



User Manual

Amazon SES Plugin for Odoo v19.0

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1. Introduction

The Amazon SES Connector Plugin enables seamless integration between Odoo and Amazon Simple Email Service (SES), allowing all outgoing emails from Odoo to be sent through Amazon SES using the AWS SDK. This integration improves email deliverability, scalability, and overall performance of the email communication system.

The plugin also supports the configuration of Amazon Simple Notification Service (SNS) to receive real-time notifications for email delivery, bounce, and complaint events. These events are automatically captured and stored within Odoo, enabling effective monitoring, tracking, and analysis of email activities.

In addition, the plugin includes a custom unsubscribe mechanism that allows recipients to securely opt out of future communications. A re-subscription option is also provided, enabling partners or recipients to opt back in and resume receiving emails when required.

2. Key Features

- **Send all Odoo emails via Amazon SES using AWS SDK.**

Instead of using Odoo's traditional SMTP servers, the system routes every outgoing email through Amazon SES using the AWS SDK (SESv2).

- **Configure SNS to receive real-time Delivery, Bounce, and Complain events -**

Amazon SNS (Simple Notification Service) is configured to receive all events

from SES, such as:

- **Delivery** → Email reached the recipient's mail server
- **Bounce** → Recipient's email address is invalid, mailbox full, or blocked
- **Complaint** → Recipient marked the email as spam

- **Store SNS notifications in a custom model for email analytics.**

A custom Odoo model is created to store all SNS event payloads. And this payload also stores in Odoo mail record.

- **Add Unsubscribe link in every outgoing email using a secure token.**

Each outgoing email automatically includes an **unsubscribe link** containing a secure token. When a recipient clicks the link: -

- They are taken to a custom Odoo controller
- The system verifies the token
- The partner is marked as unsubscribed or added to a blacklist
- Future emails to the recipient are blocked

- **Resubscribe partners to allow future communication.**

A Re-subscribe button is added to the Partner form in Odoo.

When clicked:

- The partner is removed from the blacklist.
- They can receive emails again.

3. **Amazon Web Services (AWS) Prerequisites**

Before configuring the Amazon SES Plugin in Odoo, the required setup must be completed in the Amazon Web Services (AWS) console. These steps are mandatory to allow Odoo to authenticate with Amazon SES, send emails, and receive delivery, bounce, and complaint notifications.

3.1 Amazon Web Services (AWS) Prerequisites

1. Log in to the AWS Management Console.
2. Navigate to **IAM** → **Users**.
3. Create a new IAM user (for example: odoo_ses_user).

This IAM user will be used by Odoo to authenticate with Amazon SES using the AWS SDK.

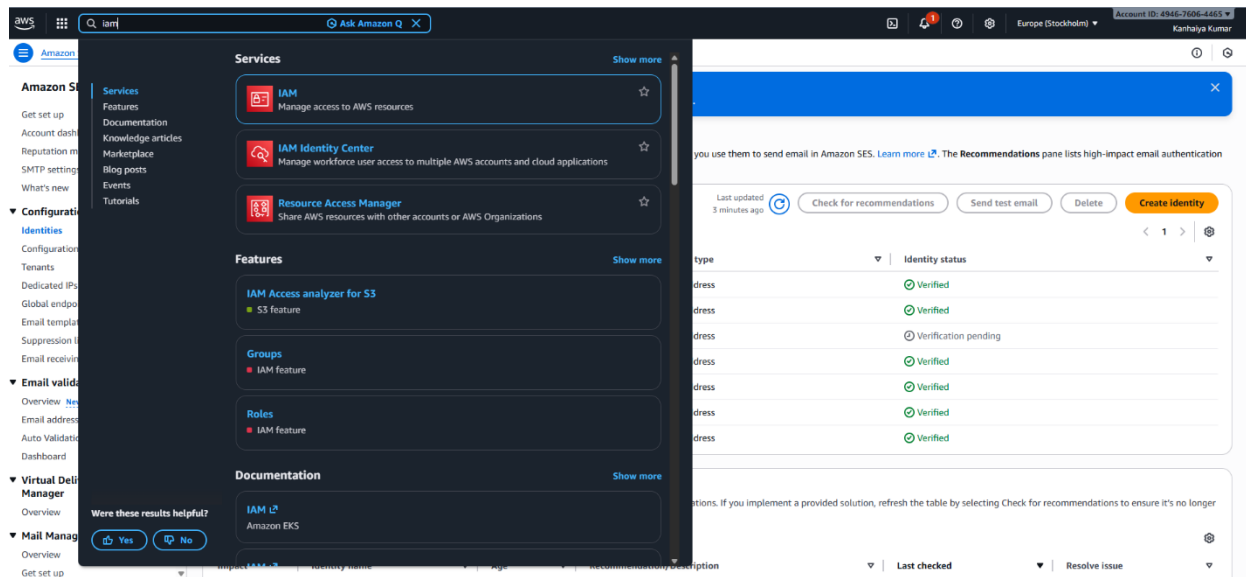


Figure 1: IAM user summary page

3.2 Attach Required IAM Permissions

Attach the following AWS managed policies to the IAM user:

- AmazonSESFullAccess
- AmazonSNSFullAccess

These permissions are required to:

- Send emails using Amazon SES
- Publish and receive SNS notifications for Delivery, Bounce, and Complaint events

Without these permissions, email sending and event tracking will not function correctly.

