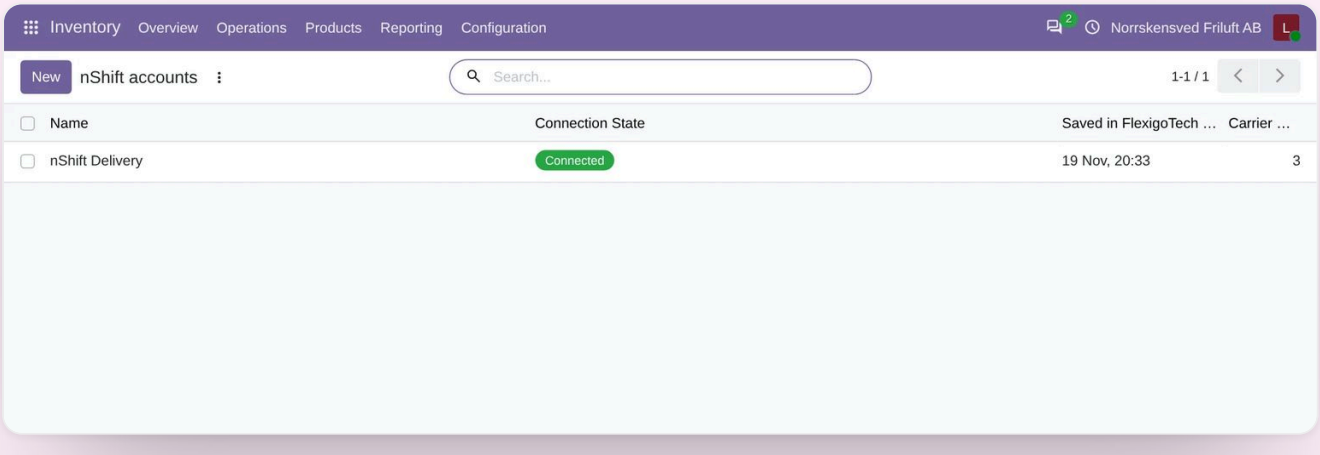
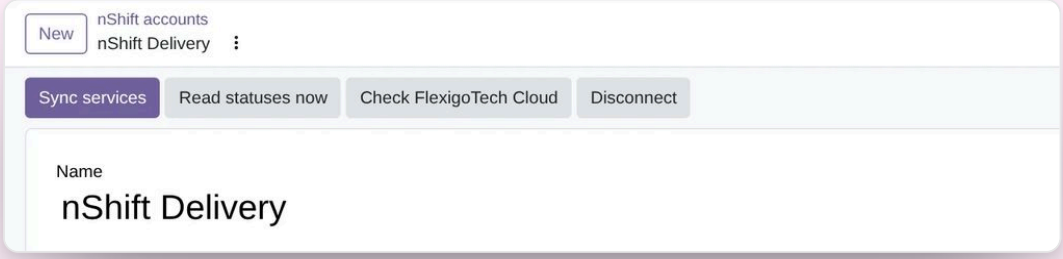
USER MANUAL · SHIPPING AND CARRIERS

nShift 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 20.0.1.0.3 | Odoo 20 screenshots | Edition of 20-11-2026





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

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 20.0.1.0.3 of the module (Odoo branch 20.0, commit 5fee347463). 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 nShift. In Odoo 17, 18 and 19 the module has its own version: if something on your screen does not match, write to us.

1 What it is and where it is

The connector adds nShift Delivery accounts and a delivery method type, nShift, to Odoo. With it, the delivery order requests the label and the tracking number, receives the shipment statuses and books the carrier pickup. The quotation and the online shop offer nShift pickup points and prices.



- **Real Odoo 20 screenshot.** The list of nShift accounts, showing the connection state 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 on other parts of Odoo. On the delivery orders it adds the buttons **Reprint nShift label**, **Refresh nShift status** and **Book nShift pickup**, and, on 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 button **Choose pickup point**, 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.

2 Before you start

What you need ready before installing the connector, and what falls outside its scope.

- An nShift Delivery (formerly Unifaun) account, with your own contracts with the carriers. 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 needs its own: "REST API Print" to create shipments and labels, "REST API Discard" to cancel them, "REST API (shipment history)" to look up 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 set to **Get Rate and Create Shipment**. Both come set 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.

3 Installation

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

How to get it

From its page in Odoo Apps (**https://apps.odoo.com/apps/modules/20.0/flexigo_nshift_connector**) or from the connector's page on flexigotech.com. Choose the Odoo version you use: each version is a separate module.

The module depends on `flexigotech_cloud`, the connection to FlexigoTech Cloud. On Odoo Apps, the module page lists it under "Community Apps Dependencies" and its price already includes it; it is also free and has its own page (**https://apps.odoo.com/apps/modules/20.0/flexigotech_cloud**). Put both folders together in the same modules path and Odoo installs `flexigotech_cloud` at the same time.

