



# How to Eliminate Reweights, Reclasses for Good.

A practical guide for eliminating variances, ending surprise charges, and taking control of your LTL costs.

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# Introduction

You do everything right. You quote the shipment. You tender it. It gets picked up. It delivers.

Then the invoice shows up weeks later and the price is higher. “Reweigh.” +\$387.31 “Reclass.” +\$591.54

One “small” mismatch can trigger a chain reaction: higher freight charges, inspection fees, rebills, accounting cleanup, customer conversations you never wanted to have, and hours of staff time you do not get back.

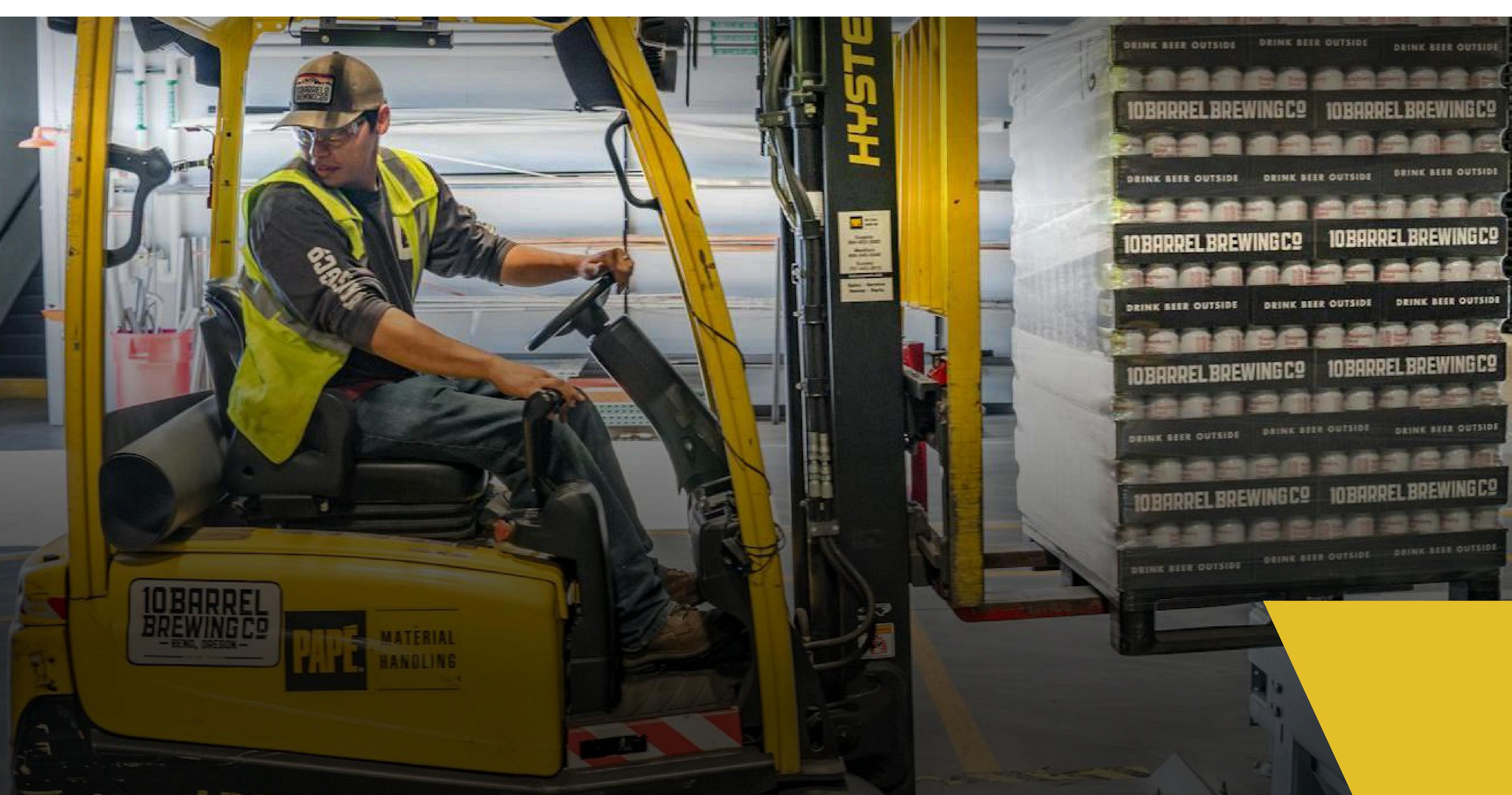
The reason so many shippers feel like LTL is a rigged game, is because right now, it kind of is.

Reweights and reclasses are at an all-time high: right now, at least 30% of all LTL shipments receive a billing variance for a rebill or reclass. Unexpected charges on LTL shipments are up 50% in just the last year. These happen for one simple reason: the carrier’s measurement of your freight does not match what you declared on the Bill of Lading.

- A reweigh happens when the carrier records a different shipment weight than your BOL.
- A reclass happens when the carrier determines the freight class should be higher, usually because the density they measured does not match the density implied by your weight and dimensions.



*30%+ of all LTL Invoices come back higher than expected due to reweighs/reclasses*



# Why is This Happening Now?

Carriers are not “spot-checking” anymore.

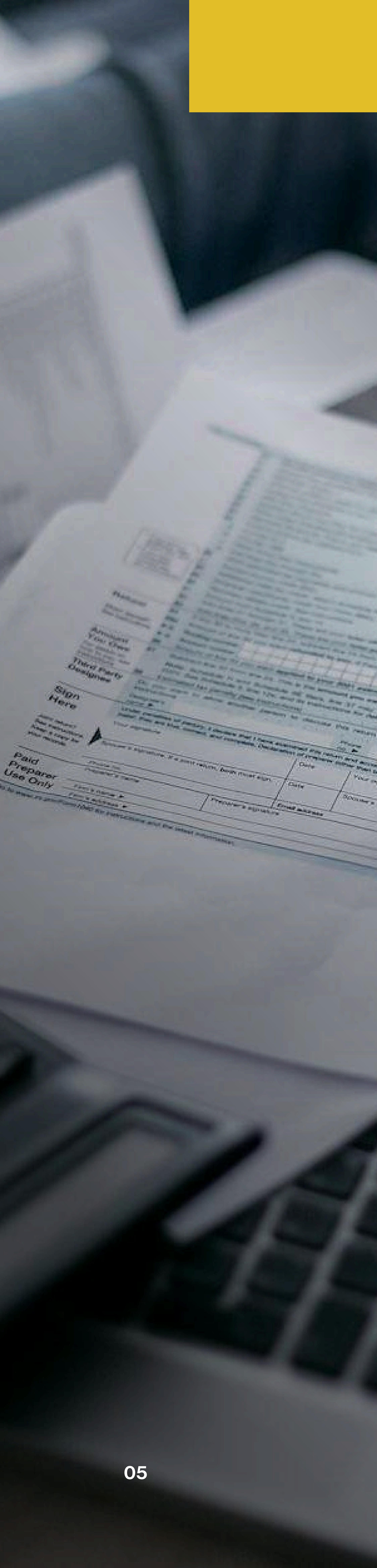
If you are wondering why this got worse recently, it is not your imagination. The industry moved, fast.

- Carriers invested heavily in equipment & automation because it pays. Most dimensioning systems that carriers invest in pay for themselves in 3 months because carriers can bill you more per shipment.
- Pricing has increased across the board due largely to skilled labor shortages, and pricing has also shifted harder toward density and dimensional accuracy. This makes “close enough” data expensive.
- New NMFC density changes rolled out in 2025, adding more ways to be wrong by a little and charged by a lot. Most shippers are still catching up.



