Mozout

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Sender ID rejected: refund as account credit and how to request it again

WhatsApp & APIs

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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/7206

Sender ID rejected: refund as account credit and how to request it again

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The short answer: if a Sender ID request you have already paid for is rejected, **the amount you paid is automatically returned as credit to your My MozOut account**. You do not have to ask for it. To try again, click **"Correct and request again"**: you will be asked to pay the fee again, and you can pay it with that credit. If the answer is **"Change the name"**, it is a different case: you choose a new name **without paying again**.

Rejected or change the name: two different answers

On the SMS page in My MozOut, under **Senders**, each request shows its status. Three statuses need something from you, and only one of them gets you a refund:

Request status	What it means	Do you pay again?
Documents missing	A document is missing, or our team asked for another one.	No. Upload what is missing in My MozOut.
Change the name	The name you chose is not allowed. The rest of the request goes ahead.	No. Choose another name and we will send the letter with the new name.
Rejected	The request was not accepted. The amount paid goes back as account credit.	Yes, if you request again. You can pay with the credit you got back.

Where to see the reason

When our team decides on a request, it writes a **"Note from our team"** with the reason and what you should do. The note appears on the request itself, under Senders, and also arrives by e-mail. On a request rejected after payment, it shows **how much has been added as credit to your account**.

The refund as account credit

The refund happens on its own, the moment the request becomes “Rejected”. You get back **what you paid for that name in that country**. If the invoice covered several names or countries, only the amount for the rejected request is refunded; the other requests on the same invoice carry on as normal.

This credit is money in your My MozOut account, not SMS credits.
SMS credits are bought separately, as explained in **SMS credits and price tiers**.

Requesting again, step by step

1. **Read the note from our team.** It says why the request was rejected and what you need to fix.
2. **On the rejected request, click “Correct and request again”.** The form opens with that request's name and country already filled in. You can keep them or type another name.
3. **Pay the fee again:** $50.00 per name, per country. You can use the credit refunded to your account.
4. **Upload the documents and details** (organisation, purpose and sample message) with the corrections made. The review again takes up to 48 business hours, and the answer comes by e-mail.

Before you pay again, make sure you know what to fix.
If the note does not make it clear what to fix, **open a support request** and ask first. Getting it right the first time saves time for you and for us.

How to avoid another rejection

Go over the points of the original request, explained in **how to request a Sender ID**:

1. **The name:** up to 11 characters (letters, numbers and spaces), ideally your brand name or a short form of it.
2. **The organisation:** the same company or organisation that appears on the documents.
3. **The documents:** 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.
4. **Purpose and sample:** say what the name is for and show a real message that includes the company name.

While you wait, keep sending with NETMSG.

The free sender is always available, with no application needed and at no cost. See **when NETMSG is enough**.

RECOMMENDED

Ready to try again? See the Sender ID price and submit a new request in My MozOut.

See SMS prices →

SEE ALSO

- How to request a Sender ID: name rules, documents and the review →
- 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 →
- Do SMS credits expire? How long credits stay in your SMS balance →
- How to pay your invoice →

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