



Fraud Prevention in Vehicle Logistics: Protecting Your Dealership in the Digital Age

Thursday, January 29, 2026



February Education and Training Classes

February 10

Mastering Inbound Phone
and Internet Sales

February 11

Billers Workshop:
Processing Out-of-State
DMV Transactions

February 19

Management By Fire



**Visit www.gnyada.com/education
to register**

Lincoln Tech Career Fair

LTI Queens Campus, New York City

Thursday, March 12, 2026:

- 10 AM – 1:30 PM
- 6 PM – 8 PM

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Connect with qualified Lincoln Tech students and conduct on the spot interviews. Find your next auto tech!

For more details, please reach out to Jeremy Mercado at 718.746.5900 or jeremy@gnyada.com.





HOW TO AVOID VEHICLE TRANSPORT FRAUD

WHAT EVERY DEALER NEEDS TO KNOW IN 2026

**>> ROYCE NEUBAUER
FOUNDER & CEO, AUTO HAULER EXCHANGE**



THE LANDSCAPE TODAY >>



WHY FRAUD IS INCREASING

- Digitization of the industry
- Fragmented industry
- Incentives for bad actors

TRANSPORTATION METHODS

BROKERS

**LOAD
BOARDS**

**DIRECT TO
CARRIER**

**MARKETPLACE
PLATFORM**

AHX REPORT

THE STATE OF TRANSPARENCY IN VEHICLE TRANSPORTATION 2026



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For decades, vehicle logistics has operated as a largely opaque industry, where limited transparency is treated as the norm. But today, the consequences of that opacity are becoming impossible to ignore: volatile pricing, inconsistent delivery speeds, and an industry increasingly vulnerable to fraud.

Topics Covered:

- Industry satisfaction scores
- Top challenges in vehicle logistics
- Delivery time expectations
- Fraud statistics
- State of transparency

Nearly one in three shippers experienced vehicle transportation fraud in the last three years



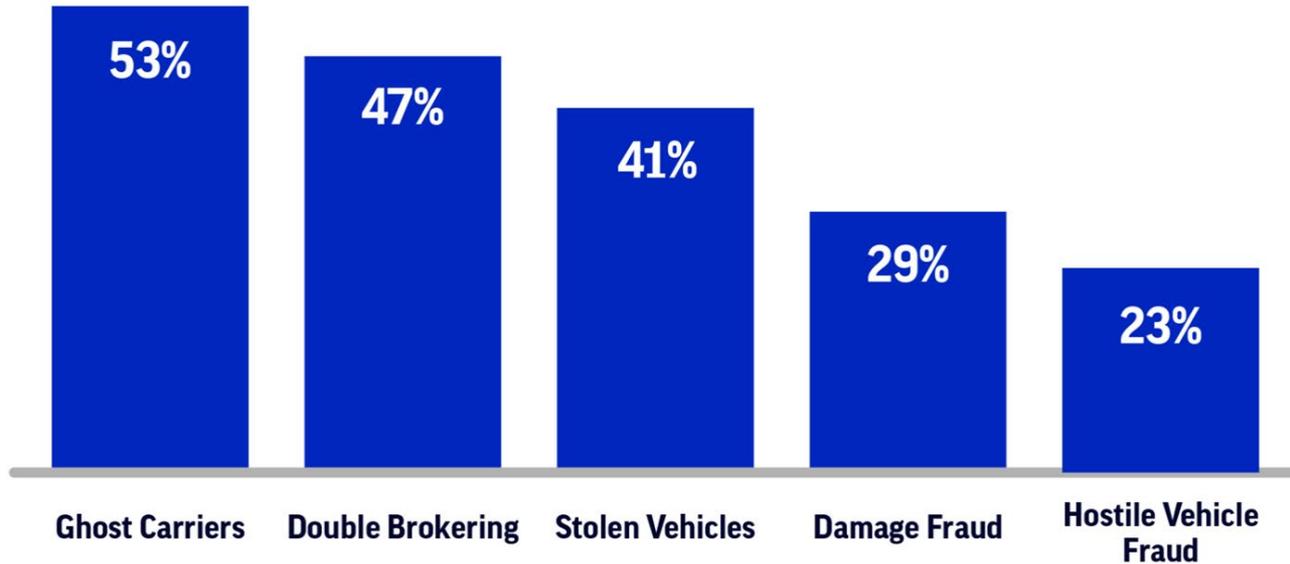
29%

The State of Transparency in Vehicle Logistics



Ghost carriers are the most common form of fraud

Most common forms of fraud (of those who reported fraud in the last 3 years)



The State of Transparency in Vehicle Logistics



COMMON TYPES OF FRAUD

GHOST CARRIERS

Pose as a carrier by using fraudulent documentation, gets a deposit or money up front then never picks up the vehicle.

