

Resolving Invoice Errors with FreightOptics and IRIS

Parcel and [FreightOptics freight audit and payment services](#) freight invoices rarely arrive perfect. Billing errors, duplicate charges, incorrect rates and missing credits are common, and every one of them costs your team time and chips away at your margins. FreightOptics, powered by its AI agent IRIS, gives you a clear way to fix these problems through automated audits, easy-to-understand explanations of every anomaly and fast, effective remediation.

What Makes IRIS Different

- **Explanations anyone can follow:** IRIS describes each anomaly in plain language, so finance, logistics and procurement teams can all understand what's happening.
- **Direct links to the source:** Every discrepancy is tied to the invoice behind it, making corrections precise and easy to verify.
- **Clear next steps:** IRIS provides specific actions for adjusting charges and recovering money owed.
- **Full visibility into savings:** You can see exactly how each correction affects your spend and cash flow.

The Remediation Process in Five Steps

1. **Import and organize:** Invoices from parcel and freight carriers are brought in and sorted by lane and service.
2. **Find anomalies:** IRIS flags issues and explains their cost impact in simple terms.
3. **Double-check corrections:** Proposed fixes are verified against historical data and past invoices.
4. **Recover costs:** Credits, adjustments and refunds are requested from carriers.
5. **Document results:** A remediation summary captures what was found, fixed and learned along the way.

The Impact Across Your Organization

Cleaner invoices benefit far more than just your logistics team. Businesses using FreightOptics can expect:

- Fewer billing errors and duplicate charges across both parcel and freight invoices
- Real-time alerts that make it possible to address problems quickly
- Smaller backlogs in accounts payable and freight management
- More accurate financial reporting and forecasting
- Tighter control over cash flow and overall costs
- Stronger carrier relationships built on transparent, timely resolution of issues
- One reliable source of truth to support governance and decision-making

A Simple Plan to Get Started

1. Pull together a representative sample of parcel and freight invoices.
2. Let IRIS scan the sample for anomalies and generate plain-language explanations.
3. Walk through the recommended fixes with key stakeholders and begin carrier adjustments.
4. Set up ongoing monitoring with automatic alerts for new invoices.

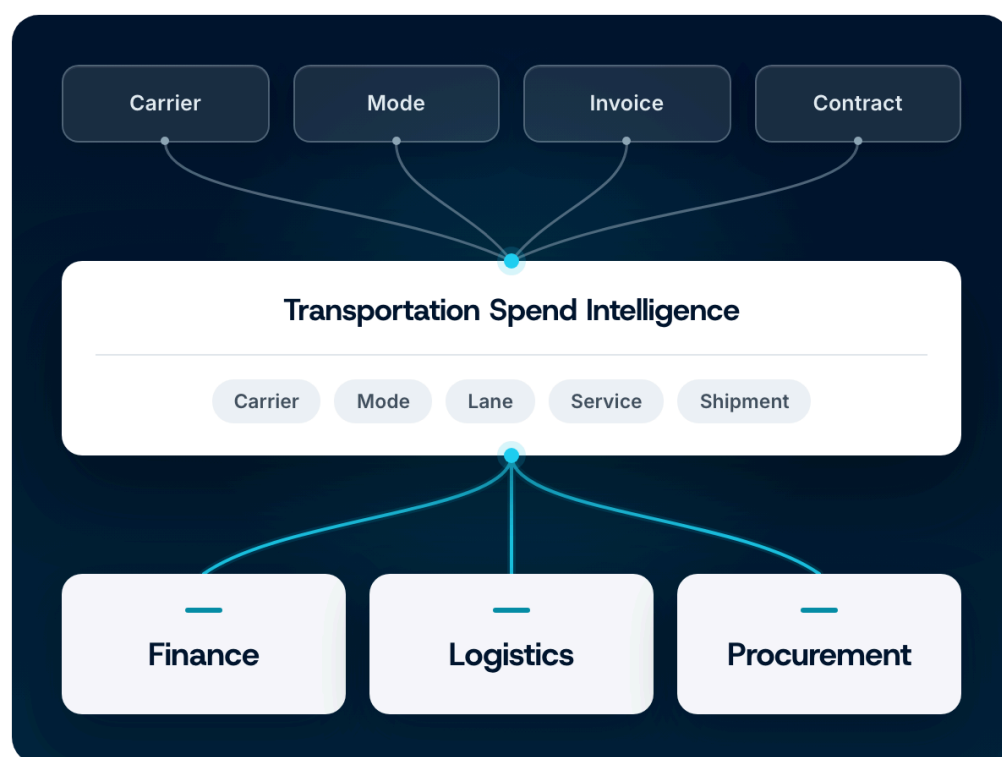
5. Track the impact on spending, accuracy and process efficiency.

Contact FreightOptics

Based in Weston, Florida, FreightOptics helps shippers across the United States take control of their invoice accuracy.

FreightOptics

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FreightOptics provides an integrated spend-management ecosystem for modern supply chains. By consolidating multi-modal shipping data into a single cloud platform, applying ML-driven contract modeling, and delivering proactive BI dashboards, it enables swift issue resolution, precise cost control, and sustained savings. With end-to-end support from onboarding to optimization, clients typically realize meaningful reductions in freight spend and a clear ROI for finance, procurement, and operations.

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