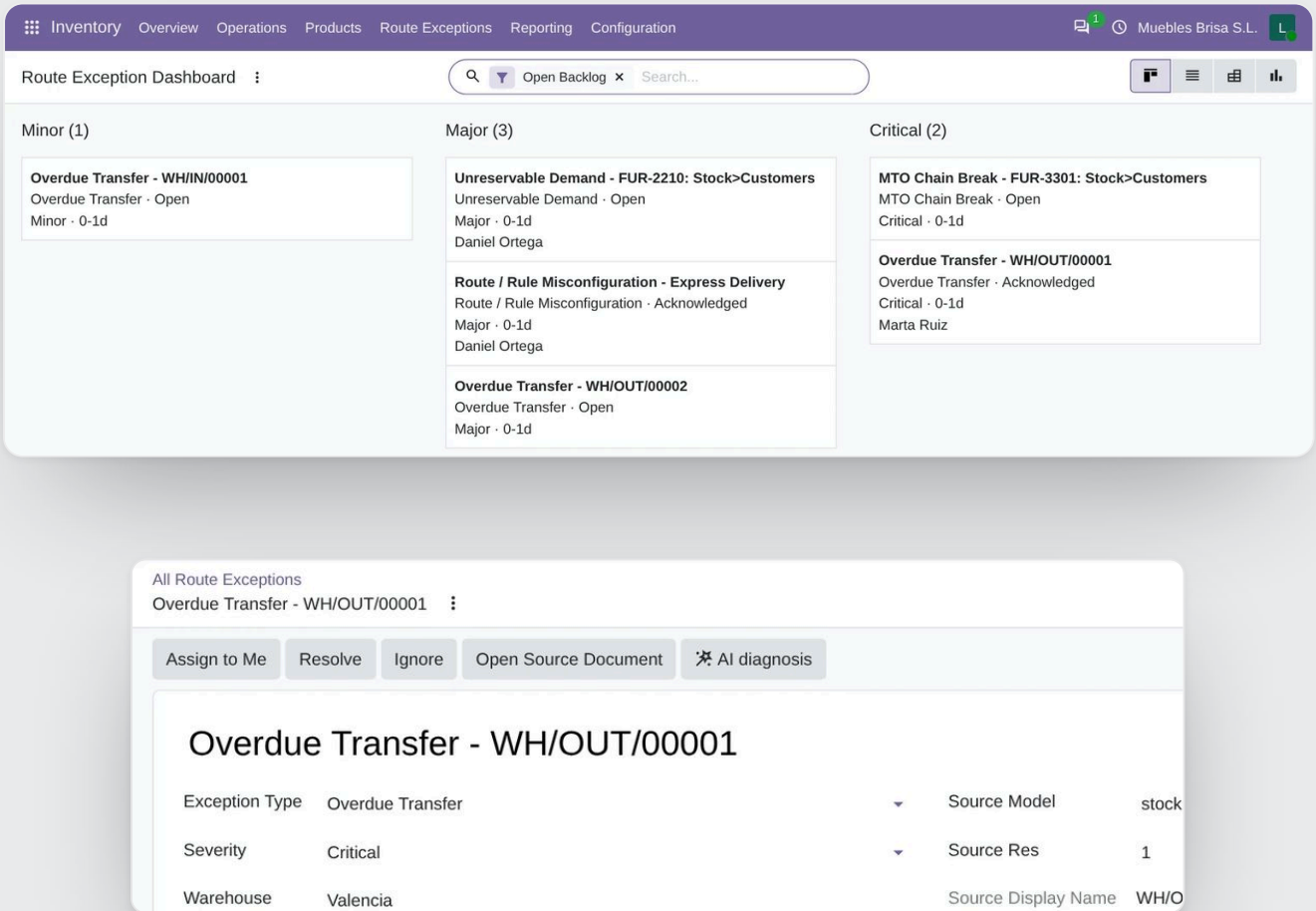
MODULE GUIDE · INVENTORY AND WAREHOUSE

Warehouse Exceptions for Odoo

Every hour, delays, bottlenecks and negative stock in your Odoo become exceptions, and FlexigoTech Cloud's AI explains the cause.

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



Real Odoo 20 screenshot. The dashboard with exceptions by severity and, alongside, an exception with its AI diagnosis.

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This guide describes version 20.0.1.2.3 of the module (Odoo branch 20.0, commit 0073d138c). 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 FlexigoTech Cloud. The module also has a version for Odoo 17, 18 and 19.

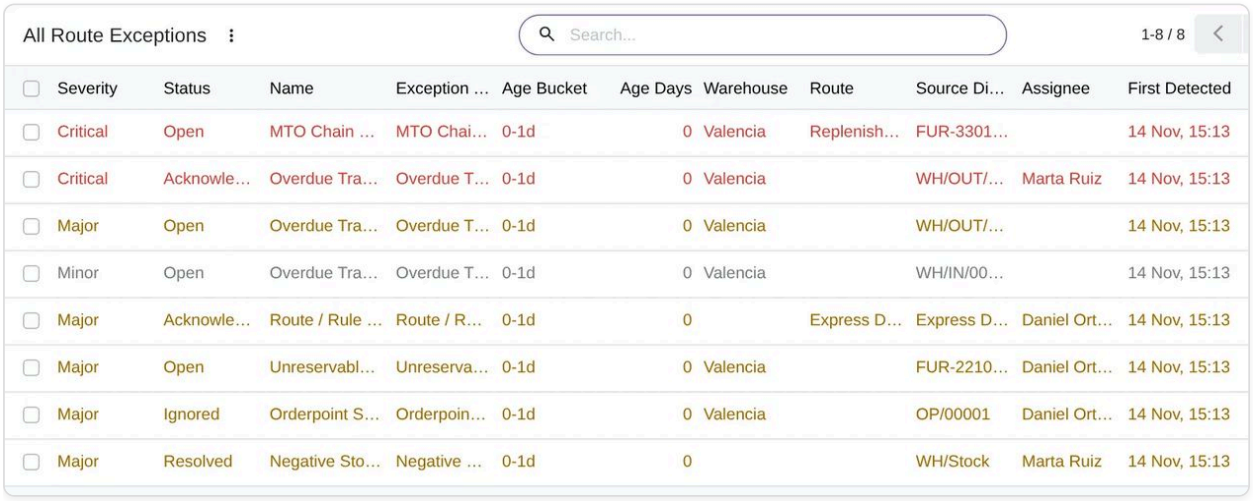
1 Who it is for and what it solves

> Warehouse Exceptions works with a FlexigoTech Cloud subscription, which has a 14-day free trial with no card required. The AI diagnosis runs there, on the servers we rent from Netcup in Germany.

It is for the warehouse manager, planning and operations: whoever needs to know that a transfer is running late, that a chain is stuck, that a replenishment rule isn't restocking or that stock is negative.

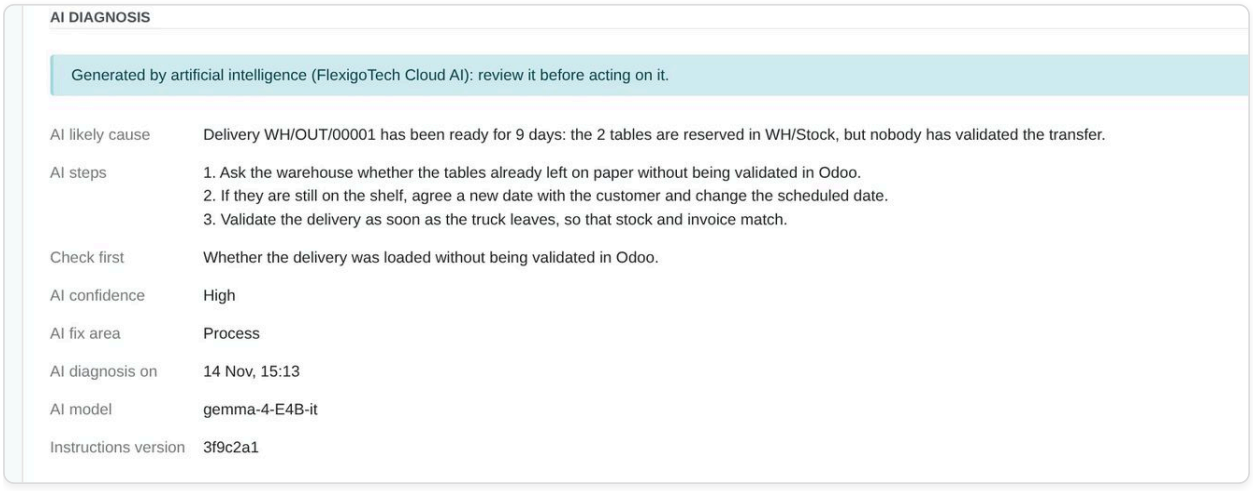
Without the module, someone looks for these problems screen by screen: overdue transfers in one place, stuck chains in another, rules that don't replenish in another and negative stock somewhere else. And they only find out when the customer is already waiting.

With the module, a scheduled scan checks everything with nine detectors and records each problem as an exception with status, severity, owner and history. You can acknowledge, assign, resolve or ignore it, and the module resolves it automatically when the scan no longer sees the problem.



Severity	Status	Name	Exception …	Age Bucket	Age Days	Warehouse	Route	Source Di…	Assignee	First Detected
Critical	Open	MTO Chain …	MTO Chai…	0-1d	0	Valencia	Replenish…	FUR-3301…		14 Nov, 15:13
Critical	Acknowle…	Overdue Tra…	Overdue T…	0-1d	0	Valencia		WH/OUT/…	Marta Ruiz	14 Nov, 15:13
Major	Open	Overdue Tra…	Overdue T…	0-1d	0	Valencia		WH/OUT/…		14 Nov, 15:13
Minor	Open	Overdue Tra…	Overdue T…	0-1d	0	Valencia		WH/IN/00…		14 Nov, 15:13
Major	Acknowle…	Route / Rule …	Route / R…	0-1d	0		Express D…	Express D…	Daniel Ort…	14 Nov, 15:13
Major	Open	Unreservabl…	Unreserva…	0-1d	0	Valencia		FUR-2210…	Daniel Ort…	14 Nov, 15:13
Major	Ignored	Orderpoint S…	Orderpoin…	0-1d	0	Valencia		OP/00001	Daniel Ort…	14 Nov, 15:13
Major	Resolved	Negative Sto…	Negative …	0-1d	0			WH/Stock	Marta Ruiz	14 Nov, 15:13

- **Real Odoo 20 screenshot.** The **All Route Exceptions** list with the severity, status and warehouse of each exception.



- **Real Odoo 20 screenshot.** An exception with its AI diagnosis to review.

What changes day to day

- You see the open exceptions grouped by severity in **Route Exception Dashboard**, without searching each screen.
- Each exception can be assigned to a person, and every status change is recorded with its reason.

- If a resolved problem comes back, the scan reopens the same exception with its history instead of creating a new one.
- A new critical exception creates an internal activity for the escalation user in the settings or, if there is none, for the administrator.
- With **Trend Report** you see how many exceptions there are by type and severity and how long they take to resolve.

What it does not do

- It does not change stock, routes or transfers, and it does not trigger replenishment: it only reads stock documents.
- The AI does not act on its own: it writes a diagnosis that a person reviews before acting, and only when someone requests the diagnosis on an exception.
- It sends nothing to the AI until an administrator accepts what it receives.
- It does not write to anyone outside your company: alerts are internal activities and, if you configure it, a message in a Conversations channel.
- The module's screens are in English in every language.

MODULE GUIDE · WAREHOUSE EXCEPTIONS

2 The module in figures

4
Odoo versions: 17, 18, 19 and 20

9
exception detectors

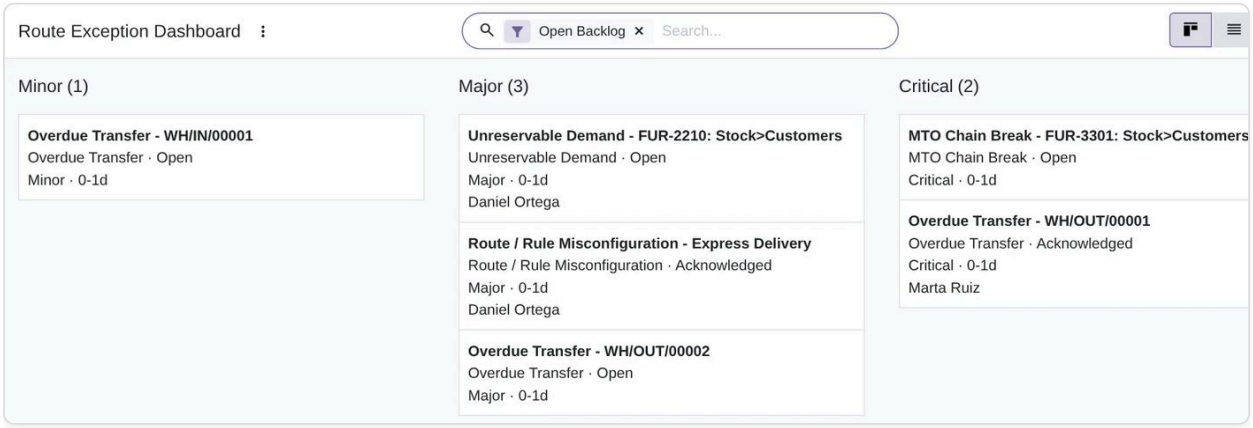
every hour
scan frequency on installation

500 / 1,000
AI documents per month (Standard / Pro)

88
automated tests

The module depends on Inventory, Conversations and the FlexigoTech Cloud module (`flexigotech_cloud`), which Odoo installs with it. It works with Odoo Community and Enterprise, on Odoo.sh or on your own server. Odoo Online does not allow installing third-party modules.

