OLD DOMINION FREIGHT LINE®

THE POWER OF DATA ACCURACY IN LTL SHIPPING

Take control of your business by taking control of your shipping data

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EXECUTIVE SUMMARY

Data accuracy is a critical component of efficient, cost-effective LTL shipping. Improving data accuracy can be a low-cost, high-impact way to improve efficiency, reduce costs, and improve shipper–carrier relations. This white paper examines significant shifts in freight data precision, analyzes the rise in re-rating, discusses the impact of accurate data beyond shipping, and offers actionable strategies for shippers to make the most of their data and improve their business outcomes. Companies that invest in robust data practices experience immediate cost savings, stronger customer service and improved relationships.

There are many essentials the freight industry needs to run smoothly—trucks, service centers, quality equipment, skilled people, and strong relationships. But perhaps the most under-utilized resource powering today's operations is high-quality data. Data governs where things come from, where they go, how big they are, how much they weigh, what regulations apply to them, and whether they got where they were going on time. Data helps companies assess the past and plan for the future. It creates the baseline understanding necessary for building productive partnerships. Producing and taking advantage of accurate data is key to thriving in the modern age.

As part of the overall data story, an important shift has taken place in the shipping industry over the last decade: a significant improvement in the ability to measure shipments accurately. A combination of factors including new technologies and digitization, changing pricing and classification methods, and the pandemic capacity crunch all arrived around the same time. Together, these factors both enabled and required the LTL industry to start operating with greater specificity and accuracy—making the data the industry runs on much more precise.

As carriers became more knowledgeable about exactly what was going onto their trailers, many shippers saw an increase in re-rating—when loads are re-assessed after they're found to be inaccurately weighed, measured, or classified. Occasionally re-rating can reduce prices, though not all carriers do this. Typically, re-rating results in charges over and above original quoted shipping prices. In the past several years, some shippers report 25 to 30 percent of their freight being re-rated.

These unexpected and avoidable additional charges consume employee time, cause payment delays, make planning difficult, erode profit margins, and create friction both within and between businesses.

THE GOOD NEWS:

When shipping data is accurate from the beginning, not only are unexpected fees avoided, but a host of additional benefits are created. Technology, training, and best practices can mitigate or eliminate the problems associated with bad data. These same improvements often boost the overall efficiency and predictability of businesses—all while creating transparency and improving relationships.

THE TRANSITION TO DATA-DRIVEN SHIPPING

The way freight is measured is undergoing a fundamental shift.

Big Changes Over a Short Time

The last two decades have been transformative for data in shipping. During that period, almost every industry began leveraging the power of digital systems to improve operations. The freight industry was no exception. In addition to internal digitization and direct API and EDI integrations with customers, some important new tools appeared that made freight significantly easier to analyze.

"Scales have been in the industry forever, but the first wave of commercial dimensioners showed up about 20 years ago," said Greg Plemmons, Executive Vice President and Chief Operating Officer at Old Dominion Freight Line. "By about 10 years ago, a lot of carriers had started using them. Over the last five years, the price of that equipment has really started to come down. As measurement technology improved, carriers had a lot more information available to them, and that makes discrepancies in weight, dimension, or class much more apparent."

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Greg Plemmons

Executive Vice President and Chief Operating Officer at Old Dominion Freight Line

The Shift to Density-Based Pricing

Over the past several years, density-based pricing began to emerge as an easier and more accurate way to classify certain kinds of LTL freight. It has been used for some time on an ad hoc basis by many carriers, including OD. "We've been offering density-based pricing to customers as far back as 2011," said Todd Polen, Vice President of Pricing Services at Old Dominion Freight Line. "Density is a **relatively simple calculation**, weight divided by volume yields pounds per cubic foot. It's a useful shorthand that quickly tells us how much space a given piece of freight will occupy on a trailer, given its weight."

CALCULATING DENSITY

Acknowledging and amplifying the shift already underway in the industry, the National Motor Freight Traffic Association (NMFTA) made significant changes to its classification codes in July 2025. "We took about 2,000 items that used to be individually classified by freight type and moved them over to straight density-based pricing," said Keith Peterson, Director of Operations for the NMFTA. "There will always be certain items that need special handling, stowability, or liability classification, but 70 to 80 percent of freight will be density-only. It's going to bring a tremendous amount of simplicity and uniformity to LTL shipping."

