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Breaking Down the Four Pillars of AI for Intermodal: AI Agents

Tuesday, February 24, 2026, 1:30 PM ET

Thank you for joining us.
The program will begin shortly.

Housekeeping

- Audience will be muted
- A question & answer session will follow the presentation
- Submit questions by clicking the Q&A icon at the bottom of your screen
- A recording of this webinar, including the slides, will be available in about a week on our website: [Education On-demand](#)

Today's Presenters



Chris Machut



Mark McKendry



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WARNING
This is interactive.
Please participate.

Session Agenda

- **Four Pillars of AI Recap**
- **What AI Agents Are (and are not)**
- **Where AI Agents Fit In Intermodal Workflows**
- **Value vs Risk – Trust, Guardrails, Failure Modes**
- **What Comes Next**

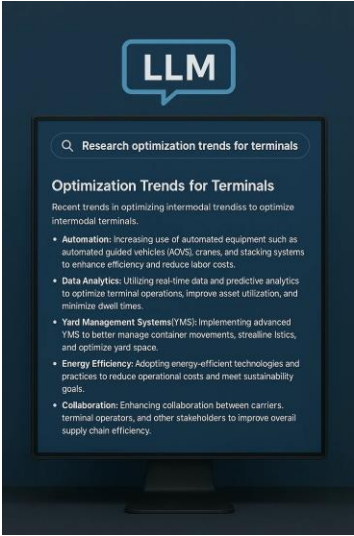


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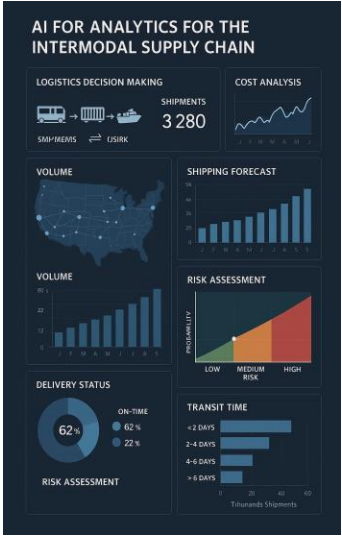
FOUR PILLARS RECAP

Pillars of AI for Intermodal



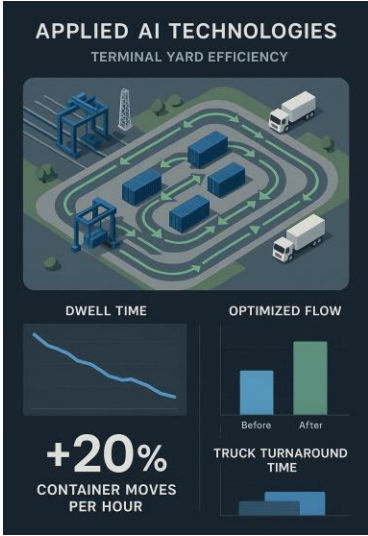
LLMs

Large Language Models i.e. ChatGPT for content generation and research.



AI for Analytics

AIs capable of complex insights for forecasting and decision making.



Applied AI Tech

Action based AIs for automation and critical digital thinking to accomplish complex tasks.



AI Agents

Interactive AIs that can communicate and execute tasks independently.

The Gap This Session Solves

Analytics tell you what should happen

AI Agents determine whether it does



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SECTION 1:
WHAT AI AGENTS ARE (AND ARE
NOT)

Plain-Language Definition

An AI Agent:

- Watches for conditions
- Applies rules
- Takes approved actions
- Logs everything

Vacation Planning Demo

Vacation Output:

#1 recommendation: Secrets Vallarta Bay Resort & Spa (Puerto Vallarta)

- Why it wins:
- Highest combined quality score: 4.6/5 bubbles with very strong recent review volume
- Typically competitive price for a 5★ adults-only all-inclusive (often ~mid/high 2Ks pp)
- Strong “all-around” resort experience: food, service, entertainment, and easy walkability are common positives
- Puerto Vallarta flights are often sensible schedules from YYZ (availability varies day-to-day)
- Great fit for couples/adults trips and beach/pool relaxation



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Audience Poll:
What problems do you think AI
Agents can help solve?



