



2589 Boyce Plaza Road
Pittsburgh, Pennsylvania 15241-3981
412 / 257-1550
Fax: 412 / 257-8114

June 4, 1998

Ms. Denise Black
Quantum Services
4284 N. High Street
Columbus, OH 43214

Dear Denise,

I wanted to let you know how much we appreciate the efforts of Quantum Services over the past year. We have worked together to strengthen our partnership. You and your company have displayed teamwork, flexibility and swift problem resolution.

At CoGo's, we have developed an in-house shrink program which increases accountability for all involved in the operations of a location. This program has helped CoGo's decrease shrink by approximately \$100,000 in 1997. An integral part of this program is the physical count. Teamwork shown by Quantum Services has resulted in clear procedures and met several objectives including:

- Development of an audit procedure manual.
- Proper and consistent cut-off information through the use of the Inventory Audit checklist, and the Newspaper Reconciliation Log.
- Continued training of CoGo's store personnel through Quantum's attendance at Finance Day, and ASM manager meetings, as well as distribution of "PPI" materials.
- Development of a CoGo's specific SPOT Report which provides valuable store observations.

Thank you for working together with our in-house audit program to significantly impact shrink for CoGo's. I look forward to continuing our partnership with you and Quantum Services.

Sincerely,

A handwritten signature in blue ink that reads "Wayne E. Unks".

Wayne E. Unks
Controller

WEU/ckd