USER GUIDE · FOR SHIPPING AGENCIES

FasahPay Connector

for Odoo · موصل فسح باي لنظام أودو

Send your Odoo invoices to Saudi Arabia's FasahPay platform in one click, and let payment status update on its own.

Odoo 17 · 18 · 19 **6 invoice categories** **SADAD payment** **Auto status & settlement**

01 How it works 02 One-time setup 03 Send an invoice
04 Track & manage 05 Troubleshooting 06 Support

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01 · HOW IT WORKS

Invoice in Odoo. Paid through FasahPay.

FasahPay (by Tabadul / ELM) is the national platform where shipping agencies issue port and shipping invoices that customers pay through SADAD. The connector links it to your Odoo accounting, so your team never types the same invoice twice.

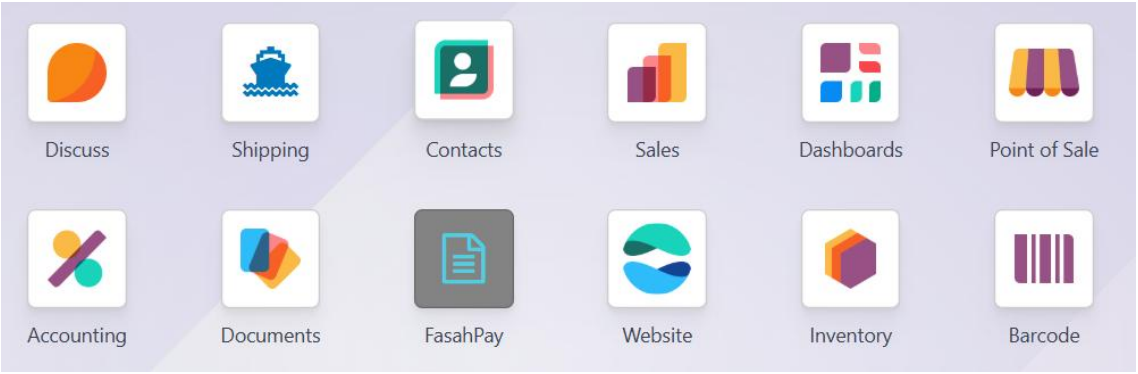
1 · Create & post	2 · Send to FasahPay	3 · Customer pays	4 · Status updates
Your normal customer invoice in Odoo Accounting.	One button. Lines, VAT and totals go automatically.	FasahPay issues the invoice number and SADAD bill.	Paid / cancelled status and settlements flow back to Odoo.

One click	Always in sync	Fewer rejections
No portal log-in, no copy-paste. Send straight from the invoice screen.	FasahPay invoice number, SADAD number and payment status live on the Odoo invoice.	Required fields are checked before sending, with a clear message if something is missing.

Before you start

- ✓ **FasahPay subscription** — Client ID & Client Secret from the Tabadul developer portal
- ✓ **Fasah user** — username & password issued by ELM (test user for Sandbox)
- ✓ **Whitelisted server** — your Odoo server's public IP approved by Tabadul
- ✓ **Access right** — users who send invoices need the FasahPay Sender right

i Your implementation partner handles the server and whitelist steps. As a user, you only need the last item.



After installation, FasahPay appears as its own app next to Accounting.

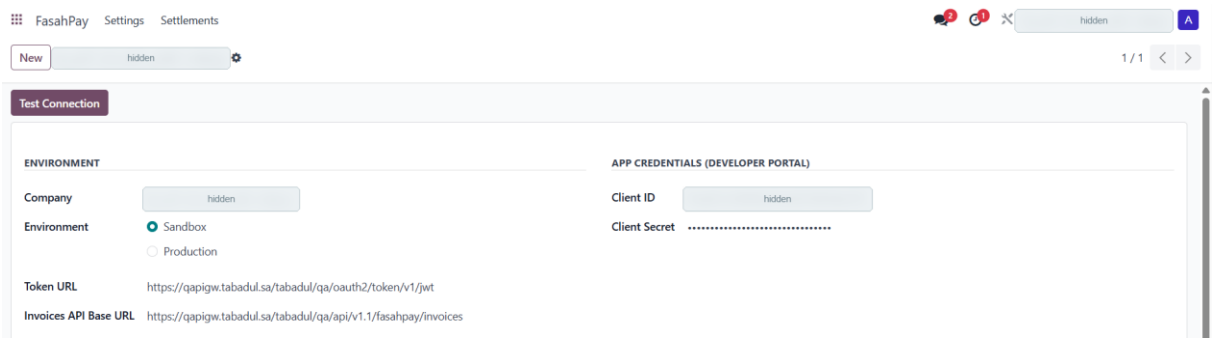
02 · ONE-TIME SETUP · FOR THE ADMINISTRATOR

Connect your company once

Done one time per company, by an accounting manager. After that, users just send invoices.

