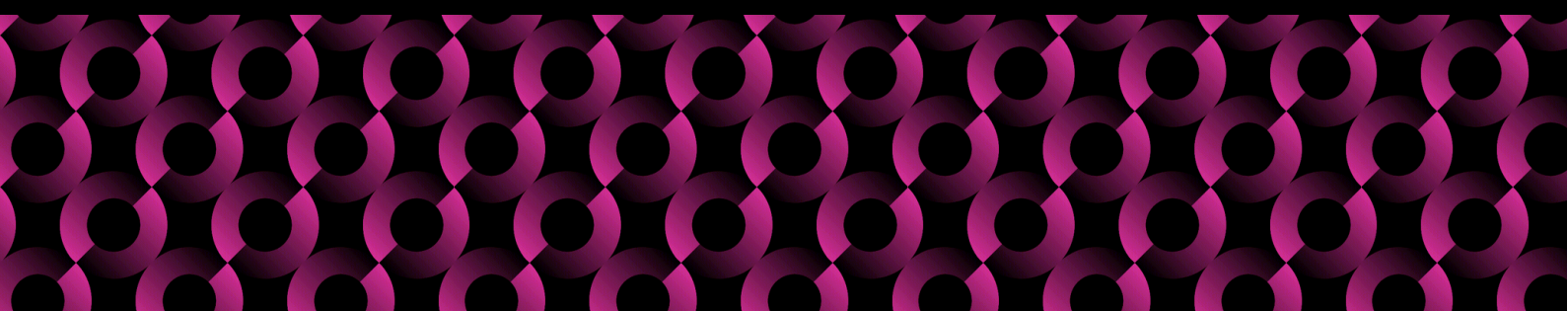


BUYER'S EVALUATION PACK

nShift Checkout RFP and security answers

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



What a focused evaluation digs into

The checkout is where delivery decides whether the order happens at all. A platform decision runs through more people than it used to, and each one arrives with a different question: what this does to conversion, what happens at peak, how it fits the stack, what holds up in writing.

This pack answers them straight, and links to the live source so you can check us yourself instead of taking our word. Where it stops, a demo picks up. Explore the full set of features at nshift.com/products/checkout.

20%

conversion increase
measured at Flying Tiger
Copenhagen

100x

Black Friday volume
simulated in third-party
load testing

99.9%

uptime committed in the
nShift SLA



1. Conversion and the delivery-option experience

The delivery options a shopper sees decide more orders than the rate behind them.

What measurable effect does nShift Checkout have on conversion?

Published customer results: Topformula measured a 4% conversion increase and a 28% increase in order value. Flying Tiger Copenhagen measured a 20% conversion increase after adding pick-up point choice, with 70% of customers choosing the new option. Sportsdeal measured an 8% conversion increase and a 20% higher average order value year on year.

How are delivery options controlled?

Rules decide which options appear, at what price, with what text, based on cart value, weight, destination, dates, or any custom data you send. Rules are managed in the nShift Portal without development work, and prices and texts can be dynamic, such as a live countdown to your free-shipping threshold.

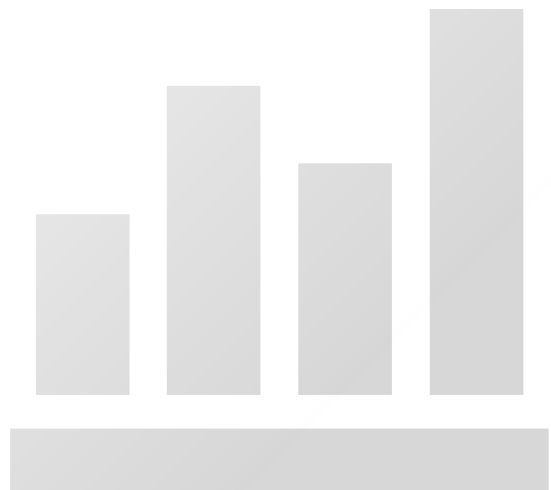
Can we show estimated delivery dates?

Yes, per delivery option, fed by the carrier where supported or from your own cut-off, packing, and transit settings.

Which languages and currencies are supported?

Languages and currencies are configured per checkout configuration, with per-language titles and per-currency prices on every option.

Verify: [Topformula](#) and [Flying Tiger Copenhagen](#)



2. Testing and optimization

Delivery setups you can put in front of live traffic and read in the numbers.

Can we A/B test the checkout?

Yes, natively. Checkout Experiments splits live traffic between configurations by percentage or by conditions such as country or cart value, with sticky assignment per shopper. Customers test option order, pricing levels, fees below the free-shipping threshold, and market-specific setups.

What results do we get out?

