

WHATSAPP INTEGRATION

How to Register Your WhatsApp Sender ID & *Connect It to Servme*

Before Servme can send WhatsApp messages on your behalf, you need to register a Sender ID with Meta. This guide walks you through every step of the process.



What Is “Sender ID”?

It’s the name a guest sees instead of a random phone number when they receive a WhatsApp message from your restaurant. It needs to be registered and approved by Meta before it can be used.



What Is “Coexistence Mode”?

It’s a WhatsApp setting that lets Servme send automated messages on your behalf, while your team keeps using their WhatsApp Business app. Both run on the same number, at the same time.

I. Before You Start

Meta checks your WhatsApp Business app profile, Facebook Business Page, and Meta Business Portfolio to decide whether your business is real and trustworthy. Have everything in place!



Complete Your WhatsApp Business Profile

- 1 Open the WhatsApp Business app → Settings → Business tools → Business profile
- 2 Fill correctly:
 - Business name: As on your trade licence or business registration
 - Category: Restaurant / Café / Food & Beverage
 - Description: Short, accurate summary of what your restaurant does
 - Venue details: Address, official website, business email, opening hours
 - Profile photo + cover image: No default avatars

WHY THIS MATTERS

Mismatched or missing information commonly leads to delays or rejections.



Verify Your Meta Business Portfolio

- 1 Double-check your Facebook Business Page has:
 - Accurate name, address, contact info
 - Real website
 - Active page with real posts, not empty content
 - Category that truthfully describes what you do
- 2 Go to your Facebook Business Page → Settings → Security Center
- 3 Look for a verification badge. No badge? Complete Meta Business Verification first.

WHY THIS MATTERS

Only Meta-verified businesses can register a Sender ID and whitelist it.



Have These Ready

- ✓ Servme admin access, with permission to open Settings → Integrations
- ✓ Meta Business Portfolio admin access
- ✓ Phone with WhatsApp Business app installed + signed in to the number to register
- ✓ Working internet connection + camera unblocked
- ✓ ~15 uninterrupted minutes



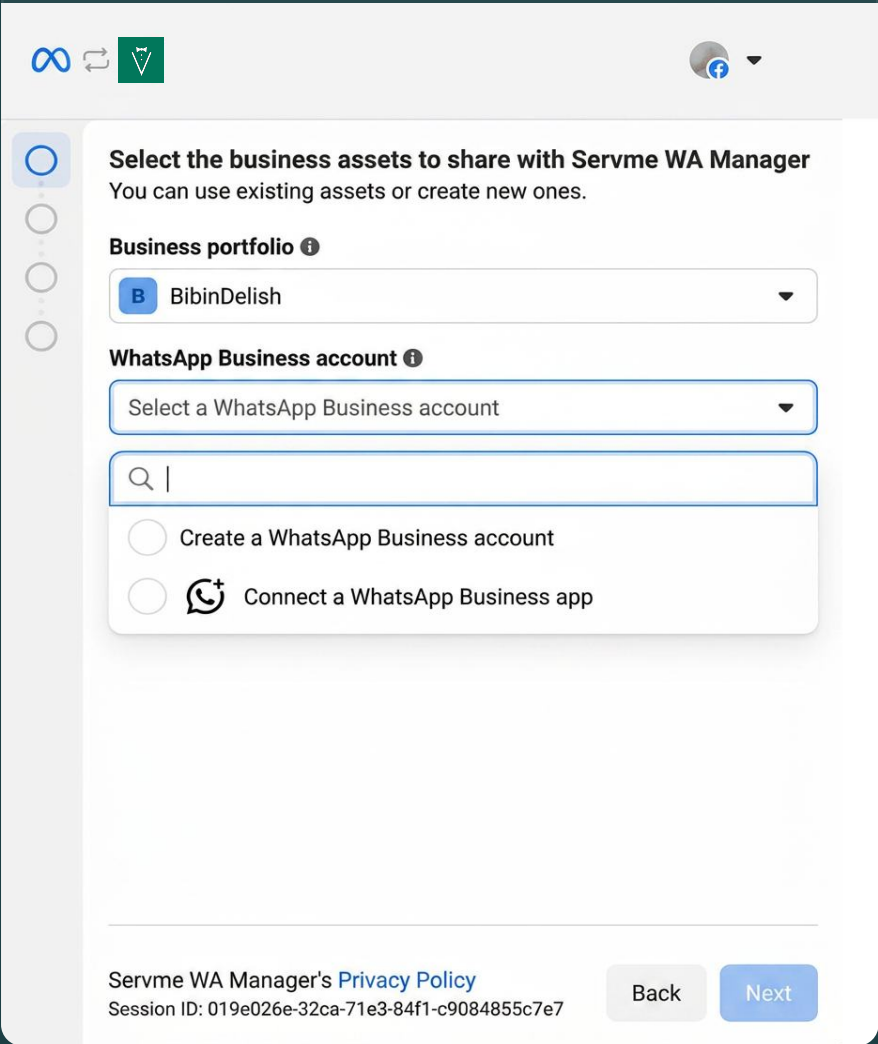
2. The Process in 8 Steps

Step 1: *Open the Connection in Servme*

1. Log in to your Servme web account.
2. Navigate to Settings → Integrations → WhatsApp → Connect Channel → Register with Meta
3. Follow the instructions when a Meta pop-up opens.

