eBox APAC Region

eBox - user manual

A guide for parcel owners, recipients and people invited to upload files. Follow the procedure for your task. Illustrations show the actual interface with example data; available controls and limits depend on your permissions and the parcel state.

Edition: 2026-11-20

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01 Send a parcel with your files

How to upload and send your files

Step 1. On the home page, click “If you want to send some data, start here.” Give the parcel a name the recipient will recognize, such as “Maple project documents”. Enter a description and choose the appropriate classification. If eBox requires a PIN, enter the same PIN in both fields.

Step 2. Select Next. In the addressee step, enter and save the intended recipients. Check each email address. For a longer list, use the option to add multiple recipients and follow the XML import chapter.

Step 3. Select Next. In the parcel contents step, select or drag in the files. Wait until every required file appears in the uploaded files list. Resolve any file errors before sending.

Step 4. In the final overview, verify the recipients, files and expiry. Select “Dispatch” and wait for the result. Any required approval or check must finish before the recipients can access the parcel.

Step 5. When the parcel is available, eBox sends each recipient their own email and link. You receive a separate confirmation with “View parcel”. Keep that confirmation for yourself. If a recipient cannot find their notification, verify their address in eBox and ask them to check their spam folder.

How the recipient opens the parcel and downloads the files

Step 1. In the email eBox sent to you, check the parcel name, sender and expiry. Select “Open parcel”. Use the message sent to you and keep your link private.

Step 2. Enter the PIN if eBox requests it. Obtain it from the owner through a separate approved channel. If you see terms of use, read them and follow the instructions on screen.

Step 3. Select an individual file name or the option to download all files, if available. Check the files downloaded and save them before the parcel expires. Contact the owner if the link has expired or the download limit has been reached.

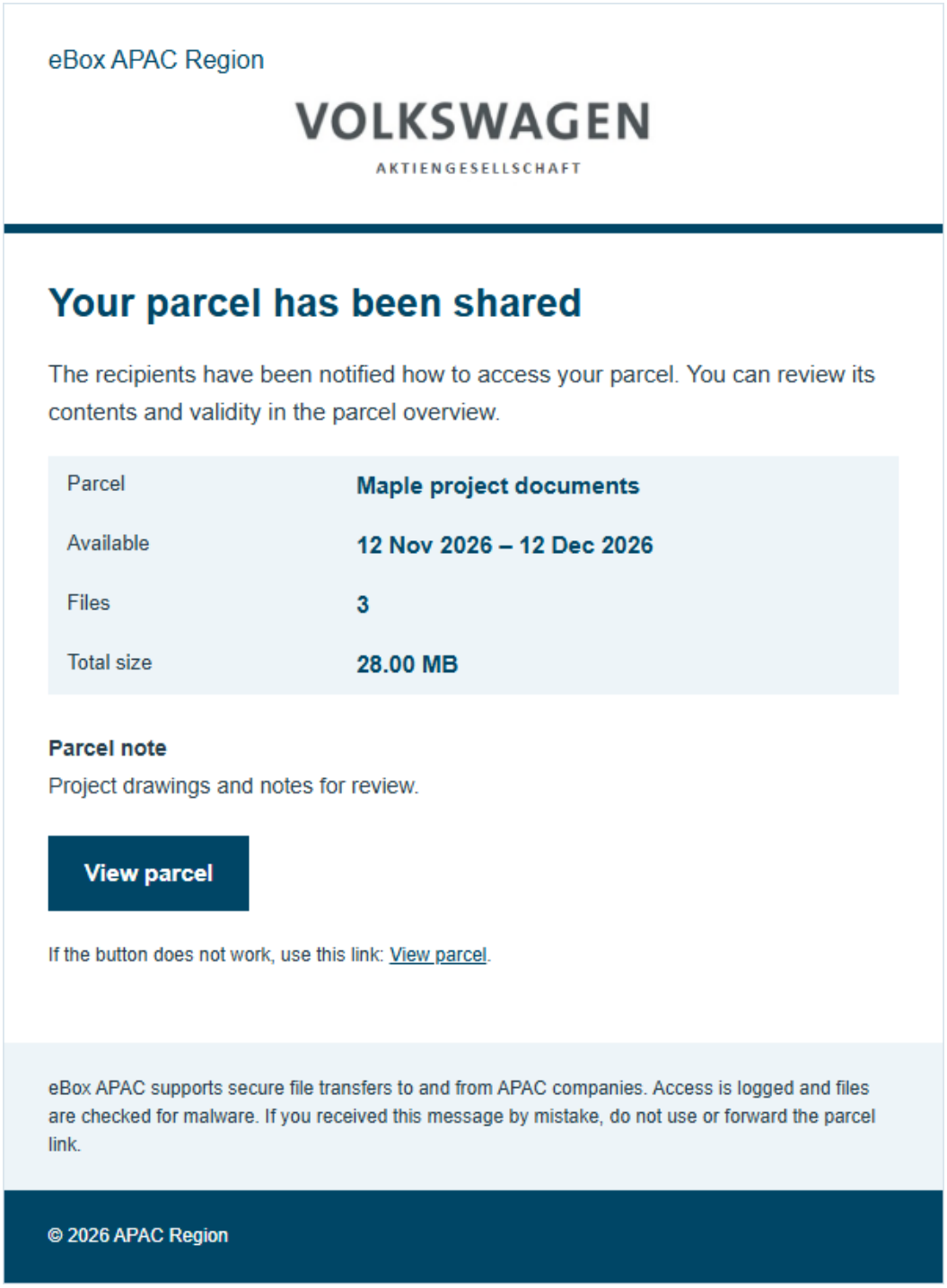
Owner email: parcel shared

The owner of an outgoing parcel receives this confirmation when files are made available to recipients. It does not confirm that anyone has downloaded them.

Click “View parcel” to review the contents and expiry date.

This APAC confirmation does not list recipients. Review the addressees and parcel contents in the application.

Example email with fictional data. APAC messages are in English only, even if you use another application language.



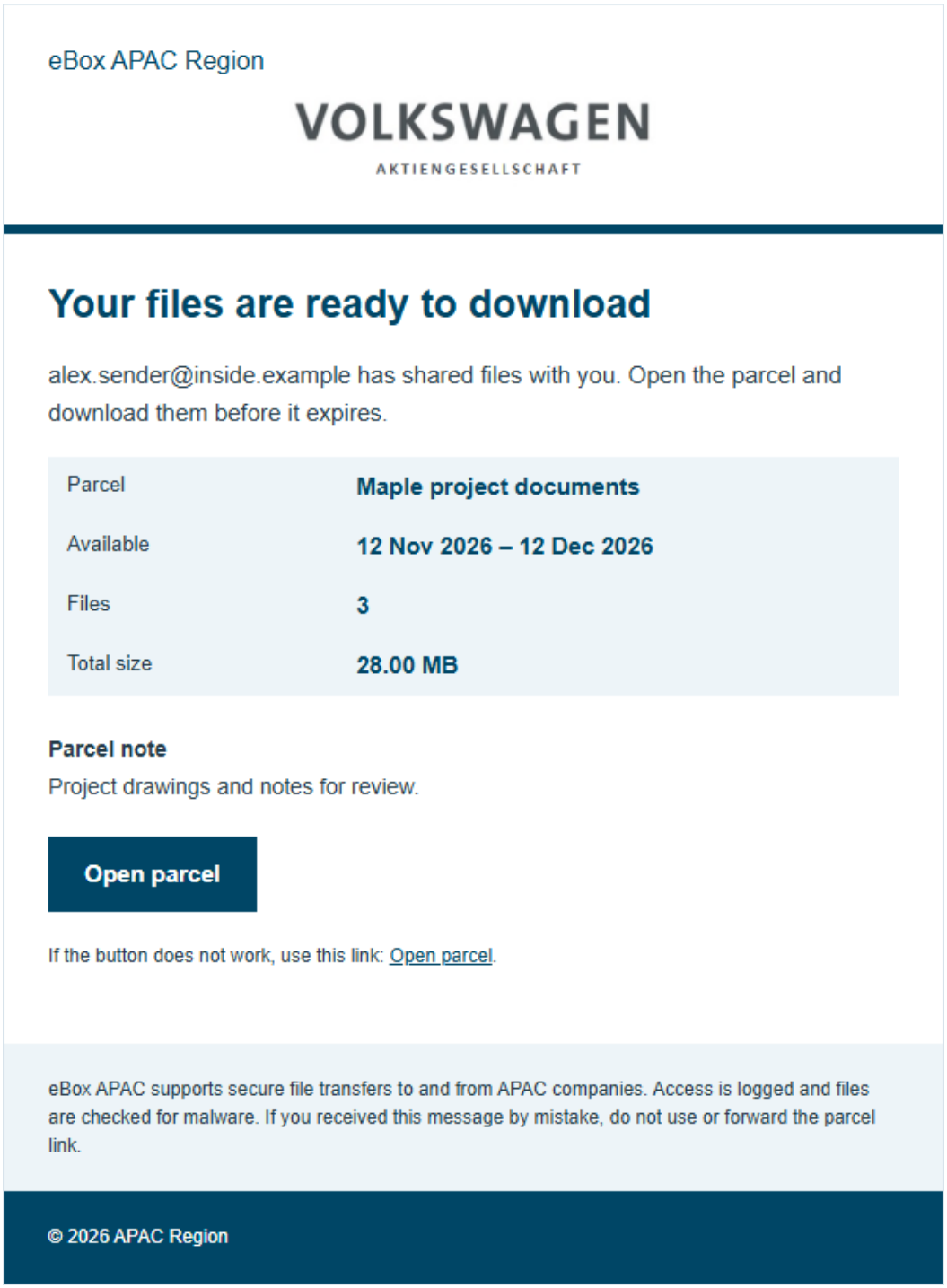
Recipient email: files ready to download

This message tells you that a sender has shared files with you. Check the parcel name, sender and expiry date.

Click “Open parcel” and follow the downloading chapter after the page opens.

APAC emails do not include a recipient list. Do not forward your personal access link to other people.

Example email with fictional data. APAC messages are in English only, even if you use another application language.



02 Request files: create a parcel for someone to fill

How to invite someone to upload files

Step 1. On the home page, click “If you want to receive some data, start here.” This creates an empty incoming parcel. In the description, say exactly what you need, such as “Please upload the final quote as a PDF”. Set a suitable classification and size limit.

Step 2. Select Next, add the email address of the person who will upload the files, and save their details. Check the address, parcel name and expiry in the final overview. Select “Dispatch” to send the request and wait for confirmation.

Step 3. eBox sends the invited person their own email with “Upload files”. You receive a separate confirmation with “View parcel”. Keep that confirmation for yourself. The parcel may still be empty at this stage.

Step 4. After the invited person finishes, eBox sends you another email. Select “Open parcel” to download the files. You can also find the same parcel in the incoming parcels list.

How the invited person uploads and confirms delivery

Step 1. In your own invitation from eBox, check the parcel name, the person requesting the files and the deadline. Select “Upload files”. If eBox asks for a PIN, obtain it from the request owner through an approved channel.

Step 2. Select or drag in the requested files. Wait until processing finishes and verify that each file appears in the uploaded files list. Resolve any errors shown on the page.

Step 3. Open the final overview, check the files and select “Dispatch” to confirm delivery. Closing the page leaves delivery unconfirmed. When delivery succeeds, you receive an upload confirmation and the request owner receives a separate email with access to the files.

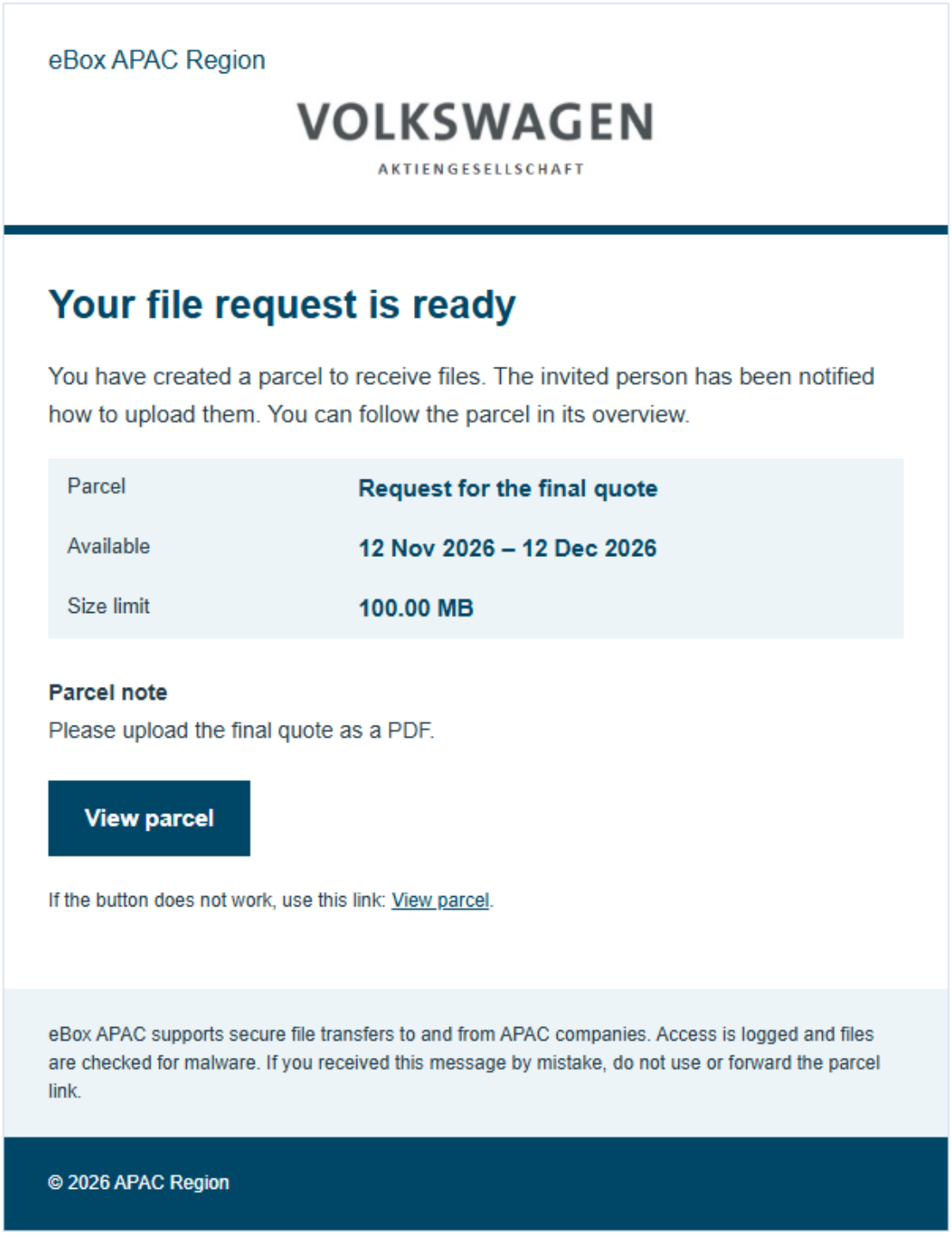
Owner email: file request ready

This confirmation tells the owner that an incoming parcel is ready and the invited person has received upload instructions.

