DISTRO.iM

Setup & User Guide

WooCommerce partner plugin · Connect Distro products, stock, and orders in one go.

Version 1.1.30 | WooCommerce Plugin | English | Nov 15, 2026

What this plugin does

Imports allowlisted products

Imports the products Distro has allowlisted for your store into WooCommerce, with variations and product photos.

Keeps stock in line

Keeps stock in line with Distro's shared stock, about every 15 minutes, or right away when you click Sync stock now.

Sends paid orders automatically

Sends paid orders that contain Distro products to Distro - including $0 orders - and pulls tracking numbers back onto your WooCommerce orders.

Shipment status flows automatically

When Distro ships, the order is marked Completed and the customer gets the Completed email. A re-ship sends it again once; undoing a shipment returns it to Processing; a Distro cancellation sets it to Cancelled.

In this guide

1 What you need first

2 Install the plugin

3 Connect to Distro

4 Catalog: import and reset

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i About the pictures

About the pictures

Each red numbered circle on a screenshot matches the step with the same number in that section. Screenshots come from a private test store. The API key is masked. Your screens may look slightly different depending on your WordPress version. The upload and activate pictures are illustrations - the WordPress upload screen varies, and we did not capture it here.

1 What you need first

BEFORE YOU START

WordPress
6.0 or newer

PHP
7.4 or newer

WooCommerce
Installed and active, version 7.0 or newer

Admin account
A store admin account that can manage WooCommerce

Partner API key
Your private partner API key from Distro (it starts with `dpk_`)

Plugin zip file
The Distro.iM zip file Distro provided

Your API key is private

Never paste it into chat, emails, forms, or shared documents. Each store gets its own key. You only enter the key. The Distro address is built into the plugin and cannot be changed.

2 Install the plugin

INSTALL THE PLUGIN

Upload the zip

1. In your WordPress admin, go to **Plugins → Add New Plugin**.
2. Click **Upload Plugin** at the top of the page.
3. Click **Choose File** and pick the Distro.iM zip Distro sent you. **Do not unzip it first.**
4. Click **Install Now** and wait for “Plugin installed successfully”.

The folder inside the zip is `distro-partner`; the display name is **Distro.iM**.

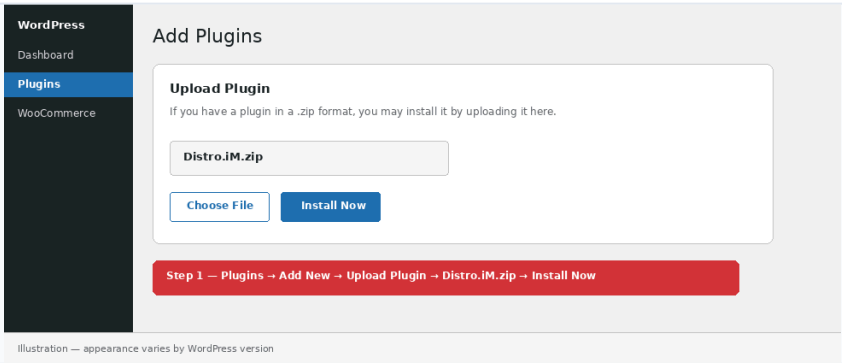


Illustration - Plugins → Add New Plugin → Upload Plugin

Activate

Single site (most stores):

1. Click **Activate Plugin** on the screen that appears after installing, or
2. Go to **Plugins → Installed Plugins** and click the **Activate** link under Distro.iM. It is a plain text link, not a big button.

> **Activate is ordinary WordPress**
>
> Activate is normally a text link under the plugin name - not a special green Distro button. Styling depends on your WordPress admin theme and version. After a fresh Install Now, WordPress may show an Activate Plugin button instead.

