

# SPOTLIGHT: Sun & Ski

## *Improving Supply Chain Performance with Vendor Compliance Solutions*

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*Since 1980, Sun & Ski has specialized in making outdoor dreams come true by providing customers with quality merchandise, exceptional service, and outstanding value. With 32 stores in 13 states, Sun & Ski is dedicated to satisfying the needs of a wide array of active lifestyle customers that includes products for winter sports, cycling, swimming, running, and hiking.*

*About 90% of the time, vendors ship their products to the Sun & Ski distribution center in Houston, Texas where it is then dispersed nationwide to stores. The remaining 10% of the time, goods are drop-shipped to the stores. Sun & Ski also has a warehouse in Boston which is used for its off-season patio furniture business.*

### **Capturing errors as they occur**

With a seasonal business, Sun & Ski receives most winter goods at their Houston warehouse during June, July, and August. During the flurry of shipments, it's nearly impossible to act on inaccurate carton contents or inaccurate shipments, often resulting in increased overtime and transportation costs, ghost inventory, excessive inventory, and disappointed customers.

“We want to be reimbursed for the time and effort we expend to correct vendor shipping errors, and we want vendors to correct their shipping process to avoid errors in the future,” says Frank Stanley, Co-CEO of Sun & Ski. “For many years we had tried to capture compliance chargebacks internally, but on a scale of one to ten, I feel like we were a two or three. We just couldn't seem to get the processes in place.”

In early 2015, at one of the weekly logistics meetings Dan Simpson, Director of Logistics and Distribution, mentioned a company called Traverse Systems (previously Compliance Networks), who could address their needs. Dan had worked with Traverse Systems at a previous employer so when he described Traverse Systems there was immediate interest.



*“Going forward there’s going to be a continuous relationship with Traverse Systems because of the nature of retail. We change vendors, we add some and drop others. For us to develop something that captures all of this information would be cost prohibitive. We will always want to have a third party to provide the system and the tools to monitor compliance, and for us, that third party is Traverse Systems.”*



**Frank Stanley**  
Co-CEO of Sun & Ski

## Scaling to your business needs

Even though Sun & Ski was smaller than other customers, the Traverse Systems team was able to build customized solutions for the company’s software and distributions processes.

“Now three years later, I would rate Traverse Systems a ten. They are clearly professionals,” says Frank. “The software that they have is incredible. I routinely receive management reports and the amount of information that I get from their system is fabulous.”

Traverse Systems is Dan’s toolbox to enforce the shipping rules listed in their vendor guide. “As an example,” says Dan, “one rule is: vendors are not to ship backorders unless they ship them prepaid. That’s been in our guide for years, but we didn’t have a way to enforce it. Now we do.”

## Success in numbers

With Traverse Systems, Sun & Ski now has the information to determine which vendors have improved their shipping process and which vendors have not. "It wouldn't surprise me if half of those vendors improved their shipping process because of the information we provide from the Traverse Systems system," says Frank.

Using Traverse Systems automated platform, Sun & Ski gained visibility and control within their operations. "From 1980 to 2015, the chargeback situations that we caught were few and far between and were usually only found as a byproduct of our internal manual processes. For 35 years we didn't use a formal system. After using Traverse Systems for the past three years, we recouped about a quarter of a million dollars a year," Frank continues.

The Traverse platform also drives a unified understanding of your entire supply chain by identifying shipping errors that lead to bottlenecks at the distribution center. Vendors also get notified of a compliance issue quickly with automatic emails that go out as soon as a chargeback is determined, giving vendors time to correct the issue.



## Build a more consistent, predictable, and profitable supply chain.

Our team and our business partnership management solutions are validated by 18 years of satisfied customers. For more information, please contact Traverse Systems at: [info@traversesystems.com](mailto:info@traversesystems.com).

## About Traverse Systems

Traverse Systems is an interdisciplinary team of supply chain professionals. Our platform drives a unified understanding of your entire supply chain. For 18 years, we have served some of the world's most respected brands including CVS, Burlington Stores, PepBoys, Tractor Supply, Kohl's and more.

Our platform aggregates data from disparate systems and provides a holistic understanding of your operations so that nothing is left to chance.

Traverse Systems is proudly based in Sugar Land, Texas.

To learn more, please visit: [www.traversesystems.com](http://www.traversesystems.com).