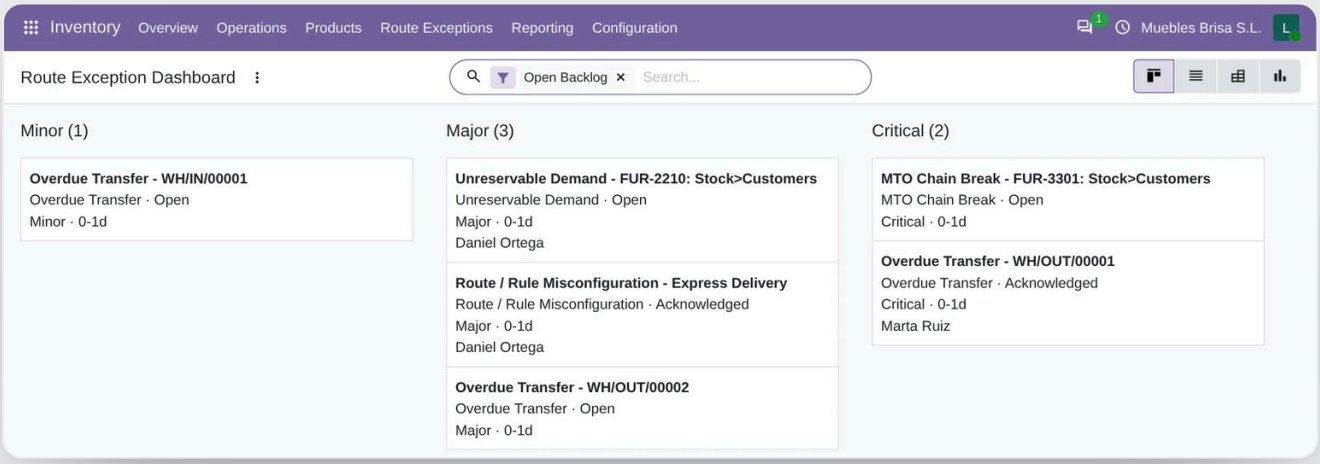
USER MANUAL · INVENTORY AND WAREHOUSE

Warehouse Exceptions for Odoo

For those who already have the module: install it, activate it, set it up and use it, step by step.

Module version 20.0.1.2.3 | Odoo 20 screenshots | Edition of 14-11-2026





Real Odoo 20 screenshot. The panel with the exceptions by severity and, beside it, an exception with its AI diagnosis.

Contents

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

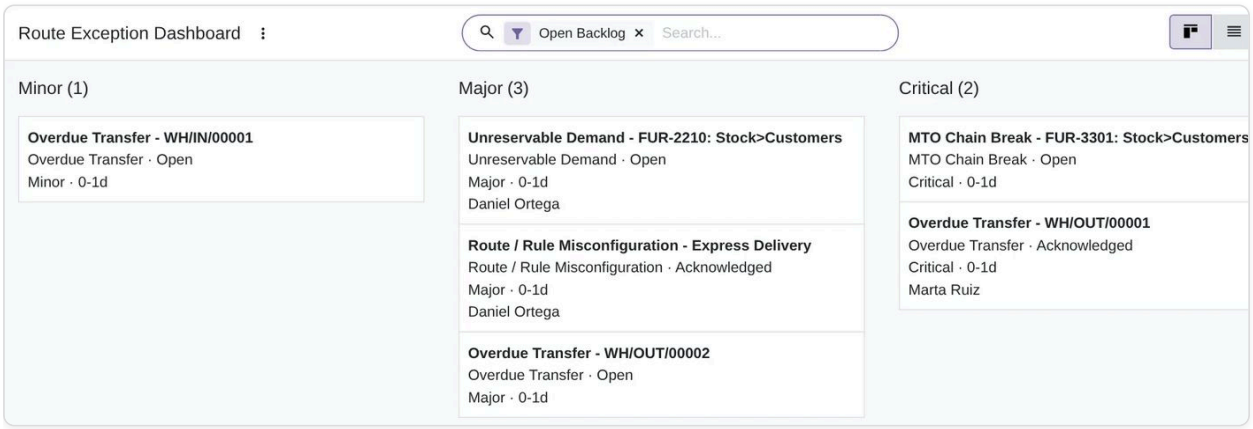
1	What it is and where it is	3
2	Before you start	4
3	Installation	4
4	Activate FlexigoTech Cloud: the 14-day trial	5
5	Getting it running	7
6	The module's options	10
7	The exceptions dashboard	11
8	What it detects	12
9	Working on an exception	13
10	Batch actions	14
11	AI diagnosis	16
12	Reopening	17
13	Trends	19
14	Scan logs	20
15	What happens on its own	21
16	If something fails	22
17	Support	23

This manual describes version 20.0.1.2.3 of the module (Odoo branch 20.0, commit 0073d138c). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

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

1 What it is and where it is

The module watches your Odoo warehouse with a scheduled scan and turns each problem with routes, stock or replenishment into an exception with status, severity, owner and history.



- **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 ships without a translation, so here its labels are quoted in English, as you will see them. The Odoo 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. When you open one you see 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 you switch 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 in 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 button for the AI diagnosis. An exception that is born critical creates an internal activity for the escalation user. In addition, three scheduled tasks run: **Route Exception Detection Scan**, **Route Exception Housekeeping** and **Route Exception: collect FlexigoTech Cloud AI diagnoses**.

2 Before you start

This is what you need to have at hand before installing the module.

- Odoo 17, 18, 19 or 20 on Odoo.sh or on 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 is the one 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 logs them as exceptions. The AI does not change anything either: it writes an AI-generated diagnosis that a person reviews before acting. Nor does it write to anyone outside: the alert for a critical exception is an internal activity.

3 Installation

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

How to get it

From its page on Odoo Apps (**https://apps.odoo.com/apps/modules/20.0/flexigo_warehouse_route_exception_dashboard**) or from the module's page on flexigotech.com. Choose the Odoo version you use: each version is a separate module.

The module depends on `flexigotech_cloud`, the connection to FlexigoTech Cloud. On Odoo Apps, the module's page lists it under «Community Apps Dependencies» and its price already includes it; it is free and has its own page (**https://apps.odoo.com/apps/modules/20.0/flexigotech_cloud**). Put both folders together in the same modules path and Odoo installs `flexigotech_cloud` at the same time.

On Odoo.sh

1. **Upload the folders to your repository**
   Copy `flexigo_warehouse_route_exception_dashboard` and `flexigotech_cloud` into the branch of your project, in your modules folder, and push.
2. **Wait for Odoo.sh to build the branch**
   When it finishes, both modules are in the branch.
3. **Install the module**
   In **Apps**, click **Update Apps List** (with developer mode), remove the **Apps** filter from the search (the module does not show up as an app), search for "Warehouse Exceptions" and click **Activate**.

On your server

1. **Copy the folders**

   Leave `flexigo_warehouse_route_exception_dashboard` and `flexigotech_cloud` in a folder that is in the `addons_path` of your Odoo.

2. **Restart Odoo**

   So that it reads the new modules.

3. **Install the module**

   In **Apps**, **Update Apps List**, remove the **Apps** filter from the search (the module does not show up as an app), search for "Warehouse Exceptions" and click **Activate**.