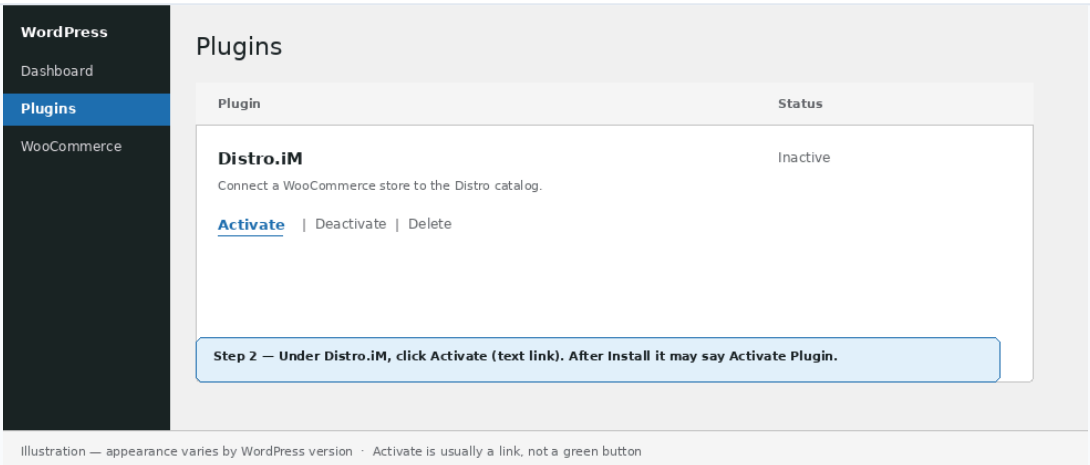


Illustration - under Distro.iM, click Activate

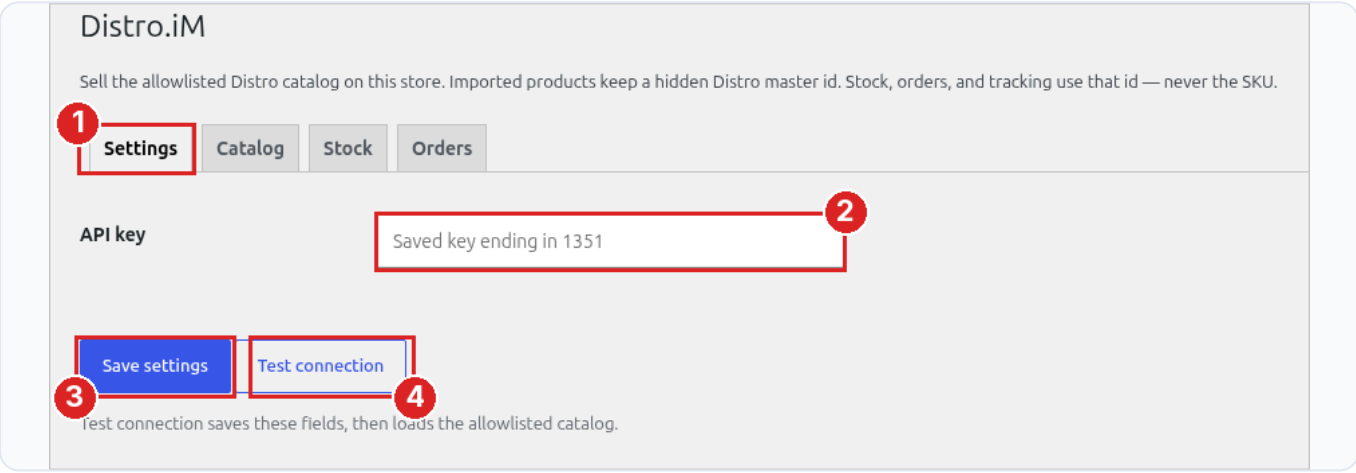
After activating, you will find the plugin under **WooCommerce → Distro.iM**. It has four tabs: **Settings, Catalog, Stock and Orders**. If you see “Distro.iM needs WooCommerce active on this store,” activate WooCommerce first, then return to this screen.

