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How to join: profile, deposit and application

Reselling & WHMCS

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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/8508

How to join: profile, deposit and application

Reselling & WHMCS Created on **November 26, 2026** 2 min read



The short answer: three things, all in My MozOut: a complete profile, one credit deposit of at least the value of the Agence you chose, and an application on the reseller page. Our team checks your profile and the deposit, approves by hand and replies by e-mail. The plans are on the **Reseller Program** page.

Step by step

1. **Complete your profile.** Fill in **your account details** in My MozOut. Without a complete profile, the application will not go through.

2. **Make the deposit.** **Add credit** with a single top-up of at least the Agence value, in your account currency, and pay the invoice. The deposit only counts once that invoice is paid.

3. **Apply.** Open the reseller page in My MozOut, go to the Application tab, choose the Agence and send it. You will see "Application sent. We will reply by email." and get an e-mail confirming we have it.

4. **Wait for the answer.** The team checks your profile and the deposit and decides. If you are approved, you get an e-mail and your orders come with the discount from then on, through the API too.

Messages you may see, and what to do

Message	What it means	What to do
"Complete your profile first."	Some account details are missing.	Fill in your profile and send it again.
"You need a paid credit deposit of at least..."	There is no paid top-up for the full Agence value.	Add credit and pay the invoice. Several small top-ups do not count.
"You already have an application under review."	You can only have one application at a time.	Wait for the answer, or cancel the one under review.

Message	What it means	What to do
"You are already on this Agence or higher."	You picked the Agence you already have, or a lower one.	To move up, choose an Agence above yours.
"Your reseller account is suspended. Talk to us."	Your reseller account is suspended.	Get in touch: **open a support ticket**.

If your application is turned down

You get an e-mail with the reason. Sort out what was missing and apply again. The deposit you made stays in your credit for your orders.

Changed your mind?
While the application is under review, you can cancel it on the reseller page. Your credit is not touched. Moving up to a higher Agence later works the same way: a new single deposit worth the plan you want, and a new application.

RECOMMENDED

Profile done and deposit paid? See the plans and apply from the program page.

See the Reseller Program →

SEE ALSO

- **The Reseller Program page**
- **Credit balance in your account: where it comes from and how it is used on invoices**
- **How to pay your invoice**

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