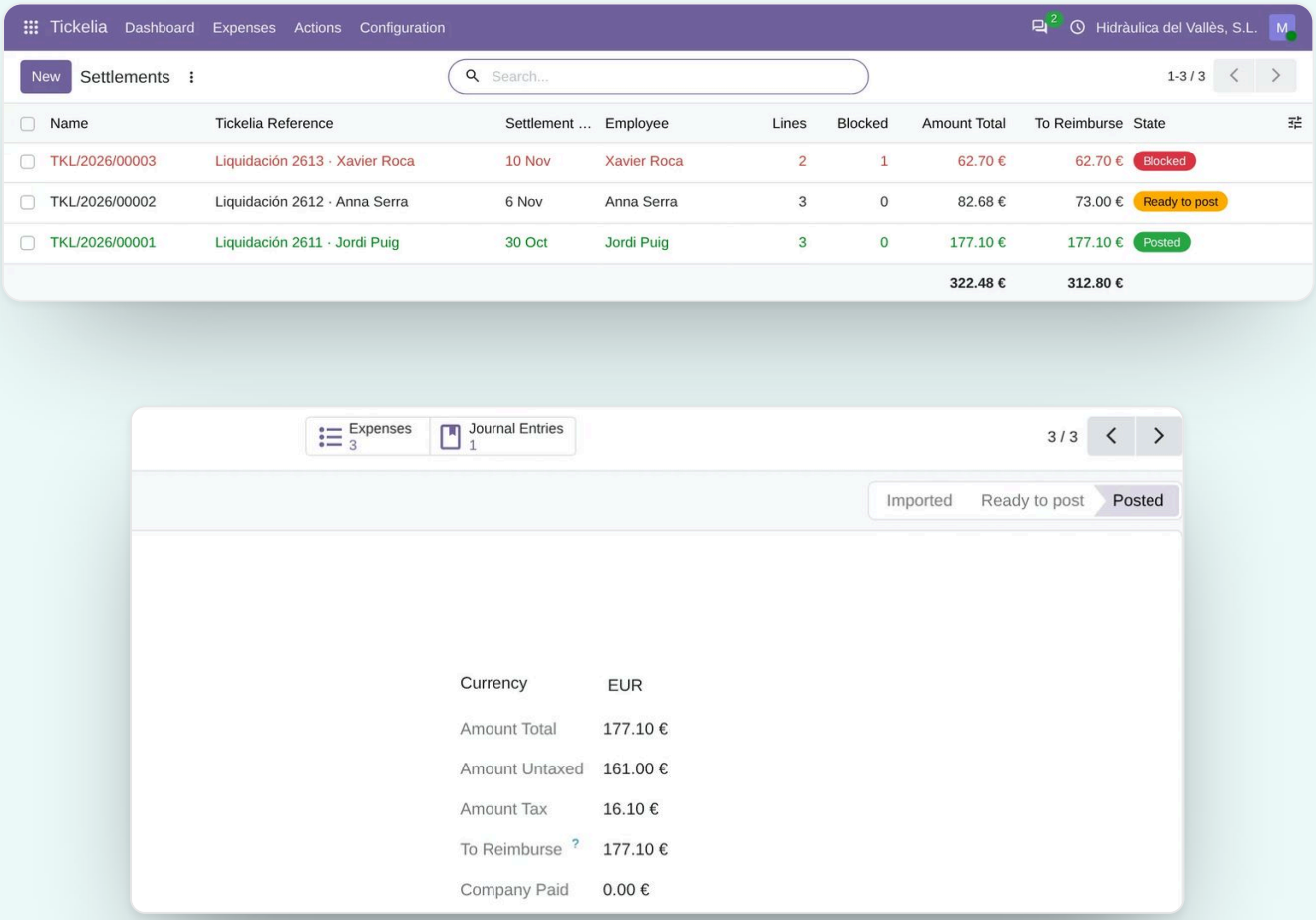
CONNECTOR GUIDE · EXPENSES AND TRAVEL

Tickelia connector for Odoo

Tickelia expense settlements reach Odoo with every line and its receipt; you review them and post them when you decide.

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



Real Odoo 20 screenshot. Tickelia expense settlements in Odoo and, in front, a posted settlement with its expenses.

Contents

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

1	Who it is for and what it solves	3
2	The connector in numbers	4
3	Where you see it in your Odoo	5
4	What you need before you start	5
5	FlexigoTech Cloud and the 14-day trial	6
6	Connecting Tickelia step by step	8
7	The mappings: Tickelia in your Odoo language	9
8	How settlements arrive	11
9	Review and validate	13
10	Booking: from the settlement to the journal entry	14
11	Company card or employee-paid	16
12	Advances	17
13	VAT recovery	18
14	Master data: from Odoo to Tickelia	19
15	Several companies and several Tickelia companies	20
16	The options and their defaults	21
17	What runs by itself and the data that goes back and forth	21
18	Security and privacy	22
19	Files and SFTP	23
20	If something fails	23
21	Other ways to do it	24
22	What it costs and what the subscription covers	24
23	Frequently asked questions	26
24	Glossary	27
25	Checklist and contact	28

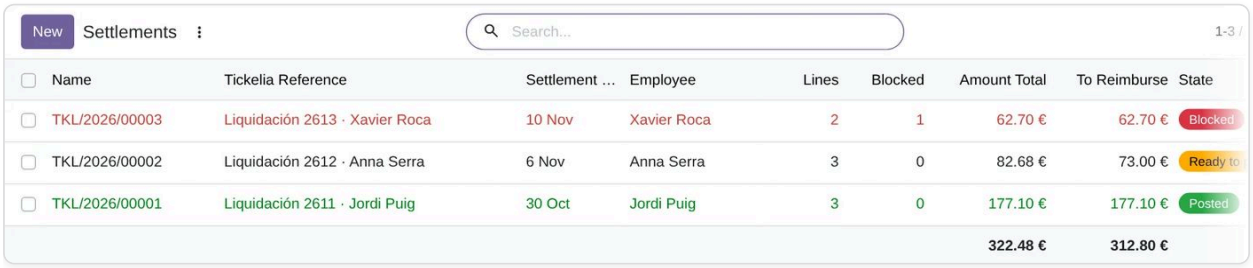
This guide describes version 20.0.1.1.2 of the module (Odoo branch fix/tk100-20.0, commit 0856d3845). Everything in it comes from its published code, the platform's official documentation or real screenshots.

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

1 Who it is for and what it solves

The connector is for the company that manages its team's expense claims in Tickelia and its accounting in Odoo. Without it, someone exports the Tickelia settlements, passes them to Odoo by hand or with a spreadsheet, looks up the VAT on each receipt, separates what the company card paid, and at the end goes back to Tickelia to mark each settlement as posted. Every month, the same work and the same mistakes.

With the connector, settlements closed in Tickelia arrive in Odoo with each expense line and the image of its receipt. Odoo checks them against your mappings and tells you, all at once, everything that doesn't add up. When they are correct, you post them with one button: each line becomes an Odoo expense and, if you want, its journal entry. Then Odoo notifies Tickelia, which removes the settlement from its pending list and notifies the employee.



- **Real Odoo 20 screenshot.** Tickelia settlements inside Odoo, each with its status.

What changes day to day

- Nobody types in a settlement: they arrive on their own every 4 hours or when you press import.
- Nothing is posted without review: whatever has no mapping stays blocked and says why.
- An expense paid with the company card is not reimbursed to the employee again.
- Advances and the exchange invoices for VAT recovery are also in Odoo.
- Tickelia knows what is posted without anyone marking it by hand.

Who uses it in the company

The person in charge of accounting	Reviews the settlements, fixes what is blocked, and posts. This is the one who saves the most time.
The person who administers Odoo	Connects Tickelia once, fills in the mappings, and decides what runs automatically.
The person who pays	Sees on each settlement what must be paid back to the employee, and pays advances from Odoo.
The employees	They keep using Tickelia as usual. They receive the Tickelia email when their settlement is posted.

A month with the connector

Employees record their receipts in Tickelia during the month and close their settlement. Odoo brings them in on its own every 4 hours. The person in charge of accounting opens the list: those that are **Ready to post** get posted all at once; those **Blocked** tell them what is missing, almost always a new mapping, which takes a minute to create. They pay the advances, post the VAT exchange invoices, and at month end everything is in Odoo and marked in Tickelia, without a single spreadsheet.

> You can buy it on the Odoo App Store or in our shop, for Odoo 17, 18, 19 and 20: €9 per Odoo version, plus the FlexigoTech Cloud subscription, from €49/month or €490/year.