Your shipments are being effectively audited at scale, not by humans with tape measures, but by machines that measure quickly, consistently, and with billing authority. Most of the time a billing discrepancy doesn't lead to a dispute at all, because shippers don't have time to fight them. Shippers simply have to eat the costs. When a dispute happens, carriers generally win, because:

- Their measurement systems are treated as the source of truth for billing.
- They often have inspection records and photos.
- You usually have... a BOL and a good-faith estimate.



## The Problem Shippers Face

**The big issues for shippers right now is that these fees are driven and decided by what the carrier's machines say you shipped.**

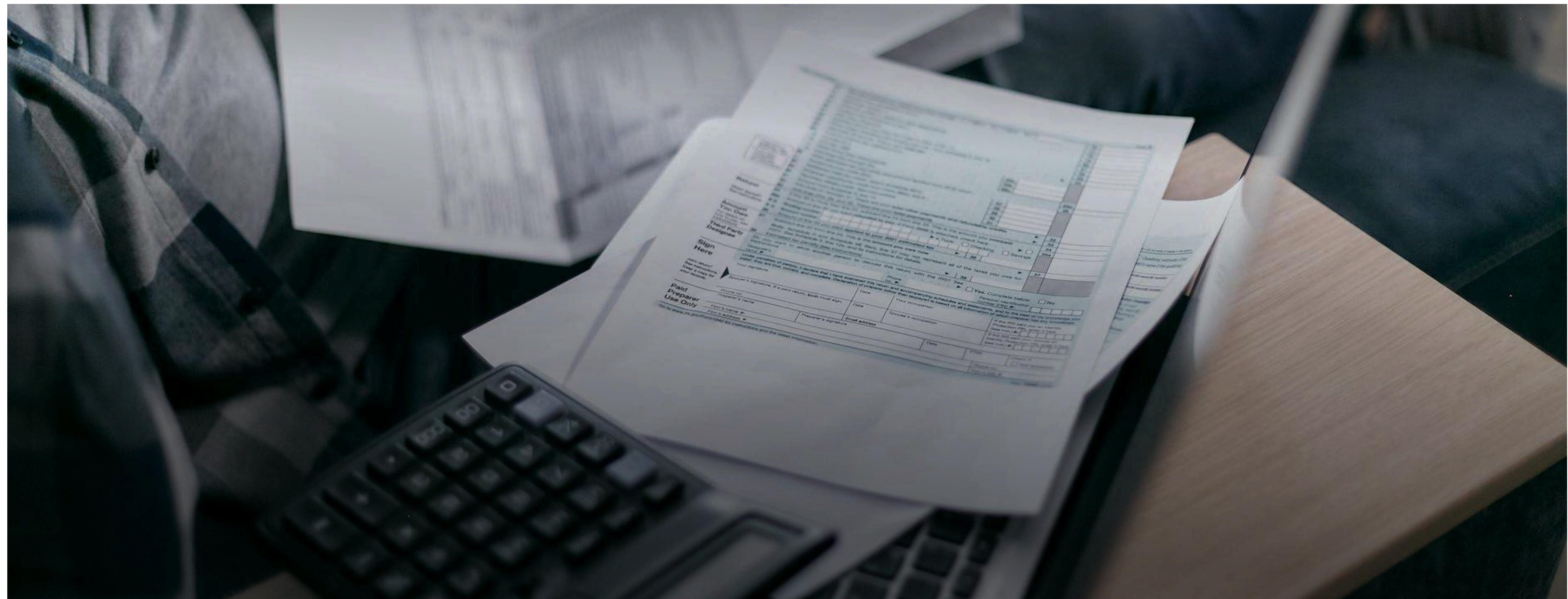
If shipments shift in transit, if your measurement data doesn't hold up against the carriers, if the carrier has data and you don't: you are always the one left holding the bag. This is also is why surprise charges feel random. They are not random. They are the natural output of a system where:

- One side measures everything with certified tools and leaving little room for argument
- Many shipper warehouse teams are still guessing, rounding, or relying on outdated product data. Even if they get this all right, paperwork presents another massive opportunity for human error, sloppy writing, and lost records.

## The Hidden Costs of Reweights & Reclasses

The adjustment fee itself is only the beginning.

- **Direct fees:** Reweigh fees hover around **\$206 to \$288** on average, and they can get much more expensive. And of course, if reweighs or remeasures cause class jumps, the rate per pound also jumps. Class changes easily add further hundreds of dollars to a single shipment.
- **Cash-flow and margin damage:** the invoice arrives after delivery, after you already priced the order, after you already closed the deal. This costs your business money.



- **Operational drag:** disputes create emails, screenshots, back-and-forth, and internal fire drills.
- **Customer fallout:** you either eat the cost or try to explain a surprise you did not control.

And there is a nasty second-order effect: once shippers get burned enough, they start changing behavior in ways that make the business worse. They stop trusting LTL invoices. They overbuild pricing. They lock into a single carrier or a single mode to reduce uncertainty. They accept all these inefficiencies because it feels safer than being surprised again.

Most shippers did not choose to fall behind. The system changed around them. But the harsh truth is: if you do not change how you capture freight data, the fees will keep coming. The good news is, it doesn't have to be this way.

## Here's What You Can Do About It

You do not beat automated enforcement with phone calls and arguments. You beat it with an evidence trail that is stronger than theirs.

The Pinnacle Protocol eliminates over 90% of rebills and reweigh/reclass fees when implemented by our customers. It eliminates over 100% of them when we implement it for you.

This eBook will teach everything you need to know to build a documented, repeatable dock workflow that produces defensible weight, defensible dimensions, and complete shipment records every time. And it won't cost you a cent.



# How You Can Eliminate Reweights and Reclasses, for Good.

If you want to eliminate reweighs and reclasses, you cannot treat them like “carrier nonsense.”

They are not random. They are predictable.

## First, Understand the Failure Points.

Almost every surprise charge comes from the same set of failure points inside a warehouse workflow. The carrier’s systems exploit common failure points and bill you for them.

Here are the big four.

### 1. Manual Measurements

A reweigh is rarely caused by fraud. It is usually caused by **humans moving too fast**.

The most common culprits:

- Someone estimated the weight instead of weighing it.
- Someone used last month’s weight for “the same SKU.”
- Someone rounded to a clean number under pressure.
- Someone weighed the product but forgot the pallet, packaging, dunnage, corner boards, or crate.

Carriers know exactly what guessing looks like. For instance, a pallet that might be ~1,040 lbs gets declared as “1,000 lbs” (a nice round number) on the BOL. One data point worth remembering: **17% of shipments with weights ending in 0 or 5 get hit with a reweigh fee.**

The fix: always weigh your shipment on a reliable scale.

Once the carrier runs your freight through a certified scale, your declared number stops mattering.

## 2. Incorrect or Assumed Freight Class

Reclasses happen when the carrier’s system says: “This freight is not the class you claimed.” Using the wrong freight class or NMFC code, intentionally or not, will almost certainly open you up to a rebill.

Most of the time, this is not because the shipper chose the wrong class on purpose. It happens because the class was assumed, outdated, or based on bad density math. For example, say you ship plastic components that you *think* are Class 70, but due to how you’ve palletized them, their density is actually lower, corresponding to Class 125.

Even a few inches off on a longest-point measurement can move you into a different density tier, and that tier shift can bump your class.

And this problem got worse recently. The NMFC changes in 2025 added more density breakpoints and more ways to get clipped by “close enough” measurements.

In the Pinnacle Protocol, we follow a simple 3-step process to:

1. Ensure you have accurate length, width, height measurements
2. Ensure you calculate your density, NMFC code, and class accurately to updated standards.
3. Help you easily document and log this info by shipment, so you’re ready to defend your BOL.



