



August 27, 2007

Mr. Mark Fertig
Quantum Services
VP of Information Systems
4284 North High Street
Columbus, OH 43214

Dear Mark:

I would like to take this opportunity to thank you for designing an easy-to-use computer program that solves a complex problem for Chevron. I am equally impressed by the initiative that you took to get the ball rolling after reading my email where I merely asked if it would be possible to have the data that I needed. In addition to jumping right in to the project, you envisioned and crafted a solution that didn't previously exist.

When Chevron instituted tobacco price increases, one of my responsibilities was to review the inventory mark-ups to verify that the stores completed the price changes and entered the counts into the system accurately to mark up their inventory. In order to get an idea of the total value of the markup, I needed to know the percentage of the inventory that makes up the various subcategories: Super Premium, Premium, Generic, etc.

Your expertise, rapid responses and continual, clear communication allowed us to work together to create an essential program Chevron. Thank you for performing an initial analysis, which captured an accurate mark-up at each of our sites. With this analysis, Chevron identified 200 locations that were not performing the correct mark-ups. In addition to the cost savings in identifying these locations, Chevron conserved over \$30,000 by not having managers and supervisors go back and perform the work. Quantum's unique insight and specialized knowledge in the convenience store industry are what made this difficult task possible.

Quantum Services has definitely met and exceeded my expectations. Thank you again for taking the initiative to start this project and for creating an important program that saved Chevron a great deal of time and money. I look forward to continuing our partnership with you and Quantum Services.

Sincerely,

A handwritten signature in black ink that reads "David M. Hale". The signature is written in a cursive, slightly slanted style.

David M. Hale
Audit & Inventory Lead
Chevron Products Company
North America Marketing, Retail Programs