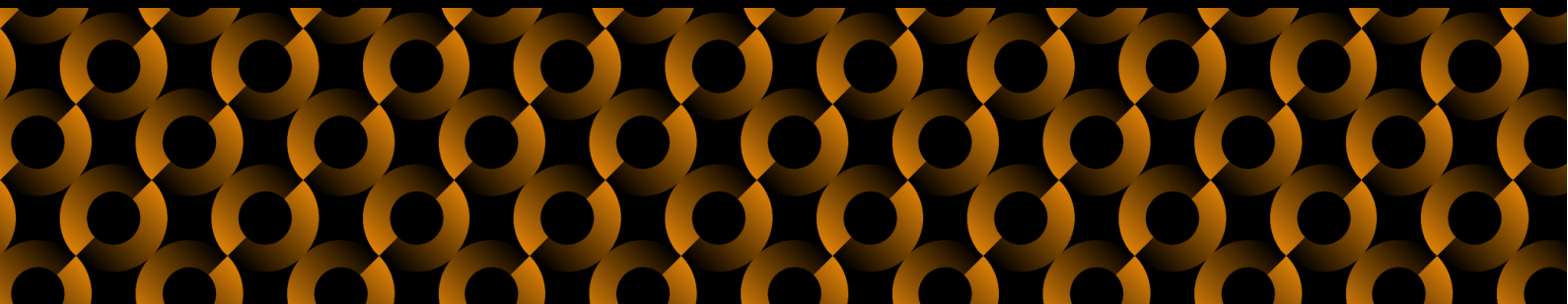


BUYER'S EVALUATION PACK

nShift TMS RFP and security answers

What supply chain and logistics, IT, security and procurement ask,
answered with the evidence behind each one.



What a transport evaluation digs into

A transport operation runs on what the desk can see and what every consignment costs to move. An evaluation like this crosses four desks, and each one arrives with different questions: supply chain and logistics, IT, security, and procurement.

This pack answers them directly, with a live source under each section so you can check the claims for yourself instead of taking our word. Anything the pack cannot settle in writing, a short demo can. Explore the full feature set at nshift.com/products/transport-management-system.

240+

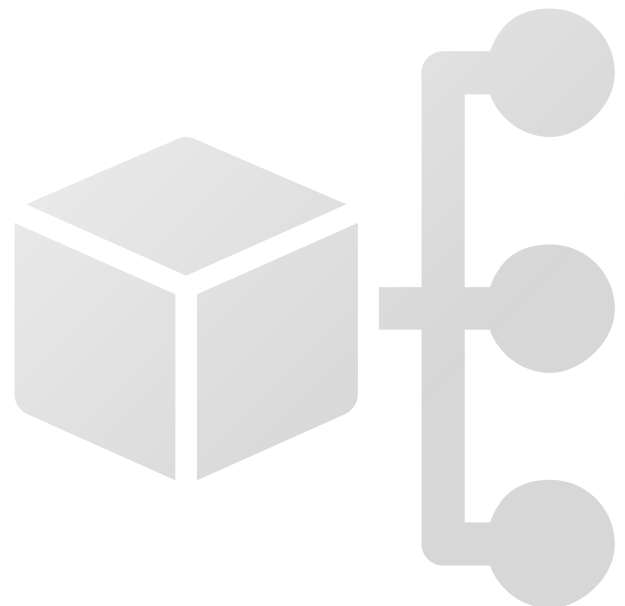
carriers already connected, booked on your own transport agreements

800

pallets a day dispatched by Unilever inside half-hour windows

2x

named a Gartner Notable Vendor, 2024 and 2025



1. Visibility across every consignment

One view of every shipment, wherever the status came from.

What visibility does nShift TMS provide?

Statuses at consignment level, each with its source, location, and time, plus customizable access to all shipment data and notifications set per transport agreement. External milestones reported by partners join the same history.

Can external parties update a shipment without a login?

Yes, through Complement consignment. An external party receives a secure link and adds statuses, ETA and ETD, price information, and documents or photos, including a signed CMR, a POD, or damage photos. The additions become official shipment history, and workflows can act on them automatically, such as opening a claim when a damage photo lands in the record or releasing a sales order to invoicing on Delivered.

Do customers manage delivery performance on this data?

Unilever runs a cold warehouse of more than 10,000 pallets and dispatches around 800 pallets every day inside half-hour delivery windows. In its words: "The information from [nShift] makes it possible for us to constantly measure and improve our deliveries."

Verify: [Unilever](#)



2. Carrier network

Carrier connections nShift keeps current while carriers rewrite their APIs.

How many carriers are connected?

