

WooCommerce Integration Health Checklist

Orders, stock and customer data: are they reaching the systems that run your business?

Start here ONCE · ABOUT 10 MINUTES

For every connected system (ERP, CRM, 3PL or warehouse, shipping, accounting), write down:

- ☐ What it is connected to, and how (plugin, REST, SOAP or webhook)
- ☐ Where its API credentials live, and when they expire
- ☐ Who gets told when it fails: a real person, not "the system"
- ☐ How you would check by hand that data arrived

I. Every week ABOUT 10 MINUTES

- ☐ **Orders:** pick 5 orders from the last 7 days and confirm each reached the warehouse or 3PL
- ☐ **Stock:** compare 5 products' stock in WooCommerce with the ERP or warehouse
- ☐ **Customers:** check 3 recent customers in the CRM have the right details
- ☐ **Stuck orders:** anything in Processing that the warehouse does not have? Any failed orders this week?
- ☐ **Scheduled tasks:** WooCommerce, Status, Scheduled Actions. Any failed or long past-due items?
- ☐ **Logs:** any repeating errors in the integration's log or error emails?
- ☐ **Credentials:** any token or key expiring in the next 30 days?

2. After any change PLUGIN, THEME, WOOCOMMERCE, PHP OR A PROVIDER'S API UPDATE

- ☐ Read the provider's changelog or deprecation notices
- ☐ Try the change on staging first, if you have one
- ☐ Place a clearly marked test order and tell the warehouse it is a test. Confirm it arrives
- ☐ Change one product's stock and confirm it syncs both ways
- ☐ Edit one customer and confirm the CRM updates
- ☐ Re-check Scheduled Actions 15 minutes after the update, and re-confirm credentials

About test orders: they can trigger real emails, stock changes and shipments. Cancel the order properly afterwards, and write down when you tested.

If data stops arriving

3. Check these, in this order

1. **One record or all of them?** One record is usually the data. All of them is usually the connection.
2. **When did it last work, and what changed?** Updates, a rotated key, a host or PHP change.
3. **Check credentials:** re-authorise, or re-enter the key or token.
4. **Read the error** in WooCommerce, Status, Logs (or the integration's own log).
5. **Look at Scheduled Actions:** stuck or failed actions often mean syncs are not running.
6. **Check that WP-Cron is firing.** Some hosts block it.
7. **Check the other system's status page:** is it down?
8. **Retry one record by hand,** then the rest. Write down what fixed it.

What the error usually means:

401 or 403: authentication or permissions

429: you are being rate limited

Timeout: slow or unreachable

404: the endpoint has moved

5xx: the other system is failing

4. Signals worth watching all the time

☐ Last successful sync time

☐ Failed API calls

☐ Queue length

☐ Order-to-warehouse delay

☐ Stock mismatches

☐ Token and key expiry dates

A checklist covers the times you check by hand. It cannot tell you about a failure at 2 a.m., so set up alerts for the signals above.

Want it checked for you?

We build, troubleshoot and maintain WooCommerce integrations. Start with a free store audit. The free Commerce Health plugin also runs read-only checks, including scheduled tasks and recent failed orders.