



Two Full-Time Roles Freed Up: How Ehrlich Logistics Automates Its Back Office with ExB

Transport orders and freight document checks, automated, straight into the TMS, with no manual handoffs.



Background

Ehrlich Logistics is a mid-sized, third-generation family business based in Lutherstadt Wittenberg.

75 refrigerated trucks, a high bay warehouse with 7,000 pallet spaces, over 100 employees. Focus: transport for the food and chemical industries, covering frozen goods, chilled goods, dangerous goods transport regulated under ADR and GDP standards. High compliance requirements, high document volume.



Oliver Knauth –
Managing Director, Ehrlich Logistics

“The whole system runs around the clock, no waiting, no intervention. One drag and drop, ExB does the rest.”



2.0

full-time roles freed up

~5,000

pages of freight documents
per week checked automatically

24/7

availability

8 Weeks

to production launch

Challenge

At Ehrlich Logistics, two areas tied up an unusual amount of staff time.



“We did everything manually. We tried OCR, without much success. That went nowhere.”

1 Transport orders

A heterogeneous customer base, with orders arriving exclusively by email, as PDF and CSV files, Excel spreadsheets, or as free text in the email body. Every customer, every format. One full-time employee did nothing else but read orders, understand them, and key them into the TMS by hand.

2 Freight document checks

Around 5,000 pages a week: CMR notes, delivery notes, POD documents, and warehouse loading reports. Stamps, handwritten notes, coffee stains included. Checks were done manually, page by page. One to two full-time staff were tied up, the required specialist knowledge was hard to cover for, and quality varied with the day.

Solution

The existing TMS (called Komalog) stays as it is. ExB takes over processing in the background and delivers structured data into the familiar system landscape. **Transport orders** arrive in a central Outlook inbox. Several times a day, they are handed over to ExB by drag and drop. The AI extracts both operational order data and administrative instructions, including loading and unloading notifications, temperature printouts, and billing addresses. It then passes them to the TMS as XML. The TMS generates tasks for the back office and notes for the driver app. The order lands in the intermediate archive, linked and audit-ready. **Freight documents** are scanned and handed over to ExB. The system links them to the transport order and runs through every defined check step. The result comes back as a structured email: around 90 percent come back green and go straight to archiving in the TMS. Anything with a deviation comes back red, with error description and page number. The clerk only reviews what is flagged.

“Before: hours of searching, checking, and hoping. Today, the result is right there.”



Looking ahead. Pallet accounting is next, once the current processes are fully stable.

Business Impact

Today, ExB is an integral part of the back office at Ehrlich Logistics.

Measurable results:

- ✓ 2.0 full time roles freed up
- ✓ ~5,000 pages per week checked automatically
- ✓ ~90% of freight documents need no manual rework
- ✓ 24/7 availability, regardless of who is on shift

Qualitative:

- ✓ Consistent data quality, no “rescues” when someone is on holiday
- ✓ Reduced dependence on specialist knowledge
- ✓ Scalable without the office having to grow proportionally



“We were able to free up two full time roles. Our staff now spend their time on tasks that better match their skills, and that are more fun.”

– Oliver Knauth

→ Documents are no longer a bottleneck. They are a stable, automated part of the back office.

ExB

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