

Order messages webhook reference | Developer Documentation

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Updated: Oct 22, 2025

This reference describes trigger events and payload contents for the WhatsApp Business Account **messages** webhook for order messages.

Triggers

A WhatsApp user orders one or more products via a [catalog, single-, or multi-product message](#).

Parameters

| Placeholder | Description | Example value |
|---|---|-----------------|
| <code><BUSINESS_DISPLAY_PHONE_NUMBER></code> <i>String</i> | Business display phone number. | 15550783881 |
| <code><BUSINESS_PHONE_NUMBER_ID></code> <i>String</i> | Business phone number ID. | 106540352242922 |
| <code><CURRENCY_CODE></code> <i>String</i> | Catalog currency code. | USD |
| <code><IDENTITY_KEY_HASH></code> <i>String</i> | Identity key hash. Only included if you have enabled the identity change check feature. | DF21S5v2W6x= |

| Placeholder | Description | Example value |
|--|---|--|
| <ORDER_TEXT> String | Text accompanying the order. | Love these! |
| <PRODUCT_CATALOG_ID> String | Product catalog ID. | 194836987003835 |
| <PRODUCT_ID> String | Product ID. | di9ozbzf4 |
| <PRODUCT_PRICE> Integer | Individual product price. | 7.99 |
| <PRODUCT_QUANTITY> Integer | Product quantity. | 2 |
| <WEBHOOK_TRIGGER_TIMESTAMP> String | Unix timestamp indicating when the webhook was triggered. | 1739321024 |
| <WHATSAPP_BUSINESS_ACCOUNT_ID> String | WhatsApp Business Account ID. | 102290129340398 |
| <WHATSAPP_MESSAGE_ID> String | WhatsApp message ID. | wamid.HBgLMTY1MDM4Nzk0MzkVAgASGBQzQUFE Rjg0NDEzNDdFODU3MUMxMAA= |
| <WHATSAPP_USER_ID> String | WhatsApp user ID. Note that a WhatsApp user's ID and phone number may not always match. | 16505551234 |
| <WHATSAPP_USER_PHONE_NUMBER> String | WhatsApp user phone number. This is the same value returned by the API as the <code>input</code> value when sending a message to a WhatsApp user. Note that a WhatsApp user's phone number and ID may not always match. | 16505551234 |
| <WHATSAPP_USER_PROFILE_NAME> String | WhatsApp user's name as it appears in their profile in the WhatsApp client. | Sheena Nelson |

Revision #3

Created 2026-04-01 14:40:01 UTC by New Admin

Updated 2026-04-06 17:50:28 UTC by New Admin