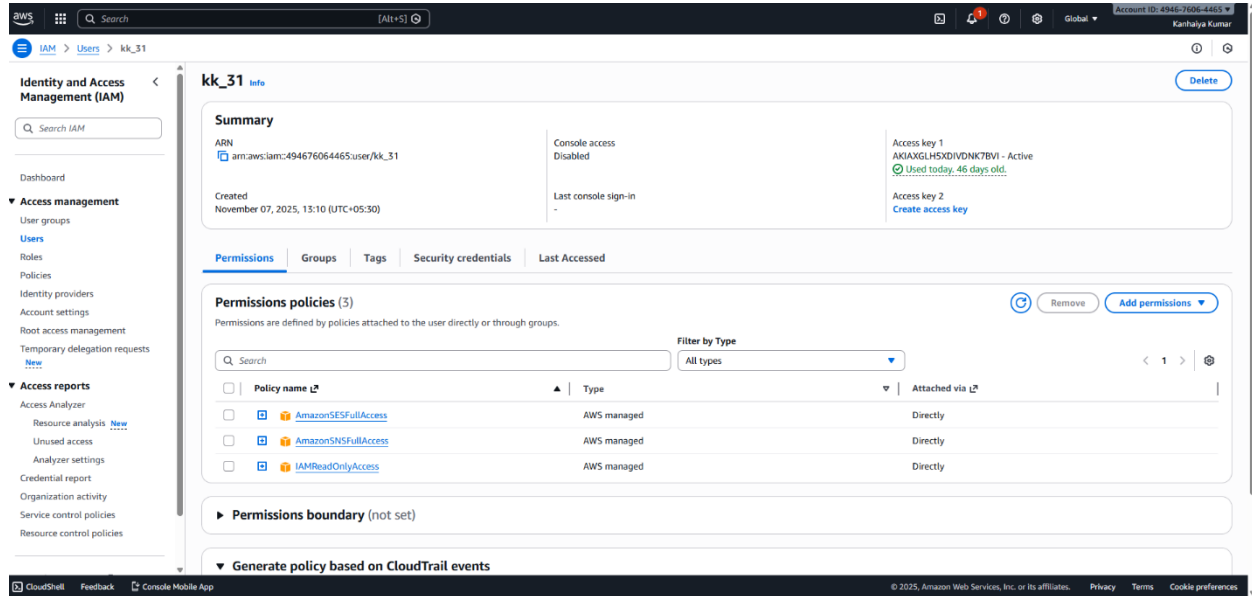


Figure 2: IAM Permissions

3.3 Generate AWS Access Keys

1. Open the IAM user created for Amazon SES.
2. Navigate to **Security credentials**.
3. Create a new **Access Key**.
4. Select **Application running outside AWS** when prompted.
5. Copy and securely store the following credentials:
 - a. Access Key ID
 - b. Secret Access Key

Important:

The AWS Secret Access Key is displayed only once during creation. If the secret key is lost, a new access key must be generated, and the old one must be deactivated.

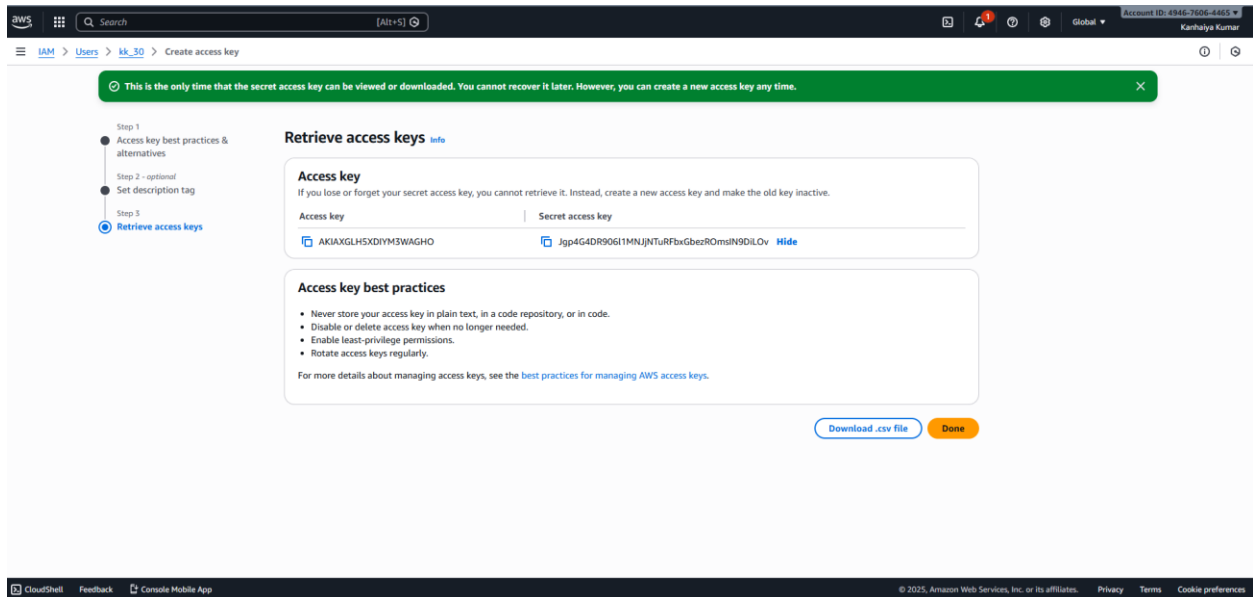


Figure 3: AWS Access Keys

3.4 Verify Amazon SES Region

Amazon SES is a region-specific service.