2 The connector in numbers

4
Odoo versions: 17, 18, 19 and 20

240+
automated tests passing on every version (November 2026)

3
things that come from Tickelia: settlements, advances and exchange invoices

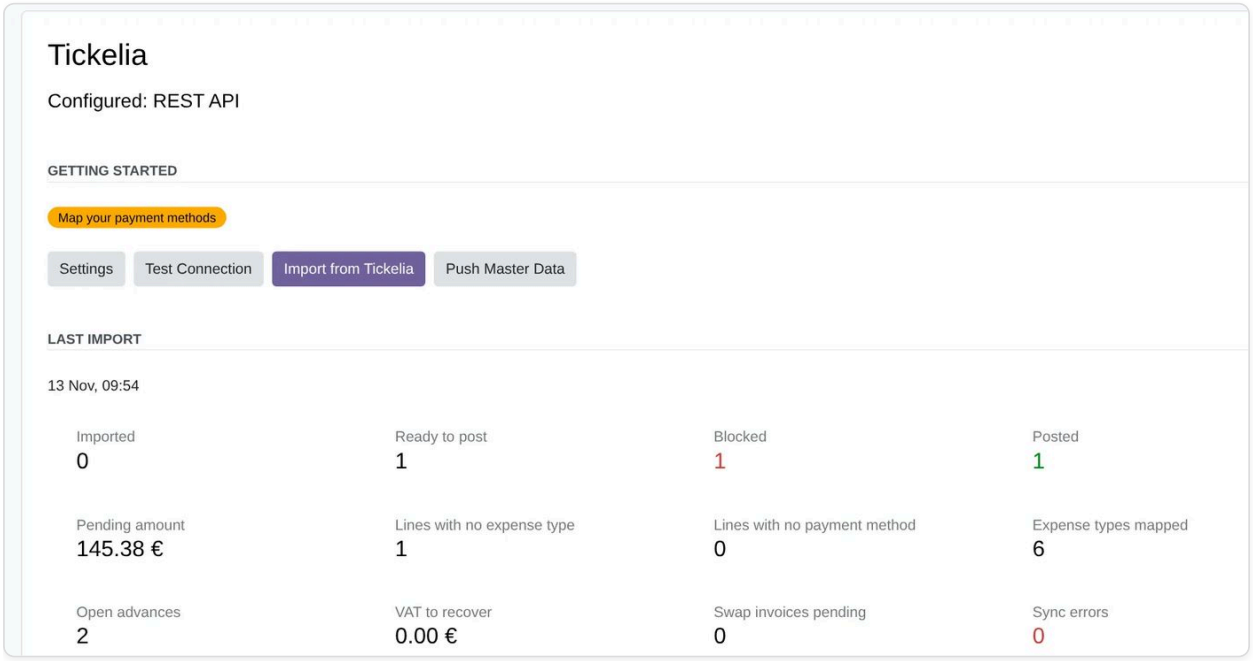
4
statuses a settlement goes through before closing: imported, ready, blocked and posted

2
scheduled tasks: import every 4 hours and post every day

14
days of FlexigoTech Cloud trial, no card required

It works on Odoo Community and Enterprise: it uses Employees, Expenses and Invoicing. It has been tested against a real Tickelia account with a test settlement in November 2026: the connector imports it, posts it in Odoo and writes the acknowledgement back to Tickelia, which stores the journal entry number on each posted expense and removes the settlement from the pending list. The only thing Tickelia did not confirm is the notification email to the employee. It has also been tested against a simulator of the Tickelia API built from its official documentation and Postman collection.

3 Where you see it in your Odoo



- **Real Odoo 20 screenshot.** The Tickelia dashboard: what has been imported, what is ready to post, what is blocked and what is posted.

Dashboard	The company figures and the buttons **Import from Tickelia**, **Push Master Data**, **Test Connection** and **Settings**.
Expenses	**Settlements**, **Expense Lines**, **Advances** and **VAT Recovery**.
Actions	**Import from Tickelia** and **Push Master Data**.
Configuration	**Settings**, **Expense Types**, **Tax Codes**, **Cost Centers & Projects**, **Payment Methods** and **Sync Log**.

Outside the app, the connector works in Expenses (each posted line becomes an Odoo expense, with its receipt), in Accounting (the journal entries and the VAT exchange invoice) and on the employee record, which stores their Tickelia code.

4 What you need before you start

- Your Tickelia account with access to its API: the address of your service (ends in .svc/), the API user, the database and the password. Tickelia provides them.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your server, not on Odoo Online, with Expenses and Accounting. It works on Community and Enterprise.
- The Tickelia code of each employee on their Odoo record, so that each expense finds its person.
- An Odoo administrator: accepts the FlexigoTech Cloud data list and the consent for each company.

> The connector only connects to Tickelia addresses (*.tickelia.com) over HTTPS. A service on another domain or another port cannot be connected yet.

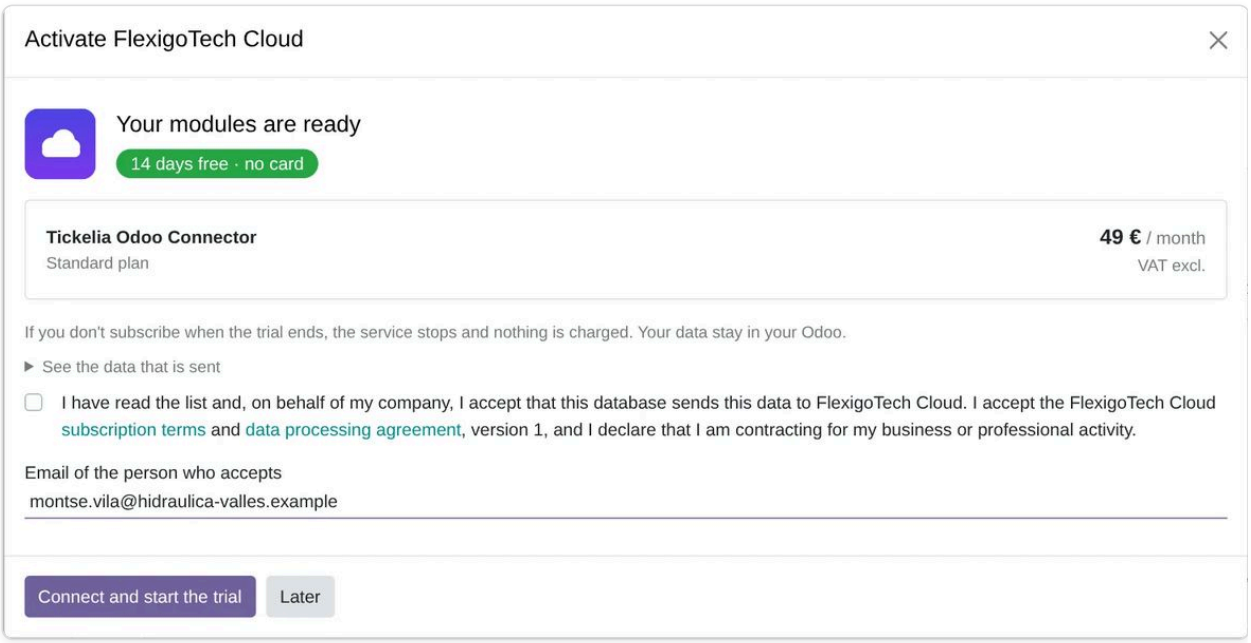
It is installed like any third-party Odoo module, on Odoo.sh or on your server. Odoo installs at the same time `flexigotech_cloud`, the connection to FlexigoTech Cloud, and the apps it depends on: Employees, Expenses and Invoicing.

Tickelia's fees are separate: the connector does not sell Tickelia or change your contract with them.

5 FlexigoTech Cloud and the 14-day trial

1. **Press Activate in the top bar**

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



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

2. **Accept and enter your email**

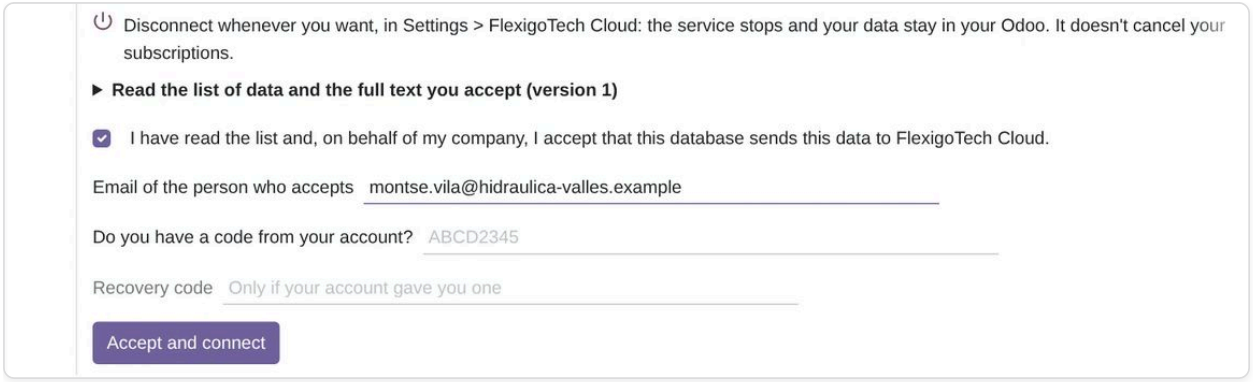
   Tick "I have read the list and, on behalf of my company..." (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3. **Press Connect and start the trial**

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

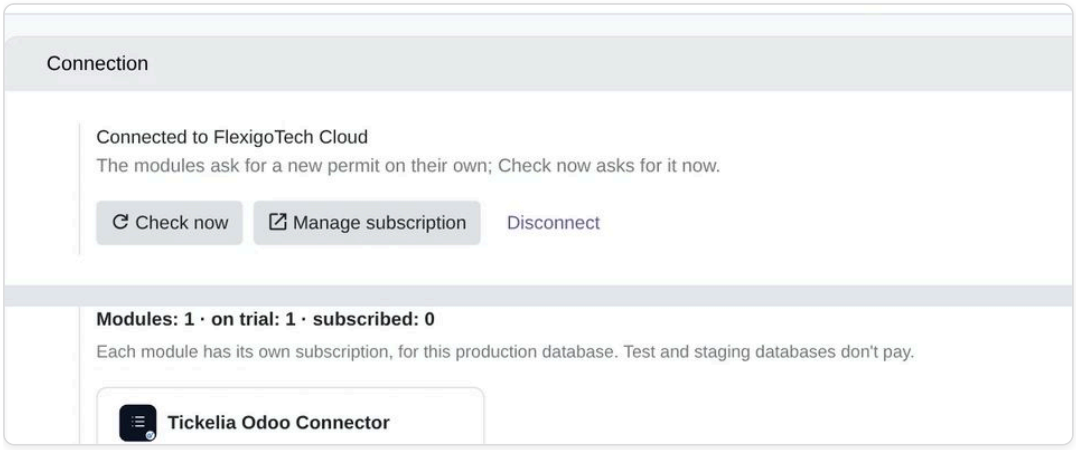
The same, from Settings

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



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

With the database connected, the **Modules** block shows each module with its status: **On trial** and the date it ends, **Subscribed**, and so on. From there you choose the plan (Standard or Pro, monthly or yearly) and press **Subscribe**: payment is made on the Stripe page, outside Odoo.



