

Management Guideline

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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.

Logistics Guideline

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This Guideline is intended for employees involved in awarding contracts. The support it provides is intended to enhance security during the award of contracts and consequently prevent 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.



- If you make use of freight exchanges, do not award any contract until you have successfully verified the reliability of the transport operator.
- Carefully check the plausibility and validity of EU licenses, approvals, insurance certificates and extracts from commercial registers. If you are in doubt about anything, do not award the contract.
- Only use agreed communication channels with verified contact persons for the award and acceptance of transport contracts. Before awarding any contract, carefully validate e-mail addresses and telephone numbers. This also applies in the case of transactions with existing business partners. Fraudulent actors often slightly alter e-mail addresses in order to divert communications.
- Be suspicious of contacts made via freemail addresses and mobile phone numbers and refrain from awarding contracts in such cases.
- Do not enter into any contracts with unknown companies that are prospecting for consignments and offering particularly attractive carriage rates or that claim to have heard about your freight requirements from a third party.
- Only award transport contracts for high-value goods or involving multiple truck consignments to transport operators with which you have an ongoing business relationship.

Other information

- Be particularly vigilant when commissioning transport services at times when freight capacities are known to be scarce, for example before public holidays or long weekends. Do not let yourself be pressurized by the limited availability of cargo capacity.
- If you award transport contracts via freight exchanges, only use their internal communication channels.
- Subcontracted services bring additional risks with them. Prohibit recourse to subcontractors whenever you use a freight exchange.
- 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. Actively assist during the investigation.

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/).



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Loading Bay Guideline

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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.

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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.

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