1. **Open FasahPay → Settings** and create a record for your company.
2. **Choose the environment:** Sandbox for testing, Production for live invoices. The URLs fill in automatically.
3. **Enter your credentials:** Client ID, Client Secret, and the Fasah username & password.
4. **Click Test Connection.** It checks live with FasahPay every time; a green message confirms your credentials are accepted.

i **Moving to Production?** Switch the environment, then enter the **Production** Client ID / Secret and your real Fasah user (not the Sandbox test user). The old Sandbox session is cleared automatically; click **Test Connection** again.



FasahPay → Settings. Credentials are masked in this guide; keep them private.

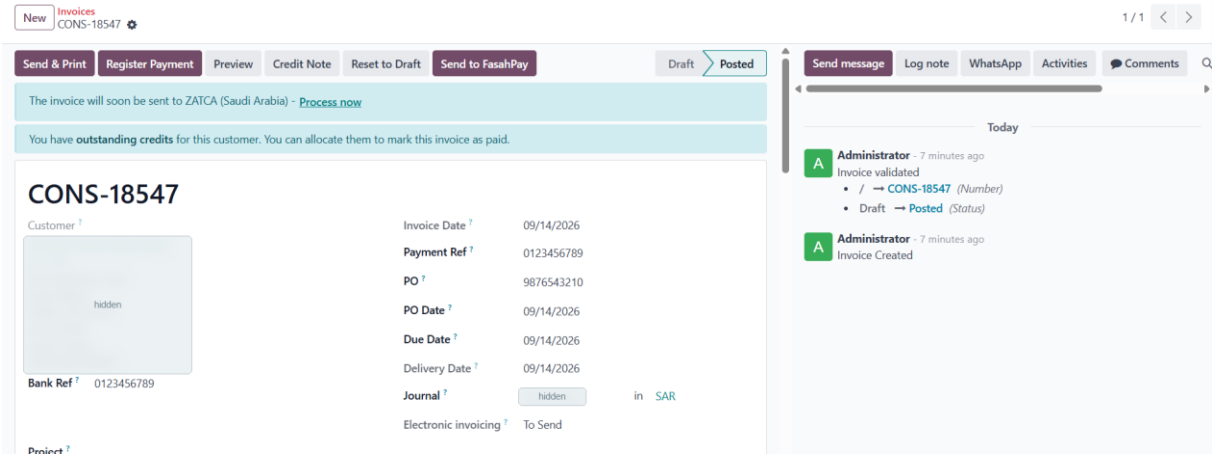
Setting	What it means
Environment	Sandbox: test platform, no real bills. Production: live invoices and real SADAD bills.
Client ID / Secret	Identifies your company's app on the Tabadul developer portal.
Fasah user	The user account issued to your company by ELM.
Notification links	Optional. Let FasahPay push payment and settlement updates to Odoo instantly.

! **Keep credentials private.** Never share the Client Secret or Fasah password by e-mail or chat. Only accounting managers can see or edit this screen.

03 · SEND AN INVOICE · DAILY USE

Send an invoice in four steps

1. **Create the customer invoice** in Accounting as usual, with the service lines and VAT.
2. **Open the FasahPay tab** on the invoice, choose the **Category** and fill its fields (see table below).
3. **Confirm** the invoice so it is Posted.
4. **Click Send to FasahPay.** The status changes to Sent and the FasahPay invoice number appears.



A posted invoice with the Send to FasahPay button. Customer details are hidden in this guide.

Invoice categories: what to fill

Category	Use it for	Required fields
Bill of Lading	Charges linked to a shipment's B/L	B/L number, Port, Shipment type
Declaration	Charges linked to a customs declaration	Declaration no., date & type, Port
Importer	Billing an importer directly	Importer number, Port
Customs Broker	Billing a licensed customs broker	Broker licence no. & type, Port
Shipping Agent	Billing another shipping agent	Agent number, Port
General	Any other customer / service	Customer e-mail and mobile

i Invoice date, lines, VAT and totals are taken from the Odoo invoice automatically. If a required field is empty, Odoo tells you exactly which one before anything is sent. If FasahPay rejects an invoice, the message also shows the data that was sent, so the cause is easy to spot.