### 3. Missing or Incomplete Documentation

The BOL is the key document that carriers rely on for billing. If it's missing critical info or has errors, you're inviting adjustments. Common BOL mistakes include:

- **Not listing dimensions:** Some shippers omit length/width/height on the BOL. While not always required, providing them can help in disputes. Not listing them means the carrier will measure and use whatever they find.
- **Wrong or missing NMFC code/class:** Leaving the class field blank or using an old code that no longer applies can lead the carrier to apply what they think is correct (often the higher class if there's ambiguity).
- **Wrong piece count or description:** If you say 1 pallet but actually ship 2, or describe the goods vaguely, carriers might flag for inspection.
- **Missing accessorial notations:** We'll cover accessorials next – but if your BOL doesn't note something like "Residential Delivery" when it actually is, that's incomplete info.

When the carrier says your pallet was taller, heavier, or a different class, the dispute becomes evidence vs opinion.

And carriers usually have evidence:

- Certified weigh and dimension records
- Often a photo captured during measurement
- Inspection logs

If you cannot prove what left your dock matches your BOL, you are not really disputing anything. You are just asking for money back, and the carrier has no incentive to agree.



## 4. Lack of Photo Evidence or Documentation:

In our experience, shippers' most-often overlooked cause of failed disputes is lack of quality photo evidence & documentation. Suppose you did everything above, but the carrier still says your pallet was larger or configured differently than you claim. If you have no photos or documentation of the shipment's condition at hand-off, it becomes your word versus theirs.

Carriers usually have evidence on their sid\*\*e\*\* – many dimensioning systems snap a photo or at least record the outline of the freight when measuring. Without your own evidence, it's hard to challenge them

If a carrier's dimensioner says your pallet was 96 inches tall, and you insist it was 90, you need proof. A simple tape measure in a photo could have saved you. Or consider damage scenarios: if freight was shrink-wrapped on pickup but arrives with pieces sticking out and then gets reclassified for "taking more space," you'd want a pickup photo showing it was intact and compact. **Lack of photo metadata (i.e. timestamped images of your shipment) means lack of hard proof.**

Best practice is:

- To **take photos of each LTL shipment** right after it's packed and ready to go – ideally from multiple angles.
- Make sure the photos are clear and time-stamped (most smartphone photos are)
- Log these photos in a documentable, indexable location, so you can easily find them when you need them.

If a dispute arises, being able to send the carrier a photo that shows "Here's my pallet with dimensions marked and date stamped as it left our dock" can make them reverse a charge quickly.

You do not need to become a freight expert to fix this.

You need a dock workflow that removes the four failure points:

- |                      |                          |
|----------------------|--------------------------|
| 1. Guessing          | 3. Accessorial Ambiguity |
| 2. Class Assumptions | 4. Evidence Gaps         |

The reason most shippers' don't do this already is simple: these best-practice behaviors are hard to enforce in the warehouse.

Next up, we'll look at the simple Pinnacle Protocol and how it makes this routine foolproof.



# The Complete Pinnacle Protocol to Eliminating Reweights, Rebills, and other variances.

The purpose of the Pinnacle Protocol is simple. You need a fast dock workflow that produces the same outcome every time:

- Accurate weight
- Accurate dimensions
- Correct class
- Correct accessorial
- Proof of it all, tied to the shipment for future reference.

Below is the exact workflow you can follow in your shop.

## Step 1: Standardize Your Pallet Prep

*This step eliminates: measurement error, class swings caused by bad dimensions, and disputes caused by freight changed in transit.*

A carrier dimensioner measures the outermost points of your freight. If your freight is sloppy, shifting, or inconsistent, your results will be sloppy too.

**Your goal:** every pallet should look “shippable” in the exact same way, every time. When shipping variable LTL, you need to measure from the longest, widest, and tallest points.

## **Here are your bare minimum dock standards for Pallet Prep:**

- Freight is tight (no gaps that collapse, no leaning stacks)
- Corners protected where possible (corner boards help keep wrap tight and edges clean)
- Fully stretch-wrapped from base to top, including at least one full wrap around the pallet deck.
- Straps used so they do not create protrusions that change measured length/width/height
- Labeling is consistent and visible (shipment ID, PO/SO, piece count)
- Overhangs of any kind are minimized to the best degree possible.

## **Two additional tips we give all shippers to minimize reclasses:**

1. Measure after final wrap, not before. The wrap is part of the shipment.
2. Nothing leaves the dock unless it is “final form.” If freight can shift later, you lose disputes later.



## **Step 2: Get Accurate Dimensions Every Time**

*This step eliminates: density mistakes, class assumptions, and dimension-based carrier corrections.*

The easiest way to lose money is to measure differently from person to person, shift to shift.

**Your goal:** one method, every pallet, every time.

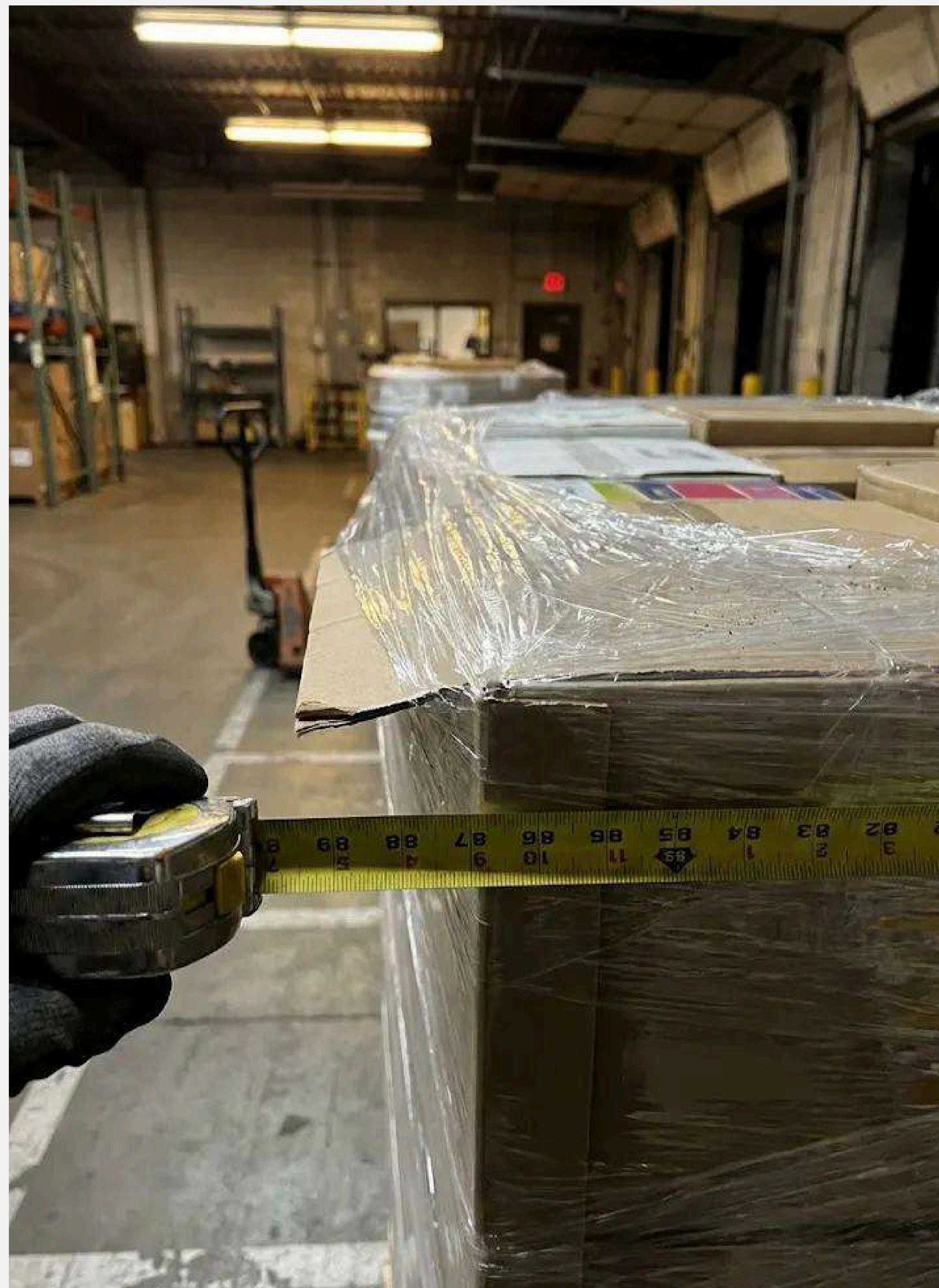
## The 4 Step Method That Works for Almost Every Warehouse

1. Set up a dedicated “measurement spot” near the dock.
2. Put a visible height reference there (a marked height pole, wall chart, or fixed height board).
3. Place the pallet in the same spot for the photo every time.
4. Take a photo that clearly proves height using the reference behind the pallet.

