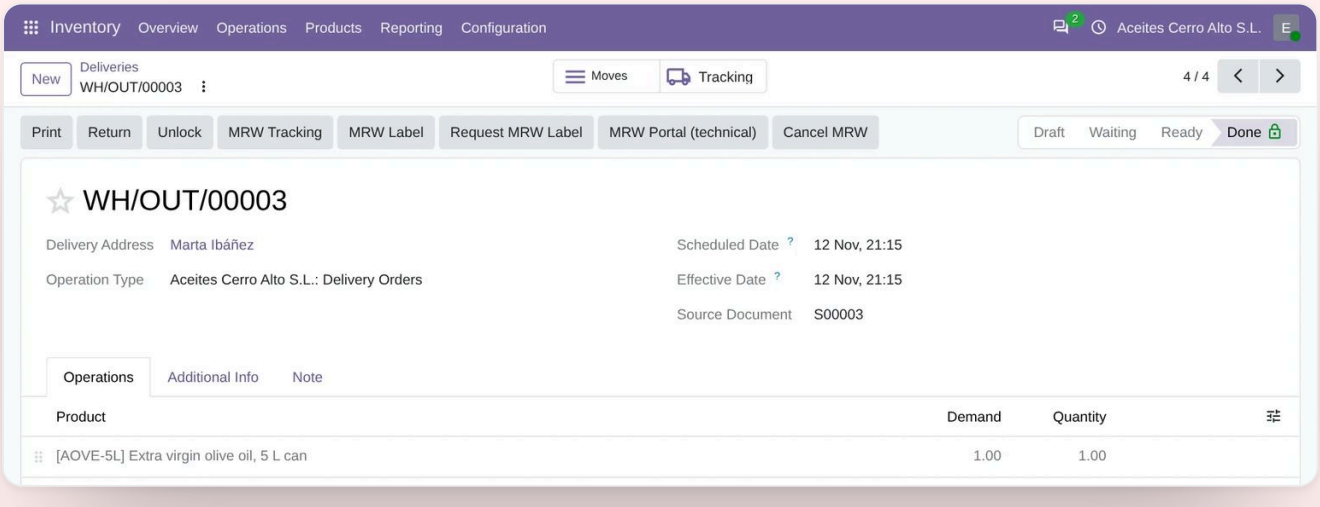
USER MANUAL · SHIPPING AND CARRIERS

MRW 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 20.0.1.1.8 | Odoo 20 screenshots | Edition of 15-11-2026





Real Odoo 20 screenshot. A MRW shipment from Odoo: the MRW block sits above it, with the request and shipment numbers and the PDF label.

Contents

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

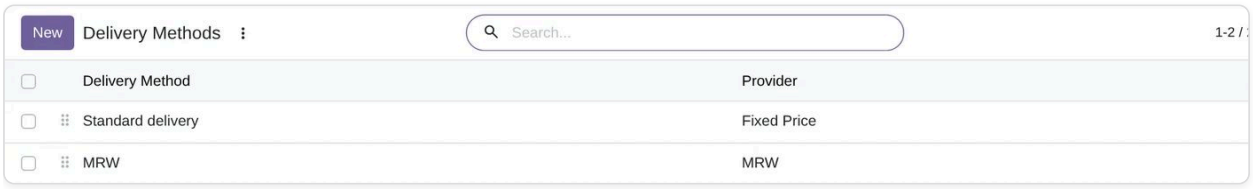
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This manual describes version 20.0.1.1.8 of the module (Odoo branch 20.0, commit 1009cc9). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to MRW. 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 lives

The connector adds MRW as a vendor for Odoo's delivery methods. When you validate a delivery using an MRW method, the shipment is created in MRW, the PDF label is attached to the delivery, and the shipment number lets you track it.



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

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	The MRW buttons are at the top; below them, the MRW block with **MRW Request No.**, **MRW Shipment No.**, **MRW Commercial Status** and the label.
The deliveries 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 for shipping.