DOUBLE BROKERING

A broker or carrier will sub out the load to another carrier at a lower rate and pocket the difference.

STOLEN VEHICLES

There are many ways to steal a vehicle, but the most common is for fraudsters to pose as legitimate transporters there to move your vehicle, but never deliver your vehicle to its final destination.

DAMAGE FRAUD

A vehicle is damaged in transit or at an auction but no one owns up to the damage making it difficult to get reimbursement.

HOSTILE VEHICLE FRAUD

The carrier picks up the vehicle then holds it hostage until you pay more money or meet other demands.

Respondents who primarily rely on **brokers or load boards** are

***72% MORE LIKELY
TO REPORT FRAUD***

than those who work directly with carriers or use a direct-to-carrier marketplace like Auto Hauler Exchange.

BROKERS

- Multi-party handoffs
- Fragmented accountability
- No communication between carrier and shipper
- Misaligned incentives (cheap carriers = more margin for brokers)

LOAD BOARDS

- Limited or non-existent carriervetting
- Low barriers to entry
- Payment handled off platform
- Lack of claims resolution handling

WHY FRAUD THRIVES WITH BROKERS & LOAD BOARDS

WHAT'S AT STAKE?

- Financial loss
- Reputational damage
- Legal and insurance exposure
- Delayed deliveries

HOW TO AVOID FRAUD



1. Standardize how vehicles are released
2. Treat pickup changes as a red flag
3. Never resolve disputes under pressure
4. Centralize transport oversight
5. Use technology to enforce process



1. STANDARDIZE HOW VEHICLES ARE RELEASED

- Require **carrier name + DOT number** to match the dispatch *at pickup*
- Verify the **driver's name** & take a picture of the driver's drivers license
- Never release a vehicle to a driver whose info “almost matches”
- Use a **single release checklist** across all stores and shifts

2. TREAT PICKUP CHANGES AS A RED FLAG

Pause shipments if there are:

- Last-minute carrier changes
- New phone numbers or emails
- Requests to rush or bypass verification

3. NEVER RESOLVE DISPUTES UNDER PRESSURE

Prohibit on-the-spot cash, Zelle, or off-platform payments

Require documentation before approving:

- Damage claims
- Additional fees

Escalate disputes instead of negotiating at the gate

4. CENTRALIZE TRANSPORT OVERSIGHT

Limit the number of people who can:

- Book transport
- Release vehicles
- Approve changes

Maintain a single point of contact for transport issues

5. USE TECHNOLOGY TO ENFORCE PROCESS

- Verify carrier identity and authority
- Track chain of custody
- Store photos, BOLs, and communications in one place
- Restrict unauthorized re-posting of loads

PLATFORM

Input shipments directly in AHX's easy to use platform in seconds. You get to set the price offered to carriers and can monitor and track all your shipments.

MANAGEMENT

AHX will audit and monitor carrier DOT safety ratings as well as SLAs for transportation. Monitor your pickup and delivery timelines by carrier and monitor your flow of inventory.

PAYMENTS

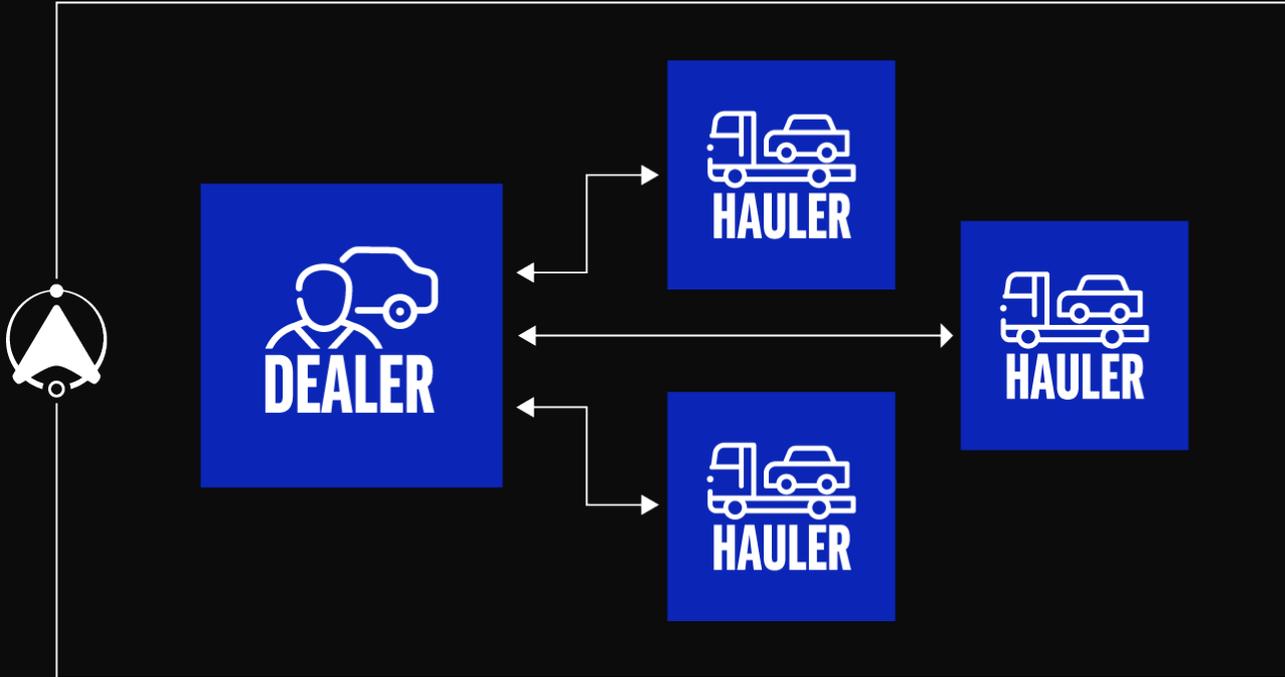
AHX handles payments to carriers once each carrier has successfully and compliantly completed a delivery.

