

WhatsApp Business API: Onboarding Guide for End Clients

Last updated: October 28, 2019



Agenda

- 1 Finding Business Manager ID within Business Manager
- 2 Approving on behalf of request
- 3 Verifying your business (Facebook business verification)

Additional Resources from Facebook:

1) WhatsApp Business API onboarding process for end clients:

<https://www.facebook.com/business/help/524220081677109?id=2129163877102343>

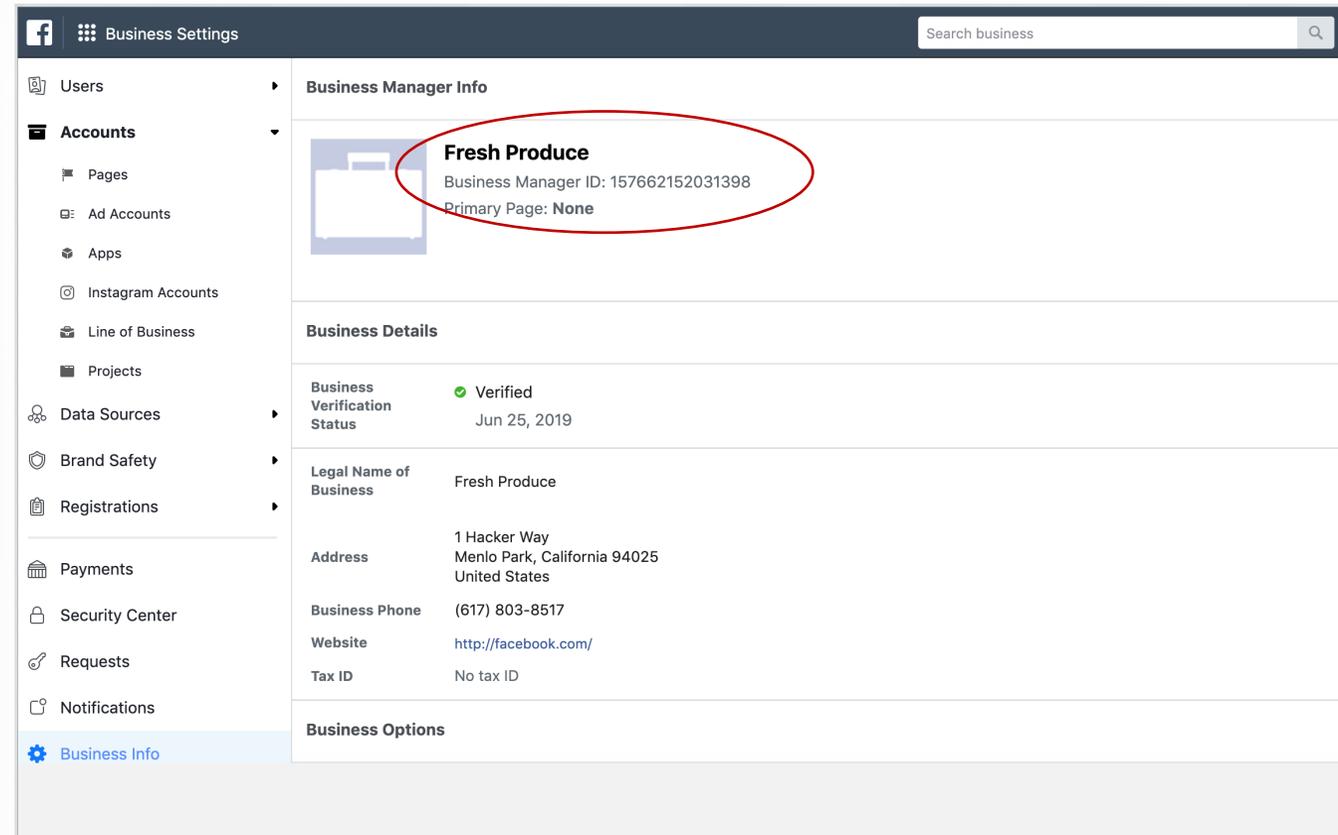
2) Instructions for Facebook business verification:

<https://www.facebook.com/business/help/2058515294227817?id=180505742745347>

Finding Business Manager ID

To find Business Manager ID within Business Manager, follow these steps:

- Go to “Business Settings,” and click “Business Info.”
- Business Manager ID is displayed under its business name



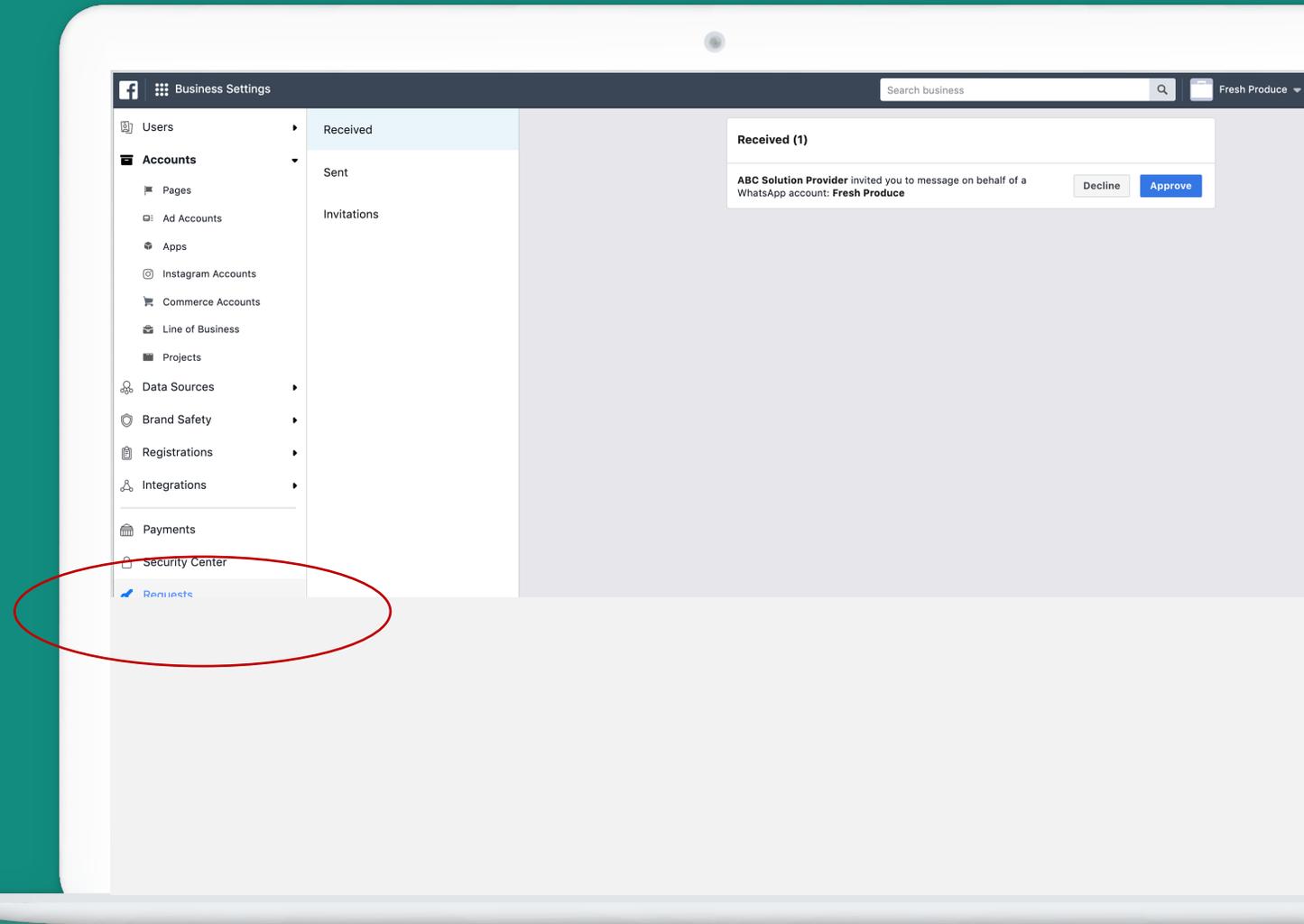
The screenshot displays the Facebook Business Settings interface. On the left, a navigation menu includes 'Users', 'Accounts', 'Data Sources', 'Brand Safety', 'Registrations', 'Payments', 'Security Center', 'Requests', 'Notifications', and 'Business Info'. The 'Business Info' option is selected. The main content area is titled 'Business Manager Info' and features a search bar at the top right. Below the search bar, a card for 'Fresh Produce' is highlighted with a red oval. This card displays the Business Manager ID: 157662152031398 and the Primary Page: None. Below this card, the 'Business Details' section is visible, showing 'Business Verification Status' as 'Verified' (Jun 25, 2019), 'Legal Name of Business' as 'Fresh Produce', 'Address' as '1 Hacker Way, Menlo Park, California 94025, United States', 'Business Phone' as '(617) 803-8517', 'Website' as 'http://facebook.com/', and 'Tax ID' as 'No tax ID'. The 'Business Options' section is partially visible at the bottom.