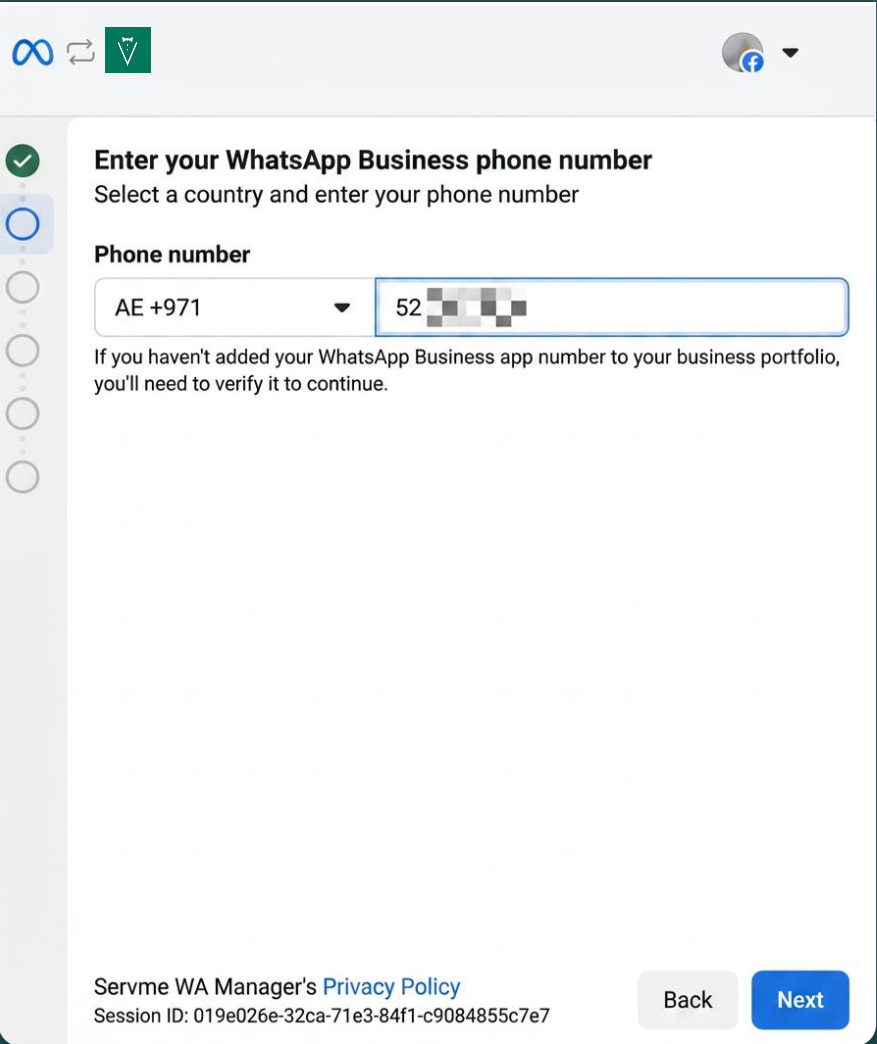
Step 2: *Pick Your Business & the WhatsApp App*

1. Select your verified Meta Business Portfolio.
2. Open the WhatsApp Business account dropdown.
3. Choose “Connect a WhatsApp Business app” to enable Coexistence Mode.
4. Click Next.



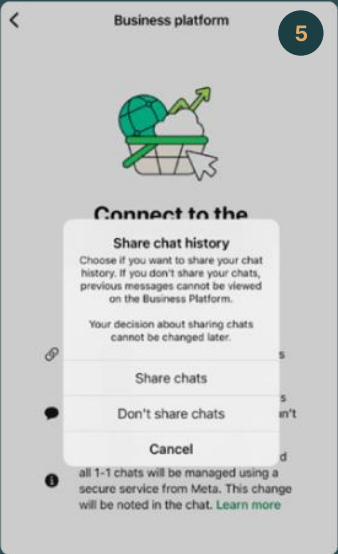
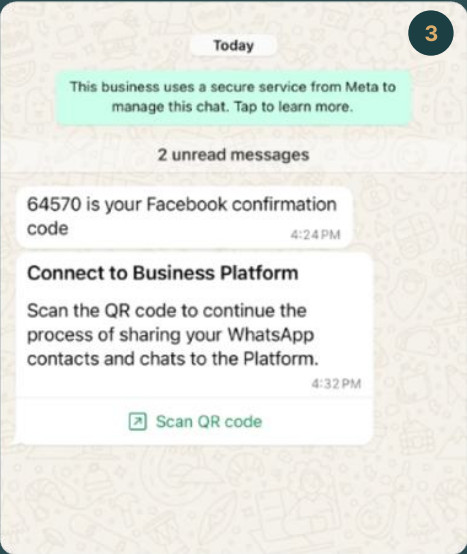
Step 3: *Enter Your WhatsApp Business Phone Number*

