



## 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