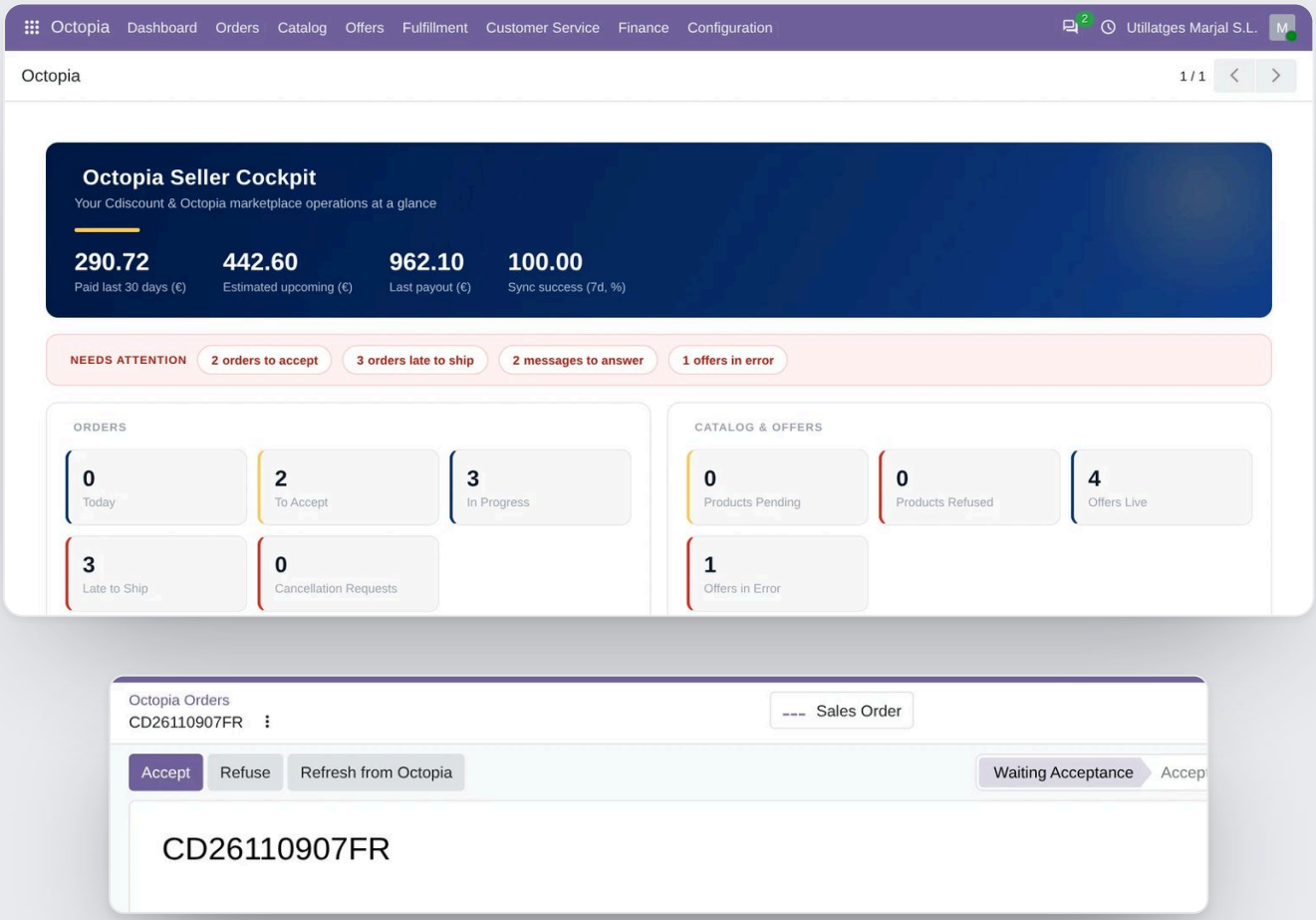
USER MANUAL · MARKETPLACES

Cdiscount (Octopia) 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 20.0.1.4.10 | Odoo 20 screenshots | Edition of 14-11-2026



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 section starts. Menu and button names are those of Odoo in English.

1	Where it lives inside Odoo	3
2	Before you start	4
3	Installation	4
4	Activate FlexigoTech Cloud: the 14-day trial	5
5	Connect your account	7
6	The account options	10
7	Catalogue and product packages	12
8	Offers and promotions	13
9	Marketplace orders	15
10	Shipments and cancellations	17
11	Fulfillment (FFM)	19
12	Customer service	20
13	Finance	22
14	What happens automatically	23
15	If something fails	23
16	Support	24

This manual describes version 20.0.1.4.10 of the module (Odoo branch 20.0, commit f3befee3b). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

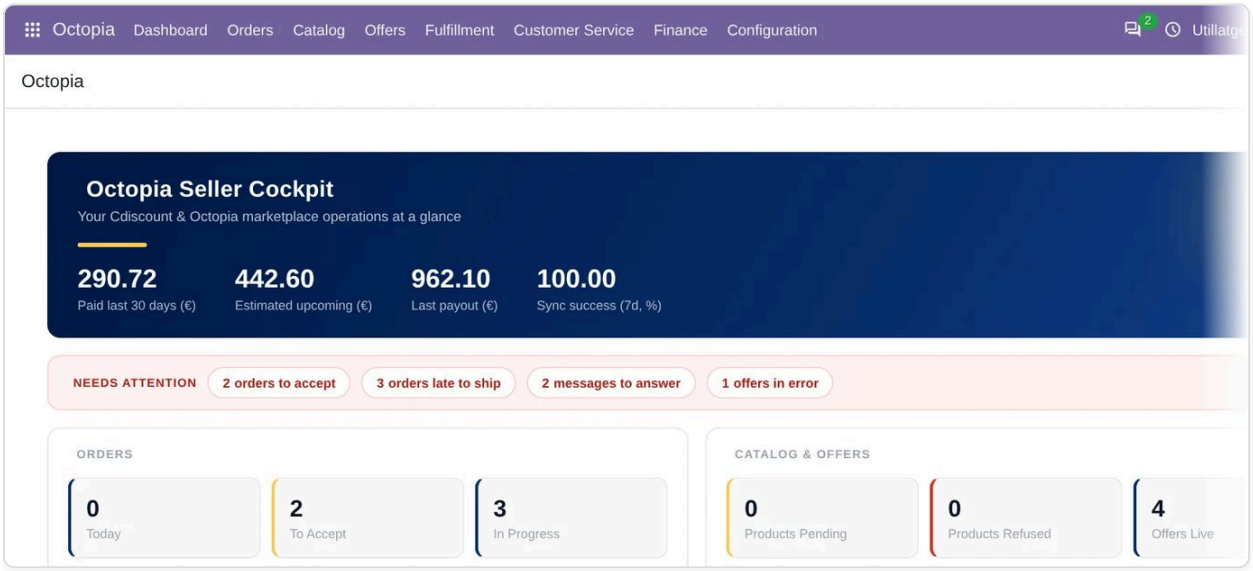
The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to Octopia. In Odoo 17, 18 and 19 the module has its own version: if something on your screen does not match, write to us.

1 Where it lives inside Odoo

The connector adds its own app, Octopia, and puts its buttons on Odoo screens you already use.

