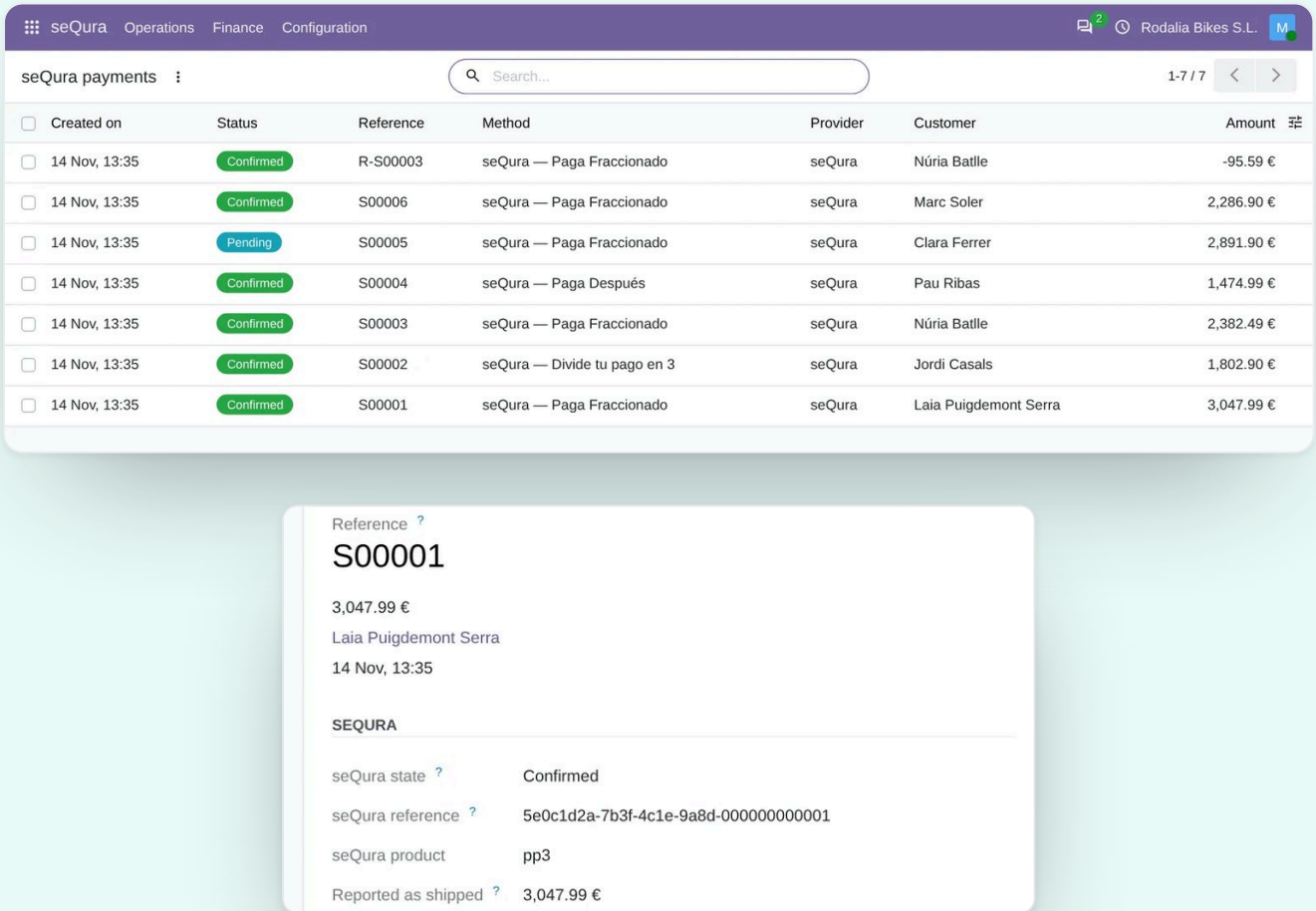
USER MANUAL · PAYMENTS

seQura 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 20.0.2.4.10 | Odoo 20 screenshots | Edition of 14-11-2026



Real Odoo 20 screenshot. The seQura payments in your Odoo app and, in front, an instalment payment confirmed by seQura.

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	5
4	Activate FlexigoTech Cloud: the 14-day trial	6
5	Connect your seQura account	8
6	The provider, tab by tab	9
7	How your customer pays in your shop	11
8	Selling by phone or in store: the SMS link	13
9	Tracking each payment	14
10	Orders under review	14
11	Reporting the shipment: this is how you get paid	16
12	Refunding money with a credit note	17
13	seQura disbursements	19
14	What happens on its own	20
15	Errors and warnings	20
16	Uninstalling or cancelling the subscription	21

This manual describes version 20.0.2.4.10 of the module (Odoo branch 20.0, commit 69b6d89d0). 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 seQura. 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

seQura is a payment provider in Odoo and also brings its own app, **seQura**, for day-to-day work: the orders seQura is still reviewing, the shipments it doesn't know about yet and what it pays you.

seQura the connector app

- **Operations › Orders under review**: the orders seQura is checking by hand. They are not shipped until they are clarified.
- **Operations › All seQura payments**: each payment, with its status in Odoo and in seQura.
- **Finance › Disbursements**: each seQura transfer, order by order.
- **Configuration › seQura account**, for administrators only: the connection, the contracted methods, where seQura appears and the widgets.

Status	Reference	Method	Provider	Customer	Amount
Confirmed	R-S00003	seQura — Paga Fraccionado	seQura	Núria Batlle	-95.59 €
Confirmed	S00006	seQura — Paga Fraccionado	seQura	Marc Soler	2,286.90 €
Pending	S00005	seQura — Paga Fraccionado	seQura	Clara Ferrer	2,891.90 €
Confirmed	S00004	seQura — Paga Después	seQura	Pau Ribas	1,474.99 €
Confirmed	S00003	seQura — Paga Fraccionado	seQura	Núria Batlle	2,382.49 €
Confirmed	S00002	seQura — Divide tu pago en 3	seQura	Jordi Casals	1,802.90 €
Confirmed	S00001	seQura — Paga Fraccionado	seQura	Laia Puigdemont Serra	3,047.99 €

- **Real Odoo 20 screenshot.** The seQura app: all payments, with their status in seQura and what has been reported as shipped.

Sales quotations and orders, with the Sales app installed

- **Send seQura link** on a quotation: seQura sends its form by SMS to the customer's mobile.
- **This order is a gift**: seQura takes it into account when assessing the risk.
- The order history records what is communicated to seQura: shipments, cancellations and what needs checking.

Inventory the deliveries

- When you validate the delivery of an order paid with seQura, Odoo notifies seQura of the shipment. From that moment seQura collects from your customer and pays you.

Invoicing the credit notes

- **Refund with seQura** on a posted credit note returns its amount through seQura.

Settings the subscription and the tasks

- **Settings › FlexigoTech Cloud**: the database connection, the trial and the subscription.
- **Settings › Technical › Scheduled Actions** (developer mode): the three seQura tasks.

Your customer sees seQura at the payment step of your online shop (section 7) and, if you enable them, the seQura widgets on the product pages and in the cart.

2 Before you start

What you need before installing the connector.

- Odoo 17, 18, 19 or 20, Community or Enterprise, on Odoo.sh or on your own server. Third-party modules cannot be installed on Odoo Online.
- A contract with seQura and its username and password, which seQura sends you by email when you sign up. The sandbox and live are separate accounts, each with its own username and password.
- Sales in euros: seQura only settles in EUR.
- The methods you offer (pay later, in 3 instalments, instalments...) and the amounts each one accepts are set by your contract. Odoo reads them from seQura; they are not configured by hand.
- The Odoo online shop to take payment on the web. If you don't have it, the module installs it.
- The Odoo Sales app to send payment links from a quotation. The module does not install it: it brings the basics of sales, but without the app there is no quotations menu.
- A subscription to FlexigoTech Cloud, with a 14-day trial without a card (section 4).
- An Odoo administrator to connect the account.

