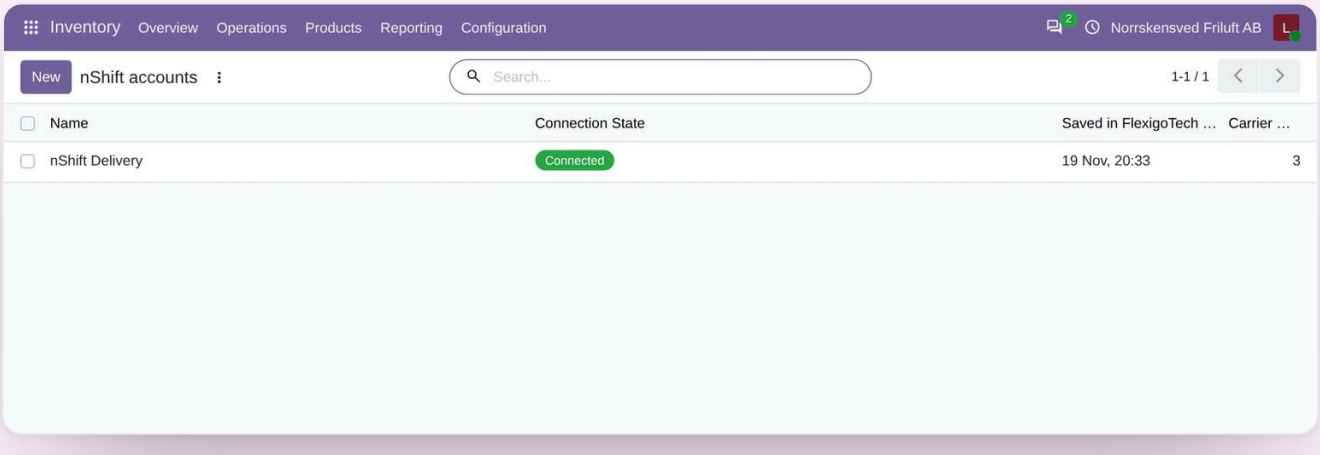
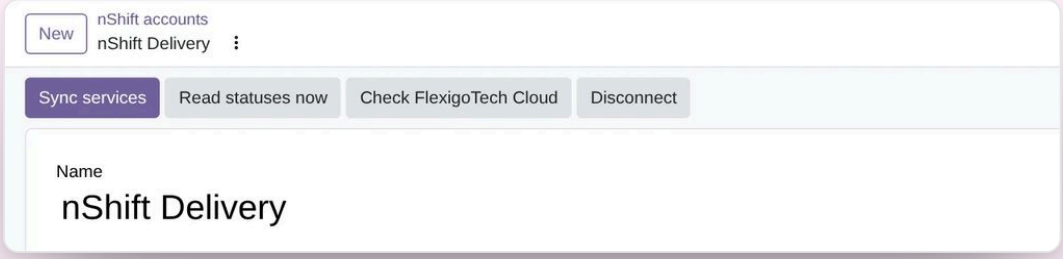
CONNECTOR GUIDE · SHIPPING AND CARRIERS

nShift connector for Odoo

nShift Delivery labels, tracking and pickup points from Odoo delivery orders.

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





Real Odoo 20 screenshot. The list of nShift accounts and the detail of a connected account.

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

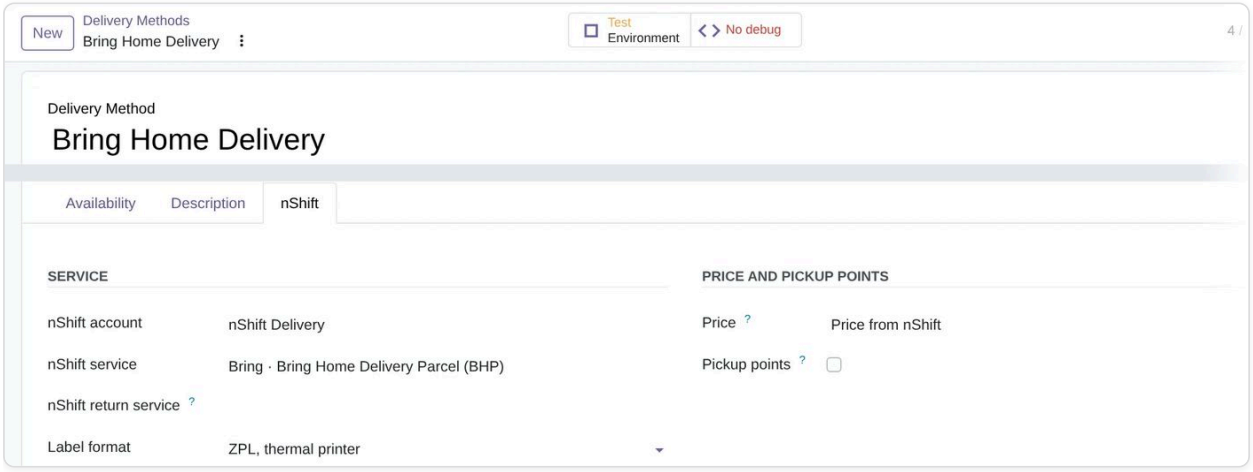
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This guide describes version 20.0.1.0.3 of the module (Odoo branch 20.0, commit 5fee347463). Everything in it comes from its published code, the platform's official documentation or real screenshots.

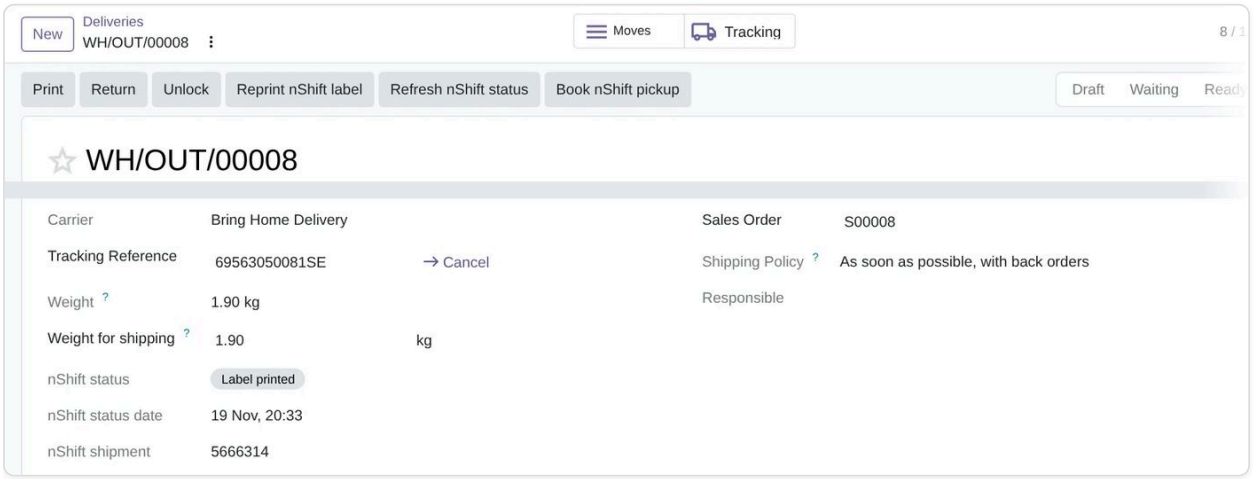
The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to nShift. The module also has a version for Odoo 17, 18 and 19.

1 Who it is for and what it solves

Without the connector, someone prepares each shipment in the nShift Delivery portal: they copy the address from the delivery order, get the label, note the tracking number in Odoo and go back to the portal to see whether the parcel has arrived. With the connector, all of that is done from Odoo: you create a delivery method of type nShift for each service, and when you validate the delivery order Odoo asks nShift Delivery for the label and the tracking number.



- **Real Odoo 20 screenshot.** The Bring Home Delivery delivery method, with its account and its nShift service.



- **Real Odoo 20 screenshot.** A delivery with the carrier, the tracking reference and the nShift status.

What changes day to day

- The label and the tracking number are requested from the delivery order, when you validate it, without going into the nShift portal.
- The status of each shipment comes back to Odoo. The **nShift: shipment statuses** scheduled action reads it every 10 minutes, and you can press **Refresh nShift status** whenever you like.
- The customer chooses their pickup point: you do it on the quotation, with **Choose pickup point**, or they do it when paying in the online shop.
- Prices of the delivery methods can come from nShift.
- From the delivery order you reprint the label with **Reprint nShift label**, book the carrier's pickup with **Book nShift pickup** and cancel the shipment. From the return, you get the return label.

What it does not do

- You need your own nShift Delivery account and an API key. nShift licences and carrier contracts are not included.
- It only works with nShift Delivery (Unifaun Online), not with nShift Ship, Transsmart, Checkout or Returns.
- Of the carrier's additional services, today it only sends the email notice to the recipient. It does not handle dangerous goods.
- Return shipments do not yet receive status updates in Odoo.
- The connector does not talk to nShift without the FlexigoTech Cloud subscription: without the trial or the subscription, there is no connection.

CONNECTOR GUIDE · NSHIFT

2 The connector in figures

4
Odoo versions (17, 18, 19 and 20)

1
scheduled action, active on installation

3
accounts on the Standard plan

10
accounts on the Pro plan

14
days of trial, no card required

95
automatic test functions

The connector is published for Odoo 17, 18, 19 and 20. It depends on the Odoo module that links Inventory with delivery methods, which is from Odoo Community, and on the FlexigoTech Cloud module. It works in Community and in Enterprise, on Odoo.sh or on your server; it cannot be installed on Odoo Online. According to Odoo Apps, version 20.0 has 3,897 lines of code. It was tested on all four versions against a simulator built from the nShift Delivery API documentation. Testing with a real nShift account is pending.

3 Where you see it in your Odoo



- **Real Odoo 20 screenshot.** The list of nShift accounts, with the connection status and the number of carriers.

Inventory › Configuration › nShift accounts	List of your nShift Delivery accounts. Each account is a connection and has its API key, its services and its status.
Inventory › Configuration › Delivery Methods	Odoo menu where you create a delivery method of type nShift for each service you use. Each method chooses its account and its service.

Outside its own screen, the connector acts in other parts of Odoo. On delivery orders it adds the buttons **Reprint nShift label**, **Refresh nShift status** and **Book nShift pickup**, and, in the **Additional Info** tab, the **nShift status** with its date and the shipment number. On the sales order it adds the **nShift pickup point**, with the **Choose pickup point** button, and the status of the last shipment under **nShift shipment**. The deliveries list shows the **nShift status** of each delivery order. A scheduled action, **nShift: shipment statuses**, reads the statuses every 10 minutes.

4 What you need before starting

- An nShift Delivery account (formerly Unifaun), with your own carrier contracts. nShift licences and carrier contracts are not included with the connector.
- An API key created in nShift Delivery, under Maintenance > API keys, with its ID and its secret. Leave the key's Profile empty: if you fill it in, it will not be able to read shipment statuses.
- The nShift licences for what you are going to use. Each function requires its own: "REST API Print" to create shipments and labels, "REST API Discard" to cancel them, "REST API (shipment history)" to search for a shipment and update its status, "REST API Status events" to read statuses, "REST API price enquiry" for the price, "REST API PickUpLocator" for pickup points and "REST API (pickup booking)" to book pickups. You can see yours in nShift Delivery, under Help > Session > License keys.
- The nShift Delivery sender quick ID, which is where your customer numbers with the carriers are kept.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. Odoo Online does not work, because it does not allow installing third-party modules.
- Deliveries with **Generate Shipping Labels** ticked on their operation type, and the delivery method on **Get Rate and Create Shipment**. Both come set up this way; without one of them, validating does not ask nShift for anything.
- An administrator to save the API key, and an inventory manager for the accounts menu and its buttons.

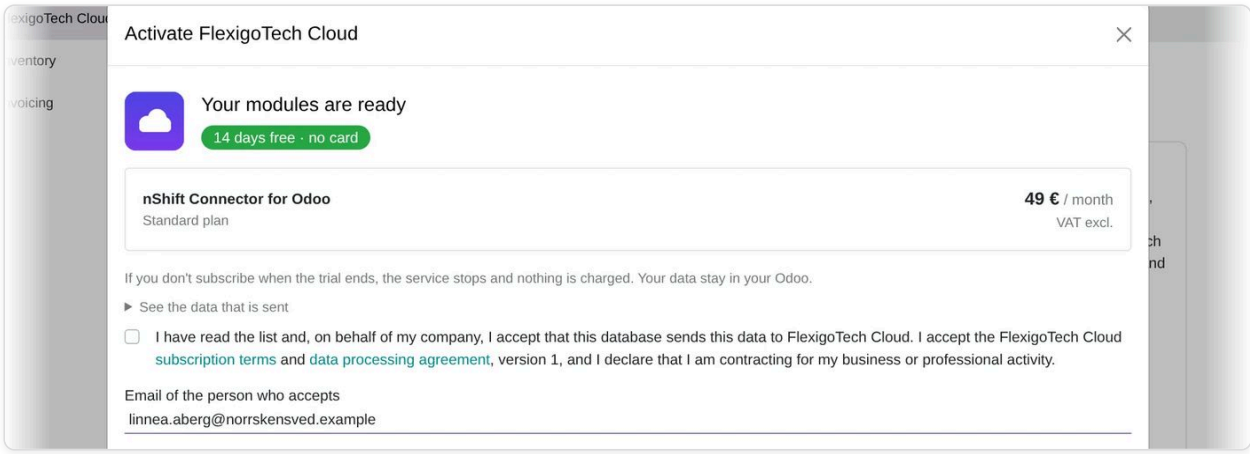
> The connector does not create the API key or the sender in nShift Delivery, nor does it contract the services with the carriers or the licences for you. All of that is done in nShift Delivery before connecting. And without the free trial or the FlexigoTech Cloud subscription, the connector does not talk to nShift.

