



FOR IMMEDIATE RELEASE

Central Dispatch Takes Carrier Verification to Next Level with Launch of Carrier Scorecard, Boosting Vehicle Shipping Security and Transparency

Real-time insights at dispatch help shippers reduce risk, choose carriers confidently and safeguard their operations.

ATLANTA – November 12, 2025 – Cox Automotive's industry-leading logistics brand, Central Dispatch, is raising the bar on carrier verification with the launch of its new carrier scorecard. This feature helps shippers make smarter, safer shipping decisions by surfacing critical carrier data right at the point of dispatch. While Central Dispatch independently verifies each carrier that joins the platform, now shippers have even more tools at their fingertips to verify that a carrier is right for each particular vehicle move.

"Everyone plays a role in fighting fraud in the logistics industry, and the carrier scorecard is one more way we're empowering our shippers to do just that," said Lainey Sibble, head of Central Dispatch at Cox Automotive. "The carrier scorecard puts the data shippers need front and center to help them choose partners more wisely, move vehicles faster, and protect their business better."

Helping Shippers Make Safer Moves

Properly verifying carriers for every vehicle move is a critical step in safely transporting vehicles—but not all shippers were taking the extra steps needed to get to the right information. As a result, some shippers made carrier selections without fully vetting them, leading to potential delivery challenges or frustrations.

That's where Central Dispatch's new carrier scorecard adds value. It puts shippers in the driver's seat by highlighting carrier credentials, performance history and potential issues—right in the dispatch workflow. The key information shippers need to make confident, informed decisions is now right at their fingertips.

What Shippers Will See

When a shipper selects a carrier, a slide-out panel displays detailed information sourced from Central Dispatch and the Federal Motor Carrier Safety Administration (FMCSA), organized into three key areas:

- **Company details:** business type, contact information and ownership structure
- **Performance data:** ratings, reviews, membership history and recent activity
- **Warnings and flags:** inactive status, outdated filings or mismatched authority

Why It's Good for Carriers, Too

While the Central Dispatch carrier scorecard is designed to help shippers make informed decisions and verify carriers for each vehicle move, it also lays the groundwork for carriers to

benefit from future functionality. Coming in 2026, scorecard metrics will power Find a Carrier, a new feature for premium shippers that identifies potential matches for each job. For carriers, strong scorecard performance means better visibility and more chances to be selected as this new feature rolls out.

Part of a Year of Innovation

The carrier scorecard is one of several enhancements Central Dispatch introduced in 2025 to make its platform more secure. Other highlights include:

- **Multi-factor authentication and smarter administration controls** for stronger fraud protection
- **Verified addresses** to support safer transactions
- **Real-time vehicle tracking** for greater visibility throughout transit
- **Educational resources and 24/7 dedicated fraud support** to help users spot risks, make informed decisions and get help whenever they need it

These improvements—and those still to come—reflect Central Dispatch’s ongoing commitment to building the most trusted and user-friendly logistics marketplace in the industry.

To learn more about Central Dispatch’s security resources, visit CentralDispatch.com/resources.

About Cox Automotive

Cox Automotive is the world's largest automotive services and technology provider. Fueled by the largest breadth of first-party data fed by 2.3 billion online interactions a year, Cox Automotive tailors leading solutions for car shoppers, auto manufacturers, dealers, lenders and fleets. The company has 29,000+ employees on five continents and a portfolio of industry-leading brands that include Autotrader®, Kelley Blue Book®, Manheim®, vAuto®, Dealertrack®, NextGear Capital™, CentralDispatch® and FleetNet America®. Cox Automotive is a subsidiary of Cox Enterprises Inc., a privately owned, Atlanta-based company with \$23 billion in annual revenue. Visit coxautoinc.com or connect via @CoxAutomotive on X, CoxAutoInc on Facebook or Cox-Automotive-Inc on LinkedIn.

Media Contacts

Julie Jackson

404-558-7837

julie.jackson@coxautoinc.com

Patricia Calloway

678-245-1835

patricia.calloway@coxautoinc.com