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# **Document Insider - NB COA**

User Manual

DEEPSITE LIMITED

2025-10-21



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## **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.

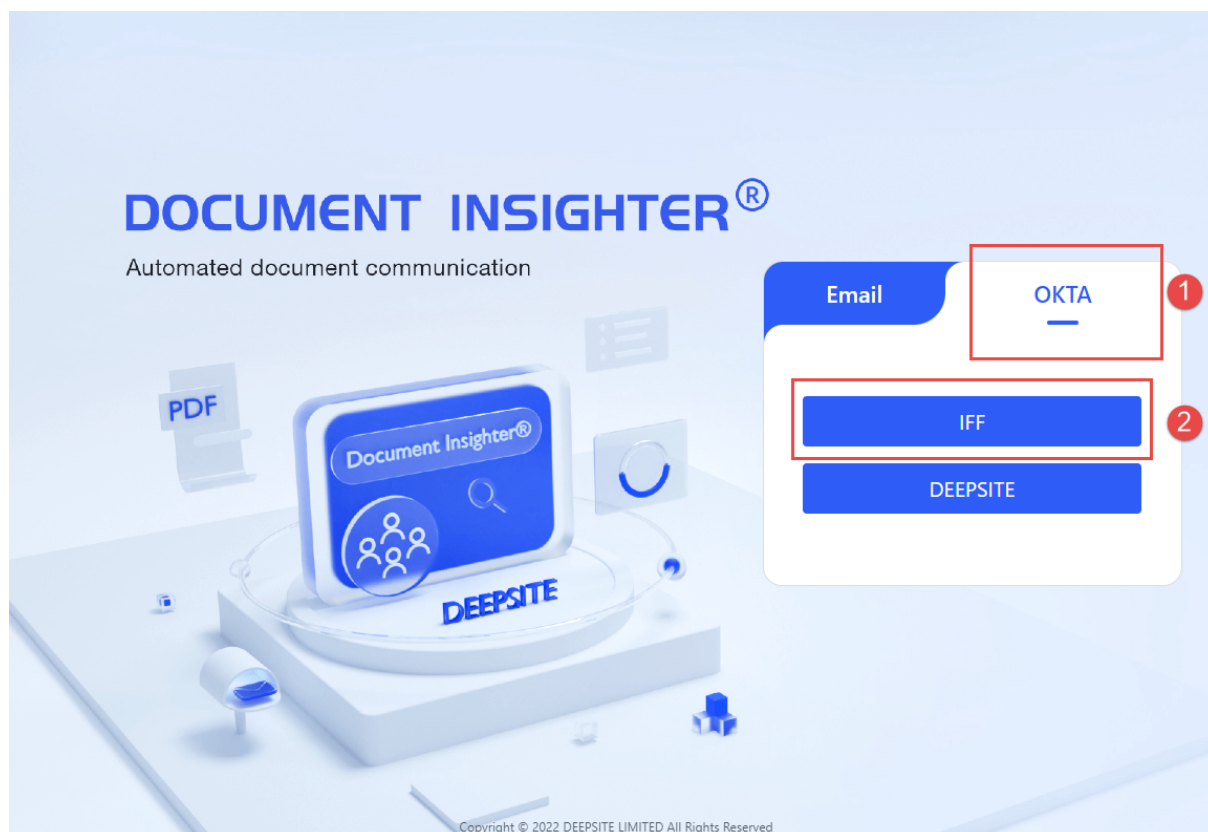
### **1.2 System Overview**

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.


## **2 Getting Started**

### **2.1 Logging on**

Open the browser and enter the URL <https://document-insighter.godeepsite.com> to visit the login website as shown:



**Figure 1:** Log on

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

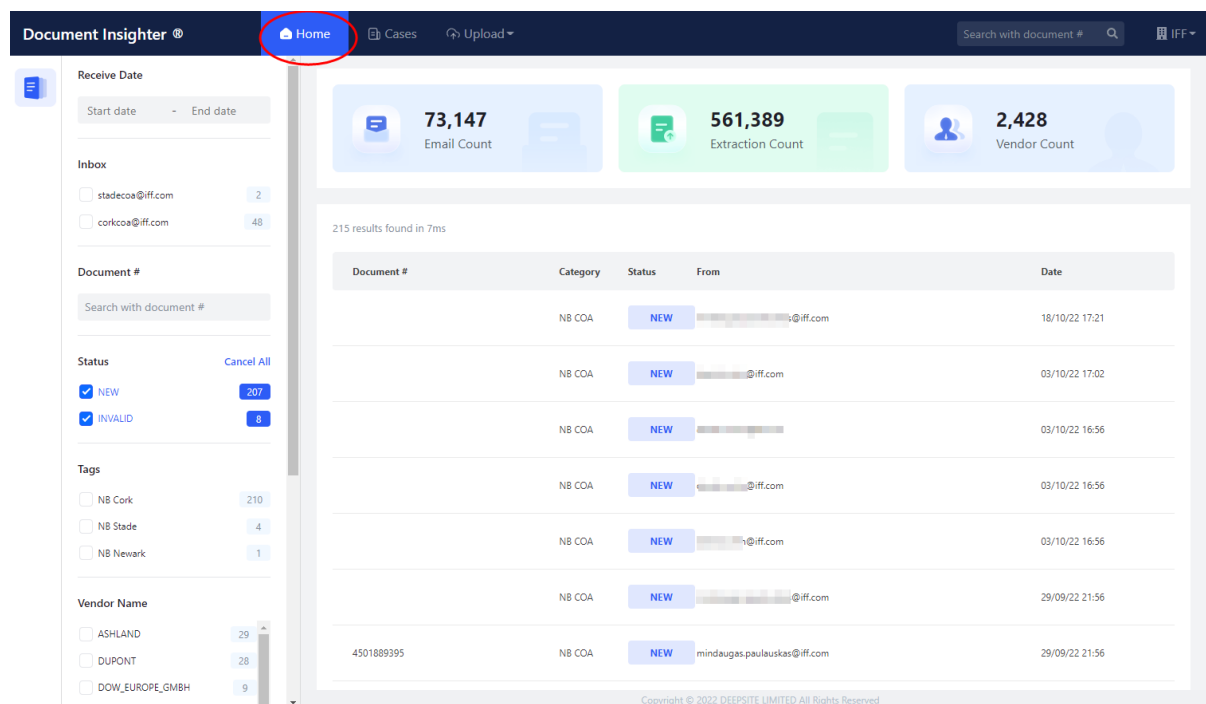
## 2.2 Role Types

Users belonging to different role types will have different permissions:

