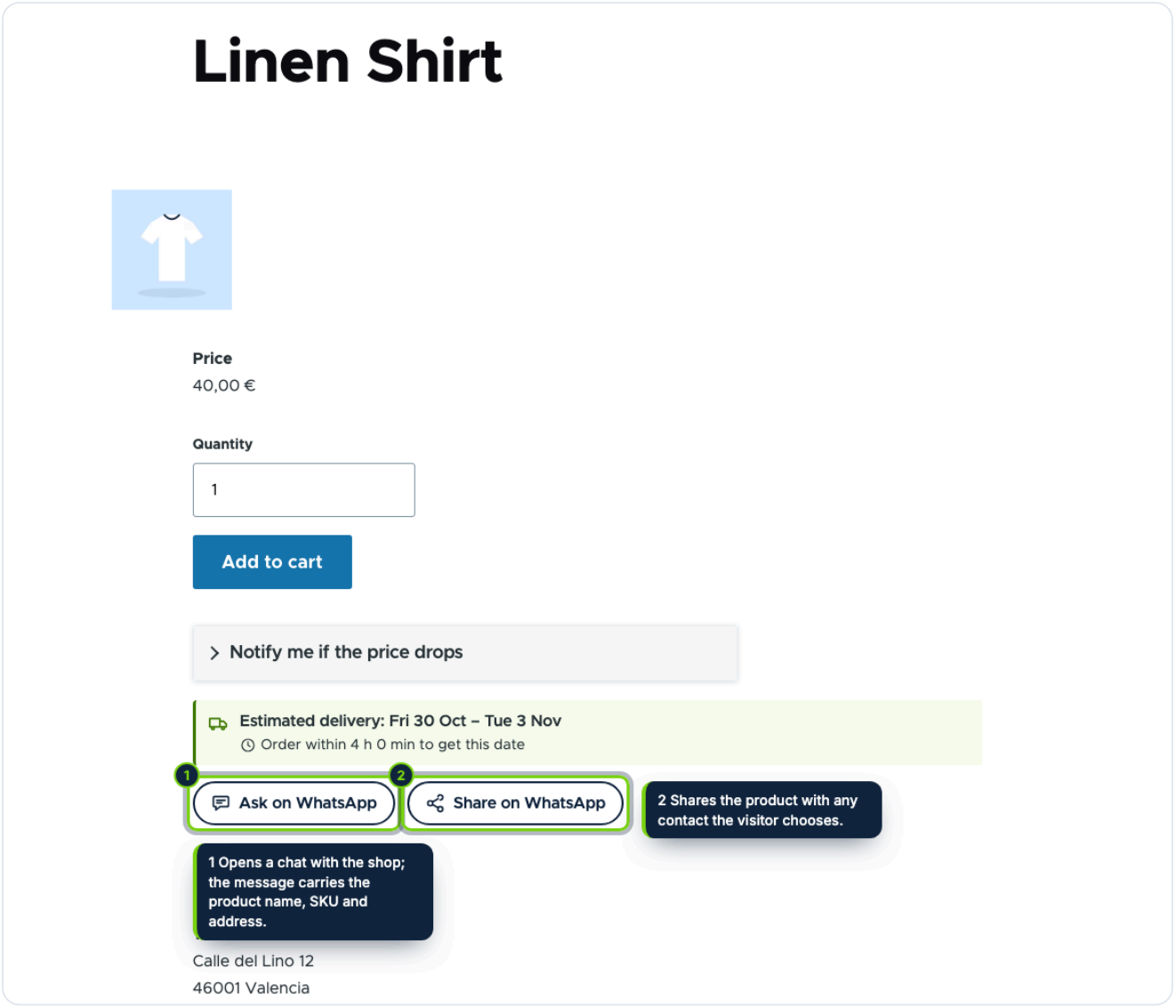
// drupal commerce · user guide

Chat & Order for WhatsApp

Version 1.1.0
ecom-addons.com

Chat & Order for WhatsApp lets your customers reach you on WhatsApp from the Drupal Commerce store with the context already written: a **floating chat button** with up to three contacts and your opening hours, **"Ask on WhatsApp"** and **"Share on WhatsApp"** on product pages, and **"Order via WhatsApp"** under the cart, which can also record the cart as an unpaid order in Commerce. On the admin order page, staff write to the customer in one click with ready-made templates. Everything works with plain `wa.me` links: no API, no account and no WhatsApp script on your pages.