1. Identify the AWS region where Amazon SES is configured (for example: **Europe (Stockholm)**).
2. Ensure the same region is selected later in the Odoo Amazon SES configuration.

A region mismatch between AWS and Odoo will cause connection and email delivery failures.

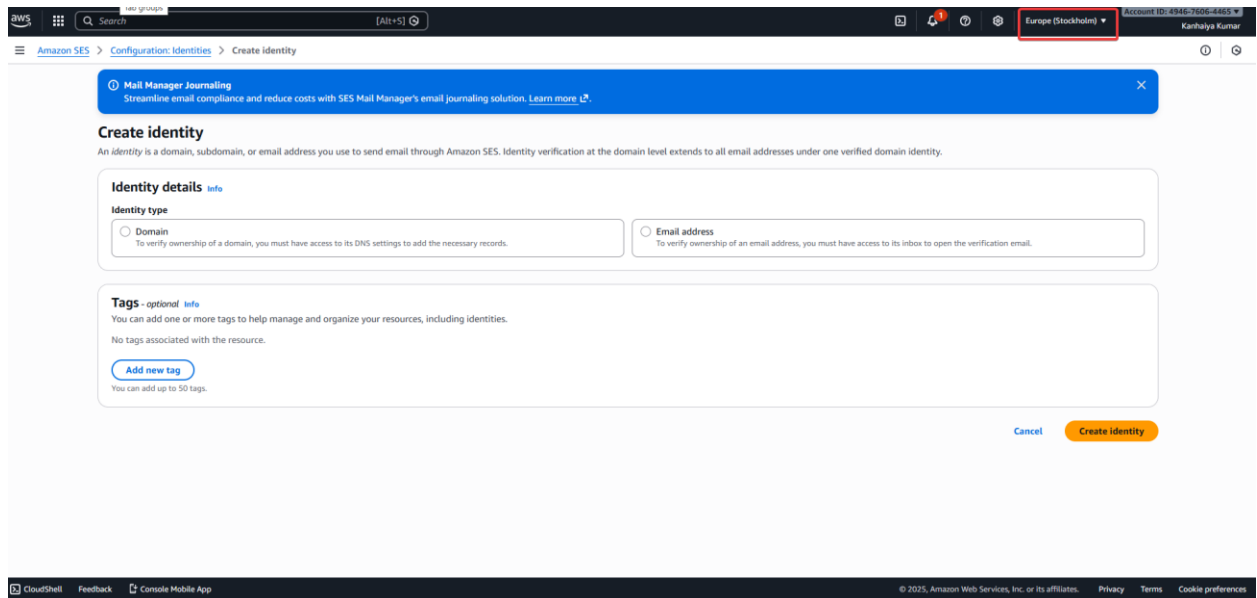


Figure 4: AWS Region Selection

3.5 Verify Sender Email or Domain Identity

1. Navigate to **Amazon SES** → **Configuration** → **Identities**.
2. Verify at least one **Email Address** or **Domain**.
3. Use a verified identity as the **Default From Email** in Odoo.

Emails sent from unverified identities will be rejected by Amazon SES.

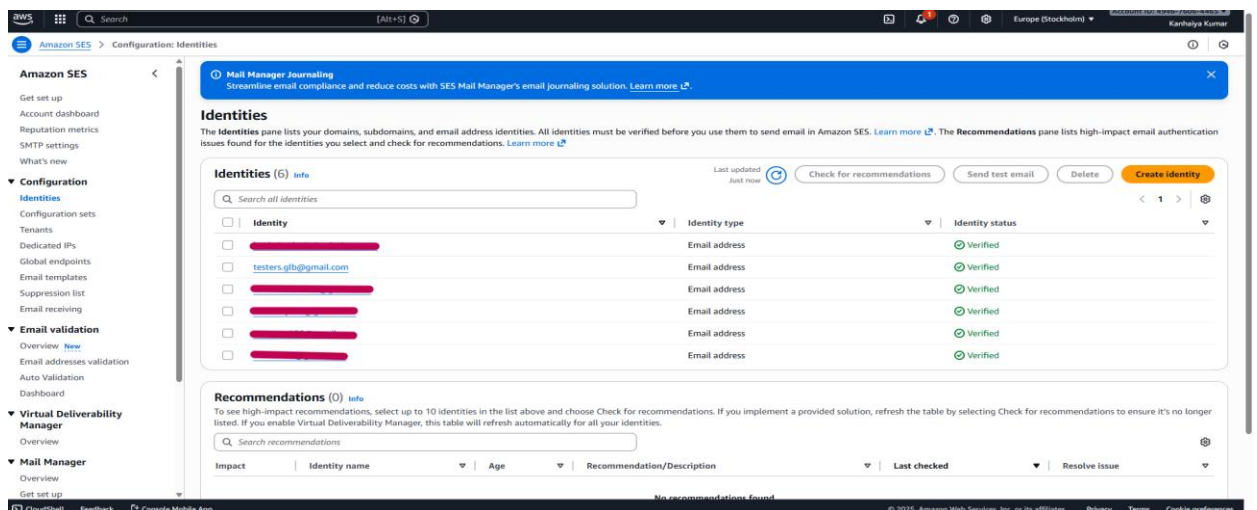


Figure 5: AWS Verified Users

4. Odoo Configuration & Usages

4.1 Install the Module

- In the **Apps** search bar, type: Amazon SES Email Service.
- The module will appear in the search results.
- Click the **Install** button.
- Wait for Odoo to finish installing and updating menus.
- The module is now active.