Octopia the connector app

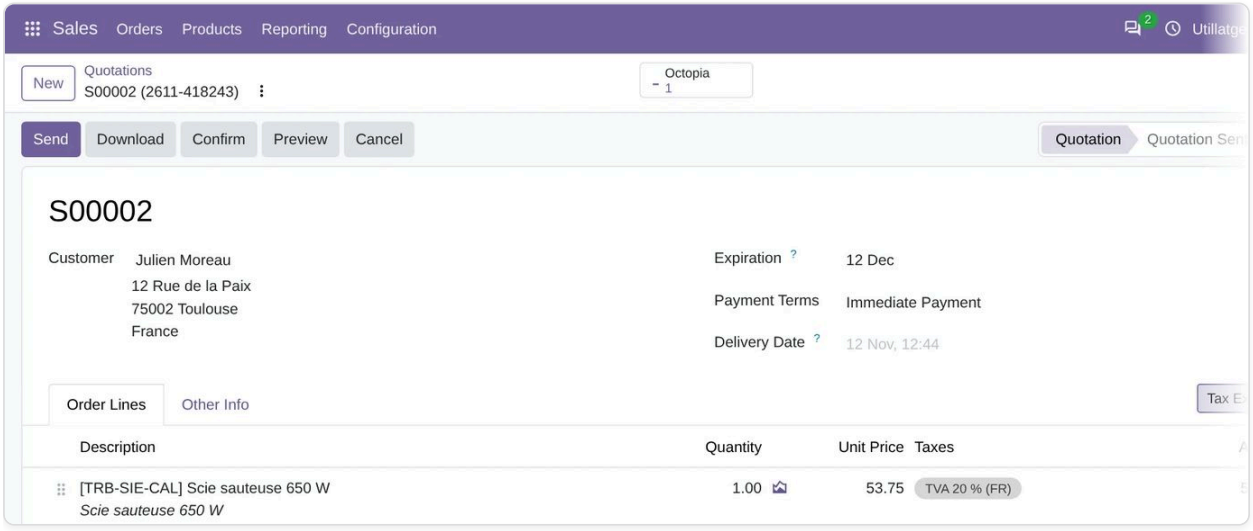
- **Dashboard**: what needs attention today (orders to accept, messages to reply to, errors).
- **Orders**, **Catalog**, **Offers**, **Fulfillment**, **Customer Service** and **Finance**: one menu for each part of your shop.
- **Configuration**: accounts, sales channels, referentials and the synchronisation 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 the Octopia 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's commission invoices become vendor bills with **Create Vendor Bill**.

USER MANUAL · OCTOPIA

2 Before you start

This is what you need to have to hand before installing the connector, and what it does not do for you on Octopia.

- A seller account on Octopia and its API credentials: the Client ID, the Client Secret and the Seller ID, which is a number, for example 98979.
- The link on 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 on Octopia for you, nor does it accept the Client ID link in your back office for you. It also does not grant any additional permission: that is done on Octopia, with your seller account.

USER MANUAL · OCTOPIA

3 Installation

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

How to get it

From its Odoo Apps page (**https://apps.odoo.com/apps/modules/20.0/flexigobe_octopia_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 `flexigobe_octopia_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), search for "Octopia" and click **Activate**.

On your own server

1. **Copy the folders**
   Leave `flexigobe_octopia_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**, search for "Octopia" and click **Activate**.

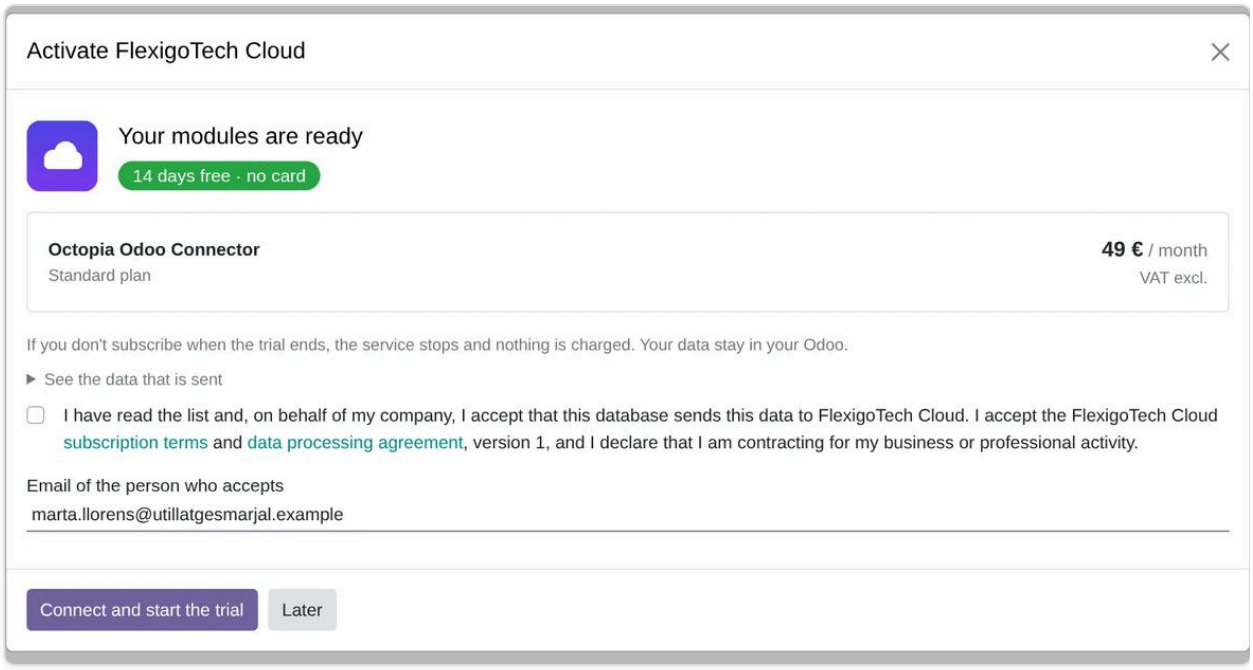
> When installing it, Odoo also installs the apps the module depends on: Sales, Invoicing and Inventory. If you already use them, nothing you have changes.

USER MANUAL · OCTOPIA

4 Activate FlexigoTech Cloud: the 14-day trial

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

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



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

2 **Accept and enter your email**

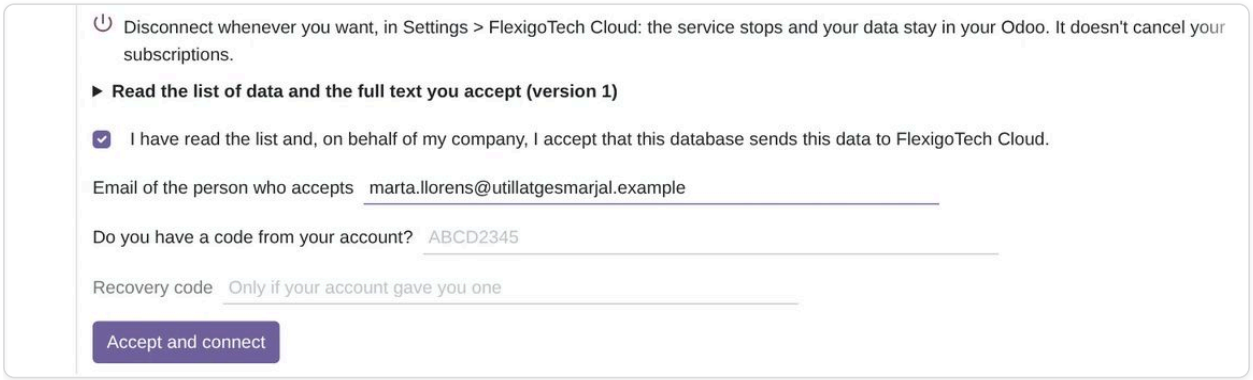
Tick "I have read the list and, on behalf of my company..." (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