Click “View parcel” to check the parcel properties.

Wait for the files. A prepared request does not mean that the requested files have already arrived.

Example email with fictional data. APAC messages are in English only, even if you use another application language.



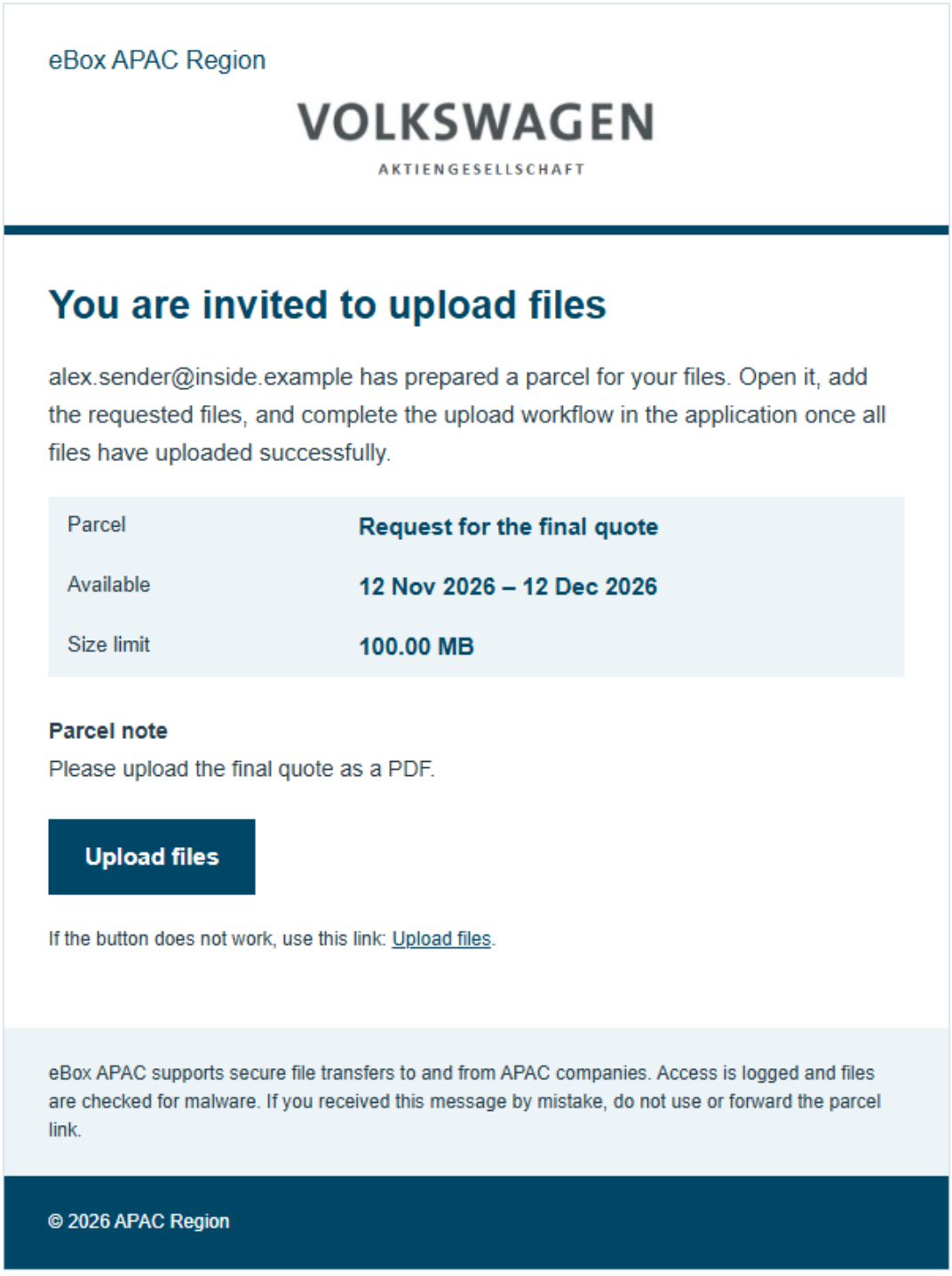
Email inviting you to upload files

This message is for a person invited to provide files. The indicated parcel is intended for the requested upload.

Click “Upload files”, add the requested files and wait until their processing is complete.

Complete the workflow in the application as described in the external-uploader chapter. Closing the page alone does not confirm completion.

Example email with fictional data. APAC messages are in English only, even if you use another application language.



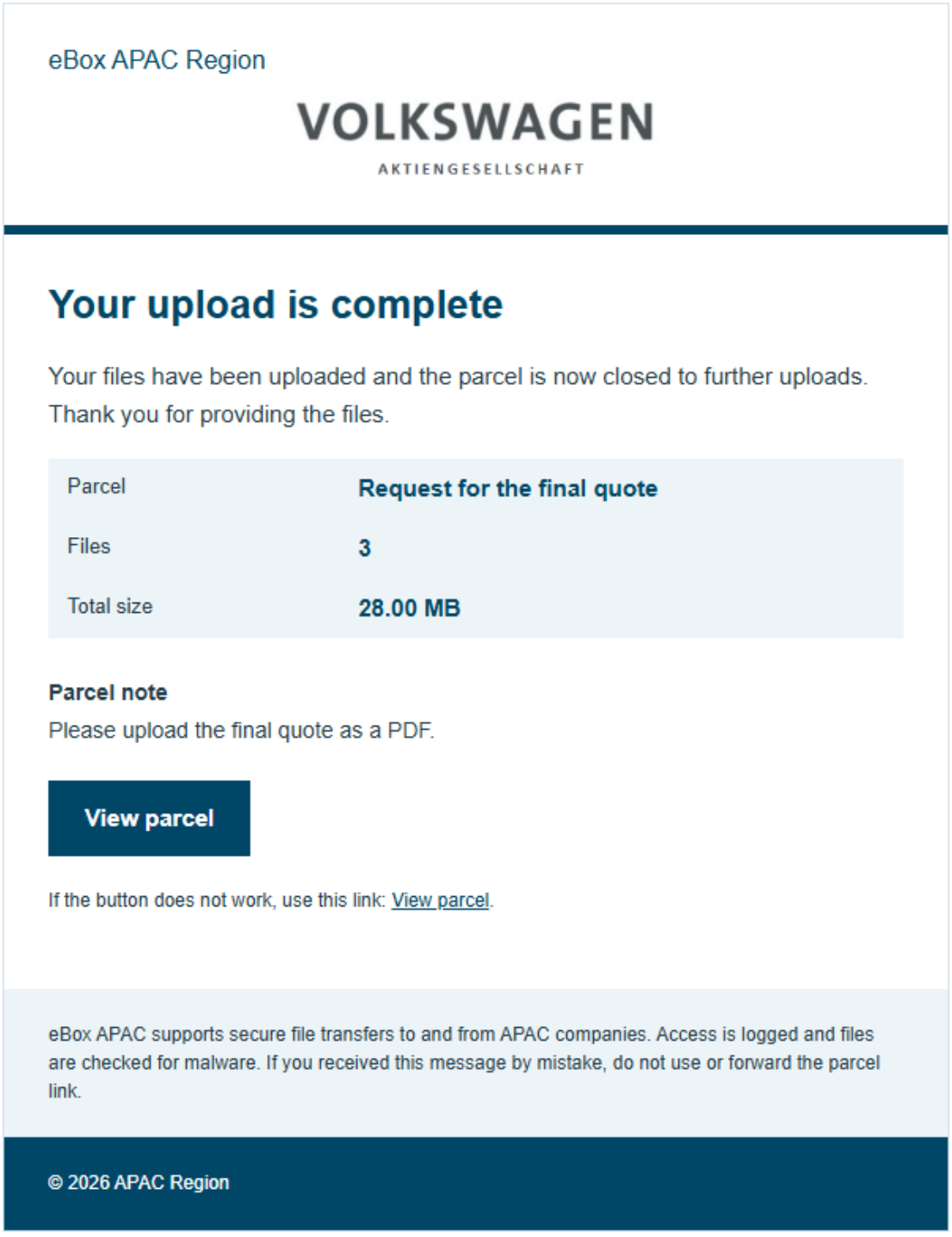
Email confirming your completed upload

The person supplying requested files receives this confirmation after completing the upload workflow. The parcel is closed to further uploads.

Use “View parcel” to open the available overview. Further actions depend on your permissions.

If you need to add another file or make a correction, agree on the next steps with the owner.

Example email with fictional data. APAC messages are in English only, even if you use another application language.



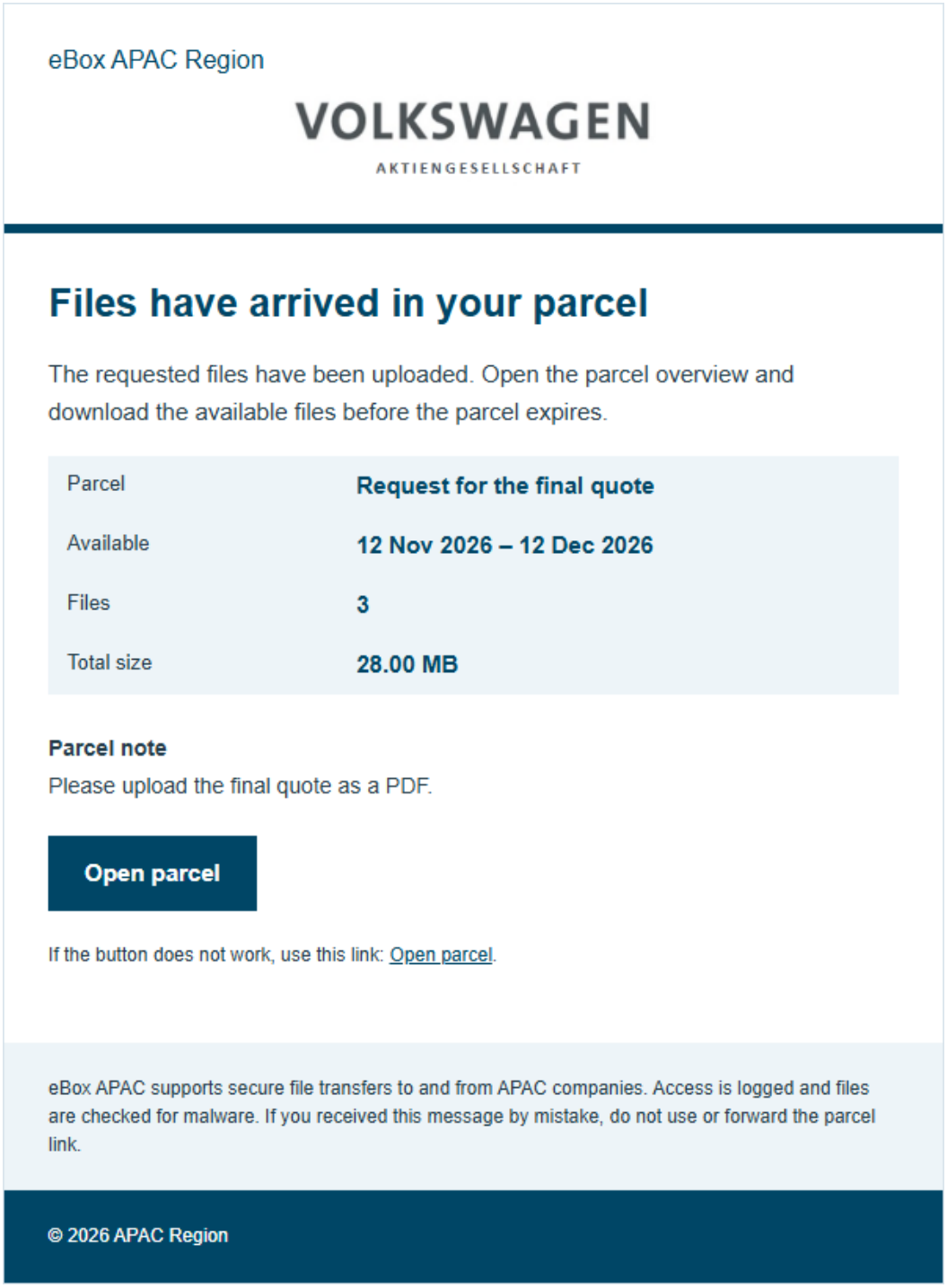
Owner email: files have arrived

This message tells the owner of an incoming parcel that the invited person has finished supplying the files.

Click “Open parcel” and download the files before the parcel expires.

For an encrypted ZIP, follow the downloading chapter and use a compatible program such as 7-Zip or PowerArchiver.

Example email with fictional data. APAC messages are in English only, even if you use another application language.