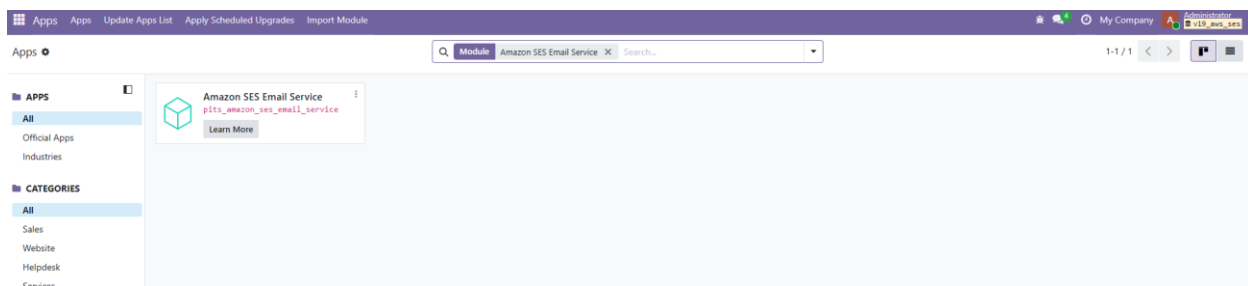


Figure 6: Plugin Install Page

4.2 Amazon SES Configuration User Access.

- Give User Access to access the AWS SES Configuration Menu.

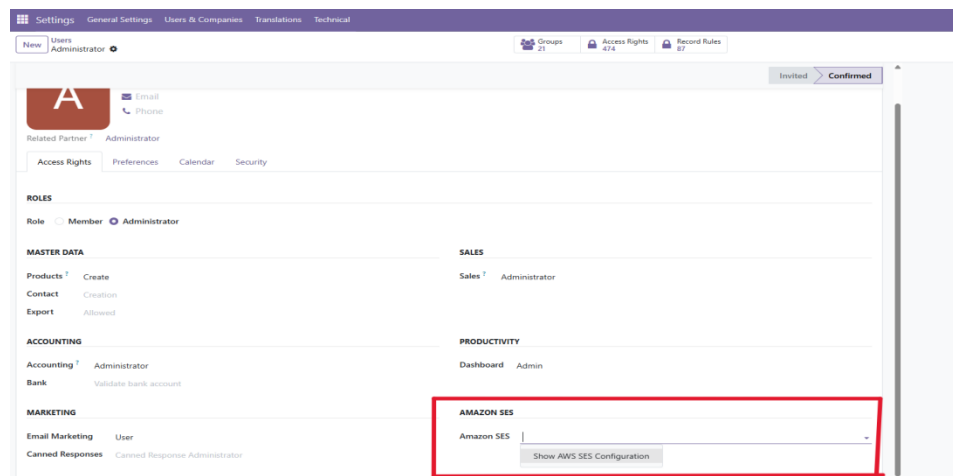


Figure 7: Amazon SES Group Access

- Navigate to **AWS SES Configuration** → **AWS SES Configuration** → **Click** → **New**
- **AWS Access Key ID** - Enter AWS Access Key ID for authentication.
- **AWS Secret Access Key** - Enter AWS Secret Access Key for authentication.
- **AWS Region** - Select the AWS region where your SES is configured.
- **Default From Email** - Set a default sender email (must be verified in AWS SES).
- Click on the **Test SES Connection** Button to establish the connection with Amazon SES.