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

5 The FlexigoTech Cloud trial

1. **Press 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 list of data, tick the box and enter your email.

2 **Accept and enter your email**

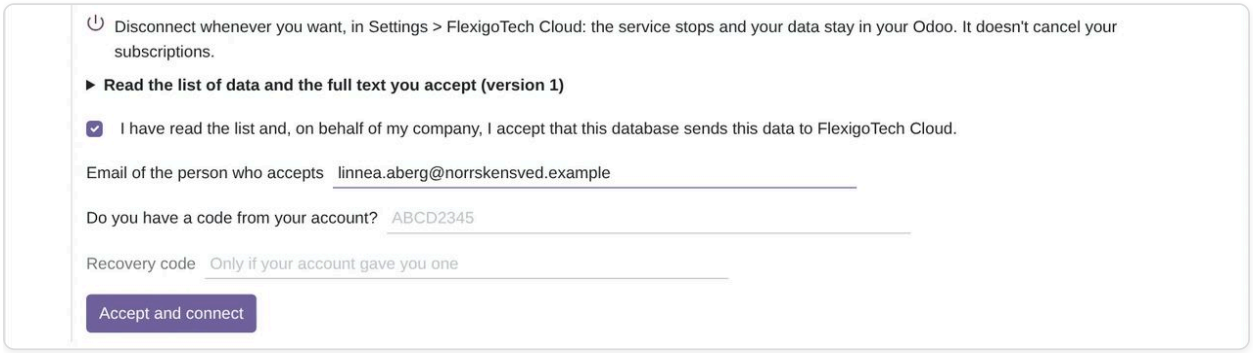
Tick «I have read the list and, on behalf of my company…» (this covers the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Press 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.

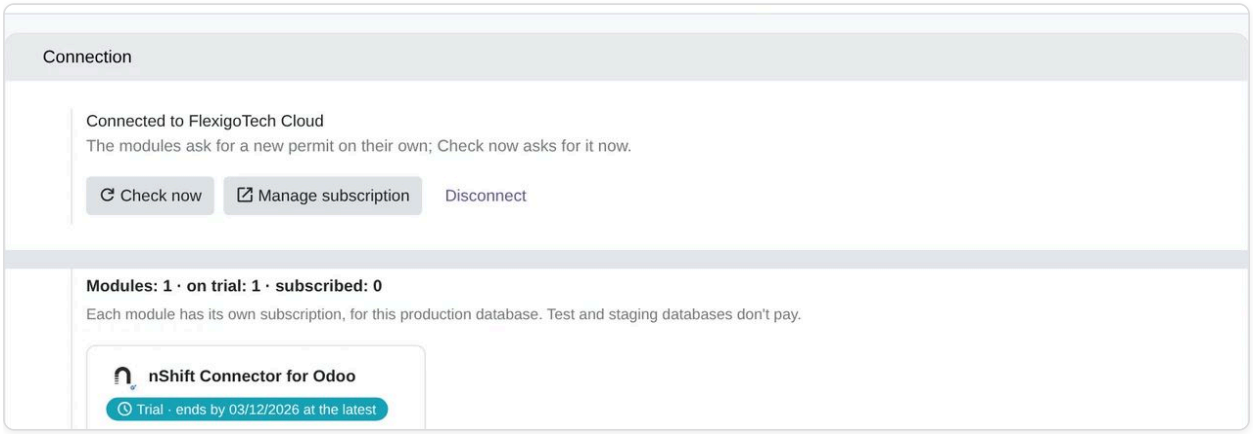
The same, from Settings

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



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

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



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

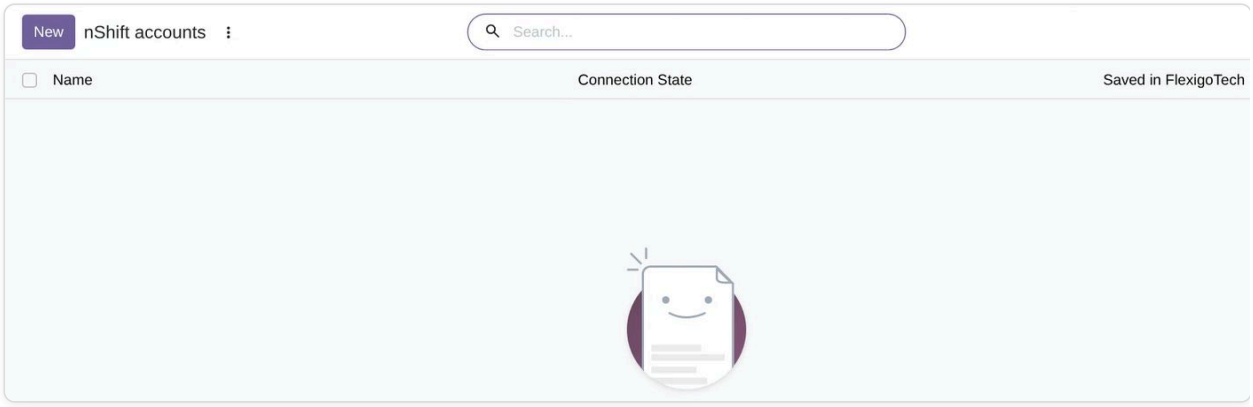
Prices exclude VAT. If you do not subscribe when the trial ends, the service stops and nothing is charged; your data stays in your Odoo. **Check now** requests permission immediately (otherwise the module renews it on its own every 6 hours).

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

6 Connecting your account step by step

1 Open the accounts menu

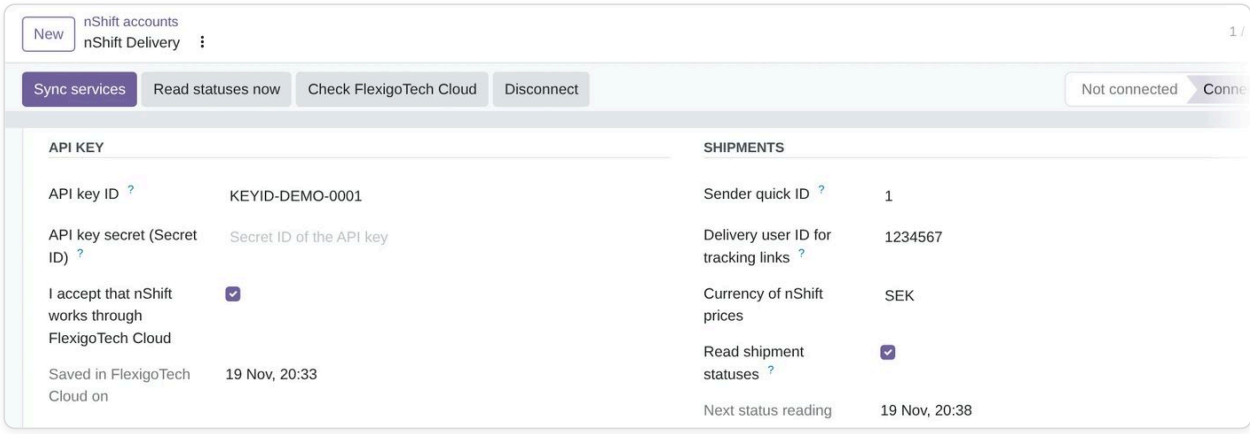
Go to **Inventory › Configuration › nShift accounts**. If there are none, you will see the empty list with the notice "Connect your nShift Delivery account".



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

2 Press New

The form for a new account opens. Type the **Name**. The **Company** and the **Currency of nShift prices** come filled in with your current company's, and you can change them.



- **Real Odoo 20 screenshot.** The account form, with the **API key** group

3 Fill in the API key

In the **API key** group type the **API key ID** and the **API key secret (Secret ID)**. You create them beforehand in nShift Delivery, under Maintenance > API keys.

4 Accept the consent

Tick **I accept that nShift works through FlexigoTech Cloud**. Without that box, nothing is sent or saved.

5 Fill in the Shipments group

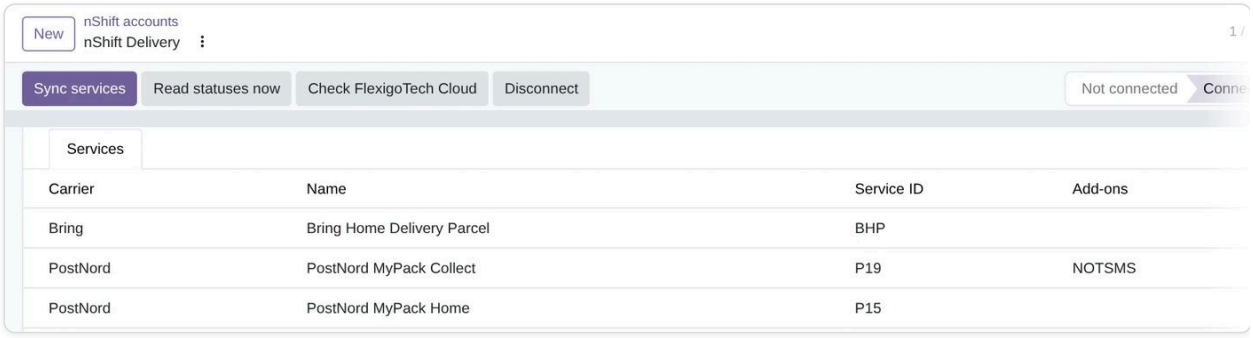
In **Sender quick ID** goes your nShift Delivery one; it comes with the value 1. If you want a tracking link on each shipment, enter the **Delivery user ID for tracking links**; if empty, there is no link. **Read shipment statuses** is switched on.

6 Save

When you save, Odoo sends the key once, encrypted, to FlexigoTech Cloud and does not keep it. The date appears in **Saved in FlexigoTech Cloud on** and the state changes from **Not connected** to **Connected**. If your plan already has all its accounts in use, nothing is sent and a message explains why.

7 Bring in the services

Press **Sync services**: Odoo asks nShift for the carriers and services of your account and puts them in the **Services** tab. If nShift does not accept the key, a message says so and nothing is brought in. An administrator can also press **Check FlexigoTech Cloud**, which says whether the cloud holds the key and since when, without showing it.



- **Real Odoo 20 screenshot.** The connected account, with the **Sync services** and **Read statuses now** buttons

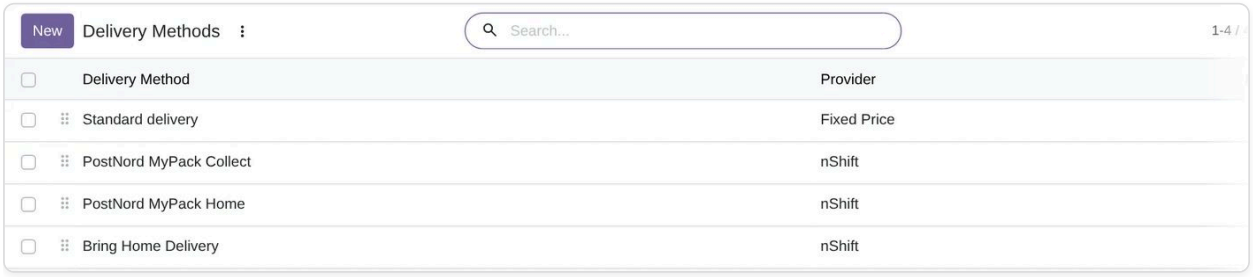
> An administrator sets the API key and the consent: the key fields are only visible with that permission. The **Sync services** and **Read statuses now** buttons are used by an inventory manager; **Check FlexigoTech Cloud** and **Disconnect**, by an administrator. If you change the key ID without entering its secret, the account goes back to **Not connected** and the key has to be saved again.

With the account connected, **Sync services** brings in the carriers and services of nShift Delivery; it only appears if the key is already saved. The shipment statuses are read by the scheduled action **nShift: shipment statuses**, which is active and runs every 10 minutes, and you can also request them by hand with **Read statuses now**. **Next status reading** tells you when the next one is due.



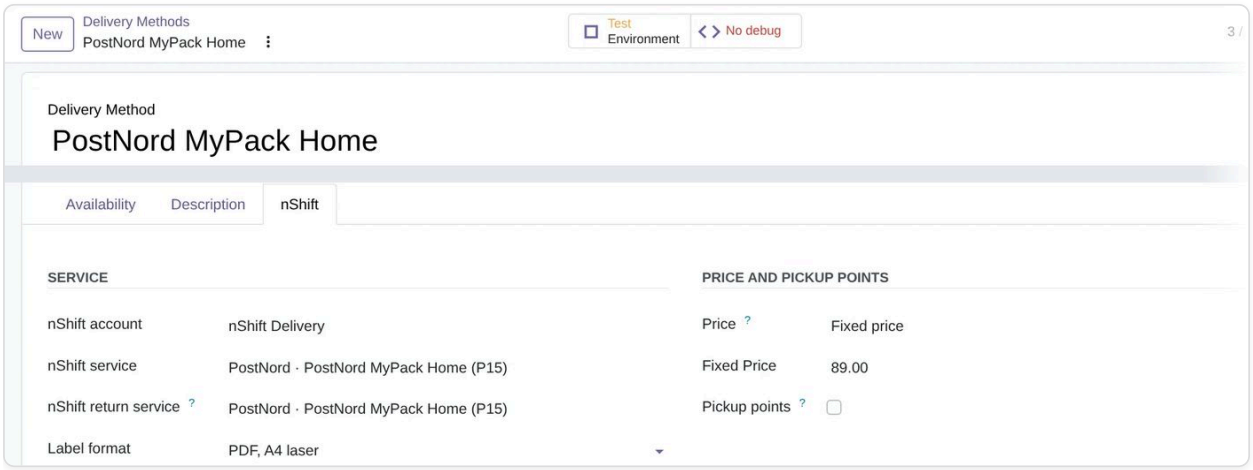
- **Real Odoo 20 screenshot.** The list of accounts, with the **Connection State** and the **Carrier Count**

7 The nShift delivery methods in Odoo



- **Real Odoo 20 screenshot.** The list of delivery methods, with the nShift provider.