The photo has to be “provable,” not just a picture of a pallet. An iPhone photo will work well, so long as it's verifiable and meets the below criteria:

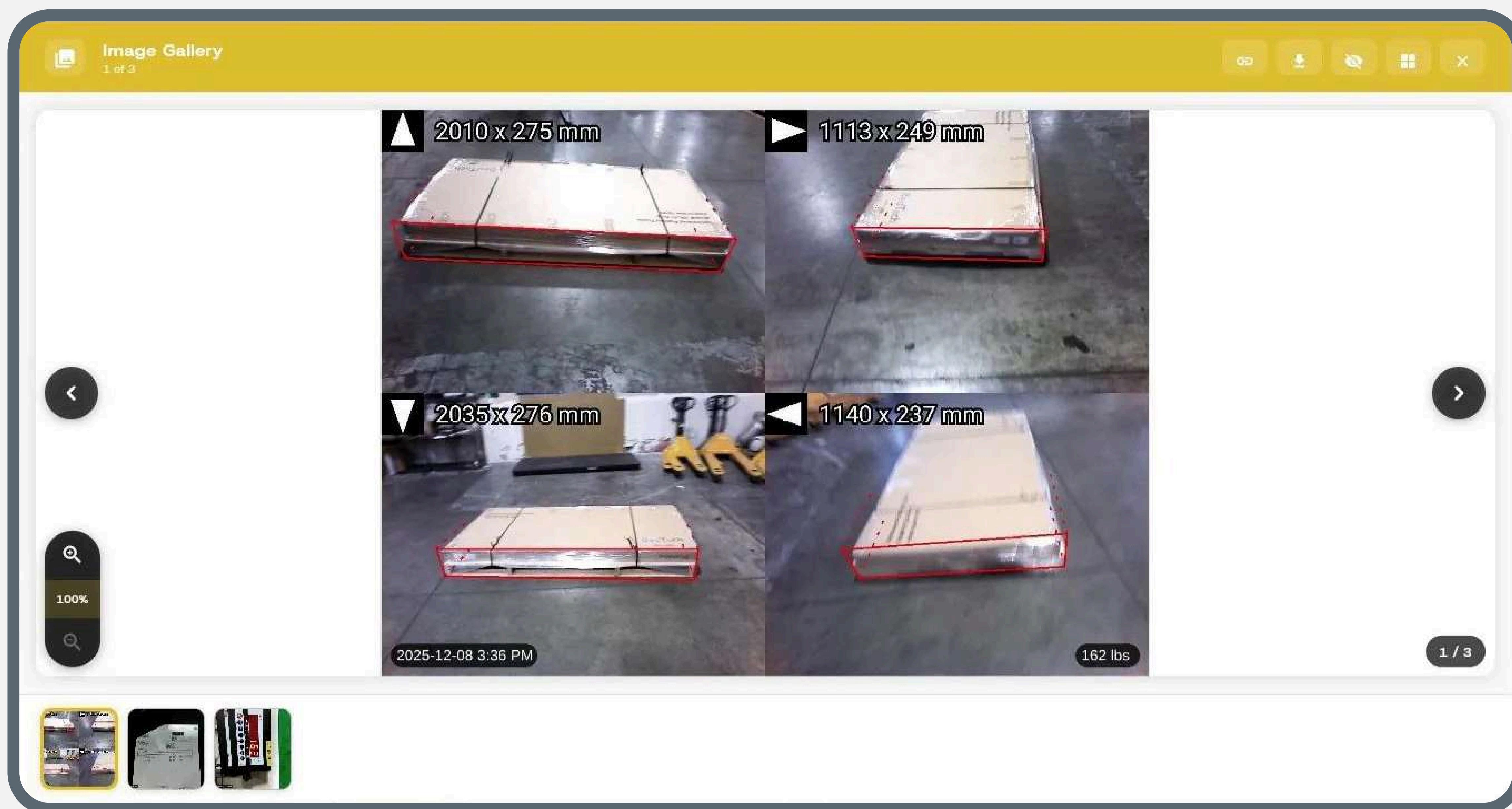
### How to take the dimension photo so it holds up in a dispute:

- Photo is far enough back to show the full pallet and the height reference in one frame
- Pallet is not on a tilt, not on a dock plate, not half on a forklift. The camera is “parallel” with the top of the pallet to show clearly the height measurement.
- The tallest point is clearly visible (no cut-off top). There should be air and space visible above the pallet. Seriously, we see multiple photos per day from our warehouse clients where the the top of the pallet cannot be proven.
- If you use a height board, the markings must be readable.



An example of a poor photo capture. The entire pallet is not visible, and the overhang above the measurement will get this pallet flagged for a variance fee

**And a final important reality:** Proving width/length with photos is harder than proving height. If you're not using a certified dimensioner (like the handheld QBOID we give our clients for free,) you need to show as clearly as possible that you are measuring the widest and longest points of your freight. In the photo above that overhang WILL get picked up by an automated dimensioner, and you WILL get a variance charge if you can't prove your original dimensions.



A good example of accurate dimension capture: The entire pallet is easily visible in the images, and the bounding boxes are accurate to within 99%. Taken with [QBOID](#), Captured in [LTL Flow](#).

Still, the height photo is the most valuable because height is often the dimension that swings density tiers and triggers reclasses.

If you want higher precision without adding time, this is where dimensioning tools earn their keep. Manual measurement can work, but only if it is standardized.

## Step 3: Accurate Weight Every Time

*\*This step eliminates: reweighs and “rounded weight” red flags.\**

Carriers are not forgiving about weight anymore because the correction is easy for them.

**Your goal:** a real weight, from a defensible scale, captured and stored.

### The Pinnacle Protocol weight routine:

1. Weigh the pallet on a certified scale (Legal-for-Trade.)
2. Record the exact number. Do not round.
3. Take two photos:
  - **Photo A:** The Pallet Sitting On The Scale, With The Scale Indicator Visible (The Weight Display).
  - **Photo B:** A Clean Close-Up Of The Scale Indicator Showing The Weight Clearly.

**Those two photos solve two different problems:**

- **Photo A** Proves The Weight Is Tied To That Pallet.
- **Photo B** Proves The Number Is Readable And Unambiguous.

**Do not skip the paperwork side to prove your scale is certified:**

- Store Scale Calibration Certificates In A Shared Drive Folder So They're Easy To Grab In Case Of A Dispute.
- If You Have Multiple Facilities, Store By Location And Scale Serial Number.



*Automation tip:* If you can log weight automatically from the scale into your system, do it. The less re-typing, the fewer errors. If you can't do this, read Section # about the [Free LTL Flow App](#) that will help you do this.