Who can do what

Odoo administrator (Settings)	Opens **Configuration › seQura account**, saves the username and password, fetches the merchant accounts and methods, and marks a payment as **Confirmed in seQura**.
Invoicing / Invoicing	Sees the seQura payments and their disbursements, and refunds money from a credit note.
Sales / User	Sends the seQura payment link from a quotation.
Inventory / User	Validates the deliveries. The notice to seQura is still sent, even if they cannot see the payments.

3 Installation

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

How to get it

From its page in Odoo Apps (**https://apps.odoo.com/apps/modules/20.0/flexigo_sequra_bnpl**) or from the connector page at 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. In Odoo Apps, the module page lists it under «Community Apps Dependencies» and its price is already included; it is also free and has its own page (**https://apps.odoo.com/apps/modules/20.0/flexigotech_cloud**). Put both folders together in the same modules path and Odoo installs `flexigotech_cloud` at the same time.

On Odoo.sh

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

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

3. **Install the app**
   In **Apps**, click **Update Apps List** (with developer mode), search for "seQura" and click **Activate**.

On your server

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

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

3. **Install the app**
   In **Apps**, **Update Apps List**, search for "seQura" and click **Activate**.

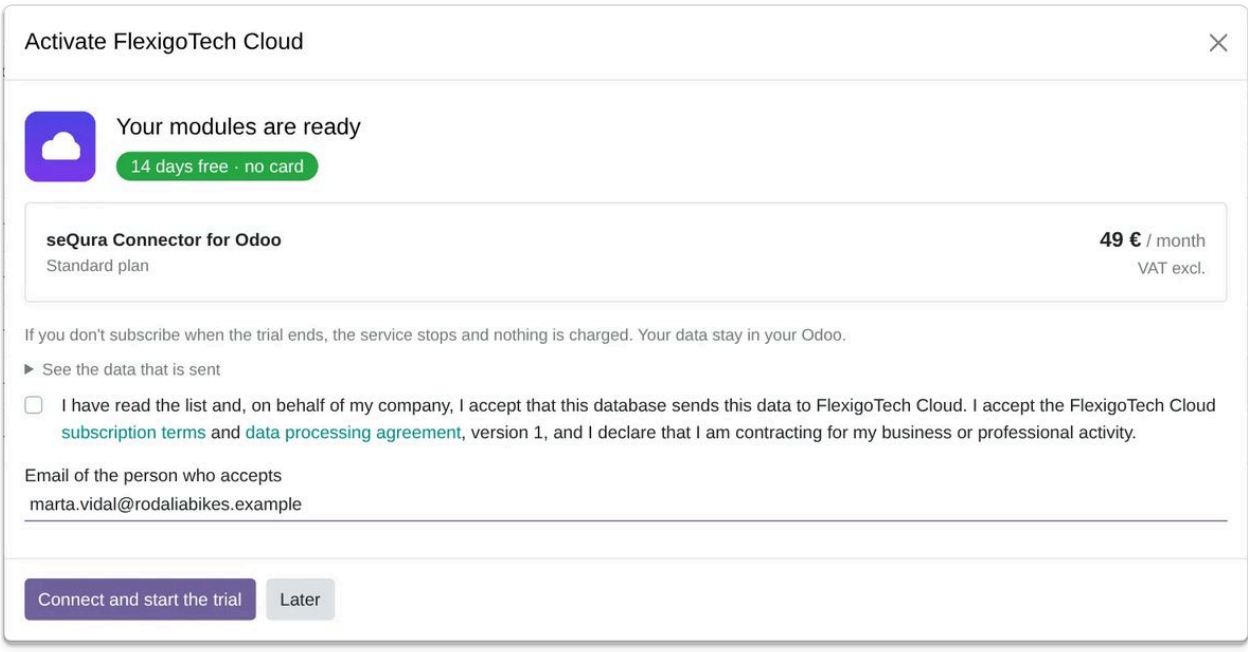
> When installing it, Odoo also installs the apps the module depends on: the online shop (Website and eCommerce), Inventory and Invoicing. If you already use them, nothing you have changes.

4 Activate FlexigoTech Cloud: the 14-day trial

Calls to seQura go through FlexigoTech Cloud. Your seQura username and password are stored there encrypted and the cloud adds them to each call: Odoo does not store them. Until the database is connected and the module has a trial or subscription, Odoo does not call seQura and seQura does not appear at your shop's payment step.

1 **Click Activate in the top bar**

It appears as soon as you install the module. Open the **Activate FlexigoTech Cloud** window, with the Standard plan and its 14 free days, no card required.



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

2 **Accept and enter your email**

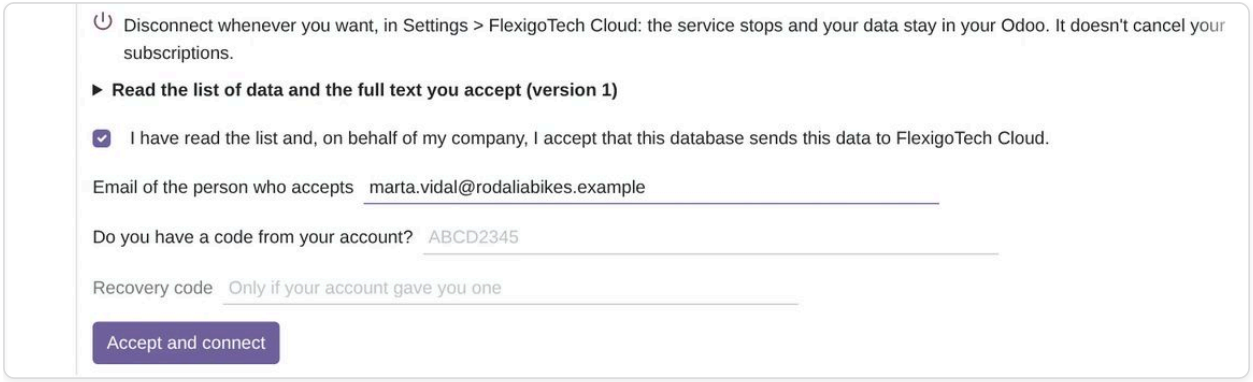
Tick "I have read the list and accept..." (it includes the subscription terms and the data processing agreement) and type the email of the person accepting.

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.

