

Digitize your end user communication and save money

Companies constantly try to find new and costeffective ways to run their businesses; especially when it comes to maintaining the competitive edge. Many companies are also constantly faced with demands for technological solutions that will improve the work processes without impacting the customer service in a negative manner.

e-Boks offers a unique, costeffective and secure digital distribution channel resulting in a cost reduction of around 80%.

e-Boks can help you eliminate the costly, manual document handling and instead digitize your communication with end users and make it more efficient. e-Boks also archives all important documents in one place and hereby help your end users to get the big picture of key information in e-Boks. As always, the documents in e-Boks can be accessed from a computer, but it is now also possible to access the e-Boks documents from a mobile device.

Your company will not have to deal with the hassle of sending documents. e-Boks and its distributors offer an all-inclusive solution, which means that you supply all required output data in an agreed format and the rest is handled by e-Boks and distributors. Your end users can receive the mail as they see fit.

Sender benefits

- Savings of at least 80% compared to physical mail
- 100% guarantee of delivery
- Secure dialog with end user
- High end user satisfaction using state of the art communication channels
- Effective processes through integration with own systems
- Reduced workload when sending documents digitally

End user benefits

- Receiving mails faster than by physical mail
- Archiving of documents provides an excellent overview of all important documents
- Access mails from e-Boks app



Features

e-Boks supports three types of user registration. Notice: The document processing in e-Boks is always based on SSN (social security number), company registration ID (such as CVR), or any end user specific ID.

- **Standard registration**

End user can subscribe to any available sender services in e-Boks. The delivery is done based on the end user's ID (such as social security number or company registration number).

- **Alias registration**

Sender supplies documents to end users based on sender's own unique ID, such as a customer number. This type of registration requires that the end user subscribes to send er's documents in e-Boks by stating the customer specific ID and a verification key. This information is usually provided by sender on an invoice or similar type of document.

- **Sender controlled registration**

Sender and end user can make an agreement to deliver documents in e-Boks. This type of registrations can for example include employment contracts or terms and conditions for the use of a specific service. The documents can then be delivered in e-Boks without the end user first having to make the registration.

Dispatch process flow

The following steps describe the standard procedure for the document handling in e-Boks.

1. **Registrations**

End user decides which sender services to subscribe to.

2. **Registration lists**

Based on the end user registrations, e-Boks will generate a registration list and make it available to sender.

3. **Split between e-Boks mail and physical mail**

The registration list marks the split between sending mail to e-Boks or sending physical mail. The split can be done by sender or by a third party conversion partner.

4. **Dispatch**

Sender or conversion partner deliver documents to e-Boks. The documents must contain delivery details, such as recipient ID, appendices, if any, and the date for document availability. End users who are not yet registered in e-Boks will receive the documents by physical mail.

5. **Receipt notification**

When there is new mail in e-Boks, the end user will receive a notification. The mail can be viewed on the web, using a computer, or a mobile device, or using the e-Boks app.

6. **Return receipt**

e-Boks will send a return receipt to sender or conversion partner when documents are delivered. If some of the documents fail to be delivered, e-Boks will generate a list of the impacted documents.

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