Qi – what, why & how

Qargo Intelligence (Qi) automates docs, validation & partner profiling, cutting manual work & focusing teams on the alerts that matter.

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Introduction

In fast-moving transportation, logistics, and 3PL operations, the burden of document processing, validation, and data entry can slow teams down, introduce errors, and distract from strategic priorities. **Qargo Intelligence (Qi)** is designed to take on that load. Qi is the AI-powered engine built into Qargo's TMS platform. It focuses on automating the "busywork" and raising user productivity, consistency, and accuracy.
Behind every feature of Qi lies a principle: remain human-centric. Qi is not about replacing expert planners and auditors. It's about enabling them to work smarter by handling low-value repetitive tasks so they can focus on alerts, decisions, and alert handling.

This overview covers Qi's functions across document intelligence, contract carrier/customer profiling, and validation workflows. It also highlights five key features that make Qi a powerful tool in transportation operations.

Key features of Qi

Feature	What it does	Why it matters	Learn more
Document intelligence (data extraction & matching)	Qi ingests uploaded documents (PDFs, scans, images), extracts structured data (e.g., container IDs, seal numbers, references), and matches documents (e.g., PODs) to orders/loads.	Eliminates manual retyping, accelerates document processing, and reduces human error.\	
Focuses human effort on what matters most, improving throughput and reducing fatigue.			
Validation task automation	Qi drives and coordinates validation workflows: comparing document data to order/load data, flagging mismatches or missing elements, and routing tasks to users.	Streamlines the quality control step and reduces bottlenecks in approvals and alert handling.	
Automated contract carrier & customer summaries (company intelligence)	Qi automatically enriches newly added contract carrier or customer contacts with public, verified data (e.g., company size, revenue, industry activity).	Accelerates onboarding, enables faster decision-making, and helps avoid manual lookups.	
Alert handling & review prioritization	Rather than making users wade through all data, Qi highlights anomalies and alerts (e.g., missing fields, mismatches) and surfaces them for review.	Focuses human effort on what matters most, improving throughput and reducing fatigue.	

When combined, these features allow Qi to cover the full chain: ingesting documents, extracting and matching data, flagging issues, enriching partner profiles, and helping the operations team validate and approve with confidence.

Terminology

To help users interpret Qi's outputs and features, here's a glossary of key terms:

Term	Definition / meaning in Qi context
POD	Proof of delivery document (signed by the driver/receiver) used to confirm service delivery.
CMR	Convention on the Contract for the International Transportation of Goods by Road document, commonly used in cross-border road transportation.
Seal number / container ID	Unique identifiers affixed to containers or seals, often critical for matching shipments and ensuring integrity.
Validation task	A flagged discrepancy or missing item created by Qi that requires human review (e.g., a mismatch between extracted data and the system record).
RAG / grading / quality flagging	A visual scheme (Red, Amber, Green) that Qi uses to rate the quality or completeness of documents. "Green" means acceptable, "Amber" means minor issues, and "Red" means a significant problem that needs correction.
Partner summary / profile enrichment	The automatic gathering and display of public/business data (revenue, employee count, industry sector) about contract carriers or customers.
Alert handling / "review by alert"	The principle of Qi surfacing only the problematic or irregular items to human users, while passing through items that fully comply.

How Qi fits together (workflow perspective)

Here's a simplified sketch of how Qi's components operate in a real workflow:

1. **Document upload / ingestion**
   A user (or driver) uploads a POD, CMR, scanned image, or PDF. Qi ingests it and begins parsing the relevant fields.
2. **Extraction & matching**
   Qi extracts key values (seal numbers, container IDs, references) and attempts to match the document to existing job/load records in the system.
3. **Completeness check**
   Qi checks for legibility and completeness. Documents that fall short are flagged (e.g., red or amber status).
4. **Validation task runs**
   Qi validation tasks that are scheduled in the workflow run, and the appropriate label is applied. A visual alert shows users which items require manual review (operations, finance, etc.) and further investigation.
5. **Review & resolution**
   Users can direct their attention to flagged items or tasks. Approved documents with no issues may proceed automatically. Users can override, edit, or confirm as needed.
6. **Enrichment of partner profiles**
   Meanwhile, when a new contract carrier or customer is added to the system, Qi fetches public business data to build a summary profile automatically. No manual research is needed.

Benefits & impact

- **Efficiency gains:** By automating data entry, signature checks, document matching, and validation routing, Qi reduces the clerical burden on operations and finance teams.

- **Error reduction and consistency:** Automated extraction and rules-based validation reduce human mistakes and ensure uniform checks.
- **Faster onboarding & profiling:** Partner summaries let teams assess contract carriers or customers instantly without tedious manual lookups.
- **Better audit performance and traceability:** Qi's flagging and task history provide an audit trail, and users always know which items needed attention.
- **Focus on high-value work:** Because Qi handles the bulk of clean, straightforward documents automatically, human effort is freed up to focus on alerts and higher-value decisions.

Qargo Intelligence (Qi) is more than just a "smart assistant." It's the backbone of an automated, alert-driven workflow for transportation operations. With document intelligence, validation orchestration, signature detection, and partner profiling, Qi helps organizations scale without proportionally increasing back-office staff.