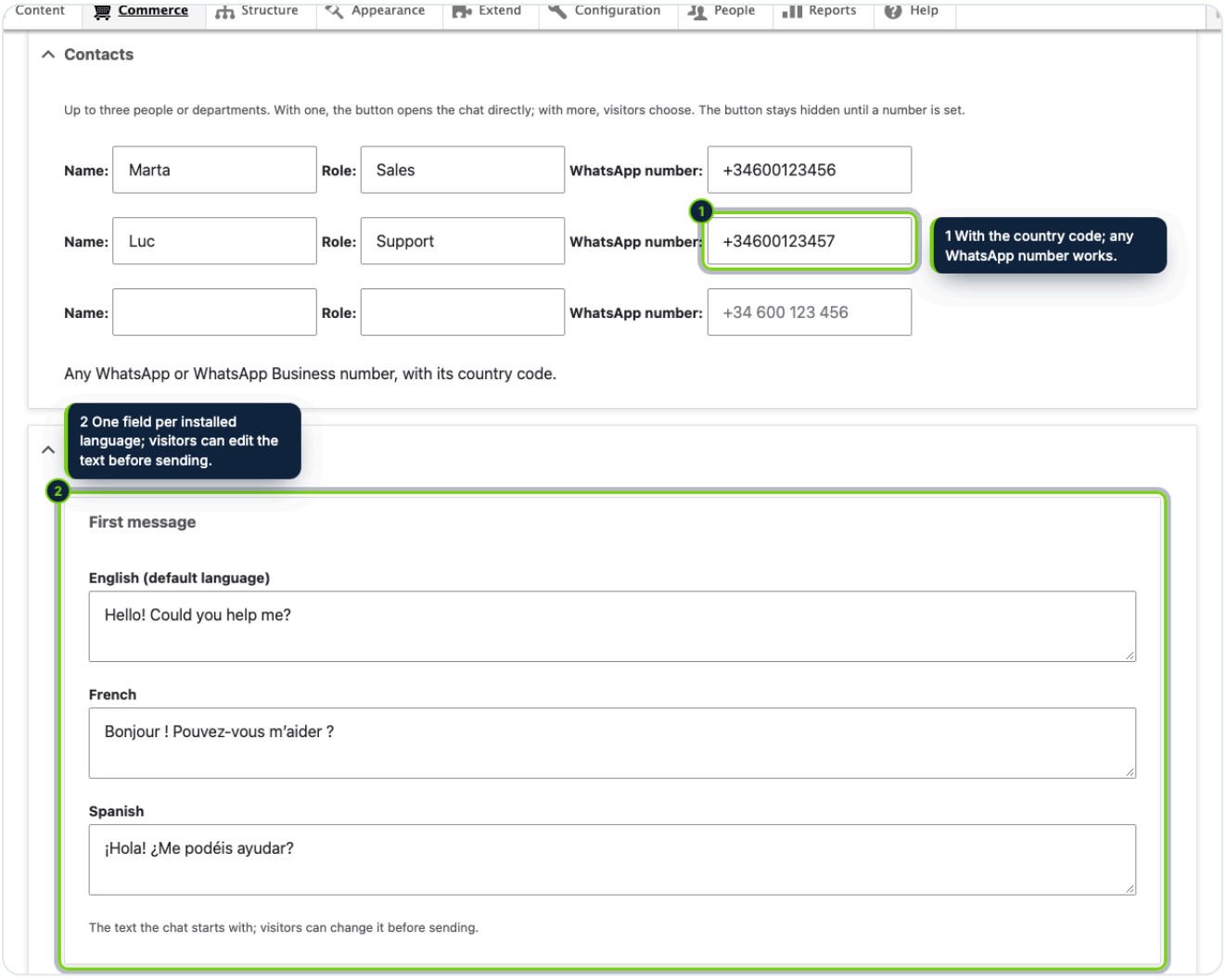
On the product page, under the add-to-cart form: a question to the shop with the product, and a link to share it.

