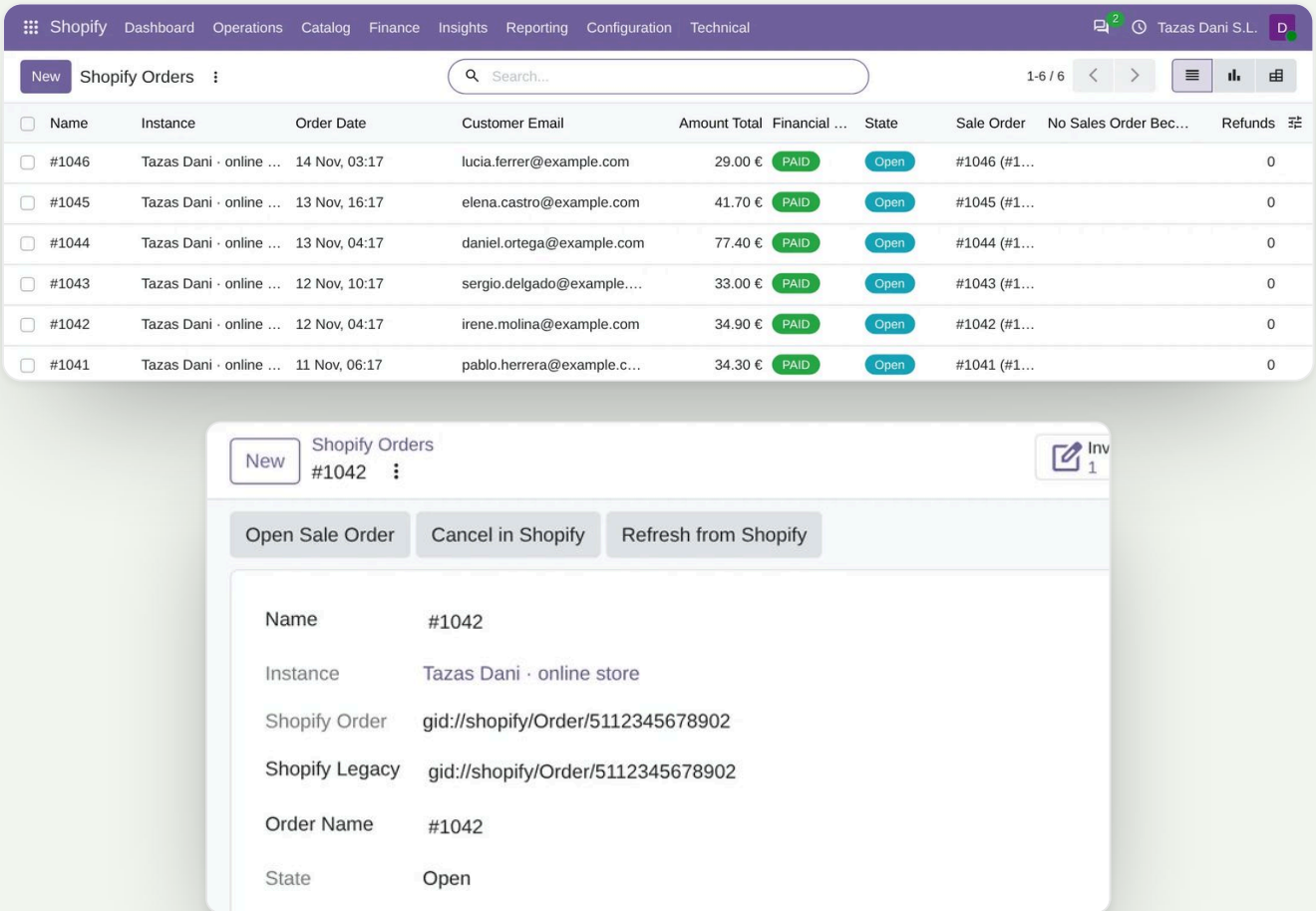
USER MANUAL · MARKETPLACES

Shopify 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 20.0.26.1.23 | Odoo 20 screenshots | Edition of 14-11-2026



Real Odoo 20 screenshot. The Shopify orders list and the order detail with its linked sales order.

Contents

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

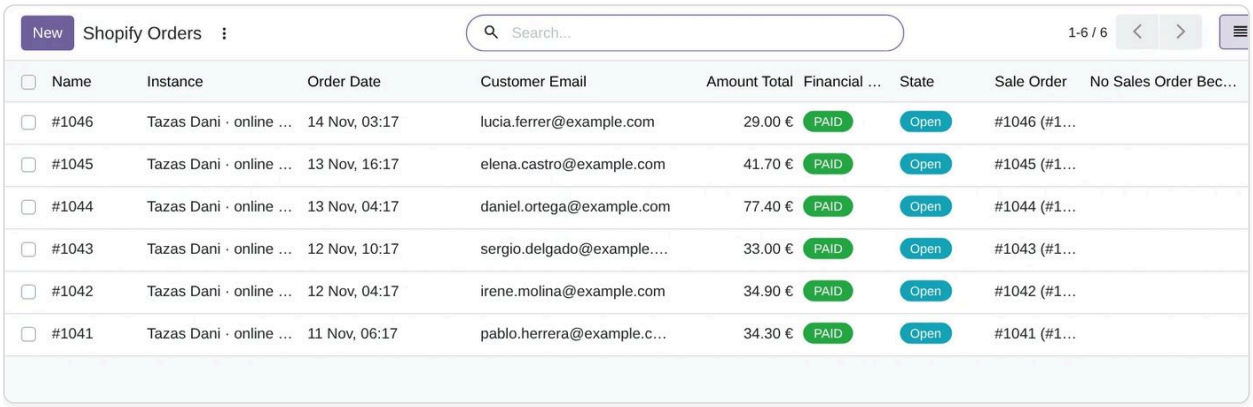
1	What it is and where it is	3
2	Before you start	4
3	Installation	4
4	Activate FlexigoTech Cloud: the 14-day trial	5
5	Connecting your store	7
6	The store options	10
7	Orders	11
8	Shipments	13
9	Catalogue	15
10	Stock	16
11	Refunds	17
12	Finance	19
13	Reports and AI	20
14	What happens automatically	21
15	If something fails	23
16	Support	24

This manual describes version 20.0.26.1.23 of the module (Odoo branch 20.0, commit 1a0dbbfd1). 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 Shopify. In Odoo 17, 18 and 19 the module has its own version: if something on your screen does not match, write to us.

1 What it is and where it is

The connector links each Shopify store with Odoo and brings into its own app, **Shopify**, the orders, the linked products, the shipments, the refunds and the reports.



- **Real Odoo 20 screenshot.** List of **Shopify Orders** with the status of each order and its sales order.

Dashboard	The indicators for each store.
Operations	**Orders**, **To Ship** and **Refunds & Returns**.
Catalog	**Linked Products** and **Restock Plan**.
Shopify › Finance	**Control Tower**, **Payment Transactions**, **Fee Analysis**, **Payouts**, **Balance Transactions** and **Disputes**.
Insights	**Ask AI** and **AI Reports**.
Reporting	**Sales Analytics**, **KPI Trends**, **Fulfilment Funnel** and **Stock Forecast**.
Configuration	**Settings**, **Stores**, **Mappings** (with **Carriers**, **Payment Gateways**, **Taxes** and **Locations**) and **Sync Now**.
Technical	**Sync Logs** and **Webhook Events**.

Outside its app, the connector adds to sales orders the buttons **Push to Shopify**, **Cancel in Shopify** and **Refund in Shopify**. On delivery orders it adds **Send Shopify Fulfillment**. The product form gains a **Shopify** tab with the Shopify data, and the **Settings** screen has a section **Shopify Seller**.

2 Before you start

This is what needs to be ready before you install the connector and connect your first store.

- A Shopify store with its myshopify.com domain and a custom app, created in the Dev Dashboard of that store's organisation, from which you will need the Client ID and the Client Secret. It can also be an app distributed to your store, which is authorised once in Shopify.
- A Shopify administration with permission to accept the scopes the app requests. If the app changes its permissions, it must be authorised again.
- 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.
- The Odoo apps it depends on, all from Odoo Community: Sales, Inventory, Invoicing and Delivery, plus FlexigoTech Cloud. Odoo installs them together with the connector.
- An Odoo administrator user: only an administrator can accept the consent and save the Client Secret.
- 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 Shopify.
- Do not install Shopify Connector (flexigobe_shopify_connector) at the same time: if you have it, uninstall it first.

> The connector does not create or configure the app in Shopify. It does not give you the Client ID or the Client Secret, nor does it grant on your behalf the scopes it needs. All of that is done in Shopify before connecting.

3 Installation

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

How to get it

From its Odoo Apps page (**https://apps.odoo.com/apps/modules/20.0/flexigobe_shopify_seller_connector**) or from the connector's 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. On 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 `flexigobe_shopify_seller_connector` 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 "Shopify" and click **Activate**.