Role Type	Access	User Profile	Permission Level
Viewer	view/access portal	users/technicians	default
API User	pull data from API	data scientist/IT	default

## 2.3 Homepage

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



**Figure 2:** 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. “Inbox”: Which shared mailbox the email/docs came from.
3. “Document #”: The number of OCR document, like PO number.
4. “Status”: Default value is “NEW”. If user revised the results, it will become “MODIFIED”.
5. “Tags”: Which plant the docs should belong to.
6. “Vendor Name”: List all vendors.
7. “Product Name”: Filterd by the mapped standard product name if it exists.
8. “Batch Name”: Filterd by the extracted batch number if it exists.
9. “Mail From/Upload By”: Filter all the extractions by User’s email address.
10. “Mail/Document”: Filtered by the type of COA(only email or email with documents attached).

Document Insider®

Receive Date

Start date - End date

Inbox

☐ stadeco@iff.com

2

☐ corkcoa@iff.com

48

Document #

Search with document #

Status

Cancel All

☒ NEW

207

☒ INVALID

8

Tags

☐ NB Cork

210

☐ NB Stade

4

☐ NB Newark

1

Document Insider®

☐ NB Newark

1

Vendor Name

☐ ASHLAND

29

☐ DUPONT

28

☐ DOW\_EUROPE\_GMBH

9

☐ SHANGHAI\_EVER\_BRIGHT

6

☐ RAYONIER\_CANADA

3

☐ SAPPI\_SAICCOR

3

☐ DOW\_SWITZERLAND\_GMBH

2

Product Name

Batch Number

Advance

Mail From/Upload By

Search with email address

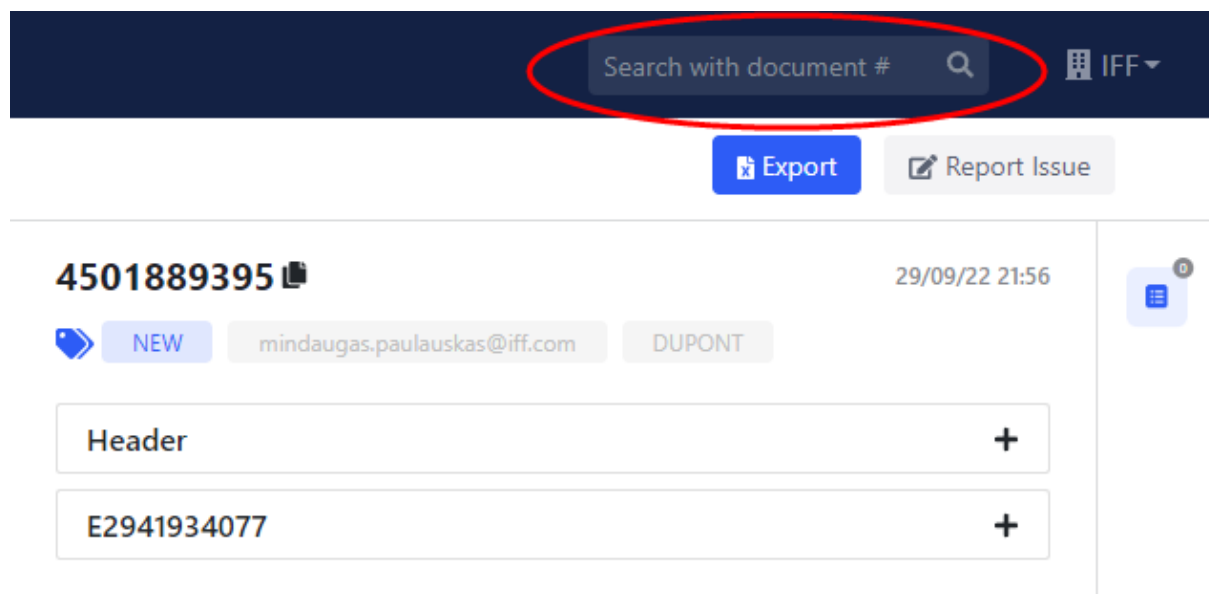
Mail

☐ Mail Only

☐ 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.



The screenshot shows the top ribbon of the Document Insider interface. A search bar with the placeholder text "Search with document #" and a magnifying glass icon is highlighted with a red oval. To the right of the search bar is a dropdown menu labeled "IFF". Below the search bar are two buttons: "Export" (blue) and "Report Issue" (grey). The main content area displays the document number "4501889395" with a document icon, the date "29/09/22 21:56", and a status "NEW" in a blue box. Below this, the email address "mindaugas.paulauskas@iff.com" and the name "DUPONT" are shown. A list of document sections is displayed, including "Header" and "E2941934077", each with a plus sign icon to its right.

