate collections: each shipment carries its own collection date.
- It does not register your account with MRW or agree your services.

Everything else about an MRW shipment, from the validated delivery to the label, tracking and cancellation, is done from Odoo.

CONNECTOR GUIDE · MRW

2 The connector in figures

4
Odoo versions: 17, 18, 19 and 20

16
services in the MRW catalogue once installed

6
retries at most, from 5 minutes to 6 hours

6,583
lines of code (Odoo Apps, 13-11-2026)

59
automated tests in the Odoo 20 code

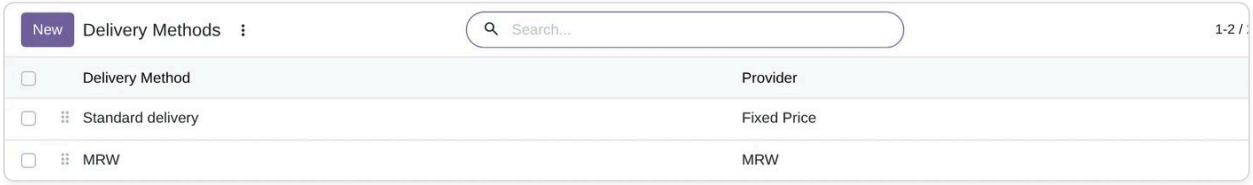
14
days of FlexigoTech Cloud trial, no card required

It works on Odoo Community and Enterprise: it only uses Inventory and Sales. It talks to MRW's Sagec web service, the one MRW gives its customers to create shipments, request labels and cancel them.

There is one module per Odoo version, and you buy the one for yours. It comes with its source code, under Odoo's licence for paid modules (OPL-1).

CONNECTOR GUIDE · MRW

3 Where you see it in your Odoo



Real Odoo 20 screenshot. **Delivery Methods**: the MRW one, next to the **Fixed Price** one.

Inventory › Config › Delivery Methods	The MRW carrier, with its MRW tab: **Credentials and Environment**, **Services**, **Operation**, **SOAP Label**, **Technical diagnostics** and **Commercial assistant**.
The delivery	At the top, the MRW buttons; below, the MRW block with **MRW Request No.**, **MRW Shipment No.**, **MRW Commercial Status** and the label.

The delivery list	**Send to MRW**, in the actions menu, sends several at once.
Sales	The sales order shows the shipment number and the **MRW History** button.

There is no separate MRW menu: everything lives in the Odoo screens you already use to ship.

Quick map

TO…	GO TO…
Create or change the carrier	**Inventory › Config › Delivery Methods**
Send a shipment	The delivery: **Validate**
Send several at once	The delivery list: **Send to MRW**
Print the label	The delivery: **MRW Label**
Track the parcel	The delivery: **MRW Tracking**
Cancel the shipment	The delivery: **Cancel MRW**
See the shipments for an order	The sales order: **MRW History**
Check the configuration	The carrier: **Run Pre-validation**
Start the trial	**Settings › FlexigoTech Cloud**

CONNECTOR GUIDE · MRW

4 What you need before you start

- A contract with MRW and access to its web service (Sagec). Your franchise gives you four details: the franchise, the account number, the user and the password. The department, if your account has one.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server, not on Odoo Online. Works on Community and Enterprise.
- An Odoo administrator: accepts the FlexigoTech Cloud data list and the carrier box.
- Your company details up to date: MRW receives its address, postcode and phone as the sender.

> The connector does not register your account with MRW or agree your services: your franchise does that.

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

What to ask your MRW franchise for

- Registration for the Sagec web service for your account.
- The franchise code, your account number and, if you have one, the department number.
- The user and password for the web service.
- Test credentials, if you want to try the test environment first.
- The codes of the services you have contracted (Urgente 19, Urgente 14, Ecommerce…).

- Whether shipments are sent carriage paid or carriage forward.

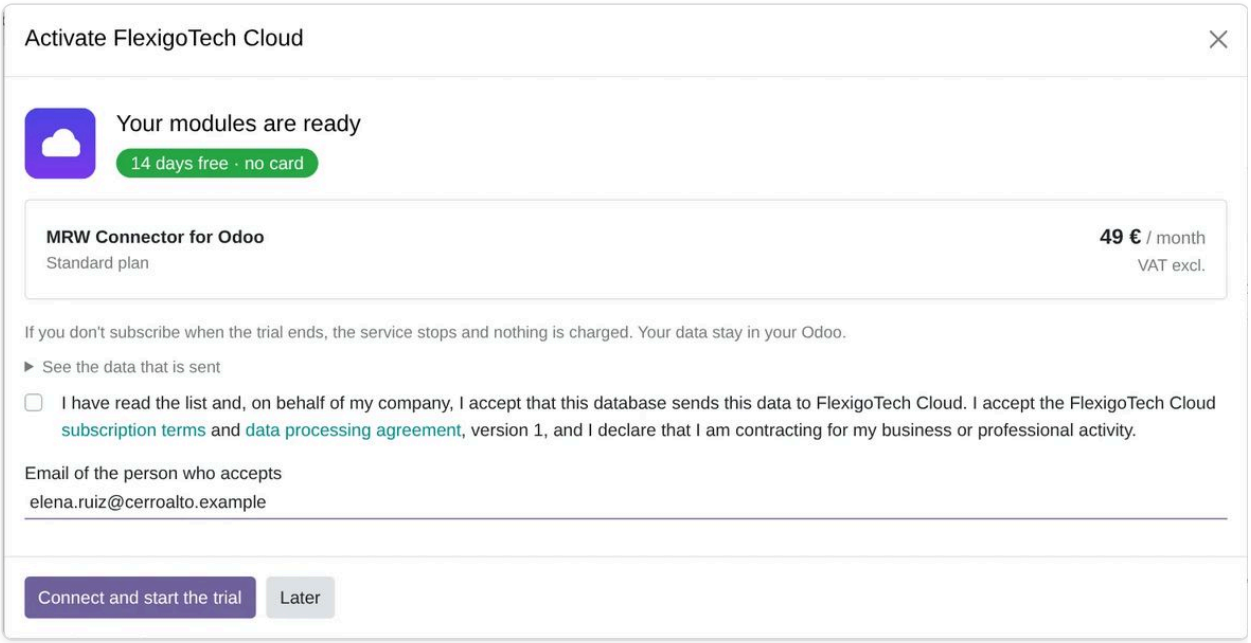
With that, the rest is done in Odoo.

CONNECTOR GUIDE · MRW

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 days free, no card required.