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

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

What the cloud does on each call

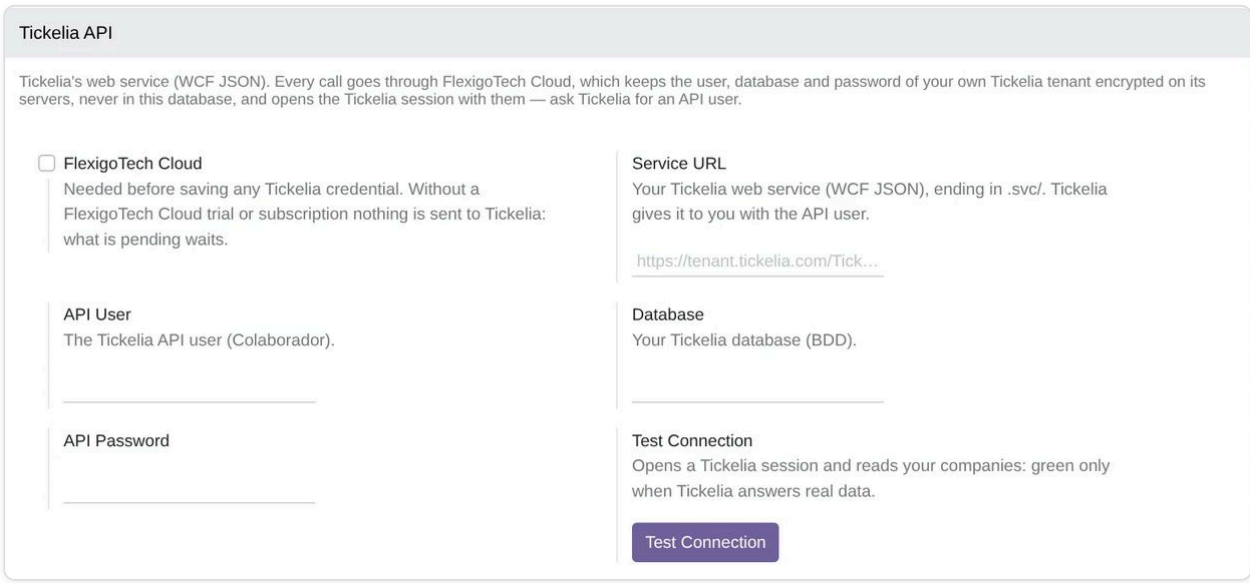
The Tickelia API requires opening a session with the user, the database and the password, and returns a daily permission that goes in every call. FlexigoTech Cloud does that: it stores the credentials encrypted, opens the session, puts the permission on each call, and passes the response to your Odoo. That way the API password is never in your database or its backups.

The cloud also monitors: it records whether the calls succeed, without the content of your records, and alerts you if something fails. What the subscription pays for is that service and support; your data stays in your Odoo.

6 Connecting Tickelia step by step

1 Open Configuration › Settings

The Tickelia block appears, still empty.



- **Real Odoo 20 screenshot.** The connection, before filling it in: without the consent, the fields cannot be saved.

2 Accept the consent

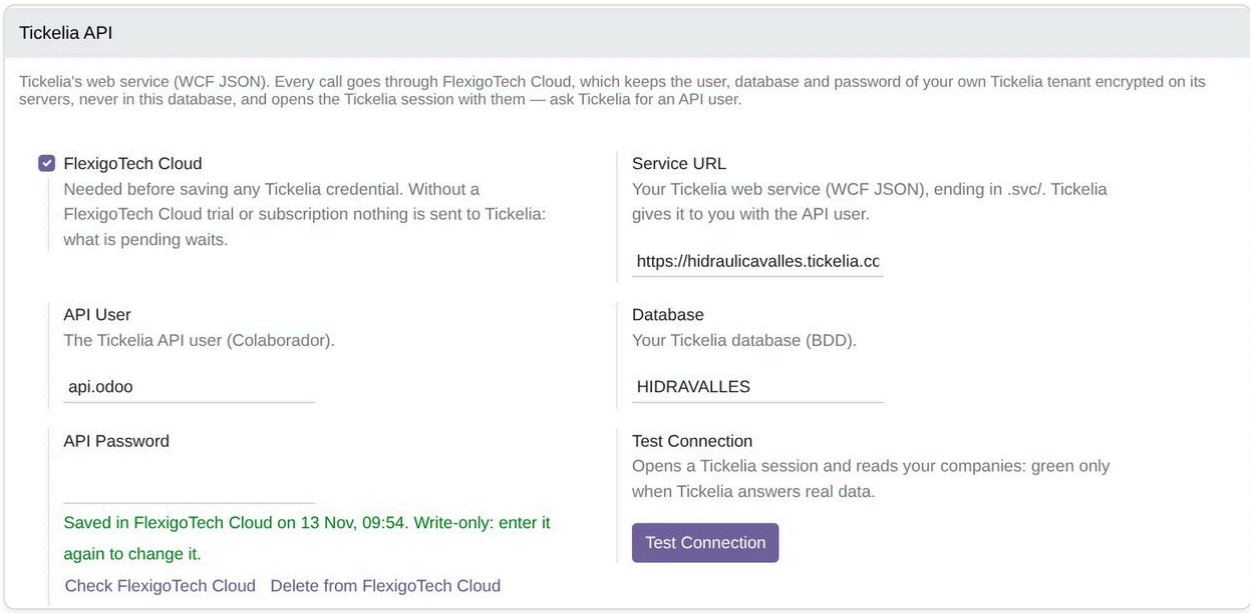
That FlexigoTech Cloud stores the Tickelia credentials of this company. Without it, nothing is sent.

3 Enter your Tickelia details

Tickelia Service URL, the API user, the **Tickelia Database** and the password. When you save, the password is sent encrypted to FlexigoTech Cloud and Odoo does not store it.

4 Press Test Connection

Odoo asks Tickelia for its companies. If it answers, the connection is valid.



- **Real Odoo 20 screenshot.** The connection made: the password is already in FlexigoTech Cloud.

Check FlexigoTech Cloud tells you whether the cloud has the credentials of this company stored. **Delete from FlexigoTech Cloud** removes them and frees that connection in the plan.

> Each plan has a number of connections: 3 with Standard and 10 with Pro. If you already have them all, when you save Odoo tells you and does not save the new one; delete one you do not use or move to Pro.

Where the data comes from

Tickelia gives you the four details together with API access: the address of your service, which ends in .svc/ (for example, **https://yourcompany.tickelia.com/Tickelia14/Tickelia_WCF/wcfJsonTickelia.svc/**), the API user, the name of your database and the password. They are not the username and password you use to log in to the Tickelia website.

What Test Connection says

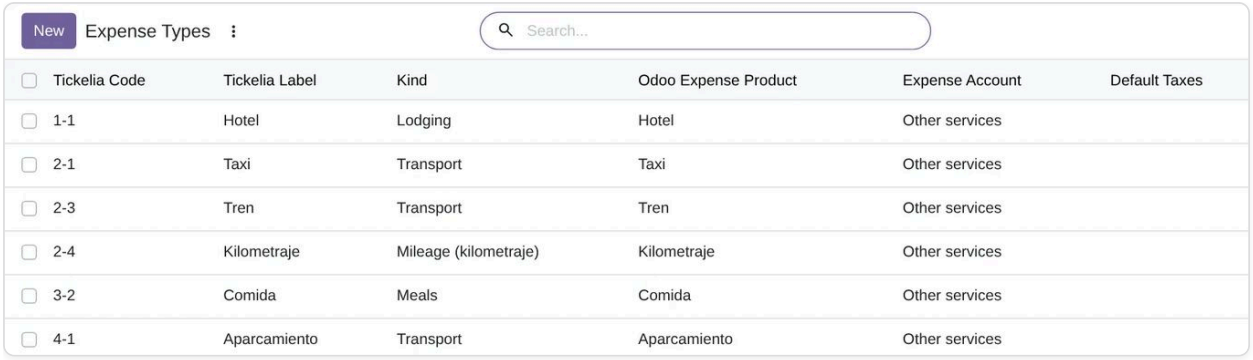
The connection is valid	Odoo has opened the session with Tickelia through the cloud and Tickelia has replied with its companies.
Credentials rejected	Tickelia has not accepted the user, the database or the password: check them and save the password again.
No service	The database is not connected to FlexigoTech Cloud, or the module has no trial or subscription.
Nothing to test	No API or SFTP is configured for this company yet.

Only a Tickelia manager or an administrator can test the connection: it is a call using the company's credentials.