Requirements

Component	Version
Drupal	11.3
Commerce	3.x (Cart, Order, Product, Store)
PHP	8.3 or later
Theme	Any theme that prints `page_bottom` (tested with Olivero)
WhatsApp	Any WhatsApp or WhatsApp Business number

Installation

1. Download the latest version from **My account › Downloads** on ecom-addons.com.
2. Unzip it into `modules/custom/` (the folder is `ecom_addons_whatsapp_order`).
3. Enable it in **Extend** or with `drush en ecom_addons_whatsapp_order`, and give the **Administer Chat & Order for WhatsApp** permission to the roles that manage it.
4. Open **Commerce › Configuration › Store › Chat & Order for WhatsApp** and enter at least one WhatsApp number. Nothing shows in the store until a number is set.



Commerce › Configuration › Store › Chat & Order for WhatsApp: up to three contacts, opening hours, buttons, orders and templates.

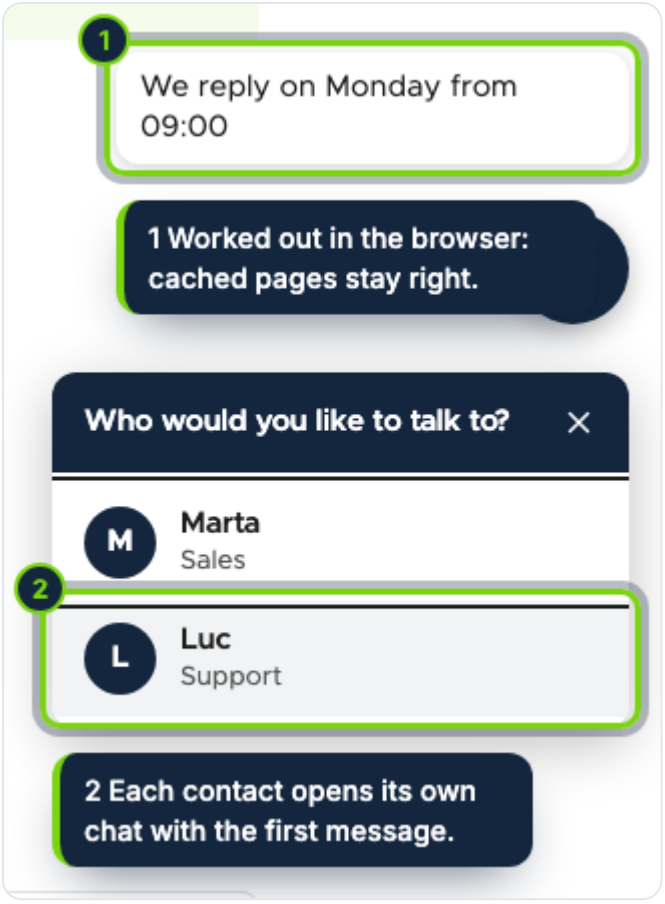
Settings

Setting	Default	What it does
Contacts	none	Up to three people or departments (name, role, WhatsApp number with its country code). With one, the button opens the chat; with more, visitors choose in a small panel
First message	"Hello! I have a question." in English, Spanish and French	The text the chat starts with, one per installed language; visitors can change it before sending
Button text	empty	Optional text next to the icon; empty gives a round button with a name for screen readers
Side of the screen, distance from the bottom	right, 20 px	Raise the distance to sit above other floating buttons (such as those of our promo bar) or a cookie banner
Opening hours	Monday–Friday 09:00-18:00	One line per weekday in the store's time zone, such as `09:00-14:00, 16:00-19:00` (up to three periods); empty = closed. Leave every day empty if someone always answers
Outside opening hours	keep the buttons	Keep the buttons and say when you reply ("We reply on Monday from 09:00"), or hide them
Buttons	all on, all devices	Floating button, "Ask on WhatsApp", "Share on WhatsApp", "Order via WhatsApp": each on or off, for all devices, mobile phones only or computers only
Only in these categories	empty	Taxonomy terms of the product categories, typed by name and chosen from the suggestions (separated by commas; Drupal adds the ID in brackets): the product buttons, and the floating button on product and term pages, show only there
Create the order in the shop	off	See "Orders by WhatsApp" below
Order page templates	written for en, es, fr	Three messages per language: order received, order shipped, free message, with `{firstname}`, `{order}`, `{total}`, `{tracking}`, `{shop}`

Wrong values (a number that cannot be international, hours like `18:00-09:00`, a distance over 400 px) are marked on the field and nothing is saved until they are fixed.