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

2 **Accept and enter your email**

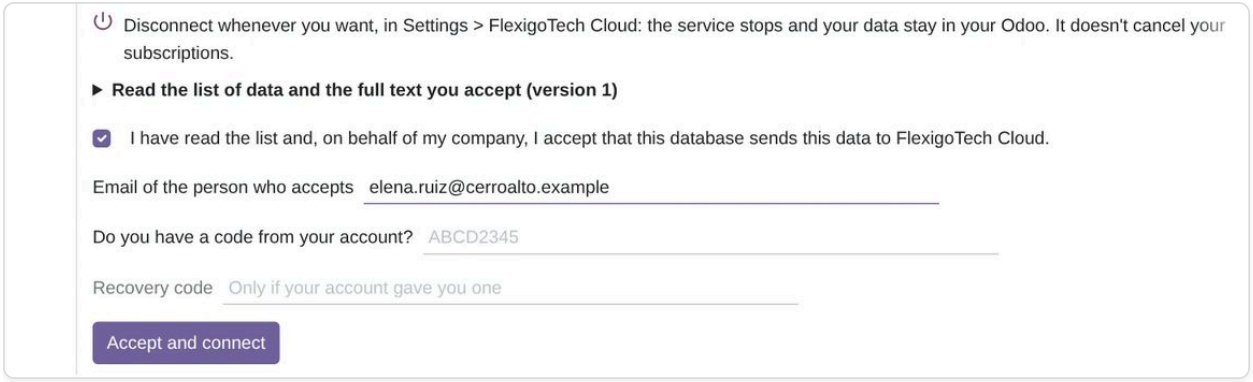
Tick "I have read the list and, on behalf of my company..." (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

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

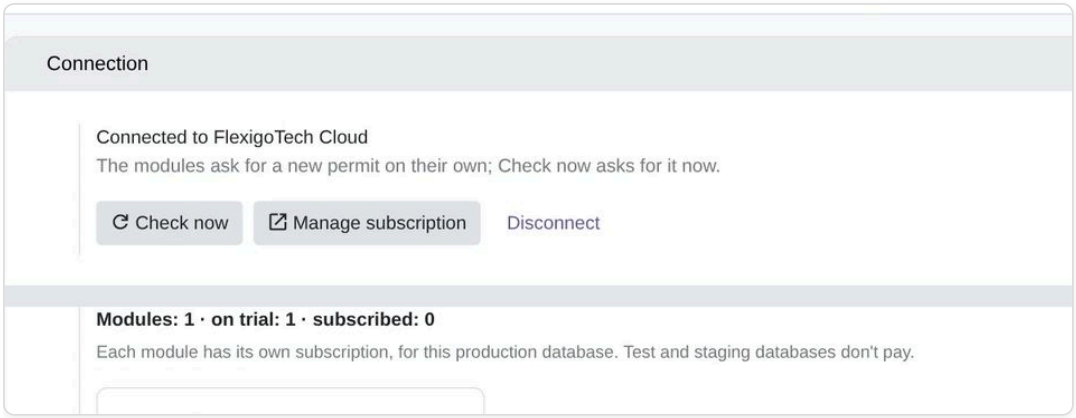
The same, from Settings

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



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

With the database connected, the **Modules** block shows each module with its status: **On trial** and the end date, **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 the permission straight away (otherwise the module renews it automatically every 6 hours).

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

If the trial ends without a subscription

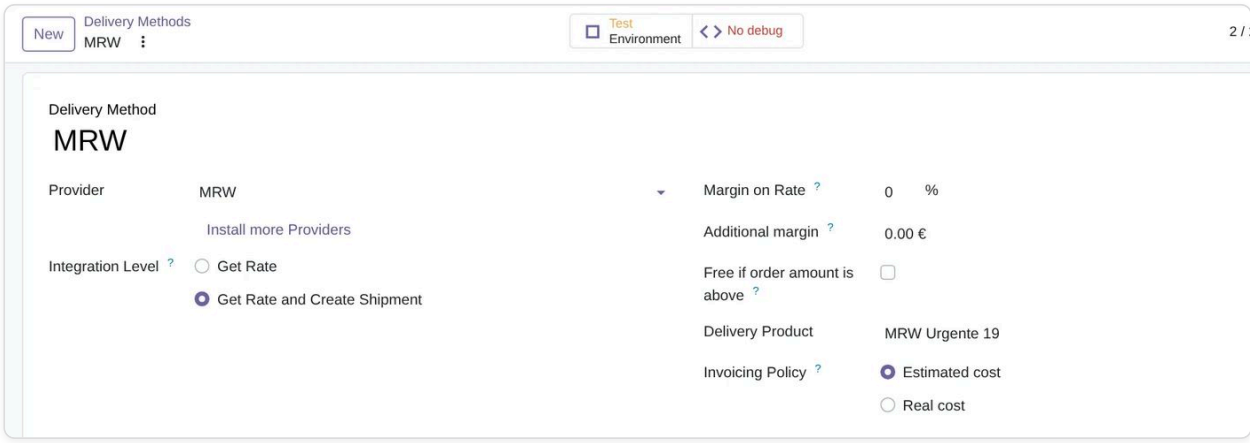
Nothing is sent to MRW. With **Block validation if MRW fails**, MRW deliveries cannot be validated until you renew. With **Allow validation and mark the shipment as pending**, they are validated without a shipment and the history says so; once you renew, you send them with **Send to MRW** from the list. Your deliveries, their numbers and their labels stay in Odoo.

CONNECTOR GUIDE · MRW

6 Creating the carrier step by step

1 **Click New and choose MRW under Vendor**

Give it a name and leave **Integration Level** on **Get Rate and Create Shipment**: that way the shipment is created when the delivery is validated.



- **Real Odoo 20 screenshot.** The MRW shipping method: provider, integration level and the shipping line product.

2 Fill in Credentials and Environment

MRW Environment comes set to **Production Environment**. Enter the **Franchise**, the **Account**, the **Department** if you have one, and the **MRW User**.

3 Read the notice and tick the box

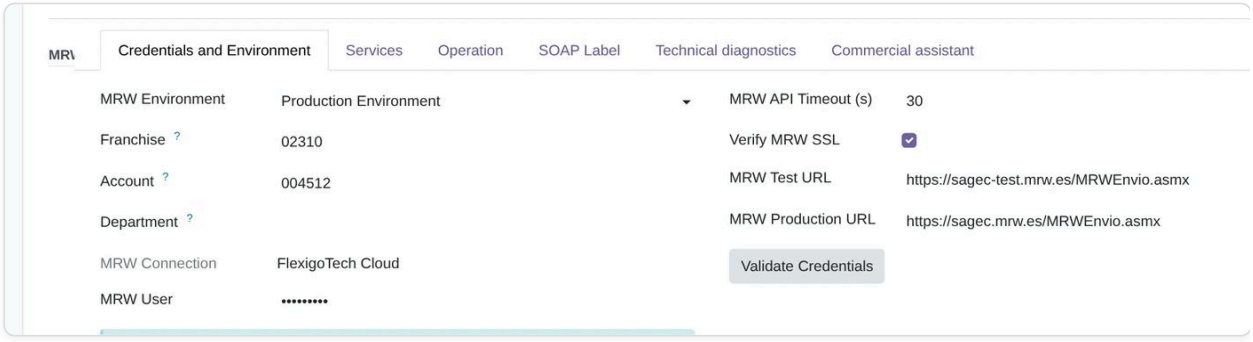
The blue box says what leaves your Odoo, where it goes and how long it is kept. Tick **I accept that FlexigoTech Cloud stores the credentials and that this data passes through it on its way to MRW**. Only an administrator can see it.

