

Appendix 1: Digital Mailroom, SaaS

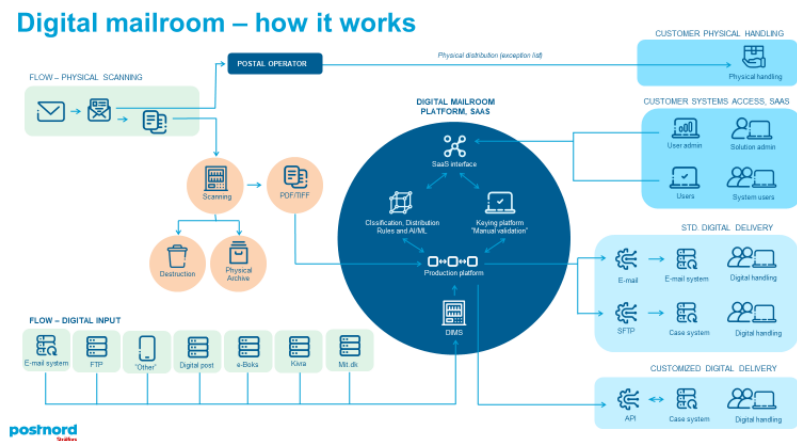
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Service Description: Digital Mailroom, SaaS

1. Digital Mailroom, SaaS – Service Description

PostNord Strålfors' Digital Mailroom solution is an automatic solution for handling and distributing the Customer's incoming communications. Digital Mailroom supports both physical and electronic channels such as: Paper mail, e-mail and documents from the Customer's digital mailbox.



The figure shows how PostNord Strålfors solution for Digital mailroom works.

1.1. Software as a Service (SaaS)

The Digital Mailroom solution is Software as a Service (SaaS). The customer has direct access to a web-based document distribution system, as well as access to a wealth of information and management options regarding their incoming communication. Including searching for specific documents, detailed statistics and manually distributing the communication that could not be distributed automatically.

1.2. IT security

The Digital Mailroom platform is a secure web-based communication management platform. The input management platform is situated in Strålfors' Datacenter in Sweden.

1.2.1. ISO 27001

Strålfors' Input Management solutions are ISO 27001:2013 certified.

1.2.2. IP whitelisting

IP whitelisting is enabled on Digital Mailroom, SaaS platform. IP whitelisting ensures that only IP addresses that are granted access to the Rule Manager website will have access. The site is accessed at: <https://rulemanager.stralfors.com/>

1.2.3. Availability

The Digital Mailroom, SaaS platform is available 24/7, except for notified service windows, and with an uptime of 95%. Notification of Service windows is announced on the Rule Manager landing page.

1.2.4. Segregation of duties

Employee: All handling of customer data is submitted to the principal of least privileged. Meaning that you are only allowed to handle a customer's data if you are assigned to it.

System: The system is based on the concept of "Customer" and "Service" and the segregation of data is implicit in, and enforced by, the data model.

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1.2.5. Logging

All user entries and all actions are logged in the system. All views of documents are logged and it's directly visible in the system that a document has been viewed. The "View Documents" change from Blue to Green. Logfiles are kept in 5 years.

1.2.6. Retention time

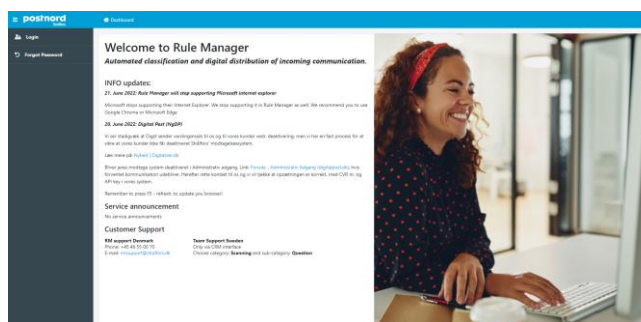
Retention time: Default setting in the system is 90 days for digital storage after delivery. Documents are stored in the secure Rule Manager database. The retention time is fully configurable up to 5 years but no less than 14 days.

2. Description of the Rule Manager

The following chapter is an overview of the applications and functionality in the Rule manager.

2.1. Login to Rule Manager

Access to the Rule Manager website is secured with Username and Password, together with two-factor authentication (2FA). Authentication method is Microsoft Azure AD Multi-Factor Authentication (MFA). Passcode (2FA code) is sent via e-mail.



The figure shows the Rule Manager landing page

Logging in to the Rule Manager unfolds two navigation bars.