2 Before you start

This is what you need before installing. The connector is the Odoo part; the contract with MRW is yours.

- A contract with MRW and access to its web service (Sagec). Your franchise gives you four details: the franchise, the account, 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: they accept the FlexigoTech Cloud data list and the carrier checkbox.
- Your company details up to date: MRW receives your address, postcode and phone number as the sender.

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

3 Installation

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

How to get it

From its Odoo Apps page (**https://apps.odoo.com/apps/modules/20.0/flexigobe_mrw**) 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 page lists it under "Community Apps Dependencies" and its price is already included; it is free and has its own page (**https://apps.odoo.com/apps/modules/20.0/flexigotech_cloud**). Place both folders together in the same addons path and Odoo installs `flexigotech_cloud` at the same time.

On Odoo.sh

1. **Upload the folders to your repository**
   Copy `flexigobe_mrw` and `flexigotech_cloud` into your project branch, 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), remove the **Apps** filter from the search bar (it is on by default and hides modules that are not apps, like this one), search for "MRW" and click **Activate**.

On your own server

1. **Copy the folders**
   Put `flexigobe_mrw` and `flexigotech_cloud` in a folder that is in your Odoo `addons_path`.

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

3. **Install the app**
   In **Apps**, **Update Apps List**, remove the **Apps** filter from the search bar (it is on by default and hides modules that are not apps, like this one), search for "MRW" and click **Activate**.

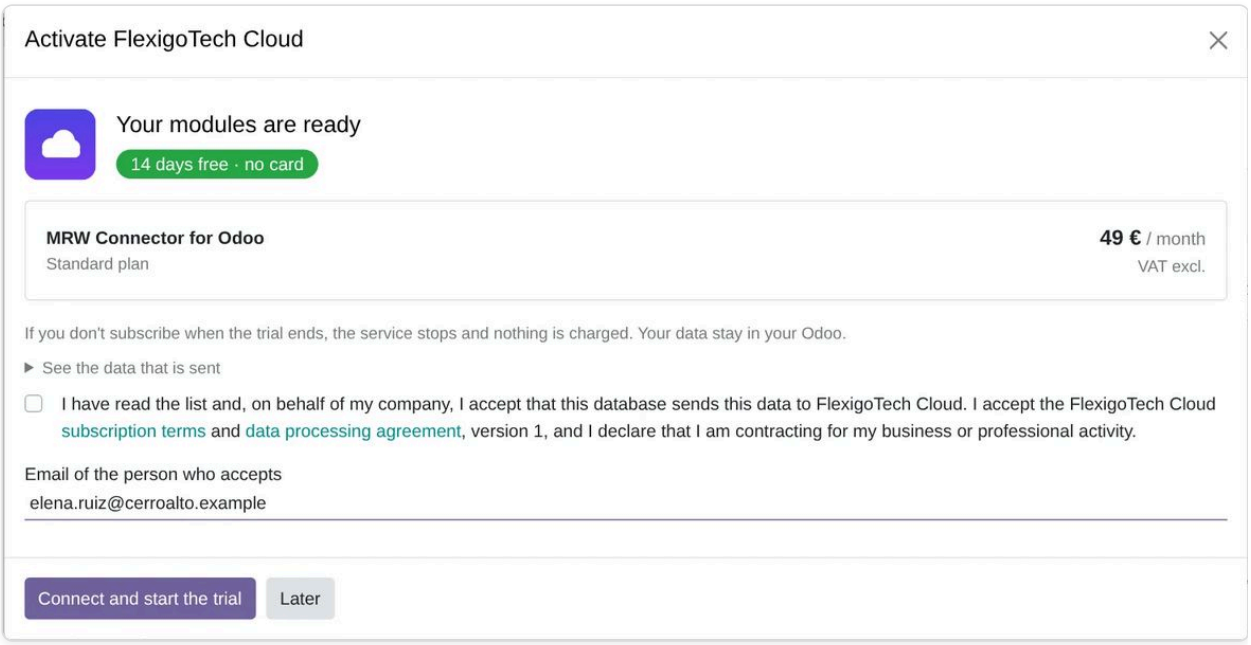
> When installed, Odoo also installs the apps the module depends on: Inventory and Sales. If you already use them, nothing you have changes.

