



A FLEET OPERATOR'S GUIDE

10 fixes for SLA leakage in fleet operations

Where the fixes are free,
and where they need a build.

The hidden cost of SLA misses

Missing an SLA rarely happens for one big reason. It happens in ten small ones.

This guide breaks down the operational gaps that cost fleets the most: in chargebacks, detention fees, and lost lane allocation. Some fixes need new software. Others just need a clearer process. We tag each one, so you know exactly what you're solving before you build anything.

How leakage happens



Missed update



Delayed response



SLA miss



How to use this guide

Every fix below follows the same format. We name the problem, explain why it happens, and show the fix. Each fix carries one tag: a process fix, a software fix, or a software-assisted fix that needs a bit of both.

PROCESS FIX

costs you time and discipline

SOFTWARE FIX

costs you a build

SOFTWARE-ASSISTED FIX

needs a bit of both

A process fix costs you time and discipline.

A software fix costs you a build.

Neither is inherently better.

The right order depends on where your leakage is, mostly.



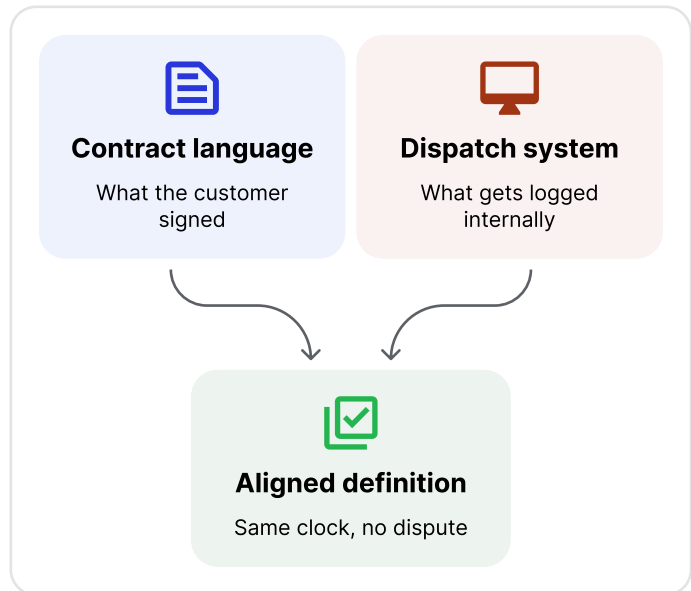
Read it in order, or jump straight to the fix that matches your biggest gap. Either way works.



1. Redefine "on-time" before your customer does

Most SLA disputes start with a definition gap. Your dispatch system logs "delivered" at drop-off. Your customer's contract might count "on-time" from confirmed signature, not arrival.

Nobody catches the gap until a chargeback lands.



The fix

Pull the actual SLA language from every contract.

Match it against how your On-Time Delivery (OTD) metric gets calculated internally.

Fix the mismatch before it triggers a penalty, not after.



Why it matters

A five-minute definition gap on paper can cost thousands, spread across hundreds of loads.

This costs nothing to fix. It just takes someone willing to read the fine print.



Key takeaway: Align your SLA definition with how you measure OTD. Close the gap before it becomes a chargeback.

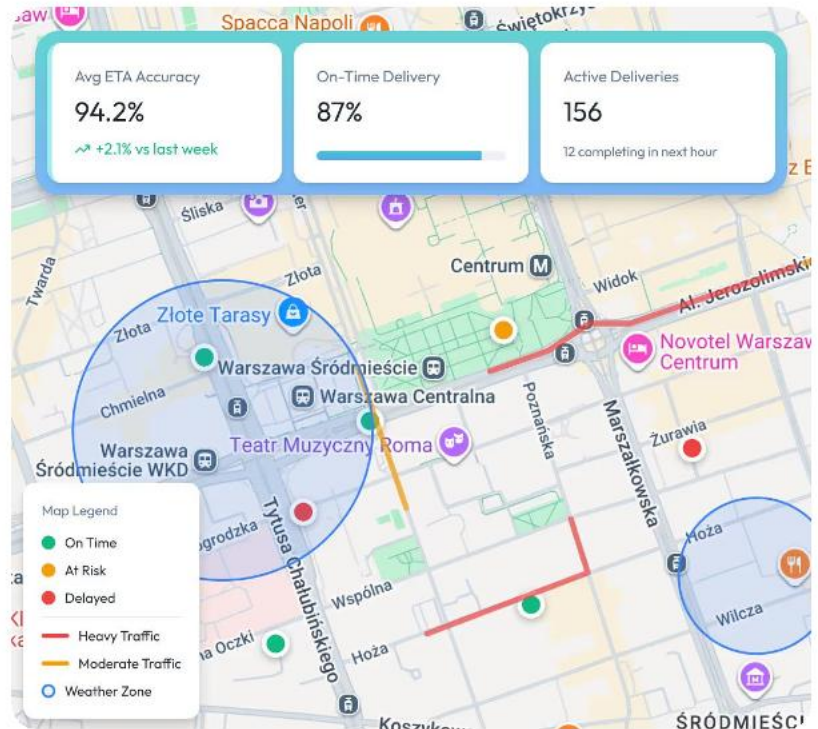
2. Give dispatchers a live warning before a delay becomes a miss

