



A Campbell Oil Company

October 1, 2012

Randy Burke
Vice President, Quantum Services
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Randy,

We transitioned our 47 locations to Quantum Services in May and we are very pleased with the results. Your audits and technology have helped us tremendously: **shrink has dropped significantly and consistently over the past 4 months since Quantum took over our audits, and we now have a much better understanding of the true inventory numbers.**

Quantum's FAPA (Financial Audit with Price-book Accuracy) solution is great! The price assurance aspect is a key for us. We have witnessed how FAPA enables your auditors to price check any product in the store to assure accuracy while accommodating the complexities of our flexible pricing. **Having that scan-quality price book accuracy on selected items without the expense of an item level scan audit for all products in the store means money in the bank for us.** The ease of use of incorporating your technology with our existing back office price book was seamless, quick, and easy.

Benefits we have received since utilizing Quantum include:

- **We have seen a drastic decrease in inventory shrink in the past 4 months.**
- **FAPA helps us target the causes of shortages and fix the root issues.**
- The level of detail provided via FAPA enabled us to clean up unidentified items in the price book, saving time going forward.
- The accuracy of our cost audits has greatly improved – positively impacting our gross margins.
- **Store Managers & Supervisors have gained confidence in the audit results. This means they take action and focus their time and attention on where it gets the highest return.**

We are impressed by your company's professionalism, industry knowledge and access to senior leadership. The confidence that we now have from our Store Supervisors & Managers is evidence that you are the best.

I highly recommend Quantum Services to anyone in the c-store industry.

Sincerely,

Nino Iadanza
Vice President
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