5U AI.
AI Workers for Logistics.

Purpose-built AI that wins you more volume, lifts productivity, protects your margins and delivers service quality at scale.

70%+
Coverage over ops

97%+
SOP Accuracy

2-4
Weeks to Go Live

€ Custom
Per Case

The Hidden Cost of Repetitive Work.

The Problem

Logistics operators are burdened by repetitive manual work. This drives up costs, limits capacity, and prevents teams from focusing on growth.

15
Minutes Per Shipment
Multiply that across every shipment, every day

100+
Status Checks Daily
Across carriers, portals, and email inboxes

0%
Requires Human Judgment
None of this work needs a human brain

The Solution

5U AI Workers integrate seamlessly with your existing systems to understand customer requests and execute complete end-to-end workflows automatically.

AI Supervisor

Worker Log:

Driver Yaget (vehicle MMK-07) reported flat tire in Tyrol, Austria causing 4-hour delay to shipment REF-1002. Vehicle drivable, driver handling tire change independently. Italy pickup completed, en route to Sweden delivery (window Feb 12, 12:00-14:00).

Assessment: Minor vehicle issue with medium SLA risk for Sweden stop. Classified as minor disruption per SOP since vehicle is drivable and driver can handle repair.

Actions completed:
- Logged disruption in operation memory
- Posted informational update to Teams escalation channel ([VEHICLE — MINOR])
- Sent delay notification to consignee (Fehmi Sener) with revised delivery window (16:00-18:00)
- Confirmed Turkey delivery (March 15) remains unaffected

No further action required unless team responds with additional instructions.

What 5U AI Does for Logistics.

Win More Volume

Put responses on auto-pilot, and close more deals by providing faster, more reliable service.

Lift Productivity

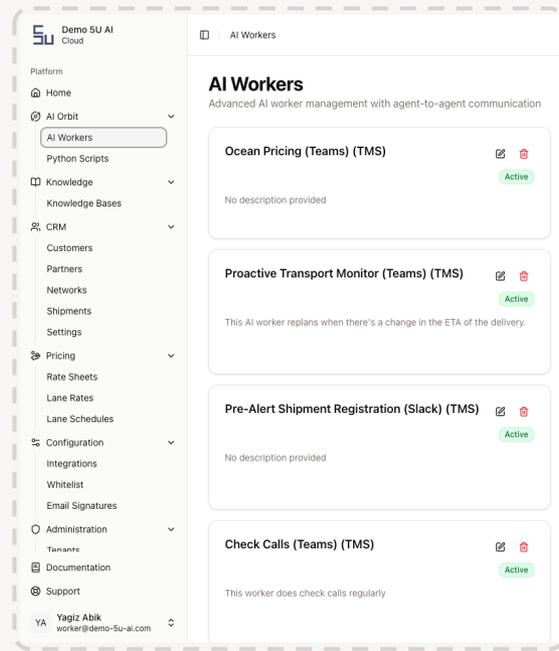Let AI Workers handle tedious work — so your team can focus on growth.

Protect Margins

Detect & fix rate discrepancies and billing errors in real time. Prevent revenue leakage before it happens.

Deliver Excellence

Provide proactive updates, instant answers, and consistent quality across every customer touchpoint.

How the 5U AI Solution Works.

● Always-On Operations

Handles inquiries, resolves exceptions, and updates systems in real time — **even outside business hours.**

● Rapid Deployment

Go live in weeks, not months. After engagement, we configure everything after a 3-hour workshop.

● Error Reduction

Automated validation and cross-referencing minimize mistakes across track & trace, rates, invoices and more.

● Seamless Integration

Connects to your TMS, ERP, carrier portals, and email — no rip-and-replace needed.

● Configurable Autonomy

Set rules for when AI Workers act independently and when they escalate — full control over decisions.

● Full Auditability

Every AI decision is logged and traceable. Review actions, override when needed, stay compliant.

AI Workers Purpose-built for Logistics.

Specialized AI Workers automate high-volume operational tasks with precision, reliability, and seamless integration.

Track & Trace

Monitors shipment status across carriers, portals, and emails — proactively flags exceptions before customers ask.

Rate Management

Compares quoted vs. actual rates, flags discrepancies, and ensures correct billing and payment.

Invoice Reconciliation

Matches invoices against bookings and contracts, catches overcharges, and routes exceptions for review.

Voice Add-on

Answers calls, provides shipment updates, and routes complex inquiries — so your team isn't tied to the phone.

and more...

RFQ Processing, from inbox to quote.

Your AI Worker handles the full quoting cycle — from extracting rate inquiry details to delivering a formatted quote to the customer.

Inquiry Intake
Reads inbound emails, extracts origin, destination, cargo type, and special requirements.

Rate Sourcing & Calculation
Queries your rate sheets, carrier contracts, and margin rules. Calculates the optimal quote.

Quote Delivery
Formats and sends a professional quote to the customer — including surcharges, transit times, and terms.