4 Enter the password and save

In **MRW password for FlexigoTech Cloud**. When you save, it goes to the cloud together with the other four details, and Odoo does not keep it. **Saved in FlexigoTech Cloud** shows the date.

5 Click Validate Credentials

It tells you since when the credentials have been stored in the cloud.



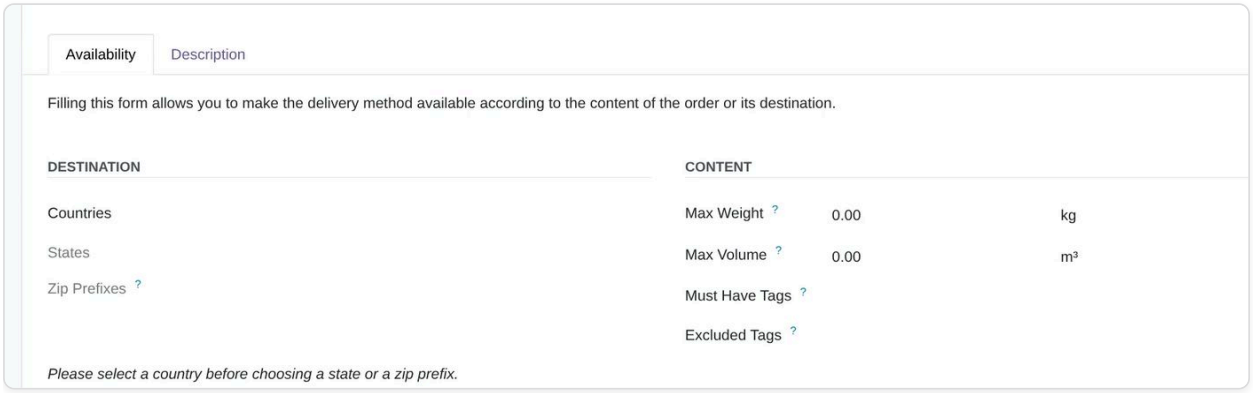
- **Real Odoo 20 screenshot.** **Credentials and Environment**: your MRW codes and **MRW Connection**: FlexigoTech Cloud.

> If you change the franchise, the account, the department, the user or the environment, save the password again: the previous one is deleted from the cloud.

To test with MRW, set **Test Environment**: the calls go to the Sagec test address, with a separate credential. Each carrier keeps its own credential, so you can have one for testing and another for live use.

What Odoo already provides on a shipping method

The MRW carrier is an Odoo shipping method, so it keeps everything Odoo provides for any carrier. The most useful parts:



- **Real Odoo 20 screenshot.** The availability of the shipping method: destinations and content, as with any Odoo carrier.

Delivery Product	The product on the shipping line of the sales order. Its name is what the customer sees.
Margin on Rate and **Free if order amount is above**	To charge for shipping with a margin, or to make it free from a given amount.
Invoicing Policy	Appears in **Estimated cost**: the customer pays what the order line says.
Countries, states and postcode prefixes	So that MRW is only offered where you want, for example on the mainland.
Maximum weight and volume	So that it is not offered for orders that do not fit the service.

You can have as many MRW shipping methods as you like: one per service (Urgente 10 for what is urgent, Urgente 19 for the normal ones), one per zone, or a test one. Each one keeps its own credential in the cloud.

With several companies in the same database, each shipping method can belong to one company, using that company's MRW account. The sender sent to MRW is the company of the shipping method: with several companies, create one per company.

CONNECTOR GUIDE · MRW

7 Testing and production

MRW has two web services: the test one, which does not create real shipments, and the production one. The carrier chooses one with **MRW Environment**: **Test Environment** or **Production Environment**, which is how it comes.

WHAT CHANGES	TEST	PRODUCTION
Address	sagec-test.mrw.es	sagec.mrw.es
Credentials	The test ones MRW gives you	The ones in your contract
Shipments	No lorries leave	Real shipments, with their label

Each carrier and each environment keeps its own credential in FlexigoTech Cloud. So you can have two MRW shipping methods, one for testing and one live, without them overwriting each other. If you change the environment of a carrier, the credential for the previous environment is deleted from the cloud and you have to enter the password again.

> The addresses in **MRW Test URL** and **MRW Production URL** are already filled in. Do not change them unless MRW gives you different ones.

How to get started without surprises

1. **Create a test shipping method**
   With **Test Environment** and the test credentials your franchise gives you.

2. **Validate some test deliveries**
   With customers in several provinces, with and without packages, and one to Portugal if you ship there. Check the tracking number, the label and the history of each one.

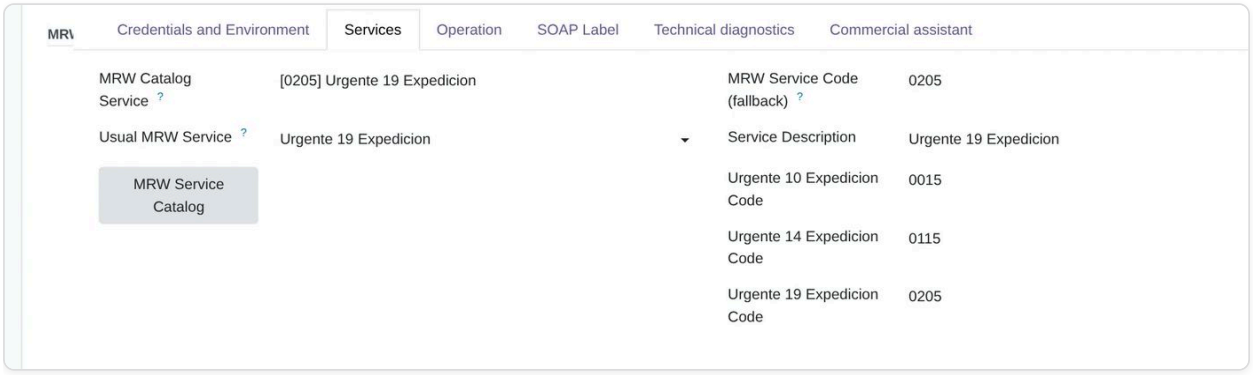
3. **Pass Run Pre-validation**
   It tells you whether your company or any open delivery is missing a detail.

4. **Create the production one**
   With **Production Environment** and the credentials in your contract. Archive the test one so nobody picks it by mistake.

5. **Decide the failure policy**
   Blocking is the safest choice when you start: if something fails, you see it straight away.

CONNECTOR GUIDE · MRW

8 The MRW service and its catalogue



- **Real Odoo 20 screenshot. Services**: the catalogue service, the usual one and their codes.

Usual MRW Service	Urgente 19 Expedicion when created. The other two options are Urgente 10 and Urgente 14 Expedicion.
MRW Catalog Service	A service from the MRW catalogue. If set, it takes precedence over the usual one.
MRW Service Code (fallback) and **Service Description**	The code and name sent if there is no catalogue service: 0205 and Urgente 19 Expedicion when created.

Codes for Urgente 10, 14 and 19	0015, 0115 and 0205. Change them if your franchise gives you others.