## Review Page

### 2.3.2 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.

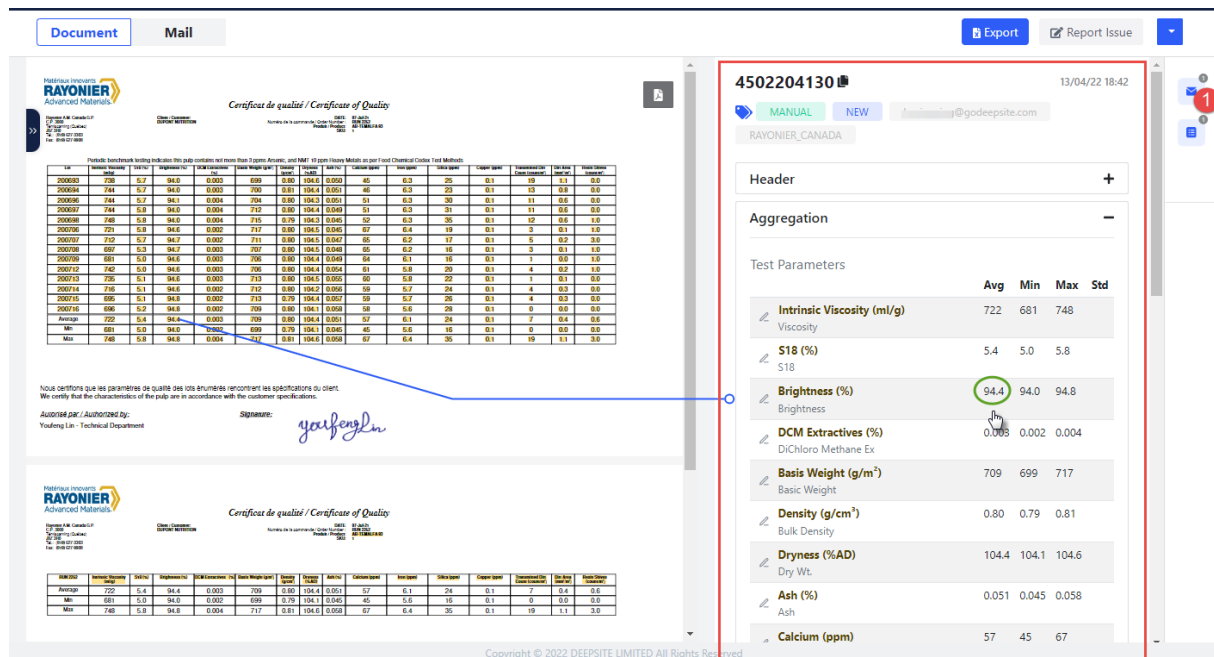
**Figure 3:** Download PDF

### Figure 4: Download Email



### 2.3.3 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 under the same PO number:



**Document** **Mail** **Export** **Report Issue**

**4502204130** 13/04/22 18:42










**MANUAL** **NEW** [Andreas@goddeepsite.com](mailto:Andreas@goddeepsite.com)

**RAYONIER\_CANADA**

**Header** +

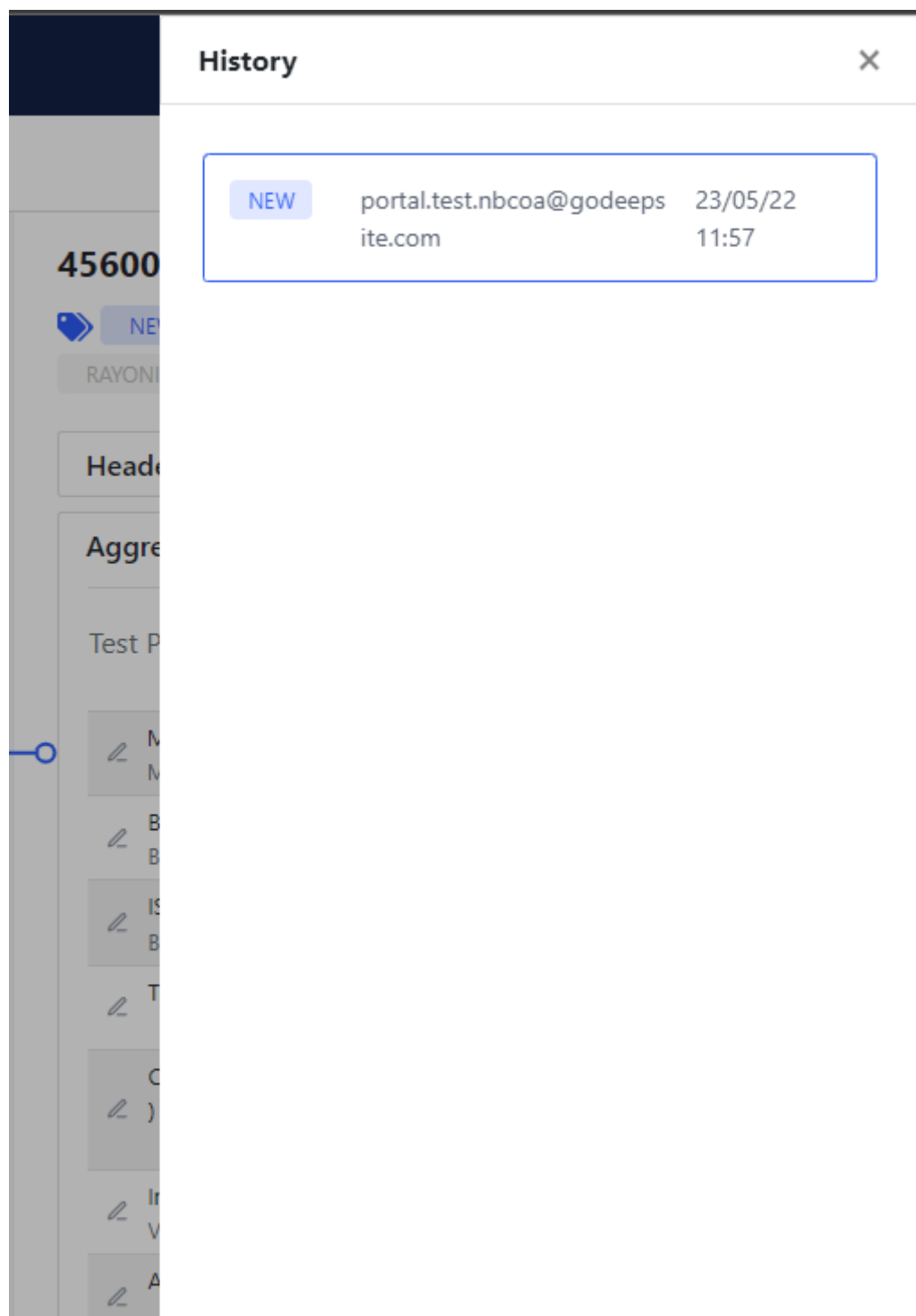
**Aggregation** -

**Test Parameters**

	Avg	Min	Max	Std
 <b>Intrinsic Viscosity (ml/g)</b> Viscosity	722	681	748	
 <b>S18 (%)</b> S18	5.4	5.0	5.8	
 <b>Brightness (%)</b> Brightness	94.4	94.0	94.8	
 <b>DCM Extractives (%)</b> DiChloro Methane Ex	0.003	0.002	0.004	
 <b>Basis Weight (g/m<sup>2</sup>)</b> Basic Weight	709	699	717	
 <b>Density (g/cm<sup>3</sup>)</b> Bulk Density	0.80	0.79	0.81	
 <b>Dryness (%AD)</b> Dry Wt.	104.4	104.1	104.6	
 <b>Ash (%)</b> Ash	0.051	0.045	0.058	
 <b>Calcium (ppm)</b>	57	45	67	

