### AGENDA

BOARD OF DIRECTORS Meeting January 22, 2017 7:30 AM Westin Hotel Savannah, GA (Room TBD)

Established I

#### **Board Members:**

Rex Davis, Chairman Chuck Hinckley, Vice Chairman Dave Shoemaker, Secretary Matt Banning, Treasurer Andy Aulakh Scott French Jim Miller Michael Ouimet Joel Teague

#### **Other Attendees:**

Steve Allen, President Gregory J. Barro, Advisor Tiffany Gamble, Advisor Scott Cheek Advisor

Time	Item	Person	<b>Board Action</b>	Page
7:30 am	Call to Order and Welcome	Rex Davis		
7:30-7:35 am	Approve Minutes December 14, 2016 Board Meeting	Rex Davis	Move Discuss Vote	2-4
7:35-7:40 am	Approve November 2016 Financial Statement	Steve Allen	Move Discuss Vote	5-7
7:40-8:00 am	Pending Capital Requirements	Steve Allen	<b>Report</b> - Discussion	8
8:00-8:05 am	Boss Shops Update	Steve Allen	Report	
8:05-8:25	Project Diamond Update	Rex Davis	Discussion	
8:25-9:30	Strategic Plan Review: Board and Staff Succession Purchasing Franchise Like Model Service Centers Technology	Jim Miller Joel Teague Michael Ouimet Dave Shoemaker Matt Banning/Scott Cheek	Reports	9-23
10 Minutes	Break			
9:40-10:40	Departmental Reports: Member Development Sales Marketing Purchasing Annual Meeting Update	Steve Allen Luke Dinsdale Steve Allen Steve Allen Tom Boutwell Tom Boutwell	Reports	24-41
10:40-11:00	EFS Update	Steve Allen	Report	44
15 Minutes	Miscellaneous	Rex Davis		
11:30 am	Adjourn	Rex Davis	Move Vote	

### AMBEST BOARD OF DIRECTORS **Conference Call** Wednesday, December 8, 2016

#### **Board Members:**

Rex Davis, Chairman Chuck Hinckley, Vice Chairman Dave Shoemaker, Secretary Matt Banning, Treasurer Andy Aulakh Jim Miller Scott French Joel Teague **Michael Ouimet** 

#### **Non-Voting Members:**

Steve Allen, President Scott Cheek, Advisor Tiffany Gamble, Advisor Gregory J. Barro, Advisor

Chairman, Rex Davis, called the meeting to order with a quorum present.

Chairman Davis asked for a review of the minutes from the face-to-face November 8, 2016 Board meeting.

MOTION: Dave Shoemaker made a motion to approve the minutes of the November 8, 2016 Board meeting.

Andy Aulakh - 2<sup>nd</sup> Unanimous Approval

**MOTION:** Jim Miller made a motion to approve the minutes of the November 8, 2016 Board Officer Election meeting.

Dave Shoemaker - 2<sup>nd</sup> Unanimous Approval

New Location Review: Rex Davis presented a review of new member – Oasis Stop n Go in Twin Falls, ID. The location was previously voted on electronically.

#### Strategic Plan Review:

- <u>P2P Loyalty Program</u>: Rex Davis updated the Board on the P2P acquisition.
- Purchasing: Joel Teague updated the group on the purchasing group progress.
- Franchise-like Model: Michael Ouimet discussed the committee's progress regarding steps toward franchise-like decisions.
- Board & Staff Succession: Jim Miller reported on the status of staff programs for the future.
- Service Centers: Dave Shoemaker gave the overview of the service center department.
- <u>Technology</u>: Matt Banning and Scott Cheek provided feedback regarding the technology upgrades.

**Department Reports:** (See pages 8-18)

- Member Development: Steve Allen updated the group on the growth of each membership segment.
- Sales: Steve highlighted the current sales statistics.
- ASC Sales: Steve spoke about the current ASC sales statistics.
- <u>Network Rack Average Plus Report</u>: Steve mentioned the report in the attachments.
- Annual Mtg Update: Steve gave a wrap up from the 2016 Annual Meeting.