On your own server

1. **Copy the folders**
   Put `flexigobe_shopify_seller_connector` and `flexigotech_cloud` in a folder that is in 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 "Shopify" and click **Activate**.

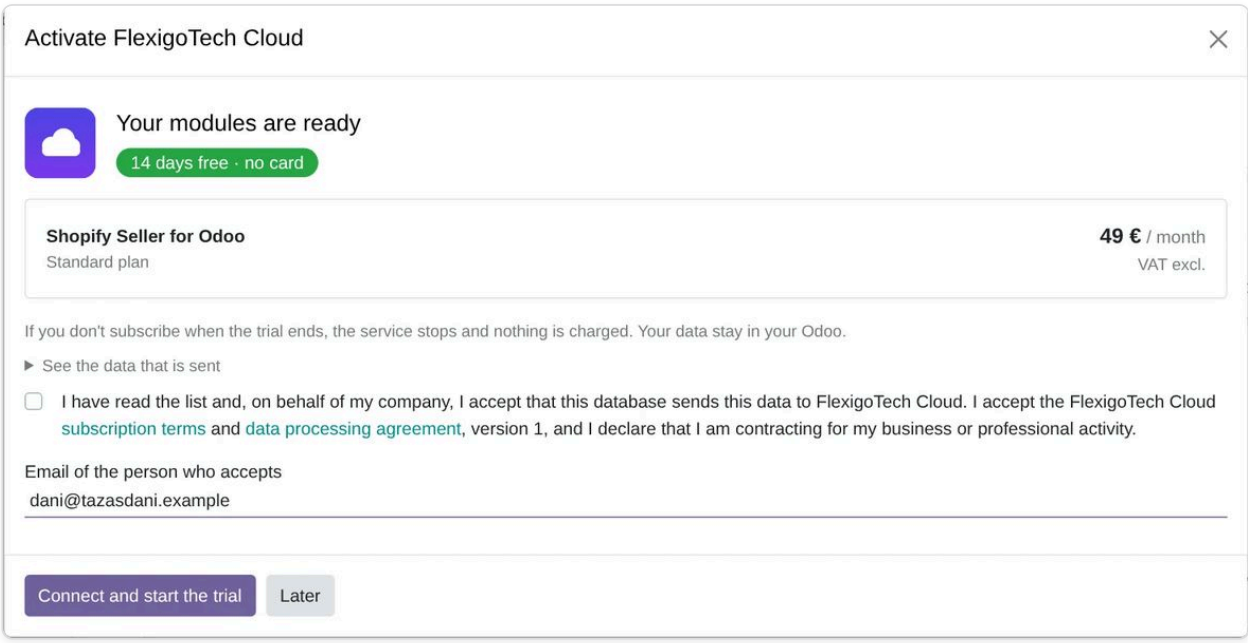
> When installing it, Odoo also installs the apps the module depends on: Sales, Inventory and Invoicing. If you already use them, nothing you have changes.

USER MANUAL · SHOPIFY

4 Activate FlexigoTech Cloud: the 14-day trial

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

1. **Click Activate in the bar at the top**
   It appears as soon as you install the module. It opens the **Activate FlexigoTech Cloud** window, with the Standard plan and its 14 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**

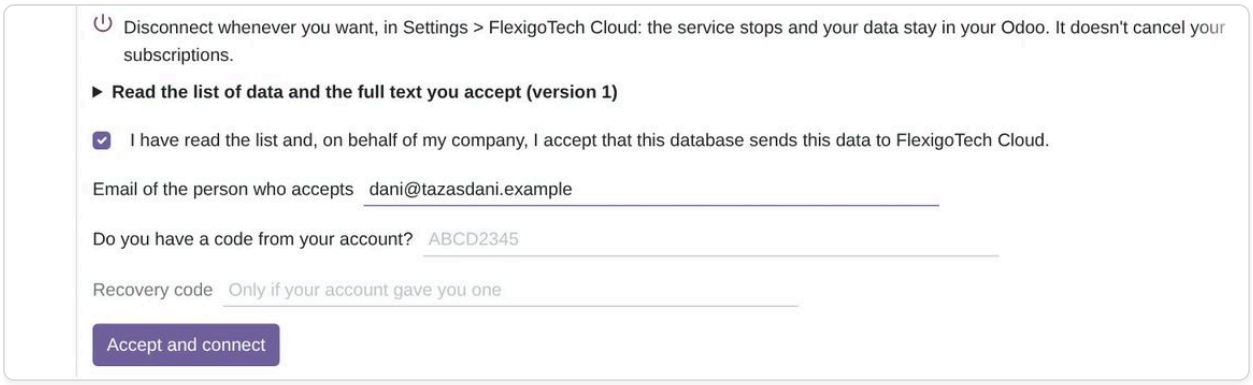
Tick «I have read the list and, on behalf of my company…» (this includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

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

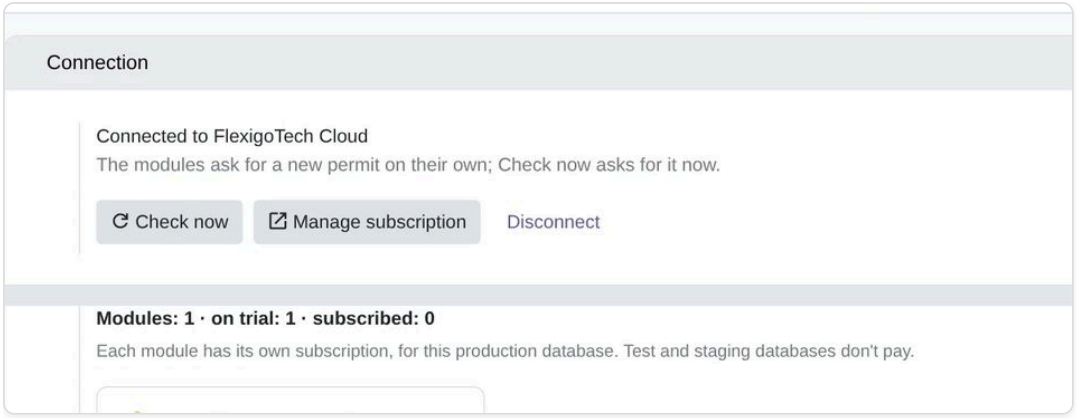
The same, from Settings

In **Settings › FlexigoTech Cloud** is the full list of what the base 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 base 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 base connected, the **Modules** block shows each module with its status: **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 base 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 a 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 the permission immediately (otherwise the module renews it on its own every 6 hours).

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

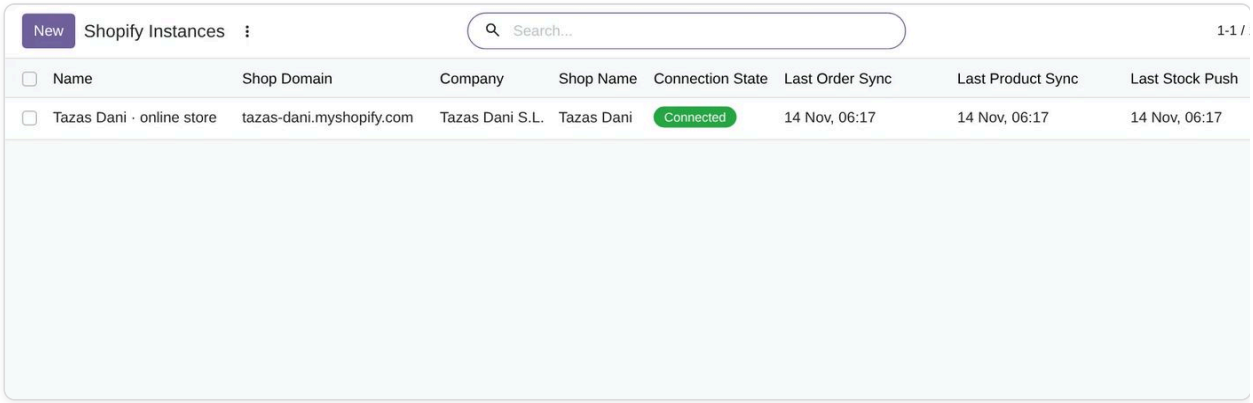
USER MANUAL · SHOPIFY

5 Connecting your store

Each connection with Shopify is a store and is created in **Shopify › Configuration › Stores**.