The "Left side" navigation bar with the different applications and functionalities available in the Rule Manager, and the "Top" navigation bar, with user focused "toolbox" and "user profile".



The figure shows the rule manager custom dashboard

The applications and functionalities available in the navigation bars depends on the Roles and Rights the user has in the Rule Manager.

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2.2. Rule Management applications

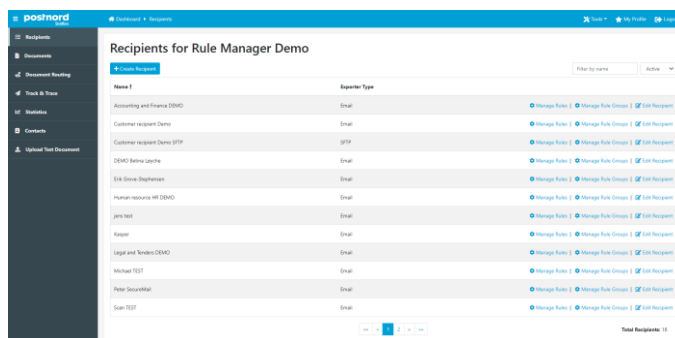
The distribution system in Rule Manager is based on identifying Documents via rules and classify its "type". The classification then forms the basis for placing the document to a specific recipient, for example a System, a Function, a Department, a Document type, or a Person.

The customer contributes with systematic knowledge of their incoming documents and their internal distribution. This knowledge becomes embedded in the distribution system.

In addition to the rule-based distribution, Machine learning can be used to improve the classification and distribution of documents. However, this is conditional on the customer agreeing that the customer's communication data is stored for the purpose over a longer period. A separate supplementary agreement is drawn up for Machine learning.

2.2.1. Recipient

Defines the recipient structure for distribution. To each recipient belong certain documents classified via rules. Each recipient can be configured to fit a specific delivery channel.

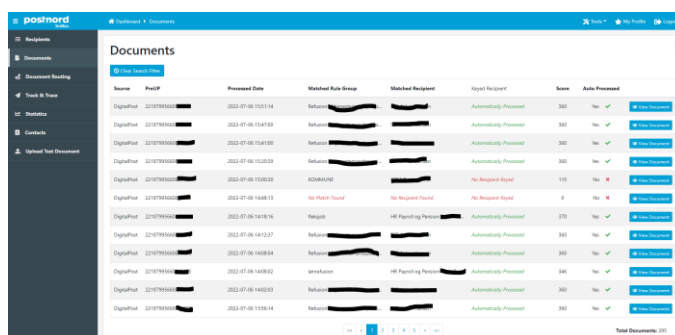


Name	Email	Export Type
Accounting and Finance DEMO	Email	Manage Rules Manage Rule Groups Edit Recipient
Customer support Center	Email	Manage Rules Manage Rule Groups Edit Recipient
Customer support Center SIP	SIP	Manage Rules Manage Rule Groups Edit Recipient
DEMO Belva Jachke	Email	Manage Rules Manage Rule Groups Edit Recipient
HR Demo Stephen	Email	Manage Rules Manage Rule Groups Edit Recipient
Human resources HR DEMO	Email	Manage Rules Manage Rule Groups Edit Recipient
John Test	Email	Manage Rules Manage Rule Groups Edit Recipient
Kaiser	Email	Manage Rules Manage Rule Groups Edit Recipient
Legal and Tax DEMO	Email	Manage Rules Manage Rule Groups Edit Recipient
Michael Test	Email	Manage Rules Manage Rule Groups Edit Recipient
Peter Spangenberg	Email	Manage Rules Manage Rule Groups Edit Recipient
Sam Test	Email	Manage Rules Manage Rule Groups Edit Recipient

The figure shows the distribution/classification tool in the Rule Manager

2.2.2. Document

All documents are available in a document overview for user with right to see documents and their status. Documents are visible in the defined retention time.