> ***70 to 80 percent of freight will be density-only.***
>
> **Keith Peterson**
>
> Director of Operations for the NMFTA

A PRECISE PUZZLE

In LTL freight, loads from many different shippers share the same trailer, so dimensions, weight, and density are crucial information for carriers when planning loads and routes. In essence, every trailer is a Tetris-like puzzle that needs to be solved so that the total load doesn't exceed the overall volume of the trailer, and that the trailer's total weight remains under mandated limits. Density-based pricing allows carriers to standardize the way they plan loads, regardless of whether the goods are low-density (boxes of pillows) or high-density (pallets of bricks). This allows carriers to be more efficient and helps make sure freight is not delayed because it does not fit the dimensions of the trailer or cause a trailer to exceed legal limits.

Capacity Crunch Accelerates the Transition

The final catalyst that caused another increase in re-rating was the COVID-19 capacity crunch of the early 2020s. In the opening months of the crisis, the stakes skyrocketed for how every cubic foot on a truck was allocated. While dimensioners and digital scales had been available for some time, they were suddenly put to far more consistent use. Similar to the way remote work and videoconferencing exploded during the initial phases of COVID, digital measurement tools and methodologies were the ideal technologies to meet the moment. Advanced systems including forklift-mounted scales and digital dimensioners were already in place at many carriers' facilities, and density-based pricing was well-understood.

"The availability and use of dimensioners has expanded massively in the last five years," said the NMFTA's Peterson. "There are more and more of them out there, especially on the carriers' docks, where companies have both the room to install them, and good reasons to use them."

When COVID receded, advanced measurement technologies had become a permanent feature of the way the shipping industry does business and ensures safety. "The industry uses this technology for sound reasons: so we don't overload our trailers and compromise safety," said Old Dominion's Polen. "We need to know what's going on every truck as we build loads, so we don't end up rolling out 2,000 pounds overweight, violating regulations, and putting people and freight at risk."

The Rise (and Cost) of Re-Rating

For decades, shippers and carriers worked within wider margins of error out of necessity, due to the limitations of their measurement tools. Estimates were common, and often did not receive heavy scrutiny unless significant problems were encountered. In other words, there was a lot of "wiggle" in the system. However, thanks to the combined effect of digitization, improved measurement technology, and the pandemic capacity crunch, LTL freight abruptly became far more finely quantified, which resulted in a rise in the amount of freight being re-rated.

> ***As much as 25 percent of our shipments were coming back with a re-weigh or re-classification… it was a huge time drain.***
>
> **Dusty Siemers**
> Logistics and Purchasing Manager for Bestorq

Dusty Siemers, Logistics and Purchasing Manager for Bestorq, an industrial equipment supplier, saw this firsthand. "As much as 25 percent of our shipments were coming back with a re-weigh or re-classification," he said. "Our accounting department flags any invoice that doesn't match the original price, so I was looking into as many as 30 cases a month. It was a huge time drain. Accounting was frustrated. Finance was upset about extra costs. The issues sometimes escalated all the way up to our owners."

Douglas Dynamics, a manufacturer and upfitter of work truck attachments and equipment, got a shock when they implemented a transportation management system (TMS). "Before the new system was in place, we had no idea how much we were being re-rated," said their Logistics Manager, Brian Walton. "We were shocked to find that around 25 percent of our shipments had excessive length, incorrect weight, or incorrect classification."

All of these issues come down to a single core cause: carriers had been planning for a certain size, weight, or class of load but picked up something that didn't match those specifications. In the age of precision, what might seem like small discrepancies—underestimating a dimension by even an inch or two—can add up when building out a linehaul trailer with mixed loads, causing freight not to fit as expected.

"It's a simple but brutal truth," said Old Dominion's Plemmons. "If a piece can't fit in the trailer, or the door can't close, or our weight is too high, we can't move the load. Whatever piece doesn't fit is the one that's going to be left behind, go on another shipment, and possibly end up late. Nine times out of ten, that's going to be the piece with the incorrect dimensions. Data accuracy isn't just about avoiding fees, it has a direct effect on on-time deliveries."

