FORZA LOGISTICS GROUP

SHIPPER FIELD GUIDE

CARGO SECURITY FOR SHIPPERS

Six practical steps to protect the booking, the pickup and the move.



BEFORE THE TRUCK LEAVES

Know who is collecting the freight. Give your dock a clear release decision and your team a verified contact when the details change.

PLAN / VERIFY / RELEASE / PROTECT / MONITOR / RESPOND

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How a false booking becomes a real pickup



Cargo can leave through the front gate when someone impersonates a legitimate carrier. A familiar name, a convincing document and a correct pickup reference still need to connect to the people moving your freight.

2025 CARGO THEFT / UNITED STATES AND CANADA

$725M
Estimated losses

18%
Increase in confirmed incidents

36%
Increase in average theft value

Approximate loss estimate; percentage changes versus 2024. Source: FBI IC3, April 30, 2026. [3]

HOW CARRIER IMPERSONATION CAN UNFOLD

Identity is misused

Someone communicates in a real carrier's name.

Booking looks credible

Documents and load details appear to agree.

Pickup is redirected

The arriving driver receives unauthorized instructions.

THE CONTROL POINT

Verify through a trusted second channel before releasing freight or accepting a changed destination. [1, 3]

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Build the plan before selecting capacity

Start with the shipment requirements. Record the decisions so the dock, dispatch team and receiver work from the same plan.

01

DEFINE THE SHIPMENT

Record what needs to move

List the commodity, declared cargo value, origin, destination, appointment windows and equipment. Include site access and handling requirements.

Specify the added controls

For refrigerated freight, document the shipper's temperature, run mode and trailer preparation. For theft-targeted cargo, agree on pickup, route and stop expectations.

Name the release owner

Identify the person who can approve release, the after-hours contact and how unresolved questions reach them.

02

VERIFY THE ASSIGNMENT

Connect the business and contact

Review authority, insurance, identity and operating history against the assigned carrier. An MC number is a starting point for the review.

Call through an independent channel

Compare carrier contacts with FMCSA's SAFER record. If numbers differ, call the listed number to discuss the load. Check suspicious insurance details with the issuing company. [1]

Resolve changes before dispatch

A new dispatcher, driver, domain or truck can require a fresh review. Document the findings and the person who cleared the assignment.



SHIPMENT BRIEF



VERIFIED ASSIGNMENT



RELEASE CONTACT

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Control the release

03

MATCH THE PICKUP

Compare the arriving driver, carrier name, tractor and trailer identifiers with the approved assignment. Record the equipment and pickup reference under your site procedures. [1]

Hold when details differ. The designated contact must resolve a substitution or mismatch and document approval before release. A pickup code alone is insufficient.

04

PROTECT THE HANDOFF

Agree on suitable locks and seals before departure. Where seals are used, record the number and condition. Confirm the cargo, count and any loading exceptions on the shipment record.

Keep shipment access limited. Share pickup references, load details and tracking access only with the people who need them. Confirm who may authorize any later change.

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05 Follow the shipment and every change

Agree on visibility, check-in expectations and the escalation contact before release. A route change, unexpected stop or lost signal needs a person who can verify the situation and decide the next step.

PICKUP — PLANNED STOP — EXCEPTION — DELIVERY

SET THE ACTUAL PLAN BEFORE DISPATCH



Investigate the exception

Use established contacts to confirm the driver's status. A tracking gap calls for investigation; it does not establish theft.

Verify changed instructions

Call a previously verified number before accepting a new destination or contact. Treat unexpected download links as suspicious. [2, 3]

Close the loop at delivery

Confirm arrival, review the signed receipt and reconcile quantities, seal details and exceptions with the shipment record.

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06 Respond and preserve the record

When theft is suspected, act through verified channels. Protect people first and give law enforcement a clear record of the shipment and its last known status.

1

Protect people and report

Contact local law enforcement promptly. Use emergency services when anyone is in immediate danger. Keep staff out of confrontations and leave recovery activity to law enforcement.

2

Notify the people responsible

Contact the broker, carrier and internal incident lead using established numbers. Have the lead coordinate applicable insurance notifications and record who owns the next update.

3

Preserve the evidence

Save the tender, bill of lading, carrier records, original messages, equipment photos, seal details, access logs and last known location. Ask the facility to retain relevant camera footage.

4

Document and improve

For cyber-enabled cargo theft, file a police report and submit a complaint at ic3.gov or contact your local FBI field office. Review the incident and update release instructions before the next load. [3]

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BEFORE FREIGHT LEAVES

Pickup release checklist

Use the approved shipment record. An unknown answer means hold release and call the designated verification contact.

☐	CARRIER	Does the carrier match the approved assignment?
☐	DRIVER	Has the driver been confirmed through the approved carrier contact?
☐	EQUIPMENT	Do the tractor and trailer identifiers match the approved plan?
☐	PICKUP	Is the pickup authorized under the current release instructions?
☐	CHANGES	Have all substitutions or changed instructions been independently approved?
☐	DEPARTURE	Are seal records, departure details and the monitoring contact complete as required?

RELEASE RECORD

Load reference _____ Checked by _____

Release approver _____ Date and time _____

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Forza Shield connects the checks

Our shipper-side experience shapes the questions we ask. Forza Shield connects independent carrier information with the people, equipment and shipment in front of us.

EIGHT CHECKS ACROSS THE SHIPMENT

BEFORE DISPATCH	Authority	Insurance	Identity	Carrier history
BEFORE RELEASE	Driver	Equipment	Pickup	
THROUGH DELIVERY	Monitoring			

The depth of review and added protections depend on the commodity, cargo value, lane and theft exposure. Ask which controls apply before tender. Forza Shield helps reduce risk; it does not eliminate it or replace cargo insurance.

BUILD ONE LANE WITH FORZA

Share your lane, commodity, declared value and pickup requirements. We'll review what the move needs.

SOURCES AND FURTHER READING

Forza Shield protocol and shipment-specific controls
Forza high-value freight planning
About Forza and our shipper-side experience
[1] FMCSA Broker and Carrier Fraud and Identity Theft
[2] FBI Business Email Compromise
[3] FBI IC3 Cyber-Enabled Strategic Cargo Theft Surging April 30, 2026

Sources checked October 16, 2026. General practices are recommendations for shipper review. Apply the controls agreed for your shipment. Photographs are AI-generated.

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