On Odoo.sh

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

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

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

On your own server

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

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

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

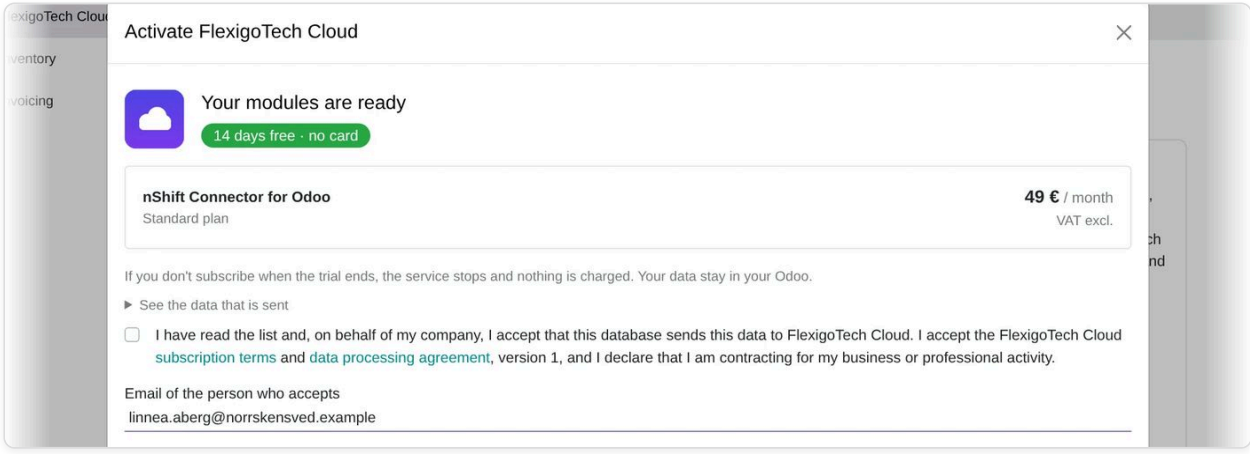
> When installing it, Odoo also installs the apps the module depends on: Inventory and Sales. If you already use them, nothing you have changes.

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4 Activating FlexigoTech Cloud: the 14-day trial

Calls to nShift Delivery go through FlexigoTech Cloud, FlexigoTech's service that stores your credentials encrypted. Until the database is connected and the module has a trial or a subscription, the connector does not talk to nShift Delivery.

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



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

2 **Accept and enter your email**

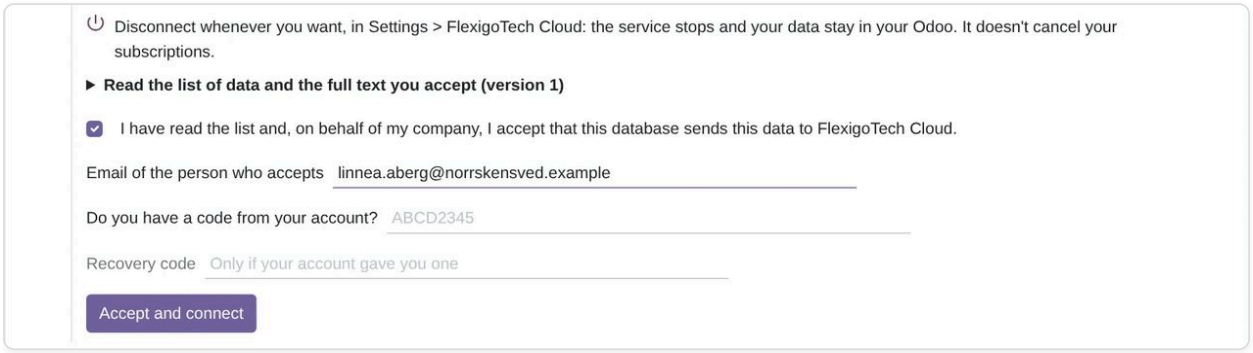
Tick «I have read the list and, on behalf of my company...» (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