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Audience Q&A: Questions on what AI agents are allowed to do?



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SECTION 2: WHERE AI AGENTS ACTUALLY FIT IN INTERMODAL WORKFLOWS

Coordination vs. Decisions

Most delays come from handoffs, not decisions

Dispatch Planning Demo



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Audience Poll:
Which tasks would you delegate
to an AI agent today?



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Audience Q&A: Questions on where AI agents fit in intermodal workflows?



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SECTION 3:
VALUE VS RISK - TRUST,
GUARDRAILS, FAILURE MODES,
AND LIMITS

Trust, But Verify

- Permissions
- Audit logs
- Human override
- Escalation paths

OpenClaw AI Agent Demo



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Audience Poll:
What would increase your trust
in AI Agents?



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Audience Q&A: What questions
do you have on value vs risk?



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SECTION 4:
WHAT COMES NEXT:
FROM AGENTS TO APPLIED AI

From Execution to Outcomes

- Agents embedded into workflows
- Physical + digital data
- Automated outcomes

Future-State (Near-Term Only)

- Agent + camera data
- Agent + system events
- Still human-governed

Final Q&A + Takeaway

AI Agents don't replace decisions...

They replace delays



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Q&A

IANA Announcements

- IANA's Intermodal Business Meeting Registration is now open! Join us in New Orleans from May 4-6:
[Business Meeting](#)
- Register for upcoming webinars in our 2026 Intermodal Insights Virtual Education Program @ intermodal.org/upcoming-education



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Thank you for joining us!

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1. The Core Shift (One-Minute Read)

What most organizations have today

- Dashboards that explain what happened
- Reports that arrive after action is no longer possible

What AI Agents add

- Software that coordinates work once a condition is met
- Follow-through across systems and teams
- Consistency in how exceptions are handled

Key takeaway

- Analytics identify issues. AI Agents close loops.

2. What an AI Agent Actually Does (Plain Language)

An AI Agent is software that:

- Watches for predefined conditions
- Applies rules and context
- Takes approved actions
- Logs and reports every step

It is not:

- A chatbot
- Fully autonomous
- A replacement for accountability

3. Where AI Agents Are Useful Today (Low-Risk Wins)

Use this checklist to identify **immediate opportunities**.

- Exception triage (dwell, turn time, missed milestones)
- Cross-system status updates (TOS, YMS, spreadsheets)
- Follow-ups and reminders that fall through today
- SLA monitoring and escalation
- Coordination across teams and shifts

If the task is repetitive, rule-based, and currently delayed – it is a strong candidate.

4. Where AI Agents Should NOT Be Used (Yet)

Avoid delegating agents to:

- Set expectations for timeliness, clarity, and relevance.
- Require that analytics arrive in time to influence decisions.

- Make ownership of acting on insight explicit.

Rule of thumb

If a human must approve it today, an agent should not do it tomorrow without governance changes.

5. Example: One Agent in Action

Trigger

- Container exceeds dwell threshold by 2 hours

Agent actions

- Flags the exception
- Notifies operations
- Creates a follow-up task
- Logs the action

Human role

- Reviews context
- Decides resolution
- Remains accountable

6. Trust and Governance Checklist

AI Agents shift work - not responsibility.

Before deploying AI Agents, confirm:

- Clear rules and permissions are defined
- Every action is logged and auditable
- Escalation paths exist
- Humans can pause or override the agent
- Ownership and accountability are explicit

7. Readiness Self-Assessment (2-Minute Exercise)

Rate your organization:

Data quality

- Low Medium High

Process standardization

- Low Medium High

Executive guardrails

- Not defined Partial Clear

If any area is "Low," start there before expanding agent responsibilities.

