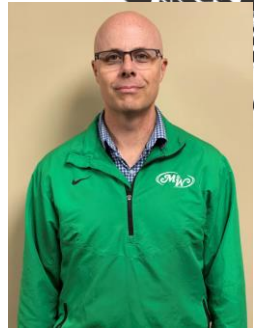


# STRATEGIC CARGO THEFT

## A CASE STUDY

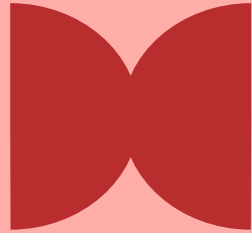


**Chris Woody**  
**Director of Safety**  
**M&W Transportation**



# Strategic Cargo Theft

## A Case Study



Chris Woody  
Director of Safety  
The M&W Logistics Group, Inc.  
Nashville, TN

# Sometime in the Past...

1

Bad Guy works hard

He hacks a dispatcher's email at one of our trusted carriers.

2

Bad Guy studies hard

He observes the way the dispatcher communicates.

3

Bad Guy prepares

He registers a new domain name that is almost indistinguishable from our trusted carrier's domain.

4

Bad Guy is patient

He watches the loads being offered by our trusted carrier's broker partners and waits for the right one.

# Tuesday



Bad guy tries out his new, sneaky email address and says he's interested in a load we posted. A 286-mile dispatch from Indiana to Missouri. Picks up today, delivers 6am. We award them the load, thinking they are our trusted carrier, send them the rate confirmation, business as usual.

He's in. The work paid off. Already a big win. Lots of options.

# Tuesday



Bad guy (who we think is a good guy) informs us his driver is on site at the pickup and there are four trucks ahead of him. The shipper is calling us. We tell them the situation.

Carrier is on site and communicating. All is well.

# Tuesday



Bad guy (who we think is a good guy) informs us he is in the dock. We call the shipper to confirm. They confirm the driver has checked in and has the correct pickup number, which was on the rate confirmation we sent this morning.

Shipper is happy, we're happy, all is well.

## Side Note - Appropriately Timed

The shipper made no mention of who the carrier was, just that the driver had the correct pickup number, which was on the rate confirmation

**THAT WE GAVE TO THE BAD GUY!** (Who at the time we thought was a good guy)

Shippers will load anyone who walks in the door with the correct pickup number.



# Any guesses about what's happening?

Yep. The bad guy dispatcher shape-shifted himself into a broker and re-brokered the load to an unsuspecting carrier.

We carry on with our lives thinking our trusted carrier has this load and it will deliver at 6am tomorrow as planned.





# Tuesday



Bad guy confirms he's loaded and even confirms the weight with us to make us feel all warm and fuzzy inside.

Shipper is happy, we're happy, but all is far from well.

# Wednesday



We email the bad guy (who we still think is our trusted carrier) and ask if the driver has made it to his delivery on schedule.

Bad guy is checking...

A very important clock has just started.

# Wednesday



The receiving team in Missouri informs us the driver has not made it to his delivery. We email the bad guy (who we still think is a good guy) again and ask him for an update. The bad guy says he will check again...

The very important clock is ticking away.

# Wednesday



We grow tired of waiting for our ol' buddy at our trusted carrier to get back with us and call him directly. He then informs us that they did not contact us about this load nor are they hauling it. "You must have been scammed."

As we look at each other, paralyzed by rage and denial, the clock keeps ticking. It's been 14.5 hours since the load picked up.

# Wednesday



Two minutes later, the bad guy (who we now know is a bad guy) emails us and says the truck broke down overnight and was taken to a shop. He did not know the location of the shop. We try to call the bad guy, but he doesn't answer the phone.

We know we should do something, but what?

# Wednesday



The bad guy finally answers the phone and says he is checking on the status of the truck. He says we can text the driver and gives us the number. The driver sends us a picture of the BOL and it has the correct number.

He has the load and is communicating. Maybe everything is going to be ok???

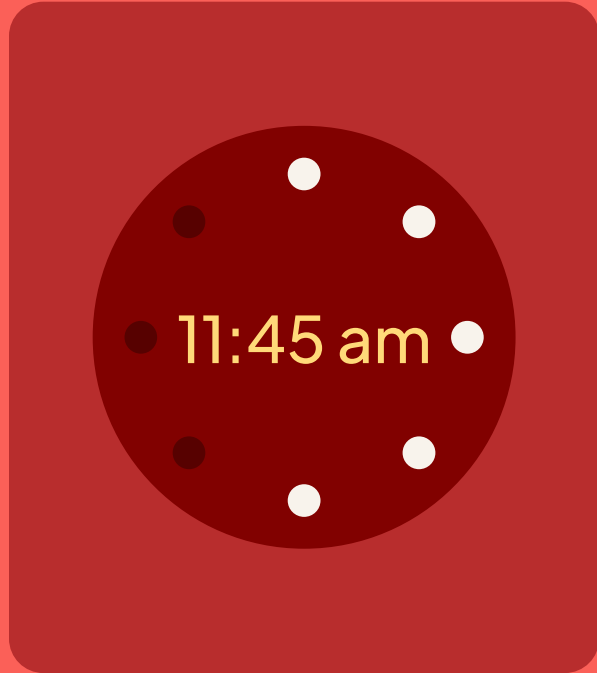
## Side Note #2

A few minutes later, one of our dispatchers notices that the number for the driver and the number in the bad guy's fake email signature are the same.

The bad guy perfectly played the role of dispatcher, broker, and driver. He's in control.