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

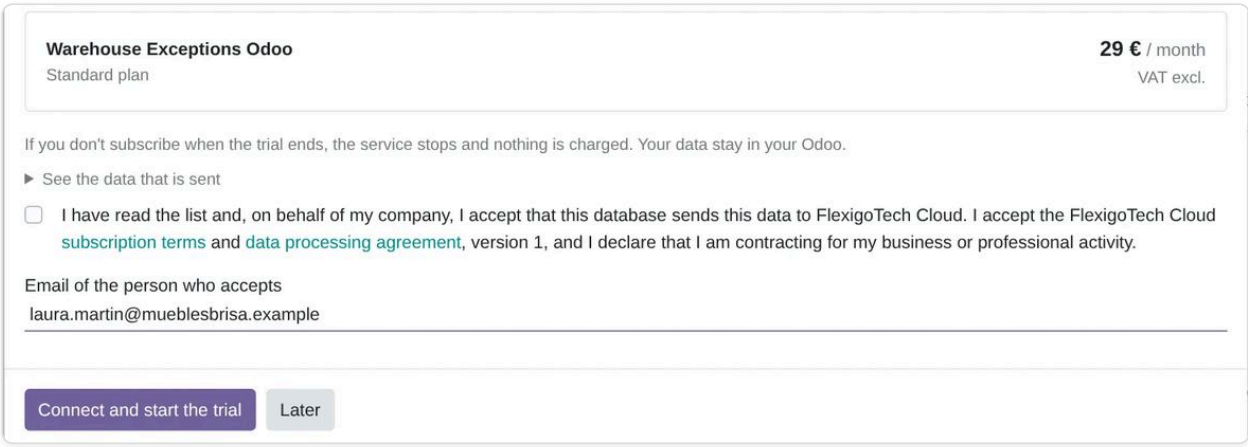
USER MANUAL · WAREHOUSE EXCEPTIONS

4 Activate FlexigoTech Cloud: the 14-day trial

Warehouse Exceptions works with FlexigoTech Cloud: the database must be connected and the trial or the subscription must be in place. The AI diagnosis runs there, on the servers we rent from Netcup in Germany.

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

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



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

2. **Accept and enter your email**

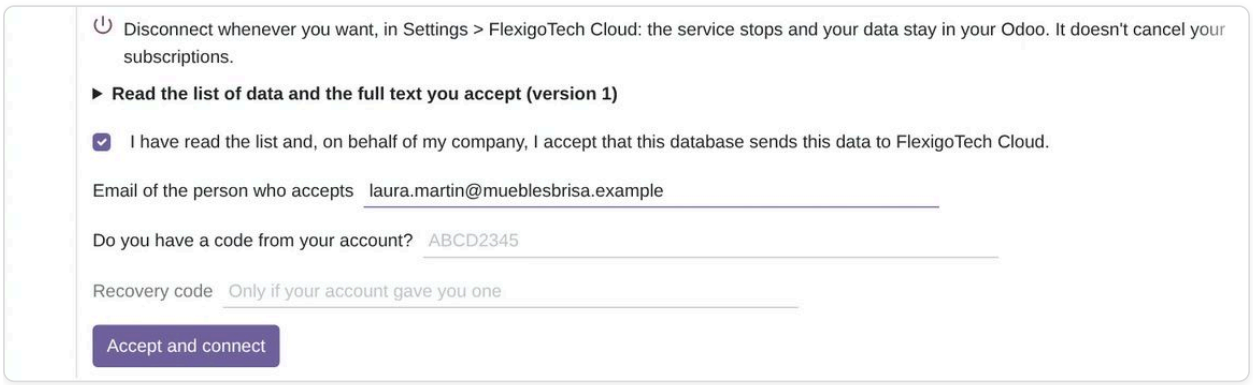
   Tick «I have read the list and, on behalf of my company...» (it covers the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

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

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

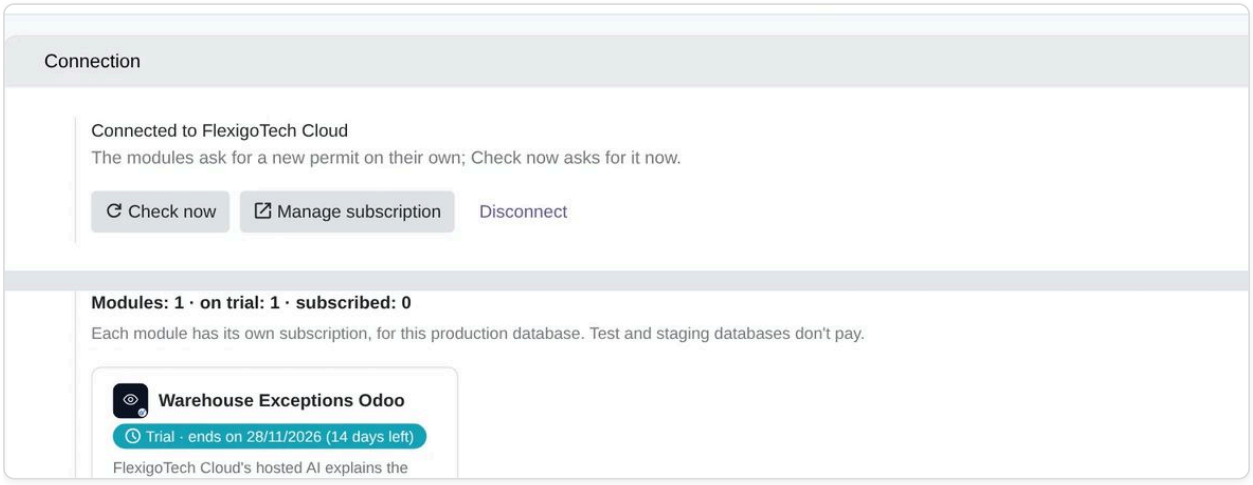
The same, from Settings

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



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

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



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

PLAN	PRICE	INCLUDES
Standard	€29 per month or €290 per year	Support response within 1 working day
Pro	€58 per month or €580 per year	Response within 4 working hours and a video call if needed

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

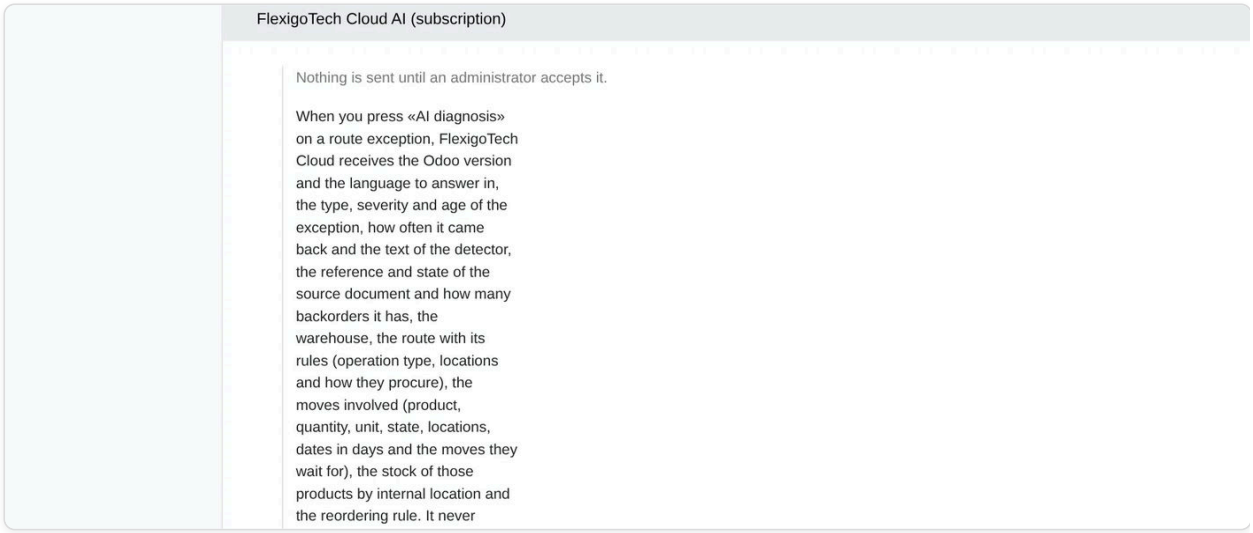
> You cannot start a trial on a neutralised (staging) copy or on a database with demo data: Settings says so with «This database is a neutralised copy or has demo data, so trials can't be started here.»