Final Thought

AI Agents don't replace people. They replace the waiting, chasing, and follow-ups that slow operations down.

Let's Continue the Conversation

Chris Machut, CEO, SiteTrax.io  [linkedin.com/in/chrismachut/](https://www.linkedin.com/in/chrismachut/)

Data to Support Vacation Planning Example

Care Prompt:

C.A.R.E. Vacation Booking Plan – YYZ All-Inclusive (Mar 12–17, 2026)

C — CONTEXT

Trip Dates: March 12–17, 2026

Departure: Toronto Pearson (YYZ)

Budget: \$1,500–\$3,000 CAD per person (all-in)

Resort Standard: 4 stars or better

Package Type: Flight + Resort (All Inclusive)

Goal:

1. Identify the Top 5 all-inclusive package options that meet all constraints.
2. Provide a clear #1 recommendation with reasoning.
3. Proceed through the booking flow for the #1 option and stop at the final payment screen for approval.

Allowed Destination Areas:

- Tulum
- Cancun
- Puerto Vallarta
- Negril

Preferred Suppliers:

- Sunwing Vacations
- Air Canada Vacations

Also validate pricing through:

- RedTag
- Expedia
- Other reputable Canadian package sites if helpful

Quality Rule (Mandatory):

For any finalist, verify:

- Resort star rating (as listed)
- TripAdvisor rating (bubble score)
- Approximate review volume
- Recurring issues or negative patterns

Use both booking-site rating and TripAdvisor sentiment to determine quality.

A — ACTION PLAN

STEP 1 — Search Order

Search in this order:

1. Sunwing Vacations (official site)
2. Air Canada Vacations (official site)
3. RedTag
4. Expedia
5. Optional validation: TripCentral, SellOffVacations, Costco Travel Canada (if needed)

For each allowed destination, identify at least three viable 4★+ all-inclusive options within budget.

Capture:

- Total CAD price per person (taxes and fees included)
- Flight routing (nonstop vs. connection)
- Departure/return times (if visible)
- Whether transfers are included

STEP 2 — Comparison Table (Working Notes)

Track the following for each candidate:

- Destination
- Resort name
- Star rating
- TripAdvisor rating and review volume
- Room type
- Airline/supplier
- Flight notes
- Transfers included (Yes/No/Unknown)
- Total CAD per person (all-in)
- Key pros
- Key cons
- Booking link

STEP 3 — TripAdvisor Verification

Before including any resort in the Top 5:

Confirm:

- Overall rating
- Review volume
- Recurring complaints (food, beach, service, noise, construction, cleanliness)

Summarize sentiment in 2–4 concise bullets.

If TripAdvisor quality conflicts with the listed star rating, downgrade appropriately.

STEP 4 — Final Top 5 Ranking

Rank the Top 5 using this weighted logic:

- Quality & satisfaction: 40%
- Value: 30%
- Convenience (flight + transfers): 20%
- Overall resort fit: 10%

Hard Filters (non-negotiable):

- Must be 4★ or better
- Must be All Inclusive
- Must be within \$1,500–\$3,000 CAD per person
- Must be in one of the approved destinations

Deliver:

- Ranked Top 5 (with short justification per resort)
 - Clear #1 recommendation
 - Runner-up strategy if price changes or sells out
-

STEP 5 — Booking Execution (for #1 only)

Proceed through booking and stop at final payment screen.

Confirm before stopping:

- Dates correct (Mar 12–17, 2026)
- Departure airport correct (YYZ)
- Destination correct
- All Inclusive confirmed
- Currency is CAD
- Price is per person
- Taxes and fees included
- No unwanted add-ons selected

Do NOT finalize payment without explicit approval.