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

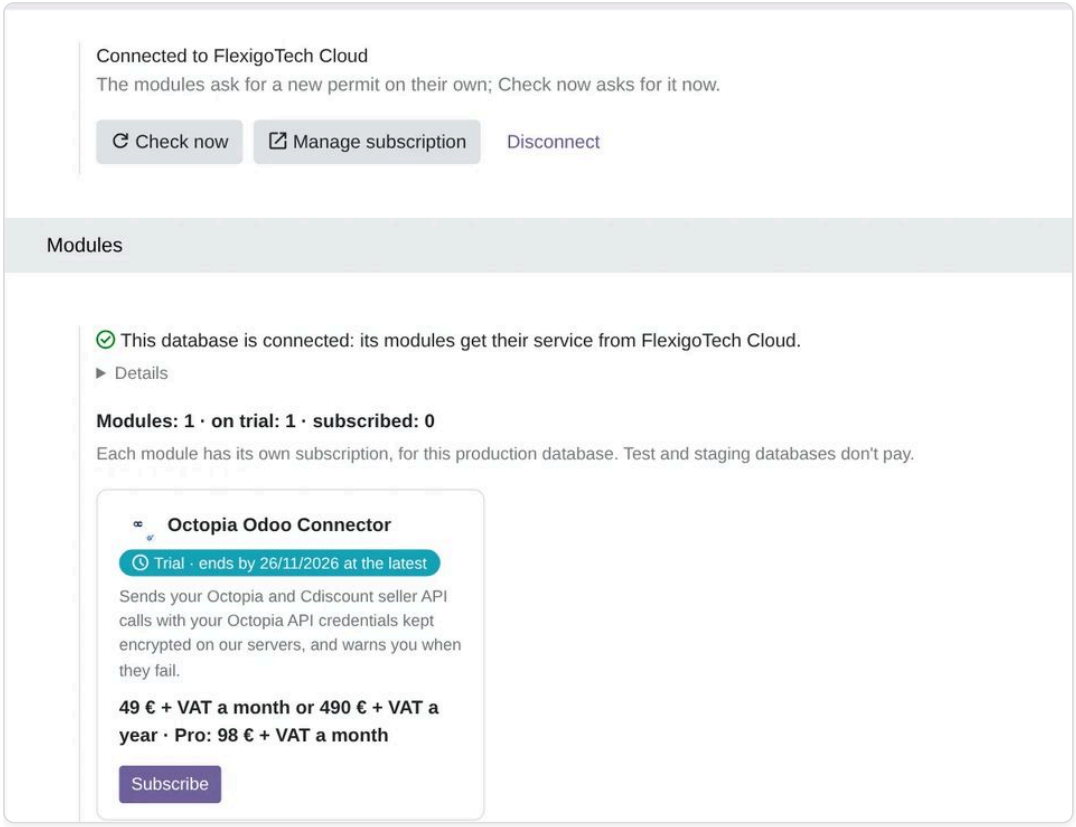
The same, from Settings

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



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

With the database connected, the **Modules** block shows each module with its state: **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 business day, up to 3 accounts
Pro	€98 per month or €980 per year	Response within 4 business 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** requests permission immediately (otherwise the module renews it automatically every 6 hours).

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

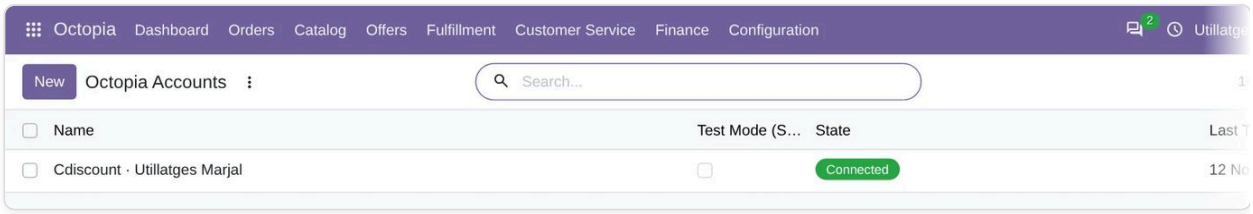
USER MANUAL · OCTOPIA

5 Connect your account

Each connection to Octopia is an account, and it is created in **Octopia › Configuration › Accounts**.

1. **Open the accounts menu**

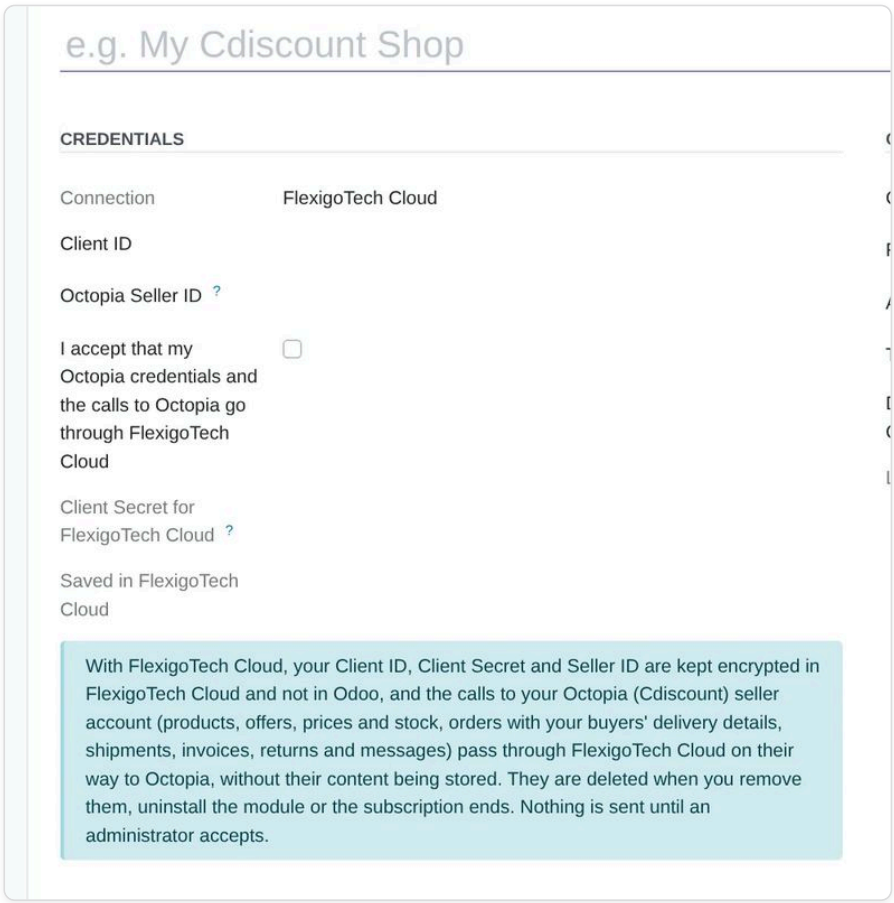
   Go to **Octopia › Configuration › Accounts**. The **Octopia Accounts** list opens.



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

2 Click New

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



- **Real Odoo 20 screenshot.** The credentials and consent of 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

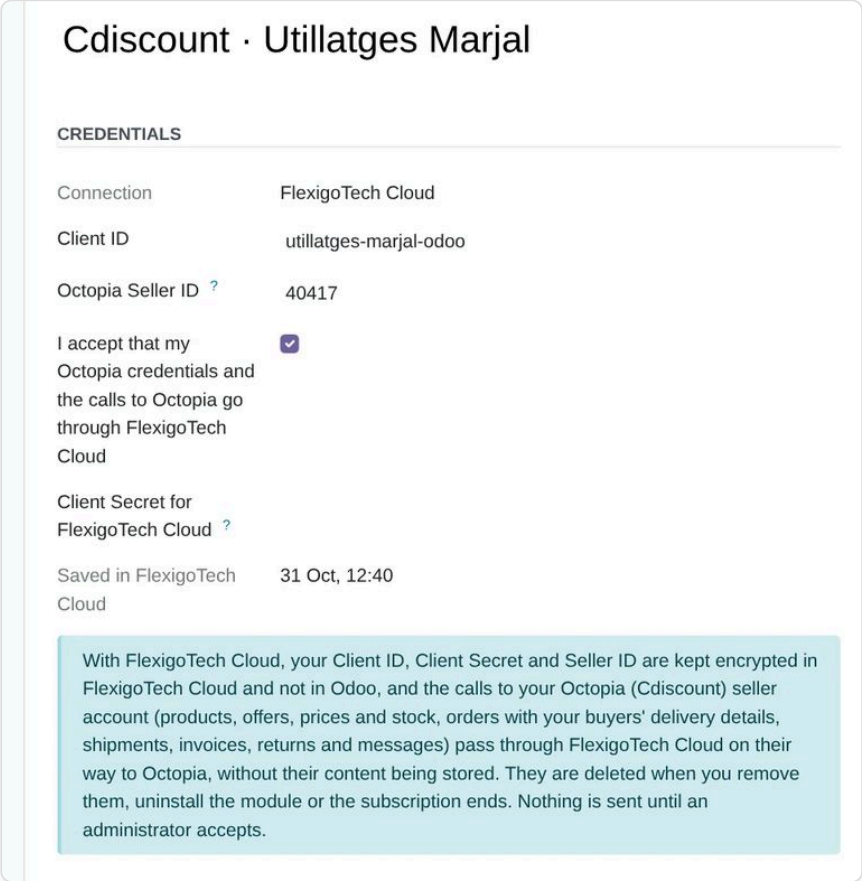
In the **Credentials** group enter the **Client ID** and the **Octopia Seller ID**, which must be numeric. If it is not, Odoo warns "The Octopia Seller ID must be numeric (e.g. 98979)."

