# Logistics and transport agents on Katonic

## 35 agents across nine areas

A logistics company's work runs through its transport, warehouse, customs and finance systems, its carriers' and customers' systems, and the documents that travel with the goods. Every agent reaches them in one of four ways, all through the same tool gateway and the same approval rules:

| | HOW EACH AGENT CONNECTS |
|---|---|
| 01 | **A file the user uploads** in the conversation: a bill of lading, a commercial invoice, a packing list, a customer's claim. |
| 02 | **A knowledge source.** Operating procedures, tariffs and rate cards, customer agreements, customs guidance, carrier terms and the claims procedure are indexed in the Knowledge Engine, with each reader's permissions kept. |
| 03 | **An imported API.** The company gives Katonic the description of an API it already runs or a carrier publishes, and the operations it chooses become tools. This is the route to systems of record: shipments, bookings, tracking events, orders, vehicles. |
| 04 | **An MCP server from the catalogue,** deployed inside the company's own cluster. This is the route to the data warehouse, reporting databases and web search. |

System names are left out on purpose. The company supplies the address and the sign-in. Nothing here is a tested integration with a named product.

THE NINE AREAS


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AREA 01

## Customer service

| AGENT | WHAT IT DOES | READS FROM | WHERE IT STOPS FOR A PERSON |
|---|---|---|---|
| **Shipment Enquiry Agent** | Drafts the answer to “where is my shipment” from the shipment record and its tracking events, and says when the record does not explain a delay | The shipment and its events through an imported API | Customer service sends the answer. Any new delivery date comes from operations |
| **Customer Service Agent** | Drafts a reply to each customer ticket from the help articles, the customer’s agreement and past cases, with the source cited | The ticket through an imported API; articles and agreements as a knowledge source | A member of the service team sends every reply |
| **Delay Notice Drafting Agent** | Drafts the notice to customers affected by a delay or a disruption, from the shipment records and the approved wording | Affected shipments through an imported API; approved wording as a knowledge source | The customer team sends every notice |
| **Complaint Response Agent** | Sets out what happened from the shipment and contact history, checks the complaint against the complaints procedure, and drafts the response | The complaint as an uploaded file; history through an imported API; the procedure as a knowledge source | A complaints handler approves every response and any compensation |

AREA 02

## Quotes and bookings

| AGENT | WHAT IT DOES | READS FROM | WHERE IT STOPS FOR A PERSON |
|---|---|---|---|
| **Quote Preparation Agent** | Prepares a quote from the customer’s request, the rate card and the customer’s agreement, and shows how each figure was reached | The request as an uploaded file or a ticket; rate cards and agreements as a knowledge source | A sales or pricing person approves and sends the quote |
| **Booking Request Check Agent** | Checks a booking request for what is missing or inconsistent: weights, dimensions, dangerous goods details, dates, terms | The request as an uploaded file or through an imported API; booking rules as a knowledge source | The booking desk confirms or returns the request. The agent confirms no booking |
| **Tender Response Agent** | Drafts the response to a customer’s tender from the requirements, past responses and the company’s service descriptions | The tender as an uploaded file; past responses as a knowledge source | The bid owner edits, approves and submits |
| **Rate Card Q&A Agent** | Answers a colleague’s question about tariffs, surcharges and terms from the company’s own rate cards, with the line cited | Rate cards and tariff rules as a knowledge source | It informs. Any exception goes to pricing |

AREA 03

## Shipping documents

| AGENT | WHAT IT DOES | READS FROM | WHERE IT STOPS FOR A PERSON |
|---|---|---|---|
| **Shipping Document Check Agent** | Sets the bill of lading or airway bill, the commercial invoice and the packing list side by side and lists every difference between them | The documents as uploaded files | The documentation clerk corrects the documents and releases them |
| **Document Data Capture Agent** | Reads a shipping document and proposes the entries for the shipment record, each with the place in the document it came from | The document as an uploaded file | A clerk checks and saves the entries. The agent saves nothing itself |
| **Dangerous Goods Declaration Check Agent** | Checks a dangerous goods declaration against the rules the company holds and lists every missing or inconsistent entry | The declaration as an uploaded file; the rules as a knowledge source | The dangerous goods specialist accepts or rejects the declaration |
| **Letter of Credit Check Agent** | Checks shipping documents against the terms of a letter of credit and lists each discrepancy with the clause | The documents and the credit as uploaded files | The trade documentation lead decides what to correct or present |

