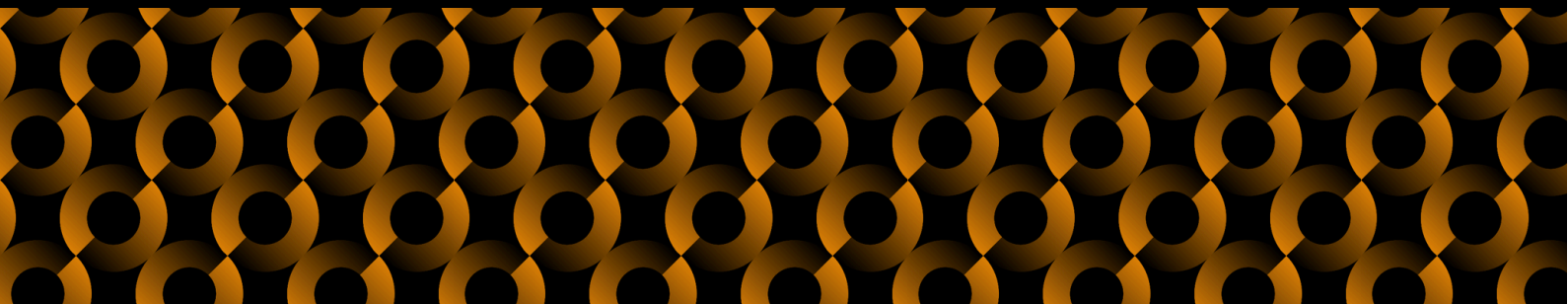


**BUYER'S EVALUATION PACK**

# **nShift Transsmart RFP and security answers**

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



## What a focused evaluation digs into

Shipping that runs inside your ERP has to answer to more people than the person booking it. Your committee will ask about ERP integrations, API detail, carrier connections, access control, and support terms, usually in that order.

This pack takes each question straight, with a live source you can check yourself beside the answer. Where a question needs your specific carrier list or ERP setup, a demo covers it. Explore the full set of features at [nshift.com/products/transsmart](https://nshift.com/products/transsmart).

**230+**

carriers connected,  
verifiable in the live  
directory

**50+**

ERP, WMS and e-  
commerce systems  
connected

**75%**

less time spent on  
deliveries, measured at  
Hemimex



# 1. Carrier connectivity

Your carrier contracts, our connections, one system.

## How many carriers does nShift Transsmart connect to?

230+ carriers, verifiable in the live carrier directory on nshift.com.

## Whose carrier contracts are used?

Yours. You make the arrangements with your carriers, and nShift records them in the system: each carrier is activated with your own credentials and your negotiated rates drive the cost calculations. A one-time activation fee applies per carrier, so budget for it up front if your carrier list is long.

## Who maintains the carrier connections?

nShift's carrier team, centrally. Routing, label, and legislative updates ship continuously, published in biweekly carrier release notes, and new carriers are added on an ongoing basis.

## Do you support pick-up and drop-off points?

Yes. A single API call returns up to 20 locations per carrier with logos, opening hours, and map coordinates, filterable by parcel shop or locker, and your own store locations can be added as pick-up points.

Verify: [the live carrier directory](#)



## 2. Booking, labels, and customs

The daily run: book, print, manifest, done.

### **How are shipments created?**

From your ERP through the API, or in the MyTranssmart dashboard by manual entry, Excel mass import, or duplicating an earlier shipment. Prepared shipments can be completed later, and booking profiles pre-fill recurring setups.

### **Can shipments be consolidated?**

Yes, automatically. Same-day shipments to the same address are grouped so they book under better contract pricing. Third-party billing and bill-to-receiver are supported.

### **How does label printing work?**

Labels output as ZPL, PDF, or base64 at 203, 300, or 600 dpi through the SmartPrint client on Windows, macOS, and Linux, printed to a user or directly to a printer. Your own documents can print alongside the carrier label.

### **How is customs data handled?**

Delivery note lines carry HS code, origin, and values at package level, with paperless invoicing per carrier where the carrier supports it.

### **Do you support dangerous goods?**

With a subset of carriers, through the Advance module. It requires your own DG certifications and a consultancy-led setup.

### 3. Rates and cost control

Costs known before the label prints, from your own contracts.

#### **Can the system predict transport costs before booking?**

Yes. The tariff engine calculates cost from your own transport contracts with the full surcharge breakdown, and rates are available before booking through the API. The booking response returns the rates for later use, such as carrier invoice verification.

#### **Can it choose the most cost-effective carrier automatically?**

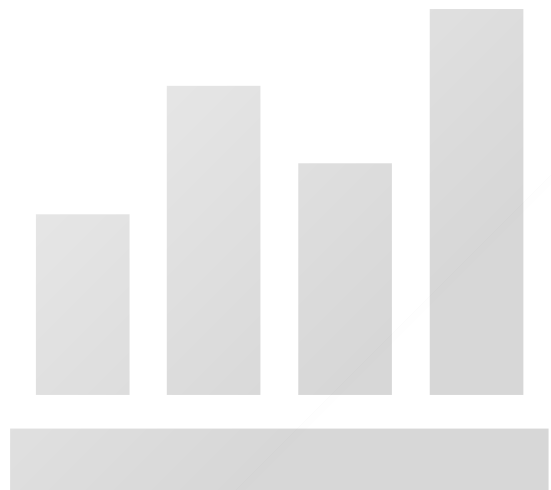
Yes. Autobooking selects the most cost-effective carrier and service per shipment, driven by the rate tables you maintain. It requires configuration.

