

Additional terms related to the: “**Qualified hybrid registered delivery**”

This is a translation. In the event of a discrepancy, the Dutch version prevails and is leading.

These additional conditions supplement the General Conditions of the eIDAS qualified trust service *Aangetekende.email* (part of the DIGICONNECT platform). These can be found at: https://www.aangetekenen.email/GCAE_EN.pdf

1. Legal framework

1.1 The Belgian legislator has provided for the possibility of qualified hybrid registered delivery (attachment II, art. XII.N2 Code of Economic Law).

1.2 The legal text (attachment II, art. XII.N2 Code of Economic Law) reads as follows:

Requirements for the qualified electronic registered delivery service.
The hybrid registered delivery.

- The qualified service provider of electronic registered delivery can, at the request of the sender, materialize the registered delivery in paper form and then put it under envelope.
- In this case, the service provider hands over the materialized electronic delivery to a postal service provider, at the latest on the working day following the deposit of the qualified electronic registered delivery. The postal service provider is in possession of a license granted by BIPT based on the applicable regulatory provisions.
- The service provider must inform the sender of the date on which the delivery was physically deposited at the postal service provider.
- The date on the electronic registered delivery message is equated with the date of deposit of the registered delivery at the postal service provider insofar as the delivery can no longer be changed or canceled by the sender.
- The date on the electronic registered delivery message must also appear on or in the materialized delivery.
- The service provider keeps proof of the deposit of the deliveries at the postal operator for five years.
- The sender must be clearly informed in the terms of service of the division of liability between the qualified provider of the electronic registered delivery service and the postal service provider.

2. Procedure for submitting a message

2.1 Via hybrid registered delivery

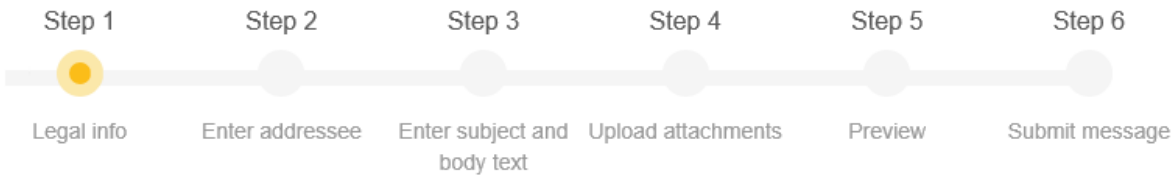
2.1.1 The sender logs on to the platform by means of one of the logon mechanisms as described in chapter 5 of the General Terms and Conditions of the eIDAS qualified trust service *Aangetekende.email*.

2.1.2 The sender makes the choice to send a new hybrid registered delivery.

2.1.3 The sender will see legal information regarding the hybrid registered delivery including a reference to these additional conditions. Agreement with these additional conditions is required to proceed.

Legal info screen:

New hybrid registered delivery



Step 1 Step 2 Step 3 Step 4 Step 5 Step 6

Legal info Enter addressee Enter subject and body text Upload attachments Preview Submit message

Legal info

A hybrid registered delivery is a registered delivery where the sender submits the message electronically on the platform, after which we print it and deposit it at bpost for sending as a registered letter on paper.

In accordance with Article XII.N2. Annex II of the Code of Economic Law is the legal date of deposit the date of deposit of the electronic registered delivery (date of deposit at the service provider of the qualified electronic registered delivery), and not the date of deposit at bpost (stated on the envelope), which takes place on the working day following that of the deposit of the electronic registered delivery.

Additional terms of use regarding the hybrid registered delivery apply. You can find these via: [Repository - Privacy - General conditions](#) . By continuing you agree to the terms of use.

[Agree and continue](#)

2.1.4 The sender then enters the addressee's details:

- First name and name of the addressee (in case of a delivery to a private person) or company name of the addressee (in case of a deliver to a company)
- Street and number
- Postal code
- City
- Country (choice from a dropdown menu)
- Language of the addressee: Dutch, French or English

2.1.5 Then the sender enters the subject and a message body text. The message body text is optional if the sender uploads attachments containing the contents of the message in the next step.