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 responsible person receives an activity.



- **Real Odoo 20 screenshot.** The account in **Connected** state.

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 tells 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 enter the secret. The seller must also have previously accepted your Client ID 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 will not let you save the new one and asks you to archive the other one first.

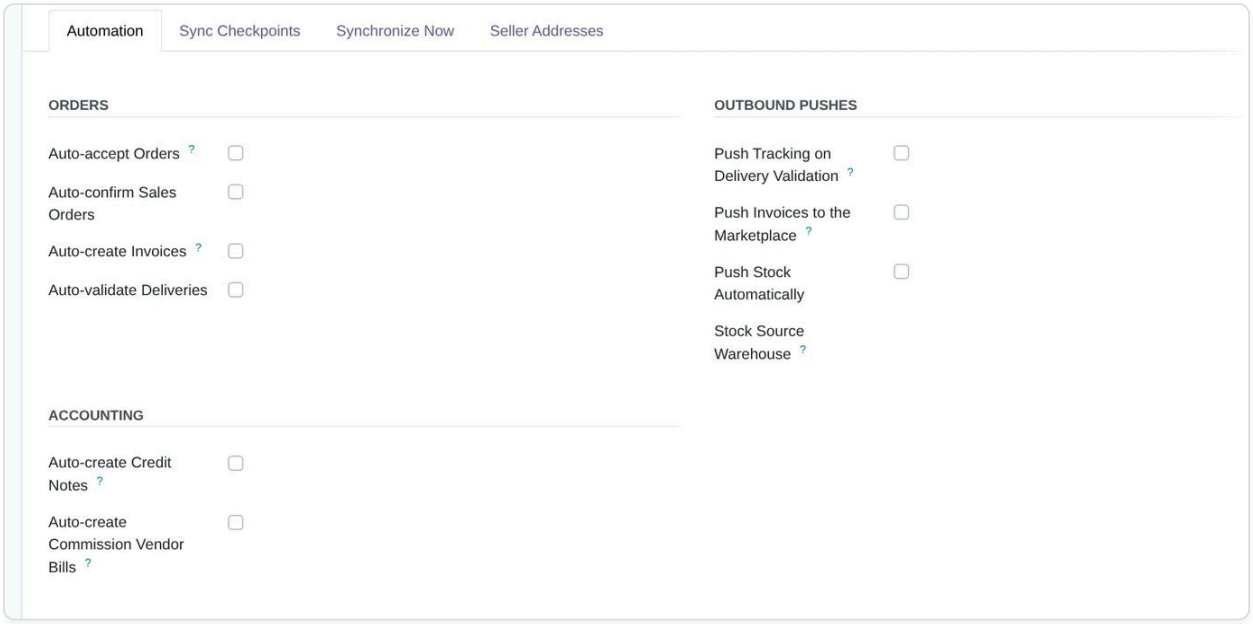
To check what FlexigoTech Cloud stores, once the account is connected, use **Check FlexigoTech Cloud**. **Delete my credentials from FlexigoTech Cloud** removes them from the cloud and the downloads stop. While the **Active** box is unticked, the account makes no calls to Octopia.

After connecting, the data arrives by itself through the scheduled tasks: orders are downloaded every 10 minutes, price and stock changes are sent every 15 minutes, conversations are downloaded every 15 minutes, finance every day, fulfillment every hour and referentials every 7 days. You can also run them by hand from the account's **Synchronize Now** tab, 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.

USER MANUAL · OCTOPIA

6 The account options

Each connection to Octopia is an account, and the business options are chosen in its form, in **Octopia › Configuration › Accounts**.



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

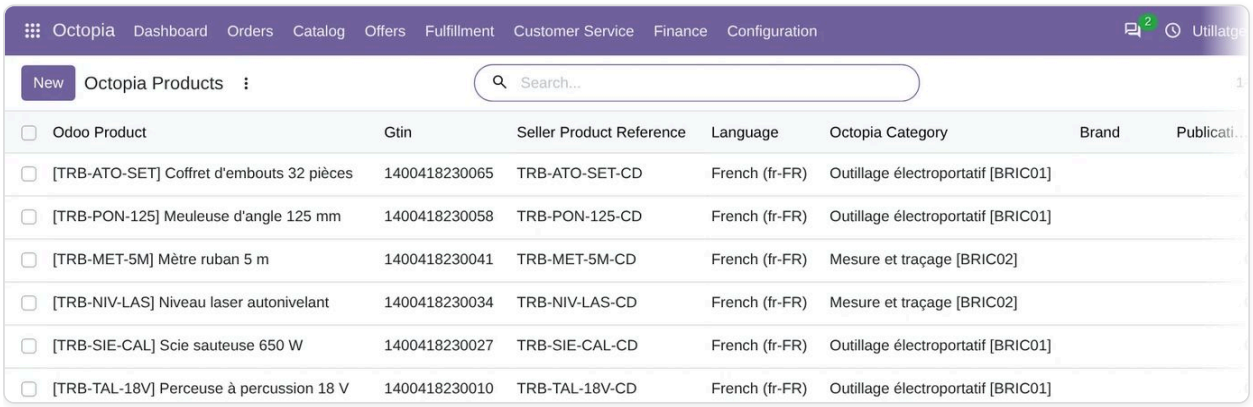
OPTION	WHEN CREATED	WHAT IT DOES
Active	On	While it is unticked, Odoo makes no calls to Octopia for this account.
Company	The company you are in	Odoo company the account belongs to.
Responsible	The user who creates the account	Receives an activity every time a sync error occurs.
API Language	**French (fr-FR)**	Language used when talking to Octopia. It also sets the language for product submissions: 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.

OPTION	WHEN CREATED	WHAT IT DOES
Stock Source Warehouse	Empty	Warehouse whose available quantity is sent to Octopia. If empty, the total for the whole company is sent.
Auto-accept Orders	Off	Accepts orders that arrive awaiting acceptance. Can be changed 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 having to do 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 that is imported.

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

7 Catalogue and product packages

Here you link your Odoo products to Octopia categories, brands and attributes, and send them to the marketplace in integration packages.



Real Odoo 20 screenshot. List of Octopia products, with their filters.

To start from your Odoo products, select them in the product list and choose **Map to Octopia** from the **Actions** menu. This 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 shown under **Products** and packages under **Integration Packages**. Categories and brands are viewed under **Categories** and **Brands**. These lists are a copy that the task **Octopia: refresh referentials (categories, brands, carriers, typologies)** updates every 7 days.