03 Access, language and navigation

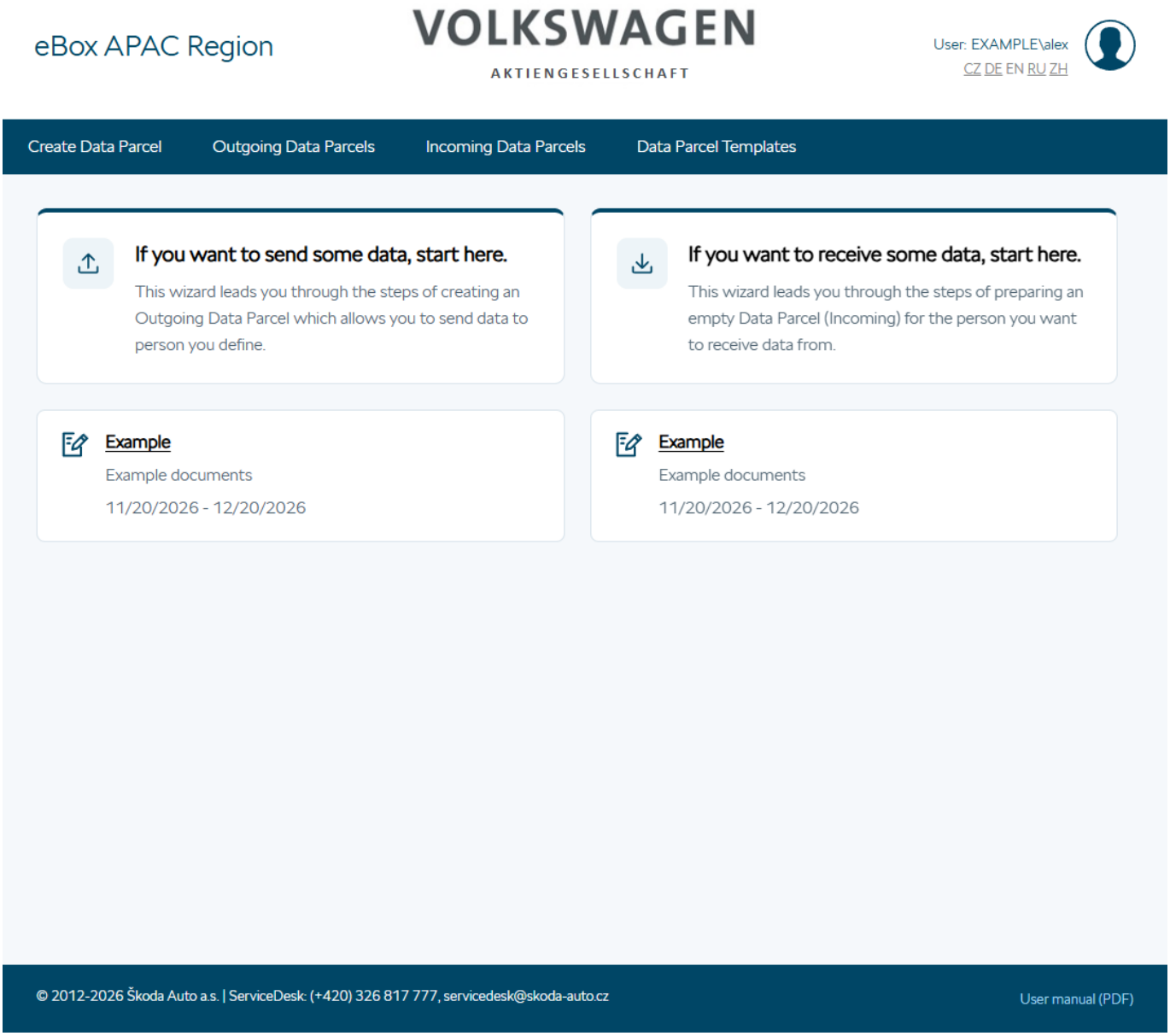
Step 1. Open the eBox address provided by your organization. The internal interface normally uses your corporate Windows identity. External participants open a specific invitation link; a public home page does not grant access to another person's parcel.

Step 2. Select the language in the upper-right corner. The footer links to the PDF for the current language, with English as the fallback. The languages offered in the interface can vary by instance.

Step 3. Choose sending when you want to provide your own files. Choose receiving when you want another person to supply files. These workflows have different owners and upload permissions.

Step 4. If a memorandum or terms screen appears, read it and confirm only if you agree. Authentication, unknown-user and permission errors require help from your support team; changing language does not change permissions.

Access, language and navigation - Screen reference



The screenshot uses fictional data. Available actions depend on the role and parcel state.

04 Sending: parcel properties

Step 1. Open the send workflow and create a new parcel. Enter a meaningful name and description. The description may appear in recipient notifications, so do not include passwords or the contents of confidential files. The name and description are plain text; HTML formatting is not displayed, including in older parcels.

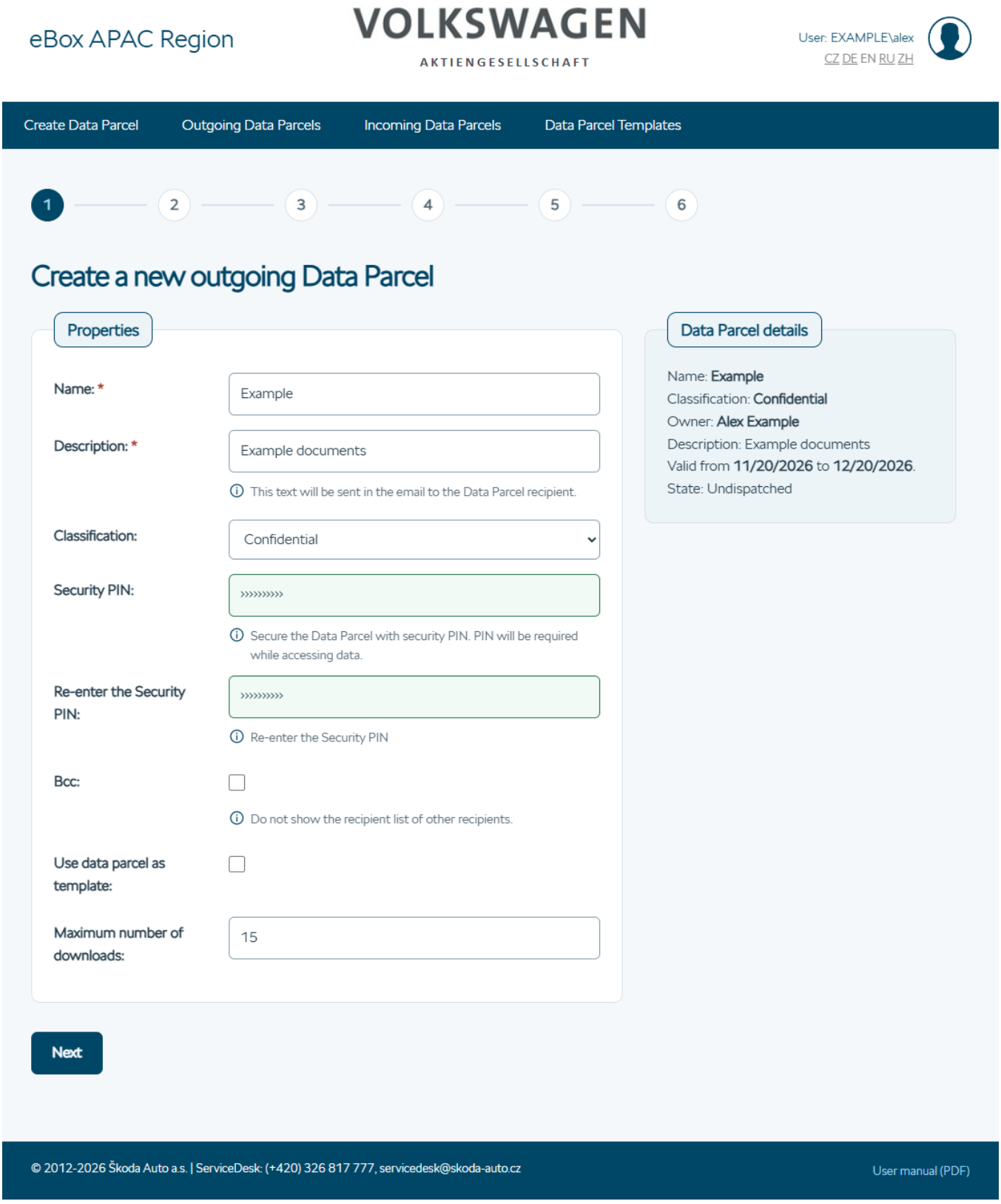
Step 2. Choose the classification appropriate for the data. Your organization determines related rules such as encryption, approval and required mobile numbers. Review values again when starting from a template.

Step 3. If a PIN is required, enter the same value in both PIN fields and follow the rules shown beside them. Deliver the PIN through a separately approved channel rather than together with the parcel link.

Step 4. Select Bcc to hide the other recipients from each recipient. The help beside the checkbox explains this effect. Where available, set the allowed download count and mark the parcel for reuse as a template. Administrator-controlled limits may be read-only.

Step 5. Select Next. Correct validation messages beside the relevant fields before continuing. Creating a draft does not mean that files have already been sent to recipients.

Sending: parcel properties - Screen reference



The screenshot uses fictional data. Available actions depend on the role and parcel state.

05 Security and confirmation PIN: the 3/4 rule

Step 1. For a parcel requiring a PIN, complete both the security PIN and confirmation PIN fields. Here, PIN means a password containing different kinds of characters, not just a short number like a bank-card PIN. Required fields cannot be left empty.

Step 2. Complexity 3/4 means using at least three distinct groups out of four: lowercase letters a-z, uppercase letters A-Z, digits 0-9 and special characters such as !, ?, # or %. It does not mean three out of four characters or a length of three or four characters. Repeating characters from one group does not add another group.

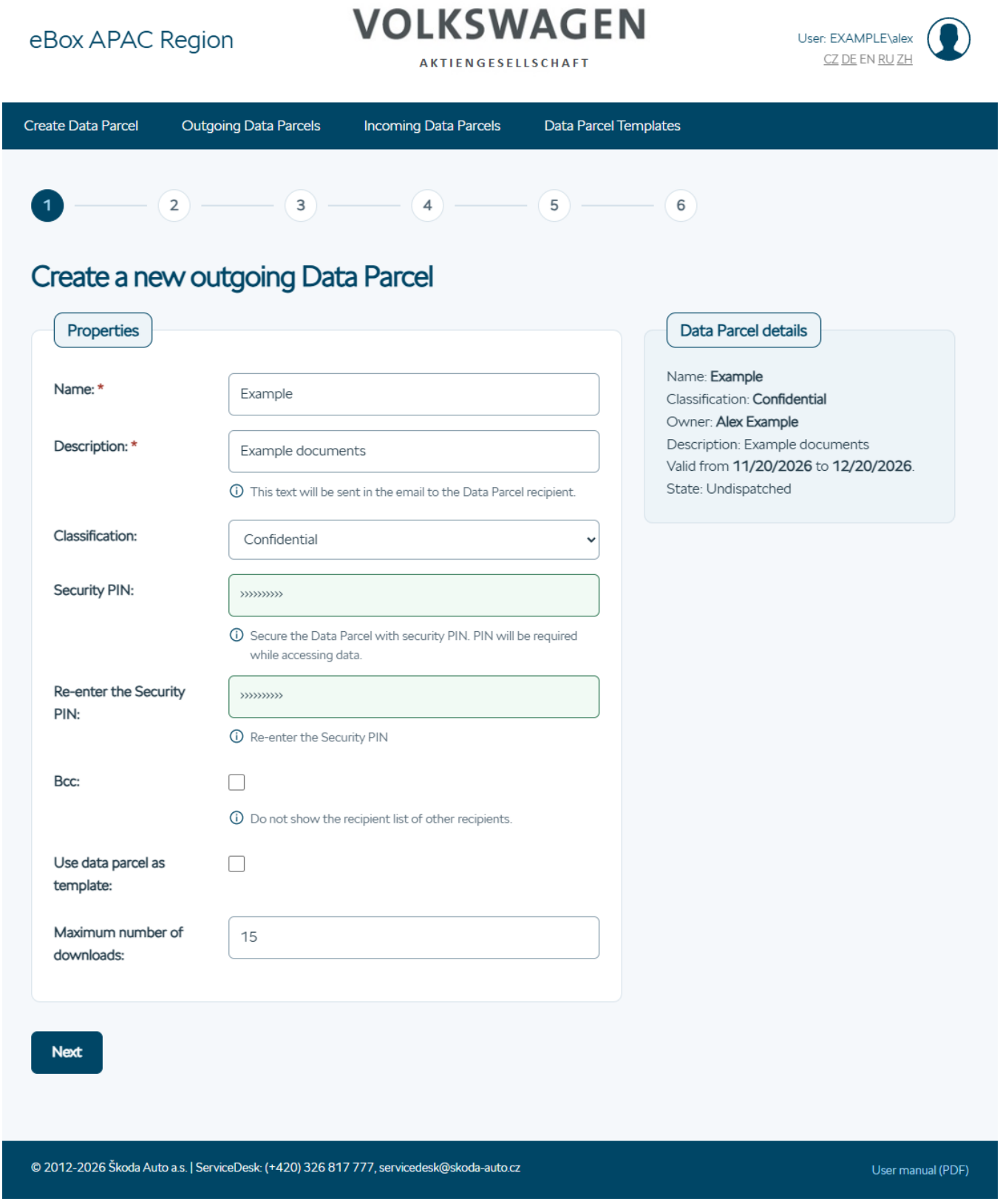
Step 3. Choose a sufficiently long PIN. The default length is 8 to 128 characters. An instance may additionally require particular groups, for example a lowercase letter, an uppercase letter and a digit together. Follow the rules beside the field; we recommend all four groups. Letters without accents are easier to communicate.

Step 4. Example Javor73! has lowercase and uppercase letters, digits and a special character: four groups and eight characters. Javor734 has three groups and eight characters. By contrast, javor734 has only two groups and 12345678 only one, so they fail the 3/4 rule. Do not use these published examples as real parcel PINs.

Step 5. Enter exactly the same value in the confirmation field, including letter case and special characters. Red highlighting means the input needs correction; when a PIN is required, empty fields are also invalid. Green confirmation requires both fields to contain the same valid PIN. Check Caps Lock and accidental spaces.

Step 6. Keep the PIN securely and communicate it through a separately approved channel from the parcel link. Do not place it in the parcel name or description. After changing classification to Strictly Confidential or Confidential, check both PIN fields and the required mobile contacts again before continuing.