1 Open the stores menu

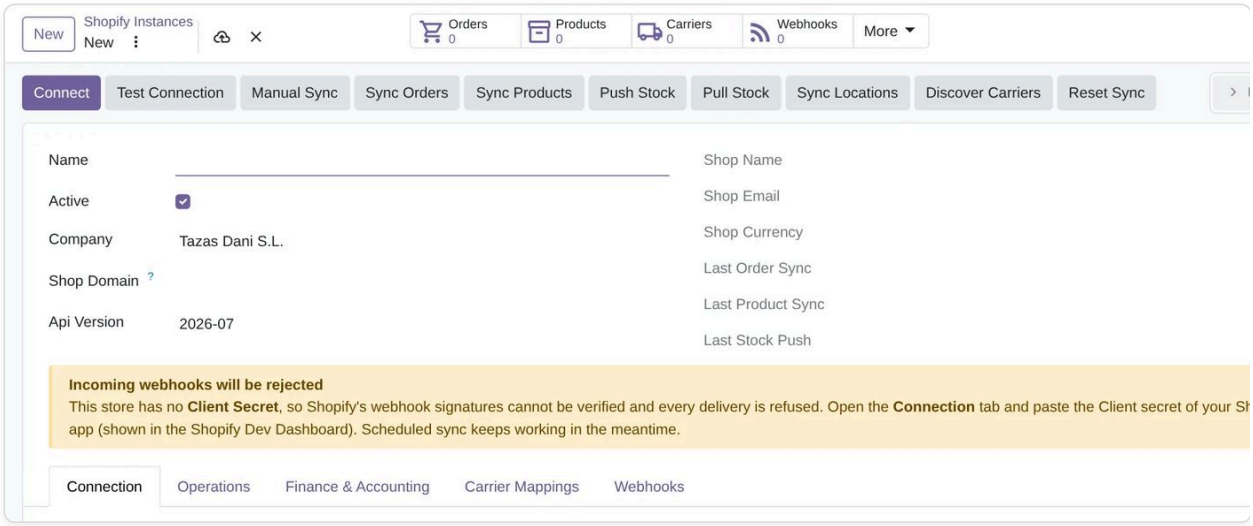
Go to **Shopify › Configuration › Stores**. The **Shopify Instances** list opens.



- **Real Odoo 20 screenshot.** The **Shopify Instances** list with a connected store.

2 Click New

The form of a blank store opens, with the status **Unconfigured**.



- **Real Odoo 20 screenshot.** A new store, with the status **Unconfigured**.

3 Fill in the store details

Enter the **Name** and the exact **Shop Domain** from Shopify, for example tazas-dani.myshopify.com. A custom domain of the store is not valid. Check the **Company**.

4 Open the Connection tab

In the **FlexigoTech Cloud** group, the connection route for a new store is always FlexigoTech Cloud. Choose the app type in **Shopify app**: a custom one, created in the Dev Dashboard, or one distributed to this store.

5 Enter the credentials

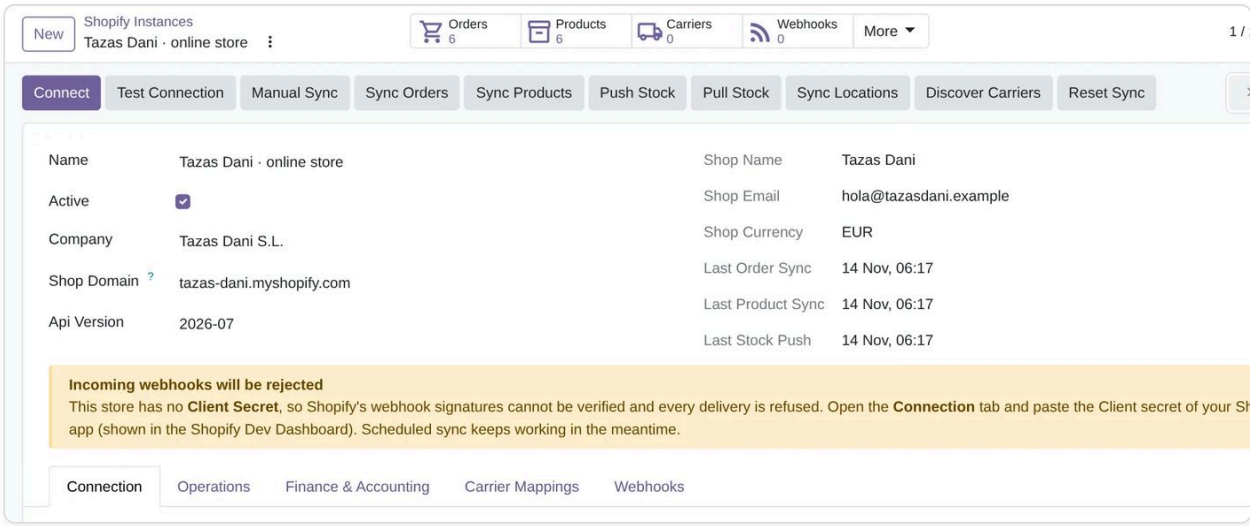
Tick the box **I accept that my Shopify app and my calls to Shopify go through FlexigoTech Cloud**: until then the secret field does not allow typing. Then enter the Client ID in **Client ID** and the Client Secret in **Client secret (FlexigoTech Cloud)**. When saving, the secret is sent once and encrypted to FlexigoTech Cloud, and is not stored in Odoo.

6 Connect

With a custom app, click **Connect**: there is nothing to authorise. With an app distributed to the store, click **Connect with Shopify** and accept the permissions on the Shopify page, which returns you to Odoo. The dates **Saved in FlexigoTech Cloud** and **Authorized through FlexigoTech Cloud** show that each step has been done.

7 Test the connection

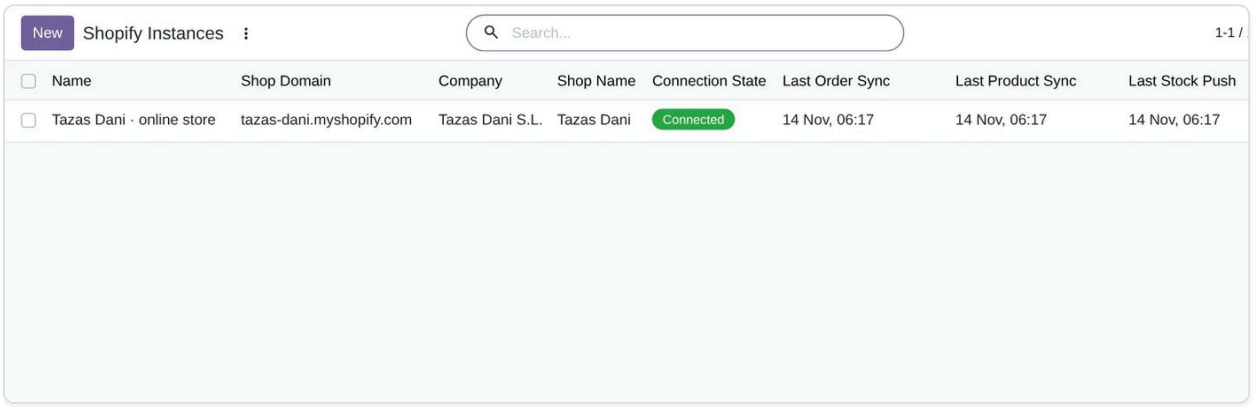
Click **Test Connection**. If everything goes well, the status changes to **Connected** and **Shop Name**, **Shop Email** and **Shop Currency** are filled in. If it fails, the reason is kept in **Last Connection Error**.



- **Real Odoo 20 screenshot.** The store in the **Connected** status.

> Only an Odoo administrator can tick the consent and enter the Client Secret. If you are not one, Odoo sends nothing and warns that consent must be accepted first. To authorise a distributed app, the person doing it must have permission in Shopify to accept the permissions the app requests.

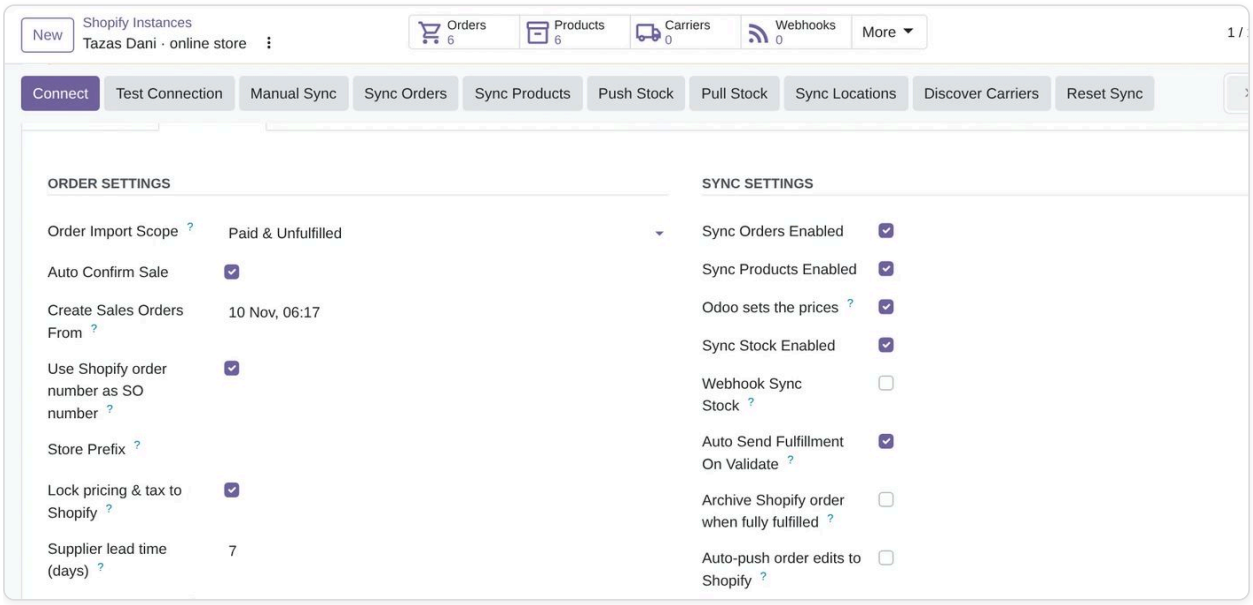
Once connected, the store does not receive real-time notices: orders and products arrive with the scheduled tasks, and the **Register Webhooks** button is not shown. The tasks **Shopify Sync Orders** (every 5 minutes) and **Shopify Sync Products** (every hour) are off when installed, and switch on by themselves when an active store is saved. You can also run the import by hand with **Sync Orders**, **Sync Products**, **Push Stock** or **Pull Stock**, or with **Manual Sync**.