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

Push to Octopia and Submit Selected	Sends 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 doesn't have one yet.
Reference for FFM	Prepares the FFM referencing of the chosen products in draft.
Submissions	Opens the packages in which the product has been submitted.
Poll Reports	On a package, requests pending reports from Octopia. 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 brand**
   On the product, fill in **Octopia Category** and **Brand**.

2. **Complete the content**

Fill in the **Content** tab and the **Attributes** tab.

3 **Submit**

Click **Push to Octopia**. The product moves to **Submitted (awaiting report)**.

4 **Check the result**

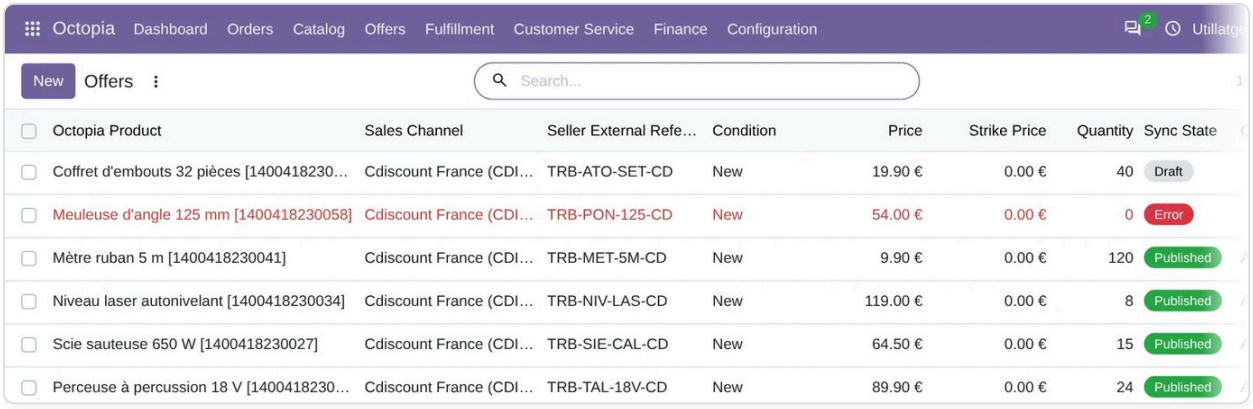
Look at the **Last Report** tab once the package has been reported.

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

USER MANUAL · OCTOPIA

8 Offers and promotions

Here you publish offers on each Octopia sales channel and keep their prices, stock and promotions up to date through publication packages.



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

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

Where the data comes from

- You create the offer under **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 for accounts that have enabled it.
- The scheduled task **Octopia: poll async jobs (packages, cancellations, gestures)** runs every 5 minutes and checks how the submitted packages are doing.

Record buttons

Publish (Upsert)	Sends the offer to Octopia within a package. With several offers selected, 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 competing offers, under **Competing Offers (Buy-Box)**.
Poll Status	On a package, asks Octopia how it is doing. It stops being shown once the package has finished, either integrated or refused. On a promotion, it is shown while it is in **Submitted**.
Push to Octopia	On a promotion, sends it. Only shown while it is in **Draft**.

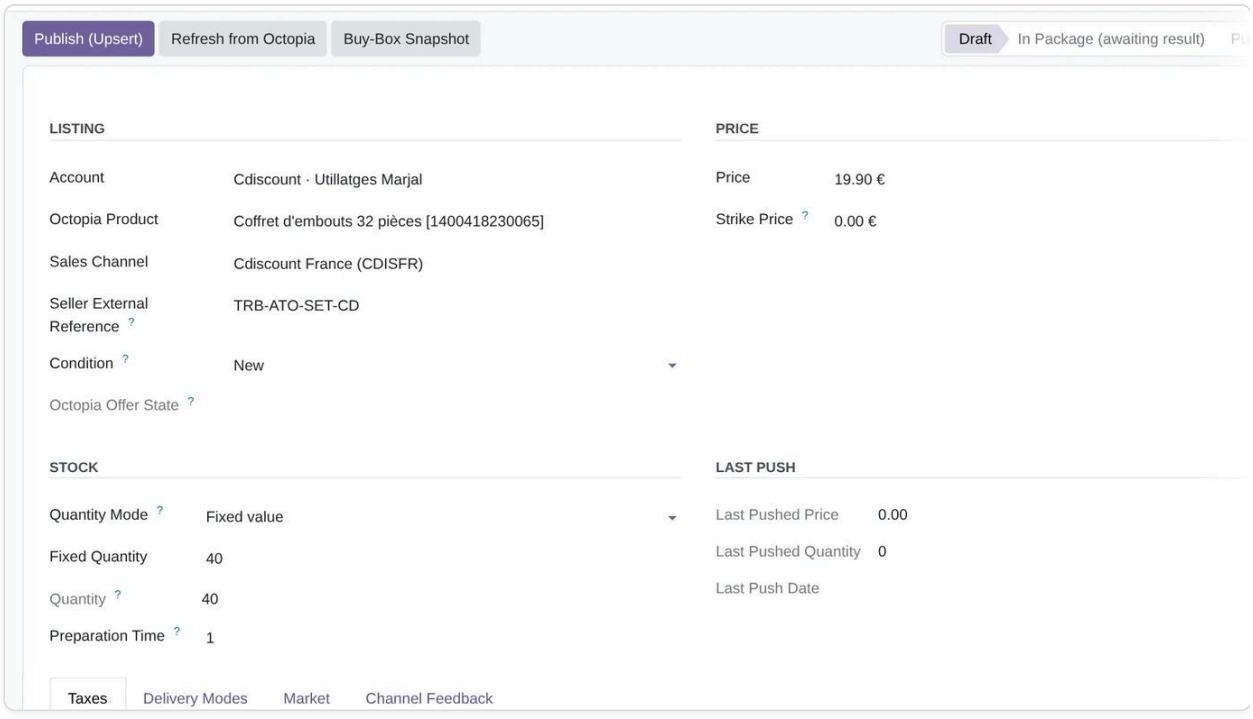
States

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, under **Last Result Message**.

Publishing an offer

1 Open the offer

Under **Offers**, choose the product, the channel, the price, the taxes and the delivery methods.



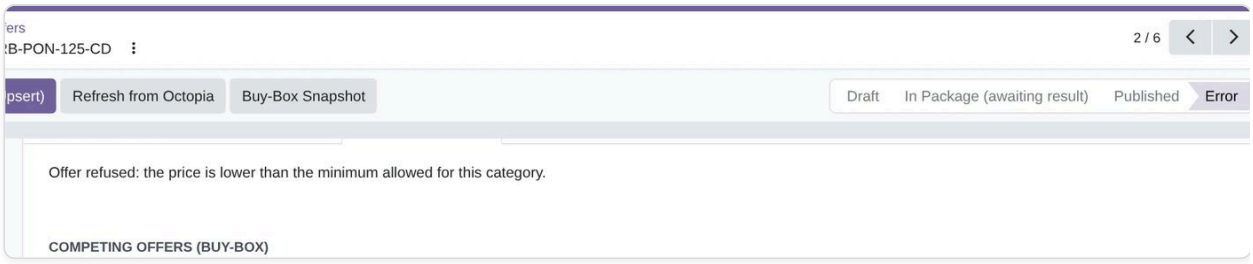
- **Real Odoo 20 screenshot.** Offer form.

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.