How it works

The floating button and opening hours



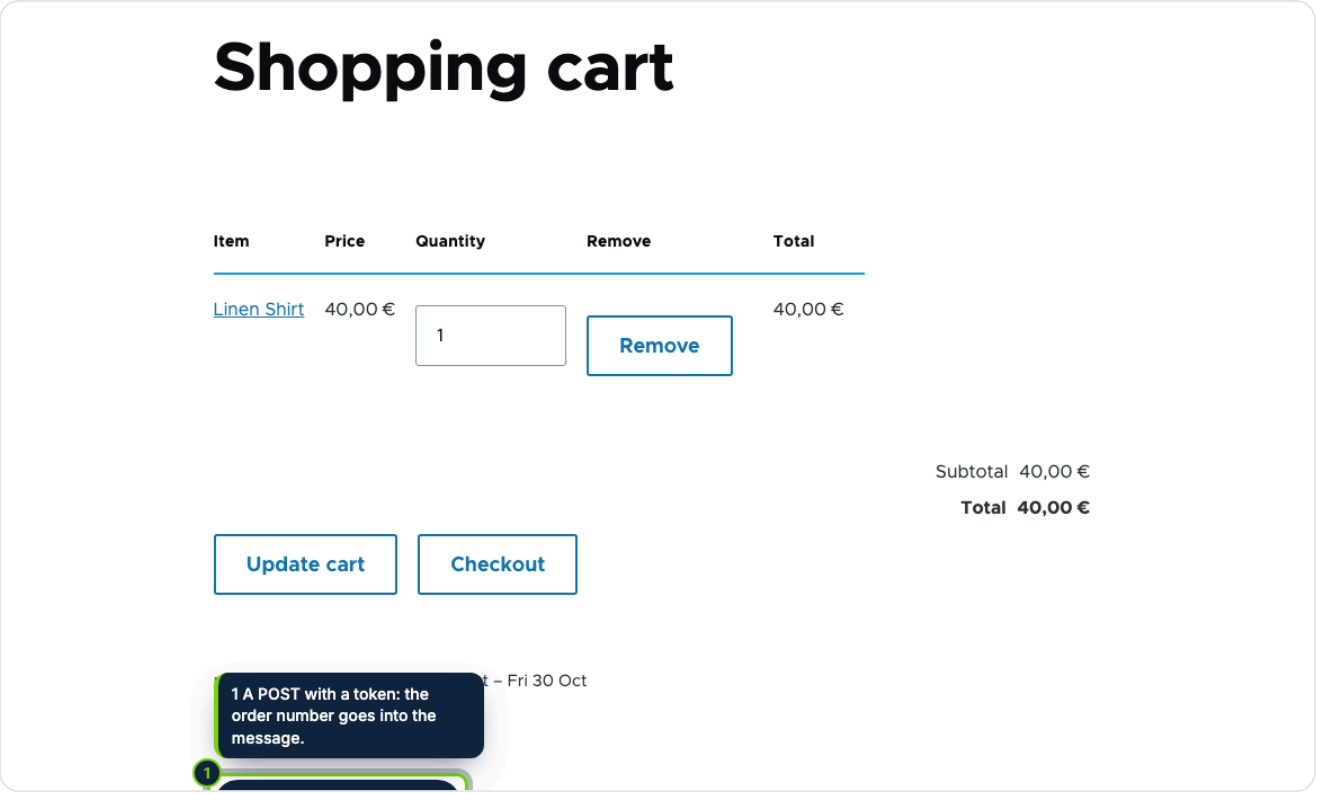
The floating button with two contacts. Outside opening hours it says when the shop replies, in the store's time zone.

The button is printed at the end of every front-end page through `hook_page_bottom`. The time zone is the default store's (**Commerce › Configuration › Stores**). Whether you are open right now is worked out in the visitor's browser, so pages served from Drupal's page cache are still right; the panel opens with Enter or a click, closes with Esc and gives the focus back.

