

Transforming manual logistics processes with Xpand Portal and artificial intelligence



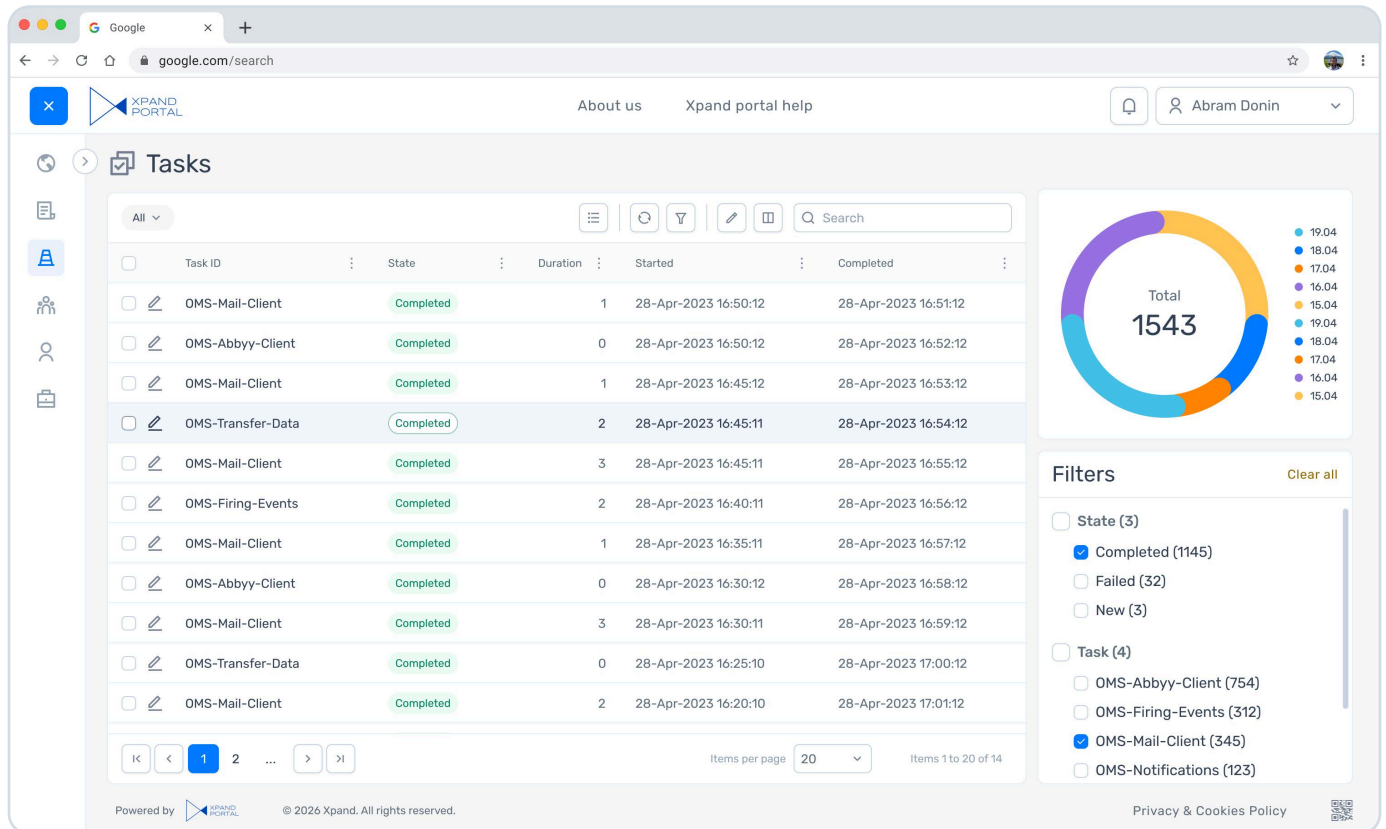
Problem

Partner of Xpand provides IT services and solutions for logistics and terminal operators. The partner's client faced a common problem when handling logistics information and orchestrating the transportation process. The previous process involved receiving various types of information, such as transportation orders, customs updates, CMRs, bills of lading (BLs), etc., through email inboxes. To process this information, an operator had to manually create orders in the ERP system, communicate their creation to stakeholders, and pass on relevant status updates to interested parties. Additionally, the operator had to manually load CMRs and BLs into the ERP system, which was a time-consuming process due to the high volume of documents associated with transportation, including cargo item-level customs clearance status updates.

Solution

Xpand Portal offers a solution to the aforementioned problem faced by partner's

client. It is designed to extract information from the mailboxes and converted the emails into the PDF format, which are then sent to an artificial intelligence (AI) service. The AI service can be trained to recognize the content and structure of each document, and it sends the data back to the portal in a structured form. This structured data is then used by the portal's logic to create transportation orders or update existing orders, depending on the content.



The screenshot displays the Xpand Portal interface. At the top, there is a navigation bar with the Xpand Portal logo, "About us", "Xpand portal help", a notification bell, and a user profile for "Abram Donin". The main content area is titled "Tasks" and features a table with columns for Task ID, State, Duration, Started, and Completed. The table lists several tasks, all of which are in a "Completed" state. To the right of the table is a donut chart showing a total of 1543 items, with a legend indicating various categories and their counts. Below the chart is a "Filters" section with options for State (Completed, Failed, New) and Task (OMS-Abbyy-Client, OMS-Firing-Events, OMS-Mail-Client, OMS-Notifications). The footer of the interface includes "Powered by Xpand Portal", "© 2026 Xpand. All rights reserved.", and a "Privacy & Cookies Policy" link.

Xpand Portal was extended with the capability to interpret indirect information from a document and to determine the type of order or transportation need. This feature allows users to create transportation orders for various modes of transportation, such as truck, sea, rail, and air. The portal also allows users to track the status of their orders as soon as a document with a status update is received, enabling them to see the latest available location of their goods and their order status. This feature provides clients with a higher level of visibility into their transportation process.

The communication between the ai service and the portal is encrypted using an https certificate, which guarantees the security of data transmission.

One of the most significant features of the portal is its ability to send email notifications to all participants involved in the transportation process. These notifications serve as reminders about any delays in the process or the need to upload essential documents, such as draft BL confirmations, packing lists, commercial invoices, etc. For instance, if there is a delay in the arrival of the goods, the portal sends notifications to all relevant participants, informing them of the situation. This function turns unstructured communication into a structured and thoughtful one, allowing all participants to stay informed.

Lastly, any record created on the portal is automatically uploaded to the ERP system, eliminating the need for manual record creation and communication with participants about any changes or deadlines. The Xpand Portal's automated system streamlines the transportation process, reducing the time and effort required to manage it.