AI agents for the work around freight and fleets

Agents that read your shipping documents, your rate cards and your shipment records, prepare the work, and stop for a named person. On infrastructure you control.

THE PROBLEM

The templates we opened send messages onward with no step where a person approves, and none of the vendor pages we read commits to running on the customer's premises. Of 1,196 operations in 59 public logistics interfaces, 588 are sent as changes, so tools are chosen one by one.

HOW IT WORKS, IN THREE STEPS

STEP 01

Connect what the agent may read.

Procedures, rate cards, customer agreements and customs guidance become knowledge sources, with each reader's permissions kept. Shipments, bookings and tracking events are reached through the description of an interface you already run; service history through a reporting database, read only.

STEP 02

Decide where it stops.

Every tool call passes your policy. A tool that changes a booking, a shipment or an invoice waits for a named person.

STEP 03

Run it where the data lives.

In your data centre or your private cloud, on a model you serve.

THE RULE EVERY AGENT FOLLOWS

It prepares. A named person decides.

Thirty-five agents in nine areas

Customer service	Shipment Enquiry. Customer Service. Delay Notice Drafting. Complaint Response
Quotes and bookings	Quote Preparation. Booking Request Check. Tender Response. Rate Card Q&A
Shipping documents	Shipping Document Check. Document Data Capture. Dangerous Goods Declaration Check. Letter of Credit Check
Customs and trade compliance	Customs Entry Preparation. Tariff Classification Support. Trade Compliance Q&A. Restricted Party Screening Review
Operations and tracking	Shipment Exception. Shift Handover. Service Performance Review. Disruption Briefing
Warehouse and depot	Warehouse Procedures Q&A. Receiving Discrepancy. Stock Count Variance
Fleet, equipment and safety	Vehicle Defect Report. Maintenance Work Order Drafting. Incident Investigation Report. Driver Hours Record Check
Carriers, partners and claims	Cargo Claim Check. Carrier Performance Review. Carrier Compliance Check. Contract Terms Summary
Finance and people	Freight Invoice Audit. Invoice Matching. Demurrage and Detention Review. Training Content

Also in the pack: the full list with what each agent reads and where it stops, and the white paper “AI agents inside the logistics company”, with its sources.

Seven questions to ask before an agent touches a shipment

01 Where does it run, and where is the model?

02 Does it keep each person’s permissions?

03 Which tools change a booking, a shipment or an invoice, and does each wait for a person?

04 Where is the step at which a named person approves?

05 Can it answer a customer unseen, and what does it do when it does not know?

06 What is recorded, and for how long?

07 Can we stop one agent, one tool, or all of them, at once?

WHERE THE PLATFORM RUNS TODAY

In production at a top-tier bank in Asia, air-gapped, inside the bank’s own perimeter.

MODON built its AI Centre of Excellence on Katonic inside the Kingdom of Saudi Arabia.

ePLDT, the ICT arm of the Philippines’ largest telco, selected Katonic to power Pilipinas AI, a sovereign AI cloud hosted in the Philippines.

Where to start

One lane, one site, invented data first. A warehouse procedures assistant can run on the first day, because no operational system is touched.

KATONIC.AI/SOLUTIONS/LOGISTICS