

How EAI Technologies used the Anthropic Claude API to automate package intake, streamline terminal operations, and help Alaska's leading carrier scale its MyConnect shipping service.

The Client

Carlile Transportation is one of Alaska's largest trucking and logistics companies, operating terminals across Alaska — Anchorage, Fairbanks, Kenai, Kodiak, Prudhoe Bay, and Seward — plus Tacoma, WA, Houston, TX, and Edmonton, AB. Through its MyConnect service, Carlile lets customers ship almost anything to Alaska, even when retailers won't deliver there.

The Challenge

MyConnect's growth created a bottleneck at the dock. Every inbound package required manual data entry — customer details, dimensions, hazard flags, destination — keyed by hand from shipping labels at the Tacoma terminal. Intake was slow, error-prone, and difficult to scale as shipping volume and terminal locations grew.

The Solution

EAI Technologies designed and delivered a modernized MyConnect platform with the Anthropic Claude API at the center of intake operations:

- **Claude-powered label scanning.** Terminal staff photograph an inbound package with a handheld tablet; Claude's vision capabilities read the label and automatically extract customer and package information — eliminating manual data entry at intake.
- **Streamlined terminal operations.** Intake and pickup processing integrate directly with Carlile's TruckMate ERP and credit card payment processing, so packages flow from dock to delivery without re-keying.
- **Operational and customer views.** Operations teams manage origin, destination, troubled packages, and customer accounts from a unified dashboard with an executive view; customers track active packages, schedule pickup appointments, and pay online.
- **Event-based notifications.** Customers receive automatic status updates — in transit, ready for pickup, payment confirmed — at every step.

The Results

- **Automated intake.** Claude-assisted label scanning replaced manual data entry of customer and package information, cutting per-package processing time and intake errors.
- **Built to scale.** The platform supports increased shipping volume and new terminal locations without proportional headcount growth.
- **Better customer experience.** Self-service tracking, appointment scheduling, online payment, and proactive notifications reduced inbound status calls.
- **End-to-end integration.** AI intake, TruckMate ERP, and payments operate as one seamless workflow from Lower 48 receipt to Alaska delivery.