Services reach Odoo when you press **Sync services** on the nShift account. There is no scheduled action that brings them in. Then you create a delivery method for each service you use and choose it in the **nShift service** field. A service that nShift stops offering is archived at the next sync.



- **Real Odoo 20 screenshot.** The delivery method with the **nShift** tab and the **Service** group.

nShift account	The account from which the services are taken.
nShift service	The transport service this method uses.
nShift return service	With it, Odoo gets the label for a return from the return itself: the customer sends and your warehouse receives.
Label format	**PDF, A4 laser** or **ZPL, thermal printer**.
Price	**Fixed price** (the amount you enter) or **Price from nShift**.
Pickup points	The customer chooses a pickup point: on the quotation and, with the online shop, when paying. It needs the "REST API PickUpLocator" licence.
Pickup point type	The code of the point type that nShift searches for with this carrier (the field help gives examples: "POSTI", "DHLSP", "DPD", "GLS"). It is required with **Pickup points**.
Email notice by the carrier	The carrier emails the customer about the shipment (the nShift ENOT add-on). Only if the customer has an email address.

1 Sync the services

On the nShift account, press **Sync services**.

2 **Create the delivery method**

In **Inventory › Configuration › Delivery Methods**, press **New** and choose **nShift** in **Provider**.

3 **Choose account and service**

Fill in **nShift account** and **nShift service** in the **nShift** tab.

> **nShift account** and **nShift service** are required on an nShift delivery method, and so is **Pickup point type** if you enable **Pickup points**. Set **Integration Level** to **Get Rate and Create Shipment**: with **Get Rate**, Odoo does not create the shipment when you validate.

The services

Each synced service stores its ID, its name, the carrier and the add-ons that nShift offers with it. You can see them on the **Services** tab of the account and in the **nShift service** drop-down of the delivery method. A service that nShift stops offering is archived at the next sync and no longer appears in the drop-down.

Rules and conditions

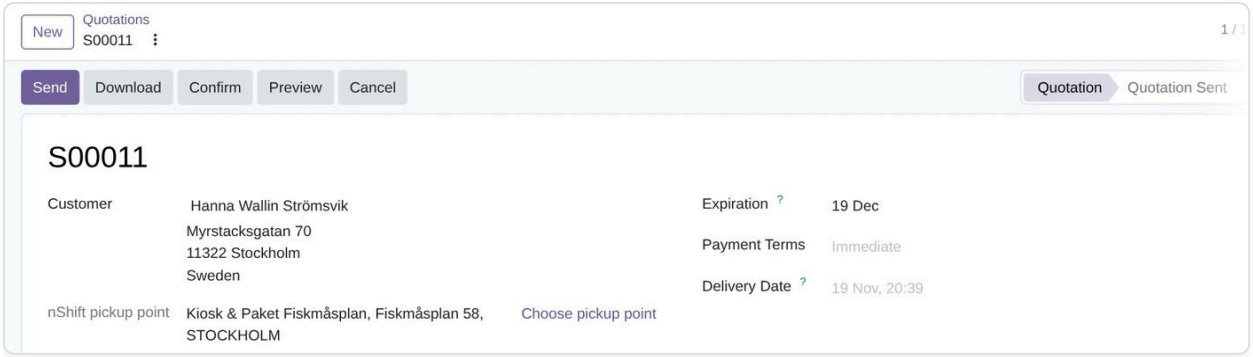
- With **Pickup points** enabled and **Pickup point type** empty, you cannot save. The message is: "Fill in the pickup point type of ...: nShift needs it to find the points."
- With no account chosen, you get "Choose the nShift account of the shipping method ... first."
- With no service chosen, you get "Choose the nShift service of the shipping method ... first", which asks you to click **Sync services** on the account if the list is empty.
- Without an **nShift return service**, the return does not show **Print Return Label**.
- To search for points you need the postcode and country of the delivery address: «Fill in the zip code and the country of the delivery address to find pickup points.»

Price

With **Fixed price**, the charge is the amount in the **Fixed price** field on the **nShift** tab. In both cases, Odoo then applies the **Margin on Rate**, the **Additional margin** and the free shipping setting of the method. **Price from nShift** needs the nShift "REST API price enquiry" licence (PROFESSIONAL and PREMIUM plans). If nShift cannot give the price, the quotation and the online shop show the reason instead of an amount.

Pickup points

With **Pickup points** enabled, the customer chooses the point on the quotation or in the online shop. You need the nShift "REST API PickUpLocator" licence. The shipment recipient is still the customer, and the point goes as the agent. If the customer chooses a point from another nShift method, it does not work for this one.



- **Real Odoo 20 screenshot.** The quotation with the chosen **nShift pickup point**.

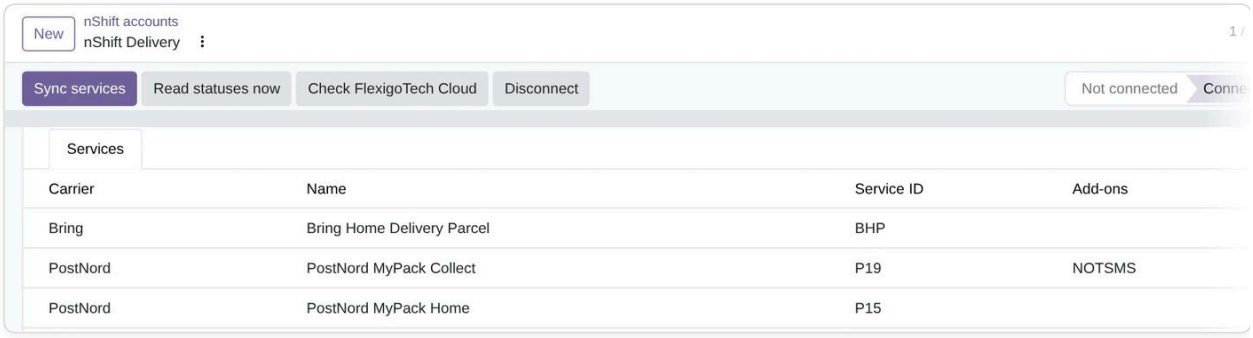
Labels and returns

The **Label format** is **PDF, A4 laser** by default. The documents that nShift returns are attached to Odoo straight away, because they only exist there for one hour. With a return service, the customer sends and your warehouse receives.

End-to-end example

1 Sync

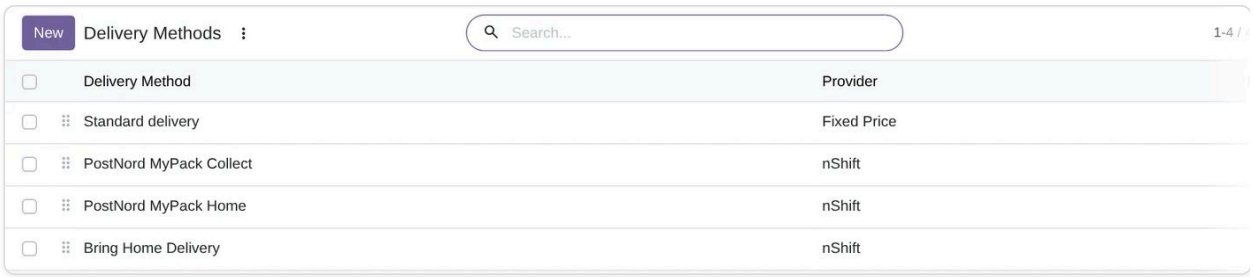
In the nShift Delivery account you click **Sync services** and the **Services** tab fills with three services: Bring Home Delivery Parcel, PostNord MyPack Collect and PostNord MyPack Home.



- **Real Odoo 20 screenshot.** The account with its **Services** tab, showing the Bring and PostNord services.

2 Create the methods

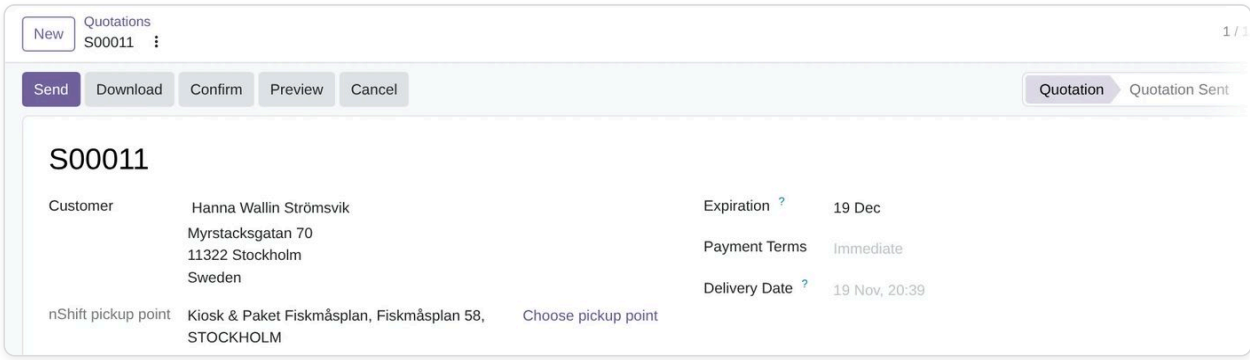
You create one delivery method per service, all three with nShift as the provider. The carrier count in the accounts list now shows 3 under **Carrier Count**.



- **Real Odoo 20 screenshot.** The delivery methods with nShift as provider.

3 Sell

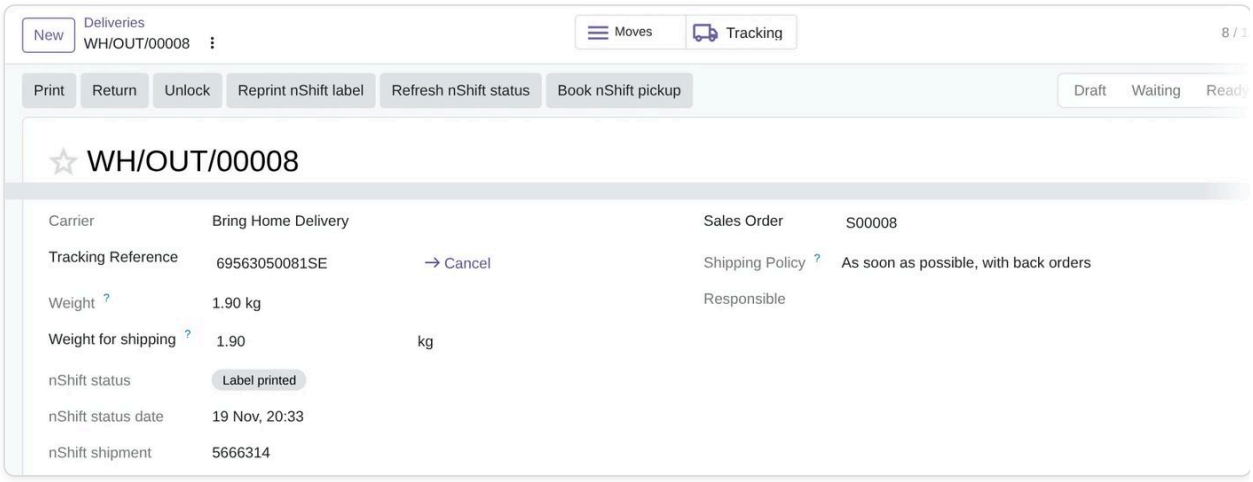
On quotation S00011, with PostNord MyPack Collect, you choose the customer's pickup point with **Choose pickup point**.



- **Real Odoo 20 screenshot.** The point chosen on the quotation.

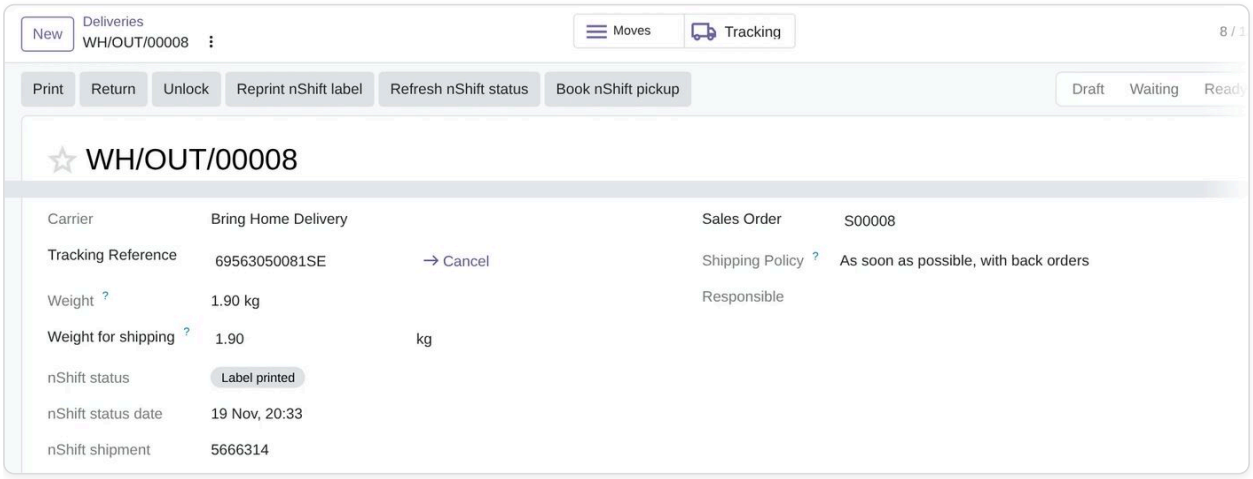
4 Ship

When you validate another delivery, WH/OUT/00008 with Bring Home Delivery, nShift creates the shipment and the delivery order shows the **nShift status Label printed** with the label attached.



