



# CargoNet

Combatting Cargo Theft and Supply Chain Fraud through Collaboration, Analytics, and Information Sharing



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# Speaker



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Crime Intelligence Analyst  
CargoNet

# Topics

- The Cargo Theft Problem
- Statistics & Trends (National & Local)
- Route Analysis / Crime Mapping
- Types of Supply Chain Crime
  - Straight Full T/T Theft
  - Pilferages
  - Fictitious Pick Ups
  - Other Identity Theft Scams
- Criminal Methods of Operation
- Law Enforcement Collaboration
- Case Study
- Tips & Best Practices
- Q&A







*CargoNet provides cargo theft prevention and recovery solutions*



**Members: 650+**  
**Users: 12,000+**



**Retention Rate**  
**98.7%**



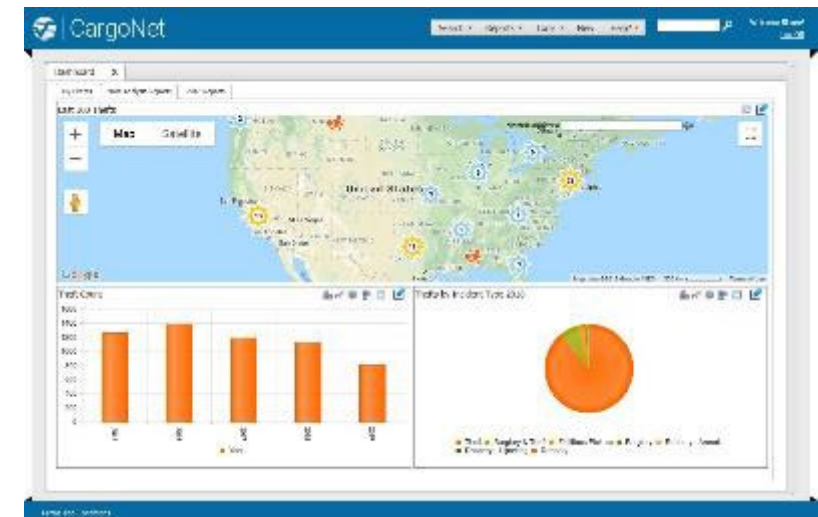
**Law Enforcement**  
**Network**  
**120,000+**



**Net Promoter**  
**Score (NPS):**  
**87**

## CargoNet Strategies Aid in Cargo Theft Prevention and Recovery

- All Inclusive Cargo Theft Database
- Information Sharing & Collaboration
- Extensive Law Enforcement Network & Communication platform
- Unique Identifiers (Virtual Stolen Cargo Warehouse)
- Timely Intelligence (Thefts, Suspicious Activity, etc.)
- Theft Trend Analytics
- Education & Awareness
- Aiding Legislation Change
- Providing Needed Resources to Law Enforcement





## Member Base

CargoNet Members are comprised of:

- Law Enforcement
- Motor Carriers
- Transportation Brokers
- Manufacturers
- Retailers
- Distributors
- Insurance Brokers
- Insurance Companies

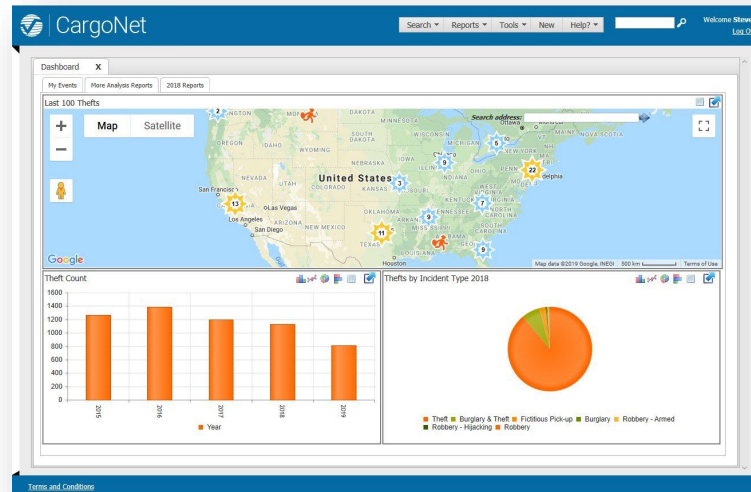
*Over 650+ Members and Growing...*



# CargoNet Tools

## Includes Access to:

- Real-time Reports**  
 Charts, maps and graphs in real time to better identify your risks as it relates to cargo theft
- RouteSearch**  
 The ultimate tool to help you visualize cargo theft risk along your routes.
- AlertSEARCH**  
 Advanced search functionality to actionable intelligence to help you fight fraud!
- Member Portal**  
 Theft reports, truck stop theft location reports, archived webinars, tips and best practices, member discounts, online training and more



The screenshot shows a 'Theft Alert' report for a 'CargoNet Fictitious Pick Up Alert - Ontario, CA - Nexen Tires'. It includes a 'DATE SENT' section with start and end dates of 02/14/2015 and 02/14/2018, and a 'RESULTS' section with two entries. The first entry describes a theft of a tractor/trailer in Baldwin, FL, and the second entry describes a fictitious pick-up in Ontario, CA.

The screenshot shows the 'Training and Guides' page for CargoNet 2.3. It features a video player for 'CargoNet Database 2.3' and a section titled 'What is CargoNet 2.3?' which describes the database's capabilities in receiving and integrating cargo theft data from various sources.

The screenshot shows the 'RouteSearch' tool interface. It includes a 'Control Panel' with settings for origin, destination, radius, and date range. The main area is a map of New York City with numerous theft markers. A sidebar on the right lists several theft incidents with details like location, date, and commodities involved.

# Cargo Theft Problem

The FBI defines cargo theft as “The criminal taking of any cargo including, but not limited to, goods, chattels, money, or baggage that constitutes, in whole or in part, a commercial shipment of freight moving in commerce, from any pipeline system, railroad car, motor truck, or other vehicle, or from any tank or storage facility, station house, platform, or depot, or from any vessel or wharf, or from any aircraft, air terminal, airport, aircraft terminal or air navigation facility, or from any intermodal container, intermodal chassis, trailer, container freight station, warehouse, freight distribution facility, or freight consolidation facility.

## **Cargo Thieves are highly sophisticated and organized**

Collection and aggregation of supply chain crime intelligence aids in the identification of tactics, patterns and common denominators for cargo criminals.

## **Penalties for cargo thieves are not stringent enough**

The utilization of statistics helps lobbyist and government officials highlight cargo crime risk at the state level and its impact on its economy and inevitably used as leverage to make a case for stringent penalties

## **Victims are hesitant to report thefts: fear of insurance costs or brand**

Commitment to protect victims' brand and identity encourages timely and frequent reporting.

## **Lack of collaboration and information sharing is fragmented.**

The collection and dissemination of cargo theft intelligence data and alerts provides and opportunity to share and collaborate.

## **Inability to identify appropriate law enforcement contacts**

Law enforcement communication platforms create an opportunity to develop contacts and most importantly long-term relationships.

## **No all-inclusive cargo theft database**

A shared repository provides LE a platform to query for suspect cargo

## **Limited awareness and training**

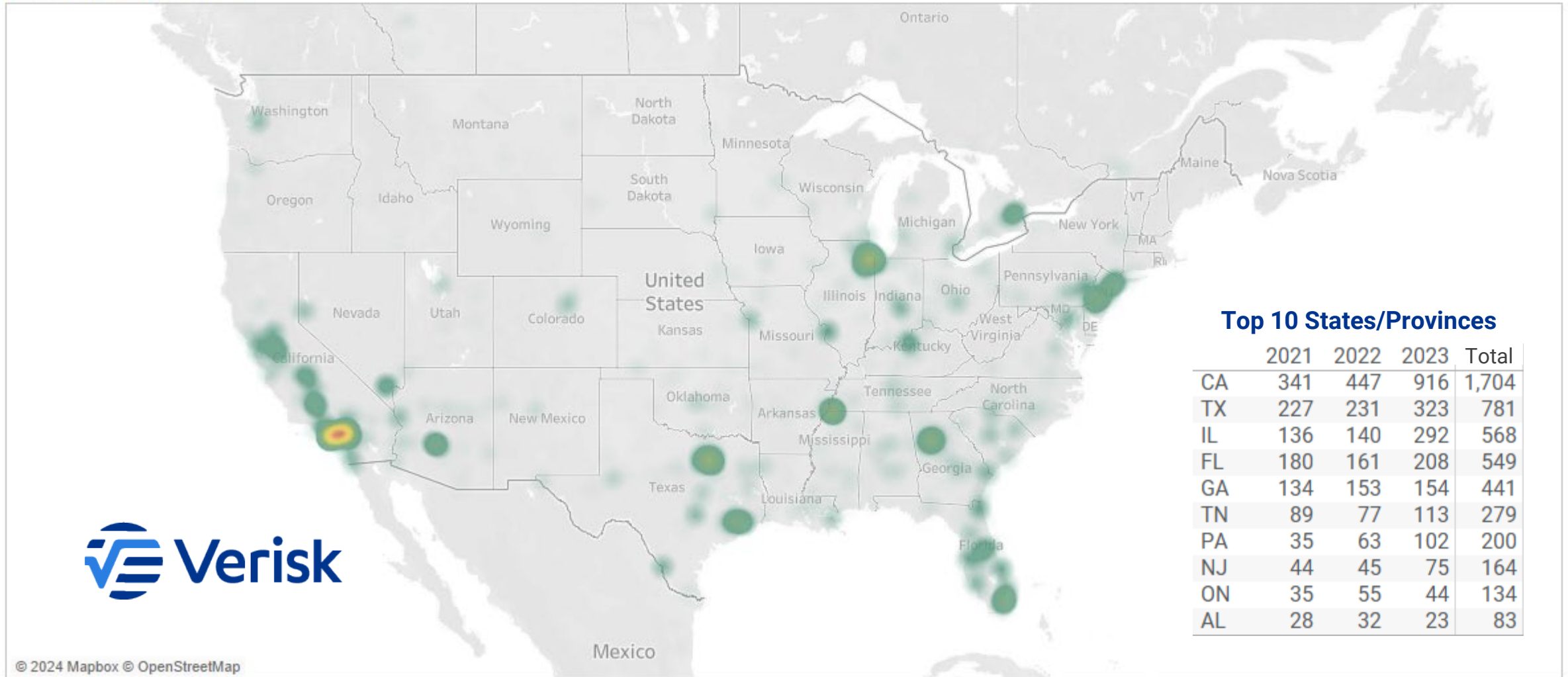
Educate your personnel through best tips/practices, podcasts, video's, reports and analytics.