MRW Service Catalog opens the catalogue: 16 services on installation, among them Urgente 10, 14 and 19, Ecommerce and the earlier ones with their old code. Those marked "set the real code" (Urgente 08:30, Urgente 12:00, Economy, International Express and International Economy) have no code: enter the one your franchise gives you before using them.

> Use the code agreed with your franchise. If MRW rejects the code, the connector tries its equivalent (the new or old code of the same service) and the one of the usual service, and records in the delivery history which one it used.

The catalogue on installation

SERVICE	CODE	NOTE
Urgente 19 Expedicion	0205	The usual one when the carrier is created.
Urgente 14 Expedicion	0115	One of the three usual ones.
Urgente 10 Expedicion	0015	One of the three usual ones.
Ecommerce	Its code	For online shops, if you have it contracted.
Urgente 10, 14 and 19	Their codes	The versions without "Expedicion".
The four earlier ones (legacy)	The old code	In case your contract still uses them.
Urgente 08:30 and Urgente 12:00	No code	Enter the one from your franchise before using them.
Economy, International Express and International Economy	No code	Likewise: the code is given by your franchise.

Each catalogue service states whether it is valid for national, international or both shipments, and you can add your own with their code. It is an Odoo list like any other.

Which code is sent

1. **The catalogue one**
   If the carrier has **MRW Catalog Service**, that one is sent.
2. **Otherwise the fallback**
   MRW Service Code (fallback), with its description.
3. **If MRW rejects it**
   For a national shipment, the connector tries the equivalent code (the new or the old of the same service) and then the one of the **Usual MRW Service** and its equivalents. For an international one, the international codes.

The first one MRW accepts is the one used, and the delivery history says so if it was not the configured one. This way an old code does not stop the warehouse while you change it.

9 The carrier options and how they come



- **Real Odoo 20 screenshot. Operation**: default weight, charge type, failure policy and retries.

OPTION	ON CREATION	WHAT IT DOES
Default Weight (kg)	1.00	The weight sent if the delivery has no weight.
Payment Type Policy	**Auto (try variants)**	If MRW rejects the payment type, it tries the other options. Also: **Prepaid shipping (N)**, **Collect shipping (S)** or **Do not send PortesDebidos**.
MRW Failure Policy	**Block validation if MRW fails**	If MRW does not create the shipment, the delivery is not validated. The other option is **Allow validation and mark the shipment as pending**.
MRW Automatic Retries	On	A temporary failure is retried on its own.
MRW Maximum Retries	6	How many times at most per delivery.
Manual button Send MRW	Off	Turn it on if you want to send the shipment before validating.
Download the label through SOAP	On	After creating the shipment, the label is requested from MRW.
Label type code (0 domestic)	0	The label type requested: 0 domestic, 1 confirmation, 2 international, 3 ZPL.
Label margins	1100 and 650	**Label top margin (recommended 1100)** and **Label left margin (recommended 650)**.
MRW SOAP Audit	Off	Saves each request and response as XML, for diagnosis.
Audit XML Retention (days)	15	Days these XML files are kept. 0 keeps them always.
MRW API Timeout (s) and Verify MRW SSL	30 and on	Waiting time for each call and certificate checking.

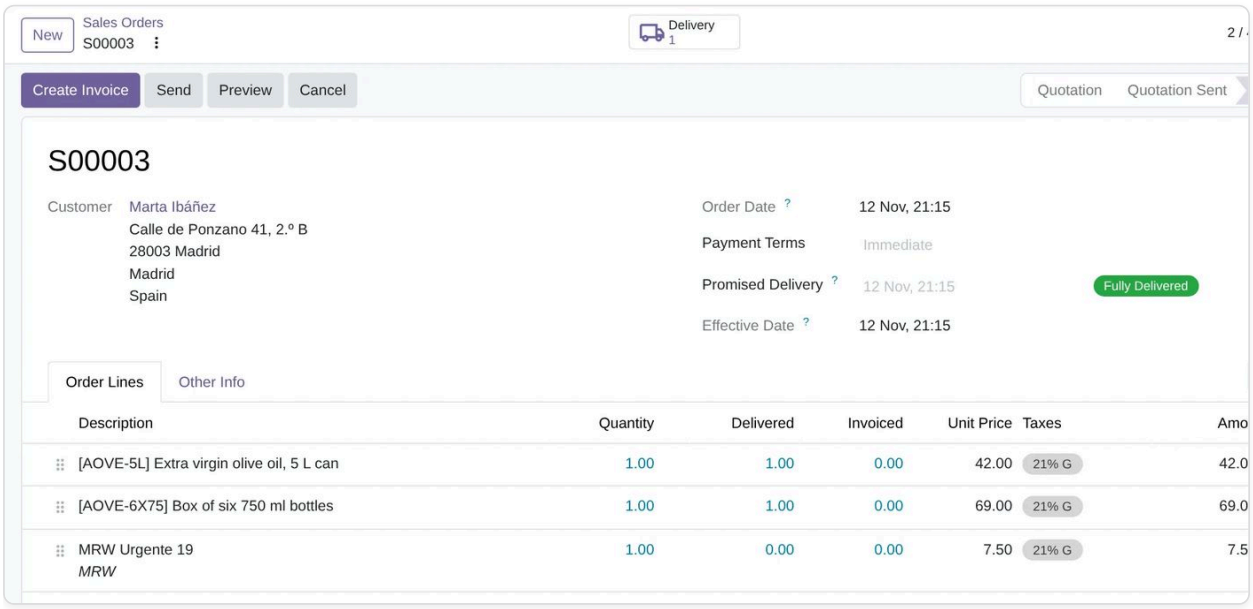
When to change each setting

The failure policy	Block at the start, to see each error straight away. Non-blocking when the warehouse cannot stop if MRW is slow: the delivery goes out and the shipment is retried.
The payment type	Leave **Auto (try variants)** unless your franchise tells you otherwise. If all your shipments go collect, choose **Collect shipping (S)**.
The default weight	Set it to the weight of your typical package if your products have no weight in Odoo.

The manual button	Turn it on if you want the label before validating, for example to attach it when preparing the package.
The SOAP audit	Only for a period, when you need to see what MRW replies. It stores shipment data in Odoo.

10 From the sales order to the delivery

The MRW shipping method is chosen on the sales order, like any other Odoo method. The order carries its shipping line, with the method's product and price. When you confirm the order, Odoo creates the delivery with that carrier.



- **Real Odoo 20 screenshot.** A sales order with its MRW shipping line: MRW Urgente 19, €7.50.

> The price of that line is not requested from MRW: it is the fixed price you set on the shipping method. The connector does not query MRW rates.

An example

An olive oil mill in Úbeda sells a 5-litre drum and a case of six bottles to a customer in Madrid. Order S00003 carries the MRW Urgente 19 line. When confirmed, Odoo creates delivery WH/OUT/00003. The warehouse prepares it and presses **Validate**: at that moment the shipment is created in MRW, the delivery receives its shipment number and the PDF label, and the sales order shows the number and the **MRW History** button.