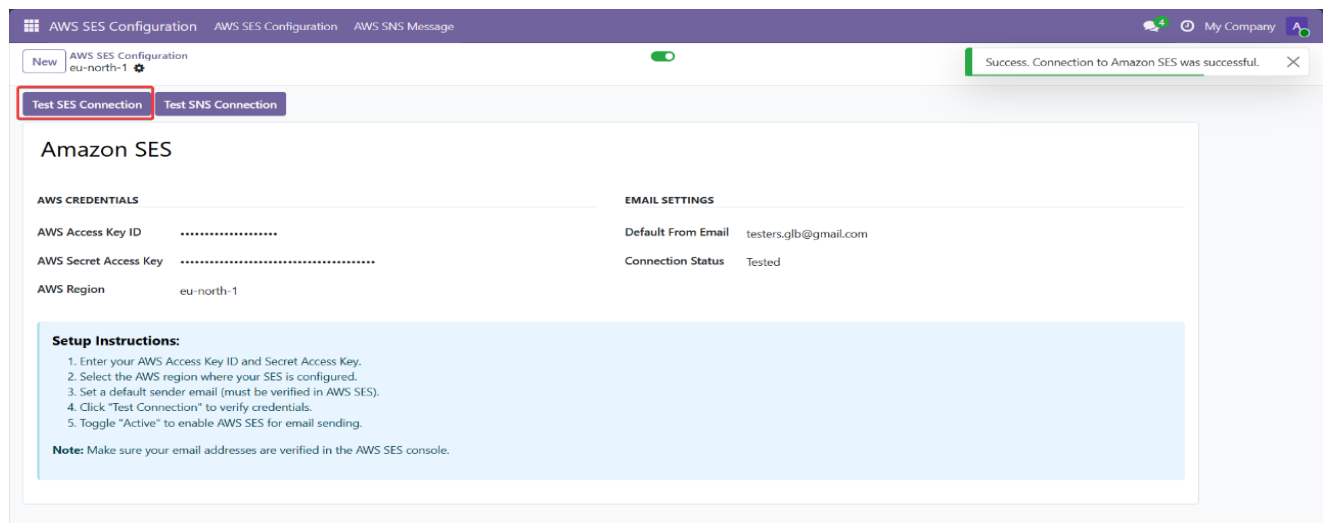


Figure 8: Amazon SES Configuration

4.3 Send all Odoo emails via Amazon SES using AWS SDK.

- Instead of using Odoo's traditional SMTP servers, the system routes every outgoing email through Amazon SES using the AWS SDK (SESv2).
- The plugin automatically intercepts Odoo's email flow and sends emails through SES programmatically using SES API calls.

✱ Send

✕

To ?

Test Customer ✕

▼

Subject ?

My Company Quotation (Ref S00004)

Hello,

Your quotation **S00004** amounting in **CHF 30.00** is ready for review.

Do not hesitate to contact us if you have any questions.

--

Administrator

Quotation - S00004.pdf

✕

Send

Discard

📎

⋮

🕒

Figure 9: Odoo Send Email Interface.



✕

via amazonses.com

to me ▼

Accept & Sign Quotation

S00004 - KK
CHF 20.00

Hello,

Your quotation **S00004** amounting in **CHF 20.00** is ready for review.

Do not hesitate to contact us if you have any questions.

--

Administrator

...

↩ Reply

➡ Forward

😊

Figure 10: Outgoing email via Amazon SES.

4.4 Configure SNS to receive real-time Delivery, Bounce, and Complaint events.

- Navigate to **AWS SES Configuration** → **AWS SES Configuration** → Click → **Test SNS Connection**.

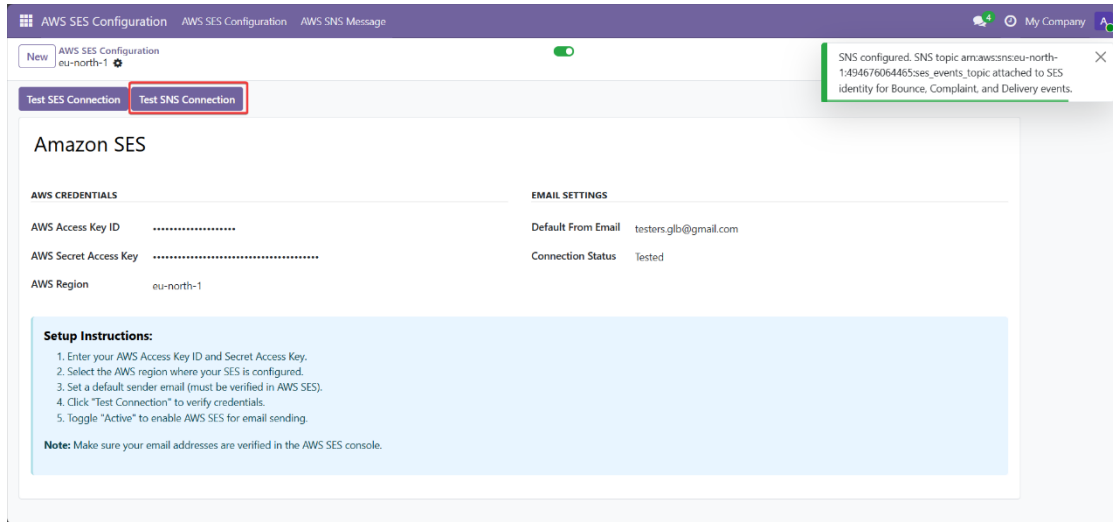


Figure 11: Amazon SNS Configuration.

- Amazon SNS (Simple Notification Service) is configured to receive all events from SES, such as:
 - **Delivery** → Email reached the recipient's mail server
 - **Bounce** → Recipient's email address is invalid, mailbox full, or blocked
 - **Complaint** → Recipient marked the email as spam
- These events are published by SES to an SNS topic, which sends them to an HTTPS endpoint in Odoo.
- This enables real-time monitoring of email status inside Odoo.
- Make Sure your subscription URL must be confirmed in the amazon SNS as shown on the below Image.

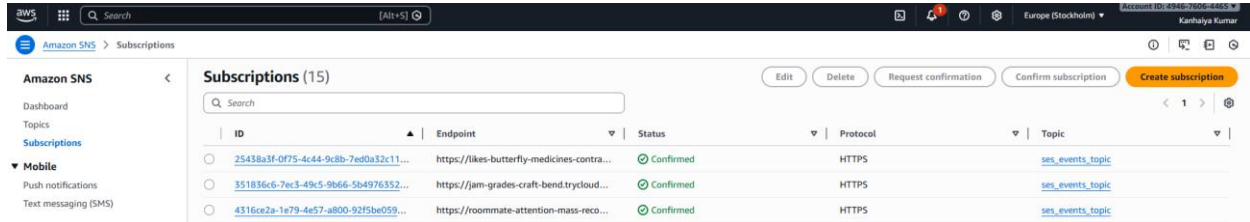


Figure 12: Amazon SNS Configured URL In AWS.

