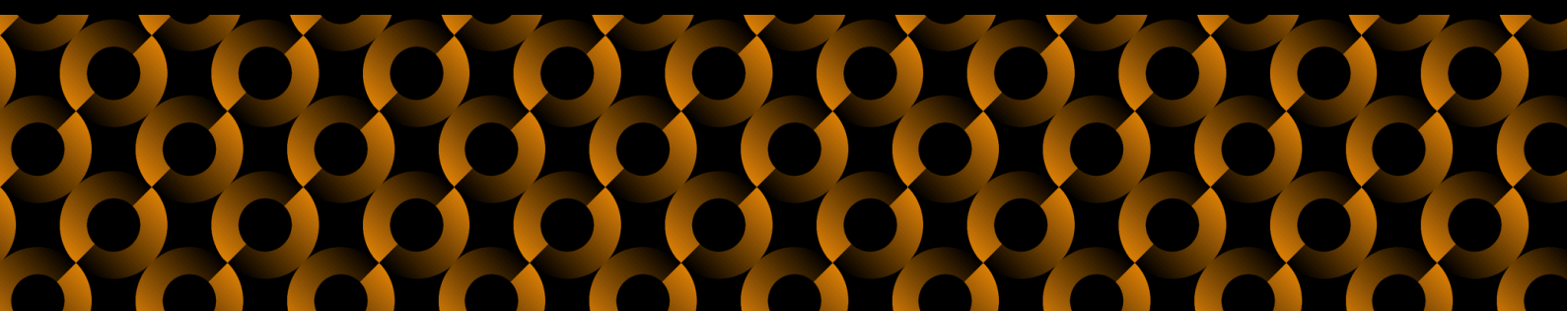


**BUYER'S EVALUATION PACK**

# **nShift Delivery RFP and security answers**

What operations, IT, security and procurement ask, answered with the evidence behind each one.



## What a focused evaluation digs into

Four functions sign off on a book-and-print platform, and each brings its own deal-breaker: how fast staff book and print, what connects and who keeps the carrier side current, who can access what, and which commitments hold in writing.

This pack answers each one from the verified record and names the live source beside it, so you can check the claims yourself instead of taking our word. Where it stops, a demo picks up. Explore the full set of features at [nshift.com/products/delivery](https://nshift.com/products/delivery).

**83%**

order-processing time cut  
measured at GLOWiD

**615%**

more orders shipped at  
Hairlust on the same  
platform

**99.9%**

uptime committed in the  
nShift SLA



# 1. Booking, labels, and printing

The dispatch cutoff does not wait for a slow label.

## How fast can staff book and print?

GLOWiD cut order-processing time by 83% after moving booking and printing to nShift Delivery, from 3 minutes per order to 30 seconds, with errors down by up to 50% and 1.5 full-time equivalents freed for other work.

## Does the product support batch printing at volume?

Yes. Batch printing produces validated label runs at scale; three parcels to 100 receivers in two copies is one job of 600 labels, checked before anything prints.

## How do you stop staff from mis-keying carrier settings?

Printing favorites: governed print configurations with lockable fields, unlimited in number. A favorite can also auto-complete shipments arriving over the API or XML integration, so integrated flows print under the same governance as manual ones.

## Which label formats and printers are supported?

12 laser and 12 thermal media formats, output as PDF or ZPL at 203 or 300 dpi with the full ZPL option set, printed through the Print by nShift client for Windows and Mac, including a service mode.

## Can we consolidate multiple parcels into one shipment?

Yes. Consolidated shipment books multiple parcels as one shipment, holds the EDI until the shipment is closed, and keeps it open for up to 30 days.

Verify: [GLOWiD](#)

## 2. Carrier connectivity

Your carrier agreements, connected and kept current by someone else.

### How many carriers can we reach?

The nShift network spans more than 1,000 carriers across 190+ countries, a platform-wide figure, and more than 160 carriers carry native Delivery connections in the live carrier directory.

### How do we connect our own carrier agreements?

Delivery runs on your own agreements. Carrier customer numbers are connected per sender, and new carrier connections are ordered in the in-app webshop, usually handled the same day.

### How fast does that go in practice?

Bauhaus had all of its carriers configured within 48 hours and ran the implementation without additional nShift help, at roughly 750,000 orders a year.

### Who maintains the connections when carriers change their APIs?

nShift. The FedEx new-API migration was completed in-platform by the end of May 2026, and the UPS OAuth 2.0 mandate was handled the same way, with no customer development work.

### How are sensitive carrier credentials handled?

Per carrier requirement: UPS uses OAuth 2.0, and FedEx uses a child key and secret issued through nShift's registration form, with parent credentials managed by nShift.

Verify: [Bauhaus](#) and [carrier connectivity](#)

### 3. Rates and cost visibility

The rate you negotiated, visible at the moment of booking.

#### Can staff see live rates while booking?

Yes. Price enquiry retrieves live rates from your own carrier agreements during booking, with chargeable weight and pricing details, and the same capability is available to integrations through the prices API.

#### Can we see what a shipment actually cost after printing?

Yes. Price review runs an automatic price enquiry within 15 minutes after printing and stores the result for price reports.

#### Where do the prices come from?

From the agreements you already hold with your carriers, retrieved per booking.

#### **The invoice check starts with your own numbers**

Every price on screen comes from your own carrier agreements, retrieved per booking and stored after printing, so what you approve at the bench is what you reconcile at the invoice.



