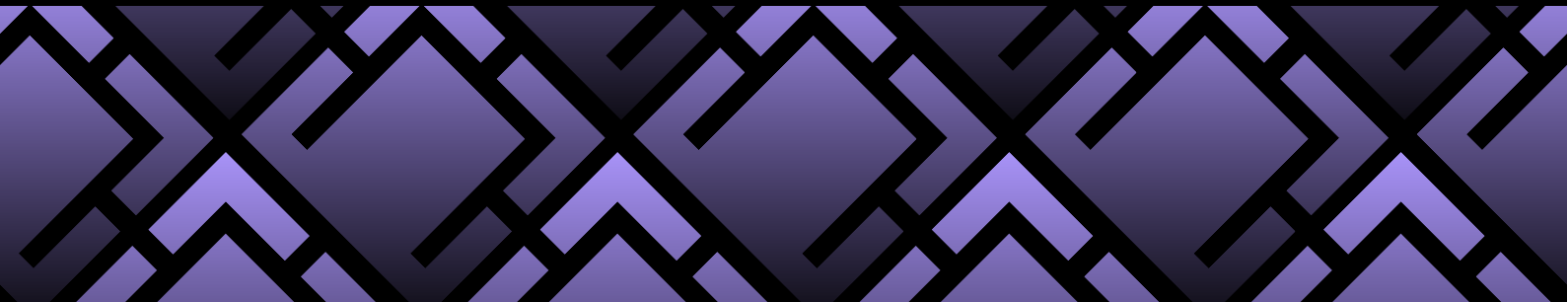


BUYER'S EVALUATION PACK

nShift Audit RFP and security answers

What logistics, finance and procurement, IT, and security ask about carrier invoice audit and recovery, answered with the evidence behind each one.



What this pack answers

A freight operation pays what the carrier bills unless someone can prove otherwise. Evaluating an audit tool crosses four desks: logistics, finance and procurement, IT, and security. Each asks different questions. This pack answers them directly, with the evidence behind each answer.

nShift Audit is carrier invoice audit and recovery software. It reaches general availability in October 2026. Answers marked "at GA" describe capability confirmed for that release, and the security documentation set completes with it. Anything this pack cannot settle in writing, a working session with your own invoices can.

7

checks

run on every invoice
before anyone opens it

99.5%

extraction accuracy across
~200 pre-launch invoices,
9 carriers

1,000+

carriers in the nShift
network, across 190+
countries



1. Audit coverage

Every line of every invoice, before anyone opens it.

What does nShift Audit check?

Every invoice line runs through seven audit checks. Each compares the invoice with your shipment data in nShift Portal: valid shipment, double-invoicing, delivery status, service-level compliance, weight and volume, price within your configured tolerance, and surcharge validity. You can switch each check on or off per company. Before the checks run, the system validates the invoice arithmetic (header versus line sums, tax, credit notes). Every deviation carries a type, a severity, a monetary impact, and a plain-language explanation.

Which invoice formats are supported?

Raw carrier formats arriving as text-based PDF, CSV, Excel, XML, or EDI are supported. Image-only scanned PDFs are not supported. Composite invoices (a summary document plus separate line-level files) are not supported initially. The AI reads each document's structure when it arrives, so there is no format library that limits which carriers you can audit.

How much setup does a new carrier need?

One validation. The first invoice from a new carrier format gets a guided human check; the system automates that format from then on and keeps learning from corrections. There are no carrier-specific templates, rules, or mapping projects to build or maintain.

What happens when the AI is not confident?

Processing pauses. Below a set confidence level, the system asks a person to check rather than guessing. Corrections feed a carrier knowledge base, and anything learned from your invoices stays isolated to your account until it has been independently validated.

How accurate is the extraction?

In pre-launch validation the engine ran at 99.5%+ extraction accuracy on roughly 200 carrier invoices across 9 carriers. From launch, accuracy is re-measured continuously on production volume.

2. Matching and evidence

The invoice, the contract, and the shipment that actually ran.

What is the invoice matched against?

Two sources: your contracted tariffs, and your shipment records. Freight has no purchase order, so there is nothing standard to match an invoice against. nShift Audit uses what replaces it: the rate you agreed and the shipment that actually happened, including weights, services, and delivery events. That is the three-way match: invoice, tariff, shipment.

Where does the shipment data come from?

For nShift customers, from nShift Portal automatically: shipments executed through nShift Ship, Delivery, TMS, or Transsmart are available to Audit without re-entry or file exchange. For standalone use, the audit runs on the invoices and tariffs you provide.

Can we tune what gets flagged?

Yes. Auto-approval thresholds clear small deviations without review, and expected deviations can be accepted so they never enter a claim. The review queue holds only what needs a human decision, ranked by monetary impact.



3. Dispute and recovery

Recovery that keeps invoices moving.

How does a flagged charge become a claim?

You choose per invoice: approve everything; dispute and block payment; or the recommended flow, dispute and clear. Dispute and clear contests the flagged charges and releases the invoice for payment at the same time, so carrier operations, including label generation, continue undisturbed. The platform generates the claim with the evidence attached.

How are disputes tracked?

Each dispute holds its full carrier correspondence in one thread, from submission through resolution or closure, including credit-note settlement. Recovered amounts and open disputes are visible on the dashboard.

Will auditing damage our carrier relationships?