4 Activating FlexigoTech Cloud: the 14-day trial

A new MRW carrier works through FlexigoTech Cloud: the MRW password goes to the cloud once, encrypted, and every shipment, label and cancellation passes through it, which adds your credentials. Until the database is connected and the module has a trial or subscription, nothing reaches MRW.

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 data list, tick the box and enter your email.

2 **Accept and enter your email**

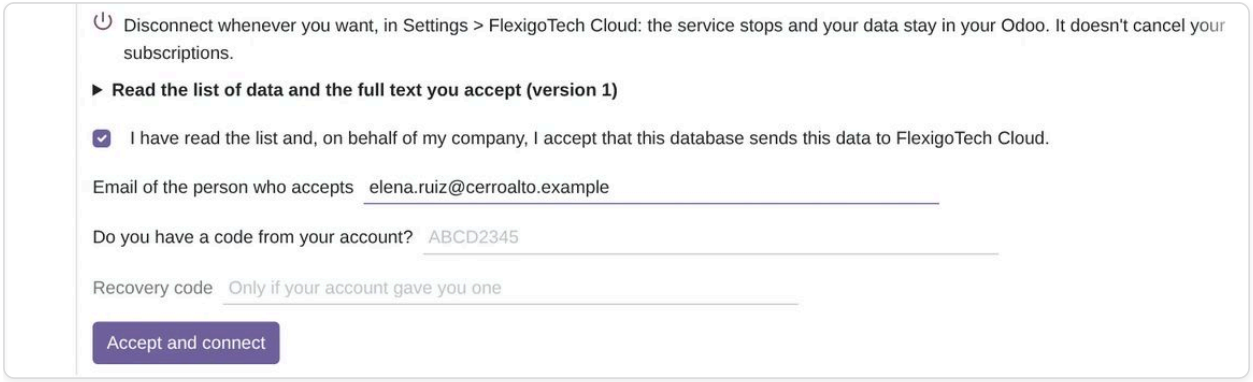
Tick "I have read the list and, on behalf of my company..." (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

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

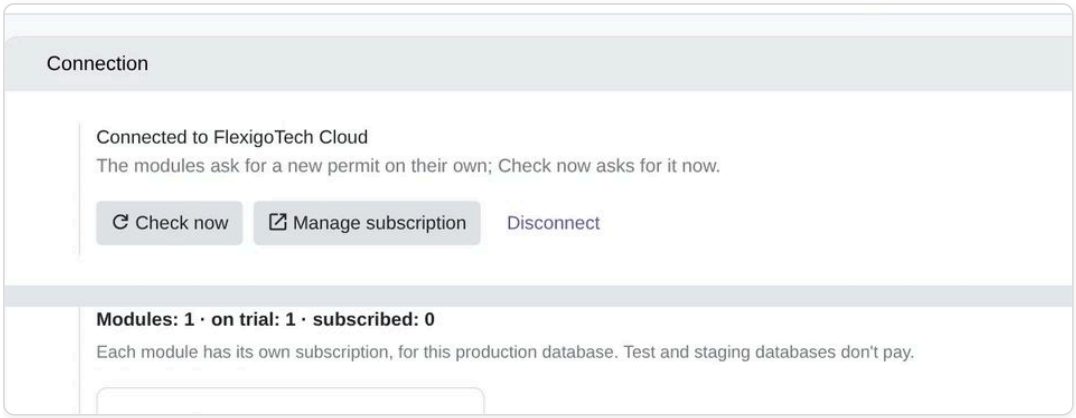
The same, from Settings

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 ticked box, 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**, etc. From there you choose the plan (Standard or Pro, monthly or yearly) and click **Subscribe**: payment is made on the Stripe page, outside Odoo.