5 Getting it running

This is done once, after starting the FlexigoTech Cloud trial.

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 all: 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.



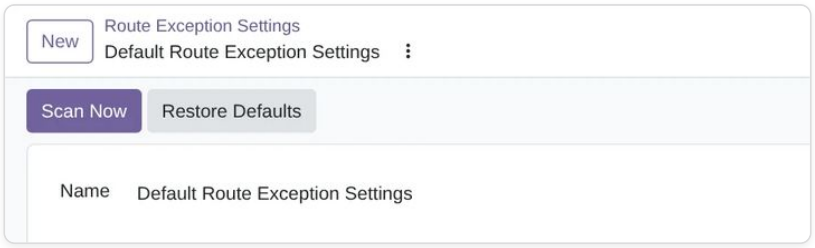
- **Real Odoo 20 screenshot.** The FlexigoTech Cloud AI block in the settings, with the text on what the AI receives.

2 **Click Accept and switch on**

Until an administrator clicks this button nothing is sent. The module stores 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**

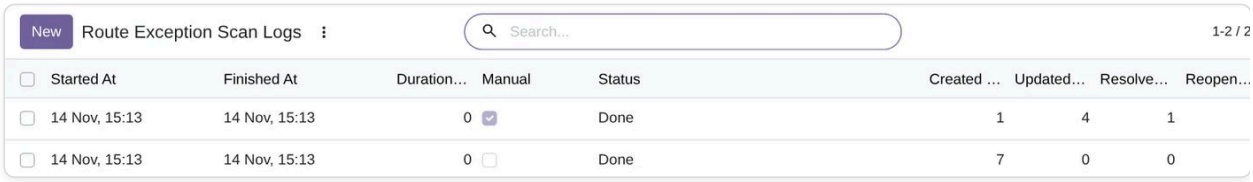
Open **Inventory › Route Exceptions › Route Exception Settings**. In **Detectors** you can switch off the detectors you do not need, and in **Thresholds** adjust, for example, **Overdue Grace Days**, **Major Overdue Days** and **Critical Overdue Days**. In **Scheduling and Retention** you change how often the scan runs. 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

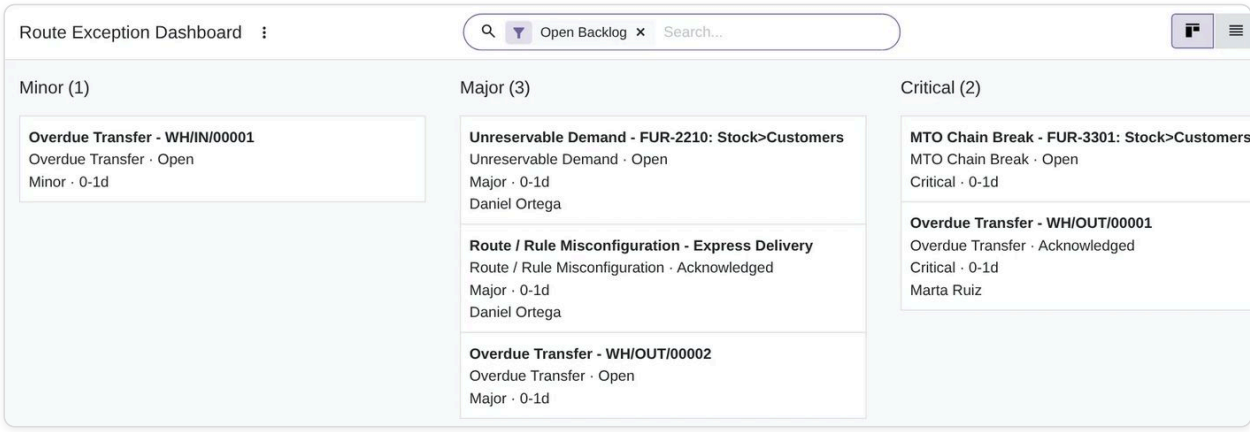
It launches a scan right away, without waiting for the next hour. Each run leaves a record in **Inventory › Route Exceptions › Scan Logs** with what was created, updated, resolved and reopened.



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

5 Open the dashboard

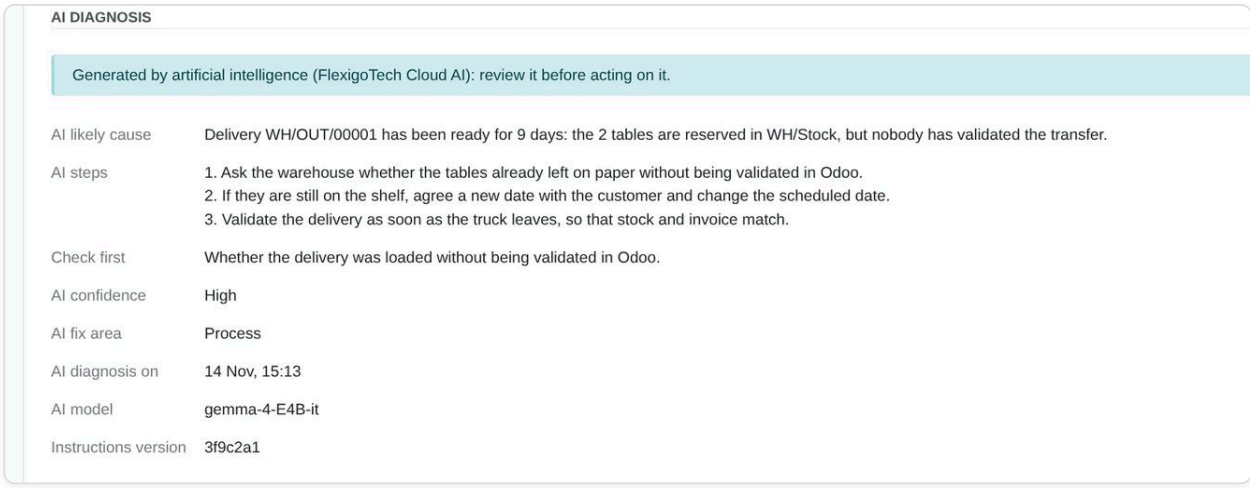
Go to **Inventory › Route Exceptions › Route Exception Dashboard**. The open exceptions appear grouped by severity: **Minor**, **Major** and **Critical**. Open the one you want to review.



- **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.

