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# How to request a Sender ID: name rules, documents and the review

WhatsApp & APIs

| CODE | VERSION | COUNTRY · LANGUAGE |
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**MozOut International**
RLX Holdings (Pty) Ltd. · Group RLX Holdings
Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/7110

# How to request a Sender ID: name rules, documents and the review

WhatsApp & APIs Created on **November 10, 2026** 3 min read



**The short answer:** in My MozOut, open the SMS page, go to **Senders** and click **“Request a sender with my name”**. Choose the name (up to 5 in one request) and the country, pay the invoice and send your company documents. The review takes **up to 48 business hours** and the answer comes by e-mail.

## Before you request: pick the name carefully

The name has **up to 11 characters**: letters, numbers and spaces. Pick something your customers recognise at a glance, ideally your brand name or a short form of it. Have a second option ready: if the first is not allowed, you propose another without paying again.

Remember the request is **per country**: the same name for Mozambique and Angola is two requests, at **$50.00 each**. What changes for the recipient is in **what a Sender ID is**.

## The request, step by step

1. **Open the request.** In My MozOut: SMS page, Senders, “Request a sender with my name”.
2. **Choose the names and countries.** You can request up to 5 names at once. Each name in each country is one line on the same invoice.
3. **Pay the invoice** with your usual **payment methods**. Once it is paid, you receive the **template letter** by e-mail.
4. **Upload the documents in My MozOut:** a signed and stamped letter, a copy of the representative's ID and the business licence or Boletim da República (BR). For Angola, instead of the BR, the Diário da República or the business licence.

5 **Say how you will use the name:** the organisation that will use it, the purpose and a sample message.

6 **Wait for the review.** It takes up to 48 business hours, and you get an e-mail with the answer.

## Organisation, purpose and sample message

| What you give | For example |
|---|---|
| **Organisation** | The company or organisation that will send under the name, the same as on the documents. |
| **Purpose** | What the name is for: order notices, appointment reminders, notices to parents, campaigns. |
| **Sample message** | `Padaria Sol: Hi Ana, your order is ready. You can collect it today until 5pm.` |

**Requested several names in the same country?**
The documents you sent for one company can cover your other pending requests in that country. You choose which ones, and there is no need to upload them again.

## The possible answers

| Answer | What to do |
|---|---|
| **Approved** | It is ready to use. Pick it as the sender when you send. |
| **More documents needed** | Upload in My MozOut whatever the e-mail asks for. |
| **Name not allowed** | Propose another name, **without paying again**, and send the documents again. |
| **Rejected** | The request was not accepted. If you have questions about why, open a support ticket. |

You can also request senders and track their status through the API: see **sending SMS through the API**.

**While you wait, keep sending with NETMSG.**
The free sender is always available, so there is no need to hold back your customer notices. See **when NETMSG is enough**.

RECOMMENDED

Ready to put your company name on your SMS? See the Sender ID price and make the request in My MozOut.

See SMS prices →

SEE ALSO

- What a Sender ID is: SMS that arrive with your company name instead of a number →
- The free NETMSG sender: when it is enough and when to request your own name →
- Sending your first business SMS, step by step: activate, buy credits, write and send →
- SMS marketing: Sender ID, the rules here, and how to write one that works →
- How to pay your invoice →

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|---|---|
| TAX NO. (SARS) | 943 907 6234 |
| REGISTRATION NO. (CIPC) | 2025/667953/07 |
| REGISTERED OFFICE | 1111 Olive Street<br>Saint Louis 63101, Missouri, United States |
| CONTACT | info@mozout.com · +27 78 823 3325 · www.mozout.com |
| OPENING HOURS | Monday to Friday - 08 AM to 04 PM<br>Saturday & Sunday - Closed |

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