- **Real Odoo 20 screenshot.** The delivery with the nShift status and the label printed.

8 Labels and tracking number from the delivery order



- **Real Odoo 20 screenshot.** Delivery order WH/OUT/00008 with the status **Label printed** and the nShift buttons.

The shipment is created when you validate the delivery order, if its operation type has **Generate Shipping Labels** (it is ticked on deliveries). The label arrives in the format of the method, **PDF, A4 laser** or **ZPL, thermal printer**, and is attached in the history with the message "nShift shipment … created: … label(s) attached.". After that, the scheduled action **nShift: shipment statuses** reads new statuses every 10 minutes, and the button **Refresh nShift status** asks for them immediately.

Reprint nShift label	Asks nShift for fresh copies of the labels and attaches them to the delivery order. It does not appear if the delivery order is not an nShift one, if it has no shipment in nShift yet, or if the status is **Cancelled**.
Refresh nShift status	Checks the shipment status in nShift now. It appears when the delivery order is an nShift one and already has a shipment.
Book nShift pickup	Opens the window to ask the carrier to collect the parcels. It only appears with the status **Label printed**.
Not in nShift	Only appears when a call to nShift went unanswered. An inventory manager can press it.

Statuses

nShift status goes through **Label printed**, **Handed to the carrier**, **In transit**, **Out for delivery**, **Delivered**, **Partly delivered**, **Returned** and **Cancelled**. **nShift status date** records when it last changed.

Reprinting a label

1. **Open the delivery order**
   Go to the delivery order already validated from the Inventory deliveries menu, or from the deliveries list.

2. **Press Reprint nShift label**
   nShift generates fresh copies and Odoo attaches them to the delivery order.

> The button does not appear on a delivery order with no shipment in nShift or on a cancelled one. If nShift no longer has the shipment, Odoo says so: "nShift no longer has the shipment ...".

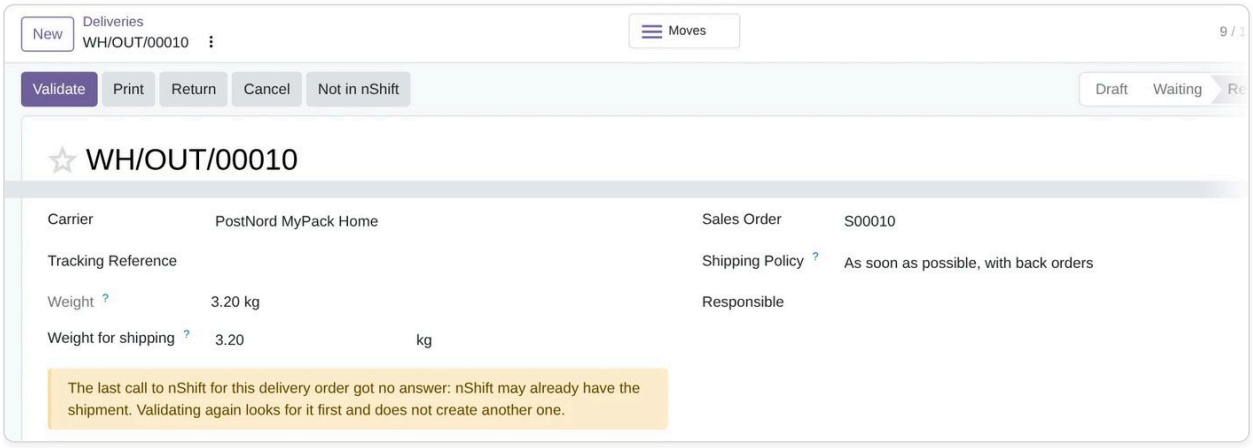
Each new status arrives with its date in **nShift status date**. Status notices are applied to the delivery order by its reference and, failing that, by the package number. A notice for a shipment that Odoo did not create is ignored.

Rules and conditions

- **Reprint nShift label** and **Refresh nShift status** only appear on nShift delivery orders with a shipment. Reprinting is also hidden when the status is **Cancelled**.
- **Book nShift pickup** only appears with the status **Label printed**.
- If, when you request a status, the shipment doesn't appear in the history, the warning is «nShift did not find the shipment ... (its history keeps six months).».

When nShift does not respond

Just before the shipment is created, the delivery order is marked as a possible shipment in nShift. If the call is cut off, the mark stays and the delivery order warns you in a yellow box. The next validation looks for the shipment in nShift before creating another, so it is not duplicated. If nShift rejected the request, no mark is left.



- **Real Odoo 20 screenshot.** The delivery WH/OUT/00010, still not validated, with the yellow box and the **Not in nShift** button.

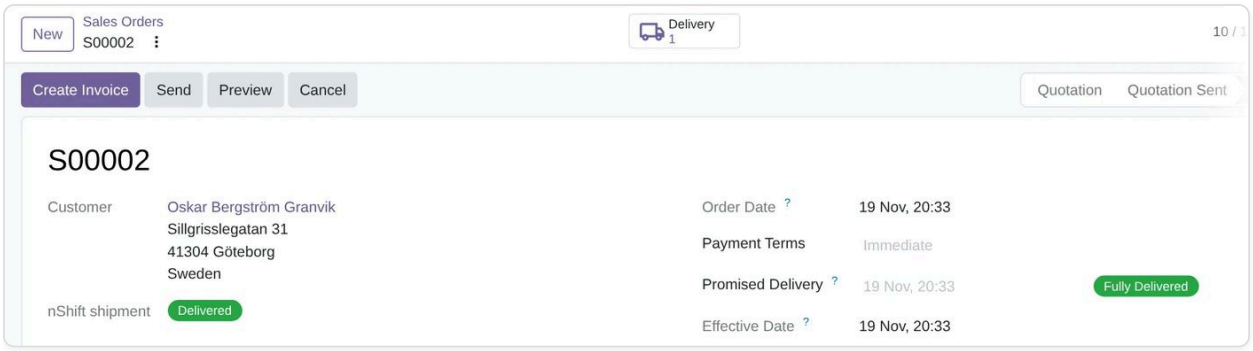
If nShift cannot be searched (without the history licence, or with the cloud down for a long time), an inventory manager checks in nShift Delivery that the shipment is not there and presses **Not in nShift**. Odoo asks for confirmation, records in the history who checked, and the next validation creates the shipment.

Record fields

nShift shipment	Identifier of the shipment in nShift. Read only.
nShift status	Last known status.
nShift status date	When it last changed.
nShift pickup	The reference of the booked pickup.
nShift pickup status	How the pickup is going.

Example

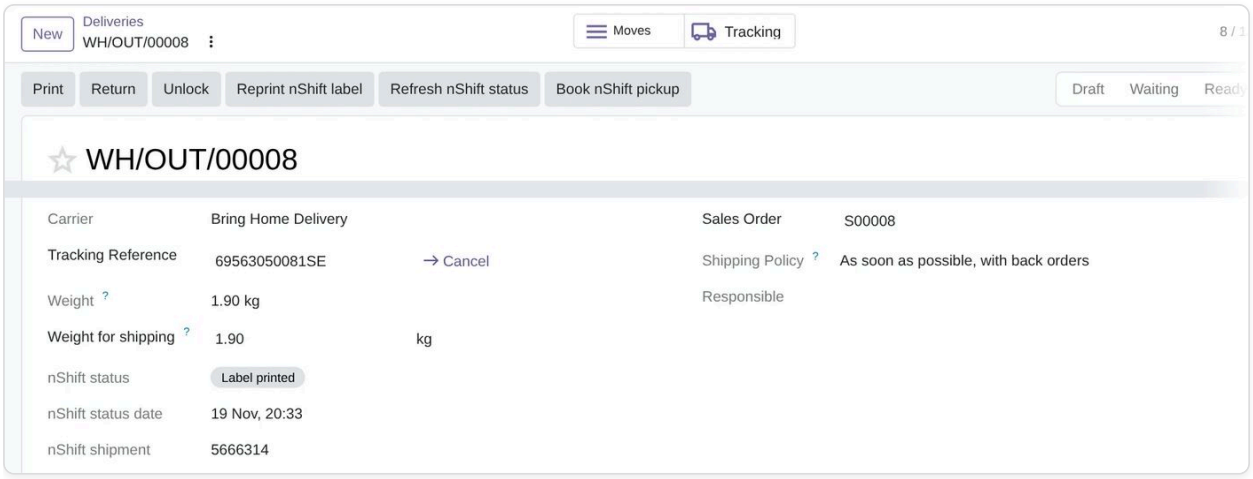
In the deliveries list, WH/OUT/00008, from Ingrid Solberg Fjellvang (order S00008), is **Done** with Bring Home Delivery and the **nShift status Label printed**. Its history holds the tracking number nShift gave and the attached label, a ZPL file for a thermal printer. From there, the **nShift: shipment statuses** scheduled action keeps updating its status.



- **Real Odoo 20 screenshot.** The sales order also shows the shipment status: S00002, at **Delivered**.

CONNECTOR GUIDE · NSHIFT

9 Shipment statuses in Odoo



- **Real Odoo 20 screenshot.** Delivery order WH/OUT/00008 with the nShift status and the nShift buttons.

Reading is periodic, and you can also run it by hand. The scheduled action **nShift: shipment statuses** runs every 10 minutes, as long as the **Read shipment statuses** box on the account is ticked. With **Read statuses now**, on the account form, the reading is done immediately. For a single shipment, use **Refresh nShift status** on its delivery order. The date of the next reading appears in **Next status reading**.

Delivery order buttons

Reprint nShift label	Asks nShift for fresh copies of the labels and attaches them immediately. It is hidden if the shipment is **Cancelled**.
Refresh nShift status	Checks the shipment status in nShift now. It appears when the delivery order has a shipment in nShift.
Book nShift pickup	Only appears while the status is **Label printed**.

Not in nShift	Only for inventory managers. Appears when a call to nShift was cut off without a response.

Statuses

- **Label printed**
- **Handed to the carrier**
- **In transit**
- **Out for delivery**
- **Delivered**
- **Partly delivered**
- **Returned**
- **Cancelled**

The status and its date appear in **nShift status** and **nShift status date**, on the **Additional Info** tab of the delivery order, and the status also appears as a column in the deliveries list. The sales order shows the status of its last shipment in **nShift shipment**. Each change is recorded in the delivery order history, and with **Returned** or **Partly delivered** Odoo also creates an activity for the salesperson on the order. If the account has the **Delivery user ID for tracking links**, the **Tracking** button on the delivery order opens nShift's public tracking page.

> These fields are read only: you cannot change the status by hand, only ask nShift to update it. If the delivery order does not yet have a shipment in nShift, **Refresh nShift status** does not appear.

What each status means

Label printed	nShift has created the shipment and the label is ready. In this status you can book the pickup.
Handed to the carrier	The parcel is already in the carrier's hands.
In transit	The shipment is on its way.
Out for delivery	The parcel is leaving for delivery.
Delivered	The shipment has reached its destination.
Partly delivered	Only some of the packages have been delivered.
Returned	The shipment has come back.
Cancelled	The shipment is cancelled in nShift. You can no longer reprint the label.

Rules and conditions

- **Reprint nShift label** and **Refresh nShift status** only appear on nShift delivery orders that already have a shipment.
- If nShift no longer has the shipment when you request the labels, the warning is "nShift no longer has the shipment ....".
- When you update the status, if nShift can't find the shipment, the warning is «nShift did not find the shipment ... (its history keeps six months).». After those six months you can no longer look it up.

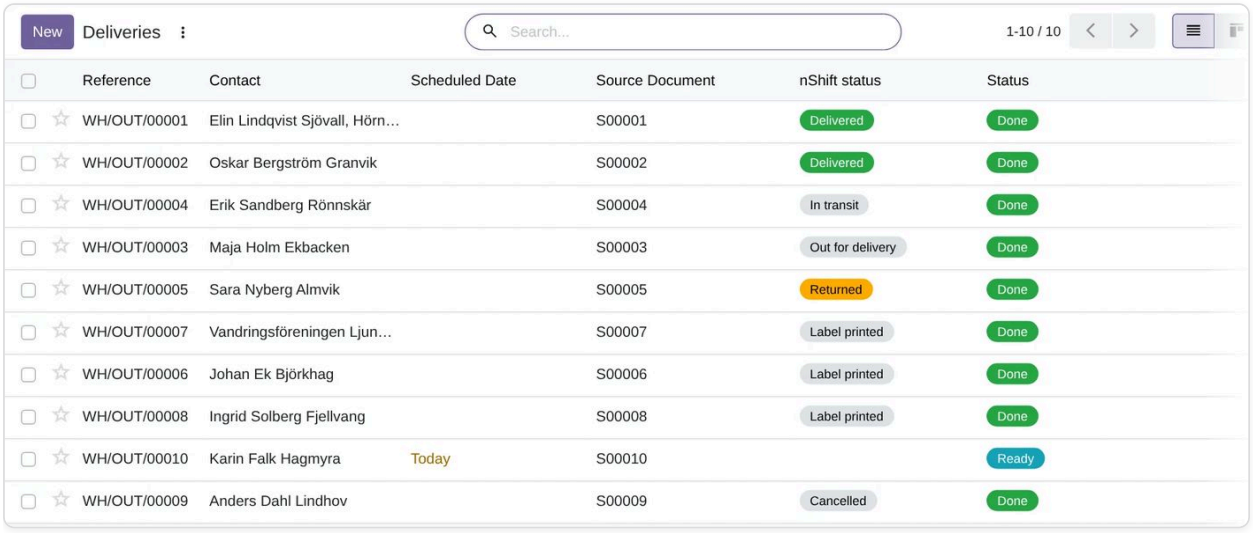
- The periodic read only handles events for shipments created by Odoo; the others are skipped.

