

---

# **Document Insider - COA**

User Manual

DEEPSITE LIMITED

2025-10-21



## Contents

<b>1</b>	<b>General Information</b>	<b>3</b>
1.1	Purposes . . . . .	3
1.2	System Overview . . . . .	3
<b>2</b>	<b>Getting Started</b>	<b>4</b>
2.1	Logging on . . . . .	4
2.2	Role Types . . . . .	4
2.3	Homepage . . . . .	6
2.3.1	Quick Search Area . . . . .	8
2.4	Review Page . . . . .	9
2.4.1	Display and download the original documents and email . . . . .	9
2.4.2	Extracted Result Display . . . . .	11
2.4.3	Multiple Orders/IPC/Batches Case Support . . . . .	13
2.4.4	Ontology Result . . . . .	15
2.4.5	Extraction Validation . . . . .	16
2.4.6	Post to SAP Validation . . . . .	19
2.5	Main Functions . . . . .	20
2.5.1	Revise and Repost . . . . .	20
2.5.2	Revise Extracted Results . . . . .	20
2.5.3	Issue Report . . . . .	23
2.5.4	Validation Analysis . . . . .	26
<b>3</b>	<b>Process for Manually Uploading COA</b>	<b>28</b>
3.1	Uploading via MS Lens . . . . .	28
3.2	Uploading via Insighter Portal . . . . .	31
3.3	Check Uploaded Files Status . . . . .	33
<b>4</b>	<b>Technical Support</b>	<b>35</b>
<b>5</b>	<b>Appendix</b>	<b>35</b>
5.1	Email Limitation and Requirements . . . . .	35

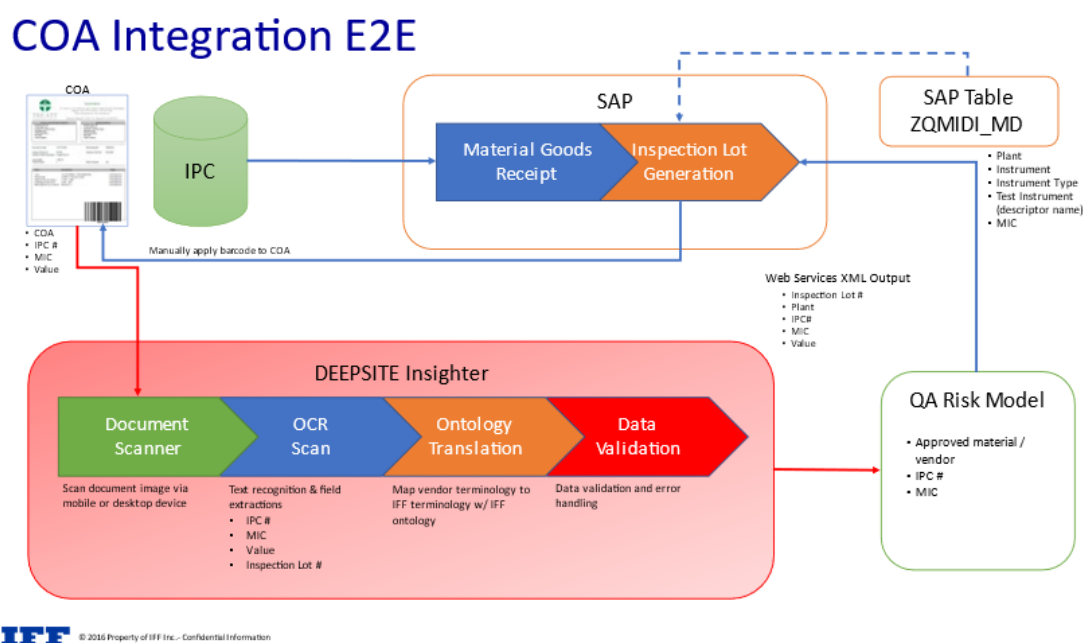
# 1 General Information

## 1.1 Purposes

This User Manual introduces the DEEPSITE Document Insider system including the interface and management functions to help users quickly log in, browse and use this system. And provide you with solutions to the problems encountered in the use of the system and how to access the resources and help.

## 1.2 System Overview

Document Insider is a digitizing solution with AI-Powered Advanced Content Intelligence that can be quickly consumed as a service providing the ability to carry out a task like reading a document, digitizing an image or a table, extracting data interested, or any other tasks related to understanding and processing content as well as analyzing data. Document Insider also provides auto validation/ontology against with the data from user's database such as enterprise SAP using the extracted data from documents. In addition, Document Insider supports user feedback and continuous learning to improve precision via the cloud-based portal.



**Figure 1:** The Workflow

## 2 Getting Started

### 2.1 Logging on

After clicking the jump icon in oFlow or enter the URL <https://document-insighter.godeepsite.com> to see the login website as shown:



**Figure 2:** Log on

Users can log in the DEEPSITE Insighter portal by clicking button ☒ “OKTA” and choosing “IFF” and then typing in their authorized account name and password

### 2.2 Role Types

Users belonging to different role types will have different permissions:

Role Type	Access	User Profile	Permission Level
Viewer	view access site	users/technicians	default
Contributor	edit/contribute access	super users	restricted

Viewer can access the portal/interface (read only) as shown in the figure below:

**Document Insider** Home Cases Analysis Upload Search with IFF

Document Mail Post Report Issue

**Cargill** CARGILL SRL-DIV AMIDI DERIV. SPEC VIA CERESTAR 1 RO ROVIGO I-45035 CASTELMASSA

3009311

**Analyse/Conformiteits Certificaat**

**Klant :** I.F.F. NEDERLAND BV  
**Adres :** ZEVENHEUVELENWEG 60  
5046 AN TILBURG - THE NETHERLANDS

**Product :** C'Dex™ 02402 **Volume (kg) :** 22480  
**Productomschrijving :** Dextrose watervrij **Ordernummer :** 40382548  
**Lotnummer :** 05276129 **Verpakkingsomschrijving :** 00000  
**Klantreferentie :** 4504112040 **Bewaartijd (mnd) :** 24  
**Productiedatum :** 08 NOV 2022 **Leveringsdatum :** 10-nov-2022

**Custprodbeschrijving :** C'Dex 02402  
**Productcode (klant) :** 04.0974  
**Producterend fabriek:** Cargill srl Div.Amidi-Der-Spec - Via Cerestar 1 - 45035 Castelmassa (RO) Italy - Tel: +39 0425 848284 Fax: +39 0425 848410

**Analyses**

Parameter	Eenheid	Resultaat	Min	Max
Vocht	%	0.2		1.0

Hierbij bevestigen wij dat deze batch overeenkomt met de vereiste kwaliteit. Testresultaten zijn binnen de afgesproken limieten.

**Conformiteit \***

Parameter	Eenheid	Min	Max
Chloride	mg/kg		50.0
Dx op d.s.	%	99.5	
Granulometrie > 500 µm	%		10.0
SO2	mg/kg		10
Sulfaat-as op d.s.	%		0.25
Totaal kiemgetal /g			300
Gisten /g			100
Schimmels /g			50

**4504112040** 08/11/22 19:47

POSTED castelmassa\_cert-unilab@cargill.com CARGILL NV

**Header**

**05276129**

IPC 00040974

Batch # 05276129

Vocht 0.2  
AEWATKFO 0.2

Chloride 50.0  
AECHLPPM 50.0

Dx op d.s. AEVCSE0

Granulometrie > 500 µm 10.0  
STMICR 10.0

SO2 10

Sulfaat - as op d.s. 0.25  
SAPPEAR1 0.25

Totaal kiemgetal /g 300  
MESPCPGT 300

Gisten /g 100  
MEYEAST0 100

Schimmels /g 50  
MEMOLDG0 50

Salmonella sp. / 25g absent  
ES025000 absent

Copyright © 2022 DEEPSITE LIMITED All Rights Reserved

**Figure 3:** Viewer Interface

Contributor can access the portal/interface and edit the extracted value as shown in the figure below:

Document Insider® Home Cases Analysis Upload Search with IFF

Document Mail Post Report Issue

3009311

### Analyse/Conformiteits Certificaat

**Klant:** I.F.F. NEDERLAND BV  
**Adres:** ZEVENHEUVELENWEG 60  
 5048 AN TILBURG - THE NETHERLANDS

**Product:** C\*Dex™ 02402 **Volume (kg):** 22480  
**Productomschrijving:** Dextrose watervrij **Ordernummer:** 40382548  
**Lotnummer:** 05276129 **Verpakkingsomschrijving:** 00000  
**Klantreferentie:** 4504112040 **Bewegartijd (mnd):** 24  
**Productiedatum:** 08 NOV 2022 **Leveringsdatum:** 10-nov-2022

**Custprodbeschrijving:** C\*Dex 02402  
**Productcode (klant):** 04.0974  
**Produceerend fabriek:** Cargill srl Div Amidi-Der-Spec - Via Cerestar 1 - 45035 Castelmassa (RO) Italy - Tel: +39 0425 848284 Fax: +39 0425 848410

Parameter	Eenheid	Resultaat	Min	Max
Vocht	%	0.2		1.0

Hierbij bevestigen wij dat deze batch overeenkomt met de vermelde kwaliteit. Testresultaten zijn binnen de afgesproken limieten.

Parameter	Eenheid	Min	Max
Chloride	mg/kg		50.0
Dx op d.s.	%	99.5	
Granulometrie > 500 µm	%		10.0
SO2	mg/kg		10
Sulfaat-as op d.s.	%		0.25
Totaal kiemgetal /g			300
Gisten /g			100
Schimmels /g			50
Salmonella sp. /25g		absent	absent
Staphylococcus aureus /g		absent	absent

\* Conformity parameters worden niet gemeten op elk lot, maar op basis van een vastgelegd analyseplan. Bij analyse, zijn de resultaten binnen de aangegeven grenzen.

