

Caution when selecting carriers through freight marketplaces



Loading Bay Guideline

This Guideline provides practical information concerning safe processes to adopt at the loading bay and helps you identify and prevent risks due to 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.

Inspection at loading and unloading points

- Perform inspections when loading or unloading the goods. In particular, check the identity and completeness of the goods, examine them for visible damage, and make sure that seals and fastenings are intact. The results should be recorded in the consignment note and countersigned by all the parties involved.

Loading

- Before handing over the goods, ask the driver for the agreed contract number.
- Reliably determine the identity of the driver on the basis of their official identity card and compare this with the data in the pre-advice.
- Prior to loading, check that the vehicle registration number and the driver and vehicle data match the data in the advance shipping note.
- Document the following data:
 - Driver's full name, nationality and contact data.
 - Vehicle registration number, state of registration and type designation of the means of transport and the vehicle identification number.
- If possible, take high-resolution photos or videos of the driver and the vehicle and make color copies of the driver's identification documents and driving license, as well as of the vehicle documents.
- After handing over the goods, inform the recipient of the expected delivery date. In the case of direct journeys, also inform the recipient of the driver and vehicle data.

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 (tis-gdv.de).



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

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