

Royal Transport Secures High-Value Freight with Descartes MyCarrierPortal

Royal Transportation Services

Royal Transport is a nationwide freight brokerage and asset-based carrier headquartered in Fargo, ND, with an additional location in Fairfield, OH. Operating a 100-truck fleet and offering 3PL services across the U.S., the company has built its reputation on handling high-value retail and food shipments with meticulous care. Through its extensive carrier network and specialized asset operations, the company provides cost-effective, secure, and timely freight solutions.

Facing a surge in industry-wide fraud and time-consuming manual onboarding processes, Royal Transport sought a centralized vetting and onboarding solution to protect freight and free brokers to focus on revenue-driving activities. By implementing Descartes MyCarrierPortal (MCP), the company drastically reduced risk exposure, automated compliance checks, and delivered instant go/no-go approvals for carriers. The solution also helped Royal Transport eliminate redundant back-and-forth emails, reduce overhead costs, and protect high-dollar shipments from unauthorized carriers.

“We haul high-dollar freight and, with so much fraud in the industry, we need to know exactly who’s carrying our loads. Descartes MyCarrierPortal lets us do that in 10 seconds; before MCP, it could take us 20–30 minutes.”

Kaleb Groce, Director of Operations,
Royal Transport

Company Profile

Nationwide freight broker and asset-based carrier specializing in retail and food shipments

Descartes Solutions

Descartes MyCarrierPortal

Quick Overview

Challenge

- Increased fraud risk in high-value retail freight
- Cumbersome carrier onboarding processes
- Brokers spending too much time on administrative tasks

Solution

- Automated, rules-based carrier vetting using Descartes MyCarrierPortal
- Manager approvals only on at-risk carriers
- Real-time notifications for critical FMCSA changes

Results

- Significantly reduced exposure to fraud
- Greater oversight for high-value loads
- Time savings on carrier onboarding leads to more revenue-driving tasks

Challenge: Preventing Fraud and Speeding Onboarding

With cargo theft on the rise, Royal Transport required a more robust way to quickly ensure every carrier's legitimacy and to guard against fraud and identity theft of carrier MC numbers. Brokers were bogged down in administrative tasks—spending up to 20-30 minutes per carrier on setup by emailing, faxing, and verifying information manually—eroding the time available for revenue-focused activities. In addition, with bad actors growing more sophisticated, frequent red flags like spoofed addresses, unverified phone numbers, or mismatched FMCSA data threatened to slip past the team, risking major financial losses.

Solution: Automated Vetting and Real-Time Alerts with Descartes MyCarrierPortal

To safeguard its premium loads and improve day-to-day efficiency, Royal Transport implemented Descartes MyCarrierPortal as its core onboarding and compliance platform. By establishing preset parameters and leveraging real-time updates, the company quickly identified unfit carriers and significantly cut down on repetitive tasks.

With MCP's configurable rules that instantly flag carriers lacking proper insurance, authority, or contact details, the company gets immediate go/no-go feedback, which saves brokers from unwittingly onboarding risky partners. "If Descartes MyCarrierPortal says 'no,' 98% of the time we don't even invite them to onboard," said Kaleb Groce, Director of Operations at Royal Transport. In addition, if a carrier triggers any red flags, managers must review and approve before the load is tendered.

The solution also provides real-time notifications of carrier status changes, triggering email alerts if a carrier's rating, authority, or insurance data changes. This gives the company a chance to react before tendering high-dollar freight. For extra-sensitive shipments, brokers can also require drivers to submit VIN-validated truck photos from the pickup location, verifying that the vehicle matches the carrier's records, providing an additional layer of security.

By leveraging Descartes MyCarrierPortal, Royal Transport ensures that every carrier on its roster is verified and trustworthy, letting the team confidently cover more loads and safeguard shipments. "The system saves our brokers hours of wasted time while protecting us from the worst-case scenarios," emphasized Groce. "It's been a game-changer for high-value freight security."

Results:



Enhanced Fraud Prevention

Using MCP, Royal Transport immediately filters out suspicious carriers, preventing potentially massive financial exposure. "We'd rather stop a questionable carrier early than risk a half-million-dollar claim," noted Groce.



Accelerated Brokerage Efficiency

Automated carrier onboarding takes just seconds now, instead of 20–30 minutes, allowing brokers to cover more freight profitably. Staff no longer waste time emailing packets back and forth.



Greater Confidence for Freight

Automated workflows and approvals let management stay involved with sensitive loads, bolstering security. VIN checks and location validation guard against double brokering, ensuring the correct trucks pick up shipments.



Immediate Real-Time Visibility

Frequent updates from FMCSA and built-in alerts keep Royal Transport ahead of rapidly shifting carrier statuses. The ability to rapidly vet key details offers peace of mind in an environment where MC numbers can "flip" overnight.