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Service and repair status SMS: received, quote ready, finished and ready to collect

WhatsApp & APIs

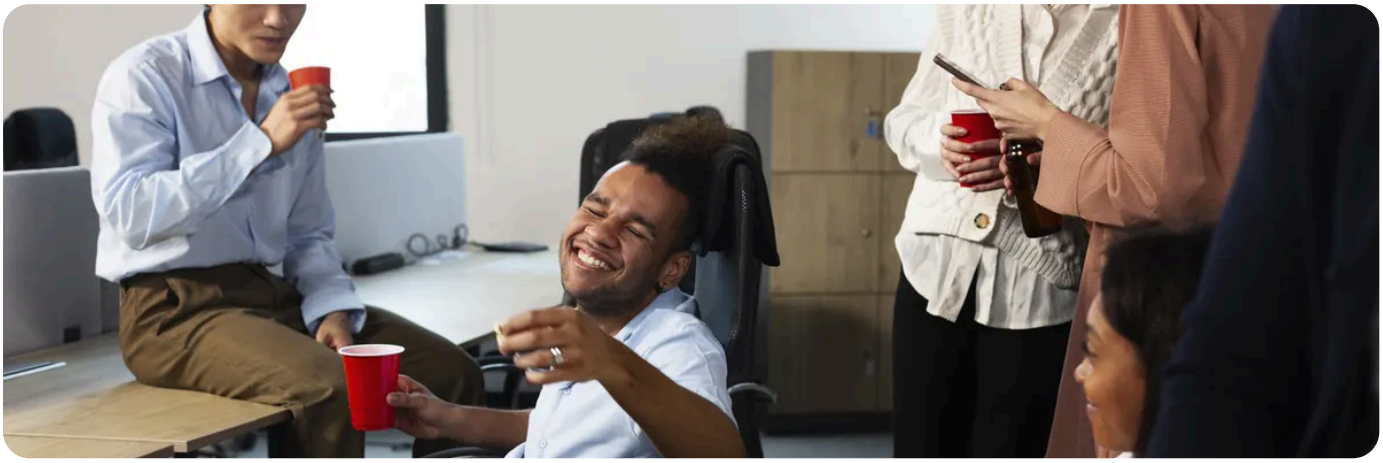
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RLX-INT-KB-7908	v2026.11.13	International · English

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/7908

Service and repair status SMS: received, quote ready, finished and ready to collect

WhatsApp & APIs Created on **November 13, 2026** 2 min read



The short answer: garages, repair services, laundries, tailors and laboratories gain a lot from four texts: **received** (with the job number), **quote ready**, **finished** and **ready to collect**. Customers stop calling to ask «is it done yet?», and your team stops answering those calls.

The four messages

Stage	Example
Received	`We have your phone. Job no. 2231. We will text you the quote.`
Quote ready	`Job no. 2231: the quote is 3,200 USD. To approve it, call [PHONE].`
Finished	`Job no. 2231: the repair is finished and tested.`
Ready to collect	`Hi Tomas, your car is ready. You can collect it today until 5pm.`

Finished and ready to collect can be a single message if they happen at the same moment. What matters is that every text carries the **job number**, the same as on the ticket in the customer's hand.

> **Customers cannot approve the quote by replying.**
> Named senders, NETMSG included, do not receive replies. Say in the message how to approve: a phone number, your website or a visit to the counter.

With or without a system

If you use repair management software, connect it to the API: each change in the job status calls `POST /v1/sms/messages` with that stage's text, and an `Idempotency-Key` such as `job-2231-ready` prevents repeat texts when someone saves twice.

If you do not, send by hand from the SMS Center in My MozOut: keep the four messages as templates, with the job number in square brackets to fill in, and send from the customer's contact. The walkthrough is in **a one-off transactional SMS at the counter**.

Take care

1. **Take the number at the counter and confirm it** by reading it back. One wrong digit sends the notice to a stranger.
2. **Keep what you found on the device out of the SMS** (photos, chats, accounts): saying it is ready is enough.
3. **Writing in Portuguese? Leave out letters such as «ã» or «ç»** so the text fits in one part.

A device nobody came back for?
A simple reminder after a few days, with your opening hours, usually does it. Write it once and keep it as a template.

RECOMMENDED

Want every repair to keep the customer posted on its own? See Transactional SMS.

See Transactional SMS →

SEE ALSO

- A one-off transactional SMS at the counter: sending it from a contact in the SMS Center →
- Order status SMS from confirmation to delivery: one message per stage, sent by your system →
- SMS templates and AI: ready-made messages, the template library and improving a text →
- Business SMS by sector: retail, clinics, schools, deliveries and more, with example messages →
- The free NETMSG sender: when it is enough and when to request your own name →
- Writing transactional SMS: the key fact first, references and amounts, and one part only →

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