3 Where you see it in your Odoo



- **Real Odoo 20 screenshot.** The **Route Exception Dashboard** with the open exceptions grouped by severity.

The whole module lives in the **Route Exceptions** menu under Inventory. The module's screens appear in English in every language, because the module has no translation, so its labels are quoted here in English, as you will see them. Odoo's menus and those of FlexigoTech Cloud do appear in your language.

Route Exception Dashboard	The open exceptions grouped by severity.
All Route Exceptions	The list of all exceptions. Opening one shows its details, its history and, if you have requested it, its AI diagnosis.
Trend Report	The trend report, as a table and as a chart.
Scan Logs	One record for each scan run, with what was created, updated, resolved and reopened, and the detectors that failed. Only Inventory administrators can see it.
Route Exception Settings	The detectors that are switched on or off, the thresholds, the scan frequency, the retention of resolved exceptions and the escalation. Only Inventory administrators can see it.

Outside its menu, the module adds the Route Exceptions section to Settings, with four scan options and the block where an administrator accepts what the AI receives. On each exception it adds the button to open the source document and the one for the AI diagnosis. An exception born critical creates an internal activity for the escalation user. It also runs three scheduled jobs: **Route Exception Detection Scan**, **Route Exception Housekeeping** and **Route Exception: collect FlexigoTech Cloud AI diagnoses**.

4 What you need before starting

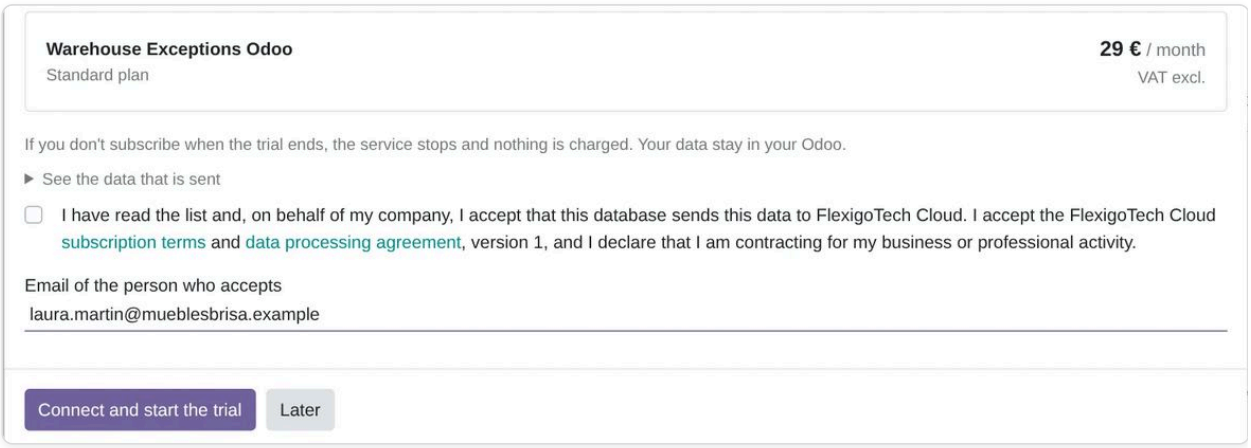
- Odoo 17, 18, 19 or 20 on Odoo.sh or your own server. Odoo Online does not work, because it does not allow installing third-party modules.
- The Inventory app, from which the module's menu hangs.
- An administrator user, who accepts what the AI receives and changes the settings.
- The FlexigoTech Cloud subscription or its 14-day trial: the module needs it, and the AI diagnosis runs there.
- An administrator's permission for what the AI receives. Until it is given, nothing leaves your Odoo.

> The module does not change stock, routes or transfers. It only reads the stock documents, detects the problems and records them as exceptions. The AI changes nothing either: it writes a diagnosis generated by artificial intelligence that a person reviews before acting. Nor does it write to anyone outside: the alert for a critical exception is an internal activity.

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: Inventory.

5 The FlexigoTech Cloud trial

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 days free, no card required.



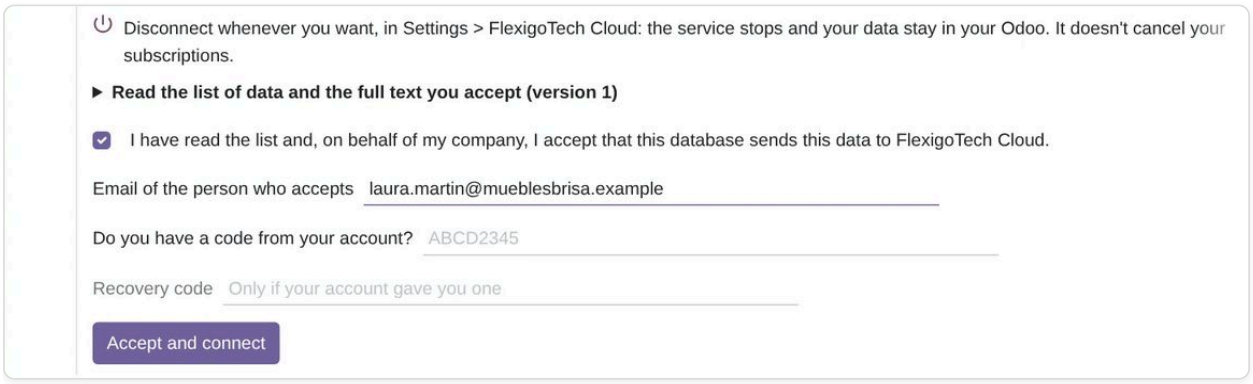
- **Real Odoo 20 screenshot.** The activation window: read the list of data, tick the box and enter your email.

2. **Accept and enter your email**
   Tick «I have read the list and, on behalf of my company...» (it covers the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

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

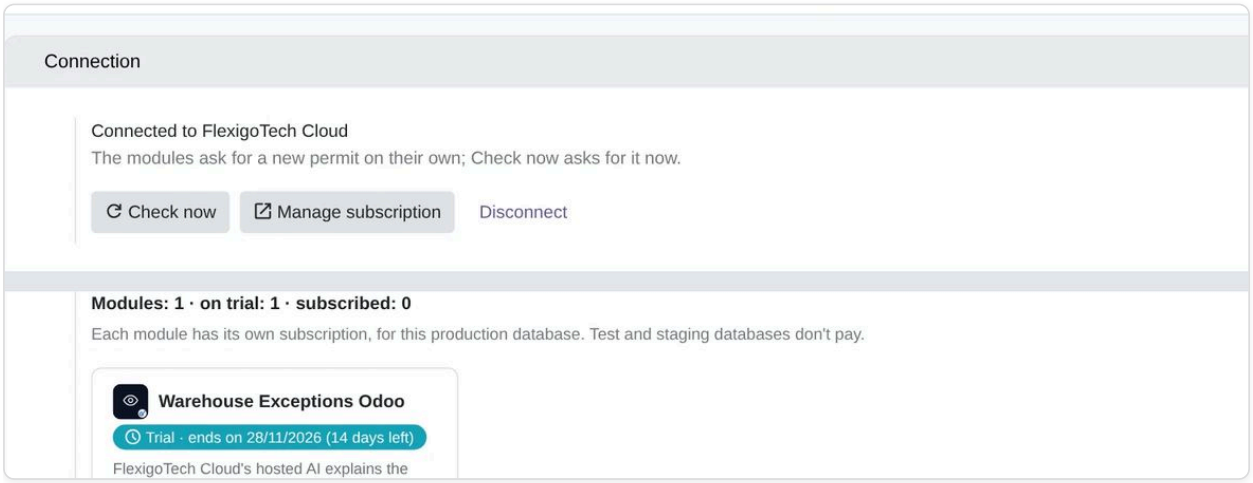
The same, from Settings

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



- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud, before connecting: the 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 click **Subscribe**: payment is made on the Stripe page, outside Odoo.



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

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

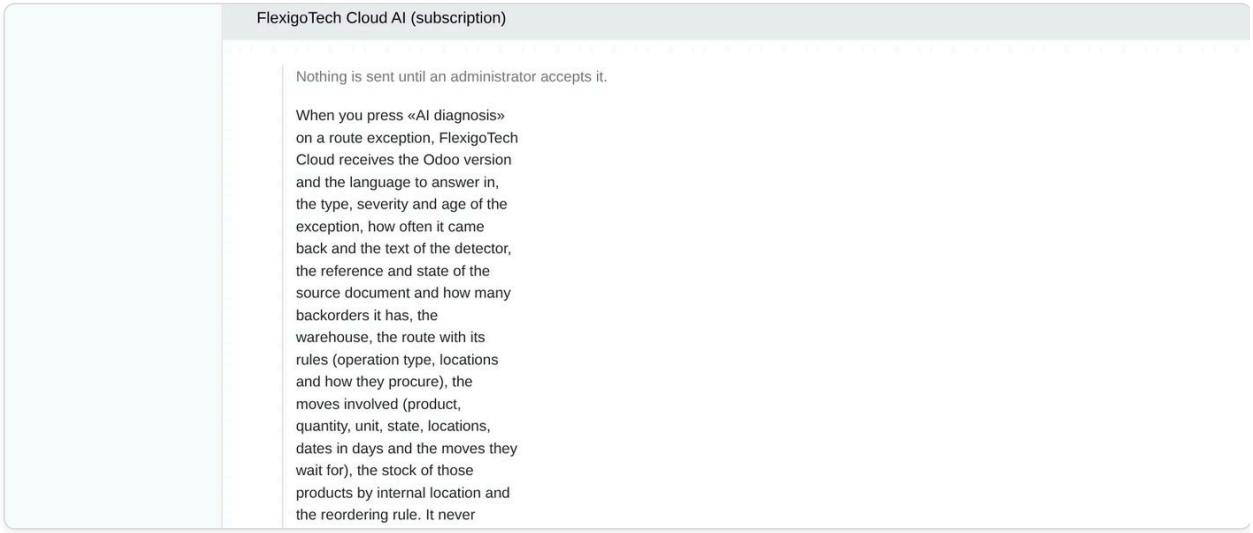
> You cannot start a trial on a neutralised copy (staging) or on a database with demo data: Settings says so with «This database is a neutralised copy or has demo data, so trials can't be started here.»

MODULE GUIDE · WAREHOUSE EXCEPTIONS

6 Getting it running step by step

1 Open the Route Exceptions settings

Go to Settings › Route Exceptions. At the bottom is the **FlexigoTech Cloud AI (subscription)** block with **What FlexigoTech Cloud AI receives**. Read it in full: it says what data the service receives when someone requests a diagnosis and what it never receives, such as customers, suppliers, people, lots, origins and notes.



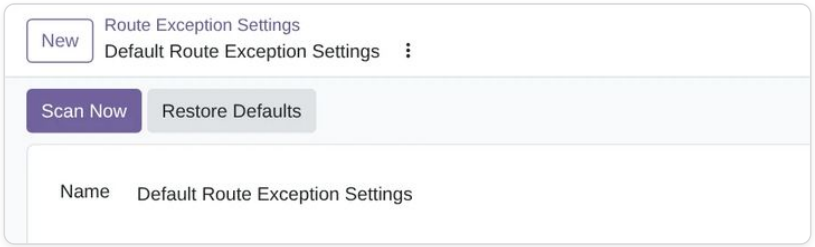
- **Real Odoo 20 screenshot.** The FlexigoTech Cloud AI block in the settings, with the text on what the AI receives.

2 Click Accept and switch on

Nothing is sent until an administrator clicks this button. The module records who accepted it and when, and the permission is per company. Once accepted, the button is hidden and **Withdraw** appears, which withdraws it.

3 Review the detectors and thresholds

Open **Inventory › Route Exceptions › Route Exception Settings**. Under **Detectors** you can switch off the detectors you do not need, and under **Thresholds** adjust, for example, **Overdue Grace Days**, **Major Overdue Days** and **Critical Overdue Days**. Under **Scheduling and Retention** you change how often it scans. On installation, the scan runs every hour.



- **Real Odoo 20 screenshot.** The **Route Exception Settings** form, with **Scan Now** and **Restore Defaults** at the top.

4 Click Scan Now

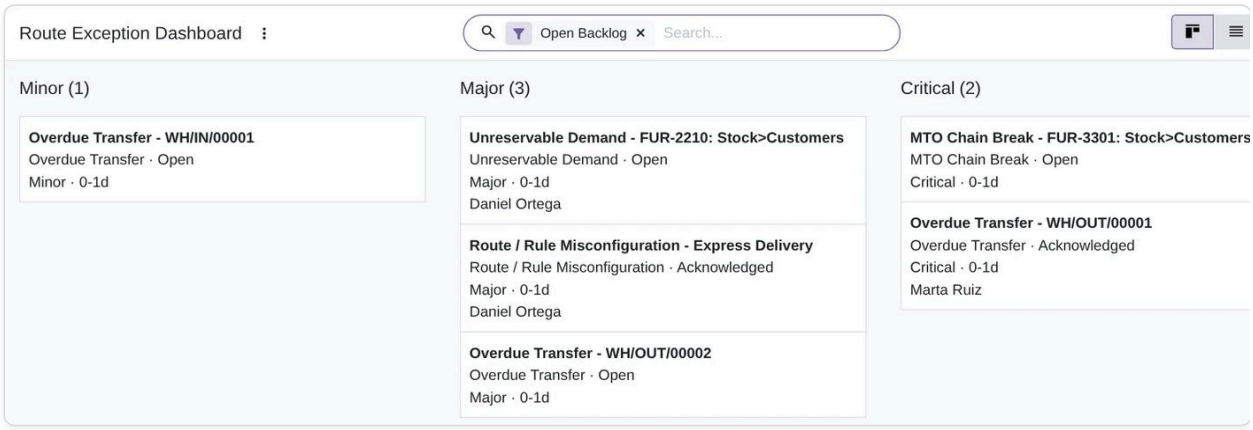
It runs a scan immediately, without waiting for the next hour. Each run leaves a record in **Inventory › Route Exceptions › Scan Logs** with what was created, updated, resolved and reopened.