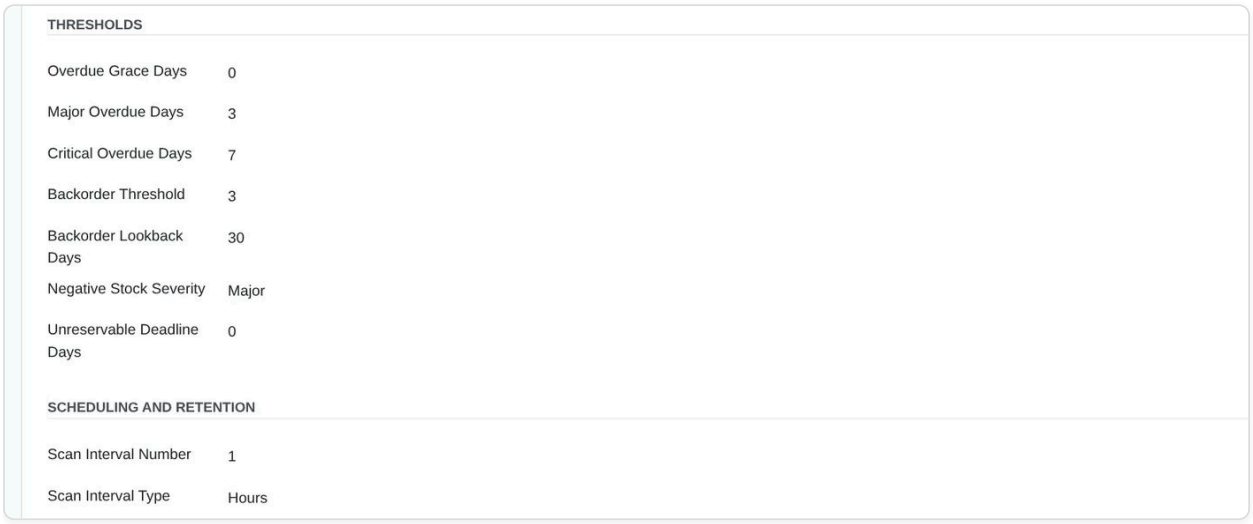
> Only an administrator (the Settings group) can accept or withdraw what the AI receives. If anyone else tries, it shows "Only an administrator can accept or withdraw what FlexigoTech Cloud AI receives." Without that acceptance, **AI diagnosis** warns: "An administrator has to accept what FlexigoTech 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 resolve on their own. The **Route Exception: collect FlexigoTech Cloud AI diagnoses** task collects the requested diagnoses every 2 minutes; if you do not want to wait, **Check now** does it right away. The daily **Route Exception Housekeeping** task archives, without deleting them, the exceptions closed more than 90 days ago.

6 The module's options

The options are in **Inventory › Route Exceptions › Route Exception Settings**, in the **Default Route Exception Settings** record, which holds these values from installation.



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

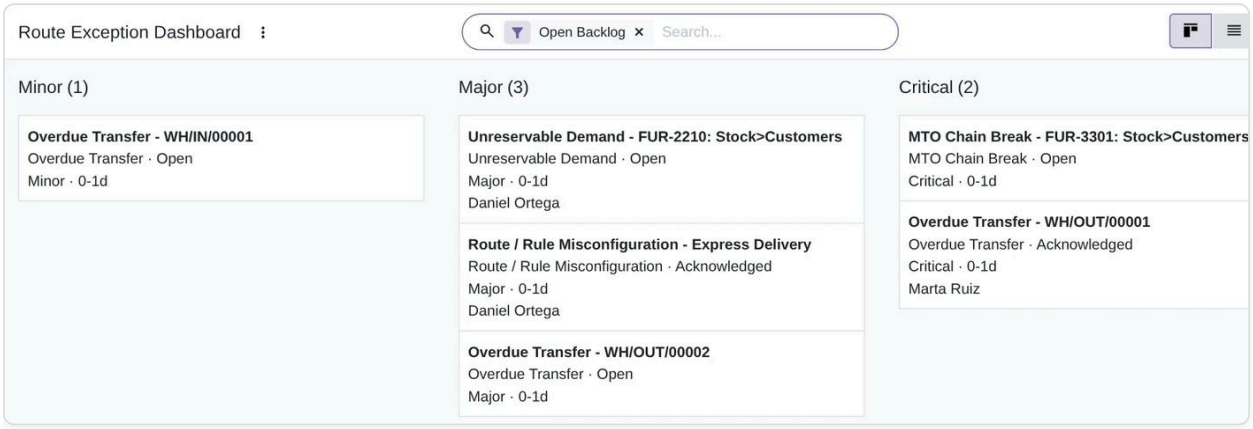
OPTION	DEFAULT	WHAT IT DOES
The nine detectors, from Detector Overdue Transfer to Detector Unreservable Demand	All switched on	Each checkbox turns a detector on or off in the scan.
Overdue Grace Days	0	Days of margin past the scheduled date before a transfer counts as overdue.
Major Overdue Days and Critical Overdue Days	3 and 7	Days of delay from which an overdue transfer is major or critical. The major one cannot exceed the critical one.
Backorder Threshold and Backorder Lookback Days	3 and 30	Pending orders for a product and location, and the days looked back, to detect a build-up.
Negative Stock Severity	**Major**	Negative stock exception severity: **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 closed exceptions are kept before being archived.
Auto Reopen Window Days	7	If the problem comes back 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	On	Enables escalation for critical exceptions.

Odoo does not let you save negative days, a frequency or retention below 1, or a backorder 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 it is the **FlexigoTech Cloud AI (subscription)** block, with the list of what the AI receives and the **Accept and switch on** and **Withdraw** buttons, which only an administrator uses.

USER MANUAL · WAREHOUSE EXCEPTIONS

7 The exceptions dashboard

The dashboard groups the open exceptions by severity, with their age and their assignee.



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

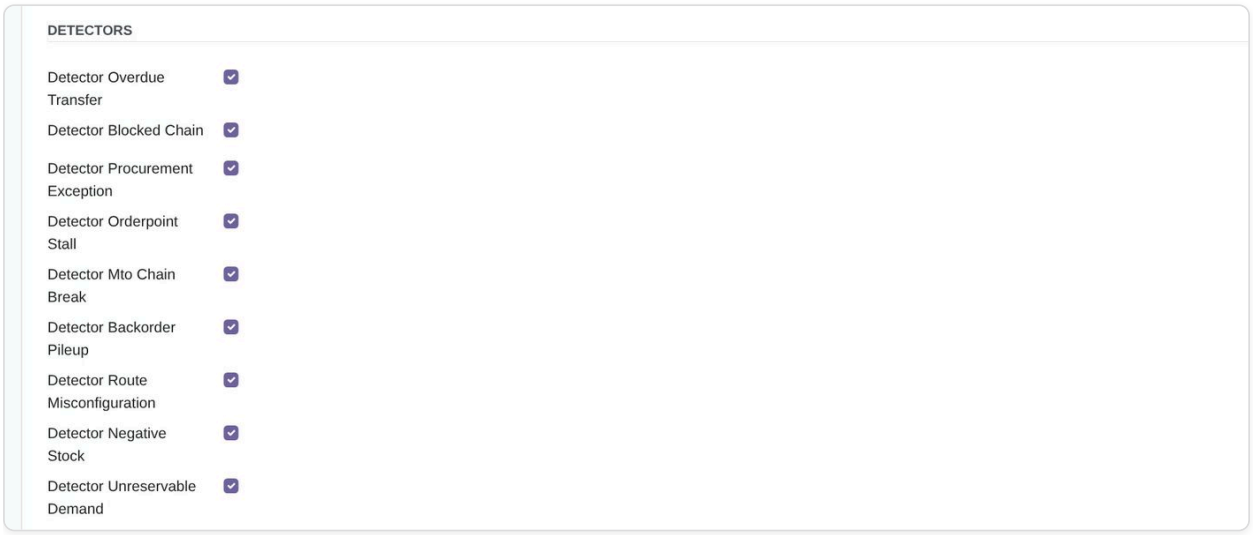
The dashboard fills itself. The scheduled action **Route Exception Detection Scan** runs every hour from when the module is installed and creates or updates the exceptions it finds. If none are open, the dashboard is empty.

