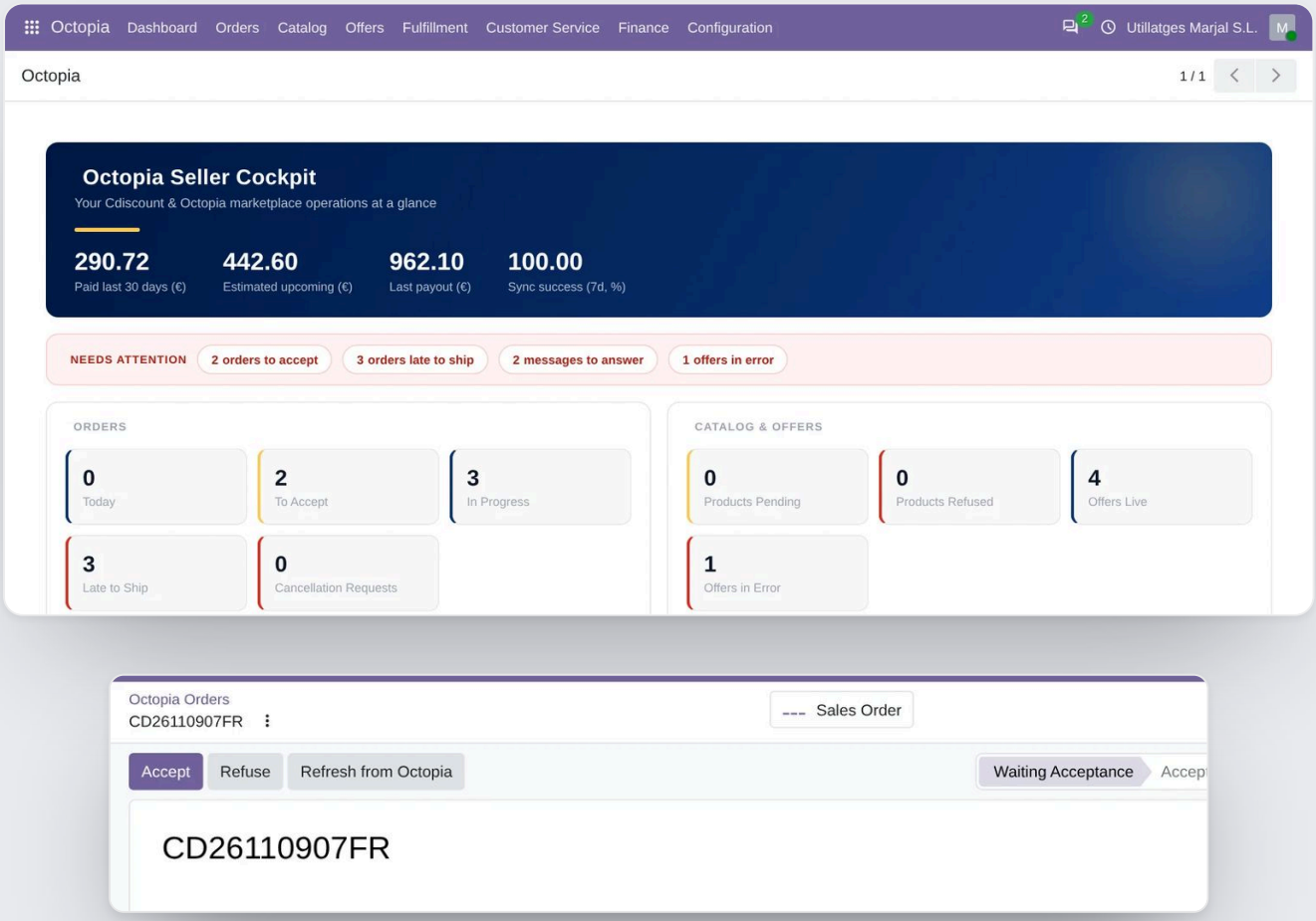
CONNECTOR GUIDE · MARKETPLACES

Cdiscount (Octopia) connector for Odoo

Sell on Cdiscount from Odoo: orders arrive as sales orders, and your offers, shipments and replies go out from Odoo.

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



Real Odoo 20 screenshot. The Octopia panel in Odoo and, in front, a Cdiscount order with its sales order.

Contents

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 20.0.1.4.10 of the module (Odoo branch 20.0, commit f3befee3b). Everything in it comes from its published code, the platform's official documentation or real screenshots.

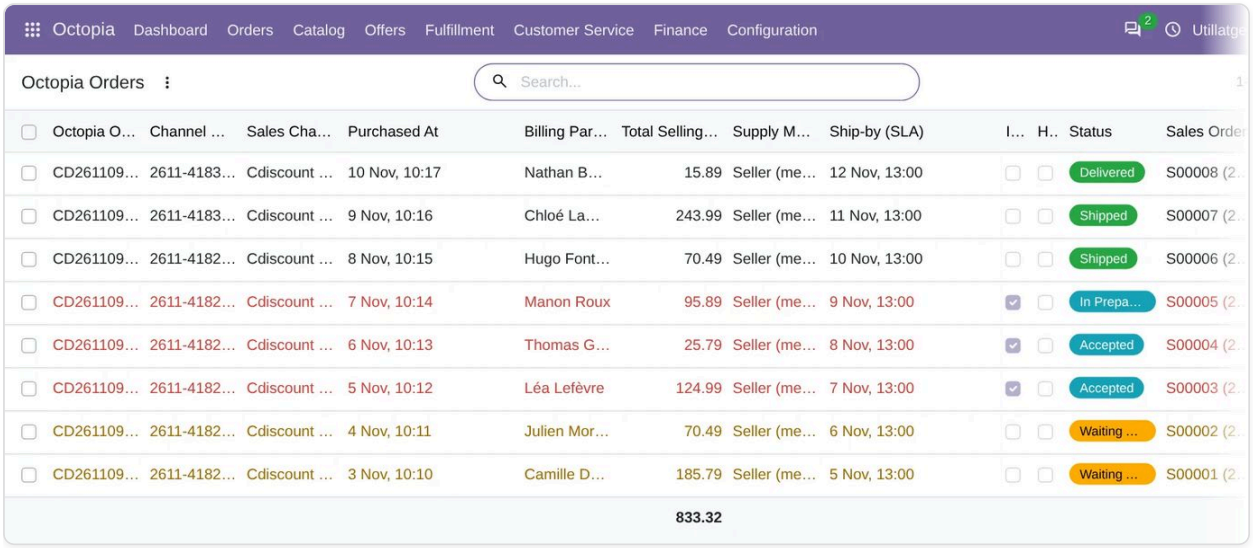
The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to Octopia. The module also has a version for Odoo 17, 18 and 19.

1 Who it is for and what it solves

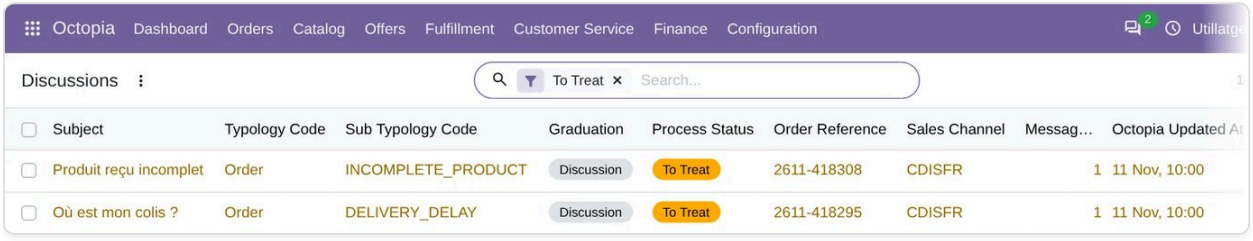
> The connector requires a FlexigoTech Cloud subscription, with a 14-day trial and no card required. Without the trial or the subscription, the connector does not talk to Octopia.

Octopia is an online sales platform with several marketplaces. Without a connector, someone logs into Octopia's back office to see new orders and copies them into Odoo. Then they declare shipments, reply to customers, check payouts and reconcile commission invoices by hand.

The connector adds an **Octopia** app to Odoo with the catalogue, offers, orders, shipment declarations, customer conversations, finance and Fulfilment. Octopia does not send notifications of changes: the connector checks for them with scheduled tasks and brings them into Odoo.



- **Real Odoo 20 screenshot.** Octopia orders downloaded into Odoo.



- **Real Odoo 20 screenshot.** Octopia customer conversations within Odoo.

What changes day to day

- Octopia orders are downloaded every 10 minutes and appear in the **Orders** list.
- Price and stock changes for your offers are sent to Octopia every 15 minutes.
- Customer conversations are downloaded every 15 minutes. You can reply to them from Odoo and open new ones with **Open Discussion**.
- Operations, payouts, commission invoices and DAC7 reports are downloaded once a day.
- If you use Octopia Fulfillment, stock, inbound and outbound shipments and returns are downloaded every hour.

What it does not do

- It does not receive notifications from Octopia: the platform has no automatic notifications, and the connector checks for changes at set intervals.
- Octopia has no separate test server: testing goes through SELLZZ, a test sales channel inside its production API, which the account uses with **Test Mode (SELLZZ)**.
- Octopia does not allow products to be deleted or archived. To stop selling a product, you withdraw its offer.
- Octopia has no standalone refund. Refunds come from cancellations and commercial gestures.
- Orders you fulfil yourself have no returns of their own on Octopia. Those returns arrive as conversations.
- The buyer's address is not available until the order is in progress.

CONNECTOR GUIDE · OCTOPIA

2 The connector in figures

4
Odoo versions: 17, 18, 19 and 20

8
scheduled tasks, active on installation

Up to 3
accounts on the Standard plan (up to 10 with Pro)

14
days of trial, no card required

14881
lines of code

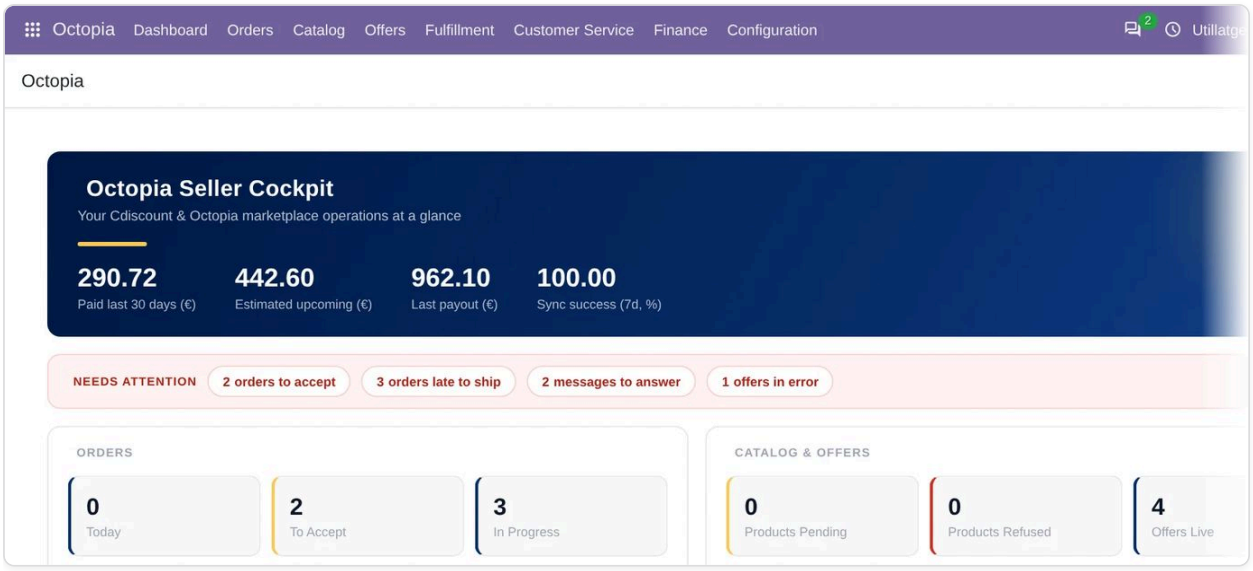
More than 300
tests passing

The connector is published for Odoo 17, 18, 19 and 20, in Community and Enterprise. It uses Odoo's Sales, Invoicing and Inventory, which are installed with it, and the connection to FlexigoTech Cloud. It was tested against Octopia's live API.

3 Where you see it in your Odoo

Octopia the connector app

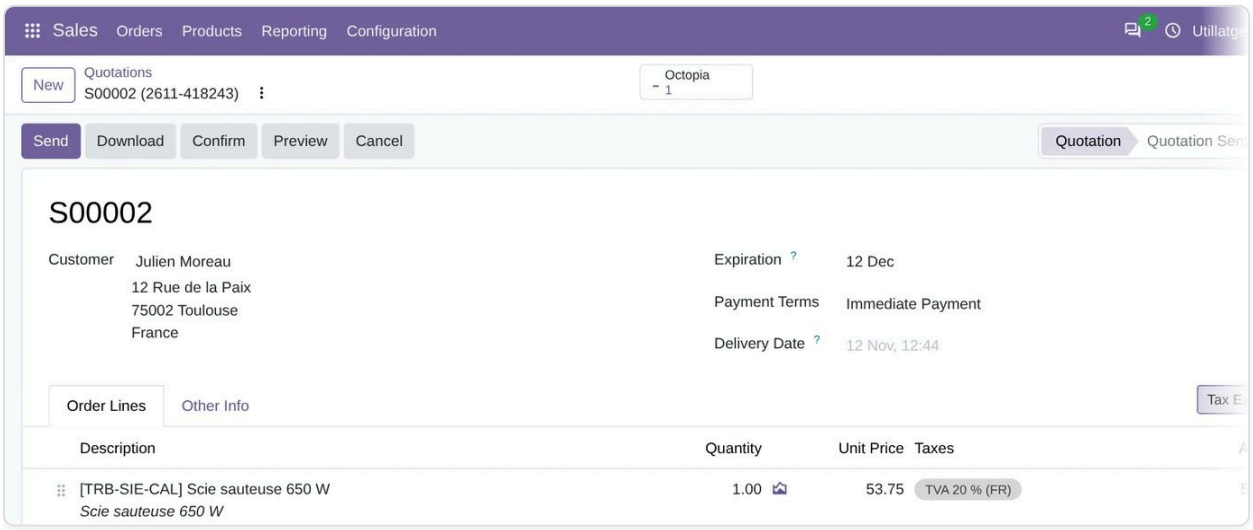
- **Dashboard**: what needs attention today (orders to accept, messages to answer, errors).
- **Orders**, **Catalog**, **Offers**, **Fulfillment**, **Customer Service** and **Finance**: one menu for each part of your shop.
- **Configuration**: accounts, sales channels, reference data and the sync log.



- **Real Odoo 20 screenshot.** Octopia › Dashboard: what needs attention today, at the top.

Sales sales orders

- Each Cdiscount order creates its sales order, with the customer and the delivery address.
- The **Octopia** button on the sales order opens its marketplace order.
- **Ship via Octopia FFM**: an order from outside the marketplace can also leave Octopia's warehouse.



- **Real Odoo 20 screenshot.** A sales order that came from Cdiscount, with its Octopia button.

Inventory deliveries

- **Declare to Octopia** on the delivery: parcels, carrier and tracking number.

Invoicing customer and vendor invoices

- **Push to Octopia** on the invoice: uploads its PDF to the marketplace.
- Octopia commission invoices become vendor bills with **Create Vendor Bill**.

The app's menus

Dashboard	Summary of the app.
Customer Service	**Discuss** with customers, and **Open Discussion** to start a new one.
Finance	**Operations**, **Payouts**, **Commission Invoices** and **DAC7 Reports**.
Fulfillment	**FFM Stock**, **Inbound Shipments**, **Outbound Shipments**, **Parcel Tracking** and **Returns**.
Offers	The **Offers** and **Publication Packages** lists.
Orders	The **Orders** list, with the orders that come from Octopia.
Catalog	**Products** and **Integration Packages**.
Configuration	**Accounts**, **Sales Channels** and **Sync Log**. Here is also the **Referentials** submenu, with **Categories**, **Brands**, **Carriers**, **Discussion Typologies** and **Cancellation Reasons**.