4504112040 08/11/22 19:47

POSTED castelmassa\_cert-unilab@cargill.com CARGILL NV

### Header

05276129

IPC 00040974

Batch # 05276129

Vocht 0.2  
 AEWATKFO 0.2

Chloride 50.0  
 AECHLPPM 50.0

Dx op d.s.  
 AEVICSE0

Granulometrie > 500 µm 10.0  
 STHMICR 10.0

SO2 10  
 10

Sulfaat - as op d.s. 0.25  
 SAPPEAR1 0.25

Totaal kiemgetal /g 300  
 MESPCPGT 300

Gisten /g 100  
 MEYEAST0 100

Schimmels /g 50  
 MEMOLDG0 50

Salmonella sp. / 25g absent  
 ES025000 absent

Figure 4: Contributor Interface

## 2.3 Homepage

The system can archive data automatically with convenient and rich search capabilities. After logging in, click the “Home” button in the top ribbon to enter the home page, as shown.

**Document Insighter** ® Home Cases Analysis Upload

Search with document # IFF

**74,485** Email Count

**75,084** Extraction Count

**1,305** Vendor Count

61,529 results found in 26ms

Document #	Category	Status	From	Date
4504065149	COA	POSTED	a@iff.com	08/11/22 20:10
4504028995	COA	POSTED	a@iff.com	08/11/22 20:10
4504016958	COA	POSTED	a@iff.com	08/11/22 20:10
4504020117	COA	POSTED	a@iff.com	08/11/22 20:08
4504092687	COA	POSTED	a@iff.com	08/11/22 20:08
4504092687	COA	POSTED	a@iff.com	08/11/22 20:08
4504088737	COA	POSTED	fabricio.silva@iff.com	08/11/22 20:08
4504088737	COA	POSTED	fabricio.silva@iff.com	08/11/22 20:08

Copyright © 2022 DEEPSITE LIMITED All Rights Reserved

**Receive Date**  
Start date - End date

**Plant #**  
Select Values

**Document #**  
Search with document #

**IPC**  
Search with IPC

**Status** Cancel All

- ☐ POSTING 15
- ☒ POSTED 13164
- ☒ NEW 48252
- ☒ MODIFIED 110
- ☐ INVALID 13634
- ☐ IGNORED 62
- ☐ FAILED\_POST 1

Advance +

**Figure 5:** Home Button

The left filter function bar provides users with more detailed classification and filtering functions:

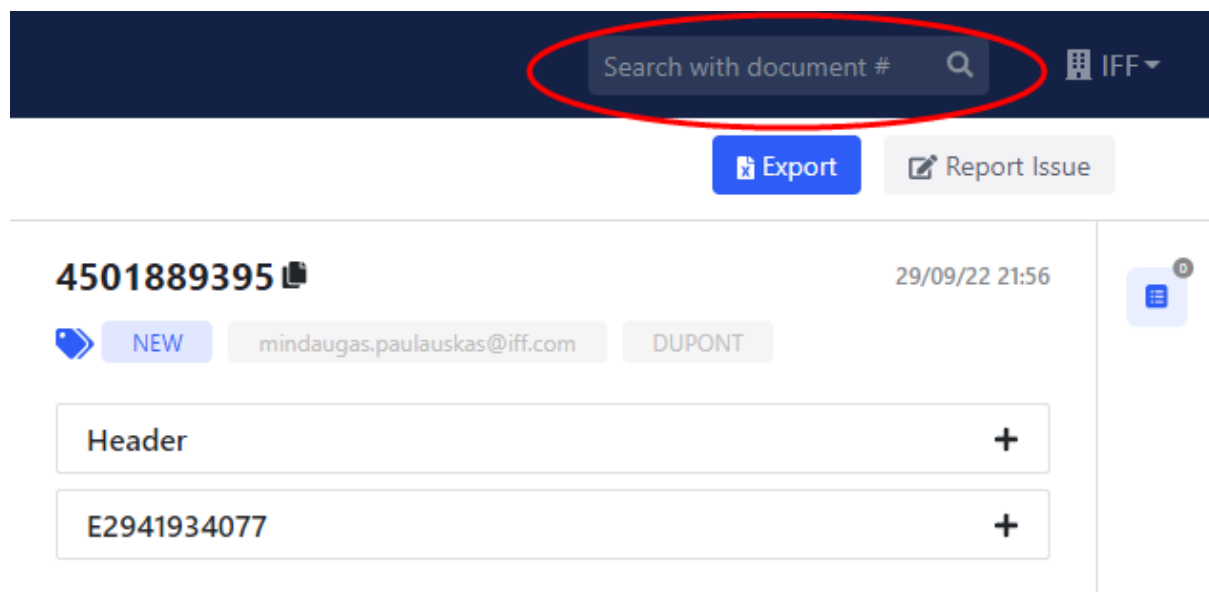
1. “Receive Date”: The email received date or uploaded date.
2. “Document #”: The number of OCR document, like PO number.
3. “Plant #”: Filter all the extractions by IFF Plant ID.
4. “IPC”: Filter all the extractions by IPC.
5. “Status”: Following up status such a “Posted”, “Modified”, etc.
6. “Vendor Name”: Filtered by vender name.
7. “Mail From/Upload By”: Filter all the extractions by User’s email address.
8. “Mail/Document”: Filtered by the type of COA(only email or email with documents attached).

<b>Receive Date</b>	
Start date - End date	
<b>Plant #</b>	
Select Values	
<b>Document #</b>	
Search with document #	
<b>IPC</b>	
Search with IPC	
<b>Status</b>	<b>Cancel All</b>
<input type="checkbox"/> POSTING	15
<input checked="" type="checkbox"/> POSTED	13164
<input checked="" type="checkbox"/> NEW	48252
<input checked="" type="checkbox"/> MODIFIED	110
<b>Vendor Name</b>	
Search for vendor	
<b>Mail From/Upload By</b>	
Search with email address	
<b>Mail</b>	
<input type="checkbox"/> Mail Only	
<input type="checkbox"/> With Document	

### 2.3.1 Quick Search Area

Users can quick access the search function at the top ribbon. After entering the PO number here, it will jump to the corresponding review page.





**Figure 6:** Quick Search Area


## 2.4 Review Page

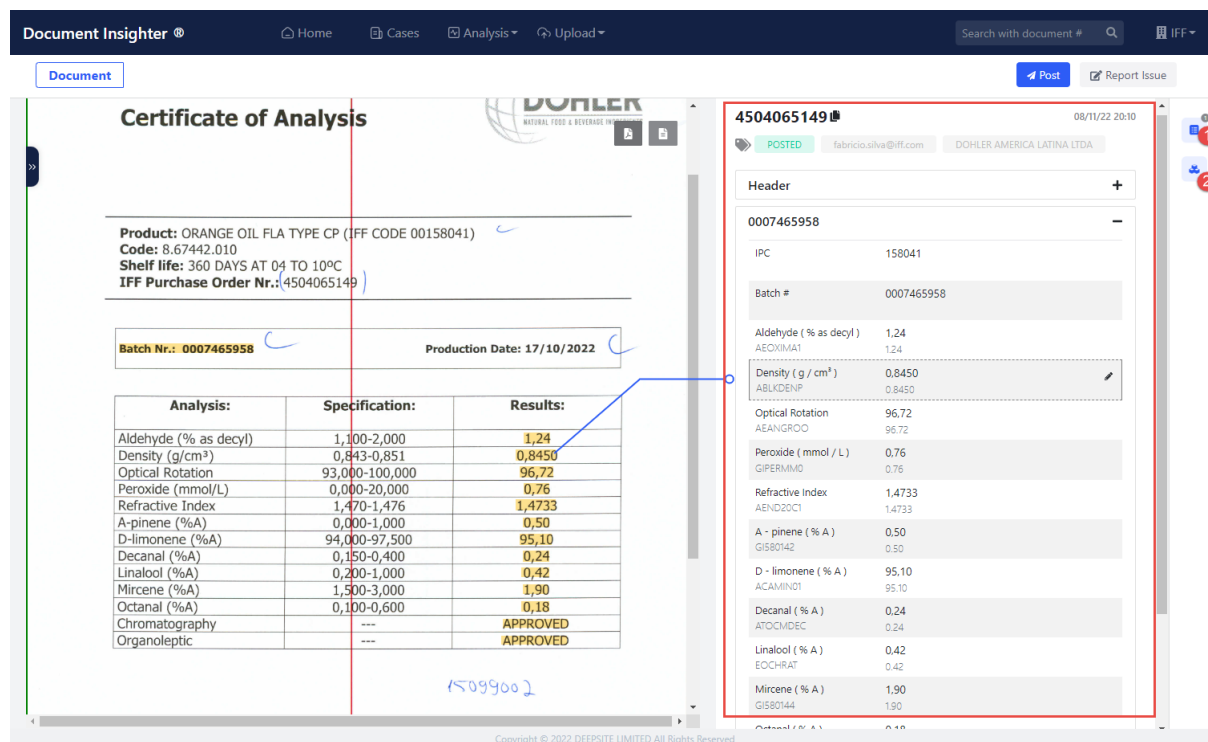
### 2.4.1 Display and download the original documents and email

After logging in, the COA document if existed and email will be shown in the left side of the page. User can also down the PDF version of the document file or the eml version of the email by clicking the download button.



