



Order Notification Integration Integration Guide

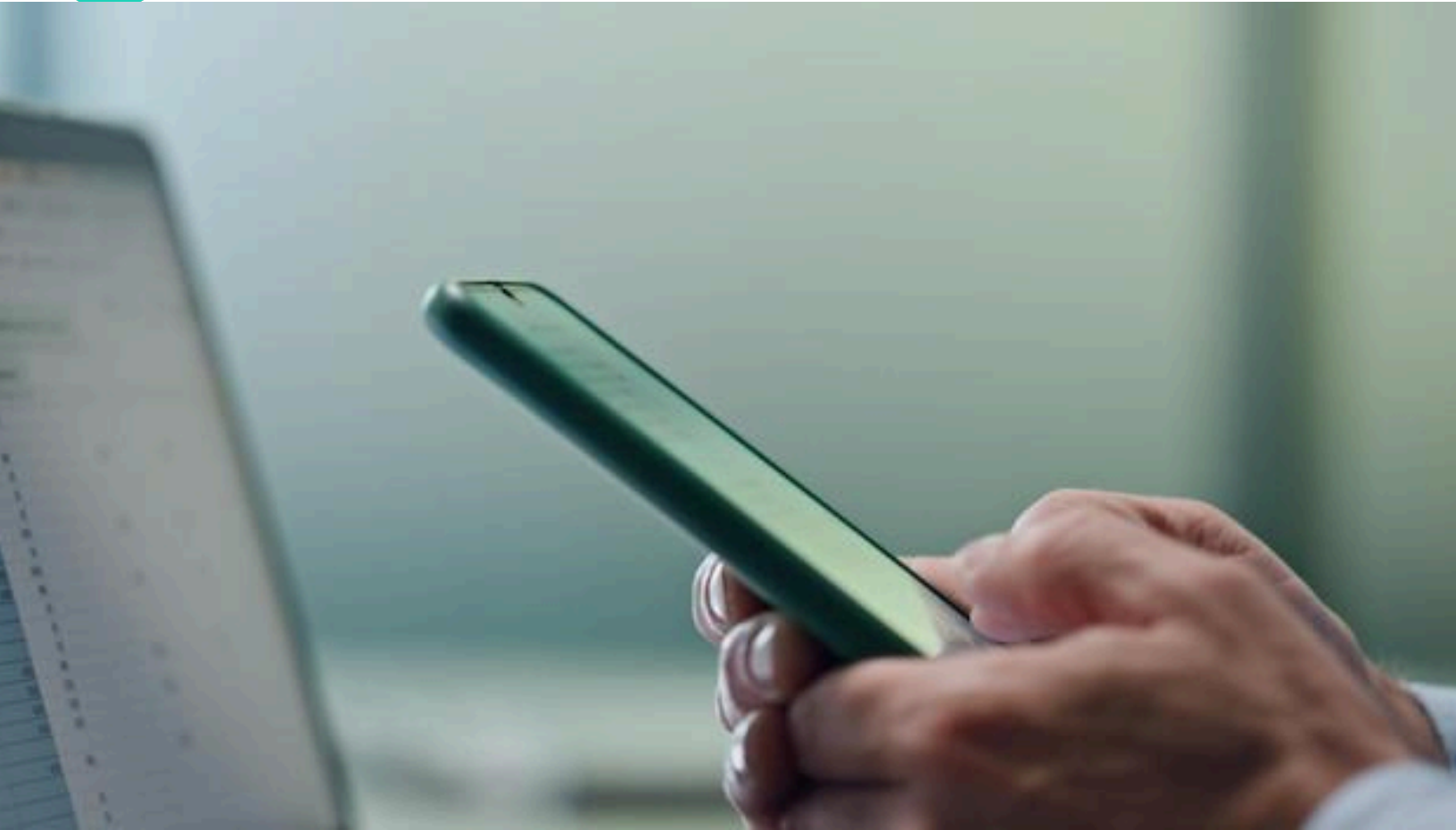


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Revision History

Name	Date	Description
Mohamed kamal	11/02/2026	Initiation
Mohamed El Abacy	16/02/2026	Review



Introduction:

The WhatsApp Message Sending API allows businesses to efficiently communicate with their customers by leveraging template-based messaging, ensuring that messages are engaging and informative. Clients can deliver consistent and personalized messages to their audience with minimal effort by utilizing predefined templates. Additionally, the API provides robust tracking and management features.



