In analysing the requirements required by transport managers it became clear that the functionality revolved around finding and fixing often complex exceptions in the system of data structures that could not simply be identified and negated at inception. This related set of functions involves problems that are introduced by human error regarding actual the physical items tracked by the system, not problems or errors with the framework itself. Lost packages, misdirected packages and, possibly more importantly, *potentially* lost or misdirected packages are all very real possibilities. Instead of employing complicated checks and balances throughout every permutation of an object’s set of transitions of state, it is simpler and better reflects the requirements of the problem to centralise this into an interface available to transport managers.

While consistency checking integrated in other functions could provide feedback if, at any stage of a package’s progress, an inconsistency is created or identified, this actually conflicts with the requirements of the other functions themselves. The problem specifications give responsibility for these inconsistencies to the role of transport manager. It is probable providing feedback to users of other roles would destroy the smooth functioning of their role and possibly slow the firm’s process, reducing customer satisfaction. Instead the progress of a package with an accidentally inconsistent state is left mostly unimpeded in many cases waiting for a transport manager to identify and resolve the problem.

In many cases an identified inconsistency will be completely ignorable – the package in question was delivered the correct location. Human error lead to an incomplete record being kept e.g. the package was not correctly scanned at one of its transitions. In this case all the Transport manager need do is override the usual functionality of the system to add enough data to correctly reflect this in the records.

In other cases, the inconsistencies will represent a genuine problem in the physical medium. A package may have been lost, misplaced or misdirected any of which needs to be rectified before a delivery can be achieved. In such cases the transport manager’s role requires them to ascertain the true state of the package, arrange for its correction and, again, circumvent the usual restrictions of the system to restore the records to a consistent state.

In implementing both cases, the transport manager role is given access to a group of “special scans” which operate much like the regular scan records generated each time cause is given for a package to be scanned. However, these scans hold detail data for special cases such as lost packages which the system can then ignore when looking for consistencies.