## 2.4.2 Extracted Result Display

The extracted data will be shown in the right side of the page including Test parameter results and mapped Spec codes. Clicking the button  in the following picture will display the historical extracted records of the COA:



**Document Insider** | Home | Cases | Analysis | Upload | Search with document # | IFF

**Document** | Post | Report Issue

**Certificate of Analysis**

**Product:** ORANGE OIL FLA TYPE CP (IFF CODE 00158041) ✓  
**Code:** 8.67442.010  
**Shelf life:** 360 DAYS AT 04 TO 10°C  
**IFF Purchase Order Nr.:** 4504065149

**Batch Nr.:** 0007465958 ✓ **Production Date:** 17/10/2022 ✓

Analysis:	Specification:	Results:
Aldehyde (% as decyl)	1,100-2,000	1,24
Density (g/cm³)	0,843-0,851	0,8450
Optical Rotation	93,000-100,000	96,72
Peroxide (mmol/L)	0,000-20,000	0,76
Refractive Index	1,470-1,476	1,4733
A-pinene (%A)	0,000-1,000	0,50
D-limonene (%A)	94,000-97,500	95,10
Decanal (%A)	0,150-0,400	0,24
Linalool (%A)	0,200-1,000	0,42
Mircene (%A)	1,500-3,000	1,90
Octanal (%A)	0,100-0,600	0,18
Chromatography	---	APPROVED
Organoleptic	---	APPROVED

**4504065149** | 08/11/22 20:10

**Header** | +

**0007465958** | -

IPC 158041

Batch # 0007465958

Aldehyde (% as decyl) 1,24  
AEOXIMA1 1,24

Density (g / cm³) 0,8450  
ABLKDENP 0,8450

Optical Rotation 96,72  
AEANGROO 96,72

Peroxide (mmol / L) 0,76  
GIPERMMD 0,76

Refractive Index 1,4733  
AEND20C1 1,4733

A - pinene (% A) 0,50  
GIS80142 0,50

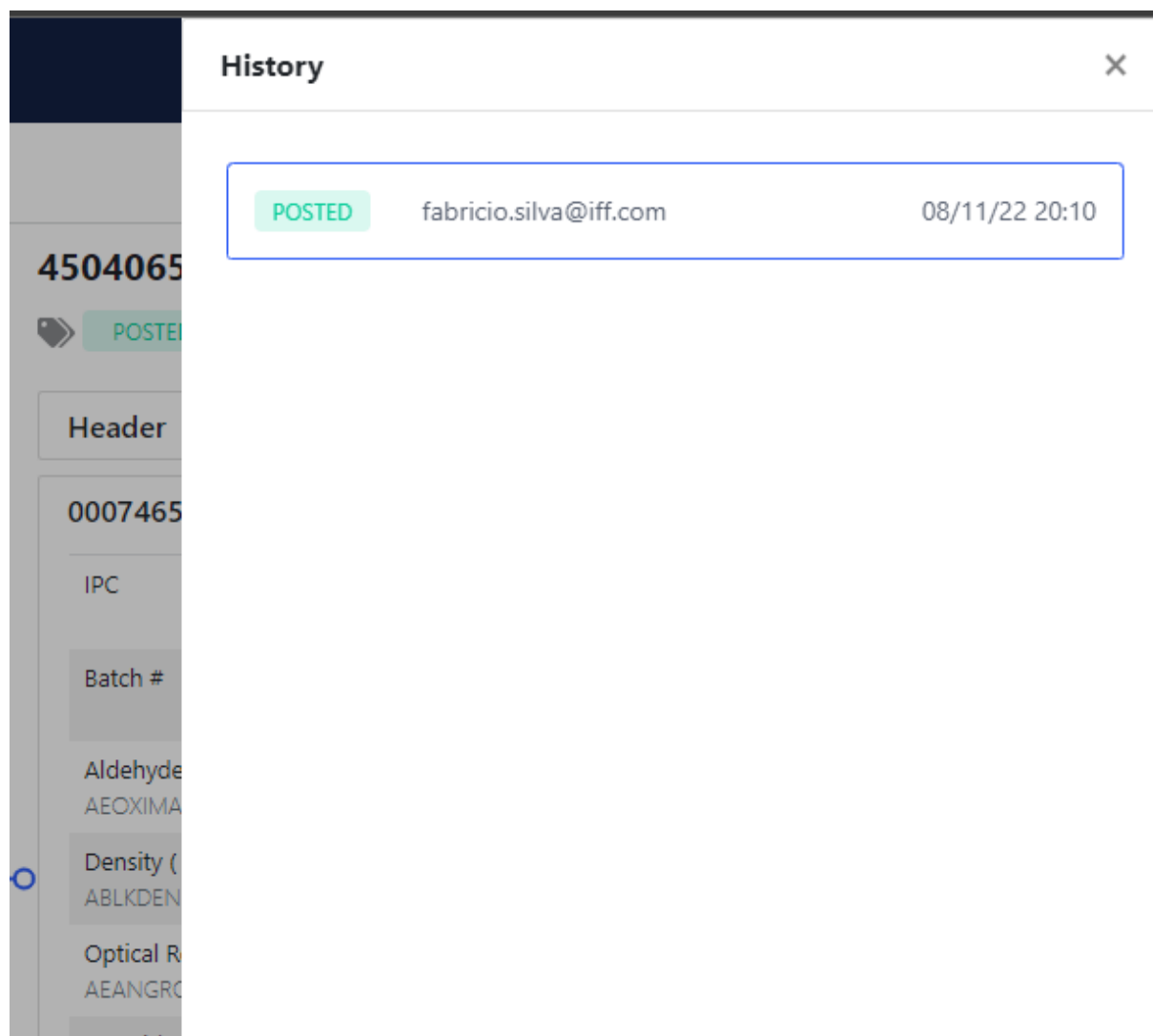
D - limonene (% A) 95,10  
ACAMIND1 95,10

Decanal (% A) 0,24  
ATOCMDEC 0,24


Linalool (% A) 0,42  
EOCHIRAT 0,42

Mircene (% A) 1,90  
GIS80144 1,90

**Figure 9:** Extracted Result



**Figure 10:** Extracted Records

Clicking the button , it will display the material/IPC's PLM\_VQDI\_IPC\_SPEC data.

### IPCs

000000000000158041 - ORANGE OIL FLA TYPE CP

#	Description	Type	Uom	Range	Char Value	Substance Code	Substance Description
ADDSUGR	ADDED SUGARS	1	g/hg	= 0.0			
ADSUGBRZ	ADDED SUGARS - BRAZIL	1	g/hg	= 0.0			
AEOXIMA1	ALDEHYDE CONTENT	1	%	1.1 - 2			
AEAWTIPO	ALDEHYDE% W/W, TITRATION	1	%	1.1 - 2			
PRALLERG	ALLERGENS PERCENTAGE	1	%	0 - 0.87		P00000034262	Citral
APPEAR	Appearance	2			CLEAR LIQUID		
ASH	ASH	1	g/hg	= 0			
GI015653	BHA %	1	%	0 - 1			
GBHA0000	BHA BY GC	2			NON-DETECTED		
GP015653	BHA PPM	1	ppm	< 1			
GP008231	BHT (PPM)	1	ppm	< 1			
CALCIUM	CALCIUM	1	mg/hg	= 0			
CALORIES	CALORIES	1	kC/hg	= 0.0			
CALORFF	CALORIES FROM FAT	1	kC/hg	= 0			
CARBOHYD	CARBOHYDRATES	1	g/hg	= 0.0			
AECARBNO	CARBONYL% (241C)	1	%	1.1 - 2			

Figure 11: PLM\_IPC\_SPEC Panel

### 2.4.3 Multiple Orders/IPCs/Batches Case Support



After the system enhancement and upgrading, Document Insighter supports users email or upload COA documents with multiple batches/IPCs/orders/PDF files in a mail now. The system will divide the extraction results from the same email but different orders into different extractions and presented separately on the portal.

The screenshot displays the Document Insider application interface. On the left, a 'Document' tab is active, showing a 'BEDOUKIAN CERTIFICATE OF ANALYSIS' for 'TRIDECANAL'. The certificate includes product details, test results, and a table of test data. On the right, an 'Email Extractions' panel is open, showing a list of email extractions. A red box highlights the 'Multiple Order in One Mail Case' header. Two rows are visible, each with a 'NEW' button and a '1st Order' or '2nd Order' label. The first row is for order 4503642260 and the second for 4503675896, both from customerservice@bedoukian.com on 24/02/22 at 22:01.

Order ID	Order Type	Email Address	Date/Time
4503642260	1st Order	customerservice@bedoukian.com	24/02/22 22:01
4503675896	2nd Order	customerservice@bedoukian.com	24/02/22 22:01

Test	Qualifier	Result	MinValue	MaxValue
Purity (%) by GLC		99.2		96.0
Refractive Index @ 20 deg C		1.437		1.433
Specific Gravity @ 25 deg C		0.830		0.826
Acid Value (mg KOH/g)		0.7		
Appearance	colorless to pale yellow	OK		
Odor	Conforms to Standard	OK		

**Figure 12:** Multi Orders Case

Click the button , user can review all the extractions from different orders but in one email. Click the button , the pdf document browser window on the left will automatically jump to the current extraction(current order) and highlight the corresponding pages.

**BEDOUKIAN CERTIFICATE OF ANALYSIS**  
RESEARCH  
6 Commerce Drive, Danbury, CT 06810 USA  
Tel: 203-830-4000 Fax: 203-830-4010  
www.bedoukian.com

Date Printed: Jan 21, 2021

Product Name: TRIDECANAL CAS #: 10486-19-8 FEMA#: 4335

Product Code: 287 Lot Number: 2021021-0037  
Manufacture Date: Jan 21, 2021  
Analysis Date: Jan 21, 2021  
Expected Shelf Life: 12 months

Storage Condition: ROOM TEMP  
Test Container: T00FPAI  
Customer's P.O.#: 4503642260  
Customer's Product Code: 00013525

Test	Qualifier	Result	MinValue	MaxValue
Purity (%) by GLC		99.2	96.0	99.9
Refractive Index @ 20 deg C		1.437	1.433	1.440
Specific Gravity @ 25 deg C		0.830	0.826	0.833
Acid Value (mg KOH/g)		0.7		5.0
Appearance	colorless to pale yellow	OK		
Odor	Conforms to Standard	OK		

4503642260 Multiple Batches Case 22/01/21 07:22

AUTO NEW @bedoukian.com

BEDOUKIAN RESEARCH INC.