Endpoint: Get Token

Source: Shopzy

Destination: Notchnco

URL

/identity/api/Authentication/login

Request Method

'POST'

Request Headers

Header	Example	Description
Content-Type	application/JSON	Indicates the media type

Request Parameters

Parameter	Type	Description
grantType	String	A static field should be sent as it is
clientId	String	A static field should be sent as it is
clientSecret	String	A static field should be sent as it is



Endpoint: Send Order Confirmation Template Messages One by One

Source: Shopzy

Destination: Notchnco

Request Details

URL:

/backendapi/api/WhatsApp/v1/send/template

Request Method:

'POST'

Request Headers:

Header	Example	Description
Authorization	Bearer eyJhbGciOiJIUzI1NiIsInR5bGEiOiJ1bmRlcnR5IiwiaWF0IjoiMTYxMjM0MjM0In0=	Bearer token for authentication.
Content-Type	application/JSON	Indicates the media type

Request Parameters:

Parameter	Type	Description
channelId	Int(Mandatory)	Channel ID that represents the Mobile number registered in meta used in sending the template message you could get it from our admin tool
messageId	String(Mandatory)	A unique identifier for the message. Must be unique for every request.
mobileNumber	String(Mandatory)	The mobile number that will receive the invitation
templateName	string(Mandatory)	A static field should be sent as it is.
languageCode	String(Mandatory)	A static field should be sent as per meta template
showInChat	Bool (optional)	If true will display this message in client's chat
headerType	int(Mandatory)	The type of media header used in the template. Possible values: - 1: None: if no header is added or header text not have variable
parameters	List<string>(optional)	A list of dynamic parameters to be included in the template body.
buttons	Array (optional)	for custom button ONLY with respect to the button order in meta template. <u>Note:</u> if first button in template is static URL so the next custom button index became 1



	Index	Index of button in template zero based
	Value	Payload used in the flow the template that will be sent notchnco should be: For confirm button: confirm_[orderid] For postponed button: postponed_[orderid]
	Type	1 for quick reply button (button has business behind)
data	object(optional)	Optional object of extra parameters as key-value pairs where each key is a field name and its value is the corresponding data. Note: Without this parameter I will not able to send reminder to client.
	orderNumber (string)	ORD-10245
	orderItems (string)	تيشيرت أساسي - أبيض، 1 × L تيشيرت أساسي - أسود / مقاس بلوفر بولو محبوبك - أسود 1 × 1، 1 × L / مقاس
	orderTotalAmount (string)	جنيه 1000
	address (string)	يوتشو امريكان ابراج الياسمين برج ١، زهراء المعادي
	notificationType (int)	1 // static value 1 in case Confirmation

Request Body Examples:

```
{
  "channelId": 1,
  "messageId": "msg_20251228_140501_0007",
  "mobileNumber": "201002373362",
  "templateName": "contact_center_csat_survey",
  "languageCode": "ar",
  "showInChat": true,
  "headerType": 1,
  "parameters": [
    "ORD-10245",
    "بلوفر بولو محبوبك - أسود 1 × 1، 1 × L تيشيرت أساسي - أبيض / مقاس، 1 × L تيشيرت أساسي - أسود / مقاس",
    "جنيه 1000",
    "يوتشو امريكان ابراج الياسمين برج ١، زهراء المعادي",
    "التوصيل خلال 24 ساعة إلى 4 أيام عمل 📦"
  ],
  "data": {
    "orderNumber": "ORD-10245",
    "orderItems": "بلوفر بولو محبوبك - أسود 1 × 1، 1 × L تيشيرت أساسي - أبيض / مقاس، 1 × L تيشيرت أساسي - أسود / مقاس",
    "orderTotalAmount": "جنيه 1000",
  }
}
```




```
"address": "يٲشو امريكان ابراج الياسمين برج ١، زهراء المعادى",  
"notificationType": 1  
,  
"buttons": [  
  { "index": 0, "value": "confirm_125485", "typeId": 1 },  
  { "index": 1, "value": "postponed_125485", "typeId": 1 }  
]  
}
```



Response Details

Field	Type	Description
Data	object	Containing the template message ID, it will be essential if your team requests message delivery status details (such as Read, Delivered, or Failed). Note: The message delivery status feature complies with WhatsApp's user privacy settings. This means if the recipient has disabled read receipts, Meta will not send a "Read" status notification.
Message	string	A message indicating the success or failure of the operation.
Code	int	The status code indicates the result of the operation. 0 for Success, 1 for Error.

