



# Trax's Audit Optimizer:

Redefining Freight Audit with AI-  
Powered Decision-Making

CASE STUDY

GET STARTED 

## Executive Summary

Manual exception handling has long limited the speed and strategic value of freight audit operations. For large enterprises managing thousands of invoices, exception review is repetitive, time-consuming, and prone to inconsistency. Trax's Audit Optimizer changes the game, using agentic AI not just to automate, but to *autonomously* recognize, resolve, and prevent exceptions without constant human input.

By shifting from reactive exception review to proactive, pattern-based intelligence, the Audit Optimizer enables faster processing, improved accuracy, and real-time insights into systemic issues. The result: a **70% reduction in exception handling time** and **autonomous resolution of over 1 million exceptions per quarter**.

"AI isn't just optimizing freight audit—it's redefining it through autonomous decision-making and actions that eliminates the need for constant human direction."

**Jason Westigard**

CPO, Trax Technologies

This level of intelligence directly impacts your operational efficiency, reducing manual effort and associated costs. By enabling quicker identification and resolution of issues, you can minimize delays, and maintain compliance. Additionally, gaining real-time insights into systemic problems allows for more strategic decision-making and continuous process improvement, ultimately leading to a stronger, more resilient business.



## The Challenge: Manual Bottlenecks in High-Volume Audit Environments

For global enterprises, processing freight invoices generates tens of thousands of audit exceptions every quarter. Prior to deploying Audit Optimizer, freight audit teams faced significant operational and strategic hurdles:

- Analysts were stuck reviewing identical exceptions repeatedly—costing time and diverting focus from high-impact work
- Exceptions were handled inconsistently across regions, creating unpredictable outcomes for carriers and finance teams
- Traditional automation required manual programming for each scenario, limiting flexibility and adaptability
- Companies lacked the ability to identify and act on root-cause patterns hidden within exception data

Without intelligent systems in place, enterprises were solving symptoms—not the systemic issues that drive audit complexity and cost.



## The Solution: Intelligent Automation That Thinks, And Acts, for Itself

Trax developed the Audit Optimizer to fundamentally transform freight audit exception management through true agentic capabilities. The system independently observes patterns, makes decisions, and takes actions without requiring human direction for each task. The system's sophisticated mechanisms include:

### Pattern Recognition

Machine learning identifies patterns across thousands of invoices, analyzing where they match or deviate from contract rules. This happens continuously without human prompting, detecting emerging trends autonomously.

### Autonomous Decision-Making

When the system recognizes patterns where exceptions have been handled identically thousands of times, it can independently implement resolutions for new occurrences without human intervention.

### Intelligent Exception Prioritization

The system quantifies each exception's business impact, prioritizing those with the greatest significance. For instance, identifying that a particular pattern affects 22% of invoices from a specific carrier and focusing remediation efforts there.



## Pattern Recognition Continuous Learning Loop

Each human decision feeds back into the AI model, creating a virtuous cycle of improvement without explicit reprogramming.

## Active Analysis & Clear Visualization

The system actively analyzes audit exceptions and presents findings with clear explanations of identified patterns.

This approach represents the future of Trax's AO ecosystem. Building on the Audit Optimizer's success, Trax is developing additional autonomous AI capabilities, including the AI Extractor for document processing and simulation tools for network optimization.

"What makes our approach unique is that we're enabling AI to make independent decisions and take actions without constant human direction. This isn't just faster automation—it's a fundamental shift in how freight audit works."

**Jason Westigard**  
CPO, Trax Technologies



## The Impact: Faster Decisions, Smarter Teams, and Stronger Results

The AI Optimizer has delivered transformative results across freight audit operations:



### Operational Transformation

Exception handling time reduced by 70%, with tasks that once required hours now completing in minutes with minimal human intervention.



### True Autonomy

The system confidently handles well-understood patterns without human review, freeing analysts from repetitive decision-making.



### Strategic Refocus

Audit teams now concentrate on strategic initiatives like carrier relationship management and network optimization instead of routine exception processing.



### Proactive Problem-Solving

The system's unprompted pattern analysis identifies systemic issues affecting up to 22% of invoices, enabling resolution of root causes rather than individual symptoms.



### Enhanced Audit Accuracy

Achieve consistent results through pattern-based intelligence for greater compliance and risk reduction.



### Accelerated Processing

Speed up freight payment timeline with automated decision-making, improving carrier relationships.



## Our Innovation Timeline

**2023 Q3**

Initial AI models were developed and trained on historical data.

**2023 Q4**

First deployment with human oversight for all decisions.

**2024 Q1**

Auto-apply functionality enabled for high-confidence patterns.

**2024 Q2**

The system begins by independently identifying new pattern categories.

**2024 Q3**

Full autonomous operation for standard exception types.

"What distinguishes our approach is that we're not just using AI to flag issues - we're enabling it to make independent decisions and take actions without constant human direction. This fundamentally changes the economics of freight audit."

**Jason Westigard**

CPO, Trax Technologies



## What's on the Roadmap

While the AI Optimizer is already delivering significant value in production environments, Trax's AI roadmap extends the autonomous capabilities even further:

### AI Reporting & Analysis Engine

Advanced analytics capabilities that instantly perform complex calculations that previously took days—enabling real-time, data-driven business decisions:

- **AI Accruals:** Combining un-invoiced shipments, open invoices, and AI-calculated variance to provide continuous visibility into outstanding accrual balances
- **Spend Projections:** Autonomous models that create forward-looking spend projections based on volume trends, rate changes, and carrier performance
- **Scenario Modeling:** AI-guided interfaces that enable users to create sophisticated "what-if" models for both historical analysis and future cost projections

### AI Agent Engine

Next-generation AI agents that go beyond traditional automation by applying multi-task reasoning to complex problems:

- **Audit Exception Agent:** Advanced research capability that not only identifies discrepancies but explains why they exist by analyzing contracts, carrier websites, and historical patterns—providing comprehensive context and action recommendations
- **Reporting and Dashboard Agent:** Natural language interface allowing users to create and refine reports and dashboards through conversational prompts
- **Support Agents:** Autonomous agents handling common support questions from customers and carriers, including reconciliations and invoice status inquiries

These roadmap initiatives build upon the foundation established by the AI Optimizer, creating a comprehensive ecosystem of intelligent agents working together to transform transportation spend management.



## Unlock Autonomous Freight Audit with Trax

Trax's Audit Optimizer represents a fundamental shift in freight audit technology. From systems that merely identify exceptions to intelligent agents that independently make decisions and take actions. This agentic AI approach delivers immediate operational efficiency while establishing the foundation for a truly autonomous transportation spend management ecosystem.

By enabling the system to observe, learn, and act without constant human direction, Trax has transformed freight audit from a tactical necessity into a strategic advantage for global enterprises.



### Learn How Trax Can Transform Your Freight Audit Process

Contact us at [www.traxtech.com/contact](https://www.traxtech.com/contact)  
or email us at [sales@traxtech.com](mailto:sales@traxtech.com)

CONTACT US

[SALES@TRAXTECH.COM](mailto:sales@traxtech.com)