How to use it

1. **Open the dashboard**
   Go to **Inventory › Route Exceptions › Route Exception Dashboard** and review the exceptions by severity.
2. **Open an exception**
   Click a card to see its detail, its assignee 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.

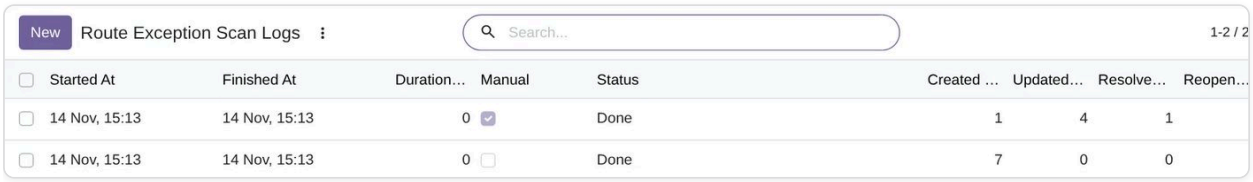
8 What it detects

The module runs nine checks on transfers, moves, replenishment rules, routes and stock, and each one can be switched off in the settings.



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

The data comes from the scheduled action **Route Exception Detection Scan**, which runs every hour from installation. If you change the frequency in **Route Exception Settings**, that action changes too. **Scan Now** runs the scan immediately. Each run leaves a record in **Inventory › Route Exceptions › Scan Logs** with what was created, updated, resolved and reopened, and the 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 immediately, without waiting for the scheduled action.
Restore Defaults	Restores the installation values for the detectors, the thresholds, the schedule and the escalation. The activity type, the channel and the escalation user stay as they are.

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

How each exception ends

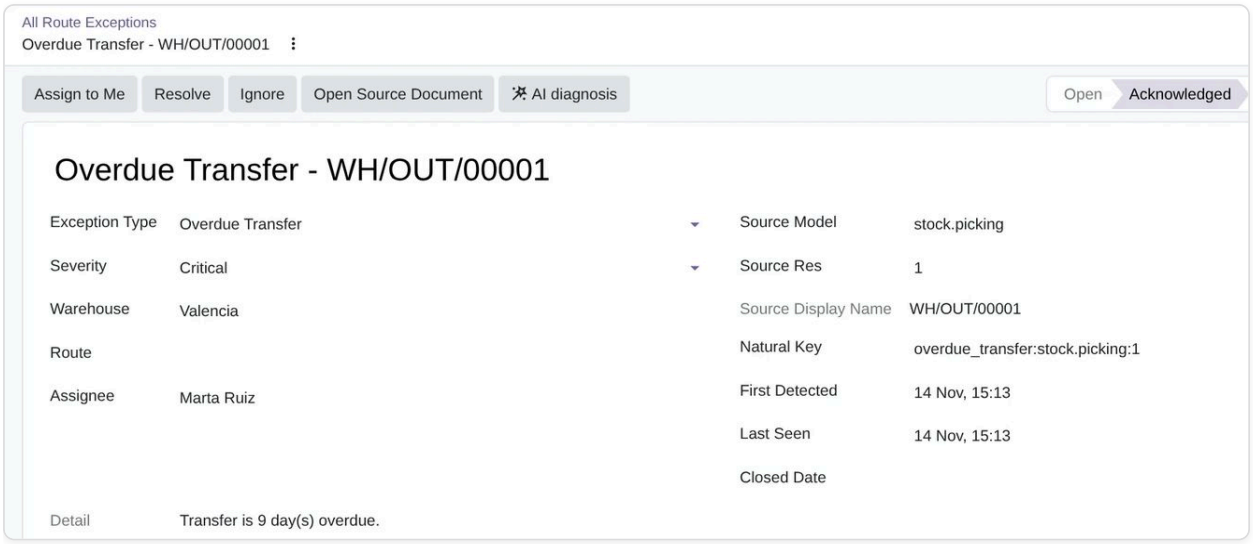
- If the scan no longer sees the problem, the open or acknowledged exception resolves on its own.
- If the problem is seen again, the resolved exception is reopened.
- If a detector fails in a run, it does not resolve anything it covers, because it could not check.

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

USER MANUAL · WAREHOUSE EXCEPTIONS

9 Working on an exception

Each exception is worked from its record, with a status, an assignee and its history.



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

Exceptions arrive on their own: the scheduled action **Route Exception Detection Scan** creates them every hour from when the module is installed. On the form, the **Open Source Document** button takes you to the source document. **Detail** stores 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. Enter the reason in **Ignore Reason** first and, if you like, a date in **Ignore Expiry**.
Reopen	Reopens it and clears the ignore reason and date. 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**. Each status change is kept in the history with its reason, and the **Audit** group records 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 handling it.

3 **Check the source document**

Click **Open Source Document**.

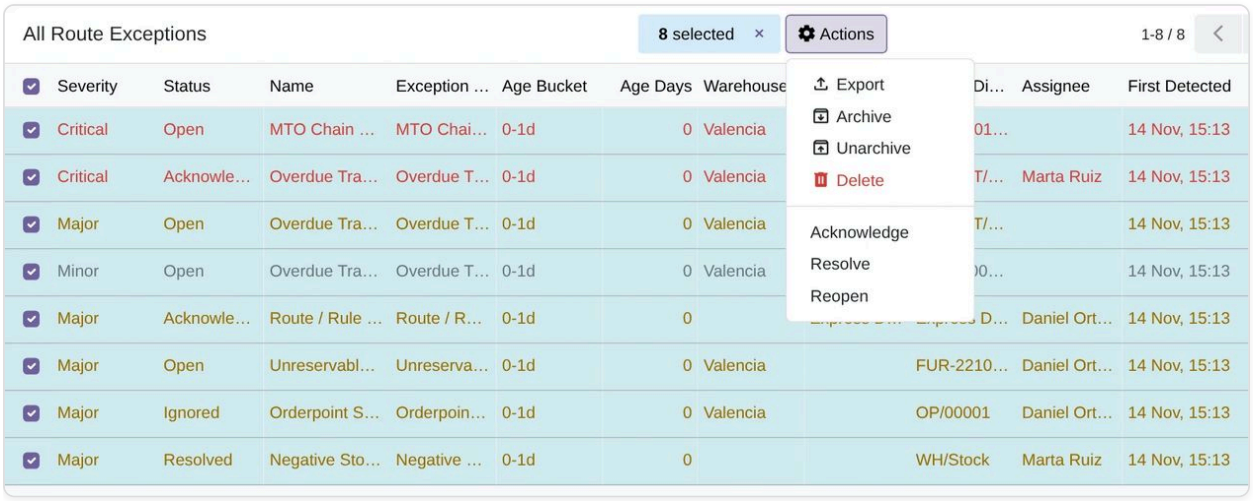
4 **Close the exception**

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."