HOW BETTER ACCURACY LEADS TO BETTER RESULTS

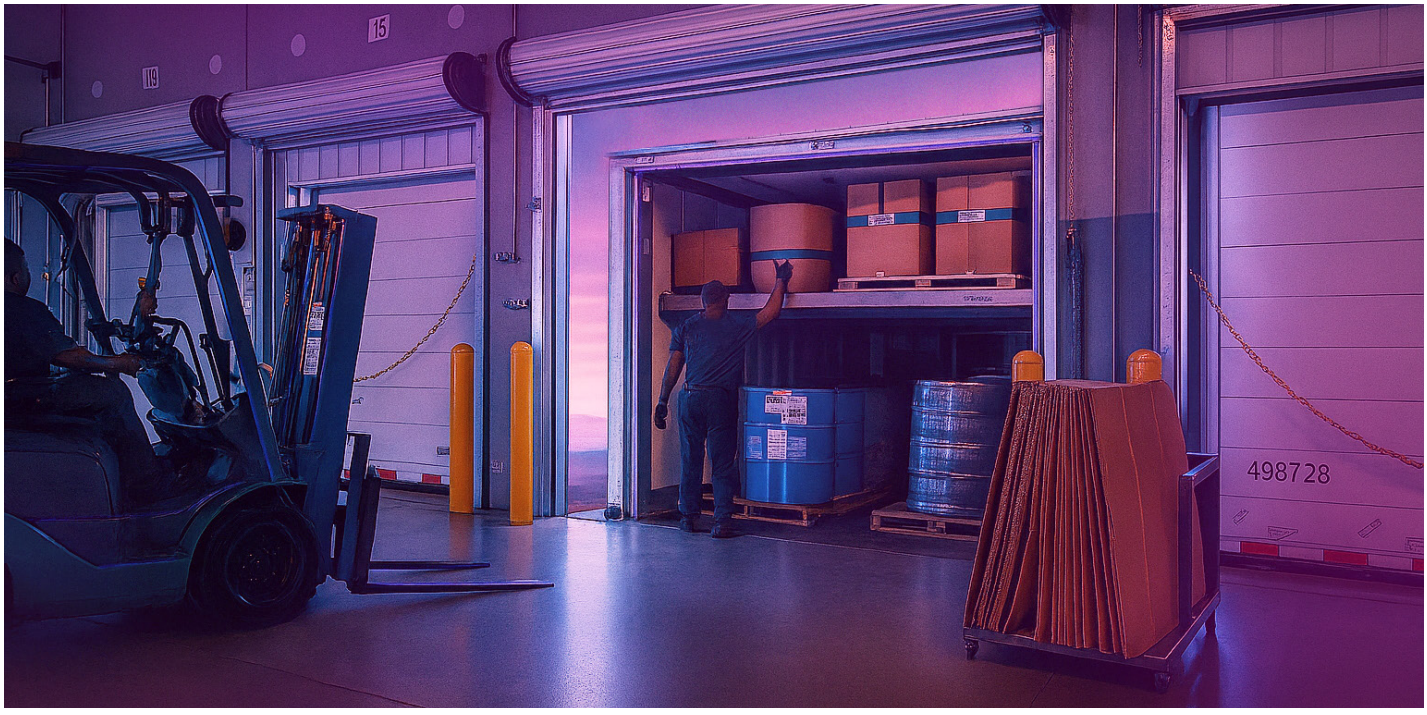
Old and new tools, best practices, and evolving relationships are changing the way shippers operate and driving breakthrough improvements.

Data Accuracy, an Instant Upgrade

Over the last few years, many of OD's customers have taken affirmative steps to improve the data accuracy on every item that leaves their shipping docks. The differences were evident almost immediately.

"We trialed a dimensioner at one of our facilities in Maine in the fall of 2024, in time for our busy winter season," said Walton. "With the dimensioner in place, our re-rates based on weight and length immediately dropped to one percent. Within a few months, we had recouped the entire cost of the system and started to see significant return on our investment."

Siemers at Bestorq reported similar results. "Not only did our re-classifications drop, but now there's a base of data to talk through any inconsistencies with our carriers," he said. "It's frustrating to pay extra when you know you've provided accurate information. With this system in place, it's pretty cut and dry. We have the weight, we have the measurements, and we have photographs of everything that leaves our dock."



Data Accuracy Does Not Require New Equipment

KaTom, a restaurant supply company based in the Eastern U.S., found ways to improve data accuracy without investing in dimensioning equipment.

"For us, the lightbulb moment was seeing all of our shipping data in one place," said their Senior Distribution Center Manager, Sunny Knight. "It allowed us to look at our freight spend holistically, see heat maps, understand exactly where our items were moving and with what frequency."

The resulting insights revealed that they could save a significant amount on shipping by pooling their West Coast-bound shipments into multiple full drop trailers per week to OD's Salt Lake City distribution center. From there, OD broke down the shipments and moved them to their final destinations via LTL.

"The result was faster transit times with a 30% reduction in overall cost," said Knight. "It was an entirely different way to think about how we move goods. The more accurate data we have, the more potential efficiencies we can find."

