

WhatsApp Marketing Platform

**WaHamster**

# **Superadmin Guide**

2026

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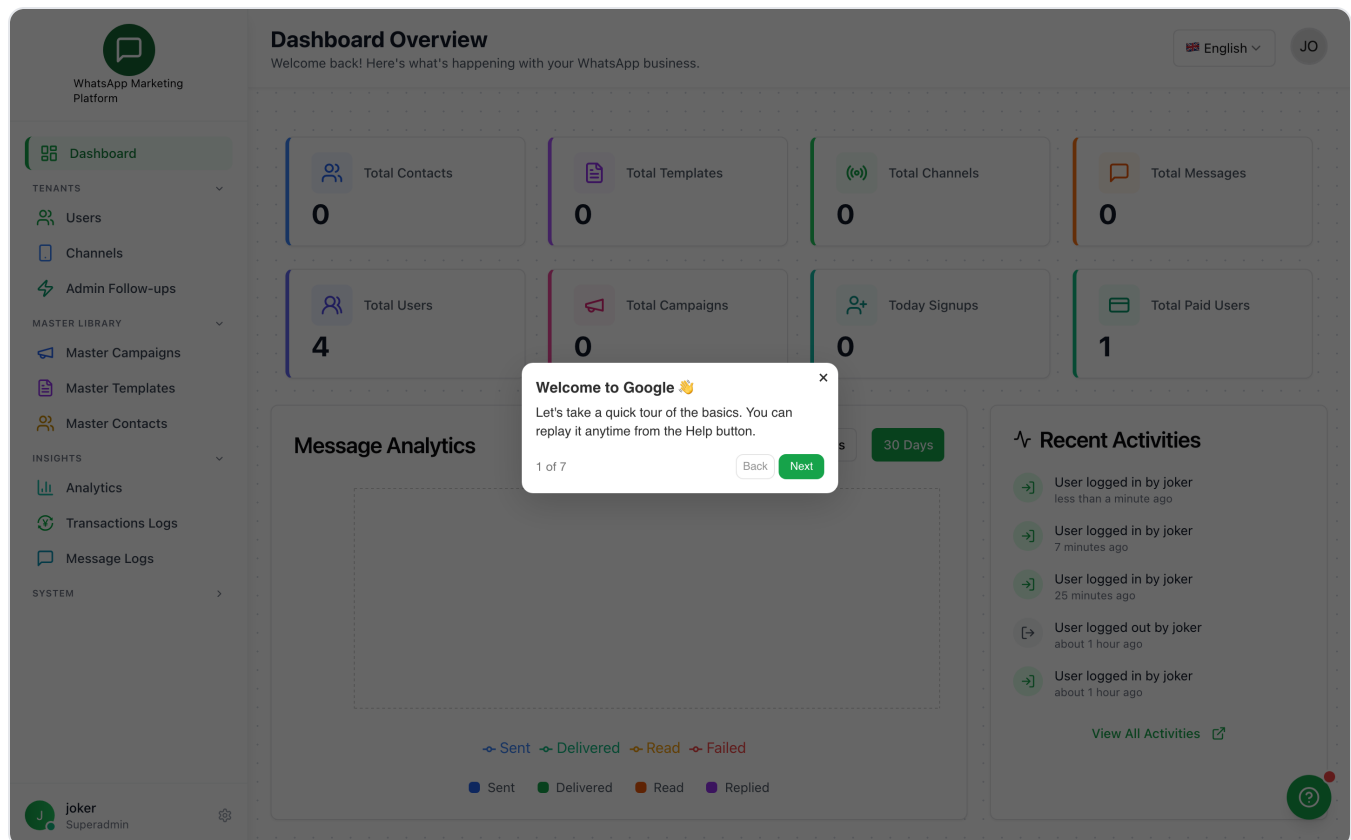
# Getting Started

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As a superadmin you are a **reseller** on WaHamster: you create and manage your own customers (admins), sell them subscription plans, brand the panel as your own, and get billed by the master for what you use. This guide walks every superadmin task step by step. Each step is paired with a screenshot — the text tells you exactly what to click in that screenshot.

## Where to find it

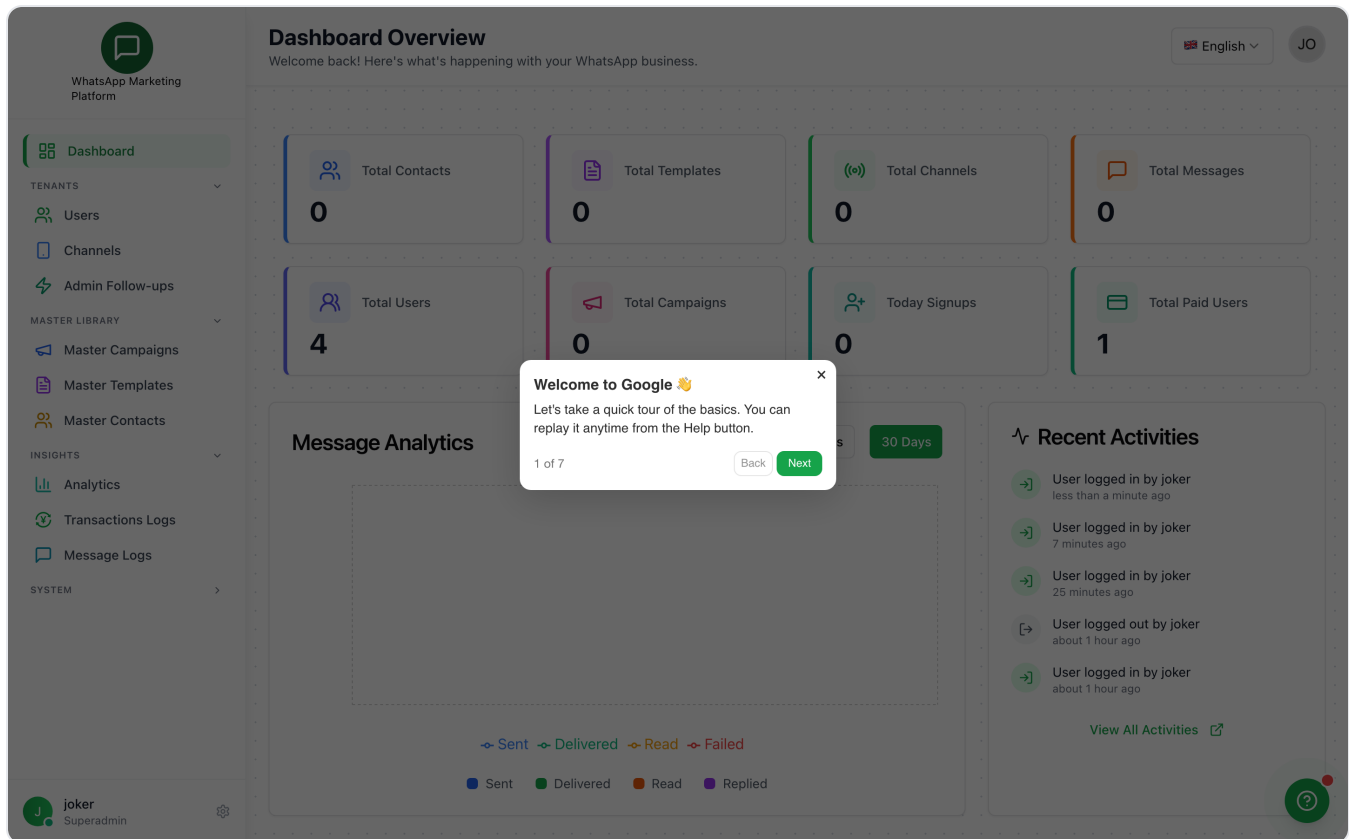
After you log in, everything lives in the **left sidebar**, grouped under **Tenants**, **Master Library**, **Insights** and **System**. The screenshot below shows the superadmin dashboard you land on.



The superadmin dashboard — left sidebar with Users, Channels and Admin Follow-ups under TENANTS

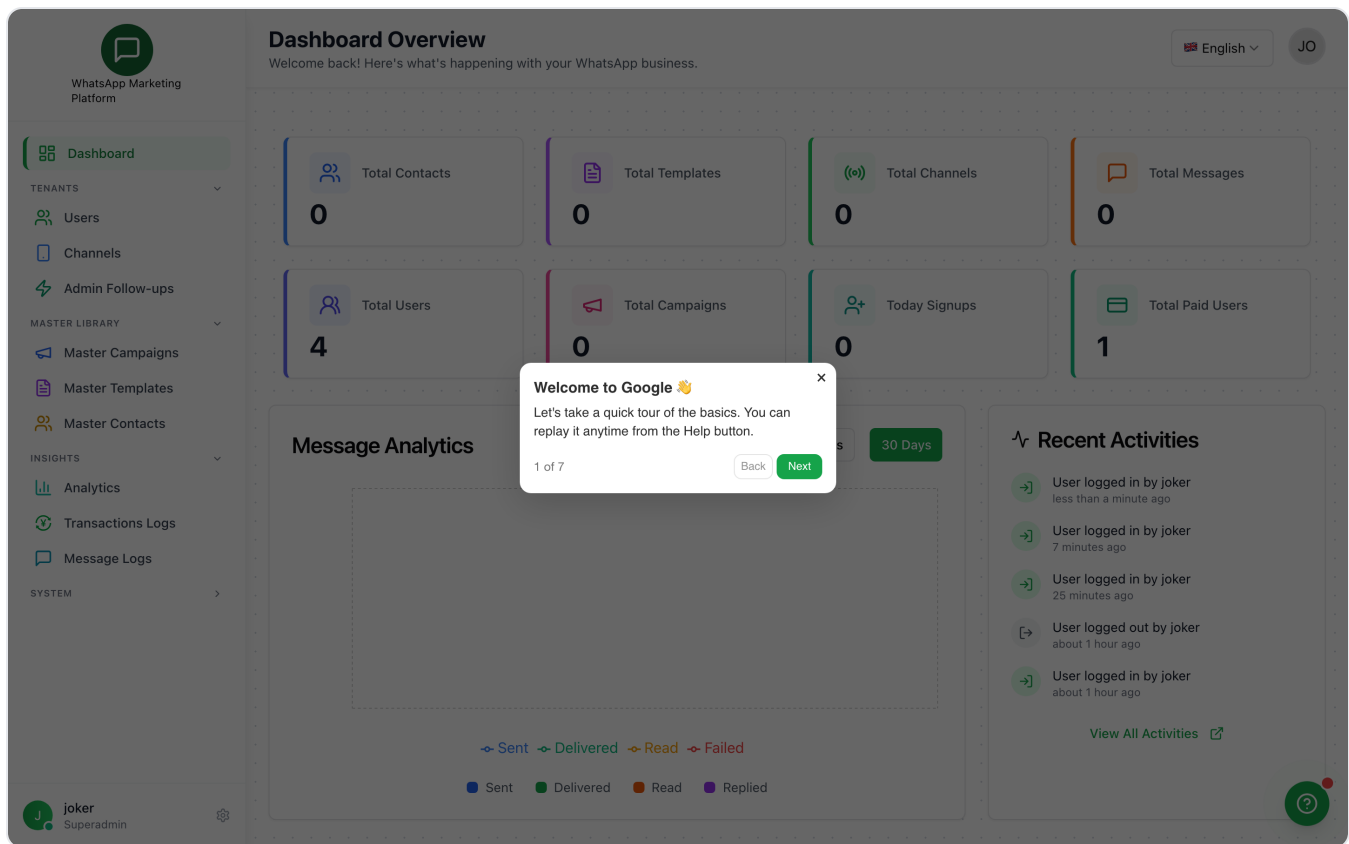
## How to use (step by step)

1. **Open the sidebar sections.** In the screenshot, the left sidebar has collapsible groups — **TENANTS** (Users, Superadmins, Channels), **MASTER LIBRARY**, **INSIGHTS** and **SYSTEM**. Click a group header to expand it. Start with **Users** under **TENANTS**.



Click a group header to expand it

1. **Check your account menu.** Bottom-left shows your name and role (**Superadmin**). Click the gear icon next to it to open your account settings, where your branding and billing live.



Your name, the Superadmin role badge, and the gear icon

## Tips

- Do the first three superadmin tasks in order: **brand your panel** → **point your domain** → **create your plans**. Then create users and assign plans.
- Your wallet must have balance before you can assign paid plans or issue plugin licenses — top it up early (see *\*Wallet recharge\**).

## FAQ

**Q:** What's the difference between a superadmin and an admin?

**A:** A superadmin is a reseller who owns a group of admins (their customers). An admin is an end customer who connects a WhatsApp number and runs campaigns. You (superadmin) sell plans and plugins to your admins.

**Q:** Who bills me?

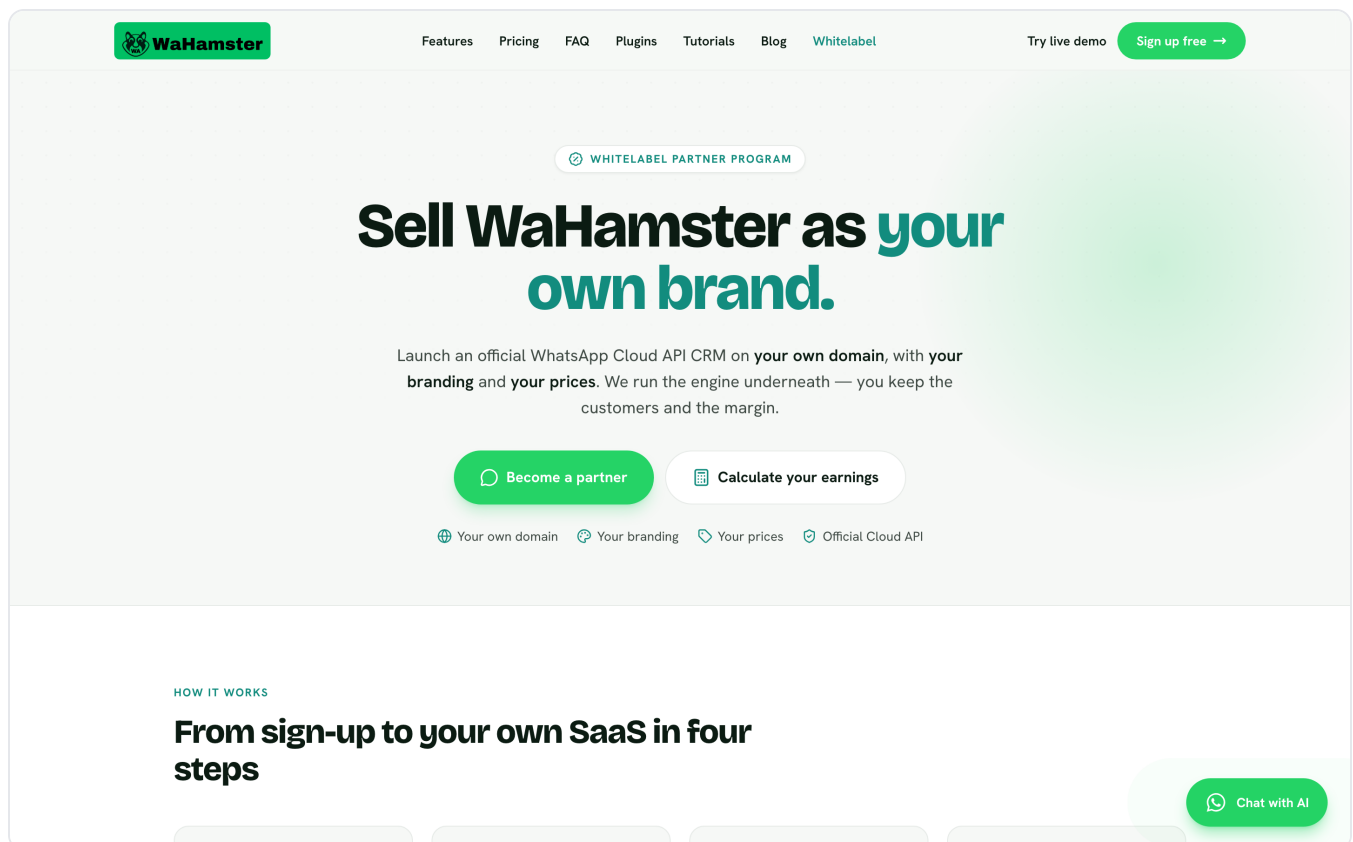
**A:** The master (platform owner) bills you for per-admin fees and plugin commission via your wallet. You in turn bill your own admins through the plans you set.

# Your account and partner pricing

As a superadmin you are a **whitelabel partner (reseller)** of WaHamster. You do **not** create your own account — the platform owner sets it up for you when you become a partner. Once you have it, you resell WaHamster to your own customers (admins) under your own brand, and you pay the platform owner a wholesale fee. This module explains how you get your account and exactly what you pay.

## Getting your account

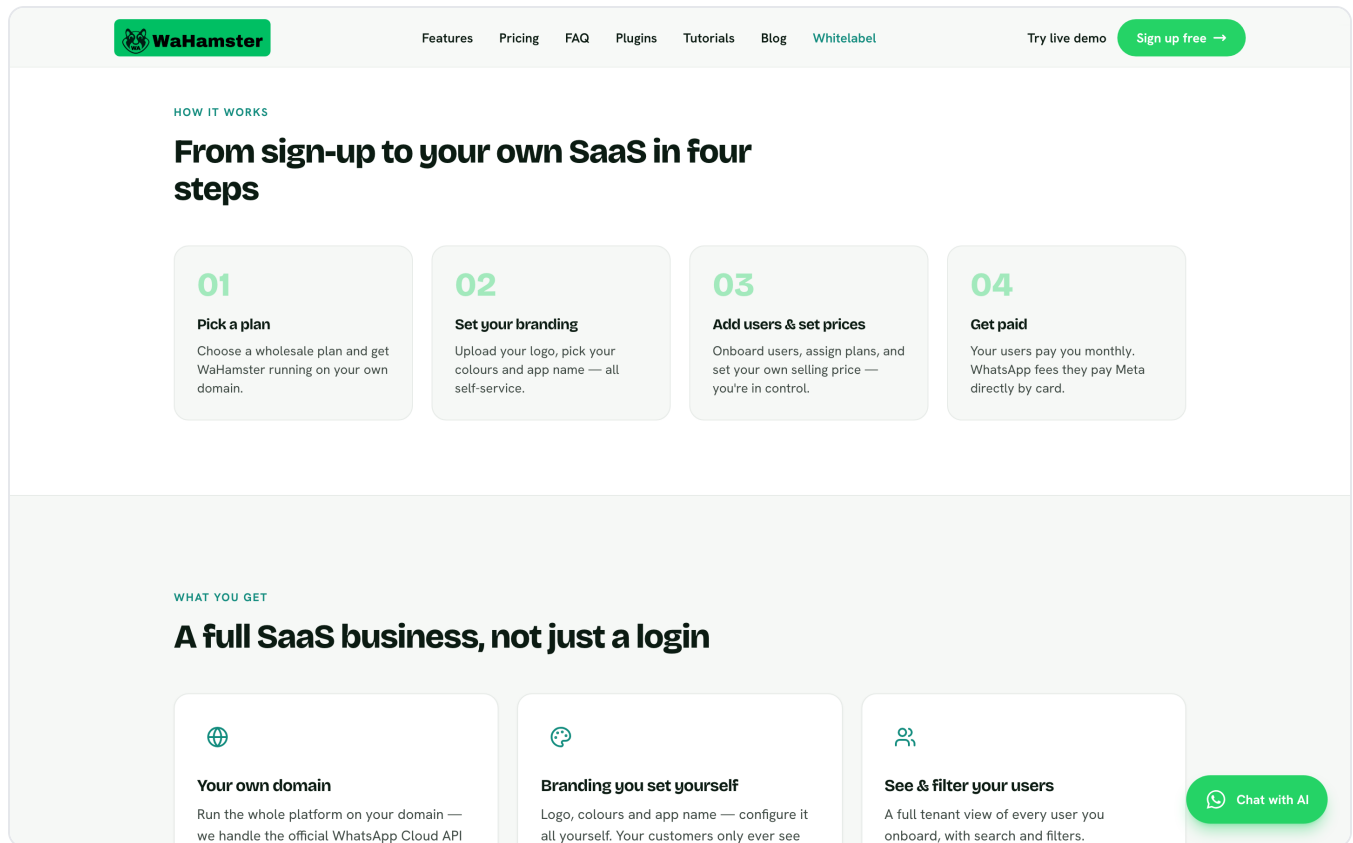
1. **Request partner access.** You cannot self-register as a superadmin — you request the account from the WaHamster team on the Whitelabel page (the green **Request partner access** button). They provision your superadmin login for you.



The Whitelabel page — pricing plans and the green Request partner access button at the bottom

1. **First login and set your password.** Sign in with the credentials the platform owner gives you and set a new password. Your account already comes with a **wallet**, an auto-

generated **referral code** (used so your sign-ups attach to you) and a **channel cap** (the maximum channels any plan you sell may grant) — all set by the platform owner.



The login screen where you sign in with the credentials provided

## Your wholesale pricing

This is **your cost** — what you pay the platform owner. You then set your **own** selling price to your admins and keep all the margin above your cost. Two things make up your cost: a **per-admin monthly fee** and a once-a-year **platform fee** (payable in **3 installments**).

Your per-admin monthly fee is **not** a single flat number any more — it depends on **both** your whitelabel tier **and** the limit-plan you assign to each admin. A bigger tier lowers every cell; a heavier limit-plan costs more. In other words, you are billed one matrix cell per admin, for **(your tier × that admin's assigned plan)**.

Prices below are in **USD** (the pricing page has a **USD / INR** toggle). WhatsApp conversation fees are paid by your end users directly to Meta — they do not pass through you.

**Per-admin monthly fee — by your tier and the plan you assign:**

| Your tier | Best For Small Business | Best For Medium Businesses | Best For Large Businesses | Truly Unlimited | Annual platform fee |

|---|---|---|---|---|

| **Starter** \*(default)\* | \$7.50 | \$12.50 | \$17.50 | \$27.50 | \$75 / yr (3 × \$25.00) |

| **Growth** \*(popular)\* | \$6.00 | \$10.00 | \$14.00 | \$22.00 | \$90 / yr (3 × \$30.00) |

| **Enterprise** \*(best at scale)\* | \$5.00 | \$8.50 | \$11.50 | \$18.50 | \$125 / yr (3 × \$41.67) |

For every plan an admin sits on, end users get a **7-day free trial** and a **3-day grace period**. The flat "per-admin monthly" number on your billing plan is only a **fallback**, used for a limit-plan that has no cell set in the matrix above.

**Monthly vs annual assignment.** The matrix cells are **monthly** rates. If you assign an admin a **monthly** plan, you are billed that cell **each month**. If you assign an **annual** plan, you are billed the cell **× 12, upfront** for the whole year in a single invoice. Example (Starter tier): an admin on *\*Best For Medium Businesses\** costs you **\$12.50 / month**, or **\$150** if you put them on the annual plan.

FeaturesPricingFAQPluginsTutorialsBlogWhitelabelTry live demoSign up free →

## A full SaaS business, not just a login



### Your own domain

Run the whole platform on your domain — we handle the official WhatsApp Cloud API setup behind it.



### Branding you set yourself

Logo, colours and app name — configure it all yourself. Your customers only ever see your brand.



### See & filter your users

A full tenant view of every user you onboard, with search and filters.



### Assign plans to users

Put each user on the right plan and manage their subscription from one dashboard.



### Set your own prices

You decide what to charge your customers. Your margin is yours to keep.



### My Billing: wallet, invoices, overview

A built-in billing centre — wallet balance, auto-pay invoices and a clear earnings overview.

THE ECONOMICS

## How you make money

Simple, transparent margins — and none of the message-fee risk.

Chat with AI

The pricing cards: per-user monthly price, the annual platform fee, its 3-installment breakdown, and the 7-day trial / 3-day grace footer

## Tips

- Pick the tier that matches how much you'll sell: a bigger tier lowers **every** cell in your matrix, so as you grow, **Growth** or **Enterprise** cuts your wholesale cost per admin across all plans.
- Your cost per admin follows the plan you assign them. Before assigning, the assign dialog shows exactly what that admin will cost you — check it so your selling price always stays above your matrix cell.
- You keep 100% of the margin between your wholesale cost and the price you charge your admins — set your plan prices in the **Plans** module accordingly.
- Keep your wallet funded: the platform owner charges the per-admin and platform fees from your wallet, and blocks assigning paid plans if the balance is short.

## FAQ

**Q:** Can I create my own superadmin account?

**A:** No. The platform owner creates superadmin accounts. You request partner access from the WaHamster team; they set you up.

**Q:** Is the annual platform fee paid all at once?

**A:** No — it is split into 3 installments (for example Starter's \$75 is billed as 3 × \$25).

**Q:** Why did two of my admins cost me different amounts?

**A:** Because the per-admin fee is a matrix, not a flat rate. Each admin is billed at the cell for **(your tier × the limit-plan you assigned that admin)** — so an admin on "Best For Medium Businesses" costs you more than one on "Best For Small Business", even on the same tier.

**Q:** What do I pay if I put an admin on an annual plan?

**A:** The matrix cell × 12, billed upfront as one invoice for the year. A monthly plan bills the cell each month instead. So a Starter-tier admin on \*Best For Medium Businesses\* is \$12.50/mo, or \$150 for the year.

**Q:** Do I pay WhatsApp's message fees?

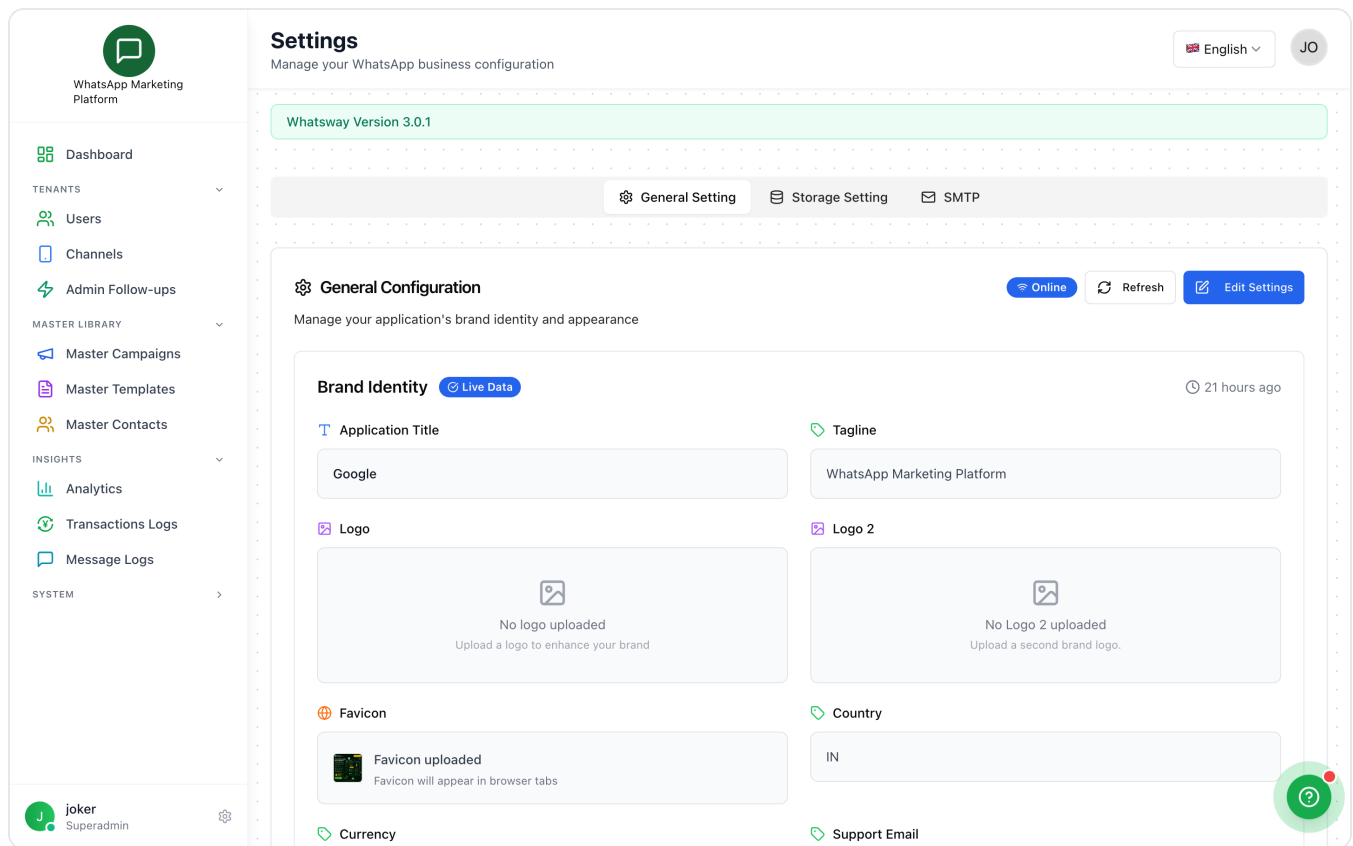
**A:** No. WhatsApp conversation charges are paid by your end users directly to Meta; your wholesale cost is only the per-admin monthly fee (by the matrix above) plus the annual platform fee.

# Whitelabel branding

Make WaHamster look like your own product — your name, logo, colours and support details. Branding lives in **Settings** → **General Setting** and applies to your panel and the sign-in pages your customers see.

## How to use (step by step)

1. **Open General Setting.** From the left sidebar go to **Settings**, then choose **General Setting**. On that page click the **Edit Settings** button to open the **Edit General Settings** dialog (with a gear icon in its title).



The Edit Settings button that opens the branding dialog

1. **Set your name and tagline.** At the top of the dialog, type your product name in **Application Title** \* (required, up to 50 characters) and a short line in **Tagline** below it. These appear in the panel header and browser tab.

WhatsApp Marketing Platform

Dashboard

TENANTS

Users

Channels

Admin Follow-ups

MASTER LIBRARY

Master Campaigns

Master Templates

Master Contacts

INSIGHTS

Analytics

Transactions Logs

Message Logs

SYSTEM

joker  
Superadmin

No logo uploaded

Upload a logo to enhance your brand

No Logo 2 uploaded

Upload a second brand logo.

