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Confirming bookings, check-ins and deliveries with an SMS code

WhatsApp & APIs

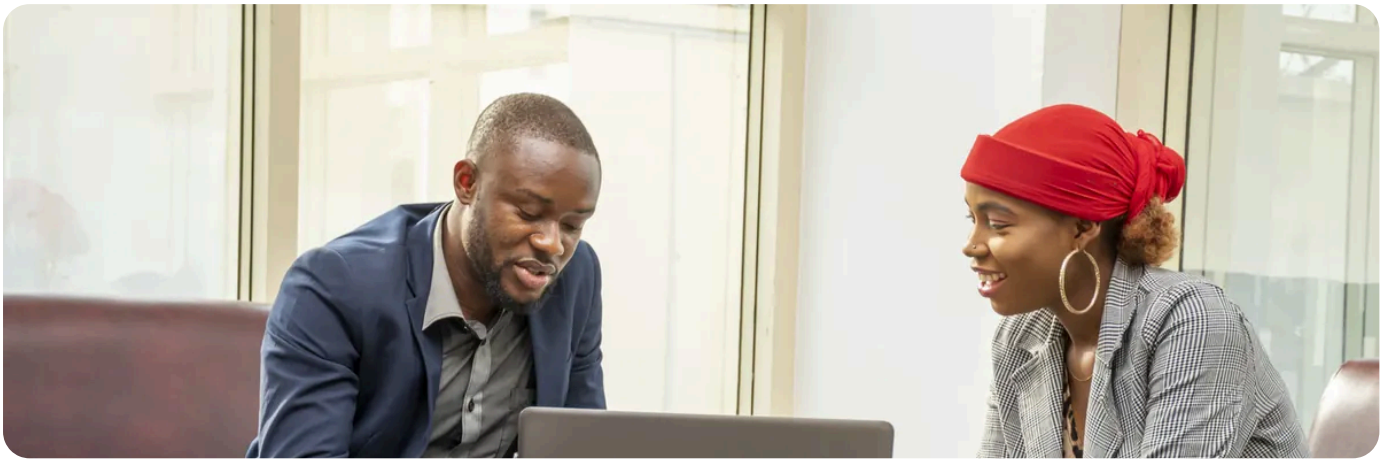
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MozOut International
RLX Holdings (Pty) Ltd. · Group RLX Holdings
Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/7992

Confirming bookings, check-ins and deliveries with an SMS code

WhatsApp & APIs Created on **November 13, 2026** 3 min read



The short answer: an SMS code confirms that the person making the booking, checking in or receiving the order is really the one who asked for it. What needs care here is timing: a code is valid for 60 minutes at most, so you send it **close to the moment it will be used**, not on the day the booking was made.

Three uses and when to send the code

Use	When to send	Who checks
Confirming a booking made on your website	Straight away, at the end of the booking	Your website, before saving the booking
Check-in at a hotel, clinic or event	On arrival, when the customer identifies themselves	The front desk, in your system
Delivering an order	When the courier is close, or at the door	The courier, in the delivery app

Delivery with a code, step by step

1. **The courier taps “arriving”** in the delivery app. Your system sends the code with `POST /v1/sms/otp` and an `expires_in` long enough for the wait, say 30 minutes.
2. **The customer gets the SMS** with the code and the order number.
3. **At the door, the customer tells the courier the code**, who types it into the app. The app checks it with `/verify`.

4 **With `valid: true`, the order is handed over** and your system saves `verified_at` as proof of delivery.

5 **If the code has expired** (the customer was slow, traffic stopped), use `POST /v1/sms/otp/{id}/resend`: a new code goes out under the same `id` and the validity starts again.

Here the code is said out loud to the right person, which is the whole point. That is different from a payment or login code, which is never told to anyone. Make that clear in the text.

Example texts

Use	Text
Booking	`[COMPANY]: code {code} to confirm your booking for 20/12.`
Check-in	`[COMPANY]: your check-in code is {code}. Show it at the front desk.`
Delivery	`[COMPANY]: order [NUMBER] is arriving. Give code {code} only to the courier, on delivery.`

Do not send the delivery code on the day the order leaves.
A code is valid for 1 to 60 minutes; sent in the morning for an afternoon delivery, it reaches the door already expired, and every resend is another SMS. To say the order is on its way, use a normal SMS like those in **transactional SMS**, and keep the code for the arrival.

Set a wait between resends
in your account rules. An impatient courier pressing “resend” over and over uses credits and cancels the code the customer has just received. See **limits against abuse**.

RECOMMENDED

Want to confirm bookings, check-ins and deliveries with an SMS code? See Verification SMS.

See Verification SMS →

SEE ALSO

SMS verification API: we generate, send and check the code, and your system keeps only the id →

- Resending, cancelling and replacing a verification code: what happens to the old one
- Code length, validity and attempts: choosing length, expires_in and max_attempts
- Limits against abuse: codes per number per hour and the wait between resends
- Writing the verification SMS: the code placeholder, your Sender ID and staying in one part
- Transactional SMS: order notices, confirmations and alerts your customers expect

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