4.5 Store SNS notifications.

- Store SNS notifications in a custom model for email analytics.
- Navigate to **AWS SES Configuration** → **AWS SNS Message**.

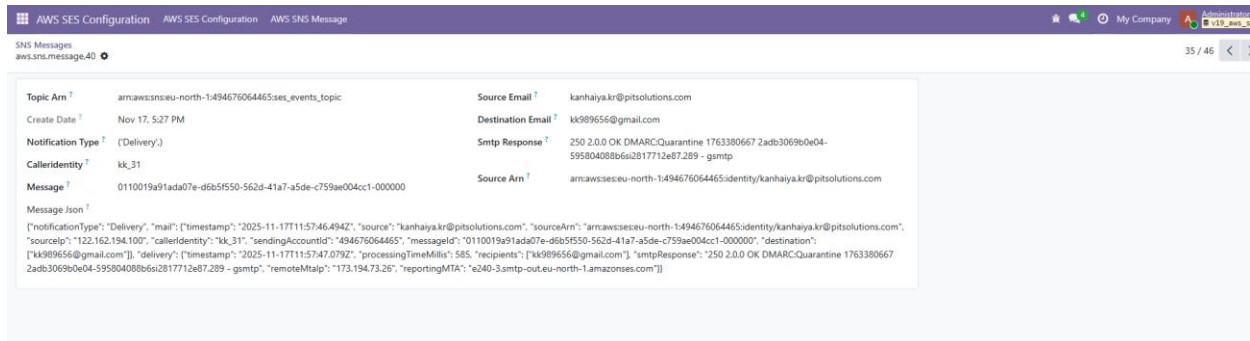
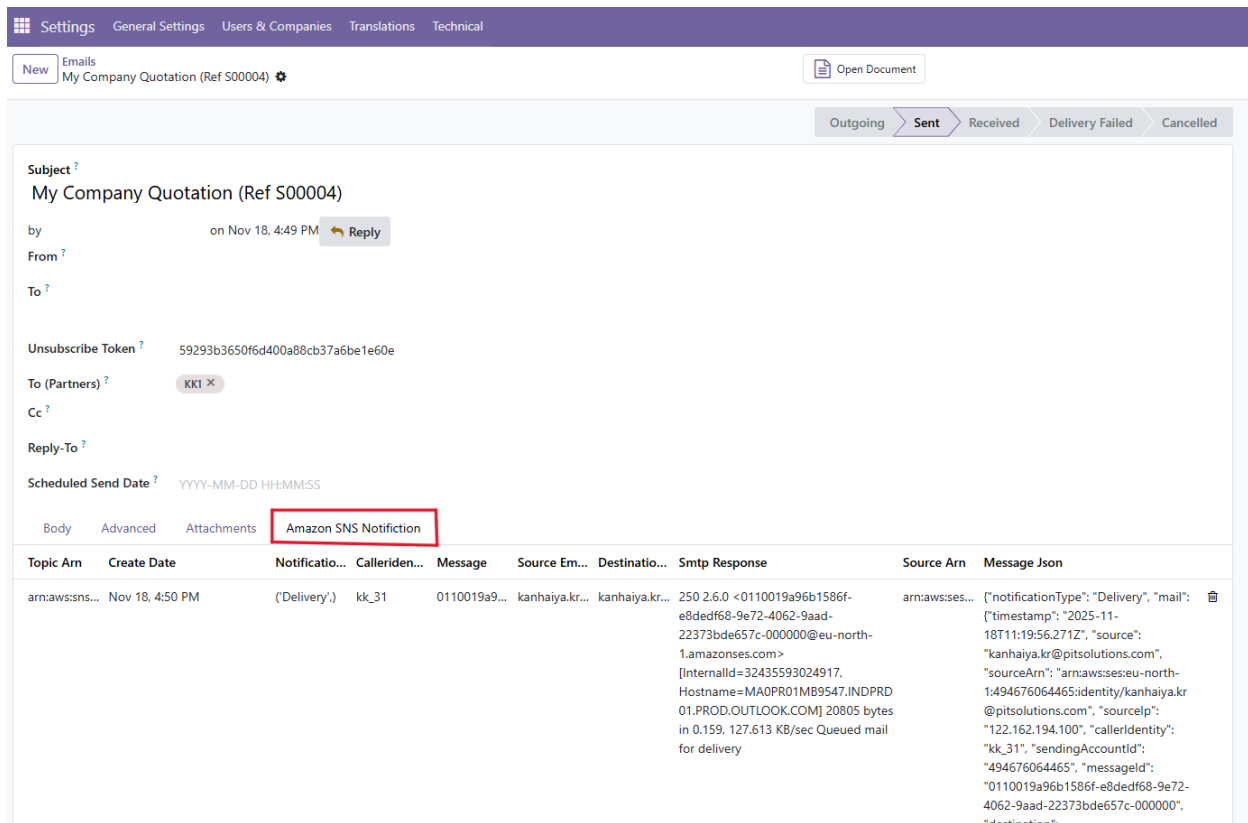


Figure 13: SNS Notification Messages.

