



## Kern Service

### Trust is the basis of good cooperation

The purchase of our products is a decision on continuous trustful cooperation. Reliable service is one of the most important building blocks of our company. For optimal system availability and productivity, Kern offers a comprehensive and reliable service program.

- Personal on-site consultants
- Requirement analysis, ideal solution elaboration
- Kern systems installation
- System integration
- On-site training of your employees
- Comprehensive support during operational phase
- Reliable service program: 24 hour / 7 day customer service



*"Your new Kern product is guaranteed to provide a minimum of 10 years of production grade output when maintained under a Kern full-service maintenance agreement. If we can't fix it, we'll replace it. Period"*

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## Kern Worldwide

### Sophisticated systems for document processing and packaging

Kern AG, with its headquarters in Switzerland (Konolfingen, Bern), is the world leading manufacturer of products, solutions, and services in the field of inserting technology, card processing systems, digital printer post-processing technology, packaging systems and parcel terminals.

For over seven decades, Kern has stood for high-innovation capability, quality, flexibility, and reliability. Factors, which above all amount to the highest attainable level of safety and service.

The foundation for this is constituted on one hand, by the flexible production planning and process control, and on the other, a long-standing highly qualified team of development specialists.

The Kern Group operates in around 60 countries and employs approximately 850 people. Kern Service is available, worldwide, 365 days a year, round the clock.

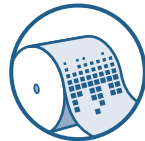
### Subsidiaries

Belgium [www.kernnv.be](http://www.kernnv.be)  
France [www.kernfrance.fr](http://www.kernfrance.fr)  
Germany [www.kernmbh.de](http://www.kernmbh.de)  
Great Britain [www.kern.co.uk](http://www.kern.co.uk)  
Italy [www.kernitalia.it](http://www.kernitalia.it)  
Netherlands [www.kernbv.nl](http://www.kernbv.nl)  
Spain/Portugal [www.kern.es](http://www.kern.es)

## Kern Solutions



kernMail



kernGraphic



kernSoftware



kernCard



kernPack



kernTerminal



kernSoftware

# Kern EDGE Electronic Document Management

Control the Entire Process of the Parcel Delivery System and See the Successes Associated





# Kern EDGE Software as a Service Document Management

The Electronic Document Gateway to the Enterprise (EDGE) is the technology solution to handle any need in the digitization of files and seamlessly manage all workflows of document or processes that a company may come across

**EDGE*Dock* - Archive & Retrieval**  
EDGE*Dock* is the document archival system where users can go search upon anything that was indexed off the form. Great for digitizing the file room at a facility, supplementing a workflow, and assisting in audits.

With specialized multi-field search capabilities, users can search on multiple fields to drill down to exactly what they are looking for. Along with that, if an auditor was needing specific records supplied from an excel table, in the pick list search tab, users are able to copy and paste straight from excel and associate each column to a field already indexed; that way when the search is finished, only the specified records are displayed.

Once the search has been completed, users can have multiple different views of documentation, sort files accordingly, combine files to make multi-page PDFs that are easy to download and much more. The conversion of tables to excel is a useful tool as well in terms of creating a list of metadata for files needed. Emailing documents straight from the system is available.

With easy to use admin tools inside the system and training from the Kern EDGE team, it is simple to add in as many users as needed into the EDGE*Dock*. The ability to restrict databases can help lock down security as well. With unlimited user licenses offered with EDGE*Dock*, documents are easily able to be shared across the entire company, no matter what the document type.

**EDGE*Line* - Application Workflow**  
Workflows within EDGE*Line* are highly configurable. Whether the application calls for an approval system that needs to go through specific channels per dollar amount or vendor type, sales order where the sales team places orders for fulfillment, or anything else needed for the workflow of processes or documentation, the EDGE*Line* application is the technology solution.

Files can be sorted into different buckets in the EDGE*Line* based on the indexed data. Documents can have data fields updated by the user, as well as customize the route for documents. The ability to approve or route files to another can be done by email outside of the EDGE*Line* system to help the entire process to run smoothly.

The system links all records back into EDGE*Dock*, for data retention purposes after the completion of the workflow process. Assigned to each image worked through the EDGE*Line* process is a history of who took actions on the document in its path to completion.

The screenshots show the EDGE application interface. The top screenshot displays a search for documents with filters like 'ACCT NO', 'FORM TYPE', and 'PAP MEDICAL UNDER 65'. The middle screenshot shows a workflow process with steps like 'Web Services Call', 'Check for PO Match', and 'Create Invoice'. The bottom screenshot shows a document detail view for 'The Fencing Center' with a table of invoice items.