Accuracy Creates Stability and Predictability Over the Long Term

Beyond simply avoiding unanticipated fees, collecting better data and improving accuracy carries a host of additional benefits. In particular, shipping costs become far more predictable, making financial or cost projections more accurate. When the price of a significant portion of outbound shipments changes between booking and invoicing, it creates additional work for accounting and finance departments. In many organizations, the person making carrier selection or shipping decisions is wholly unaware that these costs are being incurred. In any case, unpredictable charges on a business's balance sheet can have a negative impact on strategy and planning.

"Predictability is incredibly important in my line of work," said Bestorq's Siemers. "It makes all the difference if we know that when we ship a certain amount of product, it's going to reliably cost a certain amount of money."

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> Logistics and Purchasing Manager for Bestorq

Employee time is another precious resource that's at stake. "Reviewing just one invoice can take 10 or 15 minutes," said Gary Schaefer, a Solutions Specialist at Old Dominion Freight Line. "Then, there's all the overhead of flagging the bill, passing it around through different departments, and deciding how to respond. That's clerical time when those employees could be doing other things for our customers. When these discrepancies come in regularly, it ends up draining productivity across multiple departments."

"Starting the shipping process with accurate data does three things," said the NMFTA's Keith Peterson. "First, when there are accurate dimensions and weight, carriers can make sure they have the right people and equipment for the pickup. Second, it reduces re-weighs and re-classifications. Finally, it's a huge opportunity for shippers to examine what their handling units look like, and whether they're preparing their units for shipping optimally."

"By the time your carrier re-rates you, it's too late," said Old Dominion's Plemmons. "You often get a cascade of adjustments on the back end that ripple through multiple departments, from finance, to accounts payable, all the way to the C-Suite. Getting shipping data as accurate as possible on the front end solves these problems before they start."

Accuracy Improves Shipper-Carrier and Shipper-Consignee Relationships

Providing accurate shipping data benefits both shippers and carriers. When carriers know exactly what they're hauling, they can do load planning more confidently and allocate resources more effectively. This creates better, more predictable results for shippers from on-time performance to elimination of unexpected charges. The overall result is greater transparency, and better overall relationships.

"When you send out 100 perfect shipments in a row that don't require re-rates, it changes the conversation with carriers, and everything becomes more collaborative," said Douglas Dynamics's Walton of his experiences before and after implementing a data accuracy overhaul. "That efficiency helps the entire system. The relationship works much better when it's a two-way street. We end up finding solutions together that benefit both of us."

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Brian Walton

Logistics Manager for Douglas Dynamics

Accuracy concerns also extend to consignees. Inaccurate shipping data can cause delays, which may impact on-time, in-full (OTIF) requirements or other agreements. Honoring these agreements not only avoids fines, it allows retailers to manage inventory more precisely, which can result in better vendor scorecard metrics and improved relationships with shippers. "If you're trying to hit a narrow window with your freight, it's absolutely critical that you get your data accurate at the front of the process," said Old Dominion's Plemmons.

"A rise in initial data accuracy translates into a rise in efficiency across the system," said Old Dominion's Polen. "That lets us serve the customer better because we can do more direct loads, with more predictability and less freight handling, all of which translates to less chance of damage, faster transit times, and reduced costs. That ends up back in our customer discussions about the overall cost of their shipping."

Accuracy Enables Next-Level Customer Experience

Over the past decade, **B2B customers** have started expecting the same type and level of service, pricing, and simplicity that consumers have come to expect using ecommerce. Douglas Dynamics found this out when they surveyed their customers.

"What we heard over and over was that our customers wanted to see all-in pricing that included shipping," said Douglas Dynamics' Walton. "Prior to that, our customers paid their own shipping for each order, which made them responsible for re-weighs or re-classifications. That resulted in unexpected charges beyond their expected price. They loved it when we implemented an all-in pricing model, but it meant we were going to absorb any additional costs those shipments incurred. If we didn't get a handle on our data and reduce re-rates, it would have been financially unattainable to offer that kind of service to our customers."

"It's become a priority for a lot of our customers to simplify shipping costs for their customers," said Old Dominion's Polen. "Businesses want consistency and price reliability, the same way consumers do. Offering this kind of all-inclusive service is becoming the new normal."

All-In Pricing For Shippers and Their Customers

When accurate data is consistently provided over a long enough period of time, it can create the foundation for entirely new kinds of shipper/carrier relationships. ULINE, an office supply company that works with OD, was able to demonstrate that accessorial fees, factored on an annualized basis, could be built into the overall cost structure of their shipping rates, eliminating individual accessorial fees. With this achieved, they were able to offer simplified pricing options and all-in shipping to their customers with confidence.