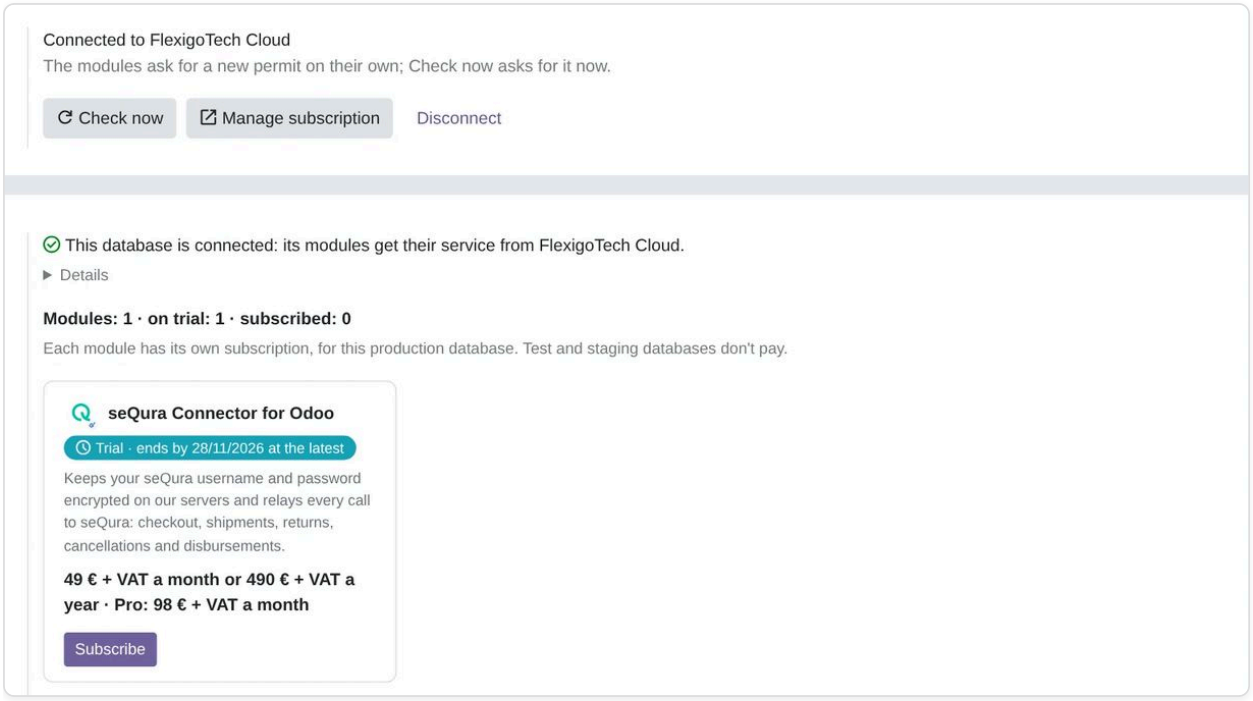
The same, from Settings

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, a code from your account links the database to it (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 has a card per module with its status, its price and its buttons. From the card, **Subscribe** opens the plan choice (Standard or Pro, monthly or yearly); payment is made on the Stripe page, outside Odoo.



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

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

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

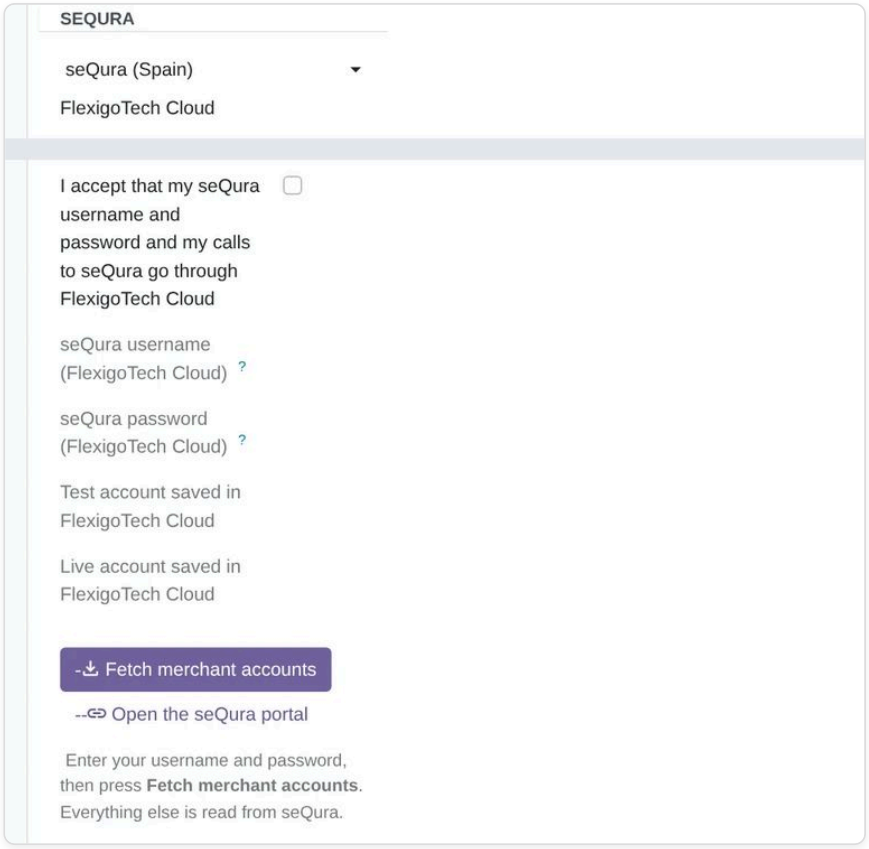
> You can't start a trial on a neutralised copy (staging) or on a database with demo data: Settings says so with "This database is a neutralised copy or has demo data, so trials can't be started here."

5 Connect your seQura account

This is done once, in the payment provider. You enter the username and password seQura gave you and Odoo fetches everything else from seQura: your merchant accounts by country and the methods you have contracted.

1 **Open seQura › Configuration › seQura account**

This is the seQura payment provider in Odoo. The connection details are on its configuration tab, the second one.



- **Real Odoo 20 screenshot.** The newly installed provider: the deployment, the FlexigoTech Cloud checkbox and the username and password fields.

2 **Choose the Deployment**

seQura (Spain) or **SVEA (international)**, according to your seQura sign-up email. Once the credentials are saved it cannot be changed: they must be deleted first.

3 **Accept that they go through FlexigoTech Cloud**

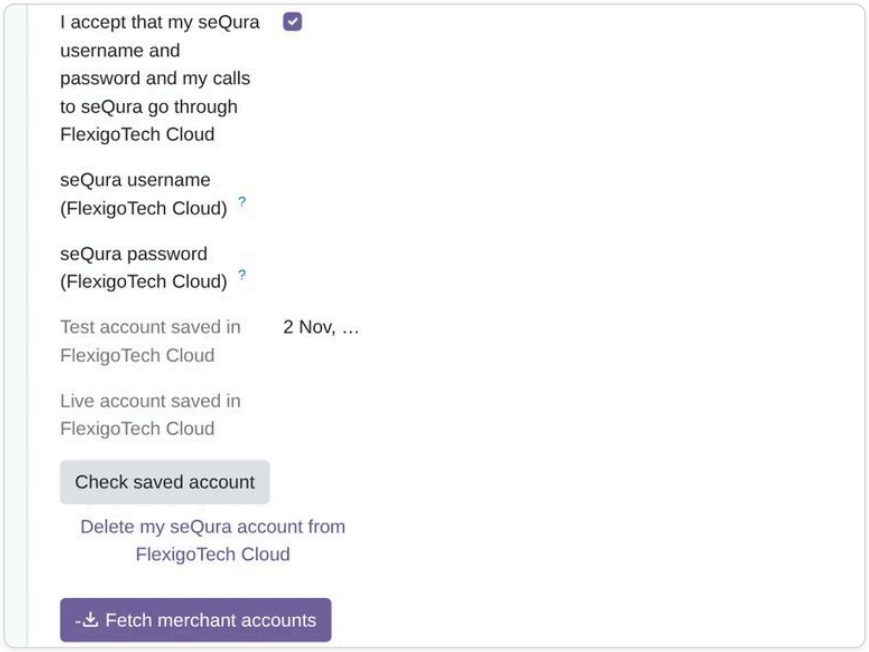
Tick **I accept that my seQura username and password and my calls to seQura go through FlexigoTech Cloud**. Until then, the two fields cannot be typed in.