# Cargo Theft by the Numbers

# 2023 Cargo Theft Heat Map

## Theft Incident Locations



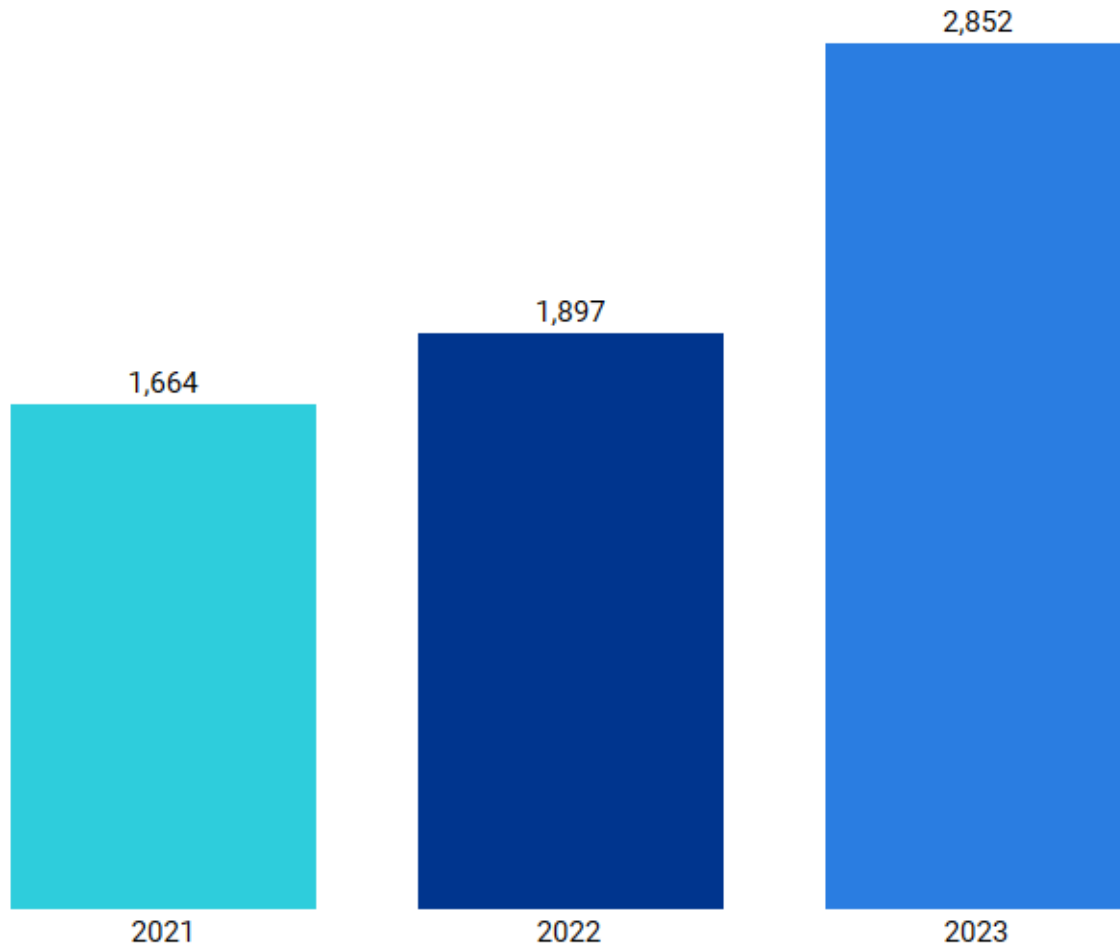
### Top 10 States/Provinces

	2021	2022	2023	Total
CA	341	447	916	1,704
TX	227	231	323	781
IL	136	140	292	568
FL	180	161	208	549
GA	134	153	154	441
TN	89	77	113	279
PA	35	63	102	200
NJ	44	45	75	164
ON	35	55	44	134
AL	28	32	23	83

