

Customer Case Study



“Coupa Expenses is so easy to use that easy is an understatement! The mobile app is so intuitive that I don’t have to think about what I’m doing. Expense lines from our corporate card are created automatically and categorized correctly. Coupa Expenses even helps us to reinforce our policy limits.”

– Michael Tran, Procurement Analyst

QUICK INSIGHTS

Industry: Logistics
Revenue: Over \$1 Billion
Geography: US
Employees: Over 3,000

Coupa Expenses Users
300 Active Users

Solutions

Expenses & Procure-to-Pay

Why Coupa

While evaluating Coupa for Procure-to-Pay, Pilot Thomas realized that Coupa Expenses would significantly reduce the burden of filing expenses for both end users and Accounts Payable

Key Challenges

- Filing expenses was a highly manual and time consuming process
- Some employees use a Visa corporate card for travel expenses
- Pilot Thomas uses multiple ERP systems

Coupa at Pilot Thomas

- Coupa Expenses has eliminated hours of manual effort each week for Accounts Payable
- Coupa Expenses has reduced the cycle time from expense report submission to final approval from days to hours or even minutes
- Pilot Thomas has processed over \$600k through Coupa Expenses in 9 months

OVERVIEW

Founded in 1946, Pilot Thomas Logistics is the premier provider of fuel, lubricants and chemicals to the Energy, Marine, Mining and Industrial markets. The corporate headquarters are located in Fort Worth, Texas. Throughout North America, there are more than 3,000 team members who distribute quality products and services to customers all over the continent.

BEFORE COUPA

Filing expenses was highly time consuming. Users had to print, scan, and email expense reports to Accounts Payable. Accounts Payable would then have to assign 20,000 expense lines at a time manually to accounts.

WITH COUPA

In June 2016, after implementing Coupa Procure-to-Pay, Pilot Thomas went live on Expenses with integrations to a Visa card and SAP ERP.

INTELLIGENT MOBILITY

Michael Tran, Procurement Analyst, raves, “Coupa Expenses does all the work for our travelling employees. The mobile app is so simple; there is no room for second guessing. When transactions come in through the corporate card, you only need to attach a receipt.”

BUSINESS AGILITY

Coupa allows Pilot Thomas to move with confidence. “We can easily set policy limits in Coupa. When users go over limits, Coupa flags this to the user and approvers. This helps us to manage compliance,” Michael states. He continues, “Coupa can work on top of any ERP or multiple ERPs. We initially plugged Coupa Expenses into our SAP ERP, and since then, it has been super easy to add other platforms.”

COMPLETE SPEND SOLUTION

Michael comments, “with Coupa, we can see all spending by category, facility, and vendor across Expenses, Invoicing, and Procurement. This gives us the visibility to make the right decisions.”

THE RESULTS

Thanks to Coupa, Accounts Payable no longer has to spend hours each week reviewing expense reports. Coupa Expenses has also reduced the cycle time from filing to approval from days to hours or even minutes. Michael states, “we have processed over \$600k in Coupa Expenses since going live 9 months ago. Coupa allows me to manage a high volume of expenses easily. Plus, our users are raving about it!”