AREA 04

## Customs and trade compliance

| AGENT | WHAT IT DOES | READS FROM | WHERE IT STOPS FOR A PERSON |
|---|---|---|---|
| **Customs Entry Preparation Agent** | Prepares the data for a customs declaration from the commercial documents, and lists what is missing or doubtful | The documents as uploaded files; customs guidance as a knowledge source | The customs broker checks and files the declaration. The agent files nothing |
| **Tariff Classification Support Agent** | Sets a product description against the tariff and past rulings, proposes candidate codes and gives the reasons for and against each | The description as an uploaded file; the tariff and rulings as a knowledge source | The classification specialist decides the code |
| **Trade Compliance Q&A Agent** | Answers a colleague's question from the customs and trade rules the company holds, with the source cited, and says when they are silent | Customs and trade guidance as a knowledge source | It informs. Interpretation goes to the compliance team |
| **Restricted Party Screening Review Agent** | Sets out the evidence for and against each possible match from a screening run, with the list entry and the party's details | Screening results through an imported API or as an uploaded file | The compliance officer clears or escalates every match |

AREA 05

## Operations and tracking

| AGENT | WHAT IT DOES | READS FROM | WHERE IT STOPS FOR A PERSON |
|---|---|---|---|
| **Shipment Exception Agent** | Lists shipments whose events show a missed milestone, with the customer, the cause recorded and the commitments at risk | Shipments and events through an imported API | The operations controller decides what to do about each |
| **Shift Handover Agent** | Drafts the handover note for the next shift from the operations log: what happened, what is open, what to do first | The log as an uploaded file or from a reporting database | The outgoing supervisor checks and signs the note |
| **Service Performance Review Agent** | Sets a period's on-time, transit time and exception figures against the service agreed with each customer, with the figures | A reporting database, read only | The account manager draws the conclusions |
| **Disruption Briefing Agent** | Prepares a briefing on a port closure, a strike or severe weather from public sources, and lists the company's shipments that pass through | Public sources through web search; shipments through an imported API | Operations decides the response |

AREA 06

## Warehouse and depot

| AGENT | WHAT IT DOES | READS FROM | WHERE IT STOPS FOR A PERSON |
|---|---|---|---|
| **Warehouse Procedures Q&A Agent** | Answers an operative's question from the site's own procedures, cites the step, and says when they are silent | Procedures as a knowledge source | It informs. Anything the procedures do not cover goes to the supervisor |
| **Receiving Discrepancy Agent** | Sets what was received against the advance notice and the order, and drafts the discrepancy report for each difference | Receipts and notices through an imported API; the delivery note as an uploaded file | The warehouse team checks the count. The customer team sends the report |
| **Stock Count Variance Agent** | Lists the differences between a count and the record by location and item, with past variances on the same items | Counts and records from a reporting database | The inventory controller investigates and approves any adjustment |

AREA 07

## Fleet, equipment and safety

| AGENT | WHAT IT DOES | READS FROM | WHERE IT STOPS FOR A PERSON |
|---|---|---|---|
| **Vehicle Defect Report Agent** | Groups drivers' defect reports by vehicle and fault, and lists the vehicles with repeat or open defects | Defect reports through an imported API | The fleet engineer decides every repair and whether a vehicle runs |
| **Maintenance Work Order Drafting Agent** | Turns a technician's notes into a complete work order: vehicle or equipment, fault, work done, parts, time | The notes as an uploaded file; the asset list through an imported API | The technician or the planner submits it |
| **Incident Investigation Report Agent** | Turns witness accounts and the first report of an incident into the investigation report form, and lists what the procedure says must happen next | Accounts as uploaded files; the incident procedure as a knowledge source | The safety manager submits the report. Safety decisions are theirs |
| **Driver Hours Record Check Agent** | Checks a period's driving and rest records against the rules and lists each possible breach with the record behind it | Records through an imported API or as uploaded files; the rules as a knowledge source | The transport manager reviews each one. The agent scores no driver and allocates no work |