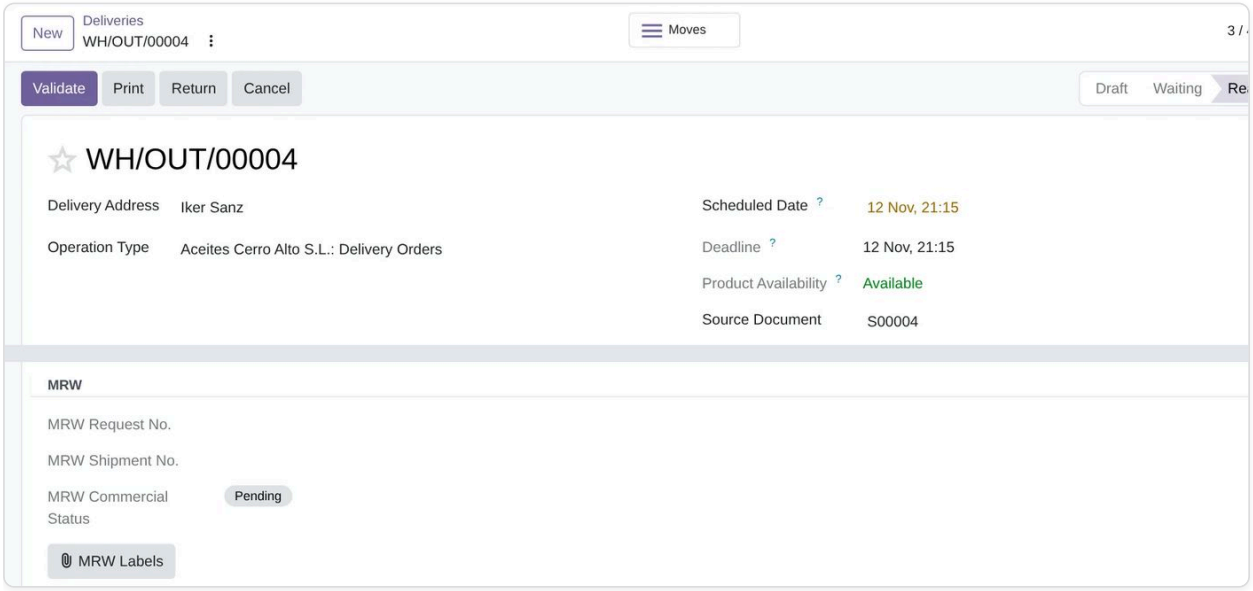
If the delivery is done in several parts, each partial delivery you validate creates its own shipment in MRW.

Charging the shipping to the customer

As the price comes from the shipping method, you decide what you charge: a fixed price per order, free above an amount with **Free if order amount is above**, or a margin with **Margin on Rate**. If you charge differently by service, create one shipping method per service, each with its own price.

In Odoo's online shop it works the same way: the customer sees the MRW shipping method with its fixed price and, when paying, the order already carries its shipping line.

11 Shipping on validation



- **Real Odoo 20 screenshot.** A delivery **Ready** with MRW: the shipment does not exist yet and its status is **Pending**.

1. **Prepare the delivery**

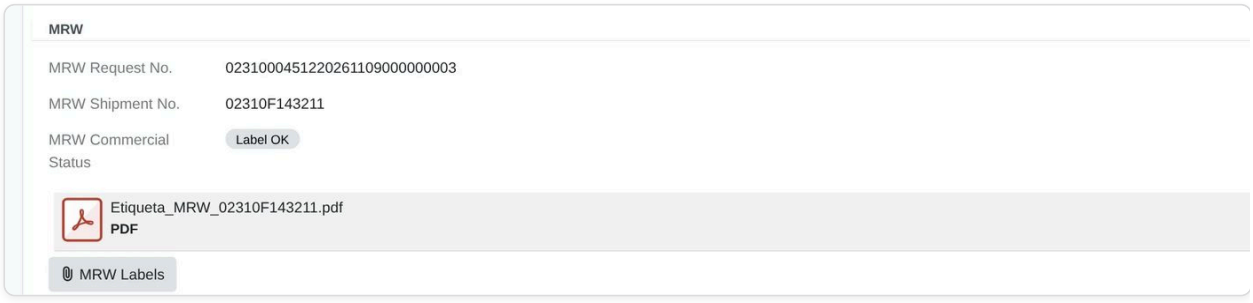
   As always in **Inventory**: products, quantities and, if you want, packages and their weight.

2. **Press Validate**

   The connector sends the shipment to MRW: the recipient, your company as sender, the references of the delivery slip and the order, the notes, the service and the packages with their weight.

3. **Check the MRW block**

   MRW Request No. and **MRW Shipment No.** are filled in, and the shipment number becomes the tracking reference of the delivery. With the label downloaded, the status is **Label OK**.



- **Real Odoo 20 screenshot.** The MRW block of a sent delivery: the two numbers, the status and the label.

If MRW replies with warnings, or the shipment went out with another service code, another payment type or another form of the shipment, the connector writes it in the delivery's history.

> Odoo only creates the shipment when you validate if the delivery operation has **Generate Shipping Labels** turned on. **Delivery Orders** have it on by default; if you use another outgoing operation, check its configuration.

What goes to MRW, field by field

DATA	WHERE IT COMES FROM
Recipient	The name, address, phone and tax ID of the contact at the delivery address.
Sender	The same details of your company.
References	The name of the delivery slip and of the order, to find it later in MRW.
Remarks	The notes on the delivery slip.
Service	The one from the catalogue, the usual one or the fallback code, in that order.
Packages and weight	What the next chapter covers.
Pickup Date	The expected delivery date, never before today. From 17:00 it moves to the next day, and on Saturdays and Sundays, to Monday.
Payment type	According to **Payment Type Policy**.

What comes back from MRW is the request number and the shipment number. With them, the connector requests the label.

What is recorded in the delivery's history

- That the shipment went out with another service code, another payment type, another operation or another form of the request, and which one.
- The warnings MRW returns even though the shipment is created.
- That the label did not arrive after several attempts, with MRW's code and message.
- Each scheduled retry, with its date and time.
- That the shipment was cancelled in MRW.
- With the SOAP audit on, that the request and the response were saved.

This way, whoever opens the delivery days later sees what happened without asking anyone.

A day with the connector in the warehouse

1. **In the morning**
   The previous day's orders already have their delivery in **Inventory**, with MRW as the carrier.
2. **When preparing**
   The warehouse picks the products and, if you pack them with **Put in Pack**, each package carries its weight.
3. **When validating**

Each validated delivery leaves with its MRW number and its label. If one fails, the message says why.

4 **Before MRW collects**

The labels are printed from the deliveries and stuck on the packages.

5 **During the day**

Whoever serves customers sees the number on the sales order and opens MRW's tracking.

12 Packages, weight and address

MRW needs to know how many packages go out and how much they weigh. The connector takes this from the delivery, so nobody has to type it.

- The number of packages is the higher of the delivery's packages and the units going out, with a maximum of 99.
- The weight is the delivery's shipping weight or, if it has none, its weight; if neither, the **Default Weight (kg)**.
- If the packages carry their weight and dimensions, they are sent package by package.