- **Real Odoo 20 screenshot.** The list of stores with the **Connection State** column at **Connected**.

6 The store options

The business options of each store are in the **Operations** tab and in the finance tab; this table lists those that decide which documents are created and how.



- **Real Odoo 20 screenshot.** The store open on the **Operations** tab.

OPTION	WHEN CREATED	WHAT IT DOES
Order Import Scope	**Paid & Unfulfilled**	Decides which Shopify orders are imported as sales orders: **All orders**, **Paid only** or **Paid & Unfulfilled**.
Create Sales Orders From	The moment the store is created	Shopify orders dated before that date are imported, but do not generate a sales order, so they are not sent again. **Create Sale Order** on one of them creates it anyway. If empty, they are created for all.
Auto Confirm Sale	On	The sale order is confirmed when it is imported.
Use Shopify order number as SO number	On	The sale order carries the same number as the Shopify order.
Store Prefix	Empty	Identifies the source store on each imported sale order, for example ZA or EU.
Warehouse	Empty	The store's warehouse.
Sales Team	Empty	The store's sales team.
Fallback Customer	Empty	The store's fallback customer.
Default Pricelist	Empty	The pricelist applied to all sale orders imported from this store.
Default Fiscal Position	Empty	The fiscal position applied to imported orders.
Lock pricing & tax to Shopify	On	Line prices and taxes come only from the Shopify order: no Odoo pricelist or fiscal position is applied.

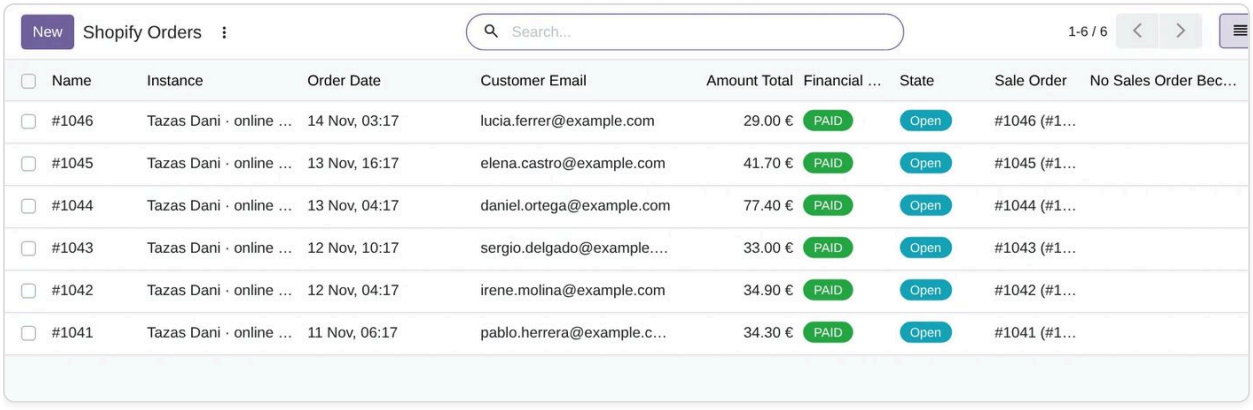
OPTION	WHEN CREATED	WHAT IT DOES
Odoo sets the prices	On	The Odoo sale price of a single-variant product is pushed to Shopify, if the store sells in the product's currency. Product sync only takes the Shopify price for a new product coming from Shopify.
Sync Stock Enabled	Off	While off, Odoo stock is not pushed to Shopify: the stock task skips the store.
Auto Send Fulfillment On Validate	On	When a delivery of a Shopify order is validated, the fulfillment is created in Shopify.
Notify Customer On Fulfillment	Off	Shopify notifies the customer when the order is fulfilled.
Auto-push cancellations to Shopify	Off	If you cancel a linked order in Odoo, it is also cancelled in Shopify.
Auto-push order edits to Shopify	Off	Line changes on a confirmed order are sent to Shopify.
Refund as store credit	Off	Refunds are issued as store credit instead of to the original payment method.

The customer notifications on cancel, order edit and refund are on by default; so are the restock-on-cancel and refund-on-cancel notifications. The invoicing and accounting options are explained in "What is done by hand".

USER MANUAL · SHOPIFY

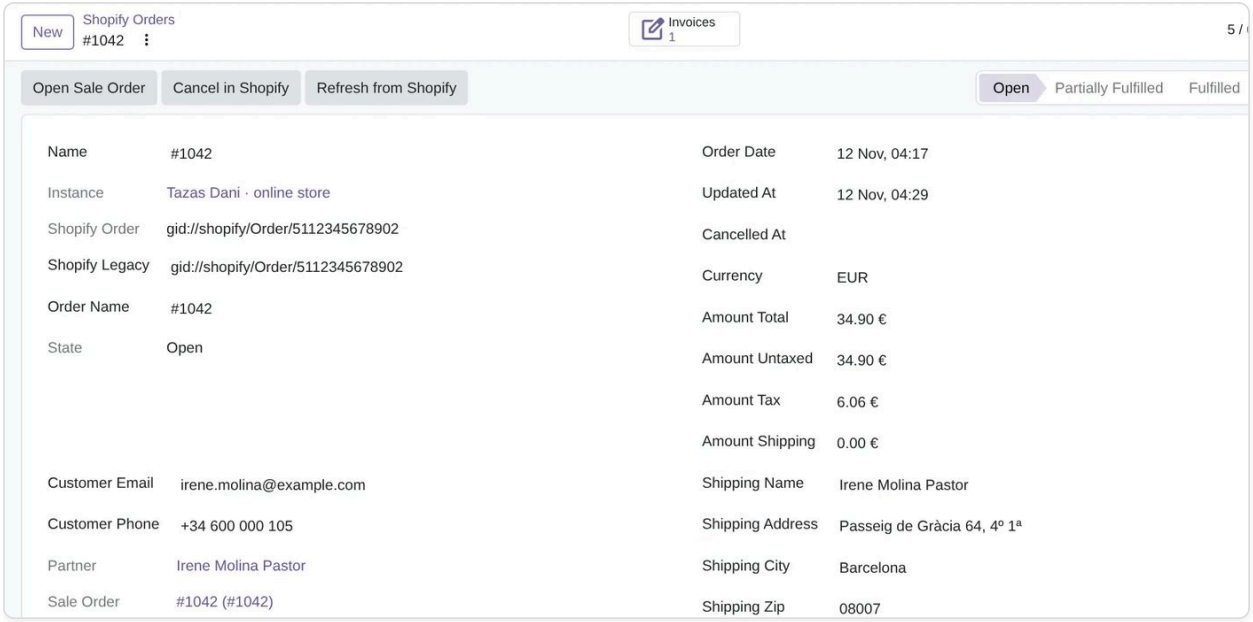
7 Orders

Here you see the orders coming from Shopify and the Odoo sale order created from each one.



- **Real Odoo 20 screenshot.** The store's list of Shopify orders, with their financial status, status and sale order.

Go to **Shopify › Operations › Orders**. The **Shopify Sync Orders** task fetches orders every 5 minutes: it is switched off on installation and switches itself on as soon as you save an active shop with **Sync Orders Enabled**, which is switched on by default. To avoid waiting, click **Sync Orders** on the shop. Taxes are assigned in **Shopify › Configuration › Mappings › Taxes**.



- **Real Odoo 20 screenshot.** The record of a Shopify order, with its amounts and the link to its sale order.

