

## LOGISTICS

# Resolve delivery exceptions with less chasing

Alongside People / Advice and hands-on implementation

*A practical AI paper for Melbourne logistics teams.*

Your team may already be using AI in small ways and still be unsure whether it is making the operation better. We help you assess what is happening, define a useful result and identify the next opportunity. The exception below is an illustration, not a project you need to have selected in advance.

**The useful starting point.** Give coordinators a clearer view of an exception: what is confirmed, what is missing and who can decide the next step. AI may help assemble that picture from authorised records. The useful outcome is less administrative chasing and more capacity for responsible coordination, with dispatch and safety decisions remaining human-owned.

## Follow the exception, not just the delivery

An exception can create a second job around the transport task. A delivery reference differs between an email and a warehouse record. A booking changes while one team is still working from the earlier notice. Customer service asks for an update before the coordinator has confirmed what happened.

Investigate where finding facts and contacting the right person causes delay. An AI summary helps only if it distinguishes confirmed events from estimates and ties statements to sources.

A draft collects references and unresolved questions. A coordinator verifies the situation and obtains required dispatch, customer or facility decisions.

The pilot excludes autonomous driver or vehicle allocation, route changes, fatigue assessments, load decisions and work/rest instructions. It also excludes worker ranking and messages that pressure a driver to meet an unsafe target. A shorter message queue is useful only when it supports a safe and achievable transport task.

## The safety context follows the whole chain

The NHVR explains that the Heavy Vehicle National Law applies in participating jurisdictions including Victoria to heavy vehicles over 4.5 tonnes gross vehicle mass. It has not commenced in Western Australia or the Northern Territory, although cross-border application can matter. This paper should not be read as a single rulebook for every vehicle or every state. [HVNL and regulations](#).

NHVR guidance on time-slot bookings identifies risks when delivery requirements pressure drivers to speed or drive fatigued. It also discusses congestion and rushed loading or unloading. The guidance encourages communication when delays arise rather than preserving an unrealistic slot at all costs.

[Time-slot booking risks](#).

Its fatigue guidance addresses relevant chain-of-responsibility parties and drivers, including scheduling and rosters that consider fatigue risk. These are regulatory guidance resources explaining obligations, not an AI scheduling approval. [Fitness to drive: fatigue](#).

Faster coordination must not introduce pressure or imply a verified safe schedule. The actual activity and current requirements still need competent review.

## A fictional workflow: prepare an exception brief

A fictional Melbourne distributor has a shipment with an unconfirmed unloading slot. Customer service has received a proposed time; the warehouse record still shows the previous booking. The coordinator prepares a brief for the authorised dispatcher and account owner.

The proposed assistant reads a restricted set of shipment-status and booking records. It lists shipment references, the two conflicting notices, their timestamps and the missing confirmation. It drafts an internal question for the coordinator to review. It does not claim the new slot is accepted or that a driver can safely reach it.

The coordinator checks the sources, confirms the booking through the normal process and asks the dispatcher to resolve transport implications. The account owner approves any customer commitment. During the pilot, all communications remain drafts and no system booking changes automatically.

Use synthetic shipment and contact references. This fictional example shows visible uncertainty: absent confirmation becomes a question, not a guessed event.

## What would make this worth continuing?

The following is a decision aid for the fictional trial, not an observed result. Agree the limits with the people responsible before testing.

- **Accepted result:** A coordinator-verified exception brief separating confirmed events, conflicting notices and decisions still needed.
- **Who judges it:** The authorised dispatcher and account owner receiving the brief.
- **Hold and return to the manual route when:** Shipment identity is wrong, confirmation is invented or the draft creates an unsafe instruction or commitment.
- **Evidence for another step:** Compare total gathering, checking and follow-up effort for similar exceptions; keep external waiting time separate.

For a fictional slot change, show the new proposed time and the warehouse's earlier confirmed booking as separate dated entries. Hold the draft's conclusion until the coordinator resolves them through the normal route. The assistant cannot infer that the driver can safely make either slot.

Use the [one-workflow worksheet](#) to record the agreed question, evidence and next decision.