Per-session metrics export as CSV, plus key metrics in the nShift Portal, so your own analysts can read the test.

Can we route traffic without a developer?

Yes. Groups direct traffic to different configurations on rules: campaign windows, countries, brands. Repointing a connection to a new setup requires no code changes.

Test, read, keep what wins

A delivery option order, a fee level, a market-specific setup: each one is a hypothesis you can run on live traffic and settle with your own numbers.



3. Pick-up points and your own stores

Where the parcel lands is the choice shoppers feel most.

Do you support parcel shops and lockers?

Yes. Carrier pick-up and drop-off points display in the checkout with a map, distance, and location details, distinguished by type: service point or locker.

Can we offer our own stores as pickup locations?

Yes, self-service. Upload your locations with opening hours and coordinates, present them as a delivery option, and filter them dynamically, for example to only show stores with the item in stock.

70%

of Flying Tiger Copenhagen customers chose the new PUDO option



4. Performance and peak resilience

Black Friday is the one day the checkout cannot slow down.

Has the platform been load tested?

Yes, by an independent third-party company, simulating traffic equivalent to 100 times Black Friday volume. In production, Stockmann runs campaign peaks of roughly 30 times normal order volume at more than 2,000 checkout API calls per minute.

What are typical response times?

Approximately 300ms on average, varying with request complexity. Lookups that depend on carrier systems, such as pick-up points and time slots, can take longer for reasons outside nShift's control.

What happens when a carrier's system goes down?

Selling continues. Any delivery option can be marked as a fallback, and fallback options remain available while the carrier service behind them is down. We recommend at least one.

Verify: [Stockmann](#)



5. Integration and architecture

IT inherits the integration, so it asks what connects and what changes cost code.

What integration methods do you offer?

A REST API with JSON, a drop-in JavaScript widget you can restyle with CSS, a lighter product-page widget for product detail pages, a Shopify app, and a Kustom Checkout integration. Developer documentation is public.

How does Checkout connect to fulfillment?

A selected option becomes a partial shipment in nShift Delivery, nShift Ship, or nShift Transsmart for booking and label production. Checkout also works with non-nShift booking systems via the API.

Which carriers can appear in our checkout?

Any carrier service configured in your connected booking platform, drawing on the nShift network of more than 1,000 carriers across 190+ countries. Major consumer carriers additionally carry native Checkout support for pick-up point maps.

Can prices come from our negotiated rates?

Yes. Price lookup pulls your cost or sales prices from Transsmart rate files or Ship price calculation files, usable directly or in calculations, with a fallback price if the lookup returns nothing.

How do systems authenticate?

Scoped client credentials created self-service in the nShift Portal, bearer tokens valid one hour, sessions valid four hours on a sliding window. Secrets display once at creation, and nShift has no access to your carrier credentials.

Verify: [the Checkout developer documentation](#)

6. Reliability

Reliability you can check yourself, any day, without asking us.

Is there a public status page?

Yes. Checkout is a named component on the public nShift status page, with live status and 90-day uptime history visible to anyone.

What is your uptime commitment?

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

90
days

of Checkout uptime history, public on the status page

Verify: [the live status page](#)



7. Security and compliance

Security signs off before the deal moves, starting with certifications and data handling.

What certifications do you hold?

ISO 27001 certified, with an information security management system and the certificate available on request. Certification body: DNV.

Do you penetration test?

Yes, external penetration testing on our cloud systems within a risk-based security program.

Are you GDPR compliant, and where is data hosted?

Yes. Customer data is protected to GDPR obligations, hosted in AWS Europe, and encrypted in transit.

Do you meet accessibility standards?

Yes: WCAG 2.1 Level AA, EN 301 549, and the European Accessibility Act. The Checkout widget additionally ships with screen-reader live-region support.

Verify: [trust and security](#) and [compliance](#)



8. Packaging, references, and validation

Going live, what it costs, and who vouches for it.

How is the product packaged?

Three tiers: Essential, Professional, and Premium. A/B testing arrives with Professional; custom add-ons such as gift wrapping arrive with Premium.

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.

Can you provide reference customers?

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

Who outside nShift has validated this product?

nShift Checkout won E-commerce Fulfilment Technology of the Year at the Post and Parcel Technology International Awards 2025, and Checkout Automation Innovation of the Year at the RetailTech Breakthrough Awards 2026.

Two named wins, two different juries

E-commerce Fulfilment Technology of the Year (PPTI Awards 2025) and Checkout Automation Innovation of the Year (RetailTech Breakthrough 2026), both for nShift Checkout specifically.



Bring the questions your committee still has

You have checked what you can from the outside. Book a short demo and we will map the rest, the peak-load evidence and the certification detail included, to your own stack and markets.

[Book a demo](#)