IF THE DELIVERY...	PACKAGES BEING SENT
has 2 packages and 2 units	2
has 1 package with 3 units	3: the units are counted, since there are more of them
has no packages and 4 units	4
has neither packages nor countable units	1

Service products, the shipping line and cancelled lines do not count as packages.

The address

- The street is split into road and number, and the telephone and postcode are cleaned up before being sent.
- For Portugal, the postcode is sent with its first 4 digits, and the connector tries the domestic service first and, if MRW does not accept it, the international one. Outside Spain and Portugal, the shipment is international.
- An address without a street number or postcode is the most common reason MRW rejects a shipment: **Run Pre-validation** lists the open deliveries with missing data.

13 The label

After creating the shipment, the connector requests the label from MRW through its web service. If MRW does not provide it, the connector downloads it from the address MRW returned with the shipment. MRW can also provide it in ZPL, for label printers: the connector stores it as it is.

MRW Label	Downloads the attached label.
Request MRW Label	Requests it from MRW again, for example if you changed the label type.

MRW Portal (technical)	Opens the label address provided by MRW, when there is one.
MRW Labels	At the bottom, in the MRW block, the label attachments of the delivery.



- **Real Odoo 20 screenshot.** **SOAP Label**: downloads the label, its type and its margins.

Label types

[[LABEL TYPE CODE (0 DOMESTIC)]]	LABEL
0	Domestic, the standard one.
1	Confirmation.
2	International.
3	ZPL, for thermal printers.

The margins are the ones MRW recommends (1100 from the top and 650 from the left). Only change them if the label comes out off-centre on your printer.

Printing it

The file is called Etiqueta_MRW followed by the shipment number, so it is easy to find among the attachments. Open it from the delivery with **MRW Label** and print it like any PDF. If you use a thermal printer, request type 3 (ZPL) and send it to the printer with its software.

If you change anything in the carrier that affects the label (the type or the margins), **Request MRW Label** requests it again for deliveries that already have a shipment, without creating a new one.

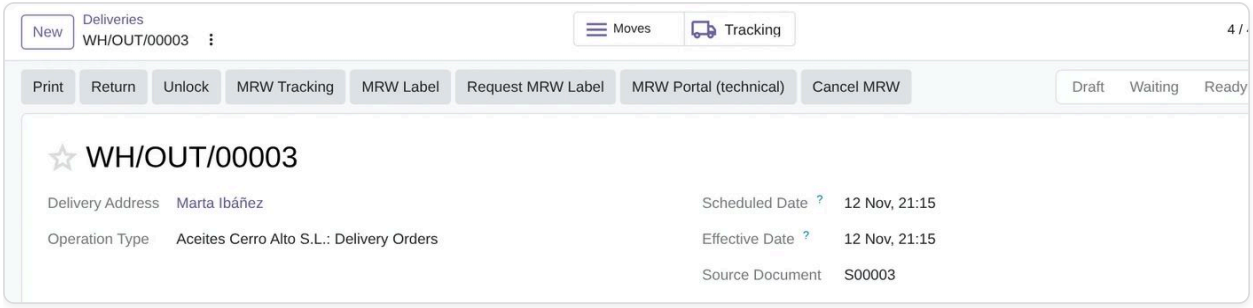
CONNECTOR GUIDE · MRW

14 Tracking and cancellation

MRW Tracking	Opens MRW's tracking page with the shipment number.
Cancel MRW	Cancels the shipment in MRW. If it succeeds, the delivery is left without MRW numbers or label, ready to be sent again, and the history records it.

The tracking link is the one on mrw.es for domestic shipments. The connector does not bring the delivery status from MRW into Odoo: to find out where the parcel is, use the link.

The sales order shows the shipment number, and **MRW History** opens its deliveries with MRW.



- **Real Odoo 20 screenshot.** At the top of the shipped delivery: **MRW Tracking**, **MRW Label**, **Request MRW Label**, **MRW Portal (technical)** and **Cancel MRW**.

The tracking button that Odoo places at the top of the delivery opens the same MRW link. If you send your customers Odoo's delivery email, the link includes the MRW number.

Cancelling and sending again

1. **Press Cancel MRW**
   The connector asks MRW to cancel the shipment using its number.

2. **Check the history**
   If MRW cancels it, the delivery is left without a shipment number, request number or label.

3. **Correct and send again**
   Change whatever is needed (the address, the service, the packages) and use **Send to MRW** from the list: a new shipment is created with its label.

> If MRW replies that it cannot find the shipment, the connector treats it as cancelled and leaves the delivery ready. If it returns any other error, the delivery keeps its number and the history explains why it was not cancelled.

CONNECTOR GUIDE · MRW

15 Sending several deliveries or before validating

Several at once

1. **Select the deliveries**
   In the delivery list, tick those that go via MRW.

2. **Open Send to MRW**
   From the actions menu on the list. Choose the MRW carrier and, if you like, another service for this batch only.

3. **Press Send**
   Result shows which deliveries already have their shipment, with its number, and which do not, with the reason. Deliveries are not validated: only their shipment and label are created.

One, before validating

Turn on the manual button in the **Operation** tab of the carrier. Deliveries in **Ready** without a shipment show **Send MRW**, which creates the shipment and label without validating. When you validate afterwards, another one is not created.

> A delivery that already has a shipment number is not sent again: cancel it first with **Cancel MRW**.

In **Send to MRW** you can change the service for that batch only: a service from the catalogue, the usual one, the code or the description. When finished, the carrier goes back to its usual service.

All deliveries in the batch must have the same MRW carrier. Those that already have a shipment, or use another carrier, are not sent and appear in **Result** with the reason. If FlexigoTech Cloud does not let the calls through, the batch stops at the first one and nothing is marked.

CONNECTOR GUIDE · MRW

16 Portugal and other countries

The recipient's country decides which MRW operation is used.

DESTINATION	OPERATION	POSTCODE
Spain	Domestic shipment	5 digits
Portugal	Domestic and, if MRW does not accept it, international	The first 4 digits
Other countries	International shipment	Up to 10 letters and digits

For an international shipment, if MRW rejects the service code, the connector tries the most commonly used international codes (01710, 01700, 0800 and 0485) and the catalogue services marked as international. The label is requested with the international operation.

> Whether MRW delivers a shipment to a country depends on your contract with MRW, not on the connector.

The country comes from the contact on the delivery address. If the contact has no country, the connector infers it from its postcode (in the Portuguese format 1234-567) or from a Portuguese telephone number (+351); if it cannot, it treats the shipment as one within Spain.

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17 If MRW does not create the shipment

POLICY	WHAT HAPPENS ON VALIDATION	AFTERWARDS
Block validation if MRW fails	The delivery is not validated and Odoo shows the reason.	You fix it and validate again.
Allow validation and mark the shipment as pending	The delivery is validated and the history records the failure.	If the failure is temporary, the connector retries automatically.

A temporary failure is one of these: MRW takes too long, replies with a server error (408, 429, 500, 502, 503 or 504), or says to try again. Retries wait 5, 15, 30, 60, 180 and 360 minutes, and stop at **MRW Maximum Retries**. In the meantime, the delivery shows **Retry MRW** so you do not have to wait.