Name	Processed Date	Matched Rule Group	Matched Recipient	Output Recipient	Score	Auto Processed
DigitalMail	2022-07-08 15:03:14	BelvaTest	BelvaTest	Automatically Processed	300	Yes
DigitalMail	2022-07-08 15:07:00	BelvaTest	BelvaTest	Automatically Processed	300	Yes
DigitalMail	2022-07-08 15:08:00	BelvaTest	BelvaTest	Automatically Processed	300	Yes
DigitalMail	2022-07-08 15:20:39	BelvaTest	BelvaTest	Automatically Processed	300	Yes
DigitalMail	2022-07-08 15:20:39	EDMKAJMG	EDMKAJMG	Automatically Processed	115	Yes
DigitalMail	2022-07-08 15:48:13	No Rules Found	No Recipient Found	No Recipient Found	0	No
DigitalMail	2022-07-08 14:18:14	None	HR Parenting Process	Automatically Processed	370	Yes
DigitalMail	2022-07-08 14:13:27	BelvaTest	BelvaTest	Automatically Processed	300	Yes
DigitalMail	2022-07-08 14:09:04	BelvaTest	BelvaTest	Automatically Processed	300	Yes
DigitalMail	2022-07-08 14:09:02	None	HR Parenting Process	Automatically Processed	345	Yes
DigitalMail	2022-07-08 14:02:03	BelvaTest	BelvaTest	Automatically Processed	300	Yes
DigitalMail	2022-07-08 13:26:14	BelvaTest	BelvaTest	Automatically Processed	300	Yes

The figure shows the Document view tool in the Rule Manager

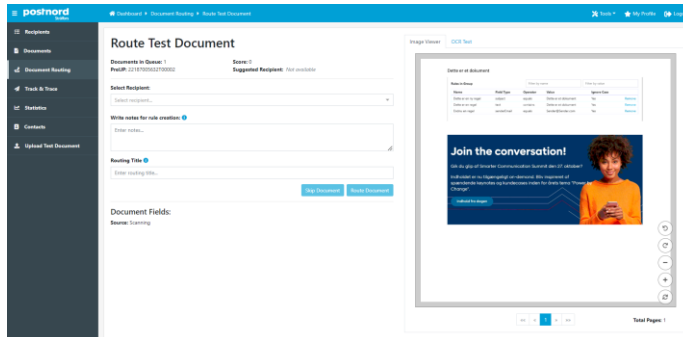
Search and filtering functions is available in a right side – "Side panel" by activating the magnifying glass.

2.3. Document Routing

The application allows the customer to manually handle and distribute the documents that the distribution system has not been able to distribute automatically.

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The Document Routing is central for the training of the system. In the Application it's possible to tag a document for training, so it's recognized and automatically distributed next time.



The figure shows the Document Routing tool in the Rule Manager

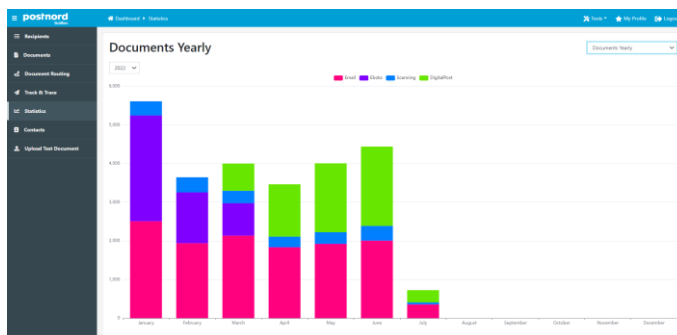
The Document Routing application allows the user to manually insert a “document title” (in case of scanning input) and the document information is passed on to the recipient.

2.4. Statistics

The statistics application provides access to a quantity of aggregated data about the customer's incoming communication, including:

1. Number of documents in total and per input channel
2. Degree of automation per recipient and input source
3. Number of documents per recipient

All statistics items can be displayed at day, month, and year level.



The figure shows the Statistic application with data on volumes per input channel.

Data on Automation per Recipient is used to ensure that the level of automation is kept as high as possible.

The Statistic application only counts on non-sensitive metadata to do the aggregated document counts.

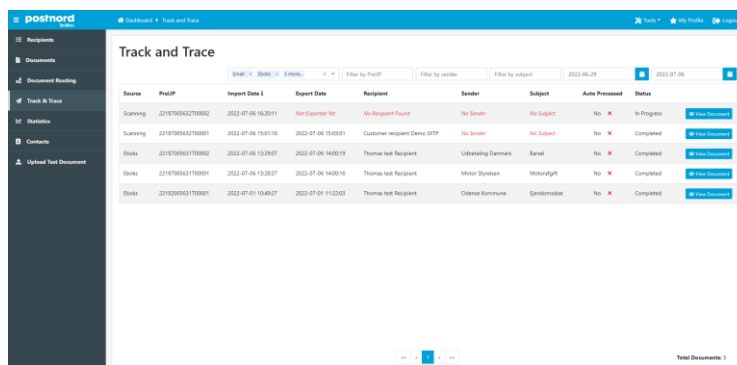
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2.5. Track & Trace

Track & Trace is the system's search document function. The function ensures full search- and traceability of all submitted documents. Certain selected non-sensitive metadata on all documents is searchable for all time. Those standard Metadata is also the basic data for the statistic view.