Security and confirmation PIN: the 3/4 rule - Screen reference



The screenshot uses fictional data. Available actions depend on the role and parcel state.

06 Adding and checking recipients

Step 1. The recipient step offers two methods. Adding one recipient suits individuals or short lists. Add more recipients loads a prepared XML list, which you create using Template. Both methods apply the same email and required-contact checks.

Step 2. For one recipient, enter the complete email address, such as recipient@example.org, and select Save. Check the person and domain carefully. Autocomplete helps you choose an address but does not establish that the person is authorised to receive the files.

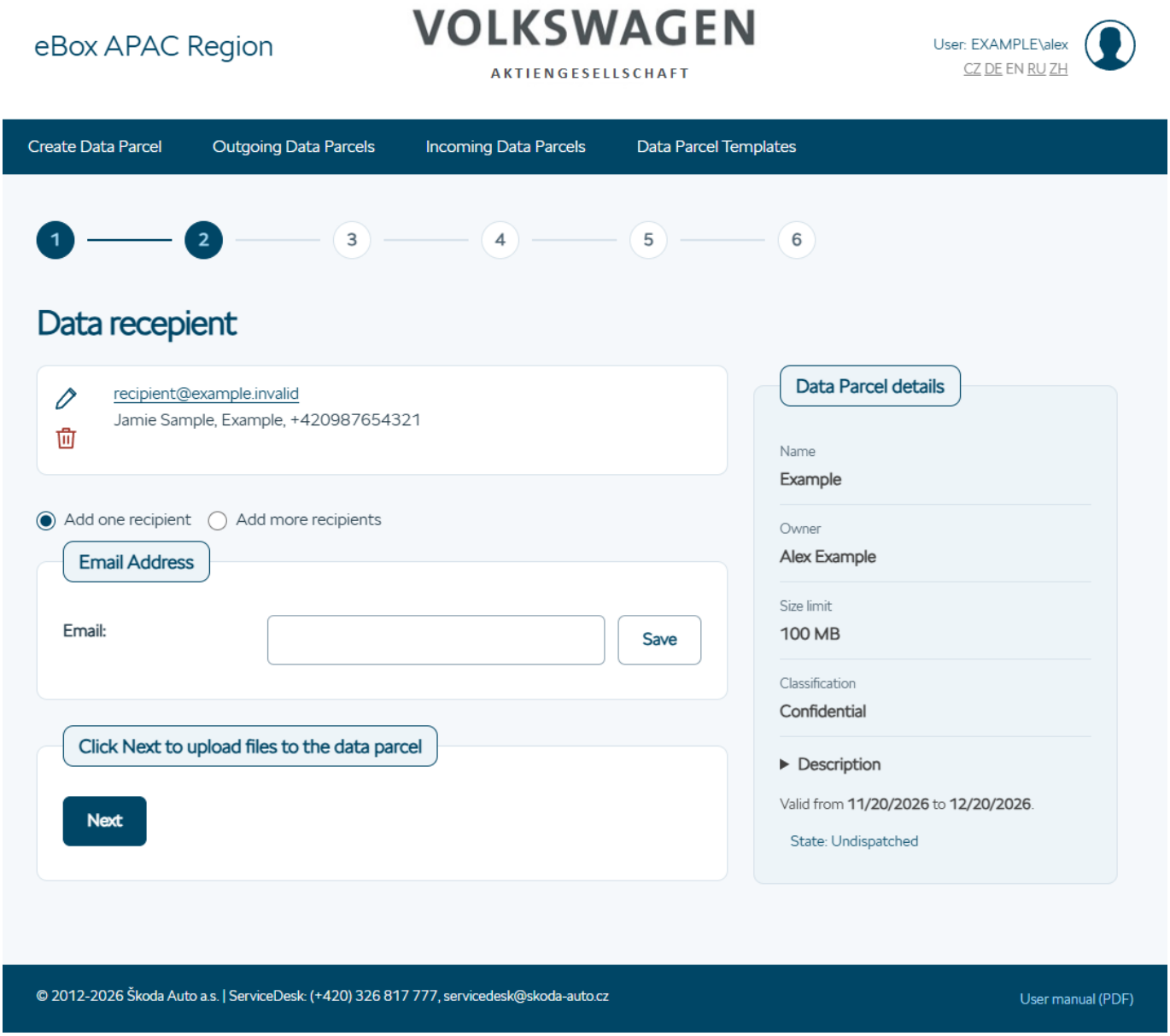
Step 3. Known contacts may be completed automatically. For a new or external contact, supply the requested first name, last name, company and, where required, mobile number. Select Save and check that the person appears in the saved list. Repeat for each additional person.

Step 4. For a longer list, choose Add more recipients and follow the chapter on importing recipients from XML. This input accepts a recipient list, not the documents you intend to send. Upload documents later on the parcel-content screen.

Step 5. Before continuing, review the saved list. Check full email addresses and mobile numbers, remove unwanted people using the corresponding icon, and correct highlighted errors. You cannot send a parcel to yourself: the owner email cannot be added manually or by import, regardless of letter case.

Step 6. Select Next only after the list is correct and saved. Text in an email field or a selected XML file does not by itself save recipients. Strictly Confidential and Confidential parcels require the specified mobile contacts. A request to complete the owner mobile number does not add another recipient.

Adding and checking recipients - Screen reference



The screenshot uses fictional data. Available actions depend on the role and parcel state.

07 New or edited contact details

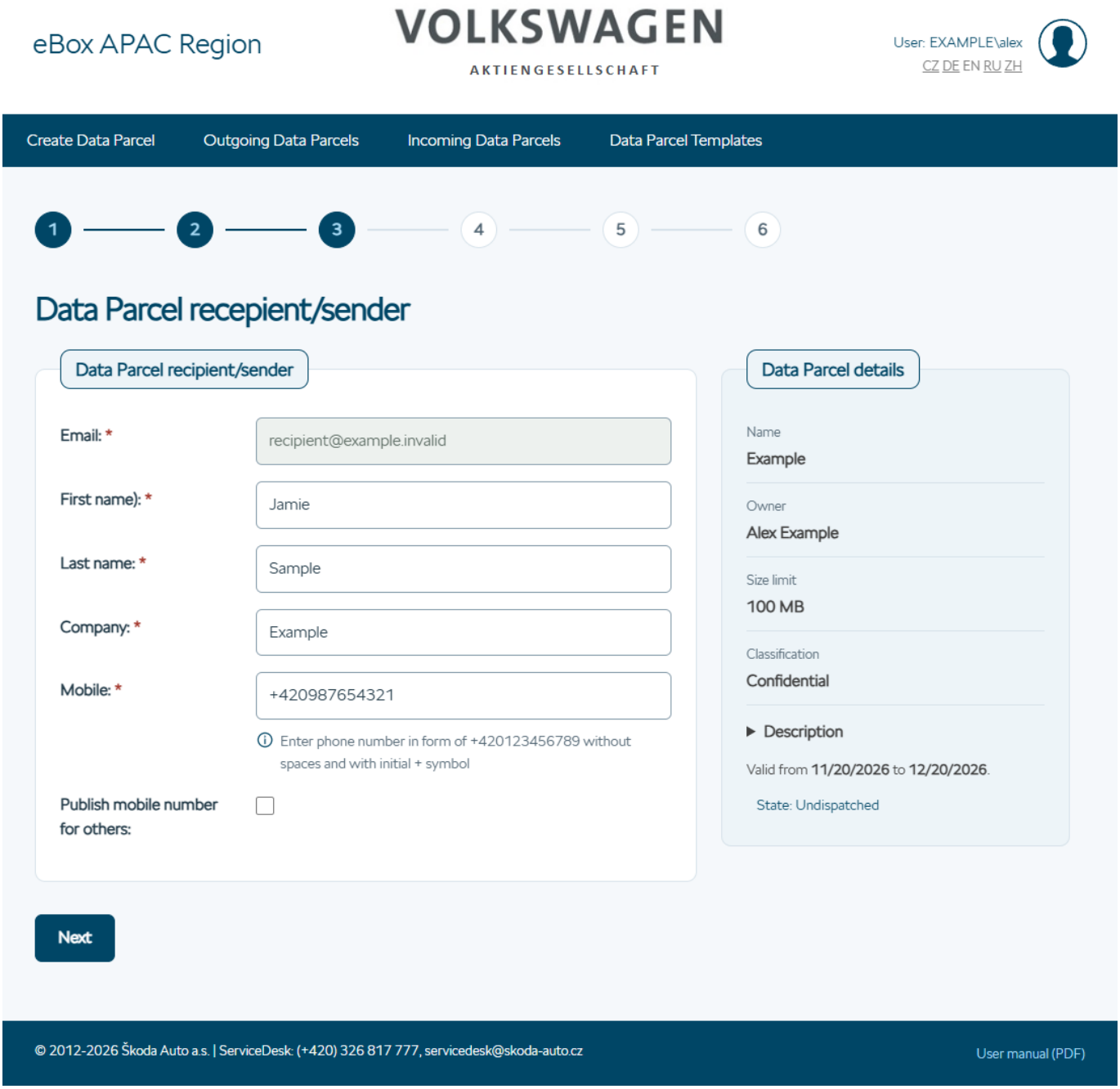
Step 1. Complete the required contact details and verify that they belong to the selected email address. The company field helps identify external participants.

Step 2. For protected parcels, enter the mobile number in the format shown by the application, including the international prefix where required. Correct numbers are important for any security-related delivery.

Step 3. Save the contact and verify its presence in the recipient list. Managed corporate identities may have read-only details; identity administrators maintain those values.

Step 4. Return to the recipient list before final sending if the parcel remains editable. Changes typed into a form take effect only after saving it.

New or edited contact details - Screen reference



The screenshot uses fictional data. Available actions depend on the role and parcel state.

08 Bulk recipient import from XML

Step 1. On the recipient screen, choose Add more recipients. Click Template and save the offered XLSM file to your computer, for example in Downloads. Use the template supplied by eBox; an ordinary spreadsheet may lack the required columns and export function.

Step 2. Open the workbook in desktop Microsoft Excel and read its help sheet. Enable editing and macros for the trusted eBox template if prompted: Export uses a macro. Excel in a browser cannot perform this export. If company policy blocks the macro, ask support for help rather than weakening Excel security settings globally.

Step 3. Open the Addresses sheet. Replace the sample entries with real recipients and delete unused examples. Use one row per person. Keep the column names and order unchanged, and enter data inside the prepared table, not outside it.

Step 4. Complete Email (full email address), Firstname, Lastname and Company. Do not put several people in one cell or several email addresses in one row. Check spelling and duplicates; do not include the parcel owner email.

Step 5. For Strictly Confidential and Confidential parcels, complete Mobile for every recipient. Use international notation with a country code, for example +420123456789, without spaces or hyphens. Preserve the leading +; if Excel removes it, format the cell as text and re-enter the number. Use the intended recipient actual number, not the example.

Step 6. After checking every row, click Export in the template and choose where to save the generated .xml file. Remember its folder and name. XLSM prepares the data; XML imports it into eBox. Do not merely rename the workbook to XML or use ordinary Save As instead of Export.

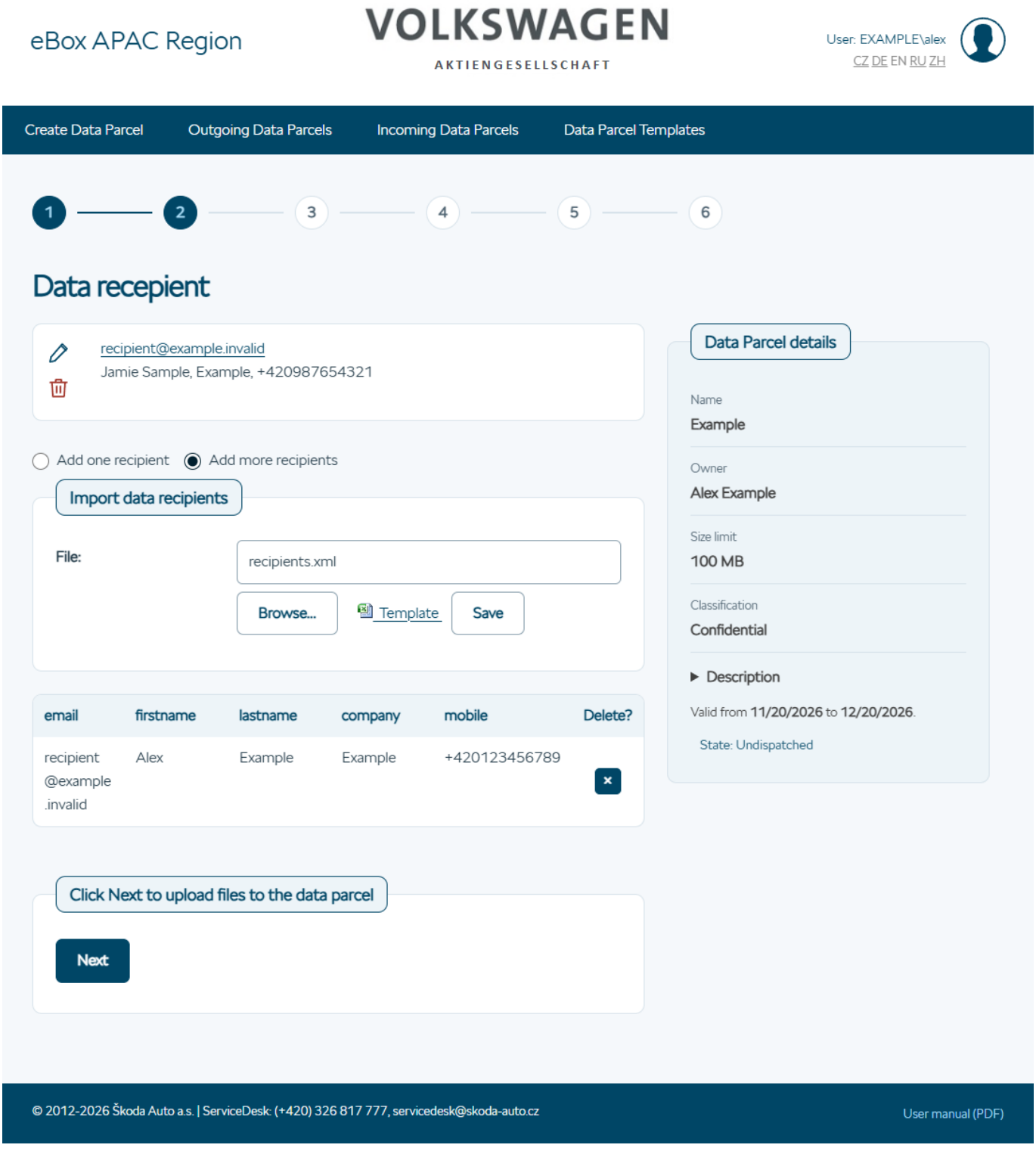
Step 7. Return to the same draft parcel in eBox. Under Add more recipients, click Browse and select the XML file you just generated. Check the selected filename. Do not select XLSM, PDF, ZIP or the parcel files here.