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

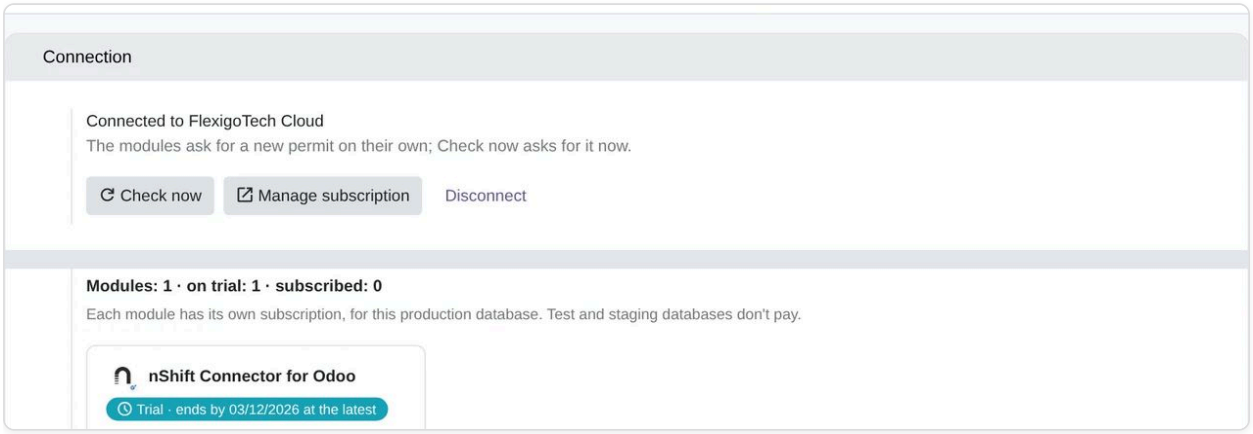
The same, from Settings

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



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

With the database connected, the **Modules** block shows each module with its status: **On trial** and the date it ends, **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 response within 1 working day, up to 3 accounts
Pro	€98 per month or €980 per year	Response within 4 working hours, up to 10 accounts and video call if needed

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

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

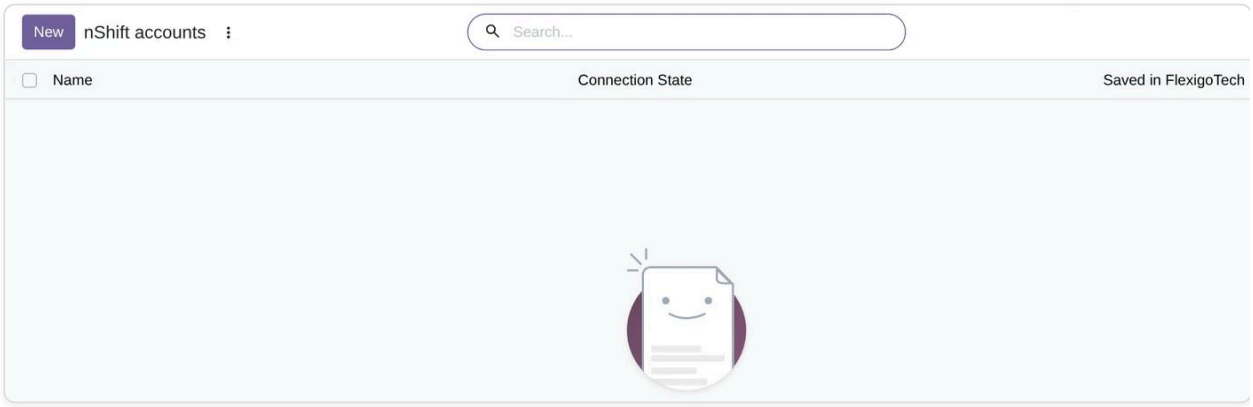
USER MANUAL · NSHIFT

5 Connecting your account

Each connection with nShift Delivery is an account, and it is created under **Inventory › Configuration › nShift accounts**.

1 Open the accounts menu

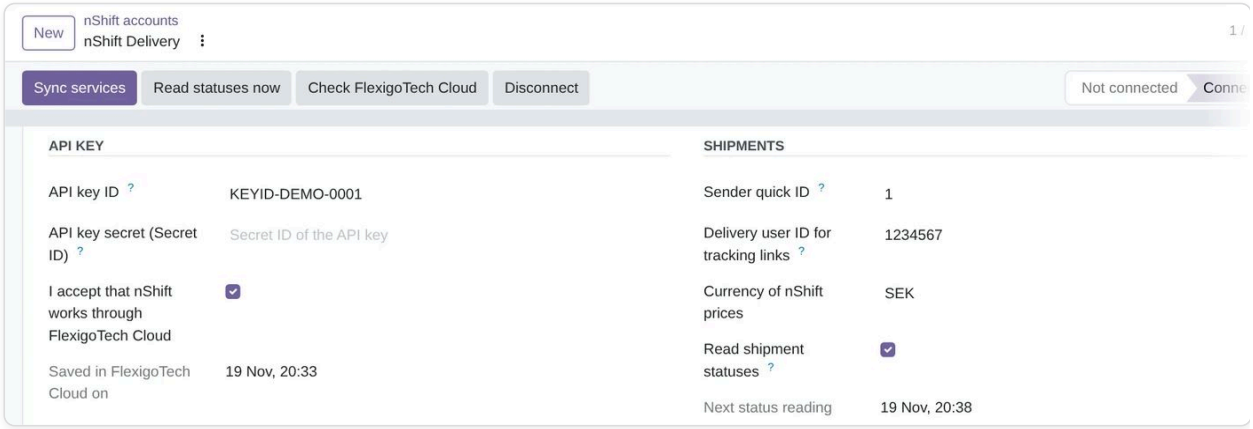
Go to **Inventory › Configuration › nShift accounts**. If there are none, you will see the empty list with the notice "Connect your nShift Delivery account".



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

2 Click New

The form for a new account opens. Enter the **Name**. The **Company** and the **Currency of nShift prices** come filled in with those of your current company, 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 enter 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 stored.