4 **Enter the username and password and save**

In **seQura username (FlexigoTech Cloud)** and **seQura password (FlexigoTech Cloud)**. On saving, they are sent once, encrypted, to FlexigoTech Cloud, and Odoo does not keep them: **Test account saved in FlexigoTech Cloud** shows the date.

5 **Click Fetch merchant accounts**

Odoo asks seQura for your merchant references, each with its country, its resource key and its signing secret, and then the contracted methods. The notice "Connected to seQura" says how many accounts it added.



- **Real Odoo 20 screenshot.** Connected: the test account saved in FlexigoTech Cloud and its buttons.

Check saved account tells you since when the username and password have been in FlexigoTech Cloud, without showing them. **Open the seQura portal** opens the merchant portal for the environment you are in.

From sandbox to live

In test mode, Odoo talks to the seQura sandbox. To charge for real, select **Live** on the provider and enter the username and password of your live account: it is a different account, and Odoo will not switch to live without them. Then click **Fetch merchant accounts** again. Sandbox accounts are left without an environment when you switch, so that no real order goes out with them.

> While the provider is in test mode, **Allowed IP addresses** (tab **seQura availability**) lets seQura be seen only from those addresses. This way you can try the sandbox on your real shop without a customer seeing it. In live mode, the list is not applied.

USER MANUAL · SEQURA

6 The provider, tab by tab

The four tabs the module adds to the payment provider. The first two fill in automatically from seQura.

seQura accounts

One row per country you sell in, with the merchant reference and the resources key that **Fetch merchant accounts** brought in. Below, the **Notification URL** and the **Events webhook URL**. Odoo passes them to seQura on each order: there's nothing to copy anywhere.

Country	Merchant ID	Assets key
Spain	rodaliabikes	Rb7kQ2xLw9
Add a line		

- **Real Odoo 20 screenshot.** seQura accounts: the Spanish merchant account, with its reference and its resources key, fetched from seQura.

seQura payment methods

What seQura has contracted with you, with the cart amount each method accepts. Odoo enables exactly those methods and offers only those at checkout. **Refresh** reads them again, and a task does it on its own every 7 days.

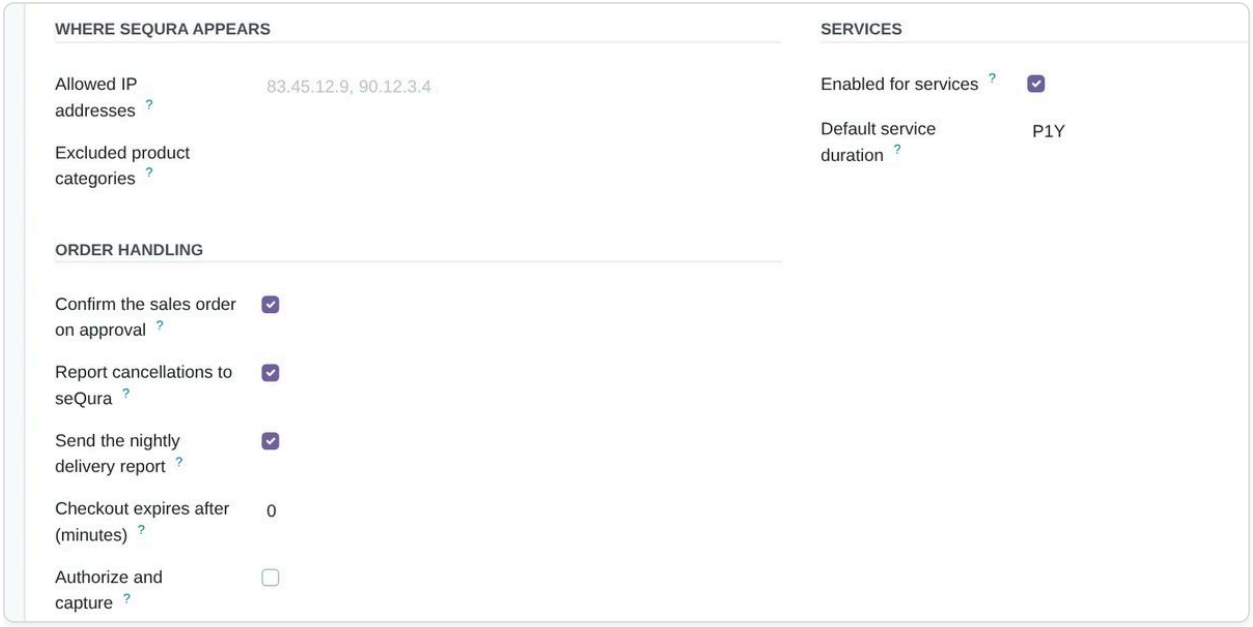
14 Nov, 13:35

Country	Product	Campaign	Title	Category	Basket range
Spain	i1		Paga Después	pay_later	Up to 1,500.00 €
Spain	pp3		Paga Fraccionado	part_payment	50.00 € – 4,000.00 €
Spain	sp1		Divide en 3	part_payment	50.00 € – 2,000.00 €

- **Real Odoo 20 screenshot.** The contracted methods: pay later, in 3 instalments and over time, with their accepted amount.

seQura availability

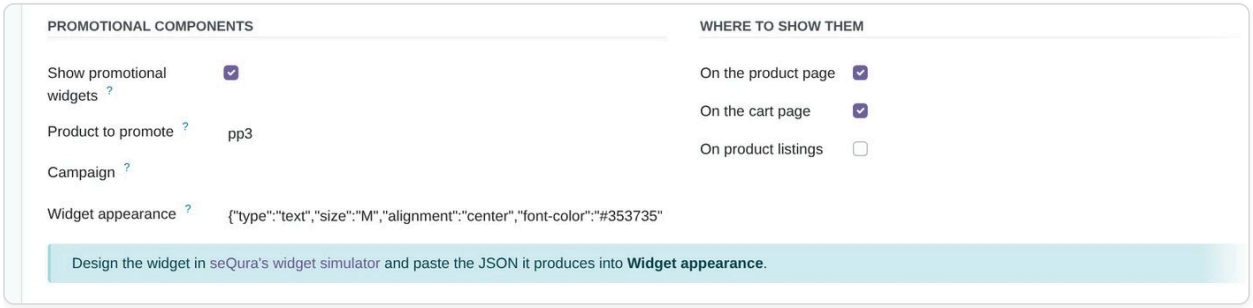
Allowed IP addresses	Test mode only: seQura is shown only to these IPs, separated by commas. Empty means everyone.
Excluded product categories	seQura is not offered if the cart contains a product from these categories or their subcategories.
Enabled for services	Offer seQura on services too. It is enabled, and **Fetch merchant accounts** adjusts it to what your contract says.
Default service duration	For services without their own duration, in ISO-8601 format: P15D, P3M, P1Y (default).
Confirm the sales order on approval	Enabled: the order is confirmed as soon as seQura approves the credit. Disabled: the quotation waits for you to confirm it.
Report cancellations to seQura	Enabled: cancelling the order in Odoo notifies seQura (section 11).
Send the nightly delivery report	Enabled: Odoo reports each shipment and checks every night for anything missing (section 11).
Checkout expires after (minutes)	Shows a countdown on the seQura form. 0 (default) leaves it open.
Authorize and capture	Only if seQura enabled it in your contract: the payment is authorised and you capture or void it afterwards. Never for pay later (i1).



- **Real Odoo 20 screenshot.** seQura availability with its factory values.

seQura widgets

Show promotional widgets displays the seQura instalment simulator on the product page, in the cart and, if you wish, in listings. **Product to promote** is the seQura product code they advertise (pp3 by default); **Campaign**, only for seasonal ones. **Widget appearance** accepts the JSON generated by the seQura widget simulator. seQura renders them from its server, and they only appear with the provider enabled and published, with its resources key and with FlexigoTech Cloud running.