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

PLAN	PRICE	INCLUDES
Standard	€49 per month or €490 per year	Support reply within 1 business day, up to 3 accounts
Pro	€98 per month or €980 per year	Reply within 4 business hours, up to 10 accounts and video call if needed

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

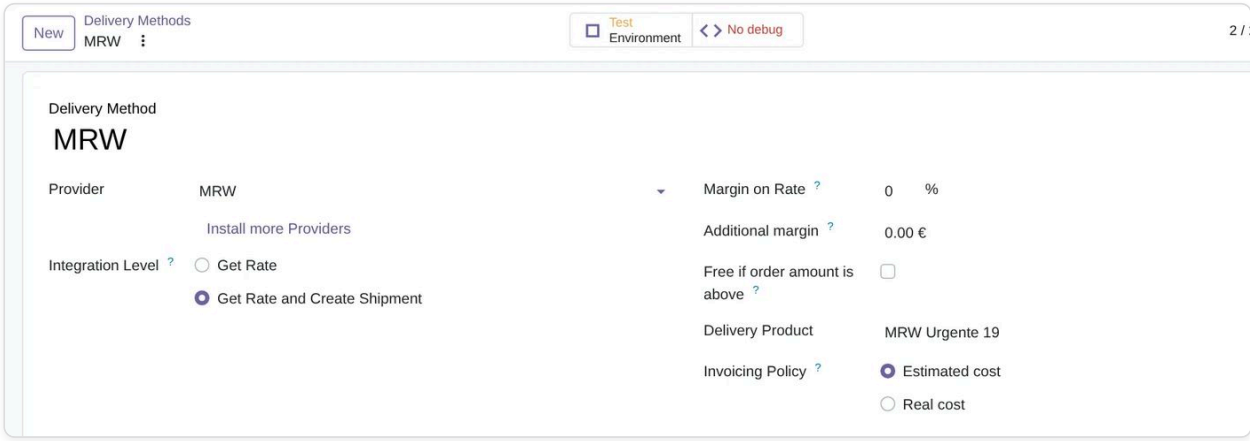
> On a neutralised copy (staging) or on a database with demo data you cannot start a trial: Settings says "This database is a neutralised copy or has demo data, so trials can't be started here."

5 Creating the MRW carrier

Each MRW account is a delivery method with **Vendor** MRW, in **Inventory › Config › Delivery Methods**.

1 Click New and choose MRW in Vendor

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



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

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

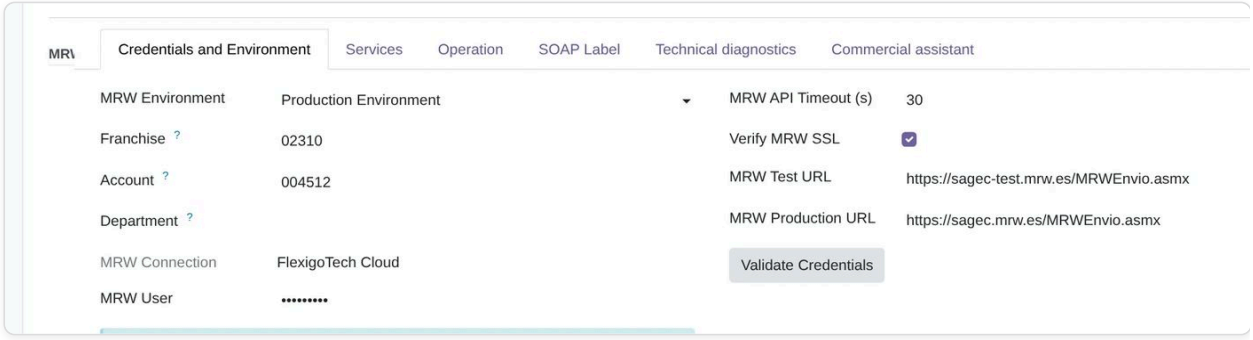
The blue box says what leaves your Odoo, where it goes and how long it is kept. Tick **I accept that FlexigoTech Cloud stores the credentials and that this data passes through it on its way to MRW**. Only an administrator sees it.