In the defined retention period, all data on a document is available, as well as the image file itself. OCR interpreted data, document data from digital sources and the document image file is visible in the View Document function.

After the expiration of the retention time, all document data as well as the image files are deleted. View Document will then state "Anonymized" and Image viewer will state "No Image Available"



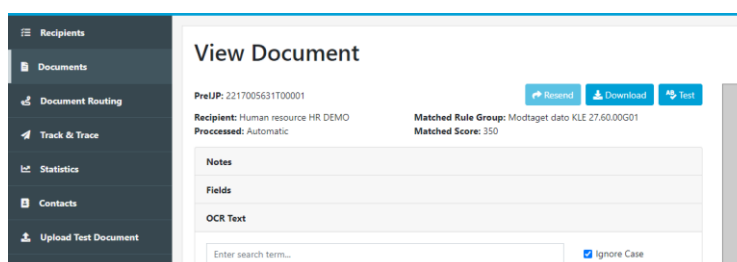
Source	PreID	Import Date 1	Export Date	Recipient	Sender	Subject	Auto Processed	Status
Scanning	22187005631T00001	2022-07-06 16:20:11	2022-07-06 16:20:11	No Recipient Found	No Sender	No Subject	No	In Progress
Scanning	22187005631T00001	2022-07-06 15:01:10	2022-07-06 15:03:01	Customer recipient Derna STP	No Sender	No Subject	No	Completed
Books	22187005631T00002	2022-07-06 13:29:07	2022-07-06 14:05:19	Thomas test Recipient	Udvalget Danmark	Samt	No	Completed
Books	22187005631T00001	2022-07-06 13:29:07	2022-07-06 14:05:16	Thomas test Recipient	Mikro Støtten	Microsoft	No	Completed
Books	22187005631T00001	2022-07-01 10:49:27	2022-07-01 11:22:03	Thomas test Recipient	Odense Kommune	Spøndemødet	No	Completed

The figures show the Track & Trace application for search on all incoming communication passed through the system

Next two sections are additional functionality available via the Track & Trace function

2.5.1. Track & Trace Archive -> Download B/W document copy

In the View Document a "Download" function is available. This function covers a download possibility for all document in the full chosen retention time. But the Download function only provides access to the Image file and in a downscaled Black/White version.



The figures show the Download of the Black & White document copy, available from the Track & Trace application

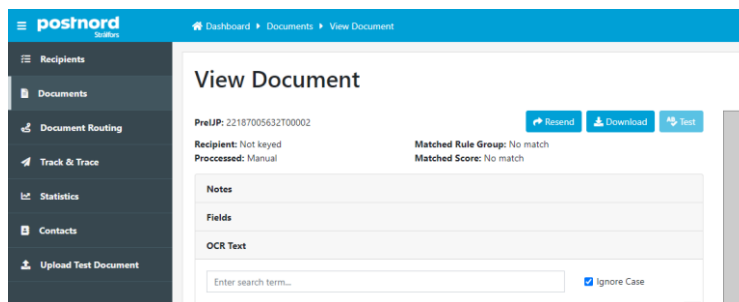
The blue color on the button indicates, that the button functionality is active, while the light blue color indicate that the button is inactive.

2.5.2. Track & Trace Archive -> Resend original file

In the View Document a "Resend" function is available. This function covers a Resend possibility for all original document, metadata files etc. from the original message and delivery. Typical this has

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relevance when a message is received via Digital Input sources. The delivery from Resend will be the same as the original delivery, made from the Rule Manager to the customer.



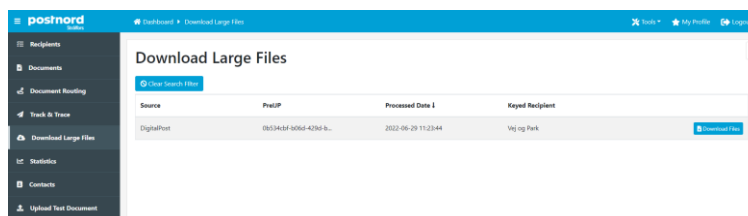
The figures show the Resend of the original file available from the Track & Trace application

The Resend functions retention period is configurable. Standard Resend function is available for 14 days, after that the original files and original delivery is deleted.

2.6. Download Large Files function

The Large Files Download function is focused on solving an e-mail capacity delivery problem. The Large Files Download solves the problem where the delivery e-mail including attached files are too large to be received in the customers e-mail system.

