



Dockware Mobile Scanning → MyCarrier

Tier 1 Support Guide

Platforms:

- **MyCarrier** (TMS)
- **Dockware** (Mobile scanning)

Purpose:

Provide frontline support teams with clear guidance for helping customers set up and use Dockware mobile scanning to capture handling units and populate shipments in MyCarrier.

This guide covers:

- Mobile workflow selection
- Common configuration issues
- Login problems
- Data validation mistakes
- Basic troubleshooting steps

Any issues outside of this guide should be escalated via email (details below).

◇ **Critical: Understand the 3 Mobile Workflows**

Before troubleshooting anything, support **must confirm which workflow the customer is using**. Many issues stem from customers unknowingly choosing the wrong workflow.

✗ **Workflow 1 — Manual Shipment (NOT Recommended for Integration)**

Description

Customer selects **Create Empty Shipment** inside Dockware.

Result

- No scans captured
- No data sent to MyCarrier
- No handling units transmitted

Support Guidance

If the customer reports missing scans or shipment data:

👉 Confirm they are **NOT** using Manual Shipment.

This workflow does **not** integrate with MyCarrier and should be avoided when customers are trying to populate orders automatically.

⚠️ Workflow 2 — Start Scan Without Pick Ticket / Packing Slip

Description

Customer starts scanning handling units directly, without first scanning a pick ticket or packing slip.

Result

- Handling units may transmit
- Destination address does **not** come into MyCarrier
- Limited shipment context

Support Guidance

This workflow is valid but incomplete.

If customers expect destination data to appear automatically:

👉 Recommend Workflow 3 instead.

✅ Workflow 3 — Scan Pick Ticket / Packing Slip → Then Scan Handling Units (BEST PRACTICE)

Description

Customer:

1. Scans pick ticket or packing slip
2. Dockware parses shipment data (destination, references, etc.)
3. Customer scans handling units
4. Customer reviews all captured data
5. Customer taps **Send to MyCarrier**

Result

- Destination address populated
- Shipment references included
- Handling units transferred
- Maximum data integration into MyCarrier

Support Guidance

This is the **preferred workflow** and should always be recommended.

◇ Important: Validate Data Before Sending to MyCarrier

Support should clearly remind customers:

Before tapping **“Send to MyCarrier”** in the Dockware mobile app, users must review and confirm:

- Parsed pick ticket data
- Quote Reference ID (Searchable order number that will show in quote history or quick ship)
- Location ID: Should autofill from initial settings and setup process
- Destination address
- Handling unit count
- Handling unit type
- Dimensions
- Weight - needs to be manually entered per Handling Unit

Customers can also:

- Change handling unit count
- Modify handling unit type
- Correct parsed fields
- Manually add weight for each handling unit

If data appears incorrect in MyCarrier, the first thing to verify is whether the customer reviewed and adjusted these fields **inside Dockware before sending**.

Most data discrepancies originate from skipped validation on the mobile device.

Tier 1 Support — Common Issues & Resolutions

1. Dockware Not Connecting to MyCarrier

Symptoms

- Scans never appear in MyCarrier
- Connection or authorization errors

Likely Causes

- Incorrect API Key
- Extra spaces in API Key
- Wrong Location ID

Steps

1. Re-copy the MyCarrier API Key (no spaces before/after)
 2. Paste directly into Dockware settings
 3. Confirm Location ID matches the MyCarrier shipping location
 4. Save and perform a test scan
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2. Shipment Appears in Wrong Location

Cause

Incorrect Location ID configured.

Steps

1. Confirm expected MyCarrier location
 2. Update Dockware Location ID
 3. Retest with a new scan
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3. User Cannot Log Into Dockware Mobile App

Steps

1. Confirm correct email address
 2. Have the customer test logging into [Dockware.ai](https://dockware.ai) website
 3. Use Dockware password reset
 4. Log back into the app
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4. Handling Units Not Saving or Sending

Likely Causes

- Missing dimensions or weight
- Poor Wi-Fi or cellular connection

Steps

1. Confirm required fields were entered
 2. Verify internet connectivity
 3. Retry scan
 4. Log out and back in if needed
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5. Customer Only Scans One HU but Ships Multiple

Explain current behavior:

- Either scan each handling unit individually
 - Handling unit count might have been manually changed in mobile UI before sending to MyCarrier
 - Or manually adjust handling unit count
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Information to Gather During Support

Please collect the following before escalating:

- Company name
- User email
- Device type and Operating system (Android)
- Workflow being used (1, 2, or 3)
- API environment (QA or Production)
- Location ID
- Approximate time of failed scan
- Screenshots (if available)

Escalation Process

If the issue cannot be resolved using the steps above, email:

- **Ryan Camacho** — Rcamacho@mycarrier.io
- **Justin Leonardi** — Jleonardi@mycarrier.io

Include all collected troubleshooting details in your message.

Support Best Practices

- Always confirm workflow first
- Start with API Key + Location ID
- Encourage Workflow 3 whenever possible
- Remind customers to validate data before sending
- Perform live test scans when available
- Capture screenshots early