

Cargoos Flags an Overlooked Freight Fraud Risk: The Customer

Recent account review shows why freight brokers should verify customers and authorized contacts as carefully as carriers

CHICAGO, IL, UNITED STATES, August 14, 2026 /EINPresswire.com/ -- Freight fraud is usually discussed from the carrier side: stolen identities, double brokering, cargo theft and unauthorized pickups.

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The goal is not to make legitimate customers jump through unnecessary hoops. The goal is to recognize when something does not add up before a truck is dispatched and freight is already at risk.”

*Jaymie Freeman, COO of
Cargoos Logistics*

[Cargoos Logistics](#) says the industry may be overlooking another point of exposure — the customer.

The company recently stopped activity involving a prospective customer account after inconsistencies surfaced during verification. The account had been introduced through a newly engaged freight agent and initially appeared to contain the information expected from a legitimate commercial shipper.

Further review raised questions about the account, the individuals associated with it and supporting information provided during onboarding.

Cargoos halted activity, preserved relevant records and began an internal review.

The company is not publicly identifying the individuals or business involved while that review continues.

“Freight companies have become much better at asking, ‘Is this really the carrier?’” said Jaymie Freeman of Cargoos Logistics. “We also need to ask, ‘Is this really the customer — and is this person actually authorized to act for them?’”

A Legitimate-Looking Account Is Not Always a Legitimate Account

Fraudulent activity does not always arrive with an obvious red flag.

A company name may be real.
The address may be real.
The website may be real.
A W-9 may look correct.
Credit information may check out.

The problem is that individual pieces of legitimate information can still be used to create a misleading picture.

Cargoos says customer verification should therefore go beyond collecting documents. Information should connect across multiple independent sources.

Possible warning signs can include inconsistent contact information, difficulty confirming an individual's relationship with a company, unusual urgency around first shipments, discrepancies between submitted documents and independently verified records, or sudden changes to payment or shipping instructions.

"A document can verify one piece of information. It should not automatically verify the entire relationship," Freeman said. "The important question is whether the company, the contact, the documents and the transaction all make sense together."

Freight Security Has Two Sides

Cargoos says the incident has prompted the company to strengthen its customer onboarding process, with greater emphasis on independently confirming company information, authorized representatives and supporting documentation.

The broader lesson extends beyond one account.

Freight security increasingly requires verification across the entire transaction — carrier, driver, broker, customer, documents and payment instructions.

For legitimate shippers, stronger verification can also provide protection. Fraud involving a company's identity or employees can lead to shipment disruption, payment disputes, cargo loss and reputational damage.

"The goal is not to make legitimate customers jump through unnecessary hoops," Freeman said.



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Cargoos plans to share additional lessons from its review as part of a broader educational effort focused on practical freight verification and fraud prevention.

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