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Cancelling a scheduled SMS through the API, for example when the customer has already paid

WhatsApp & APIs

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Cancelling a scheduled SMS through the API, for example when the customer has already paid

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The short answer: send `POST /v1/sms/messages/{id}/cancel` with the id of the scheduled SMS, **before its time comes**. Only your own account's messages that are still **scheduled** can be cancelled. If the credits had already been taken, they go back to the balance.

The usual case: the customer paid before the reminder

1. **The invoice is created** in your system, due on the 20th.
2. **Your system schedules the reminder** for three days before, with send_at, and stores the returned id with the invoice.
3. **The customer pays on the 15th.** When the payment is recorded, your system calls cancel with that id.
4. **The reminder never goes out**, so the customer does not get "your invoice is due" after paying.

The same goes for a rebooked appointment, a delivery that changed day or postponed maintenance: cancel the old notice and schedule a new one. How to schedule: **scheduling notices through the API**.

The possible answers

Answer	What it means
Success	The SMS is cancelled. **credits_returned** says how many credits came back; since a scheduled message is usually only charged when it goes out, this is often zero.
409 with not_cancellable	Too late: the message already went out, is going out, or was cancelled before.

Answer	What it means
404	There is no message with that id in this account.

Do not leave cancelling to the last minute.
When the time comes the message enters sending and can no longer be cancelled. Cancel as soon as the reason for the notice goes away.

Retrying safely

Send the **Idempotency-Key** header on the cancel request too: if the connection drops and your system repeats it, you get the same answer. With a **sandbox_** key the API checks everything and changes nothing, which is handy for testing the flow.

To confirm the result
, look up `GET /v1/sms/messages/{id}` : the status says whether it was cancelled, and **charged** says whether credits were ever taken.

RECOMMENDED

Want notices that call themselves off when they are no longer needed? See the API page.

See the API page →

SEE ALSO

- **Scheduling SMS notices through the API: send_at, time zones and when credits are charged**
- **Payment reminder SMS: when to send it, what to write and ready-to-use examples**
- **Expiry and renewal notices by SMS: contracts, licences and insurance before they lapse**
- **SMS API errors and message statuses: what each one means and what to do**
- **Sending SMS through the API: key, permissions, Sandbox and your first request**
- **SMS notices from your own WHMCS: a hook that calls our SMS API on invoices and payments**

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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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