Response Example

Example of a Successful Response

```
{  
  "data": { "metaMessageId": "wamid.HBgMMjAxMTI5MDMyOTc0FQIAERgSQ0Q0Q0RDNjc1RkJGMjg0QkE3AA==" },  
  "message": "Message sent successfully",  
  "code": 0  
}
```

Examples of a Failed Response

Example 1: Missing Required Parameter

```
{  
  "data": Null,  
  "message": "The 'TemplateName' parameter is required.",  
  "code": 1  
}
```

Example 2: Internal Server Error

```
{  
  "data": Null,  
  "message": "An unexpected error occurred. Please try again later.",  
  "code": 1  
}
```

Example 3: messageID duplicated

```
{  
  "data": Null,  
  "message": "this message already sent before.",  
  "code": 1  
}
```

Endpoint: Send Order Rejection Template Messages One by One

Source: Shopzy

Destination: Notchnco

Request Details

URL:

```
/backendapi/api/WhatsApp/v1/send/template
```

Request Method:

'POST'

Request Headers:

Header	Example	Description
Authorization	Bearer eyJhbGciOiJIUzI1NiIsInR5.....	Bearer token for authentication.
Content-Type	application/JSON	Indicates the media type

Request Parameters:

Parameter	Type	Description
channelId	Int (Mandatory)	Channel ID that represents the Mobile number registered in meta used in sending the template message you could get it from our admin tool
messageId	String(c)	messageID in client side to receive call back later on in case of DLR or survey result
mobileNumber	String (Mandatory)	The mobile number that will receive the invitation
templateName	string (Mandatory)	A static field should be sent as it is.
languageCode	String (Mandatory)	A static field should be sent as per meta template
showInChat	Bool (optional)	If true will display this message in client's chat
headerType	int (Mandatory)	The type of media header used in the template. Possible values:
		- 1: None: if no header is added or header text not have variable
parameters	List<string>(optional)	A list of dynamic parameters to be included in the template body.
data	object(optional)	Optional object of extra parameters as key-value pairs where each key is a field name and its value is the corresponding data.
	notificationType (int)	2 // static value 2 in case Rejection
buttons	Array ()	
	Index	Index of button in template zero based
	Value	Payload used in flow.



		the template that will be sent Notchnco should be: For reject button: reject_[orderid] For not reject button: notreject_[orderid]
--	--	---

Request Body Examples:

```
{
  "channelId": 1,
  "messageId": "msg_20251228_140501_0008",
  "mobileNumber": "201002373362",
  "templateName": "cancellation_order",
  "languageCode": "ar",
  "showInChat": true,
  "headerType": 1,
  "data": { "notificationType": 2 },
  "parameters": [
    "125485"
  ],
  "buttons": [
    {
      "index": 0,
      "value": "reject_125485",
      "typeId": 1
    },
    {
      "index": 1,
      "value": "notreject_125485",
      "typeId": 1
    }
  ]
}
```



Response Details

Field	Type	Description
Data	object	Containing the template message ID, it will be essential if your team requests message delivery status details (such as Read, Delivered, or Failed). Note: The message delivery status feature complies with WhatsApp's user privacy settings. This means if the recipient has disabled read receipts, Meta will not send a "Read" status notification.
Message	string	A message indicating the success or failure of the operation.
Code	int	The status code indicates the result of the operation. 0 for Success, 1 for Error.

Response Example

Example of a Successful Response

```
{
  "data": { "metaMessageId": "
wamid.HBgMMjAxMTI5MDMyOTc0FQIAERgSQ0Q0Q0RDNjc1RkJGMjg0QkE3AA==" },
  "message": "Message sent successfully",
  "code": 0
}
```

Examples of a Failed Response

Example 1: Missing Required Parameter

```
{
  "data": Null,
  "message": "The 'TemplateName' parameter is required.",
  "code": 1
}
```

Example 2: Internal Server Error

```
{
  "data": Null,
  "message": "An unexpected error occurred. Please try again later.",
  "code": 1
}
```

Example 3: messageID duplicated

```
{
  "data": Null,
  "message": "this message already sent before.",
  "code": 1
}
```

Endpoint: Receive the order confirmation

Source: Notchnco

Destination: Shopzy

Request Details

URL:

/api/orderconfirmation

Request Method:

'POST'

Request Headers:

Header	Example	Description
Authorization	Bearer eyJhbGciOiJIUzI1NiIsInR5.....	Bearer token for authentication.
Content-Type	application/JSON	Indicates the media type

Request Parameters:

Parameter	Type	Description
mobileNumber	String (Mandatory)	User's mobile number
orderId	String (Mandatory)	Order id
isConfirmed	bool (Mandatory)	True if user confirm the order False if user postponed the order

Request Body Examples:

```
{
  "mobileNumber": "201002373362",
  "orderId": "123546",
  "isConfirmed": true
}
```



Response Details

Field	Type	Description
Message	string	A message indicating the success or failure of the operation.
Code	int	The status code indicates the result of the operation. 0 for Success, 1 for Error.