CONNECTOR GUIDE · TICKELIA

7 The mappings: Tickelia in your Odoo language

TABLE	WHAT IT CARRIES FROM TICKELIA	WHAT IT MAPS TO IN ODOO
Expense Types	The expense type and subtype: "3-2" is subtype 2 of type 3	An expense account, an expense product and, if you want, taxes
Tax Codes	The VAT rate of the expense: "10", "21"	The Odoo purchase taxes, and whether they are deductible
Cost Centers & Projects	The cost center or project code	An analytic account
Payment Methods	The payment method of a Tickelia file	Who paid (the employee or the company) and the journal



Tickelia Code	Tickelia Label	Kind	Odoo Expense Product	Expense Account	Default Taxes
1-1	Hotel	Lodging	Hotel	Other services	
2-1	Taxi	Transport	Taxi	Other services	
2-3	Tren	Transport	Tren	Other services	
2-4	Kilometraje	Mileage (kilometraje)	Kilometraje	Other services	
3-2	Comida	Meals	Comida	Other services	
4-1	Aparcamiento	Transport	Aparcamiento	Other services	

- **Real Odoo 20 screenshot.** The expense types, each with its account and its expense product.

Through the API, an expense arrives with its type and subtype, and the connector joins them into one code: "1-1" is Hotel and "3-2" is Company meal in the example company. VAT arrives as its rate: an expense at 10% arrives with the code "10". If an expense has several VAT rates, the code is "21+10" and the line does not guess: it stays blocked for you to review.



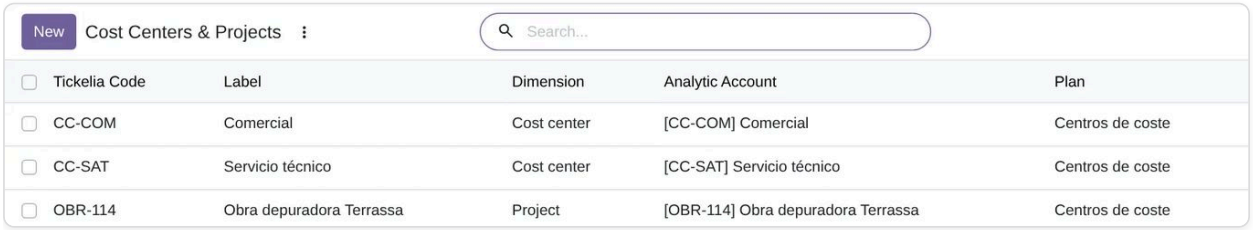
Tickelia Tax Code	Label	Expected R...	Odoo Taxes
0	Sin IVA	0.00	
10	IVA 10%	10.00	10% EX S
21	IVA 21%	21.00	21% G

- **Real Odoo 20 screenshot.** The VAT codes, each with its purchase tax.

> By default, a line with a VAT code that is not in the table is blocked (**Require tax mapping**). This is the recommended setting: wrong VAT ends up in your tax return.

An example

In the example company, an engineering firm in Sabadell, Tickelia uses these types: 1-1 Hotel, 2-1 Taxi, 2-3 Train, 2-4 Mileage, 3-2 Meal and 4-1 Parking. In Odoo, each one points to account 629 and to an expense product with its name. The VAT codes "10" and "21" point to the 10% and 21% purchase taxes, and "0" is the no-VAT rate, which is not recoverable. There are three cost centres: the wastewater treatment plant site, Sales and Technical Service, each with its analytic account.



Tickelia Code	Label	Dimension	Analytic Account	Plan
CC-COM	Comercial	Cost center	[CC-COM] Comercial	Centros de coste
CC-SAT	Servicio técnico	Cost center	[CC-SAT] Servicio técnico	Centros de coste
OBR-114	Obra depuradora Terrassa	Project	[OBR-114] Obra depuradora Terrassa	Centros de coste

- **Real Odoo 20 screenshot.** The cost centres and projects from Tickelia, each with its Odoo analytic account.

What each expense type holds

Code	The Tickelia one: type and subtype, such as "3-2", or the file's code.
Expense Account	Where the expense goes in your accounts.
Expense product	The Expenses product in Odoo. Odoo 19 and 20 do not let you submit an expense without it.

Taxes	The ones you want as default if the expense does not carry its VAT.
Kind	**Standard expense**, **Mileage (kilometraje)**, **Per diem / allowance (dieta)**, **Lodging**, **Meals**, **Transport** or **Other**: says which data matters, such as the distance for mileage.
Recoverable VAT	Whether the VAT on that expense type can be recovered with a reclaim invoice.

Cost centres have a **Dimension**: **Cost center**, **Project**, **Client** or **Trip / Travel Request**. This way one expense can go to a cost centre and a project at the same time, each with its analytic account.

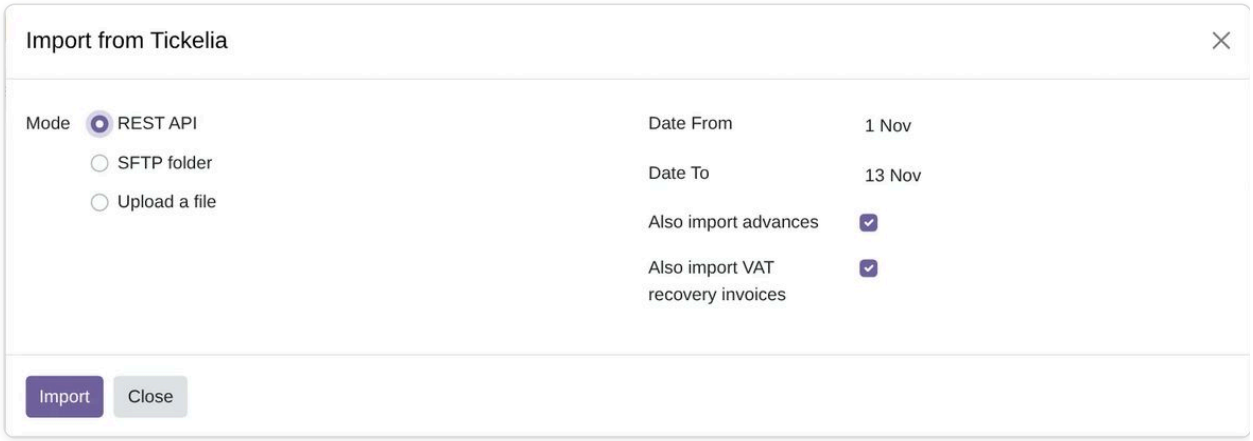
A missing mapping breaks nothing: the line that needs it stays blocked and the reason says which one. Create it and validate again.

CONNECTOR GUIDE · TICKELIA

8 How settlements arrive

1 **Open Actions › Import from Tickelia**

Choose how: through the API, from the SFTP folder, or by uploading a file exported from Tickelia (CSV or Excel).



- **Real Odoo 20 screenshot.** The import wizard, with the API selected and the advances and VAT invoices ticked.

2 **Press import**

When it finishes, the wizard says how many settlements, lines, advances and invoices came in, and any warnings.

With **Import settlements automatically** switched on in Settings, the **Tickelia: import settlements** job does this every 4 hours for that company. It is off by default.

- A settlement comes in only once: if it appears again in the pending list, it is updated, never duplicated.
- Each line carries its receipt: the ticket image is attached to the line.
- Only settlements from the Tickelia Company that has the company's tax ID come in. Anything from another company does not come in and is logged.
- Reading the list marks nothing in Tickelia: the settlement stays pending there until you book it in Odoo.

Name	Tickelia Reference	Settlement …	Employee	Lines	Blocked	Amount Total	To Reimburse	State
TKL/2026/00003	Liquidación 2613 · Xavier Roca	10 Nov	Xavier Roca	2	1	62.70 €	62.70 €	Blocked
TKL/2026/00002	Liquidación 2612 · Anna Serra	6 Nov	Anna Serra	3	0	82.68 €	73.00 €	Ready to post
TKL/2026/00001	Liquidación 2611 · Jordi Puig	30 Oct	Jordi Puig	3	0	177.10 €	177.10 €	Posted
						322.48 €	**312.80 €**	

- **Real Odoo 20 screenshot.** Tickelia settlements in Odoo: booked, ready to post and blocked.

What Odoo reads and what it leaves alone

Through the API, Odoo asks Tickelia for the list of pending settlements and, for each one, its full detail: the settlement data, its expenses and its advances. It asks in a way that does not mark it as read by Tickelia. The settlement stays pending in Tickelia until you book it in Odoo and Odoo tells it so.

For each expense, Odoo receives the date, the employee (their code and name), the type and subtype, the description, the total, the bases and taxes of up to three VAT rates, the currency, whether it is reimbursable, the cost centre, the project, the merchant with its tax ID, the invoice or ticket number and, for mileage, the kilometres and the price per kilometre. The ticket image is requested separately and attached to the line.

CHANNEL	HOW IT WORKS TODAY
Tickelia API	Running. Calls go through FlexigoTech Cloud, which opens the session with your credentials.
SFTP folder	Built into the module, but paused: FlexigoTech Cloud does not yet have any Tickelia SFTP server in its list.
An uploaded file	You export a CSV or Excel from Tickelia and upload it in the wizard.