2.1.6 The sender uploads one or more attachments (PDF files).

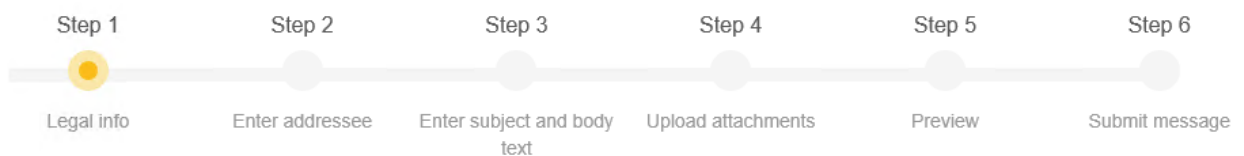
2.1.7 The sender will see a preview of the message as it will be sent.

2.1.8 The sender submits the message. Once submitted, the message can no longer be changed or canceled.

2.2 Via electronic registered delivery

- 2.2.1 The sender logs on to the platform by means of one of the logon mechanisms as described in chapter 5 of the General Terms and Conditions of the eIDAS qualified trust service *Aangetekende.email*.
- 2.2.2 The sender makes the choice to send a new electronic registered delivery.
- 2.2.3 If the sender prepares a message before 5 pm to an non-registered addressee, he/she will be able to select the option to allow the addressee to collect the registered delivery electronically until 9 pm. On the legal info screen shown when creating a new message, this is explained as scenario "a":

New electronic registered delivery



Legal info

An electronic registered delivery is a registered delivery (within Belgium) where you, as the sender, submit the message electronically on the platform, and the addressee can collect it electronically. A distinction must be made here between a delivery to an addressee registered on the Aangetekende.email™ service and a delivery to an addressee not registered on the service. After entering the addressee in step 2, it is indicated whether the addressee is registered or not, along with the subsequent steps.

Delivery to a registered addressee

In the case of a delivery to a registered addressee, the delivery will immediately be sent in electronic form and you will receive a legal proof of deposit. **The legal date of deposit of the registered delivery is the date of submission of the message on the platform.**

Delivery to a non-registered addressee

In case of a delivery to a non-registered addressee, the addressee will receive an invitation to accept and collect the registered delivery electronically. In the case of a private person, this is by identification via eID or itsme. In the case of a company, this is done by registering the company number on the Aangetekende.email™ service.

You can indicate per message until when the registered delivery can be collected in electronic form.

a) *You indicate that the delivery can only be collected electronically until 9 pm today.*

If the addressee accepts the registered delivery in electronic form before 9 pm, the registered delivery will be delivered electronically to the addressee and you can download a proof of delivery from the outbox. If the registered delivery is not accepted/collected before 9 pm, the registered delivery will be treated as a hybrid registered delivery in the sense of Article XII.N2. Appendix II of the Belgian Code of Economic Law. You can then download the proof of deposit in the outbox after 9 pm. **In both cases, the legal date of deposit of the registered delivery is the date of submission of the message on the platform.**

b) *You indicate that the delivery can be collected electronically longer than only today.*

If the addressee accepts the registered delivery in electronic form, the delivery will be sent electronically and you will receive legal proof of delivery. **In this case, the legal date of deposit of the registered delivery is the date of acceptance of the registered delivery in electronic form by the addressee and not the date of submission of the message on the platform.**

If the addressee does not accept the registered delivery electronically within a number of days specified by you, we will print the message and deposit it at bpost for sending as a registered letter on paper (fallback-to-paper procedure). **In this case, the legal date of deposit of the registered delivery is the date on which the printed message was deposited at bpost.**

Terms of use regarding the electronic registered delivery, hybrid registered delivery and fallback-to-paper procedure can be found via: [Repository - Privacy - General conditions](#) . By continuing you agree to the terms of use.