Approving messaging on behalf of request

Your provider will send messages from your WhatsApp business account on behalf of your business.

When your provider sends a "messaging on behalf of" request, you will receive a notification within Business Manager and by email.

To approve this request, go to **Requests** under **Business Settings** part of your Business Manager.





Facebook business verification

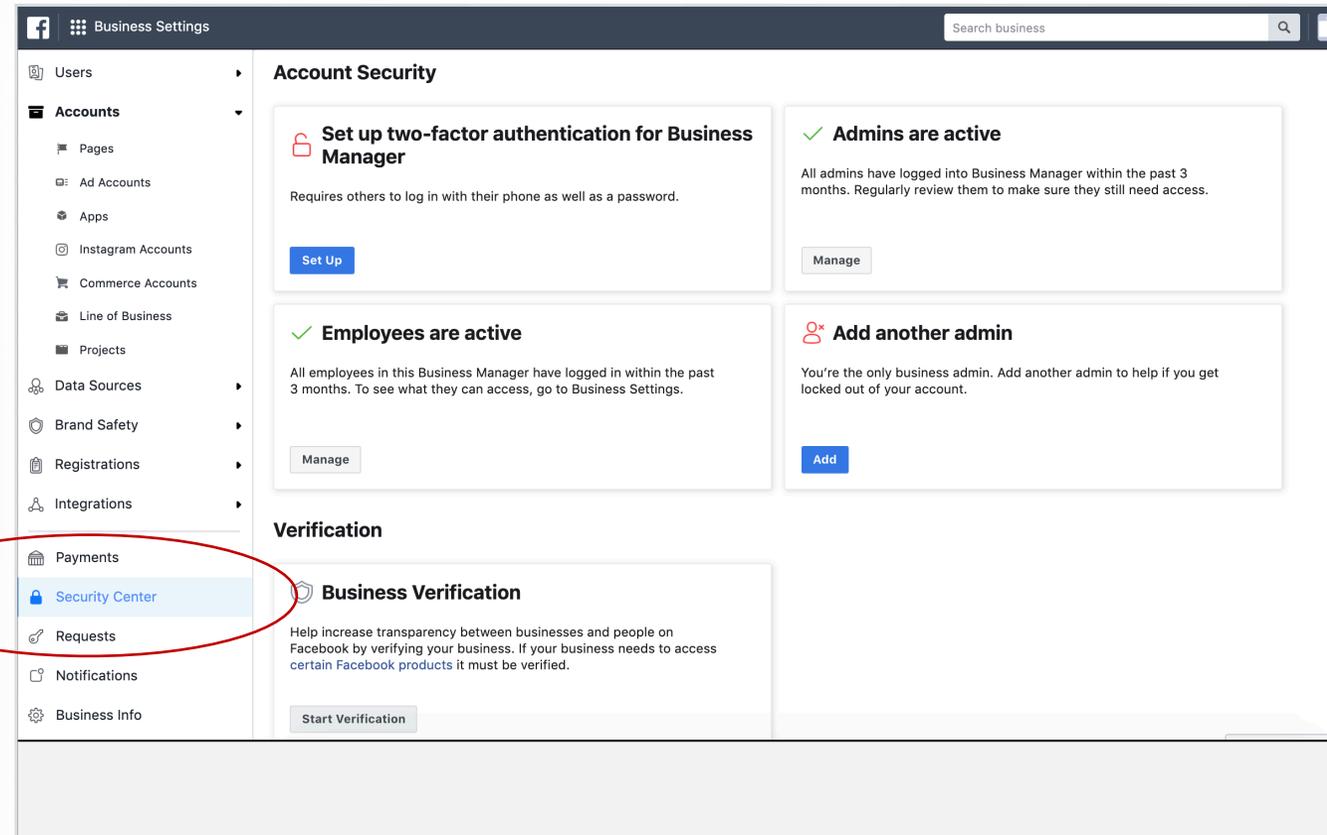


End client business verification

If your business has not completed business verification, initiate the verification process (go to **Business Settings** and click on **Security Center**).

You can initiate the verification process anytime AFTER your provider has created a WhatsApp business account for your business.

1



The screenshot displays the Facebook Business Settings interface. On the left-hand side, there is a navigation menu with the following items: Users, Accounts (expanded to show Pages, Ad Accounts, Apps, Instagram Accounts, Commerce Accounts, Line of Business, and Projects), Data Sources, Brand Safety, Registrations, Integrations, Payments, Security Center (highlighted with a red circle), Requests, Notifications, and Business Info. The main content area is titled 'Account Security' and contains three panels: 'Set up two-factor authentication for Business Manager' with a 'Set Up' button, 'Admins are active' with a 'Manage' button, and 'Employees are active' with a 'Manage' button. Below these is a 'Verification' section with a 'Business Verification' panel that includes a 'Start Verification' button. A search bar is visible at the top right of the settings page.

