USE CASES // TRANSPORT AND LOGISTICS

AI in Transport and Logistics: what's already working, and what's next

Five practical uses of AI and automation for couriers, carriers, small fleets and depots, sorted by how proven they are.

> **The short version:** transport has the lowest AI take-up of the sectors in NAB's survey, but the tools that cut paperwork and chasing are mature. Most of the evidence comes from the software vendors, so treat the numbers as claims.

Where the sector sits

In NAB's SME survey (April 2026), **21% of transport and storage businesses** used AI, the lowest of the sectors surveyed. Among those that did, **57%** used it for operations and logistics. A Geotab survey of 517 Australian fleet managers found **53%** of fleets use in-cab video (vendor-run).

What's typically painful

Dispatch and scheduling (59% of fleet managers in Geotab's survey), driver safety and fatigue, and the paper trail: dockets, hand-rated freight, slow invoicing and delivery disputes.

Established: businesses like yours are already doing this

Use case	The everyday problem	What the AI does	What the evidence says
Route planning, dispatch and customer ETAs	Runs are planned by hand and customers chase "where is my delivery".	Builds and re-plans routes from traffic, time windows and capacity, and sends live ETAs.	Vendor claim (Geotab, 517 fleet managers): 51% report lower fuel costs after AI. Figures are inconsistent between Geotab's own posts.
Digital proof of delivery	Customers dispute whether and when goods arrived.	The driver app captures photo, signature and time, and attaches them to the job.	Vendor case study (Locate2u): a Perth refrigerated courier "significantly" cut disputes. No numbers given.
Automated rating and invoicing	Paper dockets, hand-rated freight and slow invoicing leak time and revenue.	A cloud system captures consignments, applies rate rules and generates invoices.	Vendor claim (CartonCloud, 2020 case): a Melbourne firm cut admin by 40-60 hours a week. Older, single case.

Emerging: early adopters are starting, worth planning for

Use case	The everyday problem	What the AI does	What the evidence says
AI driver-safety dash cams	Fatigue, phone use and collisions create safety, insurance and legal risk.	Detects distraction and risky events, alerts the driver and scores events for coaching.	Video telematics is common. The AI detection layer is new (2026 launches). No outcome figure.
Predictive maintenance and demand forecasting	Breakdowns and uneven booking volumes.	Uses telematics data to flag faults early and past bookings to forecast volumes.	No verified figure. Only agency blogs found.

Before you start

Protect personal information. The Privacy Commissioner's guidance (OAIC) advises against entering personal information into public AI tools, and asks you to check whether a vendor can see or train on what you enter. Check whether the Privacy Act applies to your business, and tell customers when they are dealing with an AI. **Workplace surveillance rules apply.** In NSW employers must give 14 days' written notice before GPS or telematics monitoring. Check your own state before fitting dash cams, especially any with facial recognition.

Sources: NAB SME AI adoption report, April 2026; Geotab Connected Fleets in Australia 2026 (Geotab blog; iTBrief); Locate2u (Perth Couriers case study); CartonCloud (Liquex Logistics case study); EROAD workplace monitoring summary; OAIC guidance on commercially available AI products. Outcome figures marked vendor claim or company claim are the supplier's own and have not been independently verified. Survey figures reflect the businesses surveyed and may not match every firm.

Want to talk this through for your business?

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