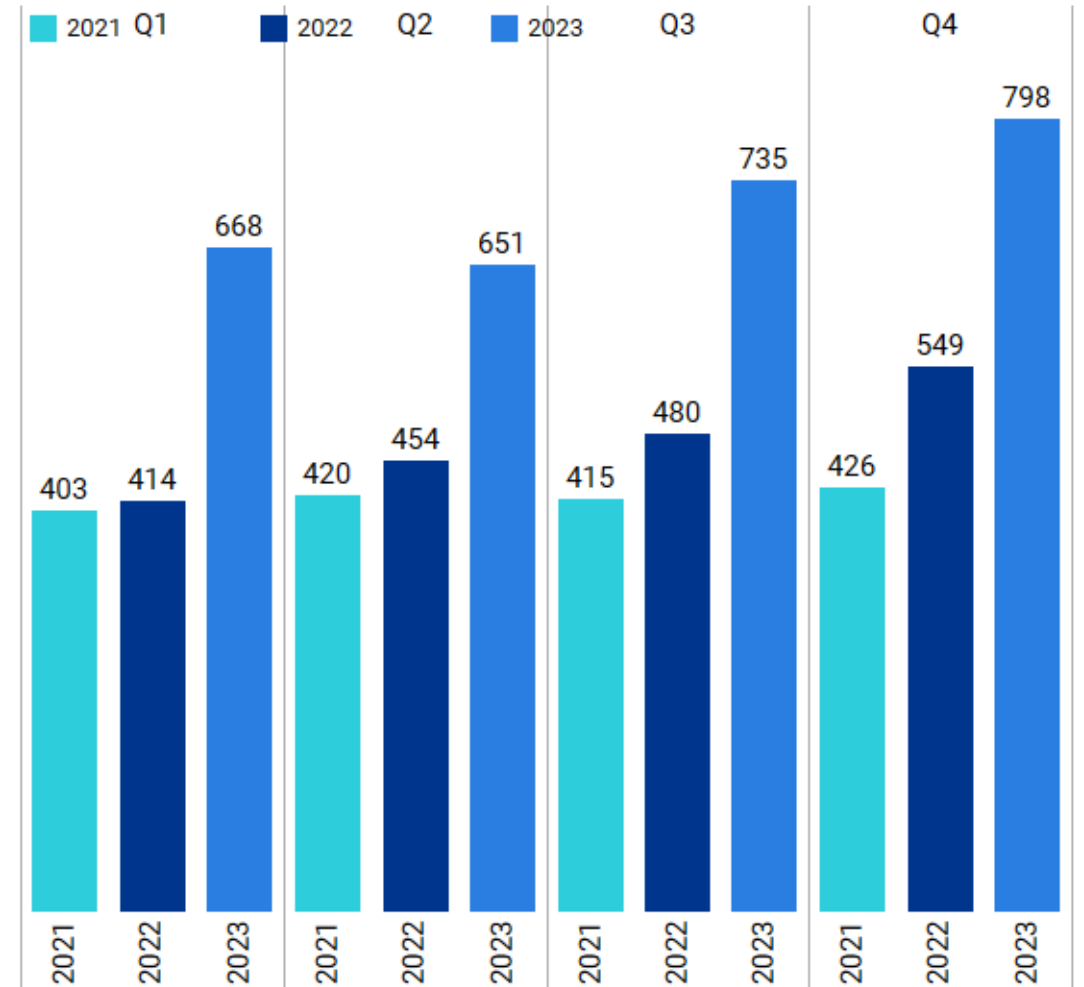


# Cargo Theft by Year and Quarter

Theft by Year



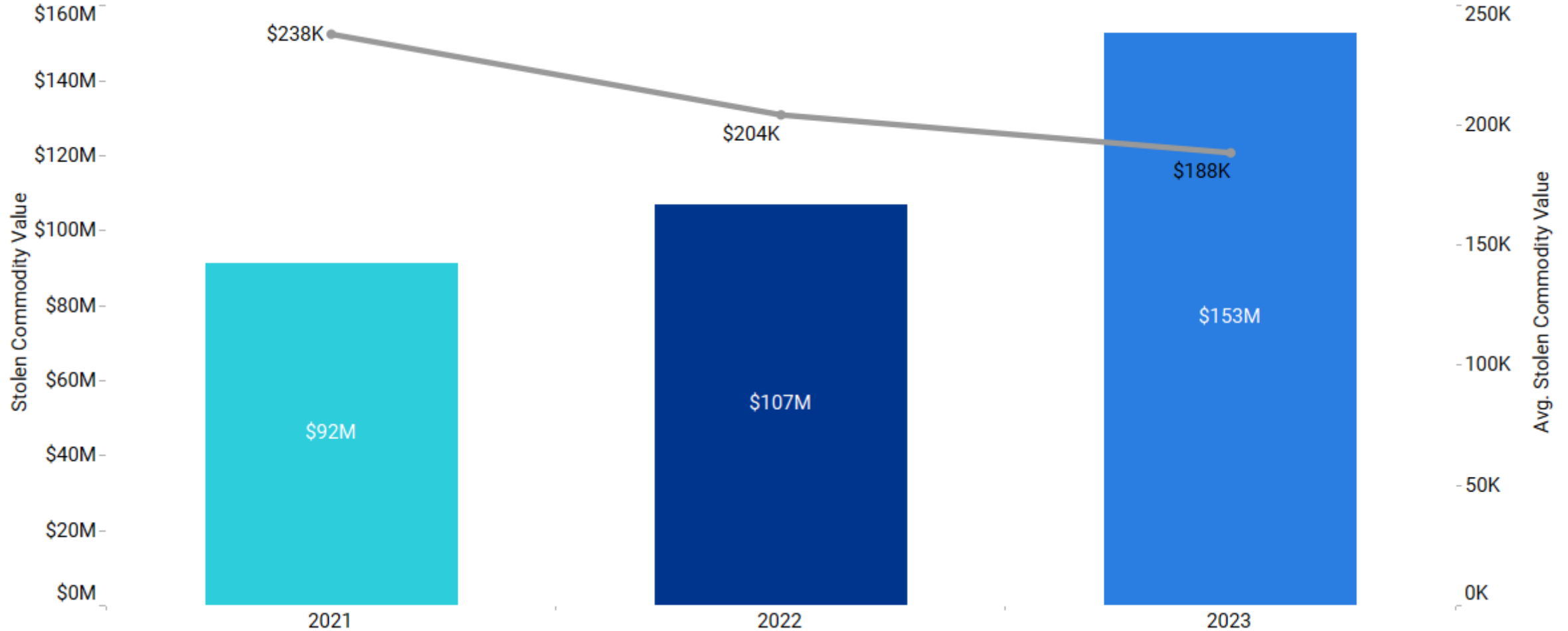
Theft by Quarter and Year





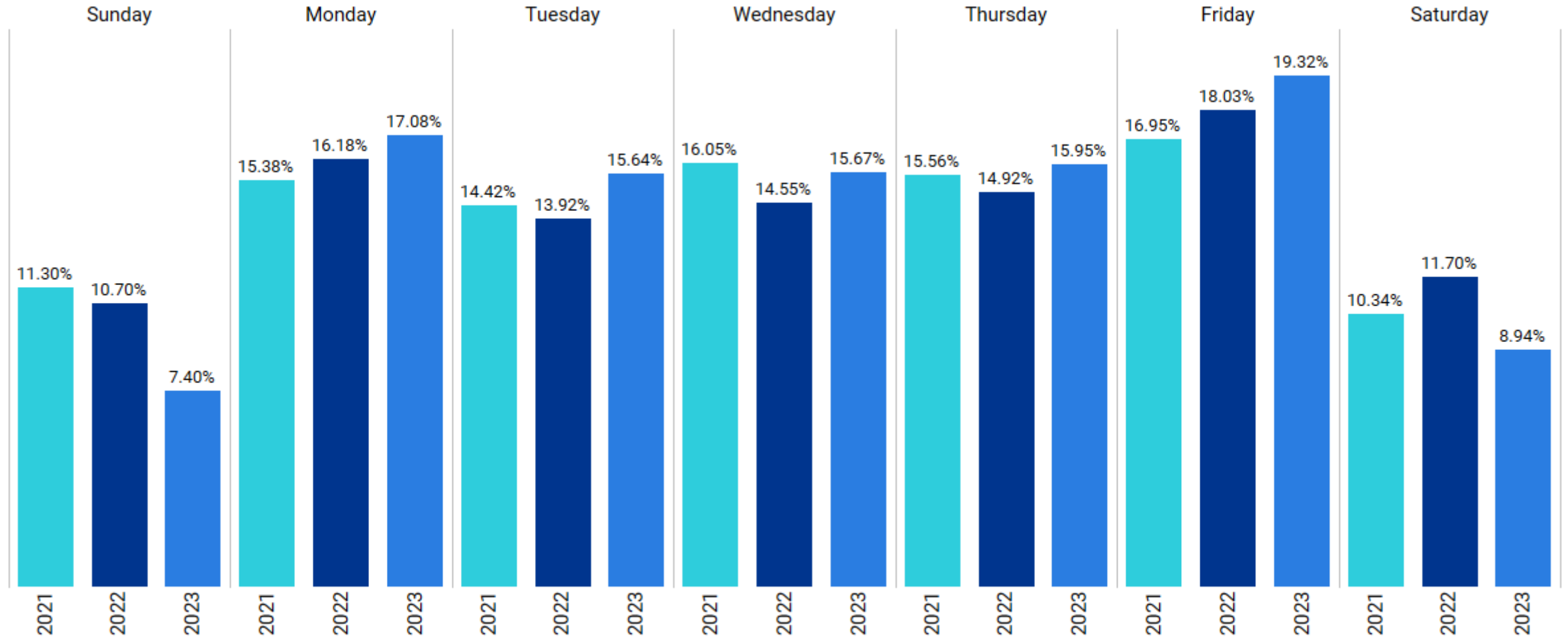
# Total and Average Loss Value

Cargo Theft by Total and Average Loss Value

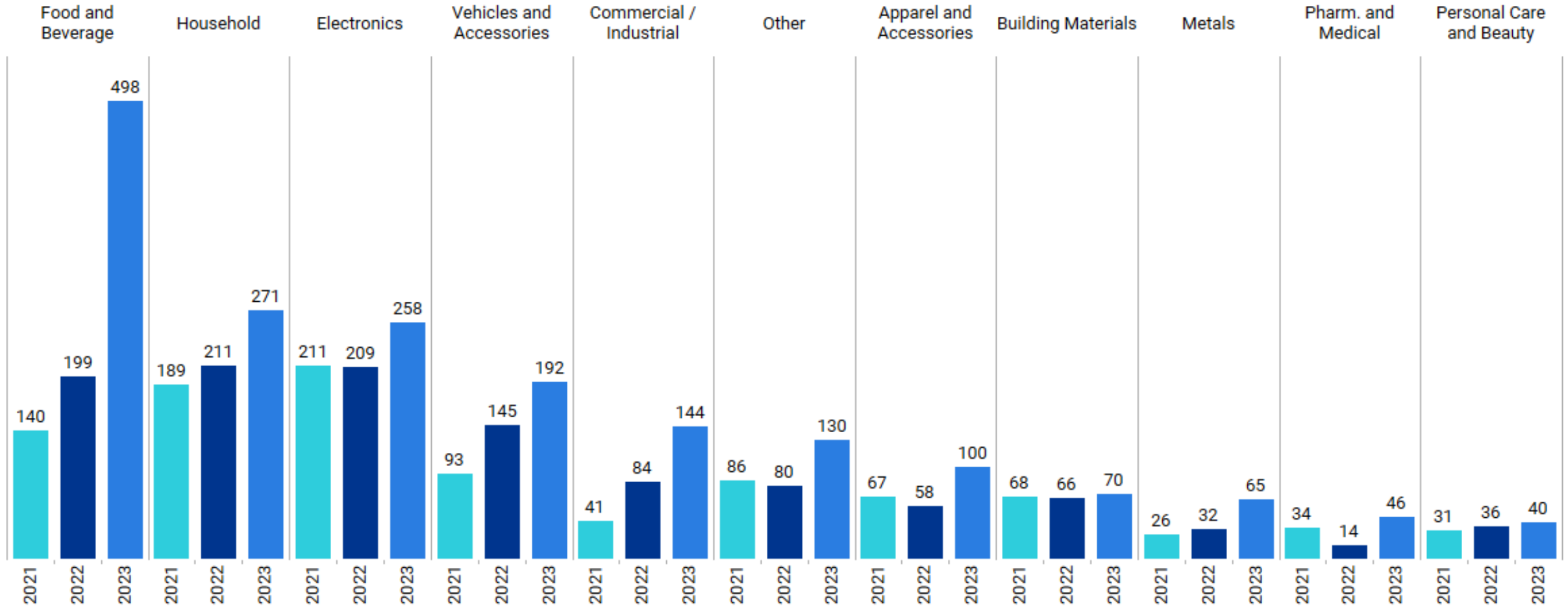


# Cargo Theft by Day of the Week

Theft by Weekday

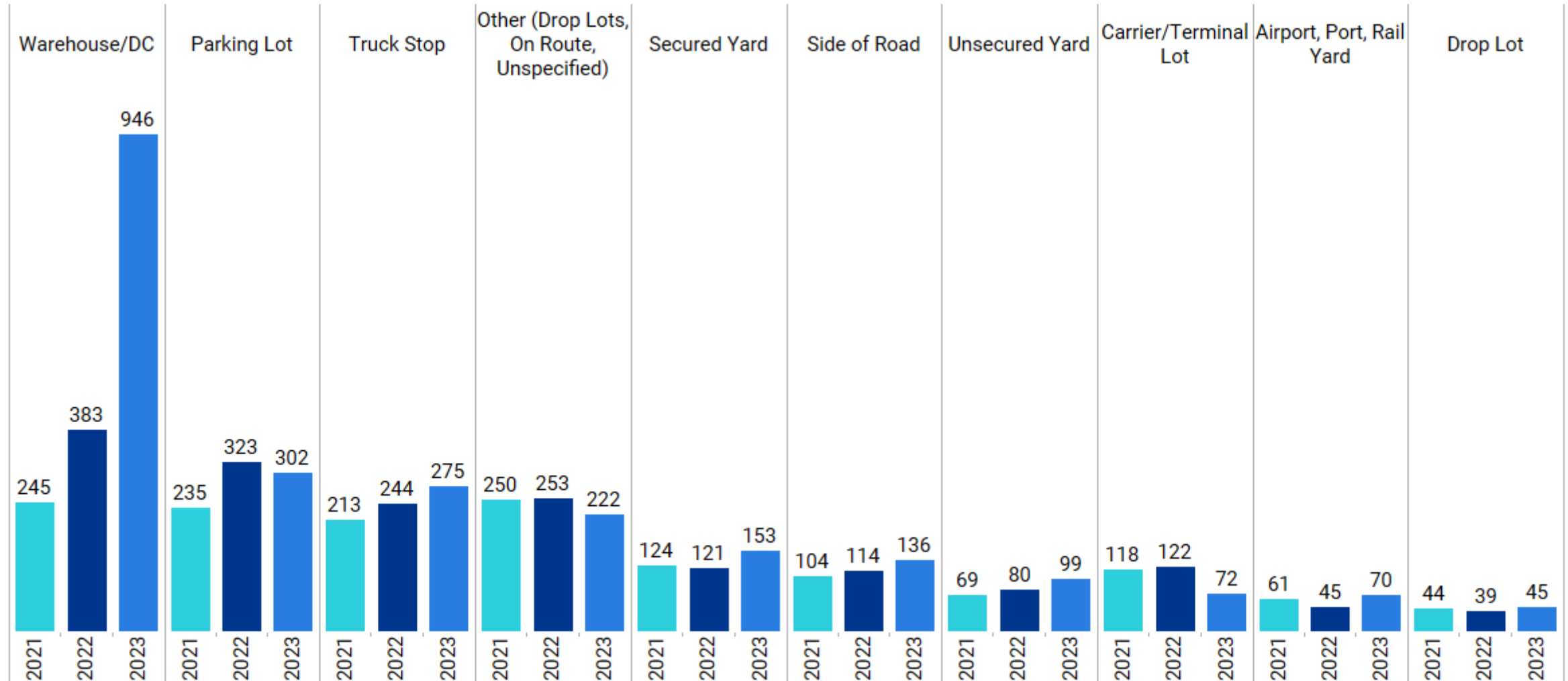


# Cargo Theft by Commodity





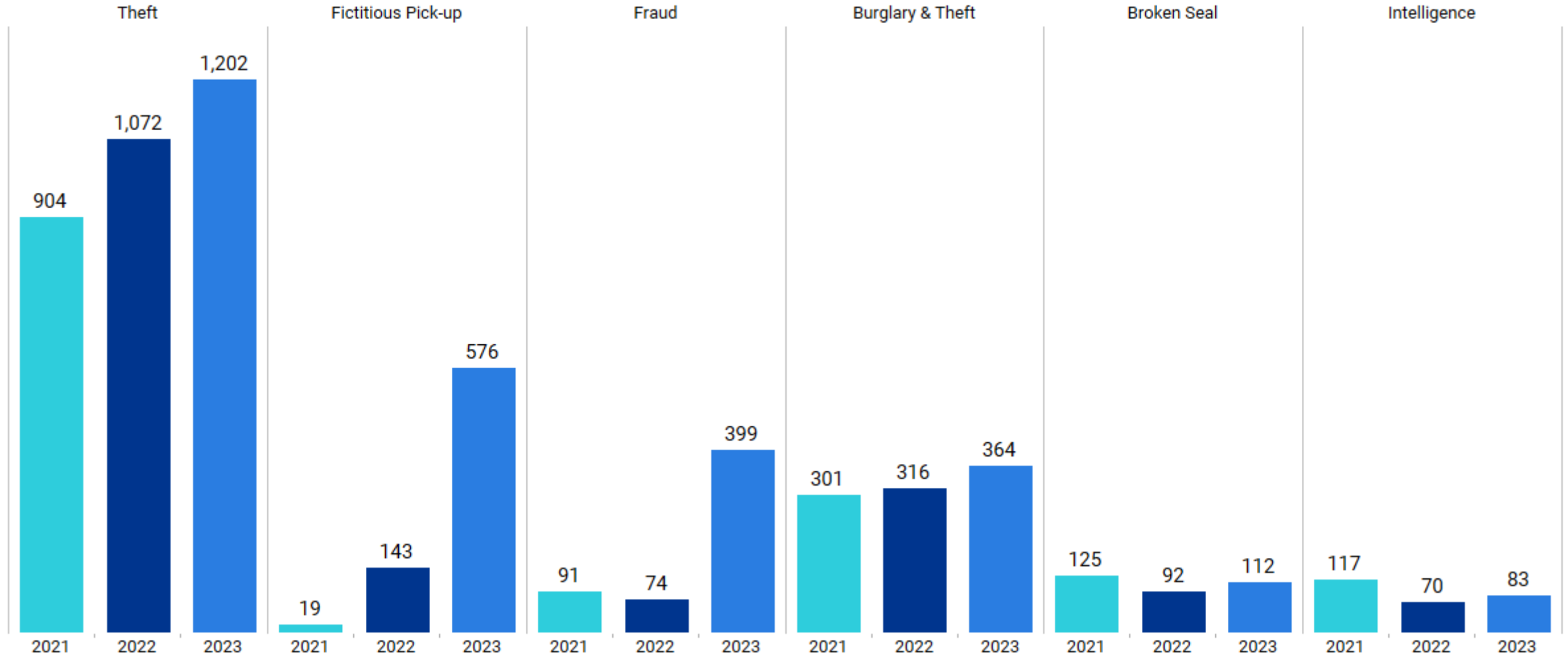
# Cargo Theft by Location Type



# Cargo Theft by Incident Type (Top 6)

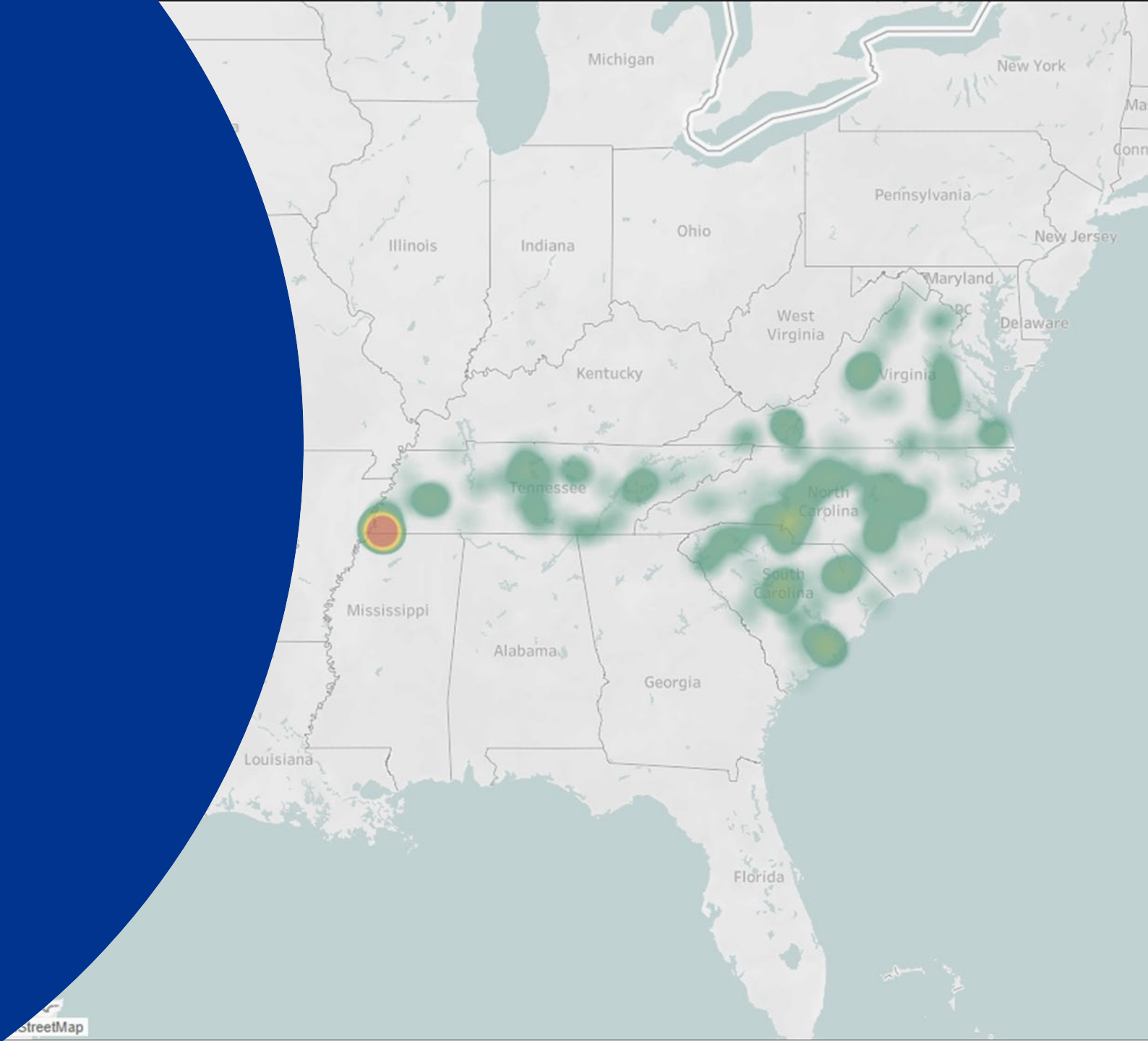
Date Range: January 1, 2021 – December 31, 2023

