

5 **WAYS** **AI Agents Are Transforming Inbound Supply Chain Management**

How leading companies are automating their most complex coordination challenges

Forward-thinking supply chain organizations are quietly revolutionizing their inbound operations with AI agents. While many companies still rely on armies of coordinators, industry leaders are automating these time-intensive processes and seeing dramatic results.

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1. Automated Vendor Communication and Receiving Coordination

The Problem: Vendors send shipment information in every format imaginable—emails, PDFs, Excel files, photos—while receiving teams need structured data to schedule dock appointments. The disconnect creates delays, confusion, and hours of manual work translating between formats.

Why It Hasn't Been Solved Until AI: Traditional automation requires standardized inputs, but forcing thousands of vendors to change their communication processes is impossible. Manual coordination doesn't scale, and human coordinators can't work 24/7 across different time zones and languages.

How AI Solves It: AI agents read and interpret vendor communications in any format, extracting key shipment details without requiring process changes. They then automatically coordinate with receiving systems to schedule dock appointments, working continuously across all communication channels.

With FourKites: Sam interprets vendor communications while Alan handles receiving coordination, turning 4-6 hours of manual work into 15 minutes of seamless automation.



2. Proof of Delivery Collection and Payment Processing

The Problem: Collecting PODs for payment approval means hours of follow-up with carriers through different communication channels. Documents arrive late, incomplete, or not at all, straining relationships and delaying cash flow.

Why It Hasn't Been Solved Until AI: Each carrier prefers different communication methods and response timing, making standardized follow-up ineffective. Human teams can't maintain the persistent, personalized follow-up required while managing hundreds of shipments simultaneously.

How AI Solves It: AI agents monitor deliveries in real-time, immediately request PODs through each carrier's preferred channel, and follow up persistently but professionally. They validate documents upon receipt and route them directly to payment systems without human intervention.

With FourKites: Polly automatically hunts down missing documentation with personalized carrier communication, letting payment specialists focus on strategic work while achieving 90%+ collection rates.



3. Order-to-Pickup Orchestration

The Problem: Every order requires coordinating pickup scheduling with suppliers, carrier confirmation, change management, and keeping all parties informed. Dropped coordination leads to missed pickups, delayed deliveries, and frustrated customers.

Why It Hasn't Been Solved Until AI: The coordination requires simultaneous management of multiple systems, communication channels, and time-sensitive schedules. Human coordinators become bottlenecks, and traditional workflow systems can't handle the dynamic nature of supply chain exceptions and changes.

How AI Solves It: AI agents automatically book pickup appointments when orders are created, manage carrier coordination in parallel, handle schedule changes dynamically, and keep all parties updated 24/7. They work as coordinated teams, sharing information seamlessly across the entire pickup process.

With FourKites: Alan and Tracy work as a coordinated team—Alan handling scheduling while Tracy manages carrier communications—reducing order-to-pickup time from days to hours.



4. Intelligent Claims Processing

The Problem: Customer claims arrive in waves requiring investigation, documentation gathering, and careful responses within tight SLAs. Each claim type needs specific documentation, creating back-and-forth delays while customers wait for resolution.

Why It Hasn't Been Solved Until AI: Claims require understanding context, cross-referencing multiple data sources, and knowing exactly what documentation each claim type requires. Human processors spend most of their time gathering information rather than actually resolving claims, and the knowledge of requirements doesn't scale across teams.

How AI Solves It: AI agents understand different claim types and automatically collect the specific documentation each requires. They cross-reference delivery records, photos, signatures, and tracking information instantly, presenting complete, organized files to human reviewers for resolution.

With FourKites: Cassie ensures claim completeness from the start, gathering all necessary documentation automatically so your specialists focus on resolution strategies rather than chasing paperwork.



5. Internal Information Hub and Proactive Communication

The Problem: Sales needs delivery updates, warehouse wants arrival times, finance tracks specific shipments—everyone interrupts your track and trace team. Information silos kill productivity and create constant interruptions that prevent strategic work.

Why It Hasn't Been Solved Until AI: Different teams need information in different formats through their preferred communication channels, and the requests are unpredictable in timing and complexity. Traditional dashboards require people to know where to look, and human coordinators can't field hundreds of simultaneous inquiries while maintaining accuracy.

How AI Solves It: AI agents serve as intelligent information hubs, fielding inquiries through each team's preferred channels and pulling real-time data with appropriate context. They provide proactive updates when exceptions occur and scale to handle unlimited simultaneous conversations with consistent accuracy.

With FourKites: Tracy serves as your intelligent information hub, instantly answering internal inquiries while proactively identifying and communicating exceptions before they become problems.



The Control Tower Advantage

The difference between successful AI agent implementations and expensive failures comes down to data architecture. AI agents operating within comprehensive supply chain control towers—with real-time visibility across vendors, carriers, facilities, and customers—can make intelligent decisions and take meaningful actions. Without this foundation, AI becomes just another alert system generating noise instead of value.

Ready to Lead the Transformation?

The automation breakthroughs described above aren't futuristic concepts—they're happening now at industry-leading companies. FourKites is pioneering AI agent technology specifically designed for supply chain operations, with agents that leverage our industry-leading control tower platform to deliver these results.

Contact us to learn how you can join the supply chain leaders already revolutionizing their operations with AI agents backed by comprehensive supply chain intelligence.