SECURE DISTRIBUTION

Made by e-Boks. Digitize your business and save money

Digitize your business and save money

Companies always look for new and cost-effective ways to run their businesses. Especially when it comes to keeping the competitive edge.

Companies who go from paper mail to digital documents see this shift as a game changer.

The **e-Boks Secure distribution** solution provides two unique and cost-effective solutions to reach their end user:

- CPR-number (or other eID type)
- The end user's first- and last name, and address, or age
- The end user's email address or mobile number

The latter methods gives an organization, that earlier wasn't able to reach their end users via the secure and reliable e-Boks platform, the option to gain the advantages offered by **e-Boks Secure distribution**

GDPR and the rights held by the end user secures both the sender and the recipient: all messages that are within the e-Boks environment are encrypted. This means that it is safe to exchange sensitive and personal information. The recipient can also decide who can deliver documents and messages to e-Boks.

The **e-Boks Secure distribution** solution constitutes the platform for any communication and distribution of messages and documents in e-Boks from a company to its end users.

This involves the set-up of companies (senders) and preparation of the business systems to handle the dispatch processes.

Win-win situation

The **e-Boks Secure distribution** solution can help companies eliminate the costly and manual document process they are faced with.

By decoupling the file system from the existing print solution and linking it to e-Boks instead, resources are freed up, making contact with customers more efficient and cost-effective.

To the end user, the digital mail from companies and authorities can be accessed and stored in the free, personal and life-long archive along with other important personal documents. End users can thus access all documents in one location and hereby get the big picture of key personal information in e-Boks.

Sender benefits

- Guaranteed delivery of documents and messages to intended recipients

- Recipients of digital mail can be reached via two methods: the CPR or a combination of e.g. first name, surname and address, mobile number, or email

- GDPR compliance ensures safe dispatch of sensitive and personal data

- Effective integration processes using own systems

End user benefits

- Digital documents will reach end user faster and at any time.

- End user can archive messages and documents in a free, personal and life-long archive in e-Boks

- No phishing and spam - only known senders

- End user decides who can deliver documents and messages via e-Boks

- Easy access to documents on your PC or in the e-Boks app (smartphone or tablet).

e Boks

Features

The **e-Boks Secure distribution** is a secure and flexible dispatch solution for messages and documents.

The features include among others:

Fast and flexible on-boarding process

- Once the connection agreement is signed, your company will have access to an on-boarding portal, where all information for the solution must be entered

- On-boarding and final setup are done in collaboration with e-Boks

> **e-Boks delivers reports to you as a sender for each dispatch, that tells who got mail and who didn't.**

Flexible customer addressing

e-Boks Secure distribution is created around the CPR number: if possible, you should always use this!

However, if you haven't obtained their CPR numbers, we offer different methods to give you the possibility to reach your customers:

- **First name + Last name + Age** | If more customers carry the same name, e-Boks rejects to deliver

- **First name + Last name + Address (KVHX)** | If more customers carry the same name and lives at the same Folkeregister address, e-Boks rejects to deliver

- **Email address** or **mobile number** | If the customer's verified email address or mobile number in e-Boks matches your information, e-Boks delivers the message.

The number of identifiers and their possible combinations constantly evolves .. ask e-Boks or your distributor for updated possibilities.

Data quality

The quality of your customer data determines which conversion rate you can expect. Two conditions must be met:

- The e-Boks user/your customer must allow e-Boks to look-up their CPR number based on their name in Folkeregistret

- The e-Boks user/your customer must have entered and claimed a unique email address or mobile number in e-Boks.

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Flexible registration with senders

End user decides who can deliver documents and messages to e-Boks. No sender can deliver without prior consent from end user. The consent can be given by end user as follows:

- directly from e-Boks through the registration with senders, or

- when a sender and end user enter an employment agreement in which it is stipulated that the salary status (pay slip) is delivered in e-Boks, or

- if a sender considers that there is a legal right or obligation to deliver digital mail, the end-user does not have to consent.