No dates to choose

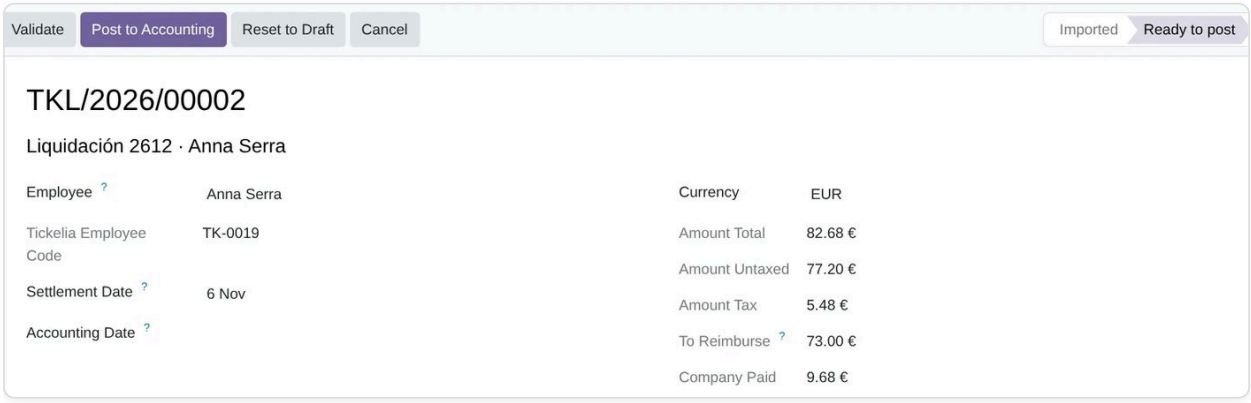
The Tickelia API does not work with dates: it returns whatever is pending until Odoo books it. So a settlement is not lost even if an import fails one day, and there is no need to say from when: the next import brings whatever is still pending. The wizard's dates and the **Import Window (days)** only apply to files.

What the wizard reports when it finishes

How many settlements, how many lines, how many advances and how many reclaim invoices came in, how many files were read, and the warnings: a settlement from another Company that was left out, a booked one that Tickelia sends differently, or a confirmation that needs repeating. The same goes into the **Sync Log**.

In the example company, the first import brought in three settlements with eight lines, two advances and one reclaim invoice, with no warnings.

9 Review and validate



- **Real Odoo 20 screenshot.** A settlement ready to post, with its amounts and what is owed to the employee.

STATUS	WHAT IT MEANS
Imported	Has just arrived and has not been validated yet.
Ready to post	Every line has its employee, its account, its VAT and its allocation.
Blocked	Something does not add up. **Blocking Reason** lists everything missing, not just the first item.
Booked	Its expenses are already in Odoo and, if you ask, its journal entries too.
Cancelled	It will not be booked.

Validate checks each line against the mappings: the employee by their Tickelia code, the expense type, the account, the expense product, the VAT and the cost centre. If everything is there, the settlement moves to **Ready to post**; if not, to **Blocked**, with the full list.



- **Real Odoo 20 screenshot.** A blocked settlement: the expense type "5-3" has no mapping in Odoo.

To unblock it, fix what the reason says (in the example, create expense type "5-3" with its account) and press **Validate** again. **Reset to Draft** returns it to freshly imported.



- **Real Odoo 20 screenshot.** **Expense Lines**: all lines from all settlements, with their status.

What Validate checks, line by line

- The employee: looked up by the Tickelia code on their record.
- The expense type: must be in **Expense Types**, with its account and its expense product.
- The VAT: the code must be in **Tax Codes** (if you require it, which is how it comes). Several rates on one expense are not guessed.
- The payment method, when it comes in a file, in **Payment Methods**.
- The cost centre and the project, in **Cost Centers & Projects**. If you do not require it, which is how it comes, the line passes without allocation.

The settlement record

Employee	The person on the settlement, found by their **Tickelia Code**.
Settlement Date and **Accounting Date**	The closing date in Tickelia and the one the journal entries will carry (the closing date, if you set no other).
Origin	Where it came from: the API, a file, the webhook or by hand.
Total, **Company Paid** and **Advances**	What the expenses add up to, what the company already paid and the advances applied.
Net Due to Employee	What is to be refunded to them.
Acknowledged in Tickelia	Ticked once Tickelia has taken the settlement off its pending list.
Blocking Reason	Everything that prevents booking it, in a list.

Below, the tabs **Lines**, **Advances Applied** and **Log**. Each line carries its date, its **Expense Type**, its amount, its VAT, its **Project** and cost centre, the merchant, the **Invoice Number**, who paid and its own status: a single blocked line blocks the whole settlement.

Mileage and expenses without VAT

A mileage expense arrives with its kilometres and its price per kilometre, and without VAT. In the example, a sales visit of 120 km at €0.26 per kilometre: €31.20. It is booked like any other expense, with its own expense type.

CONNECTOR GUIDE · TICKELIA

10 Booking: from the settlement to the journal entry

1. **Press Post on the settlement**

   If it was not validated yet, it is validated first. With anything pending, it does not book and says what is missing.

2. **Check the expenses**

   The **Expenses** button on the settlement opens the Odoo expenses created, each with its receipt.

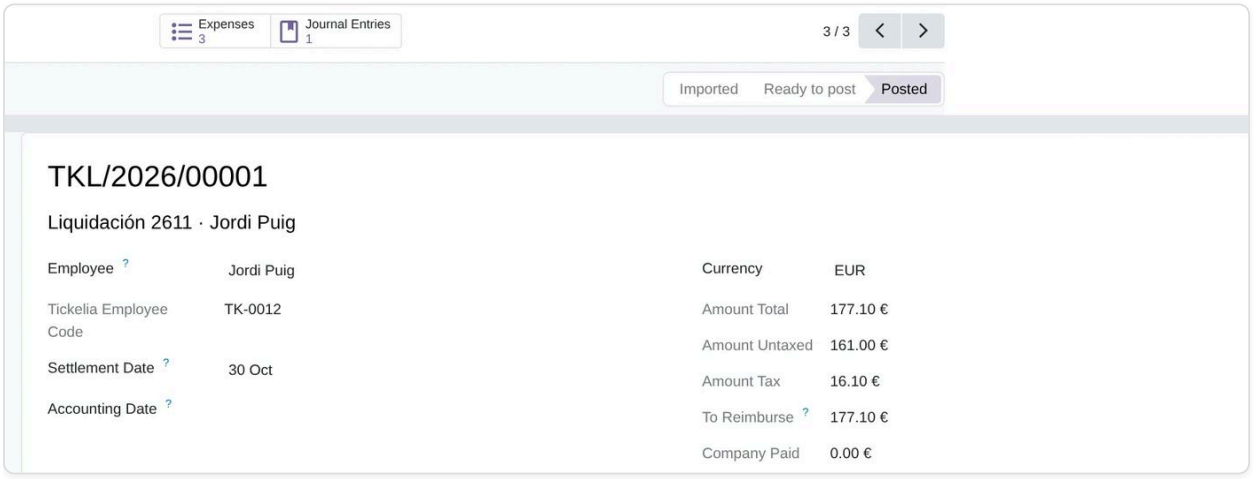


Employee	Description	Date	Product	Paid by	Activities	Total	Status
J Jordi Puig	Taxi	29 Oct	Taxi	Employee		18.70 €	Approved
J Jordi Puig	Comida	28 Oct	Comida	Employee		26.40 €	Approved
J Jordi Puig	Hotel	28 Oct	Hotel	Employee		132.00 €	Approved
						177.10 €	

- **Real Odoo 20 screenshot.** The Odoo expenses a settlement created, one per line.

With **Post journal entries** switched on, the connector takes each expense through to its journal entry: it submits, approves and posts it, dated with the settlement date. Off, which is how it comes, the expenses are left for your usual approval. In Odoo 17 and 18 it groups them into expense reports per employee and per payer; in 19 and 20, which no longer have reports, each expense carries its own journal entry.

When booking, Odoo notifies Tickelia (**Acknowledge back to Tickelia**, on by default): the settlement leaves its pending list. Odoo also asks Tickelia to email the employee, although in the real test on 19 November 2026 Tickelia did not confirm it. The notice is sent only after saving in Odoo, never before, and Odoo checks that Tickelia has really removed it by reading the list again. If not, it retries on the next import.



- **Real Odoo 20 screenshot.** A booked settlement, with its **Expenses** and **Journal Entries** buttons.

> A booked settlement does not change even if Tickelia sends it differently again: the change is logged for you to review. To undo it, reverse the journal entries in Accounting.

An example

Jordi Puig spends two days at the wastewater treatment plant site in Terrassa and closes his settlement in Tickelia: hotel, €132.00; meal, €26.40; taxi, €18.70. Within 4 hours, at most, the settlement is in Odoo. **Validate** finds Jordi by his code, each expense with its type, the 10% VAT on all three and the site's cost centre: it becomes **Ready to post**. **Post** creates three Odoo expenses with their ticket attached and, with journal entries switched on, takes them to accounting dated with the settlement's closing date. Tickelia removes it from its list and notifies Jordi.

Depending on your Odoo version

VERSION	WHAT THE CONNECTOR CREATES	HOW IT REACHES THE JOURNAL ENTRY
Odoo 17 and 18	One expense per line, and an expense report per employee and per who paid	Submit, approve and book the report with Odoo's buttons
Odoo 19	One expense per line, no reports (Odoo 19 removed them)	Each expense carries its own journal entry
Odoo 20	One expense per line	Submit and approve each expense, and book its journal entry; company-paid items are settled through their payment

The connector never writes a journal entry by hand: it uses Odoo's expenses and their buttons, so every check, every tax calculation and every currency conversion is done by Odoo. If an Odoo update changes the expense flow, the connector follows it rather than bypassing it.