3 Connect to Distro

CONNECT TO DISTRO

1. Go to **WooCommerce** → **Distro.iM** and open the **Settings** tab.
2. In **API key**, paste the `dpk_` key Distro gave you. There is no address field - the plugin always uses Distro's built-in address. A key alone is enough to connect.
3. Click **Save settings**.
4. Click **Test connection**. This saves the key and then loads your allowlisted catalog. If it works, you will see a notice like “Connected as … N products on the allowlist.”

After saving, the field shows “Saved key ending in …”. Leave it blank later to keep the saved key.



WooCommerce → Distro.iM → Settings. The key is masked; only the last digits are shown.

If Test connection fails

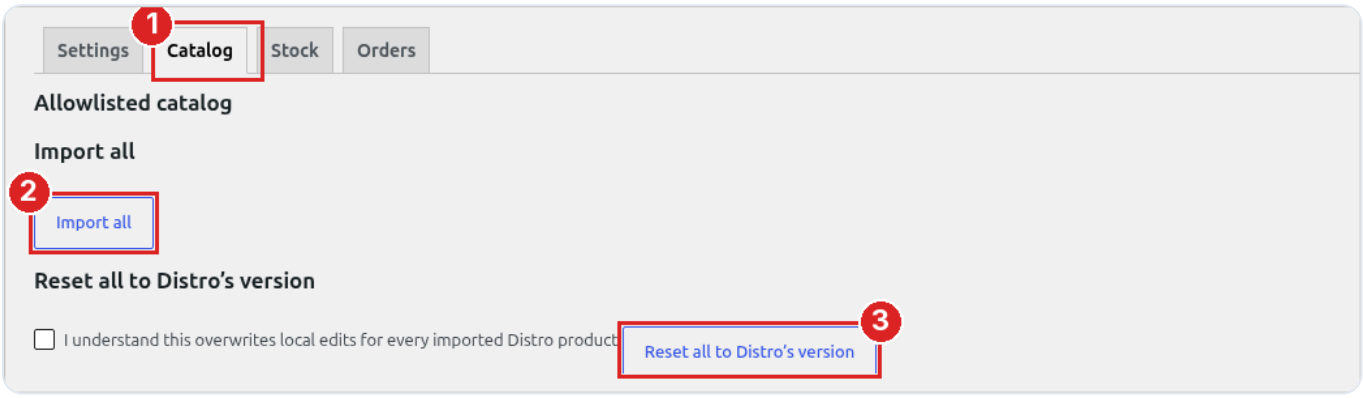
Check that you pasted the key issued for this store and that it starts with `dpk_`, then try again. A rejected key is described in plain language next to the button.

4 Catalog: import and reset

CATALOG: IMPORT AND RESET

The Catalog tab lists the products Distro has allowlisted for your store, with the Distro master ID, number of variations, and the product number on your store once imported.

The first import creates the product. After that, Import all and Import again **keep** your name, price, description, categories, images, visibility, and attributes. Stock still follows Distro. Reset to Distro's version is a separate warning box - only that box has the overwrite checkbox, and only that action replaces those edits.



WooCommerce → Distro.iM → Catalog

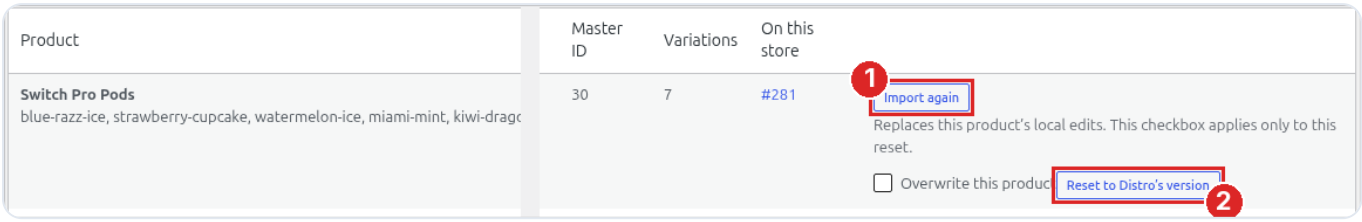
1. Open the **Catalog** tab (heading: Allowlisted catalog).
2. **Import all** - creates every product that is not on this store yet, with variations and photos. Products already imported keep your changes. Import all does not overwrite local edits and does not use the reset checkbox.
3. **Reset all to Distro's version** - tick "I understand this overwrites local edits for every imported Distro product," click the button, and confirm the pop-up.