- And storing these SNS notification on Odoo mail model.



The screenshot shows the Odoo Email interface for an outgoing email. The email is titled "My Company Quotation (Ref S00004)". The "Amazon SNS Notification" tab is highlighted in red. Below the email details, a table shows the notification message details.

Topic Arn	Create Date	Notification...	Calleriden...	Message	Source Em...	Destinatio...	Smtsp Response	Source Arn	Message Json
arn:aws:sns...	Nov 18, 4:50 PM	(Delivery)	kk_31	0110019a9...	kanhaiya.kr...	kanhaiya.kr...	250 2.6.0 <0110019a96b1586f-e8dedf68-9e72-4062-9aad-22373bde657c-000000@eu-north-1.amazonaws.com> [InternalId=32435593024917, Hostname=MAOPR01MB9547.INDPRD01.PROD.OUTLOOK.COM] 20805 bytes in 0.159, 127.613 KB/sec Queued mail for delivery	arn:aws:sns...	{ "notificationType": "Delivery", "mail": { "timestamp": "2025-11-18T11:19:56.271Z", "source": "kanhaiya.kr@pitsolutions.com", "sourceArn": "arn:aws:sns:eu-north-1:494676064465:identity/kanhaiya.kr@pitsolutions.com", "sourceIp": "122.162.194.100", "callerIdentity": "kk_31", "sendingAccountId": "494676064465", "messageId": "0110019a96b1586f-e8dedf68-9e72-4062-9aad-22373bde657c-000000", "destination": ...

Figure 14: SNS Notification Messages in Odoo Email.

4.6 Add Unsubscribe link in every outgoing email using a secure token.

Each outgoing email automatically includes an unsubscribe link containing a secure token.

When a recipient clicks the link:

- They are taken to a custom Odoo controller.
- The system verifies the token.
- The partner is marked as unsubscribed or added to a blacklist.
- Future emails to the recipient are blocked.

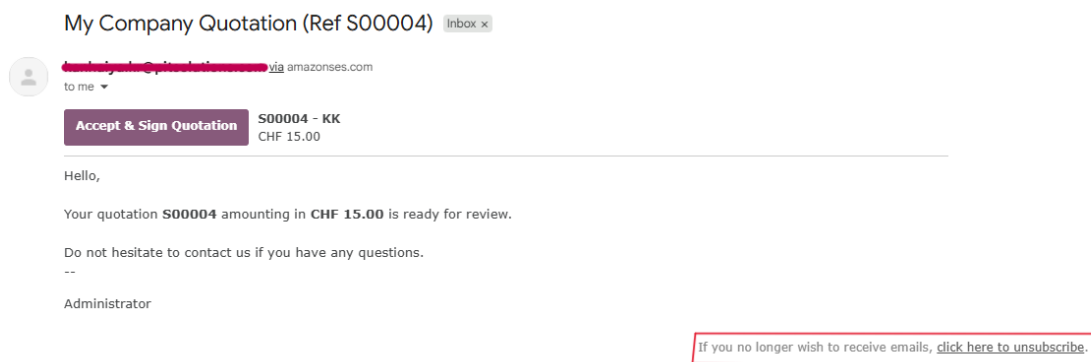


Figure 15: Unsubscribe Link.

You're Unsubscribed

You will no longer receive emails from us.

Figure 16: Unsubscribe Page.

4.7 Resubscribe partners to allow future communication.

A Re-subscribe button is added to the Partner form in Odoo.

- Navigate to Contacts → Open Contact form → Click on **Re-Subscribe Email Button**.
- When clicked:
 - The partner is removed from the blacklist.
 - They can receive emails again.

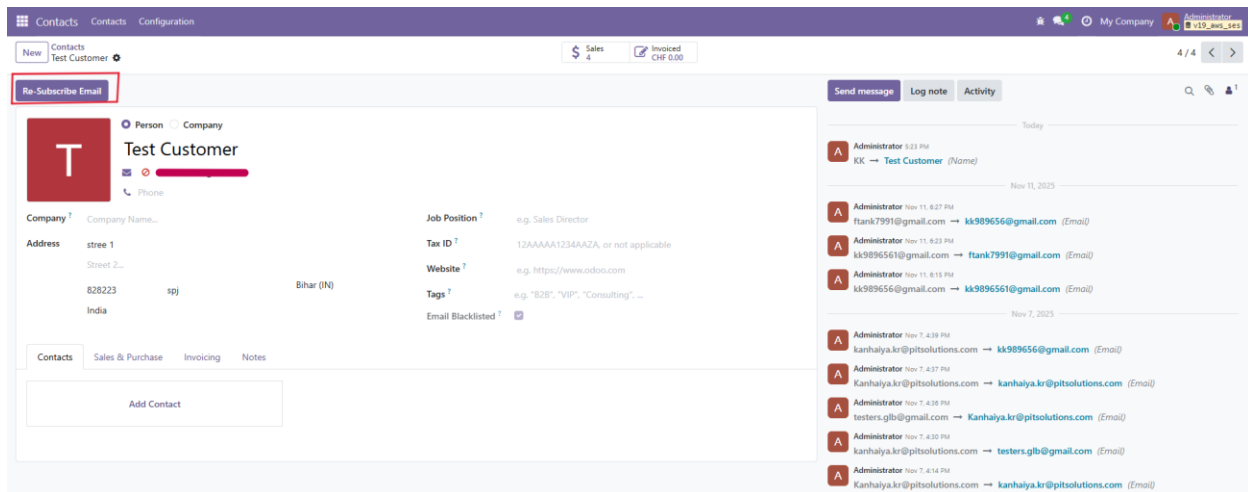


Figure 17: Resubscribe Button.