4 What you need before you start

- An Octopia seller account and its API credentials: the Client ID, the Client Secret and the Seller ID, which is a number, for example 98979.
- The link in Octopia: the seller has to accept that Client ID in their Octopia back office, on the API credentials management page. Without that acceptance, Octopia rejects the calls.
- The permissions Octopia requires for the services you are going to use. Some services are subject to permission from Octopia and, if you do not have it, the platform responds with a permissions error.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. It does not work on Odoo Online, which does not allow installing third-party modules.
- An Odoo administrator user: only an administrator can view and fill in the account credentials.
- A FlexigoTech Cloud subscription, trial or paid. Without it, the connector does not talk to Octopia.

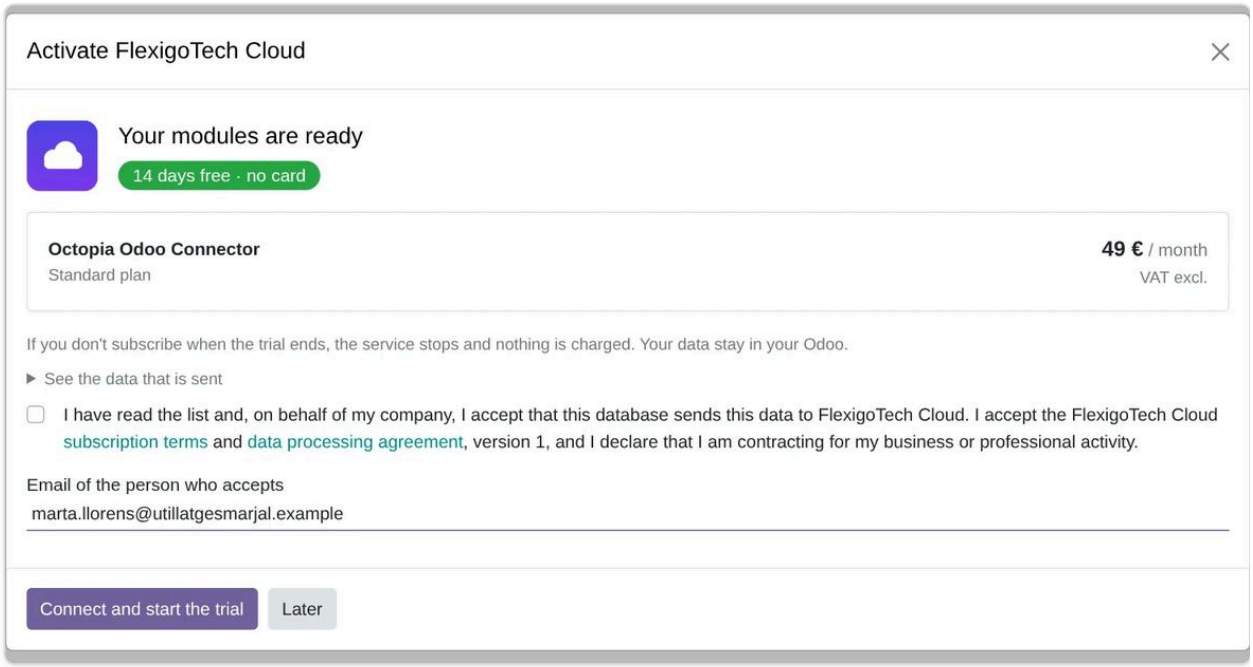
> The connector does not create the credentials in Octopia for you, nor does it accept the Client ID link in your back office on your behalf. Nor does it grant any additional permissions: that is done in Octopia, with your seller account.

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

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**

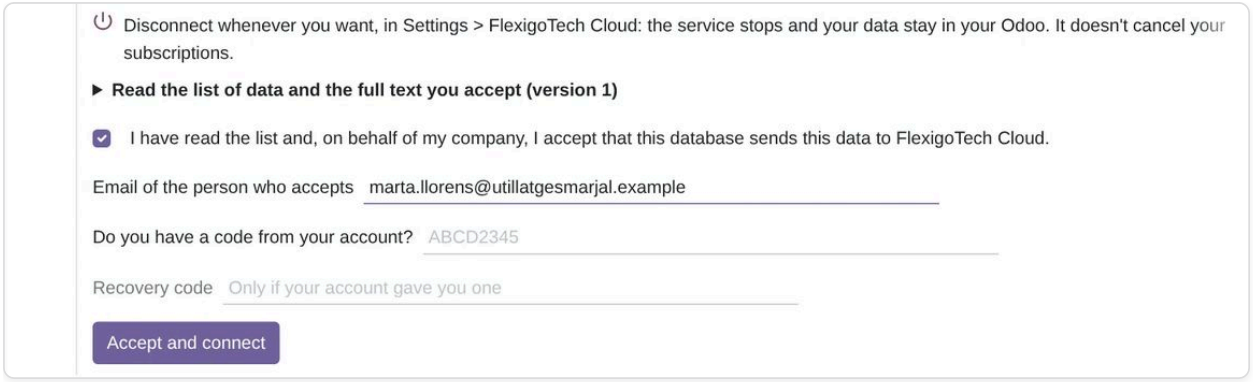
Tick "I have read the list and, on behalf of my company..." (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Press Connect and start the trial**

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

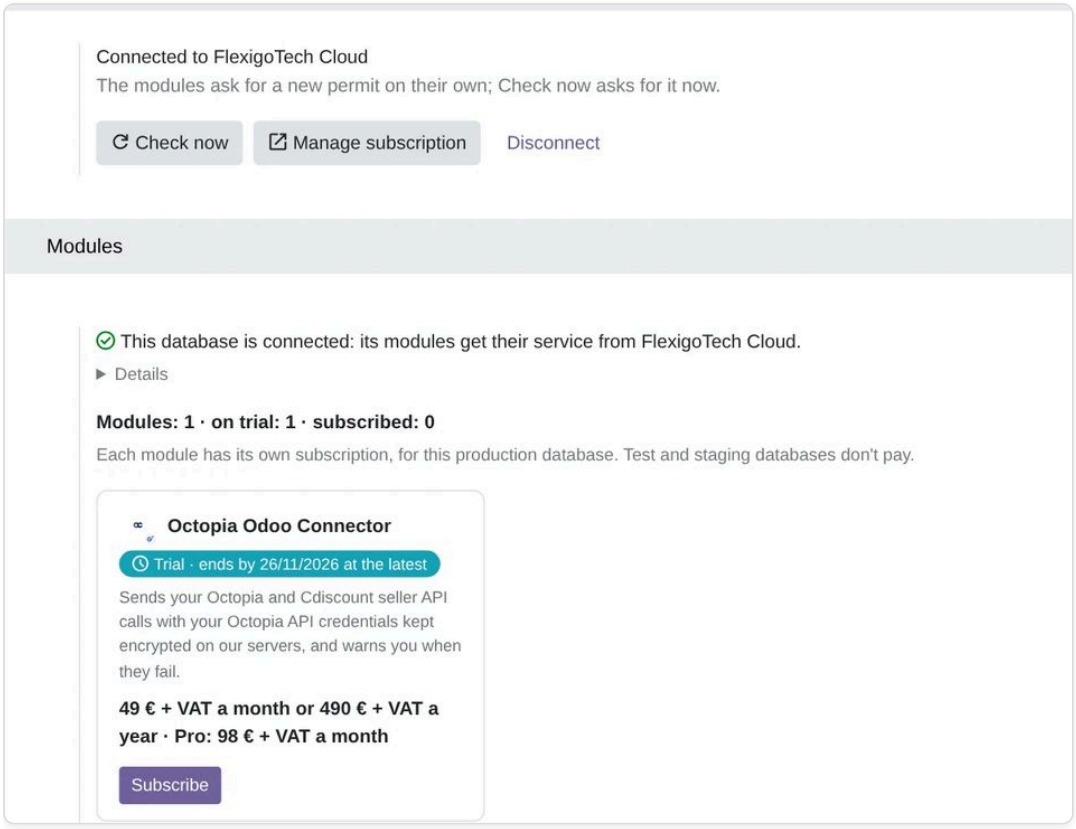
The same, from Settings

In **Settings › FlexigoTech Cloud** is the full list of what the database sends. Tick the box, enter the email and 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.

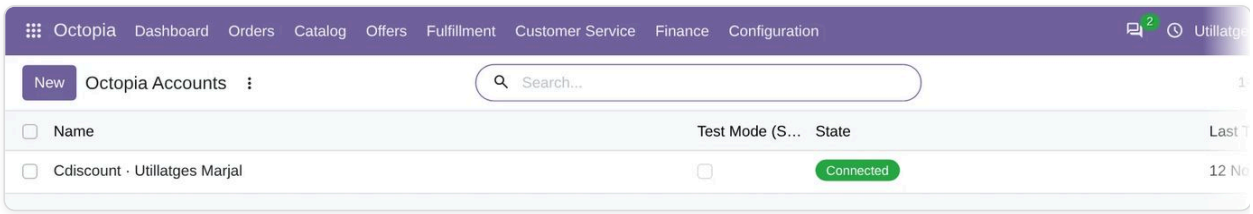
Prices exclude VAT. If you do not subscribe when the trial ends, the service stops and nothing is charged; your data stays in your Odoo. **Check now** requests permission immediately (otherwise the module renews it automatically every 6 hours).

> On 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 Connect your account step by step

1 Open the accounts menu

Go to **Octopia › Configuration › Accounts**. The **Octopia Accounts** list opens.



- **Real Odoo 20 screenshot.** The Octopia accounts list.

2 Press New

The form for a new account opens, in **Draft** status.



- **Real Odoo 20 screenshot.** The credentials and consent for a new account.

3 Fill in the general details

Enter the **Name**, check the **Company** and choose the **Responsible**, who receives an activity each time there is a synchronisation error.

4 Choose the API language

API Language offers **French (fr-FR)**, **English (en-US)** and **Spanish (es-ES)**. It also sets the language for sending products: only products in fr-FR can be sold on Cdiscount.

5 **Enter the credentials**

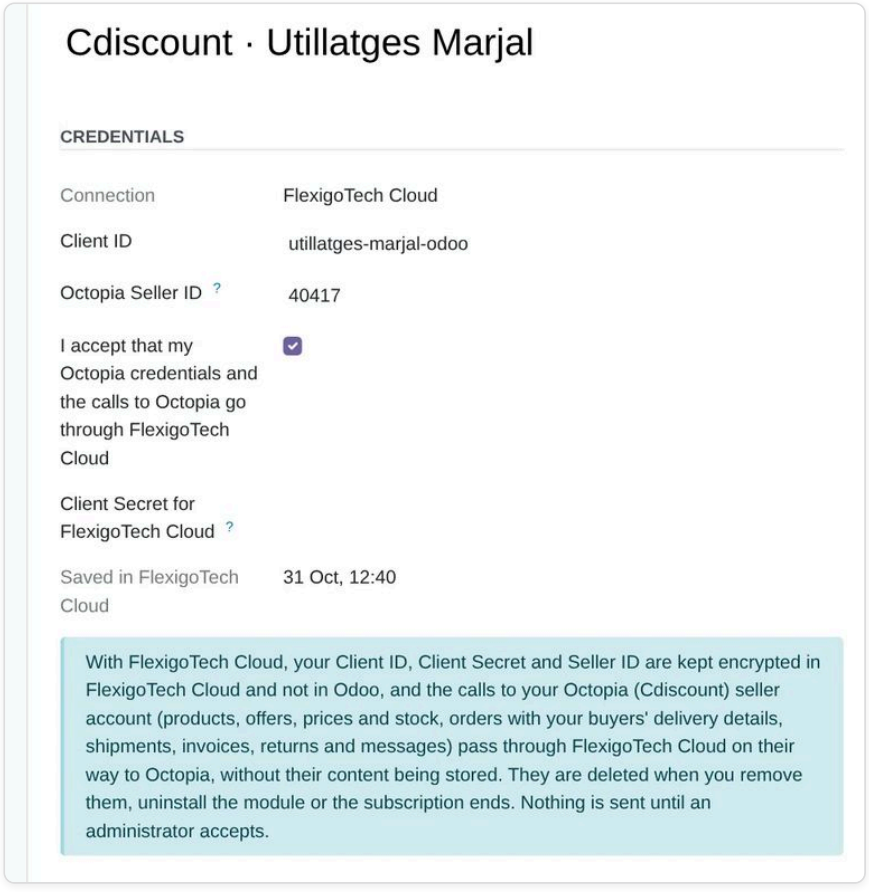
In the **Credentials** group enter the **Client ID** and the **Octopia Seller ID**, which must be numeric. If it is not, Odoo warns: "The Octopia Seller ID must be numeric (e.g. 98979)."

6 **Accept the consent and save the secret**

Tick **I accept that my Octopia credentials and the calls to Octopia go through FlexigoTech Cloud** and enter the **Client Secret for FlexigoTech Cloud**. The secret is sent once, encrypted, to FlexigoTech Cloud and is not stored in Odoo. If the consent is missing, Odoo says: "Before saving the secret, an administrator has to accept that the Octopia credentials and the calls to Octopia go through FlexigoTech Cloud. Nothing was sent." If the Client ID or Seller ID is missing, it says: "Enter the Client ID and the Seller ID before the secret. Nothing was sent."

7 **Click Test Connection**

Test Connection checks your seller profile on Octopia and discovers the sales channels you are subscribed to. If it succeeds, the **State** changes to **Connected**. If Octopia rejects the credentials, it changes to **Authentication Error** and the person in charge receives an activity.



- **Real Odoo 20 screenshot.** The account with the state **Connected**.

8 **Choose the default sales channel**

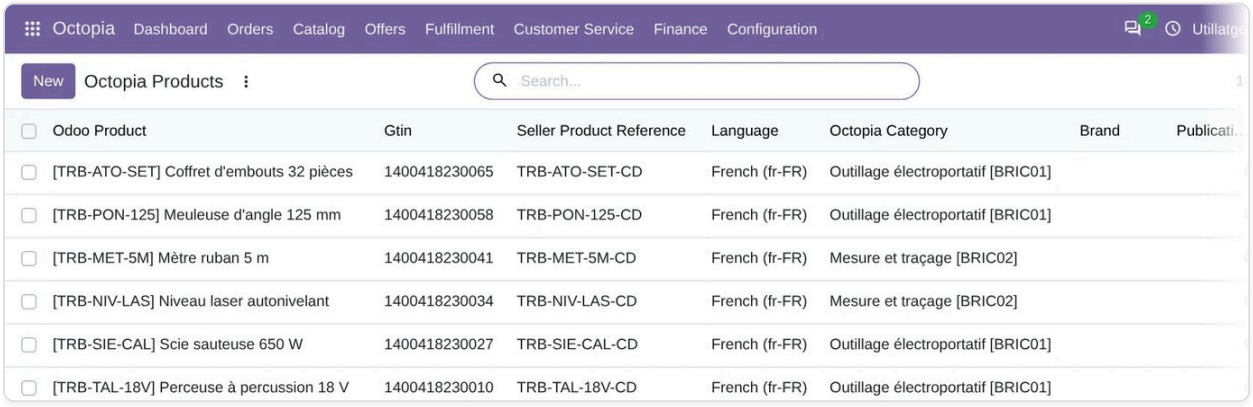
Choose the **Default Sales Channel** from the discovered channels, for example CDISFR for Cdiscount France. If there are none, Odoo warns you to run **Test Connection** and choose one.