Know the difference: Import ≠ Reset

Import is a safe, everyday action and does not overwrite your edits. Reset replaces local content with Distro's version. Back up your store before a reset - it cannot be undone from the plugin.

Update or reset a single product

On each product row you can update or reset just that product:



One catalog row - Import again keeps your edits; Reset replaces them

1. **Import again (on a row)** - refreshes just that product. It never creates a second copy.
2. **Reset to Distro's version (on a row)** - tick “Overwrite this product,” click Reset to Distro's version, and confirm the pop-up. That checkbox applies only to this reset.

> **Your edits are kept on import**
>
> Import all and Import again keep what you changed locally: name, description, prices, categories, images, catalog visibility, and attributes. Only stock always follows Distro.

- A later import never changes an existing title, including a title you edited.
- A product or variation in the trash stays in the trash on Import again. Use Reset to Distro's version if you want it published again.
- New variations Distro adds later are created next to yours. A draft product stays a draft.
- Products are matched on a hidden Distro ID, **never on SKU**, so changing a SKU is safe.

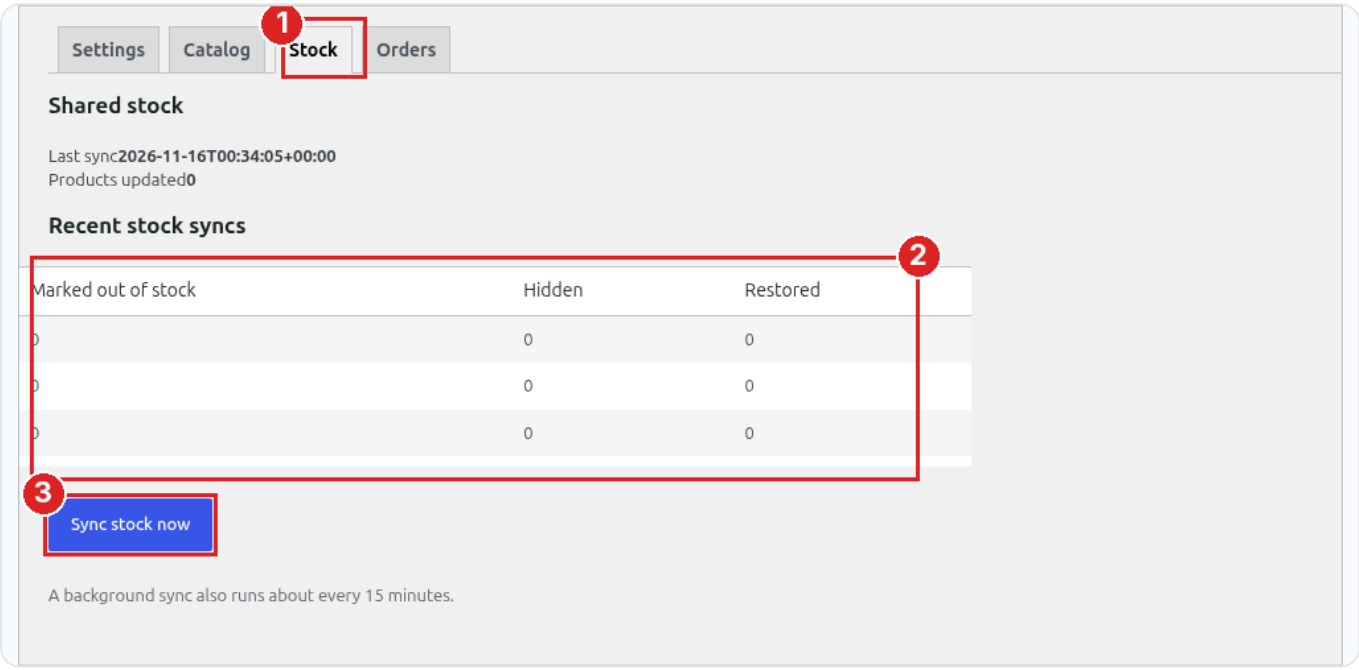
> **What Reset does**
>
> Reset replaces your local name, prices, descriptions, categories, images, visibility and attributes with Distro's version, and publishes draft, hidden or trashed copies again. Reset all does this for every imported product. Products you never imported are not touched. Reset cannot be undone, so back up your store first. If the overwrite box is not ticked, nothing changes.

