



super.ai



New Case Study

What Happens When a Logistics Company Starts Thinking Like a Tech Company—with a Little Help from super.AI

With super.AI, CHI Cargo was able to automate document validation and repurpose their time by reducing manual review hours by 92%. The results speak for themselves.

Intro

CHI Cargo is a logistics company based in Frankfurt, Germany, specializing in freight forwarding, trucking, and a comprehensive range of air freight services, including air freight security. They describe themselves as “a tech company that happens to do logistics,” and their drive for innovation proves it.

The Challenge They Faced

Before super.AI, CHI Cargo's first use case document type, their initial Proof of Delivery (POD) project, was primarily done manually and was error-prone as a result.

Every day, countless hours were spent reviewing scanned proof of delivery notes, entering data, and checking against order records. Each document had to be validated to ensure that the number of packages and the total weight aligned with the customers' shipment data submitted in advance.

It was repetitive work that consumed valuable time their team could have spent on higher-impact tasks.

They needed a way to automatically extract and validate data against their internal data, and get faster, more accurate validation results without expanding headcount.

The Solution

Super.AI deployed an AI-first document processing pipeline tailored for Proof of Delivery (POD) Notes.

Key Components:

- **Document Ingestion Method:** From email attachments to SFTP-Integration, where scanners in the warehouses are uploading scans into the SFTP servers so data can be accessed automatically.
- **Document Classification:** Automatically detects, classifies, and splits documents based on document type and provider.
- **Data Extraction:** Extracts MAWB number, quantity, weight, agent, remarks, and PMC with 95% plus initial accuracy.
- **Database Matching:** Validates extracted data against CHI's PostgreSQL-based databases to identify discrepancies in packages and weight.
- **Integration:** Seamlessly connects to CHI's Cargo Management System.



With super.AI, CHI Cargo was able to reduce their manual review hours by

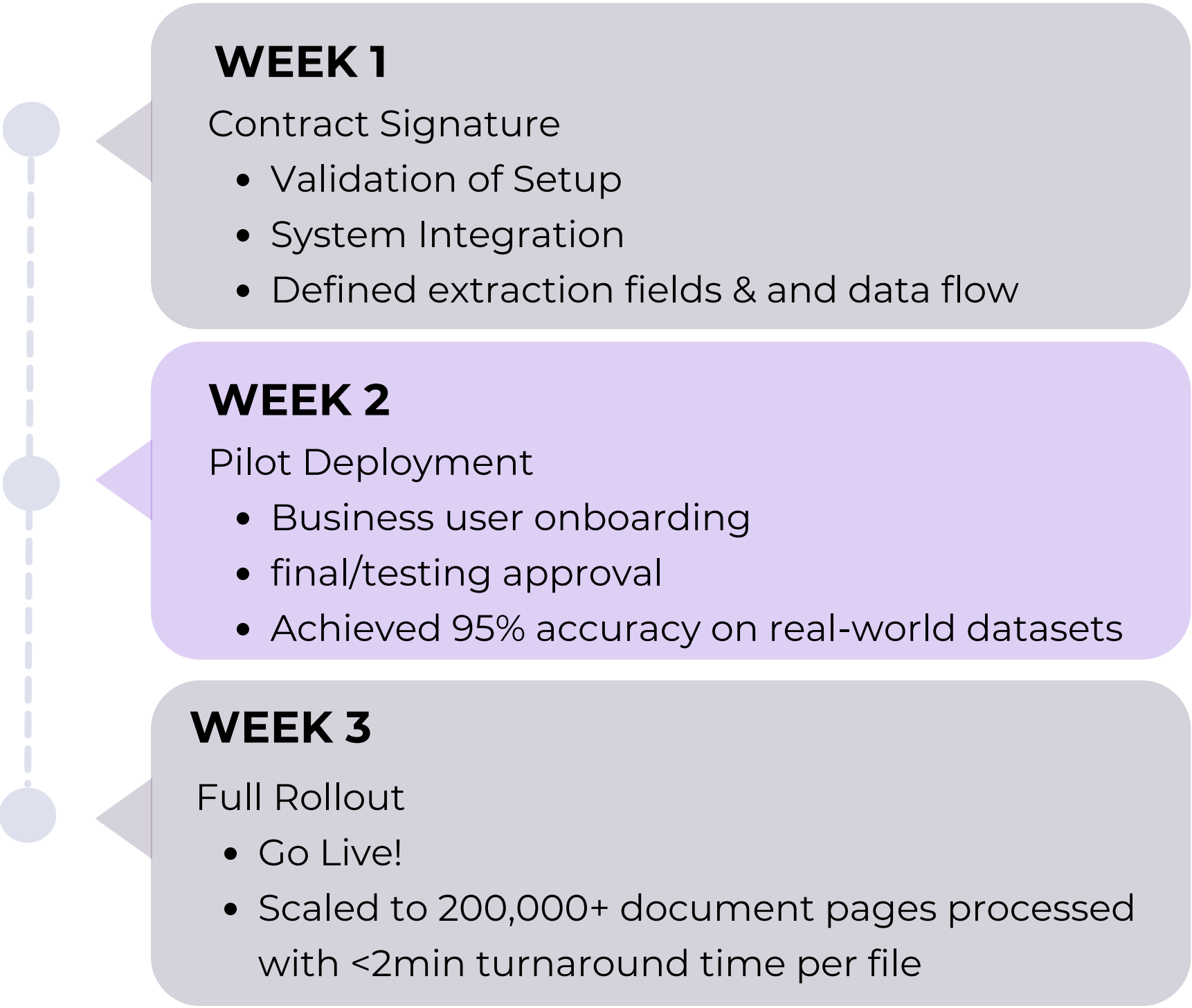


The Transformation

After implementing super.AI, CHI Cargo:

- Went from countless hours reviewing scanned proof of delivery notes, entering data, and checking against order records to reducing manual review hours by 92%.
- Went from only 50% of documents reviewed to 100%.
- Increased accuracy and consistency across all POD validations.
- Faster billing and improved customer transparency.
- Team bandwidth reallocated to higher-value logistics operations.

Time-to-Value





-Milfat Mendoughe, IT Project
Manager at CHI Cargo

“With super.AI, we’ve gone from reviewing about 50% of our documents manually to processing and validating 100% quickly, accurately and with confidence”

Conclusion

By automating Proof of Delivery validation with super.AI, CHI Cargo transformed a high-volume, manual bottleneck into a streamlined, AI-driven workflow that achieved faster processing, higher accuracy, and measurable ROI.

As CHI continues to scale, super.AI provides a foundation for future automation use cases, from document classification to advanced anomaly detection across logistics data.

See how super.ai can simplify your document workflows and free up your team’s time.

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