Theft by Incident Type (Top 6)



# State Breakdowns

- North Carolina
- South Carolina
- Tennessee
- Virginia





# Cargo Theft by State: NC, SC, TN, and VA

## January 1, 2019 – December 31, 2023

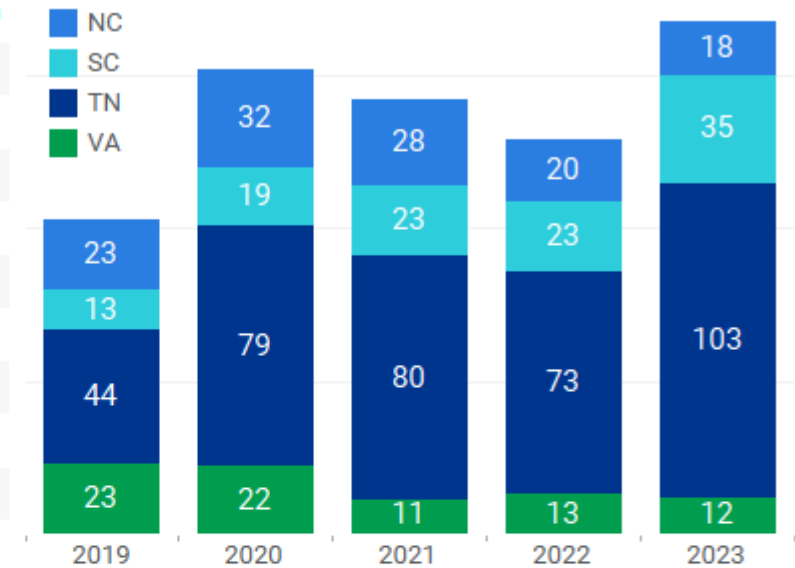
### THEFT DENSITY



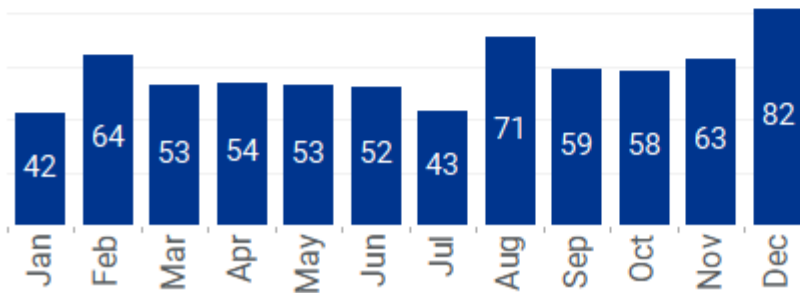
### TOP CITIES

MEMPHIS, TN	290
CHARLOTTE, NC	23
COLUMBIA, SC	11
FLORENCE, SC	10
ROCK HILL, SC	9
NORTH CHARLESTON, SC	9
NASHVILLE, TN	9
JACKSON, TN	9
RAPHINE, VA	8
KNOXVILLE, TN	8
FAYETTEVILLE, NC	8

### THEFT EVENTS BY YEAR



### THEFT EVENTS BY MONTH



### CARGO THEFT BY COMMODITY

	2019	2020	2021	2022	2023
Food and Beverage	28%	31%	22%	14%	35%
Vehicles and Accessories	5%	11%	11%	12%	18%
Household	25%	29%	34%	28%	14%
Other	14%	15%	13%	9%	13%
Commercial/Industrial	11%	11%	7%	9%	12%
Apparel and Accessories	5%	2%	12%	17%	5%
Personal Care and Beauty	4%	6%	6%	11%	3%
Metals	11%	2%	1%	2%	2%

### THEFT EVENTS BY LOCATION TYPE

	2019	2020	2021	2022	2023
Warehouse/DC	16%	20%	20%	26%	36%
Truck Stop	39%	28%	21%	18%	26%
Parking Lot	10%	20%	15%	17%	16%
Other (Unreported / Unspecifie..	19%	18%	24%	22%	13%
Side of Road	4%	6%	11%	9%	4%
Airport, Port, Rail Yard		1%	3%	2%	1%
Unsecured Yard	4%	4%	2%	4%	3%
Secured Yard	9%	2%	4%	3%	1%

# Cargo Theft by State: North Carolina

## January 1, 2019 – December 31, 2023

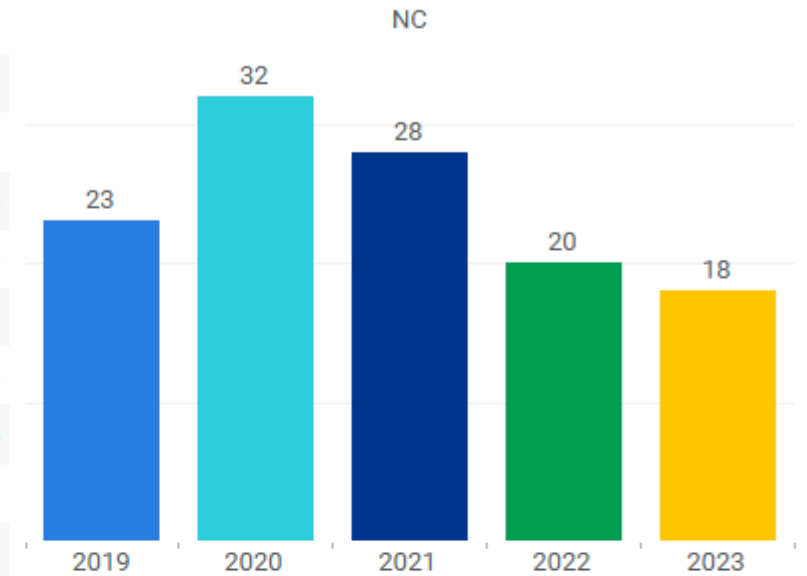
### THEFT DENSITY



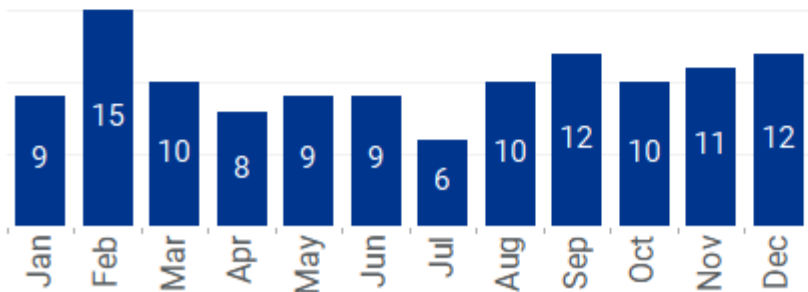
### TOP CITIES

CHARLOTTE, NC	23
FAYETTEVILLE, NC	8
RALEIGH, NC	5
LEXINGTON, NC	5
KENLY, NC	5
GREENSBORO, NC	5
GASTONIA, NC	5
WINSTON-SALEM, NC	4
SANFORD, NC	3
CONCORD, NC	3

### THEFT EVENTS BY YEAR



### THEFT EVENTS BY MONTH



### CARGO THEFT BY COMMODITY

Commodity	2019	2020	2021	2022	2023
Food and Beverage	33%	45%	17%	25%	45%
Other	25%	9%	17%		18%
Personal Care and Beauty		9%	8%	38%	9%
Metals	8%			13%	9%
Household	8%		42%		9%
Commercial/Industrial	8%	18%	8%	13%	9%
Vehicles and Accessories	17%	18%	8%		
Apparel and Accessories			8%	13%	

### THEFT EVENTS BY LOCATION TYPE

Location Type	2019	2020	2021	2022	2023
Warehouse/DC	9%	22%	14%	20%	44%
Parking Lot	13%	25%	18%	20%	22%
Other (Unreported / Unspecif..	30%	22%	46%	40%	17%
Secured Yard	22%	6%	11%		6%
Unsecured Yard	4%			5%	6%
Truck Stop	22%	25%	4%	15%	6%
Side of Road			4%		
Airport, Port, Rail Yard			4%		

# Cargo Theft by State: South Carolina

## January 1, 2019 – December 31, 2023

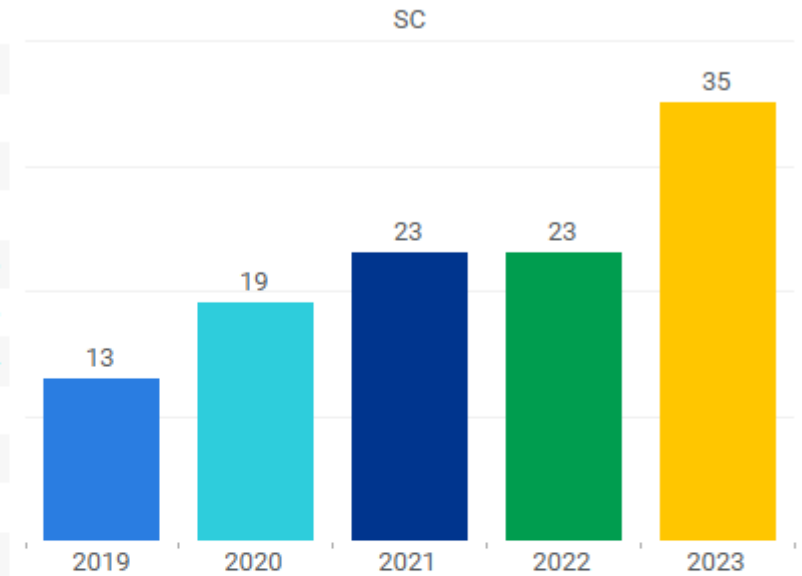
### THEFT DENSITY



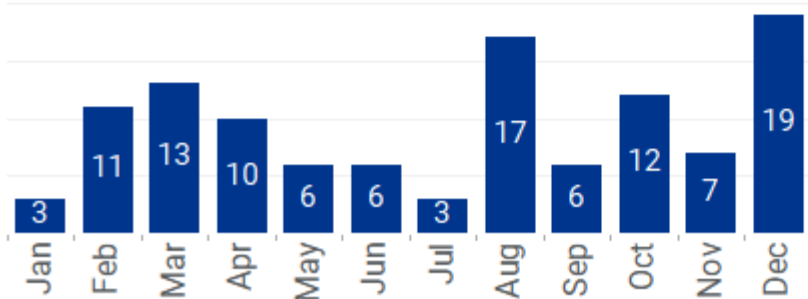
### TOP CITIES

COLUMBIA, SC	11
FLORENCE, SC	10
ROCK HILL, SC	9
NORTH CHARLESTON, SC	9
SUMMERVILLE, SC	6
WEST COLUMBIA, SC	5
CHARLESTON, SC	5
ANDERSON, SC	4
SPARTANBURG, SC	3
ORANGEBURG, SC	3
LATTA, SC	3
GREENVILLE, SC	3

