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The E-mail Center log: finding an e-mail, filtering it and why the content goes after 30 days

SMTP Relay & Transactional

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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/7554

The E-mail Center log: finding an e-mail, filtering it and why the content goes after 30 days

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The short answer: every e-mail is logged: who it went to, when it left and what happened to it. You see it in the history on the Transactional e-mail page in My MozOut or with `GET /v1/email/messages`, filtered by status, dates and recipient. The **content** is kept for **30 days**; after that only the log remains.

Finding an e-mail

Filter	Example
`status`	`?status=bounced` shows only bounces
`from` and `to`	`?from=2026-11-01&to=2026-11-13`, as YYYY-MM-DD
`recipient`	`?recipient=ana@example.com`, in `to`, `cc` or `bcc`
`page` and `per_page`	The list is paginated, newest first

The list does not include the content. To see the text and each recipient's events, open the e-mail with `GET /v1/email/messages/{id}`.

What is kept, and for how long

Part	How long
Sender, recipients, subject, status, events, credits	Stays in the log
Content (`html` and `text`)	30 days. After that it is `null`

Why only 30 days: a transactional e-mail often carries personal data, such as names, amounts and addresses. Keeping the text forever would mean keeping that data for no reason.

The log is not your archive.
If you need to prove what you sent a customer a year from now, keep the `id`, the date and the document in your own system. Or add an archive address of yours in `bcc`, knowing it counts as one more recipient.

When a customer says nothing arrived

1. **Search by address** with the recipient filter.
2. **Look at the status.** `delivered` means their server accepted it: ask them to check spam and other folders.
3. **If it is** `bounced`, read the event detail: it is often a mistyped address or a full mailbox.
4. **If there is no e-mail at all**, your system never asked for the send. Check your application's logs.

Store each e-mail's `id`
next to the order or invoice in your system. It is the quickest way to find it later, and it is what our support will ask you for.

NEED A HAND?

Need help working out what happened to an e-mail? Open a support ticket with the id.

Open a support ticket →

SEE ALSO

- Transactional e-mail statuses: sent, delivered, bounced, complained and failed explained
- E-mail Center statistics: delivery, bounce and complaint rates, and what they tell you
- The E-mail Center suppression list: why an address stops receiving and how to remove it
- E-mail Center webhooks: receiving delivery, bounce and complaint events in your system

Webhook or polling: how one system learns that something changed in another

Sending a transactional e-mail through the API: the fields of POST /v1/email/messages

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TAX NO. (SARS)	943 907 6234
REGISTRATION NO. (CIPC)	2025/667953/07
REGISTERED OFFICE	1111 Olive Street Saint Louis 63101, Missouri, United States
CONTACT	info@mozout.com · +27 78 823 3325 · www.mozout.com
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

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