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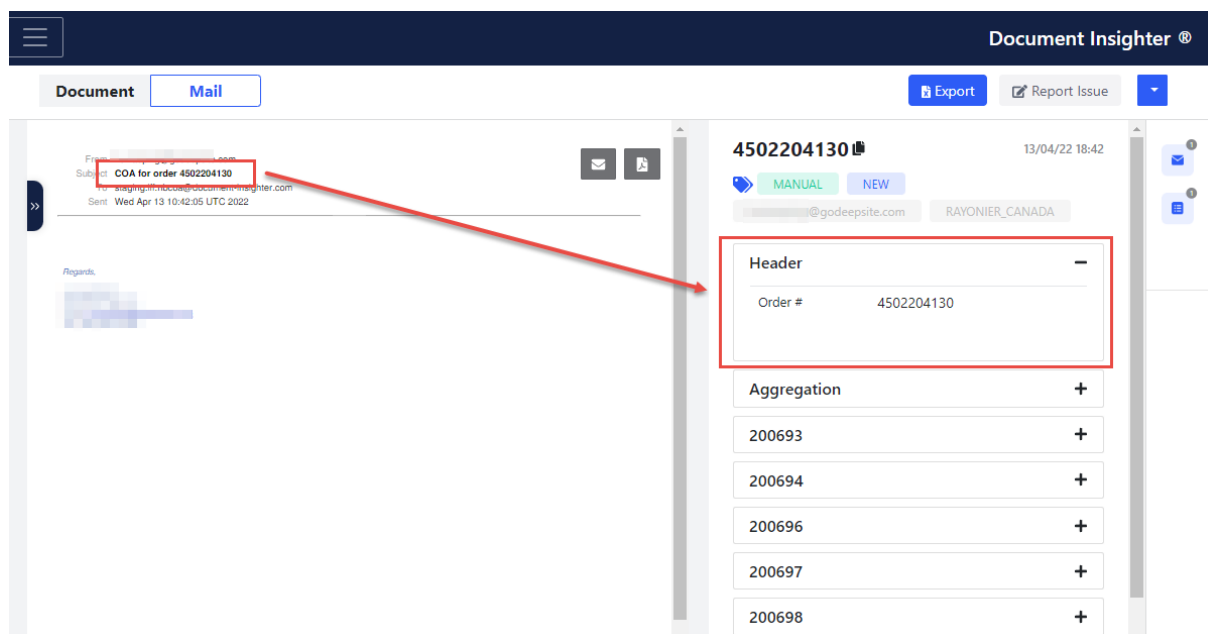
**Figure 5: Result Page**



**Figure 6:** Extracted Records

The “Header” in the right side panel shows the PO number extracted from the document, email sub-

ject or the user input when they uploaded the file manually.



**Figure 7:** Extraction Header

The "Aggregation" part shows the cross-batch aggregation statistics for each test parameter in the COA document.

### Figure 8: Aggregation

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Document Mail Export Report Issue

**Document Insighter** Certificate of Quality / Certificat de Qualité

Batch # 200693

Field Value

Manufacturing Date

Product Name AB-TEMALFA93  
SAP Mat\_1 (Tembec Pulp)

Test Parameters Result

Intrinsic Viscosity (ml/g) 738  
Viscosity

S18 (%) 5.7  
S18

Brightness (%) 94.0  
Brightness

DCM Extractives (%) 0.003  
DiChloro Methane Ex

Basis Weight (g/m<sup>2</sup>) 699  
Basic Weight

Density (g/cm<sup>3</sup>) 0.80  
Bulk Density

Drumage (%) 1/1.4

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### Multiple Batches Case Support Document Insighter supports users email or upload COA documents with multiple batches in a mail now.

Document Mail Post Export Report Issue

**BEDOUKIAN** CERTIFICATE OF ANALYSIS

Product Name: TRIDECANAL CAS #: 10496-19-8 FEMA#: 4336

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: 100FFAI  
Customer's P.O.#: 4503642260  
Customer's ProductCode: 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

Header

2021021-0037 Batch 1

2020269-0001 Batch 2

2021006-0026 Batch 3

Figure 9: Multi Batches Case

Click the button , the pdf document browser window on the left will automatically jump to the cur-

rent extraction(current order) and highlight the corresponding pages.

### 2.3.4 Ontology Result

The contents in the following picture with the red box show the extracted test values in vendor's COA document. Our ontology engine will map it to the your standard SpecCode/Product name automatically.

72506

Batch #72506

Manufacturing Date

Product NameSulfatate HJSulfatate HJ-HD

Product name extracted in the Document

Mapped standard name

Test Parameters

	Avg	Min	Max	Std
Oven Dry %		93.8	94.2	
Dry Wt.				
Basis Weight , g / m2	750	740	754	
Basic Weight				
Dirt Count , / 4ft2		3	9	
Dirt Area				
Density , g / cm3	0.82	0.77	0.86	
Bulk Density				
R - 10 , %	97.6	97.2	97.8	
R10				
S18 , %	1.1	1.0	1.2	
S18				
IV , dl / g	7.05	6.58	7.35	
Viscosity				
CH2CL2 Extract , %	0.01	0.01	0.02	
DiChloro Methane Ex				

