



August 3, 2009

Barrett Crook
Quantum Services
4284 North High Street
Columbus, OH 43214

Dear Barrett,

When people ask me, "What is it one should look for when choosing an inventory firm for convenience store audits?" I answer: Quantum Services. Why? Because Quantum IS all the things one should look for.

More specifically, I tell people they should look for a company that:

1. Acts like a partner - demonstrating teamwork and commitment to service.
2. Meets deadlines. If they say it's going to get it done, it does.
3. Practices strong, proactive communication and understands why that matters.
4. Has solid industry knowledge and c-store expertise that can help me improve my profits.
5. Knows how to work in both a corporate and franchise environment.
6. Has the ability & expertise to support my growth plans through changeover audits.
7. Knows how to transition to, manage, and conduct item level scanning audits.
8. Has a variety of talented people: from the audit supervisors to operations, technology, field support & senior management.
9. Makes everyone easily accessible to sit down, discuss issues, bring ideas to the table and challenge conventional wisdom.
10. Has professional and moral values you can believe in –and that you see the auditors use every day.
11. Is consistent, reliable, and trustworthy.
12. Invests in the training & skills development of its people –so those people add more value to clients.
13. Provides suggestions and consulting along with accurate audits.
14. Lowers my risk of things going wrong.
15. Solves problems and saves time & money.

Here is one example: *Quantum's expertise and experience saved us over \$300,000 in our item-level audit process from just one idea alone.* In addition to the dollar savings, time was saved at store-level, and a process was greatly improved.

To other people in the convenience store world, I would say, when it comes to choosing an inventory audit firm, Quantum Services has what you are looking for. Quantum walks the walk and saves you money and time.

I strongly recommend Quantum Services.

Sincerely,

A handwritten signature in blue ink that reads "Michelle Karceski".

Michelle M. Karceski
BP USCR
Audit Team Lead