Product pages

The **WhatsApp buttons** are an extra field of products, shown after the add-to-cart form on the default display; move or hide them in **Commerce › Configuration › Product types › Manage display**. "Ask on WhatsApp" opens a chat with your first contact and a message with the product name, its SKU and its address; "Share on WhatsApp" lets the visitor send the product to any contact, with no shop number.

The cart and orders by WhatsApp



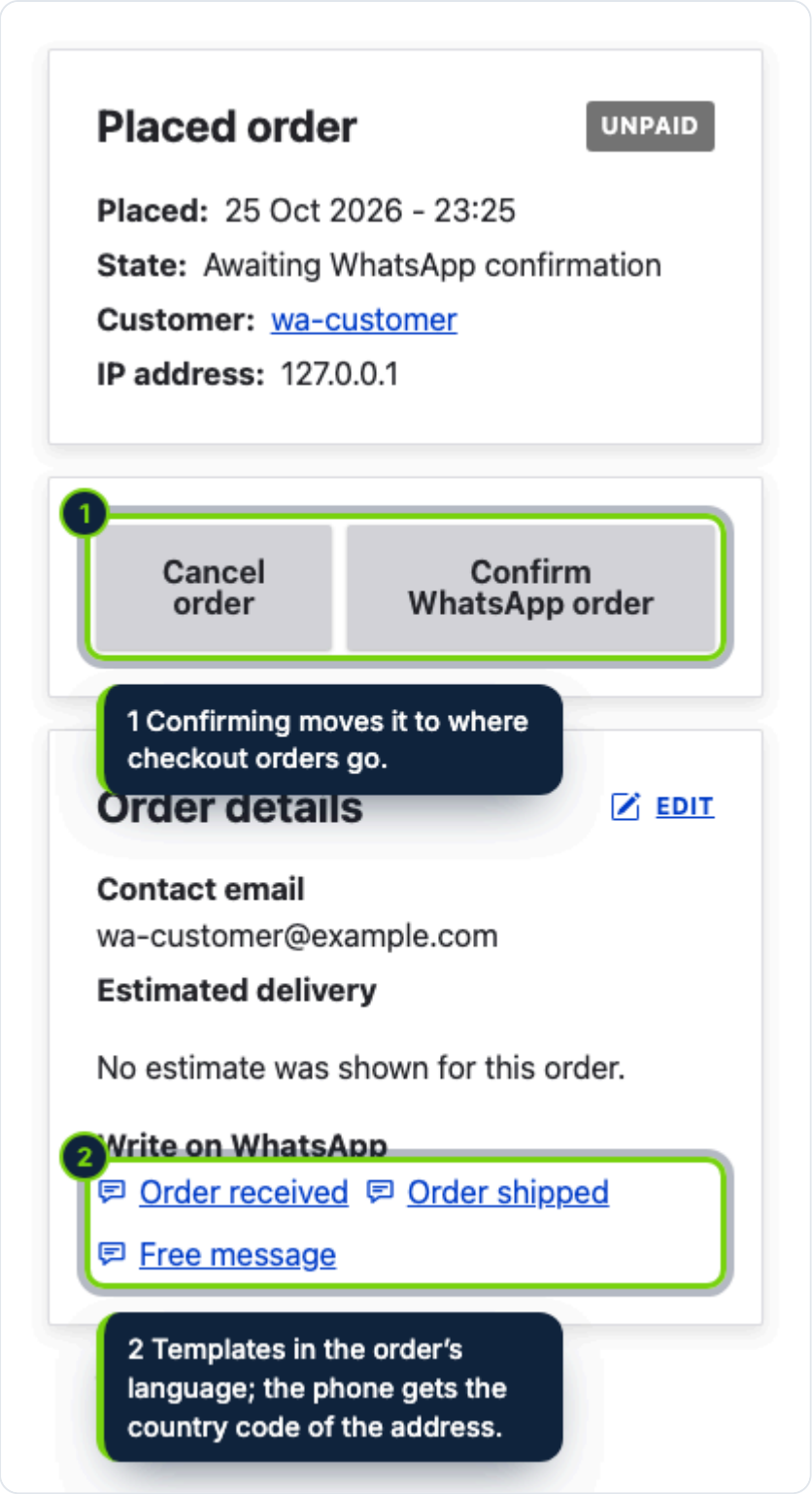
Under the cart: the cart goes to WhatsApp line by line; signed-in customers get an unpaid order awaiting confirmation.

