GeXyn ERP

WhatsApp Business API – Client Onboarding Guide

1. Introduction

GeXyn ERP provides official WhatsApp Business API integration to help businesses send automated notifications, alerts, and customer communications directly through WhatsApp. The GeXyn ERP platform is currently provided free of cost. WhatsApp usage charges are billed directly by Meta (Facebook).

2. Prerequisites

• Valid email address
• Facebook Business Manager account
• WhatsApp phone number (not active on WhatsApp mobile app)
• Business details and documents
• Payment method in Facebook Business Manager

3. Registration Process

1. Visit the GeXyn ERP portal
2. Register using your email address
3. Verify email using OTP
4. Login to the dashboard

4. Facebook & WhatsApp Business Setup

Meta requires a verified Facebook Business account, a WhatsApp Business Account (WABA), and a Phone Number ID linked to the WABA.

5. Required Documents for Meta Verification

• Business registration certificate (GST / Incorporation / License)
• Business address proof

- Business website URL
- Privacy Policy & Terms
- Authorized representative details

6. WhatsApp Message Templates

All outbound messages must use Meta-approved templates. Template approval usually takes a few minutes to 24 hours.

7. Pricing & Billing

- GeXyn ERP platform: FREE
- WhatsApp charges: Billed directly by Meta
- Pricing is based on conversation categories

8. Customer Consent Policy

Messages must be sent only to customers who have provided consent. Opt-out requests must always be respected.

9. Integration & Automation

GeXyn ERP supports ERP-triggered notifications, API-based messaging, incoming message webhooks, and delivery reports.

10. Support

Email: support@gexyn.com
Website: https://gexyn.com

Disclaimer: WhatsApp Business API usage is governed by Meta policies. GeXyn ERP follows all official compliance requirements.