Header +

2021021-0037 Batch 1 +

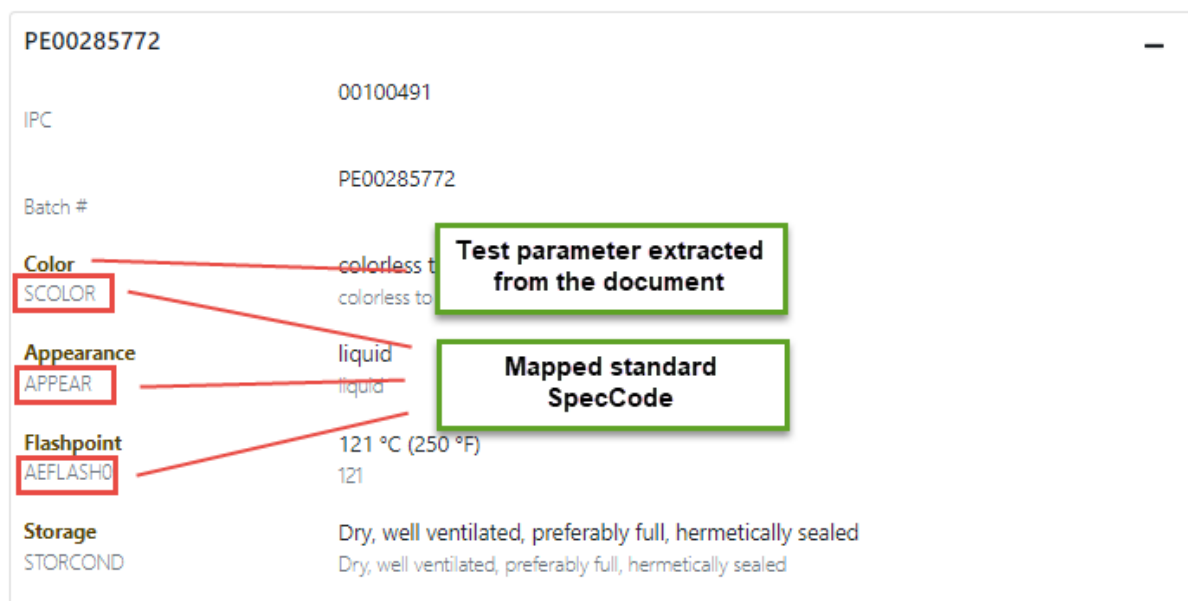
2020269-0001 Batch 2 +

2021006-0026 Batch 3 +

**Figure 13:** Multi Batches Case

## 2.4.4 Ontology Result

The contents in the following picture with the red box show the extracted test parameters in vendor's COA document. Our ontology engine will map it to the IFF MIC SpecCode automatically.

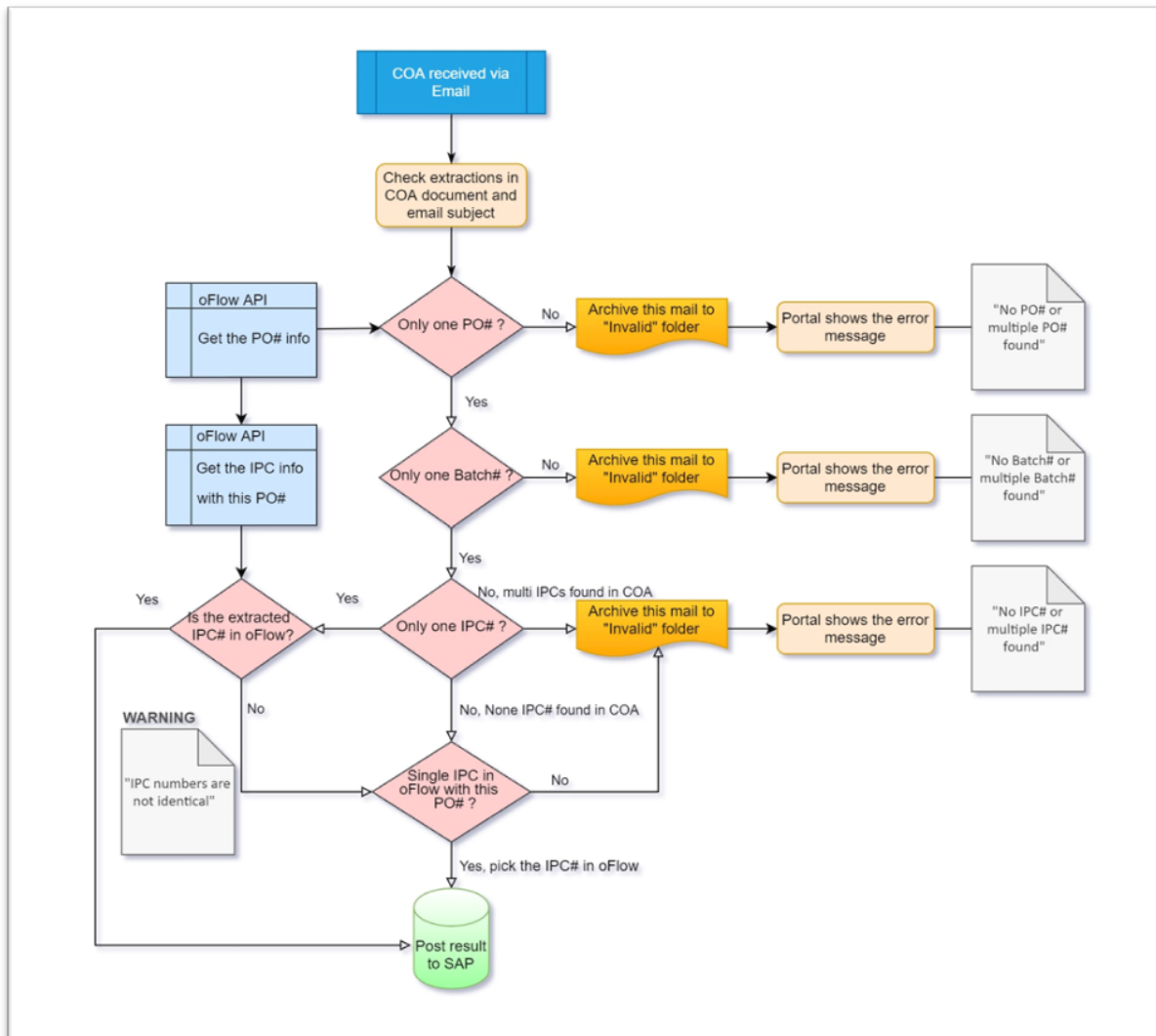


**Figure 14:** Ontology Results

## 2.4.5 Extraction Validation

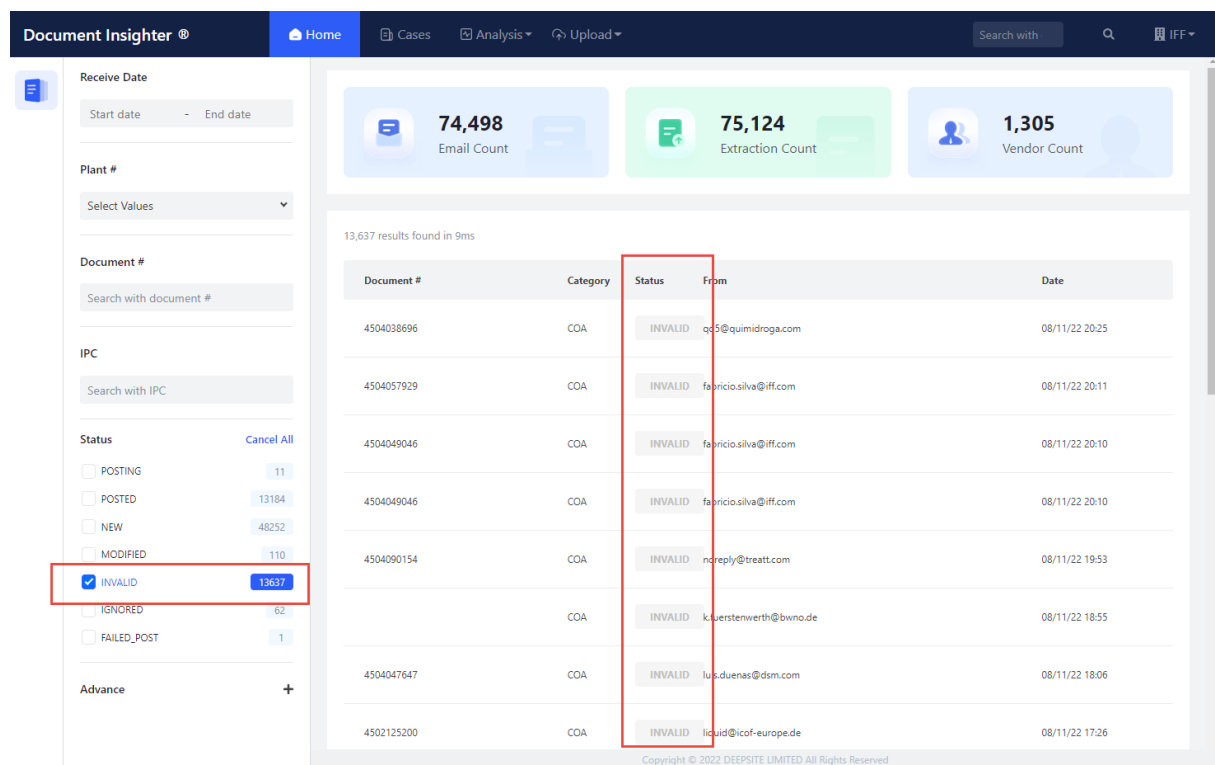
Before posting the result to SAP, the system considered three main factors to do the validation: PO #, IPC # and Batch#. The following diagram shows the validation logic:





**Figure 15:** Validation Logic

Users can find all the archived “Invalid” mails in the portal homepage through the Status Filter:



**Figure 16:** Invalid Folder

Click the extraction to enter the review page, then the specific Error Message shows at the top of the “Text Result” in red, which include the following possible cases:

- No PO number found.
- No Batch number found
- No IPC number found
- No COA Document is attached.

The screenshot displays the Document Insider interface. On the left, a sidebar shows 'Document' and 'Mail' tabs. The main area displays a 'BILL OF LADING' document for 'olam food ingredients oti'. The document includes fields for 'From' (Olam Food Ingredients Inc., CA 94022, US), 'To' (100 West Crosby Street, Canton, TX 75022, US), 'Bill of Lading Number' (4504065276), and 'Shipment Number' (100014781). A red circle highlights the 'BILL OF LADING' title. On the right, a sidebar shows the document number '4504065276' and a date '27/10/22 06:21'. A red circle highlights an error message: 'No COA Document is attached.' The interface also includes buttons for 'Post', 'Export', and 'Report Issue'.

