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Order Synchronisation

Odoo 19 Enterprise · Shopee Connector

Shopee orders are pulled into Odoo as confirmed sales orders, ready for fulfillment.

1 How order sync works

[Sales](#) → [Orders](#) → [Orders](#)

Once the connector is live, Shopee orders are pulled into Odoo automatically at regular intervals. Each Shopee order becomes a confirmed Sales Order in Odoo with: the customer contact (created automatically for first-time buyers), the ordered products mapped by SKU, the Shopee order reference number, and the delivery address from Shopee. FBM orders also create a delivery order in Inventory for picking and shipping.

Product mapping – Odoo matches Shopee products to Odoo products by internal reference (SKU). Before going live, ensure every product you sell on Shopee has a matching Internal Reference in Odoo. Go to [Inventory > Products > \(product\) > Internal Reference](#). If no match is found, a default "Shopee Item" product is used which is not ideal for inventory tracking.

2 Manual sync

[Sales](#) → [Configuration](#) → [Shopee](#) → [Accounts](#) → [\(account\)](#) → [Sync Orders](#)

In addition to the automatic scheduled sync, you can trigger a manual sync at any time. Click Sync Orders on the account record to pull all new orders immediately. Use this when you need orders to appear in Odoo faster than the scheduled interval.

3 Process FBM deliveries

[Inventory](#) → [Operations](#) → [Deliveries](#)

For FBM orders, a delivery order is created automatically in Inventory. Pick and pack the items, then validate the delivery in Odoo. Click Fetch Shipping Label to retrieve the Shopee-generated waybill and tracking number. The tracking number syncs back to the Shopee order automatically – the buyer sees it in their Shopee app without any manual update needed.