

Flat World Global Solutions Enhances Productivity and Fraud Protection with Descartes MyCarrierPortal™



Flat World Global Solutions is a comprehensive logistics and supply chain provider specializing in truckload brokerage, LTL, international logistics, warehousing, and project management. Flat World needed a comprehensive and dependable risk management solution to combat industry-wide issues like fraud and double brokering. To streamline processes and strengthen compliance, Flat World implemented Descartes MyCarrierPortal™ (MCP) and Descartes MacroPoint™, gaining increased team productivity, robust compliance management and fraud prevention, and improved carrier relationships.

“We very quickly converted to Descartes MyCarrierPortal and it was clearly the best decision we could have made. I’ve looked at other products, and I have not been able to find one that can match up to Descartes.”

Tyson Neal, Managing Director,
Truckload Brokerage, Flat World Global Solutions

Company Profile

Based in O’Fallon, Missouri, Flat World Global Solutions is a 4PL provider with U.S. and international operations, offering a range of services including brokerage, LTL, warehousing, and logistics. The company streamlines supply chains for companies, leveraging cutting-edge technology.

Descartes Solutions

Descartes MyCarrierPortal™
Descartes MacroPoint™

Quick Overview

Challenge

Manual Onboarding and
Fraud Vulnerability

Solution

Simplified Carrier Vetting,
Onboarding and Monitoring

Results

- Accelerated vetting and onboarding processes
- Reduced manual labor making leaner staff more productive
- “Bulletproof” compliance and risk management
- Improved carrier relationships and onboarding experience

Challenge: Manual Onboarding and Fraud Vulnerability

Prior to using Descartes, Flat World relied on manual carrier onboarding practices. “Before Descartes MCP, we were like the Wild West,” recalls Tyson Neal, Managing Director – Truckload Brokerage, Flat World Global Solutions. “Being a younger brokerage and not having a network, we were onboarding carriers quite often, and it was a time-consuming process. We were using 411 to look up carriers. We would then send carriers an email packet and they would have to manually sign it.”

In addition, Flat World’s inadequate carrier verification process left the company vulnerable to double brokering and fraud. For the company’s rapidly growing brokerage division, these outdated processes posed a critical threat to the business and its customers. “Fraud is a big problem in our market, and our obligation is to protect our customers and our carriers,” Tyson asserts.

Solution: Simplified Carrier Vetting, Onboarding and Monitoring

Tyson selected Descartes MCP to automate and strengthen Flat World’s carrier vetting and onboarding processes. “When I discovered Descartes MCP, I absolutely loved it,” Tyson explains. “We very quickly converted to the solution and it was clearly the best decision we could have made. It integrates seamlessly with our TMS and it’s a time saver, streamlining our brokers’ day-to-day work and enabling us to run a much leaner team.”

Flat World considers carriers to be customers, the same as shippers, and Tyson says Descartes facilitates a very smooth onboarding process for the expanding network of trustworthy carriers. For example, Descartes MCP’s Intellivite functionality streamlines Flat World’s process for verifying FMCSA-listed contacts. “Click-of-a-button access to a list of actual certified contacts is huge for me,” says Tyson. “Carriers can quickly respond to the Intellivite invitation link, integrating the packet directly into our TMS, making it very easy to onboard a new carrier.”

Features such as VIN verification, as well as real-time monitoring of carrier authority, safety ratings, and insurance compliance via the solution empowers the team to prevent fraud, ensure compliance and virtually eliminate the risk of double-brokering. “Descartes MCP gives us a very thorough look at each carrier, bringing a level of trust that’s instrumental,” Tyson says. “Our internal process combined with the solution has helped us protect ourselves—and is almost bulletproof.”

Flat World also deployed Descartes MacroPoint for real-time shipment visibility, and Tyson appreciates how well the solutions integrate. Descartes MacroPoint’s electronic logging device (ELD) connectivity improves carrier tracking and operational oversight for Flat World, as the company’s brokerage business continues to grow. “The ELD connectivity is very advantageous,” Tyson affirms. “Descartes MacroPoint is a brand that carriers really trust, so we’re having a high rate of adoption on that front.” He adds, “Due to the streamlined process, how robust it is, and the ease of use, I highly recommend the solution.”

Results:



Accelerated Onboarding

With features such as Intellivite and seamless integration with Flat World’s TMS, Descartes MCP substantially reduced the time required to vet and onboard carriers, enabling the team to onboard pre-certified carriers with the click of a button.



Greater Team Productivity

Automated vetting and onboarding significantly reduced manual labor for the Flat Global brokerage team, enabling the company to maintain a lean and productive group in the face of rapid growth.



Enhanced Risk Management

Real-time carrier compliance monitoring via Descartes MCP virtually eliminates double brokering and continuous updates on carrier status (e.g., safety ratings, insurance coverage) provide “bulletproof” risk protection.



Improved Carrier Relationships

The solution’s ease of use improved Flat World’s carrier relationships, supporting its mission to treat carriers as critical partners. Descartes MacroPoint’s ELD connectivity strengthened relationships further with a trusted name—Descartes.