Favicon

Favicon uploaded

Favicon will appear in browser tabs

Country

IN

Currency

USD

Support Email

support@lotsofcode.in

Configuration Status: Partial

Last updated: 7/31/2026

Brand Preview

How your brand will appear in the application

Google

WhatsApp Marketing Platform

Referral & Invite

Share your referral code or invite link to onboard new users to your platform.

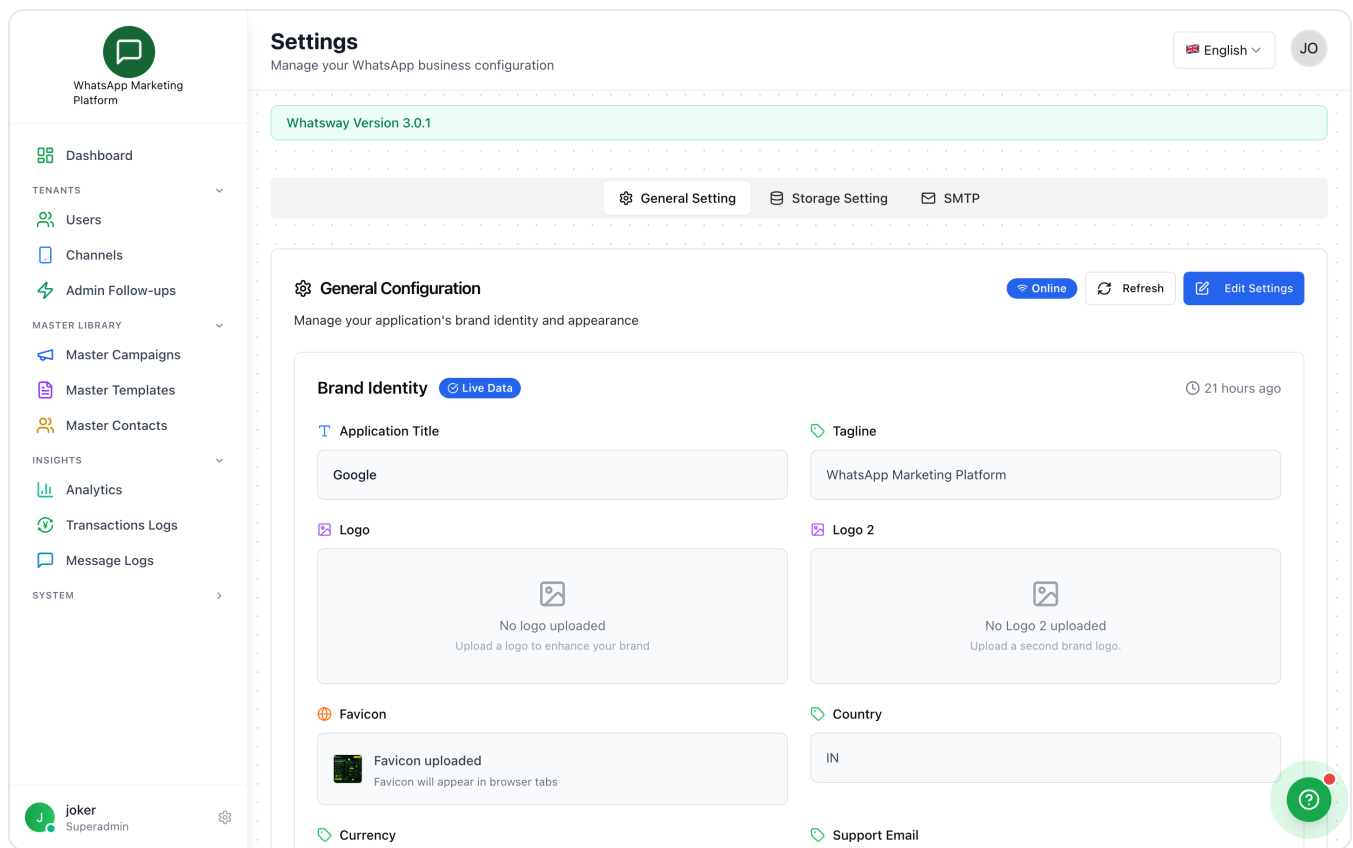
Referral Code

MBFLAV2Q

Copy

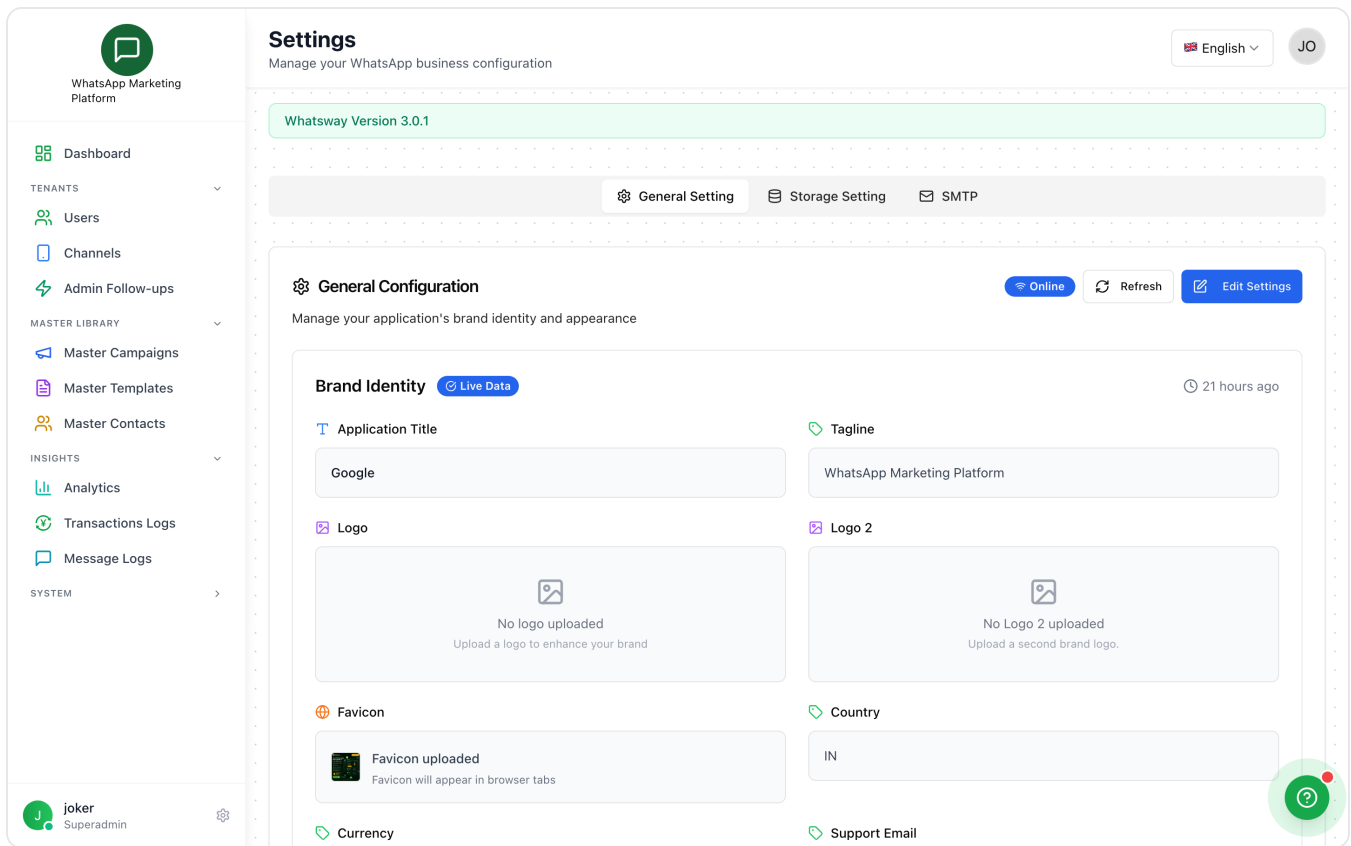
Application Title with its blue type icon and the Tagline box

1. **Add support contact details.** Fill **Support Email**, then the two-column row with **Support Phone** (left) and **Website URL** (right). These show up wherever your customers need to reach you.



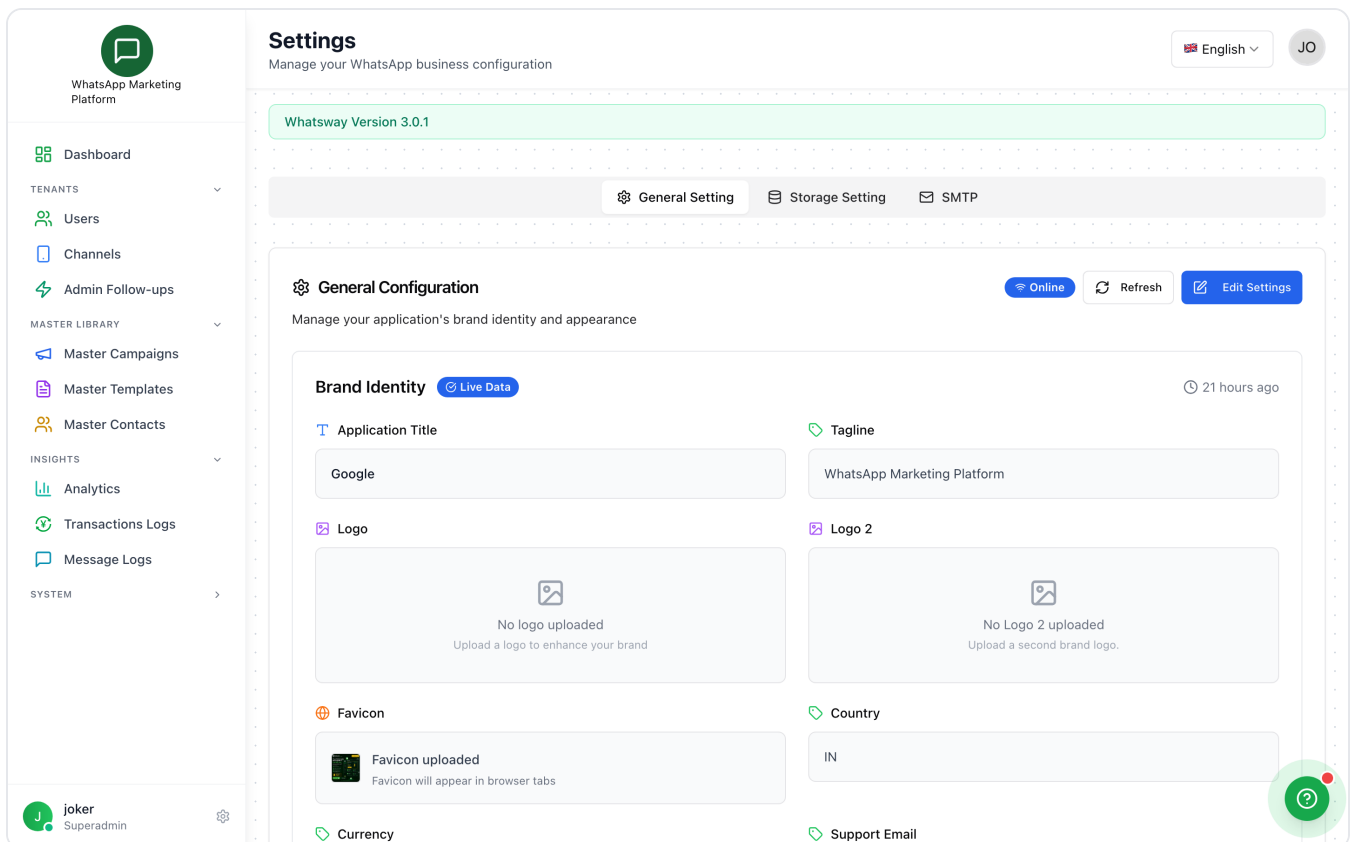
Support Email, Support Phone and Website URL inputs

1. **Pick your brand colours.** In the **Brand Colours** section choose a **Primary** and an **Accent** colour — click the small colour swatch to use the picker or type a hex like `#25D366` in the field beside it. The live preview below shows a **Primary Button** and **Accent text colour** using your choices.



Primary and Accent colour pickers with the button/text preview

1. **Choose the powered-by footer.** In the **"Powered by" Footer** field, type the attribution text you want, or leave it blank to hide the footer entirely.

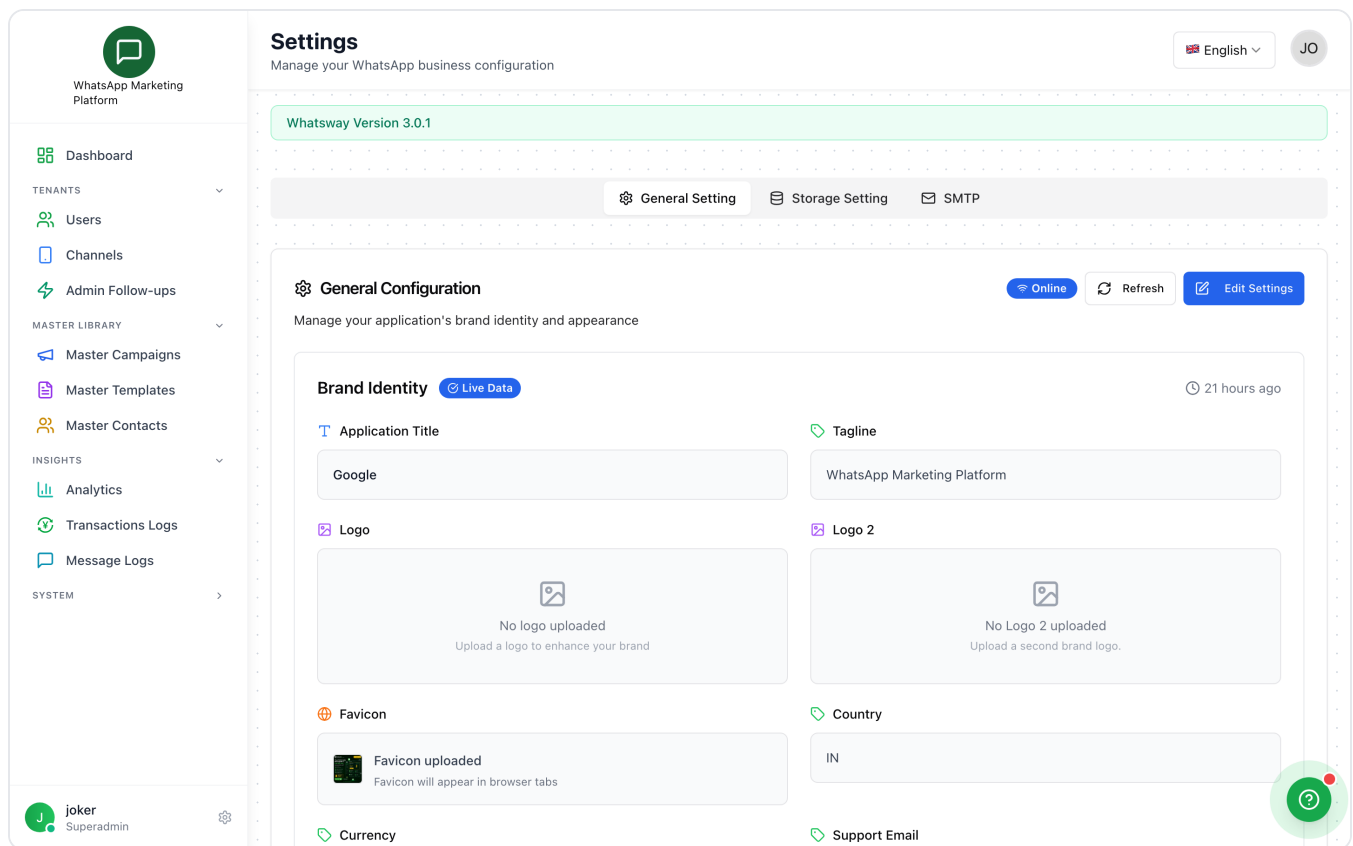


1. **Upload your logo and favicon.** In the **Logo** card click the file input and pick a PNG/JPG/SVG up to 2MB; a green check and preview confirm the upload. Do the same for the optional **Secondary Logo** and the **Favicon** (ICO/PNG 32x32).

The screenshot shows the 'Settings' page for the WhatsApp Marketing Platform. The left sidebar contains navigation links: Dashboard, Users, Channels, Admin Follow-ups, Master Campaigns, Master Templates, Master Contacts, Analytics, Transactions Logs, Message Logs, and SYSTEM. The main content area is titled 'Settings' and 'Manage your WhatsApp business configuration'. It features a 'Whatsway Version 3.0.1' banner and tabs for 'General Setting', 'Storage Setting', and 'SMTP'. The 'General Configuration' section is active, showing 'Brand Identity' with fields for 'Application Title' (Google), 'Tagline' (WhatsApp Marketing Platform), 'Logo' (No logo uploaded), 'Logo 2' (No Logo 2 uploaded), 'Favicon' (Favicon uploaded), 'Country' (IN), 'Currency', and 'Support Email'. A 'Live Data' button and a '21 hours ago' timestamp are also visible.

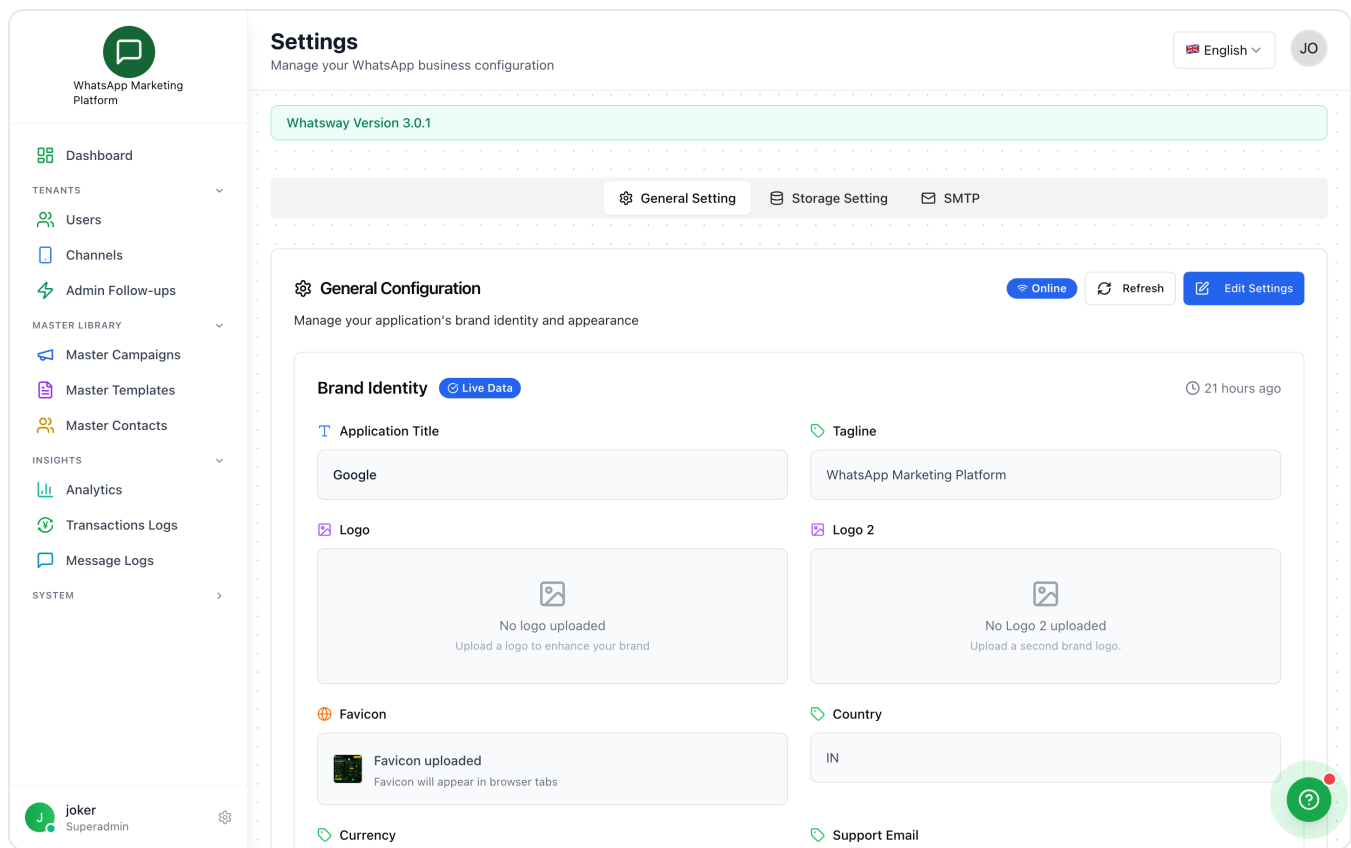
Dashed upload cards for Logo, Secondary Logo and Favicon

1. **Set country, currency and default language.** Use the **Country** picker (searchable) — selecting a country auto-fills **Currency**, which you can still change. Then choose a **Default Language** from the dropdown of enabled languages.



Country and Currency search pickers plus the Default Language dropdown

1. **Save your branding.** Click the **Save Changes** button at the bottom-right of the dialog. It shows **Saving...** briefly, then a success toast confirms the update and the dialog closes.



The Save Changes button that stores your branding

## Tips

- The **Application Title** is capped at 50 characters and the **Tagline** at 100 — keep them short so they fit the header and browser tab.
- Your **Brand Colours** also flow to downstream surfaces (like the WordPress/WooCommerce plugin) through the branding API, so pick colours that match your website.
- Leave **"Powered by" Footer** blank to remove the attribution completely for a fully whitelabel look.
- Logos accept PNG, JPG, JPEG and SVG up to 2MB; the favicon should be a 32x32 ICO or PNG.

## FAQ

**Q:** Where does this branding appear?

**A:** Across your panel and, once you point a custom domain, on the sign-in and sign-up pages visitors see before logging in.

**Q:** Selecting a country changed my currency — is that expected?

**A:** Yes. Choosing a country auto-sets a matching **Currency**. You can open the Currency picker afterwards and change it if you need a different one.

**Q:** What does Default Language do?

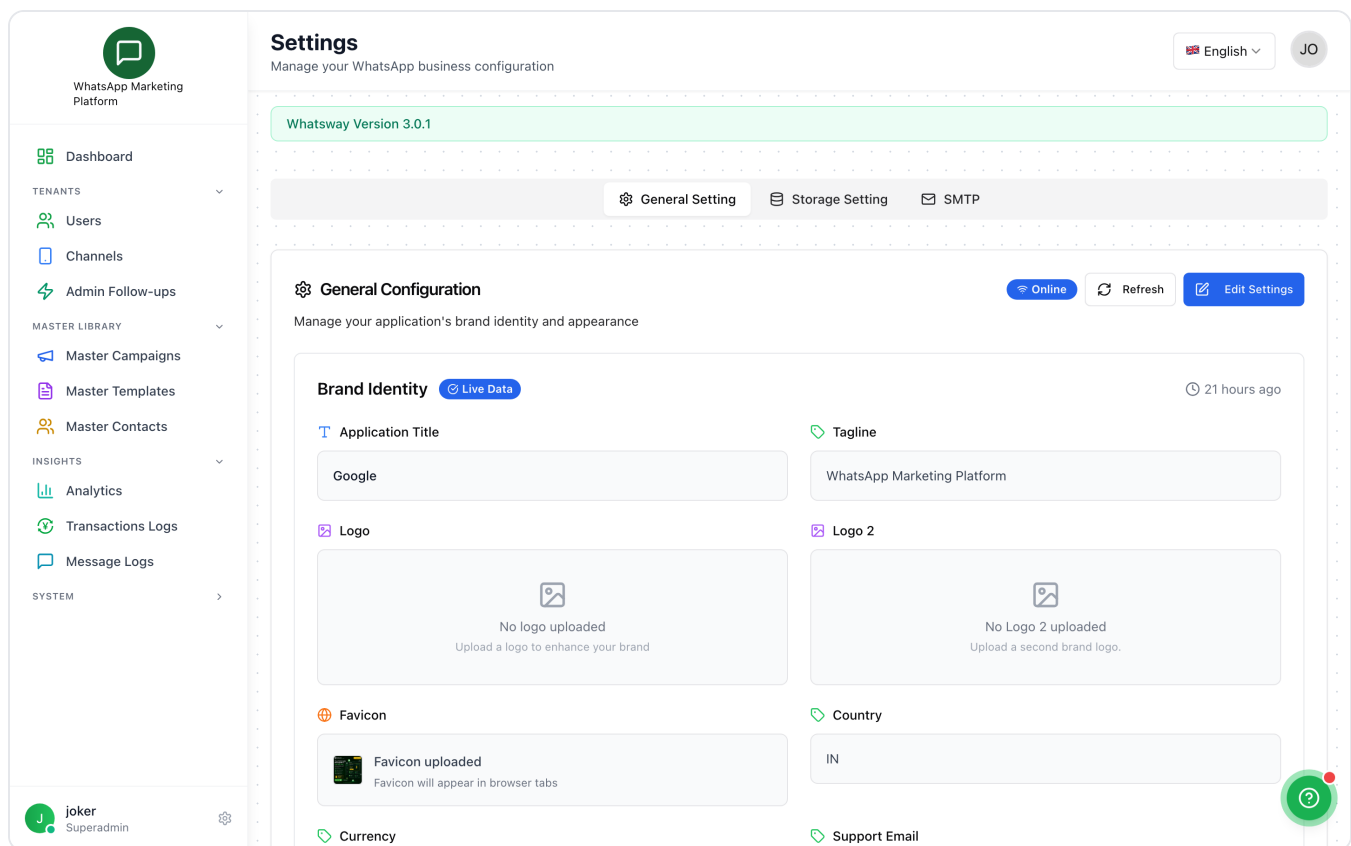
**A:** It sets the language shown by default on your domain until a visitor switches it themselves using the language selector.

# Pointing your custom domain

Run WaHamster on your own web address, like `app.yourbrand.com`. Visitors who arrive on that domain see your branding before they even log in, and anyone who signs up there is automatically attributed to you — no referral code needed. This setting lives in **Settings → General Setting**.

## How to use (step by step)

1. **Open the General Settings dialog.** From the left sidebar go to **Settings → General Setting**, then click **Edit Settings** to open the **Edit General Settings** dialog.



The Edit Settings button on the General Setting page

1. **Find the Custom Domain field.** Scroll to the two-column row containing **Custom Domain** on the left and **Default Language** on the right. The Custom Domain input has the placeholder `app.yourbrand.com`.

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Master Templates

Master Contacts

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Message Logs

SYSTEM

joker Superadmin

No logo uploaded  
Upload a logo to enhance your brand

No Logo 2 uploaded  
Upload a second brand logo.

Favicon  
Favicon uploaded  
Favicon will appear in browser tabs

Country  
IN

Currency  
USD

Support Email  
support@lotsofcode.in

Configuration Status: Partial

Last updated: 7/31/2026

Brand Preview

How your brand will appear in the application

Google

WhatsApp Marketing Platform

Referral & Invite

Share your referral code or invite link to onboard new users to your platform.

