HOW SCOTI'S AGENTS WORK

Agents that work the delivery day.

What SCOTI's AI agents watch, what they do, what they ask you first, and how every step stays on one record from PO to proof.

For distributors that run their own trucks.

SCOTI™

scoti.io

THE GAP

The plan is done by 4 AM. The day goes wrong after that.

Planning tools stop at the plan. Most of the money gets lost after that: a route that won't fit the driver's hours, a trailer loaded before it's cold, a reefer drifting warm at 10 AM, a delivery that shows up late with no proof of what happened on the way.

Your trucks and trailers already report all of this. Location, temperature, door status and hours of service come in all day. The problem is that nobody can watch every feed on every load, so the first sign of trouble is usually a customer on the phone at 2:40 PM.

> **What changes with agents.** SCOTI's agents read those feeds against your orders and your plan, all day, on every load. When something is about to go wrong, they raise it, propose the fix, and put the person who owns the call in front of it while the truck is still moving.

This paper covers what the agents do today, what is coming next, how they connect to the systems you already run, and the rules that keep your team in charge.

THE AGENTS

What each agent does

Each agent owns one part of the delivery day. Each one checks with you before it acts.

Shipment Planning

Builds the daily plan from your open orders.

ASKS YOU
To approve the plan before it goes to dispatch.

Dispatch

Matches drivers, trucks and trailers to each route, with hours of service checked before a load is assigned. Raises exceptions while routes run.

ASKS YOU
To approve a driver swap or a held load.

Appointment

Books dock slots for your loads.

ASKS YOU
To confirm a slot before it's booked.

Supply Chain Control Tower

Watches every order and load. Flags a reefer running warm, a truck off route, or a door opened where it shouldn't be.

ASKS YOU
Who owns the exception and what to do next.

What they work from

Your own orders, plus the truck, trailer and reefer data you already have. SCOTI works on top of the systems you run today. Nothing gets ripped out, and the agents read the data before anyone changes a process.

ONE DELIVERY DAY

Catch the late delivery at 5 AM, not 2:40 PM

EXAMPLE An illustrative day on one route. Driver 14, Route RT214, Load 48213 are made up. This is not a customer event.

4:40 AM	**BEFORE RELEASE** The trailer for Load 48213 isn't at setpoint yet. Dispatch holds the load and asks the yard lead to finish the pre cool before product goes on.
5:00 AM	**HOURS OF SERVICE** Driver 14 doesn't have the hours left to finish RT214's last two stops. Dispatch flags it and proposes Driver 9, who does. The dispatcher approves the swap.
8:15 AM	**ROUTE** The truck leaves the planned route. Control Tower raises it, and the dispatcher calls the driver while there's still time to correct it.
10:05 AM	**TEMPERATURE** The reefer on Load 48213 starts drifting warm. Control Tower alerts, Dispatch opens the exception, and the driver checks the unit at the next stop.
11:30 AM	**DOOR** A trailer door opens away from a delivery stop. Control Tower flags it with the time and location.
1:05 PM	**PROOF** Final delivery. Signature, photo, temperature and time are tied to the stop on the load's record.
2:40 PM	**THE CALL THAT DIDN'T COME** The customer who would have called about a late, warm delivery has the order, on time, with proof.
End of day	**SCORECARD** Each driver's day rolls into a scorecard, so you can see who runs clean routes and where coaching helps.

Live today, and coming next

Live today	Coming next
Hours of service checked before a load is assigned	Demand planning and forecasting
Reefer drifting warm alerts	Cold Chain with FSMA 204 traceability
Trailer not at setpoint before release	
Truck off its planned route	
Door opened away from a stop	
Digital proof of delivery with temperature and time	
Driver scorecards	

RULES AND THE RECORD

You set the rules. Every step stays on the record.

You set the rules SCOTI works within. Every alert and action stays on the record.

1. **Your rules first.** Your team sets the limits the agents work within: temperature ranges, hours of service, route and stop rules, who approves what.
2. **Agents propose, people decide.** An agent raises the problem and proposes the fix. The person who owns the call approves it before anything changes.
3. **One record from PO to proof.** The plan, the dispatch, trailer temperature, hours of service, the route, the appointment and proof of delivery all sit on the same record for each load.
4. **Proof when you need it.** When a customer disputes a delivery or rejects a load, the temperature, time and signature are already there.

HOW TO START

Live in weeks, on your own data

Most suite projects take a year or more. SCOTI is built to go live in weeks, because the agents work on top of the systems and data you already have.

1. **Free 14 day Execution Gap Report.** Read only, on your own data. We show you where the delivery day is losing time, temperature and proof today.
2. **A 90 day pilot on one site.** The agents run on your routes, with your team approving every step.
3. **Roll out.** Add sites and routes once the pilot proves out.

See a sample week.
Get a free Execution Gap Report on your own data, or book a 30 minute walkthrough at scoti.io. Email connect@scoti.io.

The delivery day shown is an illustrative example with made up IDs. It is not a real customer, event or result.