! **Before sending, check:** your company VAT and the customer VAT are 15 digits; only **one** e-mail address per field; leave **FasahPay Internal Ref.** empty so each invoice uses its own Odoo number (Arabic invoice numbers are converted automatically, e.g. 2026/00001/الفات → INV202600001); the customer mobile can be typed in any Saudi format (+966…, 05…) — the connector converts it for FasahPay.

04 · TRACK & MANAGE · AFTER SENDING

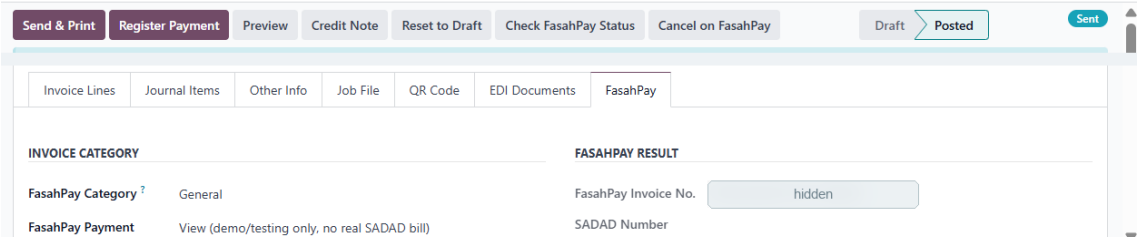
Follow every invoice to payment

Status	Meaning
Not Sent	Still only in Odoo.
Sent	Accepted by FasahPay; number issued.
Unpaid	Waiting for the customer to pay via SADAD.
Waiting	Waiting for the customs declaration.
Paid	Paid by the customer.
Viewed	Test (Sandbox) invoice, no real bill.
Cancelled	Cancelled on FasahPay.
Error	Rejected. The reason is shown on the tab.

Buttons on the invoice

- ✓ **Check FasahPay Status** refreshes the status, SADAD number, broker and importer names.
- ✓ **Cancel on FasahPay** cancels an unpaid invoice (a cancellation remark is required).

With notification links enabled, status and settlements update automatically, no clicking needed. Settlements are listed under FasahPay → Settlements.



After sending: status Sent, FasahPay buttons and the FasahPay tab with the invoice number.



The official FasahPay invoice your customer receives (sample, personal data hidden).

05 · TROUBLESHOOTING · QUICK FIXES

If something doesn't work

You see...	Why	What to do
"Fill in these required FasahPay fields..."	A field for the chosen category is empty.	Complete the listed fields in the FasahPay tab and send again.
"Could not reach the FasahPay token endpoint... timed out"	Your server isn't whitelisted by Tabadul yet.	Contact your implementation partner / Tabadul to approve the server IP.
401 "Invalid client id or secret"	The keys don't match the selected environment (e.g. Sandbox keys on Production).	Enter the Client ID / Secret issued for that environment, then Test Connection.
400 "Bad Request" on Test Connection	Fasah username / password not accepted, or the user isn't active.	Re-type them (no spaces); if it persists, ask ELM to confirm the user is active.
40001 "validation_failed"	A value has the wrong format.	Check VAT numbers (15 digits), one e-mail only, customer VAT not blank. Share the "Request sent" text with support.
"Consumer Mobile ... is not a Saudi mobile number"	The mobile isn't a Saudi mobile (e.g. a landline or a foreign number).	Enter a Saudi mobile: 05XXXXXXXX or +9665XXXXXXXX.
40005 "importer_not_existing"	The importer number isn't registered with FasahPay.	Correct the importer number, or use another category.
40032 "same internal invoice No."	This internal number was already sent before.	Leave FasahPay Internal Ref. empty, or enter a new number.
"Minimum amount is 25.00"	Invoice total is below SAR 25.	Invoices must total at least SAR 25.
503 "Application is not available"	FasahPay is temporarily down.	Wait and retry. Check the FasahPay Invoice No. first so you don't send twice.
No "Send to FasahPay" button	Invoice not posted, or no Sender right.	Post the invoice; ask your admin for the FasahPay Sender right.
Status stays "Viewed"	Payment method is View (test only).	Use payment method Sadad in Production for real bills.

Tip: test every new invoice type in Sandbox first, and use Check FasahPay Status before calling a customer about an unpaid invoice.

06 · Need help?

Setup, whitelisting, training or a new invoice type: we're here to help.

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