#### AMBEST BOARD OF DIRECTORS

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■ Fuel Card Report: Steve mentioned the fuel card report in the attachments.

#### WEX / EFS Update:

Steve Allen spoke about the EFS/WEX, Inc. changes.

#### **Financial Report:** (See page 19)

Steve Allen presented the October 2016 Financial reports in the attachments.

**MOTION:** Chuck Hinckley made a motion to approve the October 2016 financial reports as presented. Jim Miller – 2<sup>nd</sup> Unanimous Approval

**MOTION:** Dave Shoemaker made a motion to adjourn the meeting. Michael Ouimet – 2<sup>nd</sup> Unanimous Approval

Meeting Adjourned.

#### AT A GLANCE AMBEST BOARD OF DIRECTORS MOTIONS Wednesday, December 14, 2016

**MOTION 16-882:** Dave Shoemaker made a motion to approve the minutes of the November 8, 2016 Board meeting. Andy Aulakh - 2<sup>nd</sup> Unanimous Approval (Page 1)

**MOTION 16-883:** Jim Miller made a motion to approve the minutes of the November 8, 2016 Board Officer Election meeting. Dave Shoemaker - 2<sup>nd</sup> Unanimous Approval (Page 1)

**MOTION 16-884:** Chuck Hinckley made a motion to approve the October 2016 financial reports as presented. Jim Miller – 2<sup>nd</sup> Unanimous Approval (Page 2)

**MOTION 16-885:** Dave Shoemaker made a motion to adjourn the meeting. Michael Ouimet –  $2^{nd}$  Unanimous Approval (Page 2)

#### AMBEST, Inc. Board of Directors' Financials At A Glance Wednesday, November 30th, 2016

	Nov-16	Nov-15	Nov-16
	Actual	Actual	Budget
Total Revenues	919,113	526,539	899,317
Total Expenses	739,603	453,712	681,071
Income Before Tax	179,509	72,827	218,246
Income Tax Expense/ <benefit></benefit>	71,805	(6,951)	5,925
Net Income (Loss)	107,704	79,778	212,320

Additional items of interest:	Current Month	Prior Month	Same Month Last Year (As Originally Reported)	
- Current Ratio	2.07:1	1.89:1	1.61:1	
(current assets)	2,144,454	2,090,330	2,203,777	
(current liabilities)	1,035,273	1,102,812	1,365,073	

-Balance sheet summary							
Cash Operating	60,013	136,024	181,448				
Cash Reserve	68,820	68,798	93,525				
Cash Annual Meeting	246,968	195,927	9,190				
Investments-Cash	107,694	44,183	81,678				
Investments-Bonds	1,106,737	1,174,887	1,033,942				
TOTAL	1,590,232	1,619,819	1,399,783				

- Truck Stop changes:	Current Month	Prior Months	Year to Date
New truck stops - Budget	2	21	23
New truck stops - Actual	0	3	3
Lost truck stops - Actual		0	0
Net gain/loss	0	3	3

- Service Center changes:	Current Month	Prior Month	Year to Date
New service ctrs - Budget	0	0	0
New service ctrs - Actual	0	4	4
Lost service ctrs - Actual	0	0	0
Net gain/loss	0	4	4

			2016 YTD Actual Vs. 2016 Budget (Unfavorable)
Y-T-D FY 16	Y-T-D FY 15	Y-T-D FY 16	Y-T-D
Actual	Actual	Budget	Variance
3,242,249	2,942,780	3,063,483	178,766
2,865,332	2,660,153	2,911,690	46,359
376,917	282,627	151,793	225,125
150,767	77,963	29,625	(121,142)
226,150	204,664	122,168	103,982

