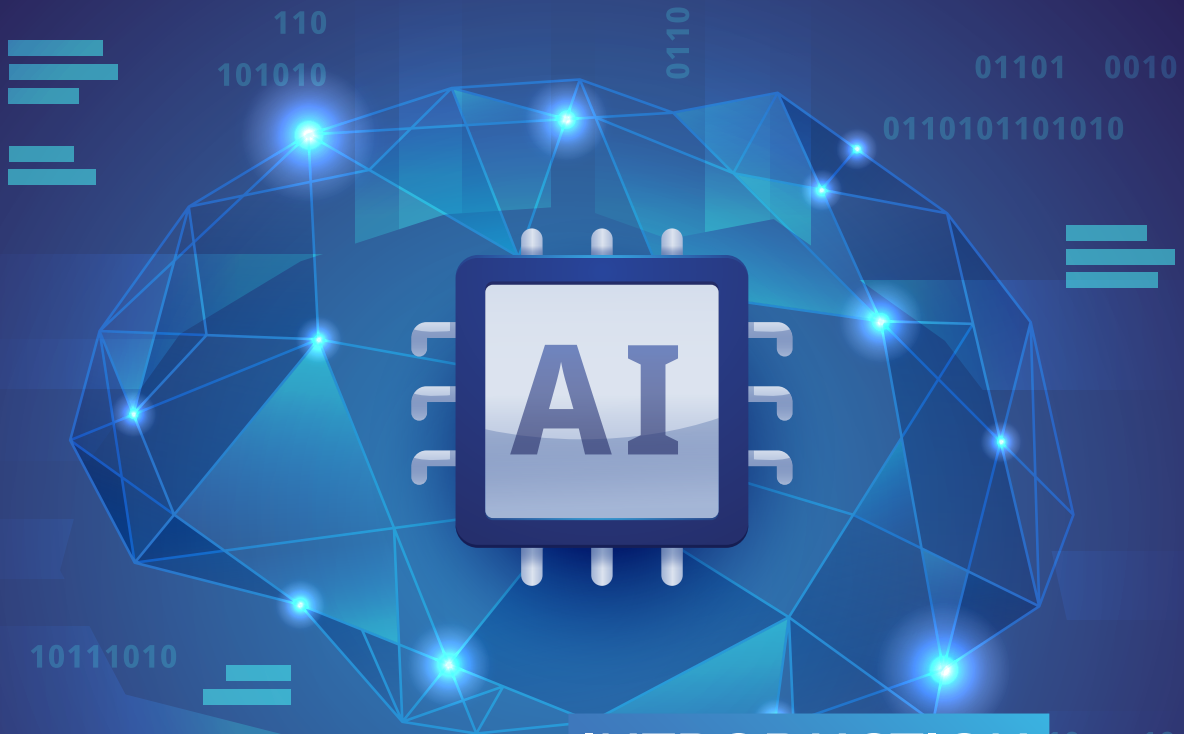


# Why You Shouldn't Trust AI Alone to Protect Your Freight Spend

The Case for Combining Artificial Intelligence with Human Expertise in Freight Audit



## EXECUTIVE SUMMARY

Managing freight audit across multiple regions, currencies, languages, and regulatory environments is a complex undertaking — but one that global shippers can't afford to get wrong. This whitepaper explores the operational, financial, and technological challenges that come with scaling freight audit globally and presents proven strategies for maintaining control, compliance, and cost efficiency.

## INTRODUCTION

### The Growing Complexity of Global Freight

For multinational shippers, freight audit isn't just about catching invoice errors — it's about gaining visibility across a fragmented, high-stakes environment. With suppliers, carriers, and customers spread across continents, global logistics operations face challenges that are exponentially more difficult than domestic supply chains. From navigating local tax requirements to aligning currency conversions and time zones, freight audit at scale demands more than spreadsheets and siloed systems — it requires purpose-built technology, localized expertise, and a unified strategy.

