

IncaMail for business software

Delivery of batch e-mails from business software, web services, etc. that is secure and compliant with data protection requirements.

Data protection and information security are an integral part of software systems today. In order to adhere to compliance regulations, confidential information and documents are often still sent by post today. But Swiss Post also offers a digital solution that is used around the world in the form of IncaMail: any software solutions can use the interface of this e-mail encryption service to send messages and documents digitally and securely by e-mail to any recipients.

What is IncaMail?

IncaMail is the Swiss Post e-mail encryption service ensuring simple and secure e-mailing of sensitive messages and documents that is compliant with data protection requirements. IncaMail takes care of participant identification, and the encrypting, signing and logging of e-mails for you. You can send any files securely up to a maximum size of 1 GB by e-mail. These are delivered in the patented SAFE format, which can be read quickly and easily. Over 2.1 million users already use IncaMail today.

Advantages

- ✓ Secure and traceable bulk mailings
- ✓ Time and cost savings by eliminating physical distribution processes
- ✓ Simple integration without an IT project
- ✓ Receipt worldwide, independent of the device
- ✓ Officially recognized by the Swiss Confederation as a secure electronic delivery platform.

Here's how it works

IncaMail is easy to use. Just follow these steps:

1. Thanks to flexible interfaces, it is very easy to integrate IncaMail into your business software. Our partners offer ready-built modules for all the common ERP solutions.
2. You can send personalized documents, together with a message, straight from your business software to the intended recipients.
3. The recipients receive an e-mail that has been signed electronically by Swiss Post. They open the e-mail and click on the "Read" button.

4. The recipients then open the message with their personal IncaMail password or request a key link to open the message. Recipients with a business customer contract receive the message as a normal e-mail via an encrypted connection, which they can then read without any additional precautions in their very own e-mail inbox.

Sender requirements

Senders require a system (web portals, ERP systems, web and mobile apps and so on) that grants access to one of the IncaMail APIs (REST, SOAP, SMTP), and which is registered with IncaMail and authorized for mailing.

Recipient requirements

Recipients can receive IncaMail messages on all common e-mail and web clients, plus devices (smartphones, tablets, PC, laptops), with ease and without any specific requirements. Registering at incamail.com is optional.

Shipping options

Regardless of the shipping option, all messages are sent in an encrypted format to the recipients. As a sender, you can choose between the following shipping options:

Confidential message

The message is sent to the recipient, and can, if you choose, be sent to your e-mail address with a confirmation of delivery. There is no need for the postal address to be verified in order to receive a confidential e-mail.

SWISS POST 

Personal message

The message is sent to the recipient, and can, if you choose, be sent to your e-mail address with a confirmation of delivery. The recipient must register once at incamail.com to read the personal e-mail, and must have verified their e-mail address at the very least. If the recipient is still not registered on IncaMail, they will be asked to do so as soon as they decide to open the personal e-mail. There is no need for the postal address to be verified in order to receive a personal e-mail.

Registered

The "Registered" shipping option involves the senders and recipients receiving digitally signed PDF receipts for the proof of delivery/receipt. Messages must be accepted by the recipient within seven days, otherwise they will expire. Every day, i.e. including Saturdays, Sundays and public holidays, counts in calculating the collection periods and availabilities. This shipping option can be used for the purposes of communication with the Swiss authorities, and complies with the relevant legislation ([electronic transfer \(admin.ch\)](https://www.admin.ch)).

Legal effect of IncaMail

IncaMail is officially recognized as a delivery platform by the Swiss Federal Department of Justice and Police (FDJP) for the legally secure submission of data to authorities by registered e-mail (eGov). Senders and recipients receive digitally signed delivery and acceptance receipts as proof.

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