

Orders | Developer Documentation

Orders

Updated: Mar 25, 2026

Payments API introduces two new types of [interactive messages](#): `order_details` and `order_status`. They are the entrypoint to collect payment in WhatsApp.

`order_details` messages are sent to create an order in the buyer's WhatsApp client app. This message includes the payment settings used to collect payment and can optionally include an `order` object with itemized products, fees, and discounts. Without the `order` object, you can send a simplified order details message with just the total amount and payment settings. The payment settings will vary depending on the integration type ([Pix](#), [payment links](#), [Boleto](#), [One Click Payments](#)). `order_status` messages are sent when businesses update the order status either based on the WhatsApp payment status change notification or based on their internal processes. You can also send a simplified status update without the `order` object.

Image

When attached to an order details message, orders start in `pending` status. When the merchant has fully fulfilled the order and the buyer should not expect any further updates, it must be marked as `completed`.

Full API Reference

Order Details

To send an `order_details` message, businesses must assemble an interactive object of type `order_details` with the following components:

Interactive Object

Field Name	Optional?	Type	Description
type	Required	String	Must be <code>order_details</code> .

Field Name	Optional?	Type	Description
header	Optional	Object	Thumbnail image for order details message. It has the following fields: <code>type</code> : Must be <code>image</code> . <code>image</code> : See Image Object . If the header is not present, the API finds the first product with an image and uses that for the thumbnail image.
body	Required	Object	An object with the body of the message. The object contains the following field: <code>text</code> string: The content of the message. Emojis and markdown are supported. Maximum length is 1024 characters.
footer	Optional	Object	An object with the footer of the message. The object contains the following field: <code>text</code> string: Required if footer is present. The footer content. Emojis, markdown, and links are supported. Maximum length is 60 characters.
action	Required	Action Object	See Action Object below.

Image Object

Field Name	Optional?	Type	Description
link	Required	String	Url of the image.
provider	Optional	String	Name of the url provider.

Action Object

Field Name	Optional?	Type	Description
name	Required	String	Must be <code>review_and_pay</code> .
parameters	Required	Parameters Object	See Parameters Object .

Parameters Object

Field Name	Optional?	Type	Description
reference_id	Required	String	Unique identifier for the order or invoice provided by the business. This cannot be an empty string and can only contain English letters, numbers, underscores, dashes, or dots, and should not exceed 60 characters. The reference_id must be unique for each order_details message for the same business. If the partner would like to send multiple order_details messages for the same order, invoice, etc. it is recommended to include a sequence number in the reference_id to ensure reference_id uniqueness.
type	Required	String	Must be one of <code>digital-goods</code> or <code>physical-goods</code> .
payment_type	Required	String	Must be <code>br</code> .
payment_settings	Optional	Payment Settings Object	List of payment related configuration objects.
currency	Required	String	ISO 4217 currency code for the order. Must be <code>BRL</code> (Brazilian Real).
total_amount	Required	Amount Object	See Amount Object . <code>total_amount.value</code> must be equal to <code>order.subtotal.value</code> + <code>order.tax.value</code> + <code>order.shipping.value</code> - <code>order.discount.value</code>
order	Optional	Order Object	See Order Object .

Payment Settings

Field Name	Optional?	Type	Description
<code>type</code>	Required	String	One of <code>pix_dynamic_code</code> , <code>payment_link</code> , <code>boleto</code> .

Field Name	Optional?	Type	Description
One of the following objects: <code>pix_dynamic_code</code> , <code>payment_link</code> , <code>boleto</code> .	Required	Object	Payment instructions which will be displayed to buyers during the checkout process.

Order Object

Field Name	Optional?	Type	Description
status	Required	String	Status of the order. Only supported value here is <code>pending</code> .
catalog_id	Optional	String	Unique identifier of the Facebook catalog being used by the business.
expiration	Optional	Expiration Object	Expiration for that order. The CTA for payment will be disabled after expiry on the user end. See Expiration Object .
items	Required	List of Item Objects	List must have at least one item. See Item Object .
subtotal	Required	Amount Object	See Amount Object . The value must be equal to sum of (<code>item.amount.value</code> or <code>item.sale_amount.value</code>) * <code>item.quantity</code> . The following fields are part of the <code>subtotal</code> object: <code>offset</code> string Required. Must be <code>100</code> for <code>BRL</code> . <code>value</code> string Required. Positive integer representing the amount value multiplied by offset. For example, S\$12.34. has value 1234

Field Name	Optional?	Type	Description
tax	Required	Amount With Description Object	The tax information for this order. Even though the object is required, the amount can be zero. When zero is used, the tax line is not rendered in the client. See Amount With Description Object .
shipping	Optional	Amount With Description Object	See Amount Object .
discount	Optional	Discount Object	The discount for the order. See Discount object .