AREA 08

## Carriers, partners and claims

| AGENT | WHAT IT DOES | READS FROM | WHERE IT STOPS FOR A PERSON |
|---|---|---|---|
| **Cargo Claim Check Agent** | Checks a cargo claim against the terms of carriage and the shipment record, says which condition it meets or fails, and drafts the decision note | The claim as an uploaded file; terms as a knowledge source; the shipment through an imported API | The claims handler accepts, rejects or settles every claim |
| **Carrier Performance Review Agent** | Prepares a carrier's review: on-time performance, damage, claims and invoice accuracy for a period, with the figures | A reporting database, read only | The procurement lead agrees the actions with the carrier |
| **Carrier Compliance Check Agent** | Checks a carrier's or subcontractor's licences, insurance and certificates against the company's requirements and lists what is missing or expired | Documents as uploaded files; requirements as a knowledge source | The procurement team decides whether the carrier is used |
| **Contract Terms Summary Agent** | Summarises a customer or carrier contract: service levels, liability, rates and review dates, each with the clause | The contract as an uploaded file | The contract owner checks the summary against the contract |

AREA 09

# Finance and people

| AGENT | WHAT IT DOES | READS FROM | WHERE IT STOPS FOR A PERSON |
|---|---|---|---|
| **Freight Invoice Audit Agent** | Checks a carrier's invoice against the agreed rate, the shipment and the surcharge rules, and lists each difference | The invoice as an uploaded file; rates as a knowledge source; the shipment through an imported API | Accounts payable approves or disputes every invoice |
| **Invoice Matching Agent** | Matches a supplier invoice to the order and the goods receipt, and lists every difference | The invoice as an uploaded file; the order and receipt through an imported API | Accounts payable approves every payment |
| **Demurrage and Detention Review Agent** | Sets a charge for demurrage or detention against the free time agreed and the container's events, and says where they disagree | The charge as an uploaded file; events through an imported API; terms as a knowledge source | The finance or operations lead accepts or disputes the charge |
| **Training Content Agent** | Drafts a short training note or quiz from a procedure, in the company's format | The procedure as a knowledge source | The training lead approves the content. The agent assesses no one |

## WHAT EVERY AGENT HAS IN COMMON

01 **It runs on the company's own infrastructure or private cloud,** with a model the company serves. Customer, shipment and rate data stay there.

02 **Every tool call passes the company's policy.** A policy can allow a tool, record its use, hold it for a person's approval, or block it, for the whole organisation or for one team.

03 **A tool that changes something waits for approval** unless the company has decided otherwise for that tool. That is how no booking, declaration, message or payment goes out unapproved.

04 **No agent speaks for the company unseen.** What reaches a customer, a carrier or customs has been read and sent by a person.

05 **The agent acts as the person using it.** Where the company's API checks the caller, Katonic passes the signed-in user's identity, and the agent cannot claim another.

06 **Every call is recorded,** with who asked, which tool, and what was decided, and an agent, a tool or a whole server can be switched off at once.

WHERE TO START

## Pick work where reading is slow, the decision stays with a person, and no shipment waits on the agent.

THREE PLACES THAT FIT

### Shipping Document Check

The agent lists every difference between the bill of lading, the invoice and the packing list. The clerk corrects them.

### Freight Invoice Audit

The agent checks each carrier invoice against the agreed rate. Accounts payable approves or disputes.

### Warehouse Procedures Q&A

Operatives ask what the site's own procedures say and get the answer with the step cited. No operational system is touched, so it can run on day one.

One lane, one site, invented data first. Then beside the manual process, measured against it.

# Each one prepares the work. A named person decides.

**About Katonic AI**

Katonic AI builds the platform that organisations use to build, run and govern AI agents on their own infrastructure: in their own data centre, in a private or sovereign cloud, or with no connection to the internet at all. The platform is in production with governments, banks, telecom operators and utilities. Katonic is certified to ISO 27001.

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