Dimension Process

What is a Dimensioner?

Simply put it is an electronic tape measure. The system scans a three-dimensional measurement area without special lighting or touching the freight. It can measure freight as small as six inches up to 8′ x 8′ x 12′ depending on system setup. Measurements resolution is ± 0.5 inches on length, width, and height. It uses either a laser or camera system to gather millions of data points. From these data points it determines the greatest length, width, and height of a shipment.

"Our goal is accuracy. Information accuracy impacts, safety, rating and planning, protecting both the customer and carrier."

How does the process work?

During the Loading and Unloading process the freight handler will take shipments to the dimension area on the dock. Prior to placing the freight underneath the dimension machine the freight handler will capture the weight of the unit using the attached scale and onboard computer. Then they will place the freight within a marked area on the floor and back out of that area. They will then activate the dimension machine from their onboard computer capturing the 3 dimensions of the freight, length, width and height. They will then proceed with moving the freight to its destination location. If there are multiple pieces to a shipment they will repeat the process for each piece.

Common Questions

How accurate is the Dimensioner?
- Measurements are accurate to within ± 0.5 inches on length, width, and height.

Do you capture a weight with every dimension?
- Yes as part of the dimension process we weigh each piece. The weight and dimensions is then used to determine the density of the shipment.

Why did you dimension one of my shipments and not another?
- Not all shipments are selected for dimension.

Where can I find the supporting documents for updates made to a shipment?
- You can obtain a copy of your Correction Certificate by visiting our Website **www.dhetransport.com** or contacting Customer Care at **CustomerCare@dhetransport.com** **Phone: (888) 301-7480**

Inspection or weight change inquiries should be emailed to: InspectionInquiry@dhetransport.com