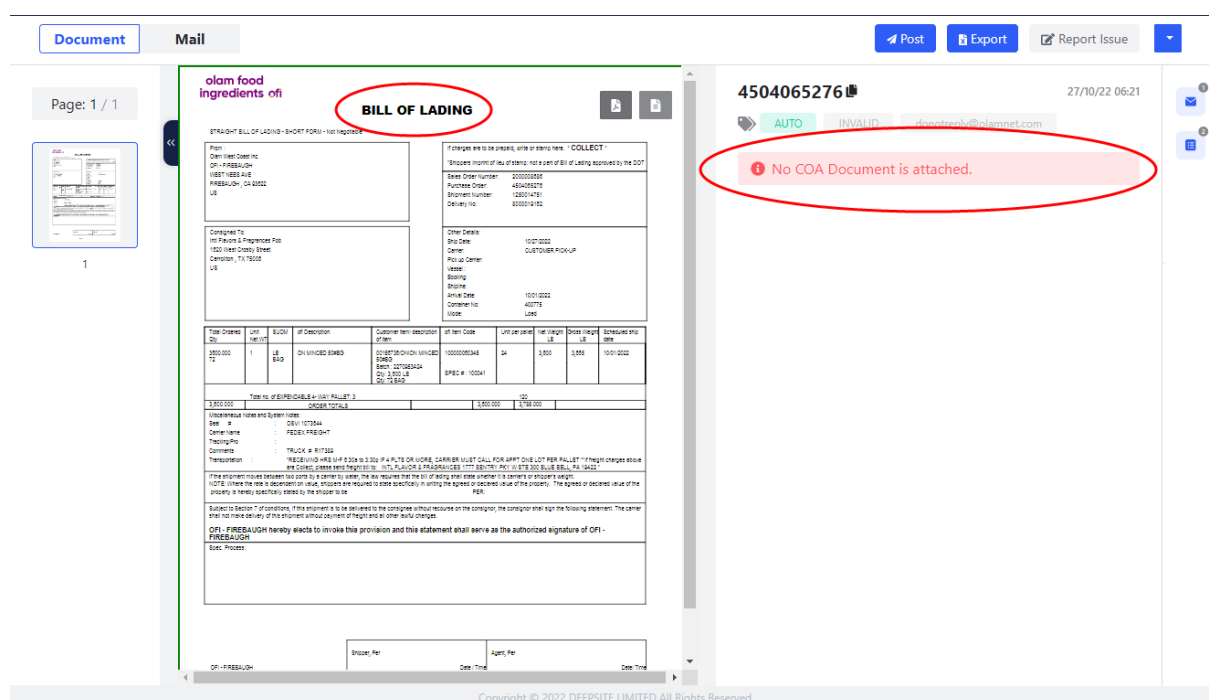
**Figure 10:** Ontology Results

### 2.3.5 Extraction Validation

The system considered three main factors to do the validation: PO #, Batch# and document type. Users can find all the archived “Invalid” mails in the portal homepage through the Status Filter:

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 COA Document is attached.



**Figure 11:** Error Message Display

## 2.4 Main Functions













### 2.4.1 Review Extracted Results and Auto Highlight

Clicking on each extraction result will automatically jump to the corresponding position in the document

**Figure 12:** Auto Highlight

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



Test Para		Avg	Min	Max	Std
 <b>Intrinsic Viscosity (ml/g)</b> Viscosity		722	681	748	
 <b>S18 (%)</b> S18		5.4	5.0	5.8	
 <b>Brightness (%)</b> Brightness		94.4	94.0	94.8	
 <b>DCM Extractives (%)</b> DiChloro Methane Ex		0.003	0.002	0.004	
 <b>Basis Weight (g/m<sup>2</sup>)</b> Basic Weight		709	699	717	
 <b>Density (g/cm<sup>3</sup>)</b> Bulk Density		0.80	0.79	0.81	
 <b>Dryness (%AD)</b> Dry Wt.		104.4	104.1	104.6	
 <b>Ash (%)</b> Ash		0.051	0.045	0.058	
 <b>Calcium (ppm)</b> Calcium		57	45	67	
 <b>Iron (ppm)</b> Iron		6.1	5.6	6.4	
 <b>Silica (ppm)</b> Silica		24	16	35	
 <b>Copper (ppm)</b> Copper		0.1	0.1	0.1	

**Figure 13:** 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 Row ×

Attribute	<input type="text" value="Oven Dry %"/>
Mapped	<input type="text"/> <div>Re-map the test parameter to correct standard code</div>
Avg	<input type="text" value="94.0"/>
Min	<input type="text" value="93.8"/> <div>Revise the number extracted if it is not correct</div>
Max	<input type="text" value="94.2"/>
Std	<input type="text"/>

Save


**Figure 14:** 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.

Test Parameters				
	Avg	Min	Max	Std
 <b>Intrinsic Viscosity (ml/g)</b> Viscosity	722	681	748	
 <b>S18 (%)</b> S18	5.4	5.0	5.8	
 <b>Brightness (%)</b> Brightness	94.4	94.0	94.8	

**Figure 15:** Reivse Record

### 2.4.3 Export Results

Clicking the button  in the following picture will export the extracted results to Excel file(.xlsx).

**Document Insider ®**

Export

Report Issue

1

4502204130

13/04/22 18:42

MANUAL

NEW

@godeepsite.com

RAYONIER\_CANADA

Header

Order #4502204130

Aggregation

200693

200694

200696

200697

200698

**Figure 16:** Export Results

1	2	A	B	C	D	E	F
1		Order Number	4500000206				
2							
3		Aggregation					
21							
22		Batch/Lot Number					
23		Manufacturing Date					
24		Product Name	Sulfatate HJ	Sulfatate HJ-HD			
25							
26		Test Parameters					
27			Mapped	Avg	Min	Max	Std
28		Oven Dry %		94.0	93.8	94.2	
29		Basis Weight , g / m2	Basic Weight	750	740	754	
30		Dirt Count , / 4ft2	Dirt Area	6	3	9	
31		Density , g / cm3	Bulk Density	0.82	0.77	0.86	
32		R - 10 , %	R10	97.6	97.2	97.8	
33		S18 , %	S18	1.1	1.0	1.2	
34		IV , dl / g	Viscosity	7.05	6.58	7.35	
35		CH2CL2 Extract , %	DiChloro Methane Ex	0.01	0.01	0.02	
36		Ash , %	Ash	0.07	0.06	0.08	
37		Calcium , %	Calcium	0.001	0.000	0.003	
38		Iron , mg / kg	Iron	2	0	6	
39		Copper , mg / kg	Copper	0.0	0.0	0.1	
40		Manganese , mg / kg	Manganese	0.1	0.0	0.1	
41		ISO Brightness , %	Brightness	93.8	93.3	94.0	
42							
43							
44							