5 **Fill in the Shipments group**

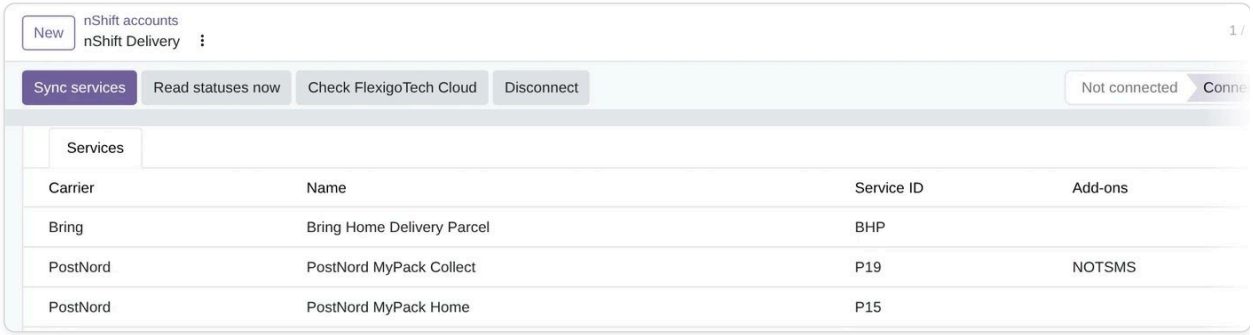
In **Sender quick ID** goes your nShift Delivery one; it comes with the value 1. If you want a tracking link on each shipment, enter the **Delivery user ID for tracking links**; empty, there is no link. **Read shipment statuses** is switched on.

6 **Save**

On saving, 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 **Fetch the services**

Click **Sync services**: Odoo asks nShift for the carriers and services of your account and leaves them on the **Services** tab. If nShift does not accept the key, a message says so and nothing is fetched. An administrator can also click **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. An inventory manager uses the **Sync services** and **Read statuses now** buttons; **Check FlexigoTech Cloud** and **Disconnect** are for an administrator. If you change the key ID without entering its secret, the account goes back to **Not connected** and the key must 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. 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 manually with **Read statuses now**. **Next status reading** tells you when the next one is due.

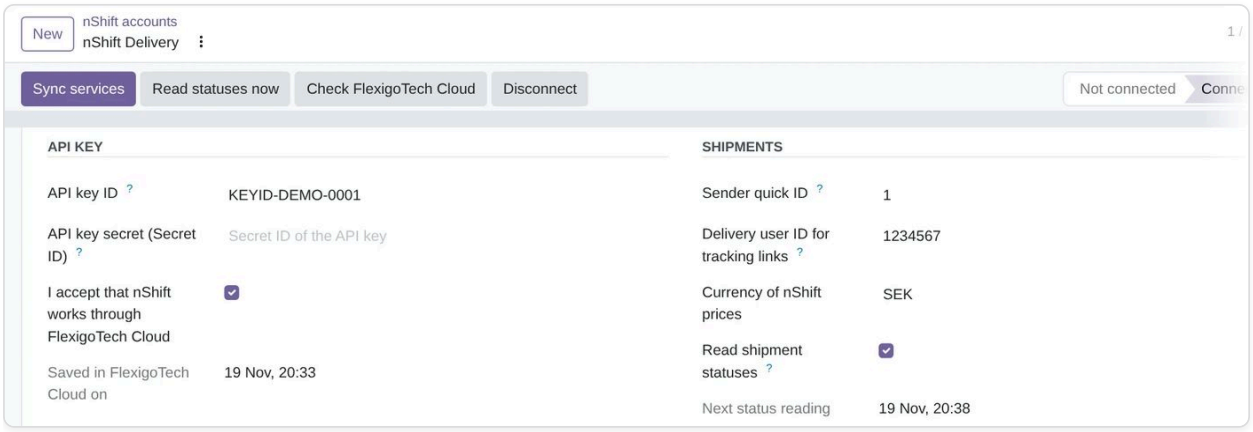


- **Real Odoo 20 screenshot.** The accounts list, with the **Connection State** and the **Carrier Count**

USER MANUAL · NSHIFT

6 The account options

The options of each nShift Delivery account, under **Inventory › Configuration › nShift accounts**.



- **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 theirs.
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 sees it.

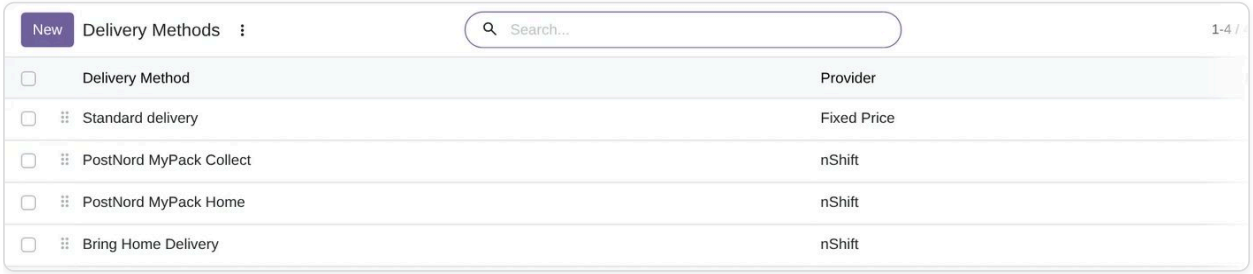
OPTION	WHEN CREATED	WHAT IT DOES
Sender quick ID	1 (must be filled in)	The sender quick ID in nShift Delivery where your customer numbers with the carriers are kept. The sender's address comes from the warehouse of each delivery.
Delivery user ID for tracking links	Empty	This is your nShift Delivery user ID, which is 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 currency (must be filled in)	This is the currency in which nShift quotes its prices. Odoo converts them to the order currency.
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 list of accounts adds the **Carrier Count**, which is the number of Odoo delivery methods that use each account. If you change the API key ID without entering its secret, the stored key stops working for that account: **Connection State** goes back to **Not connected** and you have to save the key again. Only an administrator can change the key.