"There's a right and wrong kind of choice to give your customers," said Kyle Bartko, ULINE's Director of Logistics. "We offer 43,000 products, but asking someone who doesn't work in logistics about the specifics of their delivery dock, then penalizing them if they get the answer wrong feels like the wrong way to treat our customers."

A key piece of developing a deeper relationship with OD was an ongoing, bidirectional conversation on data that created a set of trusted facts both sides could rely on.

"A lot of companies can't process all the data we provide," said Bartko. "With OD, they didn't just process it, they scored us on it, which allowed us, in turn, to identify any discrepancies that turned up. The result was a very reliable set of historical data that we used to negotiate new agreements that included all accessorial charges as a flat fee, regardless of the kind of delivery it was. Once we had that in place, we could offer all-in pricing to our customers without worrying about getting caught in the middle on additional fees. You'd think all this data granularity would mean you'd be in the weeds all the time, but it's actually given us more of a 20,000-foot view that makes things predictable for us, predictable for our customers, and—because we know the data is good—predictable for OD."

Data Accuracy Solves Problems Across the Supply Chain

Improving freight data accuracy creates a wide range of positive effects. While the initial goal might be to reduce unexpected costs by eliminating re-weighs and re-classifications, getting these things right also reduces overall costs and improves revenue predictability. Relationships with carriers become more simple, stable, and transparent, allowing carriers to operate more efficiently. Finally, shipper-consignee relationships improve as performance and accuracy improves. Ultimately, businesses find they are able to offer customers better service overall, driving repeat business and building stronger relationships into the future.

At Douglas Dynamics, the experience of going deep on data accuracy had positive effects that went beyond the balance sheet. "The re-rates were the biggest cost impact we were having, but all the data we're collecting also gives us an advantage in negotiating rates, and collaborating with carriers," said Walton. "We know so much more about our freight now, that the discussions with carriers can go to an entirely different place. We want to be a shipper of choice, and having a precise handle on our data is one of the best ways to get us there."

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> **Brian Walton**
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> Logistics Manager for Douglas Dynamics

"We were able to eliminate extra fees entirely, which boosted our revenue predictability," said ULINE's Bartko. "That in turn improved our budgeting and financial planning accuracy, and allowed us to continue to deliver outstanding customer service. Upgrading our data processes had benefits that went far beyond shipping."

"We love working with shippers who know their data," said Skip Velardo, Vice President of Transportation at Old Dominion Freight Line. "The more accurate they are, the more prescriptive they can be. That allows us to plan out routes farther ahead, be predictive—potentially even modifying or creating routes where we know there is going to be demand. It helps us, it helps them, and moves us toward a place of true partnership."

A PRACTICAL GUIDE TO **IMPROVING DATA ACCURACY IN YOUR SHIPPING**

There are many ways to improve the data generated in your shipping operations. Once you have the basics down, see if it makes sense to level up based on your shipping volume and frequency.

Embrace the Basics:
The Power of Tape Measures and Scales

You don't need a dimensioner to accurately measure an object's precise dimensions. Improved accuracy can come from tools as simple as a tape measure, certified scales, and effective training. Basic tools can make a significant difference if they're employed with care. There are also mobile apps that do a good job dimensioning freight, though OD recommends double checking their accuracy with traditional tools on several different shipments before relying on them completely. As long as you get the right numbers in the end, it doesn't matter how you get there.

Train Employees Effectively

It's critical that all staff who measure freight understand how to take both accurate and relevant measurements, then use that information to correctly calculate the cubic dimensions needed for accurate LTL shipping data.

"The shape you care about is the cubic dimensions of the most extreme outline of your shipment," said Old Dominion's Polen. "Even if you're shipping just a couple of smaller boxes, remember, the dimensions run all the way from the edges of the pallet."

Visualize a box that could fit the entirety of your freight inside. The dimensions of that box are what you're trying to measure. Essentially, you're capturing the tallest, deepest and widest possible measurements for that freight. If your load is oddly shaped, you may want to think about ways to revise your packaging strategy.

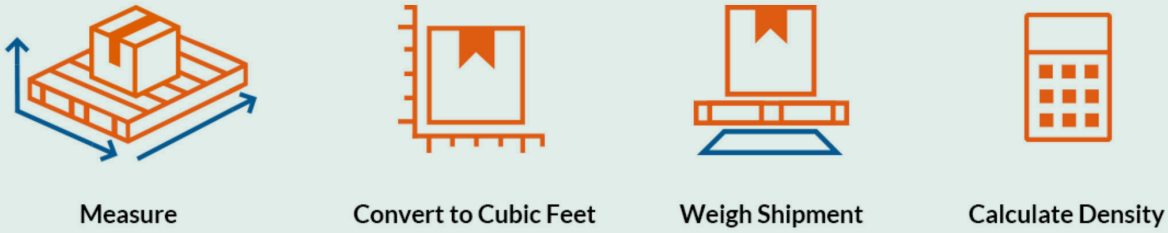
Understand Density Pricing

The NMFTA's new regulations will shift 70 to 80 percent of LTL freight to density-based classification. It's important that any employees tasked with measuring understand which dimensions matter for LTL freight, and how to calculate density.