5 Stock

STOCK

Stock is shared with Distro. The plugin copies Distro's quantities onto your imported products, including draft and hidden ones. When a paid order is pushed to Distro, that sale comes off Distro's stock.

1. Open the **Stock** tab (heading: Shared stock).
2. Look at **Recent stock syncs**. The Hidden and Restored columns show when Distro has stopped - or started again - selling a product.
3. Click **Sync stock now** to update right away. A background sync also runs about every 15 minutes. Check Last sync and Products updated to confirm it ran.



WooCommerce → Distro.iM → Stock

If Distro stops selling a product, the next complete sync hides it from your shop and marks it out of stock. If Distro lists it again, a later complete sync puts back only the products **this plugin hid**. A quantity of zero stays on the page as out of stock - it is not hidden. Trashed products are left as they are.

> **Do not edit stock by hand on Distro products**
>
> The next sync or import overwrites it with Distro's number.

6 Orders

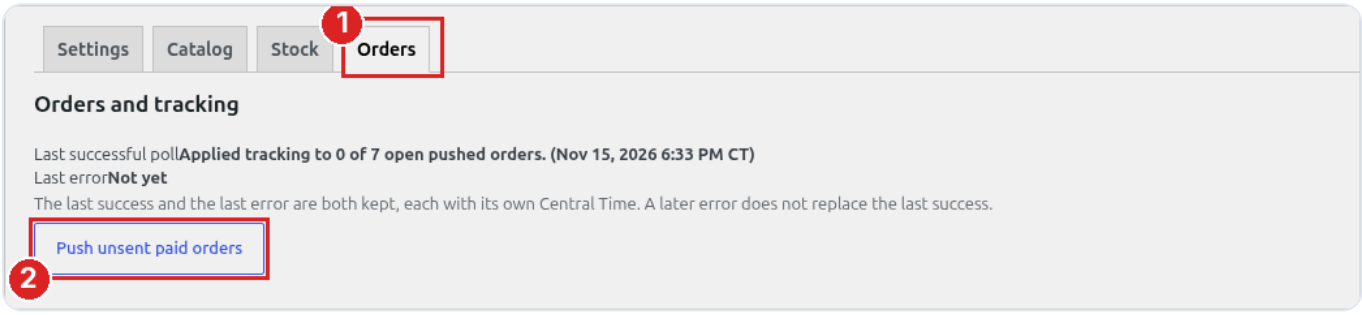
ORDERS

Paid and processing orders that contain Distro products are sent to Distro automatically. Other items in the order stay on your store. Every placed order counts as paid, including a **$0 order**. Pending orders that still have a balance are not sent, and neither are cancelled, refunded, failed, or draft orders.

The first time the plugin connects successfully, older orders are sent in small batches. Completed or shipped orders are recorded without a stock deduction. Unshipped orders are sent normally. An order Distro already has is adopted - a second copy is not created.