The audit produces documented, factual findings, and you decide what to dispute. Nothing is filed without your approval. Carriers are paid on time under the dispute-and-clear flow, which keeps the conversation commercial.

Dispute and clear

Contest the flagged charges and release the invoice for payment at the same time. Carriers are paid on time, label generation keeps running, and the disputed amount stays on the record until it is settled.

4. Analytics and reporting

Normalized spend, visible across every carrier.

What visibility does nShift Audit provide beyond deviations?

Normalized spend analytics across every carrier: spend per carrier, service, lane, and month; surcharge frequency and cost visualization; outlier flagging for abnormal cost per kilogram, surcharge ratios, weight factors, and zero-amount charges; and a recovery dashboard showing disputed amounts, recovered costs, and the auto-approval rate.

Can we get the normalized data out?

Yes. Ingested invoices are normalized into a standard structure and exportable, so the same data can feed your own BI and finance processes.



5. Finance and procurement

The business case, and what it does beyond recovery.

What is the business case?

Freight audit benchmarks put recoverable overcharges at 3 to 7% of freight spend. One in five freight invoices is inaccurate (Journal of Commerce benchmark study), and in nShift customer research roughly three in four companies audit freight invoices manually or not at all. The audit converts those absorbed errors into verified recovery, and the dashboard reports what came back each month, so the case is re-proven from your own numbers.

3-7%

of freight spend recoverable through
invoice audit

**1
in 5**

freight invoices is inaccurate

Sources: DataIntelto and MarketIntelto market research, 2026; Journal of Commerce benchmark study, 2020

How does pricing work?

Pricing is confirmed at general availability. The demo comes with a tailored quote sized on your operation, and a view of your likely recovery range at 3, 5, and 7% of your freight spend.

Does this help beyond recovery?

Line-level billing evidence changes carrier negotiations. When the carrier argues from their data and you argue from memory, you lose; with rate compliance, surcharge behavior, and service performance documented per carrier, the negotiation starts from your record. Contract compliance no longer depends on whoever last checked a spreadsheet.



With rate compliance, surcharge behavior, and service performance documented per carrier, the negotiation starts from your record.

6. Integration and IT

What implementation asks of your team, which is close to nothing.

What does implementation require from IT?

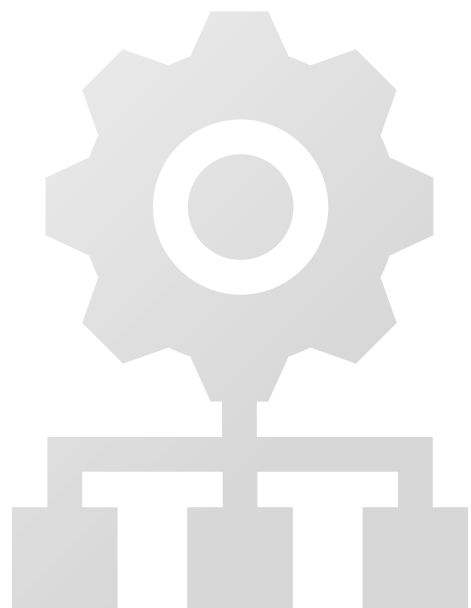
For nShift customers, nothing beyond access: nShift Audit is a native nShift Portal application with single sign-on, and shipment data connects automatically. For standalone use, invoices arrive by upload, with automated ingestion channels part of the GA scope. There is no server footprint and no integration project to schedule.

How do invoices get into the system?

Manual upload from day one; automated ingestion (so invoices arrive without anyone touching them) ships with GA. Carrier format changes do not break ingestion, because there are no per-carrier mappings to break.

Who maintains carrier coverage?

There is no connector list to maintain. Any carrier that can send you an invoice in a supported format is auditable, and the shared knowledge base improves extraction quality as usage grows.



7. Security

Where your invoice data sits, and who has signed off on it.

How is our invoice data protected?

Data is encrypted at rest and handled in a tenant-isolated architecture: each customer's data, corrections, and overrides stay scoped to that customer. Personal data is kept out of application logs. Access runs through nShift Portal sign-on.

Is nShift certified?

nShift is ISO 27001 certified (certification body DNV) and operates under GDPR, with platform hosting in AWS Europe and annual independent penetration testing at platform level. The Audit-specific security documentation set (data residency statement, retention schedule, sub-processor list, AI data-handling note) completes at GA; security questionnaires route through the nShift Security Team and DPO.

Does the AI train on our data?

Customer-specific corrections remain isolated to the customer. The shared knowledge base learns document structure only, and nothing is promoted into it without independent validation across multiple customers. The formal AI data-handling statement is part of the GA documentation set; ask us for the current version during evaluation.



8. Company

The platform, the network, and the heritage the audit runs on.

Who is behind the product?

nShift is the delivery management platform behind 20,000+ businesses, with a carrier network of 1,000+ carriers across 190+ countries and shipping-software heritage since 1997. nShift Audit extends that platform to the money side of shipping: the company that has connected shippers to carriers for decades now checks the invoices those carriers send.

20,000+

businesses run on the nShift platform

1997

shipping-software heritage since





Bring your own invoices to the evaluation

You have read how this works. Book a short working session and we will run it against your own carrier invoices and tariffs, so the recovery range and the security detail are sized to your operation.

Book a demo

REFERENCES

1. nShift trust and security: nshift.com/about/trust-and-security

2. nShift platform compliance: nshift.com/delivery-management-platform/compliance