#### Truck Stops - New

Name	No. of Locations	Category	Date
Mac Food Mart Goshen Rd	1	Fuel Stop	7/1/2016
Mac Food Mart - West Haven	1	Fuel Stop	7/1/2016
Taylor Quik-Pik	1	Fuel Stop	7/1/2016

#### Service Centers - New

Name	No. of Locations	Category	Date
Yokum Towing & Recovery	1	Service Center	7/1/2016
AtoZ 24 Hours Road Service	1	Service Center	7/1/2016
Joe's Tire & Lube	1	Service Ctr	7/11/2016
Rocky Mountain Truck Center	1	Service Ctr	8/1/2016

#### One Check Funds Distributed to Members - November 2016

т	otal Fuel and SC	Ŷ	3,708,286
	Fuel	Ś	2,700,469
	Service Center	\$	1,007,817
Service Center Inv	oices Processed		3,200

#### **Central Purchasing Processed - November 2016**

Invoices Processed 231 Invoice Totals <u>\$ 251,803</u>



#### AMBEST, INC. Comparative Balance Sheet For the Fiscal-Period Ending November 30th, 2016 and November 30th, 2015

	November 30th, 2016	November 30th,
ASSETS	<b>30(1), 2016</b>	2015
Current Assets		
Cash	60,013	184,270
Cash - Reserve Money Market	68,820	93,525
Cash - Investment	107,694	81,678
Cash - Annual Meeting	246,968	9,191
Investment Bonds	1,106,737	1,034,547
Subtotal - Cash and Liquid Assets	1,590,232	1,403,211
Accounts Receivable		
AMBEST	554,222	469,418
One Check Subtotal - Accounts Receivable	554,222	261 469,679
Subtotal - Accounts Receivable	554,222	405,075
Total Current Assets	2,144,454	1,872,890
Pass-Through Assets		
Central Purchasing A/R	83,968	
Pass-Throughs - Monthly Billing A/R	42,596	
Cash - Designated to Central Purchasing from Operating	95,933	
Cash - Purchasing Rebates	5,834	
Cash - OneCheck Escrow	91,025	463,561
Subtotal - Pass-Through Assets	319,356	463,561
Other Assets		4.045
Notes Receivable Prepaid Expenses	34,035	4,045 29,386
NR P2P	6,348	-
Security Deposit	6,500	6,500
Investment in Joint Venture	4,475	5,375
Subtotal - Other Assets	51,358	45,306
Property and Equipment, Net	118,991	98,410
TOTAL ASSETS	2,634,159	2,480,167
LIABILITIES AND EQUITY		
Current Liabilities		
Accounts Payable - AMBEST	132,264	71,991
Other Accrued Expenses	9,057	9,375
Fleet Rebates	14,779	12,120
Accrued Federal & State Taxes	131,238	76,191
Annual Meeting Unearned Income and Donations	(2,750)	19,925
Deposits - Lucas Sponsorship	20,000	-
Deposits Potential Members	10,000	10,500
Unearned Revenue - Annual Renewal Fee	10,708	9,396
Uncollectible Accounts	29,535	29,535
Fuel Rebates Payable	68,480	49,821
Accrued Wages/EE WH	13,962	5,563
Unredeemed Points	598,000	598,000
Subtotal - Current Liabilities	1,035,273	892,417
Pass Through Liabilities		
Escrow Obligations OneCheck	91,025	463,561
Central Purchasing	178,902	
A/P Purchasing Rebates	5,323	
Subtotal - Pass-Through Liabilities	275,250	463,561
Deferred Taxes	44,221	26,276
TOTAL LIABILITIES	1,354,744	1,382,254
EQUITY		
Unrealized Gain(Loss) on Bond Portfolio	(4,700)	263
Retained Earnings	1,057,965	892,986
Net Income	226,150	204,664
TOTAL EQUITY	1,279,415	1,097,913
TOTAL LIABILITIES AND EQUITY	2,634,159	2,480,167

