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Email Center webhooks: receiving delivery, bounce and complaint events in your system

E-mail

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https://www.my.mozout.com/knowledgebase/7572

Email Center webhooks: receiving delivery, bounce and complaint events in your system

E-mail Created on **November 13, 2026** 2 min read



The short answer: save an HTTPS address with `PUT /v1/email/webhook` and choose the events: `email.sent`, `email.delivered`, `email.bounced`, `email.complained` and `email.failed`. For every event, for every recipient, we send a **signed** notice. This webhook is separate from the SMS webhook.

Saving the webhook

```
curl -X PUT https://api.mozout.com/v1/email/webhook \
-H "Authorization: Bearer prod_..." \
-H "Content-Type: application/json" \
-d '{"url": "https://yourcompany.com/webhooks/email",
"events": ["email.delivered", "email.bounced", "email.complained"]}'
```

The answer includes the **secret** (`secret`) used to check the signature. It is only shown when the webhook is created or when you ask for a new one with `"rotate_secret": true`: store it on your server straight away.

What reaches your address

A JSON `POST`, on port 443, one call per event and per recipient, only for events after the webhook was saved:

```
{"event": "email.bounced", "created_at": "...",
"data": {"id": "5120", "event_id": "...", "recipient": "ana@example.com",
"detail": "...", "from": "...", "subject": "...", "simulated": false}}
```

Checking the signature

1. **Read the header** `X-Webhook-Signature: t=<unix time>,v1=<hex>`.

2 **Compute** the HMAC-SHA256 of `t + "." + body`, using the raw body exactly as it arrived and your secret.

3 **Compare** it with `v1`. If it does not match, reject the notice.

4 **Answer 2xx within 5 seconds.** Handle the event afterwards, in a queue of your own.

A step-by-step PHP example is in **receiving a webhook in PHP and checking its signature**.

If your server fails

Without a 2xx answer within 5 seconds, we try again after 1 minute, 5 minutes, 30 minutes, 2 hours and 6 hours. Use the `event_id` so you never handle the same event twice.

Operation	What for
`GET /v1/email/webhook`	See the address, the events, the last delivery and the last error
`POST /v1/email/webhook/test`	Send a signed `webhook.test` event now and see what your server answered
`DELETE /v1/email/webhook`	Stop receiving notices

Do not trust an unsigned notice.
Anyone can POST to your address. Without checking `v1`, someone could mark e-mails as delivered or suppress customers in your system.

New to webhooks?
Start with **what a webhook is** and **webhook or polling**.

RECOMMENDED

Want your system to know on its own what happened to every e-mail? See the API page.

See the API page →

SEE ALSO

- Transactional e-mail statuses: sent, delivered, bounced, complained and failed explained
- The Email Center suppression list: why an address stops receiving and how to remove it
- Receiving a webhook in PHP and checking its signature
- What a webhook is, and how to test one with curl
- Webhook or polling: how one system learns that something changed in another
- Testing transactional e-mail without sending: Sandbox keys, test mode and simulated bounces

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