A failure that is not temporary (a postcode MRW does not accept, a service you have not contracted) is not retried: the reason is kept in **MRW Last Error** and in the history. A delivery validated without a shipment is sent later with **Send to MRW**, from the delivery list.

> Without a test or a FlexigoTech Cloud subscription, nothing reaches MRW. With the strict policy, the delivery is not validated; with the other one, it is validated and the history says so. Nothing is marked as failed because of it.

Which policy to choose

ASPECT	BLOCK	DO NOT BLOCK
When MRW fails	The delivery waits and you see it immediately.	The delivery goes out and the shipment is retried or left pending.
Risk	The warehouse stops if MRW does not respond.	A parcel may leave without a label if nobody checks the history.
Who it's for	Anyone who is just starting out or ships only a few parcels.	Anyone who can't afford to stop the warehouse because of MRW.

An example

With **Allow validation and mark the shipment as pending** enabled, the warehouse validates a delivery at 10:00 and MRW's service doesn't respond. The delivery is validated anyway, its MRW status changes to **Pending**, and the history shows when the first retry will happen. If MRW still doesn't respond, retries run at 10:05, 10:20, 10:50, 11:50, 14:50 and 20:50. As soon as one succeeds, the delivery gets its shipment number and its label.

CONNECTOR GUIDE · MRW

18 Checking the configuration and what happens automatically

Commercial assistant

Run Pre-validation reviews your credentials, the service, your company's postcode and phone number, the default weight, MRW's address and the open deliveries with MRW, and reports which ones have data to check (country, postcode, phone, weight, city or county). **MRW Configuration Status** shows OK, **Check** or Error, with the details in **MRW Configuration Summary**.

CHECK	ERROR IF...
Credentials	The franchise code, the account number or, in the cloud, the stored password is missing.
Service	There's no service code, or the one in the catalogue isn't valid.
Sender	Your company does not have a valid postcode or telephone number.

CHECK	ERROR IF...
Weight	The **Default Weight (kg)** is 0.
MRW's address	The address for the chosen environment is empty or badly written.
Timeout	It is 0 or less: it appears as a warning, not an error.
Open deliveries	Some delivery with MRW lacks a recipient, country, postcode, phone, weight, city or county.

Technical diagnostics

For administrators only. With **MRW SOAP Audit** enabled, every request and response is stored as XML on the delivery, with the password masked. **Purge audit XML** deletes them immediately; otherwise they are deleted automatically after the number of days set in **Audit XML Retention (days)**. Use it for a while, when you need to check what MRW is replying.

TASK	FREQUENCY	WHAT IT DOES
MRW - Retry pending shipments	5 minutes	Retries, in order, up to 50 deliveries with a pending retry whose time has come.
MRW - Purge audit XML	1 day	Deletes audit XML older than its retention period.

Without a trial or subscription, the retry task does not call MRW: pending items stay pending and go out as soon as the service is back. Frequencies can be changed in **Settings › Technical › Scheduled Actions**, with developer mode enabled.

CONNECTOR GUIDE · MRW

19 Which data leaves your Odoo and where it is kept

The carrier's notice says this before an administrator ticks the box. In summary:

Once, when saving the password	The MRW franchise code, account number, department, user and password.
With each shipment	The recipient's name, address, phone and tax ID; your company's details as sender; the delivery order and sales order references; notes; the service and the packages with their weight (and their dimensions, package by package).
Also	Label requests and cancellations, with the shipment number.
Where to	To FlexigoTech Cloud, on Netcup servers in Germany, which passes it on to the MRW API.
How long it is kept	Shipment contents are not stored in the cloud: they only pass through it. Credentials, encrypted, are kept until you delete the carrier, change the environment, uninstall the module, disconnect the database, or 30 days after the subscription ends.

The password is never stored in Odoo, and the field where it is entered is visible only to administrators. In the SOAP audit XML, the password appears masked.

> Without a FlexigoTech Cloud subscription, no calls are made to MRW. What is already in Odoo (deliveries, numbers, labels) can still be viewed, downloaded and exported.

What stays in your Odoo

WHERE	WHAT
The shipping method	The MRW franchise code, account number, department and user, the environment and the options. Not the password.
The delivery	The request number, the shipment number, the label, the label address returned by MRW, and MRW's last response.
The retries	If one is pending, how many have been made, when the next one is, when the last one was, and the last error.
The SOAP audit	Only if you turn it on: the requests and responses in XML, with the password masked, until their retention period ends.

CONNECTOR GUIDE · MRW

20 If something goes wrong

MRW rejects the service code	The connector tries its equivalent and the usual service. If neither works, ask your MRW franchise for the correct code and enter it in **Services**.
MRW rejects the address or postcode	Check the customer's address: street with number, postcode and phone. **Run Pre-validation** lists the deliveries with missing data.
MRW rejects the weight	The delivery or its packages have no weight and the **Default Weight (kg)** is 0.
MRW rejects the payment type	Leave **Payment Type Policy** on **Auto (try variants)** or choose the one in your contract.
There is no label	Press **Request MRW Label**. If MRW does not provide it, **MRW Portal (technical)** opens its own.
The credentials are not in the cloud	**Validate Credentials** reports it. Re-enter the password and save.
The cancellation can't find the shipment	MRW no longer has it: the history says so, and the delivery can be sent again.
No shipment is created when you validate	Check that the shipping method has **Get Rate and Create Shipment** enabled and that the delivery operation has **Generate Shipping Labels** turned on.

The error message an administrator sees also includes the operation, the services tried and the technical detail. With that, and the SOAP audit enabled for a while, it is almost always clear what MRW objects to.

The message you see when validating

When MRW doesn't create the shipment, the message starts with the cause the connector recognises in MRW's response:

THE MESSAGE SAYS...	WHAT TO DO
MRW rejects the configured service	Ask your MRW franchise for the code in your contract and enter it in **Services**.
MRW rejects the payment type	Check **Payment Type Policy**.
address or phone data is missing	Check the recipient's address and your company's address.
MRW rejects the weight for that service	Adjust the packages or the weight, or change service.
MRW is not available at the moment	It is a temporary fault: wait or, with the non-blocking policy, let it retry.
MRW could not create the shipment with this data	Read the MRW detail that follows.

What follows is MRW's detail, its status code and, if relevant, when the retry is or that it cannot be retried.

CONNECTOR GUIDE · MRW

21 Other ways of doing it

FORM	WHAT IT MEANS
By hand, on the MRW website	Each shipment is keyed in again and the number is copied into Odoo. This is fine with only a few shipments a day.
Odoo alone	Odoo 20, Community and Enterprise, do not include an MRW connector. Enterprise includes other carriers and Sendcloud, a shipping platform sold separately.
This connector	MRW as a shipping method in Odoo: shipment on validation, label, tracking and cancellation, with FlexigoTech Cloud.

If you currently print labels from MRW's website, you can start with a test carrier, validate a few test deliveries and move to production once everything checks out.

22 Plans and price

€9

License per Odoo version.

