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Scheduling a transactional e-mail with send_at, and cancelling it before it goes out

E-mail

CODE	VERSION	COUNTRY · LANGUAGE
RLX-AO-KB-2484	v2026.11.13	Angola · English

Interweb Angola
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Scheduling a transactional e-mail with send_at, and cancelling it before it goes out

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



The short answer: add the `send_at` field to the request, with the date and time in ISO 8601 **including the time zone**, up to **30 days ahead**. Credits are only taken when the e-mail goes out. To change your mind, call `POST /v1/email/messages/{id}/cancel` before that time.

When scheduling makes sense

Situation	Example
A reminder before a deadline	The invoice is due on Friday: schedule the reminder for Wednesday morning
Out of hours	An order placed at midnight: the confirmation goes at once, but the satisfaction survey can wait until the next day
A set date	The notice that a plan ends, the day before

How to write the date

Use ISO 8601 with the time zone at the end, as in the documentation example: `2026-11-20T09:30:00+02:00`. The `+02:00` is the zone of that example; use your customer's. Without the zone, the time is ambiguous.

```
"send_at": "2026-11-20T09:30:00+02:00"
```

Error reason	What to fix
`invalid_send_at`	The date is not ISO 8601 with a time zone
`send_at_in_past`	The date has passed. To send now, leave out `send_at`

Error reason	What to fix
`send_at_too_far`	The date is too far ahead: the most is 30 days

Cancelling

1. **Keep the** `id` from the answer to the scheduled send.
2. **Before the time**, call `POST /v1/email/messages/{id}/cancel`, or click Cancel the send in the history on the page.
3. **The status becomes** `cancelled` and you do not pay for that e-mail.

Only scheduled e-mails that have not gone out can be cancelled. After that, the API answers `409` with the reason `not_cancellable`.

The balance is checked again when it is time to send.
If there are not enough credits then, the e-mail does not go out and becomes `failed`, with the error `insufficient_credits`. Credits held for scheduled e-mails show in `scheduled_credits`, in `GET /v1/email/balance`.

Cancel when the reason goes away.
If the customer pays before the reminder, your system cancels the scheduled reminder. Nobody likes a payment reminder after paying.

RECOMMENDED

Want to automate e-mail reminders at the right time? 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** →
- **Sending transactional e-mails in a batch: one request, many messages and the result of each** →

- **Transactional e-mail statuses: sent, delivered, bounced, complained and failed explained**
- **Email Center credits and the daily limit: what a credit pays for and when it comes back**
- **Password reset, order and invoice e-mails: what a good transactional message says, with examples**
- **Transactional e-mail templates with variables: write once, fill in each customer's details**

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