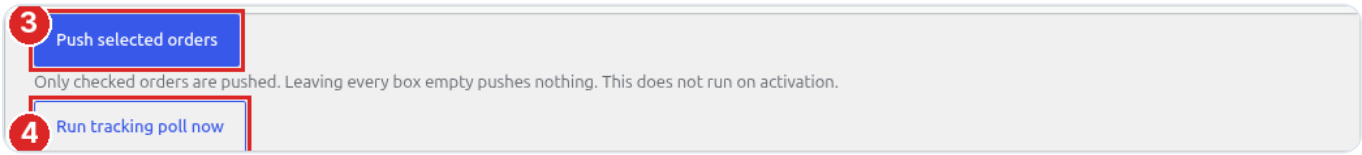
If a paid order does not get through, the plugin retries about every 15 minutes. The shipping fee is stored on the Distro order; this plugin **does not buy shipping labels**.

1. Open the **Orders** tab (heading: Orders and tracking).
2. Click **Push unsent paid orders** to send any paid Distro orders that have not gone to Distro yet.



WooCommerce → Distro.iM → Orders

3. **Push selected orders** - sends only the orders you check in the list below. Leaving every box empty pushes nothing. This does not run on activation.
4. **Run tracking poll now** - pulls tracking right away. The same poll also runs every 5 minutes.



The same Orders tab, further down - Push selected orders and Run tracking poll now

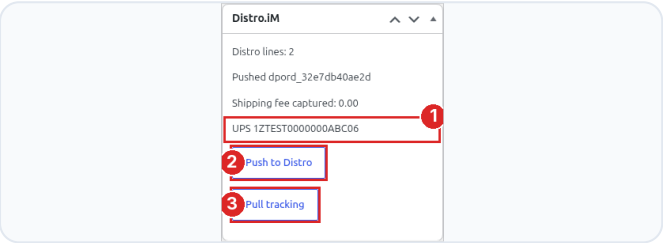
7 Tracking, re-ships, and cancellations

TRACKING, RE-SHIPS, AND CANCELLATIONS

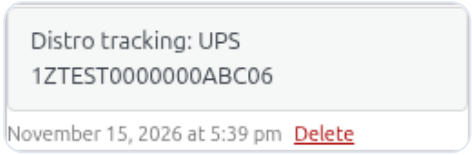
When Distro adds a tracking number, the plugin writes it onto the WooCommerce order and marks the order **Completed**. Your customer gets the Completed email, with the carrier, number, and link.

If you use Advanced Shipment Tracking or WooCommerce Shipment Tracking, the number is written there before the order is completed. Otherwise the customer receives one order note, and the same details appear on the Completed email, the thank-you page, and My Account.

On a single order, open it in **WooCommerce → Orders**. Its Distro.iM box shows the Distro ID, shipping fee and tracking, with its own Push to Distro and Pull tracking buttons.



Distro.iM box on an order

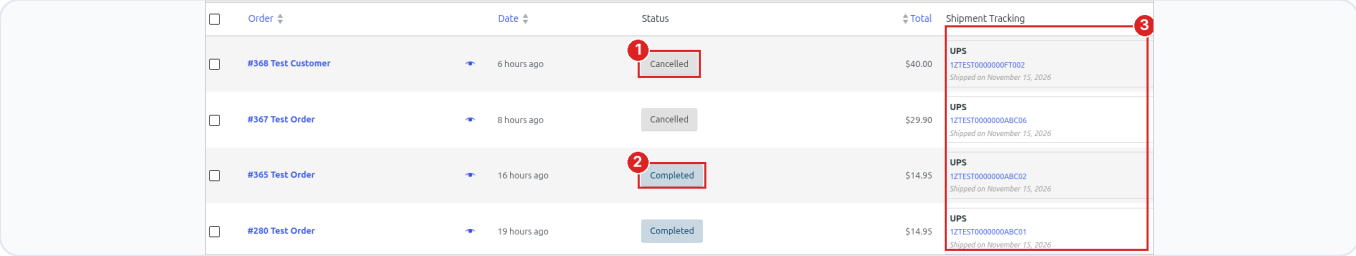


Tracking note on the order

1. The tracking number is shown in the Distro.iM box once Distro has shipped.
2. **Push to Distro** - sends this order if it has not gone through yet.
3. **Pull tracking** - fetches the latest tracking for this order alone.