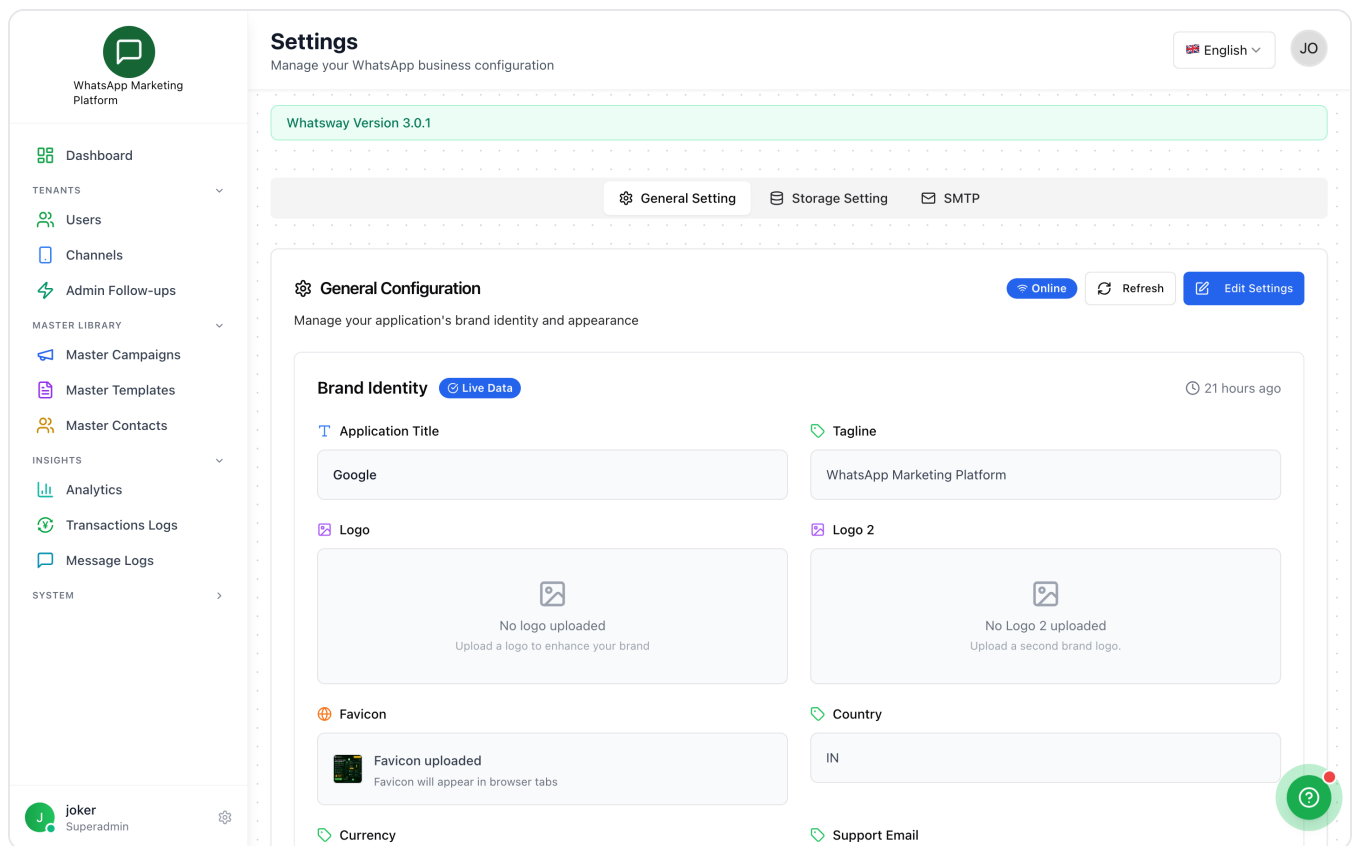
Referral Code

MBFLAV2Q

Copy

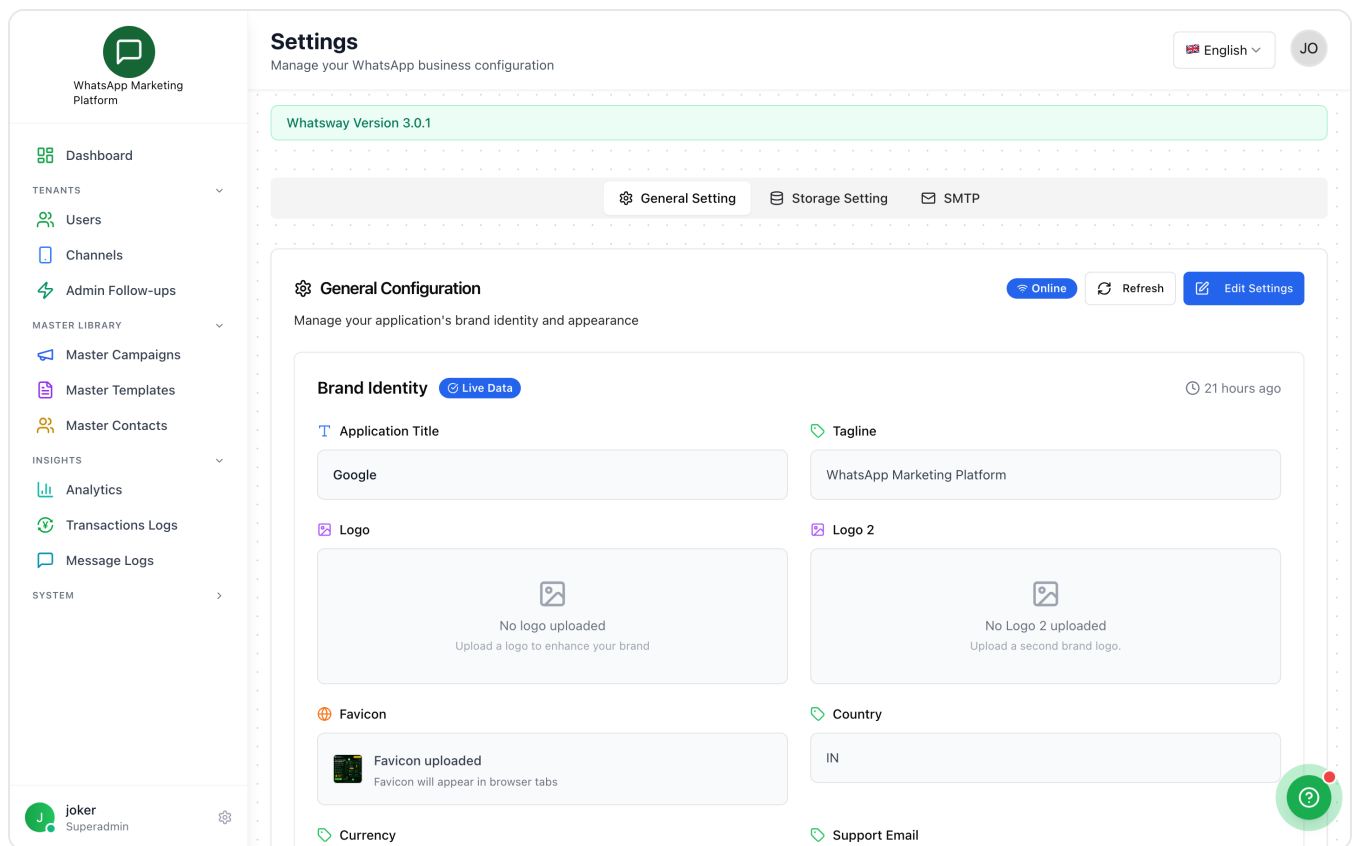
The Custom Domain field beside the Default Language dropdown

- Type your host.** Enter the exact hostname you want to use, for example `app.acme.com` — no `https://` and no trailing slash. The grey hint below reminds you that visitors on this domain see your branding and sign up under you.



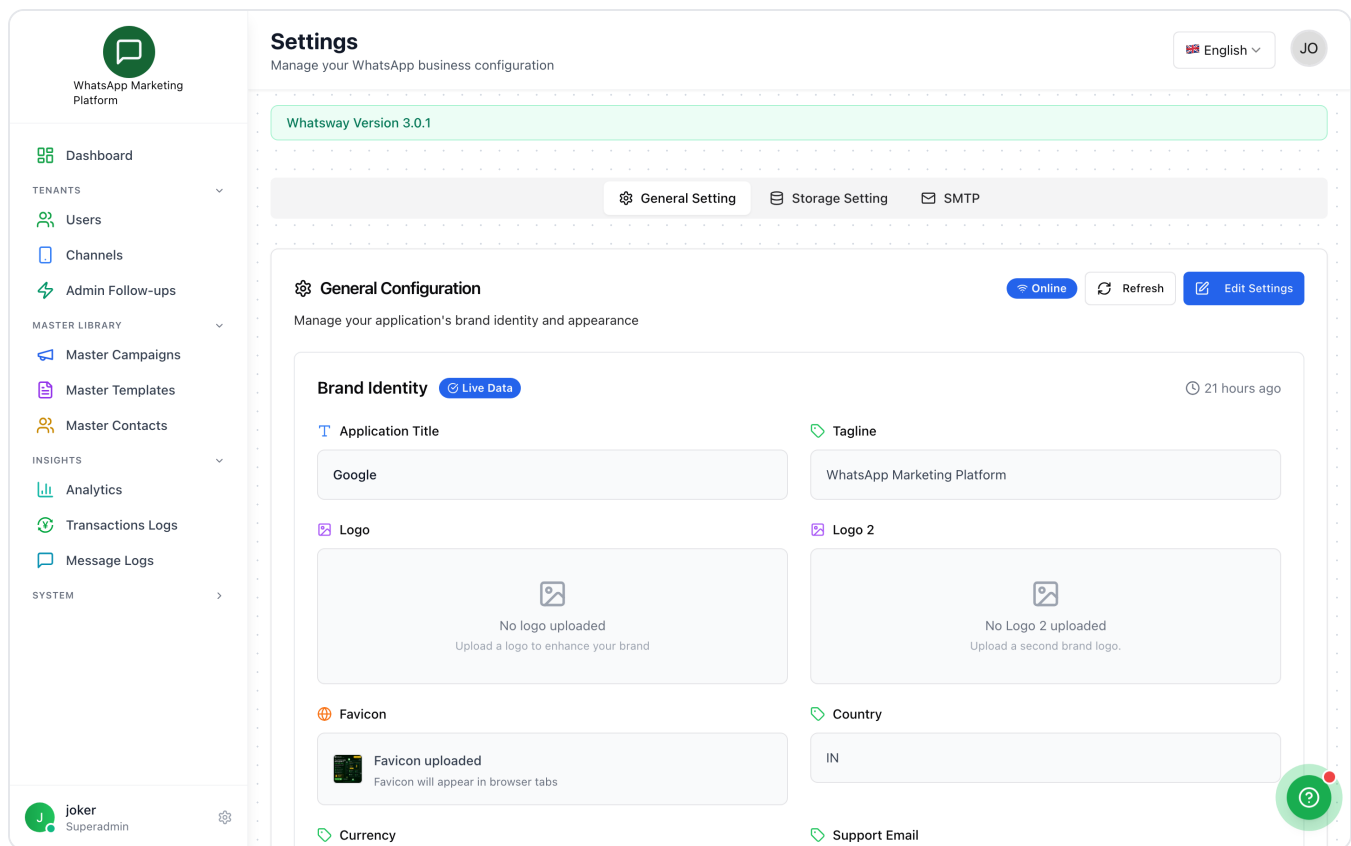
A hostname typed into the Custom Domain input with its hint text

1. **Set the default language for the domain.** In the **Default Language** dropdown beside it, pick the language visitors should see first on your domain. They can still switch it themselves later.



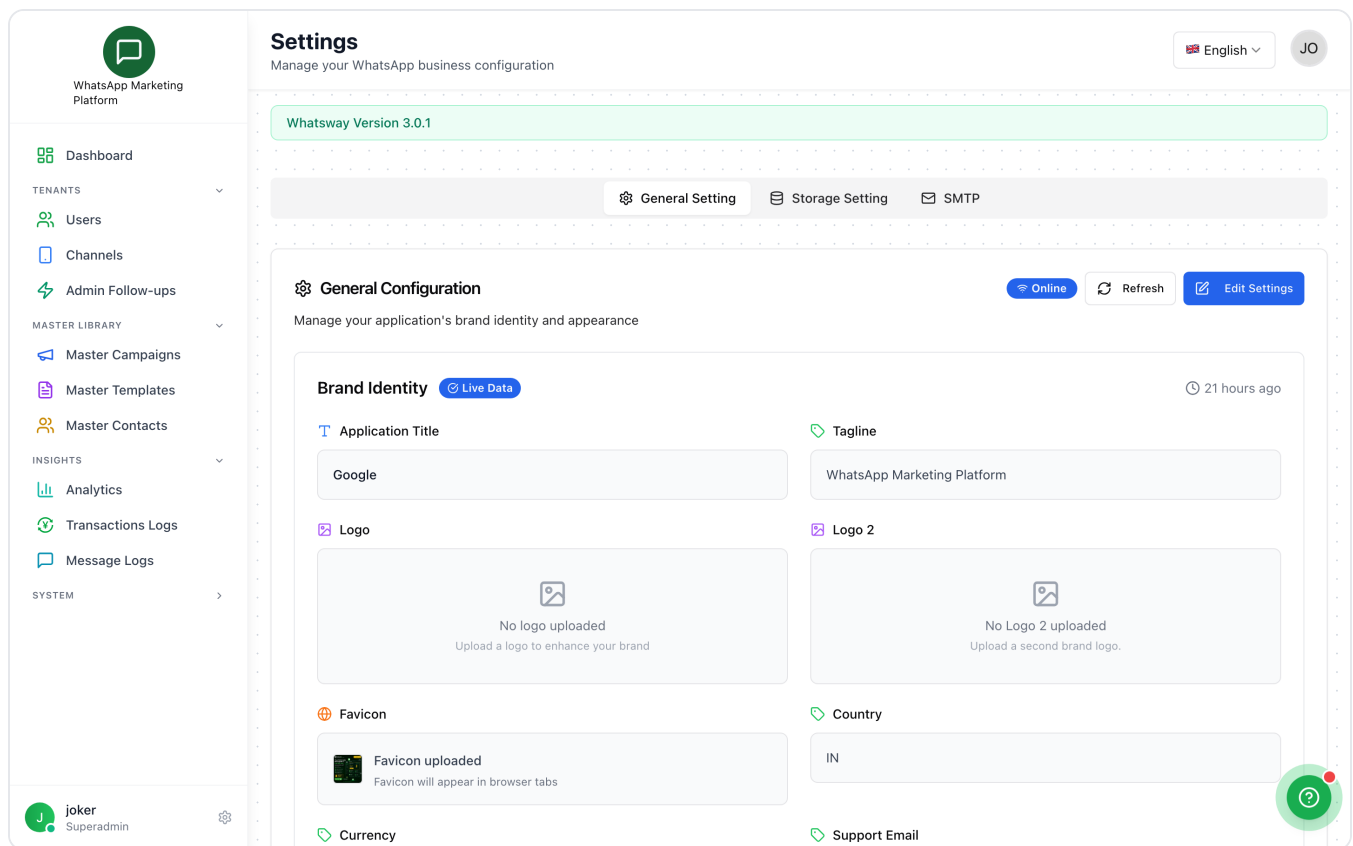
The Default Language selector for the custom domain

1. **Save the domain.** Click **Save Changes** at the bottom-right of the dialog. A success toast confirms it saved. If the domain is already used by another tenant, you get an error (409) — pick a different host.



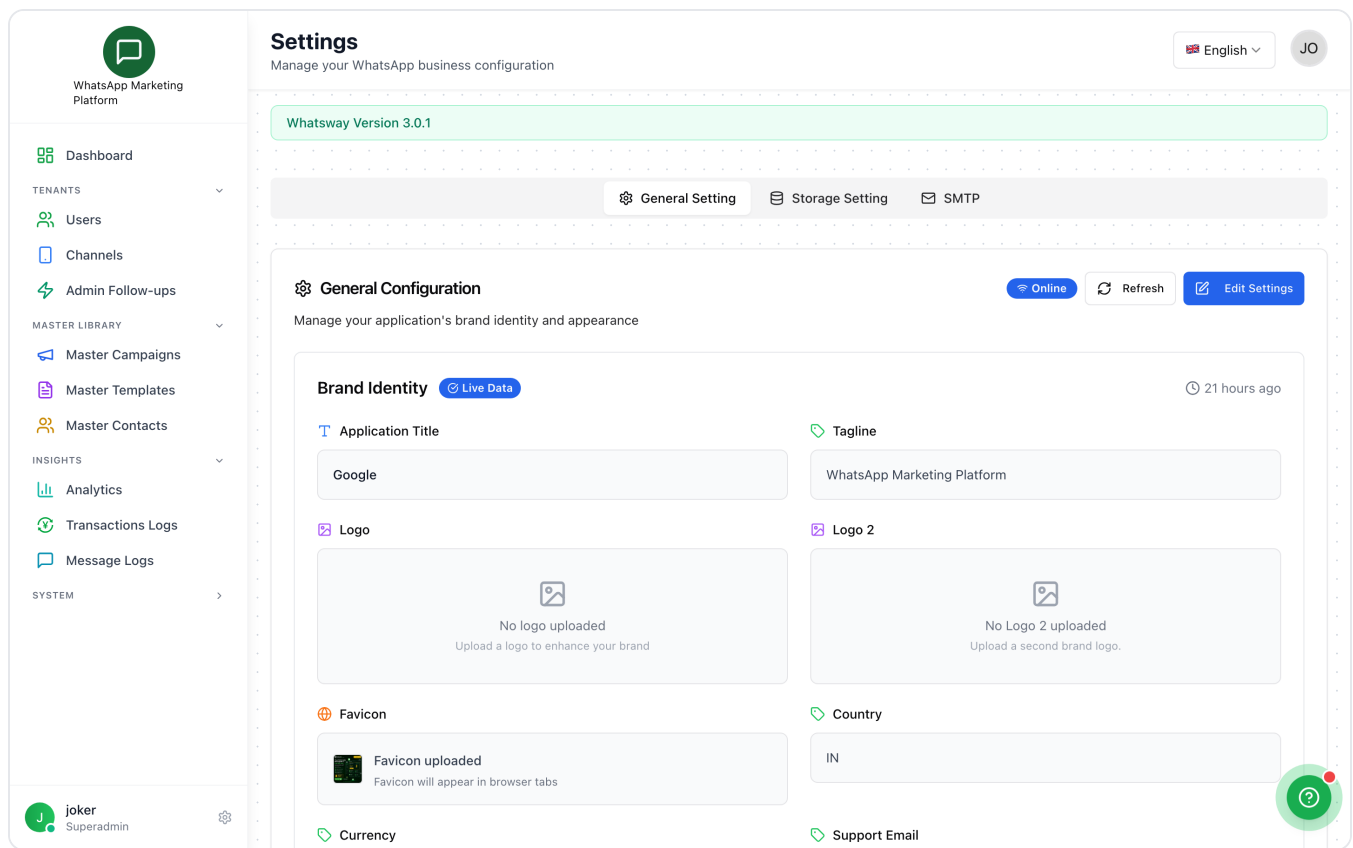
The Save Changes button storing the custom domain

1. **Point DNS to the platform.** In your domain provider's DNS panel, create the record that sends your host to the WaHamster server, then make sure HTTPS is enabled for it. This DNS and hosting step is handled with your platform provider — the domain will not resolve until it points at the platform.



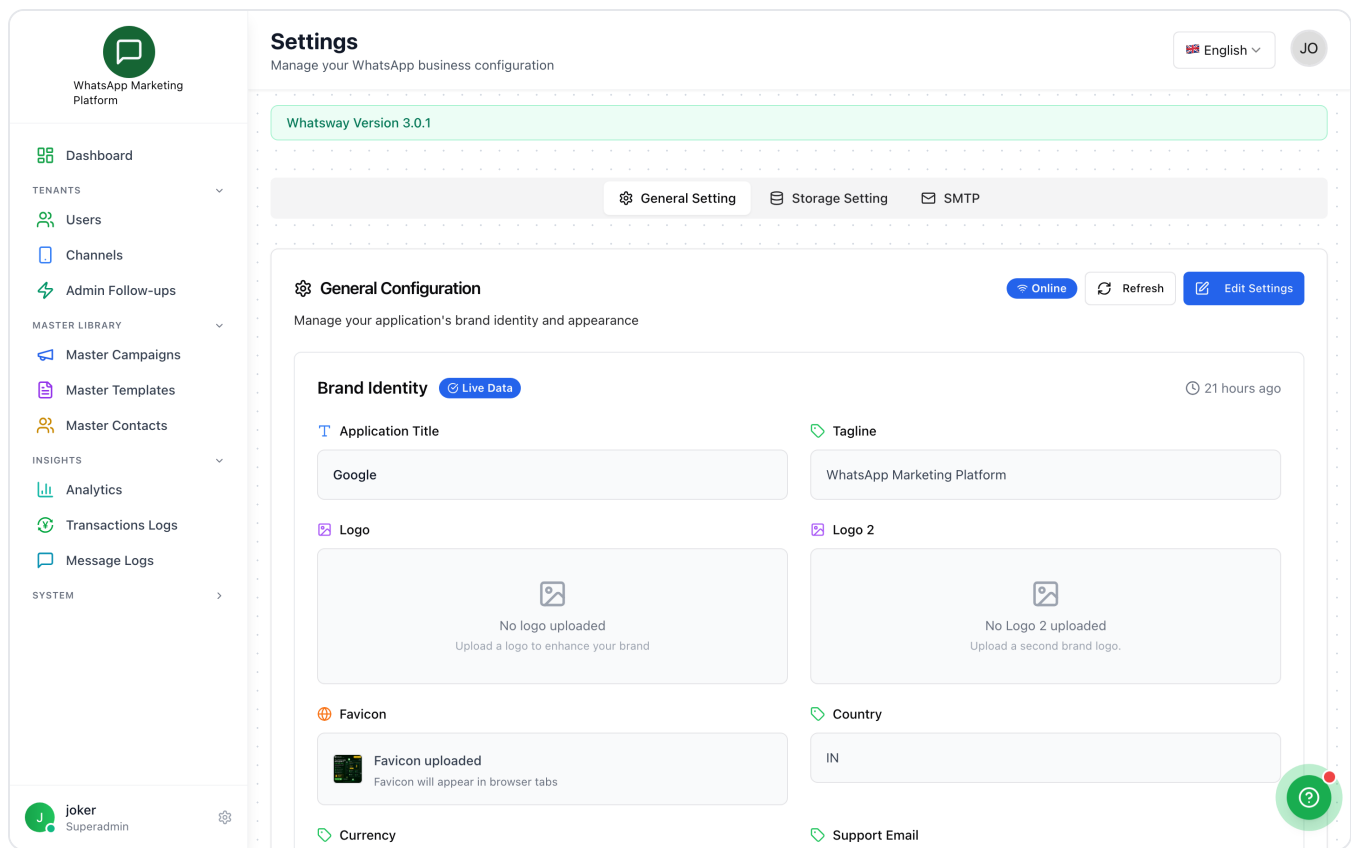
A DNS record aiming the custom host at the platform server

1. **Verify the branded pages.** Open your domain in a browser. Before logging in you should see your logo, colours and product name on the sign-in and sign-up pages — proof the domain resolved to your tenant.



The pre-login sign-in page showing your branding on your domain

1. **Confirm auto-attribution.** Have someone sign up through your domain. Their new account is attached to you automatically, with no referral code entered — visible in your **Users** list under TENANTS.



A domain sign-up appearing under your Users without a referral code

## Tips

- Type only the bare hostname ( `app.acme.com` ) — leave off `https://` and any trailing slash.
- Each domain must be unique across WaHamster. If saving returns a conflict error, the host is already claimed by another tenant.
- DNS changes can take time to propagate; if the domain doesn't load right away, wait and try again once the record and HTTPS are live.
- Domain-based attribution means customers who arrive on your domain don't need your referral code — the sign-up is credited to you automatically.

## FAQ

**Q:** Do I set up the DNS and HTTPS myself?

**A:** The DNS record and certificate must point your host at the platform. This is done with your platform/hosting provider (the master). In the panel you only enter the hostname; the routing happens on the server side.

**Q:** My customers still need a referral code — or not?

**A:** Not when they arrive through your custom domain. Sign-ups on your domain are auto-attributed to you. Referral codes remain useful for people who come in through the shared platform address.

**Q:** I got an error saving the domain. Why?

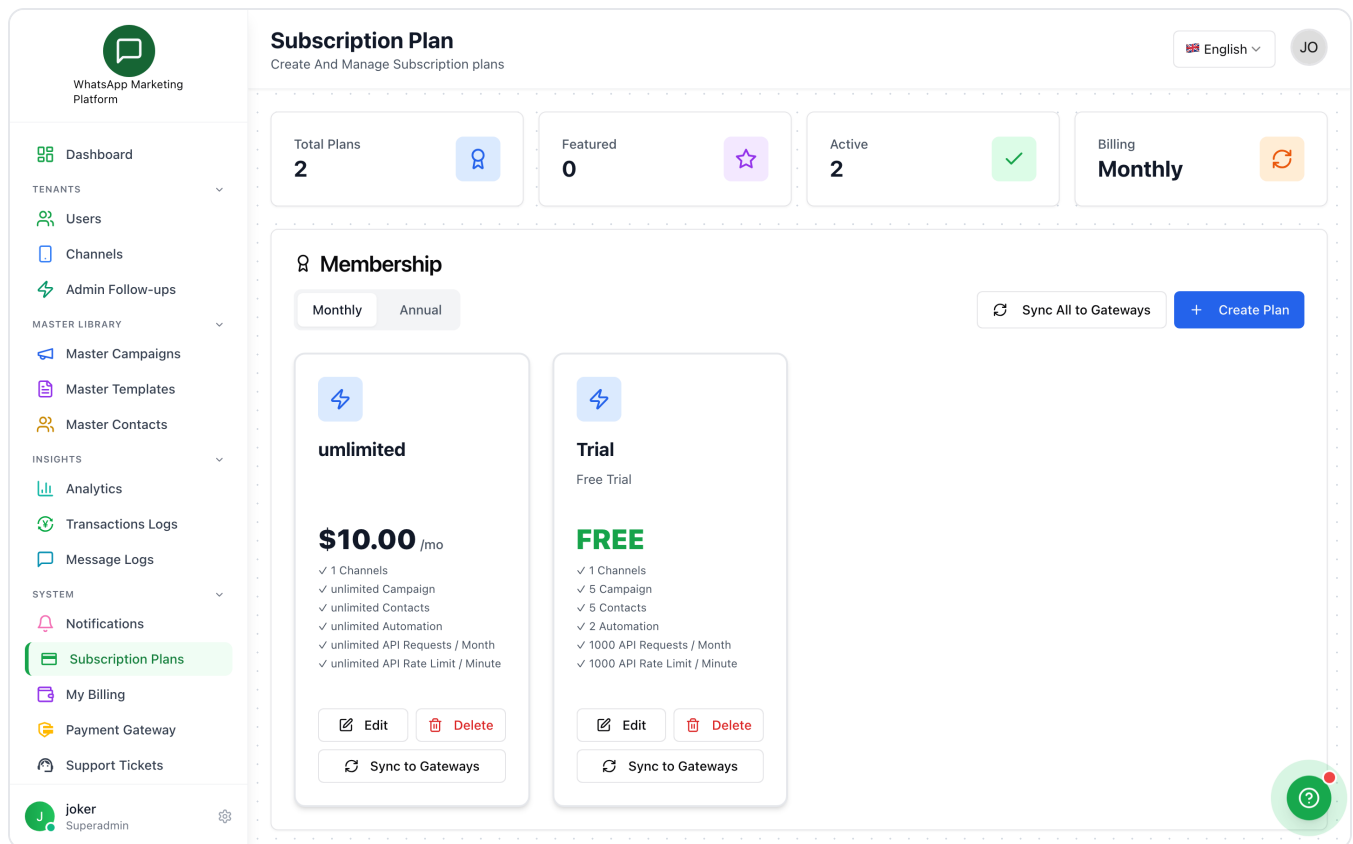
**A:** The most common cause is that the domain is already in use by another tenant (a 409 conflict). Choose a different hostname and save again.

# Creating subscription plans

Plans are the packages you sell to your admins on WaHamster — a name, a monthly and annual price, and the limits each buyer gets. You build and manage them from **Plans** in the left sidebar, where every plan you create shows up as a card.

## How to use (step by step)

1. **Open the Plans page.** Click **Plans** in the left sidebar. At the top you see four summary cards — **Total Plans**, **Featured**, **Active** and **Billing** — and below them a grid of your existing plan cards. On the right of the header is the blue **Create Plan** button.



The Plans page — summary stat cards on top, plan grid below, Create Plan button top-right

1. **Click Create Plan.** Press the blue **+ Create Plan** button in the top-right of the header. A **Create New Plan** form panel slides open above the plan grid. (The same button becomes **Cancel** while the form is open.)

The screenshot shows the 'Subscription Plan' management interface. On the left is a sidebar with navigation options: Dashboard, Users, Channels, Admin Follow-ups, Master Campaigns, Master Templates, Master Contacts, Analytics, Transactions Logs, Message Logs, Notifications, **Subscription Plans** (highlighted), My Billing, Payment Gateway, and Support Tickets. The main header includes the WhatsApp Marketing Platform logo, the title 'Subscription Plan', a subtitle 'Create And Manage Subscription plans', a language dropdown set to 'English', and a user profile 'JO'. Below the header are four summary cards: 'Total Plans 2' with a person icon, 'Featured 0' with a star icon, 'Active 2' with a green checkmark icon, and 'Billing Monthly' with a refresh icon. The main content area is titled 'Membership' and has tabs for 'Monthly' and 'Annual'. It contains two plan cards: 'unlimited' for \$10.00/mo and 'Trial' (Free Trial). Each card lists features (1 Channels, unlimited Campaign, 5 Contacts, unlimited Automation, unlimited API Requests / Month, unlimited API Rate Limit / Minute) and has 'Edit', 'Delete', and 'Sync to Gateways' buttons. A 'Sync All to Gateways' button and a '+ Create Plan' button are in the top right of the main area. A help icon is in the bottom right corner.

**Subscription Plan**  
Create And Manage Subscription plans

English JO

Total Plans 2

Featured 0

Active 2

Billing Monthly

**Membership**

Monthly Annual

Sync All to Gateways + Create Plan

**unlimited**  
\$10.00 /mo

- ✓ 1 Channels
- ✓ unlimited Campaign
- ✓ unlimited Contacts
- ✓ unlimited Automation
- ✓ unlimited API Requests / Month
- ✓ unlimited API Rate Limit / Minute

Edit Delete Sync to Gateways

**Trial**  
Free Trial

- ✓ 1 Channels
- ✓ 5 Campaign
- ✓ 5 Contacts
- ✓ 2 Automation
- ✓ 1000 API Requests / Month
- ✓ 1000 API Rate Limit / Minute

Edit Delete Sync to Gateways

joker Superadmin

The + Create Plan button in the header opens the plan form

1. **Fill in the basic details.** In the form, type the **Plan Name** (for example "Starter"), pick an **Icon** from the dropdown (Zap, Crown, Rocket or Star), and write a short **Description**. These appear on the plan card your admins see.

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Analytics

Transactions Logs

Message Logs

SYSTEM

Notifications

Subscription Plans

My Billing

Payment Gateway

Support Tickets

joker Superadmin

Membership

MonthlyAnnual

Sync All to GatewaysCancel

Create New Plan

Plan Name \*

e.g., Professional

Icon

⚡ Lightning

Description

Perfect for growing teams...

Monthly Price (\$)

0

Annual Price (\$)

0

Badge Text

Most Popular

Border Color

Default Gray

Channels

1

Contacts

unlimited

Automation

unlimited

Campaign

unlimited

API Requests / Month

unlimited

API Rate Limit / Minute

unlimited

Mark as Popular Plan

Plan Name, Icon dropdown and Description fields at the top of the form

1. **Set the pricing.** Enter the **Monthly Price** and the **Annual Price** in the two number fields (your account currency symbol is shown next to each label). Set both to match how your admins will be billed.

The screenshot shows the 'Membership' section of the WhatsApp Marketing Platform. The left sidebar contains navigation links: Dashboard, Users, Channels, Admin Follow-ups, Master Campaigns, Master Templates, Master Contacts, Analytics, Transactions Logs, Message Logs, Notifications, Subscription Plans (highlighted), My Billing, Payment Gateway, and Support Tickets. The main content area is titled 'Membership' and has tabs for 'Monthly' and 'Annual -20%'. A 'Sync All to Gateways' button and a 'Cancel' button are at the top right. The 'Create New Plan' form includes fields for Plan Name (e.g., Professional), Icon (Lightning), Description (Perfect for growing teams...), Monthly Price (\$), Annual Price (\$), Badge Text (Most Popular), and Border Color (Default Gray). Below these are checkboxes for 'Channels', 'Contacts', 'Automation', 'Campaign', 'API Requests / Month', and 'API Rate Limit / Minute', each with an 'Unlimited' checkbox. The 'Channels' field is locked to '1' with a note: 'Your limit: 1 channel — set by the platform administrator.' The 'API Rate Limit / Minute' field is set to 'unlimited'. A 'Mark as Popular Plan' checkbox is at the bottom left. A green help icon is at the bottom right.

Monthly Price and Annual Price number inputs with your currency symbol

1. **Set the limits (permissions).** In the permissions grid set **Channels, Contacts, Automation, Campaign, API Requests / month** and **API Rate Limit / minute**. Tick the small **Unlimited** checkbox above any limit to make it unlimited, or type a number. Note: **Channels** is locked to the cap the platform administrator set for you — the text below it reads "Your limit: N channels".