Agree and continue

Example of screen with option list when submitting a message on Friday 06-06-2020 before 5 pm:

New electronic registered delivery

Step 1 Legal info Step 2 Complete data Step 3 Enter subject and body text Step 4 Upload attachments Step 5 Preview Step 6 Submit message

The entered addressee (e.mommen@digiconnect.be) is not registered on the service. Please complete the information below.

Select here the date on which the registered delivery should be submitted at bpost if it is not accepted and collected in electronic form.
If you want today's date (05-06-2020) as the legal date of deposit in accordance with article XII.N2. Appendix II Code of Economic Law, then choose the first option. .

Submittal at bpost: *

Select...

- monday 08/06/2020 - electronic collection possible till today 05/06/2020 21:00
- tuesday 09/06/2020 - electronic collection possible till monday 08/06/2020 17:00
- wednesday 10/06/2020 - electronic collection possible till tuesday 09/06/2020 17:00
- thursday 11/06/2020 - electronic collection possible till wednesday 10/06/2020 17:00
- friday 12/06/2020 - electronic collection possible till thursday 11/06/2020 17:00
- monday 15/06/2020 - electronic collection possible till friday 12/06/2020 17:00
- tuesday 16/06/2020 - electronic collection possible till monday 15/06/2020 17:00
- wednesday 17/06/2020 - electronic collection possible till tuesday 16/06/2020 17:00
- thursday 18/06/2020 - electronic collection possible till wednesday 17/06/2020 17:00
- friday 19/06/2020 - electronic collection possible till thursday 18/06/2020 17:00

Name of addressee: *

First name of addressee: *

Important: The name and first name entered must exactly match the name and first name as stated on the addressee's

2.2.4 If the first option is chosen and the addressee accepts the registered delivery in electronic form before 9 pm, the registered delivery will be delivered electronically to the addressee and the sender can download a proof of delivery from the outbox. If the registered delivery is not accepted/collected before 9 pm, the registered delivery will be treated as a hybrid registered delivery in the sense of Article XII.N2. Appendix II of the Belgian Code of Economic Law. The sender can then download the proof of deposit in the outbox after 9 pm. In both cases, the legal date of deposit of the registered delivery is the date of submission of the message on the platform.

2.2.5 If the message is written after 5 pm, option “a” is no longer available. In that case, if the sender wishes to make a registered delivery with the date of submission on the platform as the legal date of deposit, he/she will have to opt for the hybrid registered delivery as described in 2.1. The legal information on the screen is adjusted accordingly. After 5 pm the sender will see the following legal information:

Legal info

An electronic registered delivery is a registered delivery (within Belgium) where you, as the sender, submit the message electronically on the platform, and the addressee can collect it electronically. A distinction must be made here between a delivery to an addressee registered on the Aangetekende.email™ service and a delivery to an addressee not registered on the service. After entering the addressee in step 2, it is indicated whether the addressee is registered or not, along with the subsequent steps.

Delivery to a registered addressee

In the case of a delivery to a registered addressee, the delivery will immediately be sent in electronic form and you will receive a legal proof of deposit. **The legal date of deposit of the registered delivery is the date of submission of the message on the platform.**

Delivery to a non-registered addressee

In case of a delivery to a non-registered addressee, the addressee will receive an invitation to accept and collect the registered delivery electronically. In the case of a private person, this is by identification via eID or itsme. In the case of a company, this is done by registering the company number on the Aangetekende.email™ service.

If the addressee accepts the registered delivery in electronic form, the delivery will be sent electronically and you will receive legal proof of delivery. **In this case, the legal date of deposit of the registered delivery is the date of acceptance of the registered delivery in electronic form by the addressee and not the date of submission of the message on the platform.**

If the addressee does not accept the registered delivery electronically within a number of days specified by you, we will print the message and deposit it at bpost for sending as a registered letter on paper (fallback-to-paper procedure). **In this case, the legal date of deposit of the registered delivery is the date on which the printed message was deposited at bpost.**

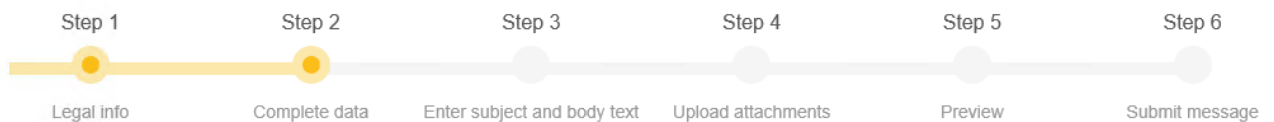
If you want to send a registered delivery to non registered addressee (national or international) with today (05-06-2020) as the legal date of deposit, you can opt for the [hybrid registered delivery](#).