Step 8. Review the loaded recipient table. Check email, first name, last name, company and especially mobile numbers. Correct red cells and remove unwanted rows with the button in the delete column. If the XML format is rejected, correct the original template, run Export again and select the new XML file.

Step 9. Click Save. If an error appears, correct the stated detail and save again. Selecting the XML file or seeing a preview is not enough. Review the saved list and compare both the people and their number with your spreadsheet; avoid importing the same people again unnecessarily.

Step 10. Only after all required recipients are saved, select Next to proceed to parcel content. The XML list contains no files to send. To add someone individually afterwards, use the single-recipient method and check the complete saved list again.

Bulk recipient import from XML - Screen reference



The screenshot uses fictional data. Available actions depend on the role and parcel state.

09 File upload and the automatic queue

Step 1. On the parcel-content screen, click the file-selection area or drop files onto it. You can select several files at once and add more later. Their combined size must fit the parcel limit; empty files cannot be uploaded.

Step 2. Watch the separate row for each file. Preparation and checking may take a while. Wait for them to finish; these states do not by themselves mean an error. Do not add the same file repeatedly.

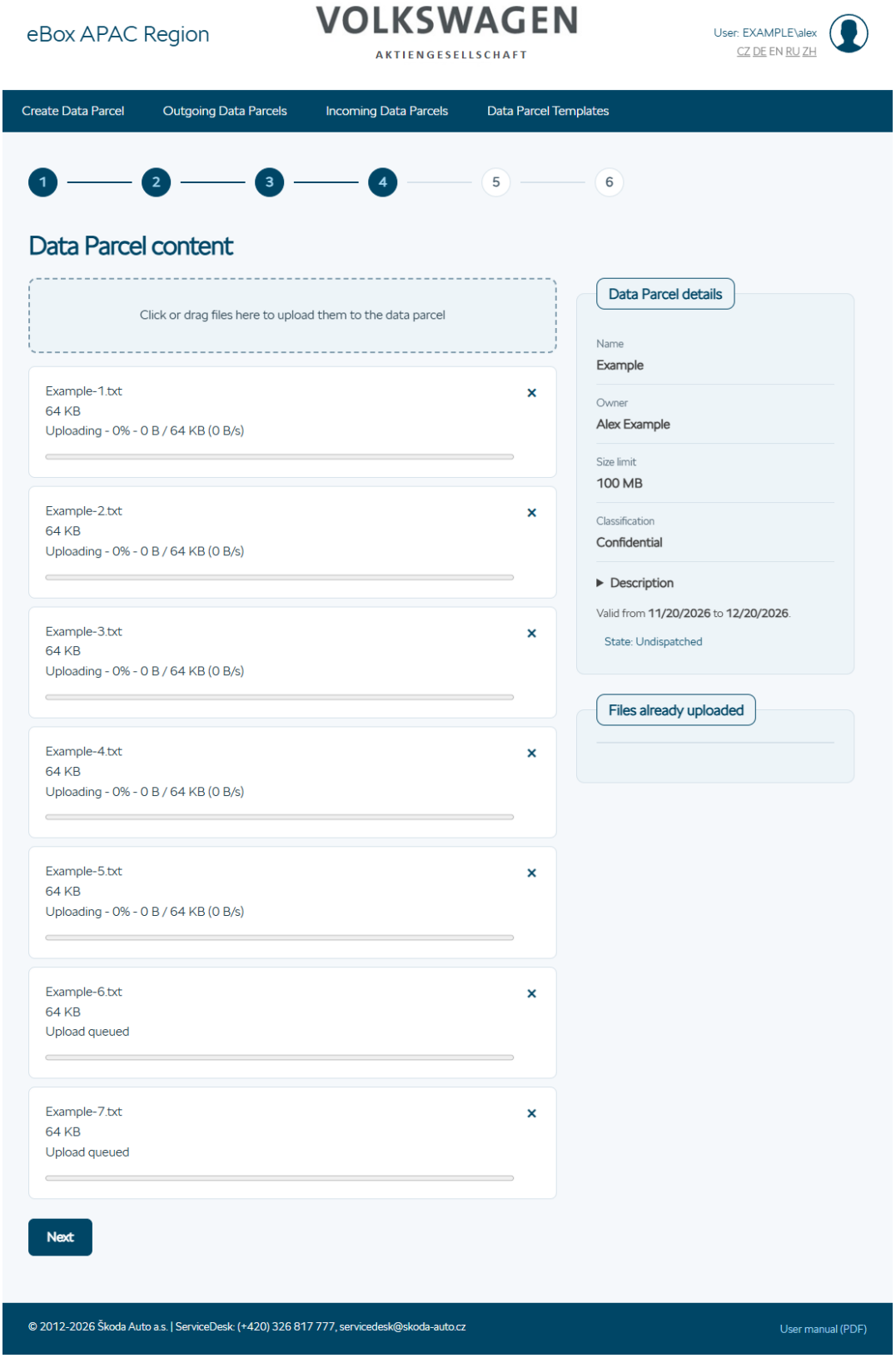
Step 3. Some files upload together while others wait in the queue. Usually up to five files upload at once. The next file starts automatically when a place becomes available.

Step 4. After a file reaches 100%, wait for processing to finish and check that it appears in the saved file list. Security checks and storage may continue after the transfer.

Step 5. Use the corresponding icon to cancel a waiting or uploading file without cancelling the others. Cancellation may be unavailable during final processing. Keep the page open and do not refresh it until all required files are complete.

Step 6. If a file fails, read its message. Once the cause is resolved, retry only unsuccessful files and check the saved content. An unfinished upload may not resume after the browser is closed.

File upload and the automatic queue - Screen reference



The screenshot uses fictional data. Available actions depend on the role and parcel state.

10 Review, finish and send

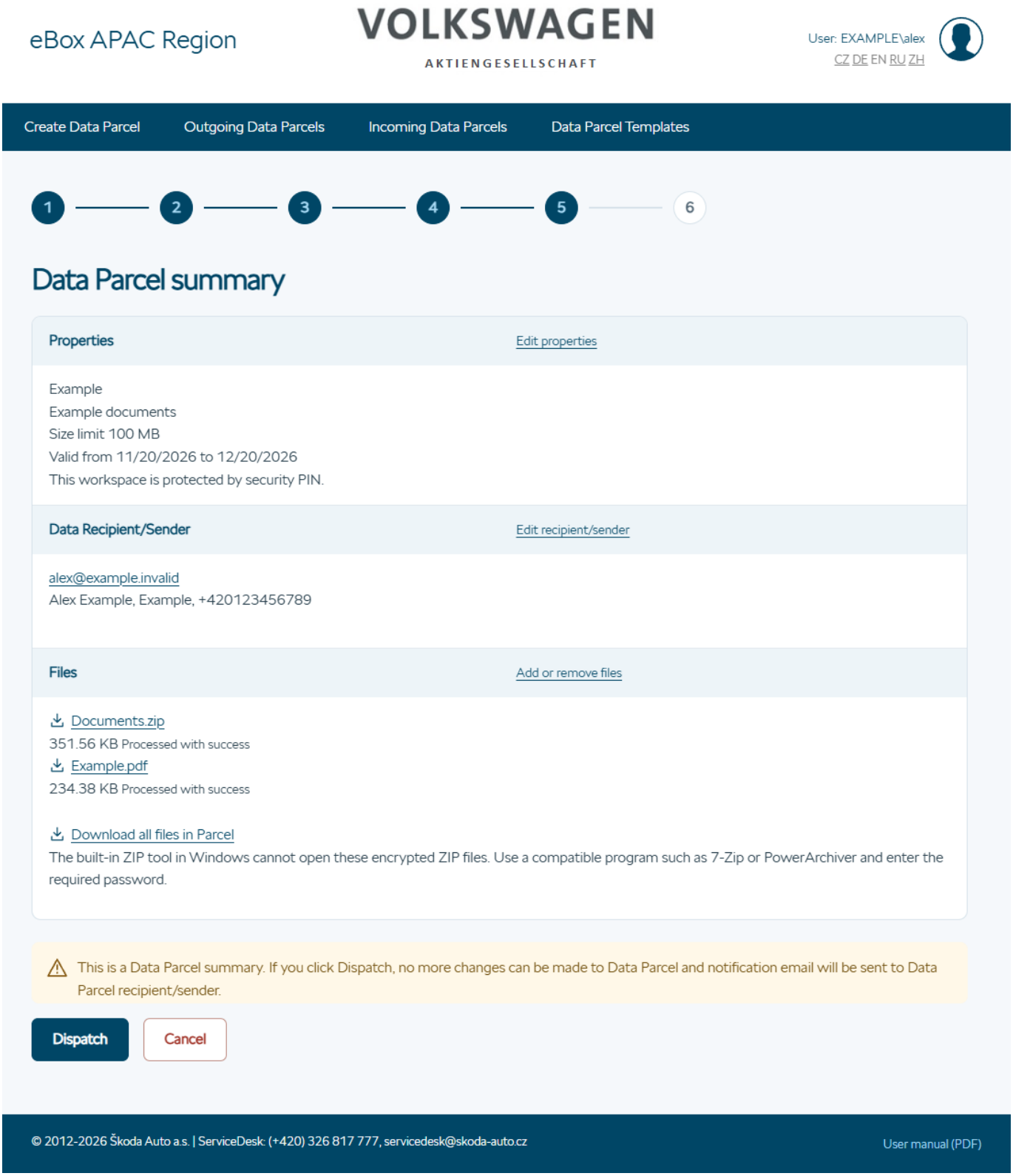
Step 1. Review the name, description, classification, validity, capacity, recipients and complete file list. Every required file must have a successful status; an uploader showing 100% is insufficient on its own.

Step 2. While editing is allowed, use the property, recipient and content links to make corrections. A missing edit command can reflect an expired, closed or locked parcel or insufficient permissions.

Step 3. Use the final finish/send action only after the review. Complete any required confirmation, approval or security check. This action may notify recipients.

Step 4. Check the resulting status and confirmation. Pending approval or scanning can still prevent recipient access. If the outcome is unclear, inspect the summary before repeating the action.

Review, finish and send - Screen reference



The screenshot uses fictional data. Available actions depend on the role and parcel state.

11 Requesting files from another person

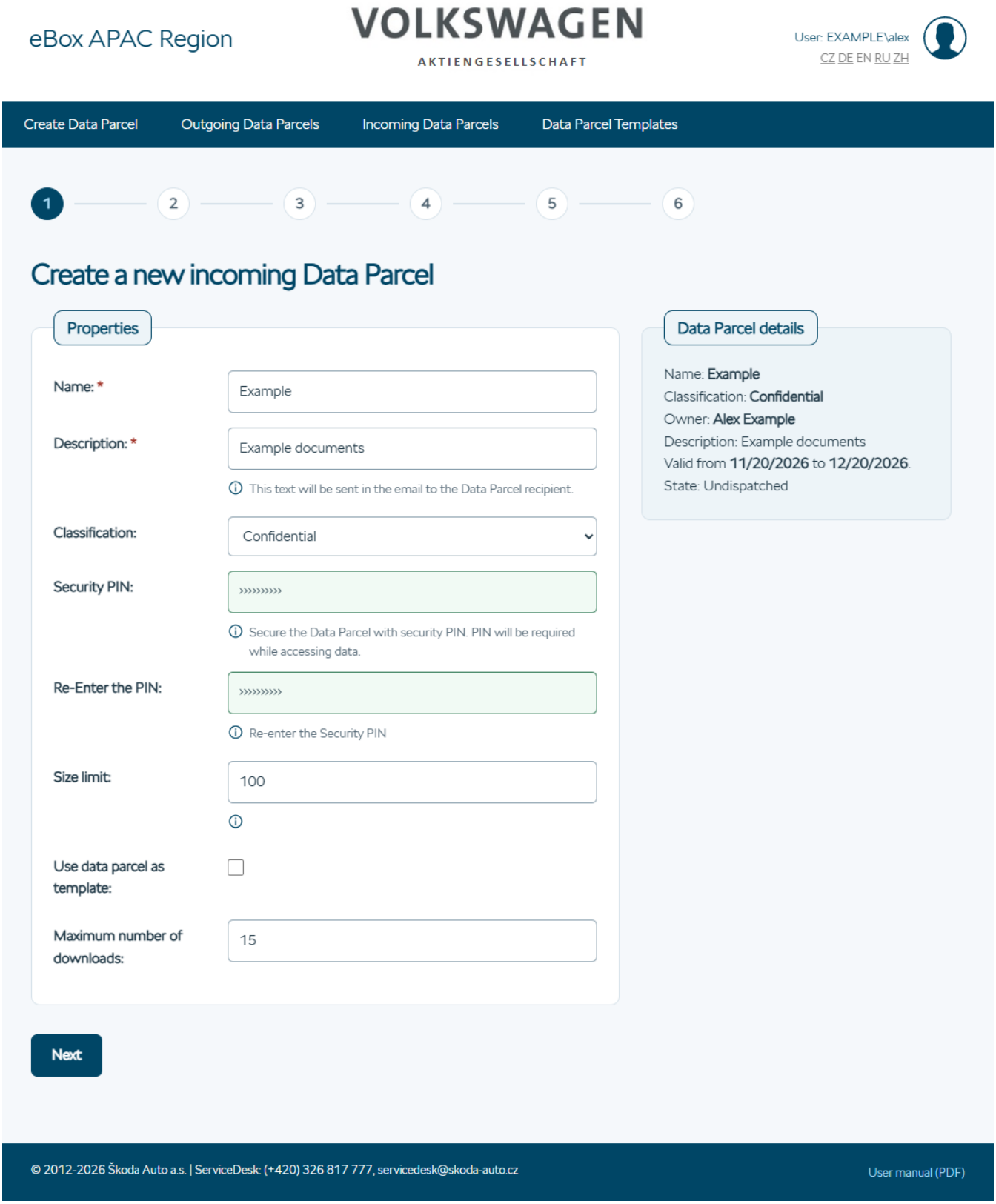
Step 1. Choose receiving on the home page and create an incoming parcel. You are preparing space for an invited person to upload data later, rather than sending files from your own computer.

