

Gump's San Francisco

The Company

enVista's client, Gump's, is a San Francisco-based retailer featuring luxury gifts, jewelry, artful objects and home décor. The company was started 150 years ago in 1861 as a mirror and frame shop, and has turned into a leader in direct-to-you shopping as well as offering an award winning catalog and website.

In San Francisco, the company has both on and off-site storage as well as a retail store. In January 2012, Gump's consolidated two warehouses into one, efficient location in Olive Branch, Mississippi.

The Problem

Gump's core need was to improve international communication between their vendors, carriers, forwarders and consolidators, and gain greater visibility to carrier service performance. Ensuring accurate lead time for truck delivery was also a key concern for the retailer, as well as improved packaging and vendor compliance to packaging guidelines.

enVista's Solution

Gump's engaged enVista to conduct a parcel audit on a weekly basis, as well as perform a thorough analysis of their parcel invoice data and carrier pricing agreements. In addition, Gump's was interested in establishing a negotiating strategy, developing the carrier RFP documentation, and overseeing the carrier responses through several rounds of negotiation with both national parcel carriers.

The Results

enVista's proprietary web-based myShipINFO™ solution allowed Gump's to achieve greater visibility to transportation expenses via comprehensive and detailed reporting. enVista's web portal provides Gump's management team access to an Executive Dashboard with the ability to view all Key Performance Indicators (KPIs), including spend by service level and mode, accessorial charges and carrier service performance. Through enVista's 44-point parcel audit process, enVista consistently identifies and generates refund credits for service failures, double billing issues and other invalid charges. enVista's carrier contract analysis and negotiation project resulted in a significant reduction in Gump's shipping expense, as well as maintaining the integrity of Gump's relationship with the carriers.

enVista's dashboards and reporting tools are extremely helpful, and I truly appreciate the one-on-one support and availability of the enVista sales team. They are a wealth of knowledge and are great sounding boards for exploring new opportunities.

- Adrienne Peterson, Supply Chain Analyst, Gump's



For more information on enVista's Transportation Solutions, please call 877-684-7700 or contact inforequest@envistacorp.com