## Section 1

# The Limits of AI in Freight Audit

- 1 AI Doesn't Understand Contract Nuance** Freight contracts often include conditional clauses, exceptions, and negotiated terms that vary by lane, mode, or even season. AI may overlook these details or apply them incorrectly.
- 2 AI Can Miss Contextual Errors** An invoice showing a legitimate charge in the wrong context — wrong carrier, lane, or service level — might not trigger an exception, even if it's incorrect.
- 3 Carrier Disputes Still Require Human Interaction** AI might flag a discrepancy, but only experienced freight audit professionals can manage the back-and-forth dispute process and ensure recovery.
- 4 AI Struggles with Non-Standardized Data** Unstructured documents, inconsistent carrier formats, or international invoices can confuse even the most sophisticated audit algorithms.



## Section 2

# Where Human Expertise Makes the Difference

- ✔ Interpreting Gray Areas:** Humans can spot nuanced billing errors, misapplied charges, or contract exceptions that don't follow a fixed rule.
- ✔ Following Up:** Experienced audit professionals don't just flag issues — they pursue them to resolution with carriers.
- ✔ Strategic Insights:** Humans can connect dots across audit data to identify systemic cost leaks or negotiation opportunities.
- ✔ Localization:** Regional teams bring cultural and regulatory knowledge that AI simply cannot replicate — especially in global audit environments.

### Section 3

## AI + Human Audit = Maximum Recovery and Accuracy

The ideal freight audit model is hybrid. Here's how it works:

- ✓ **AI handles the scale** — auditing thousands of invoices instantly, applying baseline validation rules, and flagging obvious exceptions.
- ✓ **Humans handle the strategy** — interpreting edge cases, resolving disputes, and making judgment calls machines can't. global audit environments.



nVision Global's Model: We pair advanced AI-driven audit automation with a global team of seasoned freight auditors — each with 10+ years of experience in regional compliance, carrier negotiation, and logistics operations.

Result: Up to 99% reduction in manual processing and greater accuracy and recovery than AI-only models.

### Section 4

## Real-World Cost of Relying on AI Alone

Example Scenario: A major CPG company used an AI-only freight audit tool. It passed a carrier invoice with a \$12,000 surcharge — technically valid by rate card, but improperly applied based on contract terms negotiated via email. No rule captured it. The error was never flagged until year-end.

**When humans reviewed similar charges retroactively, they recovered \$47,000.**

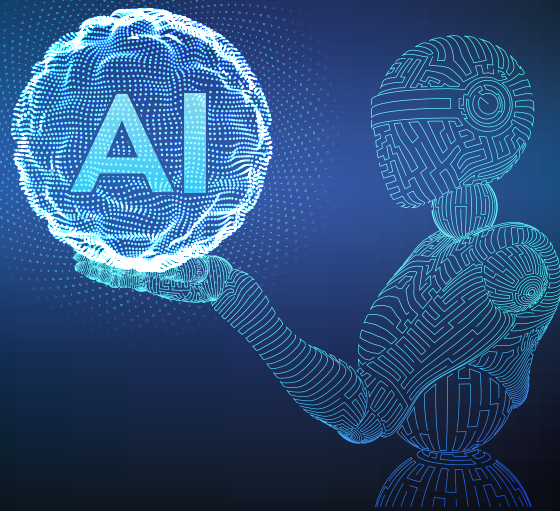
## Section 5

# How to Build a Hybrid Freight Audit Approach

- 1 **Evaluate your current audit process:** What's automated? What's overlooked?
- 2 **Ensure you have access to regional freight audit specialists** who know your carriers, contracts, and business rules.
- 3 **Create escalation workflows** for exceptions that require human review.
- 4 **Layer in data analytics** from your audit team to guide carrier negotiations and budgeting.
- 5 **Work with a provider** that prioritizes audit depth over automation speed alone.

## Conclusion

AI is an invaluable tool — but it's not a standalone solution. Protecting your freight spend requires both intelligent automation and human insight. Only together can they deliver the accuracy, compliance, and savings your business needs.



At nVision Global, we don't just audit — we advocate. With a hybrid model that pairs cutting-edge AI with freight audit professionals around the world, we ensure that no charge goes unchecked and no opportunity for savings is missed.