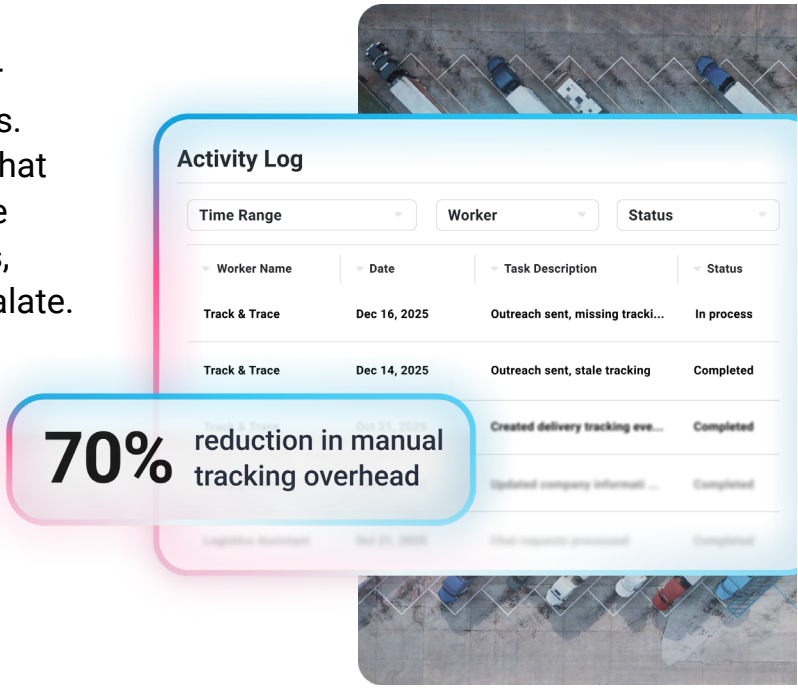
SHIPWELL®

AI Workers | Track & Trace

Stop Chasing Shipments. Start Automating Your Supply Chain.

Check calls, missing freight hunts, and updating stakeholders–logistics teams lose up to $25 per shipment to these repetitive, but necessary tasks. Shipwell's Track & Trace AI Worker automates what used to consume your day. Operating around the clock, it monitors shipments, detects exceptions, and coordinates with carriers before issues escalate.



An Autonomous Digital Teammate

Monitor, detect, and resolve
Shipwell's Track & Trace AI Worker is an autonomously operating digital worker that provides maximum visibility of shipments throughout the platform by taking on the research, carrier monitoring, and driver outreach that your team would normally do.

Configure once, run forever
Configured through AI Studio, teams can set up monitoring and follow-up exactly as they would want their own coordinators to operate. Specify which carriers to monitor, how frequently to communicate, primary and backup communication methods, and time windows for outreach.

Communication only on your terms
Teams control whether the worker updates shipment data automatically, requires verification first, or simply notifies when changes should be made. When verification is required before data updates or carrier outreach, teams receive approval requests via email.

Round-the-clock intelligence
Operating 24/7 with smart communication windows set through AI Studio, the worker detects issues immediately and takes action according to configured preferences—no more discovering problems the next morning.

Enterprise-grade security
SOC 2® compliant with user access controls, secure data handling, and full audit trails for every worker action. All sensitive supply chain data stays protected and opted-out of any data usage for AI modeling purposes. User authentication and permission enforcement integrate with existing Shipwell systems, so only authorized team members can access critical information.

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Learn more at www.shipwell.com

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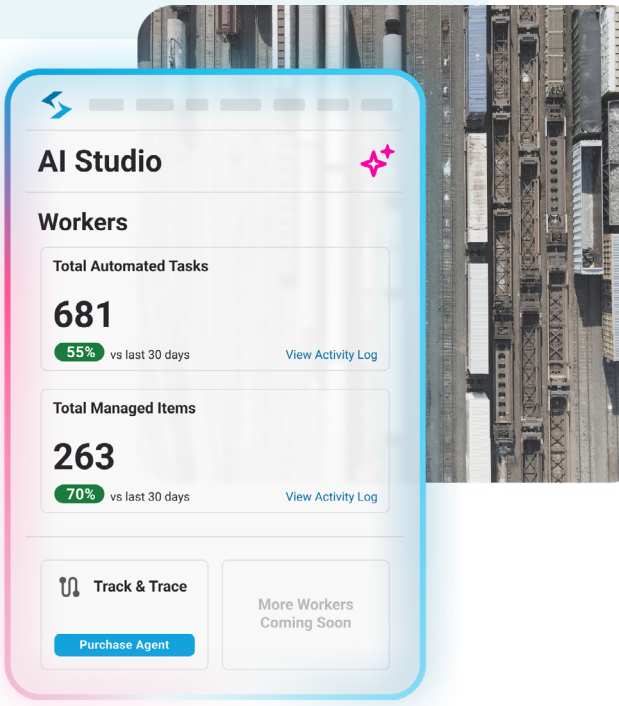
What You Gain

- **Reclaim 70% of manual tracking time** for higher-value work like exception management, carrier performance analysis, and customer relationship building
- **Achieve instantaneous response times** with 24/7 automated monitoring that never waits for business hours
- **Cut email management time by 80-90%** as the AI worker handles routine carrier communications
- **Improve customer satisfaction** with proactive updates and faster issue resolution
- **Scale capacity without adding headcount**, deploying AI workers in minutes instead of months

> **The ROI was immediate – the Track and Trace AI Worker is already handling about 98% of the tracking updates we used to do manually. We've practically eliminated an hour a day of sending out carrier emails and uncovering delivery details for invoicing.**
>
> - Jeremy Forster
> Senior Director, Supply Chain, Airlite Plastics

The Intelligence Behind the AI

- **Multi-carrier monitoring** across LTL, FTL, and mobile app tracking with ocean FCL support
- **Intelligent issue detection** for incorrect BOL/PRO numbers, missed pickups, delivery delays, and mobile app tracking problems
- **Automated carrier coordination** via email, SMS/RCS, and Shipwell messaging with configurable communication preferences
- **Real-time stakeholder updates** with live tracking links and AI-powered ETA notifications
- **Approval workflows** for data changes and carrier outreach when verification is needed
- **Comprehensive activity logging** with full audit trails accessible through AI Studio
- **Seamless TMS integration** that leverages existing shipment data, carrier contacts, and user permissions



Join the shipping evolution®

Shipwell gives shippers and their teams the tools to run smart, resilient supply chains. Our AI-integrated transportation management system (TMS) combines power and ease of use to lower costs, improve customer experience and keep businesses agile. Put your logistics operations in the fast lane with real-time visibility, seamless connectivity, and dynamic automation. See how our all-in-one platform keeps your supply chain moving at shipwell.com.

Get a demo