1. Select the country code (e.g. AE +971).
 2. Type your WhatsApp Business number.
 3. Click Next.
- ⚠ The number you enter must be already running on your WhatsApp Business app.



Step 4: *Link Your WhatsApp Business App*

1. A QR code appears on your computer screen.
 2. Open the WhatsApp Business app on your phone.
 3. Open the Business Platform by tapping “Scan QR code” inside the message.
 4. Confirm the connection by tapping “Scan QR code” inside the platform.
 5. Tap “Share chats” to sync existing conversations into Servme.
 6. Point the camera at the QR code on your computer screen.
- ⚠ Keep the phone unlocked and WhatsApp open until the sync finishes.



Step 5: *Review Data Sharing*

1. Read the summary of shared account info.

2. Click Next.
- ⚠ This summary explains what account info your business has agreed to share with Meta and Servme.

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Enter your WhatsApp Business phone number

Select a country and enter your phone number.

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Connect your existing WhatsApp Business app

Share your WhatsApp Business account with Infobip. You'll still have full access to your WhatsApp Business app and can continue using it.

Sharing access

Account information such as your phone number, contacts, chats and chat history may be shared.

Protecting your data

Individual chats will now be managed using a secure service from Meta. We'll notify your customers about this privacy.

Servme WA Manager's [Privacy Policy](#)

Session ID: 019e026e-32ca-71e3-84f1-c9084855c7e7

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Step 6: *Confirm the Name & Time Zone*

1. Check the WhatsApp Business account name shown.

2. Set the time zone to your venue's location (e.g. Asia Dubai).

3. Click Next.

⚠ The time zone affects how your messages and reports are timestamped.

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Confirm or edit your WhatsApp Business account

Your WhatsApp Business account is now connected to your business portfolio. By continuing, you'll share your WhatsApp Business account and business profile with Servme DMCC.

WhatsApp Business account name

Bibin Delish

Time zone ⓘ

(GMT+04:00) Asia/Dubai

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Session ID: 019e026e-32ca-71e3-84f1-c9084855c7e7

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Step 7: *Finalize & Submit*

1. Review management permissions.

2. Click to confirm.

3. The Meta pop-up closes.

4. Your Sender ID request is submitted.

5. Coexistence Mode is technically active.
- ⚠ The review usually takes up to 24 hours, provided your profile is complete.

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Review what you'll share with Servme WA Manager

Here's what Servme WA Manager will be able to access and do with your current and previous connections.

Servme WA Manager is requesting access to

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WhatsApp Business account

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Servme WA Manager will be able to

• Manage your WhatsApp accounts

• Manage and access conversations in WhatsApp

• Log events on your WhatsApp business account's behalf and send those events to Meta

By confirming, Servme WA Manager will receive ongoing access to the information you share and Meta will record when Servme WA Manager accesses it. [Learn more about this sharing and the settings you have.](#)

Servme WA Manager's Privacy Policy

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Confirm

Step 8: *Your Sender ID Is Live*

1. Upon approval, your Sender ID appears in Servme.

2. Check in Settings → Integrations → WhatsApp

3. Set up your wallet balance.

4. Start messaging guests.

⚠ Multi-venue with a centralized database? Register once, buy per location.

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Connecting your account

This may take a few moments...

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Retry

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3. Troubleshooting

PROBLEM	FIX
QR code doesn't appear	• Refresh the Meta pop-up and start Step 4 again. • Check your browser isn't blocking pop-ups.
QR scan fails on phone	• Check your internet connection. • Update your WhatsApp Business app. • Clean the camera lens.
Sync seems stuck	• Stay on screen; large histories can take 2+ minutes. • Don't lock your phone.
No system message from Meta	• Force-close and reopen WhatsApp on the phone, then try the scan again. • The message can take a few seconds to arrive.
Number is rejected	• Check you're using the WhatsApp Business app number, not a new or personal one.
Sender ID approval slow	• Check your profile details match your Facebook Business Page and trade licence exactly.

Need help? Contact your dedicated account manager or email us at customercare@servmeco.com