CONNECTOR GUIDE · TICKELIA

11 Company card or employee-paid

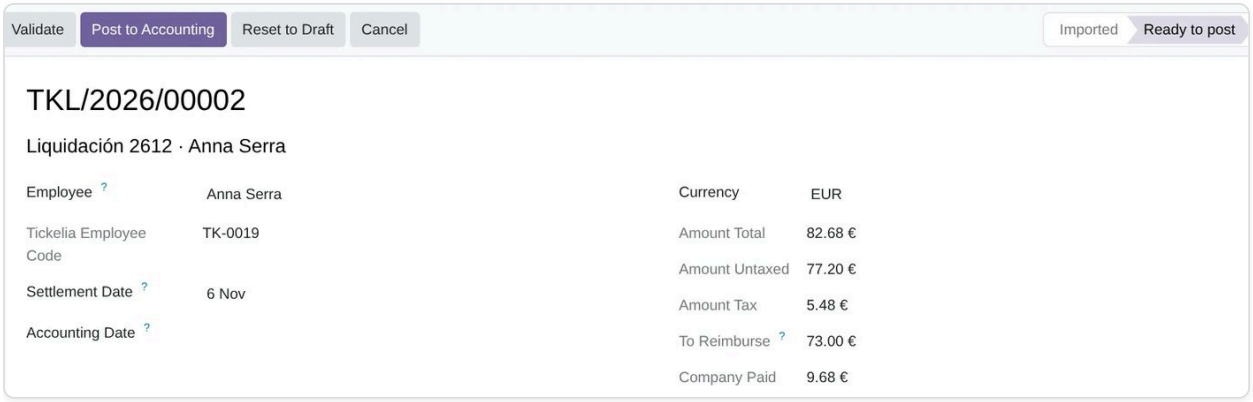
A reimbursable expense goes to Odoo as paid by the employee, and the settlement adds it to what is owed back to them. One that is not reimbursable, such as a payment made with the company card, goes as paid by the company and does not add to what is owed. This way a card expense is not reimbursed twice.

Net Due to Employee	The reimbursable amount minus the advances already paid. If it comes out negative, the employee has to pay back the difference.
Payment Mode	On each line: the employee or the company.

With files, the payment method is given on each row. The **Payment Methods** table says what each one corresponds to and, by default, a method that is not in the table blocks the line (**Require payment method mapping**).

An example

Anna Serra visits a client: 120 km in her car (€31.20), parking paid with the company card (€9.68) and a meal (€41.80). The settlement adds up to €82.68, but what is owed back to her is €73.00: the company already paid the parking. In Odoo, that expense goes as paid by the company and is not part of the reimbursement.



- **Real Odoo 20 screenshot.** Anna's settlement: the total and, separately, what the company paid and what is refunded to her.

12 Advances

Name	Employee	Request Date	Purpose	Amount	Consumed by Settlement	State
TKA/2026/00002	Xavier Roca	7 Nov	Visita técnica Manresa	150.00 €		Approved
TKA/2026/00001	Jordi Puig	24 Oct	Obra depuradora Terrassa	300.00 €		Approved
				450.00 €		

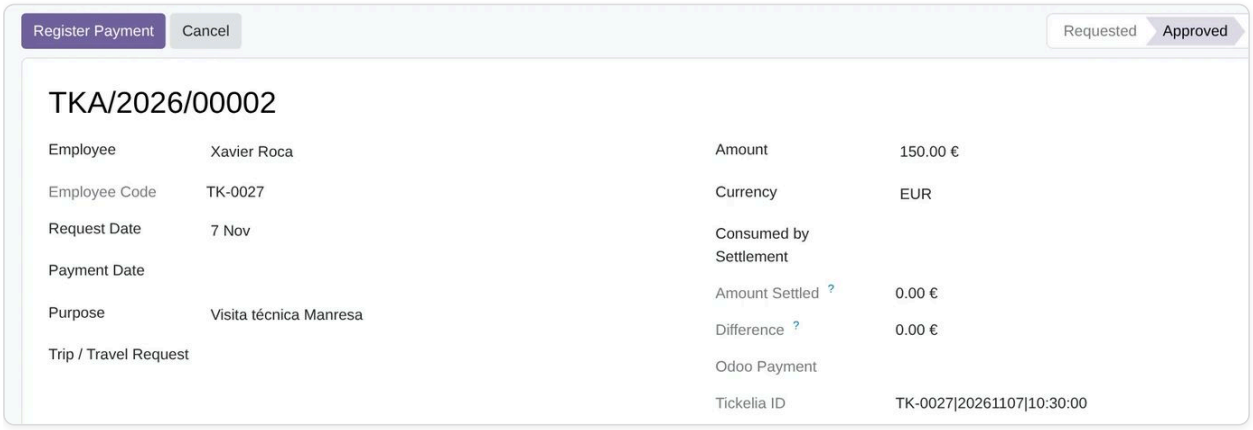
- **Real Odoo 20 screenshot.** Tickelia advances in Odoo, with their employee, amount and status.

BUTTON	WHAT IT DOES
Approve	Approves the advance.
Register Payment	Pays it through Odoo's payment flow, from the **Advance Payment Journal** in Settings, and notifies Tickelia.
Mark Settled	Marks it as offset against the employee's settlement.
Cancel	Leaves it out.

As with settlements, only advances from the Company with the company's tax ID come in, and an advance comes in only once.

From Tickelia to payment

An advance arrives with its employee, its requested, delivered and validated amount, its reason and its date. When you register the payment, Odoo creates a normal payment from the advance journal, which is reconciled with the bank like any other, and notifies Tickelia. As with settlements, it then checks that Tickelia has removed it from its list.



- **Real Odoo 20 screenshot.** An approved advance, ready to pay from Odoo.

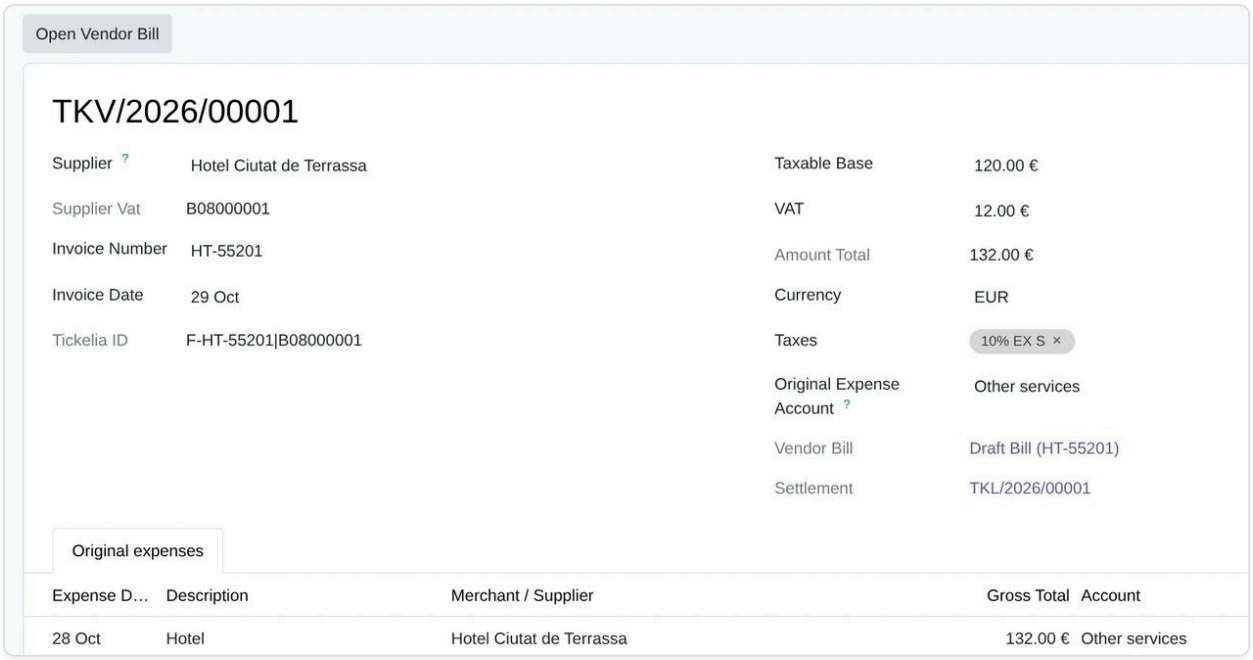
STATUS	WHAT IT MEANS
Requested	The employee has requested it in Tickelia.
Approved	Ready to pay.
Paid	Paid from Odoo, with its payment.
Settled	Offset against the employee's settlement.

STATUS	WHAT IT MEANS
Refunded	The employee has returned it.
Cancelled	It will not be paid.

In the example company, Jordi requested €300 for the Terrassa job and Xavier €150 for a site visit in Manresa. Both arrive approved; when paid, each leaves the bank journal with its own payment.

CONNECTOR GUIDE · TICKELIA

13 VAT recovery



- **Real Odoo 20 screenshot.** A Tickelia exchange invoice, linked to the expense it comes from.

On import, each exchange invoice arrives in **Expenses › VAT Recovery**, linked to the expense lines it comes from. **Book Vendor Bill** takes it to Accounting according to the **VAT Recovery Booking** option:

OPTION	WHAT IT CREATES
Self-balancing bill (recommended)	A single vendor bill for a zero total: it takes the VAT out of the expense and cancels the debt to the merchant, because the employee has already paid.
Plain vendor bill	Only the bill, and you reconcile it yourself.

Open Vendor Bill takes you to the bill created. A purchase journal in Settings is needed for the bill.

An example

The Terrassa hotel issues, for Tickelia's service, an exchange invoice in the company's name: €120.00 net and €12.00 VAT. Jordi has already paid the expense. With the self-balancing bill, Odoo creates a single vendor bill for a zero total: the €12.00 VAT becomes deductible and the debt to the hotel is cancelled against the expense. Nobody pays twice.



- **Real Odoo 20 screenshot.** Tickelia's exchange invoices, each with its status.