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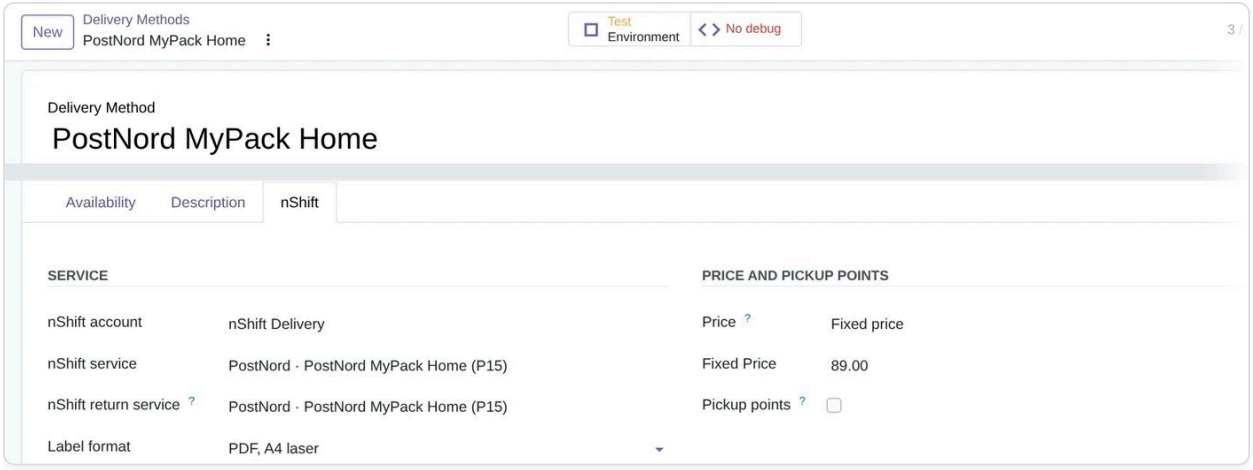
7 Delivery methods and services

Each transport service that nShift provides is used in Odoo through a delivery method of type nShift.



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

The 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 synchronisation.



- **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 produces 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, at checkout. It needs the licence "REST API PickUpLocator".
Pickup point type	The code of the point type that nShift searches for this carrier (the field help gives examples: "POSTI", "DHLSP", "DPD", "GLS"). It is mandatory 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** under **Provider**.

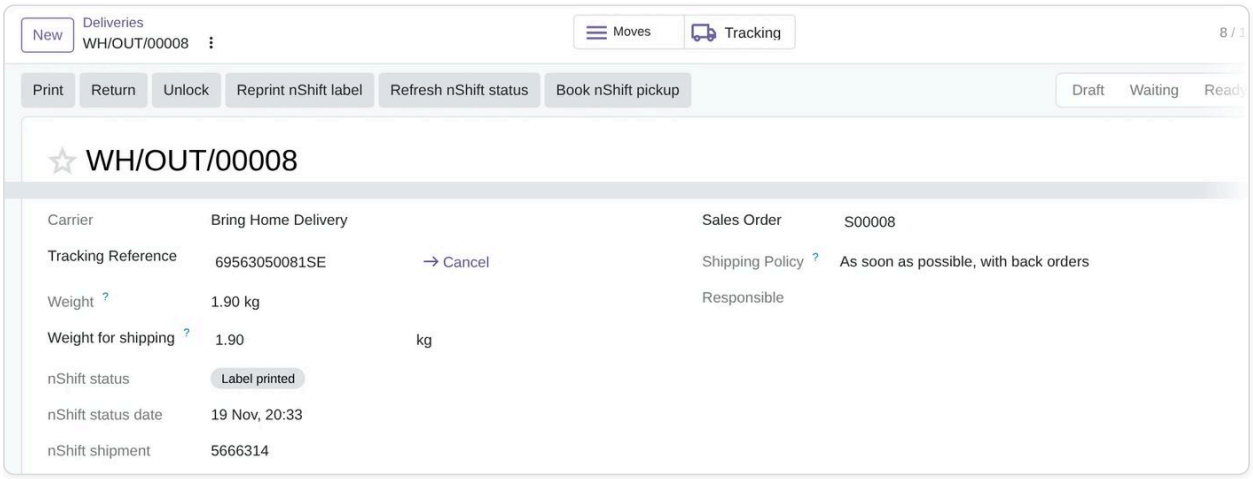
3. **Choose account and service**

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

> **nShift account** and **nShift service** are mandatory on an nShift method, and so is **Pickup point type** if you enable **Pickup points**. Leave the **Integration Level** at **Get Rate and Create Shipment**: with **Get Rate**, Odoo does not create the shipment on validation.