Record fields

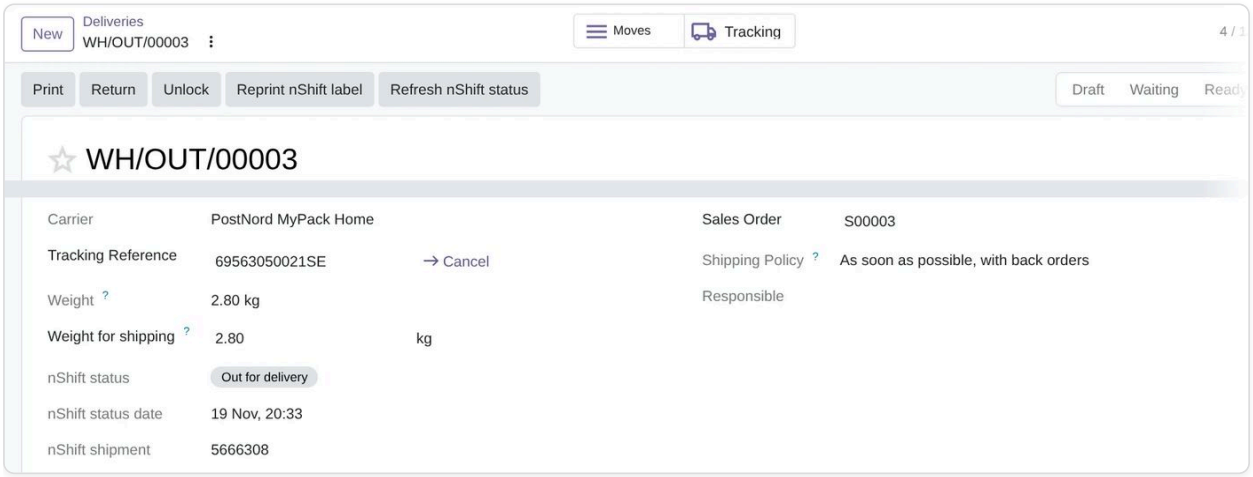
nShift shipment	Identifier of the shipment in nShift.
nShift status and **nShift status date**	Last status read and its date.
nShift pickup and **nShift pickup status**	Pickup details, if you have booked one.

End-to-end example

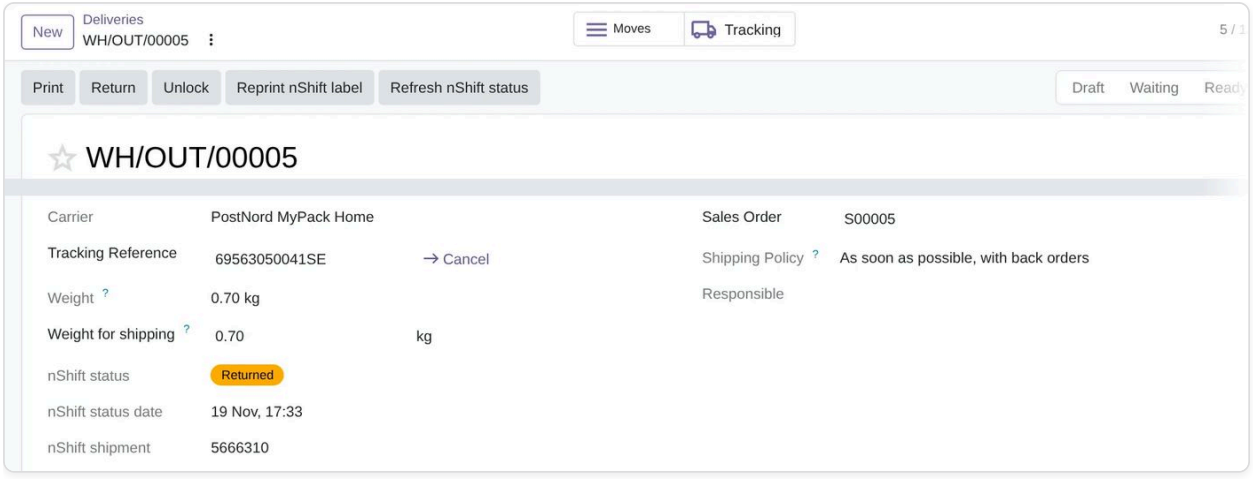
Depending on what the carrier reports, a shipment moves from **Label printed** to **Handed to the carrier**, **In transit**, **Out for delivery** and **Delivered**; one that comes back ends at **Returned**, with an activity for the salesperson on the order. In the deliveries list, WH/OUT/00008, from Ingrid Solberg Fjellvang, was validated today and is still at **Label printed**. With **Refresh nShift status** or the reading every 10 minutes, the status moves on and the date changes.



- **Real Odoo 20 screenshot.** Delivery list with the **nShift status** column.



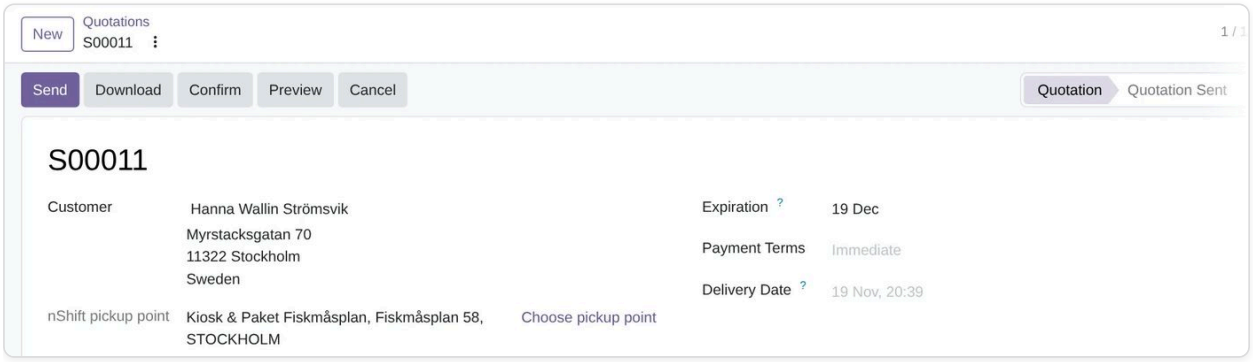
- **Real Odoo 20 screenshot.** The delivery WH/OUT/00003 at **Out for delivery**, with the date of its last status.



- **Real Odoo 20 screenshot.** The delivery WH/OUT/00005 at **Returned**, the status of a parcel that comes back.

CONNECTOR GUIDE · NSHIFT

10 Pickup points on the quotation and in the shop



- **Real Odoo 20 screenshot.** Quotation S00011 with the chosen nShift pickup point and the **Choose pickup point** button.

The points are not stored in Odoo: they are requested from nShift on each search. **Choose pickup point** searches using the zip code and country of the delivery address and opens the window with the nearby points. In the window you can change the zip code and search again.

Choose pickup point	It is on the quotation and opens the **nShift pickup point** window with the nearby points. It only appears while the order is a quotation or a sent quotation.
Zip code and **Country**	They come from the delivery address. Change them to search in another area.
Search	Asks nShift for the nearby points. The window stays open and the points appear under **Pickup points**.
Choose	The point becomes the delivery address of the order (a delivery contact of the customer with the point's details) and is noted in the history.
Cancel	Closes the window without changing anything.
nShift pickup point	Shows on the quotation the name and address of the chosen point.

Steps

1. **Open the quotation**
   The order's delivery method must be an nShift method with pickup points.

2. **Click Choose pickup point**
   The window opens with the points near the delivery address.

3. **If you want another area, change the zip code and click Search**
   The **Pickup points** list is rebuilt with the points in that area.

4. **Select one and click Choose**
   The point is saved on the order and appears under **nShift pickup point**.

> You choose the point before confirming the order: once the order is confirmed the button no longer appears, and it doesn't appear either if the delivery method is not an nShift one with **Pickup points**. If nShift returns no points, you see «nShift has no pickup points near ....» with the postcode searched, and if the delivery address is missing the postcode or the country, «Fill in the zip code and the country of the delivery address to find pickup points.». In the online shop, the customer chooses the point at checkout in the Odoo selector, which requests the points from nShift in the same way; if nShift doesn't supply the coordinates of the points, the selector's map doesn't place them in the right spot, although the list displays fine.

When a point can be chosen

The **Choose pickup point** button only appears while the order is a quotation, sent or not, and its delivery method is an nShift method with **Pickup points** enabled. Once the order is confirmed, the point can no longer be changed.

The search window

The **nShift pickup point** window opens already showing the points near the delivery address. It has the **Zip code** and **Country** fields and the **Pickup points** list, with the name, address and opening hours of each point. If you change the zip code and click **Search**, the list is rebuilt with the points in that area. If nShift returns none, "nShift has no pickup points near ...." appears. With **Cancel** you leave without touching the order.

What the order stores

When you click **Choose**, the order's delivery address becomes a contact that carries the point's details. On the quotation you see it under **nShift pickup point**. While the order's delivery method stays the same, that point is kept. When the shipment is created, the recipient is still the customer and the point goes to nShift as the delivery point.

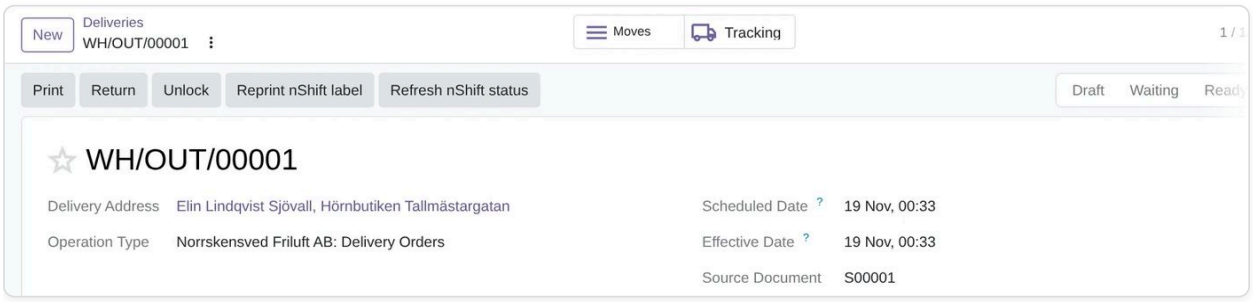
What happens on confirmation

If before confirming you change the quotation's delivery method or remove the shipping line, the delivery address may be left as the point of an nShift method the order no longer has. On confirmation, Odoo detects this and returns the delivery address to the customer's address before creating the delivery order. Without the online shop, nothing else in Odoo corrects it.

> If you change delivery method after choosing a point, review the quotation: on confirmation the address will go back to the customer's, and you will have to choose another point with a method that supports it.

Example

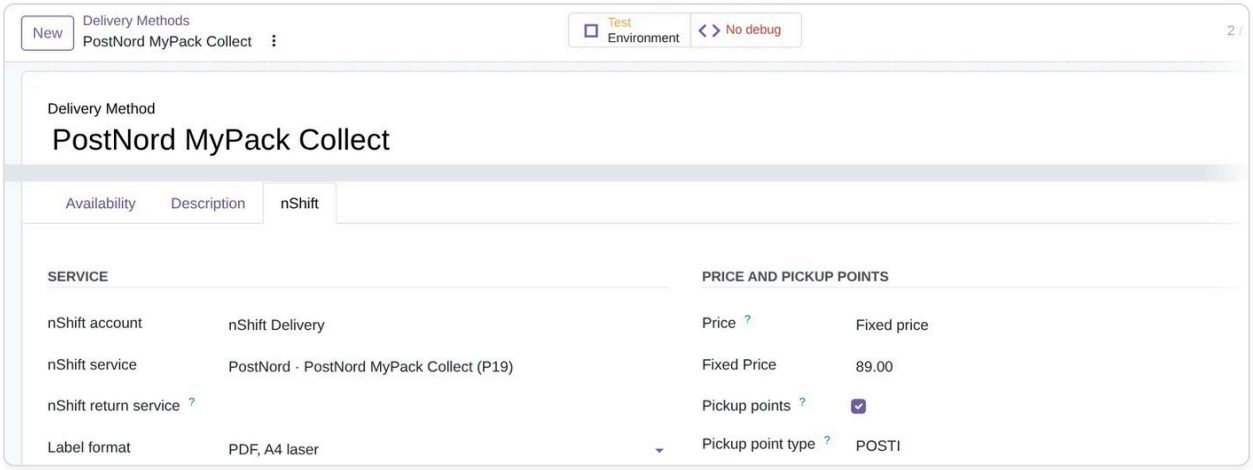
Quotation S00011 is from Hanna Wallin Strömsvik, in Stockholm, with PostNord MyPack Collect. You click **Choose pickup point**, the window shows the pickup points for her postcode, and you choose the Kiosk & Paket Fiskmåsplan kiosk. Its name, street and city appear in **nShift pickup point**, and the quotation's history records it. If you confirm with the same delivery method, the delivery goes out with that point as the address. If you first switched to a method without pickup points, the delivery address goes back to the customer's when you confirm it.



- **Real Odoo 20 screenshot.** The delivery WH/OUT/00001 has as its delivery address the pickup point the customer chose.

CONNECTOR GUIDE · NSHIFT

11 Shipping prices calculated by nShift



- **Real Odoo 20 screenshot.** The delivery method with the **nShift** tab and the group **Price and pickup points**.

With **Price from nShift**, Odoo requests the price from nShift when you add the shipping to the quotation, or when the customer chooses the method in the online shop. It requests it for one parcel with the order's estimated weight (1 kg if the products have no weight), from the warehouse address to the delivery address, and converts it from the **Currency of nShift prices** to the order's currency. If nShift can't provide it, the quotation and the online shop show the reason instead of a price.

Where it is chosen

It is chosen in the delivery method, under **Inventory › Configuration › Delivery Methods**, **nShift** tab, group **Price and pickup points**.

Price	**Fixed price** or **Price from nShift**. It defaults to **Fixed price**. The second requires the nShift "REST API price enquiry" licence, from the PROFESSIONAL and PREMIUM plans.