### THEFT EVENTS BY YEAR



### THEFT EVENTS BY MONTH



### CARGO THEFT BY COMMODITY

Commodity	2019	2020	2021	2022	2023
Food and Beverage	29%		27%	20%	35%
Vehicles and Accessories				10%	23%
Household	14%	25%	55%	30%	15%
Commercial/Industrial	29%	25%	9%	20%	15%
Other		25%	9%	10%	8%
Personal Care and Beauty		25%			4%
Apparel and Accessories			9%	10%	4%
Metals	29%		9%		

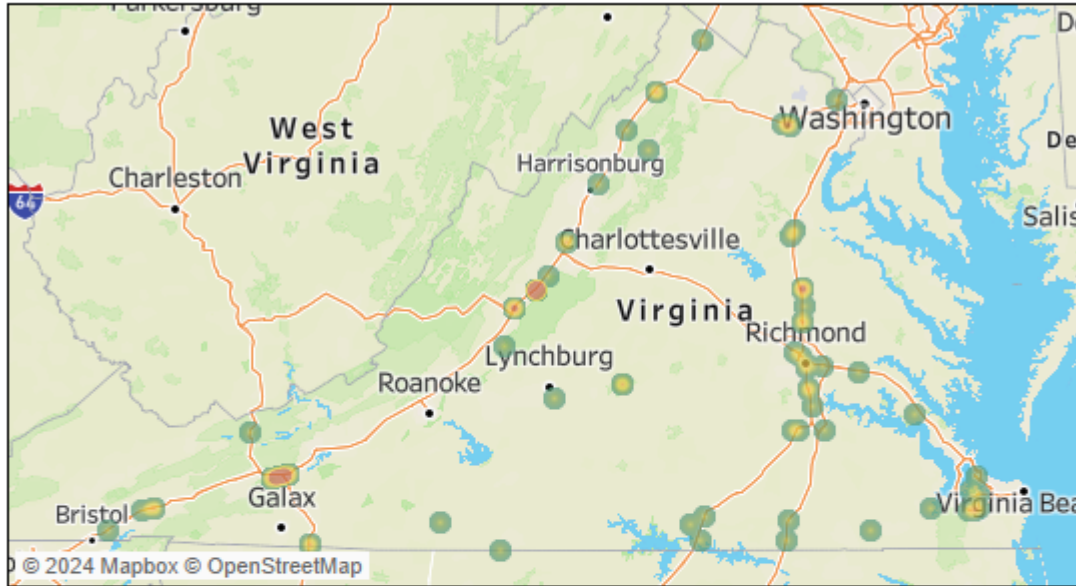
### THEFT EVENTS BY LOCATION TYPE

Location Type	2019	2020	2021	2022	2023
Warehouse/DC	23%	5%	4%	26%	54%
Truck Stop	38%	21%	26%	30%	29%
Other (Unreported / Unspecifie..	15%	26%	43%	13%	11%
Unsecured Yard	15%	21%	9%	4%	3%
Secured Yard			13%	9%	3%
Parking Lot	8%	21%	4%	17%	
Side of Road		5%			

# Cargo Theft by State: Virginia

## January 1, 2019 – December 31, 2023

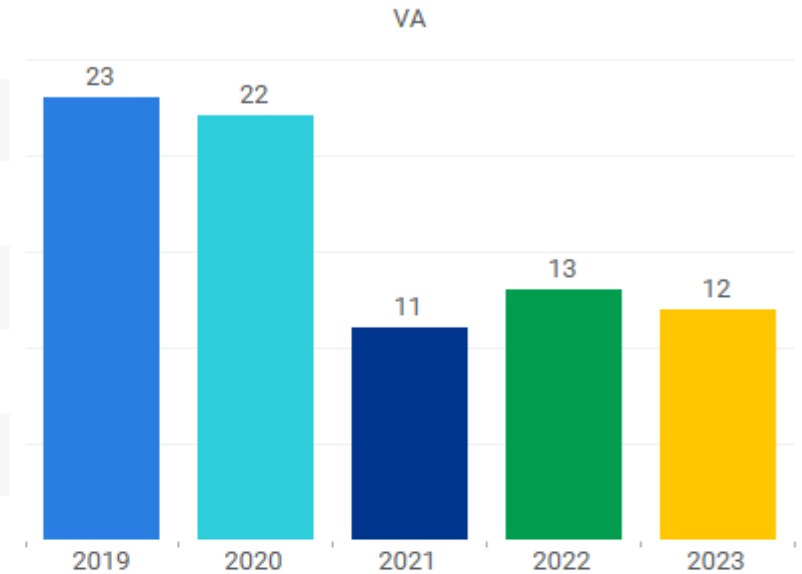
### THEFT DENSITY



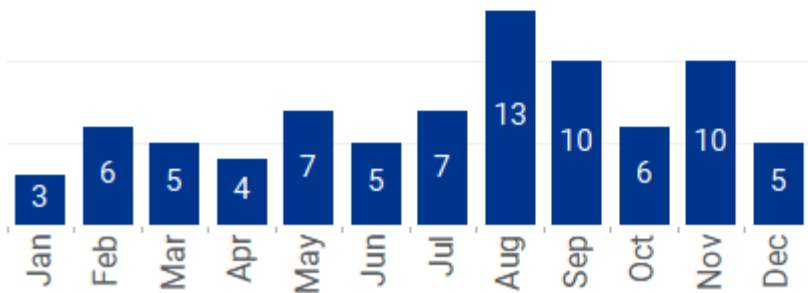
### TOP CITIES

RAPHINE, VA	8
RICHMOND, VA	6
MAX MEADOWS, VA	6
WYTHEVILLE, VA	3
RUTHER GLEN, VA	3
LEXINGTON, VA	3
CHESAPEAKE, VA	3

### THEFT EVENTS BY YEAR



### THEFT EVENTS BY MONTH



### CARGO THEFT BY COMMODITY

Commodity	2019	2020	2021	2022	2023
Vehicles and Accessories				20%	50%
Food and Beverage				40%	50%
Personal Care and Beauty	13%	11%			
Other	25%	22%	29%		
Metals	13%	11%			
Household	25%	67%		40%	
Commercial/Industrial	13%	11%	43%		
Apparel and Accessories	25%		29%		

### THEFT EVENTS BY LOCATION TYPE

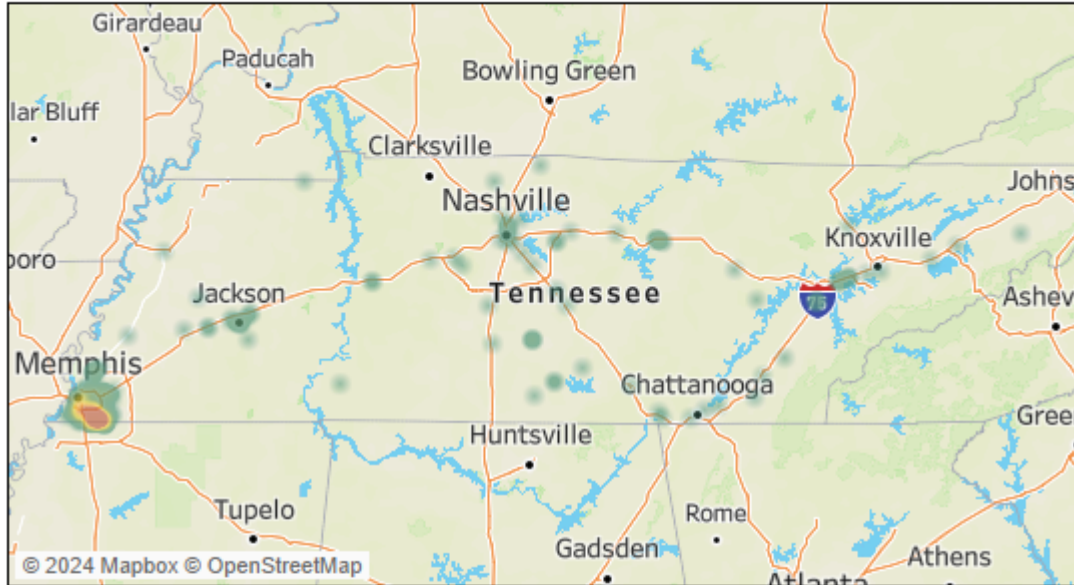
Location Type	2019	2020	2021	2022	2023
Truck Stop	74%	55%	64%	15%	50%
Other (Unreported / Unspecifie..	9%	14%	9%	31%	33%
Parking Lot	4%	9%	18%	31%	8%
Unsecured Yard		5%			8%
Warehouse/DC	9%	18%	9%	23%	
Secured Yard	4%				



# Cargo Theft by State: Tennessee

## January 1, 2019 – December 31, 2023

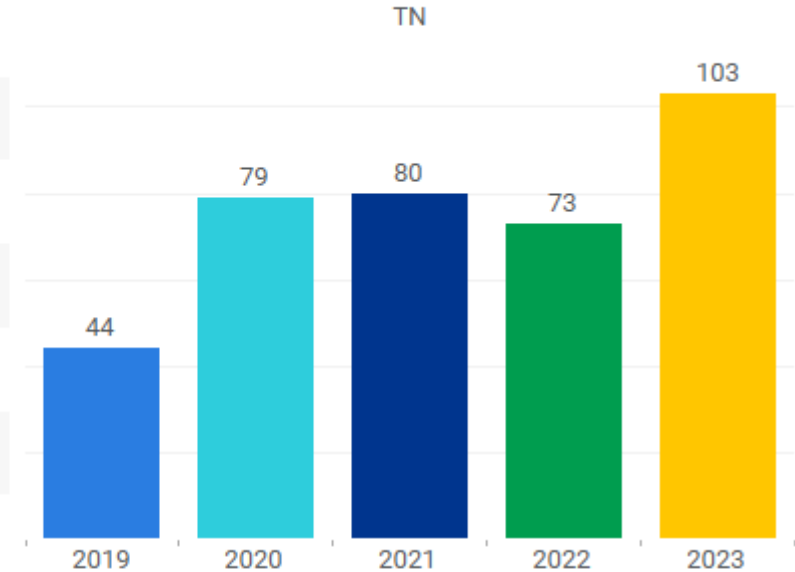
### THEFT DENSITY



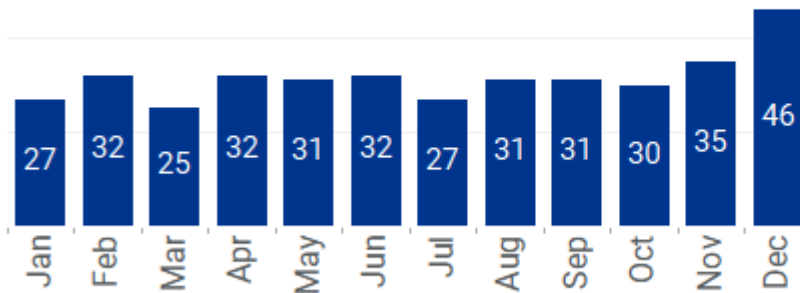
### TOP CITIES

NASHVILLE, TN	9
JACKSON, TN	9
KNOXVILLE, TN	8
MILLINGTON, TN	6
LOUDON, TN	3
LEBANON, TN	3
BAXTER, TN	3

### THEFT EVENTS BY YEAR



### THEFT EVENTS BY MONTH



### CARGO THEFT BY COMMODITY

Commodity	2019	2020	2021	2022	2023
Food and Beverage	33%	37%	25%	7%	33%
Vehicles and Accessories	3%	13%	15%	14%	19%
Other	10%	13%	11%	12%	14%
Household	33%	29%	33%	31%	14%
Commercial/Industrial	7%	8%	2%	7%	11%
Apparel and Accessories	3%	3%	11%	21%	6%
Personal Care and Beauty	3%	3%	7%	10%	2%
Metals	7%				2%

### THEFT EVENTS BY LOCATION TYPE

Location Type	2019	2020	2021	2022	2023
Warehouse/DC	20%	24%	28%	29%	32%
Truck Stop	30%	24%	20%	15%	26%
Parking Lot	11%	20%	16%	14%	21%
Other (Unreported / Unspecifie..	20%	16%	13%	18%	10%
Side of Road	9%	10%	19%	15%	7%
Airport, Port, Rail Yard		3%	4%	3%	2%
Unsecured Yard	2%	1%	1%	4%	2%
Secured Yard	7%	1%		3%	



# Route Analysis



# Automated, Industry-specific Crime Mapping and Route Analysis

- CargoNet's RouteSEARCH tool functions as a route-risk and crime mapping tool for cargo theft and trucking vehicle theft.