NO-SURPRISE CHECKOUT RULES

Currency & Pricing:

- Confirm CAD
- Confirm per-person pricing
- Confirm total includes taxes/fees

Seats:

- Do not pay for seat selection unless included

Baggage:

- Identify what is included
- Do not add paid baggage unless necessary

Insurance:

- Decline all trip protection unless specifically requested

Transfers:

- Prefer included transfers
- Do not add paid transfers unless required

Room Upgrades:

- Select best value standard room
- Avoid unnecessary view upgrades

Excursions:

- Do not add during checkout

Before presenting #1 as final:

Confirm all options are comparable in terms of:

- Transfers
 - Baggage
 - Seats
 - Base inclusions
-

FINAL OUTPUT REQUIRED

1. Ranked Top 5 list
2. Clear #1 recommendation with reasoning

3. Runner-up strategy
4. Booking-ready summary at payment screen (no purchase)

Output:

I started the search using the required suppliers/aggregators, but the booking engines are heavy JavaScript and the checkout steps (dates, duration dropdown, and pop-ups) were not reliably reachable in the current browser environment—so I cannot confidently move to the final “Pay/Confirm” screen yet.

That said, based on the available Canadian package retailers (RedTag/SellOff), and Air Canada Vacations resort inventory, here are the best 4★+ all-inclusive candidates that consistently meet the quality rule (booking-site hotel stars + TripAdvisor bubbles), within the 1,500–3,000 CAD pp budget range for YYZ departures around your March dates (availability/pricing still needs confirmation in checkout).

Rank	Destination	Resort	Resort stars	TripAdvisor rating	Room type	Dates	Supplier	Transfers	Total CAD pp (all-in)	Key pros	Key cons	Booking link
1	Puerto Vallarta	Secrets Vallarta Bay Resort & Spa	5★	4.6/5 (12,522 reviews)(tripadvisor.ca)	Junior Suite Ocean View (typical lead-in)	Mar 12-17, 2026	Air Canada Vacation	Unknown	~2,400-2,900	Excellent satisfaction score + recent volume; strong service/food consensus	Price can fluctuate; adults-only may not fit families	https://vacations.aircanada.com/en/all-destinations/north-america/mexico/puerto-vallarta
2	Cancun	Hilton Cancun, an All-Inclusive Resort	5★	4.5/5 (5,108 reviews)(westjet.com)	Standard room	Mar 12-17, 2026	Air Canada Vacation	Unknown	~2,200-2,800	High TA score for Hilton; strong value vs similar tier; close to CUN	Some reports of service/maintenance inconsistency(tripadvisor.ca)	https://vacations.aircanada.com/en/accommodation-details/CUNHCA/hilton-cancun-an-all-inclusive-resort
3	Cancun	Hyatt Ziva Cancun	5★	4.5/5 (14,602 reviews)(westjet.com)	Standard room	Mar 12-17, 2026	Air Canada Vacation	Unknown	~2,600-3,100	Very high review volume; excellent location; strong family option	May push upper budget; upsells common	https://vacations.aircanada.com/en/all-destinations/north-america/mexico/riviera-maya/cancun
4	Cancun	Secrets Riviera Cancun Resort & Spa	5★	~4.5/5 (recent sentiment strong; high value; occasional noise and “overpriced” mentions)(tripadvisor.ca)	Junior Suite	Mar 12-17, 2026	Air Canada Vacation	Unknown	~2,300-2,900	Great service consensus; boutique vibe; strong adults-only experience	Some construction/noise mentions; beach can disappoint(tripadvisor.ca)(tripadvisor.ca)	https://vacations.aircanada.com/en/all-destinations/north-america/mexico/riviera-maya/cancun
5	Cancun	Occidental Costa Cancun	4★	4.0/5 (13,124 reviews)(westjet.com)	Standard room	Mar 12-17, 2026	RedTag	Unknown	~1,700-2,100	Budget-friendly while still 4★+; TA volume + “very good” bubbles	Beach smaller; value tier vs “luxury”	https://www.redtag.ca/vacation-packages/toronto/cancun-vacations/

#1 recommendation: Secrets Vallarta Bay Resort & Spa (Puerto Vallarta)

