



Find Out Where Your Dock Is Losing Money

10 Questions Every Shipping Dock Should Be Able to Answer

Your wrap point is the last thing that happens before a pallet enters the supply chain. It's also the least examined. This checklist changes that.

WHO THIS IS FOR

This is for the VP of Operations who suspects the dock is costing more than the spreadsheet shows. The supply chain director who's tired of losing freight claims they should have won. The facility manager who knows something is off but can't put a number on it.

If you ship pallets, this checklist is for you.

WHY THIS EXISTS

The wrap point is the most consequential moment in your outbound process. It's where loads are made or broken, where claims are won or lost, and where money quietly disappears.

You've probably never audited it. Not because you don't care, but because you've never had a reason to measure something you couldn't see costing you money.

Consider this your starting point.

HOW TO USE IT

Walk the dock with this. Answer each question based on what actually happens, not what the process says should happen. Be honest. The number you land on will tell you everything you need to know about your next step.

Be honest. The dock always tells the truth.



DOCUMENTATION

- 1. Can you pull a verified record for a specific pallet from 90 days ago?**
Not a photo. Not a clipboard log. A **time-stamped, searchable, defensible record**. If the answer is no, you have a documentation gap.
- 2. Do you have proof of wrap condition at origin for every load, not just sampled loads?**
Spot checks don't hold up in a freight claim. **100% verification** is the only defensible posture.
- 3. If a carrier disputed a claim today, could you win it?**
If your answer depends on whether someone remembered to take a photo, that's your answer.

WRAP QUALITY

- 4. Do you know how much film each load actually uses?**
If operators are eyeballing tension and wrap count, you're almost certainly over-wrapping. **The average facility wastes 30% of film cost this way.**
- 5. Do your wrap standards hold across all shifts?**
Day shift wraps differently from nights. Without data at the wrap point, there's no standard, just habits.
- 6. Do you know which loads are at risk before they ship?**
Not after they arrive damaged. **Before the truck pulls away.** If the answer is no, you're reacting instead of preventing.

LABOR & COMPLIANCE

- 7. Do you know how many minutes per pallet your team spends on manual documentation?**
At 5 minutes per pallet across 1,600 pallets a month, that's **\$40,000 in annual labor** on a task that shouldn't require a single human step.
- 8. Is your wrap station a friction point?**
If loads are backing up at the wrap point due to manual steps, the problem isn't your wrapper; it's the documentation process around it.
- 9. Do you know what percentage of your freight claims are denied?**
Industry average is over 50%. If you don't know your number, you're not tracking the right things.
- 10. Are you getting hit with LTL reclassification charges?**
If your dimensions aren't captured accurately at the wrap point, carriers will measure them at the dock and reclassify your freight. That means **unexpected charges** on every shipment — and no way to dispute them without your own verified dimensional data.

Count your checks and remember, this isn't golf. A low score here means your dock has a problem.

0-3

Your dock has real exposure. The good news is you now know where to look.

4-6

You're doing some things right. The gaps you haven't closed yet are the expensive ones.

7+

You're ahead of most docks. But if you answered honestly, you know which questions gave you pause.