**RouteSEARCH**  
powered by CargoNet

**Control Panel**

**Settings**

Origin: charlotte, NC  
Destination: charlotte, NC  
Radius (mi.): 30  
Date Range: Past Week, Past Month, Past 3 Months, Past 6 Months, Past Year  
Custom Date Range: From Date: 2020/03/08, To Date: 2024/03/08  
Load Data

**Add Data Sets**

Commodity Filter 35  
 Truck Stops  
Clear All Markers Cluster Markers (OFF)

**Directions**

A Charlotte, NC, USA  
1 ft. About 1 min  
1. Head on S Tryon St 1 ft.  
B Charlotte, NC, USA  
Map data ©2024 Google

**Theft Location**

- Theft of TRAILER**  
Charlotte, NC 03/13/20 to 03/13/20  
Commodities Involved: Trailer  
Incident Number: CN-20-03-00044  
Zoom To
- Theft of TRAILER**  
Rock Hill, SC, 29730 05/10/20 to 05/10/20  
Commodities Involved: Trailer  
Incident Number: CN-20-05-00038  
Zoom To
- Theft of TRAILER**  
Rock Hill, SC, 29730 05/11/20 to 05/11/20  
Commodities Involved: Trailer  
Total Value: \$30,000  
Incident Number: CN-20-05-00084  
Zoom To
- Theft of TRACTOR / TRAILER / CARGO**  
Gastonia, NC, 28052 06/12/20 to 06/12/20  
Commodities Involved: Food and Beverage-Non-Alcoholic Beverages, Energy Drinks, Trailer, Tractor  
Total Value: \$100,000  
Incident Number: CN-20-06-00045  
Zoom To
- Theft of TRAILER**  
 Mooresville, NC, 28117 09/04/20 to 09/04/20  
Commodities Involved: Trailer  
Incident Number: CN-20-09-00016  
Zoom To
- Burglary of TRAILER**  
Gastonia, NC, 28052 09/14/20 to 09/14/20  
Commodities Involved: Food and Beverage-Prepared Foods-Canned



### RouteSEARCH

powered by CargoNet

**Control Panel**

**Settings**

Origin: Charlotte, NC  
 Destination: Memphis, TN  
 Radius (mi.): 30  
 Date Range:   
 Past Week  Past Month  
 Past 3 Months  Past 6 Months  
 Past Year  
 Custom Date Range:   
 From Date: 2020/03/08  
 To Date: 2024/03/08  
 Load Data

**Add Data Sets**

Commodity Filter 321  
 Truck Stops

**Directions**

Charlotte, NC, USA

619 mi. About 9 hours 29 mins

- Head southwest on S Tryon St toward E 4th St 404 ft
- Turn right onto W 4th St 0.7 mi
- Continue onto W 4th Street Ext 0.7 mi
- Continue onto Tuckaseegee Rd 0.5 mi
- At the traffic circle, take the 2nd exit and stay on Tuckaseegee Rd 0.9 mi
- Turn right onto Glenwood Dr 0.7 mi
- Turn left to merge onto I-85 S toward Gastonia 25.0 mi
- Take exit 10B to merge onto US-74 W toward Kings Mountain/Shelby Pass by Burger King (on the right in 15.1 mi) 55.4 mi
- Take the exit on the left toward I-26 W/US-74 W/Asheville 0.4 mi
- Merge onto I-26 W/US-74 W 34.4 mi

Map Satellite

**Thief Location**

- FAK Burglary & Theft of CARGO ONLY**  
 Memphis, TN 03/20/20 to 03/20/20  
 Commodities Involved: Other  
 Incident Number: CN-20-03-00054  
 Zoom To
- Burglary & Theft of CARGO ONLY**  
 Memphis, TN, 38141 04/05/20 to 04/05/20  
 Commodities Involved: Trailer  
 Electronics-Computers And Accessories  
 Incident Number: CN-20-04-00017  
 Zoom To
- Burglary & Theft of CARGO ONLY**  
 Memphis, TN, 38141 04/19/20 to 04/19/20  
 Commodities Involved: Food and Beverage-Snack Products-Crackers  
 Trailer  
 Total Value: \$100  
 Incident Number: CN-20-04-00097  
 Zoom To
- FAK Theft of CARGO ONLY**  
 Memphis, TN, 38118 05/12/20 to 05/12/20  
 Incident Number: CN-20-05-00031  
 Zoom To
- Burglary & Theft of TRAILER**  
 Memphis, TN, 38141 06/03/20 to 06/03/20  
 Commodities Involved: Trailer  
 Food and Beverage-Snack Products-Chips  
 Incident Number: CN-20-06-00003  
 Zoom To
- Burglary & Theft of WAREHOUSE**  
 Memphis, TN, 38115 05/31/20 to 05/31/20  
 Commodities Involved: Electronics-Televisions And Displays  
 Incident Number: CN-20-05-00110  
 Zoom To
- Burglary & Theft of CARGO ONLY**  
 Memphis, TN, 38118 06/07/20 to 06/07/20  
 Commodities Involved: Trailer  
 Vehicles and Accessories-Vehicle Accessories-Oil  
 Total Value: \$15,000  
 Incident Number: CN-20-06-00019  
 Zoom To



# Types of Supply Chain Crime and Criminal Methods of Operation



# Theft types

## Full Truckload Theft (FTL)

- Sophisticated groups
- US based
- Global threat

## Pilferage Crews

- Local to theft location (<500 miles)
- Targeted loads and potluck

## Theft by Conversion

- Driver picks up and doesn't deliver
- Driver give-up for drugs
- Driver holds load hostage

## Internet (load board) Crimes Theft by Deception

- Fictitious pick ups
- Diverted load
- Co-partnered
- Strategic thefts

# Traditional Cargo Theft

Everything you  
need to know about  
**Cargo Theft**



# Altered Bill of Lading

**THIS SHIPPING ORDER.** Must to be legibly filled in , ink in indelible pencil , or in ca

**Consigned to:**  
**Customer number:00000972**  
**FLORIDA DISTRIBUTORS**  
**10250 NW 108<sup>TH</sup> AVE**  
**MEDIEY,FL 33178**  
**Delivery day:10/29/12 Time:09:00**

**Shipped from:**  
**GENERAL MILLS,INC**  
**NEW ALBANY PLANT**  
**707 PILLSBURY LANE**  
**NEW ALBANY,IN 47150**  
**Shipped Date:10/25/12 Time:1**

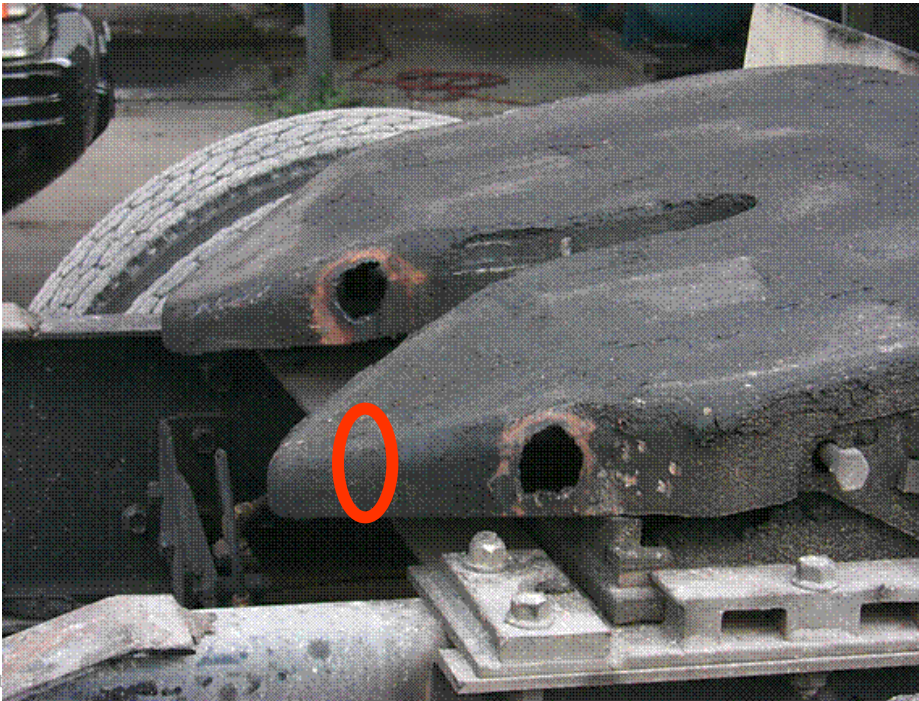
Bill of lading Number. 1319282	Customer Purchase Number. 13204721	Carrier. Sheyla transport
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**Special shipping instructions:**  
None shipping instructions required

f shipped prepaid send freight bill to:General Mills.Inc. freight A/P PO BOX 1137  
Minneapolis 55440

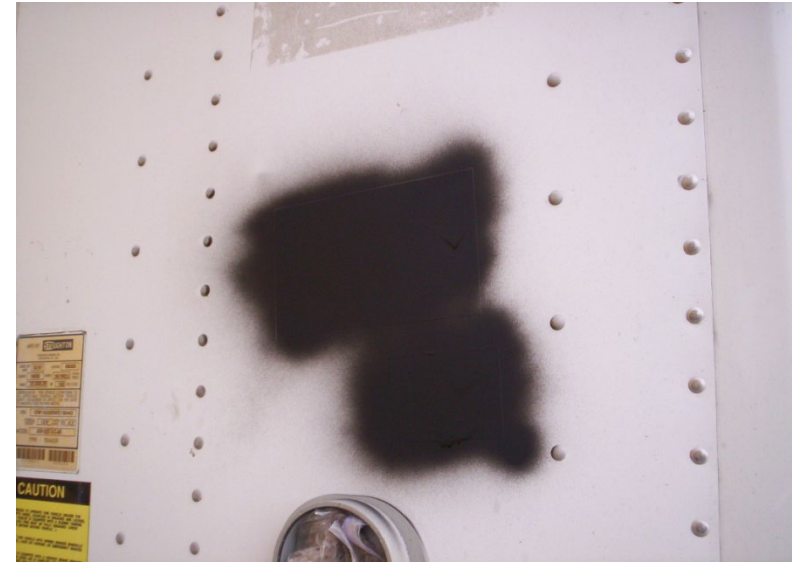
quantity	Material code	Package/size	description	cube
28	017458	32/16.50	ELECTRONIC DEVICE	06
220	017459	32/16.50		
60	89337	16/16.50		
128	136502	32/16.50		
580	146102	16/16.50		