## Step 4: Simple Accessorial Precision

*This step eliminates: surprise residential, liftgate, and limited access charges.*

Most accessorial surprises happen because someone assumed the address “looks commercial” or relied on a customer who did not know.

**Your goal:** you should know accessorials before you book, not after you get billed.

### The Manual Way (Simple, Reliable, And Underrated)

Create a shared “Delivery Requirements” file your team can actually use.

- One Line Per Customer Location (Or Per Ship-To Address)
- Columns Like:
  - Address
  - Dock? (Y/N)
  - Liftgate Required? (Y/N)
  - Limited Access? (Y/N)
  - Appointment Required? (Y/N)
  - Receiving Hours
  - Notes (Gate Codes, Where Driver Checks In, Etc.)

**When you onboard a new ship-to:**

- Look It Up In Maps And Satellite View
- Confirm Dock Presence
- If Unclear, Ask The Customer Directly: “Do You Have A Dock Or Forklift Available For LTL Delivery?”

## The Bulletproof Approach

Call the carrier's delivery terminal and ask them to confirm whether the address triggers:

- Limited Access
- Liftgate Expectation
- Residential Classification

Yes, it takes time. But it costs less than repeat surprise fees, and it is the closest thing to "pre-approval" you can get without automation.

Of course, when you let Pinnacle handle your LTL shipments, we handle all of this on your behalf.



## Step 5: Create an Irrefutable Evidence Trail

*This step eliminates: failed disputes due to "no proof."*

The difference between:

"We disagree" and "Here is the record. Please correct the invoice." is money that you should be saving.

**Your goal:** Every shipment creates a tiny evidence packet without adding chaos to the dock.

Here is the minimum evidence packet that wins most disputes:

1. **Pallet Photo** (The Pallet On The Scale, Showing Condition And Configuration)
2. **Weight Indicator Photo** (Close-Up, Readable)
3. **Height Proof Photo** (Pallet In Front Of Height Reference)
4. **Width, Length Proof Photos** (Pallet Measured From Longest And Widest Points.)

That's it. Five photos. Name the files so they're easily retrievable under stress.

- SO12345\_PalletOnScale.Jpg
- SO12345\_WeightDisplay.Jpg
- SO12345\_HeightProof.Jpg
- Etc.,

Store them in a single shared location (Drive, SharePoint, etc.) and organize them by date or shipment number.

**Add these two supporting documents in the same folder:**

- **Product Spec Sheets (Especially For Frequently Disputed Items)**
- **Scale Certification / Calibration Proof**

Spec sheets matter because the first thing many carriers or brokers ask for is proof of what the commodity is and what it should weigh or measure.

One more practical note: after-the-fact photos are usually not available. The carrier will not take them for you. Your “before it leaves the dock” photos are the only ones you control.

[BOOK A MEETING](#)

BONUS

## **Step 6: Push It All Into One Automated Workflow**

*This step eliminates: training failures, inconsistency across shifts, and “we forgot” errors.*

Manual workflows can work, but they are hard to enforce. When shipping windows get tight, or a new employee is on the dock, or the one careful guy is out sick, human error becomes the greatest cost-center to your bottom line.

Automation solves the real problem, providing consistency under all conditions



The case for a unified workflow is simple:

- Fewer Steps To Remember
- Fewer Places Data Gets Typed Twice
- Fewer Judgment Calls
- Less Variance, More Repeatability

This is where Pinnacle-provided tools like QBOID, FreightSnap, and LTLFlow can turn your dock process into a routine that outputs:

- Weight And Dimension Capture
- Photos Tied To Shipment Records
- A Certificate Or Defensible Record
- Everything Archived And Searchable Later

Pinnacle provides free dimensioning equipment to our qualified LTL shipper clients, the free LTL flow application for storing this shipment data automatically, and hands-on training with you and your warehouse teams to ensure these even-simpler steps are run the same way, every time.

**See if You Qualify for Free Equipment** and Hands-On Team Training.

If you are going to automate anything, automate the part that humans mess up when they are busy: capturing and storing the proof.

## Now, when a variance still happens: you're ready to fight it fast

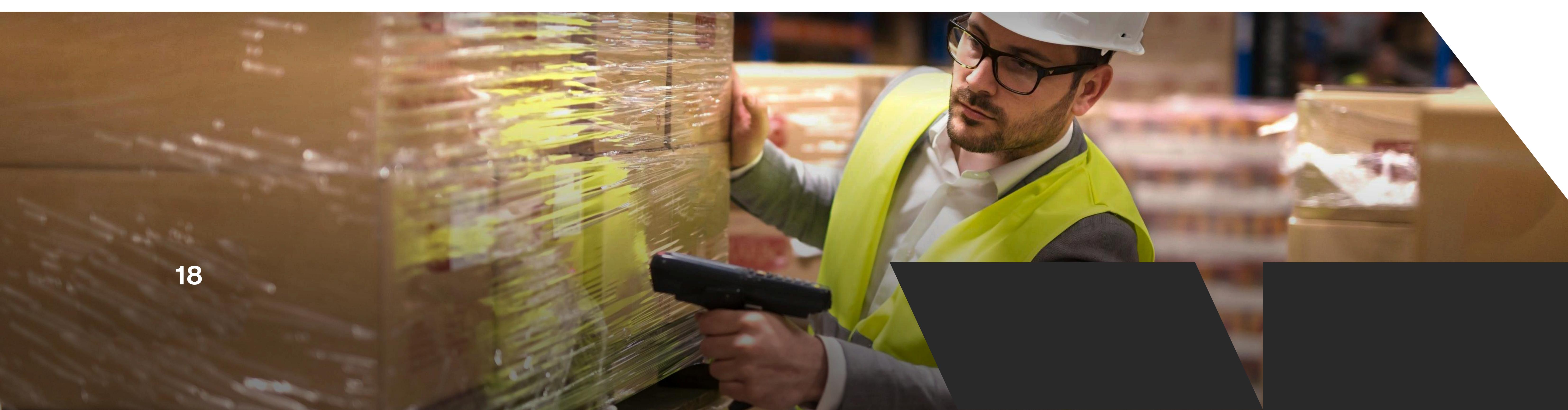
Even with a perfect workflow, occasional variances can still happen (sensor error, terminal handling, misreads, system mistakes).

The goal is to turn disputes from a 5 to 10 email mess into 1 to 3 emails.

### Your first dispute message should include:

- BOL
- Any Relevant Spec Sheet
- The three photos (pallet, weight display, height proof)
- A Clear Statement Of What You Are Disputing (Weight, Class, Dims, Accessorial) And What Your Evidence Shows
- Scale certification

When you send everything up front, you force the conversation onto facts, not opinions.





# The Core Principle: Carriers Use Automation... So You Must, Too

You ship the freight, the job is done, and then weeks later the invoice shows up higher than the quote because the carrier “found” a new weight, a new class, or both. Most of the time you either pay it or you burn hours fighting it, and you still lose because they have machine-grade proof and you do not.

Everything we covered so far points to one core principle:

**Carriers are running an automated audit on your freight.**

And the shipper who treats LTL like a paperwork game will keep getting punished.

Here's what that means in plain terms.

- **The carriers dimension everything.** Your pallet is not “what you intended.” It is what their scanners measure at the tallest, widest, outermost points.
- **The carriers enforce everything automatically.** Weight, class, accessorial, address type. If the data does not match, the system corrects it and bills you.
- **Their tech is airtight.** Certified scales, automated dimensioners, inspection logs, often photos. Their numbers look official because they are treated as official.

So the only way to consistently win is not to argue better. It's to match or exceed their accuracy, and be ready to fight with a clean evidence packet the moment something is off.



## The Evidence Always Wins

Think of it like a courtroom.

One side walks in with time-stamped photos, certified weights, consistent dimensions, correct class logic, and a complete BOL.

