Quantum Services

REFUEL | CLIENT SINCE 2020

Mount Pleasant, SC

ant, SC GOING BEYOND TEAMWORK:

Refuel's journey from five stores to 206 stores and how Quantum Services helped them get to one consistent, uniform, and trustworthy audit process across several states of operation.



INVENTORY CHALLENGE

Refuel was founded in 2008 in South Carolina. They started operating as a small c-store chain with five stores. In 2019, Refuel created a plan for growth through acquisition of small c-stores.

With the acquisition of Double Quick in April 2020, Refuel was introduced to Quantum Services as Quantum was the outsourced auditing firm that Double Quick had been partnering with for over seven years.

At the time, Refuel still handled inventory audits internally. With their anticipated expansion across multiple states, they realized that to continue successful growth, they needed a plan to create a uniform and repeatable audit process.

Their needs were complex in that each purchase required a financial changeover audit as well as an item level population audit.

Refuel also needed to establish an ongoing audit program to manage the company's recurring audit needs. With their next acquisition in 2020, which included 26 Cruizers' stores in North Carolina, Refuel hired Quantum Services to provide audits in all of their stores and help them achieve their long-term growth plan.

"I had a

great experience working with Refuel. The managers and staff were **VERY POLITE AND HELPFUL.** The stores were **ORGANIZED AND READY FOR THE AUDIT.** They also have **TERRIFIC CUSTOMER SERVICE.**" -Steven Rodriguez, Division Manager for El Paso, TX, Quantum Services

QUANTUM SERVICES SOLUTION

Beginning with the purchase of Cruizers, Quantum established a consistent and repeatable audit process. During this acquisition, Quantum completed financial changeover audits, set up their pricebook, and conducted NSI scan audits (non-scanned inventory) to verify all items were in the current pricebook.



The NSI scan audits allowed items that were not currently at every location to be added to the pricebook prior to the actual takeover of the locations. This preplanning process allowed for a smooth and consistent pricebook set-up and successful changeover for all locations.

In addition to handling the audit changeovers for acquisitions, the Quantum team now manages the ongoing store audits for the entire Refuel organization.

Over the span of three years, the partnership between Refuel and Quantum Services has helped them grow from their initial five stores in one state to 206 stores in five states, with locations in South Carolina, North Carolina, Mississippi, Texas, and Arkansas.

TIMELINE OF **PARTNERSHIP**

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Over a two-day period in June 2021, Quantum Services completed population audits and financial changeover audits for a 16-store acquisition of Wag-A-Bag sites in the Austin, TX area.

Quantum Services provided training to Refuel store managers on the audit process, how to understand and use the reports, as well as best practices on setting up their stores.

Quantum Services established three new divisions of auditors in Florence, SC, Austin, TX, and Indianola, MS to manage the audit needs of Refuel. Quantur (Item Le audits at days in S 2022 Audits a betweer on the at When ac increase

2020

Quantum Services completed ILSA (Item Level Scan Audit) changeover audits at 28 ALCO sites over five days in September 2021.

Quantum Services completed 26

population audits for the Cruizers acquisition in December 2020.

Audits are now performed between every 30-75 days, based on the audit needs of the store. When accuracy and audit details increase, audit frequency reduces!

Quantum Services hired an additional nine people and currently has 21 service providers that audit the Refuel stores.



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