- **Real Odoo 20 screenshot.** seQura widgets: which product they advertise and on which pages.

USER MANUAL · SEQURA

7 How your customer pays in your shop

At the payment step of your online shop, seQura appears as one more payment method. Your customer identifies themselves on the seQura form, and seQura is the one who approves the credit.

1. **Your customer chooses seQura**
   They see the contracted methods that accept their cart amount (and, for campaign ones, their dates). If the cart contains a product that seQura does not finance, seQura does not appear.

2. **They fill in the seQura form**

It is a seQura form inside your page: their details, their ID and their PIN go straight to seQura and your shop never sees them. With **Checkout expires after (minutes)**, when the time runs out it returns to the payment step without charging anything.

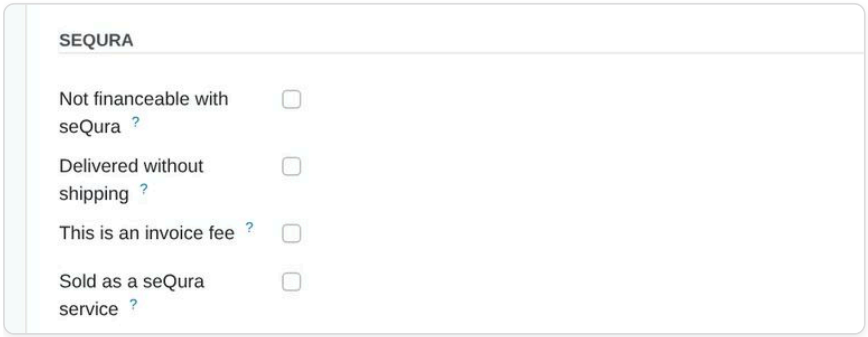
3 **seQura responds**

If it approves, the payment is completed and Odoo confirms the order (with **Confirm the sales order on approval**). If it leaves it under review, the payment stays pending and the order appears under **Orders under review** (section 10). If it rejects it, the payment is cancelled.

> Before accepting the payment, Odoo sends the cart to seQura again. If the customer changed it in another tab while paying, seQura does not accept the order and the customer has to pay again.

What seQura does not finance

Each product has a seQura block in its **Sales** tab. Use it to decide what is not financed and how what you sell is declared to seQura.



- **Real Odoo 20 screenshot.** The seQura block of a product, in the Sales tab.

Not financeable with seQura	seQura does not appear at checkout while this product is in the cart. For gift cards or anything your contract excludes.
Delivered without shipping	What the customer receives without shipping: e-books, tickets, downloads.
This is an invoice fee	The line is declared to seQura as an invoice fee, not as merchandise.
Sold as a seQura service	It is declared as a service. You need a seQura contract that covers services.
Service duration or end date	P3M, P1Y6M or a date (2027-06-30). Empty: the provider's default duration.
Registration fee	The part of the price that seQura must treat as a non-refundable registration fee.

To exclude whole families, use **Excluded product categories** on the provider: it also covers their subcategories. If the cart mixes a financeable product with an excluded one, seQura does not appear, and the widgets do not advertise it either.

8 Selling by phone or in store: the SMS link

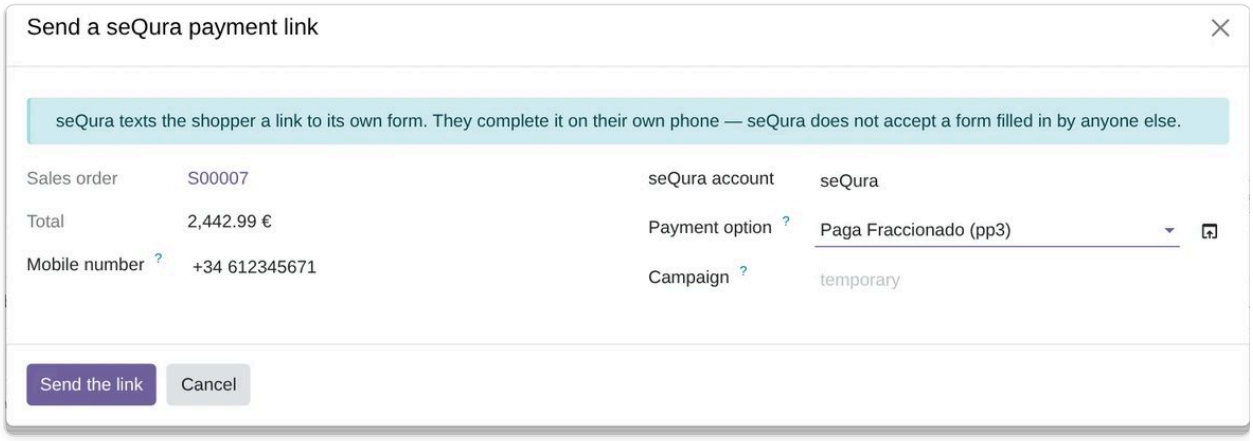
For sales that do not go through the online shop. seQura sends its form by SMS to the customer's mobile, which they fill in on their own phone.

1. **Open the quotation**

   In **Sales › Orders › Quotations**. **Send seQura link** appears on draft or sent quotations that seQura can finance.

2. **Click Send seQura link**

   The window opens with the order, its amount and the customer's mobile.



- **Real Odoo 20 screenshot.** The link window: the customer's mobile and the seQura option offered to them.

3. **Check the mobile and the option**

   Mobile number must be the customer's own: seQura does not accept a form filled in by someone else. **Payment option** comes with a contracted option already set, and only offers what is contracted for that amount and that country.

4. **Click Send the link**

   seQura sends the SMS and the order history records it. The order is confirmed only when the customer completes the form and seQura approves it.

If you enter a mobile different from the one the contact has, Odoo also saves it on the contact when your user is allowed to edit it.

> If seQura cannot finance the order, the button does not appear: there is no seQura account connected, or the amount, the country or some product falls outside what you have contracted. If someone reaches the window another way, Odoo stops it with "seQura cannot finance this order: connect a seQura account and check that the amount, the country and the products fit a product you have contracted with seQura."

9 Tracking each payment

Each seQura payment is an Odoo payment transaction with a seQura block: its status there, the order reference, the chosen product and what has been reported as shipped.



- **Real Odoo 20 screenshot.** A pay-over-time payment: status in seQura "Confirmed", product pp3 and the amount reported as shipped.

STATUS IN SEQURA	WHAT IT MEANS
Solicited	The customer has started paying and seQura has not said anything yet.
On hold	seQura is reviewing it by hand. The payment is pending and the order unconfirmed.
Authorized	With **Authorize and capture**: the credit is granted and capture is still pending.
Confirmed	seQura guarantees the payment. It pays you once it knows the order has shipped.
Cancelled	It was cancelled in Odoo or in seQura, or seQura rejected it after review.
Denied	seQura did not grant the credit.

The status in seQura is not the same as the payment status in Odoo: an order under review is a real order that can still be rejected. **Reported as shipped** is what seQura knows has left, and it only pays you that.