The other side walks in with “we think it was about this big” and “it’s usually this class.”

Who wins that case? Every time?

## The Warehouse With Proof Wins

Proof for every shipment is very difficult at scale. If you’re doing a handful of LTL shipments per month, it’s manageable. If you’re shipping dozens, or hundreds, manual workflows will fail you. The “new way” is automation, even if your version of automation starts simple.

- Standardize pallet prep so freight does not shift and measurements do not change.
- Record repeatable dimensions and repeatable weight captures.
- Get accessorial verification before booking, not after billing.
- Keep a stored, searchable evidence trail tied to the shipment ID.

That is the entire game. You achieve these 4 goals consistently, and you will eliminate 90% or more of all reweighs and reclasses.

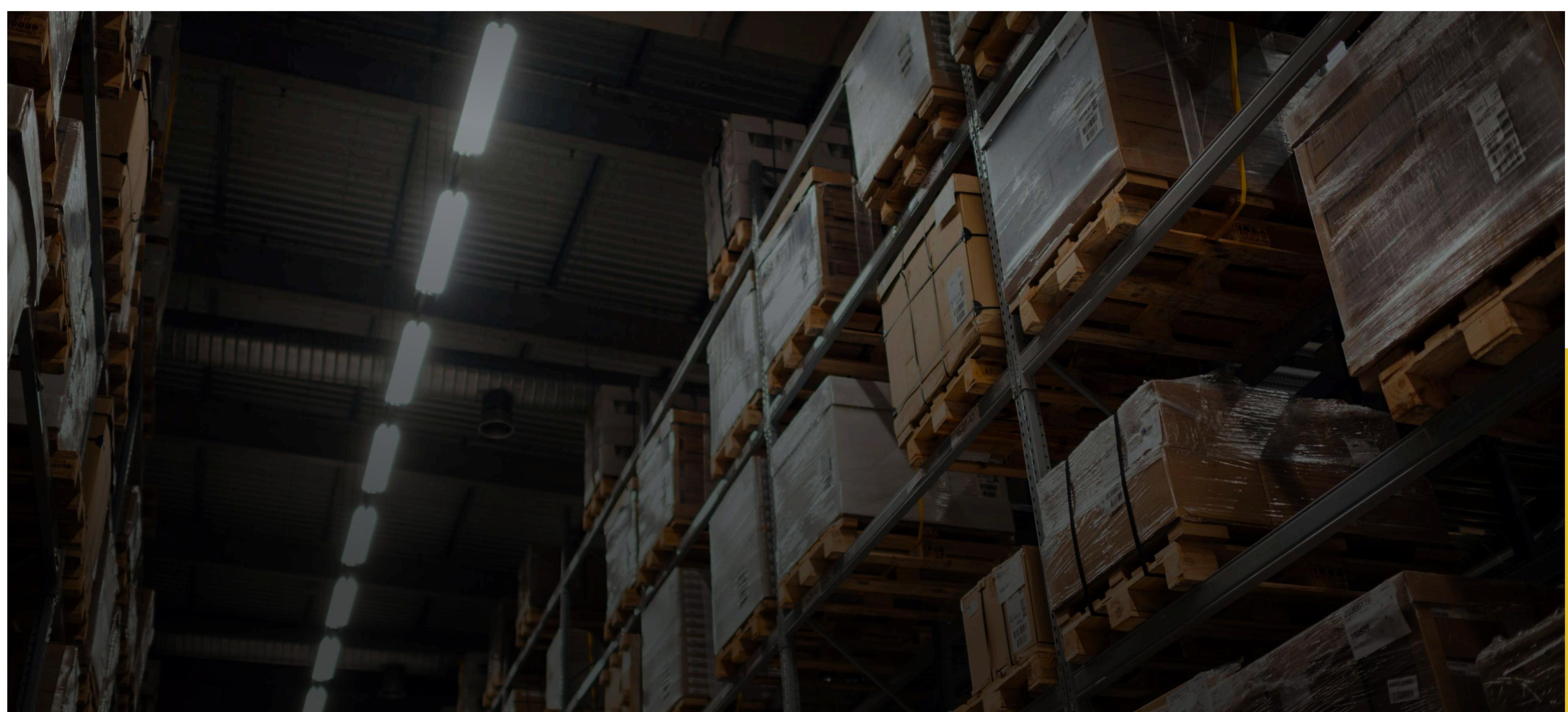
Pinnacle make this routine foolproof. In fact, we guarantee 100% elimination of these fees for our shippers. Not by telling your team to “be more careful,” but by making accurate data capture and documentation the default output of the workflow, fighting disputes on your behalf, and eating whatever costs we fail to remove. We promise:

- Standardize pallet prep so freight does not shift and measurements do not change.
- Record repeatable dimensions and repeatable weight captures.
- Get accessorial verification before booking, not after billing.
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That is the entire game. You achieve these 4 goals consistently, and you will eliminate 90% or more of all reweighs and reclasses.

- Zero reweighs
- Zero reclasses
- Zero surprise accessoriials
- Predictable landed cost
- Faster warehouse throughput
- Better carrier relationships (clean data is what carriers want)
- Clean audits
- Higher margin control

[Talk to Pinnacle](#)



# THE PINNACLE PROTOCOL CHEAT SHEET

**Eliminate reweighs, reclasses, accessorial surprises, and billing variances**

## 0.) One-time setup (do this once per facility)

### A. Build a “Measurement + Photo” station near the dock

- Designate a marked spot where every pallet goes before pickup.
- Install a **visible height reference** behind that spot (height pole, wall chart, or fixed height board).
- Ensure the height markings are large and readable in photos.
- Keep the area clear so the full pallet can be photographed with air visible above the top.

### B. Scale standards

- Use a **certified, Legal-for-Trade scale** if available.
- Store **scale calibration certificates** in a shared drive folder.
- If multiple facilities: store certificates by location + scale serial number.

### C. Build your “Evidence Storage” system

- Use one shared location (Google Drive / SharePoint / equivalent).
- Decide one folder structure (by Date or by Shipment ID).
- Standardize file naming (examples below).

### D. Create two reference files your team can actually use

- Delivery Requirements file (one line per ship-to address)
- Decide one folder structure (by Date or by Shipment ID).
  - Address
  - Residential? (Y/N)
  - Dock? (Y/N)
  - Appointment required? (Y/N)
  - Liftgate required? (Y/N)
  - Receiving hours
  - Limited access? (Y/N)
  - Notes (gate codes, check-in instructions)

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  - Appointment required? (Y/N)
  - Liftgate required? (Y/N)
  - Receiving hours
  - Limited access? (Y/N)
  - Notes (gate codes, check-in instructions)
- Spec Sheet library (especially for commonly disputed products)
  - Keep the latest version easy to retrieve by SKU or product family.

### 1.) Per shipment workflow (run this every time)

#### Step 1: Standardize pallet prep (before you measure anything)

- Build the pallet tight and square.
- Minimize overhangs as much as possible.
- No gaps that collapse, no leaning stacks, no loose cartons.
- Use corner boards where possible to keep wrap tight and edges clean.
- Stretch wrap from base to top, including at least one full wrap around the pallet deck.
- Use straps only if they do not create protrusions that change length/width/height.
- Label clearly and consistently:
  - Shipment ID and/or SO/PO
  - Piece count
  - Any handling labels needed



#### Warnings:

- *Do not measure before final wrap. Wrap is part of the shipment.*
- *Do not ship "almost finished." Nothing leaves the dock unless it is final form.*

#### Step 2: Capture dimensions the same way every time

**Your rule:** measure and record from the longest, widest, and tallest points of the finished pallet.

#### A. Dimensions to record

- Length (inches)
- Width (inches)
- Height (inches)

## B. Height proof photo (required)

- Place pallet at the measurement station.
- Take a photo that shows:
  - Full pallet (top and bottom visible)
  - The height reference markings
  - Air space above the pallet (so the top is provable)
- Keep the camera angle straight:
  - Pallet not on a tilt
  - Not on a dock plate
  - Not half on a forklift
  - Camera roughly parallel to the pallet face so the height reference is credible

## C. Length + width proof (required if you are not using a certified dimensioner)

- Take one photo proving the **longest point** (length).
- Take one photo proving the **widest point** (width).
- If there is any overhang, you must capture it clearly in the proof photo.



