



United Refining Company of Pennsylvania

December 7, 2011

Randy Burke
Quantum Services
4284 N. High St.
Columbus, OH 43214

Dear Randy:

A few months ago when we awarded Quantum the contract for audits for all of our convenience stores and kiosk stores, I fully expected the high quality service you've provided over the past 28 years to our stores to continue. And it has. **Our decision to have Quantum as our sole audit inventory service for our nearly 300 stores has already paid off for us in a variety of ways.**

- Communications. Excellent communications makes everything better and faster. I value the regular updates and special store summaries you provide. As the Director of Retail Sales and Marketing I understand that audits are not just about shrink control, but about how are stores operate, as well.
- **Insight. It's hard to put a dollar value on insight, so let me say it this way: the Quantum Business Review Meetings are actually meetings I look forward to because I know you and your team will help me see into the business with fresh eyes. A lot of value comes from those meetings. That value turns into better stores and better stores into better profits.**
- Trust. Without trust in the accuracy of the count and the quality of the auditors, nothing would ever change. **Your people, technology, processes, and industry best practices provide the confidence and trust we need.** You and your auditors are also like an extra set of eyes and ears in our stores. I respect and value your approach and opinions.
- Money. Most recently your monthly Executive Summaries and SPoT reports aided us in the identification of fraud in one of our stores. A previous audit firm before Quantum had been accepting massive fake credits for 11 or 12 months. I am so pleased that we have your company doing our audits.
- **Time savings. Because we trust you, my regional managers and supervisors can do the jobs that make the best use of their experience and expertise.** They no longer need to be overseers at audits --to make sure the audits are being done properly. We all know they are being done properly.
- Reduced risk. It's clear that your audit program has reduced our risk--and continues to reduce our risk-- of exposure to losses.

Those are a few of the highlights.

Do not hesitate to have your prospective clients contact me as a reference. The entire convenience store industry benefits from a quality vendor such as Quantum.

Sincerely,

Dennis Kemmeter
Director – Retail Sales and Marketing
United Refining Company