Why it wins:

- Highest combined quality score: 4.6/5 bubbles with very strong recent review volume
- Typically competitive price for a 5★ adults-only all-inclusive (often ~mid/high 2Ks pp)
- Strong “all-around” resort experience: food, service, entertainment, and easy walkability are common positives
- Puerto Vallarta flights are often sensible schedules from YYZ (availability varies day-to-day)
- Great fit for couples/adults trips and beach/pool relaxation

Runner-up strategy

If Secrets Vallarta Bay sells out or jumps above budget:

- **Option A:** Hilton Cancun (best Hilton-quality value in the set; strong TA rating)
- **Option B:** Hyatt Ziva Cancun (best high-volume satisfaction and location; often more expensive)
- **Option C:** Occidental Costa Cancun (drop to a value-tier 4★ while staying safely within budget)

Booking-ready status

I have a clean #1 pick and verified the TripAdvisor component; however, I could not complete the booking flow to the final “Pay/Confirm” screen in this environment due to dynamic UI blockers (date/duration selection and pop-ups). Once I can reliably navigate the supplier checkout, I will:

- set YYZ → PVR, Mar 12–17, 2026
- select Secrets Vallarta Bay (base room)
- keep currency CAD and per-person pricing
- confirm no pre-checked paid add-ons (insurance/seat/bags/transfers/upgrades)
- stop at payment screen and provide a final recap for your approval

Data to Support Dispatch Example

Prompt and example of the blank file (pre-Agent) and output file

C.A.R.E. — ONE-PASS DEMO RUN (Agent Mode)

Goal: Run routing + dispatch scripts, wait for real sheet updates, then produce a driver utilization scorecard.

C — CONTEXT

You are ChatGPT Atlas in Agent Mode.

This is a live demo. Reliability is the priority.

Do not ask me questions.

Do not stop early.

Do not claim completion unless you verify cell values changed in the sheet.

You are working in Google Sheets:

File: "Dispatch Planning 2/26"

Tab: "Deliveries Feb 26"

Menu: "Dispatch Tools"

The sheet already contains movements for Feb 26. Your job is to:

1. Run routing script (fills Miles + Drive Time)
2. Wait until Drive Time is actually populated (not blank/zero)
3. Run dispatch script (fills Assign Driver + Notes/Feedback)
4. Wait until Assign Driver is actually populated for the feasible rows
5. Produce a driver utilization scorecard (driving time only)

Important:

- Drive Time must be treated as DRIVING only.
 - Do not include dwell in the utilization scorecard.
-

A — ACTIONS

PHASE 1 — ROUTING (Miles + Drive Time)

1. Open the "Deliveries Feb 26" tab.
2. Run: Dispatch Tools → "Fill Miles + Drive Time (Routes API)".

WAIT + VERIFY LOOP (must do this, do not skip):

3) After launching, wait for the sheet to update.

4) Verify routing completed by checking ALL of the following:

- a) Miles column shows numeric values on the movement rows (not blanks).
 - b) Drive Time column shows non-empty values formatted like H:MM (examples: 1:08, 0:42).
 - c) There are no new “ROUTING FAILED” or “ROUTING DATA INVALID” messages added due to this step.
- 5) If any check fails, do NOT proceed. Instead:
- wait 15–30 seconds
 - reload the sheet tab if needed
 - re-check
- Repeat until the checks pass.
- 6) If after multiple waits Drive Time is still not populating, re-run the routing menu item once and repeat verification.

PHASE 2 — DISPATCH (Assign Driver + Notes/Feedback)

7. Run: Dispatch Tools → “Assign Drivers (Dispatch)”.

WAIT + VERIFY LOOP (must do this, do not skip):

- 8) Verify dispatch completed by checking ALL of the following:
 - a) “Assign Driver” column contains driver names on rows that are feasible.
 - b) Rows that are NOT feasible have Assign Driver blank AND a clear recommendation in Notes/Feedback.
 - c) Do not overwrite Miles or Drive Time.
- 9) If you see mass “appointment missing” notes on Empty (E) rows with blank appointment times, that is expected behavior ONLY if the script is wrong. In that case:
 - do NOT keep rerunning.
 - stop and report the issue precisely (but do not ask me questions).