> Only an administrator can see the **Client ID**, the **Client Secret** and the **Octopia Seller ID**, accept the consent and write the secret. The seller must also have accepted your Client ID beforehand in their Octopia back office. A new account always connects through FlexigoTech Cloud, and that connection cannot be changed afterwards. If the same Octopia seller is already in another active account, Odoo does not let you save the new one and asks you to archive the other one first.

To check what FlexigoTech Cloud stores, once the account is connected, use **Check FlexigoTech Cloud**. With **Delete my credentials from FlexigoTech Cloud** they are deleted from the cloud and the downloads stop. While the **Active** checkbox is unticked, the account makes no calls to Octopia.

After connecting, the data arrives automatically through the scheduled tasks: orders are downloaded every 10 minutes, price and stock changes are sent every 15 minutes, discussions are downloaded every 15 minutes, finance every day, fulfillment every hour and referentials every 7 days. You can also run them manually from the **Synchronize Now** tab of the account, with **Pull Orders**, **Pull Discussions**, **Pull Finance**, **Pull Fulfillment** and **Refresh Referentials**. The date of the last download of each type appears on the account.

7 Your Odoo catalogue on Octopia



- **Real Odoo 20 screenshot.** List of Octopia products, with its filters.

To start from your Odoo products, select them in the product list and choose **Map to Octopia** in the **Actions** menu. It creates a draft Octopia product for each one, with its barcode as the GTIN; products without a barcode are skipped and Odoo tells you which ones.

Products are viewed in **Products** and packages in **Integration Packages**. Categories and brands are consulted in **Categories** and **Brands**. These lists are a copy that the task **Octopia: refresh referentials (categories, brands, carriers, typologies)** updates every 7 days.

Each product carries its **State**, its **Language** and its **Octopia Category**. The **Seller Product Reference** and the **Gtin** are mandatory. The status of packages is updated by the task **Octopia: poll async jobs (packages, cancellations, gestures)**, every 5 minutes.

Push to Octopia and **Submit Selected**	They send the chosen products to Octopia in an integration package.
Create Offers	Creates a draft offer, with the condition **New** and on the account's default channel, for each chosen product that does not yet have one.
Reference for FFM	Prepares the FFM referencing of the chosen products in draft.

Submissions	Opens the packages in which the product has been sent.
Poll Reports	On a package, asks Octopia for pending reports. It is hidden when the package is in **All Reported**.
Sync Attribute Schema	On a category, downloads its attributes and whether they are mandatory, recommended or optional.

Product states: **Draft**, **Submitted (awaiting report)**, **Integrated**, **Validated** and **Refused**. Package states: **Awaiting Reports** and **All Reported**.

1. **Choose the category and the brand**
   On the product, fill in **Octopia Category** and **Brand**.
2. **Complete the content**
   Fill in the **Content** tab and the **Attributes** tab.
3. **Send**
   Click **Push to Octopia**. The product changes to **Submitted (awaiting report)**.
4. **Check the result**
   Look at the **Last Report** tab once the package has been reported.

> Once a product has been sent, you cannot change its **Seller Product Reference**: Odoo prevents it, and changing it requires an Octopia support ticket. Only products in **French (fr-FR)** can be sold on Cdiscount.

How the catalogue works on Octopia

The Octopia catalogue is shared. If you send a GTIN that Octopia does not know, you become the creator of the product. If it already exists, you become a contributor, with restricted rights. The leading zeros of the GTIN are kept and count.

Product states

Draft	Product prepared in Odoo that has not yet been sent.
Submitted (awaiting report)	It has been sent in a package and the Octopia report is pending.
Integrated	Octopia has integrated the product.
Validated	Octopia has validated the product.
Refused	Octopia has refused the product. The reasons are in **Last Report Messages**.

Package states and their lines

A package is in **Awaiting Reports** until all its lines have a report, and then it changes to **All Reported**. Each line becomes **Integrated**, **Validated** or **Refused**. If Octopia accepts the submission but returns no package identifier, Odoo shows "Octopia accepted the product submission but returned no packageId.". A resubmission without changes is counted as correct and not as an error.

Rules and conditions

- Only level 3 categories accept product submissions; the **Sellable** field indicates it.
- If **Is Brand Mandatory** is ticked on the category, the brand must be provided.
- A product created in one language cannot be modified from another.
- To create offers from a product, the account needs a default sales channel. If it does not have one, Odoo warns with "Account '%s' has no default sales channel; run Test Connection first."
- The submission first checks for problems that would prevent a valid submission.

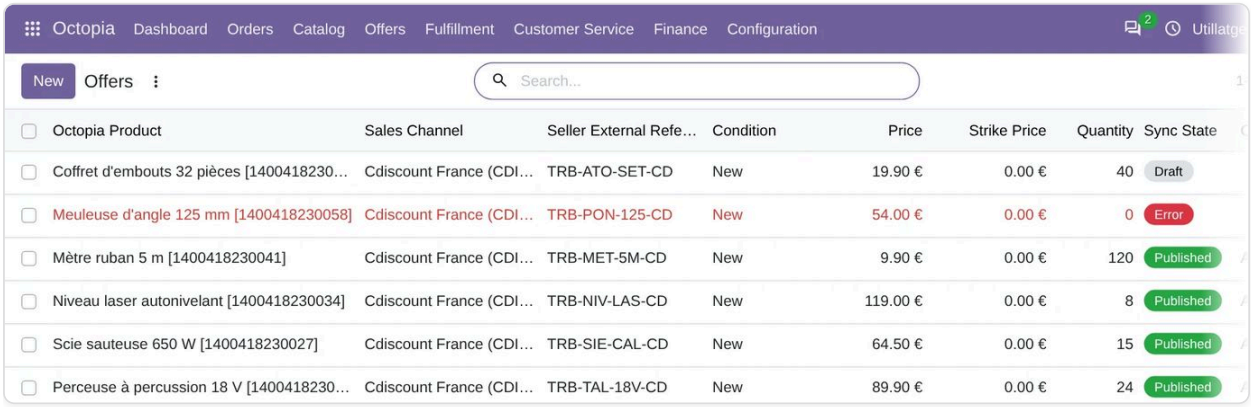
Tabs and fields of the record

Identity and **Classification**	Account, Odoo product, GTIN, reference, language, category, brand and **Variant Group Reference**, which is left empty for standard products.
Shared-catalog Status	**Operation Type**, **Integrated Product**, **Publication Completeness**, **Was Marketable**, **Allowed to Edit** and **Allowed to Enrich**.
Content	**Title**, **Description**, **Marketing Description** and **Picture URLs**, one per line.
Attributes	Values according to the category schema.
Last Report	**Last Report Messages** and **Last Report Date**.

End-to-end example

1. **Prepare the category**
   In **Categories** choose a level 3 one and click **Sync Attribute Schema**.
2. **Create the product**
   In **Products** link the Odoo product, the GTIN, the reference, the language **French (fr-FR)**, the category and the brand.
3. **Send it**
   Click **Push to Octopia**. A package is created in **Awaiting Reports**.
4. **Wait for the report**
   The task every 5 minutes picks it up, or click **Poll Reports** on the package.
5. **Create the offer**
   With the product **Validated**, click **Create Offers**.

8 Offers, prices and stock on Octopia



Octopia Product	Sales Channel	Seller External Refe…	Condition	Price	Strike Price	Quantity	Sync State
Coffret d'embouts 32 pièces [1400418230…	Cdiscount France (CDI…	TRB-ATO-SET-CD	New	19.90 €	0.00 €	40	Draft
Meuleuse d'angle 125 mm [1400418230058]	Cdiscount France (CDI…	TRB-PON-125-CD	New	54.00 €	0.00 €	0	Error
Mètre ruban 5 m [1400418230041]	Cdiscount France (CDI…	TRB-MET-5M-CD	New	9.90 €	0.00 €	120	Published
Niveau laser autonivelant [1400418230034]	Cdiscount France (CDI…	TRB-NIV-LAS-CD	New	119.00 €	0.00 €	8	Published
Scie sauteuse 650 W [1400418230027]	Cdiscount France (CDI…	TRB-SIE-CAL-CD	New	64.50 €	0.00 €	15	Published
Perceuse à percussion 18 V [1400418230…	Cdiscount France (CDI…	TRB-TAL-18V-CD	New	89.90 €	0.00 €	24	Published

- **Real Odoo 20 screenshot.** List of offers with their synchronisation status.

Offers are opened in **Octopia › Offers › Offers**. Each one links an Octopia product to a sales channel and carries its price, its condition, its taxes and its delivery modes. The packages sent to Octopia are in **Octopia › Offers › Publication Packages**. Promotions have their own menu, **Promotions**.

Where the data comes from

- You create the offer in **Offers** and publish it with the **Publish Selected** button.
- The scheduled task **Octopia: push price/stock changes** runs every 15 minutes and publishes price and stock changes on the accounts that have enabled it.
- The scheduled task **Octopia: poll async jobs (packages, cancellations, gestures)** runs every 5 minutes and checks how the sent packages are doing.

Record buttons

Publish (Upsert)	Sends the offer to Octopia within a package. With several offers selected, it groups them by account and channel.
Refresh from Octopia	Re-reads the offer status and the **Channel Feedback** from Octopia.
Buy-Box Snapshot	Saves a copy of the competing offers, under **Competing Offers (Buy-Box)**.
Poll Status	On a package, asks Octopia how it is doing. It stops being shown when the package has finished, either integrated or refused. On a promotion, it is visible while it is in **Sent**.
Push to Octopia	On a promotion, sends it. It is only visible while it is in **Draft**.

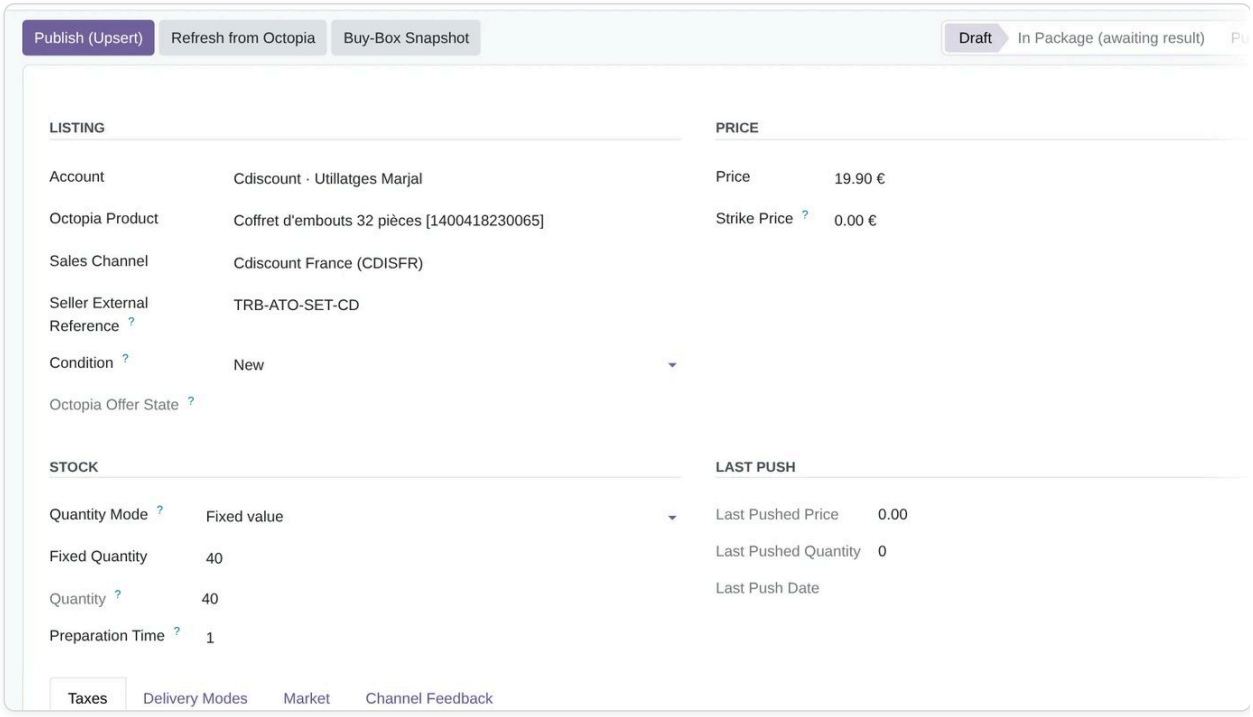
States

Draft	The offer exists in Odoo and has not yet been published.
In Package (awaiting result)	It is in a package and Octopia has not yet responded.
Published	Octopia has accepted it.
Error	Octopia has rejected it. The reason is in the **Channel Feedback** tab, in **Last Result Message**.

Publish an offer

1 Open the offer

In **Offers**, choose the product, the channel, the price, the taxes and the delivery modes.



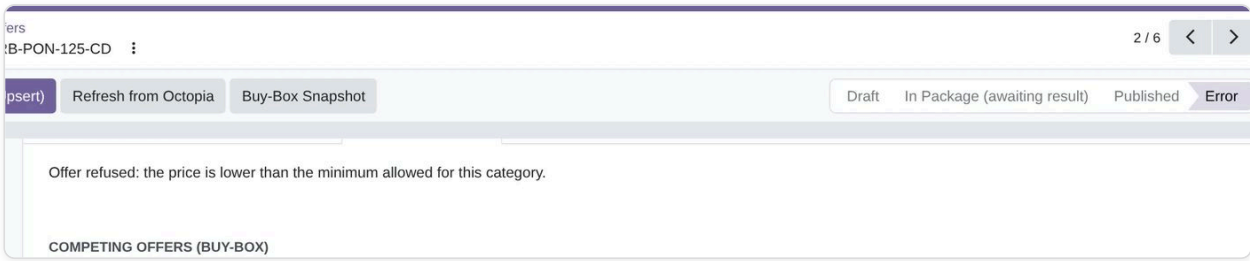
- **Real Odoo 20 screenshot.** Offer form.

2 Publish

Click **Publish Selected**. The offer moves to **In Package (awaiting result)**.

3 Check the result

It moves to **Published** or **Error**, depending on Octopia's response.



- **Real Odoo 20 screenshot.** An offer in **Error**, with the reason from Octopia.

> An offer's condition cannot be changed once it has been created in Octopia: you must delete it and create it again. A package does not accept repeated external references, and promotions are sent one account at a time.

Offer and package states

The offer has two different states. **Sync State** is Odoo's: **Draft**, **In Package (awaiting result)**, **Published** and **Error**. **Octopia Offer State** is what Octopia returns when it reads the offer, and it cannot be edited. The package has its own **State**, which starts at **Waiting for Completion**. A package that stays there expires after 6 hours.

Rules and conditions

- A package accepts a limited number of offers. If you exceed it, you get "A single offer package accepts at most %s offers."
- An Upsert publication needs taxes, delivery modes and preparation time. If any are missing, you get "These offers are missing required data for an Upsert publication (taxes, delivery modes and a preparation time are mandatory): %s."
- Each offer must include the tax components that Octopia requires, even if they are zero. Otherwise you get "Octopia requires every offer to carry the %s tax components, even at zero (result codes 1008 and 1031). Missing on: %s"
- With duplicate references in a package, you get "Duplicate offer references inside one package would reject ALL its requests: %s"
- A percentage tax must be between 0 and 100. For a 20% VAT, enter 20.

Octopia's stock is global per product and condition across channels. With **From Odoo stock**, the quantity comes from Odoo. With **Fixed value**, it comes from **Fixed Quantity**. When that quantity is published, it is updated on every channel selling the same product and condition.

Record fields and tabs

Listing, **Price**, **Stock**, **Last Push**	The form's groups. An empty **Strike Price** shows no strike-through price. **Last Pushed Price**, **Last Pushed Quantity** and **Last Push Date** show what was last sent.
Taxes	The tax components of the offer.
Delivery Modes	The delivery modes of the offer.
Market	**Buy Box**, **Best External Offer** and **External Price Index**. Above 100 means more expensive than the external market.
Channel Feedback	What the channel returns when the offer is read.