Why it is needed

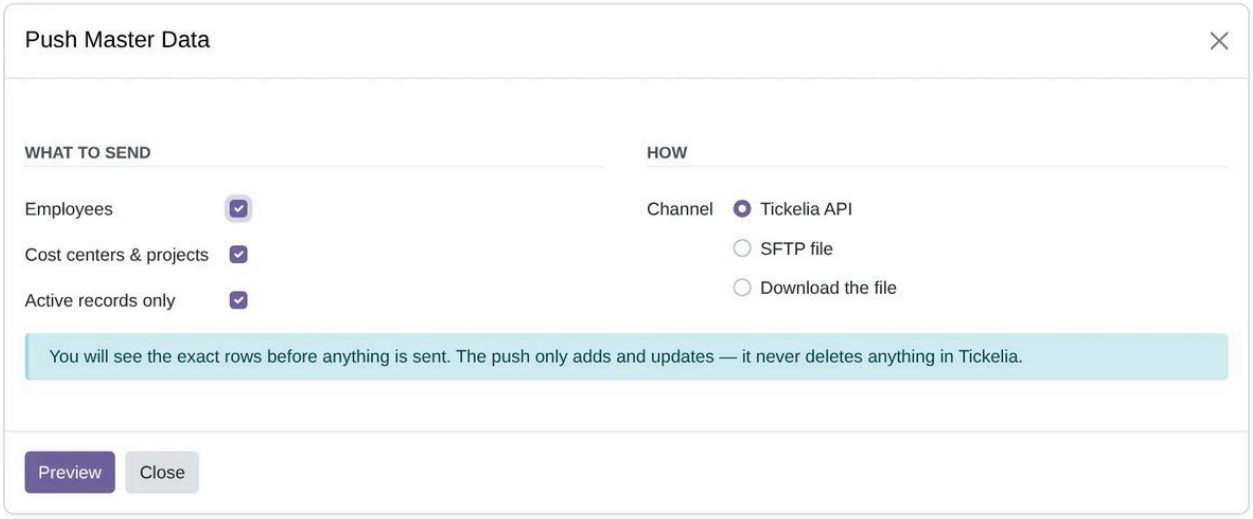
A receipt without your company's details cannot be used to deduct VAT. Tickelia's VAT recovery service asks the merchant for an invoice in the company's name for the same expense: the exchange invoice. With it, the VAT from the hotel or restaurant becomes deductible. The accounting problem is that the employee has already paid for the expense and the invoice arrives later: booked as an ordinary bill, it would look as if the merchant were owed twice.

The self-balancing bill solves this in a single document: the net and VAT of the exchange invoice, minus the expense already in the accounts, come to zero. The VAT goes to its input VAT account and there is nothing to pay. Exchange invoices that arrive from another Tickelia Company do not come into the company, just like settlements.

STATUS	WHAT IT MEANS
Pending	It has arrived from Tickelia, linked to its expense lines, and is not yet in Accounting.
Booked	It already has its vendor bill.
Cancelled	It will not be booked.

CONNECTOR GUIDE · TICKELIA

14 Master data: from Odoo to Tickelia



- **Real Odoo 20 screenshot.** The **Push Master Data** wizard, with what can be sent.

- What: **Employees**, **Cost Centers & Projects** and, if you tick them, expense types, VAT and payment methods.
- How: through the API, by SFTP, or as a file you download (**Download the file**) and upload to Tickelia yourself.
- The preview shows what will be created and what will be changed. Nothing is deleted in Tickelia.
- Through the API, Odoo reads each item back after sending it. Anything that has not arrived is shown as not sent.

- Only employees who already have a user in Tickelia are updated. New users are set up in Tickelia.

WHAT	TICKED BY DEFAULT	WHAT IT SENDS
Employees	Yes	The name and email of anyone who already has a user in Tickelia
Cost Centers & Projects	Yes	The code and name of each one
Expense Types	No	The types you have in Odoo
Tax rates	No	The VAT codes
Payment Methods	No	The payment methods

Active records only is ticked: anything archived in Odoo is not sent. Nothing is deleted in Tickelia either: if a cost center is no longer used, archive it there by hand.

Why a preview: an error in master data shows up in Tickelia the next day, when employees cannot find their cost center. The preview shows what will be created and changed before anything is sent.

CONNECTOR GUIDE · TICKELIA

15 Several companies and several Tickelia companies

Each Odoo company has its own connection: its API user, its database and its password, each in its own FlexigoTech Cloud row and with its consent. Settlements, advances, exchange invoices, mappings and the log belong to their company.

A Tickelia account can have several companies. Each settlement states which Company it belongs to, and Odoo only lets into an Odoo company the items of the Company whose tax ID matches it. If the company has no tax ID, items come in only if Tickelia has a single company. Anything left out appears in the log with its number.

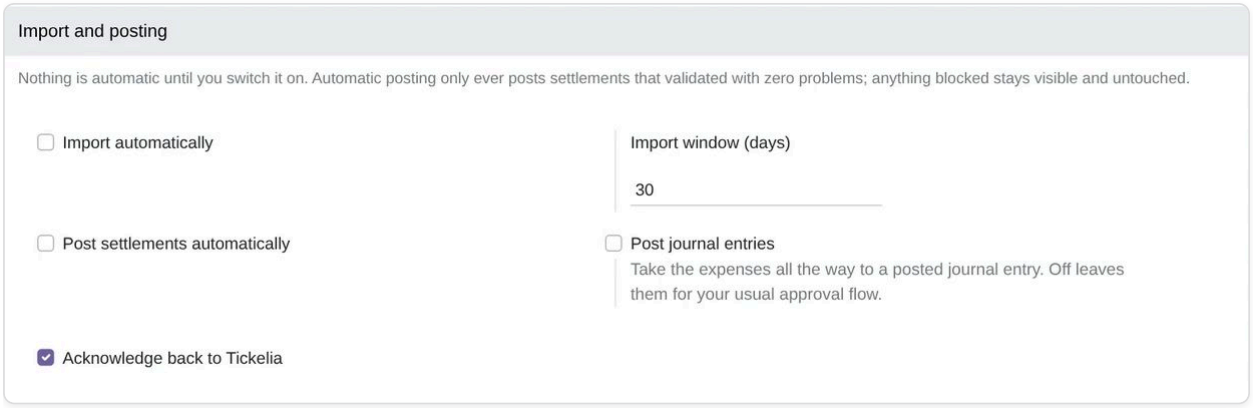
- Each connection counts against your plan: 3 with Standard and 10 with Pro.
- Odoo's record rules separate data by company: a user only sees the data of the companies they have access to.
- A foreign-currency expense arrives with its currency; Odoo converts it when posting.

An example with two companies

A group has two companies on the same Tickelia account, the installations company and the maintenance company, and both in Odoo. Each Odoo company connects with its own API user. When the installations company imports, Tickelia shows it the pending settlements of both companies, but only those carrying its tax ID come in; the maintenance ones stay in Tickelia, pending, until their own company imports them. No settlement ends up posted in the wrong company.

16 The options and their defaults

OPTION	ON INSTALL	WHAT IT DOES
Import settlements automatically	Off	The task every 4 hours imports for this company.
Post settlements automatically	Off	A daily task posts the ones that are ready.
Post journal entries	Off	When posting, takes the expenses through to their journal entry.
Acknowledge back to Tickelia	On	When posting, Tickelia removes the settlement from its list.
Require tax mapping	On	A VAT code with no mapping blocks the line.
Require payment method mapping	On	A payment method with no mapping blocks the line.
Create missing merchants	On	Creates the supplier for a new merchant, searching for it first by its tax ID.
Import Window (days)	30	How far back the file import looks.
Notify on Errors	Empty	Who receives a pending activity when a sync fails.



- **Real Odoo 20 screenshot.** The import and posting options for the company.

All of them are in **Configuration › Settings**, in the Tickelia block, and they are per company: one company can import on its own while another only imports when someone asks. The prudent approach is to start as they come, with everything by hand, and switch on automatic import once the mappings are complete.

17 What runs by itself and the data that goes back and forth

TASK	FREQUENCY	WHAT IT DOES
Tickelia: import settlements	4 hours	Imports settlements, advances and exchange invoices for companies with automatic import.

TASK	FREQUENCY	WHAT IT DOES
Tickelia: post validated settlements	1 day	Posts the ready settlements for companies with automatic posting.

DATA	DIRECTION	WHEN
Settlements with their expenses	From Tickelia to Odoo	On import, manually or every 4 hours
Image of each receipt	From Tickelia to Odoo	With the line, the first time it arrives
Advances	From Tickelia to Odoo	On import
VAT exchange invoices	From Tickelia to Odoo	On import
Posted settlement	From Odoo to Tickelia	Right after posting
Advance paid	From Odoo to Tickelia	Right after recording the payment
Cost centres, projects and employees	From Odoo to Tickelia	When you send it, after the preview
Closed settlement notice	From Tickelia to Odoo	If you configure the webhook in Tickelia

The webhook is an address on your Odoo with a secret specific to each company. When Tickelia calls it with a settlement number, Odoo fetches it immediately, without marking it in Tickelia and without waiting for the task.

CONNECTOR GUIDE · TICKELIA

18 Security and privacy

The Tickelia API password, the SFTP password or private key and its passphrase are not stored in your Odoo. When saved, they are encrypted and sent to FlexigoTech Cloud, and only after an administrator consents for that company. The connection fields are visible to administrators only.

- Every call to Tickelia goes out from FlexigoTech Cloud, which opens the session with your credentials; Odoo never sees them.
- Calls only go to Tickelia addresses (*.tickelia.com) over HTTPS.
- In SFTP, the server key is recorded the first time and checked on every connection.
- **Delete from FlexigoTech Cloud** deletes a company's credentials whenever you wish.
- When the subscription or trial ends, we delete the credentials and the data of that connection within 30 days at most.