# Altered Fifth Wheel





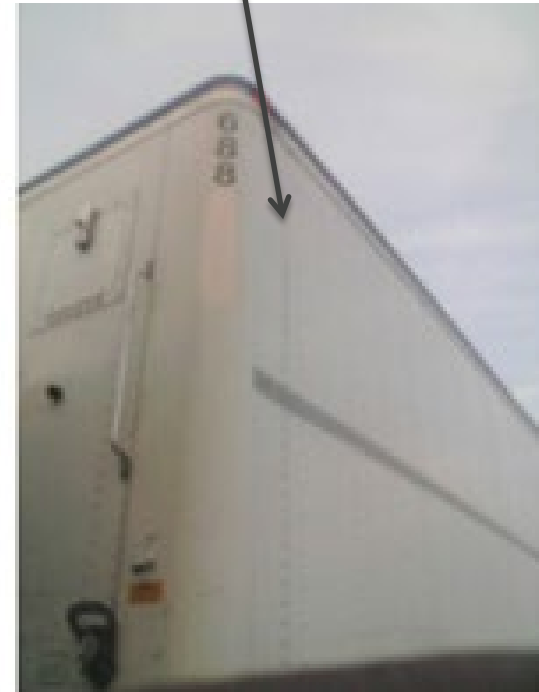
# Tools of the Trade



# Painted Trailer



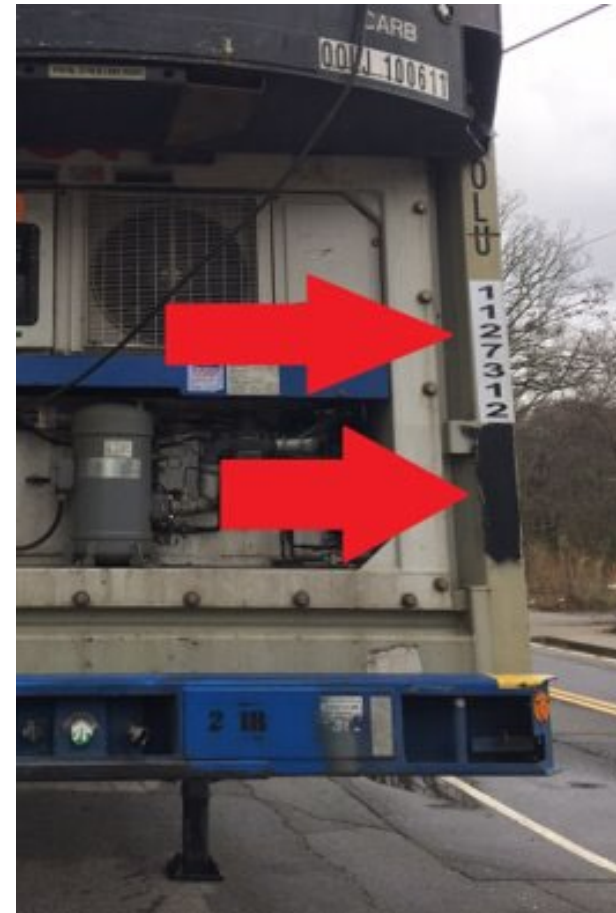
**Carrier's logo painted over**





# Disguising Equipment

- Do not load vehicles with obvious attempts to disguise information that may be more permanently printed or affixed



## Pilferages – Trailer Burglaries

Pilferage refers to a burglary to a loaded conveyance and theft of some, but not all, product.

Most commonly, this is used to refer to a trailer or intermodal container that was broken into and had some product taken.

Pictured: Strategic cut in the hasp allows entry into the trailer while keeping the padlock intact



# Fictitious Pick Ups and Fraud



**FRAUD**



# Common Modus Operandi

## Fictitious Pickup / Strategic Cargo Theft

- Subjects will pose as a legitimate motor carrier, obtain a shipment, and never deliver it. Theft by deception.
- Subjects show up at the shipper themselves and pick up the shipment. Often, but not always, disguise their identities with stolen license plates, fraudulent identifications, etc.
- Shipment redirection/misdirection - Once they have a shipment to pickup, pose as a legitimate logistics company and re-tender the shipment to another motor carrier. Motor carrier is advised it is a “blind shipment” and they will send the real Bill of Lading (BOL) after pickup. Real BOL has another delivery address on it, often a storage unit or crossdock. This prevents associates with knowledge of the scheme from having to show up at the shipper where there are witnesses, video surveillance, etc.

## Fraud

- **Fuel Advance / Quick Pay Fraud** – Subjects pose as a motor carrier and obtain a shipment from a logistics broker. Once the shipment has been picked up, subjects will:
  - Request an advance, electronically receive 30% of the rate and sever connection with the logistics broker and motor carrier.
- **Purchase Order / Stolen CC Fraud** – Subjects pose as a customer and obtain a partial / full truckload of goods using a postpaid invoice terms or a stolen credit card. Subjects will then approach a logistics broker and pay to have a truck transport the shipment to a location they control, most likely using a fictitious identity and stolen credit card.

# 2023 Cargo Theft by Strategic Theft

Date Range: January 1, 2021 – December 31, 2023

576

Fictitious Pick-up events

399

Fraud events

\$56,285,658

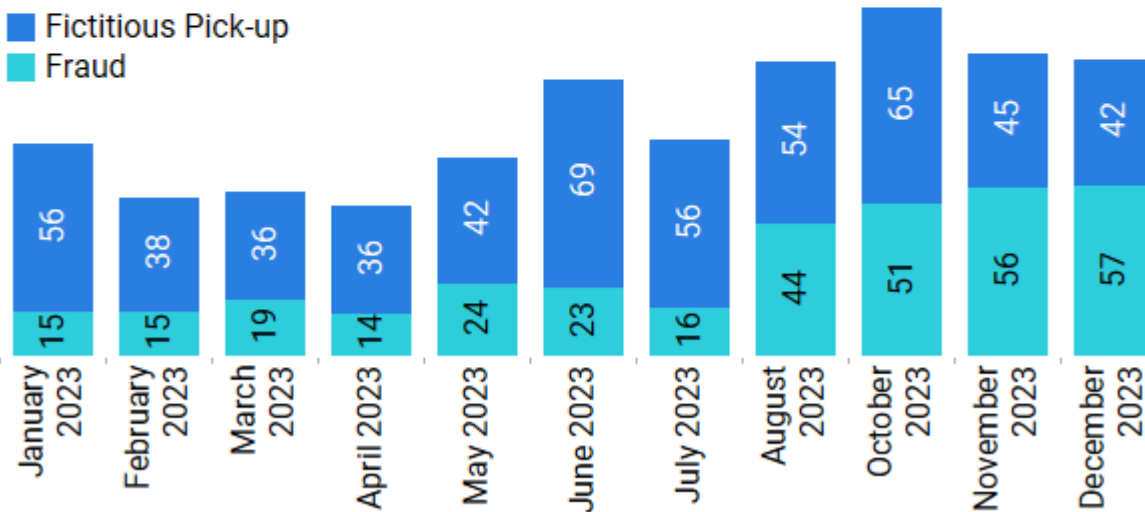
recorded value of stolen freight  
(271 events with decl. value)

\$211,600

average value of stolen freight per event

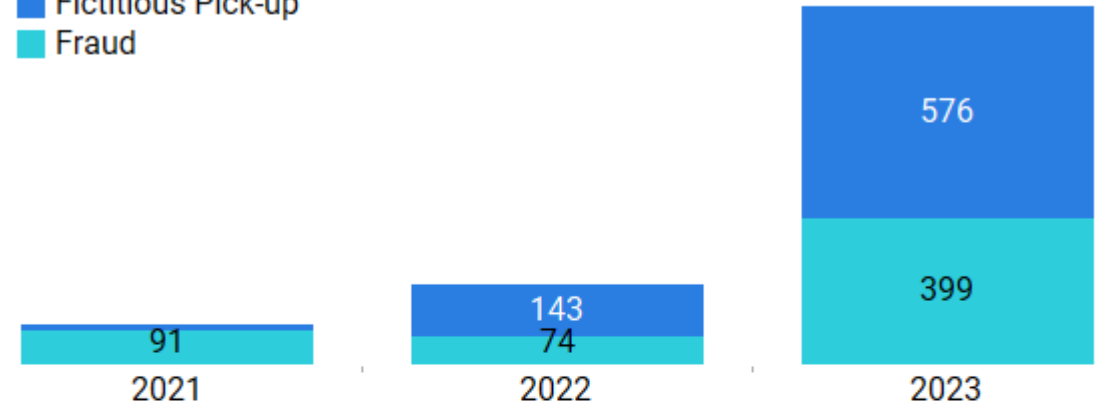
## 2023 REPORTS PER MONTH

Fictitious Pick-up  
Fraud



## FICTITIOUS PICK-UP AND FRAUD REPORTS PER YEAR (2021-2023)

Fictitious Pick-up  
Fraud



## 2023 EVENTS PER STATE



# The Role of Crossdocks in Shipment Misdirection Schemes

- Current shipment misdirection schemes usually launder the shipment through one or more temporary storage locations.
- Temporary storage locations are most often public crossdocks that advertise storage and pallet re-work services.
- There's been efforts to source "private" storage spots through word-of-mouth connections.

# What is Typosquatting?

It involves taking a victim site, for example, example-trucking.com and registering a domain that usually exploits one of the following:

1. A common misspelling (ex: exemple-trucking.com) or foreign-language spelling
2. A misspelling based on typos (exampletrucking.com, exampletrucing.com)
3. A different phrasing: examples-trucking.com, examples-logistics.com
4. A different TLD or vanity TLD: example-trucking.net or example-trucking.website.
5. An abuse of a country code TLD: example-trucking.om, example-trucking.cm, example-trucking.co.

# Example WHOIS Query

1. Does the domain registration date make sense for the business?
2. Updated Date – date/time the whois info last changed.
3. Reseller – this indicates the domain registrar was, in this case domrobot.com, but was purchased through INWX Inc.

Domain Status	Registered And No Website
IP History	1 change on 1 unique IP addresses over 0 years
Hosting History	1 change on 2 unique name servers over 0 year

Whois Record ( last updated on 2023-09-13 )

```
Domain Name: mavlogisticsllc.com
Registry Domain ID: 2811417731_DOMAIN_COM-VRSN
Registrar WHOIS Server: whois.domrobot.com
Registrar URL: https://whois.domrobot.com
Updated Date: 2023-09-05T15:42:53Z
Creation Date: 2023-09-05T15:42:52Z
Registrar Registration Expiration Date: 2024-09-05T15:42:52Z
Registrar: INWX GmbH
Registrar IANA ID: 1420
Registrar Abuse Contact Email: abuse@domrobot.com
Registrar Abuse Contact Phone: +49.30983212112
Reseller: INWX Inc.
Reseller URL: http://www.inwx.com
Domain Status: clientTransferProhibited https://icann.org/epp#clientTransferProhibited
Registry Registrant ID: REDACTED FOR PRIVACY
Registrant Name: REDACTED FOR PRIVACY
```



# VOIP

VoIP services convert your voice into a digital signal that travels over the Internet.

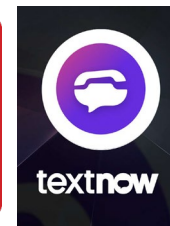
In addition, wireless "hot spots" in locations such as airports, parks, and cafes allow you to connect to the Internet and may enable you to use VoIP service wirelessly.

These services tend to rely on a backbone provider like Bandwidth.com or Onvoy that they then build features on top of.

# Common VOIP Apps

 **TextMe**

Get a new phone number and start texting and making calls for free



# Phone Number Lookup

Private industry can use a phone number line intelligence tool to identify information about the phone number. Here's a sample return for 201-268-3212 which returns a bit more than "Bandwidth.com".

```
Twilio Response for input number 2012683212
-----
Phone Number Statistics
-----
calling_country_code: 1
country_code:        US
formatted_number:    +12012683212
valid:               True
validation errors:   []

Line Intelligence Response
-----
error_code:
carrier:    Peerless Network
type:      nonFixedVoip

Caller Name (CNAM) Response
-----
error_code:
caller_name: VERISK
caller_type: CONSUMER
```

# Phone Number Lookup

## Phone Number Intelligence Services

- Twilio Lookup
- Telnyx Lookup
- Bandwidth.com Phone Number Lookup API
- Abstractapi.com Phone Number Validation and Verification API



# CargoNet's AlertSEARCH

## Advanced Search Functionality to Actionable Intelligence Helps You Fight Fraud!

AlertSEARCH provides advanced search functionality to actionable intelligence within the CargoNet database. AlertSEARCH allows CargoNet members you to search CargoNet's extensive archive of alerts by:

- Suspect's Name
- Phone Number
- Email Address
- Motor Carrier Number
- Commodity Type
- Location Type
- Much More...

The screenshot displays the CargoNet AlertSEARCH interface. At the top, a search bar contains the text 'gonzalez' with 'Reset' and 'Search' buttons. Below the search bar, there are two filter sections: 'DATE SENT' and 'RESULTS'.

