



*A Campbell Oil Company*

October 1, 2012

Randy Burke  
Vice President, Quantum Services  
4284 N. High St.  
Columbus, OH 43214

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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