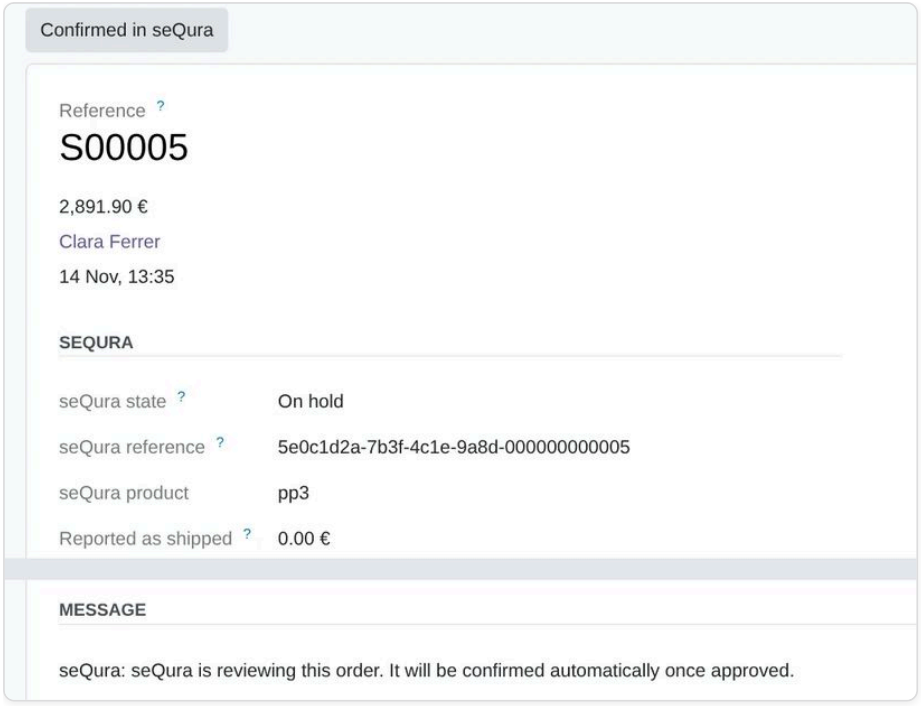
10 Orders under review

seQura reviews a small share of orders by hand. While it decides, the payment stays pending and the order unconfirmed.

Nothing needs doing. If seQura approves it, the payment completes and the order confirms itself; if it rejects it, the payment is cancelled and it explains why. The only thing: do not ship an order while it is under review.



- **Real Odoo 20 screenshot.** Orders under review: Clara Ferrer's is awaiting seQura's decision.



- **Real Odoo 20 screenshot.** The payment under review: pending, with the notice that it will be confirmed once seQura approves it.

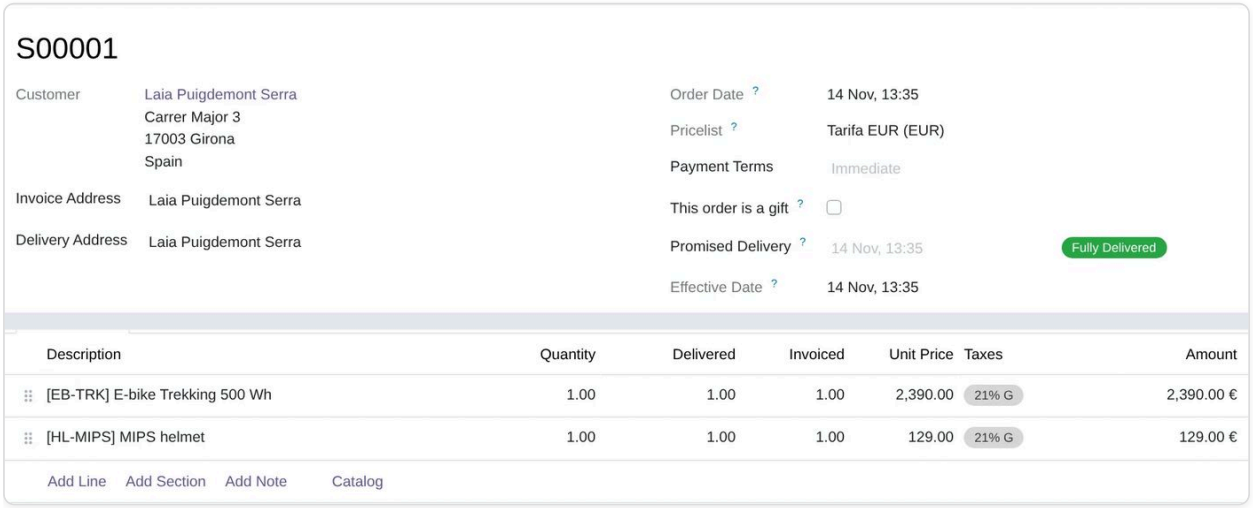
Confirmed in seQura

Sometimes seQura will not move an order to confirmed, because it already is (our request arrived and its reply was lost) or because it was cancelled, and its API does not let us read which of the two. Then the payment stays pending and the order explains what to check. Look at the order in your seQura portal: if it is confirmed for that amount, click **Confirmed in seQura** on the payment (administrators only); if not, do not ship it.

11 Reporting the shipment: this is how you get paid

seQura starts charging your customer, and paying you, once it knows the order has shipped. Odoo tells it automatically.

When you validate the delivery of an order paid with seQura, Odoo reports the shipped value to it and records it in the order history: "Reported 3,047.99 € as shipped to seQura".



- **Real Odoo 20 screenshot.** Laia's order, paid with seQura and delivered in full, with the **This order is a gift** checkbox.

- If you validate more than 5 deliveries at once, Odoo does not call seQura at that moment, so the warehouse does not wait: the nightly report reports them.
- If seQura does not respond, the delivery is validated anyway, the history says so, and the nightly report retries.
- Every night, the report reviews confirmed payments from the last 180 days and reports whatever is missing.

What seQura knows about each payment is on the payment itself, under **Reported as shipped** (section 9). A confirmed payment showing 0.00 € there is money you have earned and not yet asked for.

> In the published version (20.0.2.4.10), the **Operations › Awaiting shipment report** list does not show payments for which no shipment has ever been reported, so it may appear empty even when one is missing.

> If you disable **Send the nightly delivery report**, Odoo stops reporting shipments, including when validating the delivery, and you will have to record them by hand in the seQura portal.

Cancelling an order

A cancellation has to reach seQura, or it will keep charging the customer for something you are not going to send them.

- With **Report cancellations to seQura** enabled, when you cancel in Odoo an order paid with seQura (confirmed, under review or authorised), Odoo tells seQura. If seQura does not respond, the order is still cancelled and its history asks you to cancel it in the seQura portal.
- If seQura rejects the order after review or denies the credit, Odoo cancels the payment and says so on it.

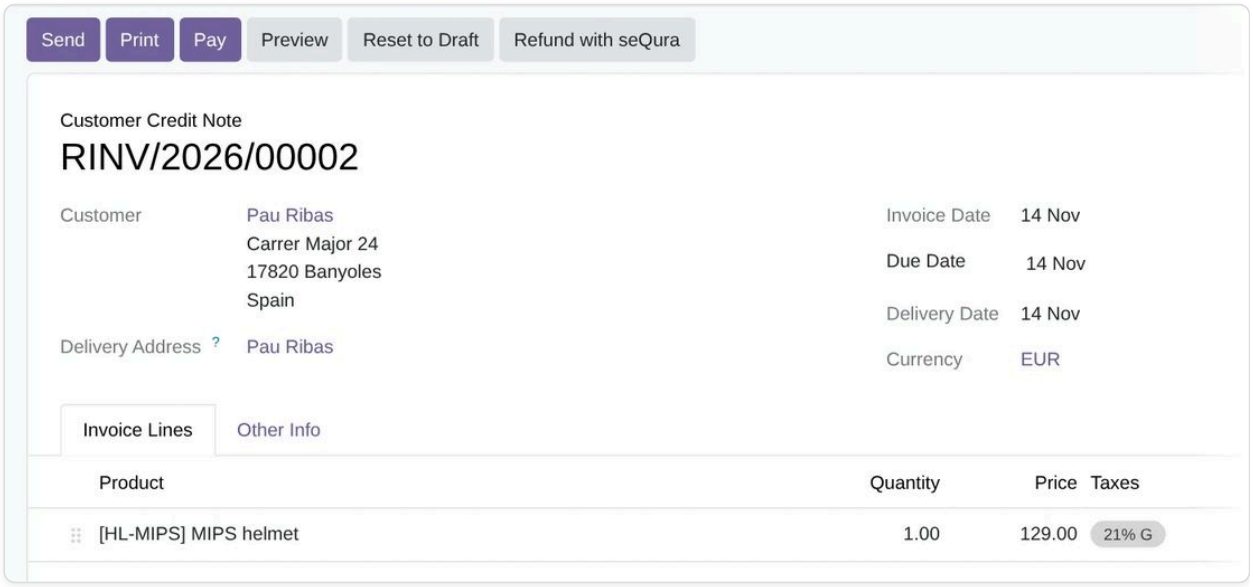
- If seQura asks to cancel an order, Odoo cancels it as long as nothing has shipped. If something has already shipped, it replies that it is too late, so as not to give away merchandise.