To the price, whether fixed or from nShift, Odoo then applies the method's **Margin on Rate** and **Additional margin**. If the order reaches the amount in **Free if order amount is above**, the shipping comes to 0.

> **Price from nShift** does not work without the nShift "REST API price enquiry" licence. With **Fixed price** it is not needed. When validating the delivery the price is not requested again: the price on the order's shipping line counts.

What price the customer sees

With **Price from nShift**, the price is requested from nShift when calculating the shipping on the quotation. Later, when validating the delivery, Odoo charges what the order already showed: the nShift price was taken on the quotation and is not requested again.

If nShift cannot give the price, neither the quotation nor the online shop breaks. Instead of a price, the reason appears.

Rules and conditions

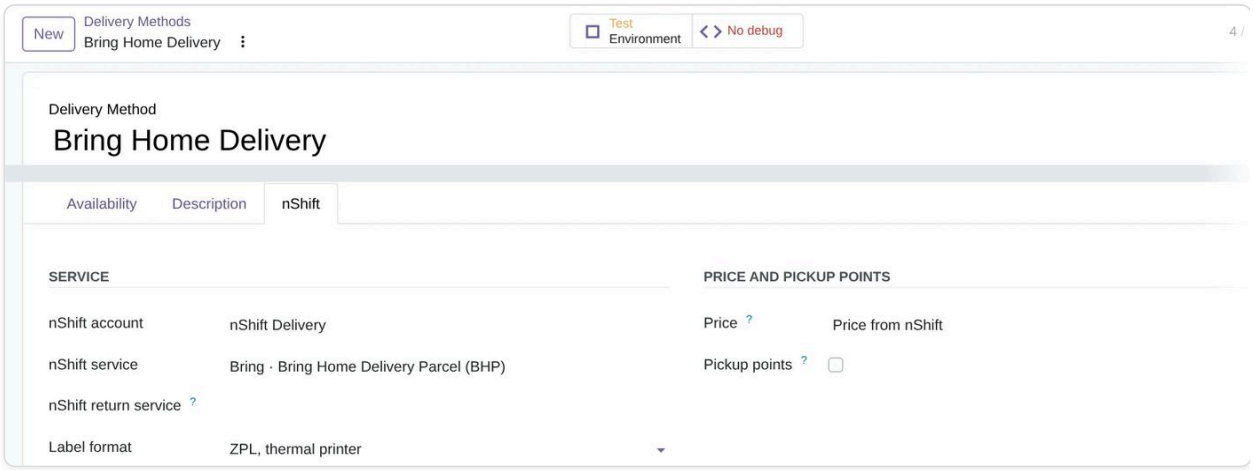
- Before calculating anything, the method needs an account: if it's missing, you get «Choose the nShift account of the shipping method … first.».
- It also needs a service: if it's missing, you get «Choose the nShift service of the shipping method … first», which asks you to click **Sync services** on the account if the list is empty.
- The nShift price requires the "REST API price enquiry" licence (PROFESSIONAL and PREMIUM plans).

Record fields and tabs

nShift tab	Gathers the nShift data of the delivery method.
Service group	Contains **nShift account**, **nShift service**, **nShift return service**, **Label format** and **Email notice by the carrier**.
Price and pickup points group	Contains **Price** (and the amount of **Fixed price** if you choose it), **Pickup points** and **Pickup point type**.
Label format	**PDF, A4 laser** or **ZPL, thermal printer**. It defaults to **PDF, A4 laser**.

End-to-end example

1. **Choose the method**
   Under **Inventory › Configuration › Delivery Methods** you open Bring Home Delivery.



- **Real Odoo 20 screenshot.** The Bring Home Delivery method with its **nShift** tab.

2 Check the account and the service

You leave **nShift account** and **nShift service** chosen.

3 Choose the price

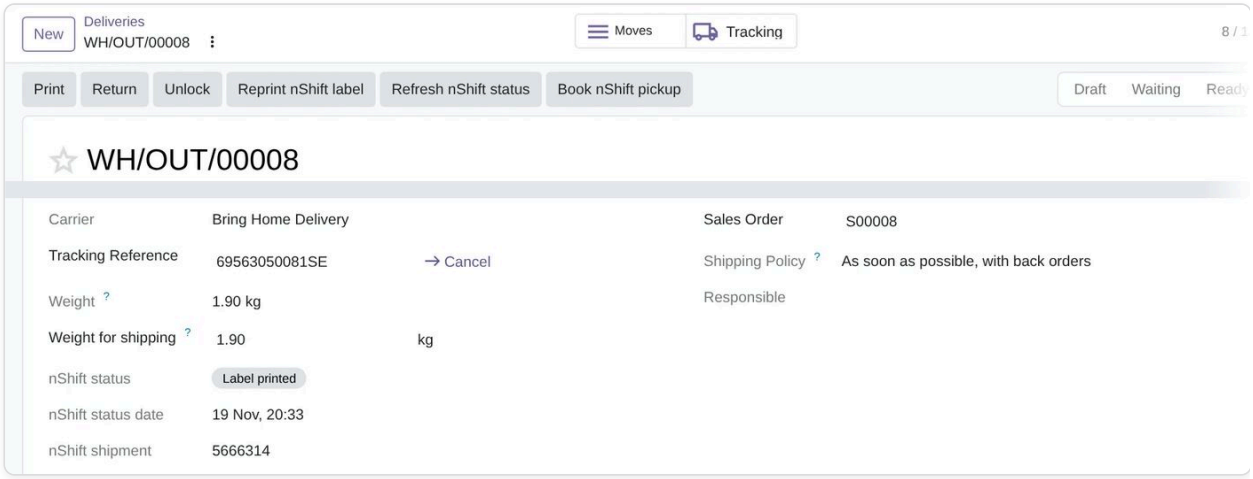
Under **Price** you choose **Price from nShift**.

4 Calculate the shipping

On quotation S00008, from Ingrid Solberg Fjellvang, you add the shipment with Bring Home Delivery and Odoo asks nShift for the price, or shows the reason if it cannot give one.

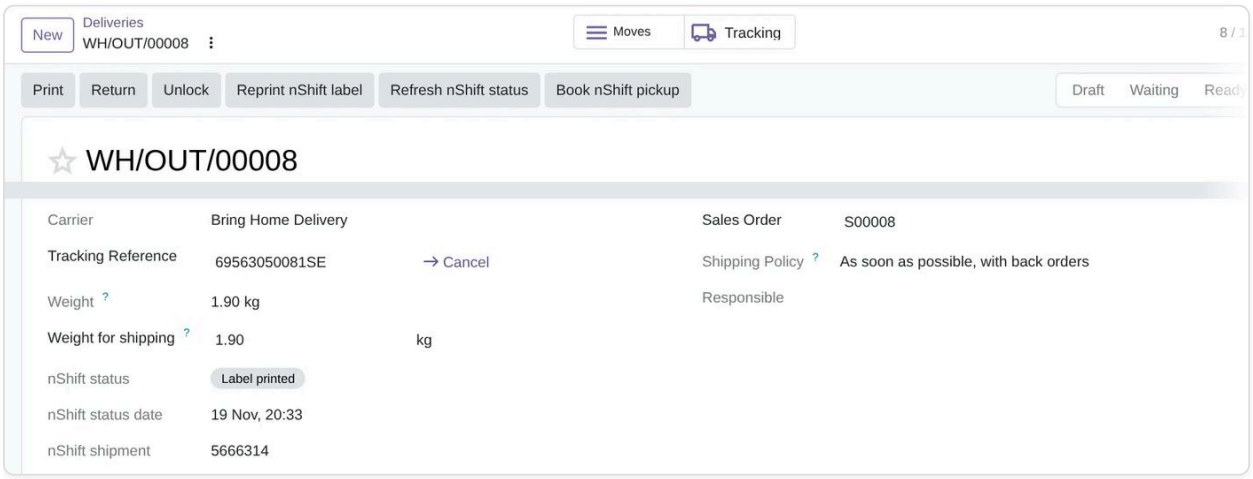
5 Validate the delivery

When you validate WH/OUT/00008, nShift creates the shipment and the history records the tracking number and the cost, which is the order's cost.



- **Real Odoo 20 screenshot.** The delivery WH/OUT/00008 with Bring Home Delivery, at **Label printed**.

12 Booking the carrier's pickup



- **Real Odoo 20 screenshot.** Delivery order WH/OUT/00008 with the nShift status **Label printed** and the button **Book nShift pickup**.

You enter the pickup details yourself in the window that **Book nShift pickup** opens, and the booking reference appears on the delivery order afterwards. If the carrier leaves it pending ("SUBMITTED"), **Refresh nShift status** asks about it again: some carriers confirm or reject it later.

Book nShift pickup	Opens the **Book an nShift pickup** window. It only appears if the delivery order has an nShift shipment and its nShift status is **Label printed**.
Book pickup	Is in the window and sends the booking to nShift.
Cancel	Is in the window and closes it without booking anything.
Refresh nShift status	Checks the shipment's status at that moment, without waiting for the scheduled action, and the pickup's if it is pending.

What is filled in the window

Delivery orders	The delivery order from which you opened the window. It is not changed.
Pickup Date	Comes with today's date.
From and **To**	The time slot, in half-hour steps from 06:00 to 21:30. They come as 09:00 and 16:00.
Location	Where the parcels wait, for example the loading dock. Some carriers require it.
Instructions	Free text for the carrier.

What you see on the delivery order

- **nShift pickup**: the booking reference.
- **nShift pickup status**: nShift's response, "CONFIRMED" (confirmed) or "SUBMITTED" (pending the carrier).

1. **Open the delivery order**
   It must be validated and show the status **Label printed**.
2. **Press Book nShift pickup**

The pickup window opens.

3. **Fill in the date, time slot, location and instructions**
   The booking carries your name, your telephone number and your email address, or those of the company if you have none.

4. **Press Book pickup**
   If the carrier accepts it, the delivery order stores the reference and the status.

> You can't book a pickup if the delivery order has no nShift shipment or if the time window doesn't end after it starts («The pickup window must end after it starts.»). There is no pickup either if the carrier doesn't accept the booking: Odoo shows its response and saves nothing.

When the button appears

Book nShift pickup is hidden if the delivery order is not an nShift one, if it has no nShift shipment, or if its nShift status is not **Label printed**. Once the parcel is **Handed to the carrier**, **In transit** or in any later status, the button disappears. Each booking belongs to one delivery order: the button sits on its form, and the window does not let you add others.

Confirmed or pending

nShift answers the booking with a status. "CONFIRMED" means the carrier has confirmed it; "SUBMITTED" means it has received it and will confirm or reject it later. With a pending booking, **Refresh nShift status** asks again and, if it has changed, the delivery order stores the new status and records it in the history, with the reason if there is one. Any other answer is a rejection: Odoo shows the status and the reason and saves nothing.

What the booking checks

- The time window has to end after it starts. If not, you get «The pickup window must end after it starts.».
- The carrier must accept the booking. If not, you see "The carrier did not accept the pickup (...): ...", with the status and the reason nShift returns.

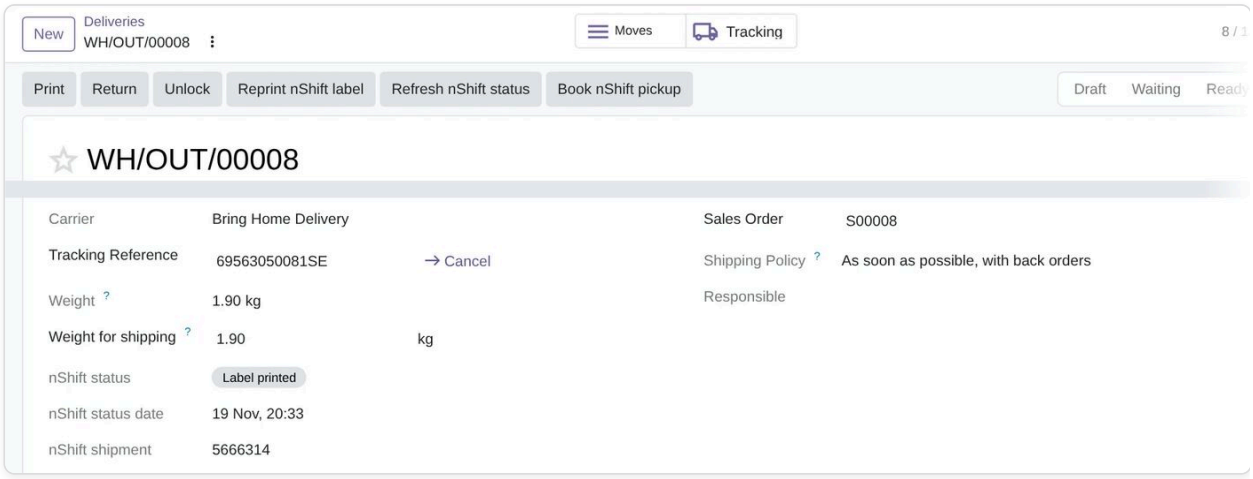
The booking carries the name and telephone number of the user who presses the button, and their email. If the user has no telephone number or email of their own, the company's are used. **Location** and **Instructions** are only sent if you fill them in.

What the delivery order stores

nShift pickup	The booking reference.
nShift pickup status	nShift's response to the booking.

End-to-end example

1. **A delivery order with the shipment done**
   WH/OUT/00008, with carrier Bring Home Delivery, shows **Label printed** in **nShift status**.



- **Real Odoo 20 screenshot.** Delivery order WH/OUT/00008 with **Label printed** and the button **Book nShift pickup**.

