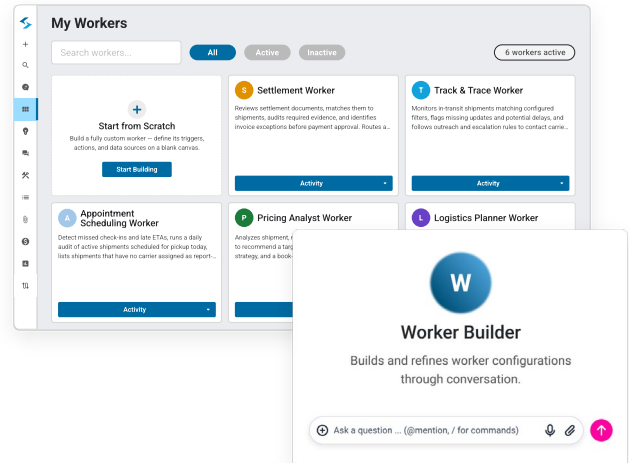


Stop Asking AI. Start Assigning It.

From check calls and invoice audits to the weekly report, AI Workers take on the tasks that slow teams down. Start with ours in Shipwell AI Studio or build new ones around your process, with approvals set wherever a person needs to step in.



Certified Workers Ready to Help You

Built by Shipwell, each one shows up already knowing its transportation job. Just activate, then adjust for your operation.



Settlement Worker

Ingests carrier documents, matches each one to the right shipment, checks for required paperwork, and requests approval before marking anything ready to pay.

1% to 5% of shipping spend recovered



Pricing Analyst Worker

Compares spot quotes, DAT benchmarks, contract rates, and carrier history to recommend a target rate, a maximum rate, and whether to book now or wait.

30+ hours saved per 200 loads priced



Track & Trace Worker

Monitors in-transit shipments, contacts carriers when updates go stale, updates the shipment record, and escalates only the exceptions that need a person.

Up to 70% less manual tracking work



Logistics Planner Worker

Turns sales-order PDFs into verified orders overnight, adds them to shipments with spare room, and proposes new loads for approval by morning.

5+ minutes saved per order planned



Appointment Scheduling Worker

Catches missed check-ins, late ETAs, contacts drivers, works in new facility windows, and reschedules appointments upon team approval.

10 minutes saved per appointment booked



Insight Generation Worker

Reviews transportation holistically, flagging patterns and risks worth a closer look. Ask any question to dig deeper into findings.

3+ hours saved on weekly operation reviews

Build Your Own in Four Steps

Treat AI like a new hire, because it is one. Give it the context it needs to succeed, like SOPs, skills, rules and tools.

1

Choose a starting point. Duplicate a certified Worker or describe a new one in plain language.

3

Turn it on. Publish the Worker and choose who on your team can use it.

2

Teach it how your team works. Add SOPs, customer requirements, business rules, tools, and channels.

4

Fine-tune it. Adjust how it handles edge cases and reports back.

What an AI Worker Can Work With

For customers on Shipwell's TMS, AI Studio runs on the transportation data already in the platform, so Workers can start without additional integrations. Using another TMS? Connect your shipment data and run AI Studio standalone across your operation.

Update Shipments and Records Directly

Workers read and write through Shipwell API endpoints, so updates land on the shipment record directly instead of waiting for someone to copy them over. You choose which endpoints each Worker can reach.

Communicate Where Work Happens

Workers reach carriers and customers by email, SMS, or Shipwell Messaging, and keep your team posted in Slack or Microsoft Teams. Chat with any Worker directly to check its progress or hand it a new task.

Give AI a Job. Not a Blank Check.

Publish Only What Passes Validation

Every Skill lists which tools it can use. Before publishing, AI Studio checks for access gaps and hidden instructions that could misdirect a Worker, and blocks any Skill that fails. A Worker built to look up rates can't tender loads unless you allow it.

Approve the Moves that Matter

Require approval on any action you choose, like marking a shipment ready to pay or contacting a carrier. Requests show up in chat and in a pending-approvals inbox, and you can stop a Worker mid-run if something looks off.

Handle the Paperwork

Paired with Document AI, Workers extract data, match each document to the right shipment, and upload it where it belongs. Missing paperwork gets flagged the day it arrives, not when someone goes to pay the carrier.

Connect the Tools Your Team Depends On

Workers can connect to third-party apps, your internal APIs, and Model Context Protocol (MCP) servers. If your ERP, WMS, or another tool your team relies on has an API, a Worker can be set up to work with it.

Roll Back Any Change

If someone edits a Skill a live Worker depends on, that Worker pauses until the change passes validation again, so an unchecked edit doesn't reach your shipments. Every published version is saved, and you can restore an earlier one anytime.

See What Your Workers Are Doing

Every action a Worker takes is logged, from updating shipments to contacting carriers. Watch runs live, review past activity, and see credit usage by Worker and trigger, so you know what each run costs.



Your Data Stays Yours

- No training or fine-tuning on your data, including aggregated or de-identified data
- Tenant isolation, so no AI capability can reach another customer's data
- Enterprise-grade AI providers only, under contracts that prohibit training on your data
- Workers use only the tools, data, and actions your team grants them
- Turn AI capabilities on or off without affecting the rest of the Shipwell platform
- Built on Shipwell's SOC 2® compliant platform

About Shipwell

Shipwell is an AI transportation platform that turns logistics operations into systems of action. Combining an end-to-end transportation management system (TMS) with AI that monitors, decides, and executes, it helps shippers move more freight with less manual work, lower costs, and greater control. Built to meet teams where they are, Shipwell can power the entire operation or solve a specific challenge, with the flexibility to expand as needs change. To learn more, visit shipwell.com

[Book a demo](#)