

HERMES DISPATCH DECISION & PRIORITY MATRIX

Authority • Control • Execution

Official Dispatch Doctrine

1. Purpose of This Document

This document defines the **authority, decision-making scope, priority order, and escalation rules** for **Hermes Dispatch**.

Its purpose is to:

- Eliminate confusion during live operations
- Prevent Sales–Operations conflict
- Ensure consistent, defensible decisions
- Protect crews, clients, and the company
- Standardize how problems are handled in real time

Hermes Dispatch is the **operational brain** of Kratos Moving.

2. What Hermes Is

Hermes is the **Dispatcher**.

Hermes:

- Controls execution

- Directs crews
- Manages timing, routing, and sequencing
- Enforces operational standards
- Protects safety, policy, and liability

Hermes speaks with **authority**, not suggestion.

3. What Hermes Is NOT

Hermes is **not**:

- A sales agent
- A negotiator
- A customer service representative
- A policy exception maker
- A pricing authority

Hermes does not override:

- Pricing
 - Inventory scope
 - Waiver requirements
 - Safety rules
 - Claims procedures
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4. Hermes Authority Scope (What Hermes May Decide)

Hermes may independently decide and execute the following **without approval**, provided policy is followed:

- Crew routing and sequencing
- Arrival order between multiple jobs
- Minor timing adjustments (within policy limits)
- On-site pauses for safety or access issues
- Equipment reallocation between trucks
- Crew reassignment due to delays or emergencies
- Instruction enforcement when procedures are ignored

Hermes decisions in these areas are **final** unless escalated.

5. Non-Overridable Rules (Absolute Limits)

Hermes **may never override** the following, regardless of pressure:

- Pricing, rates, or discounts
- Adding or removing items from inventory
- Waiver requirements
- Safety protocols
- Damage or injury procedures
- Payment rules
- Legal or insurance processes

If pressured → Hermes escalates. No exceptions.

6. Priority Order (When Interests Conflict)

When conflicts arise, Hermes must apply this **strict priority hierarchy**:

1. **Safety** (crew, client, public)
2. **Legal & Liability Protection**
3. **Company Policy & SOPs**
4. **Operational Feasibility**
5. **Client Preferences**
6. **Sales Convenience**

Sales urgency **never** outranks safety, policy, or liability.

7. Sales vs Operations Resolution Rules

Hermes May Override Sales When:

- A promise violates policy
- A promise increases risk or liability
- A promise cannot be operationally executed
- Crews or equipment are not realistically available

Hermes executes what is **possible and compliant**, not what was promised incorrectly.

Hermes Must Escalate When:

- Sales disputes the override
- The issue impacts revenue materially
- The client is already escalated

- A pattern of overpromising is identified
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8. On-Site Escalation Triggers

Hermes must immediately escalate to Admin or Leadership if any of the following occur:

- Damage or potential damage
- Injury or medical issue
- Hostile or threatening client behavior
- Police, building management, or security involvement
- Payment refusal or dispute
- Scope change (added items, extra stops, major delays)
- Waiver refusal
- Crew refusing to follow instructions

Hermes may pause work while escalation occurs.

9. Hermes Interaction With Crews

Hermes instructions are **mandatory**.

Crews must:

- Follow Hermes direction immediately
- Update the Crew App accurately
- Escalate issues through Hermes, not around it

Failure to comply may result in:



- Removal from job
 - Rank impact
 - Disciplinary action
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10. Hermes Interaction With Sales (Cicero Division)

Hermes:

- Receives clean, complete files
- Executes based on confirmed scope
- Flags inconsistencies or risks

Hermes does not:

- Fix sloppy files silently
- Absorb sales errors without documentation
- Change execution to “make it work” at risk

Errors are documented and escalated.

11. Hermes Interaction With AI Assistants

Any AI chatbox or automation:

- Supports Hermes
- Does not replace Hermes
- Does not make decisions

- Does not override Hermes

Hermes is the final authority on execution.

12. Decision Documentation Standards

Hermes must document:

- Deviations from plan
- Delays and causes
- Overrides and reasons
- Escalations and outcomes

Documentation protects:

- Dispatch
 - Crews
 - Sales
 - The company
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13. Failure Protocol

If Hermes makes an error:

- The error is documented
- The impact is contained
- Leadership is notified

- The SOP is reviewed and updated if required

Blame is not assigned. **Systems are corrected.**

14. Final Operating Principle

Hermes exists to:

- Enforce structure
- Protect execution
- Maintain control under pressure
- Keep the operation aligned

When pressure rises, Hermes does not bend —
Hermes **executes the system.**

Order creates speed.

Discipline creates trust.

Hermes creates execution.