Rather than adding senders one by one, the end user can accept to register with all senders for future dispatches (Register all).
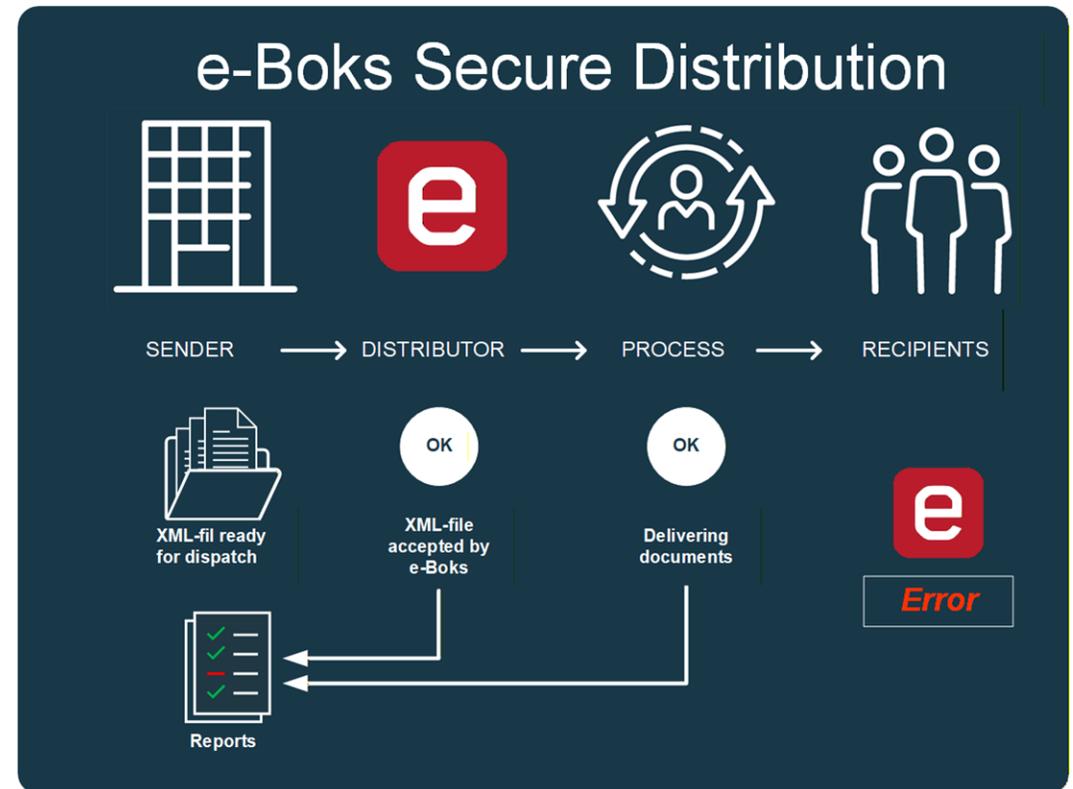
Dispatch process flow

The standard set-up for the dispatch process in e-Boks is described below.

1. **Agreement**: A signed agreement between the sender and e-Boks is required before the dispatch process can begin.

2. **Sender onboarding**: e-Boks requires basic information such as name, address and email address for onboarding new shippers.

3. **Technical setup**: Includes all necessary shipping configurations such as system integration, certificate and content types.

4. **Recipient validation**: Sender can use social security number, email address or name + address. e-Boks validates if the recipient is unique and combines the data set with the recipient's social security number. If there is no match, an error message is sent.

5. **Options**: The sender can consider additional e-Boks features such as mandatory content types, temporary storage and signing or payment options.

6. **Dispatch**: After technical setup, the system is tested in a demo environment before going live.

Sender can use eID, mobile number, email address, address, first name + last name or a combination of name + address to reach the recipients.

Dynamic content

From Static Documents to Engaging Communication

Many digital documents are still designed like traditional letters – permanent and formal, yet rarely user-friendly on smaller screens.

With dynamic content in e-Boks, your communication becomes more accessible, engaging, and easy to read – without compromising on compliance or security.

Dynamic content automatically adapts to the recipient's screen and behaviour. That means no zooming, improved readability, and an experience that builds trust and understanding.

Benefits

- Improved user experience: Content automatically adjusts to screen size and display mode (e.g. dark mode).

- Increased engagement: Interactive and visually appealing formats capture the recipient's attention.

- Greater accessibility: HTML ensures communication that is more readable and inclusive.

- Simplified delivery: Sent via the same interfaces as PDF documents (REST/File).

- Full control: You develop and design the content yourself in HTML/CSS – validated according to W3C standards.

Development and setup

- You create the HTML/CSS in-house.

- HTML and CSS must comply with W3C standards.

- Test only in standard web browsers – not in email clients.

- Send as a single HTML file with styling and any required media resources.

- Delivered through the same interfaces as regular PDF documents (REST/File).

Compliance and security

- Do not use scripts – unless otherwise agreed.

- Always attach a PDF with the key message to ensure the long-term, durable content remains accessible.

eBoks

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

Get in touch

If you want to know more about our services ..

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Want to know how e-Boks can help you transform your business?

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