

#DYK: DID YOU KNOW?

Discover fascinating tidbits about our departments!



Automation Solutions (OCR)

Did you know...

...**OCR** stands for **Optical Character Recognition**? It's the technology that converts scanned or image-based documents into digital text we can work with, search, and store properly.

...there are **three types** of PDFs, and each affects how OCR can process them.

- **True PDFs** are created from programs like Word or Excel — and allow you to select, copy, and search text.
- **Searchable PDFs** are scanned images that have already been processed with OCR - the text is searchable, but the accuracy may vary.
- **Scanned PDFs** are straight image files - they contain no searchable text and require OCR to extract any data.

...**OCR helps reduce manual entry** by capturing data automatically from scanned documents — improving speed, accuracy, and consistency across departments.

...clean, high-quality scans **make all the difference**? Fuzzy, faint, or handwritten documents reduce OCR accuracy — the clearer the input, the better the output.

...**the OCR team works closely with Customs, Compliance, and IT** to ensure accuracy, speed, and alignment with regulatory requirements?

...“**SLOAP**” is our preferred method for submitting OCR requests internally? It connects directly to the transaction, making tracking and processing more efficient.

...we have dedicated channels to help you get the right support quickly:

Request Type	Where to Send It
SLOAP Requests	Use Create OCR Request from the Invoice Header (or from Search & Inquiry for pre-alerts only)
Internal Invoice Requests	docs@coleintl.com (use this if SLOAP is unavailable)
External Invoice Requests	documents@coleintl.com (for clients and vendors submitting pre-alerts)

...OCR can support multiple departments but has a strong link to **Customs and Freight**, ensuring that pre-alerts, invoices, and documentation flow efficiently into our systems.

(We may not be customer-facing, but OCR is quietly turning scans into systems — and saving everyone from extra keystrokes.)

Stay tuned for a different featured department next month!

Cole International Inc. 1111 49 Avenue NE Calgary Alberta T2E-8V2 Canada

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