Step 2. Enter a name, description, protection settings and capacity using the available fields. Explain the expected files clearly and use the size units shown by the form.

Step 3. Add and verify the person who should supply the data. Check contact details, review the summary and use the final request action when ready.

Step 4. Monitor incoming parcels after the invitation is sent. While an external participant uploads, the summary can be temporarily locked and the owner cannot upload into that incoming parcel. After the participant finishes, wait for processing and download the available files.

Requesting files from another person - Screen reference



The screenshot uses fictional data. Available actions depend on the role and parcel state.

12 External uploader: supplying requested data

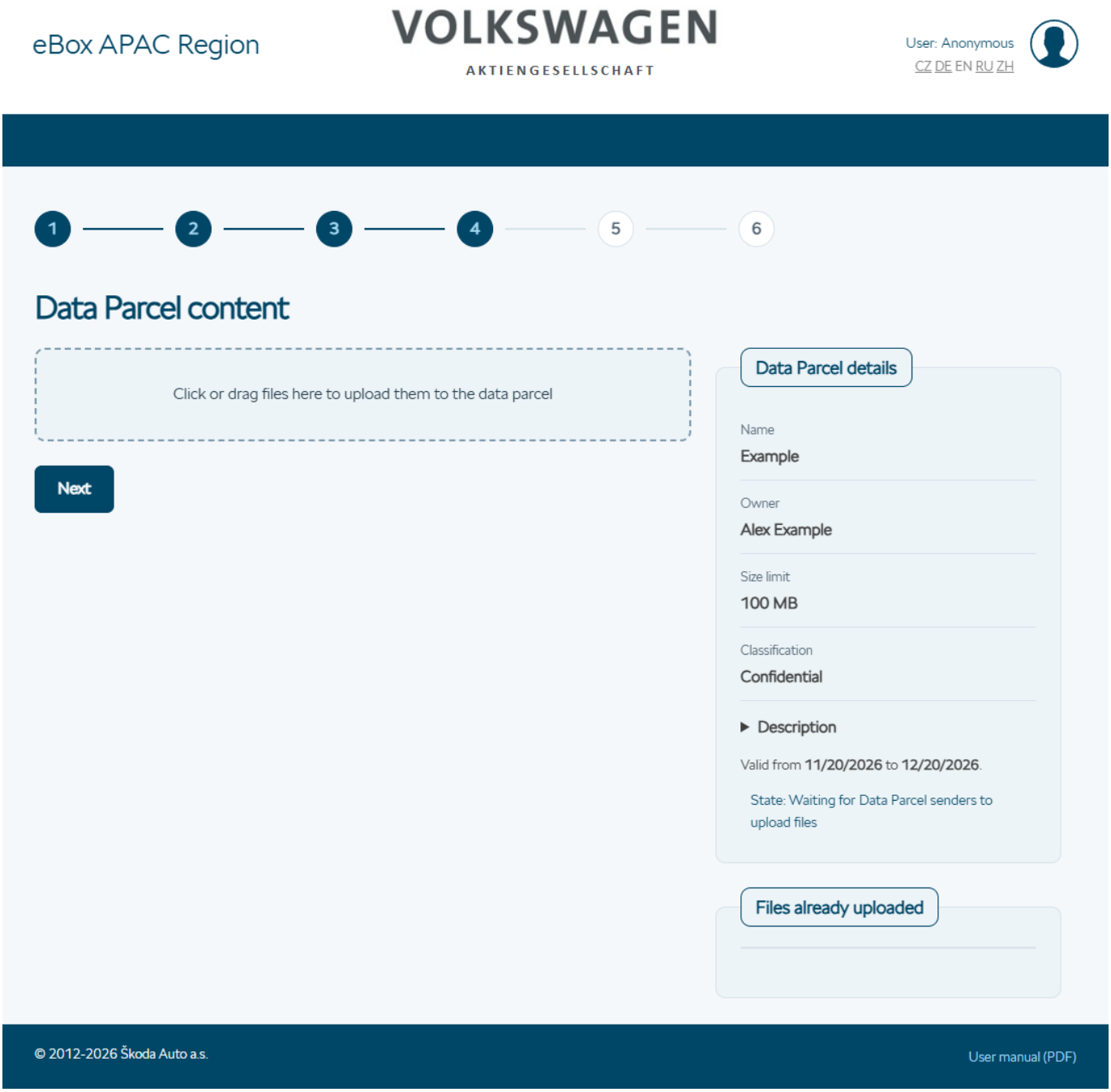
Step 1. Open the specific invitation link and verify the parcel name, requester and validity. Do not forward the link: it can carry permission to access the parcel.

Step 2. Complete the PIN or memorandum step if shown. Repeated wrong PIN attempts can temporarily lock access; contact the parcel owner for the correct PIN.

Step 3. On the parcel-content screen, click the file-selection area or drop files onto it. You can select several files at once and add more later. Their combined size must fit the parcel limit; empty files cannot be uploaded.

Step 4. Wait for all required transfers to succeed, check the content and use the final finish action. Uploading files alone may not close the request or notify the owner. Keep the displayed confirmation.

External uploader: supplying requested data - Screen reference



The screenshot uses fictional data. Available actions depend on the role and parcel state.

13 Recipient: opening and downloading

Step 1. Open the specific parcel link from an approved notification. If you see a generic home page or an error, verify the complete link and whether you are using the correct internal or external instance.

Step 2. Enter the PIN and confirm any memorandum if required. Do not reply with the PIN together with the original link. After a failed-attempt lockout, wait as instructed or contact the owner.

Step 3. Check validity and file availability in the summary. Click a filename to download an individual file. If a download-all action is offered, it produces a combined archive; availability depends on configuration, size and content.

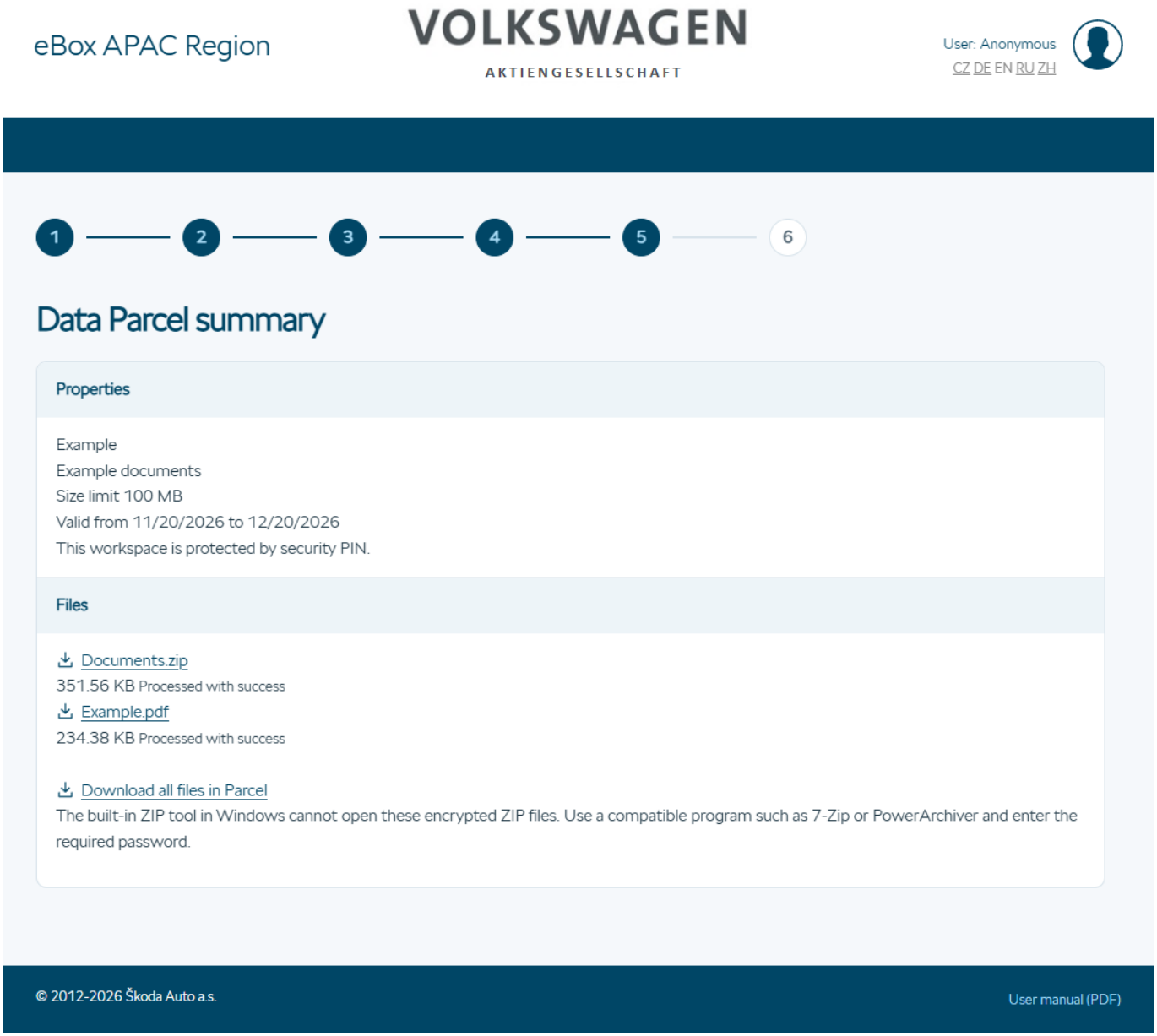
Step 4. Use individual downloads when no combined archive is offered. Downloads can count against a configured limit. Ask the owner what to do after expiry, stopping or exhaustion of the allowance.

Step 5. Do not bypass pending checks or restrictions on suspicious or failed files. Recheck later or contact support. A filename displayed without a link normally means it is currently unavailable for download.

Step 6. Files with the same name in the ZIP receive a distinguishing number before the extension, for example Report[1].pdf and Report[2].pdf. This keeps every file in the archive; the original names in the parcel remain unchanged.

Step 7. ZIP files from Strictly Confidential and Confidential parcels are encrypted. The built-in Windows ZIP tool cannot open them because it does not support the encryption used. Use a compatible program such as 7-Zip or PowerArchiver and enter the required password.

Recipient: opening and downloading - Screen reference



The screenshot uses fictional data. Available actions depend on the role and parcel state.

14 Lists and parcel lifecycle

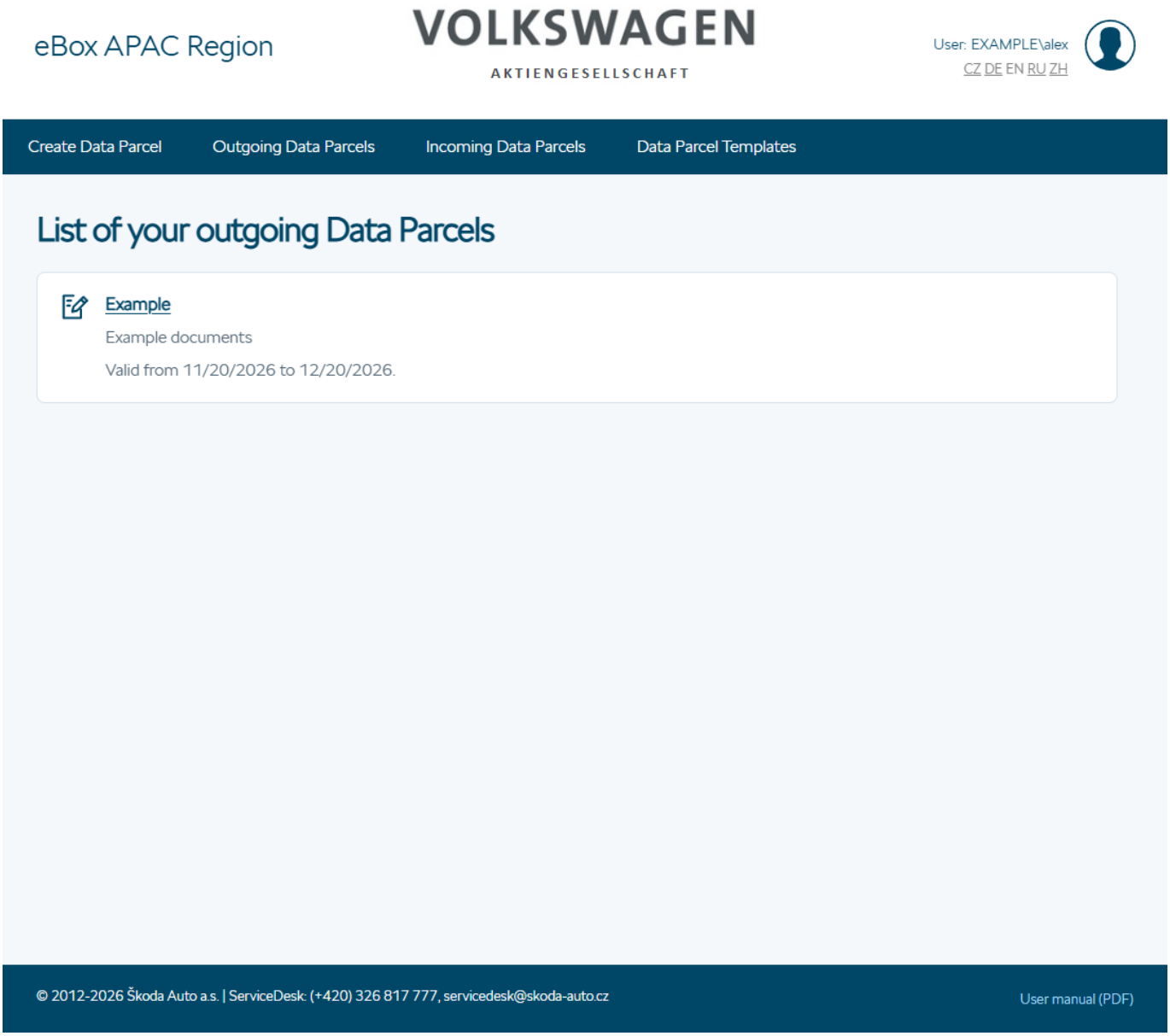
Step 1. Use outgoing parcels for your sending cases and incoming parcels for requested or received data. Current lists and history serve different purposes; older items may no longer appear on the home page.