Expiration Object

Field Name	Optional?	Type	Description
timestamp	Required	String	UTC time in seconds. Minimum threshold is 300 seconds.
description	Required	String	Text explanation for when the order will expire. Max character limit is 120 characters.

Item Object

Field Name	Optional?	Type	Description
retailer_id	Required	String	Content ID for an item in the order from your catalog.
name	Required	String	The item's name to be displayed to the user. Cannot exceed 60 characters.
amount	Required	Amount Object	The price per item. See Amount Object .
quantity	Required	Integer	Number of items in this order.

Field Name	Optional?	Type	Description
sale_amount	Optional	Amount Object	The discounted price per item. This should be less than the original amount. If included, this field is used to calculate the subtotal amount. See Amount Object .

Discount Object

Field Name	Optional?	Type	Description
value	Required	Integer	Positive integer representing the amount value multiplied by offset. For example, 12.34 BRL has value 1234.
offset	Required	Integer	Must be <input type="text" value="100"/> for <input type="text" value="BRL"/> .
description	Optional	String	Max character limit is 60 characters.
discount_program_name	Optional	String	Text used for defining incentivised orders. If order is incentivised, the merchant needs to define this information. Max character limit is 60 characters.

Amount Object

Field Name	Optional?	Type	Description
value	Required	Integer	Positive integer representing the amount value multiplied by offset. For example, 12.34 BRL has value 1234.
offset	Required	Integer	Must be <input type="text" value="100"/> for <input type="text" value="BRL"/> .

Amount Object (With Description)

Field Name	Optional?	Type	Description
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value	Required	Integer	Positive integer representing the amount value multiplied by offset. For example, 12.34 BRL has value 1234.
offset	Required	Integer	Must be <code>100</code> for <code>BRL</code> .
description	Optional	String	Max character limit is 60 characters.

Order Status

To send an `order_status` message, businesses must assemble an interactive object of type `order_status` with the following components:

Interactive Object

Field Name	Optional?	Type	Description
type	Required	String	Must be <code>order_status</code> .
header	Optional	Object	Optional object for the message's header for the message.
body	Required	Object	An object with the body of the message. The object contains the following field: <code>text</code> string: The content of the message. Emojis and markdown are supported. Maximum length is 1024 characters.
footer	Optional	Object	An object with the footer of the message. The object contains the following field: <code>text</code> string: Required if footer is present. The footer content. Emojis, markdown, and links are supported. Maximum length is 60 characters.
action	Required	Action Object	See Action Object below.

Action Object

Field Name	Optional?	Type	Description
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name	Required	String	Must be <code>review_order</code> .
parameters	Required	Parameters Object	See Parameters Object .

Parameters Object

Field Name	Optional?	Type	Description
reference_id	Required	String	The unique ID provided in the <code>order_details</code> message.
order	Optional	Order Object	See Order Object .
payment	Optional	Payment Object	See Payment Object .

Order Object

Field Name	Optional?	Type	Description
status	Required	String	The new order status. See supported order status .
description	Optional	String	Optional text for sharing status related information in order-details page. Could be useful while sending cancellation. Length should not exceed 120 characters.

Payment Object

Field Name	Optional?	Type	Description
status	Required	String	The new payment status. See supported payment status .
timestamp	Optional	Integer	Optional epoch timestamp in seconds

Supported Order Status

Currently we support the following order status values:

Value	Description
<code>pending</code>	Order is pending / not processed yet.

Value	Description
processing	Merchant/partner is fulfilling the order, performing service, etc.
partially-shipped	Part of the products in order have been shipped by the merchant.
shipped	All the products in order have been shipped by the merchant.
completed	The order is completed and no further action is expected from the user or the partner/merchant.
canceled	The partner/merchant would like to cancel the order_details message for the order/invoice. The status update will fail if there is already a successful or pending payment for this order_details message.

Supported Payment Status

Currently we support the following payment status values:

Value	Description
pending	Payment is pending.
captured	Payment was successfully captured. Receiving this payment status will update the order bubble to include the "paid" label (with green checkmark).
failed	Payment failed.

Errors and Statuses

These are the relevant errors for the WhatsApp Payments API:

Error Code	Description
2040 - Message is not supported	The message you are trying to send cannot be received by this user
2046 - Order status invalid transition	The order status cannot be updated from the existing value to the new one
2047 - Order cancellation failure	The order could not be cancelled

For a comprehensive list with detailed descriptions of error codes and HTTP status codes, please refer to our [Error Codes](#) document.

Revision #4

Created 2026-04-01 14:57:42 UTC by New Admin

Updated 2026-04-06 17:51:30 UTC by New Admin