#### AMBEST, INC. Income Statement vs. Budgeted Numbers For Month Ending November 30th, 2016

	MTD	MTD	Variance	YTD	YTD	Variance
	Actual	Budget	(Unfavorable)	Actual	Budget	(Unfavorable)
REVENUE	_					
Monthly Marketing Fees	194,886	198,000	(3,114)	1,024,757	969,000	55,757
New Membership Fees	-	5,013	(5,013)	4,600	22,963	(18,363)
Service Center Fee	33,000	34,167	(1,167)	172,600	170,833	1,767
Service Connection Fees	6,206	4,583	1,622	24,768	22,917	1,851
Points Issued	301,475	269,750	31,725	1,499,603	1,338,750	160,853
Loyalty & Gift Card Services	5,875	8,958	(3,083)	28,475	44,792	(16,317)
Member Meeting	347,253	350,000	(2,747) (771)	347,253	350,000	(2,747)
Annual Renewal Fees Marketing Opportunity	10,708	11,479 833	(833)	53,542	57,396 4,167	(3,854) (4,167)
Rebate Purchasing Group	- 124	835 1,667	(855) (1,542)	- 1,663	4,107 8,333	(4,107) (6,670)
Commissions	3,125	1,667	1,458	16,796	8,333	8,463
Investment Interest	4,745	2,117	2,628	11,211	10,583	628
Trendar	6,480	6,292	188	32,640	31,458	1,182
Verifone	5,236	4,792	444	24,342	23,958	383
TOTAL Revenue	919,113	899,317	19,796	3,242,249	3,063,483	178,766
EXPENSES Advertising	6,393	16,250	9,857	48,940	81,250	32,311
AMBUCKS	6,393 1,507	2,250	9,857 743	48,940 7,533	81,250 11,250	32,311 3,717
Auto Expense	9,866	12,367	2,501	50,207	61,833	11,626
Bad Debt/Reserve	5,800	-	2,501	-	-	-
Bank Fees	429	533	105	4,199	2,667	(1,532)
Benefit Expense	12,127	9,792	(2,335)	50,506	48,960	(1,546)
Board Expense	7,356	-	(7,356)	9,615	20,200	10,585
Cards	-	9,000	9,000	-	18,000	18,000
Contract Labor	10,052	-,	(10,052)	44,884	-,	(44,884)
Depreciation Expense	3,478	3,333	(145)	15,750	16,667	917
Dues and Subscriptions	4,462	3,833	(628)	21,994	18,967	(3,027)
Equipment Lease	503	842	339	4,459	4,208	(251)
Gifts and Contributions	8,005	908	(7,096)	12,829	4,542	(8,288)
Insurance	6,485	4,367	(2,118)	23,247	21,833	(1,414)
Legal Services	7,469	2,525	(4,944)	27,794	12,625	(15,169)
Loyalty & Gift Card Expenses	3,552	3,125	(427)	16,757	15,625	(1,132)
Member Meeting	187,560	160,000	(27,560)	230,979	248,800	17,821
Other Outside Services	3,389	-	(3,389)	7,517	-	(7,517)
Payroll	161,537	172,950	11,413	801,482	897,485	96,003
Payroll Taxes	10,268	17,733	7,465	53,525	88,666	35,141
Points Redeemed	211,948	187,654	(24,293)	1,071,283	966,046	(105,237)
Postage and Shipping	2,050	2,667	617	10,409	13,333	2,924
Prizes	5,170	4,933	(236)	23,820	24,667	847
Professional Services	8,979	11,258	2,279	62,140	56,292	(5,848)
Provision for Unredeemed Points	-	-	-	-	-	-
Rent	6,876	7,200	324	34,378	36,000	1,622
Repairs and Maintenance	124	292	168	4,785	1,458	(3,327)
Supplies	5,578	1,875	(3,703)	12,422	9,401	(3,021)
Taxes and License	698	1,200	502	1,851	6,000	4,149
Telephone	7,446	5,942	(1,504)	33,769	29,708	(4,061)
Third Party Process Fees	-	2,175	2,175	6,878	10,875	3,997
Trade Shows	3,000	1,300	(1,700)	8,526	10,500	1,974
Training and Education	-	708	708	-	3,542	3,542
Travel	36,819	30,917	(5,902)	130,216	154,583	24,367
Trendar TOTAL Expenses	6,480 <b>739,603</b>	3,142 <b>681,071</b>	(3,338) <b>(58,532)</b>	32,640 <b>2,865,332</b>	15,708 <b>2,911,690</b>	(16,932) <b>46,359</b>
						-
Income Before Tax Income Tax Expense	179,509	<b>218,246</b>	<b>(38,736)</b>	<b>376,917</b>	<b>151,793</b>	<b>225,125</b>
	71,805	5,925	(65,880)	150,767	29,625	(121,142)
NET Income	107,704	212,320	(104,616)	226,150	122,168	103,982