**WhatsApp Marketing Platform**

**Membership**

Monthly Annual -20%

Sync All to Gateways Cancel

### Create New Plan

Plan Name \* Icon

e.g., Professional ⚡ Lightning

Description

Perfect for growing teams...

Monthly Price (\$) Annual Price (\$)

0 0

Badge Text Border Color

Most Popular Default Gray

| Channels | Contacts  | Automation |
|----------|-----------|------------|
| 1        | unlimited | unlimited  |

Your limit: 1 channel — set by the platform administrator.

| Campaign  | API Requests / Month | API Rate Limit / Minute |
|-----------|----------------------|-------------------------|
| unlimited | unlimited            | unlimited               |

☐ Mark as Popular Plan

The limits grid — Channels locked to your cap, each other field with an Unlimited checkbox

- Add the feature list and highlight.** Click **+ Add Feature** to add each bullet that appears on the card, type the feature text, and tick **Included** for the ones this plan gets (unticked features show greyed out). Optionally tick **Mark as Popular** to give the plan a highlighted ring and an optional **Badge**.

WhatsApp Marketing Platform

Dashboard

TENANTS

Users

Channels

Admin Follow-ups

MASTER LIBRARY

Master Campaigns

Master Templates

Master Contacts

INSIGHTS

Analytics

Transactions Logs

Message Logs

SYSTEM

Notifications

Subscription Plans

My Billing

Payment Gateway

Support Tickets

joker Superadmin

Membership

MonthlyAnnual -20%

Sync All to GatewaysCancel

Create New Plan

Plan Name \*

e.g., Professional

Icon

⚡ Lightning

Description

Perfect for growing teams...

Monthly Price (\$)

0

Annual Price (\$)

0

Badge Text

Most Popular

Border Color

Default Gray

Channels

1

Contacts

unlimited

Automation

unlimited

Campaign

unlimited

API Requests / Month

unlimited

API Rate Limit / Minute

unlimited

Mark as Popular Plan

Add Feature rows with Included checkboxes and the Mark as Popular toggle

1. **Save the plan.** Click the blue **Create Plan** button at the bottom of the form. The form closes and your new plan appears as a card in the grid, and the **Total Plans** counter goes up by one.

The screenshot displays the 'Membership' section of the WhatsApp Marketing Platform. On the left is a sidebar with navigation links: Dashboard, Users, Channels, Admin Follow-ups, Master Campaigns, Master Templates, Master Contacts, Analytics, Transactions Logs, Message Logs, Notifications, **Subscription Plans** (highlighted), My Billing, Payment Gateway, and Support Tickets. The main content area is titled 'Membership' and includes tabs for 'Monthly' and 'Annual -20%'. At the top right of the main area are buttons for 'Sync All to Gateways' and 'Cancel'. The 'Create New Plan' form contains the following fields and options:

- Plan Name \***: Text input with placeholder 'e.g., Professional'.
- Icon**: Dropdown menu with 'Lightning' selected.
- Description**: Text area with placeholder 'Perfect for growing teams...'.
- Monthly Price (\$)**: Input field with '0'.
- Annual Price (\$)**: Input field with '0'.
- Badge Text**: Input field with 'Most Popular'.
- Border Color**: Dropdown menu with 'Default Gray' selected.
- Channels**: Input field with '1'. Below it, a note states: 'Your limit: 1 channel — set by the platform administrator.'
- Contacts**: Input field with 'unlimited'. A checkbox 'Unlimited' is checked.
- Automation**: Input field with 'unlimited'. A checkbox 'Unlimited' is checked.
- Campaign**: Input field with 'unlimited'. A checkbox 'Unlimited' is checked.
- API Requests / Month**: Input field with 'unlimited'. A checkbox 'Unlimited' is checked.
- API Rate Limit / Minute**: Input field with 'unlimited'. A checkbox 'Unlimited' is checked.
- Mark as Popular Plan**: A checkbox at the bottom left of the form.

A green circular help icon with a question mark is located at the bottom right of the form area.

The Create Plan button at the bottom of the form saves it into the grid

1. **Edit or sync later.** On any plan card, use **Edit** to reopen the form with its values, **Delete** to remove it, or **Sync to Gateways** to push the plan and its prices to your payment providers. Use **Sync All to Gateways** in the header to sync every plan at once.

**Membership**

Monthly Annual -20%

Sync All to Gateways Cancel

### Create New Plan

Plan Name \*

Icon

Description

Monthly Price (\$)  Annual Price (\$)

Badge Text  Border Color

Channels  Contacts ☒ Unlimited  Automation ☒ Unlimited

Your limit: 1 channel — set by the platform administrator.

Campaign ☒ Unlimited  API Requests / Month ☒ Unlimited  API Rate Limit / Minute ☒ Unlimited

☐ Mark as Popular Plan

Edit, Delete and Sync to Gateways buttons on a plan card

## Tips

- Use the **Monthly / Annual** toggle in the header to preview how the prices read on the cards before you publish.
- After changing a plan's price, always click **Sync to Gateways** — some payment providers cache the old price until you re-sync.
- Set a free or trial plan's prices to 0. Only the master can mark a plan as an auto-assigned **Free Plan**.

## FAQ

**Q:** Why can't I type a higher number in the Channels field?

**A:** The channel limit is capped by the platform administrator (your `max_plan_channels`). The field is locked to that cap so a plan can never grant more channels than you're allowed to resell.

**Q:** What does "Unlimited" actually do?

**A:** Ticking **Unlimited** writes the value the limit engine treats as no cap, so buyers on that plan are never blocked on that resource. Untick it to enter a specific number instead.

**Q:** Do I have to sync every time I edit a plan?

**A:** Only when price or plan identity changes. Feature-text or description edits are cosmetic, but any price change should be followed by **Sync to Gateways** so checkout charges the correct amount.

# Managing your users (admins)

Your users are the admin accounts (your customers) you own on WaHamster. From **Users** in the left sidebar you can create them, search and filter them, see each one's plan and expiry, and open row actions to edit, assign a plan, or log in as them.

## How to use (step by step)

1. **Open the Users page.** Click **Users** in the left sidebar. You land on a table listing every admin you own, each row showing avatar, name/email, phone, **Channels**, **Plan**, **Expires**, **Billing**, **Status** and **Last Login**. In the top-right of the header is the green **Add New User** button.

The screenshot displays the 'Users' management interface. On the left is a sidebar with a 'WhatsApp Marketing Platform' logo and navigation links: Dashboard, Users (selected), Channels, Admin Follow-ups, Master Campaigns, Master Templates, Master Contacts, Analytics, Transactions Logs, Message Logs, and SYSTEM. The main content area is titled 'Users' with the subtitle 'Manage all registered users'. It features a '+ Add New User' button, a language dropdown set to 'English', and a user profile 'JO'. Below this is a search bar 'Search by username or email...' with 'Search', 'Clear', and 'Export CSV' buttons. Filter tabs for PLAN (All, Paid, Trial / Free, No plan), STATUS (All, Active, Expiring soon, Expired), and BILLING (Any, Monthly, Annual) are present. The table shows 4 users, with the first row expanded to show details. The bottom of the table has pagination controls showing 'Showing 1 to 4 of 4 users' and a '10' items per page dropdown.

| Contact                                                              | Phone | Channels | Plan    | Expires                 | Billing | Status   | Last Login       | Actions |
|----------------------------------------------------------------------|-------|----------|---------|-------------------------|---------|----------|------------------|---------|
| <input type="checkbox"/> <b>kajal</b><br>kajal@lotsofcode.in         | —     | 0        | Trial   | 31/12/2099<br>in 26815d | Monthly | INACTIVE | 31/07/2026 19:10 |         |
| <input type="checkbox"/> <b>rakshitsoni</b><br>raxitsoni@gmail.com   | —     | 0        | No plan | —                       | —       | INACTIVE | 31/07/2026 17:17 |         |
| <input type="checkbox"/> <b>kuldeepuser</b><br>kuldeepuser@gmail.com | —     | 0        | No plan | —                       | —       | INACTIVE | 27/07/2026 14:54 |         |
| <input type="checkbox"/> <b>jokeruser</b><br>jokeruser@gmail.com     | —     | 0        | No plan | —                       | —       | INACTIVE | Never            |         |

The Users table with Contact, Channels, Plan, Expires, Billing and Status columns

1. **Search for a user.** Use the search box at the top to type a username or email, then click the green **Search** button. Use **Clear** to reset, or **Export CSV** to download the current (filtered) list.

WhatsApp Marketing Platform

- Dashboard
- Users
  - Channels
  - Admin Follow-ups
- Master Campaigns
  - Master Templates
  - Master Contacts
- Analytics
  - Transactions Logs
  - Message Logs
- SYSTEM

joker Superadmin

## Users

Manage all registered users

[+ Add New User](#)

English

JO

[Search](#)
[Clear](#)
[Export CSV](#)

PLAN:
All
Paid
Trial / Free
No plan

STATUS:
All
Active
Expiring soon
Expired

BILLING:
Any
Monthly
Annual

Showing 4 of 4 users

| Contact                                                              | Phone | Channels | Plan    | Expires                 | Billing | Status   | Last Login       | Actions |
|----------------------------------------------------------------------|-------|----------|---------|-------------------------|---------|----------|------------------|---------|
| <input type="checkbox"/> <b>kajal</b><br>kajal@lotsofcode.in         | —     | 0        | Trial   | 31/12/2099<br>in 26815d | Monthly | INACTIVE | 31/07/2026 19:10 |         |
| <input type="checkbox"/> <b>rakshitsoni</b><br>raxitsoni@gmail.com   | —     | 0        | No plan | —                       | —       | INACTIVE | 31/07/2026 17:17 |         |
| <input type="checkbox"/> <b>kuldeepuser</b><br>kuldeepuser@gmail.com | —     | 0        | No plan | —                       | —       | INACTIVE | 27/07/2026 14:54 |         |
| <input type="checkbox"/> <b>jokeruser</b><br>jokeruser@gmail.com     | —     | 0        | No plan | —                       | —       | INACTIVE | Never            |         |

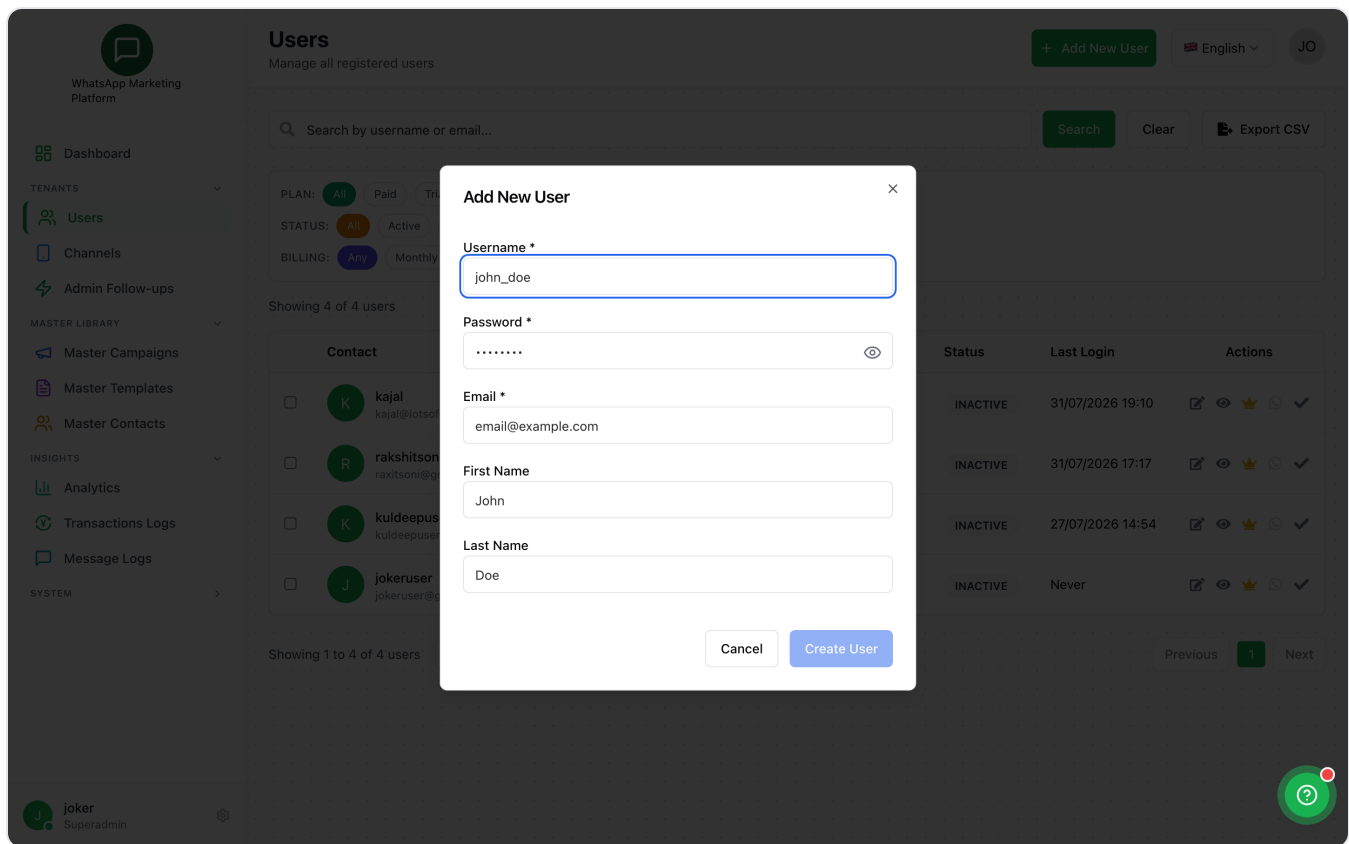
Showing 1 to 4 of 4 users

10

Previous 1 Next

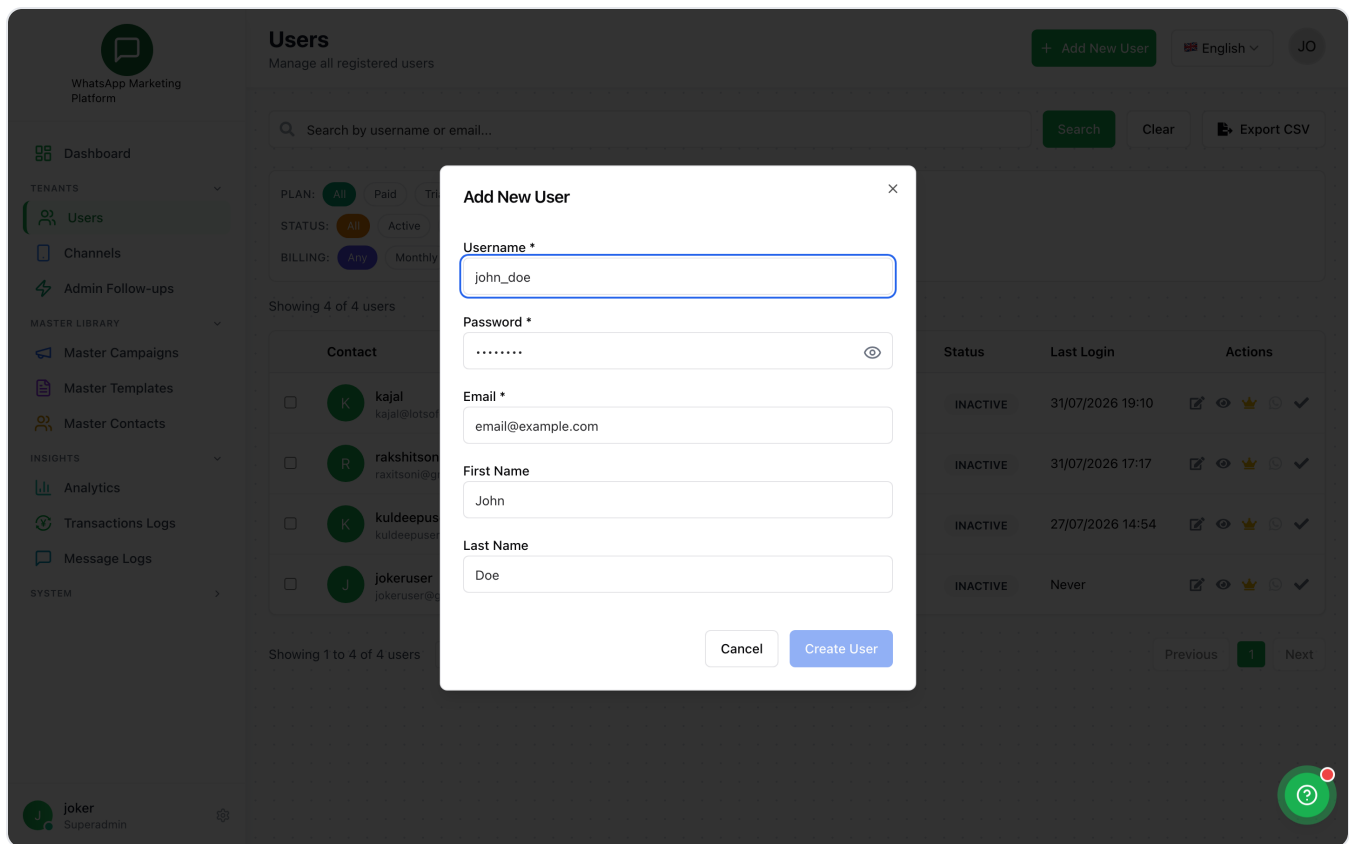
Search box, green Search button, Clear and Export CSV buttons

1. **Filter by plan, status and billing.** In the filter panel below the search, use the **Plan** chips (All / Paid / Trial · Free / No plan), the **Status** chips (All / Active / Expiring soon / Expired) and the **Billing** chips (Any / Monthly / Annual). When you pick **Expiring soon**, a "within N days" dropdown appears. **Clear filters** resets them all.



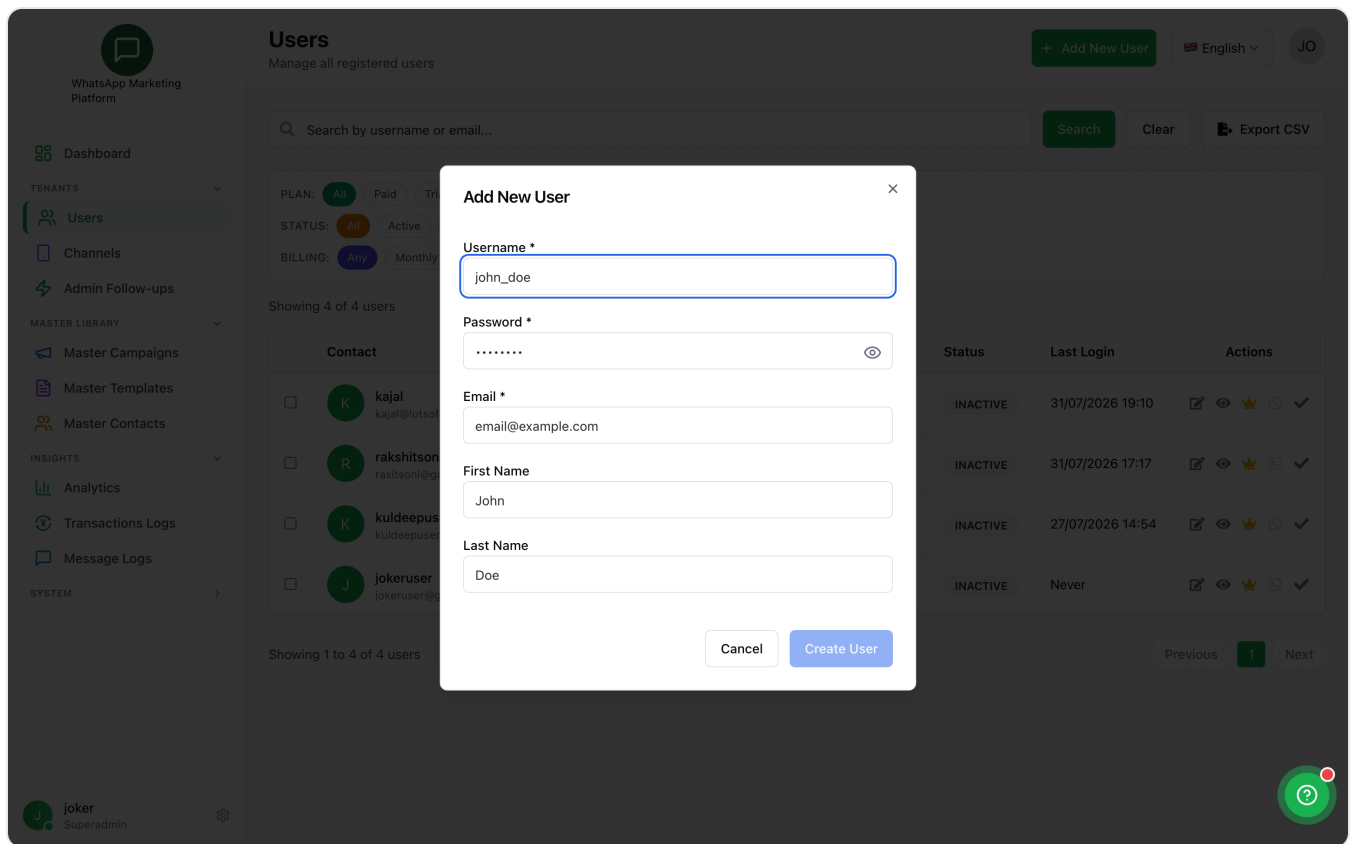
Plan, Status and Billing filter chips with the expiring-soon window dropdown

1. **Add a new user.** Click the green **Add New User** button. The **Add New User** dialog opens — fill in **Username**, **Password** (use the eye icon to reveal it), **Email**, and optionally **First Name** and **Last Name**, then click **Create User**.



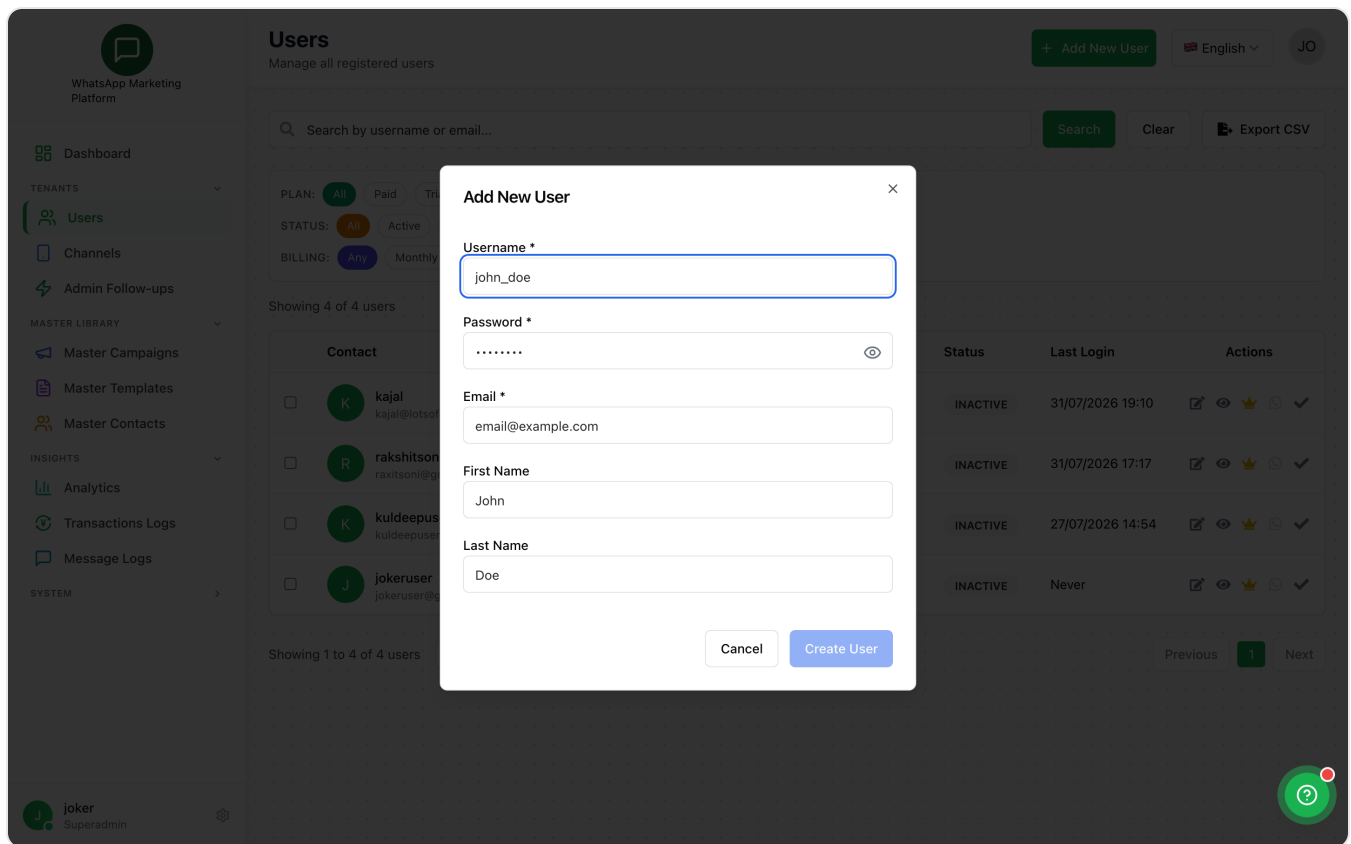
The Add New User dialog with Username, Password, Email, First and Last Name fields

1. **Read a row at a glance.** Each row's **Plan** column shows the plan badge (green for paid, amber for trial/free) plus a small "+N" if the admin has queued plans. The **Expires** column shows the end date and a coloured countdown (red when overdue or within 7 days, amber within 30).



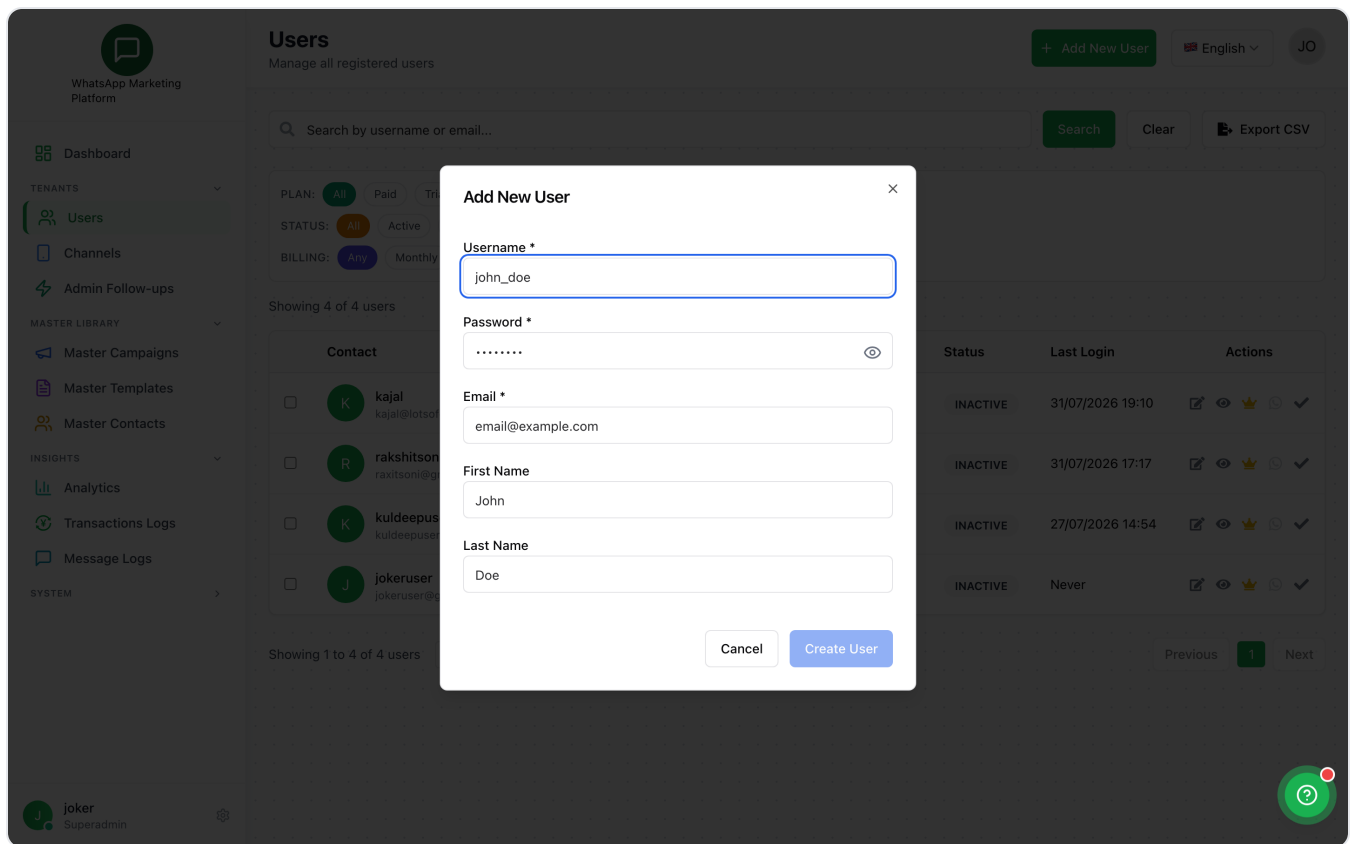
A row showing the plan badge, queued-plan count and the coloured expiry countdown

1. **Use the row actions.** On the right of each row is a set of icons: the **pencil** (Edit User), the **eye** (open the user's detail page), the yellow **crown** (Assign Plan), the green **WhatsApp** (send a renewal reminder), the purple **spy** (Log in as this user), and **block/activate** to toggle their status.