Step 2. Open a parcel by name and inspect its status, validity and content. Draft means preparation is unfinished; waiting for upload expects external data; processing or approval states restrict availability.

Step 3. Use stop or cancel only after identifying the correct parcel and considering the effect on recipients. Commands depend on role and state. Stopping cannot recall copies that have already been downloaded.

Step 4. Use history to find completed, cancelled or archived cases. An archived or expired record does not promise that its binary files can still be restored. Follow your organization's retention policy.

Lists and parcel lifecycle - Screen reference



The screenshot uses fictional data. Available actions depend on the role and parcel state.

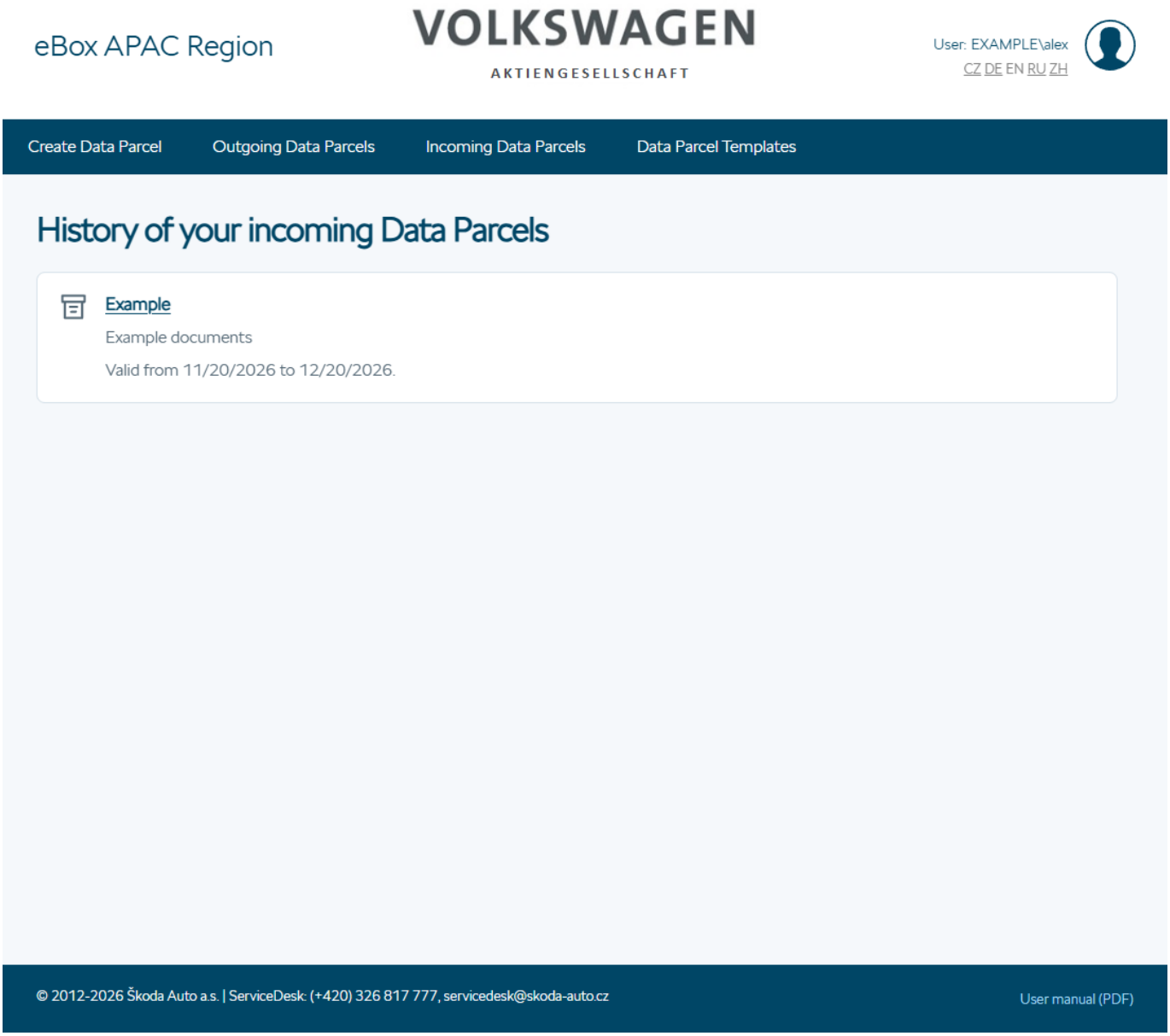
15 Finding incoming or older parcels

Step 1. Choose the correct direction and open History. Names may repeat, so compare the owner, description and validity dates.

Step 2. Open the selected summary and determine whether the parcel was completed, stopped, cancelled or archived. Available commands can differ from those in a draft.

Step 3. To send data again after a parcel expires, create a new parcel and check its classification and recipients again.

Finding incoming or older parcels - Screen reference



The screenshot uses fictional data. Available actions depend on the role and parcel state.

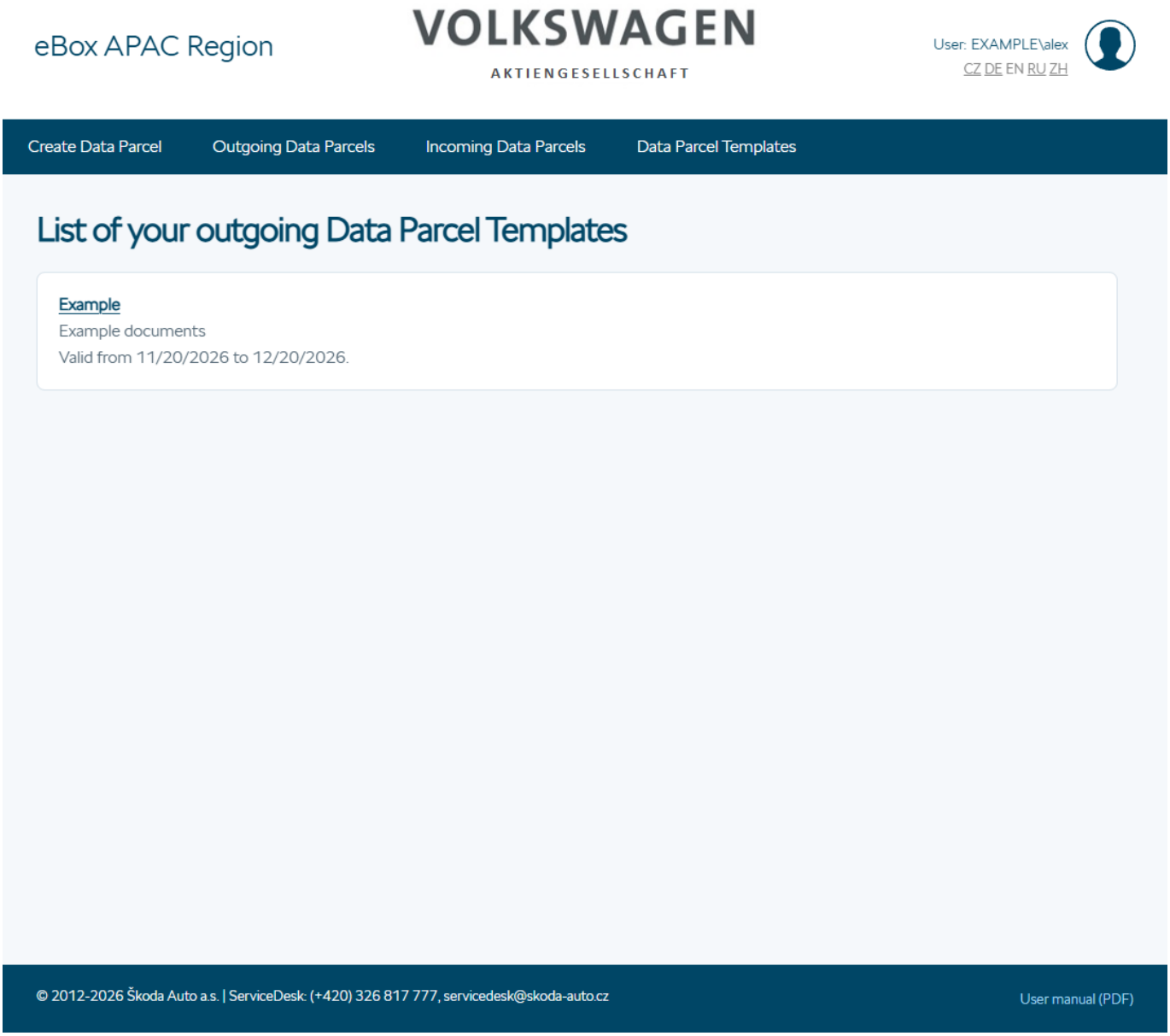
16 Outgoing and incoming templates

Step 1. Choose the appropriate direction under Templates. Outgoing templates prepare sending; incoming templates prepare requests for data. Start a new case from the appropriate template where available.

Step 2. Review all prefilled classification, recipients, validity, capacity, download limits and protection settings. An old template is not approval for a new transfer.

Step 3. To preserve reusable settings, select the template option while preparing a parcel. Creating or maintaining some templates may require an administrator; contact support if the control is unavailable.

Outgoing and incoming templates - Screen reference



The screenshot uses fictional data. Available actions depend on the role and parcel state.

17 Errors, restrictions and support

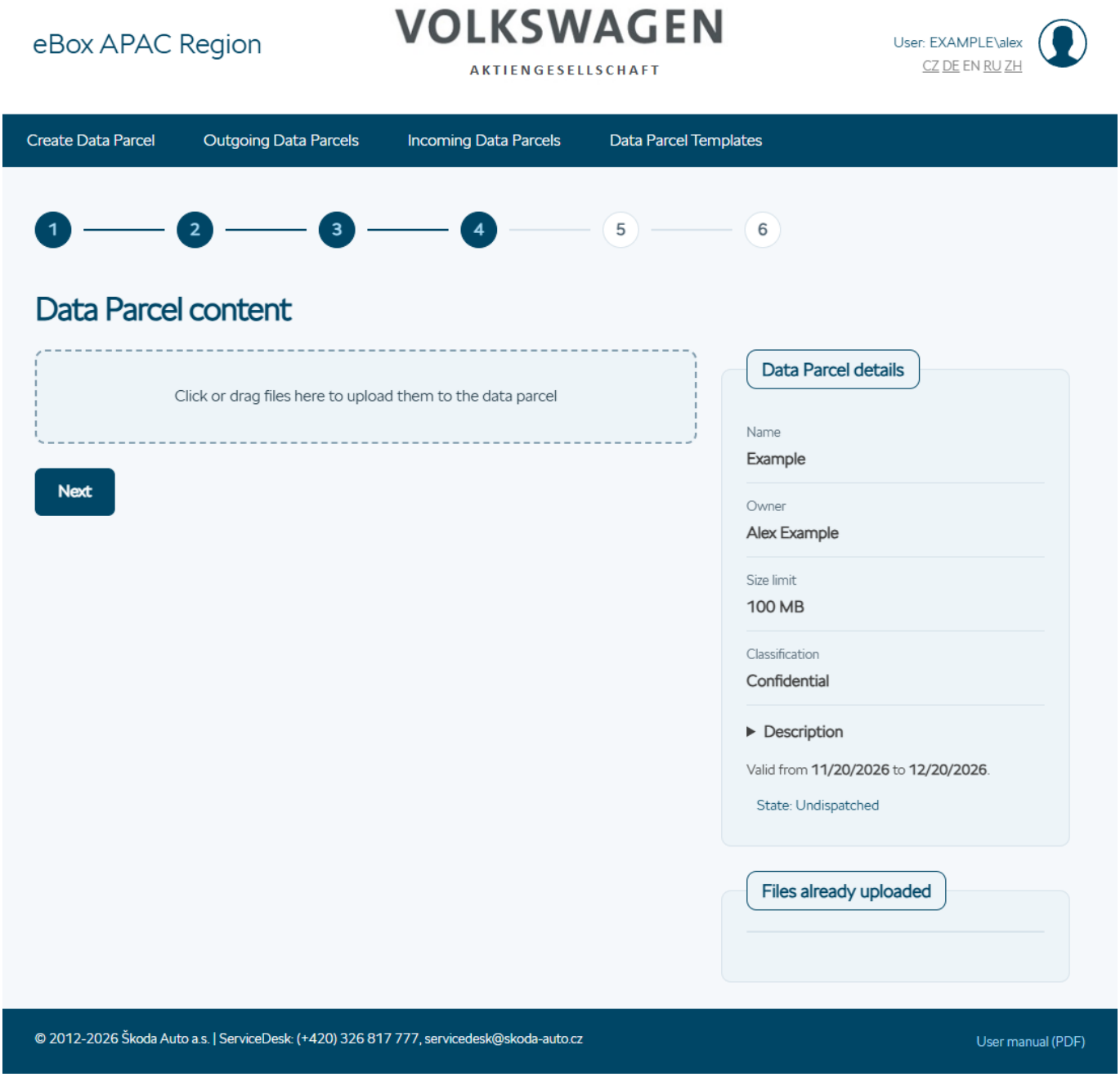
Step 1. For a failed upload, record the filename, time and displayed message. Allow unrelated transfers to finish. After fixing capacity or connectivity, retry only unsuccessful items and verify the summary.