Based on Unaudited Financials Page Purofs 44

### Capital Requirements 2017

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Item	Capital Required	Financing	Reserves	Cash Flow	Collateral	Available Reserve	Membership Fee Increase	Lease
P2P Acquisition Cost	\$ 1,500,000.00	\$ 1,100,000.00	\$ 400,000.00	\$0	Bond Fund	\$250,000		
P2P Acquisition Legal Fees	\$60,000			\$60,000				
P2P Transition Costs	\$20,000			\$20,000				
Software System Blueprint	\$25,000			\$25,000				
CRM System	\$200,000						\$200,000	
New Trailer	\$5,700			\$5,700				
New Truck	\$25,000	\$25,000			Truck			
Website & Mobil App Design	\$50,000						\$50,000	
Office Remodel	\$50,000							\$50,000
Total	\$ 1,935,700.00	\$ 1,125,000.00	\$ 400,000.00	\$ 110,700.00		\$250,000	\$250,000	\$50,000



### AMBEST BOARD MEETING NOTES STRATEGIC PLANNING SESSION



### Rev: June 2-3, 2016

### **MISSION**

To Drive Profitability for AMBEST Members for Long-Term Viability

	ACTIONS	PERSON RESP	PROGRESS	DUE DATE	STATUS
BEST LOYALTY PROGRAM IN THE INDUSTRY	Investigate if P2P is the right platform. If so, buy it, and at same time explore other vendors. Ensure integration with all POS Platforms (Radiant, Retalix).	Committee (Rex,Matt, Scott, Dave, Greg)	LOI has been mutually agreed, APA draft presented, Banks contacted, Business Plan draft presented to Board 11/8/16	11/30/16	Ongoing
	Develop/Hire staff to program the platform, and improve it.	Steve	After Acquisition Complete Analysis	12/31/16	Ongoing
	Evaluate competitor's plans.	Committee	Included in Due Diligence and Business Plan	Ongoing	Ongoing
	Train each member on how to maximize usage. Provide onsite training, webinars, or You Tube videos.	Steve	Numerous Training Sessions	Ongoing	Ongoing
	Develop a strategy to sell custom loyalty and gift card program to members for 4-Wheel customers.	Think Tank to include Matt and Scott		3/30/17	

