



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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