Once dimensions have been captured, the density calculation is relatively simple. First multiply the length, width, and height to get cubic volume. Divide that number by 1,728 to get cubic feet. Density is then weight in pounds divided by volume, and is notated in pounds per cubic foot.

It's important to remember that not all freight will be classified by density alone. There are still items with handling, stowability, and liability characteristics that may have to be considered, such as fragile items (e.g. light bulbs or electronics) and hazardous materials (e.g. flammable or corrosive liquids). When in doubt, consult your carrier or the NMFTA.

CALCULATING DENSITY



Optimize Your Packaging

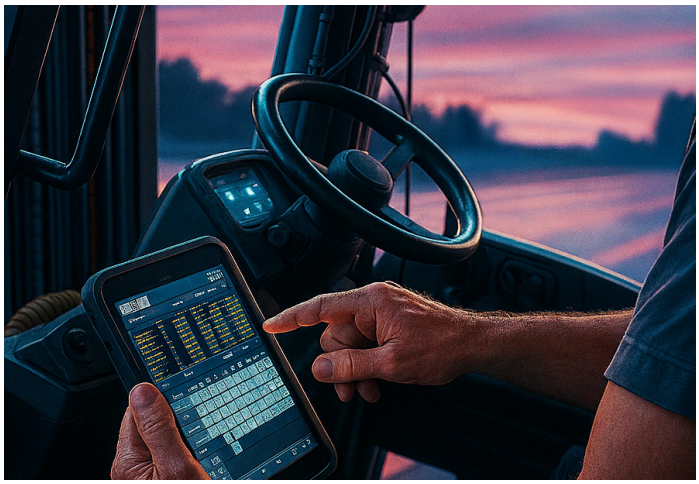
When focusing on accurate data, and making the move to density-based classification, it's an important time for companies to look at the way they prepare their goods for shipping and the efficiency of their packaging. The denser you can make your freight, the lower the class on that freight will usually be. Denser freight is more compact, which means you ship less air. This also tends to cost less and keep your items safer during transit.

Greg Batt, Ph.D., Director of the Sonoco Package Testing Laboratory at Clemson University, stresses that the earlier companies can start thinking about their products' packaging, the better. "There's a lot of opportunity to improve the protection of the product, and bringing that function further up in the development process also offers a lot of opportunities to reduce costs."

“Packaging can be tricky because it serves several functions,” said Geoff Stephany, Director of Cargo Claims and Security at Old Dominion Freight Line. “You’re always walking the line between protecting your product, making it easy to handle once it gets where it’s going, and trying to fit it into the densest, most efficient shape for shipping. It’s a real challenge, but collaborating with your carrier is often the best way to get started. They’ve seen it all, and can point you toward solutions that have worked in the past. For really tricky products, they can direct you toward experienced packaging professionals who can create custom solutions for you.”

If Your Shipping Volume Is High Enough, Consider a Dimensioner

For companies that ship large volumes or at high frequency, it may make sense to invest in a dimensioning system. There are several different styles on the market now, from a range of different companies such as Rice Lake, Cubiscan, FreightSnap and Mettler Toledo. Many have integrated scales, some are part of systems that wrap, weigh, and capture dimensions all at once. Any dimensioner should be able to integrate into your TMS and/or enterprise resource planning (ERP) systems seamlessly to streamline operations on the dock.



Digital Makes a Big Difference

When more data is transmitted digitally within your organization and to your carrier, fewer errors will be introduced into the process, and the better the quality of the data within your organization becomes.

“The holy grail is to have a logistics process that’s digital from start to finish,” said Barry Craver, Vice President of Technology at Old Dominion Freight Line. “Electronic bills of lading (eBOLs) are a good first step toward that, and everything builds from there. In most cases, a shipper TMS now requires dimensions and weight, so it’s all starting to flow into the same overall process of getting accurate, consolidated data, and communicating it digitally. Accurate data is a huge benefit to shippers. That data ultimately comes back into their own system, allowing them to automate various pieces of their processes, from invoicing and payables to track and trace functions. Better data means better planning, better operations, and a better overall business.”