Response Example

Example of a Successful Response

```
{  
  "message": "well received",  
  "code": 0  
}
```

Examples of a Failed Response

Example 1: Missing Required Parameter

```
{  
  "message": "The mobileNumber is required.",  
  "code": 1  
}
```

Example 2: Internal Server Error

```
{  
  "message": "An unexpected error occurred. Please try again later.",  
  "code": 1  
}
```

Endpoint: Receive the order Address

Source: Notchnco

Destination: Shopzy

Request Details

URL:

/api/orderconfirmation/address

Request Method:

'POST'

Request Headers:

Header	Example	Description
Authorization	Bearer eyJhbGciOiJIUzI1NiIsInR5.....	Bearer token for authentication.
Content-Type	application/JSON	Indicates the media type

Request Parameters:

Parameter	Type	Description
mobileNumber	String (Mandatory)	User's mobile number
orderId	String (Mandatory)	Order id
address	Object (optional)	If use fill his address
	Governorate	Main region
	City	City name
	Address	Full location details
	AdditionalDeliveryMobile Number	In case client add additional phone number for delivery boy

Request Body Examples:

```
{
  "mobileNumber": "201002373362",
  "orderId": "123546",
  "address": {
    "Governorate": "cairo",
    "City": "maddi",
    "address": "12 Tahrir Street, Downtown, Cairo",
    "AdditionalDeliveryMobileNumber": "201201457052"
  }
}
```




Response Details

Field	Type	Description
Message	string	A message indicating the success or failure of the operation.
Code	int	The status code indicates the result of the operation. 0 for Success, 1 for Error.

Response Example

Example of a Successful Response

```
{  
  "message": "well received",  
  "code": 0  
}
```

Examples of a Failed Response

Example 1: Missing Required Parameter

```
{  
  "message": "The mobileNumber is required.",  
  "code": 1  
}
```

Example 2: Internal Server Error

```
{  
  "message": "An unexpected error occurred. Please try again later.",  
  "code": 1  
}
```

Note:

This API will be called twice one for status (isConfirmed), and another one with status and address if sent from client side



Endpoint: Receive the order Rejection

Source: Notchnco

Destination: Shopzy

Request Details

URL:

/api/orderrejection

Request Method:

'POST'

Request Headers:

Header	Example	Description
Authorization	Bearer eyJhbGciOiJIUzI1NiIsInR5cGE6IjoiOiJlbnR5.....	Bearer token for authentication.
Content-Type	application/JSON	Indicates the media type

Request Parameters:

Parameter	Type	Description
mobileNumber	String (Mandatory)	User's mobile number
orderId	String (Mandatory)	Order id
isRejected	bool (Mandatory)	True if user Reject the order False if user not Reject the order

Request Body Examples:

```
{  
  "mobileNumber": "201002373362",  
  "orderId": "123546",  
  "isRejected": true  
}
```

Response Details

Field	Type	Description
Message	string	A message indicating the success or failure of the operation.
Code	int	The status code indicates the result of the operation. 0 for Success, 1 for Error.



Response Example

Example of a Successful Response

```
{  
  "message": "well received",  
  "code": 0  
}
```

Examples of a Failed Response

Example 1: Missing Required Parameter

```
{  
  "message": "The mobileNumber is required.",  
  "code": 1  
}
```

Example 2: Internal Server Error

```
{  
  "message": "An unexpected error occurred. Please try again later.",  
  "code": 1  
}
```

Endpoint: Receive the order Rejection Reason

Source: Notchnco

Destination: Shopzy

Request Details

URL:

/api/orderrejection/reason

Request Method:

'POST'

Request Headers:

Header	Example	Description
Authorization	Bearer eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXLTJ5IiwiaWF0IjoiMTYxMjM0MjM0In0=	Bearer token for authentication.
Content-Type	application/JSON	Indicates the media type

Request Parameters:

Parameter	Type	Description
mobileNumber	String (Mandatory)	User's mobile number



orderId	String (Mandatory)	Order id
rejectReason	string (optional)	If use fill the rejection reason

Request Body Examples:

```
{
  "mobileNumber": "201002373362",
  "orderId": "123546",
  "rejectReason": "The item is no longer required,"
}
```

Response Details

Field	Type	Description
Message	string	A message indicating the success or failure of the operation.
Code	int	The status code indicates the result of the operation. 0 for Success, 1 for Error.

Response Example

Example of a Successful Response

```
{
  "message": "well received",
  "code": 0
}
```

Examples of a Failed Response

Example 1: Missing Required Parameter

```
{
  "message": "The mobileNumber is required.",
  "code": 1
}
```

Example 2: Internal Server Error

```
{
  "message": "An unexpected error occurred. Please try again later.",
  "code": 1
}
```



Thank You



Thank You