**Figure 17: Error Message Display**

#### 2.4.6 Post to SAP Validation

The system also supports customized result validation and converting before posting to SAP, these features include:

1. Number format converting Some vendors may use different number format such as “1,234.56”, “1.234,56” or “.78”, the system will convert these number to a SAP acceptable format and then post them to SAP.
2. Unit Validation for Quantitative MICs For the Test Parameters, vendors may use different unit to show the test result, the system will check the consistency with IFF MIC Master Data. If it is not identical, an error message like “UOM ‘mg’ not match ‘kg’ ” will be posted to SAP together with the extraction result.
3. Result Validation for Qualitative MICs According to the MIC\_Selected\_codes, the system will validate the result of each mapped Qualitative MIC. After validation, transform the result to SAP acceptable format, for example: “Complies” -> “Pass Confirm to Standard”

## 2.5 Main Functions

### 2.5.1 Revise and Repost

When user click the extracted data, the system will highlight the related text in the document in blue color to help user check the result quickly.

**Document Insighter** | Home | Cases | Analysis | Upload | Search with | IFF

**Document** | Post | Report Issue

**Product:** ORANGE OIL FLA TYPE CP (IFF CODE 00158041) ✓  
**Code:** 8.67442.010  
**Shelf life:** 360 DAYS AT 04 TO 10°C  
**IFF Purchase Order Nr.:** 4504065149

**Batch Nr.:** 0007465958 ✓ **Production Date:** 17/10/2022 ✓

Analysis:	Specification:	Results:
Aldehyde (% as decyl)	1,100-2,000	1,24
Density (g/cm³)	0,843-0,851	0,8450
Optical Rotation	93,000-100,000	96,72
Peroxide (mmol/L)	0,000-20,000	0,76
Refractive Index	1,470-1,476	1,4733
A-pinene (%A)	0,000-1,000	0,50
D-limonene (%A)	94,000-97,500	95,10
Decanal (%A)	0,150-0,400	0,24
Linalool (%A)	0,200-1,000	0,42
Mircene (%A)	1,500-3,000	1,90
Octanal (%A)	0,100-0,600	0,18
Chromatography	---	APPROVED
Organoleptic	---	APPROVED

**4504065149** | 08/11/22 20:10  
 POSTED | fabricio.silva@iff.com | DOHLER AMERICA LATINA LTDA

**Header** | +

**0007465958** | -

IPC: 158041

Batch #: 0007465958

Aldehyde ( % as decyl ) : 1,24  
 AEOXIM1 : 1,24

Density ( g / cm³ ) : 0,8450  
 ABLKDBNP : 0,8450

Optical Rotation : 96,72  
 AEANGROO : 96,72

Peroxide ( mmol / L ) : 0,76  
 GIPERM10 : 0,76

Refractive Index : 1,4733  
 AEND20C1 : 1,4733

A - pinene ( % A ) : 0,50  
 GISB0142 : 0,50

D - limonene ( % A ) : 95,10  
 ACAMIN01 : 95,10

Decanal ( % A ) : 0,24  
 ATOCMDEC : 0,24

Linalool ( % A ) : 0,42  
 EOCHRAT : 0,42

Mircene ( % A ) : 1,90  
 GISB0144 : 1,90

15099002  
 Leonardo Silva  
 08 NOV 2022

DOHLER AMERICA LATINA  
 Quality Control  
 28/10/22


Copyright © 2022 DEEPSITE LIMITED All Rights Reserved


**Figure 18:** Auto Highlight


### 2.5.2 Revise Extracted Results


User can open the edit panel to revise the extracted results by clicking the edit icon.

[Post](#) [Report Issue](#)


**4504065149**  08/11/22 20:10

 **POSTED** [fabricio.silva@iff.com](#) [DOHLER AMERICA LATINA LTDA](#)

**Header** 

**0007465958** 

IPC	158041
Batch #	0007465958
Aldehyde ( % as decyl )	1,24
AEOXIMA1	1.24
Density ( g / cm <sup>3</sup> )	0,8450
ABLKDENP	0.8450
Optical Rotation	96,72
AEANGROO	96.72
Peroxide ( mmol / L )	0,76
GIPERMM0	0.76
Refractive Index	1,4733
AEND20C1	1.4733
A - pinene ( % A )	0,50
GI580142	0.50
D - limonene ( % A )	95,10
ACAMIN01	95.10
Decanal ( % A )	0,24
ATOCMDEC	0.24
Linalool ( % A )	0,42
EOCHRAT	0.42
Mircene ( % A )	1,90
GI580144	1.90



**Figure 19:** Reivse Icon

User can change the default mapped code to others if it is not correct or just leave it blank if it is not the critical one, also can revise the test value extracted.

**Edit Field**

Attribute: Appearance

Mapped: APPEAR

Value: SAPPEAR1, APPEAR

Value (Transformed): liquid

Save

**Figure 20:** Reivse Results

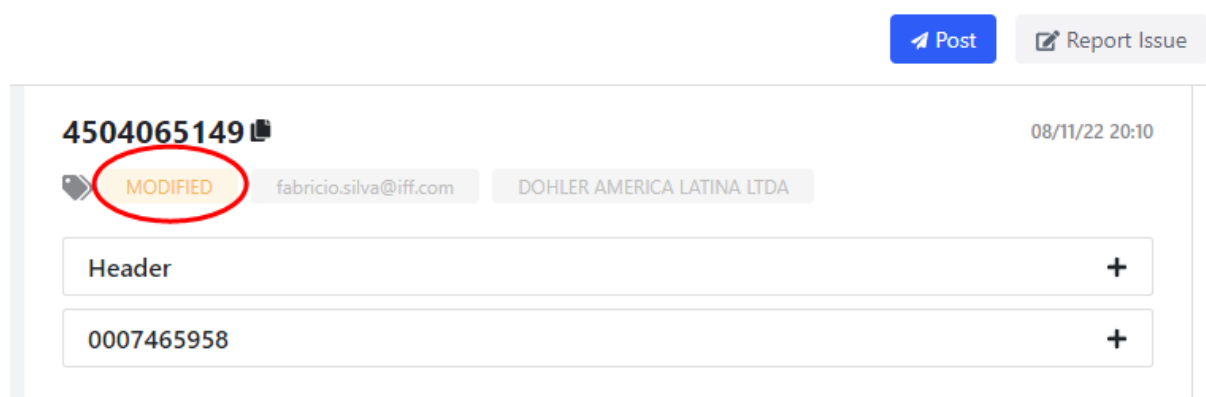
After clicing the “Save” buttton, there will be a green ticker icon appeared behind the item user edited before. When you hover the mouse on the icon, it will show the last revise record information.

Optical Rotation	96,72
AEOPTR00	96.72
Peroxide ( mmol / L )	0,76

Last reviewed by quality.test.coa@godeepsite.com, @ 2022-11-08 21:00:09

**Figure 21:** Reivse Record

Once the modification has been stored, the status will be changed from ‘New’ to ‘Modified’. And the system will repost the revised result to the SAP automatically.



**Figure 22:** Extract Status

### 2.5.3 Issue Report

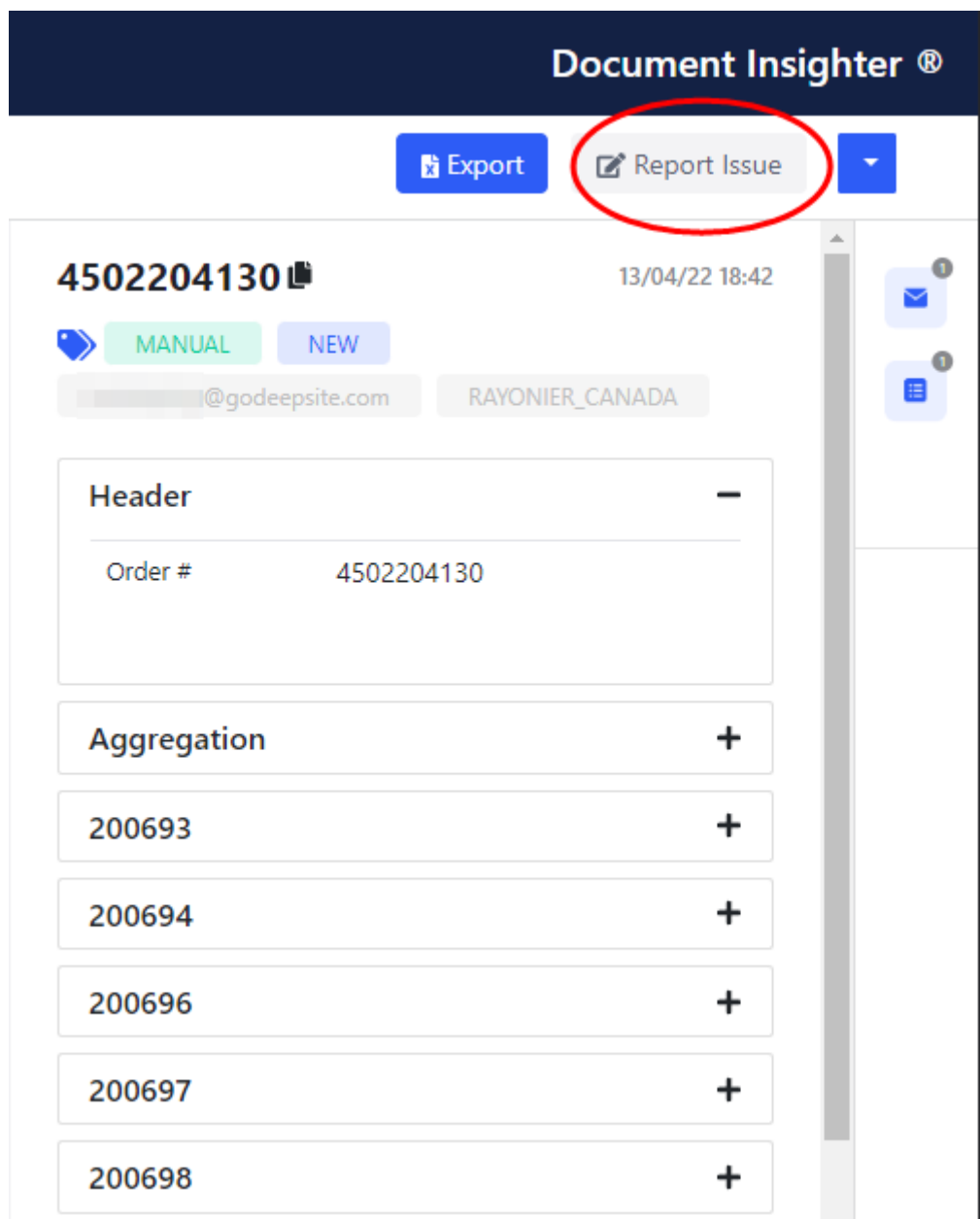
For most cases, even in some new formats, our A.I. engine can automatically detect and extract the tables and data points that users are interested in. For some processing failure cases, the system needs to collect samples in order to finetune the model and continuously optimize model performance. The system will collect user feedback on extraction issues in the following ways:

1. Send email directly to [support@godeepsite.com](mailto:support@godeepsite.com) for issues like:

- 1 \* Cannot access the Insider web portal
- 2 \* Insider system related question or queries
- 3 \* Or other general issues

2. Report issue for a specific COA document:

- 1 Report issue manually by clicking the "Report "Issue button. Pick an issue category, like "IPC/"Extraction and leave your comment in the dialog.