10 Batch actions

From the exceptions list you can change the status of several at once using Odoo's Actions menu.

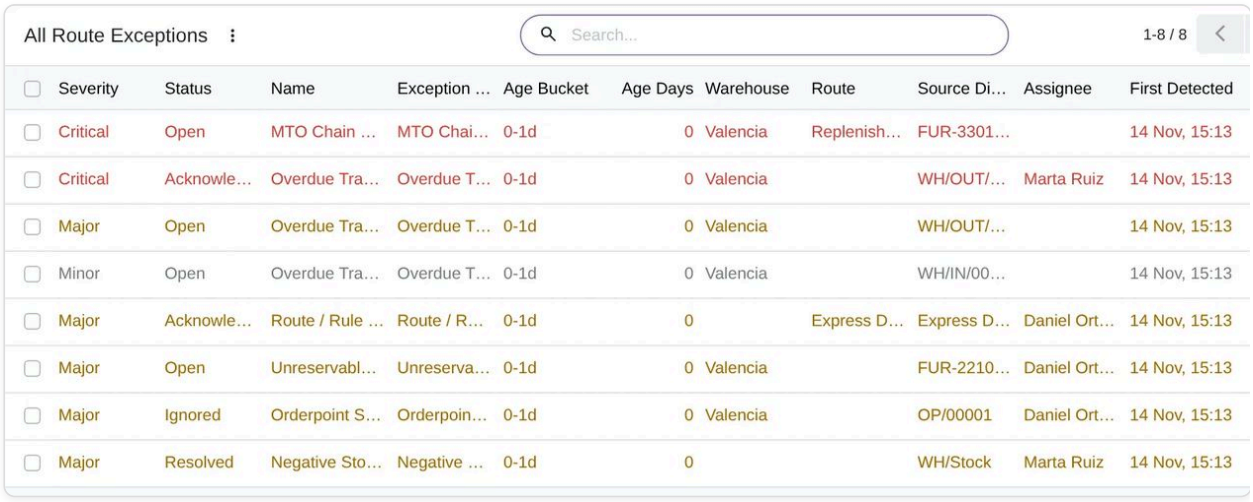


- **Real Odoo 20 screenshot.** The list with the 8 selected exceptions and the **Actions** menu.

The exceptions are created by the scan of the scheduled action **Route Exception Detection Scan**, which runs every hour. Batch actions create nothing: they change the status 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**.



- **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.

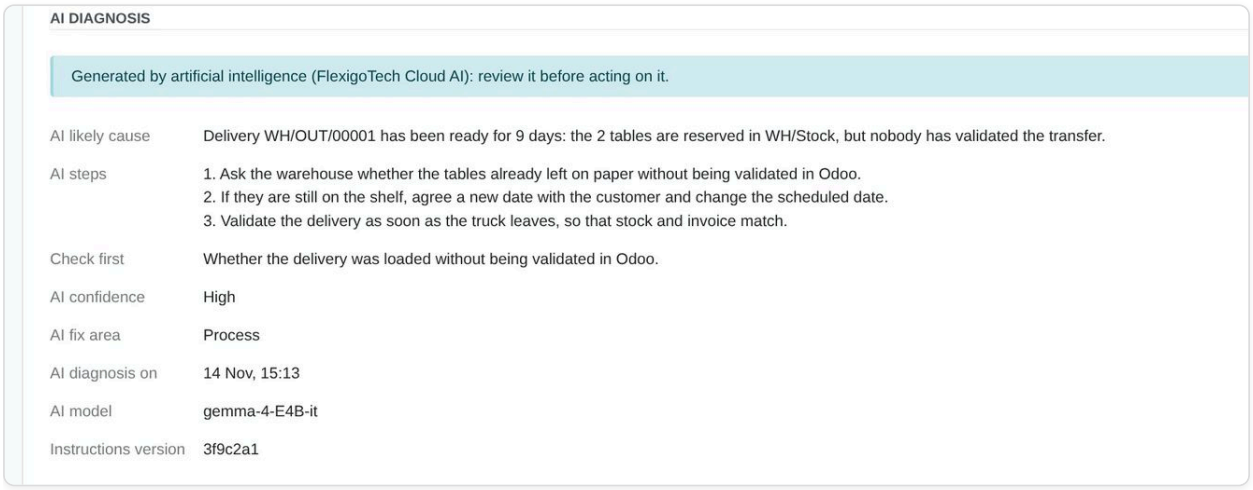
3 Choose the action

In **Actions** pick **Acknowledge**, **Resolve** or **Reopen**. Exceptions that do not allow 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**, Odoo's delete action.

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

11 AI diagnosis

From an exception's record you can ask the FlexigoTech Cloud AI for the probable cause and the steps to fix it, without it touching the warehouse.



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

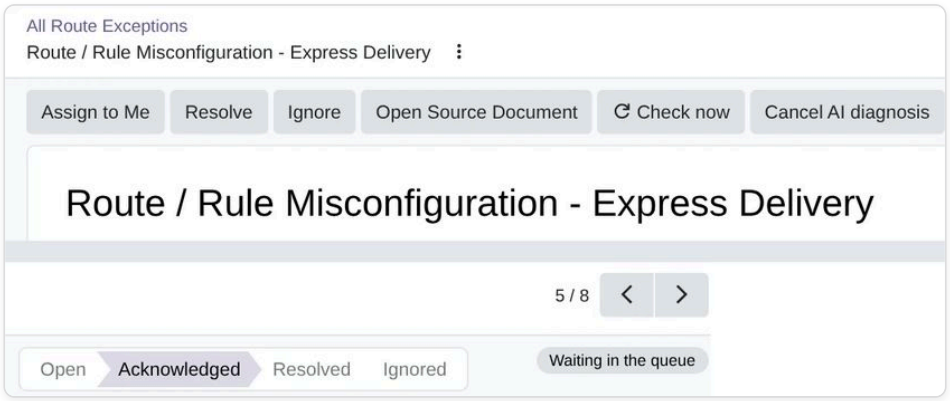
The diagnosis does not arrive on its own: an Inventory user requests it with the **AI diagnosis** button in the header. Before that, an administrator has to have clicked **Accept and switch on** in Settings › Route Exceptions, below the text explaining what data the AI receives. The scheduled action **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 requested.
Check now	Asks now for the requested diagnosis. Only appears when a diagnosis has been requested.
Cancel AI diagnosis	Stops waiting for the requested diagnosis and sends nothing. Any diagnosis already received is kept. Only appears when a diagnosis has been requested.

Diagnosis statuses

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.