Create Sale Orders	From the list, creates the sale order for the selected orders that do not have one yet. Shopify operators only.
Open Sale Order	Opens the sale order of this order. Hidden if the order does not have one yet.
Create Sale Order	Creates the sale order manually. Hidden if the order already has one. Shopify manager only.
Cancel in Shopify	Cancels the order in Shopify. Hidden if the order is already cancelled.
Refresh from Shopify	Reads the order from Shopify again.
Create Invoice	Creates the invoice for the order. Hidden if the order has no sale order or already has an invoice.

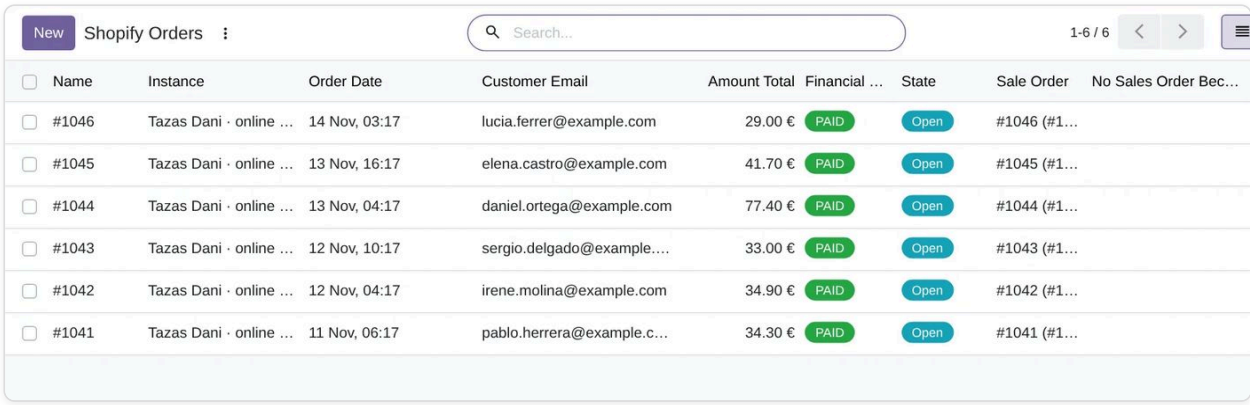
The **State** field can be **Open**, **Partially Fulfilled**, **Fulfilled**, **Cancelled** or **Refunded**. It starts as **Open**.

1. **Import the orders**

   They arrive on their own every 5 minutes. To avoid waiting, press **Sync Orders** on the store.

2. **Open the order**

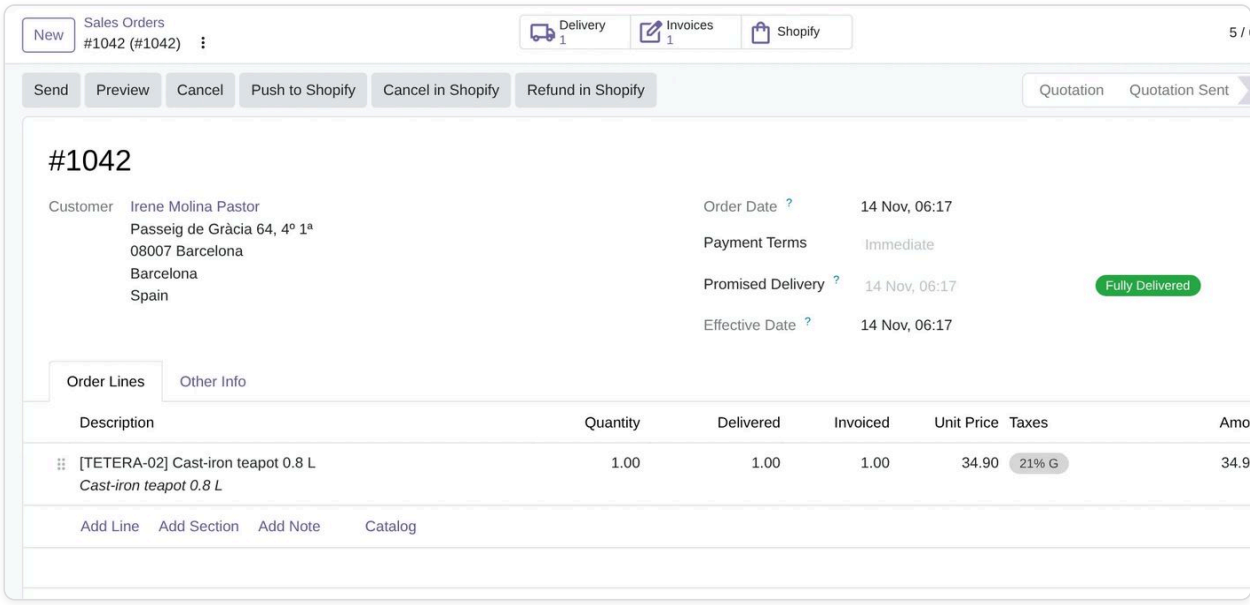
   In **Shopify Orders**, click the order you are interested in.



- **Real Odoo 20 screenshot.** Each row is an imported order, with its **State** and its **Sale Order**.

3 Jump to the sale order

Press **Open Sale Order** to see the lines with their taxes.



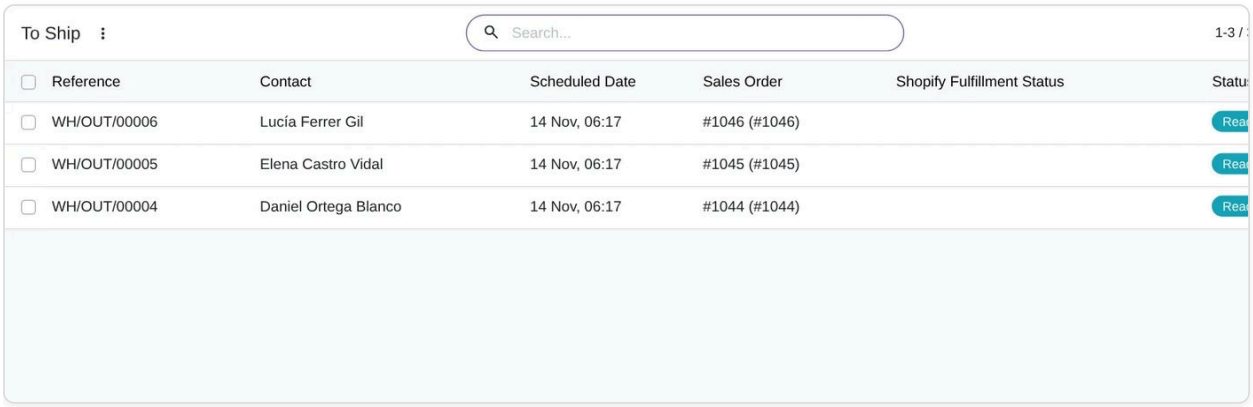
- **Real Odoo 20 screenshot.** The Odoo sale order created from the Shopify order.

> An order can only be deleted when Shopify has cancelled it and it does not hold any sale order. Changing an order's record requires being a Shopify manager, and the buttons that call Shopify require being an operator or manager.

USER MANUAL · SHOPIFY

8 Shipments

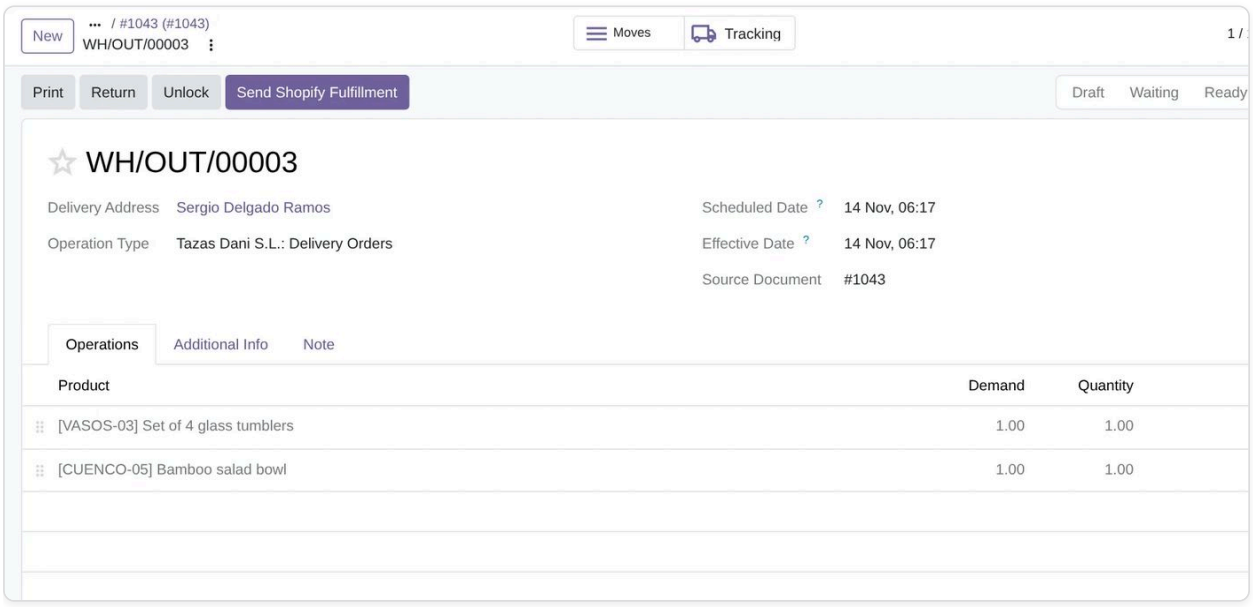
Each delivery you validate in Odoo can reach Shopify with its fulfillment, its tracking number and its carrier.