Step 2. A capacity error means the parcel allowance is insufficient. Remove unnecessary content if allowed, or ask the owner for a suitable limit or a new parcel. Select a nonempty source when an empty file is rejected.

Step 3. If a control is missing, check the parcel validity, state and whether you are the intended participant. The parcel may be locked or awaiting a check. Contact its owner or support if you are unsure.

Step 4. Use the support contacts in the application footer. Include the parcel name, the time of the error and the displayed message. If you attach a screenshot, hide personal details, passwords, PINs and the complete access link.

Errors, restrictions and support - Screen reference



The screenshot uses fictional data. Available actions depend on the role and parcel state.

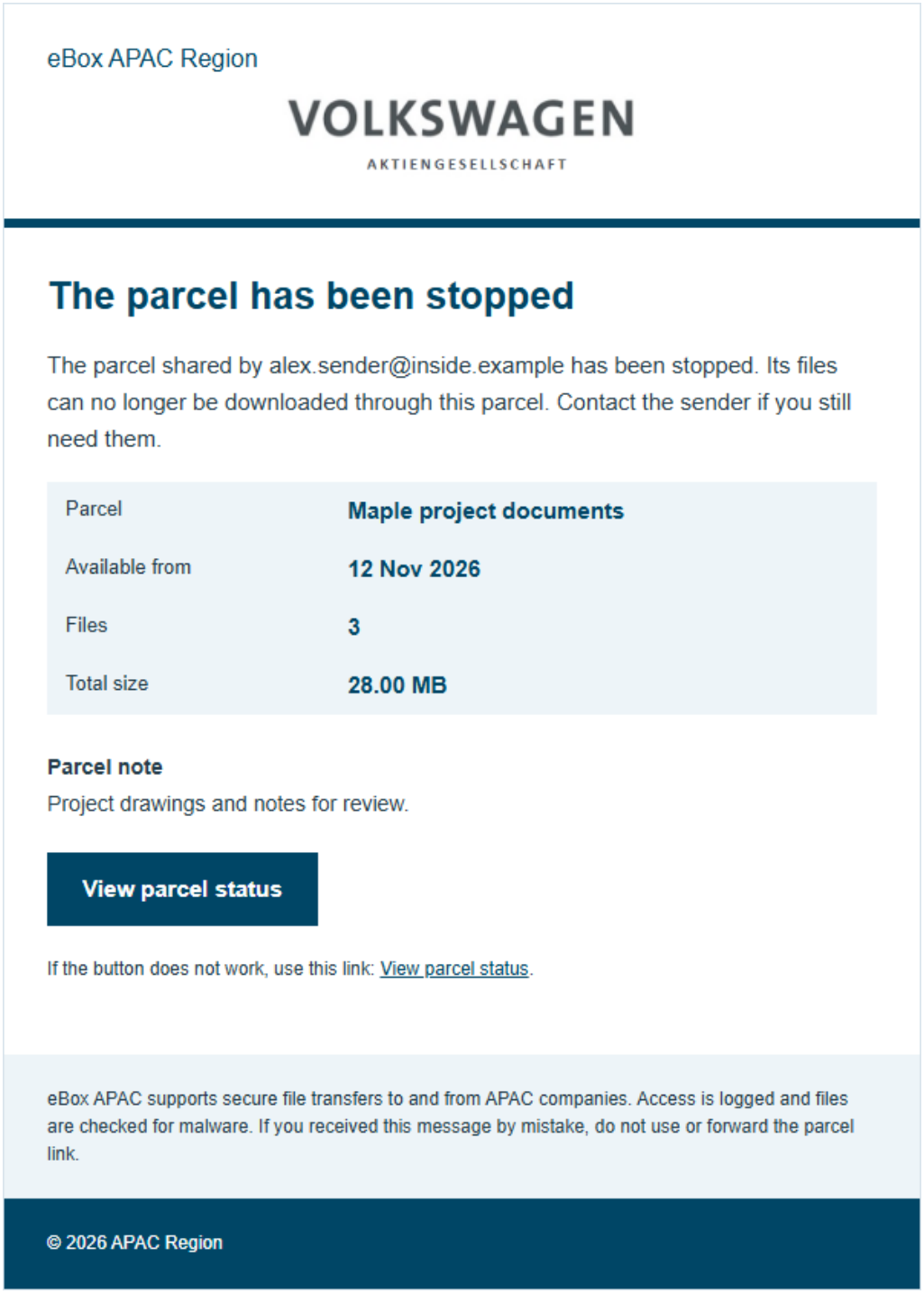
18 Recipient email: parcel stopped

Step 1. This message tells a recipient that the sender has stopped the parcel. Its files can no longer be downloaded through that parcel.

Step 2. Click “View parcel status” to open the available parcel information.

Step 3. Contact the sender if you still need the files. Repeatedly opening the original link does not restore access.

Example email with fictional data. APAC messages are in English only, even if you use another application language.



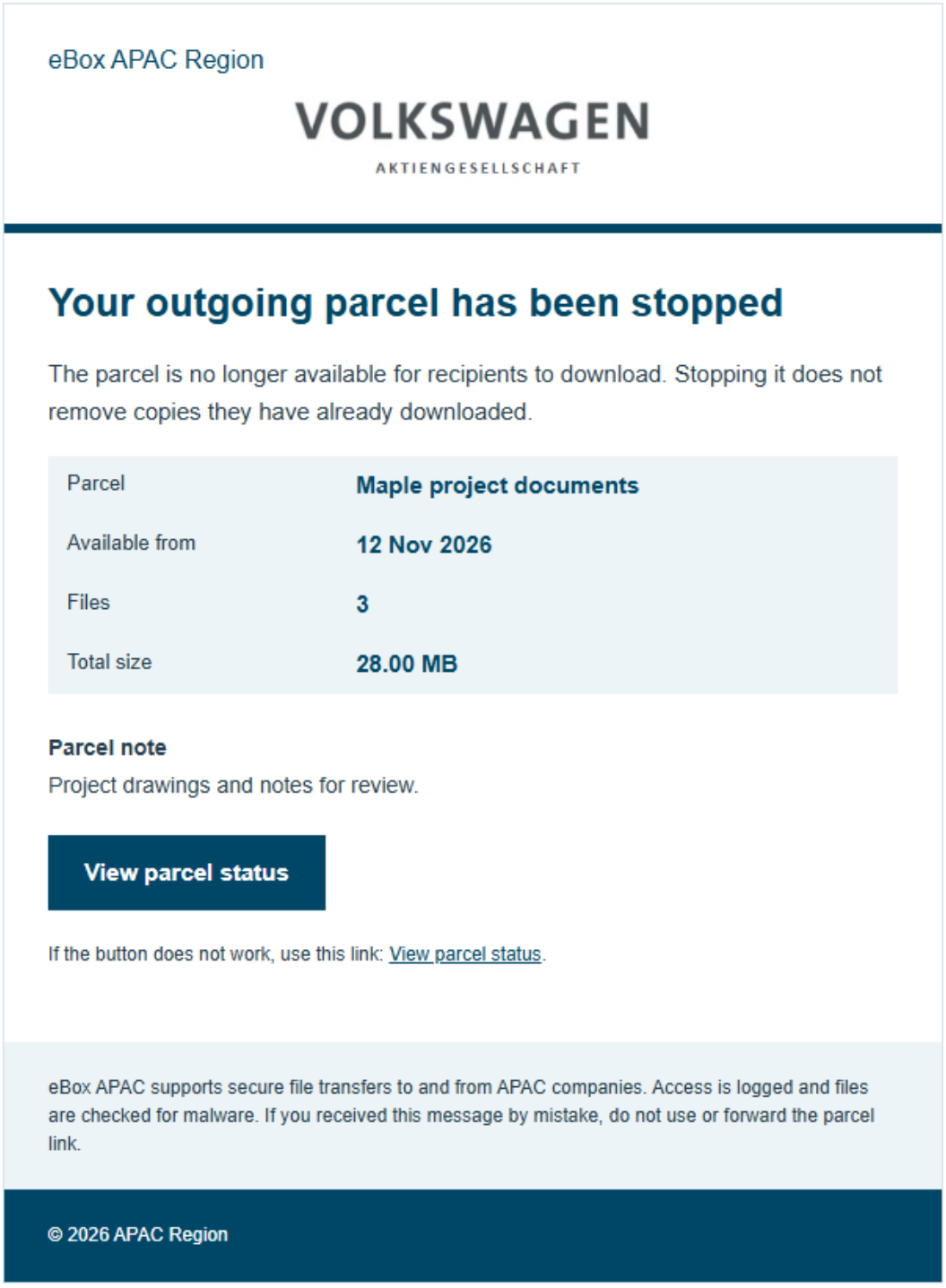
19 Owner email: outgoing parcel stopped

Step 1. The owner receives this confirmation after stopping an outgoing parcel. Recipients can no longer download its files through the parcel.

Step 2. Click “View parcel status” and check the parcel state.

Step 3. Stopping the parcel does not remove copies already downloaded by recipients. Agree on a new transfer if access is needed again.

Example email with fictional data. APAC messages are in English only, even if you use another application language.



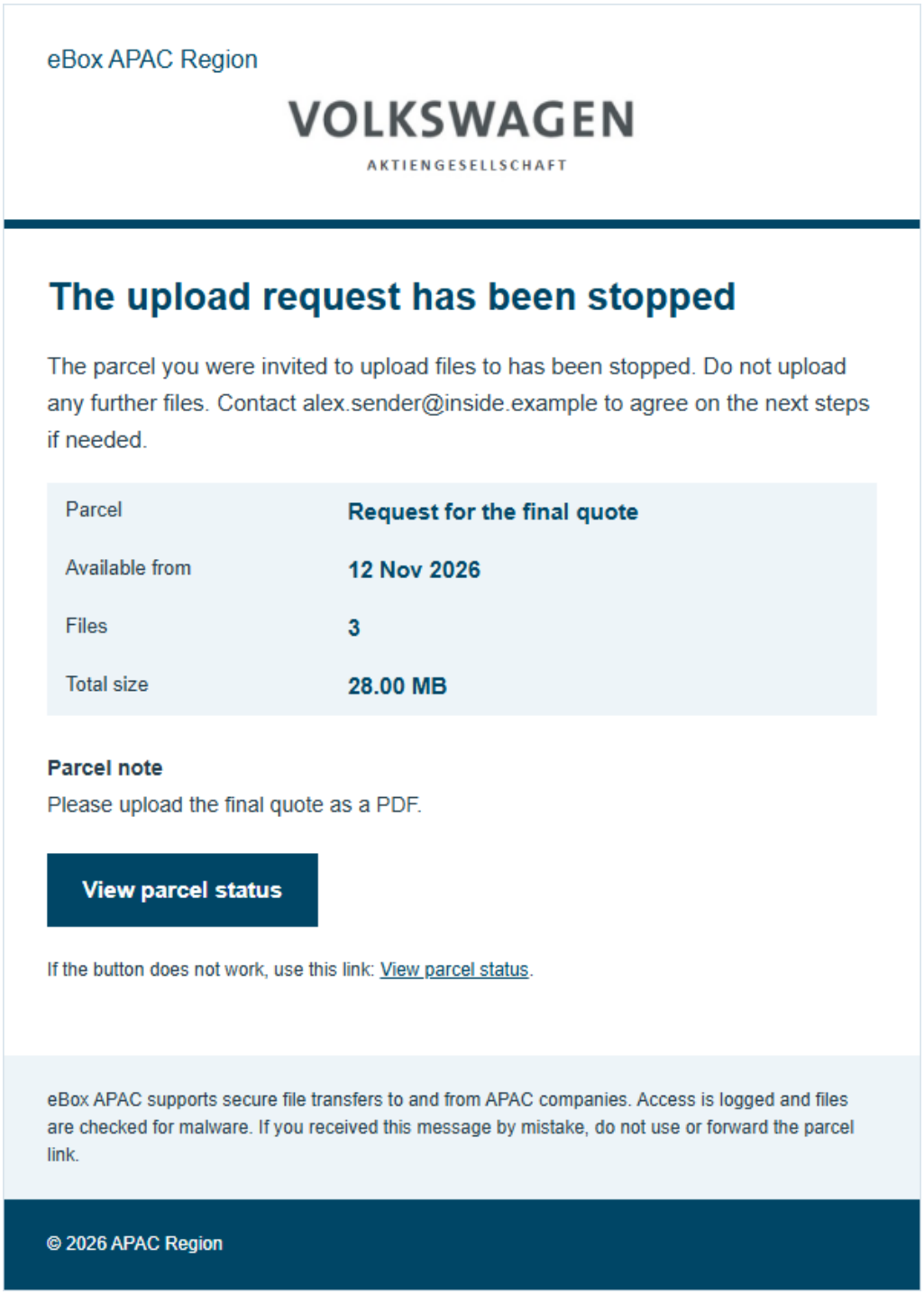
20 Invitee email: upload request stopped

Step 1. This message tells the invited person that the parcel for uploading files has been stopped.

Step 2. Do not upload further files to this parcel. Use “View parcel status” to check the available state.

Step 3. Ask the owner whether a new request will be prepared or whether no more files are required.

Example email with fictional data. APAC messages are in English only, even if you use another application language.



eBox APAC Region

VOLKSWAGEN
AKTIENGESELLSCHAFT

The upload request has been stopped

The parcel you were invited to upload files to has been stopped. Do not upload any further files. Contact alex.sender@inside.example to agree on the next steps if needed.

Parcel	**Request for the final quote**
Available from	**12 Nov 2026**
Files	**3**
Total size	**28.00 MB**

Parcel note
Please upload the final quote as a PDF.

View parcel status

If the button does not work, use this link: View parcel status.

eBox APAC supports secure file transfers to and from APAC companies. Access is logged and files are checked for malware. If you received this message by mistake, do not use or forward the parcel link.

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21 Owner email: incoming request stopped

Step 1. The owner receives this confirmation after stopping an incoming parcel. The invited person can no longer add files to it.

Step 2. Click “View parcel status” and check the relevant parcel.

Step 3. If the files are still needed, agree on a new procedure with the invited person. The stopped link does not itself allow further uploads.

Example email with fictional data. APAC messages are in English only, even if you use another application language.