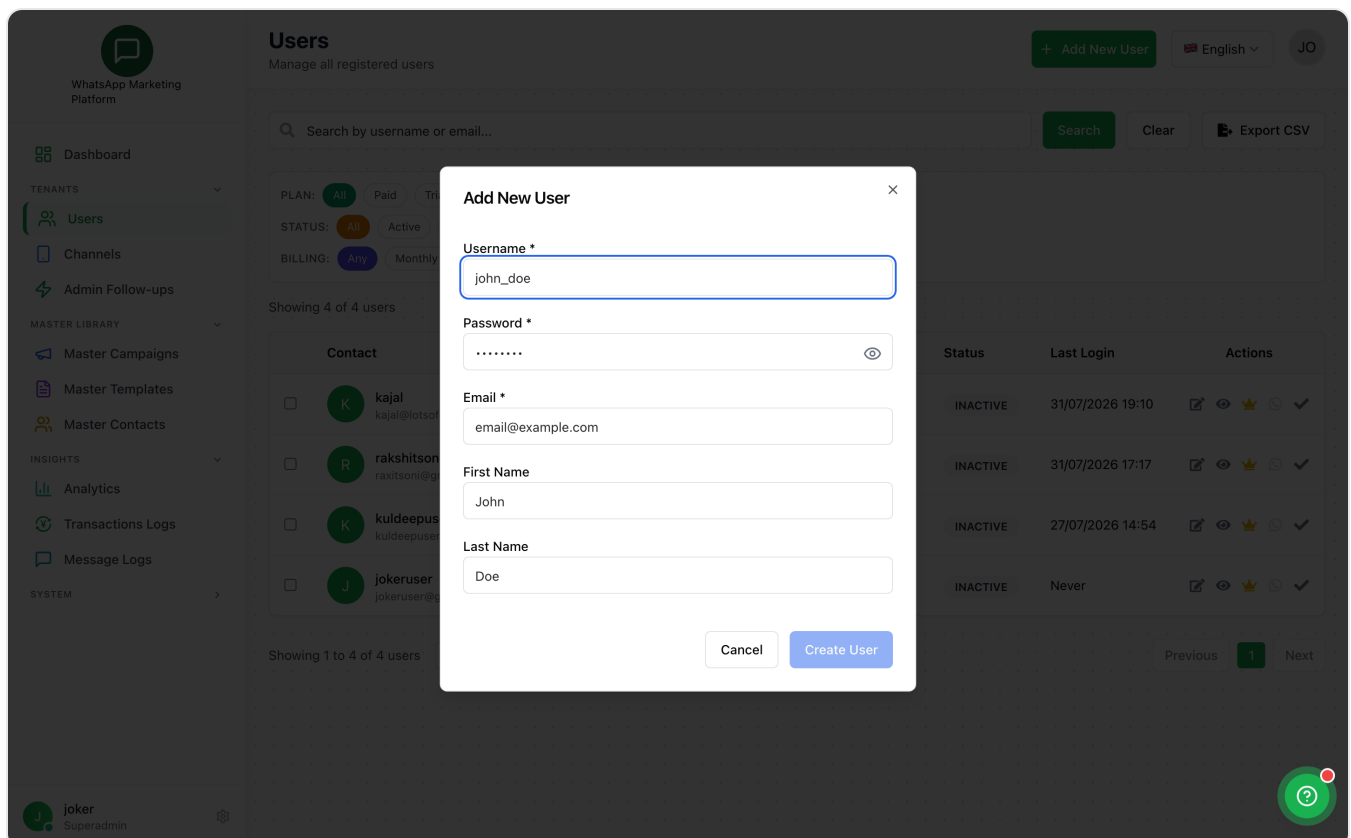
The pencil, eye, crown, WhatsApp, spy and block icons in the Actions column

1. **Block or activate an account.** Click the **block** (ban) icon on an active user to set them **inactive**, or the **check** icon on an inactive user to reactivate them. The **Status** badge updates immediately.



The block icon toggling a user's Status badge between ACTIVE and INACTIVE

1. **Open a user's full profile.** Click the user's name or the **eye** icon to open their detail page, where you see their channels, subscription history and activity in one place.



## Tips

- The counters under the search bar ("Showing X of Y users") reflect your active filters — set the filters first, then **Export CSV** to download exactly that slice.
- Use the **Expiring soon** status filter with a 7- or 14-day window to find admins to nudge before their plan lapses, then hit the green WhatsApp icon to remind them.
- The WhatsApp reminder icon is greyed out when the admin has no reachable phone on file — capture their primary phone first.

## FAQ

**Q:** What does "Log in as this user" (the spy icon) do?

**A:** It switches your session to see the app exactly as that admin sees it. Sensitive actions (password change, API keys, subscription cancel) are blocked. It only appears for the master role, never on yourself or another top-level admin.

**Q:** Why does a user show "No plan"?

**A:** They have no active subscription yet. Assign one with the yellow crown icon (see \*Assigning a plan to a user\*).

**Q:** Does blocking a user delete their data?

**A:** No. Blocking sets the account to inactive so they can't log in; their contacts, channels and history remain and return when you reactivate them.

# Assigning a plan to a user

Assigning a plan is how you put one of your admins on a subscription on WaHamster — either their first plan or a change to a different one. You do it from the **Users** list using the yellow crown action, which opens the **Assign Plan** dialog.

## How to use (step by step)

1. **Find the user.** Open **Users** in the left sidebar and locate the admin you want to put on a plan. Their current **Plan** column shows either a plan badge or "No plan".

The screenshot displays the 'Users' management interface. On the left is a sidebar with navigation links: Dashboard, Users (selected), Channels, Admin Follow-ups, Master Campaigns, Master Templates, Master Contacts, Analytics, Transactions Logs, and Message Logs. The main area is titled 'Users' with a subtitle 'Manage all registered users'. It features a search bar, filter buttons for Plan (All, Paid, Trial / Free, No plan), Status (All, Active, Expiring soon, Expired), and Billing (Any, Monthly, Annual). Below the filters, a table lists 4 users. The first user, 'kajal', has a 'Trial' plan badge. The 'Actions' column for each user contains several icons, including a yellow crown icon for assigning a plan. The page also includes a pagination bar at the bottom showing 'Showing 1 to 4 of 4 users' and a 'Previous' button.

| Contact                                                         | Phone | Channels | Plan    | Expires                 | Billing | Status   | Last Login       | Actions |
|-----------------------------------------------------------------|-------|----------|---------|-------------------------|---------|----------|------------------|---------|
| <input type="checkbox"/> K kajal<br>kajal@lotsocode.in          | —     | 0        | Trial   | 31/12/2099<br>in 26815d | Monthly | INACTIVE | 31/07/2026 19:10 |         |
| <input type="checkbox"/> R rakshitsoni<br>raxitsoni@gmail.com   | —     | 0        | No plan | —                       | —       | INACTIVE | 31/07/2026 17:17 |         |
| <input type="checkbox"/> K kuldeepuser<br>kuldeepuser@gmail.com | —     | 0        | No plan | —                       | —       | INACTIVE | 27/07/2026 14:54 |         |
| <input type="checkbox"/> J jokeruser<br>jokeruser@gmail.com     | —     | 0        | No plan | —                       | —       | INACTIVE | Never            |         |

A user row showing the Plan column and the Actions icons on the right

1. **Click the crown icon.** In that row's **Actions**, click the yellow **crown** icon (tooltip "Assign Plan"). The **Assign Plan to <username>** dialog opens.

WhatsApp Marketing Platform

Dashboard

TENANTS

Users

Channels

Admin Follow-ups

MASTER LIBRARY

Master Campaigns

Master Templates

Master Contacts

INSIGHTS

Analytics

Transactions Logs

Message Logs

SYSTEM

Users

Manage all registered users

+ Add New User

English

JO

Search by username or email...

Search

Clear

Export CSV

PLAN: All Paid Trial / Free No plan

STATUS: All Active Expiring soon Expired

BILLING: Any Monthly Annual

Showing 4 of 4 users

| Contact                                                                           | Phone | Channels | Plan    | Expires                 | Billing | Status   | Last Login       | Actions                                                            |
|-----------------------------------------------------------------------------------|-------|----------|---------|-------------------------|---------|----------|------------------|--------------------------------------------------------------------|
| <input type="checkbox"/> <div>K</div> <b>kajal</b><br>kajal@lotsofcode.in         | —     | 0        | Trial   | 31/12/2099<br>in 26815d | Monthly | INACTIVE | 31/07/2026 19:10 | <div><div></div><div></div><div></div><div></div><div></div></div> |
| <input type="checkbox"/> <div>R</div> <b>rakshitsoni</b><br>raxitsoni@gmail.com   | —     | 0        | No plan | —                       | —       | INACTIVE | 31/07/2026 17:17 | <div><div></div><div></div><div></div><div></div><div></div></div> |
| <input type="checkbox"/> <div>K</div> <b>kuldeepuser</b><br>kuldeepuser@gmail.com | —     | 0        | No plan | —                       | —       | INACTIVE | 27/07/2026 14:54 | <div><div></div><div></div><div></div><div></div><div></div></div> |
| <input type="checkbox"/> <div>J</div> <b>jokeruser</b><br>jokeruser@gmail.com     | —     | 0        | No plan | —                       | —       | INACTIVE | Never            | <div><div></div><div></div><div></div><div></div><div></div></div> |

Showing 1 to 4 of 4 users

10

Previous

1

Next

joker

Superadmin

The yellow crown icon in the Actions column opening the Assign Plan dialog

- 1. Review existing subscriptions.** If the user already has plans, the dialog shows an **Active Plans** section (green) and any **Queued Plans** (blue) with their dates. Queued plans start automatically when the active one ends.

WhatsApp Marketing Platform

Dashboard

TENANTS

Users

Channels

Admin Follow-ups

MASTER LIBRARY

Master Campaigns

Master Templates

Master Contacts

INSIGHTS

Analytics

Transactions Logs

Message Logs

SYSTEM

Users

Manage all registered users

+ Add New User

English

JO

Search by username or email...

Search

Clear

Export CSV

PLAN: All Paid Trial / Free No plan

STATUS: All Active Expiring soon Expired

BILLING: Any Monthly Annual

Showing 4 of 4 users

| Contact                                                         | Phone | Channels | Plan    | Expires                 | Billing | Status   | Last Login       | Actions |
|-----------------------------------------------------------------|-------|----------|---------|-------------------------|---------|----------|------------------|---------|
| <input type="checkbox"/> K kajal<br>kajal@lotsofcode.in         | —     | 0        | Trial   | 31/12/2099<br>in 26815d | Monthly | INACTIVE | 31/07/2026 19:10 |         |
| <input type="checkbox"/> R rakshitsoni<br>raxitsoni@gmail.com   | —     | 0        | No plan | —                       | —       | INACTIVE | 31/07/2026 17:17 |         |
| <input type="checkbox"/> K kuldeepuser<br>kuldeepuser@gmail.com | —     | 0        | No plan | —                       | —       | INACTIVE | 27/07/2026 14:54 |         |
| <input type="checkbox"/> J jokeruser<br>jokeruser@gmail.com     | —     | 0        | No plan | —                       | —       | INACTIVE | Never            |         |

Showing 1 to 4 of 4 users 10

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joker Superadmin

Green Active Plans block and blue Queued Plans block at the top of the dialog

- Pick a plan.** In the **Select Plan** dropdown, choose the plan to assign. A details card appears below it with the plan name, description and features.

WhatsApp Marketing Platform

Dashboard

TENANTS

Users

Channels

Admin Follow-ups

MASTER LIBRARY

Master Campaigns

Master Templates

Master Contacts

INSIGHTS

Analytics

Transactions Logs

Message Logs

SYSTEM

Users

Manage all registered users

+ Add New User

English

JO

Search by username or email...

Search

Clear

Export CSV

PLAN: All Paid Trial / Free No plan

STATUS: All Active Expiring soon Expired

BILLING: Any Monthly Annual

Showing 4 of 4 users

| Contact                                                         | Phone | Channels | Plan    | Expires                 | Billing | Status   | Last Login       | Actions |
|-----------------------------------------------------------------|-------|----------|---------|-------------------------|---------|----------|------------------|---------|
| <input type="checkbox"/> K kajal<br>kajal@lotsofcode.in         | —     | 0        | Trial   | 31/12/2099<br>in 26815d | Monthly | INACTIVE | 31/07/2026 19:10 |         |
| <input type="checkbox"/> R rakshitsoni<br>raxitsoni@gmail.com   | —     | 0        | No plan | —                       | —       | INACTIVE | 31/07/2026 17:17 |         |
| <input type="checkbox"/> K kuldeepuser<br>kuldeepuser@gmail.com | —     | 0        | No plan | —                       | —       | INACTIVE | 27/07/2026 14:54 |         |
| <input type="checkbox"/> J jokeruser<br>jokeruser@gmail.com     | —     | 0        | No plan | —                       | —       | INACTIVE | Never            |         |

Showing 1 to 4 of 4 users 10

Previous1Next

joker Superadmin

The Select Plan dropdown with the plan details card showing below it

1. **Choose the billing cycle.** In the details card, click **Monthly** or **Annual** — each button shows the price and validity (1 month vs 12 months). The selected cycle gets a highlighted ring.

**WhatsApp Marketing Platform**

**Users**  
Manage all registered users

+ Add New User English JO

Search by username or email... Search Clear Export CSV

PLAN: All Paid Trial / Free No plan  
STATUS: All Active Expiring soon Expired  
BILLING: Any Monthly Annual

Showing 4 of 4 users

| Contact                                                         | Phone | Channels | Plan    | Expires                 | Billing | Status   | Last Login       | Actions |
|-----------------------------------------------------------------|-------|----------|---------|-------------------------|---------|----------|------------------|---------|
| <input type="checkbox"/> K kajal<br>kajal@lotsofcode.in         | —     | 0        | Trial   | 31/12/2099<br>in 26815d | Monthly | INACTIVE | 31/07/2026 19:10 |         |
| <input type="checkbox"/> R rakshitsoni<br>raxitsoni@gmail.com   | —     | 0        | No plan | —                       | —       | INACTIVE | 31/07/2026 17:17 |         |
| <input type="checkbox"/> K kuldeepuser<br>kuldeepuser@gmail.com | —     | 0        | No plan | —                       | —       | INACTIVE | 27/07/2026 14:54 |         |
| <input type="checkbox"/> J jokeruser<br>jokeruser@gmail.com     | —     | 0        | No plan | —                       | —       | INACTIVE | Never            |         |

Showing 1 to 4 of 4 users 10 Previous 1 Next

joker Superadmin

The Monthly and Annual billing-cycle buttons with prices, one highlighted

1. **Assign the plan.** Click the **Assign Plan** button at the bottom. On success you get a confirmation toast, the dialog closes, and the user's **Plan** badge updates in the list.

WhatsApp Marketing Platform

- Dashboard
- TENANTS
  - Users**
  - Channels
  - Admin Follow-ups
- MASTER LIBRARY
  - Master Campaigns
  - Master Templates
  - Master Contacts
- INSIGHTS
  - Analytics
  - Transactions Logs
  - Message Logs
- SYSTEM

joker Superadmin

## Users

Manage all registered users

[+ Add New User](#)

English

JO

[Search](#)
[Clear](#)
[Export CSV](#)

PLAN: **All** Paid Trial / Free No plan

STATUS: **All** Active Expiring soon Expired

BILLING: **Any** Monthly Annual

Showing 4 of 4 users

|                          | Contact                                     | Phone | Channels | Plan    | Expires                 | Billing | Status   | Last Login       | Actions |
|--------------------------|---------------------------------------------|-------|----------|---------|-------------------------|---------|----------|------------------|---------|
| <input type="checkbox"/> | <b>kajal</b><br>kajal@lotsofcode.in         | —     | 0        | Trial   | 31/12/2099<br>in 26815d | Monthly | INACTIVE | 31/07/2026 19:10 |         |
| <input type="checkbox"/> | <b>rakshitsoni</b><br>raxitsoni@gmail.com   | —     | 0        | No plan | —                       | —       | INACTIVE | 31/07/2026 17:17 |         |
| <input type="checkbox"/> | <b>kuldeepuser</b><br>kuldeepuser@gmail.com | —     | 0        | No plan | —                       | —       | INACTIVE | 27/07/2026 14:54 |         |
| <input type="checkbox"/> | <b>jokeruser</b><br>jokeruser@gmail.com     | —     | 0        | No plan | —                       | —       | INACTIVE | Never            |         |

Showing 1 to 4 of 4 users

10

Previous 1 Next

The Assign Plan button at the bottom of the dialog

- Reassign or cancel an existing plan.** To change a live plan instead, click **Reassign** on an active row, pick the replacement plan and cycle, then **Confirm Reassign** — or click **Cancel** on any active or queued row to end it immediately.

**WhatsApp Marketing Platform**

**Users**  
Manage all registered users

+ Add New User English JO

Search by username or email... Search Clear Export CSV

PLAN: All Paid Trial / Free No plan  
STATUS: All Active Expiring soon Expired  
BILLING: Any Monthly Annual

Showing 4 of 4 users

| Contact                                                         | Phone | Channels | Plan    | Expires                 | Billing | Status   | Last Login       | Actions |
|-----------------------------------------------------------------|-------|----------|---------|-------------------------|---------|----------|------------------|---------|
| <input type="checkbox"/> K kajal<br>kajal@lotsofcode.in         | —     | 0        | Trial   | 31/12/2099<br>in 26815d | Monthly | INACTIVE | 31/07/2026 19:10 |         |
| <input type="checkbox"/> R rakshitsoni<br>raxitsoni@gmail.com   | —     | 0        | No plan | —                       | —       | INACTIVE | 31/07/2026 17:17 |         |
| <input type="checkbox"/> K kuldeepuser<br>kuldeepuser@gmail.com | —     | 0        | No plan | —                       | —       | INACTIVE | 27/07/2026 14:54 |         |
| <input type="checkbox"/> J jokeruser<br>jokeruser@gmail.com     | —     | 0        | No plan | —                       | —       | INACTIVE | Never            |         |

Showing 1 to 4 of 4 users 10 Previous 1 Next

joker Superadmin

The Reassign panel with plan dropdown and the Cancel button on an active subscription

## Tips

- **Check what this admin will cost you.** Before you confirm, the dialog shows the per-admin fee this assignment charges you — that fee is a matrix cell for **(your tier × the plan you're assigning)**, so a heavier plan costs you more. Keep your selling price above it. (See "Your account and partner pricing" for the full matrix.)
- Assigning a **paid** plan needs enough wallet balance and respects your channel cap — top up your wallet first if you plan to onboard several admins.
- A plan that grants more channels than the user currently has is fine; one that grants fewer may flag the user as over-cap. Check the channel count in the Users list before downgrading.
- Cancelling an active subscription immediately promotes the next queued plan (if any), so you can stack a replacement in advance and cancel to switch instantly.

## FAQ

**Q:** The Assign Plan button is disabled — why?

**A:** No plan is selected yet. Pick a plan in the **Select Plan** dropdown and the button becomes active.

**Q:** What happens to a queued plan?

**A:** It stays inactive and starts automatically the moment the active subscription ends. You can cancel a queued plan anytime from the same dialog.

**Q:** Why did assigning a paid plan fail?

**A:** Usually insufficient wallet balance or the plan's channel limit exceeding your cap. The error toast states the reason — top up your wallet or pick a plan within your channel cap and try again.

# Wallet recharge and payment gateway

As a superadmin on WaHamster you deal with **two separate money flows**. Your own **wallet** is topped up by paying the master (platform owner), and it funds your per-admin fees and plugin commission. Separately, your **payment gateway** is the Stripe/Razorpay/PayPal account that YOUR admins pay through when they buy plans from you. Your wallet lives under **My Billing**; your gateway lives under **Payment Gateway** in the sidebar.

## How to use (step by step)

1. **Open My Billing and read your wallet balance.** In the sidebar open **My Billing**. The page has three tabs at the top — **Overview**, **Wallet** and **Invoices**. On **Overview** the **Wallet Balance** card (right side) shows your current balance in large numbers with a blue **Add Funds** button beneath it.

The screenshot displays the 'My Billing' interface. On the left is a sidebar with a 'WhatsApp Marketing Platform' icon and various navigation links. The main area is titled 'My Billing' with the subtitle 'Manage your subscription, wallet, and invoices'. It features three tabs: 'Overview', 'Wallet', and 'Invoices'. The 'Overview' tab is active, showing an 'Outstanding Balance' of \$77.77 with a 'Pay All \$77.77' button. Below this, the 'Current Plan' section shows an 'ENTERPRISE (3 INSTALLMENTS)' plan that is 'active'. It details an annual fee of \$125.00/yr and a per admin fee of \$5.00/mo. A section for 'UPCOMING CHARGES' lists 'Installment 2 of 3' due 11/25/2026 for \$41.67 and 'Installment 3 of 3' due 3/25/2027 for \$41.67. A warning indicates the wallet has \$0.23 and needs \$41.44 more. The 'Billing Details' section at the bottom shows the name 'lotsofcode.in' and company 'lotsofcode.in'. A user profile for 'joker Superadmin' is visible in the bottom left corner.

The Overview tab — Current Plan card on the left, Wallet Balance card with Add Funds on the right

1. **Fill in your billing details first — they are mandatory.** Still on **Overview**, scroll to the **Billing Details** card. If it has an amber warning saying details are required before

adding funds, click the **Add Details** (or **Edit**) button top-right of that card.

The screenshot displays the WhatsApp Marketing Platform dashboard. On the left is a sidebar menu with categories: Dashboard, TENANTS (Users, Channels, Admin Follow-ups), MASTER LIBRARY (Master Campaigns, Master Templates, Master Contacts), INSIGHTS (Analytics, Transactions Logs, Message Logs), and SYSTEM (Notifications, Subscription Plans, My Billing, Payment Gateway, Support Tickets). The 'My Billing' option is highlighted. The main content area has tabs for Overview, Wallet, and Invoices. At the top, a red banner shows an 'Outstanding Balance: \$77.77' with '1 unpaid invoice(s)' and a 'Pay All \$77.77' button. Below the tabs, the 'Current Plan' card shows 'ENTERPRISE (3 INSTALLMENTS)' as 'active', with an annual fee of \$125.00/yr and a per admin/month fee of \$5.00/mo. It also lists upcoming charges: 'Installment 2 of 3' due 11/25/2026 for \$41.67, and 'Installment 3 of 3' due 3/25/2027 for \$41.67. A yellow warning box states: 'Wallet has \$0.23 — add \$41.44 more to cover this charge.' The 'Wallet Balance' card shows a balance of \$0.23 and an 'Add Funds' button. The 'Billing Details' card at the bottom shows fields for Name, Address, Tax ID / GSTIN, Company, and Email, with an 'Edit' button. The user profile 'joker Superadmin' is visible in the bottom left.

Billing Details card showing the amber 'required before you can add funds' notice and the Add Details button

1. **Complete the billing profile and save.** In the dialog, fill **Legal / billing name**, **Company name**, **Billing email**, **Address**, **City**, **State/Province** (required for India), **Postal code**, **Country** (2-letter code) and **Tax ID / GSTIN**. Click the blue **Save details** button. These details go onto the invoices the master raises for you.

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  - My Billing**
  - Payment Gateway
  - Support Tickets

joker Superadmin

## My Billing

Manage your subscription, wallet, and invoices

English
JO

**Outstanding Balance: \$77.77**

1 unpaid invoice(s)

Pay All \$77.77

Overview
Wallet
Invoices

Available Balance

\$0.23

USD

Recharge Wallet

\$50

\$100

\$250

\$500

\$1000

Custom amount

Pay \$0 via PayPal

Transaction History
All Types

| Date                  | Type            | Description                                     | Amount   | Balance |
|-----------------------|-----------------|-------------------------------------------------|----------|---------|
| 7/30/2026, 4:43:08 PM | Invoice Payment | Auto-pay invoice #SAI-202607-0009 — rakshitsoni | \$-77.77 | \$0.23  |
| 7/30/2026, 4:43:08 PM | Manual Credit   | Manual credit by supermasteradmin               | +\$78.00 | \$78.00 |
| 7/28/2026, 6:44:47 PM | Invoice Payment | Auto-pay invoice #SAI-202607-0008 — rakshitsoni | \$-5.00  | \$0.00  |
| 7/28/2026, 6:44:47 PM | Invoice Payment | Auto-pay invoice #SAI-202607-0007 — jokeruser   | \$-60.00 | \$5.00  |
| 7/28/2026, 6:44:47 PM | Top-up          | PayPal top-up \$65.00                           | +\$65.00 | \$65.00 |

The billing profile form — legal name, company, address and Tax ID / GSTIN, with Save details

- Add funds to your wallet.** Click **Add Funds** on the Wallet Balance card (or open the **Wallet** tab and use **Recharge wallet**). Pick a quick amount — **\$50 / \$100 / \$250 / \$500 / \$1000** — or type a custom amount in the box, then click the **Pay via PayPal** button.

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- SYSTEM
  - Notifications
  - Subscription Plans
  - My Billing**
  - Payment Gateway
  - Support Tickets
- joker Superadmin

## My Billing

Manage your subscription, wallet, and invoices

English
JO

Outstanding Balance: \$77.77
1 unpaid invoice(s)
Pay All \$77.77

Overview
Wallet
Invoices

Available Balance

# \$0.23

USD

### Recharge Wallet

\$50
\$100
\$250
\$500
\$1000

Custom amount
Pay \$0 via PayPal

### Transaction History

All Types

| Date                  | Type            | Description                                     | Amount   | Balance |
|-----------------------|-----------------|-------------------------------------------------|----------|---------|
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| 7/28/2026, 6:44:47 PM | Top-up          | PayPal top-up \$65.00                           | +\$65.00 | \$65.00 |

Wallet tab Recharge card — quick-amount buttons, custom amount input, and Pay via PayPal

- 1. Pay the master and return.** You are redirected to the payment page to complete the top-up. This payment goes to the MASTER's global gateway — not your own. After paying you return to WaHamster and a success toast confirms the funds were added to your wallet.

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## My Billing

Manage your subscription, wallet, and invoices

English
JO

Outstanding Balance: \$77.77
1 unpaid invoice(s)
Pay All \$77.77

Overview
Wallet
Invoices

Available Balance

# \$0.23

USD

Recharge Wallet

\$50
\$100
\$250
\$500
\$1000

Custom amount
Pay \$0 via PayPal

### Transaction History

All Types

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| 7/28/2026, 6:44:47 PM | Top-up          | PayPal top-up \$65.00                           | +\$65.00 | \$65.00 |

Return to My Billing with a 'Payment successful — funds added to wallet' toast

- Check the transaction history.** Open the **Wallet** tab. The **Transaction History** table lists every movement — **Date**, **Type** (Top-up, Invoice payment, Manual credit/debit, Refund), **Description**, **Amount** (green + for credits, red for debits) and **Balance** after. Use the **type filter** dropdown top-right to narrow the list.

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## My Billing

Manage your subscription, wallet, and invoices

English
JO

Outstanding Balance: \$77.77
1 unpaid invoice(s)
Pay All \$77.77

Overview
Wallet
Invoices

Available Balance
\$0.23
USD

Recharge Wallet

\$50
\$100
\$250
\$500
\$1000

Custom amount
Pay \$0 via PayPal

Transaction History
All Types

| Date                  | Type            | Description                                     | Amount   | Balance |
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| 7/28/2026, 6:44:47 PM | Top-up          | PayPal top-up \$65.00                           | +\$65.00 | \$65.00 |

Transaction History — colour-coded types, amounts and running balance, with the All types filter

1. **Now switch to your own gateway — open Payment Gateway.** In the sidebar open **Payment Gateway**. The four stat cards across the top show your **Active Provider**, current **Provider, Environment** (Test/Live) and **Status** (Active/Inactive).

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## My Billing

Manage your subscription, wallet, and invoices

English
JO

Outstanding Balance: \$77.77
1 unpaid invoice(s)
Pay All \$77.77

Overview
Wallet
Invoices

Available Balance
**\$0.23**
USD

Recharge Wallet

\$50
\$100
\$250
\$500
\$1000

Custom amount
Pay \$0 via PayPal

Transaction History
All Types

| Date                  | Type            | Description                                     | Amount   | Balance |
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| 7/28/2026, 6:44:47 PM | Top-up          | PayPal top-up \$65.00                           | +\$65.00 | \$65.00 |

Payment Gateway — Active Provider, Provider, Environment and Status stat cards

- Pick your provider and environment.** In the main card, choose from the **Payment provider** dropdown — **Razorpay**, **Stripe**, **PayPal**, **Paystack** or **Mercado Pago**. Below it use the two buttons to select **Test mode** (orange dot) or **Live mode** (green dot).

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## My Billing

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Outstanding Balance: \$77.77
1 unpaid invoice(s)
Pay All \$77.77

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Available Balance
**\$0.23**
USD

Recharge Wallet

\$50
\$100
\$250
\$500
\$1000

Custom amount
Pay \$0 via PayPal

Transaction History
All Types

| Date                  | Type            | Description                                     | Amount   | Balance |
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| 7/28/2026, 6:44:47 PM | Top-up          | PayPal top-up \$65.00                           | +\$65.00 | \$65.00 |

Provider select open with Razorpay/Stripe/PayPal/Paystack/Mercado Pago, plus Test/Live buttons

- Enter your API keys and save.** In the credentials box (orange for Test, green for Live) type the **API Key** and **API Secret** for the provider — the eye icon reveals what you typed. Toggle **Enable Gateway** on, then click **Save settings** (or **Update settings**) at the bottom.

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## My Billing

Manage your subscription, wallet, and invoices

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JO

Outstanding Balance: \$77.77  
1 unpaid invoice(s)

Pay All \$77.77

Overview

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Available Balance  
**\$0.23**  
USD

Recharge Wallet

\$50
\$100
\$250
\$500
\$1000

Custom amount
Pay \$0 via PayPal

Transaction History

All Types

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| 7/28/2026, 6:44:47 PM | Top-up          | PayPal top-up \$65.00                           | +\$65.00 | \$65.00 |

API Key and API Secret fields, Enable Gateway toggle, and the Save settings button

## Tips

- The two flows never mix: **your wallet top-up is paid to the master** through the master's gateway, while **your admins pay you** through the gateway you configure on the Payment Gateway page.
- Top up before you assign paid plans or issue plugin licenses — the per-admin fee and plugin commission are deducted from your wallet automatically, and a short balance can block an admin's renewal.
- Start in **Test mode** with sandbox keys to confirm a checkout works, then switch to **Live mode** and paste the live keys before taking real payments.
- Watch the **Upcoming charges** section on the Overview tab — if your wallet can't cover the next charge you'll see an amber warning telling you how much more to add.