4 Enter the password and save

In **MRW password for FlexigoTech Cloud**. On save, it goes to the cloud 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 they have been saved in the cloud.



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

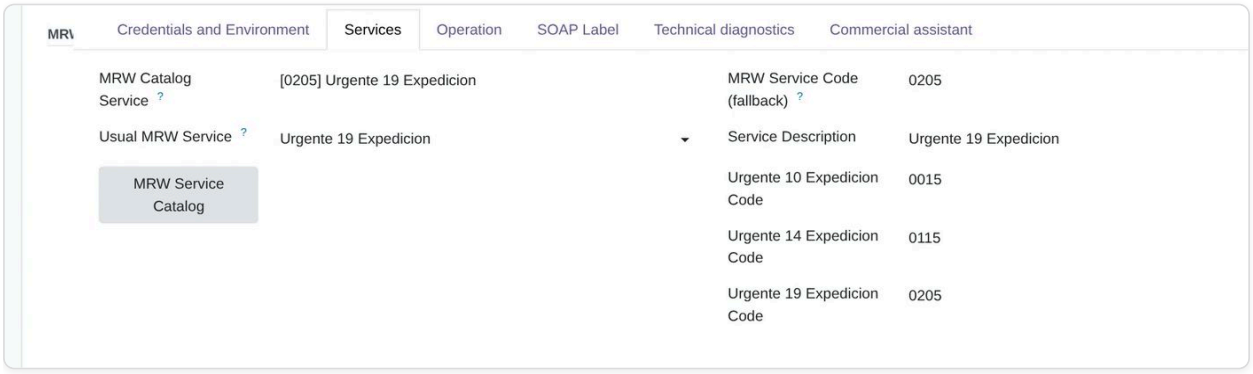
> If you change the franchise, the account, the department, the user or the environment, save the password again: the old one is deleted from the cloud.

To test with MRW, set **Test Environment**: calls go to Sagec's test address, with separate credentials. Each carrier stores its own, so you can have one test and one live carrier.

USER MANUAL · MRW

6 The MRW service

The service is what you contract with MRW for each shipment: when it arrives and how it is charged. It is chosen in the **Services** tab.



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

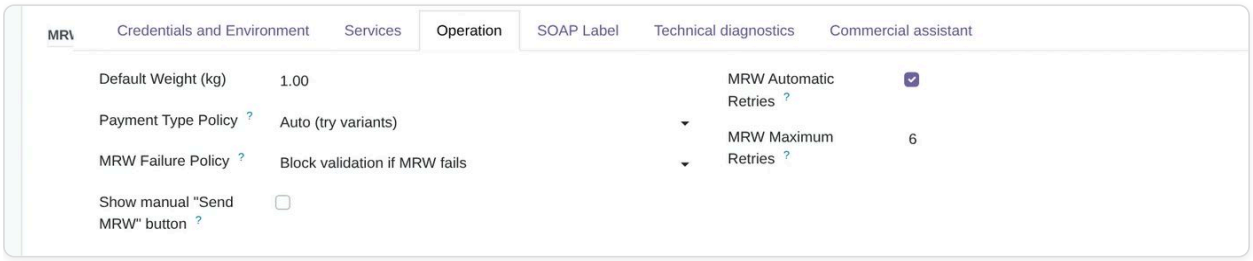
Usual MRW Service	Urgente 19 Expedicion when created. The other two options are Urgente 10 and Urgente 14 Expedicion.
MRW Catalog Service	A service from MRW's catalogue. If set, it takes priority over the usual one.
MRW Service Code (fallback) and Service Description	The code and name sent if there is 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, including Urgente 10, 14 and 19, Ecommerce and the older 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 for the same service) and the usual service's code, and records in the delivery history which one it used.