Response Time
Minutes to hours → **Instant**

Availability
Office hours only → **24/7 always-on**

Consistency
20% failure rate → **5× lower error rate**

Knows your margin logic. Customer-specific pricing, carrier preferences, surcharge rules — all captured in the Decision Layer.

TRACK & TRACE

Shipment Visibility, on autopilot.

Your AI Worker handles inbound status queries and POD requests — querying carriers, compiling updates, and responding to customers within seconds.

Shipment Status Updates
Reads customer inquiry, queries TMS/carrier portals, drafts accurate status reply.

POD Collection & Delivery
Follows up with carriers for proof-of-delivery. Attaches docs and sends to customers.

Proactive Alerting
Flags delays before customers ask. Sends pre-emptive status updates when exceptions appear.

Response Time
Minutes to hours → **Instant**

Availability
Office hours only → **24/7 always-on**

Quality
Inconsistent replies → **Consistent every time**

Wahl Group result: 80% of all POD requests automated in the first 2 weeks of production.

Invoice Validation, at scale.

Your AI Worker ingests carrier invoices, validates against booking data and rate agreements, and flags discrepancies — automatically.

Invoice Intake & Parsing
Reads PDFs, emails, and EDI. Extracts line items, charges, and reference numbers.

Validation Engine
Cross-checks against booked rates, agreed surcharges, and contract terms. Catches overcharges.

Exception Management
Flags mismatches, routes to the right person, and tracks resolution — all logged.

Processing Time
Hours → Instant

Accuracy
3-5% error rate → 10× lower error rate

Detection
Missed charges → Proactive flagging

Invoice errors cost 3-5% of annual revenue. Most freight companies don't catch them until it's too late.

Human-Like Conversations, at scale.

Handles inbound and outbound voice calls with human-like conversations, accessing live data in real time.

Inbound & Outbound Calls
Handles voice calls to provide seamless customer communication — status updates, check calls, routing.

Context-Aware Conversations
Conducts structured, natural conversations that adapt to customer needs — with live TMS data.

Smart Escalation
Routes complex inquiries to the right person with full context. Never drops a call.

Call Handling
Busy lines → **Instant pickup**

Availability
Office hours only → **24/7 always-on**

Response Quality
Inconsistent → **Consistent every time**

Voice as a channel, not a product. Any AI Worker can handle voice calls — from appointment booking to conflict resolution.

And that's just **the starting point.**

5U deploys AI Workers for any operational workflow. Start with proven high-volume use cases, then expand across your entire operation.

Appointment Booking

Call or email consignees to schedule delivery windows. Every day, automatically.

Email Workflows

Any structured email flow — confirmations, follow-ups, document requests, notifications.

Proactive Monitoring

Flag delays, missing docs, or exceptions before anyone asks. Pushes alerts to your systems and your team.

Data Entry & Logging

Capture shipment data into TMS, ERP, or CRM. No more copy-paste between systems.

Custom Workflows

If your team does it repeatedly, we can build an AI Worker for it. Any process, any channel.

Multi-Worker Orchestration

Multiple AI Workers collaborating — one handles intake, another validates, another responds.

If your team does it repeatedly, **there's an AI Worker for that use case.**

The Impact on Your Business.

Operational Excellence

24/7 Case Handling
Continuous operations without downtime or scheduling constraints.

Reduced Errors
Consistent accuracy in all automated workflows eliminates costly mistakes.

Faster Turnaround
Minutes for quotes and updates instead of hours of manual processing.

Resource Allocation
Focus human talent on strategy, relationships, and complex problem-solving.

Business Growth

Customer Satisfaction
Faster response times build customer loyalty.

Revenue Accuracy
Eliminate leakage through correct quotes and automated invoice validation.

Fast ROI
Rapid deployment with measurable savings from day one.

Scalable Operations
Handle volume spikes and growth without adding headcount.

-70%
Reduction in Manual Work
Free your team from repetitive tasks to focus on customer relationships and growth.

-90%
Fewer Errors & Exceptions
Automated validation catches what humans miss — before it becomes a customer issue.

+10x
Faster Response Times
Real-time processing means customers always know where things stand.

Why **5U AI.**

Logistics-Native
Built exclusively for freight and logistics. We understand your workflows, terminology, and edge cases - not a generic AI tool adapted for logistics.

Weeks, Not Months
Completely customized AI Workers for your use cases. You go live in 2-4 weeks, not quarters.

Your Rules, Your Control
Configurable autonomy levels. Start with full human supervision, ramp up as trust builds. Every decision follows your SOPs.

No Rip-and-Replace
Connects to your existing TMS, ERP, email, and carrier portals. Sits alongside your team, not instead of them.

Full Transparency
Every AI decision is logged, traceable, and auditable. Trace any time. Built with compliance-first approach.

Clear ROI from Day One
Measurable savings within the first weeks. 6-week cancellation clause - zero risk.

Ready to Supercharge Your Team?

Let AI Workers handle the repetitive work, so your team delivers what truly moves your business forward.

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