The list filters are **Draft**, **Published**, **Errors**, **Channel**, **Sync State** and **Condition**.

> **Buy-Box Snapshot** uses an outdated Octopia service restricted by permissions: it only works on accounts that have been granted access. On the others, Octopia responds with a permissions error (403) and Odoo explains it.

An end-to-end example

You raise the price of an offer in **Published**. On the next run, the **Octopia: push price/stock changes** task compares the price and quantity with **Last Pushed Price** and **Last Pushed Quantity**. If the account has **Push Stock Automatically** enabled, the offer goes into a package and moves to **In Package (awaiting result)**. When the polling task sees that the package is complete, the offer returns to **Published** and **Last Pushed Price** shows the new price. If it fails, it moves to **Error** and the reason appears in **Last Result Message**.

9 Promotions and sales: flash sales and French soldes

A promotion with a start and end date does not go through the offers API: Octopia only accepts it through its XML channel. The connector builds the XML package following the structure of Octopia's official sample, stores it in your Odoo as an attachment with an access link, and passes that link to Octopia, which downloads it.

The two types

Flash Sale (Type 1)	A percentage discount on an offer, between two dates.
French Legal Sales / Soldes (Type 3)	The declaration of France's legal sales. It only applies within the legal sales periods and carries a **Sales Reference Price**, the price the discount is applied to. If left empty, the offer's price is used.

Creating and sending a promotion

1. **Open promotions**
   Go to **Octopia › Offers › Promotions** and create one.

2. **Fill it in**
   Choose the **Offer**, the type, the percentage **Discount Value**, the **Date Start** and the **Date End**. While it is in **Draft** you can change everything.

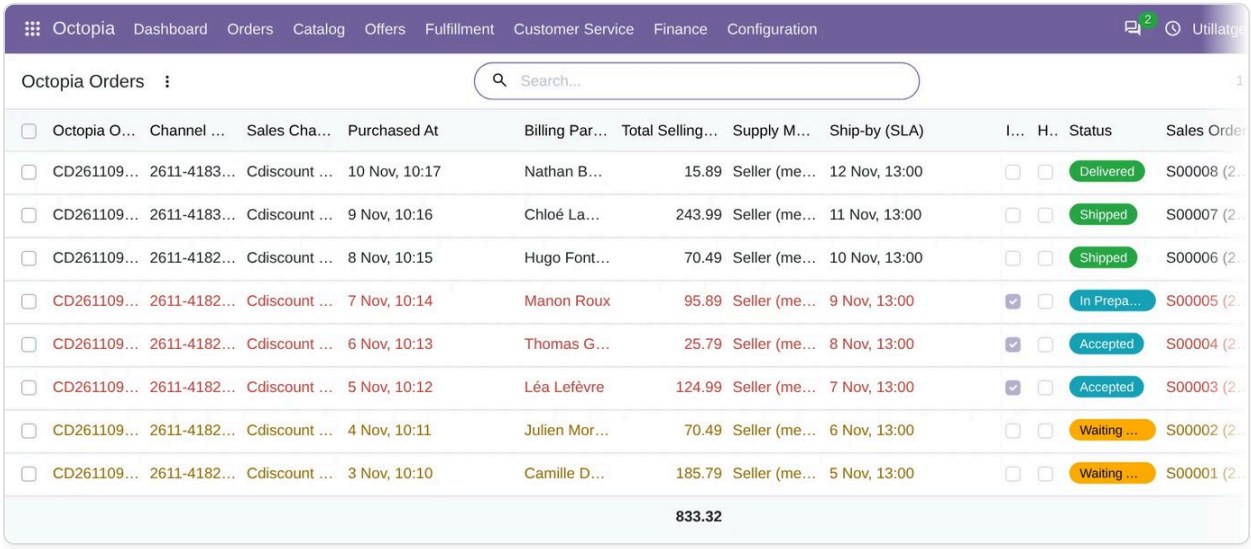
3. **Send it**
   Click **Push to Octopia**. It moves to **Sent** and stores the **XML Package ID**.

4. **Check the result**
   The task that runs every 5 minutes asks Octopia how it is going, or you click **Poll Status**. It ends in **Integrated** or **Refused**.

Rules

- The discount is a percentage greater than 0 and at most 90. Otherwise Odoo warns: "The discount must be a percentage between 0 and 90."
- The end date must be after the start date: "The promotion end date must be after its start."
- Promotions are sent one account at a time: "Submit promotions of one account at a time."
- Only those in **Draft** are sent, and a sent promotion can no longer be edited.

10 Octopia orders in Odoo



- **Real Odoo 20 screenshot.** The **Octopia Orders** list, opened from **Octopia › Orders › Orders**.

Where orders come from

The scheduled task **Octopia: pull orders** runs every 10 minutes and is active. It fetches new and changed orders from Octopia. For older orders, open the menu **Backfill Orders**, choose the **Account**, the **Date From** and the **Date To**, and click **Backfill**. By default the window runs from 90 days ago until now. Odoo does not import them at that moment: it hands the window to the order task, which imports them in batches until finished.

Order buttons

Accept	Sends your decision to accept the order to Octopia. It is hidden unless the order is awaiting your acceptance.
Refuse	Sends your decision to refuse it to Octopia. It is hidden in the same cases as **Accept**.
Refresh from Octopia	Reads the order from Octopia again and refreshes its data.
Sale Order	Opens the Odoo sale order created for this order. Only visible when it exists.
Retrieve Uploaded Invoices	Brings into an attachment what was uploaded as an invoice to the marketplace. Only visible when the **Invoice Pushed** checkbox is ticked.
Accept Selected and **Refuse Selected**	Apply the same decision to the orders selected in the list.

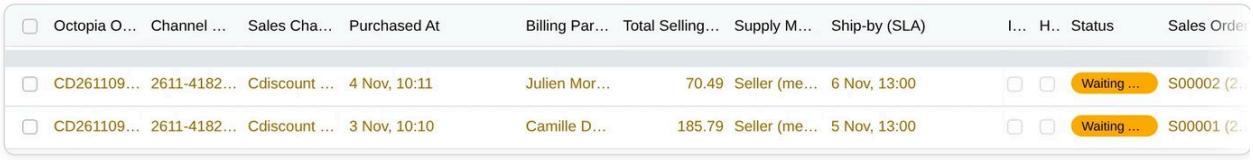
States

The order's **State** is the one Octopia reports, and it is updated on each pull. The full history is in the **Status History** tab. In the list you have the filters **Waiting Acceptance**, **In Progress**, **Late (SLA)**, **Cancel Requests** and **B2B**.

Accepting an order

1 Open the order list

Go to **Octopia › Orders › Orders** and apply the **Waiting Acceptance** filter.



- **Real Odoo 20 screenshot.** Orders awaiting acceptance.

2 **Accept or refuse**

Select the orders and click **Accept Selected** or **Refuse Selected**, or open one and use **Accept** or **Refuse**.

3 **Check the sale order**

When the order has a sale order, click **Sale Order** to open it.

> An Octopia order that is not cancelled, refused or denied cannot be deleted: the next pull would recreate its sale order and confirm it. Delete or cancel the sale order instead; the connector remembers it. Orders are not created or edited by hand in Octopia from here: the data comes from the platform.

What happens to each incoming order

Each order is imported only once: if Octopia changes it, the next pull updates the same record. The connector finds or creates the billing contact from the billing address and the **Customer Reference**, which is the only thing Octopia provides to recognise the customer. The **Shipping Partner** is filled in later, because the channel does not provide the shipping address until the order is in progress. Each automatic step protects itself, so an order that changes state in a later pull receives its missing steps just once.

Rules and conditions

- Octopia's amounts are gross. If the Odoo sales tax matching the rate excludes VAT from the price, the connector deducts the rate from the gross so the total matches what the customer paid. If no tax matches, it does not invent one and leaves the line without tax at the gross price.
- Each line's product is looked up first by GTIN and then by the seller reference. If it is not found, a generic product is used.
- If you uninstall and reinstall the connector, it reuses the sale order already created instead of generating a second one, which could repeat the delivery.
- An order whose sale order belongs to another company is left untouched: it is not cancelled, confirmed or invoiced.
- If the channel decides before you do, for example by accepting the order itself, and Octopia returns an error to your decision, the connector reads the order again. If it no longer awaits your response, it records this and shows no error.
- **Backfill** does not work with an unconnected account: you get "Test the connection first: orders are read with a working connection."

Orders without a sale order

If you delete a sale order, the Octopia order remembers it and subsequent pulls do not recreate it, so the goods are not shipped twice. An Octopia order may end up without a sale order for three reasons: you deleted its sale

order in Odoo, it had no sale order when the connector was updated, or the same Octopia seller already manages it in another company.

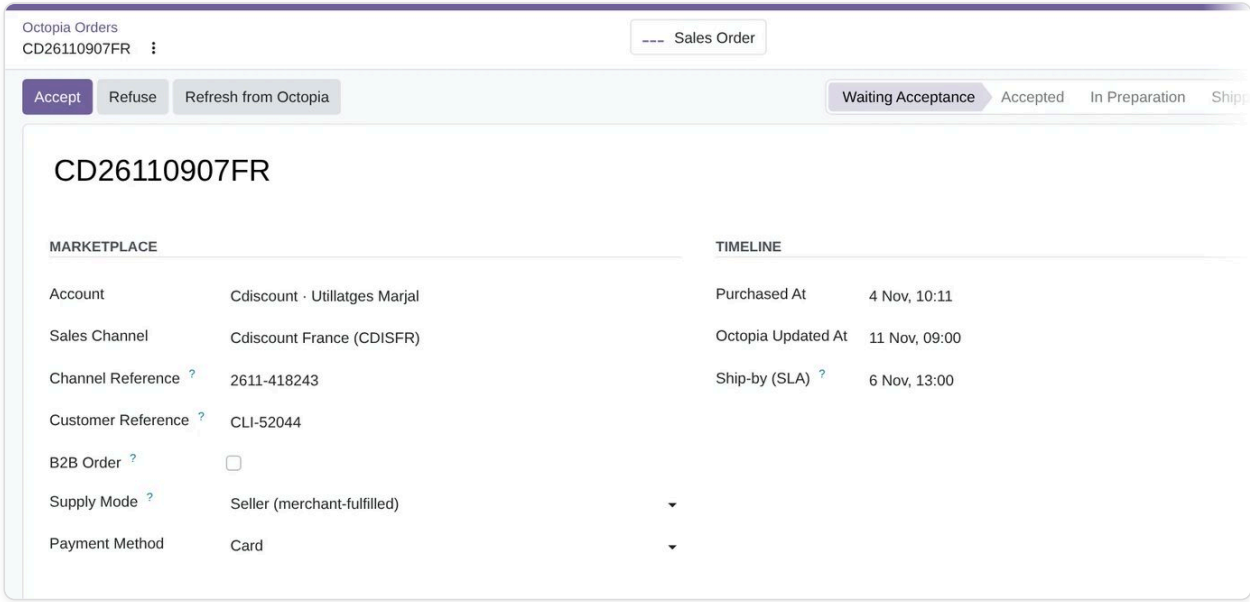
The order record

Marketplace group	Account, sales channel, **Octopia Order ID**, **Channel Reference**, **B2B Order**, **Supply Mode** and **Payment Method**.
Timeline group	**Purchased At**, **Octopia Updated At** and **Ship-by (SLA)**, which feeds the dashboard's late shipment alerts.
Customer group	**Customer Reference**, **Billing Partner** and **Shipping Partner**.
Totals group	**Total Offer Price** and **Total Selling Price**, the gross total the customer paid (offer plus shipping).
Lines tab	The order lines.
Status History tab	**Status Events**: every state transition reported by Octopia.
Invoice Pushed and **Invoice Pushed Date**	Indicate whether an invoice was uploaded to the marketplace and when.
Has Cancel Request and **Is Late**	Mark orders where a customer requested cancellation of a line or that have passed their shipping deadline.

End-to-end example

1 **The order arrives**

The **Octopia: pull orders** task imports it on its next run and creates its Odoo sale order at the same time. It appears in **Octopia › Orders › Orders** under **Waiting Acceptance**.



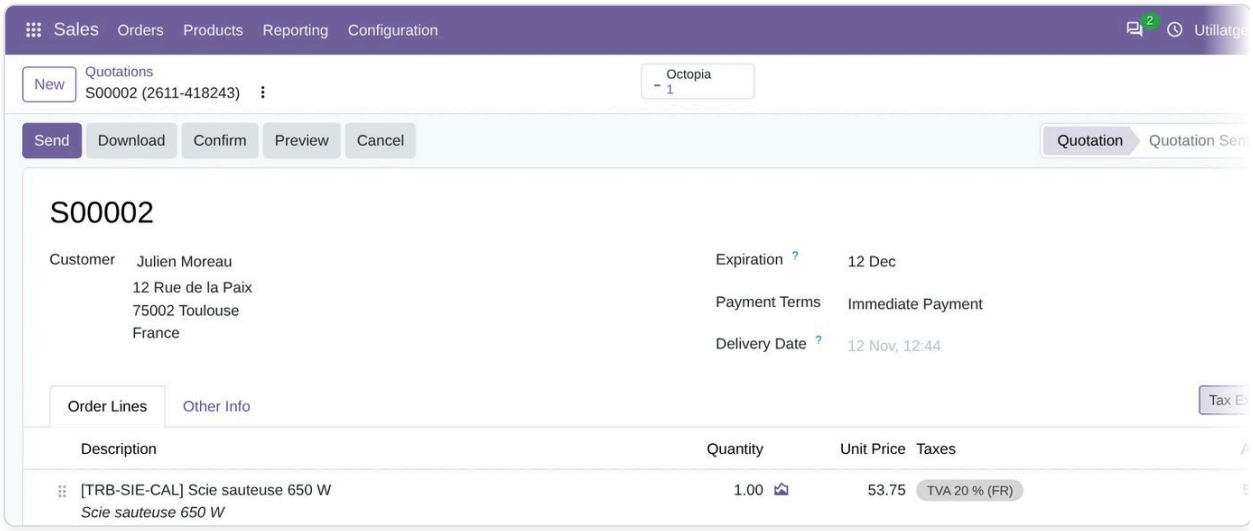
- **Real Odoo 20 screenshot.** An imported order, awaiting acceptance.

2 **Decide**

You press **Accept** or **Refuse** and the connector sends your decision to Octopia.

3 **The sale follows your workflow**

Sale Order opens the linked sale order. If the account has **Auto-confirm Sales Orders** switched on, it arrives already confirmed.