8 Labels and reprinting

When you validate the delivery of an nShift method, Odoo creates the shipment in nShift, attaches the labels to the delivery order and stores the parcel numbers in **Tracking Reference**.



- **Real Odoo 20 screenshot.** The 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** (ticked on deliveries). The label comes in the method's format, **PDF, A4 laser** or **ZPL, thermal printer**, and is attached in the history with the message "nShift shipment … created: … label(s) attached.". Afterwards, the scheduled action **nShift: shipment statuses** reads the new statuses every 10 minutes, and the button **Refresh nShift status** requests them immediately.

Reprint nShift label	Asks nShift for fresh copies of the labels and attaches them to the delivery order. It is not visible if the delivery order is not an nShift one, if it does not yet have a shipment in nShift, or if the status is **Cancelled**.
Refresh nShift status	Checks the shipment status in nShift now. It is visible 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 is only visible with the status **Label printed**.
Not in nShift	Only appears when a call to nShift went unanswered. It can be pressed by an inventory manager.

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 validated delivery order from the Inventory deliveries menu, or from the list of deliveries.

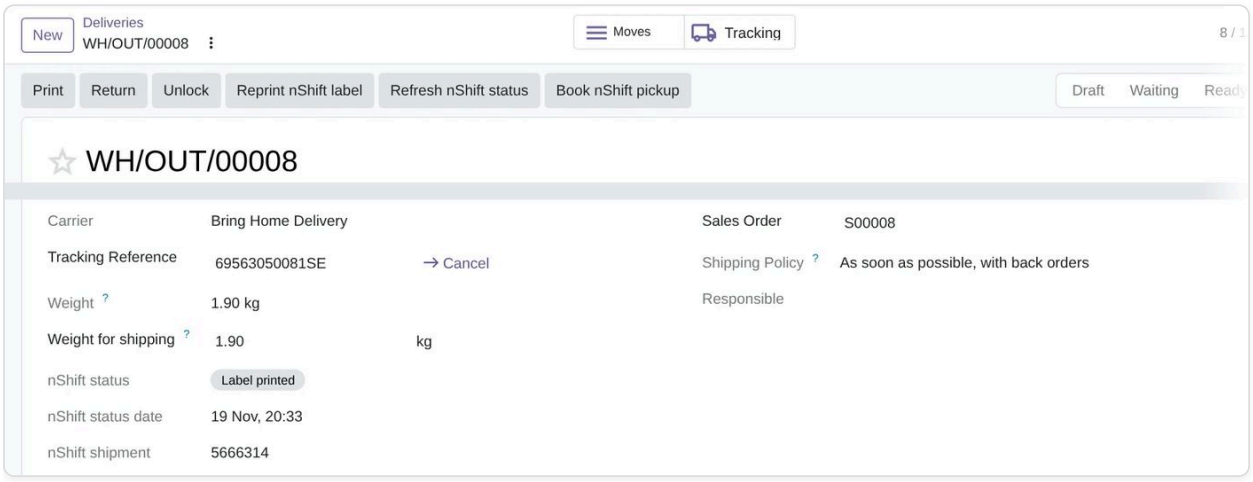
2. **Press Reprint nShift label**

nShift generates new 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 ...".

9 Shipment status and tracking

Odoo reads the status of each shipment from nShift and shows it on the delivery order.



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

Reading is periodic, but you can also trigger 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 happens 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 is visible when the delivery order has a shipment in nShift.
Book nShift pickup	Visible only while the status is **Label printed**.
Not in nShift	Only for inventory managers. It 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**

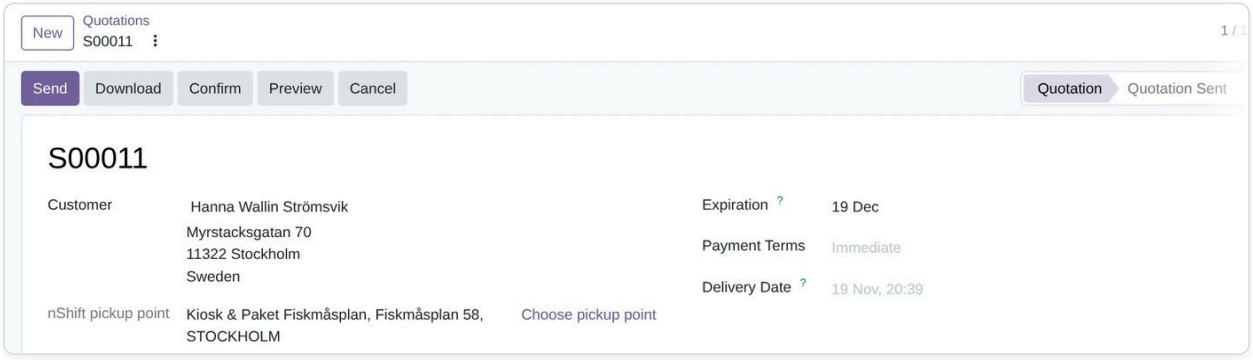
The status and its date appear in **nShift status** and **nShift status date**, on the **Additional Info** tab of the delivery order, and the status also appears as a column in the deliveries list. The sales order shows the status of its last shipment under **nShift shipment**. Every change is recorded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

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

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10 Choosing the pickup point

From the quotation, you search for an nShift pickup point near your customer's address and save it on the order.