Who can do what

The module ships two groups, **User** and **Manager**. The user sees and reviews settlements; the manager also configures the mappings and the connection, posts, and tests the connection. Posting creates expenses and journal entries, so the manager also needs the Employees and Expenses permissions.

What goes through the cloud are the calls to Tickelia: settlements with their expenses (with the employee's name, code and email and the receipt image), advances, exchange invoices, the posting and payment notices, and the master data you send. This may include personal data about your employees. Your settlements and records stay in your Odoo.

19 Files and SFTP

Besides the API, the connector can read the files Tickelia exports: CSV (with whatever separator is used, including the semicolon of Spanish exports) and Excel. You can upload them by hand in **Import from Tickelia**, using the option to upload a file.

Over SFTP, the connector reads the input folder, remembers each file by its name and fingerprint so it is not imported twice, and does not delete or rename anything on the customer's server. But it is not running yet: FlexigoTech Cloud only connects to the Tickelia SFTP servers on its list, and that list is empty until Tickelia confirms their addresses and fingerprints to us. Meanwhile, when you save SFTP credentials, Odoo says so and no file is changed.

> If you need files today, use manual upload. The API works.

20 If something fails

Without a test or subscription	The connector pauses: it does not call Tickelia and does not mark anything as failed. What is already in Odoo stays.
Tickelia rejects the credentials	**Test Connection** says so. Check the user, the database and the password, and save them again.
A blocked settlement	Read **Blocking Reason**, fix the mappings and press **Validate**.
A settlement from another company	It does not come in. The record says which one was left out and why.
Posted but not acknowledged in Tickelia	The next import tries again, and the note on the record says so.
SFTP	Not running yet: FlexigoTech Cloud only connects to the Tickelia SFTP servers on its list, and that list is empty until Tickelia confirms their addresses and fingerprints.

A FlexigoTech Cloud pause deletes nothing and does not disconnect the company: when the service comes back, everything is where you left it.

Being notified

With **Notify on Errors** set in Settings, that person receives a pending activity when a sync fails. An integration that fails silently is worse than one that warns: the usual choice is whoever handles the accounts.

Tickelia errors that come back as "all good"

The Tickelia API almost always answers that everything went well, even when it has done nothing, for example with an expired session. That is why the connector does not trust the response: after marking a settlement or an advance, it reads the pending list again and only treats it as done if it is no longer there. If it is still there, it logs it and retries on the next import.

21 Other ways to do it

WAY	WHAT IT IMPLIES
Export from Tickelia and type into Odoo	Each settlement is handled by hand or with a spreadsheet, then marked in Tickelia. A few notes a month is fine.
Odoo only	Odoo 20, Community and Enterprise, does not come with a Tickelia connector: there is no Tickelia module in its code.
A custom development	You have to write and maintain the connection to the Tickelia API, which is not REST: it is a WCF service with its own sign-in.
This connector	Settlements, advances and VAT recovery in Odoo, with mappings, blocking of anything that does not reconcile, and notification to Tickelia.

What to look for in any option

- That nothing gets posted without someone reviewing it, or that only what reconciles gets in.
- That an expense paid with the company card is not reimbursed to the employee a second time.
- That Tickelia knows what has been posted, without you marking it by hand.
- That the VAT on exchange invoices is not paid twice.
- That each company sees only its own data.
- Where your Tickelia credentials are kept and who can see them.

Tickelia states on its website that it integrates with the main ERPs via API and file exchange, and Odoo was not on its list. The connector fills that gap from Odoo.

22 What it costs and what the subscription covers

You can buy it on the Odoo App Store or in our shop, for Odoo 17, 18, 19 and 20: €9 per Odoo version, plus the FlexigoTech Cloud subscription, from €49/month or €490/year. FlexigoTech Cloud plans are the same for all connectors:

PLAN	PER MONTH	PER YEAR	CONNECTIONS
Standard	€49 + VAT	€490 + VAT	3
Pro	€98 + VAT	€980 + VAT	10, and video-call support

The first day

- You install the module and start the 14-day trial from the Odoo bar.
- You connect each company with its Tickelia details and test the connection.
- You fill in the mappings with the expense types, VAT and cost centres you use.
- You import by hand the first time and check what gets blocked: each block is a missing mapping.
- When everything comes through green, you switch on automatic import.

The subscription pays for the cloud that stores your credentials, opens the session with Tickelia and monitors synchronisation, and provides support. It starts with a 14-day trial, no card required. If you stop, your settlements, expenses and records stay in your Odoo: we do not lock Odoo or delete anything.

23 Frequently asked questions

Can I buy it now?

Yes. You can buy it on the Odoo App Store or in our shop, for Odoo 17, 18, 19 and 20: €9 per Odoo version, plus the FlexigoTech Cloud subscription, from €49/month or €490/year.

Does it work on Odoo Online?

No: Odoo Online does not allow installing third-party modules. It is for Odoo.sh or your own server.

Do I need Odoo Enterprise?

No. It uses Employees, Expenses and Invoicing, which are in Community.

Is anything posted automatically?

No, unless you turn it on. By default everything arrives as an imported settlement and a person posts it.

How often do settlements arrive?

Every 4 hours with automatic import switched on, or whenever you run it yourself.

Can the same settlement be imported twice?

No. Each settlement comes in once per company; if Tickelia sends it again, it is brought up to date.

What if Tickelia changes a settlement I have already posted?

The posted settlement does not change. The change is recorded so you can review it.

Does the image of the receipt come through?

Yes, the first time each line arrives, and it is attached to the Odoo expense when posted.

What about expenses paid with the company card?

They are recorded as paid by the company and do not add to what is refunded to the employee.

Can I have several companies?

Yes. Each Odoo company with its own connection, and only what belongs to its Company in Tickelia, identified by its tax ID, comes in.

Does Odoo mark anything in Tickelia?

Only when you post a settlement or pay an advance, and it checks that Tickelia has done so.

Does it delete anything in Tickelia?

No. Not settlements, cost centres or SFTP files.

Does it work over SFTP?

Not yet: Tickelia still needs to confirm its servers. The API works, and you can upload files by hand.

Where are my credentials?

Encrypted in FlexigoTech Cloud, on our servers in Germany. Your Odoo does not store the password.

What happens if I cancel the subscription?

The connector stops and what is already in your Odoo stays: settlements, expenses, journal entries and records.

Do I need to buy anything from Tickelia?

Your Tickelia account with API access. Their fees are separate.

Who sets it up?

You, with this guide and the manual. If you would rather we do it, we can do it as a separate service.

What about an expense with several VAT rates?

The line stays blocked: the connector does not split the VAT by guesswork. You review it and decide.

Can I undo a posted settlement?

Yes, from Accounting: its journal entries are reversed. The connector does not release it on its own.

Can I cancel a settlement I do not want?

Yes, with **Cancel**, as long as it has not been posted.

Are mileage claims included?

Yes, with the kilometres and the rate per kilometre, as an ordinary expense with no VAT.

Do I need to create employees in Tickelia from Odoo?

No. New users are created in Tickelia; from Odoo you bring up to date those who already exist.

Does it create suppliers?

Yes, a new merchant, if it cannot find it first by tax ID. You can turn this off in Settings.

What does the employee see?

Nothing changes for them in Tickelia, except the email Tickelia sends when their settlement is posted.

Does it come with sample data?

No, it does not come with demo data. To test it, use your Tickelia account on a test Odoo database.

CONNECTOR GUIDE · TICKELIA

24 Glossary

Settlement	An employee's expense claim for a period, closed in Tickelia, with its expenses and advances.
Expense line	An expense on the report: a ticket, an invoice or a mileage claim.

Equivalence	The pairing between a Tickelia code and its counterpart in Odoo: an account, a tax or an analytic account.
Company	Each legal entity within a Tickelia account, identified by its tax ID.
Reimbursable	An expense the employee paid for that must be refunded to them.
Advance	Money the company gives the employee before the expense, which is deducted from their settlement.
Exchange invoice	The invoice the merchant issues in the company's name for an expense already paid, so that the VAT can be deducted.
Self-billed invoice	A supplier invoice for a total of zero that moves the VAT and clears the debt with the merchant.
Master data	Cost centres, projects and employees that Odoo sends to Tickelia.
Webhook	The address on your Odoo to which Tickelia sends a notice when it closes a settlement.
FlexigoTech Cloud	The FlexigoTech service that stores the credentials and makes the calls to Tickelia.
Pause	What the connector does without a trial or subscription: it does not call Tickelia and does not mark anything as failed.

25 Checklist and contact

- [ ] Your Tickelia account with API access: service address, user, database and password.
- [ ] Odoo 17, 18, 19 or 20 on Odoo.sh or on your own server, with Expenses and Accounting.
- [ ] The Tickelia code on each employee's record.
- [ ] The module installed and the FlexigoTech Cloud trial started.
- [ ] The connection saved with the consent of an administrator and **Test Connection** showing green.
- [ ] **Expense Types**, **Tax Codes** and **Cost Centers & Projects** filled in.
- [ ] The purchases journal and the **Advance Payment Journal** in Settings.
- [ ] The first import completed and its settlement validated.
- [ ] The first settlement posted, with its expenses and its notice to Tickelia.

You can buy it on the Odoo App Store or in our shop, for Odoo 17, 18, 19 and 20: €9 per Odoo version, plus the FlexigoTech Cloud subscription, from €49/month or €490/year.

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/tickelia-connector-odoo.html

On Odoo Apps

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

Tickelia 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).