## FAQ

**Q:** Who receives the money when I click Add Funds?

**A:** The master (platform owner). Your wallet top-up always goes to the master's global gateway. The gateway you set on the Payment Gateway page is only used when your own

admins pay you.

**Q:** Why can't I add funds yet?

**A:** Your billing profile is incomplete. WaHamster requires a complete billing profile (name, address, tax details) before any top-up, because those details appear on the invoice the master raises. Fill the Billing Details card first.

**Q:** Which providers can I offer my admins?

**A:** Razorpay, Stripe, PayPal, Paystack and Mercado Pago. Configure one on the Payment Gateway page with its API key and secret, enable it, and switch it to Live mode.

# Billing and invoicing

On WaHamster the app does **not** auto-generate a downloadable tax invoice — your formal tax invoice is raised for you from the billing details you provide. What the app tracks is who **owes** each charge (you, the superadmin) versus who the charge is **for** (the billed admin), and it lets you review and pay every invoice from **My Billing**. This module covers reading and paying your invoices.

## How to use (step by step)

1. **Open your invoices.** In the sidebar open **My Billing** and click the **Invoices** tab. The **Invoice history** table lists each invoice with its **Invoice #**, **Type**, **Details**, **For**, **Amount**, **Status**, **Due date** and **Paid date**.

The screenshot displays the 'My Billing' section of the WhatsApp Marketing Platform. The sidebar on the left contains various navigation items, with 'My Billing' currently selected. The main content area is divided into several sections: a top summary bar showing an 'Outstanding Balance: \$77.77' and a 'Pay All \$77.77' button; a 'Current Plan' section for 'ENTERPRISE (3 INSTALLMENTS)' with an 'active' status, showing an annual fee of \$125.00/yr and a per-admin fee of \$5.00/mo; a 'Wallet Balance' section showing a balance of \$0.23 and an 'Add Funds' button; and a 'Billing Details' section at the bottom showing the company name 'lotsofcode.in'. The 'Upcoming Charges' section lists two installments: 'Installment 2 of 3' due 11/25/2026 for \$41.67, and 'Installment 3 of 3' due 3/25/2027 for \$41.67. A warning message indicates the wallet has \$0.23 and needs \$41.44 more to cover the next charge.

Invoice history — invoice number, type, details, For column, amount, status badge and dates

1. **Read the invoice Type.** The **Type** column tells you what the charge is — **Monthly admin fee** (per-admin fee), **Annual whitelabel** (your yearly fee), or **Plugin commission** (the master's cut on a plugin you resold).





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## My Billing

Manage your subscription, wallet, and invoices

English
JO

**Outstanding Balance: \$77.77**  
1 unpaid invoice(s)

Pay All \$77.77

Overview
Wallet
Invoices

### Invoice History

| Invoice #       | Type              | Details                                                                | For         | Amount  | Status  | Due Date  | Paid      |
|-----------------|-------------------|------------------------------------------------------------------------|-------------|---------|---------|-----------|-----------|
| SAI-202607-0010 | Plugin Commission | WAHamster x AI Lead Qualifier — yearly_1y · 70% commission of INR 9999 | rakshitsoni | \$77.77 | overdue | 7/30/2026 | —         |
| SAI-202607-0009 | Plugin Commission | WAHamster x AI Lead Qualifier — yearly_1y · 70% commission of INR 9999 | rakshitsoni | \$77.77 | paid    | 7/30/2026 | 7/30/2026 |
| SAI-202607-0008 | Monthly Admin Fee | 1 admin x \$5.00/mo                                                    | rakshitsoni | \$5.00  | paid    | 7/25/2026 | 7/28/2026 |
| SAI-202607-0007 | Monthly Admin Fee | 1 admin x \$5.00/mo x 12 (annual)                                      | jokeruser   | \$60.00 | paid    | 7/25/2026 | 7/28/2026 |
| SAI-202607-0006 | Monthly Admin Fee | 1 admin x \$5.00/mo x 12 (annual)                                      | kuldeepuser | \$60.00 | paid    | 7/25/2026 | 7/25/2026 |
| SAI-202607-0005 | Annual Whitelabel | Annual fee — installment 1 of 3                                        | —           | \$41.67 | paid    | 7/25/2026 | 7/25/2026 |
| SAI-202607-0004 | Monthly Admin Fee | 1 admin x \$5.00/mo x 12 (annual)                                      | jokeruser   | \$60.00 | paid    | 7/25/2026 | 7/25/2026 |

Colour-coded status badges — Paid, Pending, Overdue, Cancelled — with due and paid dates

- 1. Clear any outstanding balance.** If you have unpaid invoices, a red **Outstanding balance** banner appears at the top of My Billing with a **Pay all** button showing the total. Click it to pay every open invoice from your wallet in one go.

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joker Superadmin

## My Billing

Manage your subscription, wallet, and invoices

English
JO

**Outstanding Balance: \$77.77**  
1 unpaid invoice(s)

Pay All \$77.77

Overview

Wallet

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### Invoice History

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Red Outstanding balance banner at the top of My Billing with the Pay all button

1. **Trace a payment back to the wallet.** Open the **Wallet** tab. An **Invoice payment** row in Transaction History shows the deduction, and its description names the admin the auto-pay was raised for — so you can match each wallet debit to its invoice.

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## My Billing

Manage your subscription, wallet, and invoices

English
JO

**Outstanding Balance: \$77.77**  
1 unpaid invoice(s)

Pay All \$77.77

Overview
Wallet
Invoices

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|-----------------|-------------------|------------------------------------------------------------------------|-------------|---------|---------|-----------|-----------|
| SAI-202607-0010 | Plugin Commission | WAHamster x AI Lead Qualifier — yearly_1y · 70% commission of INR 9999 | rakshitsoni | \$77.77 | overdue | 7/30/2026 | —         |
| SAI-202607-0009 | Plugin Commission | WAHamster x AI Lead Qualifier — yearly_1y · 70% commission of INR 9999 | rakshitsoni | \$77.77 | paid    | 7/30/2026 | 7/30/2026 |
| SAI-202607-0008 | Monthly Admin Fee | 1 admin x \$5.00/mo                                                    | rakshitsoni | \$5.00  | paid    | 7/25/2026 | 7/28/2026 |
| SAI-202607-0007 | Monthly Admin Fee | 1 admin x \$5.00/mo x 12 (annual)                                      | jokeruser   | \$60.00 | paid    | 7/25/2026 | 7/28/2026 |
| SAI-202607-0006 | Monthly Admin Fee | 1 admin x \$5.00/mo x 12 (annual)                                      | kuldeepuser | \$60.00 | paid    | 7/25/2026 | 7/25/2026 |
| SAI-202607-0005 | Annual Whitelabel | Annual fee — installment 1 of 3                                        | —           | \$41.67 | paid    | 7/25/2026 | 7/25/2026 |
| SAI-202607-0004 | Monthly Admin Fee | 1 admin x \$5.00/mo x 12 (annual)                                      | jokeruser   | \$60.00 | paid    | 7/25/2026 | 7/25/2026 |

An Invoice payment row in the wallet history, tagged with the billed admin's name

## Tips

- Remember the distinction: the **superadmin** owes and pays the invoice, while the **For** column names the **billed admin** the charge relates to. They are not the same person.
- Keep your **billing profile** complete and current — it is copied straight into your tax invoice, so a wrong Tax ID or address ends up on your official invoice.
- Keep enough wallet balance to cover pending invoices; **Pay all** only works when the wallet can cover the total.
- Per-admin fees are **event-driven** (charged when an admin subscribes or renews), not on a fixed monthly date — so watch for new invoices around your admins' renewals rather than expecting a set day.

## FAQ

**Q:** Where is the downloadable PDF tax invoice?

**A:** The app does not generate one. Your formal tax invoice is raised for you from your billing details. The Invoices tab is your in-app record of what is owed, paid and outstanding.

**Q:** Why does an invoice show one person as owing it but another in the For column?

**A:** Because the superadmin owns and pays the account (they OWE it), while the charge relates to a specific admin (the billed admin, shown in For). A per-admin fee is charged to you but tied to the admin it was raised for.

**Q:** What are the invoice types I might see?

**A:** Monthly admin fee (per active admin), Annual whitelabel (your yearly fee, possibly split into installments), and Plugin commission (the master's share on a plugin you resold).

# Issuing plugin licenses and commission

Plugin Licenses is where you, as a superadmin (reseller), sell the master's plugins to your own admins on WaHamster. It lives in the left sidebar under **Master Library → Plugin Licenses**. You resell each plugin at the master's fixed tier price; the master takes a commission (default **70%** of the full tier price) from your wallet up front, and you keep the rest. This module covers issuing, extending, and revoking licenses.

## How to use (step by step)

1. **Open Plugin Licenses.** In the left sidebar under **MASTER LIBRARY**, click **Plugin Licenses**. The page opens with a green **shield** icon and title at the top-left, a sales-WhatsApp config card, filters, and a table of all licenses you have issued.

The screenshot shows the 'Plugin Licenses' page. On the left is a sidebar with a 'WhatsApp Marketing Platform' icon and a list of menu items: Dashboard, Users, Channels, Admin Follow-ups, Master Campaigns, Master Templates, Master Contacts, Analytics, Transactions Logs, Message Logs, Notifications, Subscription Plans, My Billing, Payment Gateway, and Support Tickets. The main content area has a title 'Plugin Licenses' with a green shield icon and a subtitle 'Issue, extend, revoke add-on licenses bought via WhatsApp.' A green button '+ Issue new license' is in the top right. Below the title is a 'Sales WhatsApp numbers' section with two input fields for WhatsApp numbers and a 'Pre-fill message template' text area. A table below shows issued licenses with columns: USER, PLUGIN, PLAN, STATUS, STARTS, EXPIRES, LAST SEEN, and ACTIONS. The table contains one row for 'rakshitsoni' with an 'Active' status. A green question mark icon is in the bottom right corner.

**Plugin Licenses**  
Issue, extend, revoke add-on licenses bought via WhatsApp.

**Sales WhatsApp numbers**  
Shown on the Plugin Store "Request on WhatsApp" buttons.

WhatsApp number 1: 9999999999  
WhatsApp number 2 (optional): 9999999999

**Pre-fill message template**  
Hi, I'd like the {plugin} plugin ({tier}). My panel account: {accountEmail}

Supports placeholders: {plugin}, {tier}, {accountEmail}

Save

Search by user email / plugin name... All statuses All plugins

| USER                               | PLUGIN            | PLAN                  | STATUS | STARTS      | EXPIRES                      | LAST SEEN | ACTIONS |
|------------------------------------|-------------------|-----------------------|--------|-------------|------------------------------|-----------|---------|
| rakshitsoni<br>raxitsoni@gmail.com | AI Lead Qualifier | yearly_1y<br>365 days | Active | 31 Jul 2026 | 31 Jul 2027<br>365 days left | —         | Extend  |

Plugin Licenses — shield title, filters, and the licenses table

1. **Scan the licenses table.** Each row shows the **User**, **Plugin**, **Plan** (tier code + duration), a coloured **Status** badge (active, queued, expired, revoked, cancelled),

**Starts, Expires** (with days-left), and **Last seen** site. Use the search box and the **All statuses / All plugins** dropdowns at the top to filter.

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Plugin Licenses

Issue, extend, revoke add-on licenses bought via WhatsApp.

+ Issue new license

Sales WhatsApp numbers

Shown on the Plugin Store "Request on WhatsApp" buttons.

WhatsApp number 1

9999999999

WhatsApp number 2 (optional)

9999999999

Pre-fill message template

Hi, I'd like the {plugin} plugin ({tier}). My panel account: {accountEmail}

Supports placeholders: {plugin}, {tier}, {accountEmail}

Save

Search by user email / plugin name...

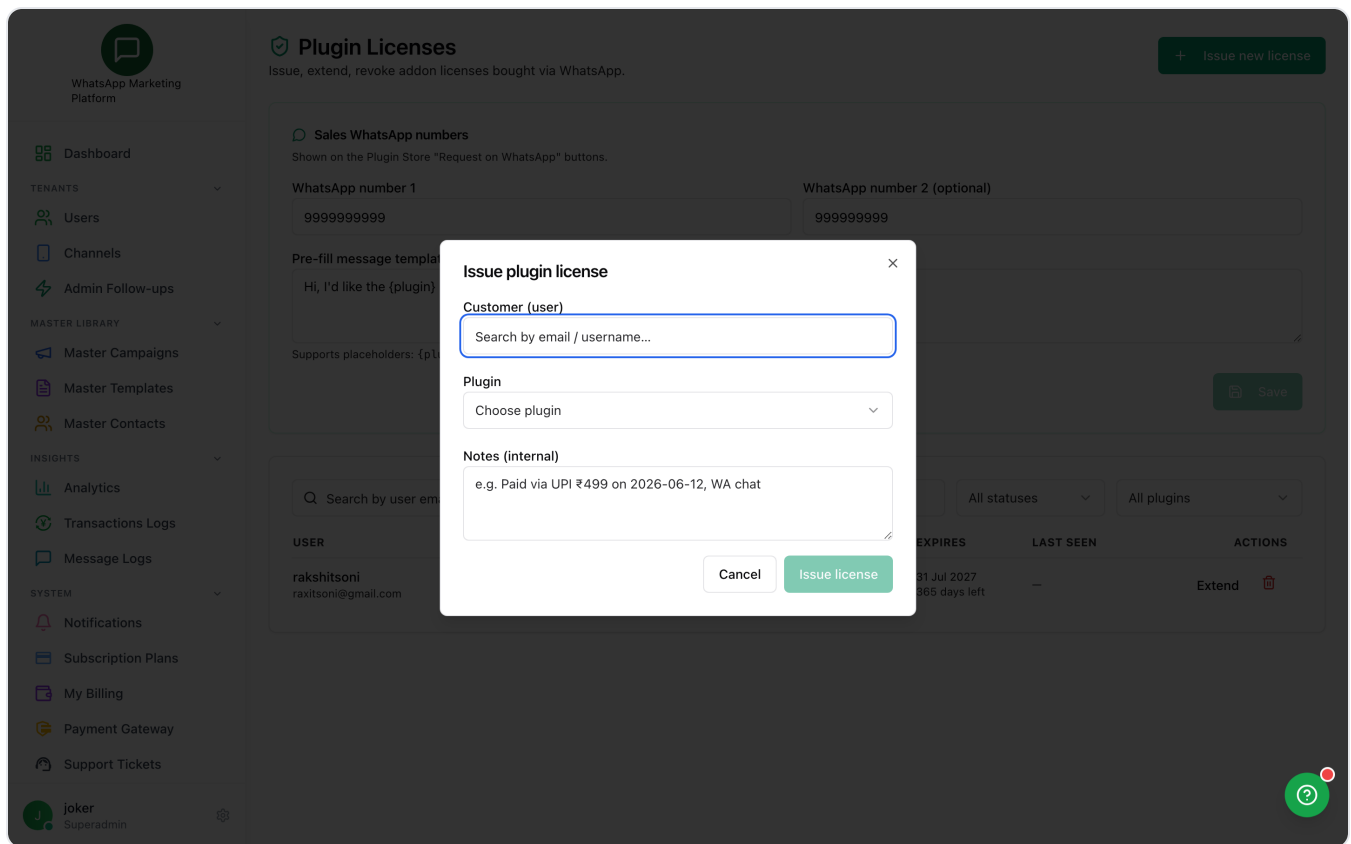
All statuses

All plugins

| USER                               | PLUGIN            | PLAN                  | STATUS | STARTS      | EXPIRES                      | LAST SEEN | ACTIONS |
|------------------------------------|-------------------|-----------------------|--------|-------------|------------------------------|-----------|---------|
| rakshitsoni<br>raxitsoni@gmail.com | AI Lead Qualifier | yearly_1y<br>365 days | Active | 31 Jul 2026 | 31 Jul 2027<br>365 days left | —         | Extend  |

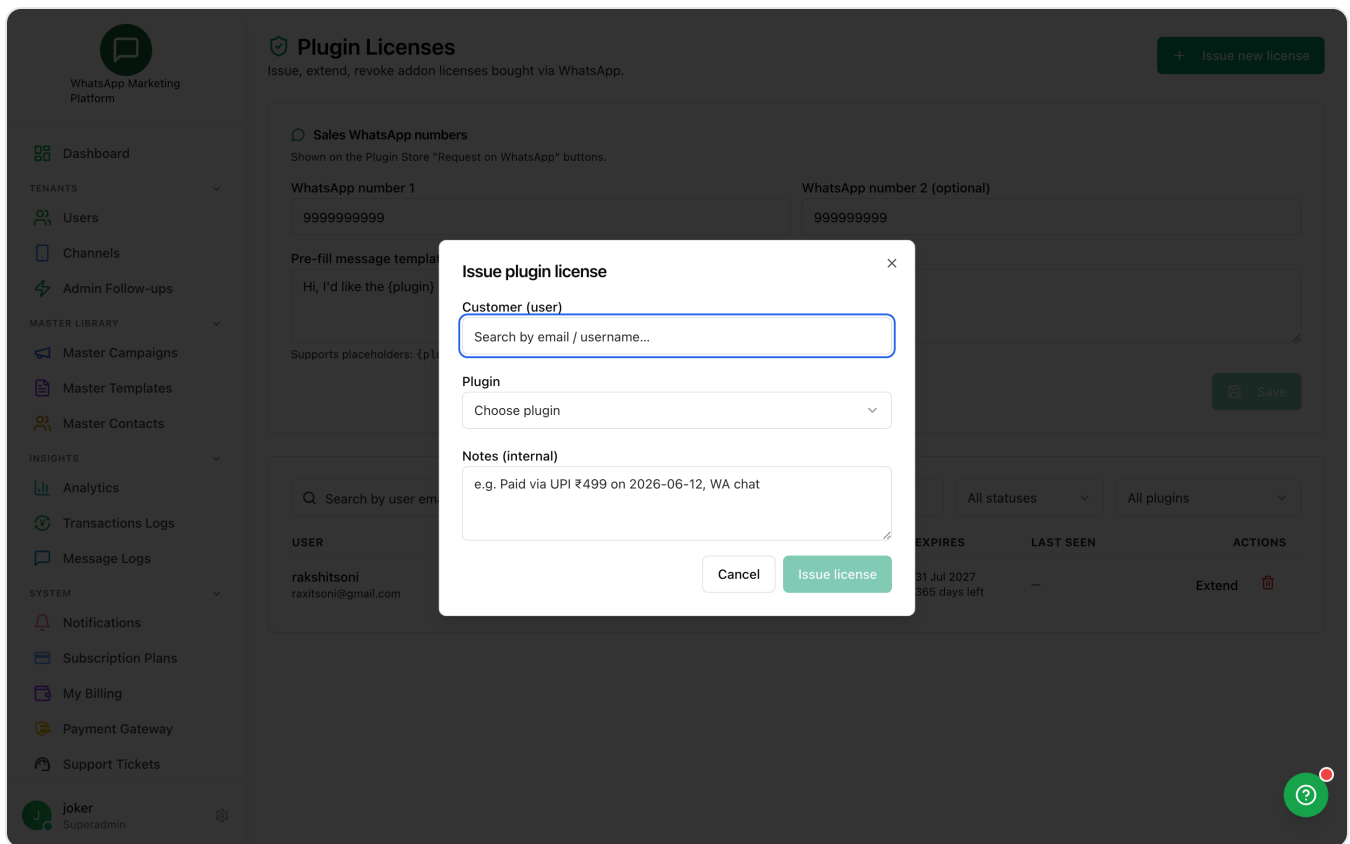
Table with User, Plugin, Plan, Status badge, Starts, Expires and Last seen

1. **Start issuing a license.** Click the green **Issue New License** button at the top-right. A dialog titled **Issue plugin license** opens.



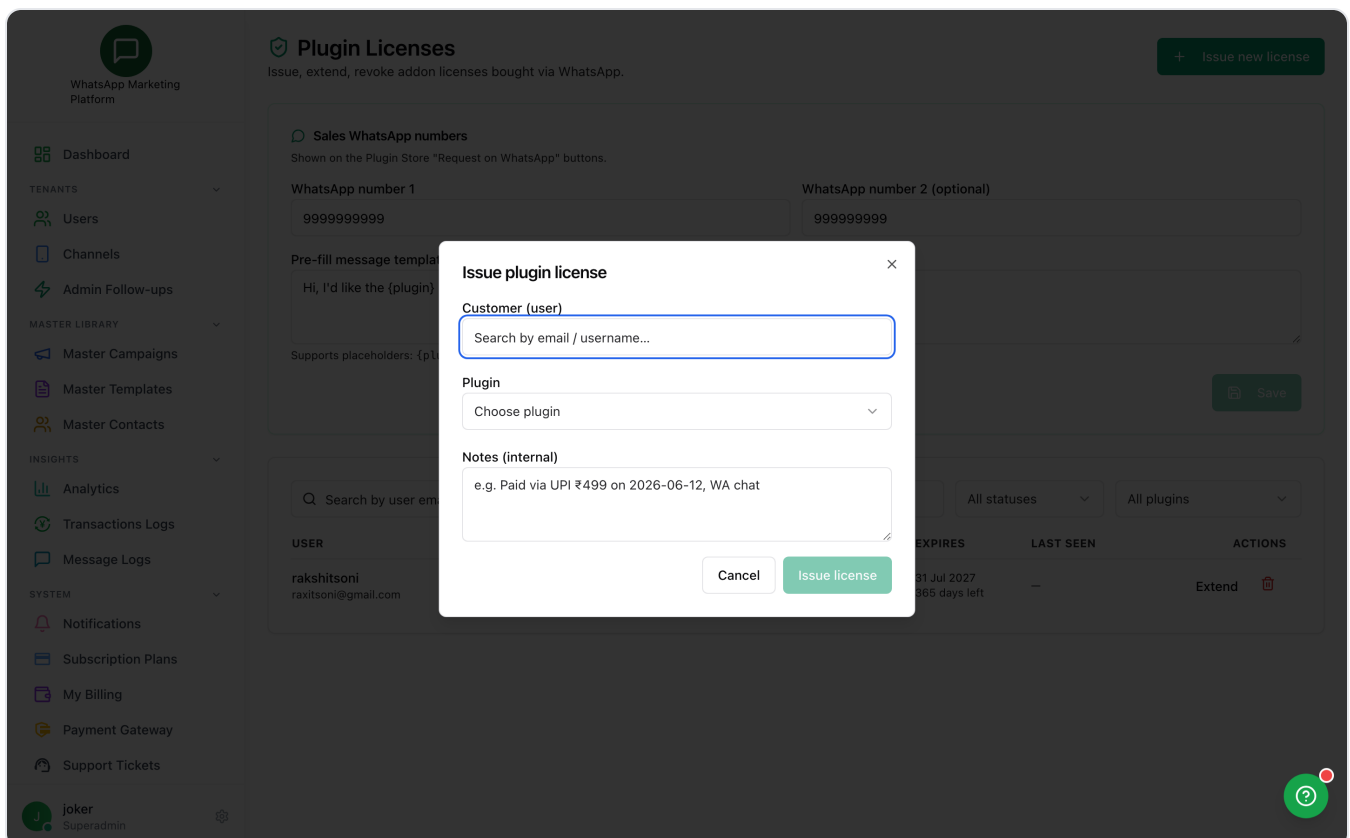
The green Issue New License button opens the issue dialog

1. **Pick the customer (admin).** In the **Customer / user** field, type at least two characters to search your admins. Click a result to select it; the chosen admin shows in a bordered box with an **X** to clear. Only your own admins appear.

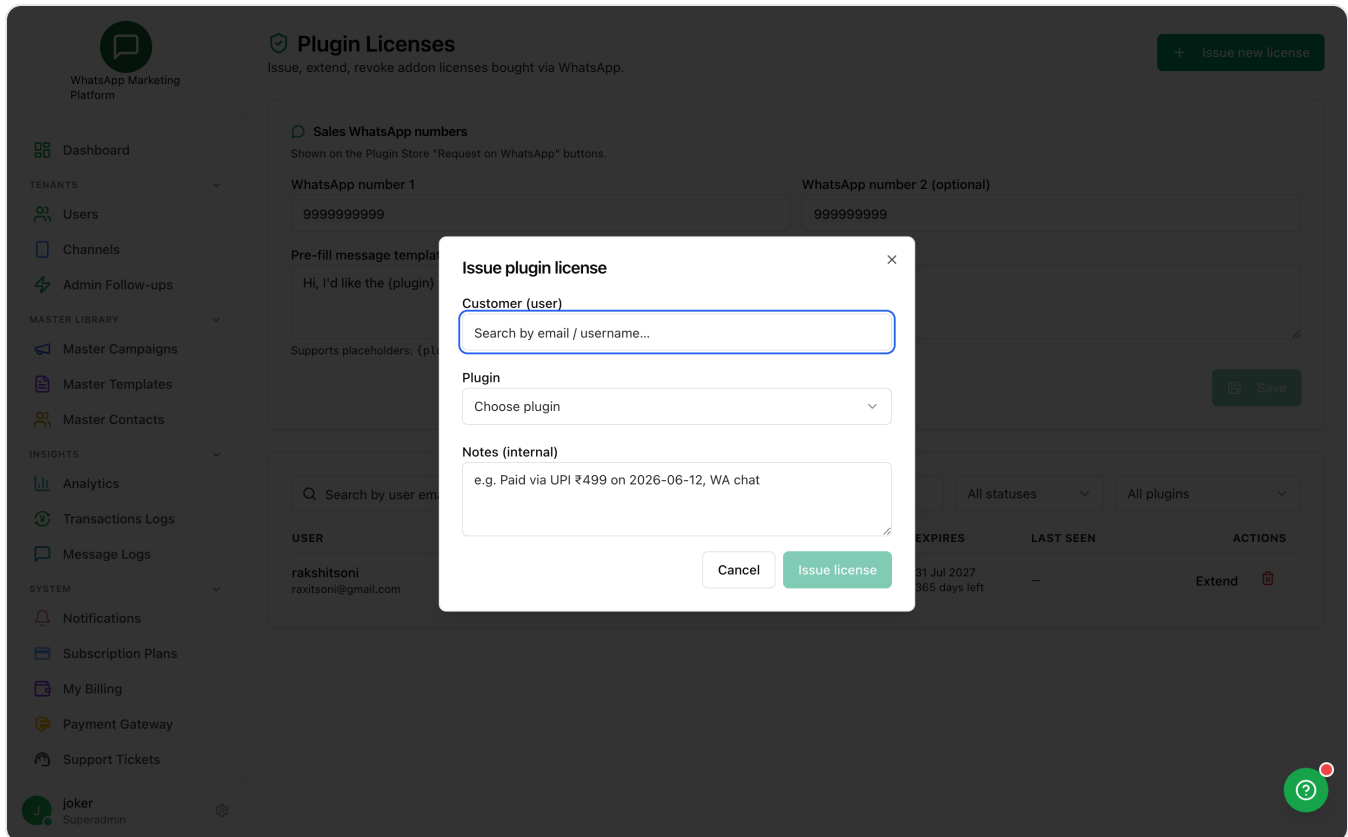


Typing in the Customer field lists matching admins to pick

1. **Choose the plugin.** In the **Plugin** dropdown, select which catalog plugin to license. Only active catalog plugins are listed.

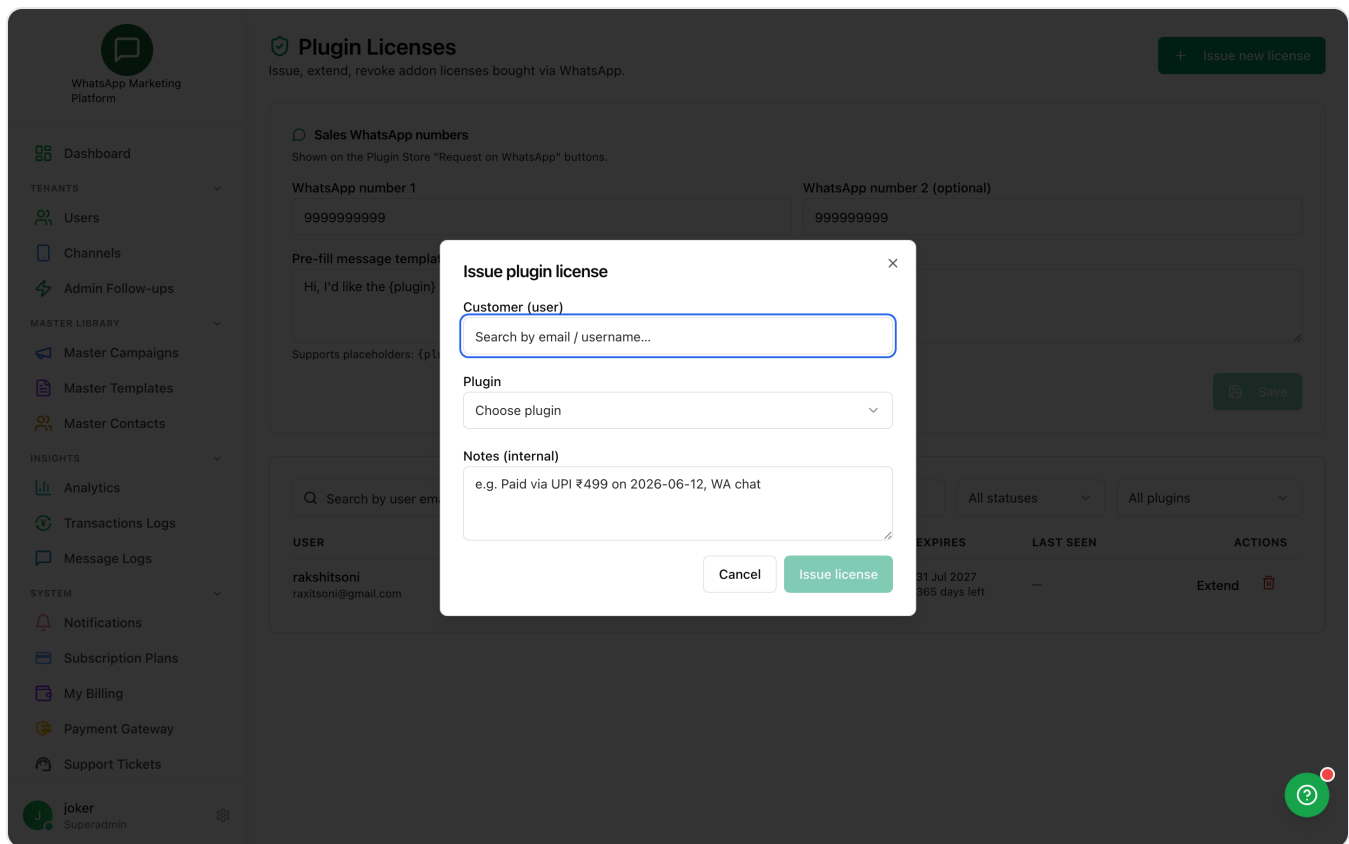


1. **Choose the plan (tier) and read the commission note.** In the **Plan** dropdown, pick a tier — each shows label, price (or **Free**) and duration in days. For a paid tier an amber note appears telling you the commission percent, how much you **pay** the master, and how much you **keep**. This commission is charged up front from your wallet.



