

Onboarding business customers as a Tech Provider or Tech Partner | Developer Documentation

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This document describes the steps Tech Providers and Tech Partners must perform to onboard new business customers who have completed the Embedded Signup flow.

If you are a Tech Provider or Tech Partner, any business customer who completes your implementation of the Embedded Signup flow will not be able to use your app to access their WhatsApp assets or send and receive messages (if you are offering messaging services) until you complete these steps.

What you will need

the business customer's WABA ID (returned via [session logging](#) or [API request](#)) the business customer's business phone number ID (returned via [session logging](#) or [API request](#)) your app ID (displayed at the top of the **App Dashboard**) your app secret (displayed in the **App Dashboard > App settings > Basic** panel)

Also, if you wish to test messaging capabilities using the customer's business phone number, you will need a WhatsApp phone number that can already send and receive messages from other WhatsApp numbers.

Perform all of the requests described below using server-to-server requests. Do not use client-side requests.

Step 1: Exchange the token code for a business token

Request parameters

Placeholder	Description	Example value
<APP_ID>	Required. Your app ID. This is displayed at the top of the App Dashboard .	236484624622562
<APP_SECRET>	Required. Your app secret. You can get this from the App Dashboard > App Secret > Basic panel.	614fc2afde15eee07a26b2fe3eae9b9
<CODE>	Required. The code returned by Embedded Signup when the customer successfully completed the flow.	AQBhLXsctMxJYbwbrpyb...yfhLDJct0A

Response parameters

Placeholder	Description	Example value
<BUSINESS_TOKEN>	The customer's business token .	EAAAN6tcBzAUB0wtDtTf...039ZAFlyNn

Step 2: Subscribe to webhooks on the customer's WABA

Request parameters

Placeholder	Description	Example value
<API_VERSION> <i>String</i>	Optional. Graph API version.	v25.0
<BUSINESS_TOKEN> <i>String</i>	Required. The business customer's business token .	EAAAN6tcBzAUB0wtDtTf...039ZAFlyNn
<WABA_ID> <i>String</i>	Required. WhatsApp Business Account ID.	102290129340398

Step 5: Instruct the customer to add a payment method

Instruct your customer to use the WhatsApp Manager to add a payment method. You can provide them with the following Help Center link:

<https://www.facebook.com/business/help/488291839463771>

Alternatively, you can instruct them to:

Access the **WhatsApp Manager** > **Overview** panel at

<https://business.facebook.com/wa/manage/home/> Click the **Add payment method** button

Complete the flow

Once your customer adds a payment method, they are fully onboarded onto the WhatsApp Business Platform and can begin using your app to access their WhatsApp assets and send and receive messages (if you are providing them with that service).

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