- **Real Odoo 20 screenshot.** The list of scan records in **Scan Logs**.

5 Open the dashboard

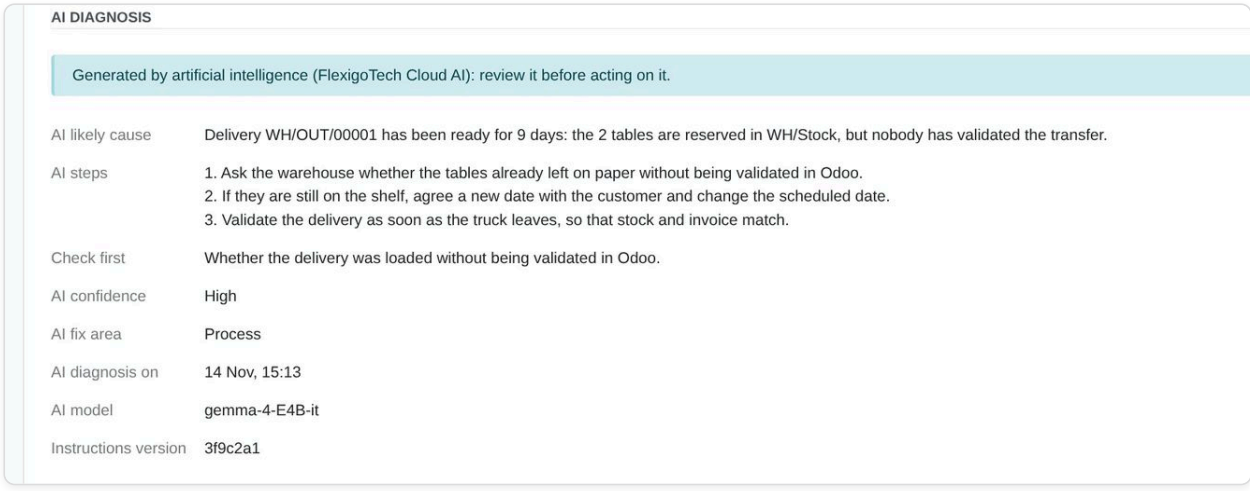
Go to **Inventory › Route Exceptions › Route Exception Dashboard**. The open exceptions appear grouped by severity: **Minor**, **Major** and **Critical**. Open the one you want to review.



- **Real Odoo 20 screenshot.** The dashboard with the open exceptions grouped by severity.

6 Request an AI diagnosis

In the header of an exception, click **AI diagnosis**. It warns that it takes a few minutes, and the badge shows **Waiting in the queue** or **Being diagnosed**. When it arrives, the diagnosis appears in the **AI diagnosis** group of the exception and in a note in the history.



- **Real Odoo 20 screenshot.** An exception with the **AI diagnosis** group filled in: **AI likely cause** and the steps.

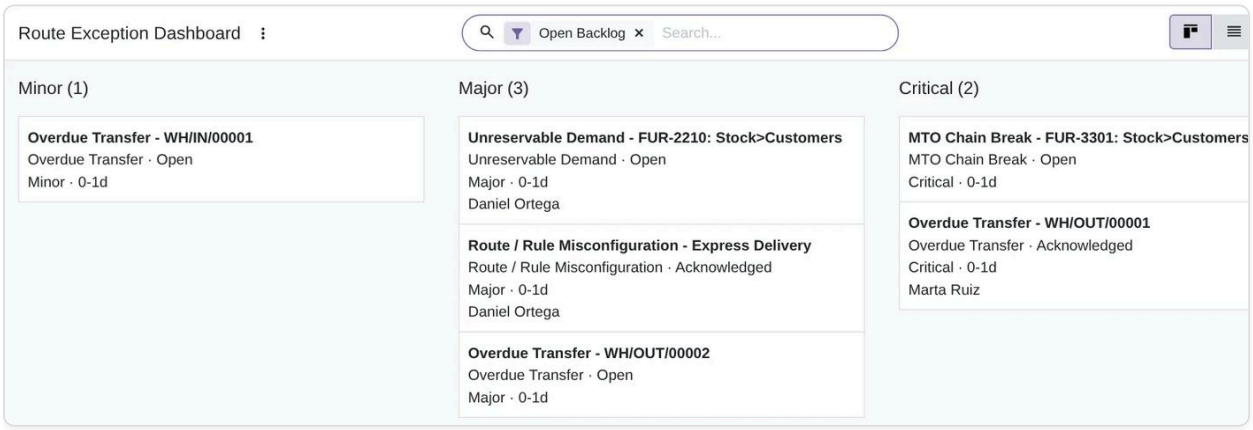
> Only an administrator (the Settings group) can accept or withdraw what the AI receives. If anyone else tries, it shows "Only an administrator can accept or withdraw what FlexigoTech Cloud AI receives." Without that acceptance, **AI diagnosis** warns: "An administrator has to accept what FlexigoTech Cloud AI receives, in Settings > Route Exceptions, before anything is sent." The **AI diagnosis** button is visible to Inventory users. The **Route Exception Settings** and **Scan Logs** menus are visible only to Inventory administrators.

What happens next

The scan runs by itself every hour, or at the frequency you set in the settings. Exceptions the scan no longer sees are resolved automatically. The **Route Exception: collect FlexigoTech Cloud AI diagnoses** job collects the

requested diagnoses every 2 minutes; if you do not want to wait, **Check now** does it immediately. The daily **Route Exception Housekeeping** job archives, without deleting, the exceptions closed more than 90 days ago.

7 The dashboard: what is wrong in the warehouse now



- **Real Odoo 20 screenshot.** The dashboard with the exceptions grouped by severity.

The dashboard fills itself. The scheduled **Route Exception Detection Scan** job runs every hour once the module is installed and creates or updates the exceptions it sees. If none are open, the dashboard is empty.

How to use it

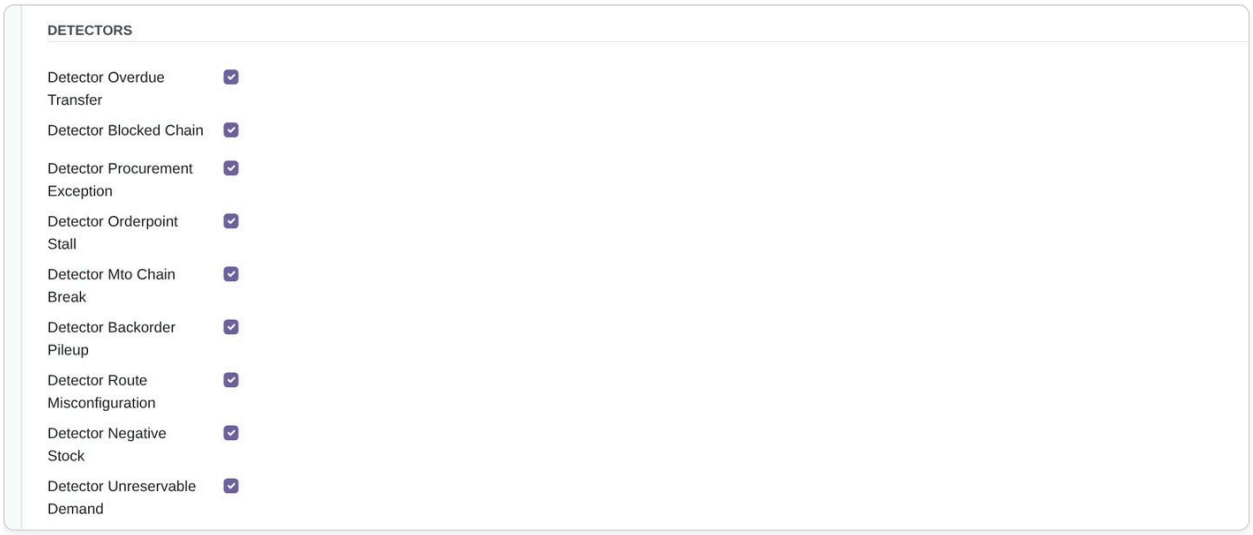
1. **Open the dashboard**
   Go to **Inventory › Route Exceptions › Route Exception Dashboard** and look at the exceptions by severity.
2. **Open an exception**
   Click a card to see its details, its owner and the source document.
3. **Work on it**
   Click **Assign to Me** to take it, and **Acknowledge** to mark it as seen.
4. **Close it**
   Click **Resolve** when it is fixed, or **Ignore** and enter the reason.

Record fields

Age Days and **Age Bucket**	List columns: the age in days and in bands, **0-1d**, **1-3d**, **3-7d** and **>7d**.
First Detected and **Last Seen**	When it was first and last seen.
Closed Date	When it was closed.
Ignore Reason and **Ignore Expiry**	The reason for ignoring it and until when.
Resolution Note	Note from whoever resolved it.

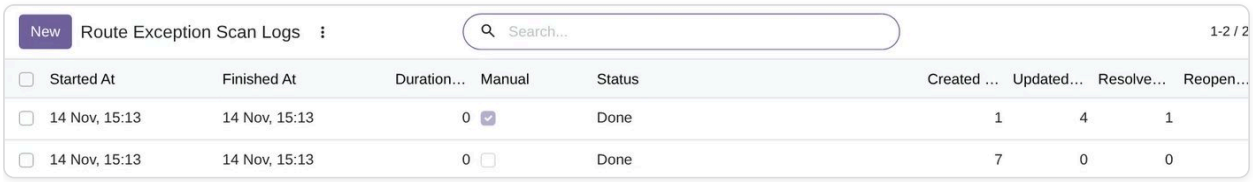
Audit	Who changed the status last, when, and why.
Was Auto Resolved and Escalation Sent	Whether the scan resolved it on its own and whether it was escalated for being critical.

8 The nine detectors: what each one looks for and at what severity



- **Real Odoo 20 screenshot.** The nine detectors in **Route Exception Settings**, each with its own checkbox.

The data comes in through the scheduled action **Route Exception Detection Scan**, which runs every hour after installation. If you change the frequency in **Route Exception Settings**, that scheduled action changes too. Use **Scan Now** to run a scan straight away. Each run leaves a record in **Inventory › Route Exceptions › Scan Logs** showing what was created, updated, resolved and reopened, plus any detectors that failed. A detector that fails does not stop the others.



- **Real Odoo 20 screenshot.** The scan runs in **Scan Logs**, with their counts.

Scan Now	Runs the scan at that moment, without waiting for the scheduled action.
Restore Defaults	Resets the detectors, thresholds, schedule and escalation to their installation values. The activity type, channel and escalation user stay as they are.

Detectors are switched on or off with the checkboxes in the **Detectors** group. They are all switched on by default. Thresholds, such as **Overdue Grace Days** or **Backorder Threshold**, are in the **Thresholds** group.

How each exception ends

- If the scan no longer sees the problem, the open or acknowledged exception is resolved automatically.

- If the problem appears again, the resolved exception is reopened.
- If a detector fails during a run, it resolves nothing of its own, because it could not check.

> The module only reads stock documents. It never triggers replenishment or changes stock, routes or transfers.

What each detector looks for and at what severity

DETECTOR	WHAT IT LOOKS FOR	SEVERITY
Overdue Transfer	A transfer that is neither done nor cancelled and whose scheduled date is more days past than **Overdue Grace Days** (0 at installation).	Critical from 7 days overdue (**Critical Overdue Days**), major from 3 (**Major Overdue Days**) and minor before that.
Blocked Chain	A move waiting on an earlier move that was cancelled.	Major
Procurement Exception	What Odoo's scheduler could not replenish, read from the notice Odoo leaves on the product. It points to its reordering rule.	Major
Orderpoint Stall	A reordering rule at or below its minimum, with no incoming supply in sight.	Major
MTO Chain Break	Make-to-order demand with no upstream supply document in sight.	Critical
Backorder Pile-up	A product and location with 3 or more pending backorders (**Backorder Threshold**) within 30 days (**Backorder Lookback Days**).	Major
Route / Rule Misconfiguration	A route with no rules, or a rule with an empty or archived source or destination location. It only checks the company and shared routes, not the ones each warehouse keeps for its own steps.	Major
Negative Stock	A negative quantity in an internal location.	As set in **Negative Stock Severity**: major at installation.
Unreservable Demand	Confirmed demand that cannot be reserved from the available stock at source.	Major

Escalation and housekeeping

An exception that starts out critical, or one that comes back after the reopen window has passed, creates a single internal activity called "Critical route exception". It uses the activity type you set in the settings or, failing that, **To-Do**. It is assigned to the escalation user from the settings or, if there is none, to the administrator. If the settings include the number of a Discuss channel, it also posts there. It never messages anyone outside your company.

The daily **Route Exception Housekeeping** task archives, and never deletes, resolved or ignored exceptions closed more than 90 days ago (**Resolved Retention Days**). The trend report includes archived ones too.

Settings rules

Settings are not saved if they break any of these rules. Changing the scan interval number or unit updates the scheduled action.