Get Your Questions Answered

“One of the best resources for any shipper is your carrier, particularly when you have a strong, ongoing partnership,” said Steve Hartsell, Senior Vice President of Sales at Old Dominion Freight Line. “When in doubt about anything, from measurement protocols and packaging to advanced equipment and digital integration, there’s no better way to make sure you’re aligned with your carrier than by checking with them first.”

The Time Is Now

Inaccurate data creates a host of problems within businesses, between shippers and carriers, and between shippers and their customers. It’s all too easy to ignore the negative consequences of incorrect information once something leaves your dock, but if you look for it, you can see the impact all across an organization. By creating high standards, providing the appropriate tools, implementing some relatively simple digital workflows, and training your staff, data accuracy can be a key factor that drives your company’s success into the future.

Old Dominion’s Solutions Specialists are always ready to help.

You can contact them at **Customer.Service@odfl.com** or **800-235-5569**.

DATA ACCURACY CHECKLIST

Digitize as much of your shipping process as possible

- ☐ Use the eBOL standard
- ☐ Communicate with carriers via API

Optimize packaging

- ☐ Do not overhang pallets
- ☐ Use edge protectors if product extends to edge of pallet
- ☐ Center and secure product on pallet using banding
- ☐ Fully wrap cartons from top to bottom
- ☐ Make sure packaging is space-efficient without compromising durability
- ☐ Integrate shipping-aware packaging into your design and manufacturing process

Get the tools to measure freight loads accurately

- ☐ Tape measure
- ☐ Certified scale
- ☐ Mobile apps
- ☐ Dimensioner

Train your staff on correct measurement techniques

- ☐ Measure from the edge of the pallet
- ☐ Measure the maximum length, width, and height on each side in inches

Calculate density correctly

- ☐ Volume = Length x Width x Height
  Divide by 1,728 to calculate cubic feet
- ☐ Density = Weight (lbs.) / Volume (cu. ft.) = pounds per cubic foot (PCF)
- ☐ Many carriers (OD included), have density calculators on their websites

Classify according to new NMFTA standards

- ☐ Stay on top of changes through your carrier and the NMFTA

Steward your data

- ☐ Automate processes and record keeping
- ☐ Make sure your shipping data is quickly and easily accessible

OLD DOMINION FREIGHT LINE®

YOUR PROMISE.
OUR PRIORITY.

Old Dominion Freight Line is committed to Helping the World Keep Promises. We believe that real value extends far beyond the physical delivery of goods. It's found in service we provide, the precision we apply to every task, and the partnerships that we build with our customers. This commitment to delivering more is what transforms a simple shipment to exceeding your expectations.

With one of the lowest claims rates in the industry, your freight arrives safe and secure every time. We also make it easy to stay updated. Our tracking system lets you see where your shipment is from pickup to delivery. This means fewer surprises, less worry, and happier customers.

We do more than just move freight—we become your logistics partner. You get a local, dedicated Service Center team that understands your business and works with you to meet your goals. If a shipping challenge comes up, you have experienced sales and operations professionals ready to help find the best solution, fast. We take the time to learn what matters to your business, so our service fits your needs, not just a one-size-fits-all approach.

With OD, support is always there when you need it. Our broad range of services and dedicated team members are supported by state-of-the-art technology, and we are ready to find solutions that match your business needs. We are ready to meet you wherever you are on your digital journey, whether you are getting started with eBOLs or looking to optimize your API integrations to augment and strengthen your service offerings.

Email us at **Customer.Service@odfl.com** or call us directly at **800-235-5569**

Follow us on social media

[1] According to Mastio & Company 2025 survey.

MEET THE EXPERTS

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GLOSSARY

Density
Weight divided by volume, used as a base metric for pricing and classifying freight.

Density-based pricing
A method of estimating pricing that simplifies shopping costs by classifying goods by their density rather than their content. Density-based pricing has been available through many carriers for years now. The NMFTA shifted a significant portion of their classifications to this format in July of 2025.

Dimensioner
A device that automatically measures the length, width, and height of palletized goods ready for shipping. These devices often incorporate scales and shrink-wrapping capabilities.

eBOL
Electronic bills of lading are digital versions of the traditional paper documents that define the contents of a given shipment. This new digital format reduces human error and allows for streamlined record-keeping.

ERP System
Enterprise resource planning systems are central software systems that integrate a businesses different operational areas, including finance, HR, sales, customer management, and shipping.

MABD
Must-arrive-by dates are an increasingly prevalent measure employed by consignees that commits shippers to have their freight arrive within a certain time window or face additional fines or fees.