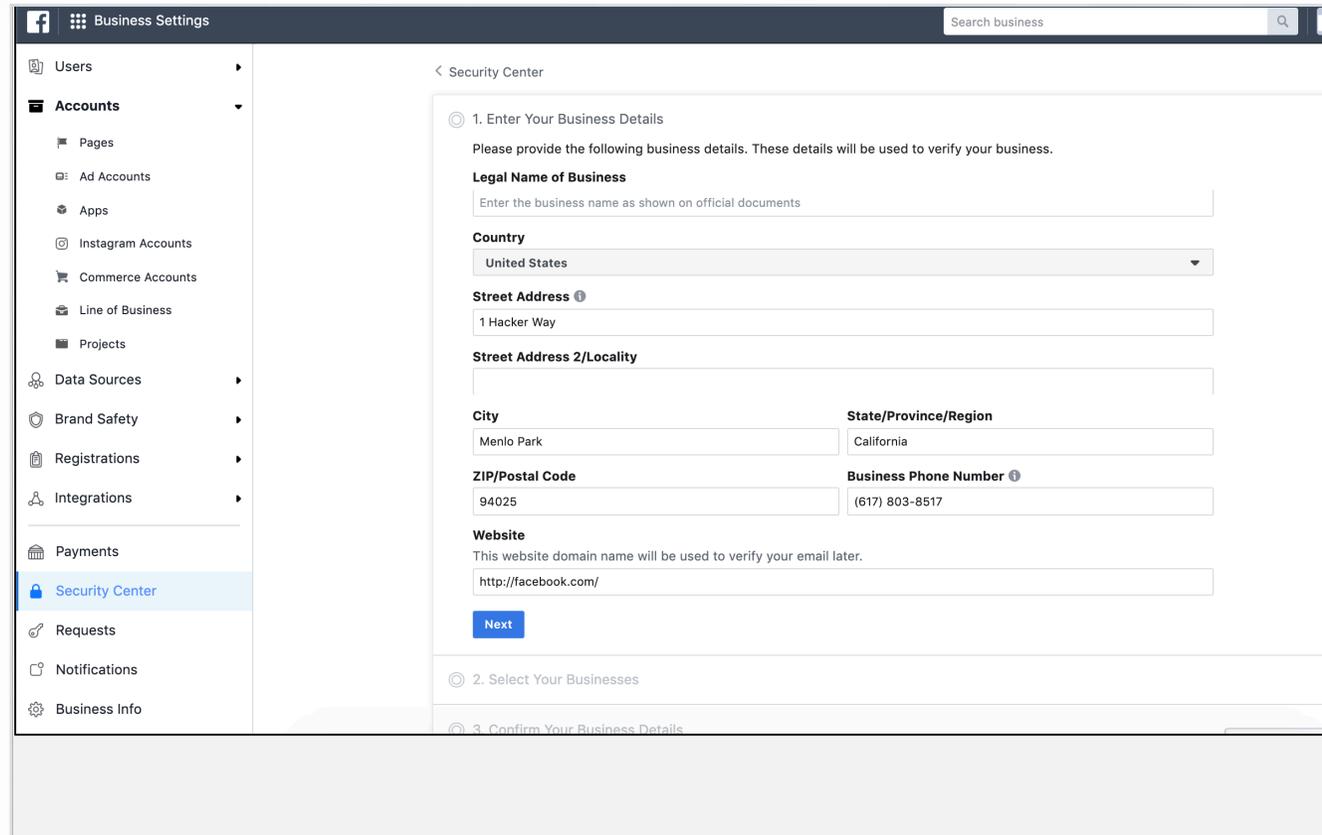
End client business verification

2

Fill out information about your business and attach documents when prompted.

To see which types of documents are accepted, follow this link:

<https://www.facebook.com/business/help/2058515294227817?id=180505742745347>



The screenshot displays the Facebook Business Settings interface, specifically the Security Center. The left sidebar lists various settings categories, with 'Security Center' highlighted. The main content area shows a progress indicator for '1. Enter Your Business Details' and a form to provide business information. The form includes fields for 'Legal Name of Business', 'Country' (set to United States), 'Street Address' (1 Hacker Way), 'Street Address 2/Locality', 'City' (Menlo Park), 'State/Province/Region' (California), 'ZIP/Postal Code' (94025), and 'Business Phone Number' ((617) 803-8517). A 'Website' field is also present with the URL 'http://facebook.com/'. A 'Next' button is visible at the bottom of the form.

Business Settings

Search business

Users

Accounts

- Pages
- Ad Accounts
- Apps
- Instagram Accounts
- Commerce Accounts
- Line of Business
- Projects

Data Sources

Brand Safety

Registrations

Integrations

Payments

Security Center

Requests

Notifications

Business Info

Security Center

1. Enter Your Business Details

Please provide the following business details. These details will be used to verify your business.

Legal Name of Business

Enter the business name as shown on official documents

Country

United States

Street Address

1 Hacker Way

Street Address 2/Locality

City

Menlo Park

State/Province/Region

California

ZIP/Postal Code

94025

Business Phone Number

(617) 803-8517

Website

This website domain name will be used to verify your email later.

http://facebook.com/

Next

2. Select Your Businesses

3. Confirm Your Business Details

End client business verification

Verify your contact information via phone or business email.