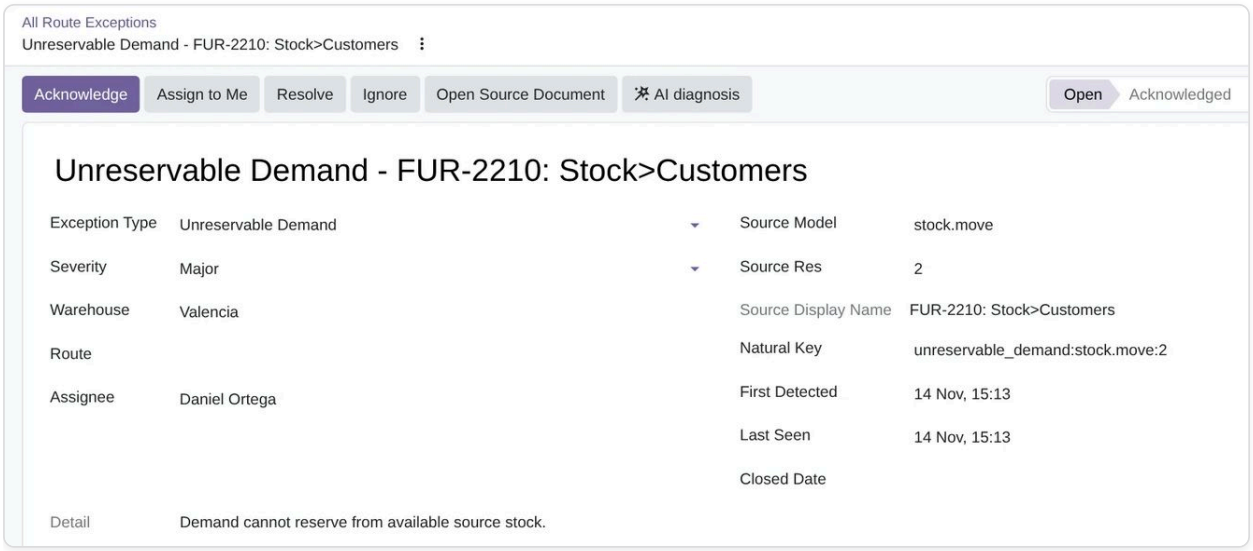
4. **Review before you act**
   This is a diagnosis generated by artificial intelligence: a person decides what to do.

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

USER MANUAL · WAREHOUSE EXCEPTIONS

12 Reopening

A resolved exception that is still wrong, or an ignored one whose deadline has expired, reopens on its own in the next scan, with its history.



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

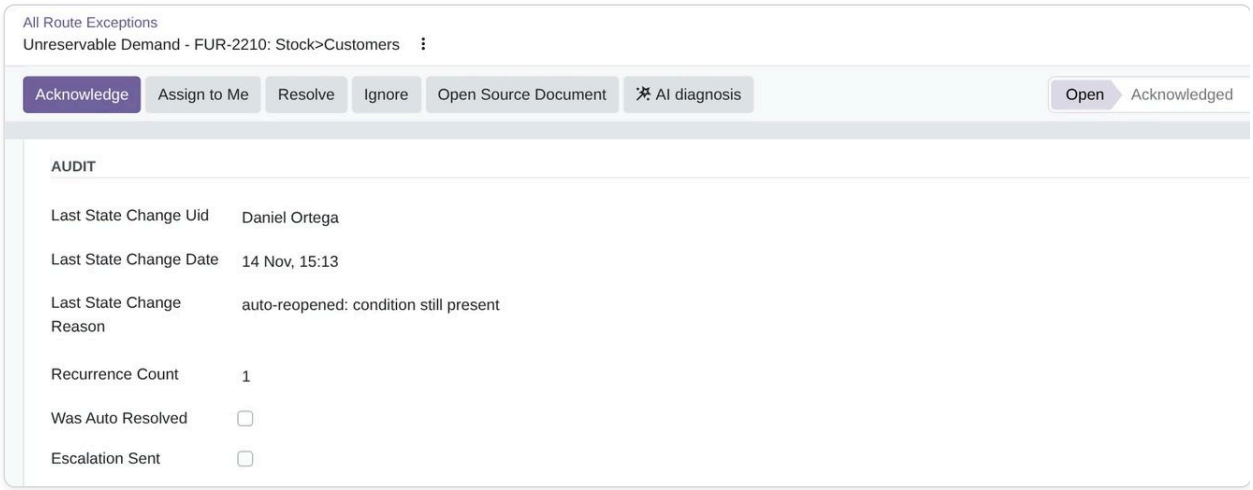
The automatic reopening is done by the scheduled action **Route Exception Detection Scan**, which runs every hour: it compares what it sees with what already exists and, if the problem is still there, reopens the exception.

To reopen one manually there is the **Reopen** button, which appears on resolved and ignored exceptions.

What you will see when it is reopened

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

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

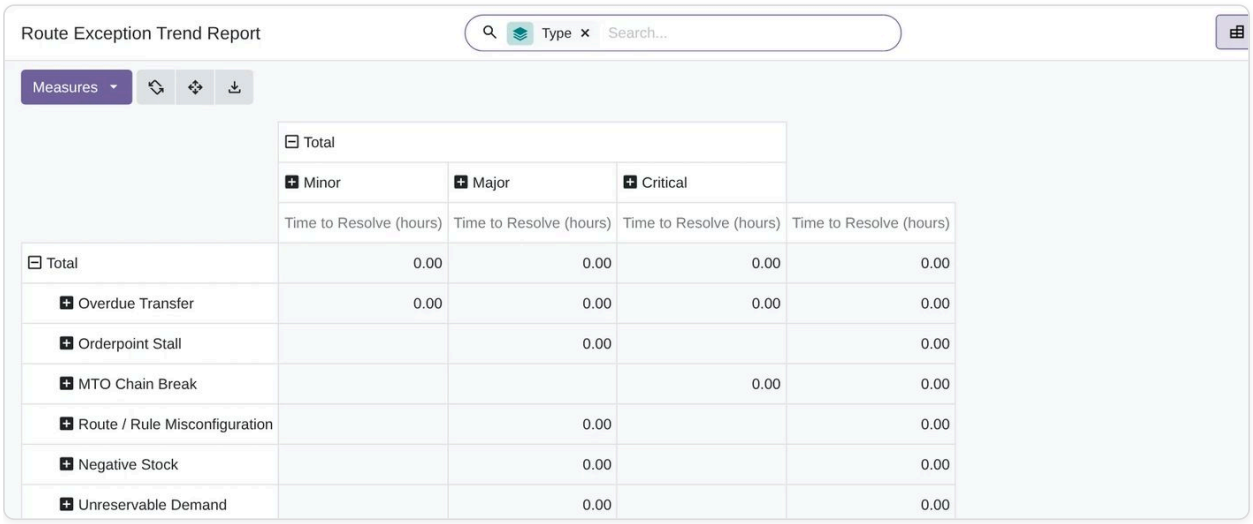


- **Real Odoo 20 screenshot.** The history of the reopened exception with the reason for the change.

