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VidhiOn on WhatsApp: Customer Guide

Oct 31, 2026

How it works

Send a WhatsApp message to your supplier's business number, and your account details come straight back to you.

- **Use the number your supplier has for you.** You are recognised by the mobile number on your account. Only you get your details.
- **Start with Hi.** It brings the menu.
- **Just type the words.** Capital letters don't matter, and common words such as *khata* and *bhav* work too.
- **More than one account on your number?** Choose one with **Option 1**. Everything after that is for that account. Send *Hi* to choose again.

Your supplier may have switched off some options, so your menu can be shorter than this guide.

> **You:** Hi
>
> **Reply:** Welcome *Sharma Traders* to *Gupta Wholesale*! Reply with any of the following: *Ledger*, *Outstanding*, *Receipt*, *Price*, *Items*, *Bank Details*, *Location*, *Order*, *Offers* ...

The names and amounts in this guide are examples.

Everything you can ask for

Type any of these at any time.

You type	You get
Hi or Menu	The menu
Ledger	Your ledger for this financial year
Ledger 0	Your ledger for this quarter
Outstanding	What you owe, and how much is due for payment
Detailed Outstanding	Every invoice with the payments set against it, as a PDF
INV 1202	The PDF of that invoice
Receipt	Your latest payment receipts
Price	Today's price list
Price Basmati	Your price for the matching items
Items	The list of items
Stock	Stock of items, as much as your supplier shows
Order	A link to place an order online
Edit Order	A way to change your recent order
Bank Details	The bank account to pay into
Location	The address and map
Offers	The latest offers

Your account

You can check what you owe and get your statement whenever you need it.

See what you owe

> **You:** Outstanding
>
> **Reply:** Outstanding Details for *Sharma Traders* on *31-10-2026 11:30*
>
> Balance: ₹48,378.82
>
> Due for Payment: ₹12,500.00
>
> Credit Limit: ₹1,00,000.00

Get your ledger

> **You:** Ledger
>
> **Reply:** *[PDF]* your ledger for this financial year.

A long ledger can take a few minutes, and you are told when it is being prepared. Type *Ledger 0* for this quarter only.

See which invoices are still open

> **You:** Detailed Outstanding
>
> **Reply:** *Detailed Outstanding* - Sharma Traders. As on 31-10-2026. Outstanding: ₹48,378.82. Every invoice with the payments set against it is in the PDF. *[PDF]*

Invoices and receipts

You can get a copy of an invoice or your latest receipts at any time.

Get an invoice

> **You:** INV 1202
>
> **Reply:** *[PDF]* invoice 1202.

See your latest payments

> **You:** Receipt
>
> **Reply:** Receipt Details as on 31-10-2026. Dear *Sharma Traders*, here are the last 3 receipts recorded in your account ...

If there is only one receipt, its PDF comes with the message.

Prices, items and orders

You see your own prices, never another customer's.

Check a price

> **You:** Price Basmati
>
> **Reply:** your price for each item with *Basmati* in its name.

Type *Price* alone for the whole price list as a PDF.

Place an order

> **You:** Order
>
> **Reply:** Place your order - Gupta Wholesale. Hi *Sharma Traders*, tap the link below to open our online order page, choose your items and submit your order. *[link]*

The link works only for a limited time, and the message tells you how long. To change a recent order, type *Edit Order*.

Pay your bill

> **You:** Bank Details
>
> **Reply:** the account name, account number, bank and IFSC code.

When something doesn't work

Your supplier can fix most of these, because they depend on your details in their accounts.

What happens	What to do
Welcome! Tell us what you are looking for instead of the menu	Your number isn't on your account. Ask your supplier to add it
cannot be serviced at this time	Please contact your supplier
Sorry, we couldn't understand your request	Type *Menu* and choose from the list
An option says it isn't available	Your supplier has switched it off. Please ask them

What happens	What to do
An amount looks wrong	Please check with your supplier. The figures come from their accounts
No reply	Your supplier's system may be off. Try again later, or call them