## 4. Returns, customs, and dangerous goods

The paperwork that stops a parcel is the paperwork worth automating.

### How are returns produced?

Four documented methods, including printing the outbound and return label in one step and creating a return from shipment history, with addresses inverted automatically. Link to print emails the customer a return-label link that only activates carrier EDI when it is used. Plan for one requirement: return services must exist in your own carrier agreement.

### What customs documentation is supported?

Proforma and commercial invoices, CN22/CN23 variants, DHL Express Paperless Trade, EDI-only customs, EORI numbers, and full HS-code line data.

### Can we ship dangerous goods?

Yes, with ADR data at container and item level: UN number, hazard code, packaging group, class, proper shipping name, tunnel restriction, and limited quantities. The item directory stores dangerous-goods data per item, so it is entered once.



## 5. Integration

The connection your IT team builds once and then stops thinking about.

### **What integration methods do you offer?**

A REST API covering shipments, stored and consolidated shipments, manifests, printing, addresses, prices, history, and alerts, plus an Order Management API with order channels, delivery options, and webhooks. Ready-made order channels exist for Shopify and WooCommerce, with custom channels for everything else. Developer documentation is public.

### **Do you support file-based integration?**

Yes, XML file integration through OnlineConnect over TLS v1.2, available in the Nordics. Outside the Nordics, the REST APIs are the integration path. OneDoc merges the label and invoice or delivery note into a single PDF.

### **Can we build and test without shipping anything?**

Yes. Test accounts produce labels marked TEST and send no EDI, so the integration is verified end to end before the first real parcel is booked.

### **Does it hold up inside a WMS-driven operation?**

F-Box runs one million shipments a year through its WMS integration, 95% faster than before, and says: "for 99.9% of the time our employees barely even realize that nShift is there."

Verify: [the Delivery developer documentation](#) and [F-Box](#)

## 6. Notifications and tracking

The customer's first question is where the parcel is; the answer should carry your brand.

### Can customers be notified when their parcel ships?

Yes. Email pre-notification sends right after label printing, in the receiver's language across 8 languages, and item information can replace a paper packing slip. Branded templates carry your logo and campaign content and can link to Branded Track and Trace.

### What does tracking look like across carriers?

One tracking page regardless of carrier, searchable by your own reference or order number, in 9 languages. Status events run from Printed through Out for delivery, Delivered, and Returned, and are available for most carriers. Coverage varies by carrier: some need status reporting activated, and a few provide none, so review your carrier mix with us during evaluation.

# 9

languages

on one tracking page, regardless of carrier



## 7. Reliability

Uptime you can watch from the outside, without an NDA.

### Is there a public status page?

Yes. Delivery, Print by nShift, and Delivery Carrier Connections are named components on the public nShift status page, each with live status and 90-day uptime history.

### What is your uptime commitment?

nShift commits to 99.9% uptime in its service level agreement.

### What volumes does it carry in production?

F-Box books one million shipments a year through the platform. Bauhaus runs roughly 750,000 orders a year.

**90**  
days

of public uptime history for the Delivery components on the status page

Verify: [the live status page](#)



## 8. Security and data protection

Who gets in, what they see, and when the data disappears.

### What certifications do you hold?

ISO 27001 certified, with DNV as the certification body and the certificate available on request. The certification covers the nShift platform.

### How is access controlled?

Login is account, profile, and password, with multi-factor authentication available on every tier. Profile groups partition which shipment data each team sees, roles govern task rights, and API keys support optional IP allowlisting. An "Allow administrator login" toggle blocks everyone outside your organization from entering the account, nShift support included.

### What are your data retention periods?

Shipment history stays online for 6 months with a 5-year archive. Personal data in shipment history is anonymized automatically, after 5 years by default and configurable to your policy. Stored printings are deleted after 3 months, and report files are kept for 1 month.

Verify: [trust and security](#)



## 9. Packaging, references, and validation

What you buy, who else bought it, and what they measured after.

### How is the product packaged?

Three subscription tiers: Essential, Professional, and Premium. Batch printing, price enquiry, email pre-notification, and Link to print arrive with Professional; consolidated shipments, branded tracking and notification templates, and scheduled reports arrive with Premium. Transport insurance is an in-app purchase on every tier.

### What is the pricing model and contract terms?

Pricing and contract terms are tailored to your volumes and needs. Your nShift contact will walk you through them.

### What do customers report at scale?

Hairlust shipped 615% more orders and grew revenue by 642% while expanding into 10 new markets on the same platform, saving around 430 hours a year in the warehouse.

### Can you provide reference customers?

Yes, matched by size, sector, and geography, on request. Published references include GLOWiD, Bauhaus, F-Box, and Hairlust.

### What external validation exists?

Platform-wide: ISO 27001 certification (DNV), Representative Vendor in the Gartner Market Guide for Multicarrier Parcel Management (2024), Representative Provider in the Gartner Innovation Insight for Postpurchase Delivery Experience (2025), and an eCommerce Awards 2026 shortlisting. The product-specific evidence is the customer record above.

Verify: [Hairlust](#)



## Map the rest to your own warehouse

You have read what the record supports. Book a short demo and we will work through the rest together, your carrier mix, your order channels, your cutoffs, and the tier that fits your volumes.

[Book a demo](#)

