



## Coupa Advantage Program – providing instant savings with trusted suppliers


**JOB TITLE:**

Head of Procurement

**INDUSTRY:**

Online Automotive Retailer

**HEADQUARTERS:**

Tempe, Arizona

**PRODUCTS USED:** Coupa and TransImpact Parcel

Contract Negotiation and Parcel Spend Intelligence

### Coupa Advantage introduced Carvana to TransImpact, an important supplier providing significant savings

The Head of Procurement at Carvana identified inefficiencies in the company's purchasing and supplier management processes. Carvana implemented Coupa to streamline procurement and ensure invoices were paid on time. Within six months, the company had successfully integrated Coupa with its AI-driven parts catalog management system, CARLI. Carvana reduced PO issuance time from 13 minutes to under 30 seconds in its Inspection Centers (ICs), improved supplier payment reliability, and standardized procurement processes across its 20,000+ employee workforce and 60 ICs/Auction locations. Additionally, through the Coupa Advantage program, Carvana was introduced to TransImpact and its Parcel Spend Intelligence and Contract Negotiation solutions.

#### The Challenge: Spend visibility

### Carvana Cuts PO Issuance Time by 96%

Famous for its car vending machines, Carvana experienced rapid growth, selling approximately 500,000 cars annually and inspecting around 700,000 vehicles across its vast network of facilities. Managing procurement at this scale required a robust, automated approach.

Before Coupa, Carvana relied on Oracle's Fusion platform, which presented integration challenges. The finance team struggled to implement an efficient purchase order (PO) system, leading to supplier payment delays. The company's high-volume operations, including its massive vehicle reconditioning centers, many spanning over 100 acres each, required a seamless procurement process to maintain workflow efficiency.

With 4,000+ purchase orders daily, Carvana needed to automate workflows, improve spend visibility, and enhance supplier management. Tail spend management was particularly difficult with an overwhelming number of POs through Amazon. The lack of transparency and oversight resulted in millions of dollars in spend not under management.

With Coupa, Carvana not only enhanced financial compliance and operational efficiency but also achieved a 96% reduction in PO issuance time, allowing teams to focus on strategic initiatives rather than manual processing.

Carvana's Head of Procurement was introduced to TransImpact through the Coupa Advantage Program. He recognized the need for deep industry understanding in renegotiating his expiring parcel contract. By implementing Parcel Spend Intelligence for real-time cost visibility and Parcel Contract Negotiation to secure better rates and contract terms, Carvana optimized its logistics strategy, reduced costs, and improved shipping transparency.

**The Solution:** Data transparency

## Carvana Optimizes Procurement and Shipping

Carvana selected Coupa for its ability to provide a seamless, cloud-based procurement experience. Within six months, Carvana fully integrated Coupa with its internal machine learning, AI-driven parts ordering platform, CARLI, significantly improving procurement automation.

Coupa's three-way matching system automatically compares a purchase order (PO), receipt, and invoice to ensure they match. For Carvana, this meant ensuring timely supplier payments and eliminating manual reconciliation efforts. This integration provided real-time spend visibility, enabling smarter decision-making and better pricing transparency.

With everything digitized in the cloud, Carvana could pull reports directly from Coupa, layering in analytics to identify opportunities and assess risks. These insights helped the company monitor supplier pricing fidelity, track on-time deliveries, and uncover inefficiencies. By leveraging Coupa's reporting capabilities, Carvana could proactively address procurement challenges and ensure that supplier performance aligned with its operational needs.

Coupa helped Carvana gain control of procurement, streamline tail spend, and strengthen supplier relationships. Automation improved accuracy and sped up PO processing. The impact was so significant that Carvana shared its success at an industry conference, emphasizing the value of procurement efficiency in high-growth operations.

Carvana's procurement transformation also extended to their parcel shipping costs when they were introduced to TransImpact through the Coupa Advantage Program. Seeking support to renegotiate shipping contracts, Carvana implemented Parcel Spend Intelligence and Parcel Contract Negotiation, unlocking real-time analytics and cost-saving strategies.