7 The carrier options

These are the defaults on the **Operation** and **SOAP Label** tabs when you create an MRW carrier:

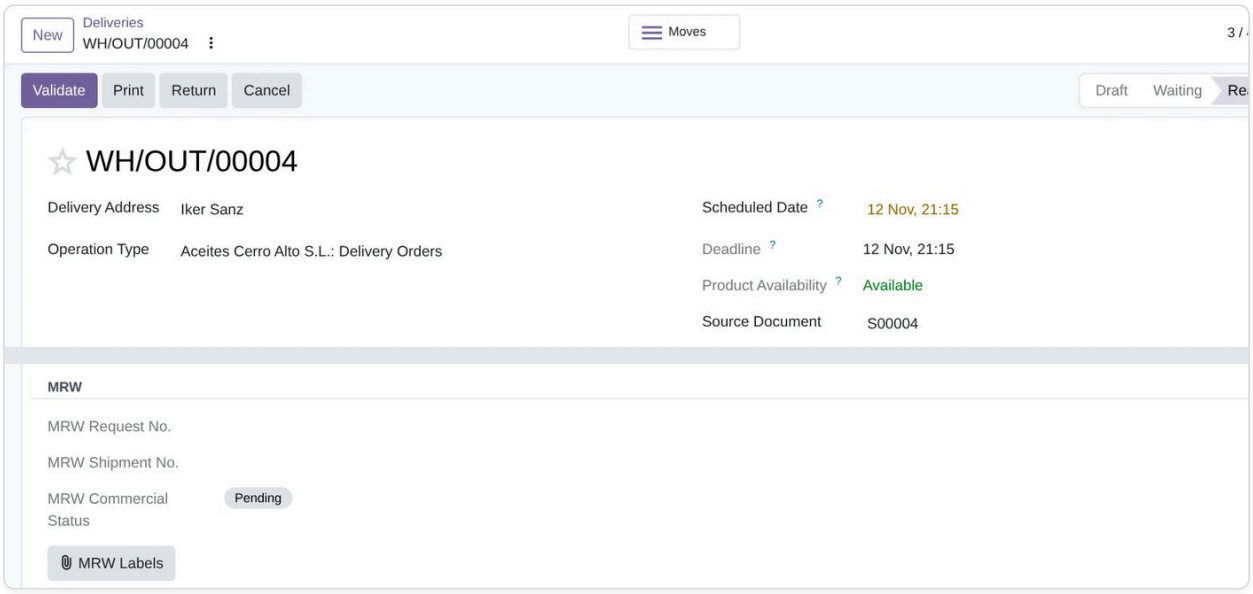


- **Real Odoo 20 screenshot.** **Operation**: default weight, payment type, failure policy and retries.

OPTION	WHEN CREATED	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 forms. 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 automatically.
MRW Maximum Retries	6	How many times, at most, per delivery.
Manual button Send MRW	Off	Show it if you want to send the shipment before validating.
Download the label through SOAP	On	After creating the shipment, requests the label 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	Stores every request and response as XML, for diagnostics.
Audit XML Retention (days)	15	Days these XML files are kept. 0 keeps them indefinitely.
MRW API Timeout (s) and Verify MRW SSL	30 and on	Timeout for each call and certificate verification.

8 Send when validating the delivery

With **Get Rate and Create Shipment**, the shipment is created in MRW at the moment you validate the delivery.



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

1. **Prepare the delivery**

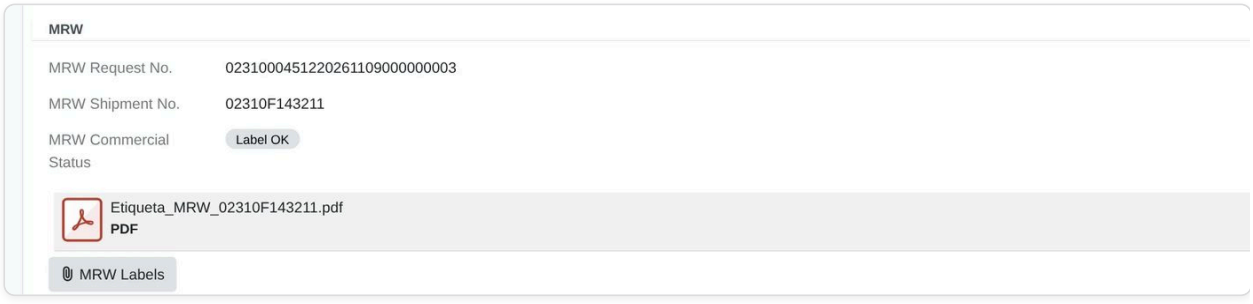
   As usual in **Inventory**: products, quantities and, if you wish, packages and their weight.