	ACTIONS	PERSON RESP	PROGRESS	DUE DATE	STATUS
BRAND RECOGNITION	Establish and enforce uniformity in minimum, standard signage. (I.e. Define 'vital few rules' where we need uniformity and enforce them.) Consider grandfathering, as appropriate.	Committee to address this whole section. Committee should include the Scotts, Michael, Joel.	Need to address this prior to the 2017 AMBUCK\$ campaign	June 30, 2017	
	Uniformity and enforcement of all AMBEST marketing programs and collateral.	Committee		3/31/17	
	Provide inspection program, which may include mystery shoppers.	Committee		3/31/17	
	Provide best customer service (e.g. Best Practices training videos.)	Committee		3/31/17	
	More dots on the Map. (E.g. U.S., Canada, and one day Mexico - 500+)	Steve/Luke	We have numerous prospects. Need to make sure we can properly serve the members we have	Ongoing	Ongoing
	ACTIONS	PERSON RESP	PROGRESS	DUE DATE	STATUS
BEST	Identify 'Mom and Pop' AMBEST stores who may want to franchise (150+).	Steve/Greg	No Progress	Need to Establish	
FRANCHISE-LIKE MODEL	Negotiate the best franchise package with Circle K (e.g. reduce franchise fees, reduce royalty, reduced requirement for renovations, etc.)	Steve	Meeting Scheduled February 6	3/31/17	
	Present franchise package to membership.	Steve	To Follow Agreement	5/1/17	
	Show members savings by market basket (e.g. cigarettes, beer, soda 'coke in a box', etc.)	Steve	To Follow Agreement	5/1/17	
	Evolve into a national fuel-buying purchase program.	Steve	No Progress	Ongoing	

	ACTIONS	PERSON RESP	PROGRESS	DUE DATE	STATUS
EXCEPTIONAL TECHNOLOGY	Re-platform infrastructure.	Contract vendor	Proposals received from 2 potential vendors	3/1/17	Ongoing
Angela, Carol, Dan, Scott, Matt, Steve	Customer Relationship Management (CRM) – Sales tracking	Contract vendor (same package as above)	Plan to Present Proposal to Board at April 2017 meeting	April 17 Board Meeting	
	Recruit Software Developer (In house hire) SQL	Steve	Post CRM decision		
	Daily integration with billing companies.	Steve	Ongoing		
	Form committee to evaluate P2P platform versus competitors – Acquire vs. re-platform.	Steve	Decision made to purchase P2P		
	ACTIONS	PERSON RESP	PROGRESS	DUE DATE	STATUS
	Establish a long-term contract with EFS.	Steve	In Negotiations	3/31/17	
BEST-IN-CLASS FUEL CARD	Develop a relationship with Voyager, WEX/Fleet One.	Steve/Scott Cheek	In Negotiations	3/31/17	
RELATIONSHIPS	Develop a plan to incentivize fleets/drivers with AMBUCK\$ points to increase the number of cards in the market and increase the use of the card. (E.g. bonus points for drivers, better prices for reward members, free wi-fi, a certain number of points for starting a card, etc.)	Steve	This is a massive project and something that should be discussed at the Town Hall Meeting to determine member acceptance		
	ACTIONS	PERSON RESP	PROGRESS	DUE DATE	STATUS
MISCELLANEOUS	Ensure alignment between Service Centers and Advisory Committee. Verify that we have the right people on the Advisory Committee. Then work with the Board to determine if you do/don't add the Service Center Actions to the Strategic Plan.	Steve	The ASC Committee is active and the program is growing. Successful test of Service Connection Direct will result in location growth		

Provide the Board with an update on your plan for right sizing for growth on our monthly conference call. (Org Structure, Development Planning, etc.)	Steve	Ongoing	Ongoing	Ongoing
Continue to strengthen purchasing programs.	Steve/Tom	Ongoing	Ongoing	Ongoing
Conduct the annual member survey prior to the Annual Strategic Board meeting.	Steve	Results to be Announced at Meeting	11/8/16	
<ul> <li>P2P Actions:</li> <li>Steve will find out when Burt's notes are due, and find the letter of intent. Find out if there are any liens that have been filed against Burt.</li> <li>Depending on what Steve discovers, consider having Rex (Dave, Chuck, and Jim) re-approach Burt via his attorney, with the idea that we are willing to employ the daughter.</li> </ul>		The acquisition is currently being negotiated.		