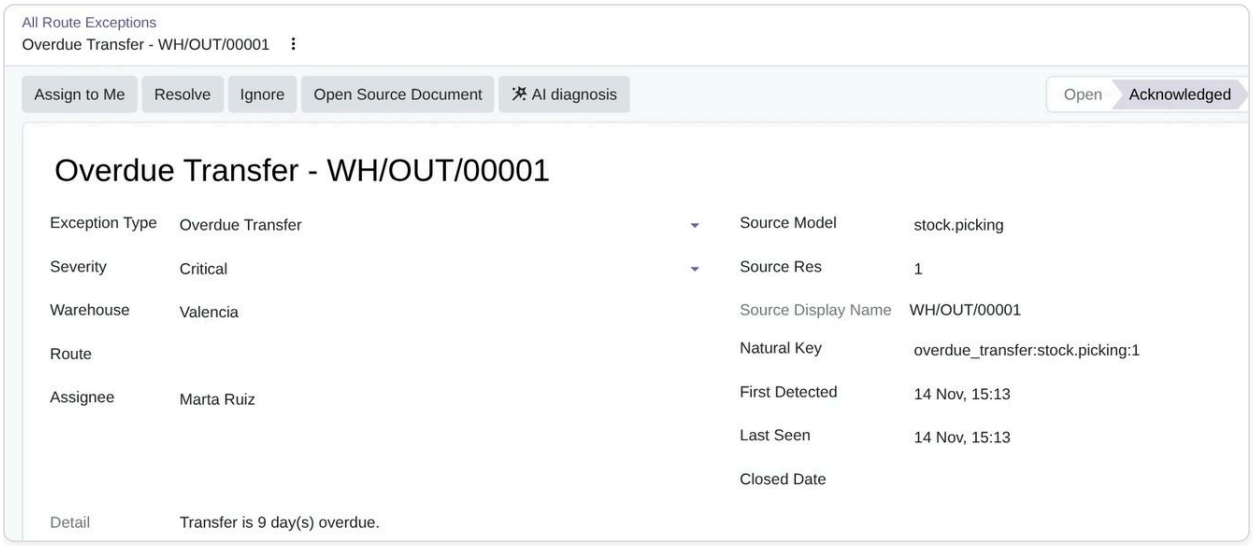
MESSAGE	WHEN IT APPEARS
Day values cannot be negative.	**Overdue Grace Days**, **Unreservable Deadline Days** or **Auto Reopen Window Days** is negative.
Scan interval and retention must be at least 1.	**Scan Interval Number** or **Resolved Retention Days** is less than 1.
Backorder threshold and lookback must be at least 1.	**Backorder Threshold** or **Backorder Lookback Days** is less than 1.
Age bucket boundaries must increase strictly.	The limits in **Age Bucket 1 Days**, **Age Bucket 2 Days** and **Age Bucket 3 Days** do not increase from lowest to highest.
Major overdue threshold cannot exceed critical threshold.	**Major Overdue Days** is greater than **Critical Overdue Days**.

If another scan is already running when one is started, the run is recorded as failed with "Another route exception scan is already running."

An end-to-end example

Delivery WH/OUT/00001 has 2 tables, [FUR-1042] Oak Dining Table, and was scheduled for 5 November. In the scan on 14 November it is still not done, 9 days overdue. As 9 exceeds the 7 days of **Critical Overdue Days**, the Overdue Transfer detector opens the exception "Overdue Transfer - WH/OUT/00001" as critical. It appears in **Route Exception Dashboard** under the critical group. Marta Ruiz acknowledges it and the exception moves to acknowledged. Being critical, the escalation activity is also created. When the delivery is done, the next scan no longer sees the problem and the exception is resolved automatically. If the scan later sees the delay again, it reopens the same exception with its history, and **Recurrence Count** goes up by one.

9 Acknowledge, assign, resolve or ignore an exception



- **Real Odoo 20 screenshot.** An exception record with its buttons in the header.

Exceptions arrive on their own: the scheduled action **Route Exception Detection Scan** creates them every hour after the module is installed. On the form, the **Open Source Document** button takes you to the source document. **Detail** holds the detector's text and only the scan writes it.

Acknowledge	Moves the exception from **Open** to **Acknowledged**. Only shown if it is open.
Assign to Me	Sets you as the **Assignee**. Not shown if the exception is resolved or ignored.
Resolve	Marks it as **Resolved**. Shown if it is open or acknowledged.
Ignore	Marks it as **Ignored**. Shown if it is open or acknowledged. Before that, write the reason in **Ignore Reason** and, if you wish, a date in **Ignore Expiry**.
Reopen	Opens it again and clears the reason and date for ignoring it. Only shown if it is resolved or ignored. It does not add to **Recurrence Count**: the scan does that.
Open Source Document	Opens the document that caused the exception.

The statuses are **Open**, **Acknowledged**, **Resolved** and **Ignored**. Every status change is recorded in the history with its reason, and the **Audit** group keeps who made the last change, when, and why.

1. **Open the exception**
   Go to **All Route Exceptions** and choose the one you want to review.

2. **Click Acknowledge or Assign to Me**
   This shows that someone is dealing with it.

3. **Check the source document**
   Click **Open Source Document**.

4. **Close the exception**
   Click **Resolve**, or **Ignore** with its reason.

> You cannot ignore an exception without a reason. If the source document no longer exists or you cannot access it, Odoo shows "The source document no longer exists or is not accessible."

The statuses and what each one means

Open	Initial status. The scan detected the problem and nobody has taken it yet.
Acknowledged	Someone has seen it and is dealing with it.
Resolved	It has been marked as resolved, either by a person or because the scan no longer sees the problem.
Ignored	Dismissed with a reason and, if you wish, a date in **Ignore Expiry**.

Rules and conditions

- Ignoring requires a reason: write it in **Ignore Reason** first and click **Ignore**. Without one, Odoo shows "Ignoring an exception requires a reason."
- A status change that is not allowed gives "Cannot change route exception from ... to ...."
- **Detail** is written only by the scan: if you try to edit it, you get "Only the route exception scan writes the text of the detector."
- The AI diagnosis is written only by FlexigoTech Cloud AI: if anyone tries to write it, they get "Only FlexigoTech Cloud AI writes the AI diagnosis of a route exception."
- An ignored exception with an expiry date reopens when that date passes if the problem is still there; until then the scan leaves it alone.
- Every state change goes into the history with its reason.

Reopening and resolving automatically

There is only one exception per company and key. If the scan sees the problem again on a resolved exception, it reopens it in the open state and adds one to **Recurrence Count**. The reason is recorded as "auto-reopened: condition still present", "auto-reopened: condition recurred" or "auto-reopened: detected again". The last one counts as a new incident, with its age and escalation starting from zero, once the **Auto Reopen Window Days** window has passed (7 days when installed). If the scan no longer sees the problem on an open or acknowledged exception, it resolves it with the reason "auto-resolved: condition cleared", unless that detector failed during that run.

Record fields

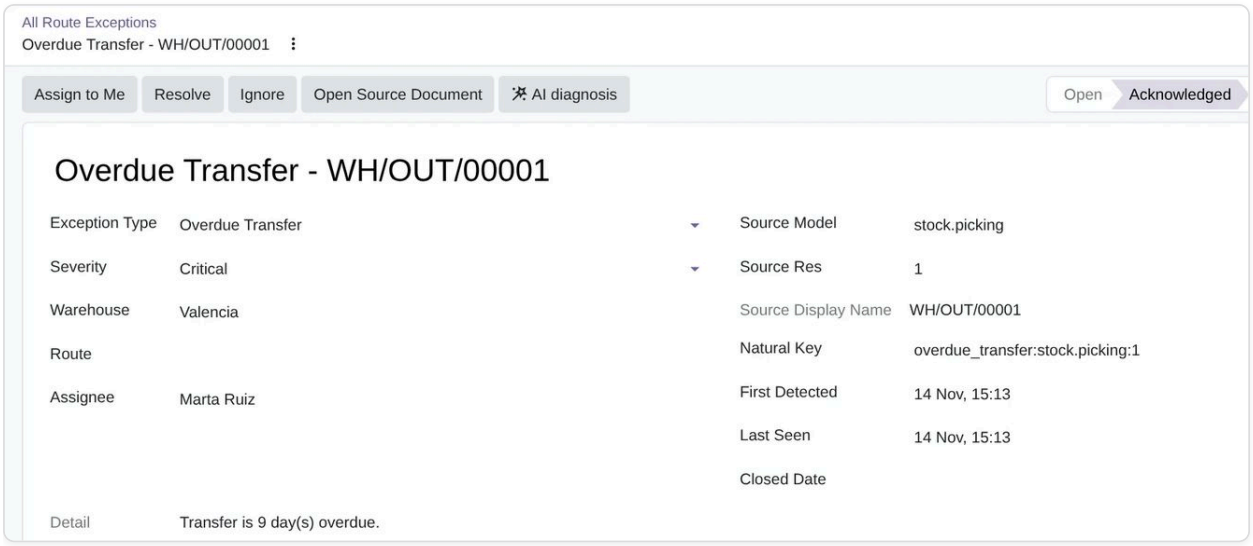
Assignee	Who is handling the exception.
Closed Date	When it was closed.
Resolution Note	A note on how it was resolved.
Was Auto Resolved	Shows whether the scan resolved it.
Escalation Sent	Shows whether the escalation activity has already been created.
Age Days and **Age Bucket**	List columns showing the age in days and its band: **0-1d**, **1-3d**, **3-7d** or **>7d**.

Source Display Name	The name of the source document.

The **Audit** group brings together **Last State Change Uid**, **Last State Change Date**, **Last State Change Reason** and **Recurrence Count**. The **AI diagnosis** group holds what the AI writes, always so that a person can review it.

End-to-end example

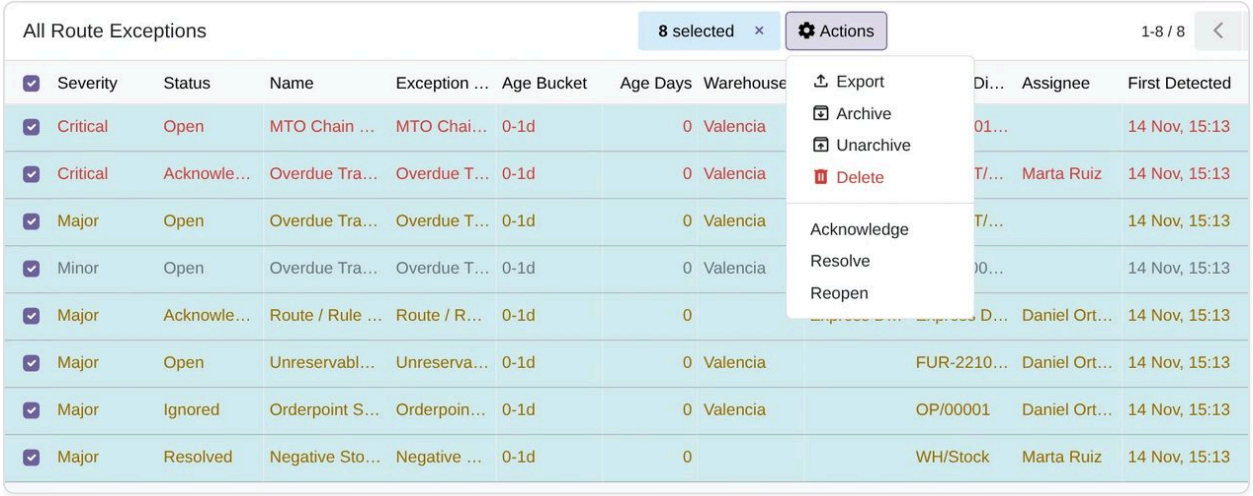
The scan detects **Overdue Transfer** on WH/OUT/00001: the transfer is 9 days late and the exception is created critical and open. You click **Assign to Me** and **Acknowledge**, and the state changes to **Acknowledged**. With **Open Source Document** you open the delivery note and see the 2 available pallets. Once it is sorted, you click **Resolve**. If the problem shows up again, the scan reopens it and adds one to **Recurrence Count**.



- **Real Odoo 20 screenshot.** The WH/OUT/00001 exception with its detail of 9 days overdue.

MODULE GUIDE · WAREHOUSE EXCEPTIONS

10 Several exceptions at once: the Action menu



- **Real Odoo 20 screenshot.** The list with the 8 selected exceptions and the **Actions** menu.

Exceptions are created by the scan from the scheduled action **Route Exception Detection Scan**, which runs every hour. Bulk actions create nothing: they change the state of what is already in the list at **Inventory › Route Exceptions › All Route Exceptions**.

1 Open the list

Go to **Inventory › Route Exceptions › All Route Exceptions**.

All Route Exceptions Search... 1-8 / 8

Severity	Status	Name	Exception ...	Age Bucket	Age Days	Warehouse	Route	Source Di...	Assignee	First Detected
Critical	Open	MTO Chain ...	MTO Chai...	0-1d	0	Valencia	Replenish...	FUR-3301...		14 Nov, 15:13
Critical	Acknowle...	Overdue Tra...	Overdue T...	0-1d	0	Valencia		WH/OUT/...	Marta Ruiz	14 Nov, 15:13
Major	Open	Overdue Tra...	Overdue T...	0-1d	0	Valencia		WH/OUT/...		14 Nov, 15:13
Minor	Open	Overdue Tra...	Overdue T...	0-1d	0	Valencia		WH/IN/00...		14 Nov, 15:13
Major	Acknowle...	Route / Rule ...	Route / R...	0-1d	0		Express D...	Express D...	Daniel Ort...	14 Nov, 15:13
Major	Open	Unreservabl...	Unreserva...	0-1d	0	Valencia		FUR-2210...	Daniel Ort...	14 Nov, 15:13
Major	Ignored	Orderpoint S...	Orderpoin...	0-1d	0	Valencia		OP/00001	Daniel Ort...	14 Nov, 15:13
Major	Resolved	Negative Sto...	Negative ...	0-1d	0			WH/Stock	Marta Ruiz	14 Nov, 15:13

- **Real Odoo 20 screenshot.** The list with 8 exceptions.

2 Select the exceptions

Tick the rows you want to change. **Actions** appears at the top.

