






CONTAINER STORE

COUPA HELPS CONTAINER STORE GET SUPPLIES
TO STORES FASTER



	CUSTOMER Container Store
	LOCATION Coppell, TX
	INDUSTRY Retail
	COMPANY SIZE 1,001 - 5,000

Coupa: Can you give us an overview of what the Container Store does?

Jones: The Container Store is the originator of the storage and organization concept. We have over ten thousand products that are multi-functional that are used for simplifying your life and really saving time for you.

The Container Store®

“I WOULD SAY THAT COUPA HAS ABSOLUTELY CHANGED THE WAY WE DO BUSINESS. IT'S A BIG LABOR SAVINGS. WE USED TO SPEND A LOT OF TIME RECEIVING PRODUCT AND PUTTING IT IN THE TRUCKS AND WE USED TO SPEND TIME KEYING ORDERS IN. ALL THAT STUFF HAPPENS “AUTOMAGICALLY” NOW.”

SCOTT JONES, PURCHASING AGENT

Coupa: What was the problem that you were having that led you to Coupa?

Jones: The biggest problem that we experience was really just getting the supplies to the stores. Everything we did was manual and so we were looking for a way to really automate it. And that's when we found Coupa, and it's really been a big success.

Coupa: Can you give us a bit more detail on how that manual process worked?

Jones: In the past how the stores used to order supplies, they would use a static Excel spreadsheet to order everything and they would email that over to us, and it had to be checked and manually keyed into the system. We spent a lot of time just double-checking, and keying it in. We had a lot of errors during the keying process. It was really time intensive for the stores and so we were looking for a way that was much simpler, easier to use, and that would automate that whole process.

Coupa: How did you integrate inventory with Coupa?

Jones: Coupa has changed how we handle our inventory, especially in our Distribution Center. Now when the stores order their supplies, the orders will come through Coupa and pass right through to our warehouse management system and then those orders are actually pulled in our Distribution Center, and put on trucks and sent out to our stores. We used to have everything pull from our Distribution Center and the great thing about Coupa is not only are we able to send stuff from our Distribution Center but also we have vendors that it sends the orders

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**SCOTT JONES,
CONTAINER STORE**

right to them and they ship directly to our stores. We have a vendor that actually cross-docks - so that the orders will go to him, he stores it at his warehouse, loads it on a pallet, it comes over to us and it actually cross-docks on to one of our trucks out to one of our stores.

Coupa: How has Coupa changed the way that your end users purchase products?

Jones: Coupa has really changed how our end users order supplies; they've gone from looking at static spreadsheets to looking at the picture of what they're ordering. I would say that Coupa has created a culture of responsible spending. We've got great people in our stores and they're very conscientious about the dollars that they spend, and giving them more information has been very beneficial because now they see what the costs are of what they're ordering and they can just order the one that they actually need. So it's been great, we've seen a huge reduction in the spend.

Coupa: Would you say that people are spending money like it's their own?

Jones: I would say that people are more conscious of the money they spend. Now when they place orders they see the total number of the order and they can go back and look at previous orders and actually track what they've ordered so they have more visibility of their spend history. They didn't have that with our old system so they're doing a much better job of placing orders for what they need, not what they think they need.

Coupa: Was the cloud a consideration when you were looking at Coupa?

Jones: The cloud was a big part of the decision to go with Coupa because service base is very valuable, especially for a growing company and so every time we're able to keep something off site where we don't have to store the information here but we still have access to it is great. The other thing is that we've been using Coupa for four years and we've had zero problems. I can't remember any time that it's been down - it's out there and it works.

Coupa: So if Coupa were an animal what would it be?

Jones: If Coupa were an animal I would have say that they would be a chameleon because I look at all of the changing environments we've used Coupa for and they've been able to change as our needs have changed.