**Figure 23:** Report Issue Button



The screenshot shows a 'Report Issue' modal window overlaid on a document titled 'Certificate of Analysis'. The document is from Dow and includes fields for Date (2021-04-15), Product Number (0000062746), and Product Name. The modal form has a title bar with a close button (X). The main text inside the modal says 'Please select category, and type comment to report issue'. Below this, there is a 'Category' dropdown menu, an 'Order #' dropdown menu, and a 'Comment' text area. A blue 'Submit' button is at the bottom of the modal. The background document is partially visible, showing the Dow logo and some text.

**Figure 24:** Report Issue Options

3. Users can check the status of following up and review all the support cases/issues they reported by clicking the button  to open the “My Support Cases” page.

The screenshot shows the Document Insighter - COA interface. At the top, there is a search bar with the text "Search with document #" and a magnifying glass icon. To the right of the search bar is a dropdown menu labeled "IFF" with a downward arrow. Below the search bar, there is a blue button labeled "Expo". To the right of the "Expo" button is a settings menu with the following items: "Settings", "Subscription Usage", "My Upload Log", "My Support Cases" (highlighted with a red box and a red circle with the number 1), "NB COA User Manual", "quality.test.coa@godeepsite.com (iff)", and "Sign out".

Below the settings menu, there is a header section with the text "4560046315" and a "NEW" button. To the right of the "NEW" button is the email address "portal.test.nbcoa@godeepsite.com" and the text "RAYONIER\_TARTAS".

Below the header section, there is an "Aggregation" section with a "Test Parameters" table. The table has columns for "Avg" and "Min". The data is as follows:

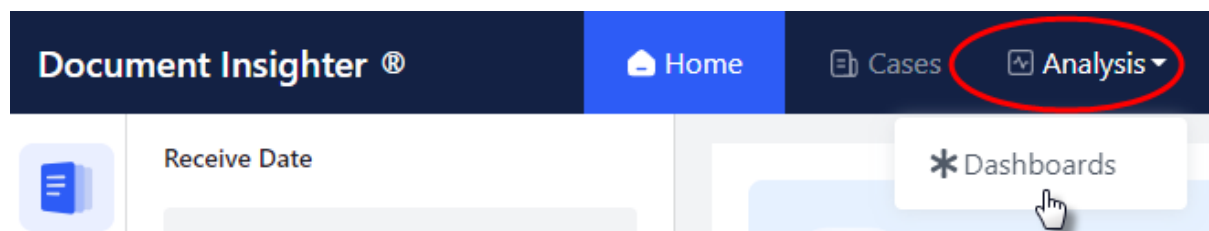
	Avg	Min
Moisture Content ( % ) Moisture ( % )	6.98	6.96
Basis Weight OD ( g / m2 ) Basic Weight	840	840
ISO Brightness ( % ) Brightness	84.7	84.5
Thickness ( mm )	1.66	1.65
Calculated alphacellulose ( % )	95.4	95.4

**Figure 25:** My Support Cases

- 1 \* The system will forward **this** issue to our Technical Support team, the team will follow up on the issue, and update you within 4 days.

#### 2.5.4 Validation Analysis

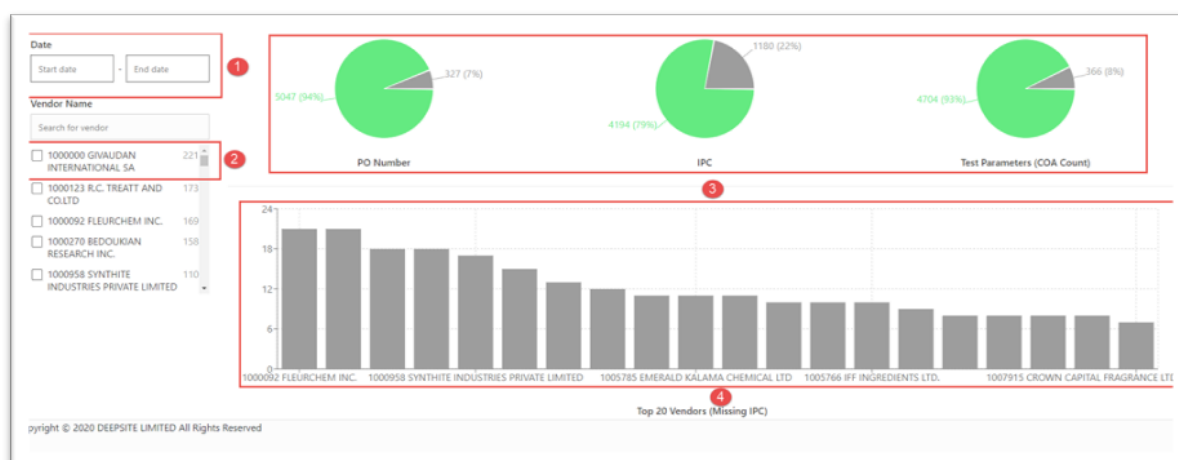
Clicking the "Analysis" button, the system will provide the results based on existing data analysis, including vender performance and mic performance(need the Management User Role granted first).



**Figure 26:** Analysis Function

#### COA Vendor Performance:

- ☒ filter the performance results by date
- ☒ filter the performance results by vendor
- ☒ Online statistical pie charts for:
  - Missing PO or\* IPC cases
  - No Test Parameter found
  - The proportion of failures of MIC ontology
- ☒ Top 20 vendors, we cannot extract IPC number (not exist) in their COA documents.

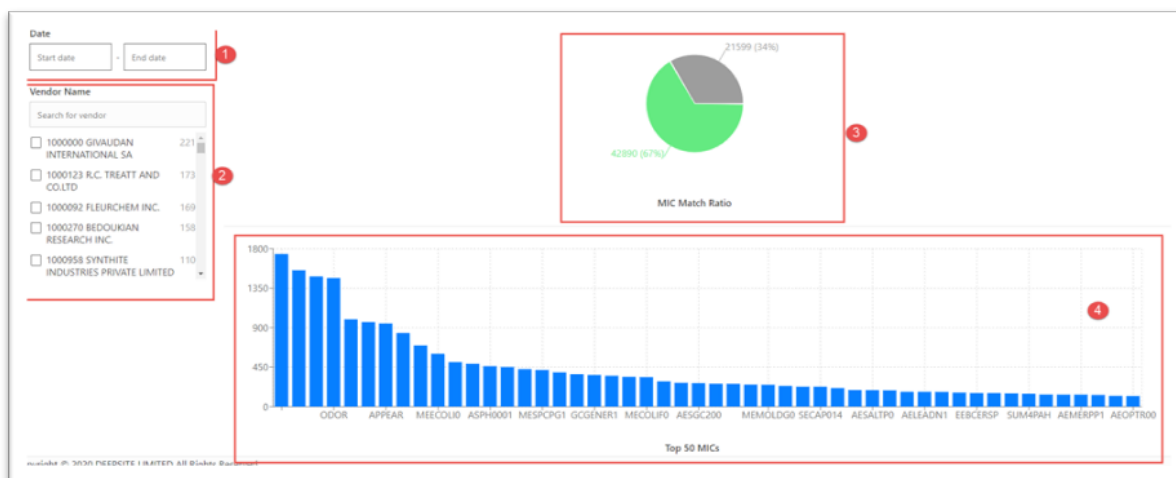


**Figure 27:** Vendor Performance Dashboard

#### COA MIC Performance:

- ☒ filter the performance results by date
- ☒ filter the performance results by vendor
- ☒ The proportion of the cases that the map/ontology cannot match to the appropriate IFF MIC specCode in all of the samples showed in the pie chart.

- ☒ Top 50 MICs, which system can not map them to the IFF MIC specCode.