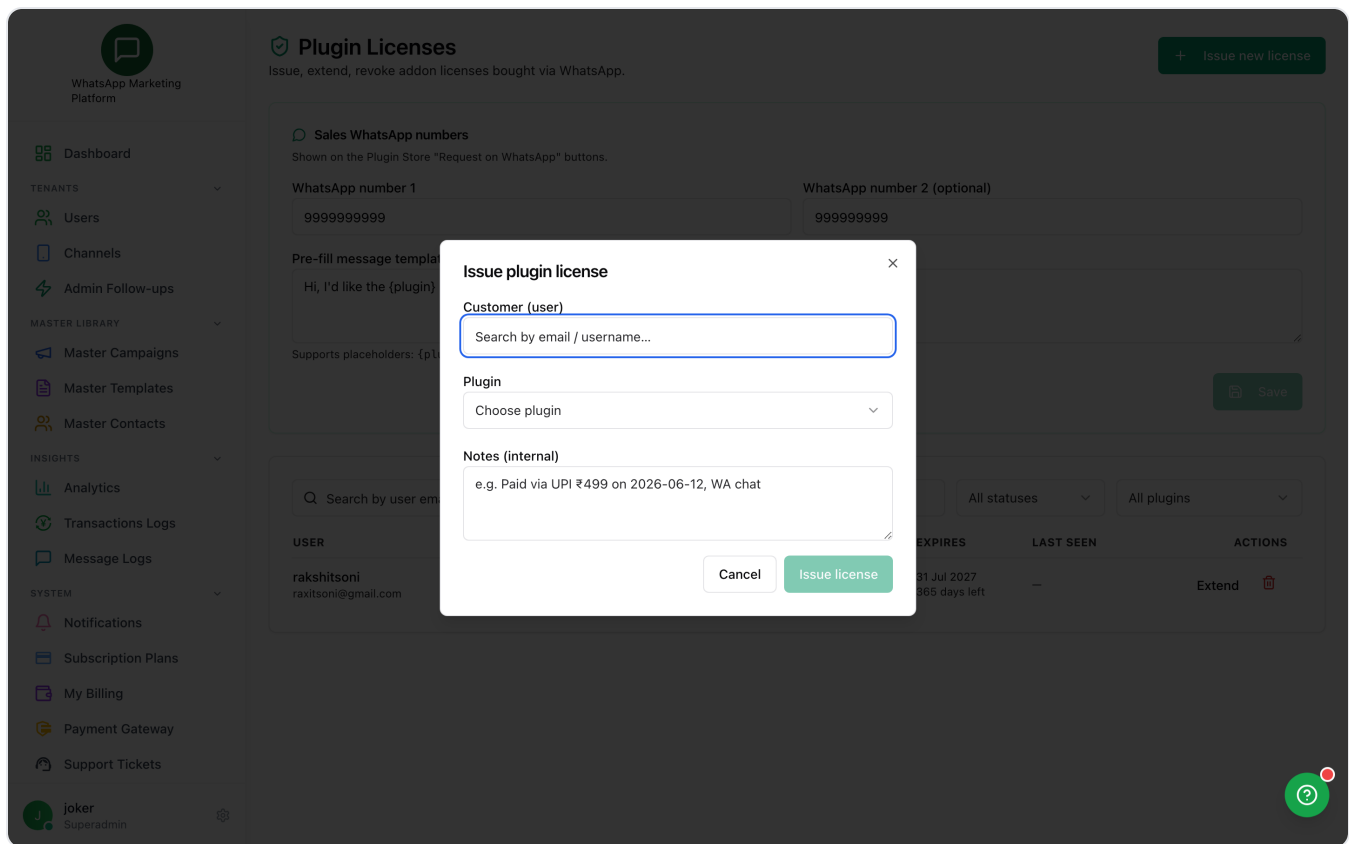
The amber commission note showing pay-to-master and keep amounts

1. **Add notes and issue.** Optionally type an internal **Notes** line, then click the green **Issue license** button at the bottom-right. On success the license appears in the table as **active** (or **queued**), and the commission is deducted from your wallet.



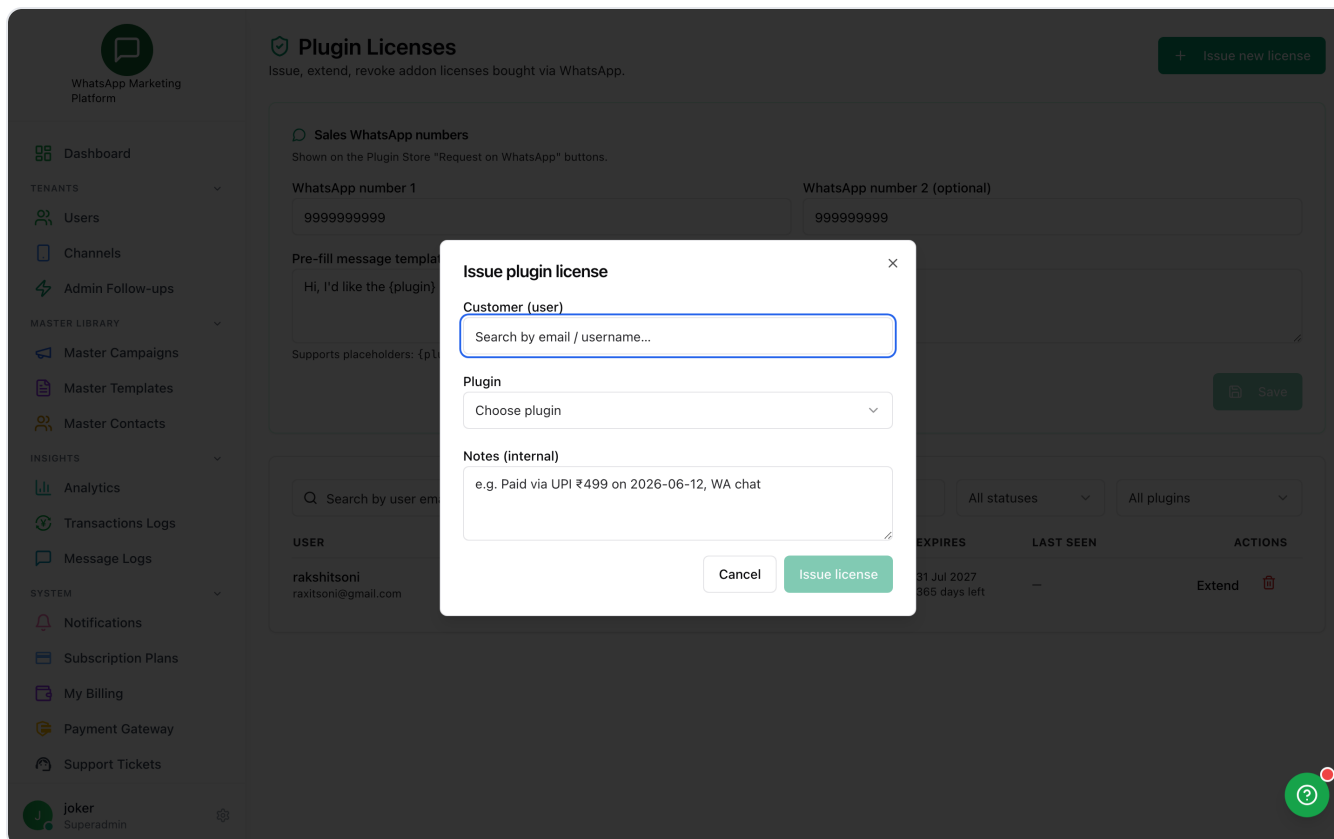
The green Issue license button; new row appears in the table

1. **Extend (renew) a license.** In the table, click **Extend** on an active or queued row. The **Extend license** dialog shows the plugin and current expiry, and a **Plan** dropdown that only lists **paid** tiers. Pick a tier — the same amber commission note appears — then click green **Extend**. Free/trial tiers are blocked here on purpose, so nobody can renew for free forever.



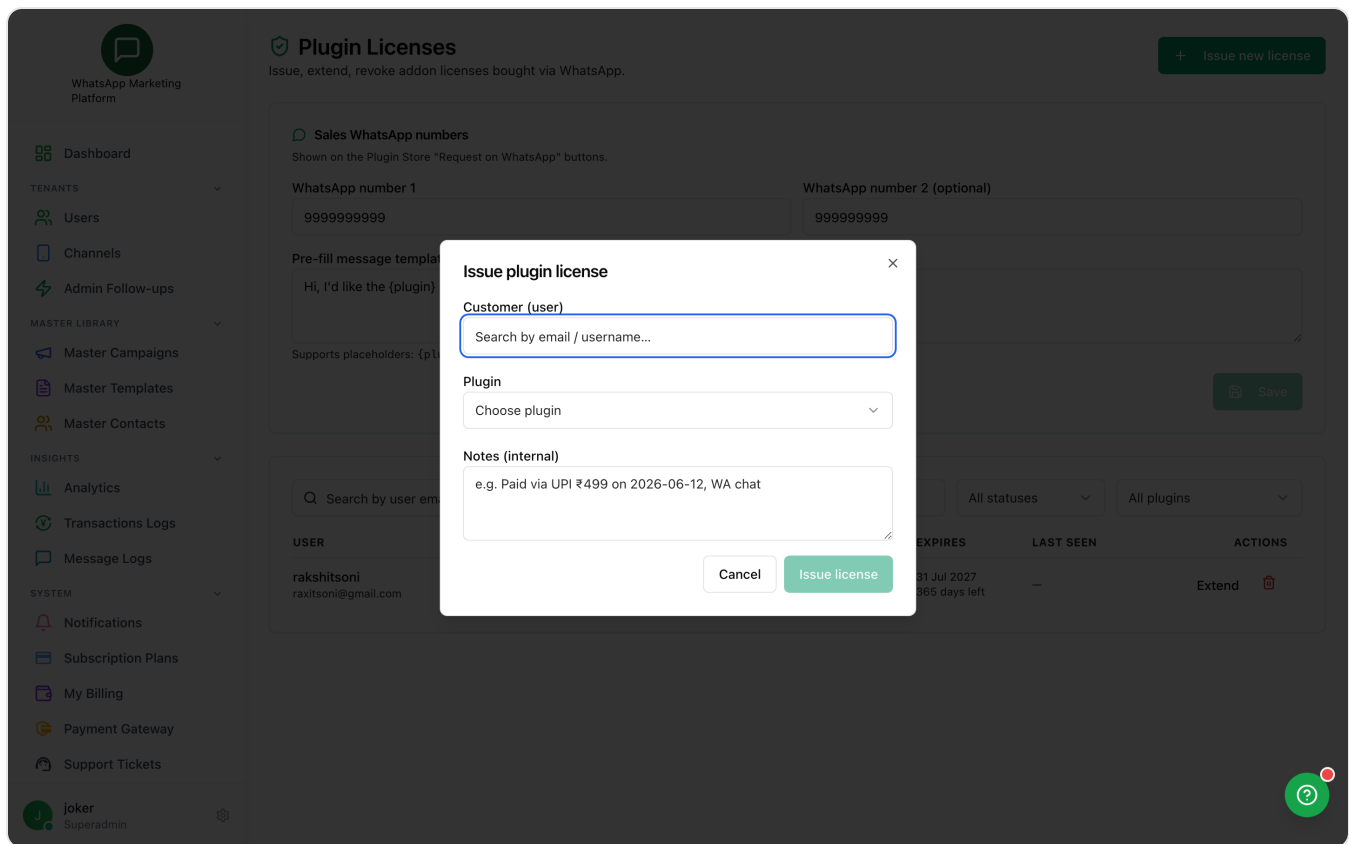
Extend license dialog — paid tiers only, with the commission note

1. **Revoke a license.** To cut access, click the red trash icon on an active or queued row. The status changes to **revoked** (shown as a red badge). A revoked row shows a green **Reactivate** button if you need to restore it.



Red trash icon revokes; a revoked row offers Reactivate

1. **Set your sales WhatsApp numbers.** In the **Sales WhatsApp numbers** card near the top, fill **WhatsApp number 1/2** and a **prefill message template** (supports `{plugin}`, `{tier}`, `{accountEmail}`), then click the green **Save**. These power the store's contact-to-buy buttons.



Sales WhatsApp numbers card with two number fields and a template box

## Tips

- Top up your **wallet** before issuing or extending paid licenses — the commission is charged up front, and the action fails if your balance is short.
- The commission (default **70%**) is applied to the **full tier price**, not the discounted or converted display price. Read the amber note before confirming.
- Every paid issue and extend generates a **plugin\_commission** invoice you can find under **My Billing / SA Billing**.
- Use a **free/trial tier** to let an admin evaluate a plugin, but plan to switch them to a paid tier — trials cannot be extended.

## FAQ

**Q:** Who pays the commission, and when?

**A:** You (the reselling superadmin) pay the master. It is charged up front from your wallet the moment you issue or extend a paid license.

**Q:** Why can't I pick a free tier when extending?

**A:** Extending is a renewal of paid access. Free/trial tiers are blocked on Extend so a license can't be renewed for free indefinitely. Choose a paid tier instead.

**Q:** How much do I keep on each sale?

**A:** The full tier price minus the master commission. If the commission is 70%, you keep 30% of the tier price. The amber note in the dialog shows the exact keep amount before you confirm.

**Q:** Does the master pay commission too?

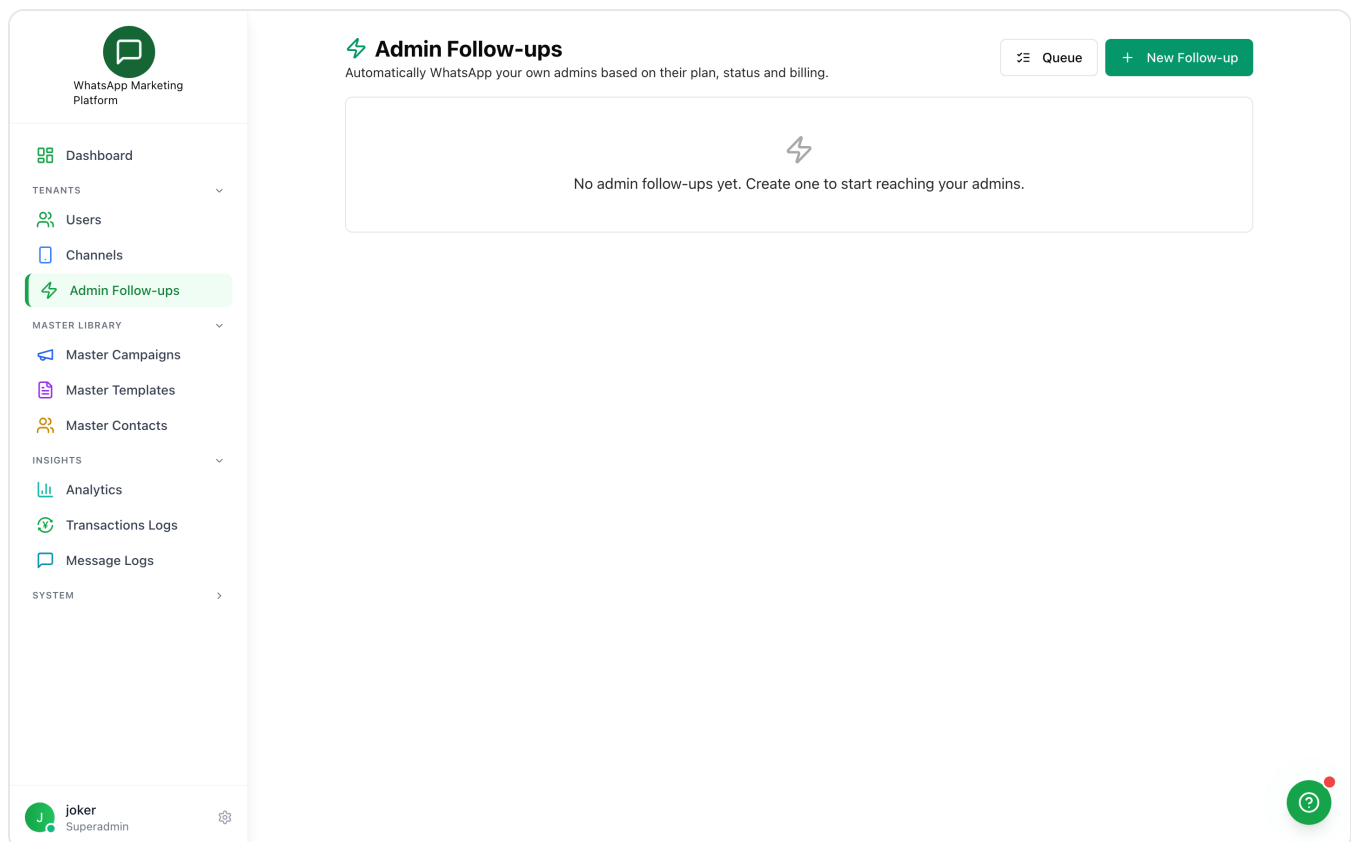
**A:** No. Commission applies only to reselling superadmins. When the master issues a license directly, no commission is charged.

# Admin Follow-ups

Admin Follow-ups is a lifecycle automation on WaHamster that WhatsApps your own admins with renewal and expiry reminders — for example "your plan expires in 7 days". You build the rules from **Admin Follow-ups** in the left sidebar; a daily engine finds matching admins and sends each of them the message once per cycle.

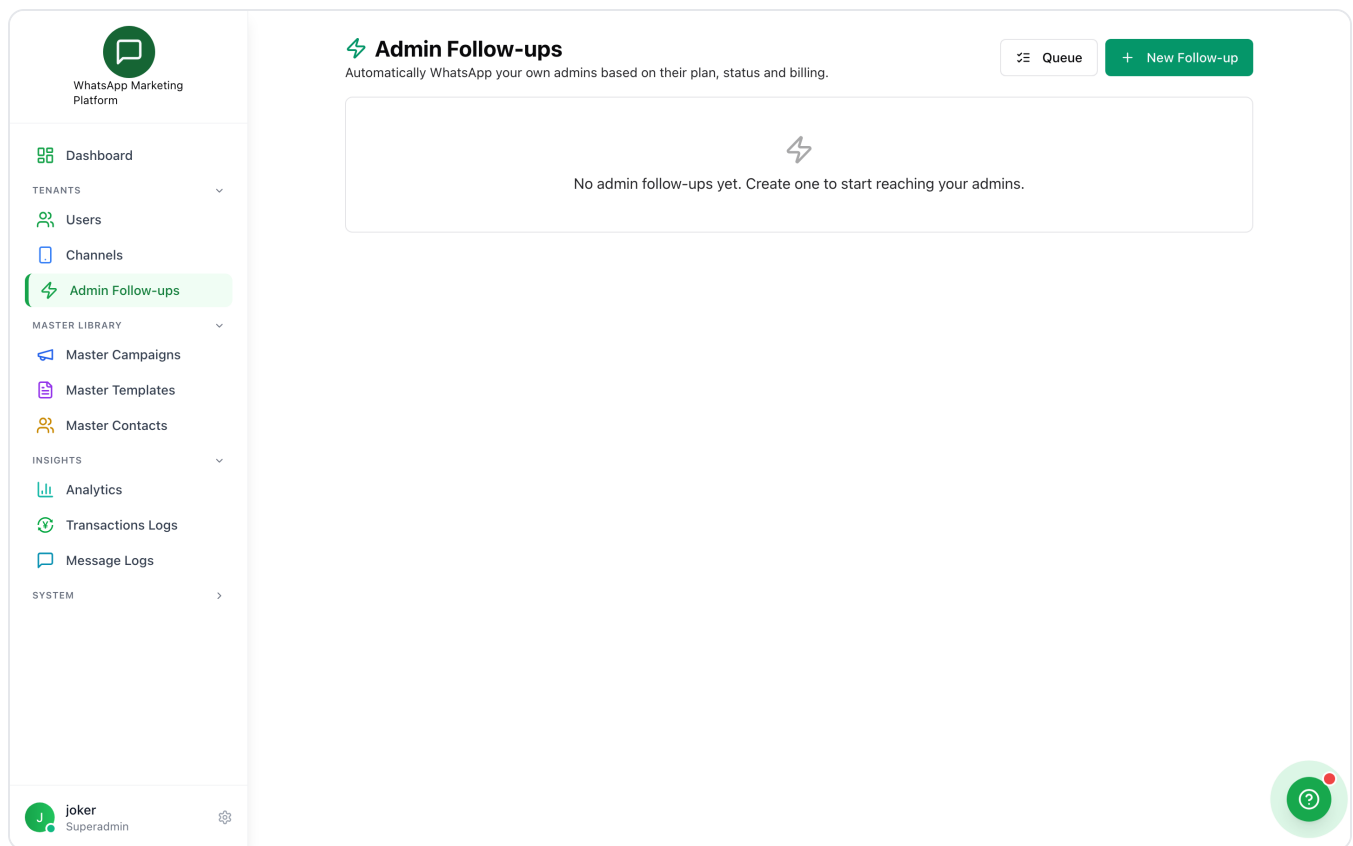
## How to use (step by step)

1. **Open Admin Follow-ups.** Click **Admin Follow-ups** in the left sidebar. You see the rules list with the green **Create** button on the top-right, a **Queue** button beside it, and each existing rule shown as a row with its trigger badge, template name, an on/off switch and small action icons (play, send-test, logs, edit, delete).



The Admin Follow-ups page — rule rows with trigger badges, active switch and action icons, Create and Queue buttons top-right

1. **Click Create to open the rule form.** Press the green **Create** button. The **Add follow-up** dialog opens. The first field is **Name** — type a clear internal name like "7-day renewal reminder" so you can recognise it later in the list and the queue.



The Add follow-up dialog opening with the Name field at the top

1. **Pick the send-from channel.** In the **Channel** dropdown choose which WhatsApp number sends the message. Each option is labelled with the channel name, its phone number, and the admin it belongs to — because you send from your own admins' channels (your super-admin account itself has no channel). If the list is empty you see an amber hint that none of your admins have a connected channel yet.

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Follow-up Queue

Scheduled admin follow-ups — cancel, send now, or retry.

Refresh

CSV

Pending

0

Processing

0

Sent today

0

Failed

0

Cancelled today

0

Pending

Processing

Sent

Failed

Cancelled

Skipped

All rules

Search admin or number...

Admin

Rule

Template

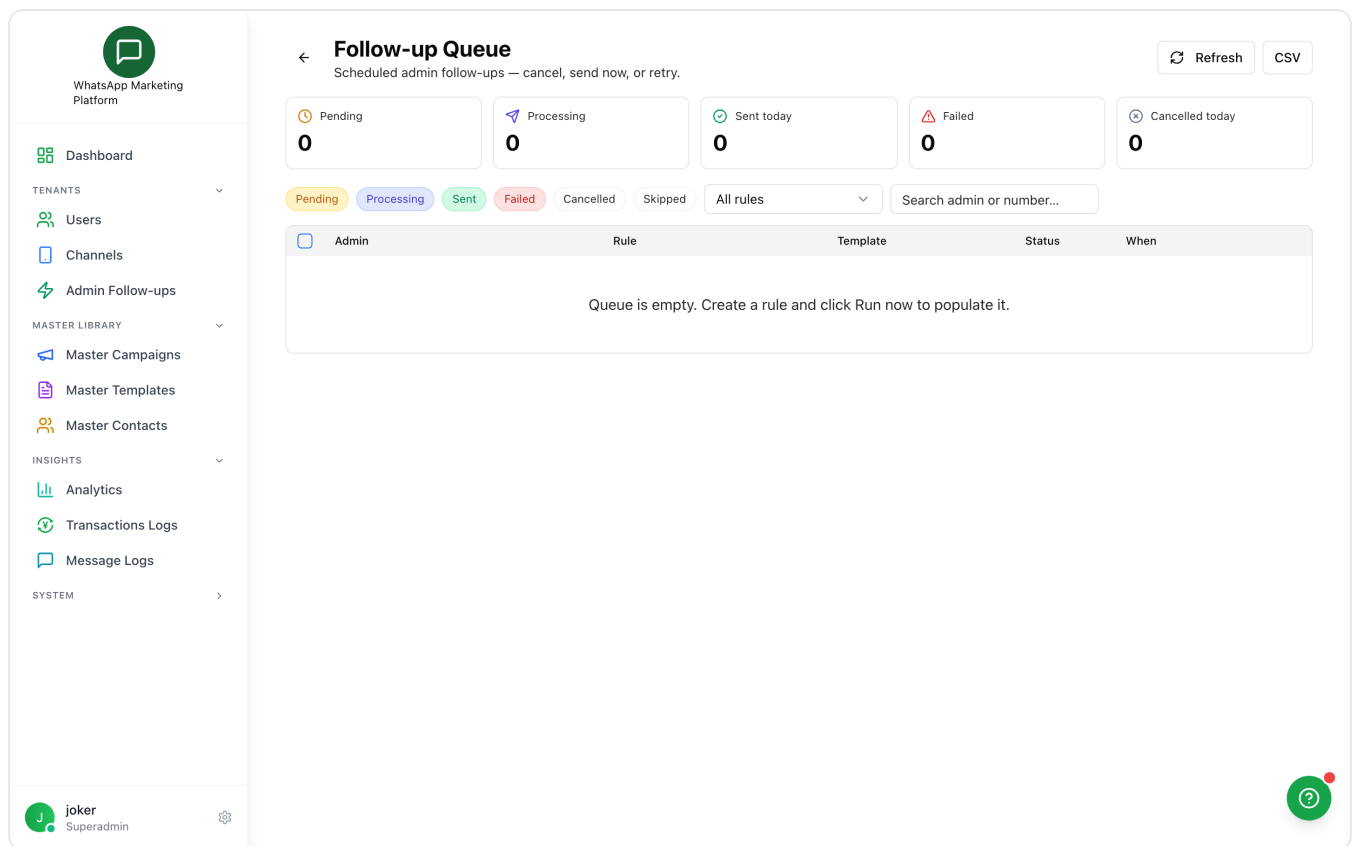
Status

When

Queue is empty. Create a rule and click Run now to populate it.

The Channel dropdown listing each admin's channel by name, number and owner

- 1. Choose an approved template.** In the **Template** dropdown (enabled once a channel is picked) select the message template to send. Only templates with an **approved** status from that channel appear, each shown as its name and language.



The Template dropdown showing approved templates with their language

1. **Upload header media if the template needs it.** If the chosen template has an image, video or document header, an amber **Header media** file field appears. Click it and upload a fresh file — this is required because the template's built-in media id expires after 30 days. When it succeeds the helper text turns green to confirm the upload.

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Follow-up Queue

Scheduled admin follow-ups — cancel, send now, or retry.

Refresh

CSV

Pending

0

Processing

0

Sent today

0

Failed

0

Cancelled today

0

Pending

Processing

Sent

Failed

Cancelled

Skipped

All rules

Search admin or number...

Admin

Rule

Template

Status

When

Queue is empty. Create a rule and click Run now to populate it.

?

The amber Header media file input shown for templates with a media header, with the green uploaded confirmation

1. **Set the trigger.** In the **Trigger** dropdown pick **days before expiry**, **days after expiry**, or **when audience matches**. For the first two, a **Offset days** number field appears next to it — enter how many days before or after expiry to send (for example 7).

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Scheduled admin follow-ups — cancel, send now, or retry.

Refresh

CSV

Pending 0

Processing 0

Sent today 0

Failed 0

Cancelled today 0

Pending

Processing

Sent

Failed

Cancelled

Skipped

All rules

Search admin or number...

| Admin                                                           | Rule | Template | Status | When |
|-----------------------------------------------------------------|------|----------|--------|------|
| Queue is empty. Create a rule and click Run now to populate it. |      |          |        |      |

?

The Trigger dropdown with days-before / days-after / when-matches options and the Offset days number field

1. **Narrow the audience.** In the **Audience** row use the three dropdowns — **Plan** (Paid / Trial / None), **Status** (Active / Expiring soon / Expired) and **Billing** (Monthly / Annual). If you pick **Expiring soon**, a **Within days** field appears to set the window. A green **N matched** badge updates live as you change filters, and an amber note shows how many admins would be skipped for having no phone number.

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Follow-up Queue

Scheduled admin follow-ups — cancel, send now, or retry.

Refresh

CSV

Pending0

Processing0

Sent today0

Failed0

Cancelled today0

Pending

Processing

Sent

Failed

Cancelled

Skipped

All rules

Search admin or number...

| Admin                                                           | Rule | Template | Status | When |
|-----------------------------------------------------------------|------|----------|--------|------|
| Queue is empty. Create a rule and click Run now to populate it. |      |          |        |      |

?

The Plan, Status and Billing dropdowns with the green matched-count badge and skipped-no-phone note

- Map the template variables.** If the template has `{{1}}`, `{{2}}` placeholders, a **Variable mapping** section lists each one. For every variable pick an admin field (name, plan name, expiry date, days until expiry, and more) or choose **custom** to type a fixed value, and set a **fallback** for when the field is empty.

  
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Follow-up Queue

Scheduled admin follow-ups — cancel, send now, or retry.

Refresh

CSV

Pending

0

Processing

0

Sent today

0

Failed

0

Cancelled today

0

Pending

Processing

Sent

Failed

Cancelled

Skipped

All rules

Search admin or number...

Admin

Rule

Template

Status

When

Queue is empty. Create a rule and click Run now to populate it.

Each template variable mapped to an admin field or custom value with a fallback input

1. **Turn the rule on and save.** Toggle the **Active** switch at the bottom on, then click the green **Save** button. The dialog closes and your rule appears in the list. Inactive rules stay in the list but never send.

