

Address Messages | Developer Documentation

Address Messages

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This feature is only available for businesses based in India and their India customers.

Address messages give your users a simpler way to share the shipping address with the business on WhatsApp.

Address messages are interactive messages that contain the 4 main parts: `header`, `body`, `footer`, and `action`. Inside the action component business specifies the name "address_message" and relevant parameters.

Below table outlines the fields that are supported by the address message.

Field Name	Display Label	Input Type	Supported Countries	Limitations
<code>name</code>	Name	text	India	None
<code>phone_number</code>	Phone Number	tel	India	Valid phone numbers only
<code>in_pin_code</code>	Pin Code	text	India	Max length: 6
<code>house_number</code>	Flat/House Number	text	India	None
<code>floor_number</code>	Floor Number	text	India	None
<code>tower_number</code>	Tower Number	text	India	None
<code>building_name</code>	Building/Apartment Name	text	India	None
<code>address</code>	Address	text	India	None
<code>landmark_area</code>	Landmark/Area	text	India	None
<code>city</code>	City	text	India	None
<code>state</code>	State	text	India	None

Error Handling

If the area code of the phone number for the given country is not correct, businesses will be unable to request the address message from the recipient. For example, businesses will be unable to request an address message from a recipient that has the country as “India” but has a phone number with an area code of “65”.

Once the address message is sent, the business waits for the user to fill in the address and send it back. The user entered address is shared through the [webhook](#) registered in the [setup process](#).

Address Message Steps

The steps involved in an Address Message are the following:

Business sends an address message with the action name `address_message` to the user. User interacts with the message by clicking on the CTA, which brings up an Address Message screen. The user fills out their address and submits the form. After the address message form is submitted by the user, the partner receives a webhook notification, which contains the details of the address submitted by the user.

Sample India Address Message

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The following sequence diagram shows a typical integration flow for an address message.
Image

Check Your Response

A successful response includes a `messages` object with an ID for the newly created message.

An unsuccessful response contains an error message. See [Error and Status Codes](#) for more information.

Feature Not Supported

In the case where the client does not support `address_message`, messages are silently dropped and an error message is sent back to the business in a webhook. The webhook notification that would be sent back is shown below:

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