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

WhatsApp & APIs

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https://www.meu.interweb.ao/knowledgebase/2342

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

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The short answer: in Meu Interweb, 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 **$49.95 each**. What changes for the recipient is in **what a Sender ID is**.

The request, step by step

1. **Open the request.** In Meu Interweb: 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 Meu Interweb:** a signed and stamped letter, a copy of the representative's ID and the Diário da República or the business licence. For Mozambique, instead of the Diário da República, the business licence or Boletim da República (BR).

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 Meu Interweb 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 Meu Interweb.

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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