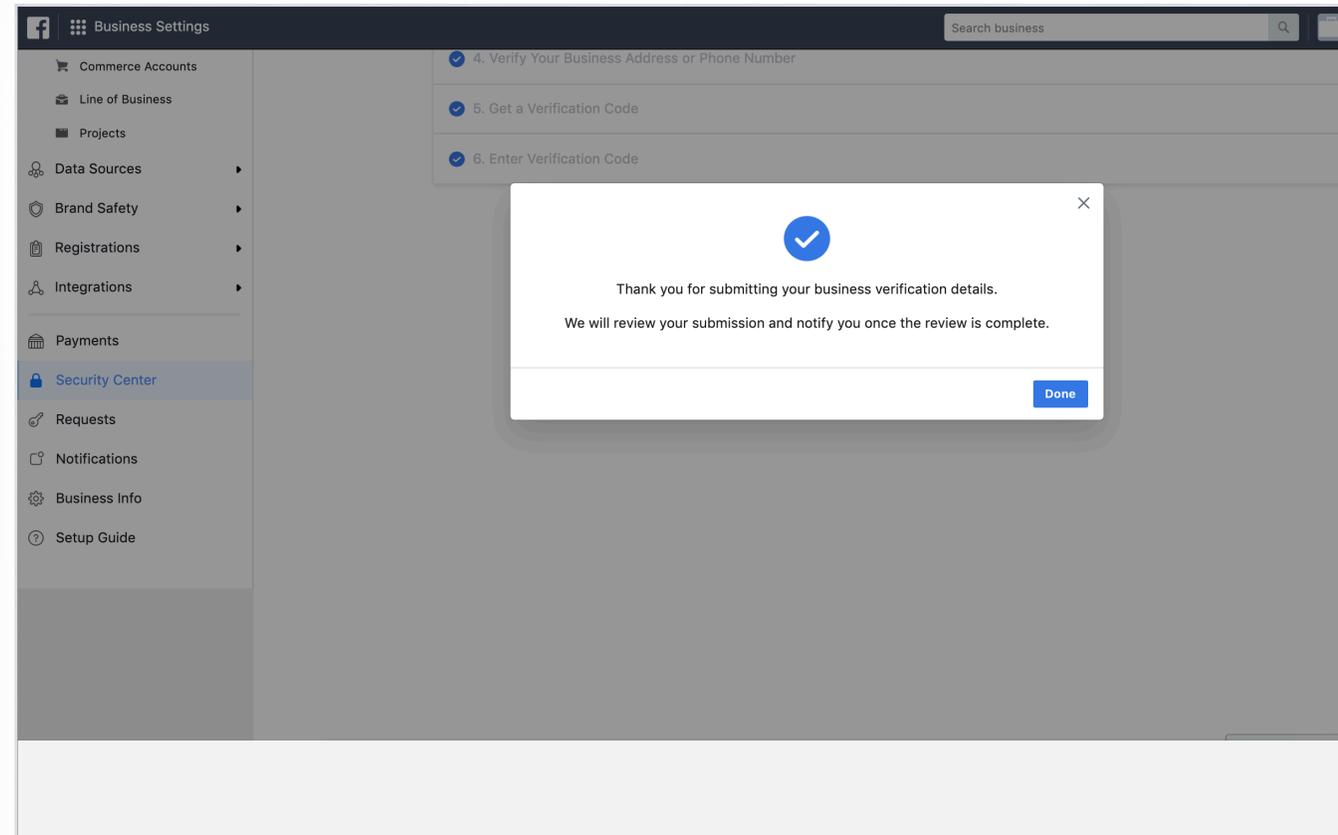
3

The screenshot displays the Facebook Business Settings interface. On the left, a navigation menu includes: Users, Accounts (expanded to show Pages, Ad Accounts, Apps, Instagram Accounts, Commerce Accounts, Line of Business, and Projects), Data Sources, Brand Safety, Registrations, Integrations, Payments, Security Center (highlighted), Requests, Notifications, and Business Info. The main content area shows a progress bar with four steps: 1. Verify Your Business Address or Phone Number (checked), 2. Get a Verification Code (radio selected), 3. Enter Verification Code (radio selected), and 4. Enter Verification Code (radio selected). The active step, '5. Get a Verification Code', prompts the user to 'Choose one where you can be reached.' It features two options: 'My business contact phone number:' with the number '(617) 803-8517' and a 'Call Me Now' button, and 'My business contact email:' with an empty input field and a 'Send Email' button. A note below the email field states: 'You may be verified faster if you use an email associated with your website's domain.'

End client business verification

Once completed, you will receive a message confirming the submission of business information.

4



End client business verification

5

The submission status will be reflected in **Business Verification** card located in **Security Center**.

When Facebook team completes verification, you will receive a notification and the status will change to “Verified.”

The screenshot displays the Facebook Business Settings interface, specifically the Security Center. The left sidebar lists various settings categories, with 'Security Center' highlighted. The main content area is titled 'Account Security' and contains several cards: 'Set up two-factor authentication for Business Manager', 'Admins are active', 'Employees are active', and 'Add another admin'. A red box highlights the 'Business Verification' card, which shows a green checkmark and the text 'Verified on Jun 25, 2019.' Below this card is a 'View Details' button. On the right side, a 'Notifications' panel is open, showing a notification for 'Verification status: Verified' with a '3m' timestamp. The top of the interface includes a search bar and a user profile dropdown for 'Fresh Produce'.