"Order via WhatsApp" opens WhatsApp with each line (quantity × product, variation attributes, line total), the total and "shipping not included". The cart stays as it is.

With **Create the order in the shop** on, signed-in customers who have a billing address in their address book get a real Commerce order instead: the button posts a form with a security token, the module copies the customer's default billing profile to the order, places it in the state **Awaiting WhatsApp confirmation** and opens WhatsApp with the same message plus the **order number**. The order is not paid and no payment is taken; it appears in **Commerce › Orders** and in the customer's account. Guests and customers without an address only send the message. Orders are never created from a link.

The module adds the state and two transitions to every order workflow: **Confirm WhatsApp order** moves the order to where Commerce's own "Place order" would (completed, validation or fulfillment, depending on the order type's workflow), and **Cancel order** also works from the new state. The order number, the placed time, the coupon usage and the end of the cart are handled exactly as at checkout. The order receipt email is not sent: you confirm the order with the customer in the chat. Commerce Shipping is not required; without it no shipping is added and you agree it in the chat.

The admin order page



The order in Commerce: state "Awaiting WhatsApp confirmation", confirm or cancel, and one-click messages to the customer.

Placed orders show **Write on WhatsApp** in the "Order details" card with the three templates filled in, in the language the customer ordered in. Default Commerce customer profiles have no phone field; to use the customer's number, add one:

1. Enable the core **Telephone** module.

2. In **Configuration › People › Profile types › Customer › Manage fields**, add a field of type **Telephone number** (for example `field_phone`) and show it in the form display.

The module uses the first telephone field of the billing profile and adds the country code of the address when the number is written in the local format (`612 34 56 78` in Spain becomes `34612345678`). Without a phone, WhatsApp asks you which chat to use.

Click statistics

The settings page shows the clicks on each button over the last 30 and 90 days. The browser posts only the button name; the module stores the button, the day and a count, nothing about the visitor (no cookie, session, IP address or user), and deletes days older than 90.

Privacy

Nothing is sent to WhatsApp until the visitor taps a link, and WhatsApp shows them the message before sending. Mention in your privacy policy that customers can contact you through WhatsApp (a Meta service) and that the conversation then follows WhatsApp's terms.

Styling

The buttons use the variables `--ecom-wa-bg` (default navy `#13263e`), `--ecom-wa-fg`, `--ecom-wa-radius` and `--ecom-wa-z` (stacking order); override them, or the classes `.ecom-wa`, `.ecom-wa-btn` and `.ecom-wa-cart`, in your theme.

Data and uninstall

The settings are one configuration object, `ecom_addons_whatsapp_order.settings` (exportable with `drush cex`), and the clicks one table. Uninstalling removes both and the extra field from the product displays. Orders stay: confirm or cancel those still awaiting WhatsApp confirmation first (Drupal tells you how many when you try to uninstall).

FAQ

Do I need WhatsApp Business or the WhatsApp API? No. Any WhatsApp number works and there are no API costs: the module only builds `wa.me` links.

Does it load scripts from WhatsApp or Meta? No. The CSS and JavaScript are the module's own (a few kilobytes) and load only on pages that show a button.

What happens on a computer? `wa.me` opens WhatsApp Web or the desktop app.

Does it work with the page cache? Yes. Buttons are the same for every visitor; opening hours are decided in the browser and the cart page is per session anyway.

"WhatsApp" is a trademark of Meta Platforms, Inc. This module is not affiliated with or endorsed by Meta; the name is used only to describe what it works with, and the icons are our own drawings.

Languages

The admin form and every visitor-facing label are translated into English, Spanish and French, and so are the default first message and templates. Messages are built in the visitor's language; staff templates in the language of the order.

Updates and support

Your licence includes every new version and 6 months of support. New versions are in **My account › Downloads**; for help, open a ticket in **My account › Support**.