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

13 Trends

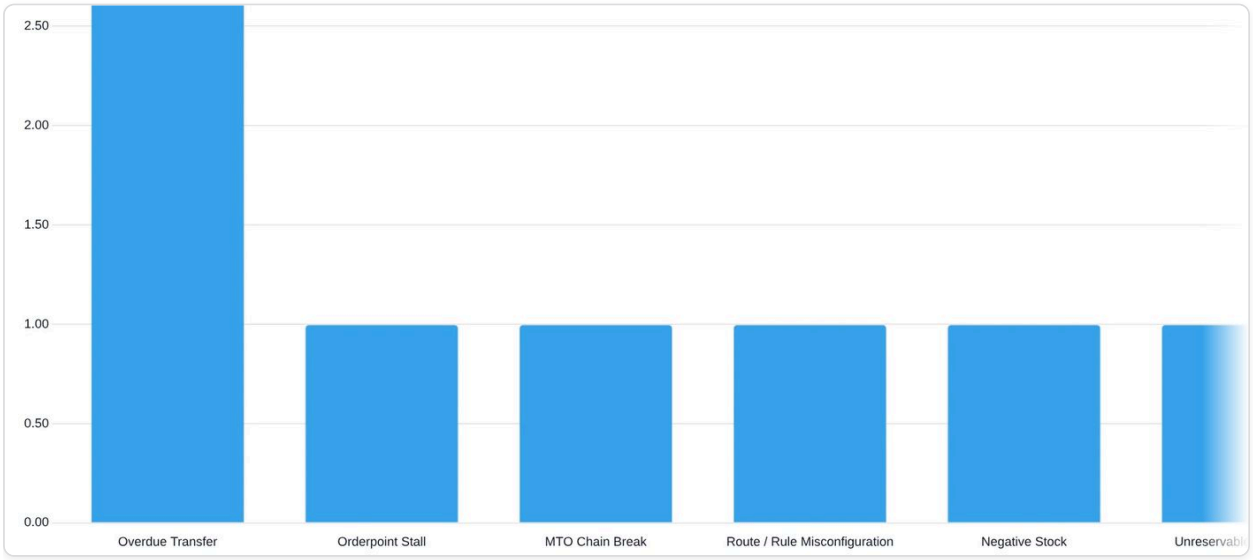
Inventory › Route Exceptions › Trend Report opens a report in pivot table and chart form with all the exceptions in the warehouse, including the archived ones.



	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 that have exceptions appear: **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 figure comes from

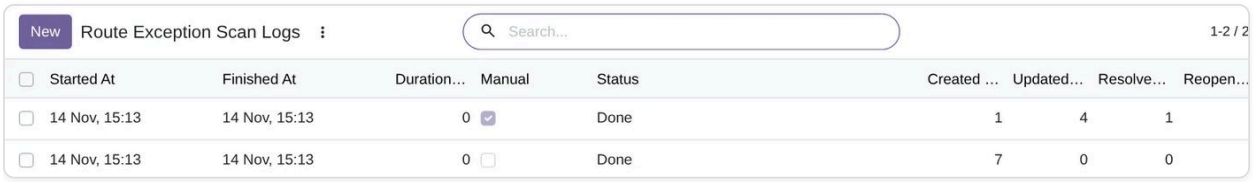
The report has no data of its own. It reads the exceptions created by the scheduled action **Route Exception Detection Scan**, which runs every hour. The scheduled action **Route Exception Housekeeping** archives every day the resolved or ignored exceptions closed more than 90 days ago. The report also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

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

USER MANUAL · WAREHOUSE EXCEPTIONS

14 Scan logs

Every scan run leaves a record in **Scan Logs**, inside **Inventory › Route Exceptions**.

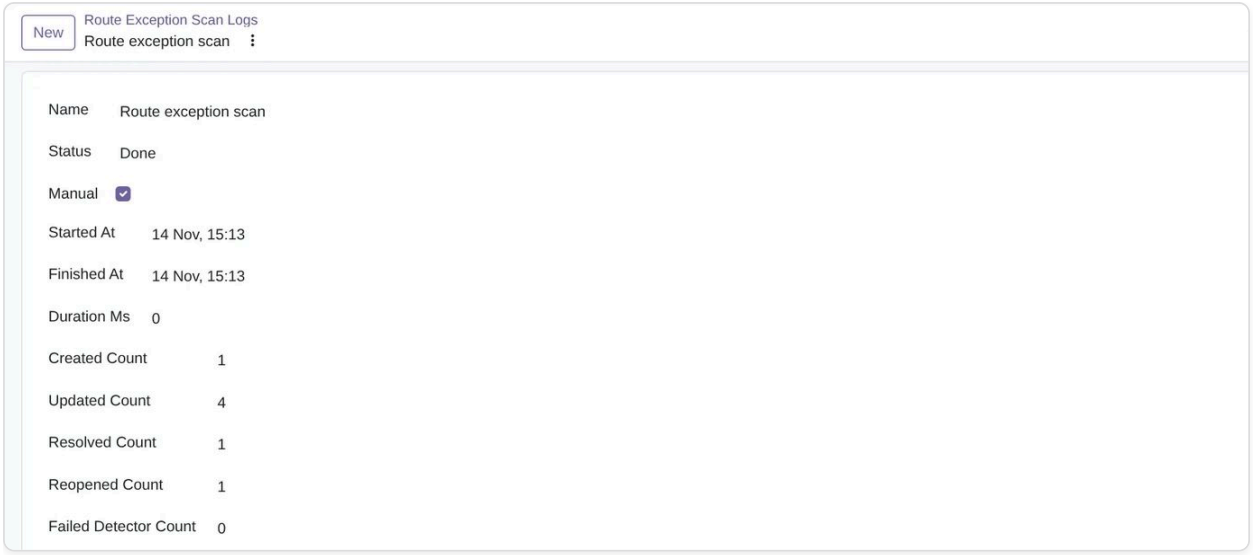


- **Real Odoo 20 screenshot.** The list of scan logs with two runs completed.

The records are created automatically when the scan runs. The scheduled action **Route Exception Detection Scan** launches it every hour once the module is installed. The frequency is changed in **Route Exception Settings**, inside **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 lasted, in milliseconds.
Manual	Checkbox to tell whether the run was launched by hand.
Status	How the run ended. The statuses are described below.
Company	The company of the record (only with several 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	On a failed run, the reason; on 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 complete, 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 log counts how many failed.

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

USER MANUAL · WAREHOUSE EXCEPTIONS

15 What happens on its own

The module comes with three scheduled actions that work without you pressing anything.

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

The frequencies are changed in **Settings › Technical › Automation › Scheduled Actions**, with developer mode enabled. The scan frequency is also changed in **Inventory › Route Exceptions › Route Exception Settings**, and

that changes the **Route Exception Detection Scan** scheduled action.

USER MANUAL · WAREHOUSE EXCEPTIONS

16 If something fails

The most common cases and where to look in each one.

You press AI diagnosis and a message asks you to subscribe	The FlexigoTech Cloud trial or subscription, which the module needs, is missing. The message has a button to Settings › FlexigoTech Cloud. Diagnoses already made stay on the exception.
It shows "An administrator has to accept what FlexigoTech Cloud AI receives, in Settings > Route Exceptions, before anything is sent."	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.
It shows "The FlexigoTech Cloud AI documents of this month are used up."	The AI documents of your plan for the month have been used up (500 on Standard, 1,000 on Pro) and there is no diagnosis. When few are left, the message 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 action 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 once, on behalf of whoever requested it.
A detector fails during the scan	The other detectors carry on. The failure is counted in the scan log, in **Scan Logs**. That detector cannot mark any exception as resolved in that run.
One scan overlaps with 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 answer 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 user who requested the diagnosis is no longer active, the module does not resend it on behalf of the system and warns that it has to be requested again. If the text exceeds 8,000 characters, it is truncated and the note and the warning say so.

17 Support

Get in touch to install it, configure it or with any question. With the Standard plan we reply within 1 business day; with Pro, within 4 business hours, and if needed we can go through it by video call. Tell us your Odoo version, the module version and, if there is an error, its full text.

Email

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

On the web

The 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).