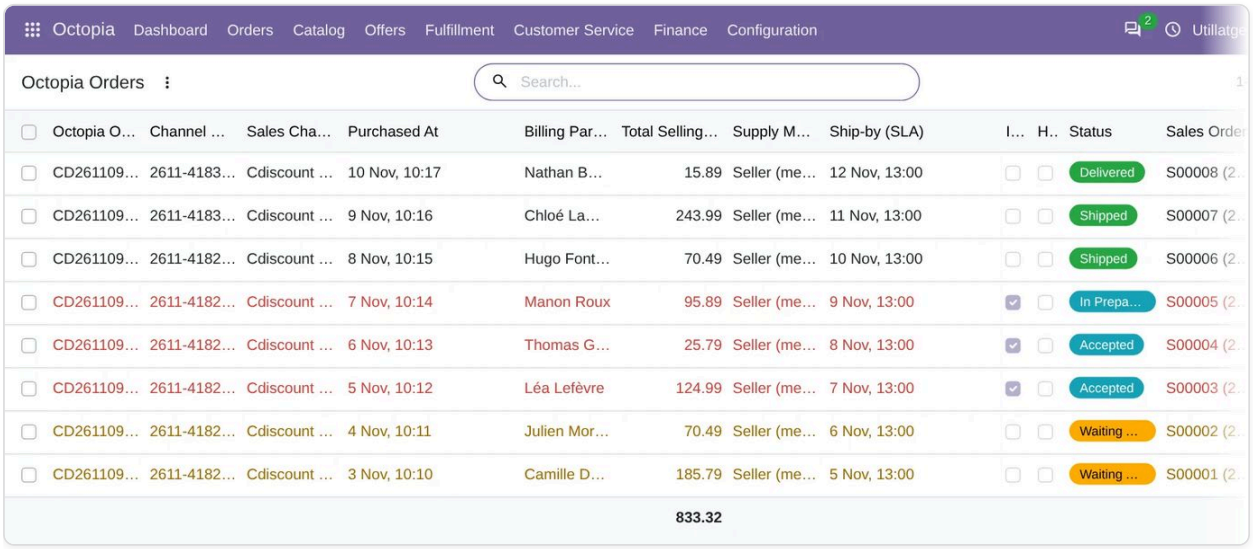
- **Real Odoo 20 screenshot.** An offer in **Error**, with Octopia's reason.

> The condition of an offer cannot be changed once it has been created in Octopia: you have to delete it and create it again. A package does not accept repeated external references, and promotions are sent from one account at a time.

USER MANUAL · OCTOPIA

9 Marketplace orders

The connector pulls orders from Octopia, turns them into Odoo sale orders with their customer, and lets you backfill older orders from a date window.



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

Where orders come from

The scheduled action **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 press **Backfill**. By default the window runs from 90 days ago to now. Odoo does not import them at that moment: it passes the window to the order job, which imports them in batches until it finishes.

Order buttons

Accept	Sends your decision to accept the order to Octopia. It is hidden unless the order is waiting for 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 again from Octopia and refreshes its data.
Sale Order	Opens the Odoo sale order created for this order. It only appears when one exists.
Retrieve Uploaded Invoices	Brings back to an attachment what was uploaded as an invoice to the marketplace. It only appears when the **Invoice Pushed** checkbox is ticked.
Accept Selected and **Refuse Selected**	Apply the same decision to the orders ticked in the list.

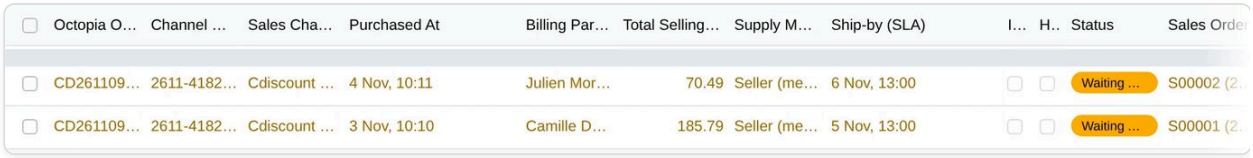
States

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 waiting for acceptance.

2. ### Accept or refuse

   Tick the orders and press **Accept Selected** or **Refuse Selected**, or open one and use **Accept** or **Refuse**.

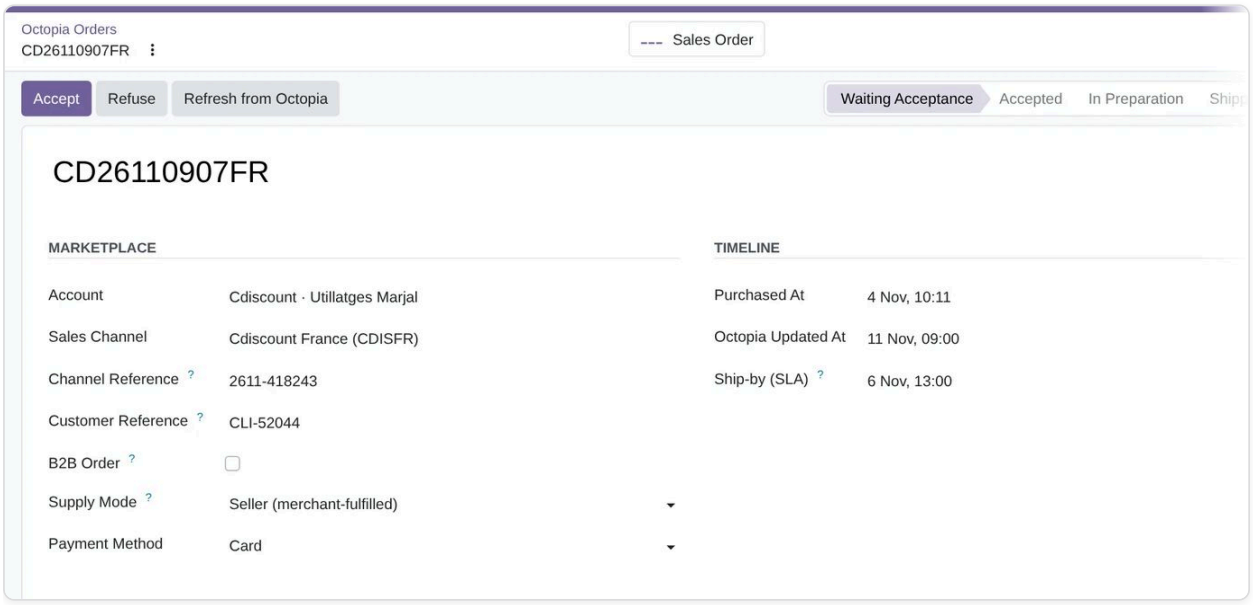
3. ### Check the sale order

   When the order has a sale order, press **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; the connector remembers it. Orders are not created or edited by hand in Octopia from here: the data comes from the platform.

10 Shipments and cancellations

Here you declare shipments of your orders to Octopia, request full or partial cancellations, and grant goodwill refunds.



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

Where each piece of data comes from

- Shipments are declared automatically when you validate an outgoing delivery, if the account has automatic tracking sending enabled. One parcel per delivery.
- Shipments with several parcels are declared by you, with the **Declare to Octopia** button on the delivery.
- Cancellations and goodwill gestures are created by you. The status of each one is updated by the task **Octopia: poll async jobs (packages, cancellations, gestures)**, every 5 minutes, or with the **Poll Status** button.

Buttons

Declare to Octopia (delivery)	Opens the wizard to declare the parcels. It only appears on outgoing deliveries.
Retry (shipment declaration)	Declares a shipment again. It only appears if the state is **Error**.
Fetch Eligible Reasons	Updates the valid cancellation reasons for the channel and the order's status. It only appears in draft.
Push to Octopia	Sends the cancellation or goodwill gesture. It only appears in draft.
Check Remaining Budget	Asks Octopia how much goodwill remains on the order. It 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 goodwill gesture, while it is in progress.

States of a shipment declaration

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

- **Error**

Cancelling 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.

