

Onboarding business customers as a Solution Partner | Developer Documentation

Onboarding business customers as a Solution Partner

Updated: Nov 14, 2025

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

If you are a Solution 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 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)your credit line ID (displayed in **Business Manager > Business Settings > Business Info** or returned via [API request](#))your [system user access token](#) ("system token")

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.	614fc2afde15eee07a26b2fe3eaae9b9
<CODE>	Required. The code returned by Embedded Signup when the customer successfully completed the flow.	AQBhLXsctMxJYbwbprpybxlo9tLP Gy- QAmjBJA03jxLos43wxlB1rYozY5 C33BXJULd133c0Jf_5y6EkJZYMr AmW-EMj3Wdap9- NUM2nS4s8tC - ES7s1Bhh6QpCFM7 - SzpI - iqsjqTGyxbUUW3AeaEyLkeZFikB gcQ_S0xo9HShm20SDR5_n7AT9ZJ 5dcgpbQykNT - pQ8V7Ne9 - sr6RLAwTJMF7 - Zx6ABudRcWIN53tUTtquDVNuq3l rco4BLVQAv - 54tR83Ae00DN9Uet6j - BVLuetXhQCM3sz9RdgedlbxkidM bkz tvYX1j7ba0rJxyLyYGWYgbnU rKRQKcTWTs05ekIGFgtbpS8UPJN qV6j8E5XKPJ8QA7ZFqzkB0s20__ J5FrjHzc_rDo1EuRbw98ihHDzQn vuXeHapEyfhLDJct0A

Response parameters

Placeholder	Description	Example value
-------------	-------------	---------------

<BUSINESS_TOKEN>	The customer's business token .	<pre> EAAAN6tcBzAUB0wtDtTfmZCJ9n3 FHpSDcDTH86ekf89XnnMZAatitM UysPDE7LES3CXkA4MmbKCghdQeU 1boHr0QZA05SShiILcoUy7ZAb2G E7hrUEpYHKLDuP2sYZCURkZCHGE vEGjScGLHzC4KdM8tq2s1t4Bs0Q E1HHX8DzHahdT51MRDqBw0YaeZB yrVFZkVAoVTxXUtuKgDDdrmJQXM nI4jqJYetsZCP1efj5ygGscZBm4 0vvuCYB039ZAFlyNn </pre>
------------------	---	--

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

Request parameters

Placeholder	Description	Example value
<BUSINESS_TOKEN>	Required. The customer's business token .	<pre> EAAAN6tcBzAUB0wtDtTfmZCJ9n3 FHpSDcDTH86ekf89XnnMZAatitM UysPDE7LES3CXkA4MmbKCghdQeU 1boHr0QZA05SShiILcoUy7ZAb2G E7hrUEpYHKLDuP2sYZCURkZCHGE vEGjScGLHzC4KdM8tq2s1t4Bs0Q E1HHX8DzHahdT51MRDqBw0YaeZB yrVFZkVAoVTxXUtuKgDDdrmJQXM nI4jqJYetsZCP1efj5ygGscZBm4 0vvuCYB039ZAFlyNn </pre>
<WABA_ID>	Required. The customer's WABA ID.	102290129340398

Step 3: Share your credit line with the customer

We are currently testing new steps for sharing your credit line with onboarded business customers. These steps will eventually replace this step, so if you wish to implement these steps now, see

[Alternate method for sharing your credit line.](#)

Note: If you are using the below API i.e. `whatsapp_credit_sharing_and_attach`, you would need to add your System User to the shared WhatsApp Business Accounts as a pre-requisite. Please refer to [this doc for steps](#).

Request parameters

Placeholder	Description	Example value
<code><CUSTOMER_BUSINESS_CURRENCY></code>	Required. The business's currency, as a three-letter currency code. Support values are: <code>AUD</code> <code>EUR</code> <code>GBP</code> <code>IDR</code> <code>INR</code> <code>USD</code> This currency is used for invoicing and corresponds to pricing rates.	<code>USD</code>
<code><CUSTOMER_WABA_ID></code>	Required. The customer's WABA ID.	<code>102290129340398</code>
<code><EXTENDED_CREDIT_LINE_ID></code>	Required. Your extended credit line ID.	<code>1972385232742146</code>
<code><SYSTEM_TOKEN></code>	Required. Your system token.	<pre>EAAAN6tcBzAUB0ZC82CW7iR2Lia ZBwJHS4Y7FDtQxRUPy1PHZC1DGZ BZCgWdrTisgMjpFKiZai1FBBQNO 2IqZBAzdZAA16lmUs0XgRcCf6z1 LLxQCgLXDEpg80d41UZBt1FKJZC qJFcTYXJvSMeHLv0dZwFyZBrV9Z PHZASSqxZBUZASyFdzjiy2A1si ppEsF4DVV5W2I1k0Sr2LrMLuYoN MYBy8xQczz0KDOMccqHEZD</pre>

Response parameters

Placeholder	Description	Example value
<code><ALLOCATION_CONFIGURATION_ID></code>	The extended credit line's allocation configuration ID. Save this ID if you want to verify that your credit line has been shared with the customer.	<code>58501441721238</code>
<code><CUSTOMER_WABA_ID></code>	The customer's WABA ID.	<code>102290129340398</code>

Updated 2026-04-06 17:51:43 UTC by New Admin