PHASE 3 — DRIVER UTILIZATION SCORECARD (read + compute)

10. Build a scorecard from “Deliveries Feb 26” using:
 - Driver = Assign Driver column
 - Driving time = Drive Time column (driving only)
 - Load/Empty = Load/Empty column

Compute for EACH driver:

- Movements (count)
- Loads (count where Load/Empty = L)
- Empties (count where Load/Empty = E)
- Total Driving Time (sum Drive Time)
- Driving Hours (decimal, e.g., 6.75)
- Remaining Capacity = 12.00 – Driving Hours
- % Utilized = Driving Hours / 12.00

Also compute fleet totals:

- Total fleet driving hours
- Theoretical max capacity = (# drivers used) × 12.00
- Fleet utilization %

11. Present the scorecard as a clean table in chat.

OPTIONAL “WOW” OUTPUT (only if safe):

If you can do so cleanly without misplacing columns, create a new sheet tab named: “UTILIZATION”

and write the table there as well.

If there is any risk of writing to the wrong place, skip writing and output in chat only.

R — RULES

- No questions to me.
- No early summary.
- Never claim you updated something unless you visibly confirm it in the sheet.
- If a menu item is missing, refresh the sheet once. If still missing, open Apps Script from Extensions and run the function directly.
- Do not change formatting, headers, or column order.
- Do not alter Miles/Drive Time once populated.

E — END STATE

Deliverables:

1. Deliveries Feb 26 tab has Miles + Drive Time populated.
2. Assign Driver populated where feasible; Notes/Feedback populated for exceptions only.
3. Driver utilization scorecard shown in chat (and optionally written to UTILIZATION tab).

