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# Testing transactional e-mail without sending: Sandbox keys, test mode and simulated bounces

E-mail

CODE
**RLX-MZ-KB-2497**

VERSION
**v2026.11.13**

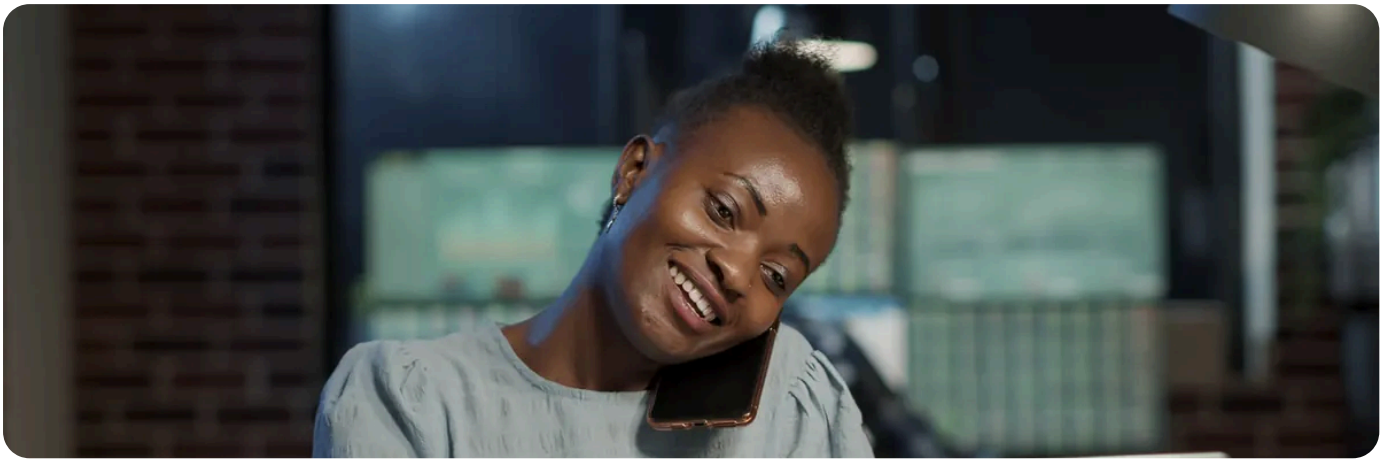
COUNTRY · LANGUAGE
**Mozambique · English**

**MozOut Mozambique**
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.meu.mozout.co.mz/knowledgebase/2497

# Testing transactional e-mail without sending: Sandbox keys, test mode and simulated bounces

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



**The short answer:** with a key that starts with `sandbox_`, **nothing is sent or charged**. The e-mail becomes `simulated`, with simulated events, and other changes (domains, templates, suppressions) are only simulated too. To rehearse bounces and complaints, send to `bounce@example.com` or `complaint@example.com`.

## Sandbox and Production

| | `sandbox_` key | `prod_` key |
|---|---|---|
| **Address and operations** | The same | The same |
| **The e-mail** | Validated, but not sent | Sent |
| **Credits** | Not charged | One per recipient |
| **Status** | `simulated` | The real status |
| **Domains, templates, suppressions** | Only simulated: nothing is saved | Saved |

## Rehearsing what goes wrong

| Send to | What happens |
|---|---|
| `bounce@example.com` | Simulates a bounce: you see the `bounced` event and the `email.bounced` webhook |
| `complaint@example.com` | Simulates a complaint: you see the `complained` event and the `email.complained` webhook |

It is the best way to confirm your system reacts properly: it flags the address as invalid, tells the customer and does not try again.

## Email Center test mode

There is one more case of simulation: while Email Center is in **test mode**, `prod_` keys simulate too. To find out, call `GET /v1/email/balance` and look at `test_mode`: `true` means nothing is really sent yet.

## A checklist before going live

1. **A simple send** with `text` and with `html`: a `201` answer and `simulated` status.
2. **With a template**: every variable filled in.
3. **With an attachment**: the real PDF you will send, to see that it fits the size limit.
4. **A retry** with the same `Idempotency-Key`: the e-mail is not duplicated.
5. **A bounce and a complaint** with the two rehearsal addresses, and your webhook receiving them.
6. **Switch the key** for a `prod_` one. The address and operations stay the same.

**In Sandbox the domain is not saved.**
Before your first real send, add and verify the domain for real, with the Production key or on the page in Meu MozOut.

**Use different keys**
in your test environment and on your production server. That way a forgotten test never e-mails a real customer.

RECOMMENDED

Want to test sending e-mail without spending credits? See the API page.

See the API page →

SEE ALSO

- Getting started with Email Center: turn it on, verify your domain and send your first e-mail
- Sending a transactional e-mail through the API: the fields of POST /v1/email/messages
- Email Center webhooks: receiving delivery, bounce and complaint events in your system
- Transactional e-mail statuses: sent, delivered, bounced, complained and failed explained
- Email Center API errors: email_account_required, all_recipients_suppressed and other reasons
- An API key or token has leaked: what to do, in the right order

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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<br>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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