The fix

A predictive ETA engine flags at-risk loads while there's still time to act.

It compares live GPS data against the delivery window, continuously.

When a load drifts past a threshold, dispatch gets an alert instead of a surprise.



How it works

- 1 Live GPS data streams from every load.
- 2 At-risk loads trigger an alert with time to act.
- 3 Predictive engine compares against the delivery window.

 Early visibility gives dispatchers time to reroute, update, or notify - before it's too late.

Why it matters

We built exactly this for a cross-border logistics client.

 ETAs landed within **15 minutes**, **89%** of the time.

 Late deliveries dropped from **18%** to **7%**.

 **Key takeaway:** Real-time visibility turns reactive firefighting into proactive exception management.

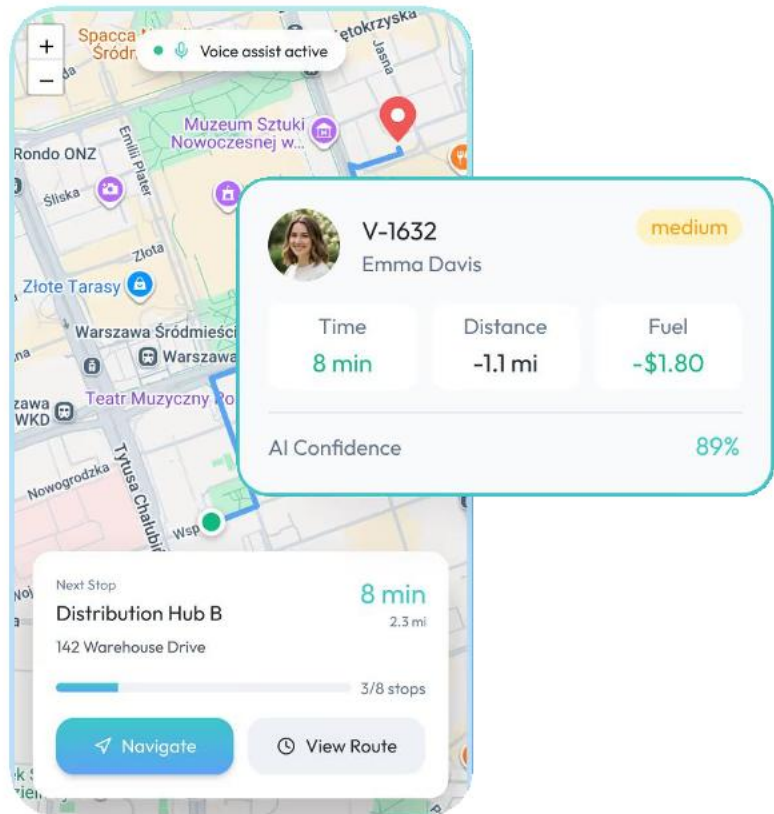
3. Replace paper proof of delivery with mobile capture

POD availability disputes are avoidable. A driver's paper ticket sits in a cab for two days. By the time it's scanned, the invoice deadline has passed.

The fix

A driver mobile app captures signature, photo, and timestamp at delivery.

The record syncs the moment a driver taps confirm.



How it works

- 1 Driver completes delivery.
- 2 Captures signature, photo and timestamp in the app.
- 3 Record syncs instantly to the system.
- 4 Proof of delivery is available immediately.

 No paper. No delays. No disputes.

Why it matters

For one transportation client, this kind of mobile platform saved drivers roughly **45 minutes** per route

 Paper logs disappeared entirely.

 Faster invoicing.
Fewer disputes. Happier customers.

 **Key takeaway:** Capture it at the door, not back at the desk.
Mobile POD turns a weak link into a competitive advantage.