2 **You book the pickup**

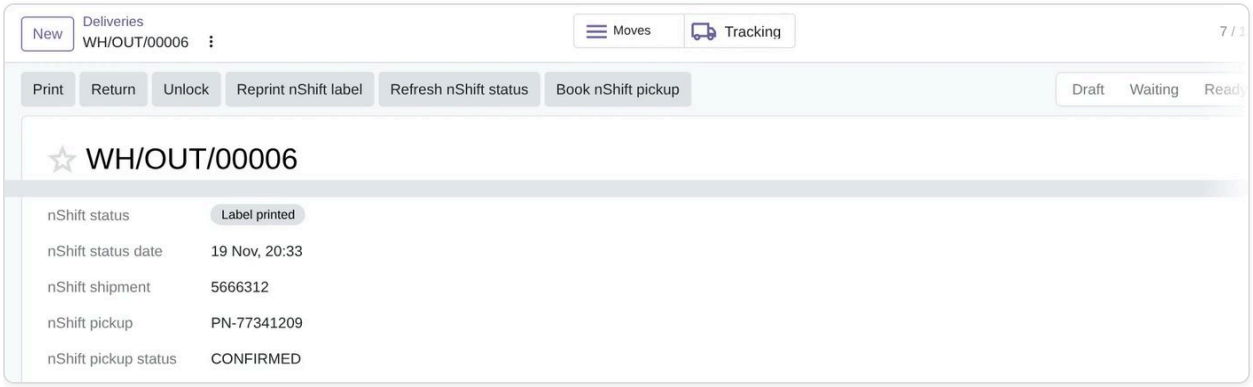
You press **Book nShift pickup** and the window comes up with today's date and the 09:00 to 16:00 slot.

3 **You say where the parcels will be waiting**

You enter the location and, if needed, the instructions. You press **Book pickup**.

4 **You read the result**

If the carrier accepts, **nShift pickup** shows the reference and **nShift pickup status** its status, "CONFIRMED" or "SUBMITTED". The history records it with the date and the slot.



- **Real Odoo 20 screenshot.** A delivery with the pickup booked: WH/OUT/00006, with its **nShift pickup** and the status "CONFIRMED".

CONNECTOR GUIDE · NSHIFT

13 Cancelling a shipment and sending it again

A shipment already created in nShift is cancelled from Odoo. On the validated delivery, next to **Tracking Reference**, there is the link **Cancel**. Odoo asks for confirmation, because cancelling may not be reversible, and then asks nShift to cancel the shipment. The "REST API Discard" licence is required.

What stays on the delivery order

- **nShift status** changes to **Cancelled**, with the date in **nShift status date**.

- The **Tracking Reference** is emptied.
- The history records «nShift shipment … cancelled in nShift.». If nShift no longer had the shipment, the message is «nShift shipment … was already cancelled (or unknown) in nShift.» and the delivery order is still marked as cancelled.
- **Reprint nShift label** and **Book nShift pickup** no longer appear.
- The delivery stays validated: cancelling the shipment does not return the goods to stock.

Sending it again

With the shipment cancelled and the reference empty, the delivery shows the button **Send to Shipper**. When you press it, the connector creates a new shipment in nShift, with new labels, just as validation does. The cancelled shipment is not reused.

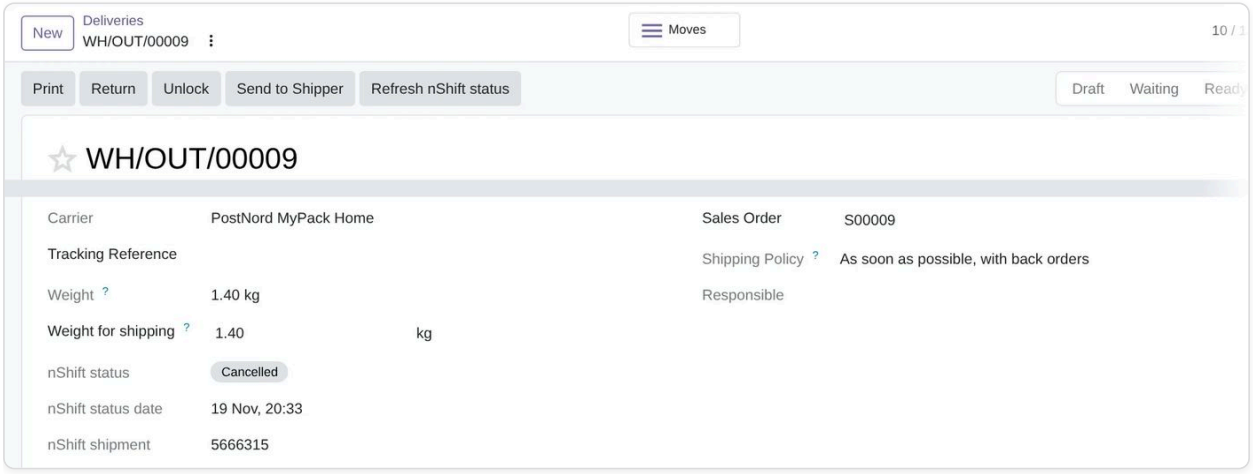
> Validating a delivery creates a real shipment in your nShift Delivery account, with your carrier. If you were only testing, cancel it afterwards with **Cancel**.

Rules and conditions

- **Cancel** only appears with the delivery done and a tracking reference.
- Without the "REST API Discard" licence, nShift does not allow cancellation, and Odoo says so with the licence message: "nShift answered that your account has no licence for this function (…).".
- If the call that creates the shipment is cut off, there is nothing to cancel: the next validation looks for the shipment in nShift before creating another.

Example

You validate a delivery with PostNord MyPack Home and the customer cancels the order before pickup. You press **Cancel** next to the tracking reference and confirm: **nShift status** changes to **Cancelled**, the reference is emptied, and the history keeps both messages, the one from creating the shipment and the one from the cancellation.



- **Real Odoo 20 screenshot.** The delivery WH/OUT/00009 with the shipment **Cancelled**, with no tracking reference and with the **Send to Shipper** button.

14 Return labels

When a customer returns an order, the connector asks nShift for the return label using the return service of the delivery method. The customer is the sender and your warehouse is the recipient. The label is attached in Odoo, and you pass it on to the customer.

What is needed

- An **nShift return service** on the **nShift** tab of the delivery method. It comes from the account's synchronised services, like the others.
- The "REST API Print" licence, the same one used for creating shipments.
- A return of that delivery, created with **Return** and not yet validated.

Step by step

1. **Create the return**
   On the validated delivery, press **Return**, choose what comes back and create the return.
2. **Press Print Return Label**
   It appears on the return while it is not validated, if the delivery method has a return service.
3. **Collect the label**
   nShift creates the return shipment and Odoo attaches the label with the message "nShift return shipment ... created: ... return label(s) attached.".

What is on the label

The return shipment carries the return's reference with "-R" at the end, so that nShift does not confuse it with the delivery. It goes with the return's packages, from the customer's address to your warehouse's, and without a pickup point even if the delivery had one. The format is that of the method: **PDF, A4 laser** or **ZPL, thermal printer**.

> Returns do not receive statuses in Odoo: their tracking is seen in nShift Delivery.

Rules and conditions

- Without an **nShift return service**, the return does not show **Print Return Label**.
- If nShift does not reply with the return shipment, Odoo says so: "nShift did not return the return shipment it made for ...".

Example

A PostNord MyPack Home method with PostNord MyPack Home as its return service: the customer returns a backpack, you create the return with **Return** and press **Print Return Label**. The label is attached in a file whose name begins with "LabelReturn-nshift".

15 The data that goes and comes back

DATA	DIRECTION	WHEN
Carriers and services of the account	From nShift Delivery to Odoo	When pressing **Sync services** on the account
Shipment statuses	From nShift Delivery to Odoo	The scheduled action **nShift: shipment statuses**, every 10 minutes, or the button **Read statuses now**
Status of a particular shipment	From nShift Delivery to Odoo	When pressing **Refresh nShift status** on the delivery
Shipment with its sender and recipient addresses	From Odoo to nShift Delivery	When validating the delivery
Shipment label	From nShift Delivery to Odoo	When creating the shipment and when pressing **Reprint nShift label**
Return label	From Odoo to nShift Delivery and back	When pressing **Print Return Label** on the return
Shipment cancellation	From Odoo to nShift Delivery	When pressing **Cancel** next to the tracking reference of the done delivery
Shipping price	From nShift Delivery to Odoo	When calculating the rate with an nShift delivery method
Pickup points	From nShift Delivery to Odoo	When pressing **Choose pickup point** or **Search** on the quotation, and when the customer searches for points at checkout in the shop
Carrier pickup booking	From Odoo to nShift Delivery	When pressing **Book pickup** in the wizard opened by **Book nShift pickup**
Tracking link	Built in Odoo, with no call to nShift Delivery	When opening **Tracking** on the delivery order, if the account has the user ID for tracking links

Calls do not go directly from your Odoo to nShift Delivery. They go through FlexigoTech Cloud, which stores your API key encrypted, adds the credentials and forwards each request to nShift Delivery. The key is sent to the cloud once and does not stay in your Odoo. That is why the FlexigoTech Cloud subscription is needed, with a 14-day trial. FlexigoTech Cloud only receives what each call needs: for a shipment, the sender and recipient (name, address, phone and email), the parcels with their weight and the delivery order reference; for a rate, both addresses and the estimated weight. Your customer list, orders and products are not sent in full.

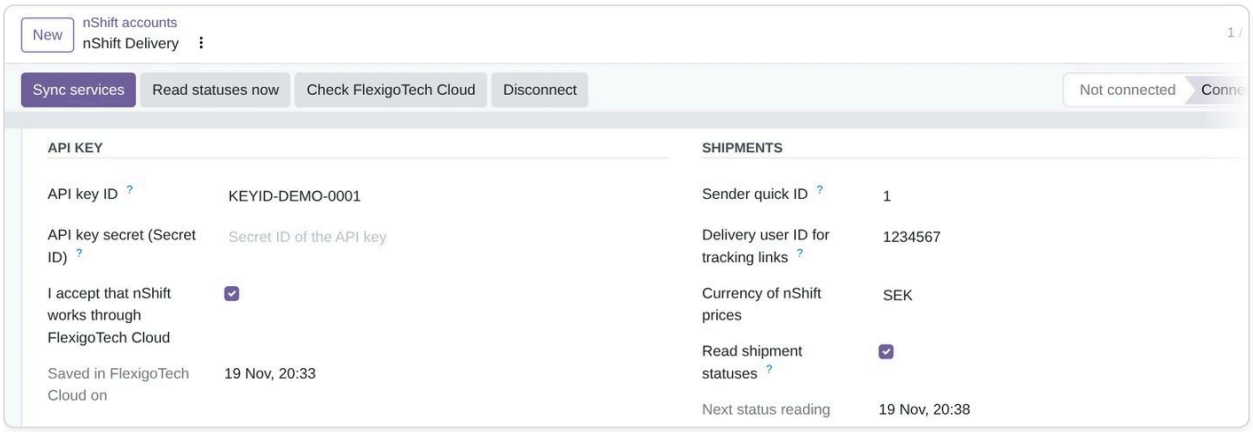
16 What happens automatically

SCHEDULED ACTION	FREQUENCY	WHAT IT DOES
nShift: shipment statuses	Every 10 minutes. Active by default.	Checks each nShift account that has its key saved and status reading switched on, and fetches shipment status notices from nShift Delivery. If it fails for one account, it carries on with the others and the error appears at the top of that account. Without the status licence, that account waits a day before trying again.

On each run it reads up to 5,000 notices per account; if there are more, it picks up where it left off on the next run. Each account leaves at least 5 minutes between readings, or longer if nShift asks for it. You can also run the same scheduled action by hand with the **Read statuses now** button on the account.

The frequencies are changed in **Settings › Technical › Automation › Scheduled Actions**, with developer mode enabled.

17 Account options and how they come through



- **Real Odoo 20 screenshot.** The nShift Delivery account with the **API key** and **Shipments** groups.

OPTION	WHEN CREATED	WHAT IT DOES
Name	Empty (must be filled in)	The name by which you recognise the account in the list.
Company	The company you are working in (must be filled in)	The Odoo company the account belongs to. It only appears if you work with several companies, and each user sees the accounts of their own companies.
API key ID	Empty	The ID of the key you create in nShift Delivery > Maintenance > API keys. Leave the key's Profile empty: with a Profile, the key cannot read shipment statuses. Only an administrator can see it.
API key secret (Secret ID)	Empty	The secret of that same key. It is sent once, encrypted, to FlexigoTech Cloud and Odoo does not store it. Only an administrator can see it.
I accept that nShift works through FlexigoTech Cloud	Unticked	It must be ticked to save the key. Only an administrator can see it.
Sender quick ID	1 (must be filled in)	The sender quick ID in nShift Delivery where your customer numbers with the carriers are held. The sender's address comes from the warehouse of each delivery.
Delivery user ID for tracking links	Empty	Your nShift Delivery user ID, used to generate the public tracking link for each shipment. If you leave it empty, there is no tracking link.
Currency of nShift prices	The company's currency (must be filled in)	The currency in which nShift quotes prices. Odoo converts them to the order's currency.

OPTION	WHEN CREATED	WHAT IT DOES
Read shipment statuses	Ticked	Every few minutes, Odoo reads the status events for your shipments. It needs the nShift licence «REST API Status events».

As well as the options, the account shows data that cannot be edited: the connection state at the top (**Not connected**, **Connected** or **Error**), the last error in a red box when there is one, **Saved in FlexigoTech Cloud on**, **Next status reading** and the **Services** tab. The account list adds the **Carrier Count**, which is the number of Odoo delivery methods using each account. If you change the API key ID without entering its secret, the saved key stops working for that account: **Connection State** goes back to **Not connected** and the key has to be saved again. Only an administrator can change the key.