Figure 17: Export Excel

#### 2.4.4 Issue Report

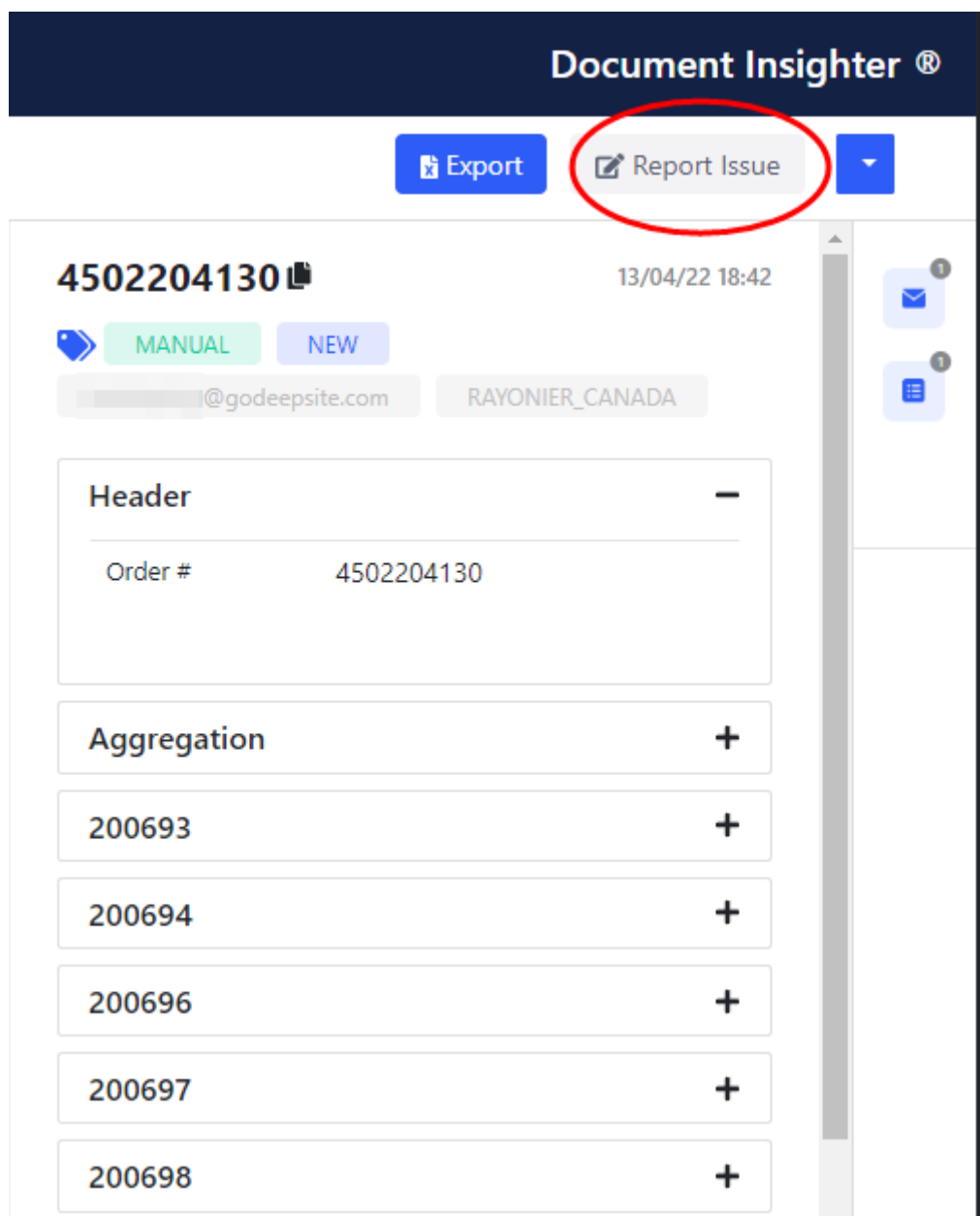
For most cases, even in some new document formats/layouts, our A.I. engine can automatically detect and extract the tables and data points that users are interested in. For some processing failure cases, the system needs to collect samples in order to finetune the model and continuously optimize model 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 Insighter web portal
- 2 \* Insighter 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 18:** Report Issue Button

The screenshot shows a web application interface with a 'Document Insighter' header. On the left, a document titled 'Certificate of Analysis' is displayed, featuring the Dow logo and text: 'DOW BEHELVX B.V.', 'Product Number: 00000062746', and 'Product Name'. A 'Report Issue' modal is open on the right. The modal has a title bar with a close button (X). The main content area contains the text '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 located at the bottom of the modal. The background document is partially obscured by the modal.

**Figure 19:** 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 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 red circle containing the text 'IFF' with a dropdown arrow. Below the search bar, there is a blue button labeled 'Expo'. To the right of the 'Expo' button is a dropdown menu with the following options: '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 dropdown menu, there is a user profile section with the text '4560046315' and a blue '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 user profile section, there is a table with the following data:

Test Parameters		Avg	Min	
Moisture Content ( % )	Moisture ( % )	6.98	6.96	6.99
Basis Weight OD ( g / m2 )	Basic Weight	840	840	840
ISO Brightness ( % )	Brightness	84.7	84.5	84.8
Thickness ( mm )		1.66	1.65	1.66
Calculated alphacellulose ( % )		95.4	95.4	95.5

Figure 20: 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.

