

Caution when selecting carriers through freight marketplaces



Management Guideline

This Guideline is intended for management personnel and lists core measures for preventing loss caused by fake carriers.

A **fake carrier** is not a genuine transport operator. Its intentions in accepting transport contracts are purely fraudulent. It has no serious intention of transporting the goods entrusted to it. Instead, it intends to steal these goods.

- Introduce a suitable process for awarding transport contracts.
In particular, make sure that you:
 - Choose your transport operator carefully.
 - Always reliably identify any business partners.
 - Confirm the reliability of partners before entering into any new business relationships.
 - Regularly and carefully check the plausibility of: EU licenses, approvals, insurance certificates and extracts from commercial registers.
 - Only award transport contracts to reliable companies via agreed contact persons.
 - If freight exchanges are used, do not permit the use of subcontractors.
 - Always check delivery dates, in particular when entering into business relationships with new transport operators.
- Regularly check that the process is adhered to and examine it to identify potential vulnerabilities that could be exploited by phantom carriers.
- Regularly train personnel involved in the award of contracts in how to recognize phantom carriers and avoid dealings with them.
- As part of this approach, provide your employees with checklists and codes of practice.

Other information

- Report any fraudulent theft of consignments to the police without delay and also report any such incident to your insurer as a probable case of organized fraud.
- It is important to actively assist during investigations.

More detailed information on loss prevention when initiating business transactions, entering into business relationships, awarding contracts, collecting consignments, delivering goods, or on what to do in the event of loss can be found in the Tips on preventing loss caused by fake carriers (www.tis-gdv.de/tis_e/).



This Guideline makes no claim to completeness.
The information given is not binding.

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