



Miller Oil Co. Inc.

1000 E. City Hall Avenue
Norfolk, Virginia 23504-4214
757 623-6600

May 16, 2005

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

Dear Barrett,

Miller Oil has been impressed with Quantum Services from day one. The value we receive from Quantum Services far exceeds the investment. The integrity demonstrated by Quantum is the biggest difference we have experienced versus your competitors.

Your company came in and asked good questions. You reviewed our current audit program and provided innovative solutions that will continue to help us increase our profits and competitiveness today and in the future.

Prior to hiring Quantum Services, our experience with other inventory services was mixed. We always sort of held our breath with those other "national services"--not really knowing what to expect--because some of their teams seemed to be a little lost. They failed to demonstrate the c-store expertise that Quantum is known for. The site managers are much more accepting when they have confidence in the integrity of the audit team. As you know, if we don't have confidence in the accuracy of the counts, it is difficult for the store to take action. It's nice to see that Quantum's employees walk the integrity talk. The managers feel confident that a quality audit is being done.

The transition to Quantum has been seamless and easier than I could have ever imagined. After our initial meeting, all I needed to do was to make one phone call to get started in any of our locations from Virginia to Florida! The service has been going very well. I'm hearing positive comments about Windy Kelly from the managers and the reps. Communication has been great as well. Quantum's division managers are easy to do business with.

We've been very pleased with the services here in Virginia and I'm sure we will find the same quality and integrity in your work as we expand our partnership.

I highly recommend your services to anyone in the convenience store industry. We've been very pleased with the auditing of our stores by Quantum. We truly appreciate the work Quantum is doing. Thank you and keep up the great work!

Sincerely,

A handwritten signature in black ink that reads "Kim Poyner". The signature is written in a cursive, flowing style.

Kim Poyner
Accounting Supervisor