Real Odoo 20 screenshot. The 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 postcode and country of the delivery address and opens the window with the nearby points. In the window you can change the postcode and search again.

Choose pickup point	It is on the quotation and opens the **nShift pickup point** window with the nearby points. It is only visible while the order is a quotation or a sent quotation.
Zip code and **Country**	These come from the delivery address. Change them to search in another area.
Search	Requests the nearby points from nShift. 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 one with pickup points.

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

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

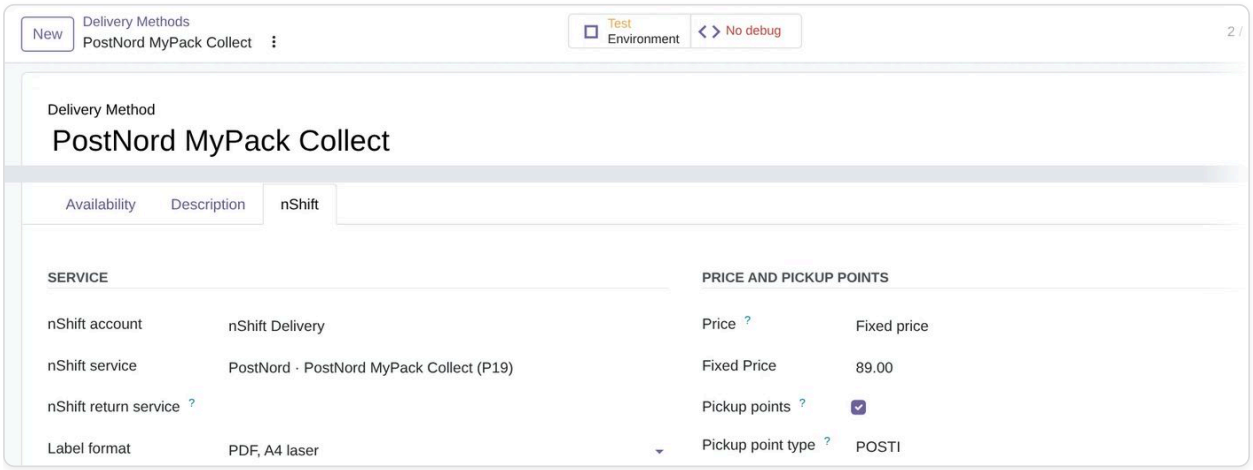
4. **Select one and press Choose**
   The point is saved on the order and shown under **nShift pickup point**.

> You choose the point before confirming the order: once the order is confirmed the button no longer appears, and it does not 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 does not supply the coordinates of the points, the selector's map does not place them correctly, although the list appears fine.

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11 Rates and margin

Each nShift method charges either a fixed price or the one nShift gives, and Odoo applies the method's margin to it.



- **Real Odoo 20 screenshot.** The delivery method has an **nShift** tab and a **Price and pickup points** group.

With **Price from nShift**, Odoo asks nShift for the price when you add the shipping to the quotation, or when the customer chooses the method in the online shop. It asks for one parcel with the estimated weight of the order (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 currency. If nShift cannot give a price, the quotation and the online shop show the reason instead of a price.

Where you choose it

You choose it in the delivery method, under **Inventory › Configuration › Delivery Methods**, **nShift** tab, **Price and pickup points** group.

Price	**Fixed price** or **Price from nShift**. It is set to **Fixed price**. The second one needs the nShift licence «REST API price enquiry», included in the PROFESSIONAL and PREMIUM plans.

