

# Streamlining Carrier Vetting to Ensure Load-level Security



Tallgrass Freight, a full-service freight brokerage based in Kansas, replaced its ineffective carrier vetting solution and manual insurance validation processes with the Descartes MyCarrierPortal™ solution, fully integrated with its proprietary transportation management system (TMS). Tallgrass strengthened its carrier vetting process with real-time VIN validation and user verification, reducing double-brokering, preventing impersonation scams, and mitigating cargo theft risk, while streamlining compliance workflows to increase operational efficiency and control.

“Descartes MyCarrierPortal has transformed us as a company, transitioning carrier vetting from a compliance bottleneck into a competitive differentiator and strategic fraud prevention safeguard. Working with Descartes has been a great experience—from a stress-free implementation and powerful configuration to responsive support and actionable educational resources.”

**Mike Clemmons**  
VP of Product Development  
Tallgrass Freight Co.

## Company

Tallgrass Freight

## Descartes Solutions

Descartes MyCarrierPortal™

## About the Client

Founded in 2012, Kansas-based Tallgrass Freight Co. is an award-winning destination brokerage committed to investing in, and partnering with, independent freight agents across the U.S. The full-service logistics service provider offers a broad range of transportation services nationwide, including less-than-truckload (LTL), full-truckload (FTL), flatbed, intermodal, rail, expedited, white glove, temperature-controlled shipping and more.

For more information, please visit

[www.tallgrassfreight.com](http://www.tallgrassfreight.com)

## Quick Overview

### Challenge

Manual Compliance and Lack of Support

### Solution

Process Automation and Fraud Prevention

### Results

- Enhanced Fraud Prevention
- Stronger Agent & Carrier Relationships
- Greater Efficiency
- Superior User Experience



## **Challenge:** Manual Compliance + Lack of Support

Tallgrass works with nearly 100 agencies in more than 20 states, providing centralized back-office support including carrier management, invoicing, accounting, and payments. The legacy solution was unable to support the scalable vetting and strong fraud prevention safeguards the growing distribution model required. Certificates of insurance (COI) were outdated or inaccurate and, without responsive customer service from their carrier compliance vendor, Tallgrass was forced to waste time manually confirming insurance. Delays in certificate processing led to passing over carriers that might have been valid, to instead offer the load to another carrier at a lower margin. The high cost of the solution was no longer justifiable for the value received. Plus, limited visibility into carrier history increased exposure to bad actors and freight fraud.

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## **Solution:** Automation Drives Efficiency & Fraud Prevention

With the aim of simplifying carrier vetting, ensuring compliance, and defending against freight fraud, Tallgrass implemented Descartes MyCarrierPortal. The brokerage completed a seamless API integration with its proprietary TMS, with Descartes providing documentation and configuration support to match its operational workflows and risk management needs. "It was a big transition for us, but Descartes went the extra mile to make it as easy as it could possibly be," said Mike Clemmons, VP of Product Development at Tallgrass Freight.

The Descartes solution accelerated COI processing and simplified onboarding by automating carrier vetting, prequalification, and packet completion. “With the lack of customer support from our previous vendor, we had to manually confirm insurance just to get carriers on loads—which was totally unsustainable, especially as we scaled freight volume,” said Kristen Gile, Operations Manager at Tallgrass Freight. “Now, automated insurance verification processes and extensive information on carriers and their operating status help us drive fast, frictionless onboarding while safeguarding against fraud.”

“On the compliance side, I love the carrier change log, which lets us see any changes—including banking information to protect against payment fraud—made by the carrier or through the Federal Motor Carrier Safety Administration (FMCSA),” Gile added. “And importantly, our agents are happy. Real-time user verifications and VIN validation confirm rightful ownership and detect stolen or fraudulently altered vehicles, giving agents confidence in every load they book.”

Descartes MyCarrierPortal provides visibility into carrier tracking behavior (including ‘spoofed’ or fraudulent location pings) to help Tallgrass identify suspicious behavior and make data-driven decisions. “With Descartes’ customizable risk assessments and instant rule application, real-time incident reporting, and fraud alert notifications, we’ve been able to identify bad actors and significantly reduce double-brokering incidents,” said Gile. “Plus, if a carrier has been hacked or is verifiably stealing loads, especially over the weekend when it could get overlooked, Descartes MyCarrierPortal immediately pulls that carrier’s insurance, so we don’t inadvertently book the carrier.”

## Results:



### Enhanced Fraud Prevention

Risk assessment workflows, VIN and user verification, and automated FMCSA monitoring safeguards against identity theft and reduces double-brokering incidents. Tallgrass verifies bank account information using carrier change logs to prevent fraud when using QuickPay for remuneration.



### Stronger Agent & Carrier Relationships

With reliable, data-backed authentication of the driver, truck, and carrier behind every load, agents have confidence in carrier vetting decisions that protect their customers’ freight. Automated insurance vetting ensures fast, easy onboarding for carriers, and better service for shippers.



### Greater Efficiency

With seamless TMS integration, Descartes MyCarrierPortal automates carrier vetting and eliminates time-consuming manual COI verification. Real-time verification of carrier credentials, operational capabilities, safety records, and compliance history increases productivity.



### Superior User Experience

The user-friendly solution provides deep visibility into accurate, trustworthy carrier data. Highly responsive customer support, configurable risk management workflows, and documentation trails for auditing optimize compliance efficiency and fraud protection.