The 'DATE SENT' section includes two date pickers: 'Start Date (mm/dd/yyyy)' set to '02/14/2015' and 'End Date (mm/dd/yyyy)' set to '02/14/2018'.

The 'RESULTS' section shows two search results:

- 1. CargoNet Theft Alert - Baldwin, FL - Thermoking Reefer Units Sent on: 10/17/2017**  
 ... Theft of Tractor, Trailer & Cargo Incident Description On 10/16/17 at 8:30 PM, a tractor, trailer, and cargo of Thermo King reefer units were stolen from the TA Truck Stop at 1024 US 301 Baldwin, FL. The driver, Onel **Gonzalez** (G524644884410, FL) of Frank Transportation (MC: 927011), picked up the freight from the shipper at 3700 Port Jacksonville Pkwy, Jacksonville, FL and drove directly to the TA Truck Stop. Reportedly, **Gonzalez** arrived around 8:00 PM and went inside to take a shower. When he returned to where he parked the tractor and loaded trailer, they were missing. According to Total Quality Logistics, this carrier has been assigned this route 15 times ... **Gonzalez** specifically has ran the exact route 5 times. As of the time of this alert, Frank Transportation's carrier authority is no longer active. Date - Time - Location Date & Time: 10/16/2017 at 8:30 PM Address: 1024 U.S. 301 City: Baldwin Sta... ..
- 2. CargoNet Fictitious Pick Up Alert - Ontario, CA - Nexen Tires Sent on: 09/07/2017**

The right side of the screenshot shows a detailed view of the second result, titled 'CargoNet Fictitious Pick Up Alert - Ontario, CA - Nexen Tires'. It features a blue header with the CargoNet logo and 'Theft Alert'. The main content includes:

- Theft of Cargo**
- Incident Description**  
 On 9/1/17, a load of tires was fictitiously picked up from Nexen Tires of America at 4305 E. Jurupa Avenue Ontario, CA.  
 An unknown subject going by "Alex" contacted JB Hunt posing as N-Trans Inc and requested to tender this load. The load was successfully picked up from the above location due to be delivered to Hodges Warehouse at 1065 N. Eastern Blvd Montgomery, AL. JB Hunt requested to have Macropoint enabled on the driver. "Alex" provided a phone number of 267-756-3021 for the driver, but Macropoint was never enabled. Macropoint is a cloud based solution that tracks the driver's movements from their cell phone. This allows shippers and brokers to know where the driver is at all times as long as the Macropoint remains enabled.  
 As of 9/7/17, the load has yet to deliver, but the last communication with "Alex" he stated that the tractor was broken down and that is why the load is late. Upon further investigation, JB Hunt was able to obtain the bill of lading from the shipper along with a commercial driver's license of a Israel Rocha **Gonzalez**.  
 CargoNet was able to find a social media account for the driver along with his cell phone number. The phone number was provided to JB Hunt security. Upon speaking to Israel Rocha **Gonzalez** he is a driver for ACI Trucking (MC: 862764). Israel stated he did pick up the load of tires and dropped the trailer at a location in Los Angeles, CA. After completing the transport, Israel turned his paperwork into the manager of ACI Trucking, Irene. Israel provided JB Hunt security with a contact for Irene at 626-575-1288. JB Hunt Security contacted Irene and she was unwilling to cooperate and has become unresponsive.
- The victim is currently in the process of filing a police report and obtaining additional information from the shipper.**

# Law Enforcement Collaboration & Case Study



# Law Enforcement Collaboration

## Importance of Law Enforcement Relationships





# Tips & Best Practices





## A Phone Number is Not An Identity

The advent of Two Factor Authentication (2FA) has pushed the idea that a phone number is both “lock and key” to authenticating a person or company.

- **SMS password resets or login passcodes make it possible for anyone with your phone number to authenticate as you.**
- **SIM swap attacks make it possible for attackers to take over your phone number, make calls as you, and receive your messages.**

Most of the scams and fictitious pickups we see would have been prevented if only the victim did not treat a phone number as a form of identity or authentication.

# A Phone Number is Not An Identity

Phone service providers do not authenticate caller ID.

It is possible, and common, to spoof caller ID in a social engineering or identity theft scheme. These are widely known/used tactics for fraud in other industries that haven't yet become mainstream in supply chain fraud.



## Mail.com Professional Aliases

Don't be tricked by professional-looking domains offered by the free service mail.com

The free service mail.com allows you to register an address with a professional sounding domain like insurer.com, accountant.com that scammers have leveraged to deceive victims.

A list of 16,347 free email domains is available at <https://gist.github.com/okutbay/5b4974b70673dfdcc21c517632c1f984>.

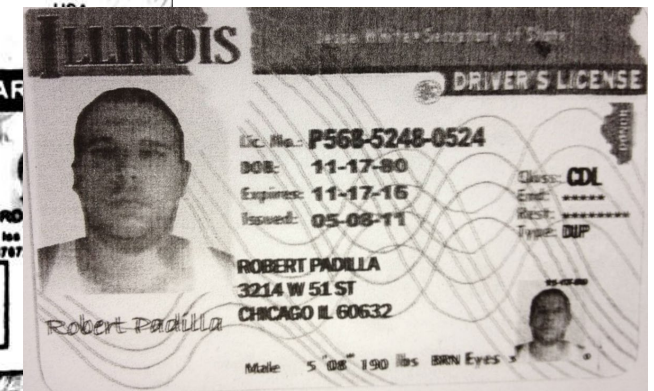
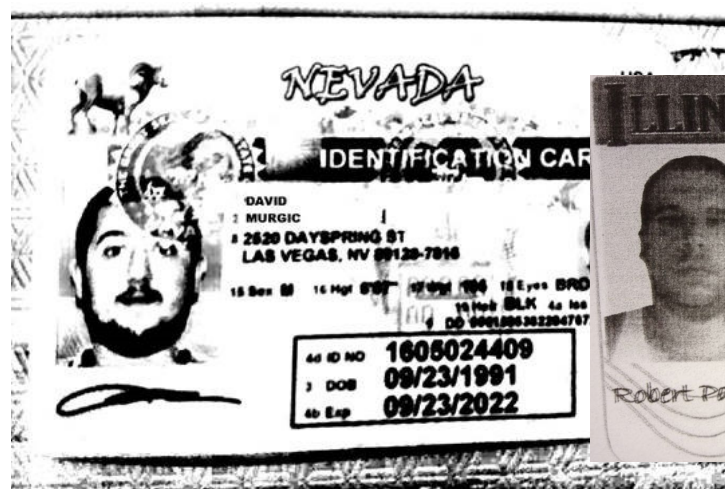


# Fraudulent Driver's Licenses

- Most commonly these will be submitted during the handshake between a carrier/broker or when a driver is picking up a shipment.
- There are commercial services to help validate the authenticity of identity documents, but some basic due diligence can catch poorly made documents.

## Basic tips

- Does the address exist? Can you locate a person by that name at that address?
- Are there misspellings or inconsistencies (learn if the state abbreviates hair/eye color as BRO or BRN, as an example)?
  - Note PA CDL:
    - top-right, "Dups:" is spelled "Dope:"
    - "Endorse:" is spelled "Endors"
- Obvious differences in font styles, such as in the Nevada ID card. Or photoshopping effect as in the Illinois DL.



# Example Fraudulent Certificate of Insurance

**ACORD** **CERTIFICATE OF LIABILITY INSURANCE** DATE (MM/DD/YYYY)  
02/27/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> GREAT WEST CASUALTY CO. Attn: OPERATOR 1100 WEST 29TH ST SOUTH SIOUX CITY NE 68776	<b>CONTACT NAME:</b> CUSTOMER SERVICE <b>PHONE (AG, No, Ext):</b> (402) 468-8520 <b>FAX (AG, No):</b> <b>E-MAIL ADDRESS:</b> greatwestcasulyco@gmail.com <b>INSURER(S) AFFORDING COVERAGE</b> NAIC # INSURER A: GREAT WEST CASUALTY CO. INSURER B: GREAT WEST CASUALTY CO. INSURER C: INSURER D: INSURER E: INSURER F:
----------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**INSURED**  
[REDACTED]  
 AURORA, CO 80017

**COVERAGES** **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

LINE	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFF. DATE (MM/DD/YYYY)	POLICY EXP. DATE (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GENL AGGREGATE LIMIT APPLIES PER: POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC				EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$ 1,000,000
	<input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> Hired AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	MCP37688A	02/27/2018	03/27/2019	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$				EACH OCCURRENCE \$ AGGREGATE \$
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below				W/C STATUTORY LIMITS OTHER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
B	MOTOR TRUCK CARGO	MCP37688A	02/27/2018	03/27/2019	Per Auto Deductible \$100,000 \$1,000

**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)**

\*\*\*\*\*REEFER COVERAGE BREAKDOWN INCLUDES WIS \$2500.00 DED\*\*\*\*\*

<b>CERTIFICATE HOLDER</b>  TO WHOM IT MAY CONCERN	<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE
---------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

# Errors & Concerns

- Great West Casualty Co is an insurer and not a producer/agent. Learn about the difference. It is rare for an insurer to be both – you may see on Progressive, but Progressive uses their own COI and not an Acord form.
- “Date” should be the date you requested a copy.
- Most insurance producers will have a professional email domain – in any case, you should be able to search their phone or email on the Acord COI and get their business to show up.
  - Never trust a phone or email written down – always search the business and verify information before contacting.
  - Most or all states license insurance producers and make their information accessible. You can find a master list of state lookups at <https://sbs.naic.org/solar-external-lookup/>.
  - Best practice: request an Acord COI directly from the producer and confirm the policies are in good standing with the producer prior to doing business.
- Not common to see the same insurer listed as “A” and “B”. Most producers would only list once.
- No NAIC codes listed – lookup at [https://content.naic.org/cis\\_consumer\\_information.htm](https://content.naic.org/cis_consumer_information.htm).

**ACORD CERTIFICATE OF LIABILITY INSURANCE** DATE (MM/DD/YYYY) 02/27/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> GREAT WEST CASUALTY CO. Attn: OPERATOR 1100 WEST 29TH ST SOUTH SIOUX CITY NE 68776	CONTACT NAME: CUSTOMER SERVICE	
	PHONE (A/C No. Ex): (402) 468-8520	FAX (A/C No):
	E-MAIL ADDRESS: greatwestcasualtyco@gmail.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: GREAT WEST CASUALTY CO.	
	INSURER B: GREAT WEST CASUALTY CO.	
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

INSURED: [REDACTED] AURORA, CO 80017

COVERAGES: CERTIFICATE NUMBER: REVISION NUMBER:



# Errors & Concerns

- Insurer letter can be matched to the letter under “Insurers Affording Coverage”. Whenever there is a type of insurance, there should be a letter, policy number, effective and expiration date and policy limits.
- Anyone can lookup a carrier’s bodily injury / physical damage (BIPD) coverage on SAFER. Scammers will access this information and use it to fill in an Acord COI, but not every business has the same insurer for each kind of coverage.
- Certificate holder – should be your business, not theirs, not “sample”, not “to whom it may concern”.
- If there are VINs in the scheduled vehicle section, run through a decoder and verify the check digit is correct. If incorrect, investigate further. It may be an innocent mistake but could cause coverage issues if something were to happen. It could also be an attempt to legitimize a fraudulent COI.

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR		[REDACTED]			EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COM/OP AGG \$
	GENL AGGREGATE LIMIT APPLIES PER: POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/>					
	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS		MCP37688A	02/27/2018	03/27/2019	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED \$ RETENTION \$					
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below					WC STATUTORY LIMITS \$ OTHER \$ E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
	MOTOR TRUCK CARGO		MCP37688A	02/27/2018	03/27/2019	Per Auto \$100,000 Deductible \$1,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)						
*****REEFER COVERAGE BREAKDOWN INCLUDES W/S \$2500.00 DED*****						
CERTIFICATE HOLDER TO WHOM IT MAY CONCERN [REDACTED]				CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 		

ACORD 25 (2010/05)

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# Questions?



Thank You

**Contact Us!**

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+1.201.268.5293