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Connecting an ERP, CRM or in-house system to SMS notices: what your developer needs

WhatsApp & APIs

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Connecting an ERP, CRM or in-house system to SMS notices: what your developer needs

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The short answer: any system that can make an HTTPS request can send SMS through **our API**: an ERP, a CRM, invoicing software or something built in-house. Your developer needs **a key**, the **address** and a handful of rules. This is the list to hand over.

What to give your developer

What	Detail
API address	`https://{V:api_host}/v1`, HTTPS only, JSON in and out.
Key	Created on the API page in Meu MozOut, sent in the `Authorization: Bearer ...` header. The key is shown only once.
Permissions	**sms:write** to send and **sms:read** to check statuses and the balance. Nothing else.
Sandbox and Production	A **sandbox_** key for development (nothing is sent or charged) and a **prod_** key for go-live.
Numbers	Mobile phones in Mozambique and Angola, written with or without the country code, because the system can tell the country from the first digit: **841234567** goes to Mozambique and **923456789** to Angola. So **+258 84 123 4567** and **258841234567** are the same number as **841234567**.
Sender	Without the sender field, NETMSG is used. For your own name, an approved Sender ID.

The rules that prevent trouble

1. **Idempotency-Key on every send**, with a value tied to the event (invoice, order, booking). A retry never sends twice.

2 **Batch for lists.** For the day's notices, one request to `/v1/sms/messages/batch` instead of hundreds.

3 **Limits.** The account has a per-minute request limit, across all keys, and a daily sending limit. Read the X-RateLimit-Remaining header and, on a 429, wait for Retry-After.

4 **Statuses by webhook**, rather than asking every minute: **the SMS webhook**.

5 **Numbers that opted out.** A number on the account's list is refused with number_opted_out; your system should flag that customer and stop sending.

Keeping the key safe

The key stays on the server, in an environment variable or a file outside the public folder, **never** in a mobile app or browser code. When you create it you can give it a validity (30, 90 or 365 days, or none) and an IP list. If it leaks: **what to do, in the right order**.

When you ask support for help
, send the **X-Correlation-ID** from the response, the time and the operation. Never send the key: support does not need it.

Start with a single notice
, such as payment received, and get it working end to end in the Sandbox. The rest follow the same pattern. The first request is covered in **sending SMS through the API**.

RECOMMENDED

Ready to connect your system? See the API page and create your first key.

See the API page →

SEE ALSO

- **Sending SMS through the API: key, permissions, Sandbox and your first request** →
- **SMS API errors and message statuses: what each one means and what to do** →
- **Sending many SMS notices in one API request: the batch endpoint and its results** →

The SMS webhook: how your system learns that each notice was sent or failed

An API key or token has leaked: what to do, in the right order

What an API is, in plain words: requests, answers and a REST example

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