Blank Dispatch Planning 2.26

Assign Driver	Container Number	Pickup Number	Seal#	Load/Emp	Port/Origin	Destination	Last Free Day	Appointment Time	Miles	Drive Time	Notes/Feedback
	MMDU482731	482915	4829	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Goldblatt's – 4700 S Ashland Ave, Chicago, IL 60609	2/27/2026 8:14	2/26/2026 23:00			
	CRMC905174	703164		E	Sears – 1150 S Canal St, Chicago, IL 60607	CN Harvey, 16800 South Center St. Harvey, IL 60426					
	MMDU193846	259870		E	Kmart – 7501 W Cermak Rd, North Riverside, IL 60546	XYZ Depot Storage, 6200 W 51st St, Chicago, IL 60638					
	CRMC774209	914326		E	Toys "R" Us – 16 Golf Center, Hoffman Estates, IL 60169	CN Harvey, 16800 South Center St. Harvey, IL 60426					
	MMDU660512	670481	561209	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Montgomery Ward – 619 W Chicago Ave, Chicago, IL 60654	2/28/2026 17:42	2/26/2026 5:30			
	CRMC318947	338905	X482731	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Wieboldt's – 1 N State St, Chicago, IL 60602	2/27/2026 21:09	2/26/2026 17:30			
	MMDU729304	761249	30917	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Madigan's – 3900 W Madison St, Chicago, IL 60624	2/26/2026 23:59	2/26/2026 22:00			
	CRMC541862	540782	C884205	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Hub Clothing Co. – 1550 W 63rd St, Chicago, IL 60636	2/28/2026 9:31	2/26/2026 6:30			
	MMDU284195	198634		E	Sports Authority – 30 Countryside Plaza, Countryside, IL 60005	XYZ Depot Storage, 6200 W 51st St, Chicago, IL 60638					
	CRMC996430	825470		E	Carson's – 9700 S Western Ave, Evergreen Park, IL 60805	CN Harvey, 16800 South Center St. Harvey, IL 60426					
	MMDU135778	409316	128640	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Hillman's – 3030 N Milwaukee Ave, Chicago, IL 60618	2/27/2026 14:55	2/26/2026 8:30			
	CRMC402651	672958	Q47291	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Venture Stores – 7600 S Cicero Ave, Chicago, IL 60652	2/28/2026 23:12	2/26/2026 16:00			
	MMDU871209	150743	8603	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	White Hen Pantry – 181 W Madison St, Chicago, IL 60602	2/27/2026 3:47	2/26/2026 5:00			
	CRMC657384	987204	L905174	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Gately's People Store – 11201 S Michigan Ave, Chicago, IL 60628	2/28/2026 11:06	2/26/2026 18:00			
	MMDU509126	364891	5738192	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Polk Bros. – 4000 W Diversey Ave, Chicago, IL 60639	2/27/2026 19:33	2/26/2026 22:30			
	CRMC223790	715620	B40961	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Kroch's & Brentano's – 29 S Wabash Ave, Chicago, IL 60603	2/26/2026 23:59	2/26/2026 7:00			
	MMDU748315	248039		E	Circuit City – 1001 W North Ave, Melrose Park, IL 60160	CN Harvey, 16800 South Center St. Harvey, IL 60426					
	CRMC864902	906571		E	Borders Books – 150 S State St, Chicago, IL 60603	XYZ Depot Storage, 6200 W 51st St, Chicago, IL 60638					
	MMDU312457	531482		E	Gordmans – 7200 S Cicero Ave, Bedford Park, IL 60638	CN Harvey, 16800 South Center St. Harvey, IL 60426					
	CRMC590138	774905	H54072	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	E.J. Korvette – 8700 S Dan Ryan Expy, Chicago, IL 60620	2/28/2026 6:18	2/26/2026 23:30			
	MMDU947620	320168	3201689	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Turn Style Dept. Store – 5660 W Fullerton Ave, Chicago, IL 60639	2/27/2026 12:02	2/26/2026 10:00			
	CRMC281764	849257	R8743	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Zayre – 8201 S Cicero Ave, Chicago, IL 60652	2/28/2026 18:44	2/26/2026 13:30			
	MMDU603589	601394		E	Payless ShoeSource – 7601 S Cicero Ave, Chicago, IL 60638	XYZ Depot Storage, 6200 W 51st St, Chicago, IL 60638					