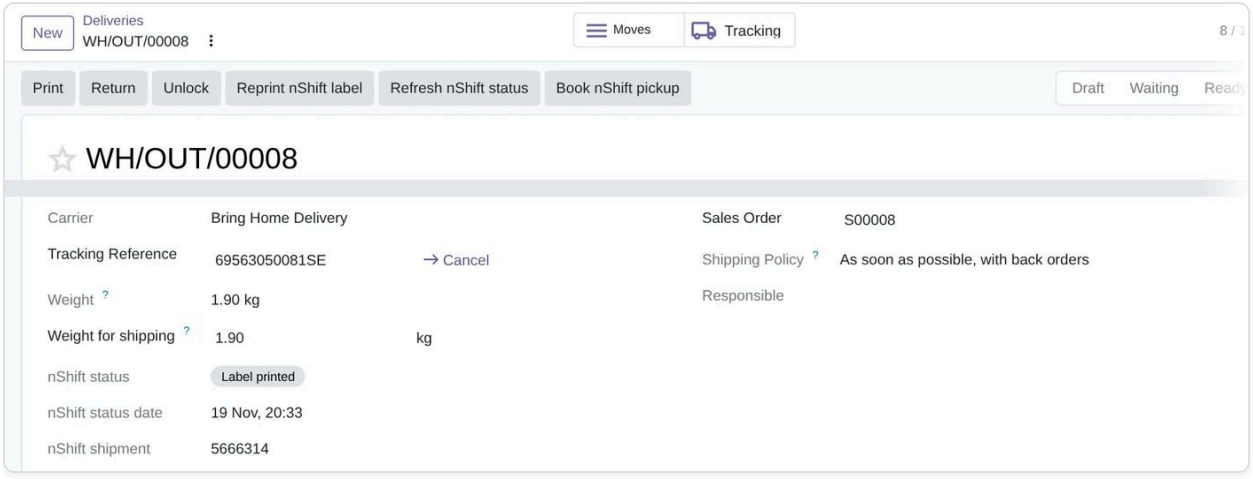
To the price, whether fixed or from nShift, Odoo then applies the method's **Margin on Rate** and **Additional margin**. If the order reaches the amount in **Free if order amount is above**, the shipping is 0.

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

USER MANUAL · NSHIFT

12 Carrier pickups

From the delivery order you book with nShift the carrier's pickup of the parcels.



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

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

Book nShift pickup	Opens the window **Book an nShift pickup**. It is only shown 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 status at that moment, without waiting for the scheduled action, and the pickup status if it is pending.

What is filled in the window

Delivery orders	The delivery order you opened the window from. 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 with 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 answer, «CONFIRMED» or «SUBMITTED» (pending with the carrier).

1. **Open the delivery order**
   It must be validated and have the status **Label printed**.
2. **Click Book nShift pickup**
   The pickup window opens.
3. **Fill in date, time slot, location and instructions**
   The booking carries your name, your phone and your email, or the company's if you have none.
4. **Click Book pickup**
   If the carrier accepts it, the delivery order stores the reference and the status.

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

USER MANUAL · NSHIFT

13 Cancelling a shipment and return labels

Two Odoo actions that, with an nShift method, go to nShift: cancelling the shipment of a completed delivery and printing the label for a return.

Cancelling a shipment

On the validated delivery, next to **Tracking Reference**, you will find the **Cancel** link. Odoo asks for confirmation and cancels the shipment in nShift: **nShift status** changes to **Cancelled**, the tracking reference is cleared and the history records it with «nShift shipment ... cancelled in nShift.». If nShift no longer had it, the message is «nShift shipment ... was already cancelled (or unknown) in nShift.». The delivery stays validated: cancelling the shipment does not return the goods to stock. You need the «REST API Discard» licence.

To send it again, click **Send to Shipper** on the same delivery: the connector creates a new shipment in nShift, with new labels.

Return labels

With an **nShift return service** in the delivery method, Odoo asks nShift for a return label: the customer ships and your warehouse receives. It is done from the return, not from the delivery.

1. **Create the return**
   On the validated delivery click **Return** and create the return, without validating it.

2. **Click Print Return Label**
   The label is attached with the message «nShift return shipment … created: … return label(s) attached.». You send it to the customer.

> Without a return service in the method, the return does not show **Print Return Label**. Returns do not receive statuses in Odoo: their tracking is seen in nShift Delivery.

USER MANUAL · NSHIFT

14 What happens automatically

The connector has a single scheduled action: the one that reads the statuses of your shipments.

SCHEDULED ACTION	FREQUENCY	WHAT IT DOES
nShift: shipment statuses	Every 10 minutes. It is active from the start.	Checks each nShift account that has the key saved and status reading turned on, and fetches the status notices of the shipments from nShift Delivery. If it fails on one account, it continues with the others and the error is shown on 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 carries on from where it stopped on the next run. Each account leaves at least 5 minutes between reads, or more if nShift asks for it. You can also trigger the same thing by hand with the **Read statuses now** button on the account.

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

USER MANUAL · NSHIFT

15 If something fails

The most common cases, with their cause and what to do.

You see «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 see «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 see «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 is validated and 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 is not validated	Correct what the message says and validate again. If it is «nShift did not accept the shipment:», each line below is an error or a notice from nShift about a shipment detail.
You see «nShift did not accept the API key of the account ... (HTTP 401).»	The key is wrong or was deleted in nShift. Check it in nShift Delivery > Maintenance > API keys and save it again on the account.
You see «nShift answered that your account has no licence for this function (...).»	You lack the licence the message names. Yours are under nShift Delivery > Help > Session > License keys. A key with Profile cannot read statuses either.
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 looked up, check in nShift Delivery that the shipment is not there and click **Not in nShift** (inventory manager).

If you do not have 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 simply carries on and resumes reading later.

16 Support

Every purchase includes 2 months of support: we help you install it, set it up and get it working, by email and video call. While you're subscribed, support for the service stays included.

With the Standard plan we reply within 1 working day; with the Pro plan, within 4 working hours, and if needed we can review it 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/nshift-connector-odoo.html

On Odoo Apps

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

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