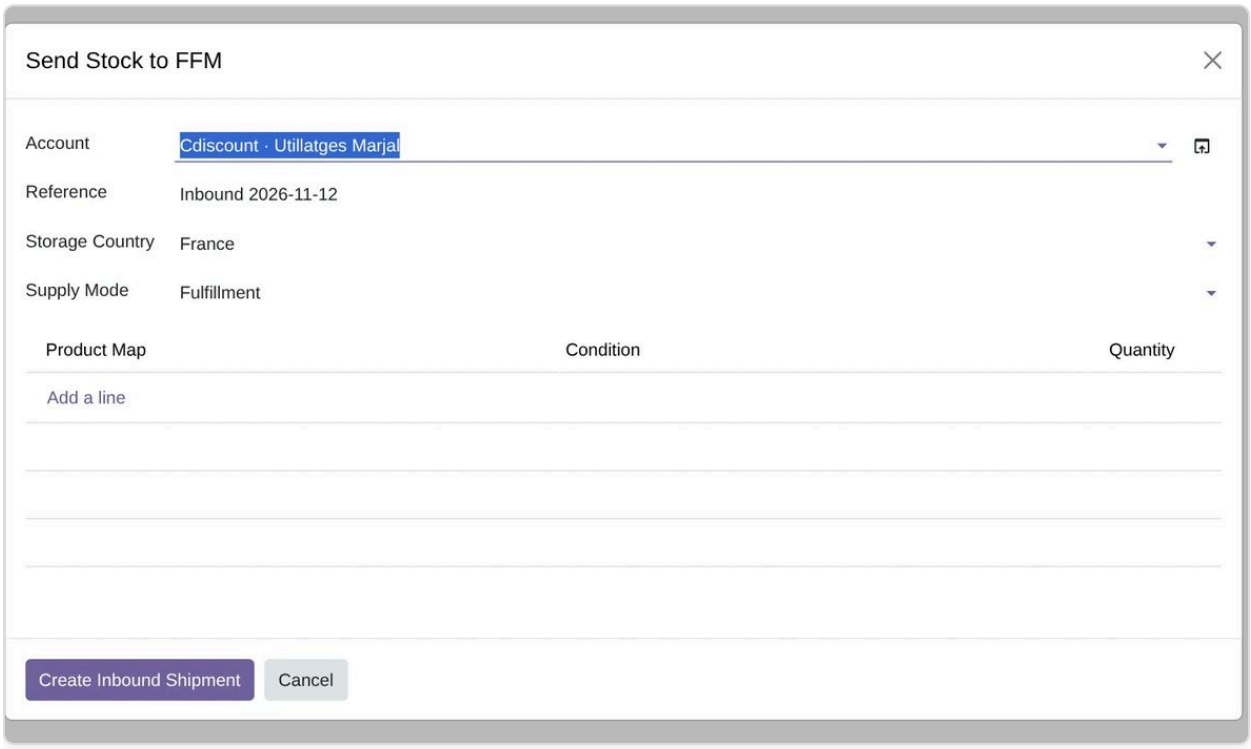
3. **Press Push to Octopia**
   The request stays pending until Octopia responds.

4. **Press Poll Status if you want to see it sooner**
   Otherwise, the every-5-minute task updates it.

> A Fulfillment order is not declared by hand: Octopia would reject the declaration. Each parcel needs its number and a carrier. A partial cancellation needs at least one line. A goodwill gesture is only accepted on shipped or delivered orders, with an amount greater than zero and without exceeding the remaining budget.

11 Fulfillment (FFM)

In **Octopia › Fulfillment** you reference products for the Octopia warehouse, send stock, and track stock, outbound shipments, parcels and returns.



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

Where each piece of data comes from

The scheduled action **Octopia: pull fulfillment (FFM stock, inbound, outbound, returns)** fetches 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 with the warehouse's outbound shipments.

Buttons on each record

Push to Octopia (in **FFM Referencing**)	Sends the product reference to Octopia. It only appears while the state 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. It does not appear if the state is **Sent**, **Delivered** or **Cancelled**, nor if a cancellation is already in progress.
Push to Octopia (in **Returns**)	Creates the return in Octopia. It is hidden when the return already has a **Return ID**.
Download Label (in **Returns**)	Downloads the return label. It only appears when the return already 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 state given by Octopia.

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 the **Supply Mode**.

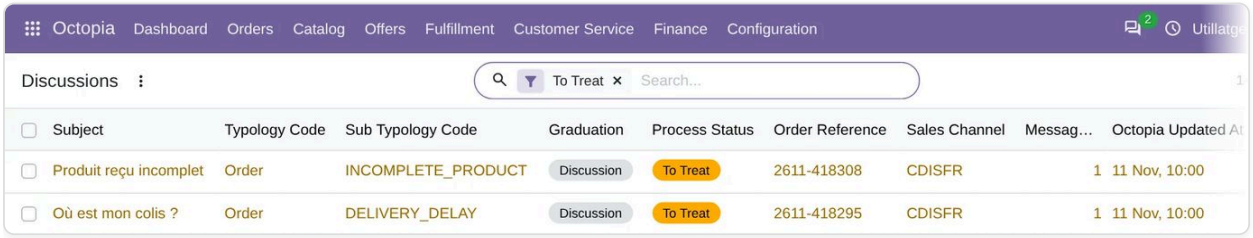
3. **Add items and create the shipment**
   Add at least one item under **Items** and press **Create Inbound Shipment**.

> Without dimensions and weight a product cannot be referenced, without items no inbound shipment can be created, and a return needs at least one line. To cancel an outbound shipment, fill in the cancellation reason first.

USER MANUAL · OCTOPIA

12 Customer service

Here you work the Octopia customer threads and claims without leaving Odoo, and check your quality indicators as a seller.



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

Where the data comes from

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

Conversation buttons

Reply	Opens the wizard to answer the customer or the channel operator.
Refresh Thread	Reads the full thread from Octopia again.
Close	Closes the conversation. It is not shown if it is already closed.
Reopen	Reopens it. It only appears if it is closed.

Mark Read	Marks the message as read. It is not shown if it is already read.
Attachments	Downloads the message's attachments. It is not shown 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 those conversations make up your work queue. The **Is Open** checkbox shows whether the conversation is still open. To find them, use the **To Treat**, **Claims** and **Open** filters.

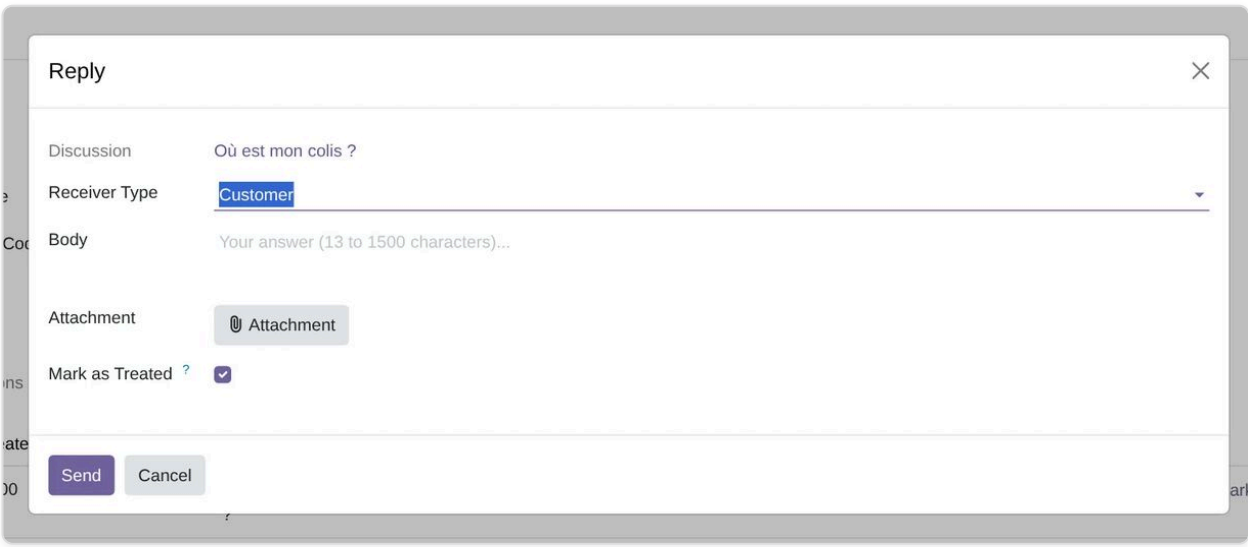
Replying to a customer

1. **Open the conversation**

   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**

   Under **Receiver Type** choose **Customer** or **Channel Operator**. You can add an **Attachment**.

