

ETA & Delay Management Plan

Transport & Fleet

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Builds a plan to manage transit delays — realistic ETA setting, buffers, proactive customer updates, root-cause tracking of common delays and recovery actions — so delays cost you less trust and money. Use it when late deliveries hurt. For SLAs in a contract use the Goods Transport Rate Contract.

Purpose of this tool & output

Predict, prevent and communicate delays

How the output is used

Use it to predict, prevent and communicate delays — an ETA and delay management plan that protects SLAs and customer trust.

Important cautions

Honest early communication protects the relationship better than optimistic silence.

Companion documents

- Route Optimization Plan
- GPS / AIS-140 Telematics Setup Guide
- Dispatch Control Tower Design
- Fuel Theft Detection & Control Plan
- Trip Sheet & Daily Log Designer
- Fleet Utilization Dashboard Plan

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.