Dockware Scan - FAQ

Q: What are best practices to get started?

- We'd recommend easing in - if possible, begin with singulated pallets to get a feel for the scanning flow, then work your way into more complex environments with nearby freight.
- Capture a minimum of 3 sides; 4 sides plus the top is ideal. You cannot pause/resume mid-session, so make sure at least 3 sides are physically accessible before starting.
- One handling unit per scan. You can run multiple scans within a given shipment. For identical handling units, use the duplication feature in the MyCarrier flow (1 scan = N units) rather than rescanning.
- Maintain 3-9 ft distance (NTEP cert parameters). Don't stand too close; don't drift so far that background objects enter the center of the frame.
- Keep the targeted handling unit centered in portrait orientation, complete a full circuit, capture the top if possible.
- Low light is fine - flash auto-triggers and it's tested in fully dark environments.
- Review the scan before dimensions are extracted.

Q: What devices is Dockware Scan compatible on? As of June 11, Dockware Scan runs on any Android device that supports ARCore and a Depth API. Devices we previously recommended based on a balance of performance, reliability, and cost include, but are not limited to:

- Phones: Samsung Galaxy S23, Galaxy S23 FE, Galaxy A15, Galaxy S10, Pixel 8 Pro, Pixel 10 Pro
- Tablets: Lenovo Tab M11, Samsung Galaxy Tab A11+

Q: What if a side of the pallet is blocked? You need at least 3 accessible sides. Hover near adjacent items to capture as much surface as possible while keeping the unwanted item out of frame as much as possible. There's no pause/resume, so reposition freight first if you can.

Q: Is Dockware Scan certified, and what are its certified limits? Yes, Dockware Scan is NTEP-certified legal-for-trade, meeting federal standards for billing and freight classification disputes.

- We have a certified tolerance of ±2 inches for handling units staged at least 2 inches apart.
- We're certified up to 72".
- Anything over 72" is outside NTEP certification, but will still return dimensions.
- If a dimension is within 2" of a freight-class or pricing threshold, manually dimension.

Q: What freight doesn't scan well? Scan accuracy depends on solid surfaces, visual contrast, and defined edges. Freight that offers some or all of these - ladders or objects with holes, saran-wrapped irregular shapes, solid bland-colored rounded items, or monochrome units that

blend into their surroundings - gives the model fewer reference points to anchor on. A simple field fix: try applying stickers or labels to corners and edges before scanning.

Q: Why is my scan taking a long time to process? Processing is usually fast; intermittent 90s+ delays were traced to cold-start infrastructure and have been addressed. If it persists, restart the app and/or follow up with the MyCarrier Support team.

Q: Does it work without cell service? Connectivity is required to submit; offline mode is a known request and under evaluation. Scans in dead zones should be submitted once back in coverage.

Q: Can I download scan data to dispute a carrier reweigh/reclass? Downloadable PDF exports will be available soon. The digital twin (dimensions, photos, geo/time-stamps, 3D render) lives on the shipments page in the meantime.

Q: It errored after my scan - what do I do?

- Low-quality scan → follow the on-screen feedback and rescan.
- Submission/processing errors → rescan; if persistent, restart the app.
- Out-of-range errors → the scan view tells you which axis exceeded limits (often an over-72" unit or background capture).
    - Note: if it's over 72", you may still use these dimensions, but know they are not NTEP-certified

Q: My scan picked up part of a neighboring pallet.

- Rescan with more distance between units
- If that's not possible, try to scan again while keeping as little of the neighboring unit(s) as possible in the frame. Focus on keeping only the target pallet in the frame. You may pause or push into the edge of the target pallet to ensure you get enough data points on the edges.