doxit
Secure Document Exchange

- ### What is Doxit?
  Doxit is a company offering an on-line electronic document exchange service that can be used to formally deliver documents to other subscribers.

- ### Why do I need Doxit?
  Exchanging physical paper documents is slow and cumbersome. Email is insecure with no independent proof of delivery. Doxit offers fast and efficient delivery of formal documents to authenticated subscribers, while providing independent proof of delivery. Doxit does not replace email (which is still best for informal and social communication). Doxit can replace physical paper document delivery and in those situations where paper documents are still required, Doxit can be used in parallel to establish a much earlier delivery date.

- ### Why can I trust Doxit?
  Doxit uses best practice to comply with the "*Electronic Communications and Transactions Act ,2002*" and to ensure the safe handling of your sensitive information according to the "*Protection of Personal Information Act, 2013*".

- ### How do I register for the Doxit Service?
  To ensure positive identification of both sender and receiver, subscribers to the Doxit service are registered using a formal face-to-face process. Have your ID book, proof of residence and mobile phone ready. Contact Doxit to arrange for your registration. Alternatively, if you want to use the service in your capacity as a member of an organization (e.g. an employee of a company), Doxit may already have appointed a registration officer in this organization who can take care of your registration. You will be given a unique identity and password to log into the Doxit service using a web browser on your computer.

- ### What type of Document can I send with Doxit?
  You can send any document type but Doxit can only include the document in the signed delivery receipt if it is in PDF format. You can either generate the PDF document electronically (in which case you will be able to search the contents of the document), or you can scan an existing paper document.

- ### How do I use Doxit to send a Document?
  Use a web browser on a computer to open the Doxit login page at: *www.doxit.co.za*. After logging in, you will be able to upload a document, select a list of receivers and send the document to the receivers. Each receiver will be notified by email or SMS that a served document is waiting for their acceptance. You can download a receipt of the full delivery history for the document. You can optionally receive email or SMS notification when a receiver accepts receipt of a document.

- ### How do I confirm the Validity of the Receipt?
  The delivery receipt is an electronically signed PDF document . The signature can be confirmed with a recent Acrobat Reader.

- ### For how long are Documents available on Doxit?
  When you send a document, it is available on-line for 30 days, after which it is archived. The same applies for receiving a document. The index (list) of the sent and received documents can be accessed and searched on-line

for 5 years after being sent, after which it is archived. Documents can during the 5-year period (at an extra fee) be retrieved from the archive and kept on-line for another 30 days (or multiples thereof).

- ### What is a "Role"?
  When you register on Doxit, you act by default in your private capacity when logging in. You pay for the delivery of the documents you send, and you have access rights to all the documents you send and receive. However, you may want to act in a Role as a member of an Organization (e.g. a financial director of a company) when you send and receive documents. The organization can define Roles and appoint Doxit subscribers to act in these Roles. Important to note that the Organization owns the access rights to documents sent and received when someone acts in a Role, and the Organization pays for the sending of the documents. Apart from your private Role (which is always present), you can act in multiple parallel Roles.

- ### What is an "Assistant"?
  Although care has been taken to ensure that the Doxit service is easy and intuitive to use, you may not want to do all the administration work associated with sending and receiving formal documents. If this is the case, you can appoint an Assistant (another subscriber to the Service) who would be able to log in and act on your behalf.

- ### Preparing Court Documents
  Doxit includes a service to automatically prepare court documents. Separate documents can be uploaded, merged into a single document, paginated, split into volumes and indexed according to the court requirements.

- ### How do I Pay for the Doxit Service?
  Doxit is a prepaid, pay-as-you-go service in which the sender pays for the delivery of a document. During registration, Doxit opens a wallet account for you. You then pay funds into one of the Doxit bank accounts. These funds reflect as a balance in your Doxit Wallet. When sending a document in your private capacity, Doxit deducts the cost from your Wallet. A similar wallet is opened for every Organization registered on Doxit. When you act in a Role of an Organization (e.g. Managing Director of a Company), all costs are recovered from the wallet of that organization. Statements and invoices are available on-line.

- ### What does it Cost?
  Prices are available and updated from time to time on www.doxit.co.za

Contact information

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