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 parcels with their weight.

3. **Check the MRW block**

   MRW Request No. and **MRW Shipment No.** are recorded, and the shipment number becomes the delivery's tracking reference. Once the label is 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.

Parcels, weight and address

- The number of parcels is the higher of the delivery's packages and the units being shipped, capped at 99.
- The weight is the delivery's shipping weight or, if it has none, its weight; failing that, the **Default Weight (kg)**.
- If the packages have their own weight and dimensions, they are sent parcel by parcel.

- The street is split into road and number, and the telephone and postcode are cleaned before sending.
- For Portugal, the postcode is sent with its first 4 digits, and the connector tries a domestic shipment and, if MRW does not accept it, an international one. Outside Spain and Portugal, the shipment is international.

If MRW replies with warnings, or the shipment left with a different service code, payment type or shipment form, the connector writes this in the delivery's history.

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

9 The label

The MRW label is attached to the delivery, as a PDF.

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 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 given by MRW, when there is one.
MRW Labels	Below, in the MRW block, the label attachments of the delivery.



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

10 Tracking and cancellation

With the shipment number, tracking and cancellation are one button away.

MRW Tracking	Opens the MRW 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's 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.

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11 Sending several deliveries or before validating

Two ways to send shipments without validating the deliveries one by one.

Several at once

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

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

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

One, before validating

Enable 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, no other one is created.

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

USER MANUAL · MRW

12 If MRW does not create the shipment

This is decided by **MRW Failure Policy**, in the **Operation** tab.

POLICY	WHAT HAPPENS WHEN VALIDATING	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 it 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**. Meanwhile, 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 deliveries list.

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

USER MANUAL · MRW

13 Checking the configuration

Two tabs on the carrier to see what is missing and what happened.

Commercial assistant

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

Technical diagnostics

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

USER MANUAL · MRW

14 What happens automatically

These are the connector's scheduled tasks, with their frequency as installed.

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

Without a trial or subscription, the retry task does not call MRW: whatever is pending stays pending and goes out as soon as the service is back. You change the frequencies in **Settings › Technical › Scheduled Actions**, with developer mode on.

15 What usually happens and where to look.

What usually goes wrong and where to look.

MRW rejects the service code	The connector tries its equivalent and the one for the usual service. If neither works, ask your franchise for the right 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 **Default Weight (kg)** is set to 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** will tell you. Type the password again and save.
The cancellation cannot find the shipment	MRW no longer has it: the history will show this and the delivery can be sent again.
No shipment is created when you validate	Check that the shipping method is set to **Get Rate and Create Shipment** and that the delivery operation has **Generate Shipping Labels** enabled.

The error message an administrator sees also includes the operation, the services tried and the technical detail. With that, and the SOAP audit switched on for a while, you can almost always see what MRW is objecting to.

16 Test and production

MRW provides a test web service, which does not create real shipments, and the production one. Each carrier uses one of them.

WHAT CHANGES	TEST	PRODUCTION
MRW Environment	**Test Environment**	**Production Environment**, the default
Address	sagec-test.mrw.es	sagec.mrw.es
Credentials	The test ones MRW gives you	The ones in your contract
Shipments	No vehicles are sent	Real shipments, with their label

Each carrier and each environment stores its own credentials in FlexigoTech Cloud, so you can have two MRW shipping methods, one for testing and one live. If you change the environment of one, its previous credentials are deleted from the cloud and you have to enter the password again.