3 Choose the action

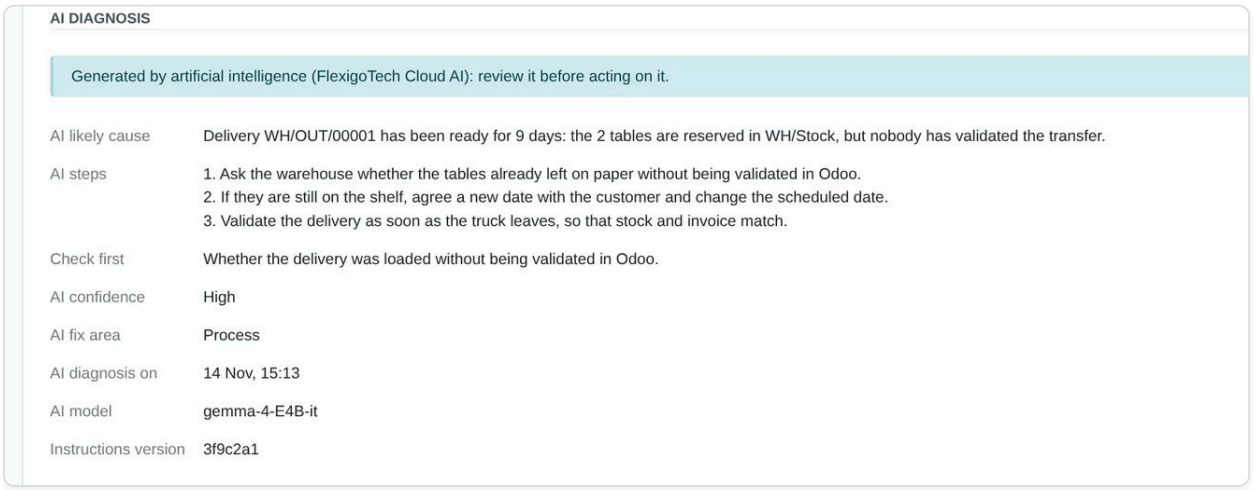
Under **Actions**, choose **Acknowledge**, **Resolve** or **Reopen**. Exceptions that do not support that action are skipped, without an error, and when it finishes the «Route exceptions updated» notice says how many changed and how many were skipped («... changed, ... skipped.»). Inventory administrators also see **Delete**, the Odoo action for deleting.

> Bulk actions do not ignore or assign: that is done on each exception, from its form.

End-to-end example

The list has 8 exceptions. "Unreservable Demand - FUR-2210: Stock>Customers" is **Open** with severity **Major**. "Route / Rule Misconfiguration - Express Delivery" is already **Acknowledged**, with **Assignee** Daniel Ortega. "Orderpoint Stall - OP/00001" is **Ignored**, with **Ignore Expiry** on 2 December: until that date the scan leaves it alone, and if the problem is still there that day, it reopens. If you select all 8 and choose **Acknowledge**, the 4 open ones change and the other 4 are skipped. If you resolve an exception and the scan sees it again, it reopens automatically in **Open** and its **Recurrence Count** goes up to 1.

11 AI diagnosis from FlexigoTech Cloud



- **Real Odoo 20 screenshot.** The record of an exception with the AI diagnosis group already filled in.

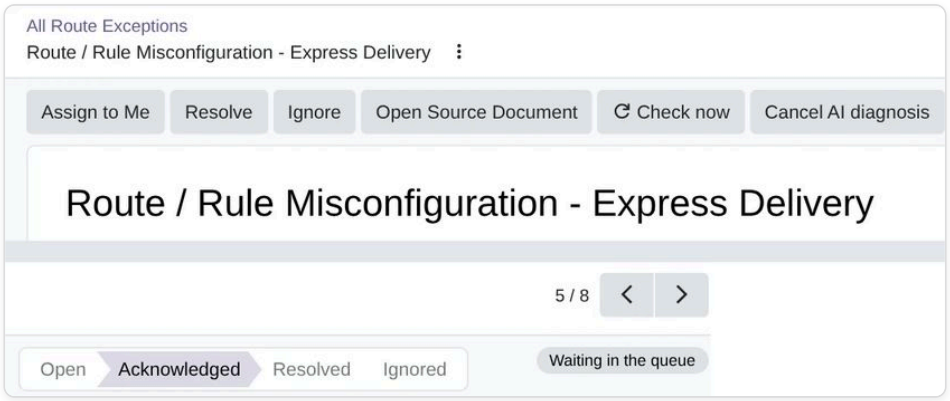
Diagnosis does not happen automatically: someone from Inventory requests it with the **AI diagnosis** button in the header. Beforehand, an administrator must have clicked **Accept and switch on** in Settings › Route Exceptions, below the text explaining what data the AI receives. The scheduled action **Route Exception: collect FlexigoTech Cloud AI diagnoses** collects the result every 2 minutes. The **Check now** button asks for it immediately.

AI diagnosis	Sends the exception to FlexigoTech Cloud as a job and warns that it takes a few minutes. It is hidden while a diagnosis is pending.
Check now	Checks for the pending diagnosis right away. Only appears when a diagnosis is pending.
Cancel AI diagnosis	Stops waiting for the pending diagnosis and sends nothing. Diagnoses already received are kept. Only appears when a diagnosis is pending.

Diagnosis states

Waiting in the queue	The diagnosis has been requested and is waiting its turn.
Being diagnosed	FlexigoTech Cloud is writing the diagnosis.

1. **Open the exception**
   Go to **Inventory › Route Exceptions › All Route Exceptions** and open the one you want to diagnose.
2. **Click AI diagnosis**
   Odoo warns that it takes a few minutes, and the record shows the diagnosis status.



- **Real Odoo 20 screenshot.** The **Waiting in the queue** status and the **Check now** and **Cancel AI diagnosis** buttons.

3. **Wait, or click Check now**
   When it arrives, the diagnosis appears in the **AI diagnosis** group.

4. **Review it before acting**
   This diagnosis was generated by artificial intelligence: a person decides what to do.

> The AI does not change stock, routes or transfers: it only writes the diagnosis. Without the FlexigoTech Cloud subscription and an administrator's consent, nothing is sent.

If FlexigoTech Cloud loses the job, the module sends it again, once, on behalf of the person who requested it and in their language. If that person is no longer active, it does not send it on behalf of the system: it warns that it needs to be requested again. If the job fails, the reason appears in a notice above the diagnosis.

Rules and conditions

- Without consent, the **AI diagnosis** button warns: "An administrator has to accept what FlexigoTech Cloud AI receives, in Settings > Route Exceptions, before anything is sent."
- Only an administrator can accept or withdraw consent. For everyone else, Odoo says: "Only an administrator can accept or withdraw what FlexigoTech Cloud AI receives."
- Consent is per company and records who accepted it and when. The **Withdraw** button withdraws it and cancels the diagnoses already requested for that company.
- The diagnosis is read using the permissions of the person clicking, in their language and only for the company of the exception. If they cannot read everything involved, nothing is sent.
- The input fits within 8,000 characters. Anything trimmed is stated in the note and in the warning.
- Nobody can type the AI fields by hand. If someone tries, Odoo says: "Only FlexigoTech Cloud AI writes the AI diagnosis of a route exception."
- When your plan's monthly AI document allowance is used up, Odoo warns "The FlexigoTech Cloud AI documents of this month are used up." and no diagnosis is produced.

What the AI receives

It receives the Odoo version and language, the exception's type, severity and age, how many times it has recurred, and the text from the detector. It also receives the reference and state of the source document, the warehouse, the route with its rules, the movements involved, the stock of those products by internal location,

and the replenishment rule. It never receives customers, suppliers, people, lots, origins or notes, and email addresses and phone numbers are removed.

The service runs on servers that FlexigoTech rents from Netcup in Germany. An open-weights model writes the response on that same server. Nothing is sent to any other AI company, and nothing is kept to train the model. The text and the response are not written to disk: they wait in memory for up to 45 minutes, and the response for up to an hour until the database collects it. To respond faster, the server also keeps recent texts and responses in its working memory, until newer ones replace them or the model is reloaded.

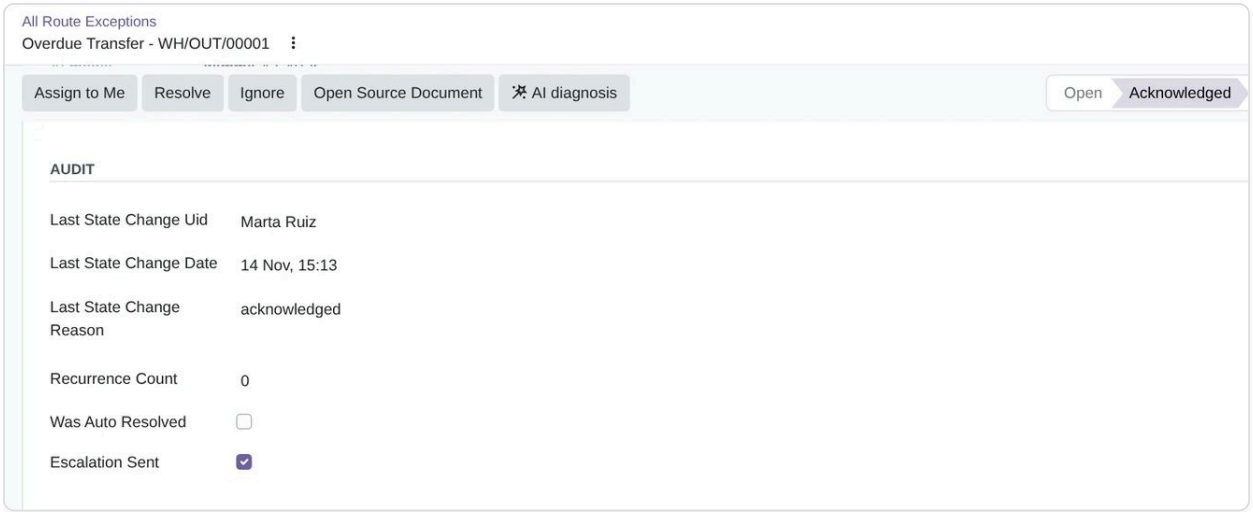
Record fields

AI likely cause	The likely cause written by the AI.
AI steps	Up to 8 steps to resolve it.
Check first	What is worth checking before anything else.
AI confidence	**Low**, **Medium** or **High**.
AI fix area	**Configuration**, **Stock data**, **Process**, **Timing** or **Unknown**.
AI diagnosis on	When the diagnosis was made.
AI model	The model that wrote it.
Instructions version	The version of the instructions it was produced with.

All of these are read-only. The **AI diagnosis** group carries the notice "Generated by artificial intelligence (FlexigoTech Cloud AI): review it before acting on it."

Each diagnosis is also recorded in an internal note in the history, marked as generated by artificial intelligence. The previous diagnosis stays in the notes history.

End-to-end example



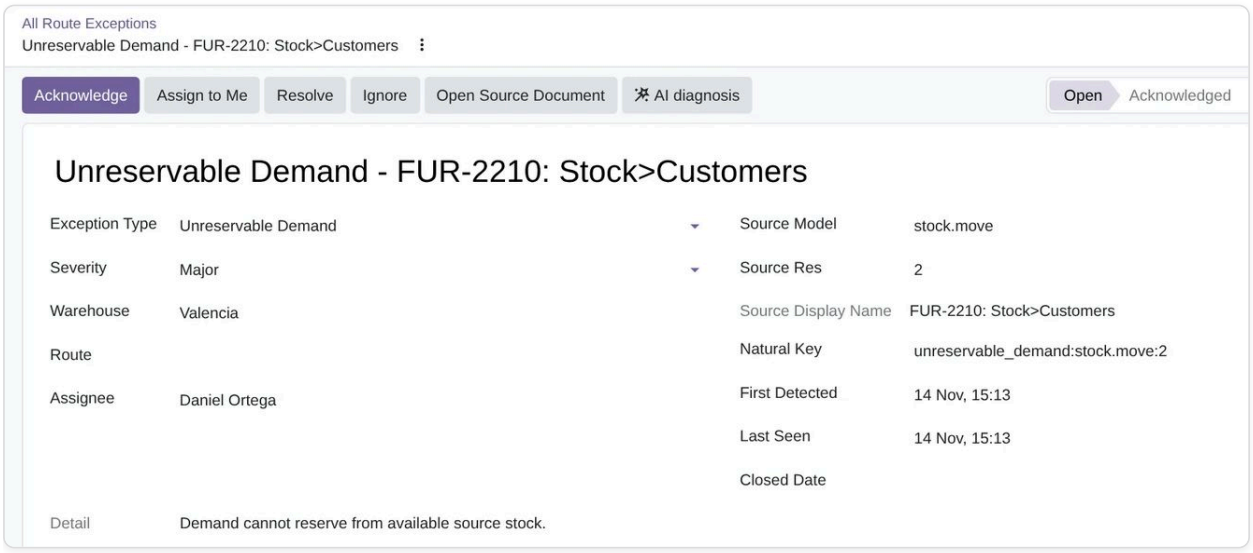
- **Real Odoo 20 screenshot.** The record of an overdue delivery exception, with the **Audit** group: who changed the status, when, and why.

The scan opens the exception Overdue Transfer - WH/OUT/00001 with the detail "Transfer is 9 day(s) overdue.". Someone from Inventory clicks **AI diagnosis**. The state moves through **Waiting in the queue** and **Being diagnosed**. A few minutes later, the **AI diagnosis** group shows the likely cause in **AI likely cause**, the steps in **AI**

steps and what to check first in **Check first**. The text in the screenshot is a test example, not a real AI response. That person reads the cause and steps and decides what to do.