4. Build a two-minute pre-trip checklist for drivers

Pickup compliance failures rarely come from bad driving. They come from a driver arriving at the wrong dock, with the wrong paperwork, at the wrong time.

The fix

A short pre-trip checklist confirms pickup window, dock number, and required documents. Five minutes before departure, not after arrival.



Wrong dock

Driver arrives at the wrong location.



Wrong paperwork

Required documents aren't ready.



Wrong time

Pickup window is missed.

Pre-trip checklist:

- ☒ Pickup window confirmed
- ☒ Dock number confirmed
- ☒ Required documents on hand
- ☐ Customer contact verified

**5 MIN**

BEFORE DEPARTURE



Why it matters

This costs zero dollars to build. It just needs a driver willing to check a list, every single time.

**\$0** Build cost**2 min** Checklist time**Every trip** Execution

No software. No implementation.
Just consistency.

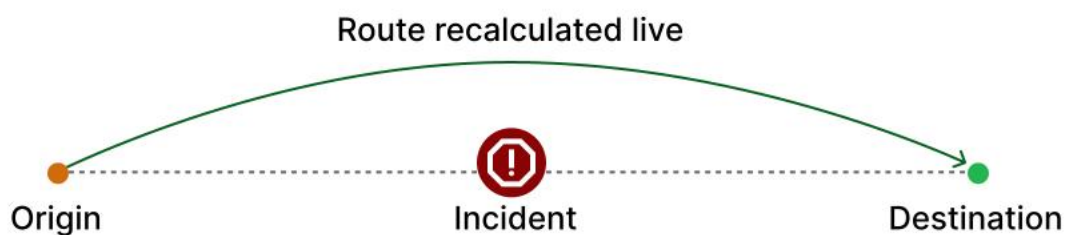


Key takeaway: A two-minute check before departure can prevent a compliance failure at pickup. Standardize the check. Make it routine.

5. Let routing software absorb what you can't control

Traffic, weather, and road closures aren't your fault. A missed SLA because of them still counts against you.

Let's make a diagram:



The fix

Dynamic route optimization recalculates the path in real time, not once at dispatch.

When conditions change, the route changes with them.

Why it matters

A static route plan treats a highway closure as someone else's problem. It isn't. It's the delivery window compliance you signed up for.

 **Key takeaway:** Real-time routing protects your SLA when the unexpected happens. The customer doesn't care why you're late - only that you're not.



6. Track detention minute by minute, not shift by shift

Detention costs pile up quietly. A driver waits 40 minutes at one dock, an hour at the next. Nobody logs it in real time.

The screenshot displays a software interface for tracking detention and recovery. It features three main sections for different vehicles:

- EXC-2847 Traffic:** Significant traffic delay on I-95. Vehicle: V-1089 • Driver: Mike Torres. Current Location: I-95 Northbound, Exit 23. Next Stop: Distribution. Original ETA: 14:20. Revised ETA: 14:38.
- EXC-2848 Hub Congestion:** Hub capacity at maximum. Vehicle: V-1632 • Driver: Emma Davis.
- EXC-2849 Weather:** Weather conditions worsening. Vehicle: V-1247 • Driver: Sarah Chen • 4 stops affected.

On the right, the **AI Auto-Recovery** section shows recovery options for EXC-2847 • Mike Torres • V-1089:

- Reroute via Alt Route 3:** 92% confidence. Avoid I-95 congestion, +4 miles but saves 12 minutes. Recovers 10 min delay.
- Resequence Stops:** 88% confidence. Optimize remaining 3 stops based on current traffic. Saves 6 min total.

The **Combined Recovery Potential** is -16 min. Buttons for **Edit Manually** and **Apply All** are at the bottom.



The fix

- 1 Automated event log captures arrival, check-in, check-out, and departure.
- 2 Every event is timestamped automatically.
- 3 Detention time calculates itself - no manual entry required.
- 4 Records are accurate, consistent, and exportable.



Why it matters

Detention claims without a timestamped record rarely get paid in full.

A logged, exportable record usually does.