## Five states, with evidence at each handover

**Understand.** Follow an exception from the first notice to verified resolution. Identify who knows the facts, who can change a booking and who owns customer commitments. Record chasing, review and waiting separately. The benefit hypothesis is less duplicated information gathering. The gate is an agreed exception type, authorised data, named owner and baseline. A missing ownership decision must be resolved before automation.

**Try.** Prepare an offline brief from synthetic or approved records. Include conflicting timestamps, a missing confirmation and two similar shipment references. The benefit hypothesis is faster preparation of the coordinator's picture. The gate is source-backed facts, correct identity matching, explicit uncertainty and manageable checking. A fabricated arrival or commitment is a stop condition.

**Repeat.** Have another coordinator handle several examples using documented instructions. Include a handover between shifts and an unavailable source. The benefit hypothesis is more consistent briefs when the usual person is absent. The gate is repeatable quality, visible unresolved cases and a manual route. Do not report success by excluding difficult exceptions after seeing the results.

**Operate.** With approval, introduce routine drafting for that exception type. Name an owner and backup, keep access limited and make failures and ageing drafts visible. The benefit hypothesis is less chasing around recurring coordination. The gate is exercised recovery, accepted operating burden and clear limits on sending and system changes. Dispatch authority does not pass to the assistant.

**Improve.** Compare actual effort, quality and recipient usefulness. A standard booking-confirmation field may remove more friction than additional generation. The benefit hypothesis is retaining changes that improve coordination. The gate is a recorded retain, revise or stop decision and fresh assessment before broader use. Expanding to allocations would require an entirely different scope and authority.

Understand / Try / Repeat / Operate / Improve is an original Alongside People discussion aid, not transport accreditation, a validated score or an official safety framework.

## A proposed 30-day pilot

Days 1-7: select one exception type, observe manual handling and obtain data and tool permissions.

Days 8-14: prepare paired briefs offline from matched examples; verify every event and reference. Days

15-23: repeat with another coordinator, introduce a changed booking and exercise a source outage.

Days 24-30: review evidence with dispatch, warehouse, customer service and safety owners.

A pilot can finish offline. The suggested month is not a delivery commitment, promised saving or approval to ingest operational records. Permission or source-quality issues change the sequence.

## Measure resolved coordination

Choose active coordinator effort to produce a verified exception brief as the primary measure. Include gathering, prompting, checking, correcting and follow-up. Keep elapsed resolution time separate because it may depend on an external confirmation beyond the team's control.

Guardrails include wrong shipment identity, invented or stale events, missing sources, unapproved commitments, review burden and inappropriate information disclosure. Track whether the recipient still

has to chase the same facts. Include tool costs, integration, training and maintaining records in the operating cost.

Agree thresholds before the trial and preserve rejected examples. Any unsafe instruction, invented confirmation or change outside permission triggers a hold and manual handling. Check whether messages or targets could create pressure even if the draft contains no explicit speeding request. Do not use delivery punctuality as the only success measure.

Recovered capacity may allow coordinators to address a complex exception earlier. It does not establish safer driving, fewer claims, improved on-time performance or cash savings without separate evidence. Avoid transferring the checking burden to dispatch while reporting only the coordinator's gain.

## Permissions, recovery and our role

The initial assistant can read the approved record set and create a draft. It cannot contact a driver or customer, alter a booking, assign work, modify a route, approve a load or interpret a work diary. Keep an authoritative status system and retain timestamps and source links.

If a source fails or identity is uncertain, hold the draft and expose the missing fact. Resume the established manual process. Record what was completed so recovery does not duplicate messages or commitments. Test that a backup coordinator can reconstruct the exception from the original records. Correct any circulated error through the authorised operational route.

Our team can help map exception handling, test alternatives and implement the agreed preparation process. We can connect authorised information, make gaps visible, establish review and recovery steps and hand over to the people operating it. Your organisation retains transport, customer and safety authority; wider integration and support are separately scoped.

*Official sources inspected 3 October 2026. Recheck current HVNL provisions and jurisdiction before implementation. The sources support the narrow regulatory statements; the workflow and pilot are our proposals, not legal assurance.*

If you are already trying AI and are unsure what deserves further investment, [tell us what you have tried and what you want to improve](#). We can help find the starting point together.

Read the structured HTML edition: [alongsidepeople.com/resources/ai-for-logistics](https://alongsidepeople.com/resources/ai-for-logistics)