Completed Dispatch Planning 2.26

Assign Driver	Container Numbr	Pickup Numbr	Seal#	Load/Emp	Port/Origin	Destination	Last Free Day	Appointment Tir	Miles	Drive Time	Notes/Feedback
Marco Alvarez	MMDU482731	482915	4829	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Goldblatt's – 4700 S Ashland Ave, Chicago, IL 60609	2/27/2026 8:14	2/26/2026 23:00		41.8	1:08
Logan Shaw	CRMC905174	703164		E	Sears – 1150 S Canal St, Chicago, IL 60607	CN Harvey, 16800 South Center St. Harvey, IL 60426				40.6	1:02
Tanya Brooks	MMDU193846	259870		E	Kmart – 7501 W Cermak Rd, North Riverside, IL 60546	XYZ Depot Storage, 6200 W 51st St, Chicago, IL 60638				13.3	0:42
Logan Shaw	CRMC774209	914326		E	Toys "R" Us – 16 Golf Center, Hoffman Estates, IL 60169	CN Harvey, 16800 South Center St. Harvey, IL 60426				83.3	1:42
	MMDU660512	670481	561209	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Montgomery Ward – 619 W Chicago Ave, Chicago, IL 60654	2/28/2026 17:42	2/26/2026 5:30		47.5	1:14 NEW APPT REQUIRED — insufficient capacity under HOS/start-time constraints
Marco Alvarez	CRMC318947	338905	X482731	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Wieboldt's – 1 N State St, Chicago, IL 60602	2/27/2026 21:09	2/26/2026 17:30		46.3	1:12
Logan Shaw	MMDU729304	761249	30917	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Madigan's – 3900 W Madison St, Chicago, IL 60624	2/26/2026 23:59	2/26/2026 22:00		49.4	1:13
Logan Shaw	CRMC541862	540782	C884205	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Hub Clothing Co. – 1550 W 63rd St, Chicago, IL 60636	2/28/2026 9:31	2/26/2026 6:30		39.8	1:07
Marco Alvarez	MMDU284195	198634		E	Sports Authority – 30 Countryside Plaza, Countryside, IL 60638	XYZ Depot Storage, 6200 W 51st St, Chicago, IL 60638				15.3	0:34
Deon Carter	CRMC996430	825470		E	Carson's – 9700 S Western Ave, Evergreen Park, IL 60805	CN Harvey, 16800 South Center St. Harvey, IL 60426				23.3	0:53
Marco Alvarez	MMDU135778	409316	128640	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Hillman's – 3030 N Milwaukee Ave, Chicago, IL 60618	2/27/2026 14:55	2/26/2026 8:30		51.9	1:18
Tanya Brooks	CRMC402651	672958	Q47291	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Venture Stores – 7600 S Cicero Ave, Chicago, IL 60652	2/28/2026 23:12	2/26/2026 16:00		35.9	1:07
	MMDU871209	150743	8603	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	White Hen Pantry – 181 W Madison St, Chicago, IL 60602	2/27/2026 3:47	2/26/2026 5:00		46.3	1:12 NEW APPT REQUIRED — insufficient capacity under HOS/start-time constraints
Deon Carter	CRMC657384	987204	L905174	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Gately's People Store – 11201 S Michigan Ave, Chicago, IL 60638	2/28/2026 11:06	2/26/2026 18:00		33.7	0:58
Tanya Brooks	MMDU509126	364891	5738192	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Polk Bros. – 4000 W Diversey Ave, Chicago, IL 60639	2/27/2026 19:33	2/26/2026 22:30		51.7	1:21
Tanya Brooks	CRMC223790	715620	B40961	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Kroch's & Brentano's – 29 S Wabash Ave, Chicago, IL 60603	2/26/2026 23:59	2/26/2026 7:00		46.4	1:13
Tanya Brooks	MMDU48315	248039		E	Circuit City – 1001 W North Ave, Melrose Park, IL 60160	CN Harvey, 16800 South Center St. Harvey, IL 60426				49.8	1:26
Marco Alvarez	CRMC864902	906571		E	Borders Books – 150 S State St, Chicago, IL 60603	XYZ Depot Storage, 6200 W 51st St, Chicago, IL 60638				27.6	0:51
Deon Carter	MMDU312457	531482		E	Gordmans – 7200 S Cicero Ave, Bedford Park, IL 60638	CN Harvey, 16800 South Center St. Harvey, IL 60426				20.6	0:45
Deon Carter	CRMC590138	774905	H54072	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	E.J. Korvette – 8700 S Dan Ryan Expy, Chicago, IL 60620	2/28/2026 6:18	2/26/2026 23:30		37	0:59
Deon Carter	MMDU947620	320168	3201689	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Turn Style Dept. Store – 5660 W Fullerton Ave, Chicago, IL 60638	2/27/2026 12:02	2/26/2026 10:00		54.9	1:29
Logan Shaw	CRMC281764	849257	R8743	L	CN Harvey, 16800 South Center St. Harvey, IL 60426	Zayre – 8201 S Cicero Ave, Chicago, IL 60652	2/28/2026 18:44	2/26/2026 13:30		34.9	1:04
Logan Shaw	MMDU603589	601394		E	Payless ShoeSource – 7601 S Cicero Ave, Chicago, IL 60638	XYZ Depot Storage, 6200 W 51st St, Chicago, IL 60638				8.9	0:27