Accurate records

Get paid faster



Disputes

Reduced



Cash flow

Improved

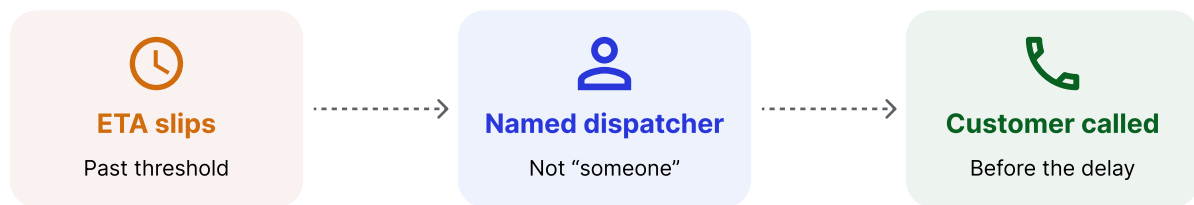


Key takeaway: If it isn't timestamped, it didn't happen. Automated tracking turns waiting time into recoverable revenue.



7. Give every at-risk shipment a named owner

When an ETA slips, someone needs to call the customer, fast. Too often, nobody is clearly responsible until it's already late.



The fix

Define an escalation rule: at a specific delay threshold, one named dispatcher owns the customer call. Not "someone": a name.



Not "someone": a name.



Why it matters



A customer who hears about a delay **before** it happens usually forgives it.



A customer who finds out **after** usually does.



Key takeaway: Assign ownership before the delay happens. Clear accountability leads to faster action and better customer outcomes.

8. Put every SLA metric on one screen

Most fleets track OTD, OTIF, and delivery window compliance across separate systems. Nobody sees the full picture until it's a monthly report.



The fix

A fleet analytics dashboard pulls every KPI into one live view. Dispatchers see risk building, not just a month-end summary.



Why it matters

A dashboard that updates once a month can't stop a miss happening today. **Live visibility** can.



See risk in real time

Know what's at risk before it becomes a miss.



Act faster

Intervene early while there's still time.



Protect performance

One view. Every KPI. Better outcomes.



Key takeaway: You can't improve what you can't see. One dashboard. Every metric. Live.



9. Audit every penalty before you accept it

Chargebacks arrive as a fixed number, with little explanation. Some fleets pay them without ever checking the underlying data.



The fix

An audit trail traces every commission and penalty figure back to its source. **A dispute takes minutes to verify, not days.**

Record	Status	Booker	Commission	
Trip #10214	Processed	John Smith	\$84.00	View
Trip #10215	Flagged	—	—	View
Trip #10216	Processed	Maria Alinso	\$102.50	View
Trip #10217	Failed	—	—	View



Import

Import commissions and penalties.



Trace

Automated audit trail links every charge to its source.



Verify

Review the details and validate the charge in minutes.



Resolve

Approve, dispute, or correct with confidence.



Why it matters

We built this exact capability for a ground transportation client.

Commission accuracy reached

100%

within the first import cycle.



Full transparency

See exactly where every charge comes from.



Faster disputes

What used to take days now takes minutes.



Stronger accuracy

Eliminate over payments and protect margins.



Key takeaway: Don't accept numbers you can't explain. Audit, verify, and protect every dollar.



10. Review SLA performance like a P&L, not a checklist

Most fleets review SLA data once, right after a customer complains. By then, the pattern has already cost real money.

SLA performance review framework



Review cadence

Set a recurring review (monthly or quarterly)



Analyze & identify

Analyze SLA metrics and trends. Find patterns, root causes, and risk areas.



Impact & act

Quantify the financial impact of SLA misses. Take action, assign ownership, and track results.



The fix

Set a recurring review, monthly or quarterly, that treats SLA metrics like revenue.



Trend them.



Own them.



Act on them.



Why it matters

A metric nobody reviews regularly isn't really a metric.

It's a number waiting to become a problem.



See the real story

Trends reveal issues checklists miss.



Protect revenue

Fix small misses before they become expensive.



Key takeaway: Treat SLA performance like you treat revenue. Review it. Own it. Act on it.

Where to go from here

Ten fixes. Some cost you a build. Some cost you discipline. Either way, the SLA gap won't close itself.

COAX Software builds the software half. We've spent 15-plus years in transportation, logistics, and fleet technology, shipping production systems for fleets running hundreds of vehicles across multiple countries.

We aren't a generic dev shop. We build predictive ETA engines, AI dispatch copilots, dynamic route optimization, and event monitoring systems designed around your existing ERP, TMS, and telematics stack. No rip-and-replace required.



Built for fleets

Real-world systems for real-world operations. Proven at scale across regions.



Fits your stack

Works with your ERP, TMS, and telematics. No disruption. No rip-and-replace.



Outcome driven

Better ETAs. Fewer misses. Happier customers. Healthier margins.



See which of these ten gaps is costing you the most.

Book a free SLA performance assessment.



Get in touch

Let's close the SLA gap - together.

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