Refresh	Invoices by Status	Count	Exception Reason	Count	Aging	Count
Log Off	Exceptions	29	Potential Duplicates	2	< 5 days	0
Out Of Office	Out for Approval	3	No Vendor Match	0	5 - 10 days	0
Archive	Yours to Approve	0	Non-Invoice	2	11 - 20 days	0
Charts	Recently Approved	1	No PO Match	1	21 - 30 days	0
Admin	Recently Removed	0	PO Line Items not Matching	8	> 30 days	8
FAQ			Insufficient Funds	3		
Search			Non-PO Needs Coding	8		
			Insufficient Approval Levels	4		
			Credit Memo	1		
			Capture Comment	0		

KEY VALUE	Vendor Name	Inv Num	Doc Type	Inv Date	Inv Amt
50000029	Dallas Beverage Corp	FEA0298292	INVOICE	2015-03-04	10065.45
50000030	Demolition Services, Inc	665418	INVOICE	2015-03-01	5460
50000032	Demolition Services, Inc	66548	INVOICE	2015-03-10	110
50000034	Guitar Co	201303752	INVOICE	2015-03-31	14045
50000035	Guitar Co	201303727	INVOICE	2015-03-13	8650
50000046	The Fencing Center	00042	INVOICE	2016-08-30	79271
50000048	Vet Services	920114	INVOICE	2016-08-30	517.5
50000049	Vet Services	920034	INVOICE	2016-08-30	247.5

Date	Originator	Action	Receiver	Comments
2017-04-28 11:00:08	SYSTEM	Placed in Exceptions: Non PO Needs Coding		
2017-04-28 11:00:07	SYSTEM	Received		

The screenshot shows an invoice for 'The Fencing Center'. The bill to information is Kate L, 2317 Broadway, Redwood City, CA 94063. The invoice number is 101, dated 08/01/2016, with terms NET 30 and a due date of 08/31/2016. The invoice includes a table of items with columns for Description, Quantity, Rate, and Amount. The total amount is \$129.00, with a balance due of \$129.00.

## EDGE*Port* - Document Generation

There are 2 parts to EDGE*Port*, the first of which being an interface that allows for the upload of documents on the part of the customer and for the customer to index the fields off the documentation themselves prior to a file is pushed to the application workflow or archive.

The second part is the ability to generate documents based on a template and fields pulled in from a CSV file or even through a customer or vendor facing portal. The EDGE*Port* program will take the fields provided and populate the document based on customer business specifications and generate a PDF that will be placed in their EDGE*Dock* archive for records management, or EDGE*Line* for approval workflow.

## EDGE*Sync* - ERP Integration

EDGE*Sync* is the connection between Kern EDGE and internal software systems companies currently have in place. This connection is done in one of 2 ways, the first of which is via an API connection. For this connection process, the EDGE*Sync* system looks to pull documents pushed towards Kern EDGE to be loaded into any systems at specified times determined in business development discussions (ex. every hour or day or week).

The second way to connect to internal ERP systems is through web services. With web services, files are transferred in real time between applications. With this, there is constant communication at different parts of the workflow process where EDGE*Sync* directly communicated to internal systems, and vice versa.

## EDGE*Insight* - B.I. Reporting

EDGE*Insight* is the business intelligence reports associated with Kern EDGE. Whatever the Kern team is capturing, that can be reported on.

EDGE*Insight* is directly connected to EDGE*Line*, meaning that if there are documents in question, users have the ability to select specific documents and drill down through document history as well as view the image of the document. Reports are able to be shown in various formats determined by customer requirements.

## Advantages at a glance

- Security at the Forefront
  - SSAE 18 Type II Certified
  - Privacy Shield Certified
  - N+1 Server Farm
  - TLS 1.2 Email Encryption
  - 256 Bit AES Encryption of data at rest
  - Multi-factor authentication
  - FBI Background Screening of all employees & indexers
- Unlimited User Licenses
- Free Project Management
- No-Cost Training & Training Tutorials
- Unlimited Electronic Document Retrievals & Downloads
- Volume Discount Offerings when Reaching Over Threshold of Scanning / Indexing Services
- Six (6) Months Free Box Storage with Scanning / Indexing Services
- No Cost to Customers for Kern to Upload Files to Customers
- Multi-Program Incentive Program Discount Offerings

## Scanning and Indexing Services

Kern handles all scanning and indexing inside the walls of a Kern building and never outsources. It will not matter if pages are stapled together, in envelopes, oversized documents, or even microfiche/microfilm, the scanning and uploading process is handled by professionals trained to handle all types of incoming documentation. If documents are needing special care, the Kern team will separate these and store them in a specialized light sensitive room, and use overhead scanners

Once documents are scanned, they are either manually indexed or have an optical character recognition (OCR) software run to capture the necessary fields off the documents. Full page OCR is also available for keyword searching. For field level indexing, there are multi-level audits for clarity and accuracy.