+ FlexigoTech Cloud

STANDARD

€49/month

or €490 a year

- First response within 1 working day
- Up to 3 accounts

PRO

€98/month

or €980 a year

- First response within 4 working hours
- Up to 10 accounts
- Video call if needed

14-day trial, no card

Prices exclude VAT

The module license is per Odoo version. FlexigoTech Cloud is paid monthly or yearly, and the 14-day trial requires no card. With Standard, up to 3 accounts; with Pro, up to 10.

The subscription is what makes the connector work: the gateway through which your shipments, labels and cancellations reach MRW, the encrypted custody of your credentials, and the alert when calls fail. It includes support: response within 1 business day with Standard and within 4 business hours with Pro, with a video call if needed.

23 Frequently asked questions

When is the shipment created in MRW?

If, when validating the delivery, the shipping method is set to **Get Rate and Create Shipment**.

Can I create the shipment before validating?

Yes: turn on the manual **Operation** button and use **Send MRW** on the delivery marked **Ready**.

Can I send several deliveries at once?

Yes, with **Send to MRW** from the deliveries list.

Where does the label go?

It is attached to the delivery as a PDF. **MRW Label** downloads it.

What if the label doesn't arrive?

Request MRW Label asks MRW for it again.

Can I print in ZPL?

Yes: label type 3 is ZPL, for thermal printers.

Where do I see the tracking number?

On the delivery, in **MRW Shipment No.**, and on the sales order.

Does it pull the shipment status from MRW?

No. **MRW Tracking** opens MRW's tracking page with the number.

Can I cancel a shipment?

Yes, with **Cancel MRW**. The delivery is then ready to be sent again.

Which service does it use?

Urgente 19 Expedicion as standard. You change it in **Services** or enter your franchise's code.

What if MRW rejects the service code?

It tries its equivalent and then the usual service's code, and the history shows which one it used.

Does it calculate the shipping cost with MRW?

No. The order carries the fixed price of the shipping method.

Does it do cash on delivery?

No. Shipments always go without cash on delivery.

How does it count packages?

The larger of the packages on the delivery and the units being shipped, up to 99.

And weight?

The delivery's shipping weight, its weight or the **Default Weight (kg)**, in that order.

Does it ship to Portugal?

Yes. It tries the domestic shipment and, if MRW doesn't accept it, the international one.

And to other countries?

Yes, with MRW's international operation, if your contract includes it.

What happens if MRW doesn't respond?

With the strict policy the delivery is not validated. With the other one, it is validated and retried automatically up to 6 times.

How often does it retry?

At 5, 15, 30, 60, 180 and 360 minutes after each failure.

Can I retry without waiting?

Yes, with **Retry MRW** on the delivery.

Can I run tests before sending for real?

Yes, with the **Test Environment** and MRW's test credentials.

Does it work without FlexigoTech Cloud?

No. Anything already imported into Odoo stays in Odoo.

Is my MRW password stored in Odoo?

No. It is sent encrypted to FlexigoTech Cloud.

Are my shipments stored in the cloud?

No. They pass through FlexigoTech Cloud on their way to MRW, without being kept.

How many MRW accounts can I have?

Up to 3 with the Standard plan and up to 10 with the Pro plan.

Do I need Odoo Enterprise?

No. It uses Inventory and Sales from Odoo Community.

Does it work on Odoo Online?

No: Odoo Online does not allow installing third-party modules. Yes on Odoo.sh and on your own server.

Who gives me the MRW credentials?

Your MRW franchise, with the sign-up to its Sagec web service.

Can I see what MRW replies?

Yes: turn on **MRW SOAP Audit** and every request and response is kept on the delivery.

Can I have one shipping method per service?

Yes, each with its own service, price and credentials.

Can I limit MRW to certain provinces?

Yes, with the countries, states and postcode prefixes of the shipping method, as with any Odoo carrier.

Does it work with the Odoo online shop?

Yes: the customer picks MRW at its fixed price and the delivery goes out the same way.

And with partial deliveries?

Each delivery you validate creates its own shipment, including the pending ones left afterwards.

Which collection date does it send?

The scheduled date of the delivery, never before today, and not on weekends.

Can I change the service for one particular day?

Yes, in **Send to MRW** you choose a different service for that batch only.

Which customer data goes to MRW?

Their name, address, phone number and tax ID, from the delivery address.

Who can see the MRW password?

Nobody: it is not stored in Odoo. The field for entering it is visible only to administrators.

What happens if I cancel the subscription?

It stops calling MRW. What is already in Odoo stays there, and the credentials are deleted from the cloud after 30 days.

How long does setup take?

With the MRW credentials to hand, creating the carrier takes a few minutes. What takes longest is testing a few deliveries before going to production.

CONNECTOR GUIDE · MRW

24 Glossary

Sagec	MRW's web service for creating shipments, requesting labels and cancelling them.
Franchise	The MRW office you hold the contract with. Its code goes on the carrier.
Subscriber	Your customer number with that franchise.
Department	A subdivision of your MRW account, if you have one.
Shipping method	In Odoo, each carrier with its own way of calculating the price. MRW's has the MRW tab.
Delivery	Odoo's outgoing delivery order. Validating it dispatches the shipment.

Request number	The number MRW gives to the shipment request.
Shipment number	The number that identifies the parcel at MRW. Used to track and cancel it.
Service	What you contract for each shipment: Urgente 19, Urgente 14, Ecommerce...
Service code	The number MRW assigns to each service, such as 0205 for Urgente 19 Expedicion.
Package	Each physical parcel in the shipment.
Carriage paid	You pay for the shipment.
Carriage forward	The recipient pays for the shipment.
Failure policy	What happens to the delivery if MRW fails to create the shipment: it is not validated, or it is validated and retried.
Transient failure	An MRW error that usually resolves itself: timeout or server error.
Retry	A new request for the same shipment, made by the scheduled task.
SOAP Audit	The requests and responses saved in XML for diagnosis.
ZPL	The language used by thermal label printers.
Test Environment	The MRW service that does not create real shipments.
Gateway	The FlexigoTech Cloud service through which the calls to MRW pass, using your credentials.
Integration Level	What Odoo does with the carrier: only give the price, or give the price and create the shipment.
Delivery Product	The product on the shipping line of the sales order.
Partial Delivery	The part of a delivery that leaves later; when validated, it creates its own shipment.
Pickup Date	The day MRW collects the parcels, calculated from the scheduled delivery date.
Confirmation Label	MRW label type 1.

25 Checklist and Contact

- [ ] Your contract with MRW and its Sagec credentials: franchise, subscriber number, user and password.
- [ ] Odoo 17, 18, 19 or 20 on Odoo.sh or on your own server.
- [ ] Your company details: address, postcode and phone number.
- [ ] The module installed and the FlexigoTech Cloud trial started.
- [ ] The MRW shipping method created, with the checkbox ticked and the password saved.
- [ ] **Validate Credentials** shows since when they have been in the cloud.
- [ ] The service from your contract under **Services**.
- [ ] The **MRW Failure Policy** you want.
- [ ] **Run Pre-validation** with no errors.
- [ ] A test delivery validated, with its shipment number and its label.
- [ ] The weight of your products or the **Default Weight (kg)** reviewed.

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

Email

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

On the web

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

On Odoo Apps

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

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