### 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

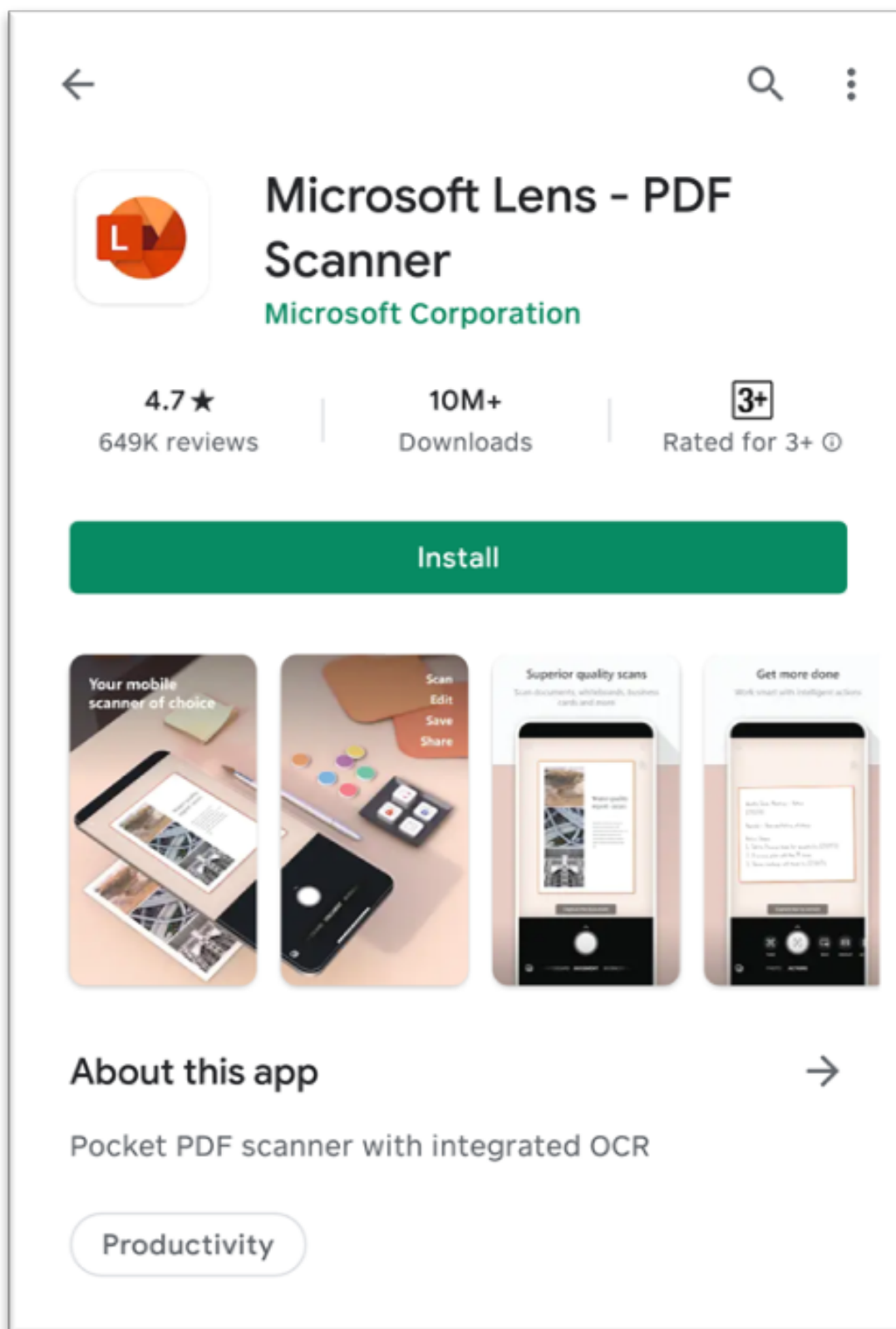


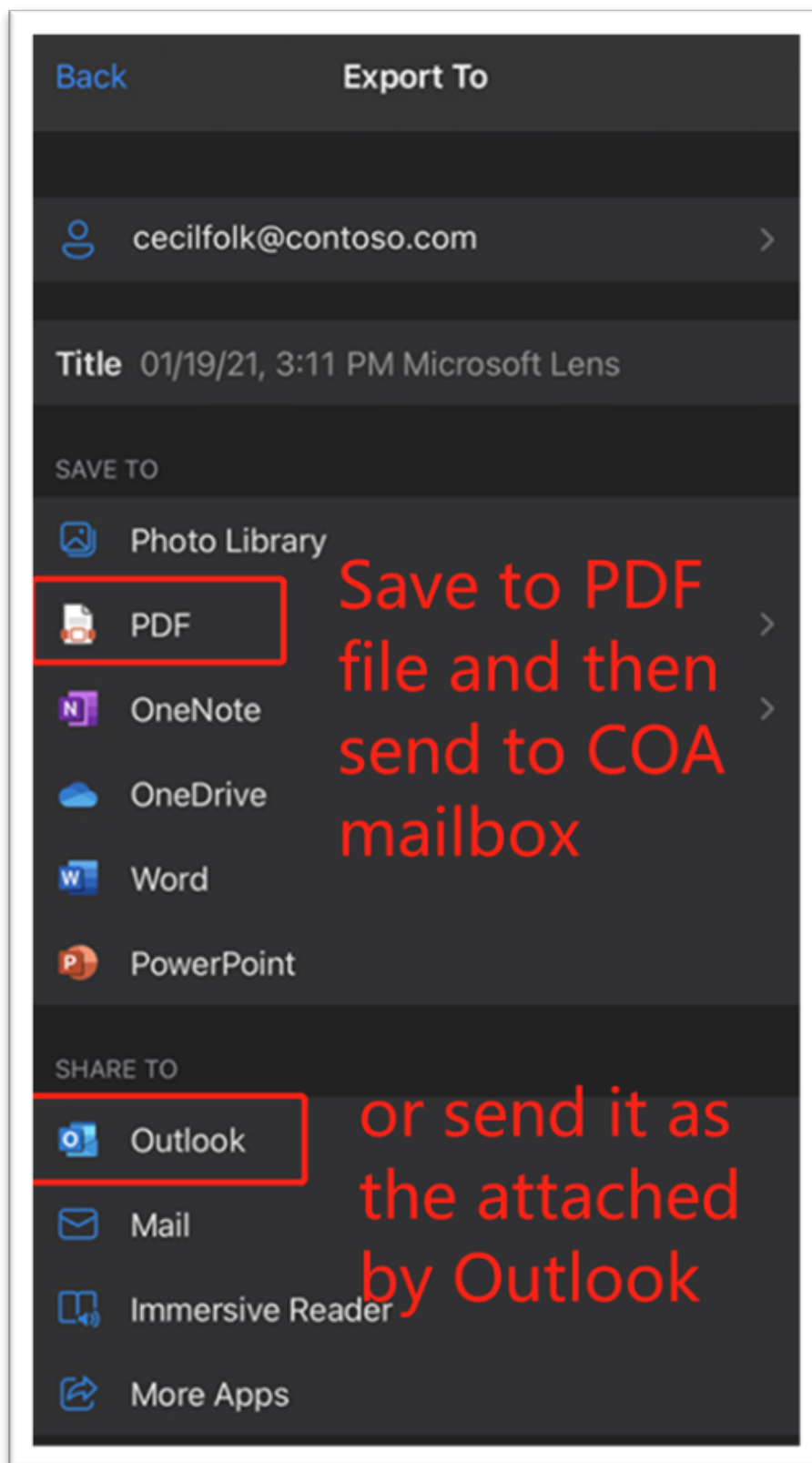
- Upload the PDF version of COA documents via the Insider portal upload function