# Wednesday

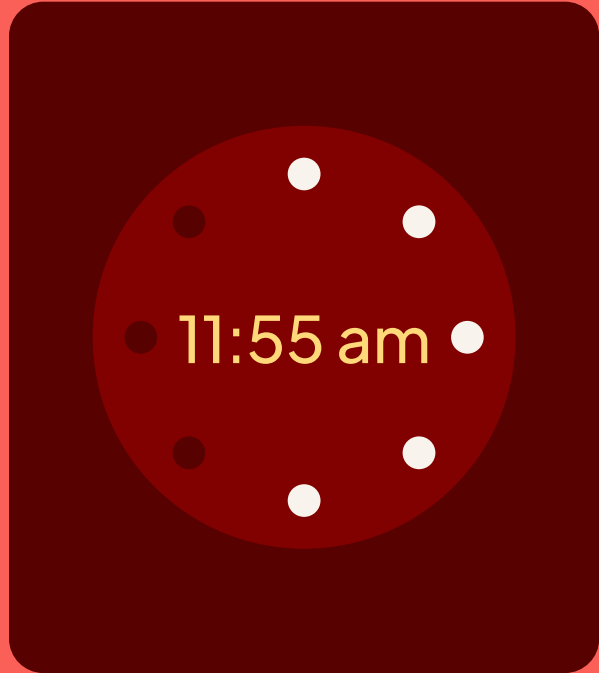


We contact the shipper to see who checked in to pick up this load. They provide the driver' s name, driver' s license, and truck number. We don' t yet know who the carrier is, though.

We feel better now that we have something. Maybe everything is going to be ok???



# Wednesday



The bad guy calls and says his driver is broken down in Evansville, IN. Still won't give us an exact location of the truck.

So much time has passed. All we can do is hope that everything is going to be ok.

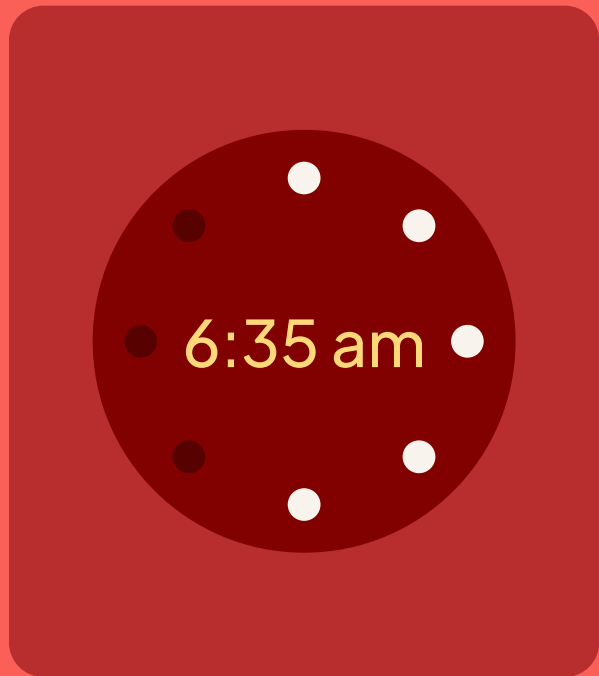
# Wednesday



The shipper sends us video footage and still shots of the carrier coming into the facility. We now know who picked up the load. We call, they're going to track down the driver and get some answers. We don't hear from the carrier for the rest of the day.

Surely we can find this load now, or maybe it'll deliver!

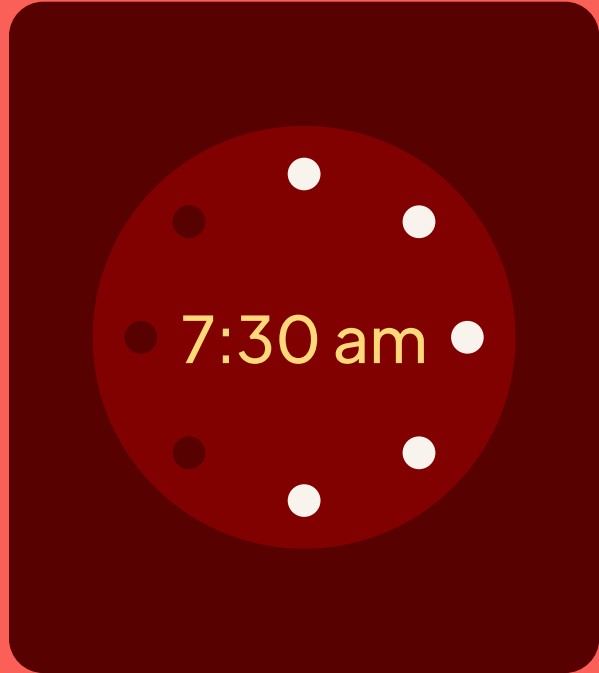
# Thursday



We begin calling, texting and emailing the bad guy every few minutes, for about an hour. No response at all. The bad guy has gone completely dark.

Maybe it'll deliver and everything is going to be ok???

# Thursday



The carrier who picked up the load calls and says they got in touch with their driver. The driver says he picked up the load on Tuesday, just before 5pm.

That's it! Tell us where the load is so everything will be ok!

The bad guy using his broker persona tells the driver this is a blind shipment. He is to ignore the address on the bill of lading and take it to an alternate site. The driver does as he is told.



The driver takes the load to an address in Chicago, where the bad guy himself is waiting. The driver and the bad guy unload the truck onto the ground in an empty parking lot. The driver is paid **VERY** well, right there on the spot.



When, you ask?



The load was delivered to Chicago at  
11pm on Tuesday night.

It's now Thursday morning.





# Who ya gonna call?

Local Police in Indiana pickup location

Chicago PD

The Shipper

The Owner of the freight

Your Cargo Insurance Company

# Lessons Learned

We must give our best effort to stop it before it starts



Verify emails against a trusted source, call to confirm the person is real, use tracking services, etc.



Confirm your cargo insurance coverage



Do something



Enjoy thinking!