240+ carriers already connected. You ship on your own transport agreements, with the freight payer set per agreement, consignee numbers supported, and temporary numbers for one-off cases.

How do we add a carrier?

From the carrier library, self-service: Add carrier, search, Order, Activated.

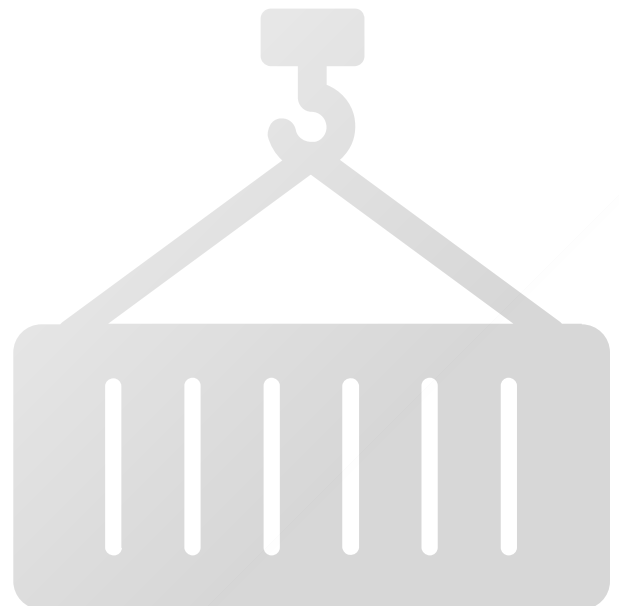
Who keeps the connections current?

nShift does, as carriers modernize their systems. Recent examples: the FedEx REST migration, where nShift secured an extension from FedEx covering all nShift customers, MyDHL Express Global, new PostNord SE booking APIs with nShift-managed activation, and the UPS OAuth update.

Which transport modes are covered?

Road, air, and sea, reported as transport-mode dimensions in Analytics so multimodal flows read in one place.

Verify: [the nShift TMS product page](#)



3. Execution and documents

Booking at volume, with the paperwork the carrier and customs expect.

How are consignments created?

Through the GUI or through integrations. Templates lock fields and restrict use per user, and batch booking covers volume days.

Can we consolidate?

Yes. Several consignments become one shipment, and the goods rows are preserved.

Can a booked shipment be edited?

No. A booked shipment is locked from editing, which keeps the record the carrier received identical to the record you audit.

What documents and customs support exist?

Carrier labels in PDF and ZPL, waybill and CMR, receipt and pick lists, proforma and commercial customs invoices, and the Dangerous Goods Declaration. Customs support includes DHL paperless trade, FedEx Electronic Trade Documents, and a 12-incoterm table.



4. Freight cost control

Freight costs calculated per tariff, comparable per carrier.

How are transport prices calculated?

Per tariff, with calculated price fields on the consignment and price providers per product, DHL Freight via e-ID among them.

What about shipments booked outside the system?

Shipment Hub imports them, so externally booked shipments get price calculation, status tracking, and notifications alongside everything else.

Is there a freight audit module?

No. nShift TMS does not include freight audit, invoice matching, or route optimization. Cost control works through calculated prices per tariff, the Analytics cost KPIs, and carrier-level comparison, and we would rather say that plainly than let an RFP assume otherwise.



5. Analytics

Carrier reviews run on numbers, and the numbers are included.

What analytics are included?

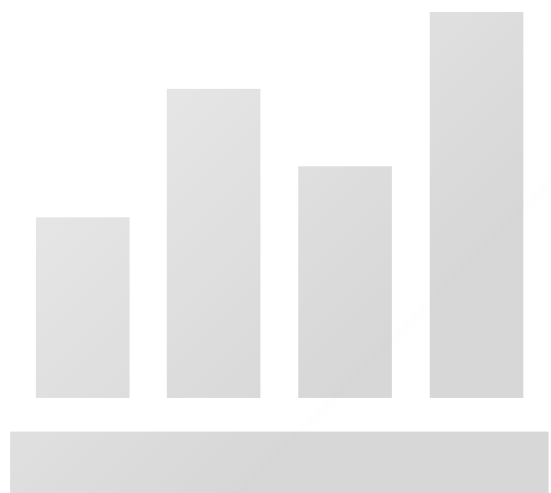
Qlik Sense, in two forms. Analytics Enterprise is the standard app included for TMS customers, with Dashboard, Flow, Status, Carrier, and Details sheets and shipment-level data covering the current and the full previous year. Analytics Custom adds KPIs of your own definition and extended storage.

Which KPIs matter for a carrier review?

Total price, price per consignment, per kg, per m3, and per LDM, alongside status-quality percentages per carrier. That set covers the two questions a review opens with: what did this carrier cost, and did it report reliably.