Terms of use regarding the electronic registered delivery, hybrid registered delivery and fallback-to-paper procedure can be found via: [Repository](#) - [Privacy](#) - [General conditions](#) . By continuing you agree to the terms of use.

Agree and continue

Example of screen with option list when submitting a message on Friday 06-06-2020 after 5 pm:

New electronic registered delivery



The entered addressee (e.mommen@digiconnect.be) is not registered on the service. Please complete the information below.

Select here the date on which the registered delivery should be submitted at bpost if it is not accepted and collected in electronic form.

If you want to have the registered delivery sent directly via bpost with today (05-06-2020) as the legal date of deposit, choose the [hybrid registered delivery](#).

Submittal at bpost: *

Select...

tuesday 09/06/2020 - electronic collection possible till monday 08/06/2020 17:00
thursday 11/06/2020 - electronic collection possible till wednesday 10/06/2020 17:00
monday 15/06/2020 - electronic collection possible till friday 12/06/2020 17:00
tuesday 16/06/2020 - electronic collection possible till monday 15/06/2020 17:00
thursday 18/06/2020 - electronic collection possible till wednesday 17/06/2020 17:00
monday 22/06/2020 - electronic collection possible till friday 19/06/2020 17:00
tuesday 23/06/2020 - electronic collection possible till monday 22/06/2020 17:00
thursday 25/06/2020 - electronic collection possible till wednesday 24/06/2020 17:00
monday 29/06/2020 - electronic collection possible till friday 26/06/2020 17:00
tuesday 30/06/2020 - electronic collection possible till monday 29/06/2020 17:00

Name of addressee: *

First name of addressee: *

Important: The name and first name entered must exactly match the name and first name as stated on the addressee's


3. Procedure for generating electronic message and proof of deposit

3.1 Immediately when submitting a hybrid registered delivery (2.1) or between 9 pm and 11:59 pm when submitting an electronically registered delivery to an unregistered addressee with the option of electronic collection on the day itself and where it is not collected electronically (2.2), the platform creates the electronic message. This message consists of the following parts:

- Sender details: This is the address of the sender (address registered by the sender on the account in DIGICONNECT) and not the address of Connect Solutions. If the delivery is not collected by the addressee after 14 days, it will be returned directly to the sender's address. The sender can then keep the unopened envelope for further follow-up.
- Barcode of the registered mail (in case of a national registered mail)
- Details of the addressee
- Heading with legal information including date of deposit of the message
- Number of sheets
- Subject as entered by the sender
- Body text as entered by the sender
- Attachments as uploaded by the sender

Example of the first page of a message:

Afz.: Connect Solutions
Zandstraat 187, 3550 Heusden-Zolder

R 

010541288500452621900100202873

Kinderdagverblijf Jacobs
Oude Heidestraat 44
3550 Heusden-Zolder

This registered delivery was deposited on the Aangetekende.email™ service of the DigiConnect platform (www.aangetekende.email). The Aangetekende.email™ service is an eIDAS qualified trust service for electronic registered delivery. See <https://tsl.belgium.be>

Date of deposit electronically registered delivery: 01-06-2020

In accordance with Article XII.N2. Annex II of the Belgian Code of Economic Law is the legal date of deposit the date of deposit of the electronic registered delivery (date of deposit at the service provider of the qualified electronic registered delivery), and not the date of deposit at bpost (stated on the envelope), which takes place on the working day following that of the deposit of the electronic registered delivery.