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Follow-up Queue

Scheduled admin follow-ups — cancel, send now, or retry.

Refresh

CSV

Pending

0

Processing

0

Sent today

0

Failed

0

Cancelled today

0

Pending

Processing

Sent

Failed

Cancelled

Skipped

All rules

Search admin or number...

Admin

Rule

Template

Status

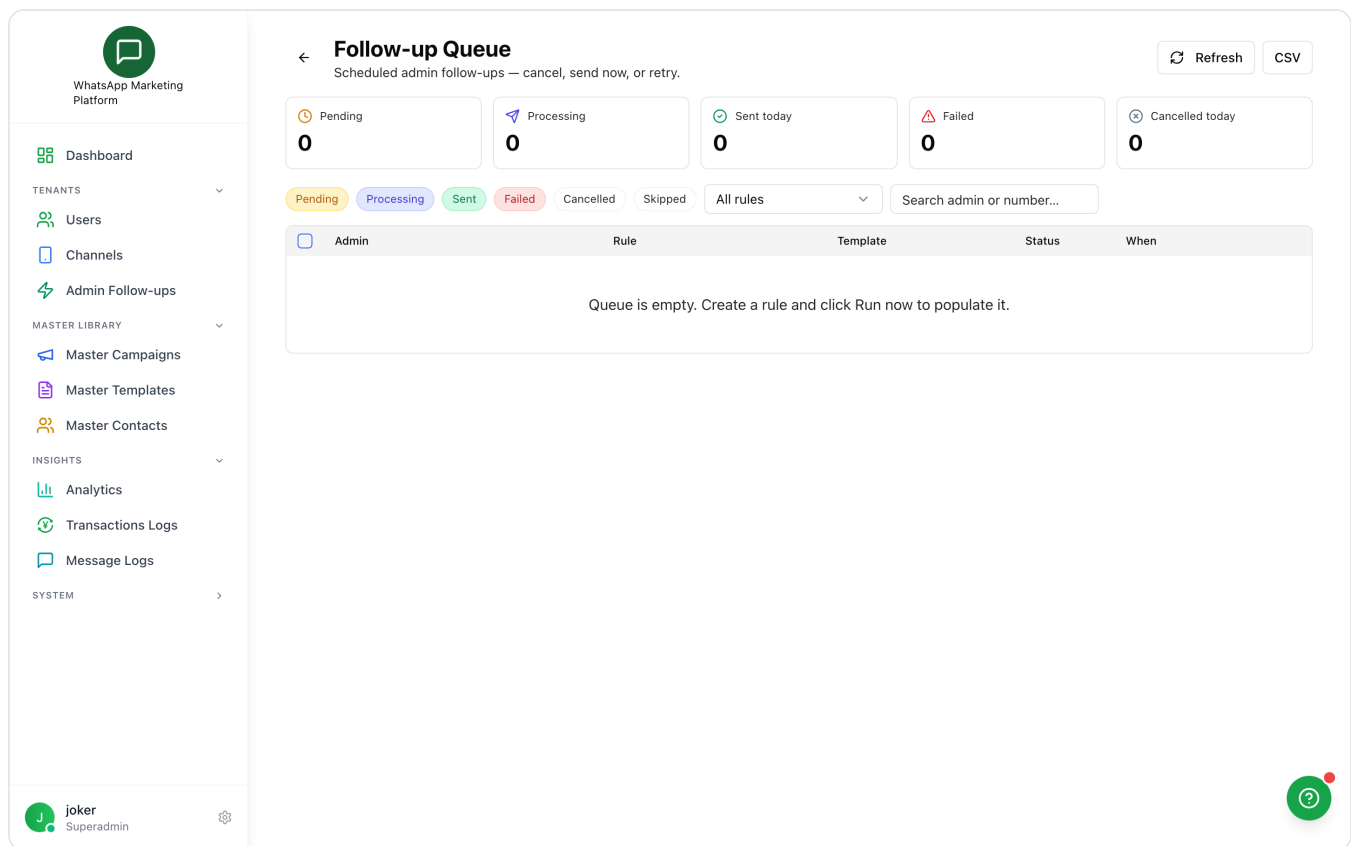
When

Queue is empty. Create a rule and click Run now to populate it.

?

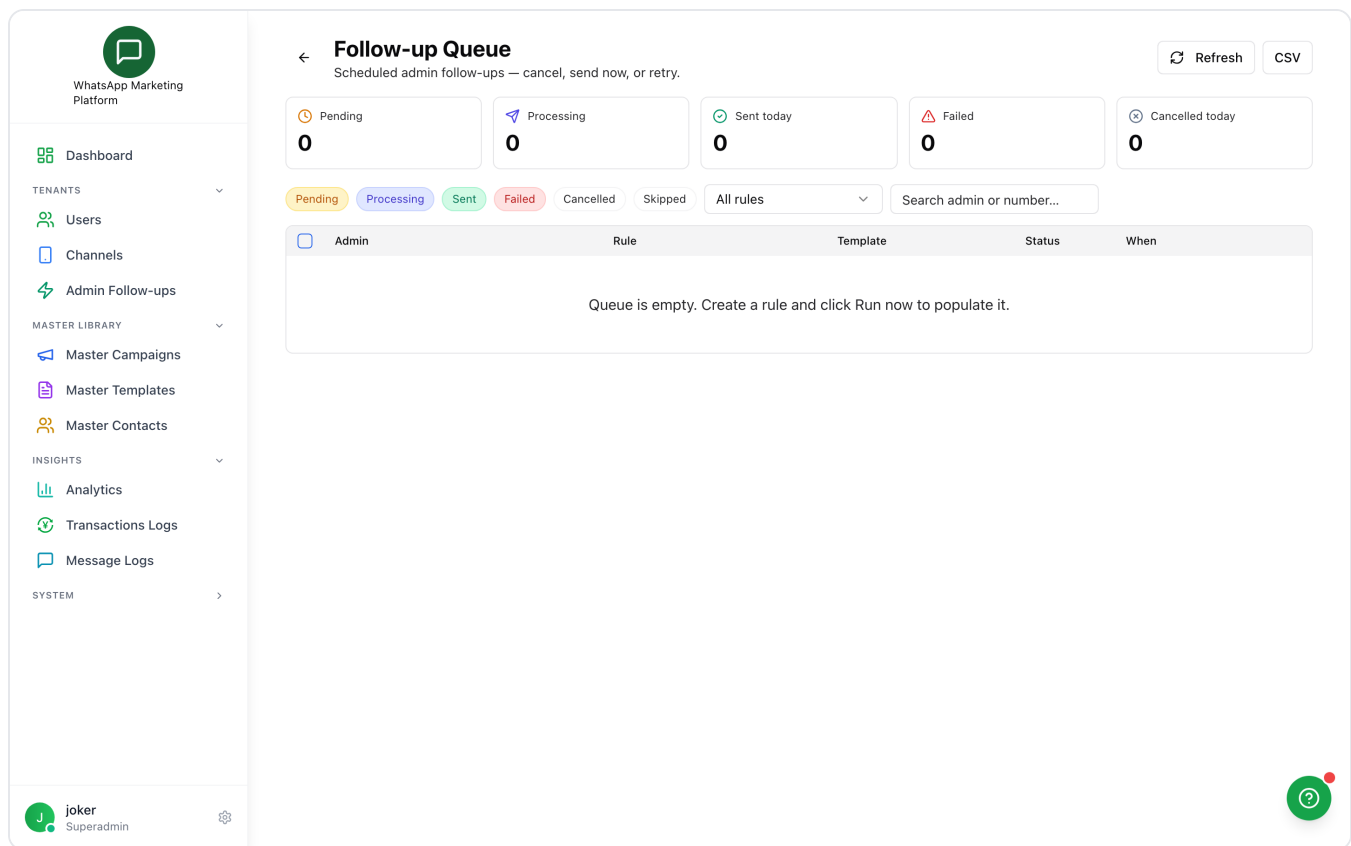
The Active switch and green Save button at the bottom of the dialog

1. **Send a test first.** Back in the list, click the **send-test** (paper-plane) icon on the rule. A small dialog asks for a phone number — enter your own WhatsApp number and send to preview the real message before it goes to admins.



The Send test dialog with a phone number field to preview the message

1. **Enrol on demand or watch the queue.** Click the **play** icon (**Run now**) to enrol matching admins straight away instead of waiting for the 9 AM run, then open **Queue** (top-right) to see every message as pending, sent or failed with counters, and to cancel, send-now or retry individual rows or in bulk.



The Run now play icon on a rule and the Queue page with status counters and row actions

## Tips

- The recipient number is chosen automatically: the admin's company-owner primary number first, then the admin's own channel number, and if neither exists the admin is skipped. Ask admins to set a primary phone so they are never skipped.
- The engine runs once a day at 9 AM IST and de-duplicates, so each admin gets a given rule only once per cycle — safe to leave rules active.
- Always **Send test** to your own number after editing a rule, especially when the template has a media header, so you catch a broken image before admins see it.
- Use the live **matched** badge as a sanity check — if it reads 0, loosen the Plan / Status / Billing filters.

## FAQ

**Q:** Why is the Channel dropdown empty?

**A:** You send from your admins' connected WhatsApp channels, not from your super-admin account (which has none). Connect a channel on one of your admins first, then it appears here labelled with that admin's name.

**Q:** A template has an image header — why must I re-upload it every so often?

**A:** WhatsApp media ids expire after 30 days. The **Header media** upload gives the send a fresh media id so the message doesn't fail with a missing-media error. Re-upload if sends start failing.

**Q:** What's the difference between Run now and the daily run?

**A:** The daily engine enrolls matching admins automatically at 9 AM IST. **Run now** (the play icon) enrolls them immediately so you don't have to wait — useful right after creating a rule.

**Q:** An admin didn't receive the message and shows as skipped — why?

**A:** They had no usable number (no company-owner primary phone and no channel number), or they already received this rule in the current cycle. Add a primary phone for that admin and use the Queue's send-now to deliver it.

# Logs and support tickets

These three pages let you keep watch over your tenant on WaHamster: **Transactions** for money in and out, **Message Logs** for every WhatsApp message across your channels, and **Support Tickets** for the requests your admins raise. You reach them from **Transactions**, **Message Logs** and **Support Tickets** in the left sidebar.

## How to use (step by step)

1. **Open Transactions to review payments.** Click **Transactions** in the left sidebar. Four summary cards run across the top — **Total Revenue**, **Completed**, **Pending** and **Failed** — with a searchable, paginated table of payments below showing transaction id, user, plan, amount, status and date.

The screenshot shows the 'Transactions' page in the WhatsApp Marketing Platform. The left sidebar contains navigation links: Dashboard, Users, Channels, Admin Follow-ups, Master Campaigns, Master Templates, Master Contacts, Analytics, Transactions Logs (highlighted), and Message Logs. The main content area has a 'Transactions' header with the subtitle 'Manage and monitor all payment transactions'. Below the header are four summary cards: 'Total Revenue' (10), 'Completed' (1), 'Pending' (5), and 'Failed' (0). A search bar and a 'Filters' button are located below the summary cards. A table displays transaction data with columns: TRANSACTION ID, USER, PLAN, AMOUNT, STATUS, PAYMENT BY, and DATE. The first transaction is I-W20XN9F3LPR7, user raxitsoni@gmail.com, plan unlimited Monthly, amount USD 10.00, status completed, payment by PayPal, dated Jul 25, 2026, 17:47:58. The table is paginated, showing 1 to 1 of 1 results.

The Transactions page — Total Revenue, Completed, Pending and Failed cards above the payments table

1. **Filter and export the transactions.** Type in the search box, or click the **Filters** button to open the advanced panel and narrow by **Status**, **Payment Method**, **Billing Cycle**, a

**Start / End Date** range and a min/max amount. Use **Clear Filters** to reset, and the blue **Export** button (top-right) to download the filtered list as an Excel file.

**WhatsApp Marketing Platform**

**Transactions**  
Manage and monitor all payment transactions

English JO

Total Revenue **10**

Completed **1**

Pending **5**

Failed **0**

Search transactions...

Filters Export

| TRANSACTION ID | USER                | PLAN              | AMOUNT    | STATUS    | PAYMENT BY | DATE                   |
|----------------|---------------------|-------------------|-----------|-----------|------------|------------------------|
| I-W20XN9F3LPR7 | raxitsoni@gmail.com | unlimited Monthly | USD 10.00 | completed | PayPal     | Jul 25, 2026, 17:47:58 |

Showing 1 to 1 of 1 20/page < Previous 1 / 1 Next >

joker Superadmin

The advanced Filters panel with Status, Payment Method, Billing Cycle and date range, plus the Export button

1. **Open Message Logs to audit sends.** Click **Message Logs** in the sidebar. You see one table of every message across all your channels, each row showing the channel, contact, phone, direction (Sent or Received), a snippet of the content, a coloured status pill and the date. The header shows the total count and auto-refreshes.

  
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Superadmin

Message Logs

View all messages across all channels

English JO

Message Logs

All messages across all channels (0 total)

Refresh

Search phone, contact or content...

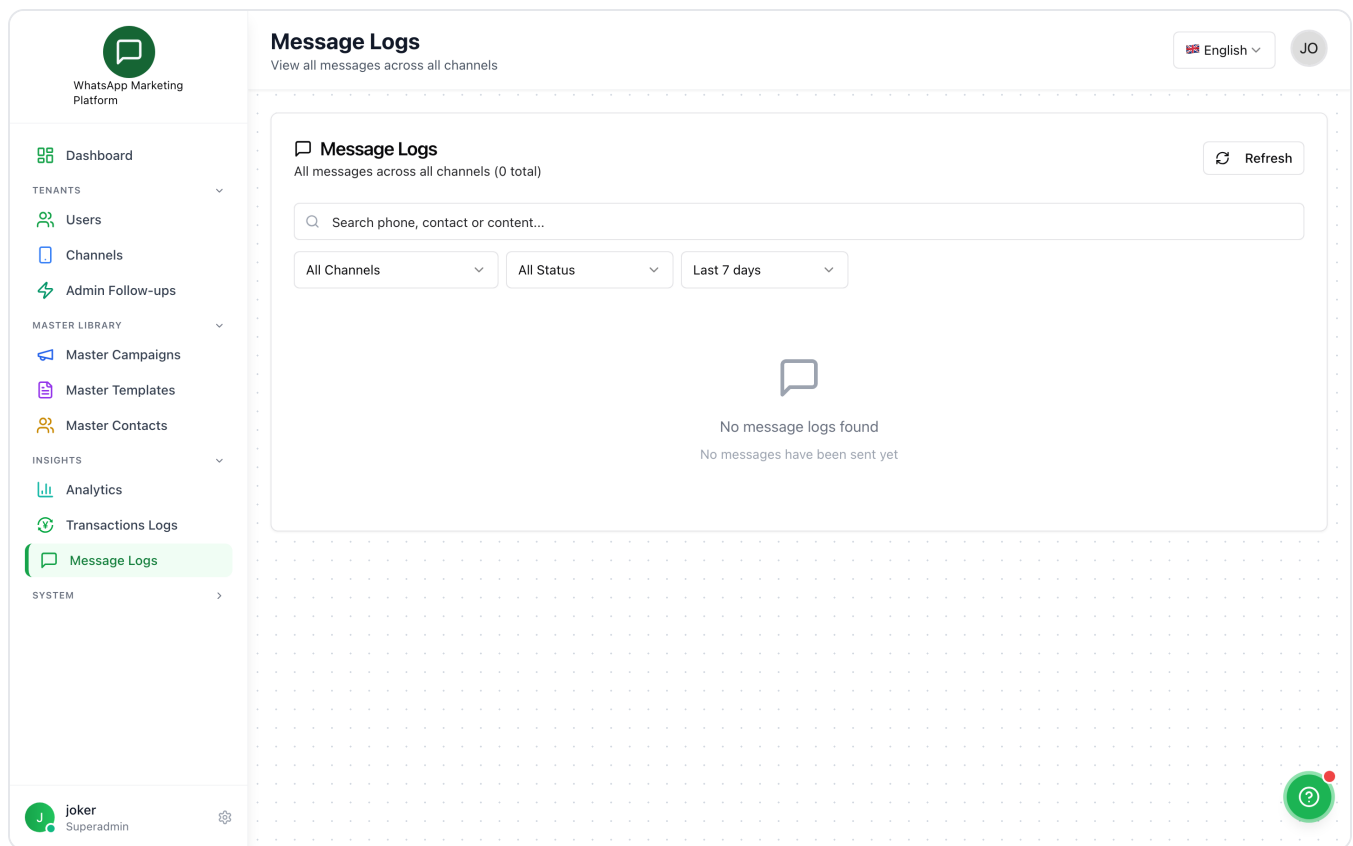
All ChannelsAll StatusLast 7 days

No message logs found

No messages have been sent yet

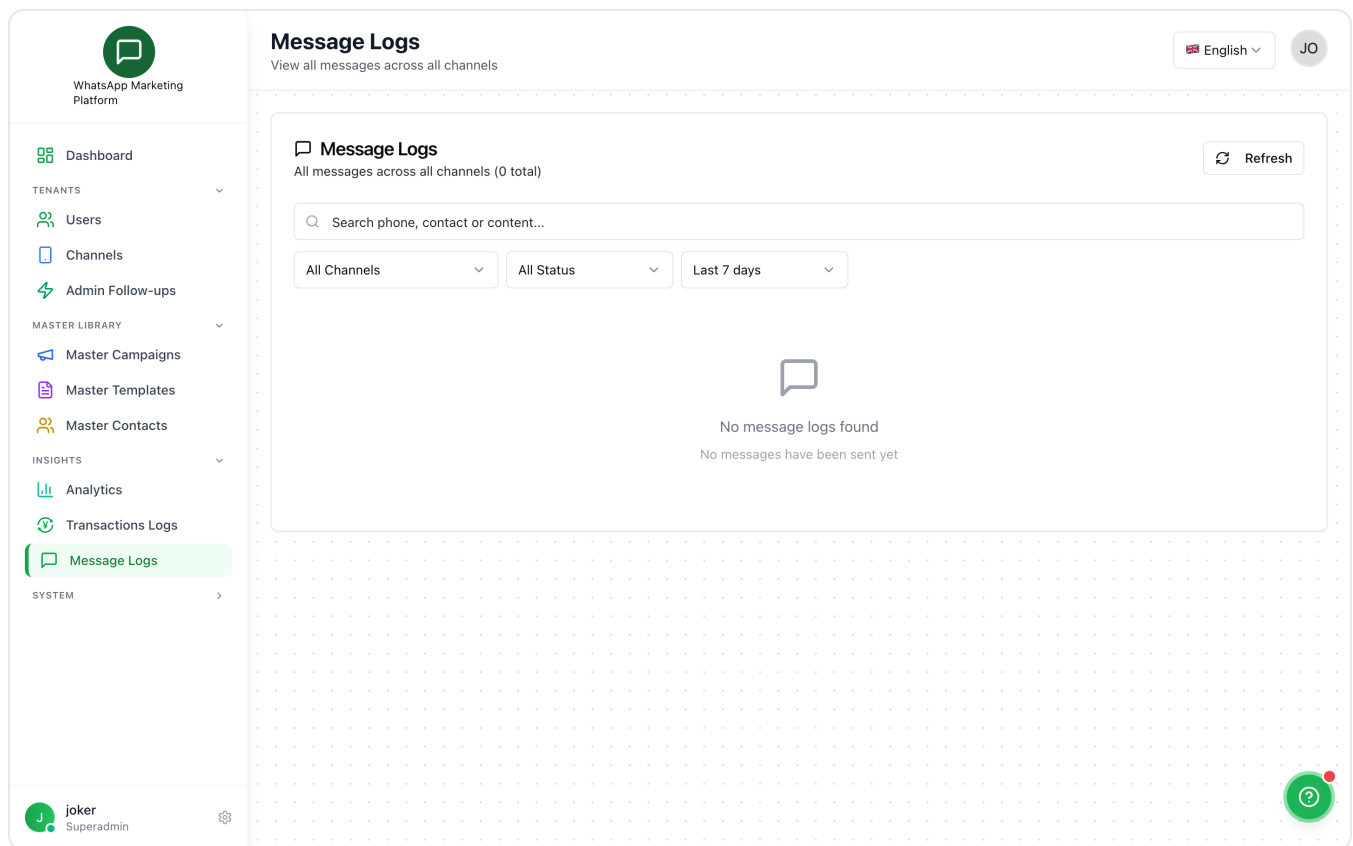
The Message Logs table listing channel, contact, phone, direction, content, status and date for every message

- Filter the message logs.** Use the search box to find a phone, contact or content, then the three dropdowns — **channel**, **status** (Sent / Delivered / Read / Failed / Pending / Received) and **date range** (Last 24 hours / 7 days / 30 days / All time). Click **Refresh** (top-right) to pull the latest, and page through results at the bottom.



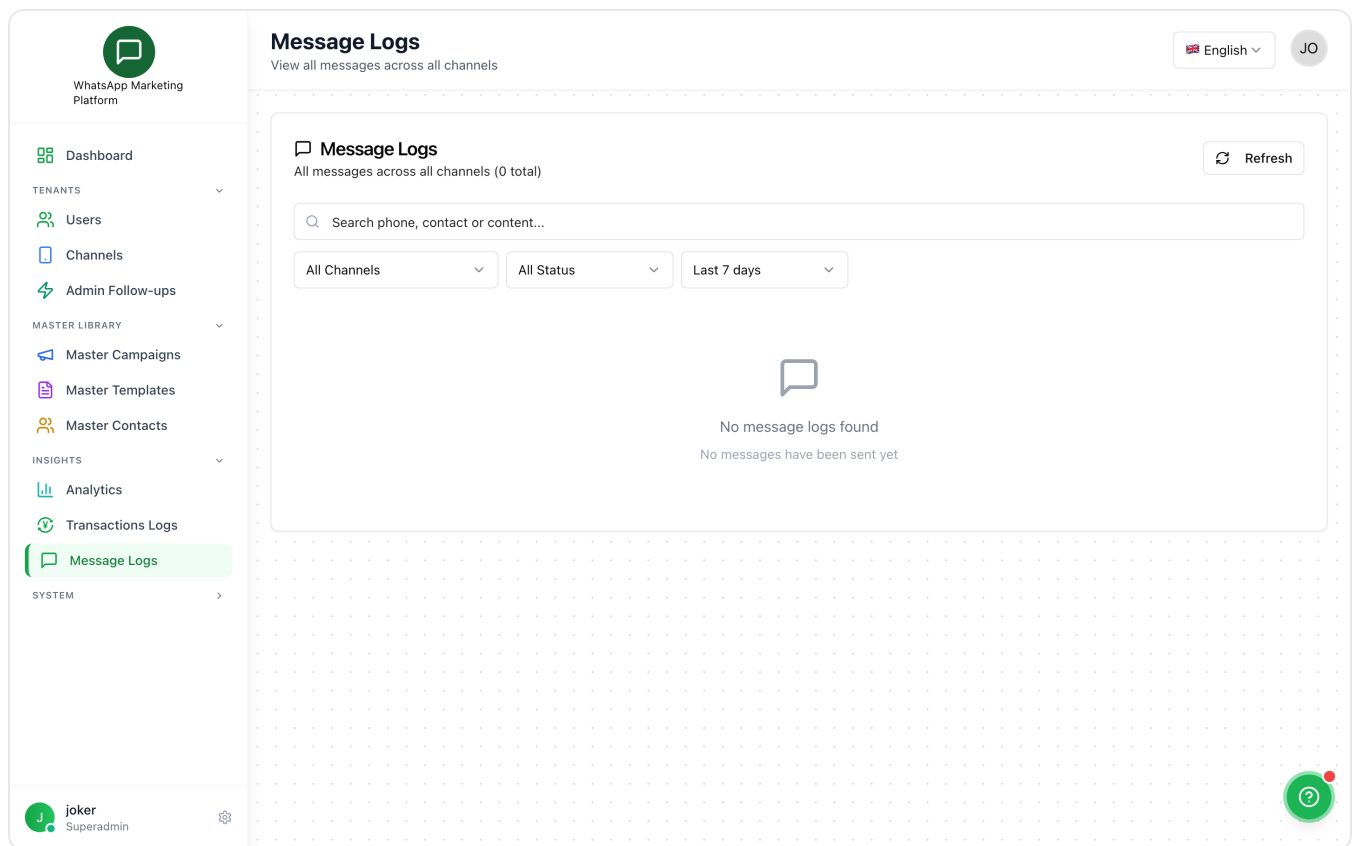
The channel, status and date-range dropdowns above the message logs, with the Refresh button

1. **Open Support Tickets.** Click **Support Tickets** in the sidebar. The top shows count cards (**Total, Open, In Progress, Resolved**). On the left is the ticket list with a search box and **Status / Priority** filters; each ticket card shows its status icon, priority, title and who raised it.



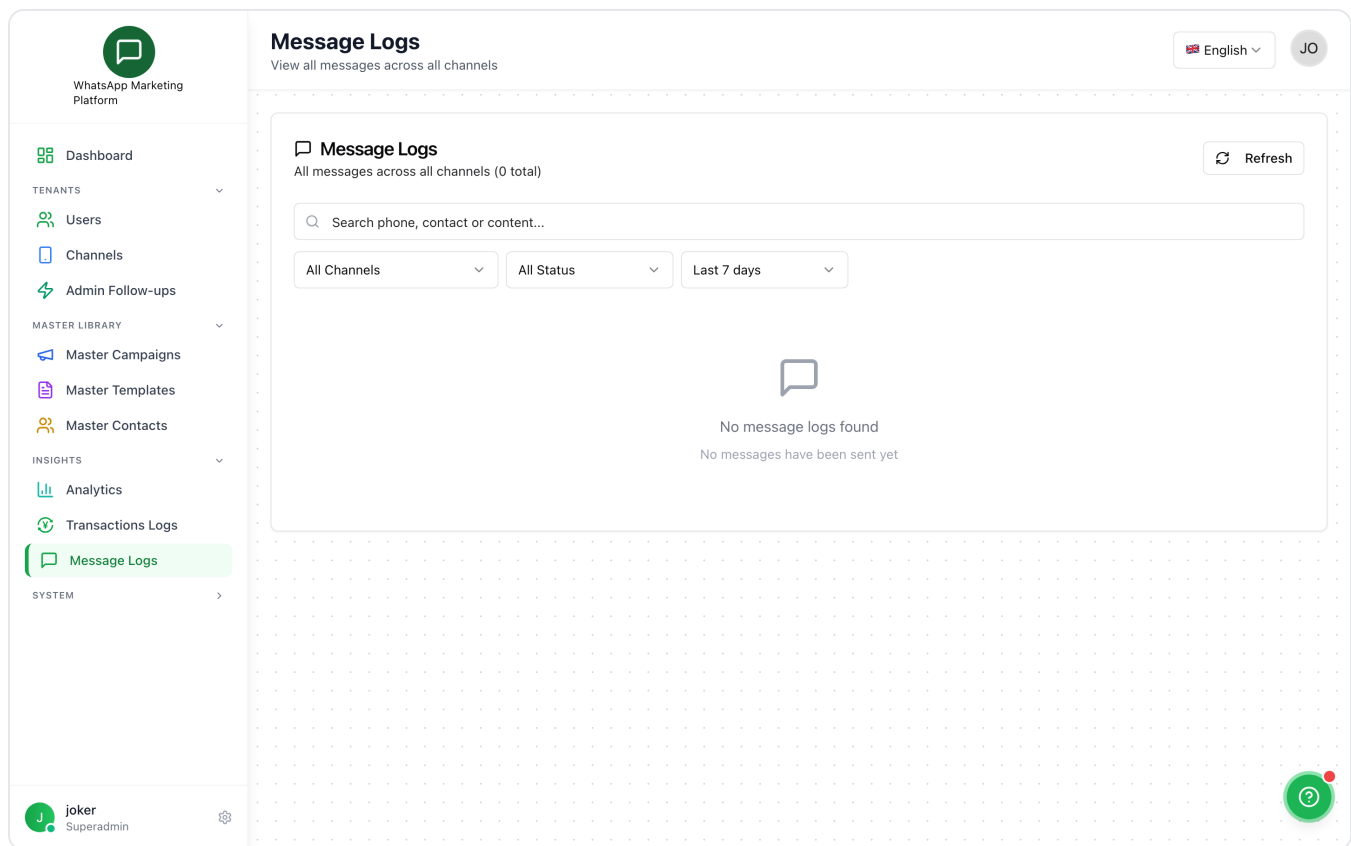
The Support Tickets page — stat cards on top, filterable ticket list on the left

1. **Open a ticket and manage it.** Click any ticket to open it on the right. You see the creator, contact email, description and the full conversation. As a super-admin you get the **Status**, **Priority** and **Assign To** dropdowns to route the ticket, and a delete (trash) icon in the header.



An open ticket showing creator details, the Status, Priority and Assign To dropdowns and the conversation

1. **Reply and resolve.** Type in the **reply** box at the bottom and send with the arrow button. Tick **Internal note** to leave a message only your team sees. When the request is handled click **Resolve Ticket** to move it to resolved.



The reply box with the Internal note checkbox and the Resolve Ticket button

## Tips

- On **Transactions**, set a Start / End Date range before **Export** so the Excel file holds exactly the period you need — the export respects your active filters.
- **Message Logs** refreshes on its own every few seconds, so keep it open while testing a campaign to watch statuses move from Sent to Delivered to Read.
- A red **Failed** status pill in Message Logs usually carries the WhatsApp error underneath — read it to see whether it's a template, media or number problem.
- Use the ticket **Assign To** dropdown to hand a ticket to a specific admin so it doesn't get missed, and **Internal note** to leave context without the requester seeing it.

## FAQ

**Q:** Why do some emails, phones and message contents show as masked stars?

**A:** Demo accounts have personally identifiable data masked for privacy. On a normal super-admin login the real values are shown.

**Q:** Do Message Logs show messages from all my admins' channels?

**A:** Yes — this super-admin view lists messages across every channel in your tenant. Use the channel dropdown to focus on one number.

**Q:** Can I reply to a ticket after it's resolved?

**A:** The reply box is active while a ticket is **open**. Set the status back to Open from the **Status** dropdown if you need to continue the conversation.

**Q:** What does the Export button give me?

**A:** An Excel ( `.xlsx` ) file of the transactions matching your current search and filters — handy for reconciliation or sharing with finance.