#### **Are sell rates supported alongside buy rates?**

Yes, both: fixed margin, fixed price, or your own rate sheet, maintained self-service.

#### **Priced from your contracts, before the label prints**

The tariff engine reads your own negotiated rates, buy and sell, with the full surcharge breakdown, and autobooking uses them to pick the most cost-effective carrier and service per shipment.



## 4. ERP integration

The reason most Transsmart customers chose it.

### **Which ERP systems are documented integrations?**

SAP through partner InsideSCM, Microsoft Dynamics NAV through idyn's ShipIT, Exact Online natively, Exact Globe through Twise and Prosigma, AFAS Profit, and Unit4 Agresso, with more than 50 ERP, WMS, and e-commerce systems connected in total.

### **What does the integration change once it is live?**

Hemimex connected its M-Soft ERP and cut time spent on deliveries by 75%. Four hours a day became one. Solar Screen onboards new carriers about three times quicker with one interface to maintain instead of one per carrier, Trexico Logistics made order entry 25% more efficient, and the Van Gogh Museum's ERP selects the carrier automatically for worldwide delivery within 48 hours.

### **What does the API offer?**

APIv2 is REST with JSON or XML, with a SOAP webservice fallback, a Postman package, and public developer documentation. Statuses stream by webhook at package or shipment level.

### **Can we test without booking real shipments?**

Yes. A separate Accept environment mirrors production for integration and acceptance testing, and bookings made there never reach a carrier.

Verify: [the developer documentation](#), [Hemimex](#) and [Solar Screen](#)

## 5. Tracking and notifications

One status language across every carrier.

### **How does tracking work across carriers?**

A 52-status harmonized model at shipment and package level, so one status set covers every carrier you use. Carriers feed updates on their own schedules, from every 15 minutes to twice daily, or statuses stream to you by webhook push.

### **Can we notify customers in our own branding?**

Yes. Track emails are fully templated HTML in your corporate identity, triggered by status, per cost center, service level, and recipient, with language and country template selection. A branded tracking page, TrackBox, is available as a paid add-on.

### **What reporting is available?**

Dashboards, Excel exports up to 30,000 lines, scheduled reports via email, FTP, SFTP, or FTPS, and an advanced reporting module.



## 6. Reliability and support

Check us from the outside before you sign anything.

### Is there a public status page?

Yes. [statuspage.transsmart.com](https://statuspage.transsmart.com) lists 221 monitored components with automatic uptime monitoring, including the MyTranssmart dashboard, the REST API, the SOAP webservice, SmartPrint, and individual carrier connections. It is public; no account needed.

### What support hours come with each tier?

Essential includes support 08:45 to 17:00 CET, Professional extends it to 08:45 to 23:00 CET, and Premium is 24x7.

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components monitored automatically on the public status page

Verify: [the live status page](#)



## 7. Security and compliance

Access, transport, and traceability.

### How do users authenticate?

SSO via SAML, validated for Microsoft, Google, and Okta, configured self-service. A role matrix of 10 roles including view-only and admin splits, at least one Administrator per account, and a subaccount hierarchy with inheritance.

### How is the API secured?

HTTPS only, on port 443, with bearer tokens valid for 24 hours and IP allowlists documented in both directions.

### Are configuration changes auditable?

Yes. A full configuration audit log with restore keeps 100 versions, so a misconfigured setup can be traced and reverted.

### What certifications do you hold?

ISO 27001 certified, certificate available on request. Certification body: DNV. Customer data is protected to GDPR obligations, and external penetration testing runs on nShift's cloud systems within a risk-based security program.

Verify: [trust and security](#)



## 8. Packaging, references, and proof

Tiers, add-ons, and the four customers already on record.

### **How is the product packaged?**

Three subscription tiers: Essential, Professional, and Premium. Paid add-ons include SmartScan, Print&Ship, extended labels, and TrackBox, plus the one-time activation fee per carrier.

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

Pricing is tailored to your volumes and needs. Your nShift contact will walk you through it, with add-ons and carrier activations itemized.

### **Can you provide reference customers?**

Yes, matched by ERP, sector, and geography. Published Transsmart stories include Hemimex, Trexico Logistics, Solar Screen, and the Van Gogh Museum.

### **One thing to know going in.**

Carrier capabilities differ, and the handbook says it plainly: all functionalities depend on the integration level and the carrier's possibilities and support. Bring your carrier list to the demo and we will map exactly what each connection supports before you commit.





## Bring the questions your committee still has

The public sources take you a long way, the status page, the developer documentation, the customer stories. Book a short demo for the rest, and we will map the integration path against your own ERP, carrier list, and markets.

[Book a demo](#)