In the case of a too large file, a notification e-mail is sent to the normal recipient, informing that a message is too large for deliver via e-mail and therefore made available for download.



The figures show the Download Large File function, available from the Rule Manager's left side navigation bar

The Download Large Files function is configurable on customer level, regarding acceptable e-mail size.

The files are available for Download for 14 days, after notification.

2.7. User creation and User roles and rights

User creation as well as assigning roles and rights to Users is handled by the Rule Manager Support (RM support or Team Support). Same goes for ordering of new Users or the closing of an existing.

An order of a new User must include a specification of which roles and rights and by that, what applications the user shall have access to.

Below is an overview of the available roles and rights in the Rule Manager.

- *User.Admin role is only for Strålfors IT dev. and Trained Professional Service IT (PS).*

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- *User.Keyer, handles the manual Document Routing. The User has access to see all document information.*
- *User.Multiple.Customer, has access to more than one customer in the Rule Manager.*
- *User.RuleTester, has access to the upload document function in the Rule Manager. This functionality is particularly used in the Training phase before go' live.*
- *User.Statistics, has access to the statistics application. A Statistics user has no access to document content, only to aggregated statistic data.*
- *User.Super, is only for trained Professionals in the Strålfors operation. The Onboarding Team and RM support is Super Users.*
- *User.TrackAndTrace, has access to the TrackAndTrace application, as well as the Download or Resend function. The User.TrackAndTrace also has access to Download Large Files.*

US	User.Admin
US	User.Keyer
US	User.MultipleCustomers
US	User.RuleTester
US	User.Statistics
US	User.Super
US	User.TrackAndTrace

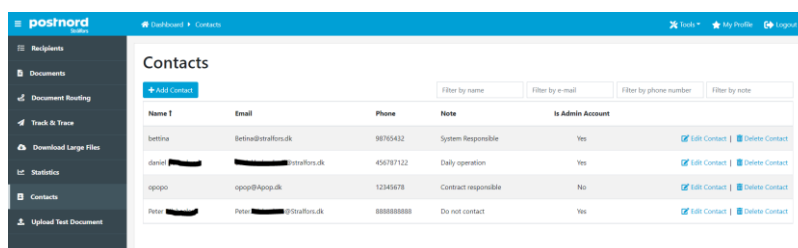
2.8. The customer's Administrator (Admin)

The customer appoints an administrator, who is the fixed point of contact between the RM support and the customer. The customer's administrator is anchor point in the customer's organization.

Incorrect distribution of documents must be reported to the Customer administrator, who will then inform RM support to change the underlying rules.

The Admin.Account is to be informed in the case of Large File for Download. In the e-mail notification to the recipient a reference to the Admin.Account responsible will be shown.

The training of the systems User.Keyer from the Customer is in close cooperation with the Onboarder from Strålfors. As is for Same goes for the training og the User TrackAndTrace.



The figure shows the different type of users available in the solution.

All customers' Rule Manager-related contacts must be registered in the Contact application.

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3. Rule Manager related process conditions

Overview of Rule Manager related process conditions for support, software updates, onboarding etc.

3.1. Rule Manager support (RM support or Team Support)

RM support is available during the day on weekdays, except for announced closing days and public holidays. RM Support handles customer onboarding, rule maintenance, User creation, queries, changes/updates and more.

3.2. Continuous updates

The Digital Mailroom, SaaS is based on a software platform that supports continuous updates of the system. Updates are released regularly with new features and other relevant functionality that makes the software more user-friendly and efficient.

New updates are announced on the Rule Manager landing page.

3.3. Document ID

All documents are stamped with a unique document reference number, a Document ID. DocumentID is also named as: PreIJP, ScanningID and Pagination no. and is used to track a document.

The date indication in the DocumentID is based on the Julian date calendar.

See calendar: <https://landweb.modaps.eosdis.nasa.gov/browse/calendar.htm>

Example:

SE DocumentID: 2218805BIG1234N08866

DK DocumentID: 22188091234M13958

- 2 digits = Year
- 3 digits = Day of the year (Julian date calendar)
- 2 digits = Scanner number = 01 to 22. Electronic input = 99
- 3 letters = Abbreviation for the customer name – *ONLY SE!*
- 4 digits = Service ID. Unique pr. customer
- 5 digits = a consecutive number

3.4. Onboarding

The standard onboarding is divided into 3 phases, and with 4 regular meetings, where the decision on the transition to the next phase is decided

Everything not standard is handled as "Change requests", which will be described and prioritized as IT development tasks.

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