4.8 Disable AWS SES Configuration

The AWS Configuration can be disabled by clicking on the radio button showing Active. The disabled AWS configuration will get archived and will be removed from the list view. To access it again we must filter the archived records.

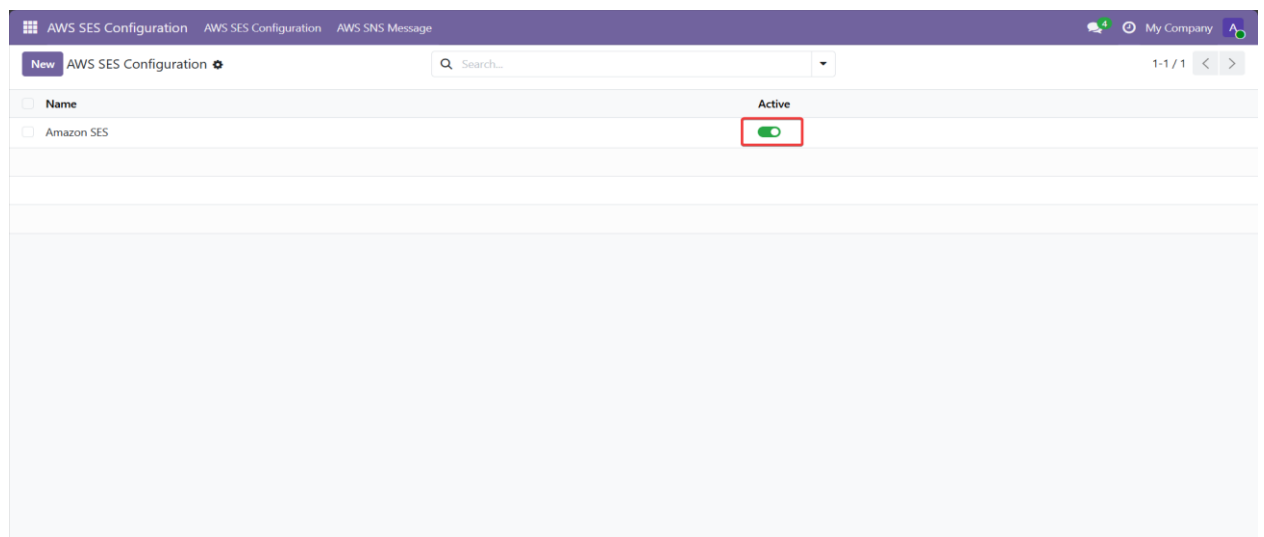


Figure 18: Disable AWS SES Configuration.

4.9 Multi Company Support

The Amazon SES Connector supports Odoo's multi-company environment, allowing organizations to manage email communication independently for each company within a single Odoo database.

With this feature, users can configure separate Amazon SES credentials and settings for each company. Email campaigns, transactional emails, delivery logs, bounce notifications, complaint notifications, and other email-related activities are automatically associated with the respective company. This ensures proper data segregation and prevents email records from being mixed across companies.

Users with access to multiple companies can switch between companies and view the corresponding SES configurations, email logs, and reports based on their access rights. Company-specific record rules ensure that users can only access email data belonging to the companies they are authorized to manage.

Key Benefits

- Configure separate Amazon SES credentials for each company.
- Maintain company-specific email delivery and notification logs.
- Restrict access to email data using Odoo's multi-company security rules.
- Track email delivery, bounce, complaint, and failure events separately for each company.
- Support centralized management of multiple companies from a single Odoo instance while preserving data isolation.

4.10 Multi Website Support

Amazon SES Connector supports Odoo's Multi-Website environment, allowing multiple websites within the same Odoo database to send emails using a single Amazon SES configuration.

With this feature, administrators can configure different sender email addresses for each website while maintaining a centralized Amazon SES account for email delivery. This enables businesses managing multiple brands

or websites to preserve their unique email identities without the need for separate Amazon SES accounts.

Key Features:

- Single Amazon SES configuration for all websites.
- Website-specific sender email addresses.
- Support for multiple websites within the same Odoo database.
- Centralized email management through a single Amazon SES account.

5. Technical Requirements & Compatibility

- **Technical Requirements:**
 - Required Odoo modules: **Mail, Contacts** (must be installed and enabled).
- **Compatibility:**
 - Compatible with **Odoo Community Edition** and **Odoo Enterprise Edition v19.0**.

6. Change Log / Release Notes

- **Version 1.0.1** – September 2026
 - Implemented Multi-Company and Multi-Website Support.
- **Version 1.0.0** – March 2026
 - Initial release.

7. Support

If you have questions, use our contact form at webshopextension.com or email at support@webshopextension.com.