- **Real Odoo 20 screenshot.** The **To Ship** list with three delivery orders in **Ready** status.

Pending deliveries are in **Shopify › Operations › To Ship**. The fulfillment is sent to Shopify from three places: when the delivery is validated (with **Auto Send Fulfillment On Validate**, which is on in new stores), when a tracking number is saved on a delivery already done, or with the buttons on the delivery order. The carrier sent to Shopify is the one on the sale order (taken from the Shopify shipping line, matched with **Shopify ›**

Configuration › Mappings › Carriers) or, if there is none, the one on the delivery; the tracking number is the delivery's.



- **Real Odoo 20 screenshot.** Delivery order done with the **Send Shopify Fulfillment** button and the error Shopify returned.

Send Shopify Fulfillment	Sends the order's fulfillment. Only shown on a delivery of a Shopify order in **Done** status.
Update Shopify Tracking	Sends the tracking number to Shopify. Only shown if the delivery is done and already has a fulfillment in Shopify.
Retry send fulfillment	Repeats the send when it failed. It appears in the red error alert, with the delivery done.
Shopify Fulfillment Status	The state of the shipment in Shopify.
Shopify Fulfillment Error	The last error Shopify returned, if any.

The **Shopify** group of the delivery order stores the fulfillment, the date of the last send and the date of the last tracking sent. If FlexigoTech Cloud pauses the send, the delivery stays validated, it is not marked as failed, and the chatter records it as "Not sent to Shopify".

1. **Validate the delivery**

   If automatic sending is enabled on the store, or if there is already a tracking number, Odoo sends the fulfillment to Shopify.

2. **Check the delivery order**

   Look at the fulfillment status and the error, if any.

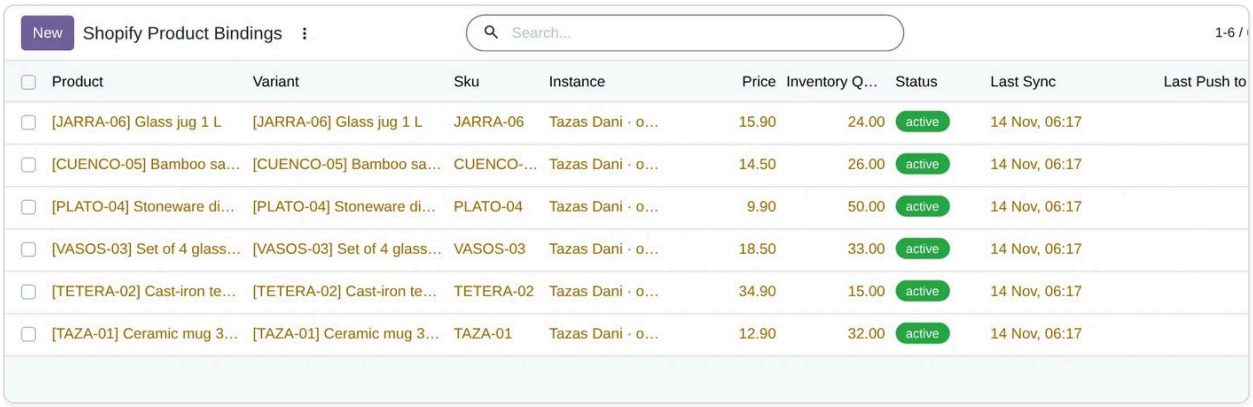
3. **Correct and retry**

   Use **Retry send fulfillment** to send it again.

> A fulfillment cannot be sent from a delivery that is not validated, nor from one that does not belong to a Shopify order. If the delivery already has a fulfillment, use **Update Shopify Tracking**. Shopify operator permission is required.

9 Catalogue

Here you see the Odoo products linked to Shopify, export them for the first time and send their prices.



- **Real Odoo 20 screenshot.** The **Shopify Product Bindings** list with the six products linked in the store.

Go to **Shopify › Catalog › Linked Products**. Each line is a Shopify variant linked to an Odoo product. Shopify data arrives with the **Shopify Sync Products** task, every hour (it switches itself on with the first active shop), or with the **Sync Products** button on the shop. The Odoo price goes out with the **Shopify Push Prices** task, every hour. Stock goes out with **Shopify Push Stock**, every 20 minutes, for shops with **Sync Stock Enabled**, which is switched off by default.

Binding buttons

Push to Shopify	Sends to Shopify the price, the compare-at price, the SKU and the barcode of this variant. The price is the Odoo sale price on a single-variant product in a store with **Odoo sets the prices**; otherwise, the one that came from Shopify.
Push Stock	Sends the quantity of this variant to Shopify.
Open Product	Opens the Odoo product this variant is linked to.

Status in the list

- **Active** and **Archived** separate the mappings in use from the archived ones.
- **Never Pushed** marks the variants not yet sent to Shopify.
- **Stale Sync (>24h)** marks those that have gone more than 24 hours without syncing from Shopify.
- **No Stock Sync** marks those that have not yet received any stock.

Publishing an Odoo product to Shopify

1. **Open the product**
   Go to the product form in Odoo. If it has no mapping yet, you will see **Export to Shopify**.

2. **Click Export to Shopify**
   A wizard opens where you choose the store and the **Initial Status**: **Draft (hidden)** or **Active (visible in store)**.

3. **Confirm with Export to Shopify**
   The product is created in Shopify and linked.

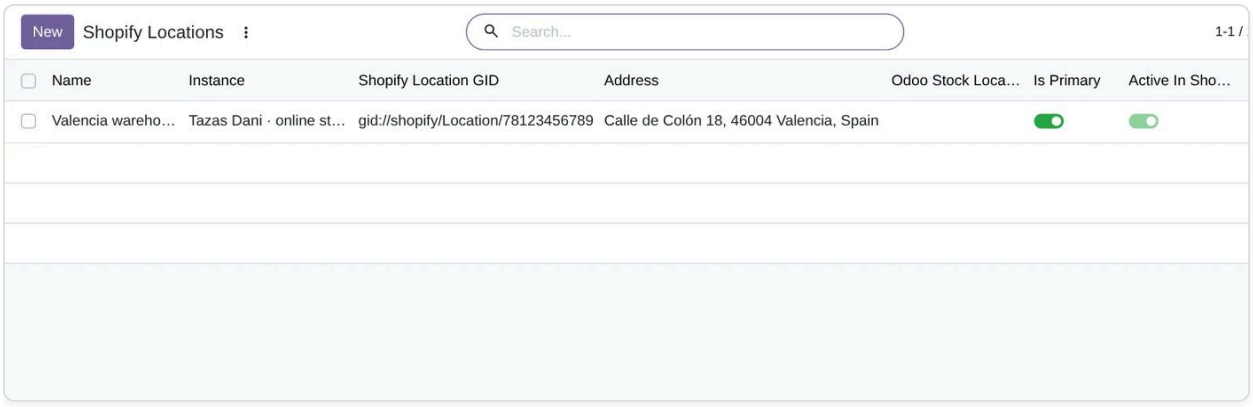
4. **Update later with Push to Shopify**
   Once it is linked, this button on the product form replaces the export one.

> You cannot export a product that already has a mapping in that store: Odoo asks you to use **Push to Shopify**. Nor can you export if there is no connected and ready store.

USER MANUAL · SHOPIFY

10 Stock

The connector sends Odoo stock to Shopify, pulls it back from Shopify and calculates a restock plan based on what you sell.



- **Real Odoo 20 screenshot.** The **Shopify Locations** list with the Valencia warehouse location of the Tazas Dani store.

Where each piece of data comes from

DATA	HOW IT ARRIVES	WHEN
Odoo stock to Shopify	**Shopify Push Stock** task	Every 20 minutes, on stores with **Sync Stock Enabled** (it is off by default)
Shopify stock to Odoo (adjusts Odoo's stock)	Scheduled task that imports the stock from Shopify	Every 6 hours, on the same stores
Restock plan	**Shopify Refresh Product Analytics** task	Daily, active

You see it in **Shopify › Configuration › Mappings › Locations**, which opens the **Shopify Locations** list. The plan is in **Shopify › Catalog › Restock Plan** and in **Shopify › Reporting › Stock Forecast**, which open the same list.