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12 When the problem comes back: reopening and history



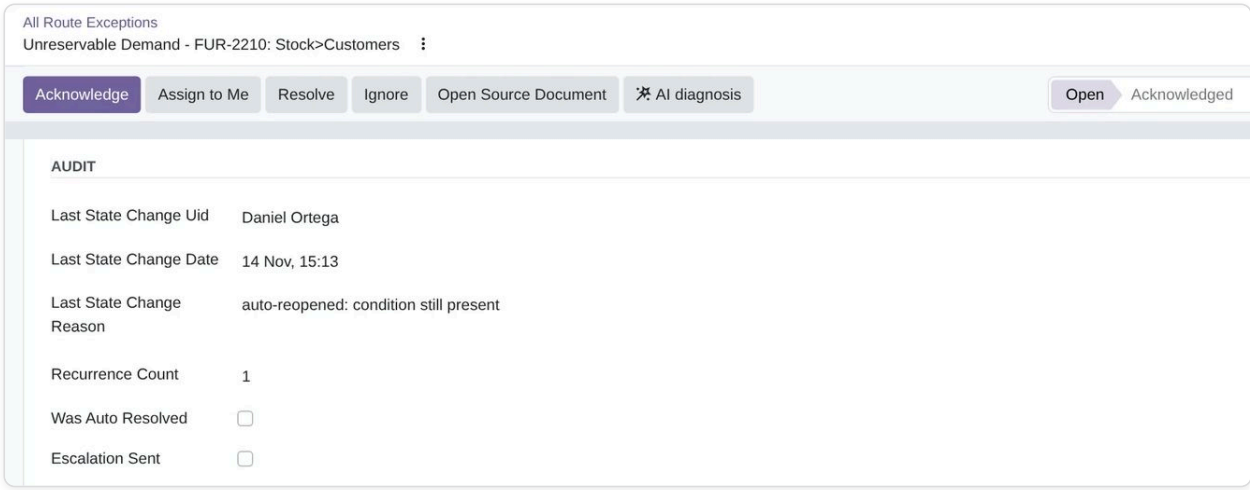
- **Real Odoo 20 screenshot.** The FUR-2210 exception reopened, with its header buttons.

Automatic reopening is done by the scheduled action **Route Exception Detection Scan**, which runs every hour: it compares what it sees with what already exists and, if the problem is still there, reopens the exception. To reopen one manually, use the **Reopen** button, which appears on resolved and ignored exceptions.

What you will see when it reopens

1. **Open the exception**
   The state changes to **Open** and **Recurrence Count** goes up by one.

2. **Check the history**
   Every state change is recorded with its reason, for example "auto-reopened: condition still present".



- **Real Odoo 20 screenshot.** The history of the reopened exception with the reason for the change.

> The **Reopen** button does not appear if the exception is open or acknowledged. And you cannot ignore an exception without entering a reason: Odoo responds "Ignoring an exception requires a reason."

The four reasons for automatic reopening

REASON IN THE HISTORY	WHEN IT HAPPENS
"auto-reopened: condition still present"	It was resolved by a person and the scan still sees the problem.
«auto-reopened: condition recurred»	It was resolved automatically because the problem disappeared, and then it came back.
«auto-reopened: detected again»	It comes back after the reopen window has passed (**Auto Reopen Window Days** in the settings, 7 days on installation).
«auto-reopened: ignore expired»	It was ignored with an expiry date, the date has passed and the problem persists.

There is only one exception per company and key. That is why the scan does not create another one: it reopens the existing one, with its history. Once the reopen window has passed, it counts as a new incident: its age and escalation start again. Until it expires, the scan respects an ignored exception.

Automatic resolution

An open or acknowledged exception that the scan no longer sees is resolved automatically with the reason «auto-resolved: condition cleared». If a detector failed in that run, its exceptions are left untouched: it did not look, so it cannot say the problem has gone.

Fields that change on reopening

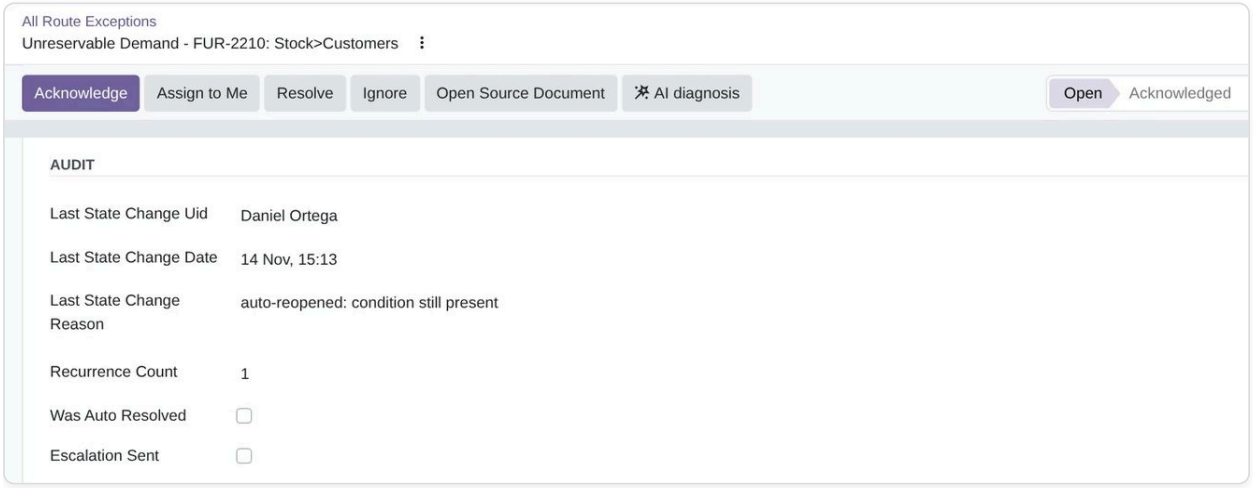
Recurrence Count	How many times the scan has reopened it.
Last State Change Reason	The reason for the last status change.
Last State Change Date	When the status last changed.
Closed Date	Cleared on reopening.
Last Seen	The last time the scan saw the problem.
Was Auto Resolved	Checkbox indicating whether the scan closed it.

Closed Date and **Last Seen** are above, with the dates; the rest are in the **Audit** group. Every status change also goes to the history, with its reason.

End-to-end example

Daniel Ortega manually resolved the FUR-2210 exception: Stock>Customers, with a resolution note. On the next scan the problem is still there, because the demand still cannot be reserved from available stock. The exception goes back to **Open**, **Recurrence Count** goes up by one and the history records «auto-reopened: condition still

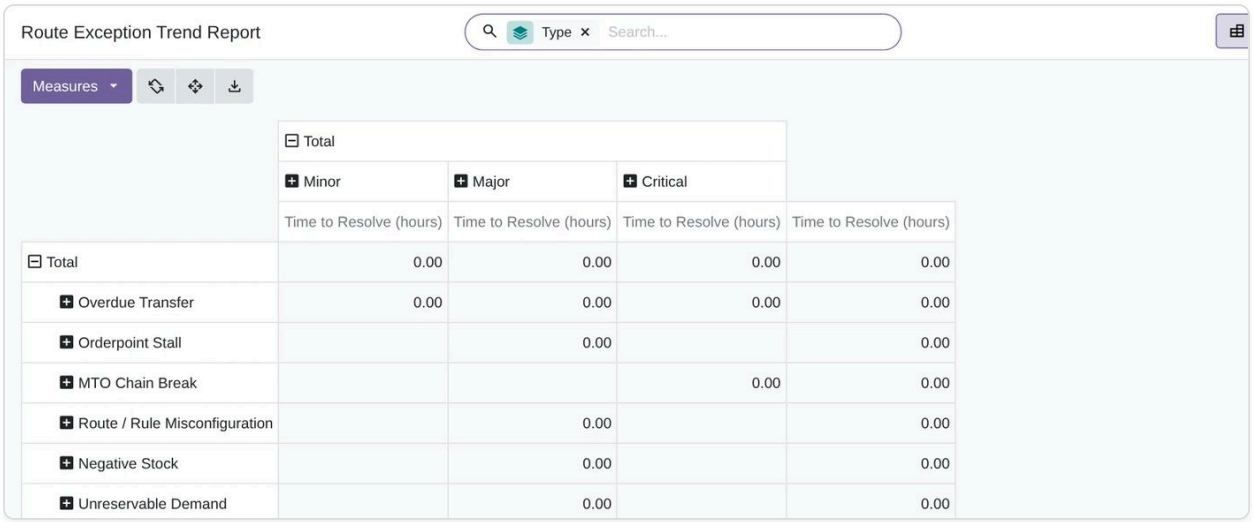
present», because a person had resolved it. To understand the cause, press **AI diagnosis**: the AI writes a diagnosis that a person reviews before taking action.



- **Real Odoo 20 screenshot.** The reopened FUR-2210 exception, with its status change history.

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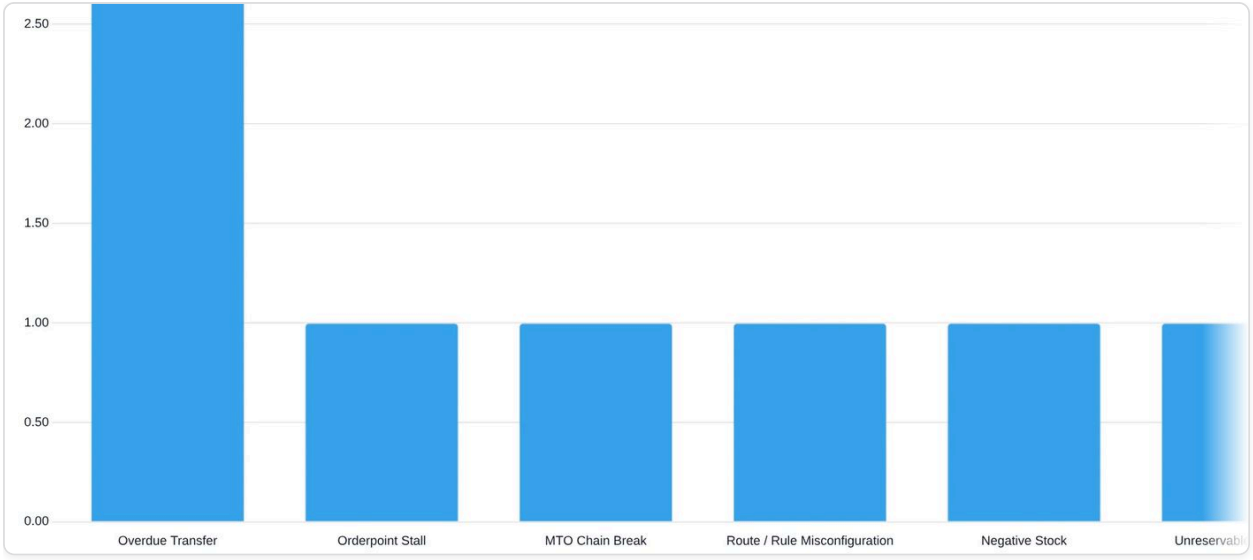
13 Trends: what fails most and how long it takes to fix



	Total			
	Minor	Major	Critical	
	Time to Resolve (hours)	Time to Resolve (hours)	Time to Resolve (hours)	Time to Resolve (hours)
Total	0.00	0.00	0.00	0.00
Overdue Transfer	0.00	0.00	0.00	0.00
Orderpoint Stall		0.00		0.00
MTO Chain Break			0.00	0.00
Route / Rule Misconfiguration		0.00		0.00
Negative Stock		0.00		0.00
Unreservable Demand		0.00		0.00

- **Real Odoo 20 screenshot.** The pivot table of the report with the exception types in rows.

The report opens with the exception types in rows, the severities in columns (**Minor**, **Major** and **Critical**) and the measure **Time to Resolve (hours)**. In the screenshot the types with exceptions are shown: **Overdue Transfer**, **Orderpoint Stall**, **MTO Chain Break**, **Route / Rule Misconfiguration**, **Negative Stock** and **Unreservable Demand**. From the search bar you can also group by warehouse, route, age or owner.



- **Real Odoo 20 screenshot.** The same report as a stacked chart, with the number of exceptions per type.

Where each piece of data comes from

The report has no data of its own. It reads the exceptions created by the **Route Exception Detection Scan** task, which runs every hour. The **Route Exception Housekeeping** task archives each day the resolved or ignored exceptions closed more than 90 days ago. The report also counts the archived ones, so archiving does not change its figures.

> The report is read-only: to change an exception, open its record from **Inventory › Route Exceptions › All Route Exceptions**.

What the report measures

The report answers two questions: which type of exception recurs most and how long each one takes to close. The time measure is **Time to Resolve (hours)**. Age is split into four bands: **0-1d**, **1-3d**, **3-7d** and **>7d**. As it also counts archived exceptions, it also shows what has already been closed.

An end-to-end example

The scan detects an **Overdue Transfer** exception on WH/OUT/00001, with the text «Transfer is 9 day(s) overdue.» in **Detail**. It comes in as **Critical**, because the delay exceeds the 7 days of **Critical Overdue Days**. Someone presses **Assign to Me** and **Acknowledge**, and the exception is now owned by Marta Ruiz. When the delivery is completed, the scan no longer sees the problem and resolves it automatically with the reason «auto-resolved: condition cleared». In **Inventory › Route Exceptions › Trend Report** it had been counted since it was created, in the **Overdue Transfer** row; once resolved, its **Time to Resolve (hours)** goes into that type's time.