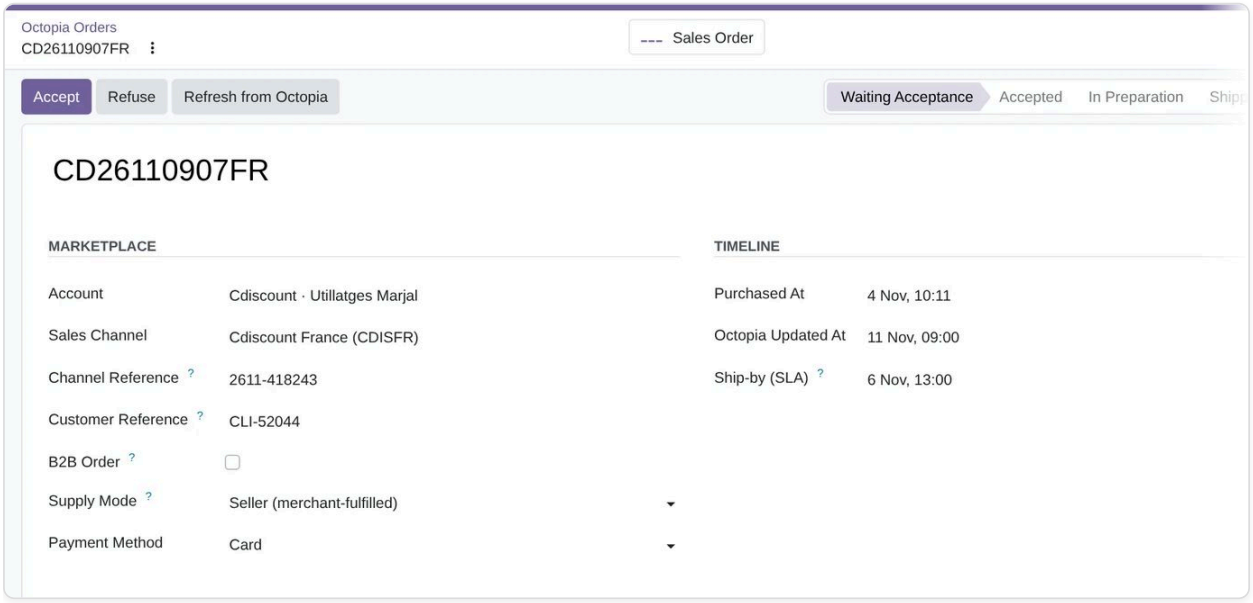
- **Real Odoo 20 screenshot.** The linked sale order.

4 Track the status

Each refresh updates the **State** and adds an entry to the **Status History**.

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11 Shipments, cancellations and commercial gestures



- **Real Odoo 20 screenshot.** The Octopia order, from where its shipments and cancellations are managed.

Where each piece of data comes from

- Shipments are declared automatically when you validate an outbound delivery, if the account has automatic tracking push switched on. One parcel per delivery.
- You declare shipments with several parcels yourself, using the **Declare to Octopia** button on the delivery.

- You create cancellations and commercial gestures yourself. Their status is updated by the **Octopia: poll async jobs (packages, cancellations, gestures)** task, every 5 minutes, or with the **Poll Status** button.

Buttons

Declare to Octopia (delivery)	Opens the wizard to declare the parcels. Only appears on outbound deliveries.
Retry (shipment declaration)	Declares a shipment again. Only appears if the status is **Error**.
Fetch Eligible Reasons	Updates the valid cancellation reasons for the channel and order status. Only appears in draft.
Push to Octopia	Sends the cancellation or commercial gesture. Only appears in draft.
Check Remaining Budget	Asks Octopia how much goodwill budget remains on the order. Only appears in draft.
Poll Status	Asks Octopia how the request is going. On the cancellation it appears while the request is in progress or blocked, and on the commercial gesture, while in progress.

Shipment declaration statuses

- **Draft**
- **Declared**
- **Error**

Cancel part of an order

1. **Open Cancellations and create a request**
   Choose the order and the type: **Full Order** or **Specific Lines**.
2. **Press Fetch Eligible Reasons**
   Choose the **Reason** from those Octopia allows.
3. **Click Push to Octopia**
   The request stays pending until Octopia responds.
4. **Press Poll Status if you want to see it sooner.**
   Otherwise, the task that runs every 5 minutes will update it.

> A Fulfillment order cannot be declared manually: Octopia would reject the declaration. Each parcel needs its number and a carrier. A partial cancellation needs at least one line. A commercial gesture is only accepted on shipped or delivered orders, with an amount greater than zero and not exceeding the remaining budget.

Request statuses

The shipment declaration goes through **Draft**, **Declared** and **Error**. If it ends up in **Error**, the reason is stored in **Error Message** and **Retry** declares it again. The cancellation goes through **Draft**, **In Progress** and **Done**, and may end up **Blocked**: in that case you need to contact Octopia support, and **Poll Status** remains available. The commercial gesture goes through **Draft**, **In Progress** and **Done**, or ends up **Refused**.

Shipment rules

Octopia only accepts declarations on orders being prepared and shipped by the seller. Fulfillment orders ship themselves. If Octopia responds with a conflict, the error is saved on the declaration and it is not retried automatically. In the wizard, **Parcels** has one line per parcel. Each needs a parcel number and a carrier, mapped or free text. Octopia accepts a free-text carrier, but tracking may be degraded. If you don't specify order lines for a single parcel, the whole order is sent.

Carrier

Octopia receives the carrier's commercial label, not its code. To make this work, map the Odoo carrier to one of Octopia's in **Octopia Carrier**, or choose one in **Carriers**. If none is mapped, the Odoo carrier name is used, and if that does not exist either, a generic value.

Cancellations and refunds

Octopia has no separate refund operation. An accepted cancellation or a commercial gesture is the refund. When Octopia confirms it, Odoo cancels the sale order if it was not invoiced, or creates a draft credit note if the account has that enabled. The commercial gesture creates a separate credit note.

Cancellation and gesture fields

Shipping Cost Refund	Ticked by default: the shipping cost is refunded too.
Reason Code	Code valid for the channel, the user type and the order status.
Lines (partial)	The lines affected in a partial cancellation.
Available Amount	Remaining goodwill budget, read from Octopia before sending.
Request Reference	Identifier Octopia returns when it receives the request.

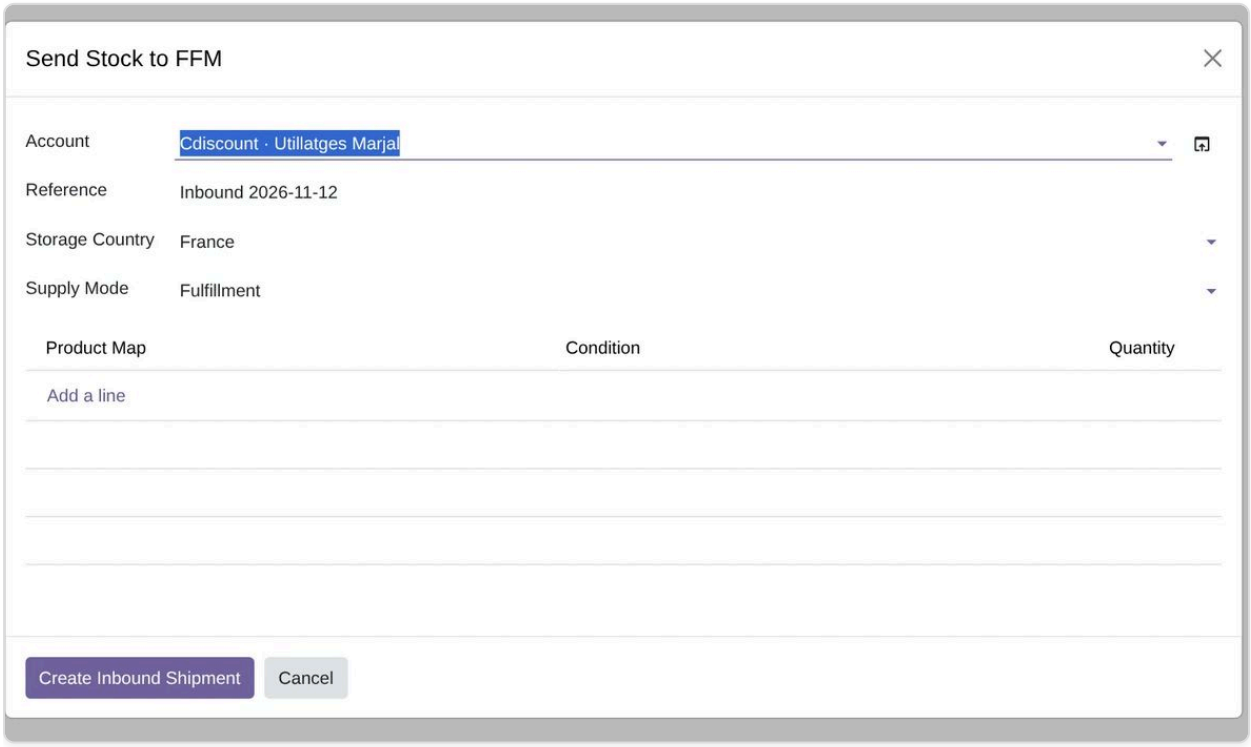
End-to-end example

1. **An order arrives and you ship it**
   You validate the delivery. If the account has **Push Tracking on Delivery Validation** switched on, one parcel is declared. If not, you press **Declare to Octopia** and add the parcels.

2. **The customer complains**
   You open **Commercial Gestures**, choose the order, a **Reason** and the **Amount**. You press **Check Remaining Budget** and then **Push to Octopia**.

3. **Octopia accepts it**
   When the status is checked, if the account has **Auto-create Credit Notes** switched on, the credit note is created as a draft.

12 Octopia Fulfillment: stock and logistics



- **Real Odoo 20 screenshot.** The **Send Stock to FFM** wizard with its item lines.

Where each piece of data comes from

The scheduled task **Octopia: pull fulfillment (FFM stock, inbound, outbound, returns)** brings in the FFM stock, inbound shipments, outbound shipments and returns every hour. Each record also has its own **Refresh** button. The **Parcel Tracking** data is provided by Octopia along with the warehouse's outbound shipments.

Buttons on each record

Push to Octopia (in **FFM Referencing**)	Sends the product reference to Octopia. Only shown while the status is **Draft**.
Create Inbound Shipment (in **Send Stock to FFM**)	Creates the stock shipment to the Octopia warehouse with the items you have added.
Download Delivery Notes (in **Inbound Shipments**)	Downloads the delivery note of the inbound shipment.
Request Cancellation (in **Outbound Shipments**)	Requests cancellation of the shipment. Not shown if the status is **Sent**, **Delivered** or **Cancelled**, nor if a cancellation is already in progress.
Push to Octopia (in **Returns**)	Creates the return in Octopia. Hidden once the return has a **Return ID**.
Download Label (in **Returns**)	Downloads the return label. Only shown once the return has a **Return ID**.

States

A product reference is in **Draft** until you send it and then moves to **Sent**. Inbound shipments, outbound shipments and returns show in **State** the status Octopia gives them.

Steps to send stock

1. **Reference the product**
   In **FFM Referencing** fill in dimensions, weight, **Condition** and **Traceability**, and press **Push to Octopia**.

2. **Open the wizard**
   Go to **Send Stock to FFM**. Enter the **Storage Country** and **Supply Mode**.

3. **Add items and create the shipment**
   Add at least one item under **Items** and press **Create Inbound Shipment**.

> Without dimensions and weight a product cannot be referenced, without items an inbound shipment cannot be created, and a return needs at least one line. To cancel an outbound shipment, fill in the cancellation reason first.

Referencing a product

Before sending stock, each product is referenced in **FFM Referencing**. You choose the **Account** and the **Product Map**. You fill in **Label**, **Condition** (default **New**), the three dimensions in centimetres and the **Weight (kg)**. **Traceability** accepts **None**, **IMEI**, **Serial Number** and **Registration Number**. Optional: **Has Expiration Date**, **Product Value** (declared unit value for insurance and customs) and **Origin Country**. The form is split into the **Product** and **Logistics** groups. If any dimension or the weight is missing, the message reads "Dimensions (min/med/max) and weight are mandatory to reference a product for Fulfillment."

Inbound shipment

The **Send Stock to FFM** wizard asks for **Reference** (default "Inbound" followed by today's date), **Storage Country** (**France**, **Spain**, **Morocco**, **Portugal** or **United Kingdom**; default **France**) and **Supply Mode** (**Fulfillment** by default, or **Cross-dock**). Without items, **Create Inbound Shipment** warns "Add at least one item to send.". The created shipment appears in **Inbound Shipments** with its **Inbound ID**, **State**, **Supply Mode**, dates and the **Delivery Note Attachment**.

FFM Stock

FFM Stock is read-only. For each product it shows **Available**, **Allocated**, **Blocked**, **Litigation**, **Logistic Ops**, **Removal** and **Return**, with the **Synced At** date and the **Product Map** where one exists.

Outbound shipments and cancellation

In **Outbound Shipments** you see the **Shipment Type** (**Fulfillment** or **Cross-dock**), **State**, **White Label**, **Sale Order**, and the **Delivery Address**, **Items** and **Parcels / Tracking** tabs. **Request Cancellation** requires the **Cancellation Reason** to be filled in first ("Set a cancellation reason first.") and disappears if the status is **Sent**, **Delivered** or **Cancelled**, or if a **Cancellation Status** already exists.

Shipping an Odoo order from the Octopia warehouse

An Odoo order from any channel can ship from the Octopia warehouse. On a confirmed sale order, an **Octopia Manager** presses **Ship via Octopia FFM** and confirms; the outbound shipment is linked to the **Sale Order**. To create it, the order must belong to the same company as the account, each product must be mapped to the Octopia catalogue ("Product %s is not mapped to the Octopia catalog (an FFM outbound needs the Octopia

product id)."), there must be shippable lines ("The order has no shippable lines."), and the delivery address must have a phone and an email ("The delivery address needs a phone AND an email for an FFM outbound shipment.").

Parcels and returns

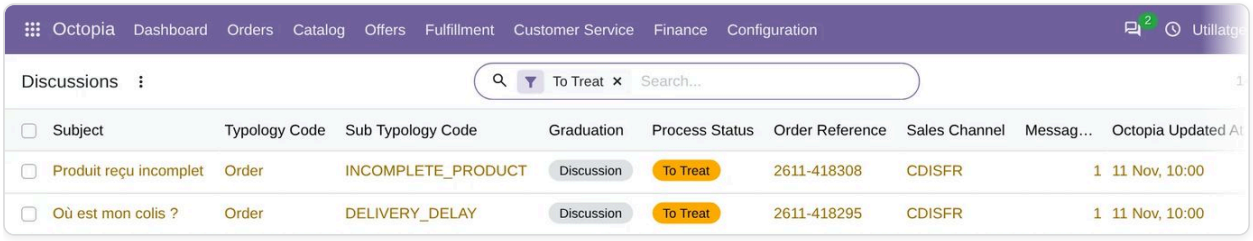
Parcel Tracking shows the **Parcel Number**, **State**, **Carrier Name**, **Tracking Url** and **Order Reference**. Returns are created on an **Outbound Shipment** with a **Return Type** (**Customer** or **Carrier**), **Reason**, **Comment** and **Lines**. **Push to Octopia** creates them in Octopia; then **Download Label** saves the label to the **Label Attachment**. Customer returns for orders you ship yourself do not go through here.

Example from start to finish

You reference a product in **FFM Referencing** and press **Push to Octopia**: it moves from **Draft** to **Sent**. You open **Send Stock to FFM**, choose **Spain** as the **Storage Country**, add the item and press **Create Inbound Shipment**. The shipment appears in **Inbound Shipments** and its **State** is updated with **Refresh** or by the hourly task. When the warehouse receives it, the stock shows in **FFM Stock**.

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13 Customer conversations



- **Real Odoo 20 screenshot.** List of Octopia conversations in Odoo.

Where the data comes from

The scheduled task **Octopia: pull discussions (ToTreat queue)** pulls in the discussions waiting for your reply every 15 minutes. Inside a discussion, **Refresh Thread** downloads the full thread with all its messages. The quality indicators are in **Octopia › Customer Service › Quality Indicators**.

Discussion buttons

Reply	Opens the wizard to reply to the customer or to the channel operator.
Refresh Thread	Reads the full thread on Octopia again.
Close	Closes the discussion. It does not show whether it is already closed.
Reopen	Reopens it. It only appears when the discussion is closed.
Mark Read	Marks the message as read. It does not show whether it is already read.
Attachments	Downloads the attachments of the message. It does not appear if the message has no attachments.

States

The **Process Status** field shows where the thread stands. **To Treat** means it is your turn to reply, and these discussions make up your work queue. The **Is Open** checkbox shows whether the discussion is still open. To find them, use the filters **To Treat**, **Claims** and **Open**.

Replying to a customer

1. **Open the discussion**
   Go in via **Octopia › Customer Service › Discussions**.

2. **Click Reply**
   The reply wizard opens.



