



## How electronic delivery works

With the amendment of the Delivery Act electronic service of documents with or without proof of delivery is possible.



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The user registers with an electronic delivery service using his or her citizen card. The sending authority recognizes the registered recipient and forwards the document to the delivery service. Encryption can be requested by the recipient through the deposit of encryption keys.

### All the user needs is his or her Citizen Card

- Security of the electronic delivery is guaranteed by technical evaluation and by supervision of the service.
- The authority queries a central lookup service to determine the delivery service(s) the recipient is subscribed to.
- Several official and non-official (private) delivery services can coexist.

**The separation of the delivery services from the authorities that deliver records allows for effective delivery without prior registration of the recipients with the respective authority.**

- The recipient receives an electronic notification (e.g., by email) and can pick up the document electronically using his or her Citizen Card.



- If the recipient does not pick up the document, another notification is sent electronically. If proof of delivery was requested, a further notification is sent using postal delivery. Documents must however be picked up electronically, since the documents are encrypted, if the recipient requests that.



## Admission and supervision of delivery services

Technical evaluation and supervision ensure the security of delivery services. This allows entrusting delivery services the same effect as postal delivery. Whether registered mail is needed or not: all documents may be delivered electronically.

**With electronic delivery citizens save time and are released from picking up registered mail at the post office.**



## What if my computer is broken?

- Services for citizens may not assume that hardware or data are available to them all the time.
- Official signatures ensure that documents delivered electronically can be printed and used in paper form.
- If problems with electronic delivery persist (e.g., the recipient's computer is defective), the recipient can demand other channels (e.g., postal delivery or receiving a CD), accepting all incurring costs.
- Additionally, the delivery service keeps documents for at least 14 days for a later pickup.



## Who may deliver electronically?

Electronic delivery services can be operated by the private sector, if the organizational and technical requirements are fulfilled.

Authorization for operating a delivery service is granted by notification of the Federal Chancellor.

Citizens can choose their delivery service freely. A central lookup service provides the necessary information, i.e. which delivery service to send the document to.

Both - citizens and companies - can register with a delivery service and afterwards documents can be received via this service. If a person is registered with several delivery services, it is to the sender to select the delivery service (giving priority to services where encrypted delivery is enabled).



## Official delivery services

Public authorities can operate their own delivery services (official delivery services).



## Further questions

Send an e-mail to:

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[www.cio.gv.at](http://www.cio.gv.at)

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## Electronic Delivery

E-Government Flyer Nr.206 EN

Allows for the electronic service of documents with or without a proof of delivery.

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