How current is the data?

Analytics refreshes once per day, so it reads yesterday's operation; live statuses stay on the consignment view. Sheets export to image, PDF, and Excel, and Scheduled Reports extract the data into your own BI.



6. Integration

Bookings flow from the systems you already run.

What integration methods do you offer?

ERP, ordering, and CRM integrations with semi or fully automatic booking, over FTP, SFTP, HTTP, web services, or ApportConnect, the file-based integration with a print client. Event rules return outbound status files to your systems, and the integration documentation is public.

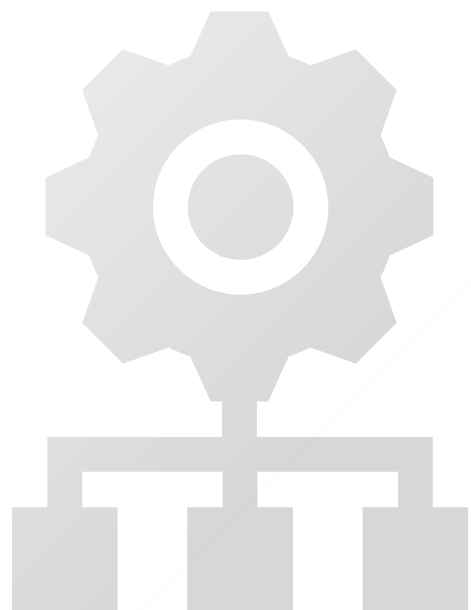
What throughput can the file integration sustain?

In nShift's own regression tests, a single ApportConnect instance processes 2,500 to 4,000 shipments with documents per hour. Treat that as a test-bench figure: hardware and carrier mix shift it in either direction.

Documented in the open

The TMS integration documentation is public, so your integration team can scope the work before a contract is anywhere near signature.

Verify: [the public integration documentation](#)



7. Reliability and hosting

Check the system's health yourself, any day, on the public status page.

Is there a public status page?

Yes. status.nshift.com carries live status for the TMS family, with nShift TMS, Web-TA, and Memnon Apport as named components.

Where is the system hosted?

On AWS since April 2026, with systems hosted in Sweden and, per nShift's customer communication, no changes to GDPR compliance or existing data security agreements. Fixed inbound and outbound IP addresses are published for allowlisting, and system email is sent through AWS SES from a verified nshift.com domain.

What support is available?

Monday to Friday, 08:00 to 17:00 Europe/Stockholm, on +46 (0)8 729 88 50, covering nShift TMS, Web-TA, and Memnon Apport.

Verify: [the live status page](#)



8. Security and compliance

Who can log in, what a link can reach, and what covers your data.

How is user access controlled?

Login is username plus Company ID, with lockout on failed attempts. User administration runs per domain, and templates can be restricted per user.

How are the public collaboration links secured?

Each Complement consignment link is a scoped access token bound to a single consignment. The external party reaches that shipment's collaboration view and nothing beyond it, and never receives a login.

What certifications do you hold?

ISO 27001, certified by DNV, with the certificate available on request, and external penetration testing on cloud systems within a risk-based security program.

What is your GDPR position?

The TMS handbook states: "nShift meets the obligations set out in the EU General Data Protection Regulation (GDPR)." Systems are hosted in Sweden.

Verify: [trust and security](#)



9. Implementation, references, and validation

Fast go-lives, named references, and outside validation two years running.

How fast can we go live?

Ovako's Head of Logistics put it this way: "Our priority has been to get going quickly with the least possible friction to directly achieve the performance we wanted. And that's what we got." On the nShift ROI report, Harvey Nichols reached ROI payback in under 6 months.

3x

faster implementation than quoted alternatives at Harvey Nichols

What results do customers report?

Mobile Climate Control's Managing Director: "Measurable savings in time are also evident, which translate into financial benefits, as well as benefits resulting from analyzing reports." Asmet chose nShift TMS on integration with its IFS ERP, carrier verification, lead time, and cost.

Who outside nShift has validated the product?

Gartner, twice in a row: Notable Vendor in the Europe Context Magic Quadrant for Transportation Management Systems in 2024 and again in 2025. nShift's 2025 announcement states: "nShift transport management software (TMS) enables complete supply-chain visibility."

What is the pricing model?

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

Can you provide reference customers?

Yes, matched by size, sector, and geography, on request.

Verify: [Ovako](#) and [the nShift ROI report](#)



Bring your carrier list and your integration map

The desk-level questions are answered here. The ones specific to your lanes, carriers, and ERP need a conversation. Book a short demo and we will walk through the fit together.

[Book a demo](#)

