USER GUIDE

EU E-commerce Sync

Web-store orders into Odoo with the right Benelux VAT,
and the OSS figures.

English

Odoo 18 · 19 · 20 · **support@pokutsoft.com** · pokutsoft.com

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1. Overview

Paste the order export of your store (Shopify, WooCommerce, Lightspeed eCom, CCV Shop or a generic JSON): each order is staged, matched to a customer and to your products by store SKU, reference or barcode, and its VAT is mapped per destination country and rate. An order whose rate has no mapping is parked with the reason instead of being taxed at the standard rate. Matched orders become Odoo sale orders, stock levels are prepared for the store, and the OSS worksheet totals the cross-border consumer sales per country and rate.

2. Features

- **Order import.** Paste one order or a list exported from the store; orders are staged once per store reference and orders older than a chosen date are skipped.
- **Customer and product matching.** Customers by e-mail (created when new), products by the store SKU mapping, the Odoo reference, the barcode or the name.
- **VAT mapping.** A mapping per store, destination country and rate to an Odoo sale tax, checked against the statutory rate; suggested mappings for the company country.
- **Parked orders.** An order without destination country or with a rate that has no mapping stays in error with the reason; it is never posted at another rate.
- **Sale orders and stock.** Matched orders become sale orders (optionally confirmed) with the net or gross price matched to the tax; stock runs prepare the on-hand quantity per SKU and push it with your own API keys.
- **OSS worksheet.** Cross-border consumer sales to other EU member states per country and rate, with the EUR 10,000 threshold check and a CSV export.

3. Installation

Open Apps, search for “EU E-commerce Sync” (technical name eu_e_commerce_sync_benelux) and install it. Required modules: sale_management, stock, account. Available for Odoo 18.0, 19.0 and 20.0.

4. Workflow

1. Under E-commerce Sync > Configuration > Platforms create the store: platform, URL, your API keys, warehouse, auto-confirm, import-from date.

2. Under VAT Mapping map each destination country and store rate to an Odoo sale tax (Suggest creates the company-country mappings when the taxes exist); under Product Mapping map store SKUs.

3. Under Import Orders choose the store and paste the order export (one order, a list or an 'orders' envelope); matched orders become sale orders.

4. Under Web Orders review the orders in Error: the reason is shown; fix the mapping and Re-match.

5. Under Stock Sync build the quantities and push them to the store with your keys.

6. Under OSS Worksheet choose the period, build and export the CSV.

5. Roles and access rights

Salespeople (E-commerce Sync User) import and review orders; sales managers (E-commerce Sync Manager) configure stores and mappings.

6. Frequently asked questions

Does it pull orders from the store by itself?

No. You paste the store's order export; only the stock push and the connection test call the store, with your keys.

Does it file the OSS return?

No. It prepares the figures and a CSV.

7. Support

Questions are answered at support@pokutsoft.com.