NMFTA
The National Motor Freight Traffic Association is a nonprofit organization that provides common standards for the LTL shipping industry.

PCF
Pounds per cubic foot. A measure of density (weight divided by volume).

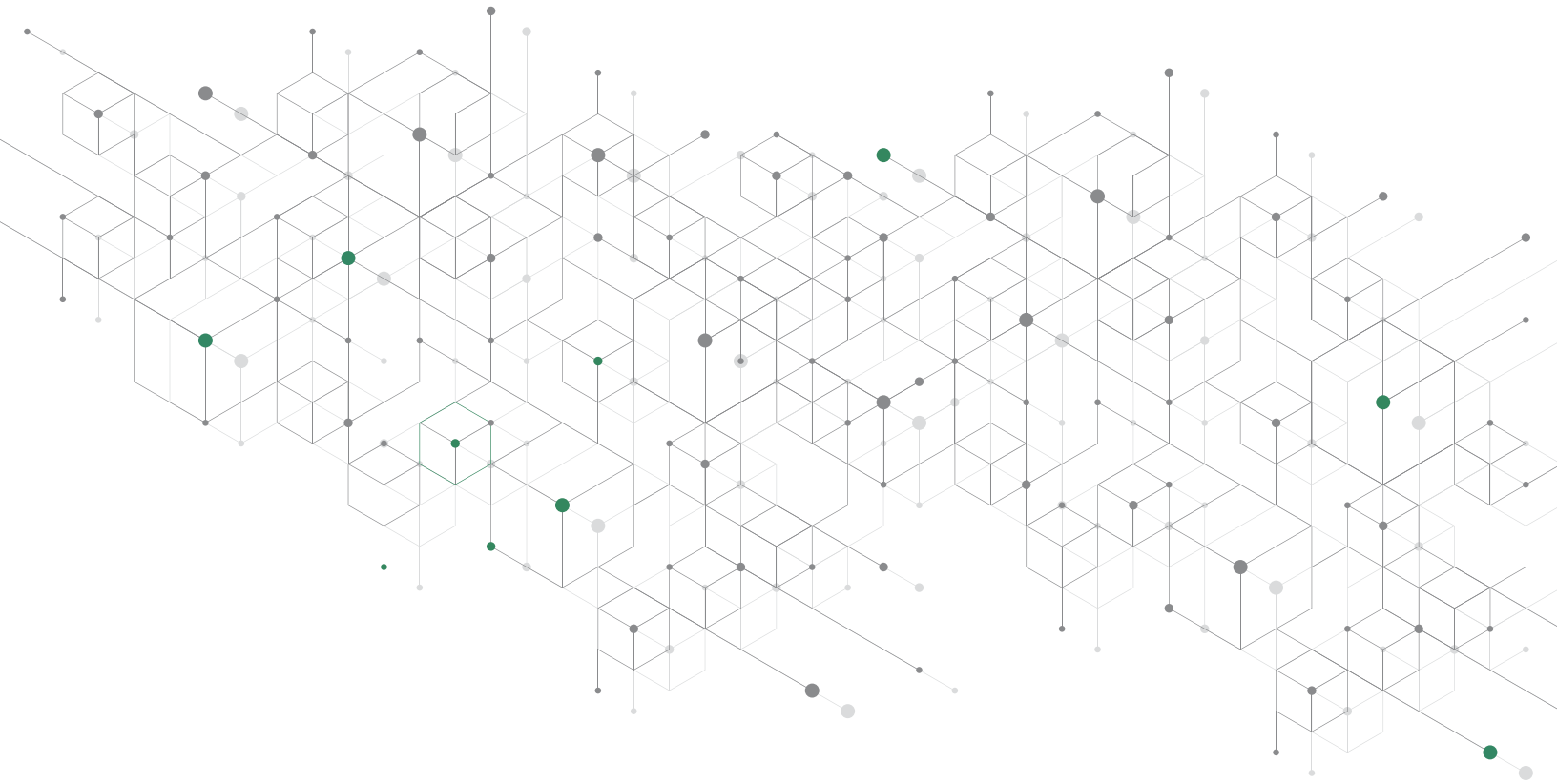
Re-classification
When a shipment's classification is modified after being picked up by the carrier.

Re-dimension
When a shipment's declared dimensions is modified after being picked up by the carrier.

Re-rate
When a shipment is given a shipping rate that differs from the original quote, typically due to a re-weigh, re-dimension, or re-classification.

Re-weigh
When a shipment's declared weight is modified after being picked up by the carrier.

TMS
Transportation management systems are software platforms that help companies manage and track their shipments.



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