- **Real Odoo 20 screenshot.** Reply wizard.

3. **Choose the recipient and write**
   In **Receiver Type** you choose **Customer** or **Channel Operator**. You can add an **Attachment**.

4. **Click Send**
   If **Mark as Treated** is ticked, which it is by default, the To Treat flag is cleared in Odoo.

To open a new discussion about an order, use **Octopia › Customer Service › Open Discussion**.

> The reply must be between 13 and 1500 characters and carry at most 3 attachments. If the channel does not allow the chosen recipient, Odoo will not send it.

What a discussion is

A thread with a customer or a claim, linked to an order or an offer. It is classified with **Typology Code** and **Sub Typology Code**. **Graduation** shows the escalation: **Discussion**, **Claim** (the channel mediates) and **Level 1 (specialist team)**.

States and work queue

- **To Treat** in **Process Status**: you need to reply. The task that runs every 15 minutes pulls only these discussions.
- **Is Open** ticked: the discussion is still open. **Close** and **Reopen** change it from Odoo.
- **Graduation**: shows whether it is a discussion, a claim, or has passed to the specialist team.

Record fields and tabs

Account and **Discussion ID**	The Octopia account and the thread identifier on the platform.
Subject and **Sales Channel**	The reason for the thread and the channel where it originated.
Order Reference	The order reference used by the seller, not the Octopia identifier.
Octopia Order and **Offer ID**	The order or offer the thread refers to.
Customer ID	The customer who wrote.
Octopia Created At and **Octopia Updated At**	Thread dates on the platform.
Available Actions	What Octopia allows on that thread, read-only.
Octopia Messages and **Message Count Octopia**	The messages in the thread and how many there are.

The record is organised into the **Thread** and **Context** groups. In the list you can group by **State**, **Graduation** and **Classification**.

Rules when replying

Odoo validates before sending anything to Octopia. The body must be between 13 and 1500 characters; otherwise it says "Reply body must be between … and … characters (currently …)." (The reply must be between %(low)s and %(high)s characters (currently %(len)s).). There are at most 3 attachments and 4 MB in total. The recipient must be allowed on the channel; otherwise it says "Receiver … is not allowed on channel … (allowed: …)." (The recipient %(receiver)s is not allowed on channel %(channel)s (allowed: %(allowed)s).). If there is no participant to address the reply to, it says "No … participant found on this thread to address the reply to (refresh the thread first)." (No participant %s was found in this thread to address the reply to (refresh the thread first).). Click **Refresh Thread** and try again.

Opening a new discussion

From **Open Discussion** you choose the **Order**, the **Classification**, the **Subject** and the **Body**. Only the classifications the seller may open for the channel and the order's current status are offered. If the list is empty, click **Refresh classifications**: Odoo rereads the order and the channel catalogue. Then click **Open Discussion**. The subject must be between 5 and 50 characters and the body between 13 and 5000.

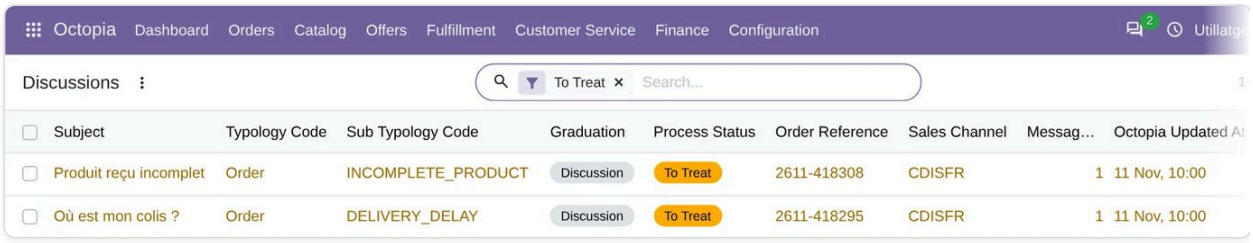
- "The order has no sales channel yet, so its classification catalog cannot be read."
- "Choose a classification (refresh them if the list is empty)."
- "Sales channel %s does not allow seller-initiated discussions."

> The classification catalogue is consulted in **Octopia › Configuration › Referentials › Discussion Typologies**. It is refreshed every 7 days by the task **Octopia: refresh referentials (categories, brands, carriers, typologies)** or by **Refresh classifications**.

End-to-end example

1 A discussion arrives

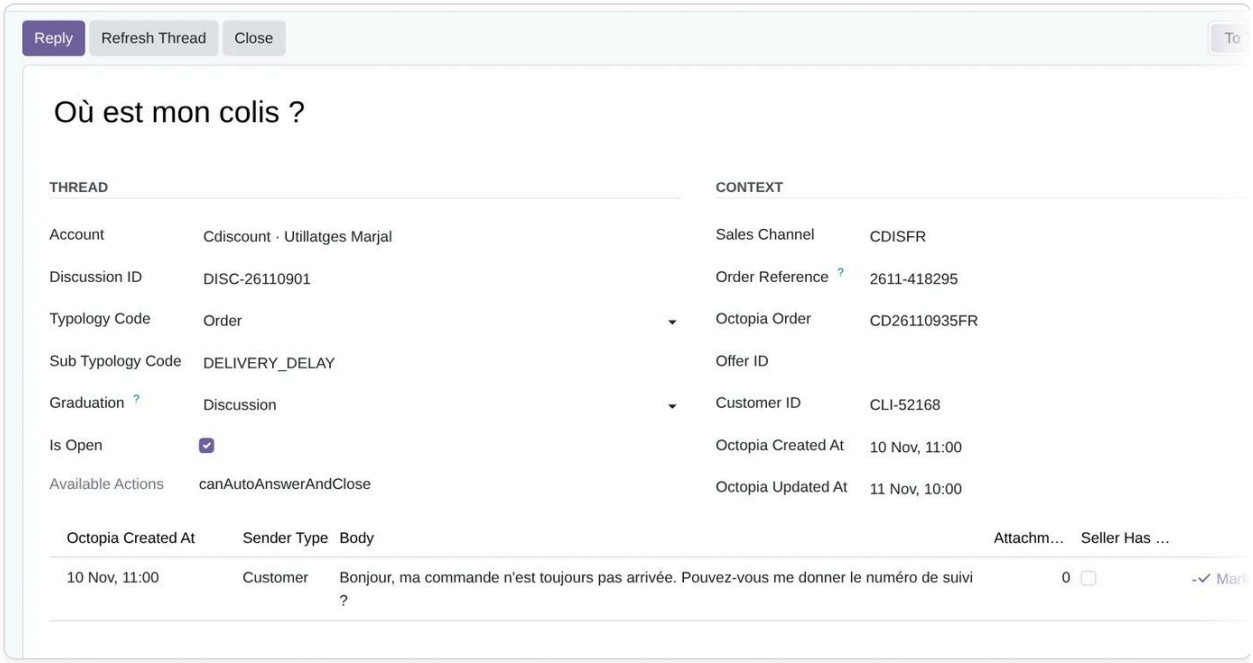
The task that runs every 15 minutes downloads it into **To Treat** and it appears with that filter.



- **Real Odoo 20 screenshot.** Discussions to treat in the list.

2 You open it and refresh the thread

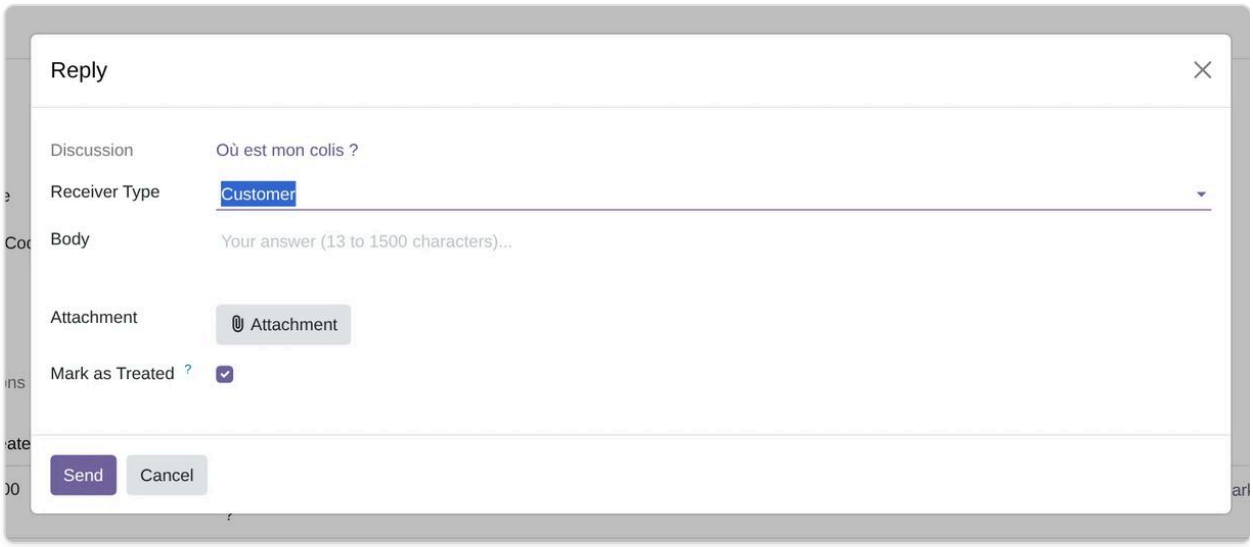
Click **Refresh Thread** to see all the messages. If a message has attachments, **Attachments** downloads them.



- **Real Odoo 20 screenshot.** Thread with its messages.

3 You reply

Reply, recipient **Customer**, text of at least 13 characters and **Send**. With **Mark as Treated**, which is ticked, it leaves the queue.



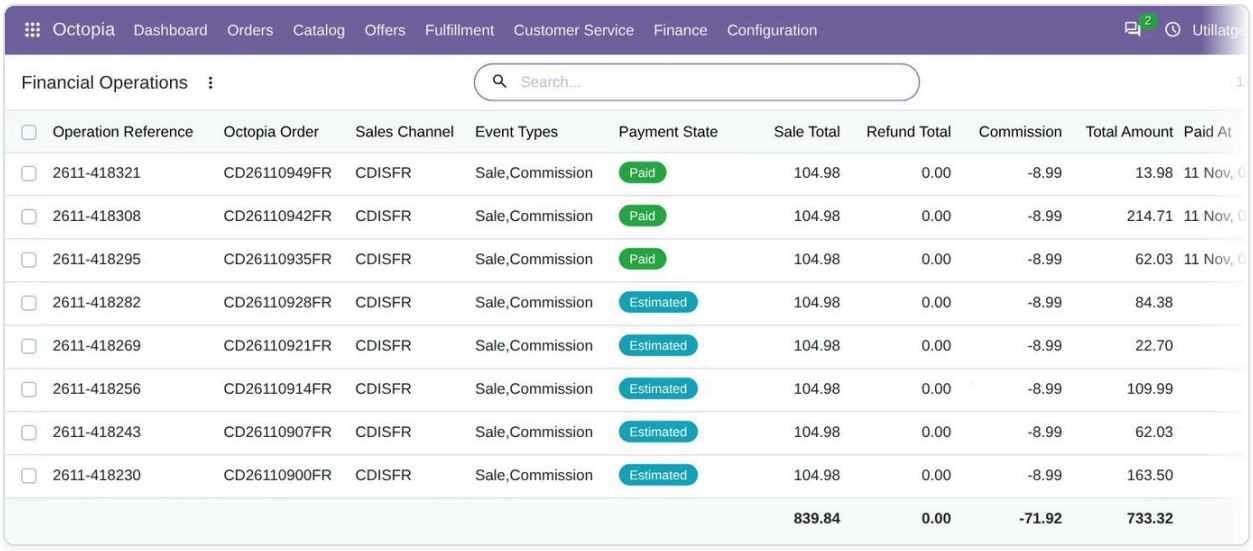
- **Real Odoo 20 screenshot.** Reply wizard.

4 You close it

With **Close** you mark it as closed. If the customer writes again, use **Reopen**.

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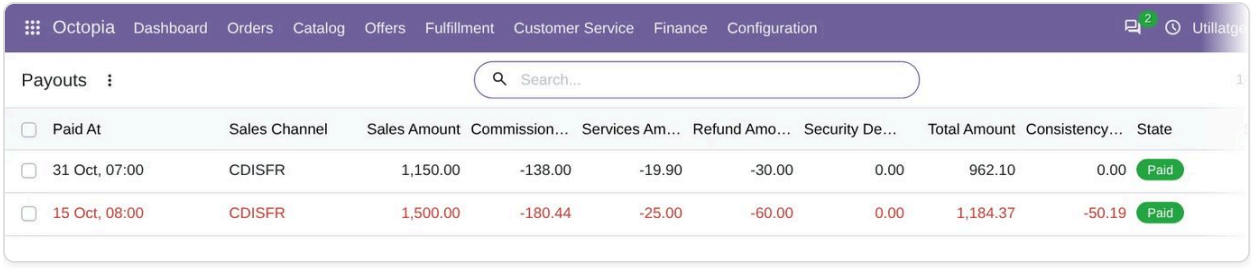
14 What Octopia pays you: finance and invoices



Operation Reference	Octopia Order	Sales Channel	Event Types	Payment State	Sale Total	Refund Total	Commission	Total Amount	Paid At
2611-418321	CD26110949FR	CDISFR	Sale,Commission	Paid	104.98	0.00	-8.99	13.98	11 Nov,
2611-418308	CD26110942FR	CDISFR	Sale,Commission	Paid	104.98	0.00	-8.99	214.71	11 Nov,
2611-418295	CD26110935FR	CDISFR	Sale,Commission	Paid	104.98	0.00	-8.99	62.03	11 Nov,
2611-418282	CD26110928FR	CDISFR	Sale,Commission	Estimated	104.98	0.00	-8.99	84.38	
2611-418269	CD26110921FR	CDISFR	Sale,Commission	Estimated	104.98	0.00	-8.99	22.70	
2611-418256	CD26110914FR	CDISFR	Sale,Commission	Estimated	104.98	0.00	-8.99	109.99	
2611-418243	CD26110907FR	CDISFR	Sale,Commission	Estimated	104.98	0.00	-8.99	62.03	
2611-418230	CD26110900FR	CDISFR	Sale,Commission	Estimated	104.98	0.00	-8.99	163.50	
					839.84	**0.00**	**-71.92**	**733.32**	

- **Real Odoo 20 screenshot.** List of financial operations.

The scheduled task **Octopia: pull finance (operations, payouts, invoices, DAC7)** brings this data once a day. New commission invoices appear when an operation mentions them.



- **Real Odoo 20 screenshot.** List of payouts.

Commission invoice buttons

Fetch Details	Downloads the invoice lines.
Download PDF	Downloads the PDF of that invoice and saves it as an attachment.
Fetch PDFs (ZIP)	Requests in one go the PDFs of the invoices you select in the list.
Create Vendor Bill	Creates the vendor bill in Odoo. It does not appear when the invoice already has one.

DAC7 Reports

Each report in **DAC7 Reports** has the **Download PDF** button.

States

Operations show **Order Status** (**Accepted**, **Sent**, **Cancelled** or **None**) and **Payment State**. Payouts show **State** and **State Motive**.

Bulk invoice import

1. **Open Bulk Invoice Imports**
   This is the list of imports you have already sent.
2. **Click Push to Octopia**
   A single request is uploaded with the invoice PDFs. The button is hidden when the import already has an import ID.
3. **Click Poll Status**
   Only shown while the state is **Running**.

> Commission invoices are fetched for one account at a time: if you select invoices from several accounts, it says "Fetch PDFs for one account at a time." (Fetch the PDFs one account at a time.). Only published customer invoices linked to an Octopia order are sent: otherwise it says "Select at least one POSTED customer invoice linked to an Octopia order." (Select at least one PUBLISHED customer invoice linked to an Octopia order.).