12 Refunding money with a credit note

The refund comes from a customer credit note. Posting the credit note moves no money: it is refunded when you press the button, because a credit note is also issued to correct a detail or cancel a duplicate.

1 **Create the credit note and post it**

With the lines of what is being returned. The button appears on posted credit notes of an invoice paid with seQura.



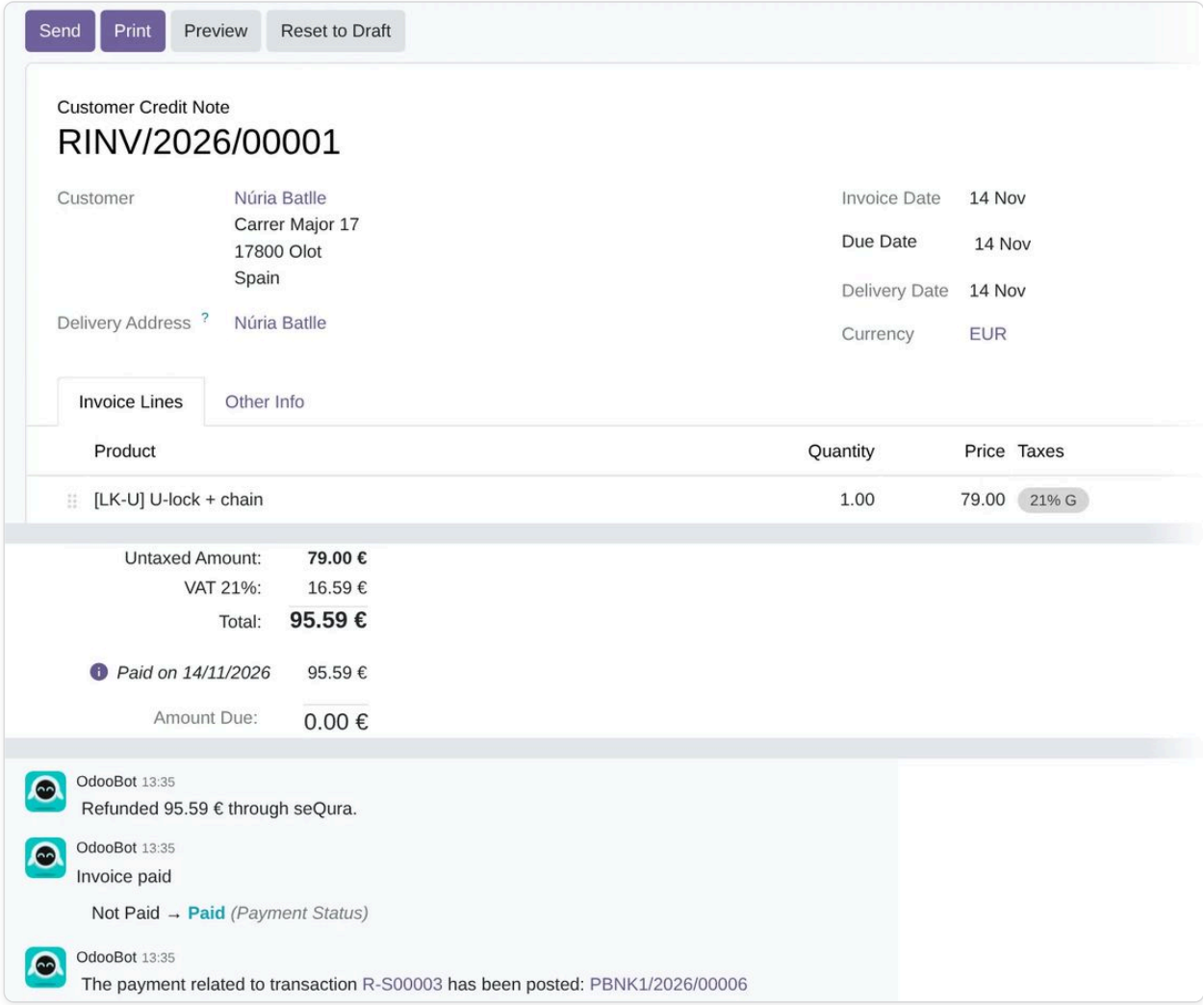
- **Real Odoo 20 screenshot.** The Pau helmet credit note, posted, with **Refund with seQura** at the top.

2 **Click Refund with seQura and confirm**

Odoo warns that the refund reduces what seQura will charge the customer and what it will pay you.

3 **seQura reduces the order**

seQura has no refund call: Odoo reports the order with what remains shipped. It then books the refund as a payment matched to the credit note and writes in its history "Refunded 95.59 € through seQura".



- **Real Odoo 20 screenshot.** The credit note for Núria's lock after the refund: paid, with the **Amount Due** at zero and no **Refund with seQura**. Below it, the refund entry in the history.

Once the refund is done, the credit note shows as paid and **Refund with seQura** disappears. A second click, or the same credit note open in another tab, refunds nothing more. Another credit note on the same order can be refunded the same way, never beyond what is still open.

The button also counts what was refunded from the payment itself, through Odoo's payment refund: it only offers what no earlier refund has covered and does not appear on a credit note that is already paid.

"This credit note has already been refunded through seQura."	It was already refunded with the button: there is nothing more to do.
«This credit note is already paid: there is nothing to refund through seQura.»	The credit note was paid another way. No money goes out through seQura.
"The refunds already made from the seQura payment cover this credit note."	What was refunded from the payment already covers its amount.
"There is nothing left to refund on this seQura order."	What has been refunded already reaches the order amount.

> If seQura does not accept the refund, Odoo does not treat it as done: it shows a warning and the credit note stays as it was.