14 The scan and its records

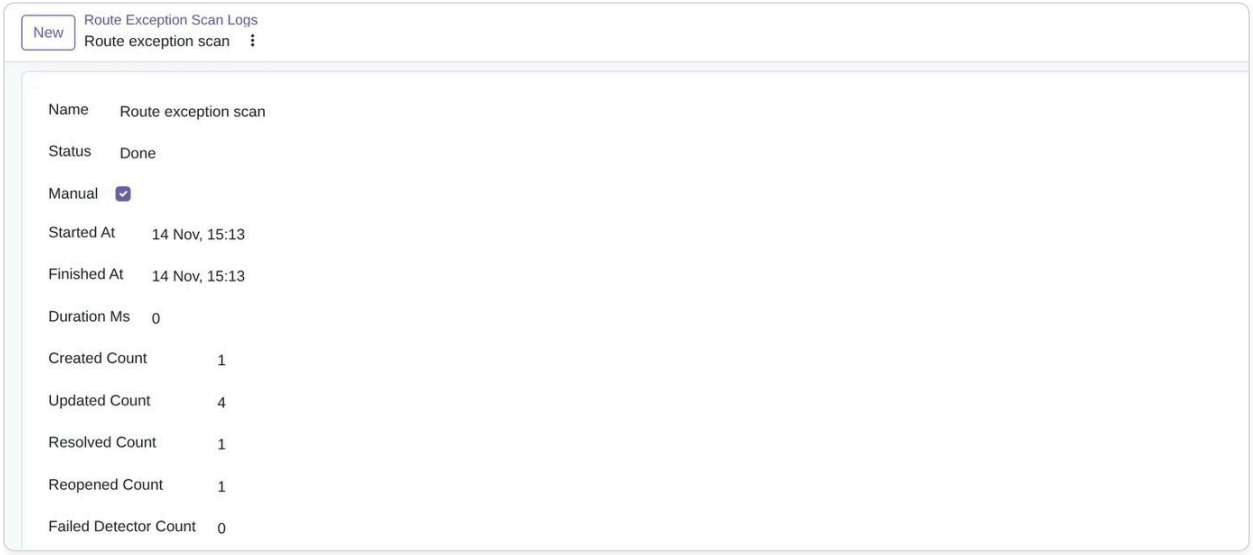


- **Real Odoo 20 screenshot.** The scan's record list with two runs completed.

Records are created automatically when the scan runs. The scheduled task **Route Exception Detection Scan** launches it every hour once the module is installed. The frequency is changed in **Route Exception Settings**, within **Inventory › Route Exceptions**. The **Scan Now** button, on that same screen, launches a run immediately and also leaves its record.

What each record shows

Name	By default, «Route exception scan».
Started At and **Finished At**	When the run started and when it finished.
Duration Ms	How long the run took, in milliseconds.
Manual	Checkbox to tell whether the run was launched by hand.
Status	How the run ended. The statuses are below.
Company	The company of the record (only with multiple companies).
Created Count	Exceptions created in the run.
Updated Count	Exceptions that already existed and were updated.
Resolved Count	Exceptions resolved in the run.
Reopened Count	Exceptions that were reopened.
Failed Detector Count	Detectors that failed in the run.
Detail	In a failed run, the reason; in a completed one, a technical summary per company.



- **Real Odoo 20 screenshot.** The record of a run with its counters and dates.

Statuses

- **Running**: the run is in progress.
- **Done**: the run has finished.
- **Failed**: the run did not happen, either because another scan was already running or because of an error; **Detail** says which.

A detector that fails does not stop the others: the scan continues and the record counts how many failed.

> If another scan is already running, the new run is marked as failed with the message «Another route exception scan is already running.» Wait for the previous one to finish before launching the scan again.

What a run does

The scan runs the nine detectors across the warehouse. Each can be switched off in **Route Exception Settings**. What it finds it turns into an exception, and the run's record counts those created, updated, resolved and reopened.

An end-to-end example

The record list shows two completed runs on 14 November at 15:19. The first created seven exceptions and updated, resolved or reopened none. The second created one, updated four, resolved one and reopened one. No detector failed in either.



- **Real Odoo 20 screenshot.** The two runs from the example in the scan's record list.

To see which exceptions came out of a run, open **Inventory › Route Exceptions › All Route Exceptions**. Those the scan has stopped seeing are already marked as resolved, and those that reappeared are back in **Open**.

15 The data that goes out and comes back

DATA	DIRECTION	WHEN
Odoo version and language to reply in	Goes to FlexigoTech Cloud	When pressing **AI diagnosis** on an exception
Type, severity and age of the exception, how many times it came back and the detector's text	Goes to FlexigoTech Cloud	When pressing **AI diagnosis**
Reference and status of the source document and how many backorders it has	Goes to FlexigoTech Cloud	When pressing **AI diagnosis**
Warehouse, route with its rules (operation type, locations and how they supply) and reordering rule	Goes to FlexigoTech Cloud	When pressing **AI diagnosis**
Moves involved: product, quantity, unit, status, locations, dates in days and the moves they are waiting on	Goes to FlexigoTech Cloud	When pressing **AI diagnosis**
Stock of those products per internal location	Goes to FlexigoTech Cloud	When pressing **AI diagnosis**
Diagnosis: probable cause, up to 8 steps, what to check first, confidence level (low, medium or high) and fix area (configuration, stock data, process, timing or unknown)	Returns to your Odoo	The **Route Exception: collect FlexigoTech Cloud AI diagnoses** task collects it every 2 minutes, or **Check now** immediately
Date of the diagnosis, the model that wrote it and the version of the instructions	Returns to your Odoo	Along with the diagnosis

The AI runs on FlexigoTech Cloud, on servers that FlexigoTech rents from Netcup in Germany, inside the European Union. An open-weights model (Gemma, from Google) works on that same server, so the data does not pass to any other company or AI provider, and it is not kept to train the model. The text and the response are not written to disk. The data waits in memory until it is processed, 45 minutes at most, and the diagnosis waits in memory for up to an hour for your database to collect it. To respond faster, the AI server also keeps in its working memory the recent texts and responses, until newer ones replace them or the model is reloaded: on restart or with the first request after 15 minutes without any. FlexigoTech Cloud keeps a log of each call for 12 months, without its content, and counts the documents for the month. No customer, supplier, person (neither the owner nor the assignee), lot, origin or note is ever sent, and emails and phone numbers are removed. It cannot be guaranteed that names someone has typed inside a product, location or rule name will be removed.

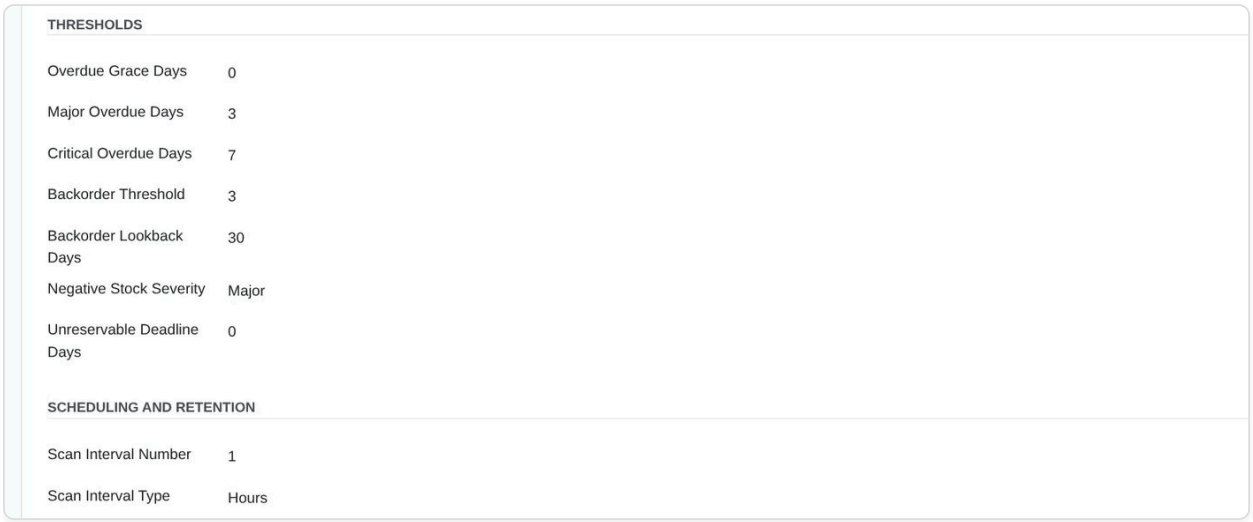
Exceptions with their statuses, owners and notes, the scan records and the trend report do not leave your Odoo: the scan and its nine detectors run in your database. The diagnosis received is stored on the exception and in an internal note marked as AI-generated.

16 What happens automatically

TASK	FREQUENCY	WHAT IT DOES
Route Exception Detection Scan	Hourly, active	Runs the nine detectors and leaves a record in **Inventory › Route Exceptions › Scan Logs**. Automatically resolves exceptions whose problem it no longer sees, and reopens those where it has come back.
Route Exception Housekeeping	Daily, active	Archives, without deleting, the resolved or ignored exceptions closed more than 90 days ago.
Route Exception: collect FlexigoTech Cloud AI diagnoses	Every 2 minutes, active	Collects the requested AI diagnoses that are already ready.

Frequencies are changed in **Settings › Technical › Automation › Scheduled Actions**, with developer mode activated. The scan frequency is also changed in **Inventory › Route Exceptions › Route Exception Settings**, and that changes the **Route Exception Detection Scan** task.

17 The module's options and their defaults



- **Real Odoo 20 screenshot.** The **Thresholds** group and the start of **Scheduling and Retention** in the **Default Route Exception Settings** record.

OPTION	DEFAULT VALUE	WHAT IT DOES
The nine detectors, from Detector Overdue Transfer to Detector Unreservable Demand	All active	Each tick switches a detector on or off in the scan.
Overdue Grace Days	0	Days of leeway past the scheduled date before a transfer counts as overdue.
Major Overdue Days and Critical Overdue Days	3 and 7	Days of delay from which an overdue transfer is major or critical. The major value cannot exceed the critical one.

OPTION	DEFAULT VALUE	WHAT IT DOES
Backorder Threshold and **Backorder Lookback Days**	3 and 30	Pending orders for a product and location, and the number of days looked back over, to detect the build-up.
Negative Stock Severity	**Major**	Severity of the negative stock exception: **Minor**, **Major** or **Critical**.
Unreservable Deadline Days	0	How many days ahead the unreservable demand detector looks: with 0, only demand dated today or earlier.
Scan Interval Number and **Scan Interval Type**	1 and **Hours**, that is, every hour	How often the scan runs. The type can be **Minutes**, **Hours**, **Days**, **Weeks** or **Months**.
Age Bucket 1 Days, **Age Bucket 2 Days** and **Age Bucket 3 Days**	1, 3 and 7	Limits of the age brackets. They must increase.
Resolved Retention Days	90	Days that resolved exceptions are kept before being archived.
Auto Reopen Window Days	7	If the problem returns within these days, the exception is reopened as the same incident; after that period, it is reopened as a new incident, with its age and escalation starting from zero.
Critical Escalation Enabled	Active	Activates the escalation of critical exceptions.

Odoo does not let you save negative days, a frequency or retention below 1, or a pending-orders threshold or window below 1. In **Settings › Route Exceptions**, the **Warehouse Route Exception Dashboard** block repeats four of them: **Overdue grace days**, **Scan interval**, **Resolved retention days** and **Critical escalation**. Below is the **FlexigoTech Cloud AI (subscription)** block, with the list of what the AI receives and the buttons **Accept and switch on** and **Withdraw**, which only an administrator uses.

What is done by hand

SCREEN	BUTTONS
Exception	The buttons in its header, which change according to the status: **Acknowledge**, **Assign to Me**, **Resolve**, **Ignore**, **Reopen**, **Open Source Document**, **AI diagnosis**, **Check now** and **Cancel AI diagnosis**. The last two appear while a diagnosis is requested.
List, **Actions menu**	**Acknowledge**, **Resolve** and **Reopen** on the selected exceptions. When finished, a notice says how many changed and how many were skipped.
Route Exception Settings	**Scan Now** runs the scan immediately. **Restore Defaults** returns to the installation values, except the activity type, the channel and the escalation user.
Settings block	**Accept and switch on** activates what the AI receives and **Withdraw** withdraws it. Only an administrator uses them. Without accepting, **AI diagnosis** warns and sends nothing.

Escalation of critical exceptions

When the scan creates a critical exception, the module creates a single internal activity, "Critical route exception", of the type you choose in **Critical Activity Type** or, if there is none, **To-Do**. It is assigned to the user in **Default Escalation User** or, if empty, to the administrator. If an existing exception becomes critical in a later scan, no activity is created.

If you enter the number of a Discuss channel in **Optional Channel ID**, the module also writes there. If the exception returns after the reopening window, it counts as new and is escalated again. The module does not write to anyone outside your company.

18 Security and personal data

- Inventory users see and work on the exceptions of their companies: acknowledge, assign, resolve, ignore, reopen, and request, check or cancel an AI diagnosis. Only Inventory administrators can delete them.
- The module's settings menus (**Inventory › Route Exceptions › Route Exception Settings**) and the scan records (**Scan Logs**) only appear to Inventory administrators, who are the ones who change them.
- Only an administrator, from the Settings group, accepts with **Accept and switch on** and withdraws with **Withdraw** what the AI receives. If another user tries, Odoo shows "Only an administrator can accept or withdraw what FlexigoTech Cloud AI receives."
- Consent is per company. It records who accepted it and when. Withdrawing it cancels the diagnoses that company had requested.
- Without consent nothing is sent: the diagnosis button warns "An administrator has to accept what FlexigoTech Cloud AI receives, in Settings > Route Exceptions, before anything is sent."
- Access rules separate data by company. The diagnosis reads only the data of the exception's company.
- **Open Source Document** opens the source document with the permissions of the person clicking. If that person cannot read the document, they do not see it.
- No customers, suppliers, people (neither the responsible user nor the assignee), lots, origins or notes are sent to the AI. Emails and phone numbers in the texts are removed. It cannot be guaranteed that names someone has typed into a product, location or rule name are removed.
- The diagnosis is marked as generated by artificial intelligence: "Generated by artificial intelligence (FlexigoTech Cloud AI): review it before acting on it." Only the module writes it, and if anyone tries to write it, Odoo shows "Only FlexigoTech Cloud AI writes the AI diagnosis of a route exception."
- The AI never changes stock, routes or transfers. It writes a diagnosis that a person reviews before acting.

