

Illustrative example. Prairie Line Freight LLC is a fictional company. This scenario shows how a typical transport & logistics business would set up and use Verika; it does not describe a real customer or report real results.

EXAMPLE SCENARIO · TRANSPORT & LOGISTICS

Prairie Line Freight LLC

Des Moines, Iowa, US · 28 trucks · 34 drivers · 4 dispatchers

A regional carrier gives drivers hands-free answers on customer delivery rules and company procedures, plus the federal trucking rules, so dispatch stops being the help desk.

BEFORE VERIKA

- Drivers called dispatch for gate codes, booking slots, who signs for loads and what to do with a refusal.
- Each customer's delivery rules lived in dispatchers' heads and old emails.
- Hours-of-service questions got different answers depending on who picked up.

WHAT THEY GAVE VERIKA

- Driver handbook
- Customer delivery requirements, one sheet per customer
- Failed delivery and returns procedure
- Vehicle inspection and defect reporting
- Accident and incident procedure
- Yard and depot rules

US transport firms get the federal trucking rules built in: FMCSA regulations (49 CFR, including hours of service and driver qualification) and state vehicle size and weight law.

SETTING UP

Day 1

The safety manager signs up as a transport company; the FMCSA rules (49 CFR) and Iowa size and weight law are already built in.

Days 2–4

Dispatchers write one sheet per regular customer and upload them; Verika suggests what's missing.

Week 2

Drivers are invited and use it by voice; dispatchers and the safety manager are experts.

Ongoing

New customer rules go in as a sheet, not a phone call.

WHAT THE TEAM ASKS

“How many hours can I be on duty today?”

DRIVER

Up to 11 hours driving within a 14-hour window, after 10 consecutive hours off duty.

49 CFR §395.3

“Which customers need a booked delivery slot?”

DRIVER

All retail distribution centres and anything on the 'timed' list. No slot, no tip: rebook through the portal.

Customer Delivery Requirements

“A delivery is refused at the door. What do I do?”

NEW DRIVER

Photo the goods and the address, get the refusal reason, bring it back and log it as a return before end of shift.

Failed Delivery Procedure

“How do I report a defect on the trailer?”

DRIVER

Record it on the inspection report before driving. Anything affecting brakes, steering, tires or lights: the unit doesn't go out.

Vehicle Defect Reporting

WHEN VERIKA DOESN'T KNOW

“Can I take the truck home overnight before an early pickup?”

Not covered by any document, so Verika said so and logged it. The safety manager answered once (only with written approval, parked where the policy allows, never loaded), and every driver now gets the same answer.

WHAT CHANGES

- Drivers check routine questions hands-free instead of calling dispatch.
- Customer rules are written down once, so any driver can do the run.
- Hours-of-service answers come from the regulation, with the section shown.

WHAT TO MEASURE IN YOUR OWN TRIAL

- Driver calls to dispatch per day
- Customers with a written requirements sheet
- Gaps logged and answered



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