AI Project Hubble (Order Handling Tool)
Overall Status
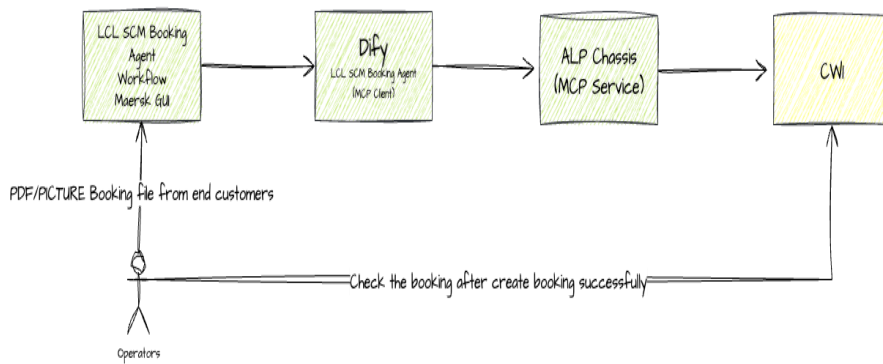
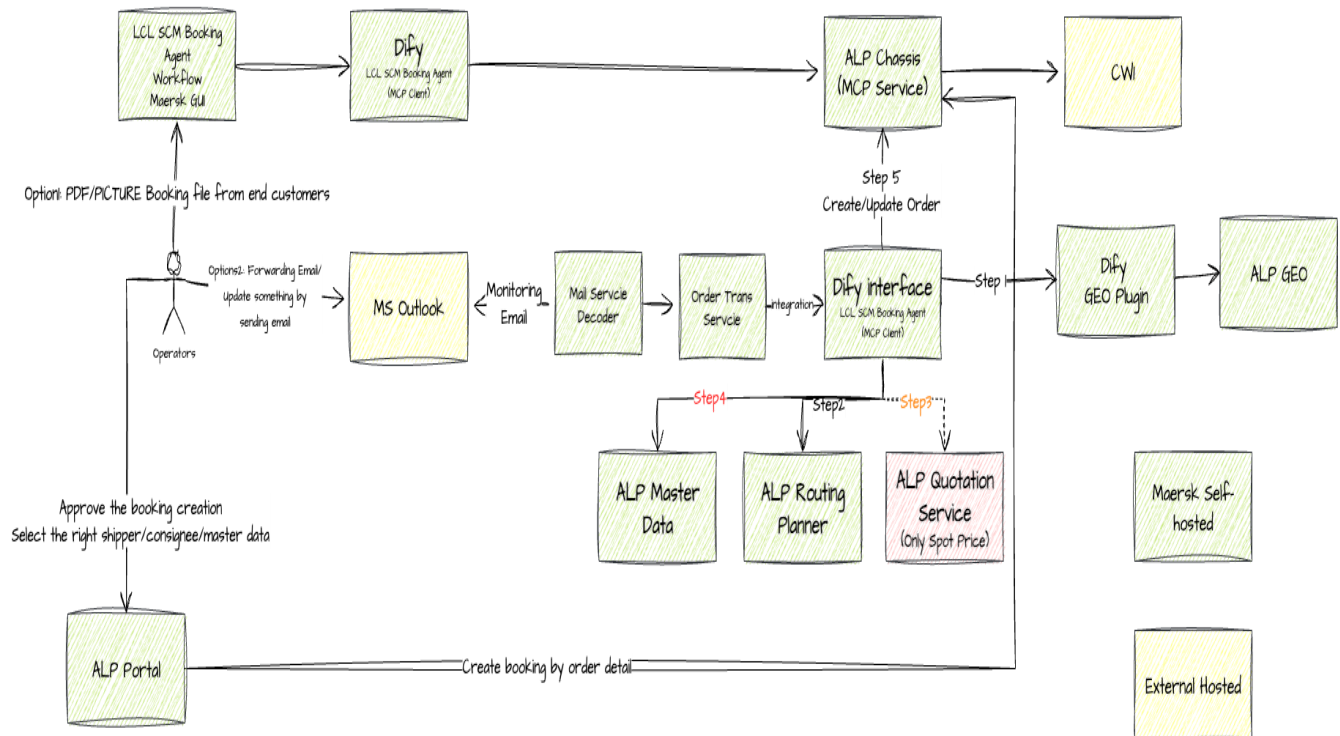| Event Description	Status
AI Design	DONE
AI Workflow Setup	DONE
MCP Implementation	DONE
Testing	DONE
Release	DONE

Business Problem

LCL business now have 94% of the booking was created manuall which is from customer's direct email, SCM's email with attachments. It brings a lots of manual working effort when transforming the original data from email/excel file to CW1 operation system

Solution

Quick win solution

```
LCL SCM Booking          Dify                  ALP Chassis              CWI
Agent          →    LCL SCM Booking Agent  →   (MCP Service)     →
Workflow            (MCP Client)
Maersk GUI
```

PDF/PICTURE Booking file from end customers

Operators ── Check the booking after create booking successfully ──→ CWI

Full version solution

```
LCL SCM Booking          Dify                              ALP Chassis              CWI
Agent          →    LCL SCM Booking Agent  ──────────→     (MCP Service)     →
Workflow            (MCP Client)
Maersk GUI
```

Step 5
Create/Update Order

Option1: PDF/PICTURE Booking file from end customers

Options2: Forwarding Email/
Update something by
sending email

Operators

```
MS Outlook   ←Monitoring Email─  Mail Servcie   →   Order Trans   ─Integration→  Dify Interface    ─Step1→   Dify          →  ALP GEO
                                 Decoder            Servcie          LCL SCM Booking Agent       GEO Plugin
                                                                     (MCP Client)
```

Step4   Step2   Step3

```
ALP Master     ALP Routing    ALP Quotation         Maersk Self-
Data           Planner        Service               hosted
                              (Only Spot Price)
```

External Hosted

Approve the booking creation
Select the right shipper/consignee/master data

ALP Portal ── Create booking by order detail ──

Expected Outcomes/Metrics

- Reduce the manual copy and paste effort when create booking from SCM or other direct customer email request from X mins to X mins per booking
- Reduce the master data selection for booking from X mins to X mis per booking

- Reduce the human workload after convert into shipment X mins per shipment. (Some information can be done by AI knowledge base)

Owner

Business: LCL GCA business stakeholders (First stage)

Tech: Josh Jiang