Where each piece of data comes from

Operations are downloaded in date windows: the query always carries a start and an end date, and without both Octopia rejects it. Commissions and refunds arrive as negatives and are stored that way. Each payout is identified by payment date, channel and total amount, because Octopia does not give them an identifier.

Commission invoices are created when the operations that mention them are downloaded. For each one you can fetch the lines and the PDF, and optionally mirror it as a draft vendor bill.

The financial operation

Account and **Operation Reference**	The Octopia account the operation belongs to and its reference.
Octopia Order	The order the operation is linked to.
Event Types	The payment event types, comma-separated (Sale, Commission, Refund, FfmStorage, AgecLawFees...).
Sale (gross)	Product, shipping and handling amounts, the **Sale Total** and the **Vat Sale Total**.
Refund / Fees	**Refund Total** and **Vat Refund Total**.
Commission	Negative when charged: stored as Octopia delivers it.
Commissions Detail	Gross breakdown of the commission by type.
Commission Invoice ID	Commission invoice under which the operation was billed.
Timeline	Creation, last change, shipping, refund, payment and payment release dates.

The list can be filtered by **Paid**, **Estimated**, **Blocked**, **Payment State** and **Channel**.

The payout and its reconciliation

The form has the groups **Payout**, **Components** and **Settlement Reconciliation**. The components are **Sales Amount**, **Commissions Amount**, **Services Amount**, **Refund Amount** and **Security Deposit Amount**, which add up to the **Total Amount**.

- **Consistency Delta**: the total amount minus the sum of the components. If it is not zero, ask Octopia what else moved money.
- **Reconciliation Delta**: the payout total minus **Operations Total**, the sum of the matched operations. If it is not zero, ask Octopia which operations this payout covers, quoting the trace identifiers from the sync log.
- **Operation Count**: how many operations are matched to the payout.

The commission invoice

Shows **Lines**, **Line Count**, **Net Total**, **Vat Total** and **Gross Total**, plus the **Pdf Attachment**, the **Vendor Bill** and **Details Fetched At**.

Your invoices to Octopia

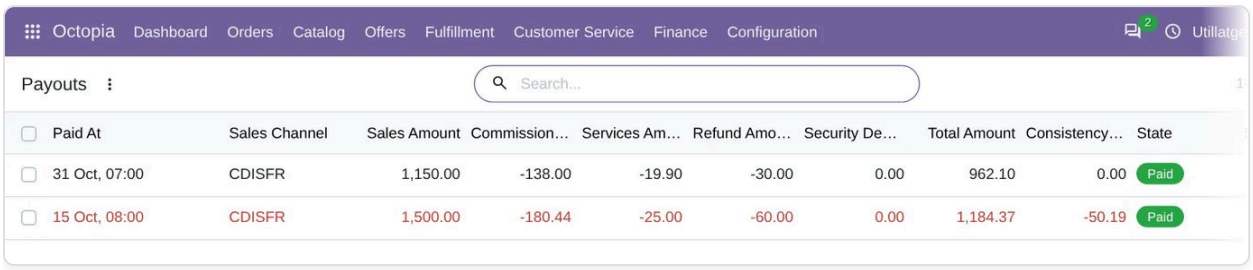
On a posted customer invoice, **Push to Octopia** uploads its PDF to the order and replaces any documents already there. The button is hidden if the invoice is not a customer invoice, is not posted or has already been sent. **Octopia Pushed** marks the ones already sent. If the account has automatic sending enabled, the invoice is uploaded when it is posted. If that fails, the invoice is still posted and the upload must be done by hand. With the account paused in FlexigoTech Cloud, nothing is sent.

- With an unposted invoice or one that is not a customer invoice, the message reads "Only posted customer invoices can be pushed to Octopia.".

- With an invoice that has no Octopia order, the message reads "Invoice %s is not linked to any Octopia order.".

Example: a payout that does not add up

In the test shop shown in the screenshots, the 15 October payout has €1,500.00 of sales, −€180.44 of commissions, −€25.00 of services and −€60.00 of refunds. Those parts add up to €1,234.56, but the **Total Amount** paid is €1,184.37. The **Consistency Delta** shows −€50.19 and the row appears in red: that is the question to put to Octopia. The one for 31 October adds up to the cent and appears in black.



Paid At	Sales Channel	Sales Amount	Commission…	Services Am…	Refund Amo…	Security De…	Total Amount	Consistency…	State
31 Oct, 07:00	CDISFR	1,150.00	-138.00	-19.90	-30.00	0.00	962.10	0.00	Paid
15 Oct, 08:00	CDISFR	1,500.00	-180.44	-25.00	-60.00	0.00	1,184.37	-50.19	Paid

- **Real Odoo 20 screenshot.** **Octopia › Finance › Payouts**: the second row does not add up.

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15 The data that goes and comes back

DATA	DIRECTION	WHEN
New and changed orders	From Octopia to Odoo	**Octopia: pull orders** task, every 10 minutes, or the **Pull Orders** button.
Historical orders	From Octopia to Odoo	**Backfill** wizard; the orders task imports them in batches.
Decision on an order (accept or refuse)	From Odoo to Octopia	**Accept** and **Refuse** buttons on the order.
Shipment declaration with carrier and packages	From Odoo to Octopia	When a delivery is validated, if the account has **Push Tracking on Delivery Validation** switched on, or with the **Declare to Octopia** button.
Sales invoices (PDF)	From Odoo to Octopia	When the invoice is posted, if the account has **Push Invoices to the Marketplace** switched on, or with the **Push to Octopia** button.
Price and stock of offers	From Odoo to Octopia	**Octopia: push price/stock changes** task, every 15 minutes if the account has **Push Stock Automatically** switched on, or the **Publish Selected** and **Publish (Upsert)** buttons.
Status of offers	From Octopia to Odoo	**Refresh Selected** and **Refresh from Octopia** buttons.
Catalogue products	From Odoo to Octopia	**Submit Selected** and **Push to Octopia** buttons.
Existing products and offers	From Octopia to Odoo	**Octopia › Configuration › Import Existing Data** wizard.
Result of packages, cancellations and commercial gestures	From Octopia to Odoo	**Octopia: poll async jobs (packages, cancellations, gestures)** task, every 5 minutes, or the **Poll Status** buttons.

DATA	DIRECTION	WHEN
Conversations and messages	From Octopia to Odoo	**Octopia: pull discussions (ToTreat queue)** task, every 15 minutes, or the **Pull Discussions** button.
Replies and new conversations	From Odoo to Octopia	**Send** button of the reply wizard and **Open Discussion**.
Operations, payouts, commission invoices and DAC7 reports	From Octopia to Odoo	**Octopia: pull finance (operations, payouts, invoices, DAC7)** task, daily, or the **Pull Finance** button.
FFM stock, inbound and outbound shipments, returns	From Octopia to Odoo	**Octopia: pull fulfillment (FFM stock, inbound, outbound, returns)** task, hourly, or the **Pull Fulfillment** button.
New FFM inbound shipments and returns	From Odoo to Octopia	**Create Inbound Shipment** and **Push to Octopia** buttons.
Categories, brands, carriers and typologies	From Octopia to Odoo	**Octopia: refresh referentials (categories, brands, carriers, typologies)** task, every 7 days, or the **Refresh Referentials** button.
Quality indicators, seller addresses and delivery modes	From Octopia to Odoo	**Pull Quality Indicators**, **Pull Seller Addresses** and **Pull Subscribed Delivery Modes** buttons.

Every call to Octopia goes through FlexigoTech Cloud, which sends it with your Octopia API credentials stored encrypted on its servers, and alerts you when calls fail. A new account always connects this way and needs the trial or the subscription. If you delete your credentials from FlexigoTech Cloud, the synchronisations stop.

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16 What runs on its own

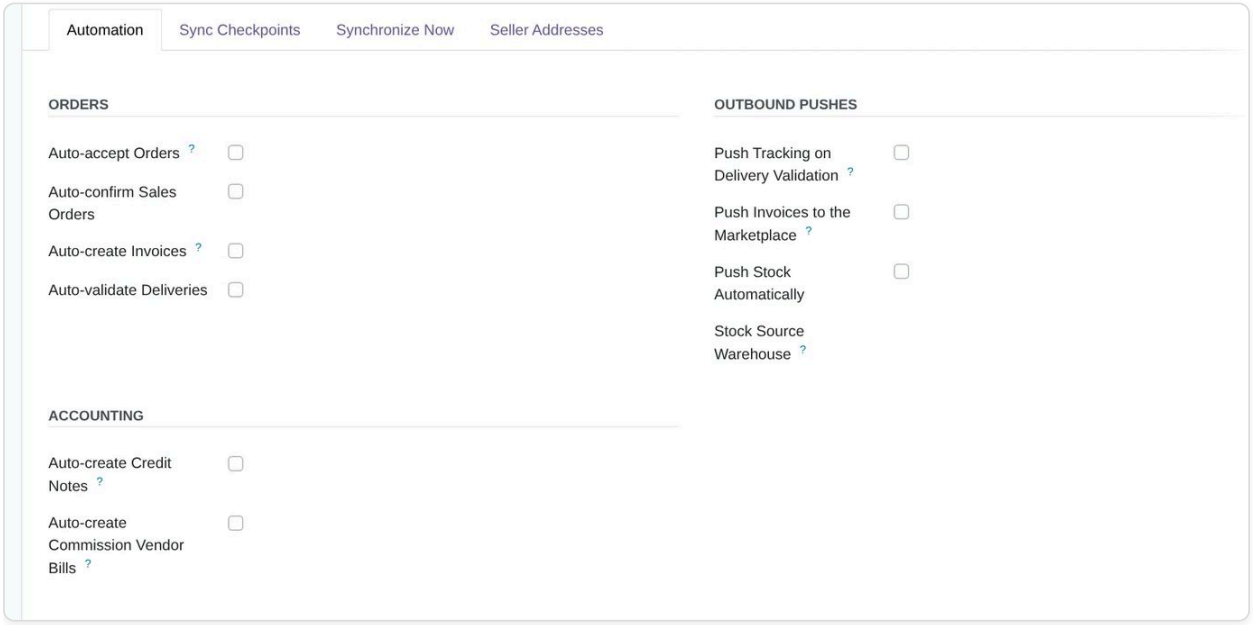
TASK	FREQUENCY	WHAT IT DOES
Octopia: pull orders	Every 10 minutes, enabled	Brings in new orders and changes to the ones you already have.
Octopia: poll async jobs (packages, cancellations, gestures)	Every 5 minutes, enabled	Asks Octopia how the product and offer packages, the cancellations and the commercial gestures you have sent are progressing.
Octopia: push price/stock changes	Every 15 minutes, enabled	Publishes price and stock changes to Octopia, on the accounts that have it switched on.
Octopia: pull discussions (ToTreat queue)	Every 15 minutes, enabled	Brings in the conversations pending handling.
Octopia: pull finance (operations, payouts, invoices, DAC7)	Daily, enabled	Brings in operations, payouts, commission invoices and DAC7 reports.
Octopia: pull fulfillment (FFM stock, inbound, outbound, returns)	Hourly, enabled	Brings in FFM stock, inbound and outbound shipments and returns.
Octopia: refresh referentials (categories, brands, carriers, typologies)	Every 7 days, enabled	Updates the lists of categories, brands, carriers and typologies.

TASK	FREQUENCY	WHAT IT DOES
Octopia: sync log cleanup (90 days)	Daily, enabled	Deletes entries older than 90 days from the sync log.

Frequencies are changed in **Settings › Technical › Automation › Scheduled Actions**, with developer mode enabled. The tasks only call Octopia for accounts that have their credentials stored in FlexigoTech Cloud and an active trial or subscription.

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17 The account options and how they arrive



Real Odoo 20 screenshot. The **Automation** tab of the account.

OPTION	WHEN CREATED	WHAT IT DOES
Active	On	While unticked, Odoo makes no call to Octopia for this account.
Company	The company you are in	Odoo company this account belongs to.
Responsible	The user who creates the account	Receives an activity each time a sync error occurs.
API Language	**French (fr-FR)**	Language used to talk with Octopia. It also sets the language for product submission: only fr-FR products can be sold on Cdiscount. The other options are **English (en-US)** and **Spanish (es-ES)**.
Test Mode (SELLZZ)	Off	Octopia has no separate test server. SELLZZ is a test sales channel within the production API. When on, offer and product publications go to that channel.
Default Sales Channel	Empty	Channel used when publishing offers if you don't specify another, for example CDISFR for Cdiscount France.
Stock Source Warehouse	Empty	Warehouse whose available quantity is sent to Octopia. If empty, the total for the whole company is sent.

OPTION	WHEN CREATED	WHAT IT DOES
Auto-accept Orders	Off	Accepts orders that arrive awaiting acceptance. You can change this channel by channel.
Auto-confirm Sales Orders	Off	Confirms the Odoo sales order when the order is imported.
Auto-create Invoices	Off	Creates and confirms the customer invoice as soon as the marketplace order is sent.
Auto-validate Deliveries	Off	Validates the delivery order without you doing it.
Push Tracking on Delivery Validation	Off	When the delivery is validated, declares the shipment to Octopia with packages, carrier and tracking.
Push Invoices to the Marketplace	Off	Uploads the PDF of the published customer invoice to Octopia, a channel requirement on Cdiscount.
Push Stock Automatically	Off	Sends stock to Octopia without you clicking anything.
Auto-create Credit Notes	Off	Reflects accepted cancellations and commercial gestures with a draft credit note.
Auto-create Commission Vendor Bills	Off	Creates a draft vendor bill for each Octopia commission invoice imported.

Each tick box is switched on separately: turn on only the ones you need and leave the rest manual. **Auto-accept Orders** can be changed channel by channel in **Octopia › Configuration › Sales Channels**.

What is done by hand

WHERE	BUTTONS
Account header	**Test Connection**, **Check FlexigoTech Cloud** and **Delete my credentials from FlexigoTech Cloud**
Synchronize Now tab	**Pull Orders**, **Pull Discussions**, **Pull Finance**, **Pull Fulfillment**, **Refresh Referentials**, **Pull Seller Addresses**, **Pull Subscribed Delivery Modes**, **Pull Invoice Imports** and **Pull Quality Indicators**

Check FlexigoTech Cloud only appears on accounts using the **FlexigoTech Cloud** connection. It shows what FlexigoTech Cloud has stored, without the credentials. **Delete my credentials from FlexigoTech Cloud** only appears if credentials are already stored there. Deleting them stops the synchronisations. Both buttons are for administrators.

Pull Orders, **Pull Finance** and the other **Synchronize Now** buttons fetch data immediately, without waiting for the scheduled task. **Refresh Referentials** runs in the background, because the brand catalogue is very large. The result is shown in **Octopia › Configuration › Sync Log**. Test the connection first: if the account is not **Connected**, it warns "Test the connection first: referentials are read with a working connection."

Account groups and tabs

Credentials group	Stores the **Client ID**, the **Octopia Seller ID** and the secret. Only administrators can see them. The Seller ID must be numeric, for example 98979, and the seller must have accepted that Client ID in their Octopia back office.
Connection group	A new account always goes through **FlexigoTech Cloud**, and this cannot be changed later. To save the secret, you must first tick the acceptance box and have the Client ID and Seller ID filled in. The secret is sent once, encrypted, and is not stored in Odoo. The time it was saved is recorded under **Saved in FlexigoTech Cloud**.
Automation tab	Groups together **Orders**, **Outbound Pushes** and **Accounting**, with the tick boxes from the table above.
Sync Checkpoints tab	Stores the date of the last synchronisation of orders, operations, payments, discussions, FFM and referentials.
Seller Addresses tab	Stores, read-only, the seller addresses as returned by Octopia.

> An account with orders cannot be deleted: it must be archived. You also cannot have two active accounts with the same Octopia seller: archive the other one first.

