

SMART MATCH

Made by e-Boks. Secure distribution. Reach more, easier



e Boks

Reach more, easier

e-Boks Smart Match is designed to enable Senders to reach recipients securely in e-Boks. The Sender provides all available identification and leaves it to e-Boks Smart Match to find the correct recipient. The solution addresses one common challenge in secure digital communication: reaching end users when complete identification data is not available.

Many Senders hold valuable but fragmented customer information – such as names, addresses, email addresses, mobile numbers, age or CPR numbers – often stored across systems and in varying quality.

e-Boks Smart Match brings all of this data together and turns it into successful digital delivery.

Use everything

With e-Boks Smart Match, Senders can submit all identification data they have available in one single dataset. The solution intelligently evaluates and prioritises this information to identify the correct end user and deliver messages securely via e-Boks.

If a CPR number is available, e-Boks Smart Match uses it as the first priority identification method. If not, alternative identifiers are automatically applied in a controlled and compliant manner, ensuring the best possible match without increasing complexity for the Sender.

Smart match builds on the proven e-Boks without CPR functionality and extends it by allowing multiple identifiers to be combined and processed simultaneously. This means that Senders no longer need to choose one identification method or

maintain separate processes depending on available data. Instead, e-Boks Smart Match adapts dynamically to the data provided.

All in one

By leveraging verified user data and trusted national registries, this feature increases delivery accuracy, reduces failed deliveries, and improves overall communication effectiveness. At the same time, end users benefit from receiving important messages in a secure, familiar environment they trust.

e-Boks Smart Match enables Senders to maximise the value of their existing data, accelerate digital communication, and reach more end users – securely, efficiently, and at scale.

Benefits for the sender

- Reach more end users digitally – even without CPR numbers
- Higher delivery and opening rates compared to email
- Secure, GDPR-compliant distribution of sensitive information
- Minimal changes to existing sender systems and processes
- Improved data utilisation by capitalising existing customer information

Benefits for the end user

- Receive important messages in one trusted, secure digital mailbox
- Safe handling of personal data
- Access messages anytime via e-Boks web or app
- Reduced risk of missed or lost communication
- No phishing and spam emails - only authorised senders
- Easy access to documents on the PC or in the e-Boks app

Features

e-Boks without CPR allows Senders to deliver digital mail using alternative, verified identifiers such as different combinations of name, address, email address and mobile number, subject to the recipient's consent to digital post and identification in e-Boks.

Flexible Identifier Matching

e-Boks Smart Match allows Senders to submit all available end-user identifiers in one single input file. These identifiers are mapped to a structured, prioritised identification model to ensure the best possible match.

Structured Identifier Logic

Matching is performed in a controlled order using verified identifier types. If a CPR number is present, it is always used as the primary identifier.

Smart Match automatically evaluates all provided identifiers and applies the highest-ranking valid match, building on the proven e-Boks without CPR functionality.

- CPR
- KFNP - KVHX + FullName
- KFLP - KVHX + FirstName + LastName
- KFP - KVHX + FirstName
- AFNP - Address + FullName
- AFLP - Address + FirstName + LastName
- AFP - Address + FirstName
- EFP - Emailonly+ firstname
- MNFP - Mobile only + first name
- EP - Email only
- MNP - Mobile only



Data quality requirements

What you as a Sender need to pay close attention to is, of course, the **quality** of the addressing data that e-Boks receives.

Consider this:

- the first name is the first first name that comes before the last name
Paul Peter Parslee Smith (first name)
- the surname is the last word of the name
Paul Peter Parslee Smith (surname)
- the address, as listed in the CPR register or KVHX key
- the user's mobile number (as verified on the user's e-Boks profile page)
- the user's email address (as verified on the user's e-Boks profile page)

Process

File Preparation

The Sender prepares a single input file containing the message and a list of end users. Each end user is identified using the contact information available to the sender, such as CPR number, name, email address, mobile number, and/or address/KVHX.

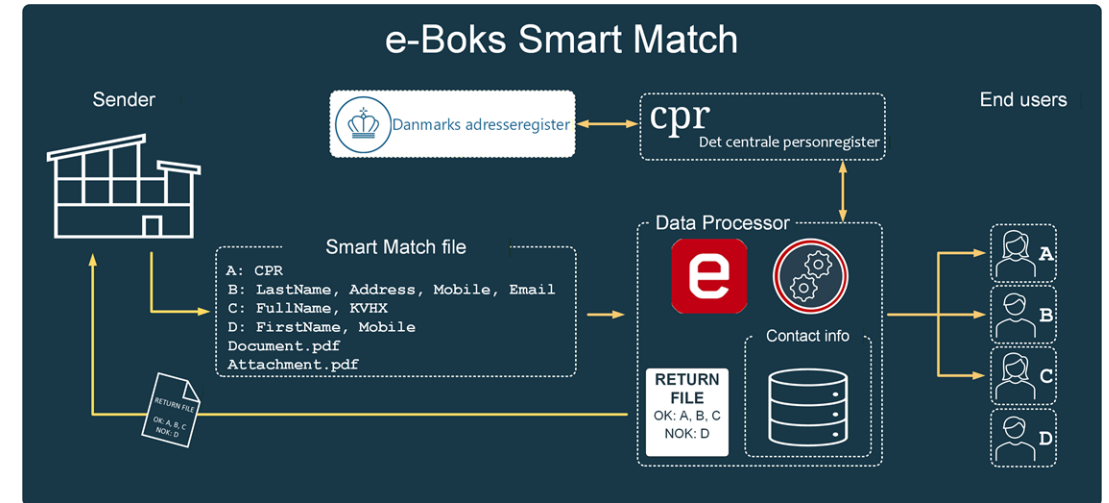
Data Validation

e-Boks Smart Match validates the submitted data and prepares it for matching. Contact information is checked for format and completeness to ensure optimal matching conditions.

Intelligent Matching

Each recipient is processed through a prioritised matching logic. CPR numbers are matched against the CPR registry when present. If not, alternative identifiers such as verified email addresses, mobile numbers, and validated addresses are applied.

Getting too many rejects? Consider updating your end user contact information by using e-Boks Data sharing!



End user D didn't receive the message. Their contact information was not unique.

Delivery and Feedback

When a unique match is identified, the message is delivered to the correct end user. e-Boks Smart Match returns information about the delivery method and matching result to the Sender for transparency and follow-up.

About us

e-Boks is a trusted Nordic provider of secure platforms and digital postboxes.

We offer companies a user-friendly, effective, intuitive, compliant and secure platform for digital communication.

Since 2001, e-Boks has supported companies and governmental organisations to send millions of documents through the platform each year and bring their organisations into the digital age.

e-Boks ensures that business communications meet the highest global security standards, giving customers complete confidence that their data is secure.

With more than 24 million users, we are now an important part of the global infrastructure.

[Read more](#)

Facts about the platform

598 million

documents sent 2025

193,346

signed documents each month

41,095

invoices for payment each day

68,264

documents are sent every hour

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If you want to know more about our services ..



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