### Warnings:

- *If the top of the pallet is cut off in the image, the photo is not usable.*
- *If the height markings are unreadable, retake it.*
- *“Close enough” measurements are how you get clipped by density and class changes.*

## Step 3: Capture weight (no guessing, no rounding)

- Weigh the pallet on the certified scale.
- Record the exact number. Do not round.
  - Warning: weights ending in 0 or 5 get flagged more often.

### Weight photos (required)

Take these two photos every time:

- Photo A:** Pallet on scale
  - Pallet sitting on the scale
  - Weight indicator visible in the same frame
- Photo B:** Weight indicator close-up
  - Clear, readable number
  - No blur, glare, or cut-off display

## Step 4: Complete the BOL correctly (no missing fields)

Before pickup, confirm the BOL includes:

- Correct shipper and consignee addresses
- Correct piece count (ex: 1 pallet vs 2 pallets)
- Accurate weight (exact number)
- Accurate dimensions (L x W x H)
- Correct NMFC code and/or freight class (current standards)
- Clear, specific commodity description (not vague)
- All required accessorial notations (see Step 5)



### **Warnings:**

- *Do not leave class blank.*
- *Do not omit dimensions if you want dispute leverage.*
- *Do not use outdated NMFC codes.*

## Step 5: Accessorial precision (lock it in before booking)

For every shipment, confirm accessorials before the quote becomes a pickup.

### **A. Check your Delivery Requirements file**

- Confirm: Dock? Liftgate? Limited access? Residential? Appointment? Receiving hours?

### **B. For new ship-to addresses**

- Look up the address in satellite view:
  - Is there a dock?
  - Is access tight or restricted?
- If unclear, ask the customer directly:
  - “Do you have a dock or forklift available for LTL delivery?”

### **C. Bulletproof approach (high risk or high cost shipments)**

- Call the carrier delivery terminal and ask if the address triggers:
  - Residential classification
  - Limited access
  - Liftgate expectation

## Step 6: Build the evidence packet (every shipment, every time)

Minimum evidence packet to store:

- Pallet photo (typically pallet on scale, shows condition and configuration)
- Weight display close-up (clear number)
- Height proof photo (with height reference)
- Length proof photo (longest point)
- Width proof photo (widest point)

### File naming (example)

Use the same format every time so anyone can retrieve it fast:

- SO12345\_PalletOnScale.jpg
- SO12345\_WeightDisplay.jpg
- SO12345\_HeightProof.jpg
- SO12345\_LengthProof.jpg
- SO12345\_WidthProof.jpg

Also store with the shipment record:

- Scale calibration certificate (or link to folder)
- Relevant product spec sheet(s), if applicable



#### Warnings:

- *After-the-fact photos usually do not exist. Your before-pickup photos are the only ones you control.*

## 2.) When a variance happens (fight it fast, in 1 to 3 emails)

### Your first dispute message should include

- BOL
- All evidence photos (pallet, weight, height, length, width)
- Scale calibration certificate
- Relevant product spec sheet(s)

A clear statement:

- What you dispute (weight, dimensions, class, accessorial)
- What your evidence shows (your declared numbers)
- What you want corrected (invoice adjustment)

**Rule**

- Send everything in the first message. Do not drip documents across 10 emails.

**3.) Automation shortcuts (optional but recommended)**

- If you can log weight automatically from the scale into your system, do it.
- If you use LTL Flow, capture and store all shipment photos and QA checks in one workflow.
- If you have QBOID / FreightSnap, use it to capture faster, more consistent dimension records with metadata.



# How Pinnacle Does This All For You

By now, you know the core truth: carriers win because they have automation and evidence. So Pinnacle gives you both, and we stand behind our promise with guarantees: no reweighs, no reclasses, ever again.

Pinnacle has managed over \$700M in LTL freight spend. We're experts in implementing the exact protocol we've outlined in this book, and we take it even further:

## 1. It all starts with LTLFlow

LTL Flow is dock-level, pre-shipping technology, not a TMS. It standardizes how LTL shipments are built and documented before you quote or book, so every pallet leaves with verified dimensions, weight, photos, and QA checks captured in one workflow.

To be clear, you don't need to work with Pinnacle to run LTLFlow. It's completely free. LTL Flow is designed to operate the complete Pinnacle Protocol into one workflow, so every shipment quickly follows the same process every time. Users of LTLFlow see a 63% reduction in reweigh/reclass fees, without any other work. You can start using it today, for free.

[CLICK HERE TO GET ONBOARDED](#)

## 2. Certified, photo-based dimensioning proof with QBOID

Pinnacle offers all our qualified shippers a free, handheld QBOID dimensioning which captures certified dimensions in seconds. This is not "a picture of a pallet." The QBOID + LTLFlow automation uploads a provable dimension record with metadata that can actually hold up when a dispute needs filing.

### **3. Automatic weight capture (no rounding, no guessing)**

With our workflow, you also get accurate weights, scanned automatically from your scale and tied to the shipment record. You've now completely eliminated the easiest reweigh trigger: human speed, human shortcuts, human inconsistency.

### **4. Accessorial verification upfront**

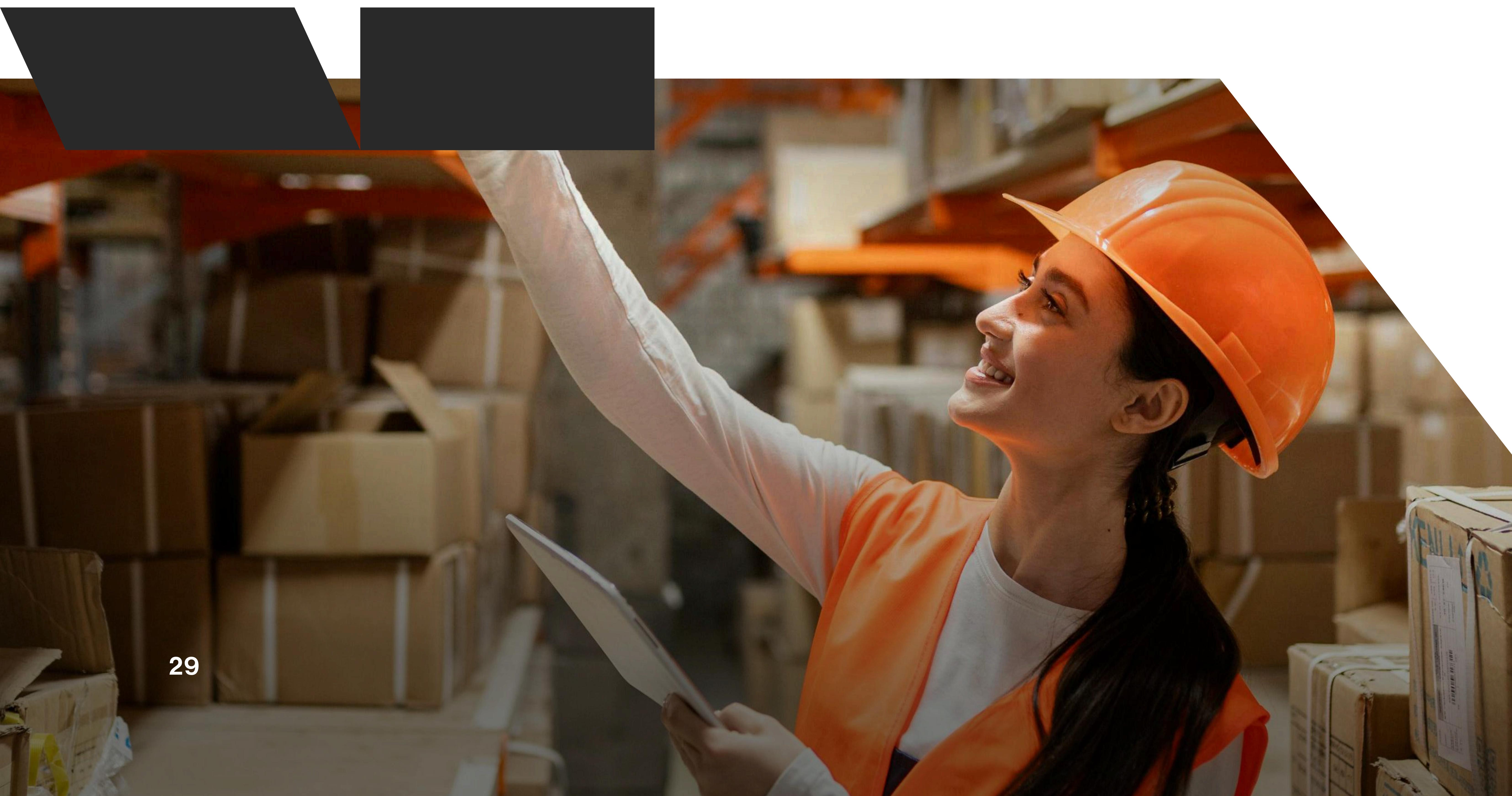
Pinnacle automates accessoriials directly in LTLFlow: residential, liftgate, limited access, you name it. Pinnacle verifies these before the quote becomes a shipment.

