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Attaching invoices and tickets to a transactional e-mail: base64, size limit and refused files

E-mail

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RLX-MZ-KB-2479

VERSION
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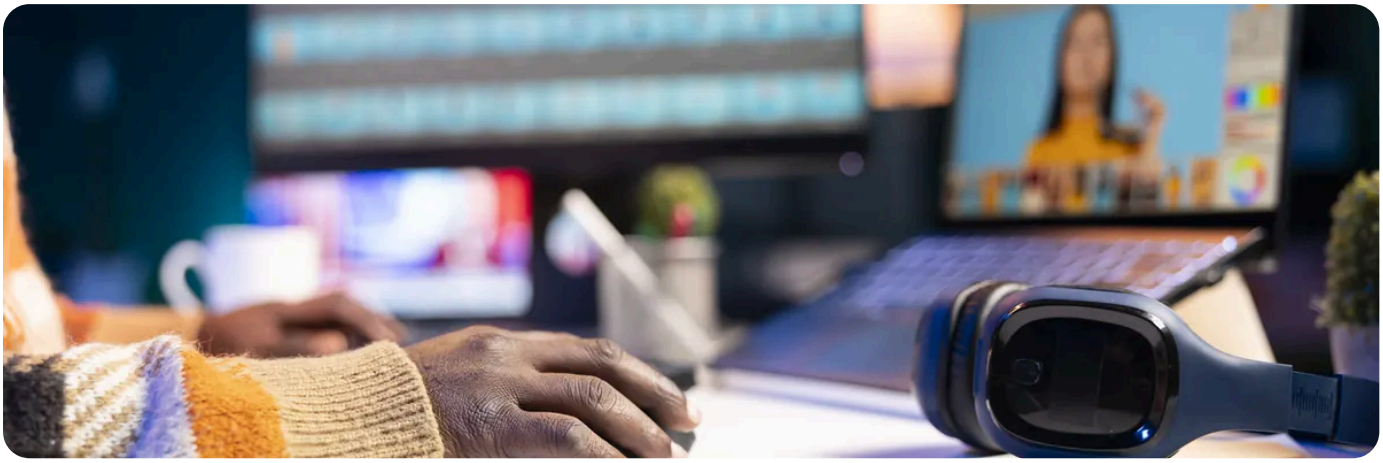
COUNTRY · LANGUAGE
Mozambique · English

MozOut Mozambique
RLX Holdings, S.A. · Group RLX Holdings
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https://www.meu.mozout.co.mz/knowledgebase/2479

Attaching invoices and tickets to a transactional e-mail: base64, size limit and refused files

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



The short answer: attachments go in the `attachments` field of the request itself, **in base64**, each with the file name and content. The total is **up to 5 MB** per e-mail and **executable files are refused**. For big files, send a link instead of an attachment.

How an attachment is sent

Field of each attachment	What it takes
`filename`	The name the customer sees, such as `invoice-FT2026-214.pdf`
`content`	The file content in base64
`content_type`	The type, such as `application/pdf`

```
"attachments": [{"filename": "invoice.pdf",
"content": "JVBERi0xLjQK...",
"content_type": "application/pdf"}]
```

In PHP, for example, the content comes from `base64_encode(file_get_contents($path))`. Remember that base64 makes files bigger: a PDF weighs more inside the request than on disk.

When an attachment is refused

Reason	What it means	What to do
`invalid_attachment`	The name is missing or the content is not valid base64	Check the `filename` and the encoding

Reason	What it means	What to do
`attachment_blocked`	This file type cannot be attached (executables)	Send another format, such as PDF
`attachments_too_large`	The attachments are over the size limit	Compress them or send a link
`too_many_attachments`	Too many attachments in one e-mail	Put them in one file or split the send

These reasons come in `details.reason`, in a `422` answer. The others are in **Email Center API errors**.

Attachment or link

Use an attachment	Use a link
A light invoice, receipt or ticket in PDF	Catalogues, videos, folders of documents
A document the customer must keep	Something that changes after it is sent
When the customer may not have access to your client area	Files close to the limit, or for many recipients

Every recipient gets the whole attachment.
A heavy file to 50 recipients is a lot of mail. And some servers refuse large messages: see **attachment too large**.

Say in the text what is attached
, with the name and amount: "Attached is invoice FT 2026/214, for 1,250.00". An attachment with no explanation looks like phishing.

RECOMMENDED

Want to send your PDF invoices through the API? See the API page.

See the API page →

SEE ALSO

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

- Transactional e-mail templates with variables: write once, fill in each customer's details
- Email Center API errors: email_account_required, all_recipients_suppressed and other reasons
- Attachment too large: why the message bounces and how to send big files
- Password reset, order and invoice e-mails: what a good transactional message says, with examples
- How to recognise a phishing e-mail or message, and what to do if you clicked

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TAX ID (NUIT)	401 191 607
LEGAL ENTITY NO. (NUEL)	105 045 974
ECONOMIC ACTIVITY CODE (CAE)	62022
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique
CONTACT	info@mozout.co.mz · +258 84 635 1111 · +258 86 635 1111 · www.mozout.co.mz
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