

Kestrel Dispatch v1: product specification

What the dispatch platform does on day one, how a load moves from a shipper request to a signed proof of delivery, and the criteria the Kestrel Freight operations team will use to accept the release. Written for the Venlo and Duisburg dispatch desks, the Kestrel IT owner and the Techsy build team.

● Scope frozen 2026-03-18

● 14 acceptance criteria

● 2 depots · 140 trucks · 11 dispatchers

● 3 items deferred to v1.1

SAMPLE DOCUMENT · KESTREL FREIGHT IS A FICTIONAL CLIENT

PROBLEM

41 min

Average time to plan one truck-day today across spreadsheet, email and the telematics portal. Target after v1: under 12 minutes.

DAILY VOLUME

310–380

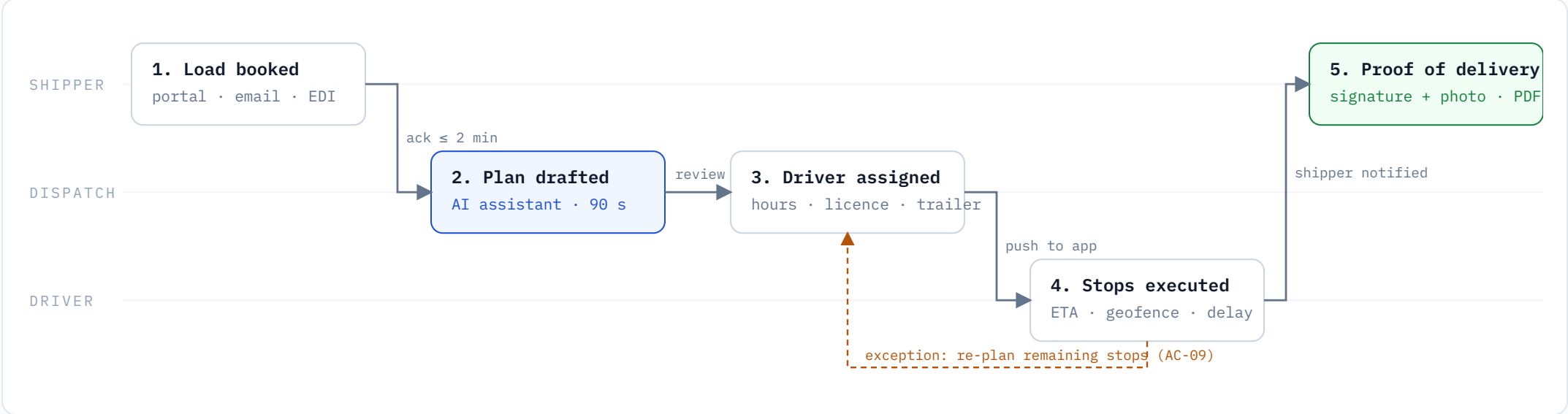
Loads planned per working day across both depots. Peak weeks in November reach 440.

RELEASE

Wk 24

Pilot with the Venlo desk (6 dispatchers, 70 trucks). Duisburg follows two weeks later if AC-01 to AC-10 pass.

01 CORE FLOW: BOOKING TO PROOF OF DELIVERY



02 SCOPE

IN V1

Ships in the first release

S-1

Load board with filters per depot, shipper, date and status; planning board per truck-day with drag and drop.

S-2

AI draft plans from the open load queue, with hours-of-service and trailer type as hard constraints.

S-3

Driver assignment with conflict warnings (rest time, licence class, ADR).

S-4

Live stop status from Kestrel Driver: arrived, loaded, departed, delivered, exception.

S-5

Proof of delivery PDF per shipment, emailed to the shipper within 5 minutes.

OUT

Explicitly not in v1

O-1

Invoicing and rate cards; stays in the existing ERP, which receives a nightly export.

O-2

Subcontractor (charter) carriers; v1 covers Kestrel's own 140 trucks only.

O-3

Fuel and toll cost allocation per load.

O-4

Customs documents for non-EU destinations (less than 2% of loads).

V1.1

Agreed, deferred

D-1

Shipper self-service tracking page.

D-2

Automatic re-plan when a truck is late by more than 45 minutes.

ID	CRITERION	MEASURED AS	PRIORITY	STATUS
AC-01	A dispatcher can book a load from an email with shipper, pickup, delivery, window and pallet count in under 60 seconds.	p90 ≤ 60 s, 50 trials	Must	Verified
AC-02	The AI draft plan for a full depot day is ready within 90 seconds and respects every hours-of-service rule in EU 561/2006.	0 violations / 20 days	Must	Verified
AC-03	Dispatchers accept or edit the draft; every edit is logged with user, time and reason.	audit row per edit	Must	Verified
AC-04	A driver receives an assigned route in the app within 10 seconds of publication, including offline-cached stop details.	p95 ≤ 10 s	Must	Verified
AC-05	Stop status updates reach the dispatch board within 15 seconds on a 3G connection.	p95 ≤ 15 s	Must	Open
AC-06	Proof of delivery PDF (signature, photo, timestamp, GPS) is emailed to the shipper within 5 minutes of the delivered event.	p99 ≤ 5 min	Must	Verified
AC-09	A dispatcher can re-plan remaining stops of a truck after an exception without losing completed stop data.	scripted scenario	Must	Open

04 SIGN-OFF

Head of Operations

Kestrel Freight, Venlo

SIGNATURE · DATE

Depot Manager

Kestrel Freight, Duisburg

SIGNATURE · DATE

IT Owner

Kestrel Freight

SIGNATURE · DATE

Product Lead

Techsy

SIGNATURE · DATE