Re-ships, undo, and cancel

- **Re-ship:** if Distro ships again with a new tracking number, and the order is already Completed, the plugin saves the new number and sends the Completed email again once. The same number is not sent twice.
- **Undo shipped:** if Distro clears the tracking, the plugin removes that tracking and sets the order back to Processing, only when this plugin had marked it Completed. No customer email is sent for the undo.
- **Cancel:** if Distro cancels the order, the WooCommerce order is set to Cancelled, from any status. The plugin does not send a customer email, does not issue a refund, and does not restock the items - the Distro stock feed remains the quantity. Tracking is not applied again, and the Completed email is not sent again.



WooCommerce → Orders. Cancelled and Completed orders, with tracking where Distro has shipped.

8 Troubleshooting & FAQ

What to do about these messages

“Distro.iM needs WooCommerce active on this store.”
Activate WooCommerce, then go back to WooCommerce → Distro.iM.

“Enter an API key to test the connection.”
Paste your `dpk_` key (or leave the field blank to keep a saved key), then try again.

“The API key must start with dpk_ and contain only letters, numbers, and underscores.”
Paste the issued partner key exactly.

“The API key was not accepted. Check the key from your Distro account.”
Confirm you used the key issued for this store, then click Test connection again. If it keeps failing, contact Distro.

“This key has no allowlisted Distro products.”
Your key is valid but has no products assigned yet - ask Distro to adjust the key's product set.

“Reset was not confirmed. Local products were not changed.”
Tick the overwrite box before clicking Reset.

“That Distro product is in the trash, so it was left there.”
Restore it from the trash, or use Reset to Distro's version if you want it published again.

Frequently asked questions

Will Import all erase my prices or descriptions?
No. Only Reset does that.

Why did my stock number change?
Stock always follows Distro. The sync runs about every 15 minutes.

A Distro product disappeared from my shop?
If Distro stops selling it, the plugin hides it and marks it out of stock. When Distro lists it again, a later complete sync puts it back. A quantity of zero stays listed as out of stock.

Does a $0 order get sent?

Yes. Every placed order is treated as paid, including a zero-total order.

If Distro cancels, is the customer refunded automatically?

No. The WooCommerce order is set to Cancelled. The plugin does not issue a refund and does not email the customer.

Should I place a test order?

Do not place a real customer order just to test. Test connection and a catalog import are the best setup checks.

What Distro.iM does not do

- It does not buy shipping labels or remit shipping payouts (the shipping fee is captured only).
- It does not match products by SKU.
- It does not include WordPress sign-in help - use your own wp-admin login. Never put passwords or API keys into shared forms or chat.

9 How to update the plugin

HOW TO UPDATE THE PLUGIN

When Distro sends a new zip, go to **Plugins** → **Add New Plugin** → **Upload Plugin** and upload it. If WordPress asks to replace the current plugin, confirm. Replacing the existing Distro.iM folder keeps your saved API key and your imported products.

Do not delete the plugin first

Do not delete Distro.iM from the Plugins screen before you upload the new zip, or you may have to enter the key again.

After the new zip is installed, activate Distro.iM if it is not already active, then click Test connection to confirm.

Support

There is no public support website built into the plugin. For help, a new API key, or catalog questions, contact the Distro person who issued your partner key. **Never send passwords or API keys in chat or email.**

Quick setup checklist

Test connection succeeds · Catalog imports · Stock shows a last-sync time · Orders page can push unsent orders - if all four work, setup is complete.