**Figure 28:** MIC Performance

### 3 Process for Manually Uploading COA

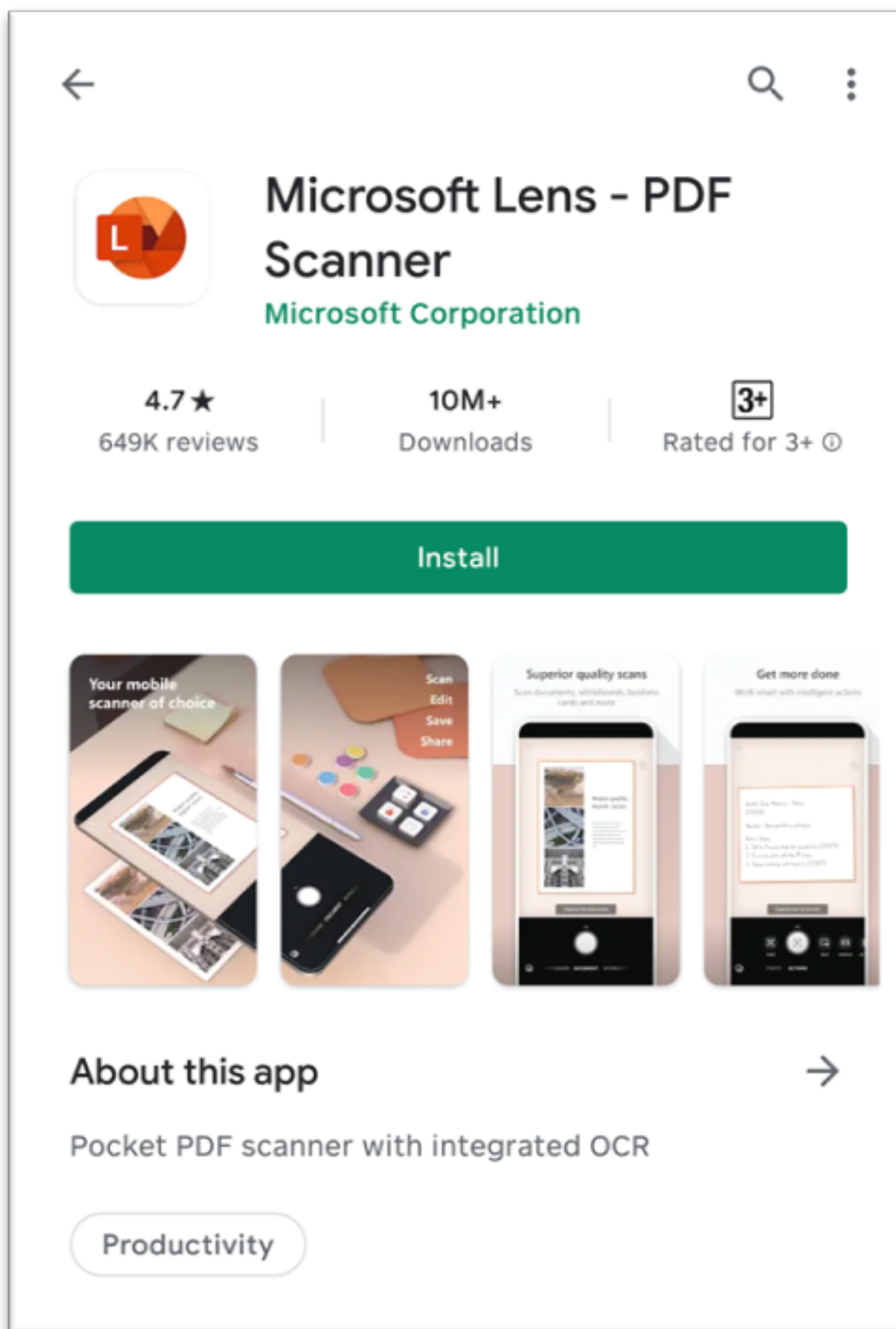
The system support users upload the COA document manually through the following methods:

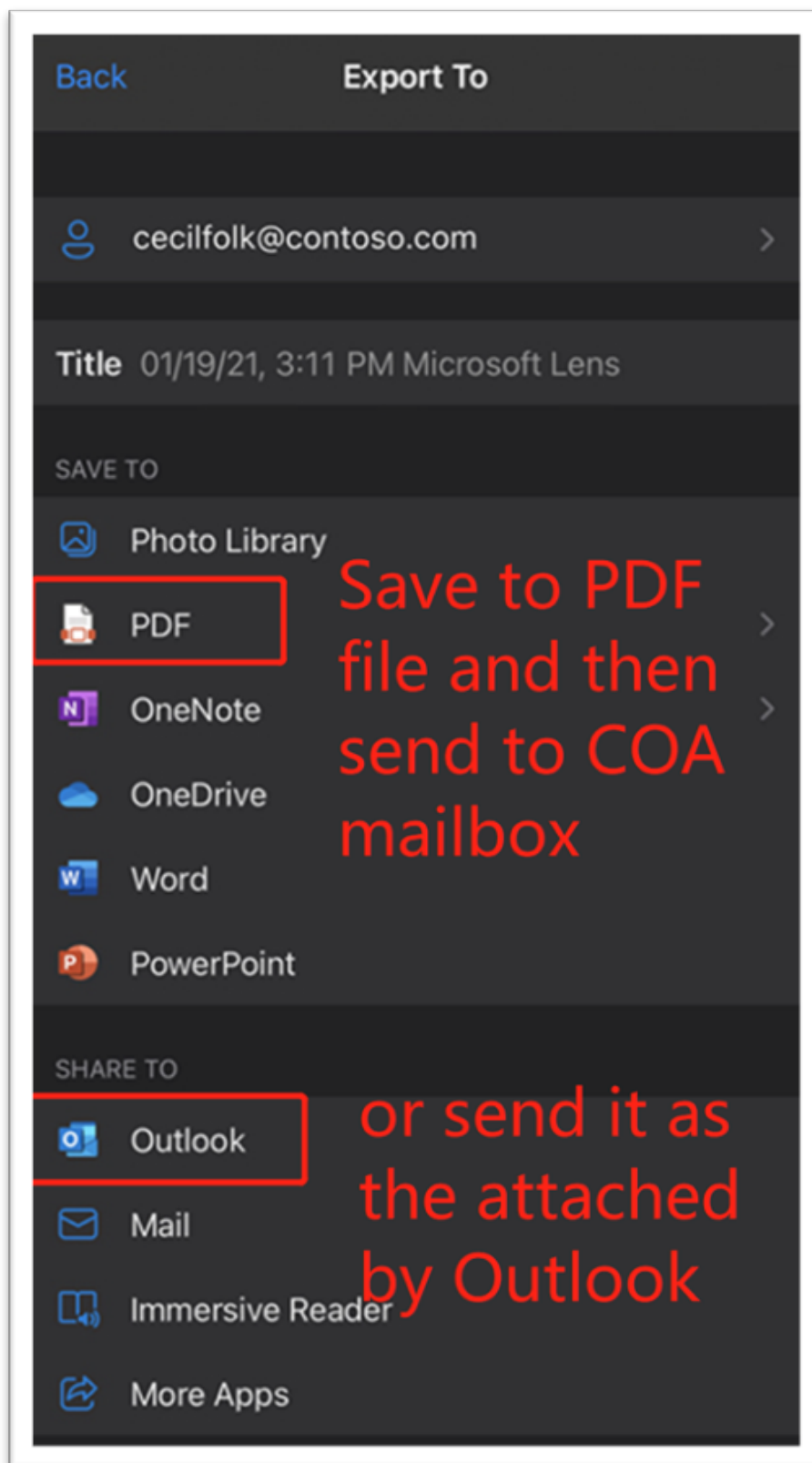
- Scan the document by desktop Scanner and send to COA processing mailbox
- Scan the document by MS Lens or MS Office Mobile App and share to COA processing mailbox
- Upload the PDF version of COA documents via the Insighter portal upload function

#### 3.1 Uploading via MS Lens

Users can install the Microsoft Lens in the iOS or Android App store, and here are MS official User Guide for reference:

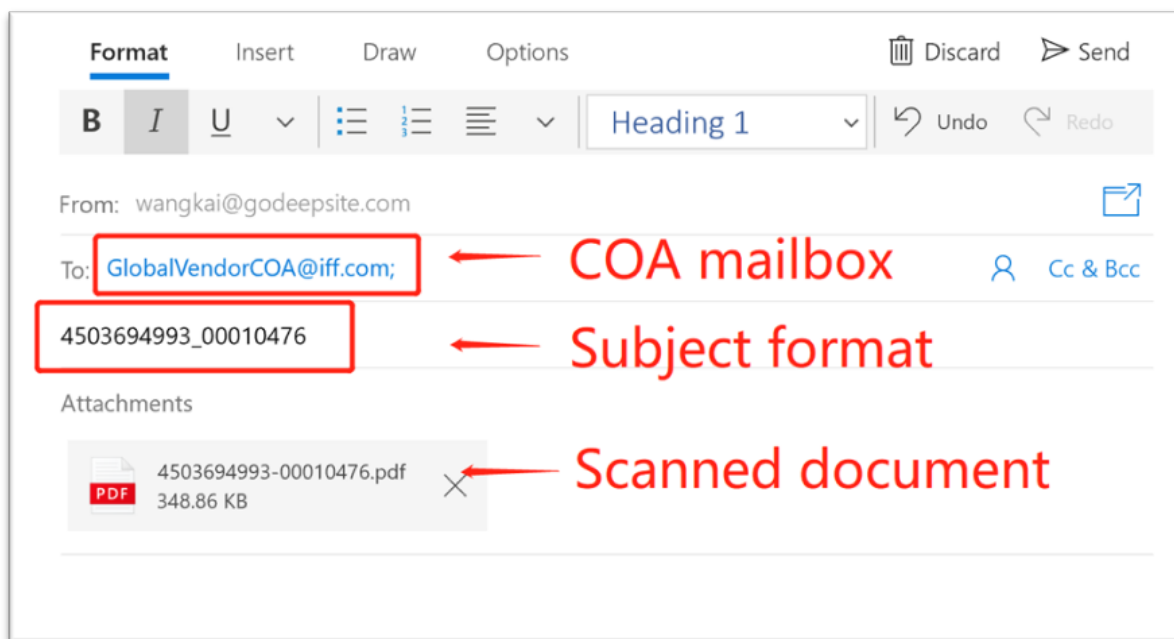
- Microsoft Lens for Android
- Microsoft Lens for iOS

**Figure 29:** Install App



**Figure 30:** Sacn and Save to PDF

After scanning, users can send the image version or PDF version of scanned copy to the mailbox GlobalVendorCOA@iff.com. Please make sure you have read the **Email Limitation and Requirements** in section 5 Appendix of this User Guide before sending the mail and write PO#, IPC# clearly in the subject of the email.



**Figure 31:** Send to COA Mailbox

### 3.2 Uploading via Insighter Portal

On the homepage of the Insighter portal, users can click the “Upload COA” button to manually upload the COA documents:

The screenshot shows the Document Insider portal interface. The top navigation bar includes 'Home', 'Cases', and 'Upload' (circled in red). The sidebar on the left contains filters for 'Receive Date', 'Inbox', 'Document #', 'Status', 'Tags', and 'Vendor Name'. The main content area displays a table of 215 results found in 7ms. The table has columns for Document #, Category, Status, From, and Date. The table shows several documents with status 'NEW' and category 'NB COA'.