What is done by hand

TAB OR GROUP	BUTTONS
At the top, on the account	**Sync services**: fetches the account's carriers and services, from which you choose when creating a delivery method. **Read statuses now**: reads the status events at that moment, without waiting for the periodic reading. Both are used by an inventory manager and only appear once the key is saved.
At the top, on the account (administrator)	**Check FlexigoTech Cloud**: says whether the cloud holds the account's key, when it was saved and when it last changed, without showing it; if the subscription has ended, also the day it will be deleted. **Disconnect**: asks for confirmation and deletes the key in FlexigoTech Cloud; it only appears when a key is saved and can be used even if no service is active.

What the other tabs hold

Besides the **API key** and **Shipments** groups, the account has the **Services** tab, with one row per service: **Carrier**, **Name**, **Service ID** and **Add-ons**. It is empty until you press **Sync services** and is not edited by hand.

> If your FlexigoTech Cloud plan already has all its nShift accounts in use, saving another key sends nothing and shows an error explaining why. An account already saved can always save its key again.

18 Security and personal data

- The API key (the key ID and its secret) is created by you in nShift Delivery, under Maintenance > API keys. Odoo sends it once to the FlexigoTech Cloud vault, which stores it encrypted, with one entry per account. The key does not stay in your Odoo.
- Before saving the key you have to tick **I accept that nShift works through FlexigoTech Cloud**. If you don't, you get the message «Accept first that nShift works through FlexigoTech Cloud: nothing was sent and nothing was saved.» and nothing is sent or saved.
- The consent and the subscription terms are accepted by whoever activates FlexigoTech Cloud, on behalf of their company. The company name, the email of the person accepting, and the date and version of the accepted text are recorded.
- The **Sync services** and **Read statuses now** buttons are for inventory managers, and only appear when the key is already saved in FlexigoTech Cloud. **Check FlexigoTech Cloud** and **Disconnect** are for system administrators. The **Not in nShift** button on the delivery is also for inventory managers.
- FlexigoTech Cloud sends to nShift each shipment, label, cancellation, rate, pickup point, pickup booking and status query. For this, the name, address and contact details of the sender and recipient of each shipment are sent. Your customers, orders, invoices and products are not sent to FlexigoTech Cloud beyond what each shipment requires.
- When the subscription or trial ends, or you disconnect the database, FlexigoTech Cloud deletes your nShift key and the data of that connection within 30 days at most. Each call keeps the data only for the time needed to deliver it, on servers in Germany. With **Disconnect**, the key is deleted immediately, and also when the account is deleted or the module is uninstalled.

19 Several accounts and several companies

Each account is created in **Inventory › Configuration › nShift accounts**, with its own API key and company. A user only sees and uses the accounts of the companies they work in, and a delivery method only accepts accounts from its own company. One account serves all the Odoo delivery methods that use it. If you work with several nShift accounts, each one saves its key separately in FlexigoTech Cloud.

The Standard plan supports up to 3 accounts and the Pro plan up to 10. The limit counts the accounts of all companies in the database. If you try to save the key of one more account than your plan covers, a warning appears and nothing is sent from Odoo. An account already saved can always save its key again.



- **Real Odoo 20 screenshot.** The list of nShift accounts, with its connection state and its number of carriers.

20 If something goes wrong

You get «Save the nShift API key of the account ... first (Inventory > Configuration > nShift accounts): nothing was sent.»	Open the account in **Inventory › Configuration › nShift accounts**, fill in the API key and save. While it is not saved, nothing leaves Odoo.
You get «Accept first that nShift works through FlexigoTech Cloud: nothing was sent and nothing was saved.»	On the account, tick **I accept that nShift works through FlexigoTech Cloud** and save again.
You get «Fill in the API key ID first: it goes with the secret.»	Fill in **API key ID** together with **API key secret (Secret ID)**.
The delivery validates but does not create the shipment in nShift	Check that the delivery's operation type has **Generate Shipping Labels** and that the delivery method is set to **Get Rate and Create Shipment**.
On validation, an nShift error appears and the delivery does not validate	Correct what the message says and validate again. If it is «nShift did not accept the shipment:», each line below is an error or warning from nShift about a shipment detail.
The message «nShift did not accept the API key of the account ... (HTTP 401).» appears.	The key is invalid or was deleted in nShift. Check it in nShift Delivery > Maintenance > API keys and save it again on the account.
The message «nShift answered that your account has no licence for this function (...).» appears.	You lack the licence named in the message. Yours are under nShift Delivery > Help > Session > License keys. A key with a Profile also cannot read statuses.
The delivery order warns that the last call to nShift got no response	Validate again: Odoo first looks for the shipment in nShift and does not create another. If it cannot be found, check in nShift Delivery that the shipment is not there and press **Not in nShift** (inventory manager).

Without the trial or the FlexigoTech Cloud subscription, the connector does not talk to nShift Delivery. The scheduled action **nShift: shipment statuses** does not fail when the service is paused: it carries on its course and resumes the reading later.

Other messages you may see

«Your FlexigoTech Cloud plan covers up to ... nShift accounts on this database and they are all in use, so nothing was sent. Disconnect one you no longer use, or move to a plan with more accounts (Pro) in Settings > FlexigoTech Cloud.»	Disconnect an account you no longer use, or move to a plan with more accounts. An account already saved can always save its key again.

«Fill in the zip code and the country of the delivery address to find pickup points.»	Complete the postcode and country on the customer's delivery address.
«nShift has no pickup points near ....»	Try another postcode or choose another delivery method.
«Fill in the pickup point type of ...: nShift needs it to find the points.»	Fill in the pickup point type on the delivery method.
«nShift did not find the shipment ... (its history keeps six months).»	The shipment may be more than six months old. Check directly in nShift Delivery.
«The carrier did not accept the pickup (...): ...»	The carrier rejected the booking and the reason follows. Try another date or time slot, or fill in **Location** if your carrier requires it.
«The pickup window must end after it starts.»	Correct the times of the pickup window.

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21 Other ways of doing it

WAY	WHAT IT INVOLVES
By hand from the nShift Delivery panel	Someone types each shipment into the nShift Delivery panel, prints the label and copies the tracking number into Odoo by hand.
Odoo alone	In Odoo 20 code, Community and Enterprise, there is no nShift or Unifaun module, nor any manifest naming them (search of 16-11-2026). Odoo does not ship a connector for nShift Delivery.
This connector	Each nShift service is used as an Odoo delivery method. Labels and statuses are requested from the deliveries. It requires a FlexigoTech Cloud subscription, from €49 per month excluding VAT, with a 14-day trial and no card required.

If you already made shipments in the nShift Delivery portal or with another tool, those shipments do not move into Odoo: the connector only follows the ones it creates itself. You can start with new orders and let the earlier ones finish where they started.

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 licence is per Odoo version. FlexigoTech Cloud is paid monthly or yearly, and the 14-day trial does not ask for a card. With Standard, up to 3 accounts; with Pro, up to 10.

23 Frequently asked questions

What does the connector do?

It connects Odoo with nShift Delivery. It requests the label and tracking number from the delivery order, reads shipment statuses, and offers pickup points on the quotation and in the online shop.

Does it work without FlexigoTech Cloud?

No.

How much does the subscription cost?

The Standard plan costs €49 a month or €490 a year, and the Pro plan costs €98 a month or €980 a year. Prices exclude VAT.

Is there a free trial?

Yes, 14 days with no card required.

Does it work on Odoo Online?

No. Odoo Online does not allow installing third-party modules.

Do I need Odoo Enterprise?

No. It works with Odoo Community and with Enterprise, on Odoo.sh or on your own server.

Which versions of Odoo does it work with?

It is published for Odoo 17, 18, 19 and 20.

Which nShift platform does it work with?

Only with nShift Delivery (Unifaun). It does not work with nShift Ship, Transsmart, Checkout or Returns.

Does it include my nShift account and the carrier contracts?

No. You need your own nShift Delivery account and your own carrier contracts.

How many nShift accounts does each plan allow?

The Standard plan allows up to 3 accounts and the Pro plan up to 10.

What happens if I have already used all the accounts in my plan?

When you save a new key, a warning appears and nothing is sent. An account that already exists can always save its key again.

How many carriers can I use?

As many as you have in your nShift Delivery account. Each service is used as an Odoo delivery method.

How often do shipment statuses arrive?

The scheduled action **nShift: shipment statuses** reads them every 10 minutes. You can also request them manually with **Read statuses now** or, for a single delivery order, with **Refresh nShift status**.

How often are carriers and services updated?

There is no periodic reading. You fetch them by clicking **Sync services** on the account.

How often are pickup points downloaded?

They are not downloaded periodically. They are requested from nShift each time you search with **Choose pickup point**.

Can Odoo calculate the shipping price with nShift?

Yes, if you choose **Price from nShift** in the delivery method. The nShift licence «REST API price enquiry» is required.

Can I print return labels?

Yes, if the delivery method has an **nShift return service**. The label is requested from the return, with **Print Return Label**.

Can I cancel a shipment?

Yes. On a completed delivery, the **Cancel** link next to the tracking reference cancels it in nShift, and **Send to Shipper** creates another one if needed.

Can I book the carrier's pickup from Odoo?

Yes, with the **Book nShift pickup** button on the delivery order.

Does it work with the online shop?

Yes, with eCommerce installed: the customer sees the nShift price and chooses their pickup point at checkout.

What happens to shipments I had before installing it?

Statuses are applied to Odoo delivery orders by their reference, and a notification for a shipment that Odoo did not create is ignored.

Are my customers and orders sent to FlexigoTech Cloud?

Not in full. Only the data for each call passes through: the sender and recipient of each shipment, its parcels and the delivery order reference.

Where is the nShift API key stored?

FlexigoTech Cloud stores it encrypted. It does not stay in your Odoo.

Which nShift licences do I need?

It depends on what you use: «REST API Print» to create shipments and labels, «REST API Discard» to cancel them, «REST API (shipment history)» to look up a shipment, «REST API Status events» to read statuses, «REST API price enquiry» for the nShift price, «REST API PickUpLocator» for pickup points and «REST API (pickup booking)» for pickups. Without one, Odoo says which one is missing and the rest keeps working.

What happens if nShift cannot give the price for a shipment?

The quotation and the online shop show the reason instead of an amount.

Does it support carrier additional services?

Today it only sends the notification email to the recipient. It does not handle dangerous goods.

Do return shipments update their status in Odoo?

Not yet. Return shipments do not receive status updates.

Has it been tested with a real nShift account?

It was tested on the four Odoo versions against a simulator built from the nShift Delivery API documentation. Testing with a real account is pending.

What happens if the trial ends and I do not subscribe?

The service stops and nothing is charged. Your data stays in your Odoo.

How long does support take to reply?

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

Can I use several Odoo companies?

Yes. Each nShift account belongs to one Odoo company and stores its own key. For the plan limit, the accounts of all companies in the database count.

How much does the module cost?

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

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24 Glossary

nShift Delivery	The shipping platform the connector connects to. It was formerly called Unifaun.
Account	Each connection to nShift Delivery in Odoo. It is found under **Inventory › Configuration › nShift accounts** and stores its API key, its services and its status.
API key	The ID and secret you create in nShift Delivery, under Maintenance > API keys, so that Odoo can talk to your account.
Profile	API key setting in nShift Delivery. It must be left empty so that the key can read shipment statuses.
FlexigoTech Cloud	Online service through which calls to nShift Delivery pass. It stores your key encrypted and requires a trial or a subscription.
Free trial	14 days of FlexigoTech Cloud with no card required. Without it or a subscription, the connector does not talk to nShift.
Standard plan and Pro plan	The two plans of the connector. Standard allows up to 3 nShift accounts and Pro up to 10.

Service	A transport option of a carrier, such as home delivery or delivery to a pickup point. It reaches Odoo with **Sync services**.
Delivery method	An Odoo method of nShift type. Each one uses an account and an nShift service.
Sync services	Account button that fetches the nShift Delivery carriers and services.
Delivery order	Odoo delivery order. When it is validated, the label and tracking number are requested from nShift.
Label	Shipping document generated by nShift. Odoo attaches it to the delivery order, as PDF for A4 laser or as ZPL for thermal printers.
Tracking reference	The parcel numbers given by nShift, which Odoo stores on the delivery order.
nShift status	The latest known status of the shipment: **Label printed**, **In transit**, **Delivered** and the others. It is shown on the delivery order and in the deliveries list.
nShift: shipment statuses	Scheduled action that reads shipment statuses every 10 minutes.
Pickup point	A place where the customer asks for their parcel to be delivered. It is chosen on the quotation with **Choose pickup point** or in the online shop at checkout.
Price from nShift	Price option of the delivery method in which Odoo asks nShift for the price. It requires the «REST API price enquiry» licence.
Return service	An nShift service through which Odoo produces the label for a return.
Pickup	A booking of a carrier visit to collect parcels. It is requested with **Book nShift pickup**.
nShift licence	Permission in your nShift contract for a specific feature, such as «REST API Status events», «REST API price enquiry» or «REST API PickUpLocator».

25 Checklist and contact

- [ ] You have an nShift Delivery account and your own carrier contracts.
- [ ] Your Odoo allows installing third-party modules and has the inventory delivery methods module.
- [ ] The connector is installed, together with the FlexigoTech Cloud module.
- [ ] You have activated the 14-day FlexigoTech Cloud trial, or you have the subscription.
- [ ] You have created an API key in nShift Delivery, with the Profile left empty.
- [ ] In **Inventory › Configuration › nShift accounts** you have saved the key's ID and secret, with the consent box ticked.
- [ ] You have clicked **Sync services** and the **Services** tab shows your services.
- [ ] You have checked **Currency of nShift prices** and **Read shipment statuses**.
- [ ] You have created a delivery method of type nShift with its account and service, in **Get Rate and Create Shipment**.
- [ ] Deliveries have **Generate Shipping Labels** on their operation type (it is ticked by default).
- [ ] You have validated a test delivery and the delivery order has its label and its **nShift status**. This is a real shipment in nShift: if it was only a test, cancel it with **Cancel**.

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

Email

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

On the web

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

On Odoo Apps

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

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