The location record

Odoo Stock Location	The internal Odoo location that corresponds to this Shopify location. It receives the free stock of that location and of those inside it, minus the stock of those that already have their own Shopify location. An unassigned Shopify location receives nothing.

Is Primary	If it has no Odoo location assigned, the primary one receives the rest of the company's stock (and all of it, if none is assigned).
Set Primary and **Set as Primary**	They make this location the primary one for its store. They are hidden when it is already the primary.

Restock plan states

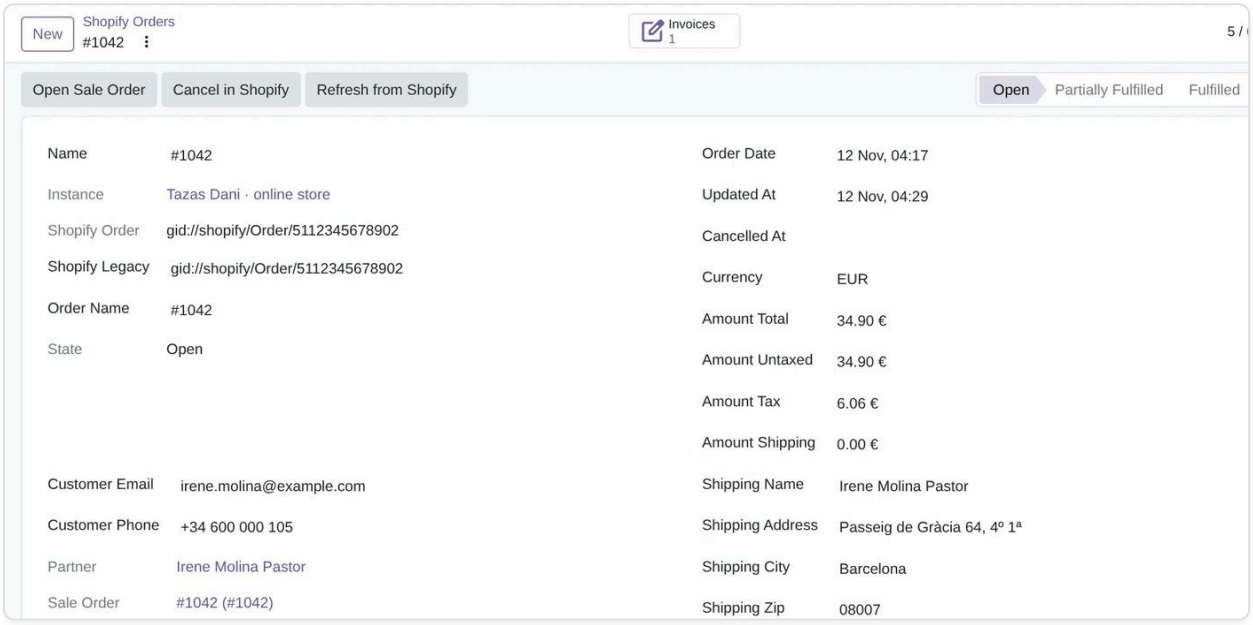
Each product has a **Restock State**: **OK**, **Watch**, **Reorder now** or **Stockout**. The filters **Reorder now**, **Stockout** and **Watch** show you only the ones that matter.

> The fields **Shopify Location GID**, **Address** and **Active In Shopify** come from Shopify and cannot be edited. Locations are fetched with **Sync Locations**, which is on the store form.

USER MANUAL · SHOPIFY

11 Refunds

Each Shopify refund is recorded in Odoo, with its credit note and stock return, in **Shopify › Operations › Refunds & Returns**.



- **Real Odoo 20 screenshot.** The Shopify order, with the **Cancel in Shopify** button at the top.

Where each piece of data comes from

The refund is recorded with the **Draft** status. The credit note is created by the scheduled task **Shopify Create Credit Notes**, every 3 hours, on stores with **Enable Finance & Accounting** and **Auto-create Credit Notes** switched on. You can also create it with the **Create Credit Note** button. The stock return is triggered by the **Return Stock** button.

Record buttons

Create Credit Note	Creates the credit note for the order's invoice. Visible with the **Draft** or **Failed** status.

Retry	Returns a **Failed** refund to the **Draft** status so you can try again.
Ignore	Marks the refund as **Ignored**. Visible with the **Draft** or **Failed** status.
Open Sale Order	Opens the linked sale order. Visible if the refund has a sale order.
Return Stock	Creates and validates the return transfer. Visible if the **Stock Return** is in **Pending Return**, **To Review** or **Return Failed**.

Statuses

- **Draft**: the refund is recorded and does not yet have a credit note.
- **Credit Note Created**: the credit note already exists in Odoo.
- **Ignored**: you have discarded it manually.
- **Failed**: the credit note could not be created. The reason is in **Error**.

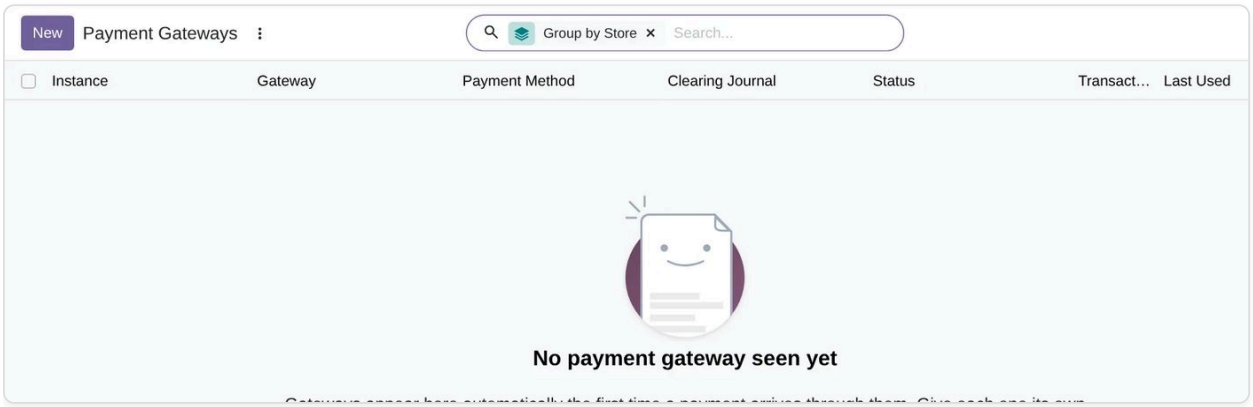
How to use it

1. **Open the list**
   Go to **Shopify › Operations › Refunds & Returns** and use the **Needs Action** filter.
2. **Review the refund**
   Check **Amount Refunded**, **Note** and the linked order.
3. **Create the credit note**
   Click **Create Credit Note**.
4. **Return the stock**
   If the **Stock Return** requires it, click **Return Stock**.

> The credit note cannot be created if the store does not have Finance enabled, if the refund has no sale order, or if the order has no validated invoice.

12 Finance

This section tracks the payments, fees, payouts and disputes of Shopify Payments and reconciles them with Odoo accounting.



Real Odoo 20 screenshot. The payment gateways list empty, before the first payment arrives.

Where each piece of data comes from

- Payment transactions are stored with each order that is synced. You see them in **Shopify › Finance › Payment Transactions**.
- Payouts, balance movements and disputes are fetched by the **Shopify Sync Payouts** task, every 6 hours, which is switched on when you tick **Enable Finance & Accounting**, or instantly with the **Sync payouts** button on the **Finance & Accounting** tab of the store. They are consulted in **Shopify › Finance › Payouts**, **Shopify › Finance › Balance Transactions** and **Shopify › Finance › Disputes**.
- The cards in **Shopify › Finance › Control Tower** are recalculated by the **Shopify Refresh Finance Dashboard** task, every 4 hours, which is also switched on with **Enable Finance & Accounting**. The **Refresh** button on each card does it on the spot.
- Each gateway appears on its own in **Shopify › Configuration › Mappings › Payment Gateways** the first time a payment comes in through it.

Record buttons

Book & Reconcile Settlement	On a payout. Generates the settlement entry and reconciles the pending receivable with the payments of each order. Only visible if the payout is paid and does not yet have an entry.
View Transactions	On a gateway. Opens the transactions that have gone through it.
Refresh	On the Control Tower card. Recalculates the figures for that store.

Statuses

Gateway: Mapped or Unmapped	It is **Unmapped** until you assign it a **Clearing Journal**.
Payout: Unmatched, Booked or Reconciled	Shows how far the payout has progressed in accounting.

How a payout is reconciled

1. **Enable finance**
   On the **Finance & Accounting** tab of the store, tick **Enable Finance & Accounting** and click **Set up finance accounts**, which prepares the Shopify Payments pending receipts journal.