Document #	Category	Status	From	Date
	NB COA	NEW	...	18/10/22 17:21
	NB COA	NEW	...	03/10/22 17:02
	NB COA	NEW	...	03/10/22 16:56
	NB COA	NEW	...	03/10/22 16:56
	NB COA	NEW	...	03/10/22 16:56
	NB COA	NEW	...	29/09/22 21:56
4501889395	NB COA	NEW	mindaugas.paulauskas@iff.com	29/09/22 21:56

**Figure 32:** Uploading via Portal

Users can drag or choose the PDF file to upload the document, ☒ The system will try to extract the PO# and IPC from the title of the file automatically if the title format is “PO#\_IPC ”, for example 4500001234\_00001234. ☒ Users can also delete the files from the uploading list. ☒ Once the list is ready, click the “Upload” button to complete the uploading process.

Please note that:

- Only PDF files are accepted now.
- Users can choose up to 10 documents at once.
- The system tries to read order #, IPC, and batch # from the document automatically. If the above information is not present in the document, please fill them in the list below.



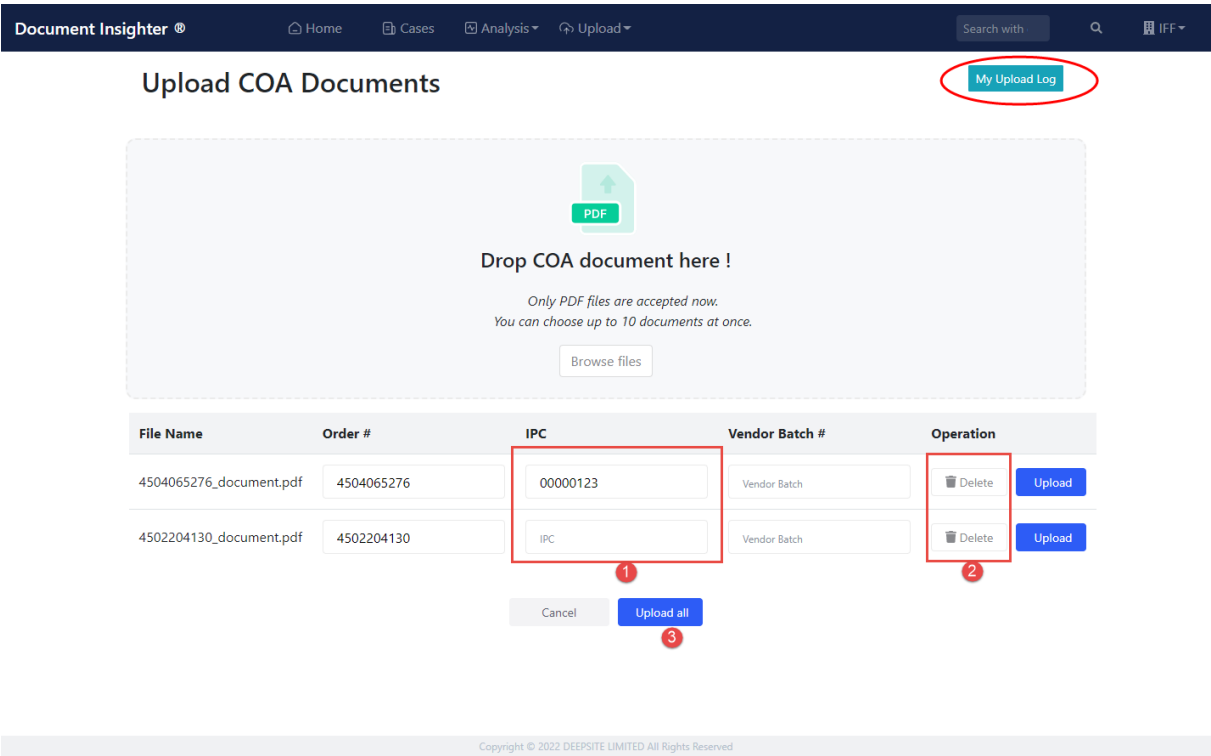
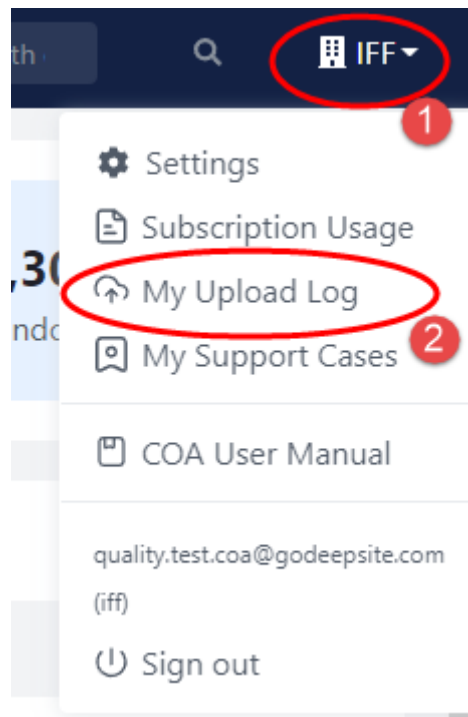


Figure 33: Input Order# and IPC

3.3 Check Uploaded Files Stauts

On the homepage of the Insighter portal, users can click the “Account” button, then click “My Upload Log” to review all the process status of COA documents they uploaded before:



**Figure 34:** My Upload Log

Document Insighter ® Home Cases Analysis Search with DeepSite English

Status

- ☐ UPLOADED
- ☐ PROCESSING
- ☐ COMPLETED
- ☐ FAILED

### Upload Logs

Date	Category	Status	Filename	Metadata	ExtractionsExtractions
26/04/22 18:54	COA	COMPLETED	4503651260_document.pdf	• poNumber: 4503651260	<a href="#">Quick view</a>
24/04/22 00:45	COA	COMPLETED	4503965090_document.pdf	• poNumber: 4503965090	<a href="#">Quick view</a>
19/04/22 13:40	COA	COMPLETED	4503964391_document.pdf	• poNumber: 4503964391	<a href="#">Quick view</a>
10/04/22 01:00	COA	COMPLETED	4503922660_document.pdf	• poNumber: 4503922660	<a href="#">Quick view</a>
09/04/22 23:56	COA	COMPLETED	4503894844_document.pdf	• poNumber: 4503894844	<a href="#">Quick view</a>

Showing 61 - 65 of 65 items. 1 3 4

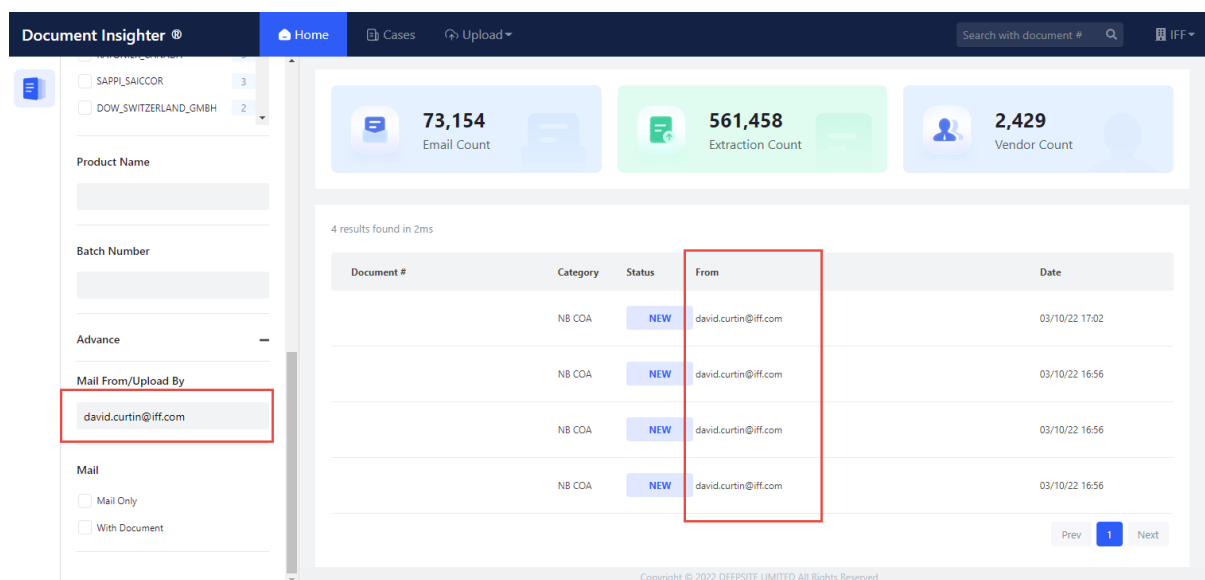
**Figure 35:** Document Upload Status

Please note that:

- After uploading the file, if the status is “UPLOADED” means that the system has received the

document user uploaded successfully.

- A moment later(around 5 mins), refresh the page, the status will become “COMPLETED”, users can check and view the processed results through the filtering function on the homepage. Input your email address to check all your uploaded file and the corresponding results:



**Figure 36:** Check Uploaded Files

## 4 Technical Support

Help desk information including responsible technical contact phone numbers for assistance is currently available at the following period.

- Phone Support: 9:30 – 18:00 HKT, Mon to Fri
- Email Support (service desk connected): 24-Hours as per Section 3.3 of this agreement.

## 5 Appendix

### 5.1 Email Limitation and Requirements

- Do not send the same COA document to this mailbox multiple times.
- Please note that globalvendorcoa@iff.com email address is only for COA results extraction. This email address is connected with our automated extracting system. Our colleagues are not checking the query emails here.

- If you have any COA related question or queries, please contact VQ\_COO\_MRC mailbox.
- Please note that our system can read PDF/JPG/PNG/TIF format and the COA documents should be attached directly to the email. The size of one e-mail can't exceed 5MB. Our system is not able to open attached emails and Zip folders.
- The recommended email title format for single batch case is: PO number \_ IPC number, for example 4500001234\_00001234.
- If you would like to submit or email multiple COA documents/PO Numbers/IPC numbers/Batch numbers, please make sure that the PDF document should contain **IFF PO number, IFF IPC(Material) Number and Batch Number for each test batch.**