USER MANUAL · SEQURA

13 seQura disbursements

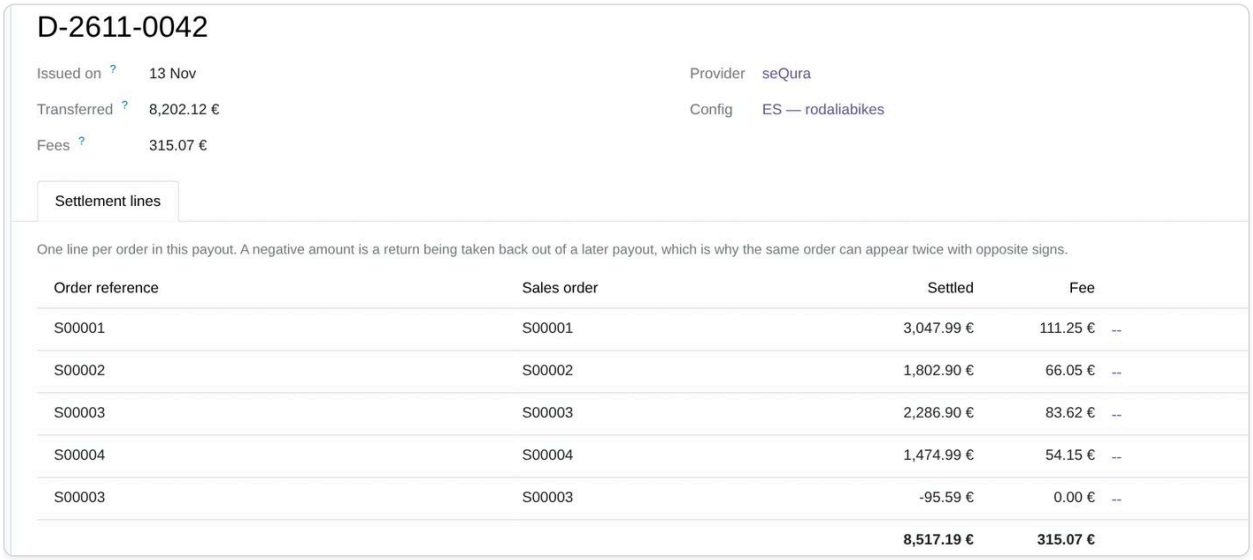
seQura pays you every so often a sum that bundles many orders. Odoo imports each disbursement with its detail, order by order.

The **seQura: import disbursements** task brings them in once a day, without repeating those it already has. In **seQura › Finance › Disbursements** each one shows the amount transferred, the commissions, the orders it covers and how many Odoo has matched with your sales orders.

Reference	seQura state	Transferred	Fees	Orders	Matched
D-2611-0042	disbursed	8,202.12 €	315.07 €	5	5
		8,202.12 €	**315.07 €**		

- **Real Odoo 20 screenshot.** The imported disbursements, with the amount transferred, the commissions and the matched orders.

Inside, one line per order with the amount settled and its commission; the arrow opens the sales order. A negative amount is a refund that seQura deducts from a disbursement: that is why an order can appear twice, with opposite signs. The **With unmatched orders** filter shows the disbursements with any line Odoo has not been able to find.



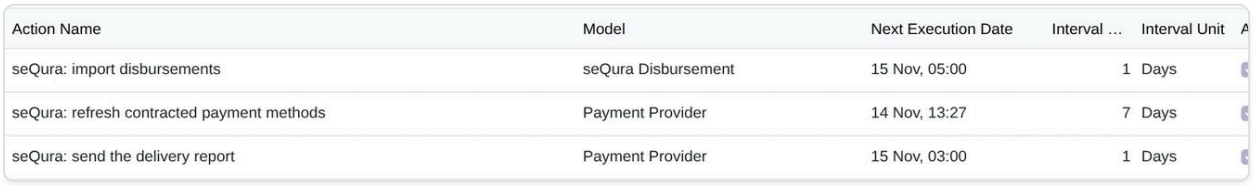
- **Real Odoo 20 screenshot.** A disbursement opened up: five orders, the padlock refund as a negative and the commissions.

> Odoo does not create journal entries from the disbursements. They help you see which orders each transfer pays when you reconcile the bank line.

14 What happens on its own

Three scheduled seQura tasks, plus the renewal of the FlexigoTech Cloud permission. The three seQura ones only call through providers with FlexigoTech Cloud running.

TASK	HOW OFTEN	WHAT IT DOES
seQura: send the delivery report	Every day, at 2:00 UTC (3:00 in Spain in winter)	Reports to seQura the shipments from the last 180 days that it does not yet know about.
seQura: import disbursements	Every day, at 4:00 UTC (5:00 in Spain in winter)	Brings in new disbursements with their lines and matches each line with its order.
seQura: refresh contracted payment methods	Every 7 days	Reads again what you have contracted and activates only those methods.
FlexigoTech Cloud	Every 6 hours	Renews the subscription permission.



Action Name	Model	Next Execution Date	Interval …	Interval Unit
seQura: import disbursements	seQura Disbursement	15 Nov, 05:00	1	Days
seQura: refresh contracted payment methods	Payment Provider	14 Nov, 13:27	7	Days
seQura: send the delivery report	Payment Provider	15 Nov, 03:00	1	Days

- **Real Odoo 20 screenshot.** Settings › Technical › Scheduled Actions, filtered by seQura.

If one account fails, the others carry on. If FlexigoTech Cloud does not let a call through, the task stops without marking anything as failed and tries again on the next run.

15 Errors and warnings

The messages you will see most, exactly as they appear in Odoo in Spanish, and what to do about each one.

MESSAGE	WHAT HAPPENS AND WHAT TO DO
«Type your seQura username and password for FlexigoTech Cloud and save before connecting.»	The credentials for the environment the provider is in are missing. Enter them and save.
«Before saving the seQura username and password, an administrator has to accept that...»	Tick the FlexigoTech Cloud checkbox. Nothing has been sent.
«seQura did not accept those...»	Check the username, the password, the deployment, and that the mode (test or production) matches that account.
«To go live with ... on FlexigoTech Cloud, type the username and password of your live seQura account: sandbox...»	The sandbox and production are separate accounts. Enter the production ones.
«seQura cannot finance this order: ...»	The SMS link is not sent: the order includes something excluded, or services your contract does not cover.

MESSAGE	WHAT HAPPENS AND WHAT TO DO
«seQura cannot finance this order: connect a seQura account and check...»	Shown if someone opens the link window on an order seQura cannot finance. Connect the account or check the amount, the country and the products.
«seQura could not send the link: ...»	seQura rejected the SMS. The reason follows; no payment is created.
«This shipment could not be reported to seQura: ... The nightly delivery report will try again.»	In the order history. Nothing to do: it is retried that night.
«seQura did not accept the refund. See the transaction ... for the reason.»	The refund was not made and nothing has changed in Odoo. If it keeps happening, write to us with the text of the warning.
«This credit note is already paid: there is nothing to refund through seQura.»	The credit note is already paid, either by refund or otherwise. There is nothing to refund.
«seQura refused this order after review.» / «seQura denied the credit.»	The payment is cancelled. Do not ship the order.
«The seQura username and password of ... are not saved in FlexigoTech Cloud: type them again.»	Shown when checking the saved account. Enter them again and save.

USER MANUAL · SEQURA

16 Uninstalling or cancelling the subscription

What happens to the connection and to your data when you leave the connector.

- Without a subscription, Odoo stops calling seQura and seQura stops appearing at checkout in your shop. What you already have (payments, orders, credit notes and disbursements) stays in your Odoo.
- The seQura username and password are deleted from FlexigoTech Cloud when you delete them yourself, with **Delete my seQura account from FlexigoTech Cloud**, or when the subscription ends. **Check saved account** shows the date they will be deleted if you do not renew.
- Deleting the payment provider also deletes its credentials from FlexigoTech Cloud.
- When you uninstall the module, Odoo asks FlexigoTech Cloud to delete the username and password. If the cloud does not respond, the module is uninstalled anyway; write to us and we will delete them.

Support

Write to us to install it, configure it or with any question. On the Standard plan we reply within 1 working day; on the Pro plan, within 4 working hours, and if needed we can 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/sequra-bnpl-odoo.html

On Odoo Apps

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

seQura is a trademark of its owner. FlexigoTech publishes this connector on its own, with no endorsement or sponsorship from the trademark owner. FlexigoTech is a brand of Flexibles y Accesorios Gobe, S.L. (Barcelona, Spain).