### **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 21:** Install App

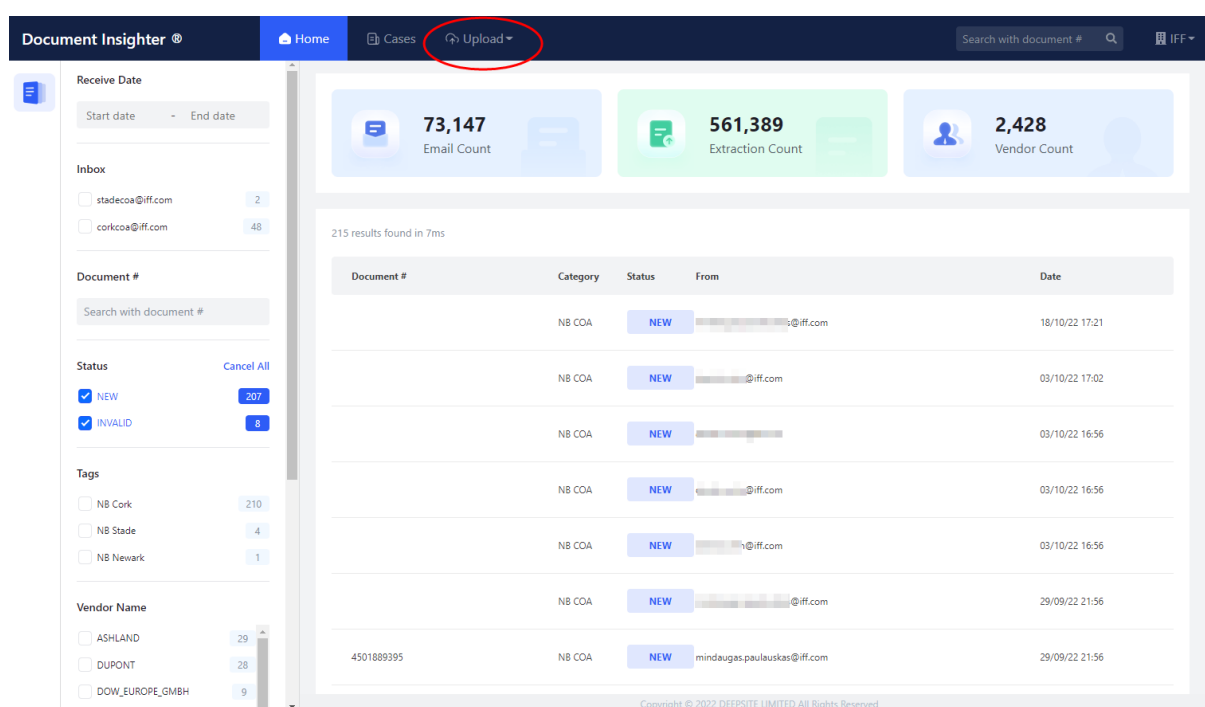


**Figure 22:** Sacn and Save to PDF

After scanning, users can send the image version or PDF version of scanned copy to the mailbox staging.iff.nbcoa@document-insighter.com(For UAT phase). Please make sure you have read the **Email Limitation and Requirements** in section 5 Appendix of this User Guide before sending the mail. The system tries to read order # from the document automatically.

### 3.2 Uploading via Insider Portal

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



**Figure 23:** Uploading via Portal

Users can drag or choose the PDF file to upload the document, ☒ Users can delete the files from the uploading list. ☒ The system will try to extract the PO# from the title of the file automatically. If there exist batch information in the document, you can leave it blank. ☒ Once the list is ready, remember pick the plant tag for further searching, click the “Upload” button to complete the uploading process.

Document Insighter ® Home Cases Upload Search with document # IFF

### Upload NB\_COA Documents

My Upload Log

Upload Channel: --Please Select--

--Please Select--  
N&B Stade  
NB Newark  
NB Cork

Drop NB\_COA document here !

Only PDF files are accepted now.  
You can choose up to 10 documents at once.

Browse files

File Name	Order #	Vendor Batch #	Operation
4504065276_document.pdf	4504065276	Vendor Batch	Delete Upload
4502204130_document.pdf	4502204130	Vendor Batch	Delete Upload

Cancel Upload all

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**Figure 24:** Input Order# and Plant

Please note that:

- Only PDF files are accepted now.
- Users can choose up to 10 documents at once.
- Please fill in an Order # (not mandatory) when you upload a file. If the Order # is unavailable, just leave it blank and you may need to use batch # or product name to search the COA.
- The system tries to read the batch number from the document automatically. You can leave it blank if it exists in the document, especially for the multiple batches case, if you type in a specific value, the system will use the one you input to overwrite all of the extracted batch numbers in the document. You only need to fill in batch information if it does not appear in the document.

### 3.3 Check Uploaded Files Status

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:

Search with document #

IFF

Expo

Settings

Subscription Usage

My Upload Log

My Support Cases

NB COA User Manual

quality.test.coa@godeepsite.com  
(iff)

Sign out

4560046315

NEW

portal.test.nbcoa@godeepsite.com

RAYONIER\_TARTAS

Header

Aggregation

Test Parameters

	Avg	Min	
Moisture Content ( % ) Moisture ( % )	6.98	6.96	6.99
Basis Weight OD ( g / m2 ) Basic Weight	840	840	840
ISO Brightness ( % ) Brightness	84.7	84.5	84.8
Thickness ( mm )	1.66	1.65	1.66
Calculated alphacellulose ( % )	95.4	95.4	95.5

Figure 25: 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 26:** 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:

**Document Insighter** ® Home Cases Upload Search with document # IFF

SAPPL\_SAICOR 3  
DOW\_SWITZERLAND\_GMBH 2

Product Name

Batch Number

Advance

Mail From/Upload By

david.curtin@iff.com

Mail

☐ Mail Only

☐ With Document

73,154 Email Count

561,458 Extraction Count

2,429 Vendor Count

4 results found in 2ms

Document #	Category	Status	From	Date
	NB COA	NEW	david.curtin@iff.com	03/10/22 17:02
	NB COA	NEW	david.curtin@iff.com	03/10/22 16:56
	NB COA	NEW	david.curtin@iff.com	03/10/22 16:56
	NB COA	NEW	david.curtin@iff.com	03/10/22 16:56

Prev 1 Next

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**Figure 27:** 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.
- CorkCOA@iff.com is the email address for Cork plant COA extraction only; NewarkCOA@iff.com is the email address for Newark plant COA extraction only; StadeCOA@iff.com is the email address for Stade plant COA extraction only.  
Please note that staging.iff.nbcoa@document-insighter.com is only for UAT testing.
- The system tries to read order # from the document automatically. If the PO# is not present in the document, please write the PO# in the mail subject (not mandatory). Current PO# pattern follows IFF's: [4501000000 - 4505999999]. If the Order # is unavailable, user may need to use batch # or product name to search the COA.
- These email addresses are 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 IFF NB team 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.
- If you would like to submit or email multiple COA tests/Batches in one PDF document, please make sure that the PDF document should contain **Batch Number for each test batch**.