Registered delivery from: Connect Solutions, Zandstraat 187, 3550 Heusden-Zolder
Number of sheets: 1
Subject: Test hybrid delivery

This is the body text of the message..

3.2 The electronic message is sealed with one of the certificates of Connect Solutions that are listed on the Belgian Trusted List. The seals contain a qualified timestamp.

3.3 The sender can download the sealed message as proof of deposit from the outbox on the platform. The message in the outbox also contains detailed information such as the date of deposit of the message at the postal operator (bpost), as well as the track & trace code of bpost with which the sender can monitor the status of the message.

Example of a message in the sender's outbox:

Outbox registered delivery							
<input type="checkbox"/> Hide items marked as treated <input checked="" type="checkbox"/>		Sort Date - descending		Items per page 5			
Addressee	Sender	Subject	Date	Message status	Message	Availability	
Kinderdagverblijf Jacobs	Connect Solutions	Test bericht hybride aangetekende zending...	1/06/2020	Hybrid deposited	Details Download	30 days to download	<input type="checkbox"/>

Message details

This message was submitted as a hybrid registered mail. In accordance with Article XII.N2. Annex II of the Belgian Code of Economic Law is the legal date of deposit the date of deposit of the electronic registered delivery (date of deposit at the service provider of the qualified electronic registered delivery), and not the date of deposit at bpost (stated on the envelope), which takes place on the working day following that of the deposit of the electronic registered delivery.

Date of deposit electronically registered delivery: **01/06/2020**
Remaining availability: **30 days to download**
Date of deposit at bpost: **02/06/2020**

Track the delivery via bpost <https://track.bpost.be/btr/web/#/search?itemCode=010541288500452621900100202872&lang=EN>

Close

3.4 The messages remain available in the outbox for 30 days. This is in accordance with the retention periods as described in chapter 10 of the General Terms and Conditions of the eIDAS qualified trust service *Aangetekende.email*.

4. Procedure for materialization and deposit at the postal operator

- 4.1 The electronic messages generated by the service (see 3.1) are printed (materialized) by Connect Solutions in unaltered form, put in envelope and deposited at the postal operator on the working day following that of the deposit of the message on the platform by the sender (date of deposit of the electronic message).
- 4.2 Connect Solutions uses bpost as a postal operator. Bpost (company number: 0214.596.464) is in possession of a license granted by BIPT.
- 4.3 The proofs of deposit of the deliveries at the postal operator are kept for 5 years by Connect Solutions

5. Pricing and invoicing

5.1 The current prices are stated on the website.

5.2 Actual usage and material are invoiced periodically. Invoices are available in electronic form within the account on DIGICONNECT.

5.3 Postage costs of bpost are for the sender's account. These are advanced by Connect Solutions and charged separately to the sender for the exact amount. No VAT is due on the calculation of these advanced costs (art. 28, 5 ° VAT code of law).

6. Liability

6.1 Connect Solutions' liability is limited to the guarantee that the submitted message is printed and deposited at the postal operator (bpost) on the working day following that of the depositing on the platform by the sender. Connect Solutions will not further follow up the delivery after being deposited at the postal operator.

6.2 Connect Solutions is not responsible for errors made by the postal operator.

6.3 The liability of Connect Solutions is in all cases limited to the price paid for the delivery.

6.4 The sender is responsible for the quality and correctness of the delivered address details and the contents of the message.

6.5 Connect Solutions is not liable for any non-recognition of printed (electronic) signatures that are present in attachments uploaded by the sender.

6.6 The sender is responsible for determining the date on which a registered delivery is to be deposited depending on the purpose of the registered delivery. Connect Solutions is not liable for cases where the registered delivery would have reached the addressee too late as a result of incorrect determination of this date by the sender.

7. Miscellaneous

7.1 Connect Solutions reserves the right to unilaterally change or supplement these additional conditions. These changes or additions will apply immediately from their publication on the Connect Solutions website. When Connect Solutions makes changes or additions to these terms, it changes the date of the "last update" at the bottom of the document.

Last update: 05-06-2020