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18 Security and personal data

- Octopia credentials are not stored in your Odoo: they are stored encrypted on FlexigoTech Cloud servers, in a separate entry for each account. An account never uses the credentials of another, nor those of another company in the same database.
- Before saving the secret, an administrator must accept that the Octopia credentials and calls to Octopia pass through FlexigoTech Cloud. Until then nothing is sent and Odoo shows an error. The consent records the company name, the email of the person accepting, and the date and version of the accepted text.
- On the account, **Check FlexigoTech Cloud** and **Delete my credentials from FlexigoTech Cloud** are only visible and usable by a system administrator. **Delete my credentials from FlexigoTech Cloud** does not appear while no credentials are stored.
- The connector defines three user groups: **Octopia User**, **Octopia Manager** and **Octopia Admin**. Buttons that act on Octopia, such as **Test Connection**, **Accept**, **Refuse** or **Reply**, are for the **Octopia Manager** group.
- Calls to your Octopia seller account go to FlexigoTech Cloud: your products, offers, prices and stock, your orders with your buyers' delivery details, shipments and tracking numbers, invoices, returns and your messages with buyers. These may include personal data of your customers or employees. FlexigoTech Cloud forwards them and keeps them only as long as needed to deliver them.
- Buyers' personal data is deleted at the latest 30 days after delivery. The copy that appears on a posted invoice is kept, because the law requires it to be retained.
- Before saving an account, Odoo checks that the same Octopia seller is not already connected and active on another account: if it is, it will not let you save and tells you which account and company.

Activity log

Each call to Octopia, each batch of the scheduled tasks and each import is recorded in a sync log. The connector itself writes it, not a user. If something fails, an activity is created for the account's responsible user.

The Octopia tracking identifier is stored in the log so you can give it to their support. A daily task, **Octopia: sync log cleanup (90 days)**, clears this log.

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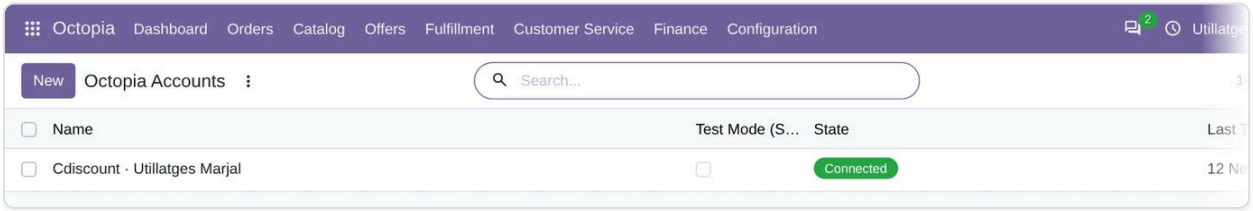
19 Several accounts and several companies

Each account is created in **Octopia › Configuration › Accounts** with its company and its own automation options. If you work with several companies in the same database, create one account per company. Each account uses its own credentials, stored separately on FlexigoTech Cloud.

The Standard plan supports up to 3 accounts per connector and the Pro plan up to 10.

The same Octopia seller cannot be active in two accounts at once: Odoo asks you to archive the other one first. If an older database already had that seller in two accounts, only the oldest of the synchronising accounts creates new orders; the others leave them to it.

Data from another company is not touched. An Octopia order that points to a sales order of another company is left as it is, and a sales order is only sent from an account in its own company. If you have not chosen an account, the configured one is used and, if there is none, the first active one, starting with the one for the current company.

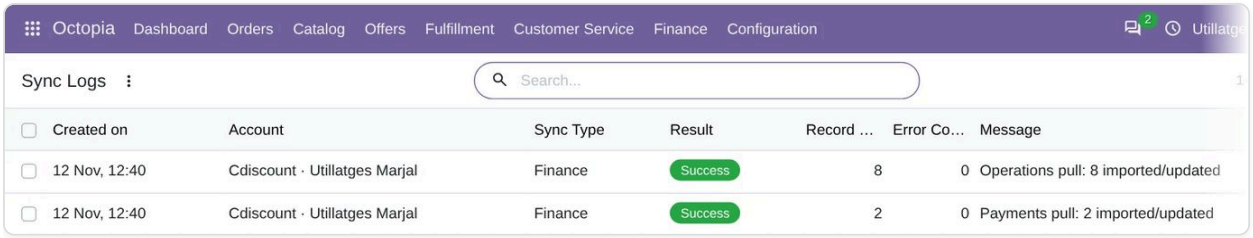


- **Real Odoo 20 screenshot.** List of Octopia accounts with one row per connection.

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20 If something fails

Each call to Octopia leaves its line in **Octopia › Configuration › Sync Log**: what was done, when, and the response. The **Dashboard** counts errors from the last 24 hours.



- **Real Odoo 20 screenshot.** Octopia › Configuration › Sync Log.

The connector does not call Octopia and the tasks do nothing	Without a test or a FlexigoTech Cloud subscription, or without the credentials stored there, the scheduled tasks stop without calling Octopia. Check the subscription and save the account's secret again.
Authentication fails	Check the account's Client ID and Client Secret, and that the seller has accepted that Client ID in the Octopia back office. On failure, Odoo creates an activity for the responsible user.

"Octopia has denied access (403)"	Either the seller has not accepted this Client ID, or the Seller ID is wrong, or the account has no access to that feature, for example Octopia Fulfillment. The rest of the connector keeps working.
Call quota exhausted	This is a rate limit, not a permissions problem. The account stays connected and the next scheduled run picks it up again. If it keeps happening, reduce the synchronisation frequency.
An order or an offer is not created	Before retrying, check the error message. Octopia details the reason in the notice, with a trace identifier.
You want to see what Octopia replied	Open **Octopia › Configuration › Sync Log**. It is cleared automatically each day and keeps the last 90 days.

If FlexigoTech Cloud does not have the account's credentials stored, or the stored permission indicates the service is unavailable, that account's scheduled tasks are paused and do not call Octopia. Only the pause code is reported to FlexigoTech Cloud.

Other notices you may see

"Before saving the secret, an administrator has to accept that the Octopia credentials and the calls to Octopia go through FlexigoTech Cloud. Nothing was sent."	An administrator must accept the consent on the account. Then save the secret.
"Enter the Client ID and the Seller ID before the secret. Nothing was sent."	Fill in those two fields and save the secret again.
"The Octopia Seller ID must be numeric (e.g. 98979)."	Enter digits only in the Seller ID.
"Account '%s' has no default sales channel configured. Run 'Test Connection' to discover the subscribed channels, then pick one (or enable Test Mode to target the SELLZZ sandbox channel)."	Test the connection and choose a default sales channel on the account.
"Octopia did not answer (%s), so this request may or may not have been applied. Check it in Octopia before sending it again."	Do not resend it without first checking in Octopia whether it was applied. This is a warning about a request whose outcome is unknown.
"Octopia could not be reached (%s). Check the server's internet access and try again."	Check the server's outbound internet access and retry.
"Octopia hourly quota exceeded for ... ... and still throttled after ... waits. Lower the sync frequency for account '...'. [traceId: ...]"	Lower the sync frequency for that account.

"Test the connection first: orders are read with a working connection."	Press Test connection on the account until it shows as connected, then repeat the action.
"Reply body must be between %s and %s characters (currently %s)."	Adjust the length: a reply accepts between 13 and 1500 characters.

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21 Other ways to do it

OPTION	WHAT IT INVOLVES
Manually from the Octopia dashboard	You work in the Octopia dashboard and in Odoo separately. Every order, offer or customer reply is copied from one place to the other.
Odoo only	Odoo 20, in Community and Enterprise, does not ship any module with "octopia" in its name or any manifest naming it. Without a connector, Odoo does not talk to Octopia.
This connector	Brings Octopia orders, offers, products and customer conversations into Odoo. It runs on the FlexigoTech Cloud subscription, which starts with a 14-day trial and no card required.

If you already sell on Octopia with another tool, the connector does not force you to start from scratch. In **Backfill Orders** you choose **Date From** and **Date To** (they come pre-filled with the last 90 days) and the connector imports the orders created in that period, without moving the point from which it reads new orders.

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22 Plans and pricing

€9

License per Odoo version.

+ FlexigoTech Cloud

STANDARD

€49/month

or €490 a year

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

PRO

€98/month

or €980 a year

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

14-day trial, no card · Prices exclude VAT

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

23 Frequently asked questions

Does it work without a FlexigoTech Cloud subscription?

No. Without the trial or the subscription, the connector does not talk to Octopia. The Octopia credentials and the calls go through FlexigoTech Cloud.

How long is the trial and is a card needed?

The trial lasts 14 days and requires no card.

How much does it cost?

The module license costs €9 per Odoo version. The FlexigoTech Cloud subscription, VAT not included, is €49 a month or €490 a year on the Standard plan, and €98 a month or €980 a year on the Pro plan.

Does it work on Odoo Online?

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

Does it need Odoo Enterprise?

No. It uses Odoo Community's Sales, Invoicing and Inventory, so it works on both Community and Enterprise.

Which Odoo versions does it work with?

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

How many Octopia accounts can I connect?

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

Can I connect the same Octopia seller twice?

Not in two active accounts at the same time. If it is already in another active account, Odoo will not let you save the new one and asks you to archive the other first.

Can I work with several companies in the same database?

Yes. You create one account per company, and each uses its own credentials, stored separately in FlexigoTech Cloud.

What do I need in Octopia before starting?

A seller account with its Client ID, Client Secret and Seller ID, which is a number. The seller must also accept that Client ID in their Octopia back office.

Does the connector create my credentials or grant me permissions on Octopia?

No. Credentials, acceptance of the Client ID and additional permissions are managed in Octopia with your seller account.

Where are my Octopia credentials stored?

Encrypted on the FlexigoTech Cloud servers, not in your Odoo. Each account has its own entry and never uses another's.

Is any consent required?

Yes. An administrator must accept that the credentials and the calls to Octopia pass through FlexigoTech Cloud before saving the secret. Until then nothing is sent.

How often do orders arrive?

The order task runs every 10 minutes.

How often are price and stock changes sent?

Every 15 minutes, on accounts where it is enabled.

How often do customer conversations arrive?

Every 15 minutes the conversations waiting for your reply are downloaded.

And transactions, settlements, commission invoices and DAC7 reports?

They are downloaded once a day.

And Fulfillment data?

Stock, inbound and outbound shipments and returns are downloaded every hour.

How often are parcel status, cancellations and commercial gestures checked?

Every 5 minutes.

Does Octopia notify Odoo when there are changes?

No. Octopia has no automatic notifications, and the connector checks for changes with scheduled tasks.

Can I bring in the orders I had before installing it?

Yes. In **Backfill Orders** you choose the creation dates (they come pre-filled with the last 90 days) and the order task imports them in batches, without moving the point from which it reads new orders.

Can I test without really selling?

Yes, with SELLZZ, the test sales channel that Octopia has inside its production API (there is no separate test server). With **Test Mode (SELLZZ)** switched on, the account publishes offers and products to that channel. And every automation starts switched off until you enable it.

Can I reply to customers from Odoo?

Yes. You reply from the conversation with **Reply** and open new ones about an order with **Open Discussion**.

Can I delete or archive products on Octopia?

No, Octopia does not allow it. To stop selling a product you withdraw its offer.

Are there standalone refunds?

No. Refunds come from cancellations and accepted commercial gestures.

Do returns of orders I ship myself arrive as returns?

No. Those returns arrive as conversations.

Can I use Octopia Fulfillment?

Yes. The connector brings in FFM stock, inbound and outbound shipments, parcel tracking and returns, and lets you reference products and send stock to the Octopia warehouse.

Does the connector declare shipments to Octopia?

Yes. When an outgoing delivery is validated, a parcel is declared if the account has automatic shipping enabled. For shipments with several parcels you declare them yourself with **Declare to Octopia**.

Does it upload my invoices to Octopia?

Yes. **Push to Octopia** uploads the PDF of a posted customer invoice, and it happens automatically when posting if the account has automatic sending enabled.

Does it post settlements and commissions for me?

The connector downloads settlements and commission invoices and can create the vendor bill with **Create Vendor Bill**. Reconciling them with your bank is up to you.

Can I change the frequency of the scheduled tasks?

Yes, in **Settings › Technical › Automation › Scheduled Actions**, with developer mode enabled.

How many scheduled tasks are there and are they active?

It ships 8 scheduled tasks and all 8 are active on installation.

Can I delete an account that already has orders?

No. An account with orders must be archived. While archived, it makes no calls to Octopia.

What happens if I delete my FlexigoTech Cloud credentials?

Synchronisations stop. **Delete my credentials from FlexigoTech Cloud** removes them from the cloud.

Has it been tested against the real Octopia?

Yes, the tests were run against Octopia's real API, with more than 300 passing Odoo tests from Odoo 17 to 20.

24 Glossary

Octopia	Online sales platform with several marketplaces, to which the connector links your Odoo.
Account	Each connection to Octopia in Odoo, which is set up in **Octopia › Configuration › Accounts**.
Client ID and Client Secret	The Octopia API credentials. The seller must have accepted that Client ID in their Octopia back office.
Seller ID	The number that identifies the seller on Octopia, for example 98979.
FlexigoTech Cloud	The subscription through which all calls to Octopia pass. It stores your credentials encrypted and alerts when they fail.

Scheduled task	An automatic Odoo process that downloads or sends data at set intervals, such as **Octopia: pull orders**.
Sales channel	The Octopia marketplace where an offer is sold or an order originates.
Reference data	Copies of categories, brands, carriers and Octopia typologies, refreshed every 7 days.
GTIN	The product's code in Octopia's shared catalogue. Leading zeros count.
Integration package	A batch in which products are sent to Octopia. It stays in **Awaiting Reports** until all its lines have a report.
Offer	Price, condition, taxes and delivery methods for a product on a sales channel.
Publication package	A batch in which offers are sent to Octopia.
Buy-Box	The offer Octopia highlights for a product. **Buy-Box Snapshot** keeps a copy of the competitors' offers.
Octopia order	An order that arrives from the platform and appears in **Octopia › Orders › Orders**. Each one links to an Odoo sales order.
SLA	The deadline for shipping an order, which feeds the delayed-shipment alerts on the dashboard.
Shipment declaration	A notice to Octopia of the carrier and parcels for a delivery.
Goodwill gesture	A courtesy refund on an order. Octopia has no separate refund: it comes from a cancellation or a gesture.
Conversation	A thread with a customer or a claim, linked to an order or an offer.
Settlement	A payment Octopia makes to you for a period. It is identified by payment date, channel and total amount.
Commission invoice	Octopia's invoice for its commissions. It can be downloaded and recorded as a vendor bill.
DAC7	European regulation reports that Octopia makes available to you in **DAC7 Reports**.
Fulfillment (FFM)	A service in which Octopia stores and ships your stock. It has its own inbound shipments, outbound shipments and returns.

25 Checklist and contact

- [ ] You have a seller account on Octopia, with a Client ID, Client Secret and Seller ID.
- [ ] The seller has accepted that Client ID in their Octopia back office.
- [ ] Your Odoo is version 17, 18, 19 or 20, on Odoo.sh or on your own server (Community or Enterprise).
- [ ] The module is installed and you can see the **Octopia** app.
- [ ] You have the 14-day FlexigoTech Cloud trial or the subscription active.
- [ ] You have created the account in **Octopia › Configuration › Accounts** and saved the secret after accepting the consent.
- [ ] The account is in **Connected** state after you press **Test Connection**.
- [ ] You have reviewed the automation options on the account: accept, confirm, deliver, invoice and notify Octopia.
- [ ] You have run **Pull Orders** from the **Synchronize Now** tab and the orders appear in the **Orders** list.
- [ ] The first order has its sales order linked and its **State** updates on each pull.

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

Email

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

On the web

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

On Odoo Apps

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

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