With thousands of shipments moving daily, Carvana needed better oversight of carrier invoices, rate increases, and contract compliance. TransImpact's dashboard provided real-time tracking and cost visibility, enabling the procurement team to identify hidden fees, rate discrepancies, and overcharges.



**CARVANA**

*"Coupa's seamless integration and automation capabilities have revolutionized our procurement processes. The insights and efficiencies gained from these solutions have been game-changers for Carvana."*

*"Prior to Coupa and CARLI, it would take us an average of 13 minutes to issue a PO, and it takes us under 30 seconds now."*

—Head of Procurement, Carvana

The Results: Enterprise-wide scalability

## Coupa Powers Cost Savings and Operational Efficiency

By leveraging Coupa, Carvana streamlined procurement, improved spend control, and achieved sustainable cost savings. Automated processes reduced manual work, allowing teams to focus on higher-value tasks rather than administrative bottlenecks.

As part of its expansion strategy, Carvana is integrating ADESA sites—formerly a wholesale auto auction network—into inspection and reconditioning centers. This nationwide footprint allows faster vehicle processing and more efficient inventory distribution, reinforcing Carvana’s role as one of the largest vehicle logistics companies in the U.S.

With Coupa’s automation and data insights, Carvana can proactively manage supplier performance, ensure pricing accuracy, on-time deliveries, and better risk assessment. This improved financial control and procurement agility across its rapidly growing operations.

TransImpact’s products had a similar impact on Carvana’s shipping expenses. Parcel Spend Intelligence enabled Carvana to track and recover cost overages automatically, while Parcel Contract Negotiation ensured that Carvana was always prepared for annual General Rate Increases (GRI) from major carriers. By securing more favorable carrier terms, Carvana locked in competitive rates and eliminated costly carrier surcharges, creating long-term cost stability.

### Key Results

- 96% reduction in PO issuance time – from 13 minutes to 30 seconds
- Improved supplier payment reliability, reduced delays, and improved vendor relationships
- Greater visibility into supplier performance, pricing, and risk assessment
- 13-16% reduction in parcel shipping costs
- Automated overcharge recovery and real-time carrier cost monitoring

## Positioned for Long-Term Growth

Coupa’s integration with Carvana’s AI-driven procurement system, CARLI, standardized procurement across 20,000+ employees and a growing network of inspection and reconditioning centers. The platform also optimized sourcing and vendor collaboration across 40+ vehicle vending machine locations, enabling seamless expansion.

With real-time data and automation, Carvana has reinforced its financial strength, improved supply chain efficiency, and positioned itself for long-term success in the online automotive market.



### About Carvana

Carvana's mission is to change the way people buy and sell cars. Over the past decade, Carvana has revolutionized automotive retail and delighted millions of customers with an offering that is fun, fast, and fair. With Carvana, customers can choose from tens of thousands of vehicles, get financing, trade-in, and complete a purchase entirely online with the convenience of home delivery or local pick up in over 300 U.S. markets. Carvana's vertically integrated platform is powered by its passionate team, unique national infrastructure, and purpose-built technology. Carvana is a Fortune 500 company and is proud to be recognized by Forbes as one of America's Best Employers.



### About TransImpact

TransImpact is an industry leader in the development and application of end-to-end technology-based solutions that optimize supply chain operations, create dramatic efficiencies, and transform the business performance of customers. Formerly known as Transportation Impact, the company now serves over 1,000 customers and manages over a billion dollars in logistics spend. Through expert industry knowledge, an unrivalled service ethic, and intelligent insights we champion our customers' success and help them pioneer future-focused, innovative strategies that keep them ahead. We pride ourselves in creating value for our customers—and in the process, turning them into raving fans.



### About Coupa

Coupa is the leader in AI-native total spend management. Using its trusted, community-generated, \$7 trillion dataset, Coupa brings autonomous AI agents, a network of 10M+ buyers and suppliers, and leading apps together on one unified platform to seamlessly automate the buying process and connect to customers in a whole new way. With Coupa, you'll make margins multiply™. Learn more at [coupa.com](https://coupa.com) and follow us on [LinkedIn](#) and [X \(Twitter\)](#).