4. **Click Send**

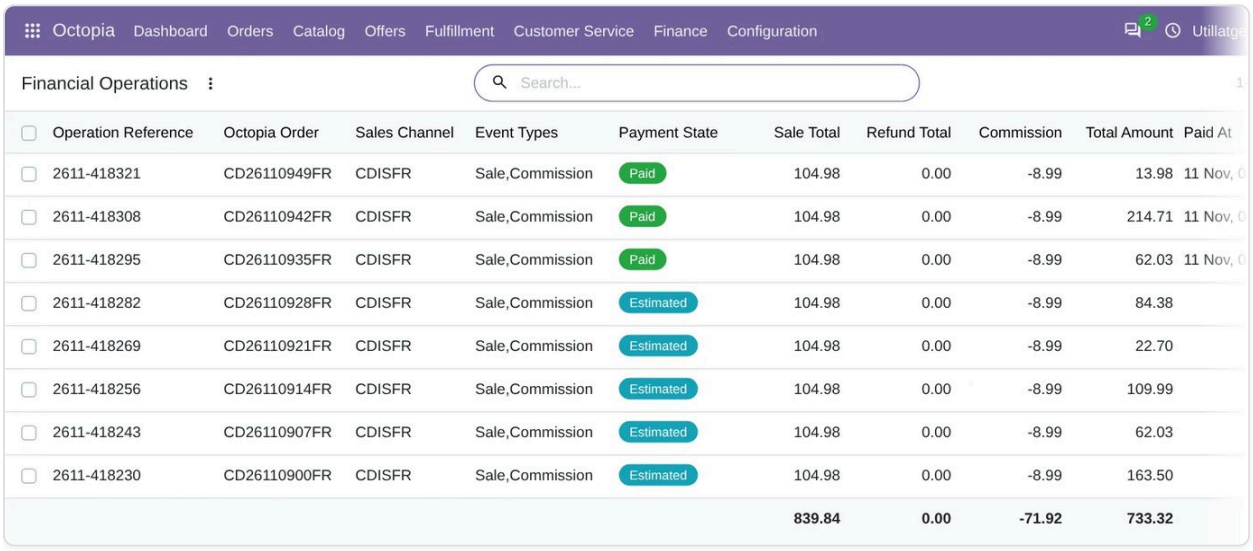
   If **Mark as Treated** is ticked, which it is by default, the to-treat flag is cleared in Odoo.

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

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

13 Finance

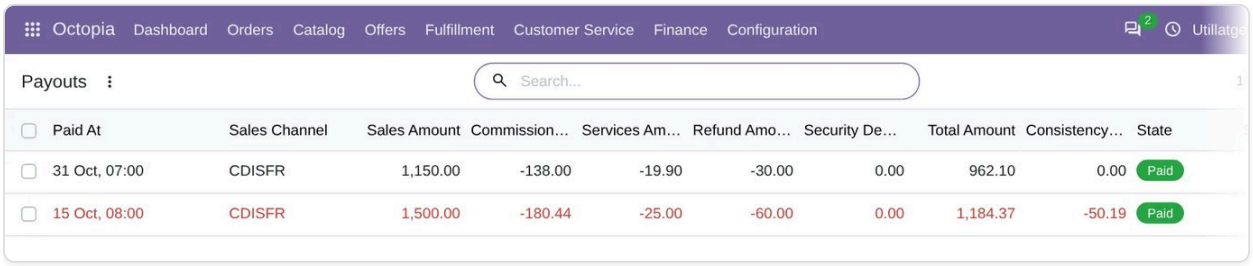
The **Octopia › Finance** menu brings together what Octopia pays you: operations, payouts, commission invoices and DAC7 reports.



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, 0
2611-418308	CD26110942FR	CDISFR	Sale,Commission	Paid	104.98	0.00	-8.99	214.71	11 Nov, 0
2611-418295	CD26110935FR	CDISFR	Sale,Commission	Paid	104.98	0.00	-8.99	62.03	11 Nov, 0
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)** fetches this data once a day. New commission invoices appear when an operation refers to them.



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.** List of payouts.

Commission invoice buttons

Fetch Details	Downloads the invoice lines.
Download PDF	Downloads that invoice's PDF 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 is not shown when the invoice already has one.

DAC7 reports

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

States

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

14 What happens automatically

The connector pulls from and pushes to Octopia on its own through eight scheduled tasks, and all of them are enabled when you install it.

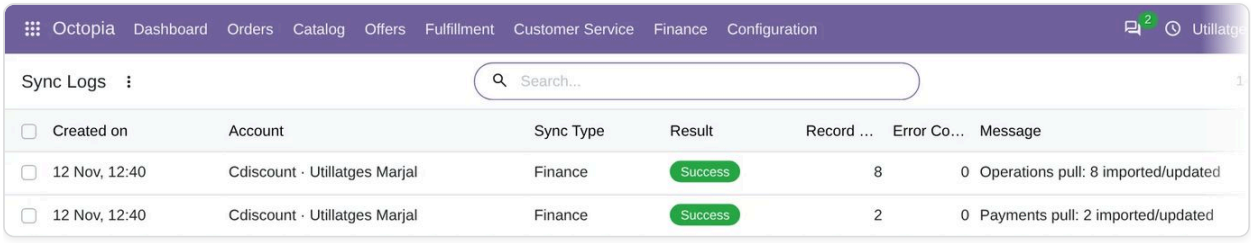
TASK	FREQUENCY	WHAT IT DOES
Octopia: pull orders	Every 10 minutes, enabled	Fetches new orders and changes to the ones you already have.
Octopia: poll async jobs (packages, cancellations, gestures)	Every 5 minutes, enabled	Asks Octopia about the status of product and offer packages, cancellations and commercial gestures you have sent.
Octopia: push price/stock changes	Every 15 minutes, enabled	Publishes price and stock changes to Octopia, on the accounts where this is enabled.
Octopia: pull discussions (ToTreat queue)	Every 15 minutes, enabled	Fetches the conversations waiting to be treated.
Octopia: pull finance (operations, payouts, invoices, DAC7)	Daily, enabled	Fetches operations, payouts, commission invoices and DAC7 reports.
Octopia: pull fulfillment (FFM stock, inbound, outbound, returns)	Hourly, enabled	Fetches 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.
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 whose credentials are stored in FlexigoTech Cloud and whose trial or subscription is active.

15 If something fails

These are the most common cases and where to look for each one.

Every 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 trial or subscription in FlexigoTech Cloud, or without the credentials stored there, the scheduled tasks stop without calling Octopia. Check the subscription and save the account 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. When it fails, Odoo creates an activity for the owner.
"Octopia has denied access (403)"	Either the seller has not accepted this Client ID, or the Seller ID is wrong, or the account does not have 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 up again. If it keeps happening, reduce the sync frequency.
An order or offer is not created	Before retrying, check the error message. Octopia gives the reason in the notice, together with a trace identifier.
You want to see what Octopia replied	Open **Octopia › Configuration › Sync Log**. It is cleaned automatically every day and keeps the last 90 days.

If FlexigoTech Cloud does not have the account's credentials stored, or the stored permission indicates there is no service, the scheduled tasks for that account are paused and do not call Octopia. Only the pause code is reported to FlexigoTech Cloud.

USER MANUAL · OCTOPIA

16 Support

Get in touch to install it, configure it or with any question. On the Standard plan we reply within 1 working day; on Pro, within 4 working hours, and if needed we can go through it on a 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/cdiscount-octopia-connector-odoo.html

On Odoo Apps

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

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