Status change history

Every status change of an exception is recorded in its history with its reason, for example "auto-resolved: condition cleared" when the scan no longer sees the problem, or "auto-reopened: condition recurred" when the problem returns. The exception also stores when its status last changed and how many times it has come back. The AI diagnosis is added to the history as an internal note marked as AI, and the previous diagnosis remains there.

19 Several companies in the same database

The module works with several companies in the same database. There is one exception per company and per key, and access rules keep each company's exceptions separate. Each user sees the exceptions of the companies they have access to and can group them by **Company**. Each company can have its own record in **Route Exception Settings**; if it does not, it uses the general one.

The route and rule configuration detector checks the routes and rules of the company and those shared between companies. It does not check the routes each warehouse keeps for its own steps.

Permission for the AI is granted per company. The administrator accepts or withdraws what the AI receives in Settings › Route Exceptions, and that only applies to the company they are working in. Each diagnosis is read with the permissions of the person clicking and only from the exception's company.

What each plan includes

The module works with the FlexigoTech Cloud subscription, where the AI diagnosis runs. There are two plans, with prices excluding VAT: Standard, at €29 per month or €290 per year, with up to 500 AI documents per month, and Pro, at €58 per month or €580 per year, with up to 1,000. The trial lasts 14 days, with no card required.

20 If something fails

You click AI diagnosis and a notice asks you to subscribe	The FlexigoTech Cloud trial or subscription, which the module needs, is missing. The notice includes a button to Settings › FlexigoTech Cloud. Diagnoses already made remain on the exception.
"An administrator has to accept what FlexigoTech Cloud AI receives, in Settings > Route Exceptions, before anything is sent." appears	An administrator has to accept what the AI receives in Settings › Route Exceptions, below the text that explains it. Until then nothing is sent. Each company has its own acceptance.
"The FlexigoTech Cloud AI documents of this month are used up." appears	The AI documents for the month on your plan (500 on Standard, 1,000 on Pro) have been used up and there is no diagnosis. When few are left, the notice for each diagnosis says how many remain.
The diagnosis does not arrive	The exception's badge says the diagnosis is waiting its turn or is being produced. A scheduled task collects it every 2 minutes. The check button asks immediately, and the cancel button stops waiting. If the cloud lost the job, it is sent again only once, on behalf of whoever requested it.
A detector fails during the scan	The other detectors continue. The failure is recorded in the scan log, in **Scan Logs**. That detector cannot mark any exception as resolved in that run.
A scan overlaps another	The run is recorded as failed with "Another route exception scan is already running." Launch the scan again once the other one has finished.

If the AI does not respond and the FlexigoTech Cloud service is not up to date, the check button renews the permission once. If the service is still unavailable, it says so without calling the cloud. If the person who requested the diagnosis is no longer active, the module does not resend it on behalf of the system and warns

that it must be requested again. If the text exceeds 8,000 characters, it is truncated and the note and the notice say so.

Other notices you may see

"Only FlexigoTech Cloud AI writes the AI diagnosis of a route exception."	The AI diagnosis fields cannot be edited by hand. Request the diagnosis with the exception's button and let the service write it.
"Only the route exception scan writes the text of the detector."	The detector's text is written by the scan. To renew it, run a scan.
"Only an administrator can accept or withdraw what FlexigoTech Cloud AI receives."	Ask an administrator to accept or withdraw the permission in Settings › Route Exceptions.
"Ignoring an exception requires a reason."	When ignoring an exception, enter the reason.
"Cannot change route exception from ... to ...."	That status change is not allowed. Check which statuses the exception accepts from its current status.
The source document no longer exists or is not accessible.	The source document has been deleted or you do not have permission to read it. Ask for access or check whether it still exists.
Day values cannot be negative.	In **Route Exception Settings**, the grace days, the unreserved demand window and the reopen window cannot be negative.
Scan interval and retention must be at least 1.	The scan frequency and the days to keep resolved exceptions must be at least 1.
Backorder threshold and lookback must be at least 1.	The pending orders threshold and the look-back days must be at least 1.
Age bucket boundaries must increase strictly.	The age bucket boundaries must run from lowest to highest, with no repeats.
Major overdue threshold cannot exceed critical threshold.	The overdue days for Major severity cannot exceed those for Critical severity.

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21 Other ways to do this

METHOD	WHAT IT INVOLVES
Manually	You go to Inventory, apply filters and check transfers, replenishment rules and stock screen by screen. It depends on someone remembering to look and on what they look at.
Odoo alone	Odoo's transfers list has filters to show late transfers and backorders. When the scheduler cannot replenish a replenishment rule, it leaves an alert activity on the product. Each thing is shown on its own screen.

METHOD	WHAT IT INVOLVES
This module	A scheduled scan, every hour once installed, looks for nine kinds of problem. Each one is recorded as an exception with status, severity, owner and history. It needs the FlexigoTech Cloud subscription, which also runs the AI diagnosis.

If you already check your warehouse with your own reports, you can carry on using them. The module does not change stock, routes or transfers: it only reads the stock documents and records each problem as an exception, with its history, in **Inventory › Route Exceptions**. Your reports and the module can therefore coexist, and you decide which exceptions each person deals with.

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22 Plans and price

€9

License per Odoo version.

+ FlexigoTech Cloud

STANDARD

€29/month

or €290 a year

First response within 1 working day

PRO

€58/month

or €580 a year

First response within 4 working hours

Video call if needed

14-day trial, no card

Prices exclude VAT

The module license is per Odoo version. FlexigoTech Cloud is paid monthly or yearly, and the 14-day trial does not ask for a card.

23 Frequently asked questions

What does the module do?

A scheduled scan checks the warehouse with nine detectors and records each route, stock or supply problem as an exception with status, severity, owner and history.

Does it work without FlexigoTech Cloud?

No. It needs the FlexigoTech Cloud subscription or its 14-day trial, which requires no card.

Does it work on Odoo Online?

No. Odoo Online does not allow installing third-party modules. It works on Odoo.sh or on your own server.

Does it need Odoo Enterprise?

No. It works with both Odoo Community and Enterprise, as it depends on Inventory, Discuss and the FlexigoTech Cloud module, which is installed with it.

Which Odoo versions does it work with?

Published branches exist for Odoo 17, 18, 19 and 20.

What about deliveries from before I install it?

The scan reads the stock documents that exist in your Odoo, including those that were already there. A late delivery is detected when the scan sees it.

How many detectors are there?

Nine, and each one is switched on or off with a checkbox in the **Detectors** group in **Route Exception Settings**. All are switched on by default.

How often does the scan run?

Every hour once installed. You can change the frequency in **Route Exception Settings**, and the **Scan Now** button on that screen runs a pass immediately.

Does it change stock, routes or transfers?

Never. It only reads stock documents and records the problems; you fix them yourself in Odoo.

Does the AI fix problems on its own?

No. It writes a diagnosis that a person reviews before acting. The only thing resolved automatically is an exception when the scan no longer sees the problem.

When is the AI used?

Only when someone presses the AI diagnosis button on an exception, and after an administrator has accepted what the service receives.

Who can accept what the AI receives?

Only an administrator, from the Settings group, under Settings › Route Exceptions, and only they can withdraw it. If another person tries, the message reads "Only an administrator can accept or withdraw what FlexigoTech Cloud AI receives."

What data leaves my Odoo?

When a diagnosis is requested, the exception's information, the source document, the warehouse and the route are sent. Customers, suppliers, people, lots, origins and notes are never sent, and emails and phone numbers are removed.

Where does the AI run?

On servers that FlexigoTech rents from Netcup in Germany. An open-weights model writes the response on that same server, without passing it to another AI company or keeping it to train the model.

How long does FlexigoTech Cloud keep my data?

The text and the response are not written to disk: they wait in memory for 45 minutes at most, and the response for up to an hour until your database collects it. To answer faster, the server also keeps recent texts and responses in its working memory, until newer ones replace them or the model is reloaded. A record of each call is kept for 12 months without its content.

How much does it cost?

The module license costs €9 per Odoo version and is bought from Odoo Apps. FlexigoTech Cloud is paid separately: Standard costs €29 a month or €290 a year and Pro costs €58 a month or €580 a year, excluding VAT. The trial lasts 14 days and requires no card.

How many AI documents does each plan include?

The Standard plan includes up to 500 AI documents a month and Pro up to 1,000.

Do I have to pay to try it?

No. The trial lasts 14 days and does not ask for a card. If you do not subscribe at the end, the service stops.

Is the module translated?

No. The module's screens appear in English in every language. Odoo and FlexigoTech Cloud menus do appear in your language.

Where is the module in Odoo?

In the **Inventory › Route Exceptions** menu. Its options are under **Inventory › Route Exceptions › Route Exception Settings**.

How do I see open exceptions?

On **Inventory › Route Exceptions › Route Exception Dashboard** they are grouped by severity, and on **Inventory › Route Exceptions › All Route Exceptions** you have the full list.

How many severity levels are there?

Three: **Minor**, **Major** and **Critical**. The detector sets it.

What happens if a resolved problem comes back?

The scan reopens the same exception with its history and adds one to the recurrence counter, rather than creating another.

Does it alert anyone outside my company?

No. A critical exception creates an internal activity for your team and, if you configure it, a message in a Discuss channel.

Does it work with multiple companies?

Yes. There is one exception per company and key, and access rules keep each company's exceptions separate. Permission for the AI is granted per company.

Are closed exceptions deleted?

No. The daily task **Route Exception Housekeeping** archives, without deleting, resolved or ignored exceptions closed more than 90 days ago. The trends report still counts them.

Can I keep using my own reports?

Yes. The module changes nothing in the warehouse, so your reports and the module can coexist.

What does the module do that Odoo does not do on its own?

Odoo shows late transfers and scheduler alerts each on its own screen. The module brings those problems and others together into exceptions with status, owner and history.

24 Glossary

Exception	A route, stock or supply problem that the scan has found and that the module records with status, severity, owner and history.
Scan	The scheduled pass that checks the warehouse with the nine detectors. Once installed it runs every hour.
Detector	Each of the nine checks in the scan. Each one is switched on or off in **Route Exception Settings**.
Severity	The level of an exception, set by the detector: minor, major or critical. The overdue transfers level is calculated from the days late, and the negative stock level uses the settings.
Status	Where an exception stands: open, acknowledged, resolved or ignored. Each change is recorded in the history.
Owner	The person handling an exception. Whoever opens it can take it on with the assign-to-me button.
History	The record of every status change to an exception, with its reason.
Reopening	When the scan sees the problem of a closed exception again and reopens it, instead of creating another.

Automatic resolution	When the scan no longer sees the problem of an open or acknowledged exception and resolves it on its own.
Escalation	The internal activity created when a new critical exception appears, for the escalation user or, if there is none, for the administrator.
Age	The number of days an exception has been open, grouped into four buckets: 0 to 1 days, 1 to 3, 3 to 7 and more than 7.
Scan log	The entry each pass leaves: what was created, updated, resolved and reopened, and which detectors failed.
Backorder	A pending order: what remains to be delivered from a transfer that has already been partly completed.
Replenishment rule	The Odoo rule with a minimum stock level that the scheduler uses to order product.
MTO	Make to order: the stock is manufactured or purchased when an order comes in. One of the detectors watches that its chain is not broken.
Route	The path along which stock moves, made up of rules with their operation types and locations.
FlexigoTech Cloud	FlexigoTech's service that the module needs and where its AI runs. It is sold by subscription, and comes with a 14-day trial.
AI diagnosis	A text with the probable cause and the steps for an exception, written by artificial intelligence so that a person can review it before acting. It is only requested with the **AI diagnosis** button.
AI consent	An administrator's acceptance of what the AI receives. Until it is given, nothing leaves your Odoo.
Company	The Odoo company. There is one exception per company and key, and each user sees the exceptions for their companies.

25 Checklist and contact

- [ ] You have Odoo 17, 18, 19 or 20 on Odoo.sh or on your own server. Odoo Online does not allow installing third-party modules.
- [ ] The Inventory app is installed, and the module also depends on Discuss and on FlexigoTech Cloud.
- [ ] Install the module and check that the Inventory › Route Exceptions menu appears.
- [ ] Start the 14-day FlexigoTech Cloud trial, with no card required, or subscribe.
- [ ] In Settings › Route Exceptions, an administrator reads the text describing what the AI receives and clicks **Accept and switch on**. Until then, nothing is sent.
- [ ] In **Route Exception Settings**, review the detectors, the thresholds, the scan frequency and the escalation user.
- [ ] Click **Scan Now** and check in the scan log that the run completes successfully.
- [ ] Open the exceptions panel and the list of all exceptions to see the exceptions created by the scan.
- [ ] Open an exception and click **AI diagnosis** to try the diagnosis.
- [ ] Read the diagnosis for what it is: an AI-generated text that a person reviews before acting.

If you have questions, write to us: support is included in the subscription and, with the Pro plan, if needed we can go through it by video call. Custom setup is not included.

Email

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

On the web

The module page, with the guide and the prices.
flexigotech.com/en/warehouse-route-dashboard-odoo.html

On Odoo Apps

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

Warehouse Exceptions is a FlexigoTech module for Odoo. FlexigoTech is a brand of Flexibles y Accesorios Gobe, S.L. (Barcelona, Spain).