1 Test with the test environment

Validate some deliveries to customers in several provinces, with and without packages. Check the shipment number, the label and the history of each one.

2 **Run** Run Pre-validation

It tells you whether your company or any open delivery is missing a required detail.

3 **Create the production one**

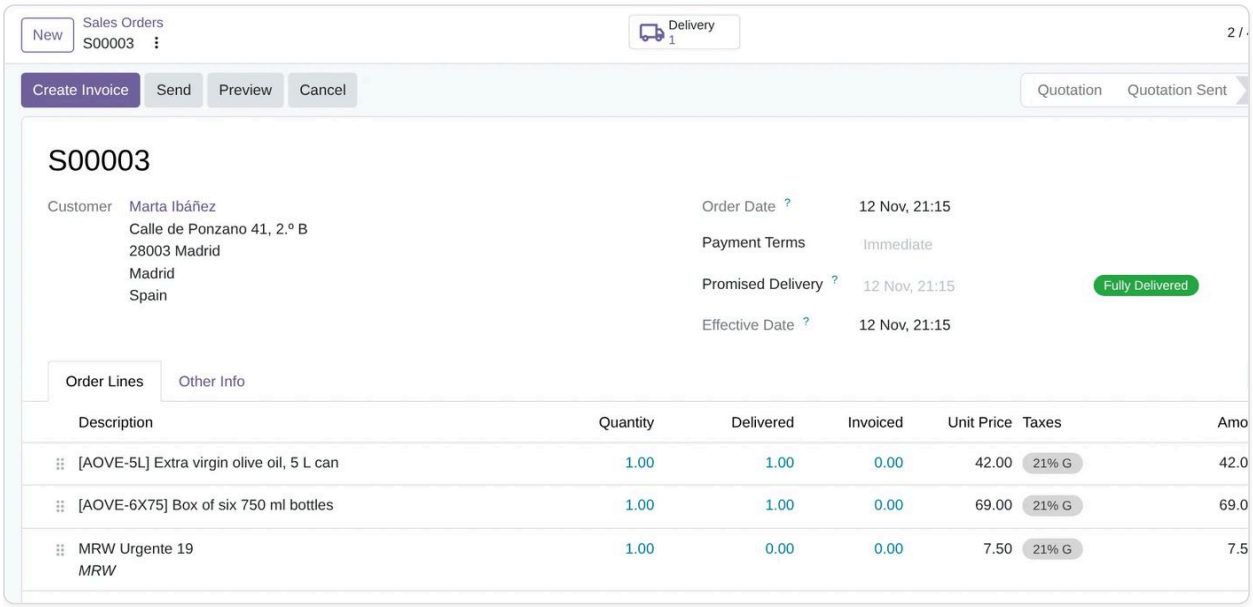
With the credentials from your contract. Archive the test one so nobody picks it by mistake.

USER MANUAL · MRW

17 The shipping price

The connector does not request rates from MRW: you set the price of the shipping line on the shipping method.

On the sales order, the MRW method adds its shipping line using the method's **Delivery Product** and its fixed price. That is the amount the customer pays, in Sales and in the Odoo online store.



- **Real Odoo 20 screenshot.** A sales order with its MRW shipping line: the delivery product and its fixed price.

One price per order	The fixed price of the shipping method.
Free above an amount	**Free if order amount is above**.
With a margin	**Margin on Rate**, applied to the fixed price.
Different by service	One shipping method per MRW service, each with its own price.
Only in some areas	The countries, provinces and postcode prefixes of the shipping method.

What MRW charges you is still invoiced by MRW under your contract: the connector does not bring it into Odoo.

18 Support

Get in touch to install, configure it or with any question. On the Standard plan we reply within 1 working day; on the Pro plan, within 4 working hours, and if needed we can sort it out by video call. Tell us your Odoo version, the module version and, if there is an error, its full text.

Email

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

On the web

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

On Odoo Apps

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

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