2. **Assign a journal to each gateway**
   In **Shopify › Configuration › Mappings › Payment Gateways**, choose the **Clearing Journal** for the **Unmapped** rows. Each journal has its own pending receivables account.

3. **Pull the payouts**
   Click **Sync payouts** on the store or wait for the **Shopify Sync Payouts** task. The payouts appear in **Shopify › Finance › Payouts**.

4. **Open a paid payout**
   Click **Book & Reconcile Settlement**. The entry is posted and the pending receivable is reconciled.

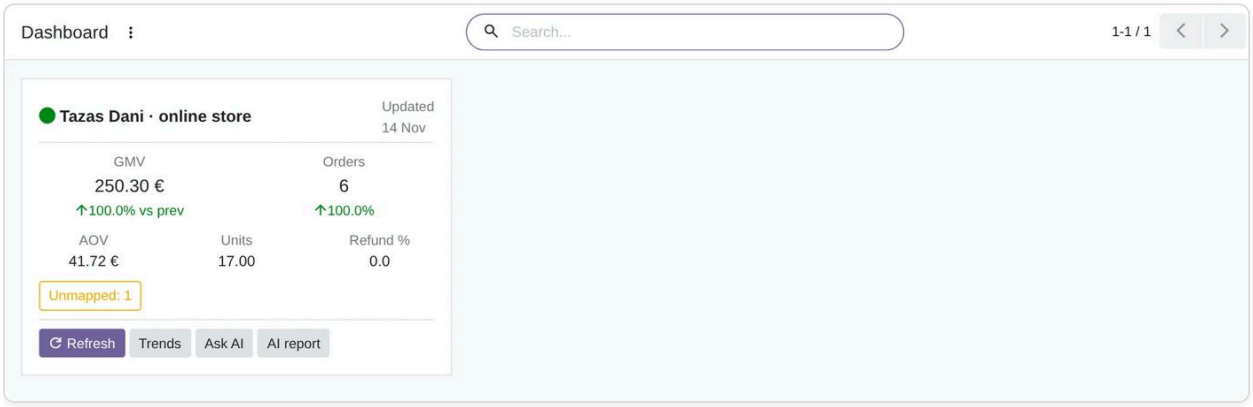
5. **Check the result**
   The payout moves to **Reconciled** and **Reconcile Diff** shows what has remained unreconciled.

> This section does not charge or pay anything by itself: it does not move money and does not create entries until you click **Book & Reconcile Settlement**. It only covers Shopify Payments, because it is the only gateway that provides fees and payouts.

USER MANUAL · SHOPIFY

13 Reports and AI

The dashboard gathers the sales indicators of each store, their trends and the AI analyses and answers.



- **Real Odoo 20 screenshot.** The dashboard with the indicators of the Tazas Dani store and the Trends, Ask AI and AI report buttons.

You enter through **Shopify › Dashboard**. There is one dashboard per store, and they are created automatically so the screen is never empty. The indicators are recalculated by the scheduled task **Shopify Refresh KPI Dashboard**, which runs every 4 hours, or with the **Refresh** button. The **Shopify AI Weekly Digest** is generated every week. **AI report** generates it instantly.

Refresh	Recalculates the indicators on that dashboard.
AI report	Generates an AI report for this store and places it in the **AI Summary** tab.
Ask AI	Opens the question assistant already limited to this store.
Orders	Opens the store's orders.
Sales Analytics	Opens sales analytics.
Trends	Opens the evolution of the indicators.
Top products	Opens the best-selling products.
Fulfilment Funnel	Opens the order fulfilment funnel.
Reorder list	Opens the list of products to reorder.
Refunds	Opens the refunds.

The dashboard has two groups of figures, sales and stock with their issues, and the tabs **Trend**, **Top products** and **AI Summary**. Under **Period** you choose between **Last 7 days**, **Last 30 days**, **Last 90 days**, **Month to date**, **Last month**, **Year to date** and **Custom**. It defaults to **Last 30 days**.

Each AI answer is saved with one of these statuses: **OK**, **No key**, **Refused**, **Error**, **AI disabled**, **Cost cap** or **AI notice not accepted**.

1. **Open Ask AI from the dashboard**
   The store is already selected.

2. **Type the Question and press Ask AI**
   The **Answer** appears in its section, together with the **Cost**.

3. **Press Recent questions**
   The archive of questions for that store opens.

> The AI only counts figures the connector has already calculated: it does not access other data from your store. If the monthly cost cap is reached, the assistant does not answer.

USER MANUAL · SHOPIFY

14 What happens automatically

The connector ships 18 scheduled tasks; on installation, some are switched on and others off.

TASK	FREQUENCY	WHAT IT DOES
Shopify Sync Orders	Every 5 minutes (switches on by itself with the first active store)	Pulls new orders from the stores.

TASK	FREQUENCY	WHAT IT DOES
Shopify Sync Products	Every hour (switches on by itself with the first active store)	Pulls products from the stores.
Shopify Push Stock	Every 20 minutes	Sends stock from Odoo to Shopify, for stores with **Sync Stock Enabled**.
Shopify Pull Stock (from Shopify to Odoo)	Every 6 hours	Adjusts Odoo stock to the Shopify quantities in the assigned locations, on the stores with **Sync Stock Enabled**.
Shopify Push Prices	Every hour	Sends prices changed in Odoo to Shopify.
Shopify Process Webhooks	Every minute	Processes received webhook notices. A store connected through FlexigoTech Cloud does not receive webhooks.
Shopify Retry Failed Webhooks	Every 30 minutes	Reprocesses notices that failed.
Shopify Notify Sync Errors	Every hour (off)	Reports sync errors.
Shopify Cleanup Old Webhook Events	Every day	Deletes notices already processed or ignored that are older than 30 days.
Shopify Cleanup Old Sync Logs	Every 7 days	Keeps only the last 90 days of sync logs.
Shopify Refresh Product Analytics	Every day	Recalculates product analytics.
Shopify Refresh KPI Dashboard	Every 4 hours	Updates the dashboard indicators.
Shopify Refresh Instance Stats	Every hour	Resets the counters for each store.
Shopify AI Weekly Digest	Every week	Generates the weekly AI report, if AI is enabled in the settings.
Shopify Create Invoices	Every 2 hours (switches on with **Enable Finance & Accounting**)	Invoices confirmed orders from stores with **Auto-create Invoices**, and validates the invoice if the order is paid in Shopify.
Shopify Create Credit Notes	Every 3 hours (switches on with **Enable Finance & Accounting**)	Creates the credit note for each refund in stores with **Auto-create Credit Notes**: validates those for a full refund and leaves in draft those for a partial refund.
Shopify Sync Payouts	Every 6 hours (switches on with **Enable Finance & Accounting**)	Pulls the payouts, balance movements and disputes from Shopify Payments.
Shopify Refresh Finance Dashboard	Every 4 hours (switches on with **Enable Finance & Accounting**)	Updates the finance dashboard.

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

> A store connected through FlexigoTech Cloud has no webhooks. Its orders and products arrive only through the sync tasks, which are switched off: they switch on by themselves when you activate a store of that type with its switch turned on.

15 If something fails

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

The store does not call Shopify, or shows "FlexigoTech Cloud asks this store to wait: try again later."	This is a pause from FlexigoTech Cloud, for example due to a missing trial or subscription. Nothing is marked as failed and nothing is disconnected or deleted. The scheduled tasks for that store keep everything pending and carry on when the service is back.
"Save the client secret of ... in FlexigoTech Cloud first." or "Fill in the shop domain and the client ID before saving the client secret." appears.	Fill in the store domain and the Client ID in **Shopify › Configuration › Stores**, type the Client Secret and save. An administrator must first accept the consent checkbox about FlexigoTech Cloud.
The app is one of those distributed to the store and does not connect: "Authorise ... in Shopify first (Connect with Shopify)."	Authorise the app in Shopify once, after saving the store, using the connect with Shopify button.
Shopify denies access to order fulfilment	Add the read_merchant_managed_fulfillment_orders and write_merchant_managed_fulfillment_orders scopes to the app and authorise it again.
A Shopify order does not generate a sales order, or a delivery order is not sent to Shopify	Open the order or delivery record and read the notice it shows. If Shopify rejects the fulfilment, the error gives the reason, for example that the fulfilment order is closed. Correct the cause and use the retry button on the delivery order.
You want to see what Shopify answered	Open **Shopify › Configuration › Stores** and check the sync logs: each run shows its status, how many records it processed and how many errors it had.

That pause text appears when FlexigoTech Cloud rejects a call. It is only a wait: the store is not disconnected and nothing is lost.

16 Support

Write to us for installation, configuration or any question. On the Standard plan we reply within 1 working day; on Pro, within 4 working hours, and if needed we can look at it by video call. Tell us your Odoo version, the module version and, if there is an error, its full text.

Email

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

On the web

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

On Odoo Apps

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

Shopify 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).