AHX PLATFORM

Marketplace platform directly connecting shippers and carriers to increase transparency and reduce vehicle transport fraud



MODERN MARKETPLACE MODEL



HOW AHX HELPS REDUCE FRAUD

DIGITAL DOCUMENTATION

Everything is handled within the platform – from vehicle upload to payments to communications. No more sending gate passes via email to carriers who call

CONTINUOUSLY VETTED CARRIERS

AHX continuously monitors insurance, safety ratings, authority, and more on every carrier in the Exchange to ensure your vehicles are delivered safely. You can communicate with the driver who booked your load directly.

The screenshot displays the AHX platform interface for a specific load. At the top, the 'AUTO HAULER EXCHANGE' logo is visible on the left, and navigation icons for 'UPLOAD', 'AHX QUOTE', and a shopping cart are on the right. The main header shows 'Board' and 'Load #2369' with a price range of '\$460 - \$560' and 'Tender #AS3BM1421'. Below this, there are several action buttons: 'Add Note', 'Edit', 'View Tender', 'Accept Tender', 'Add Document', and 'Duplicate'. The central part of the screen is divided into 'Origin' and 'Destination' sections. The Origin section lists 'Athens Ford (Business)' at '4260 Atlanta Highway, Athens, GA, 30606, US' with a schedule of '7am - 5pm daily' and contact 'Lawson Hebb (678) 979-3046'. The Destination section lists 'Brittney Shipper (Business)' at '401 S Main St, Royal Oak, MI, 48067, US' with a schedule of 'M - Sat 12pm - 9pm' and contact 'Brit (586) 752-9018'. A 'Notes to carrier' section is also present with a note 'Drop out front.' On the right side, there is a map showing the route from Athens, GA to Royal Oak, MI, with a blue line connecting the two cities. The map includes state boundaries and labels for various states like Minnesota, Michigan, Ohio, Pennsylvania, and Virginia. The bottom left corner of the screenshot shows the 'AUTO HA' logo.

REAL TIME VEHICLE TRACKING

Every carrier on Auto Hauler Exchange is required to be ELD tracked. You can follow your vehicle along every step of its delivery journey.

AHX REAL CUSTOMER STORY

"That's the beauty of having a technology first platform is it's like, no, everything's there. It's all recorded. It's all documented. There's minimal ways for people to insert themselves into the system."

JEFF WATSON

4 Seasons Auto

HOW AHX HELPS AVOID FRAUD



HIGHLY VETTED CARRIERS

AHX has over 5,500 highly vetted carriers in our private marketplace.



SUPPORT TEAM

Our US-based support team is available to help before, during, and after your shipment.



DIGITAL DOCUMENTATION

Everything is handled within the platform from vehicle upload to communications to payment.



REAL TIME VISIBILITY & TRACKING

You can see where your vehicles are along their route.

REDUCED COST

GREATER REACH

INCREASED SPEED

WHAT AHX ENABLES FOR DEALERS

The Auto Hauler Exchange marketplace business model and modern technology allows for increased efficiencies in vehicle transportation at a reduced cost.



**AUTO HAULER
EXCHANGE**

BRINGING TRANSPARENCY TO VEHICLE LOGISTICS

[AUTOHAULEREXCHANGE.COM](https://www.autohaulerexchange.com)