### **5. Evidence packets for disputes (done for you)**

When a variance happens, the difference between "we lost" and "they reversed it" is almost always documentation. Pinnacle builds the evidence packet so disputes are not a 10-email nightmare.

### **6. Disputes managed for you, 100% fee elimination guaranteed.**

Pinnacle has dedicated staff ready to handle the messy real world of disputes. You get proactive communication and updates, we eliminate fees on your behalf, and when we can't we absorb those costs.



# Our Offers & Guarantees

## Reweigh and Reclass Guarantee

If a shipment is reweighed or reclassed under the Pinnacle workflow, Pinnacle pays the charge. Not you.

## No Surprise Accessorials Guarantee

Accessorials like liftgate, residential, and limited access are verified upfront so you do not get hit with “added after delivery” fees.

### Free Fairbanks Scale Program

Qualified shippers get a certified scale program that removes the most common reweigh failure point: uncertain weight.

[SEE IF YOU QUALIFY](#)

### Free QBOID / FreightSnap Dimensioner Program

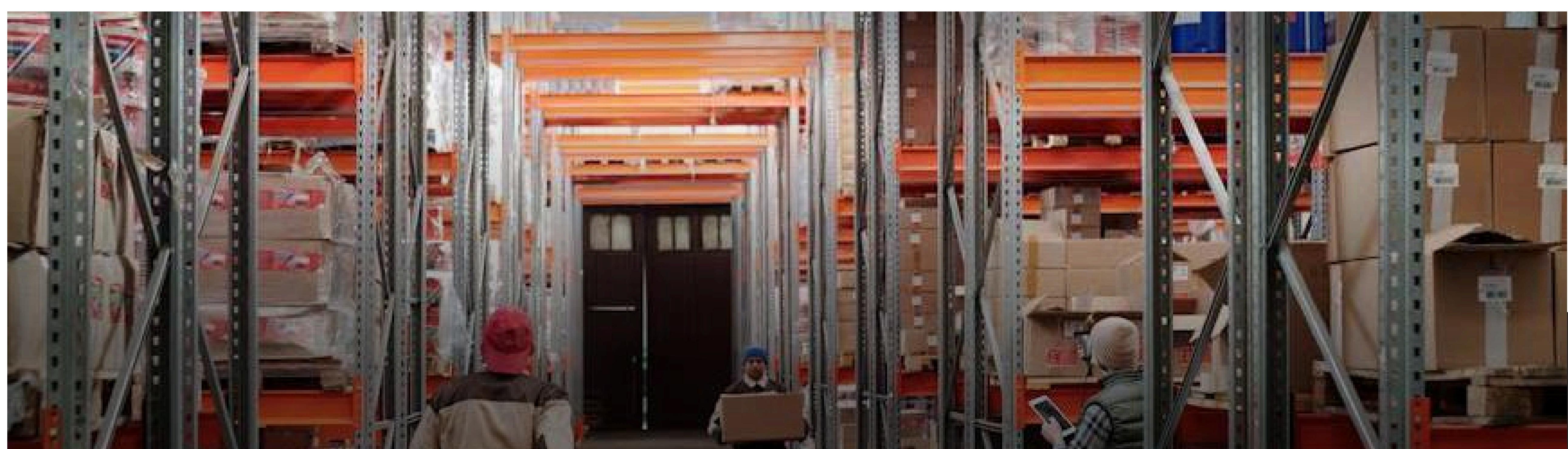
You get shipper-side dimensioning that closes the technology gap and helps prevent reclasses and reweighs before they start.

[SEE IF YOU QUALIFY](#)

## Zero-Cost Deployment

This is where most shippers assume there is a catch. There is not. **No hardware fees.**

**No software fees. No subscriptions. No implementation charges.** Pinnacle makes money by saving you money on LTL shipments.



# Why We're Doing This

Pinnacle is not trying to sell you a tool. Pinnacle is trying to earn the right to be your long-term freight partner. The bet we're making is straightforward.

- Your shipments become more accurate
- Your billing becomes dispute-proof
- Your LTL costs become predictable
- Your warehouse gets faster because there is less rework and fewer exceptions

And when your freight stops being chaotic, you ship more confidently, more consistently, and more often. You save more money on all your shipments, and Pinnacle is betting on that being a long-term relationship.

## When you win, Pinnacle wins.

“

"Sean and Mari from PinnacleTeam are awesome to work with . They always find ways to deliver more than what's expected. No dramas."

Air Tiger Tempe

“

I'm not used to this level of service from a logistics company. I love that your team jumped in even if they didn't have to... went above and beyond to contact a shipper directly this morning, when we didn't hear from them.

We're still having issues with this load, but NOT because of Pinnacle. So yaay!!!

**Carey | Arason Enterprises Inc.**

“

"Shout out to your LTL and Truckload Team! We've shipped out to a bunch of new customers and the operations team has been incredible. Updates and service quality is stellar!"

**City Mattress**

“

"Thanks for all your help. The team is great, communication is solid... I really appreciate the high service level Pinnacle has maintained. "

**Zack H. | Director of Logistics, Green Thumb Industries**

“

"Your team shines! They take preventative measures and they're always on top of things when issues come up."

**Sherwood Furniture**

“

"Pinnacle Team is doing such a great job with our freight. Zero late containers and the team is always on top of live updates. We will be sending a bunch more."

**Rachel | City Mattress**

# Talk to Pinnacle

Reweighs, reclasses, and surprise accessorial are not “just part of LTL.” They are the predictable result of bad inputs, missing proof, and carrier-side automation that catches everything.

If you want help applying this to your operation, reach out to us.

- Book a walkthrough of LTL Flow and see what “dispute-proof” looks like on the dock
- Ask for a variance review and find the patterns that are costing you money

[BOOK A WALKTHROUGH OF LTL FLOW](#)

[ASK FOR A VARIANCE REVIEW](#)