Misc actions for Steve	As part of the monthly Board update, show the actual AMBEST org chart and the evolution of the roles, given potential departures.	Steve	Done	January 2017 Board Meeting	
	Identify potential diversity candidates.	Board/Staff Succession Committee	Jim and Committee	Ongoing	
	Distribute the charter format and guidelines for the Committees. Ensure that the Committees name a chairperson.	By July 1	Done	Rex	Ongoing

COMMITTEE	BOARD MEMBERS: Other Board members invited to listen in on calls. The person in RED will set up the first call no later than July 1
PURCHASING	Joel, Dave, Kerry, Jim White, Bill Decker
P2P	Joel, Chuck, Dave, Greg, Rex
Technology	Matt, Scott Cheek
Franchise-like	Greg, Andy, Mike, Dave
Service Centers	Dave, Scott French, Jim
Board/Staff Succession	Jim, Chuck, Scott French



# Ambest Software System Blueprint Proposal

Prepared by: Sheri Blaho 1/13/2017

5272 South Lewis Avenue Suite 100 Tulsa, OK 74136 918.496.1600

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#### **Executive Summary**

CS3 Technology is pleased to present this proposal to Ambest. We want to thank you for allowing us the opportunity to work with you and your team. Should you accept one of our recommendations, we will provide you with the services necessary to effect real change within your organization.

For your consideration, this proposal includes:

#### Plus7 Process™

Your Blueprint engagement with CS3 is part of a proven methodology known as our Plus7 Process<sup>™</sup>. This 7-point model spans the project lifecycle and is consistent across all our engagements.

#### **Project Components and Pricing**

One option for solving your stated Key Issues hve been identified. The proposed solution will provide a financial benefit to Ambest which will far exceed the initial investment. This solution will enable your organization's future growth and profitability.

#### Summary of Findings

We have documented the relevant components of your current operations during the Discovery Phase of our engagement. This information has assisted in the design of your proposed solution. Additionally, this information has been utilized in determining your Return on Investment or stated Financial Objectives.

#### **Key Issues and Financial Impact**

We have captured the Key Issues your team has identified along with the impact to your organization. To assist with your decision, we have included the estimated financial impact both in hours and dollars as appropriate.

#### **Project Statement of Work**

The statement of work provides a detailed description of the services and tasks that will be performed, milestones, deliverables, implementation time frames and resources that will be required from your staff. CS3 will provide Project Managment to ensure all services align with the stated scope.

#### **Terms and Conditions**

The Terms and Conditions Section defines our mutual understanding regarding this proposal.

For your additional assurance, we have included three unique components in your proposal:

CS3 Protection Pricing<sup>™</sup> - Fixed fee proposal ensuring a "no surprise ending."

CS3 Confidence Contract<sup>™</sup> - Agreement to ensure your complete satisfaction.

CS3 18 Service Pillars™ - Performance standards consistently followed by each CS3 employee.

After reviewing the propopal, feel free to contact Sheri Blaho at 918.496.1600 extension 207 or Sblaho@cs3tech.com with any questions. Once you select your preferred course of action, please return a signed copy of the proposal along with the deposit.

Again, we thank you for considering CS3 Technology for this project.

Sheri Blaho and the CS3 Team

CS3 Proposal

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#### CS3 Plus7 Process™

Continuous process improvement is the key to your success and therefore our top priority. Your relationship with CS3 will continue to follow our proven evaluation and project methodology known as our Plus7 Process<sup>™</sup>. This seven-point model defines the ongoing relationship we have with each client and all engagements.

#### PlusOne – Discovery.

Your consultative sales process centers around a comprehensive discovery phase. This stage includes interviews with your key team members in order to detail critical issues and needs. The information is translated into your Summary of Findings Document with a Return on Investment statement that defines the savings your solution should yield.

#### PlusTwo – Design.

Utilizing your Summary of Findings Document, your business consultant will develop a solution designed to address your key business issues. Taking a holistic approach, CS3 will evaluate the options and present the best recommendations to you. More complex projects could benefit from a CS3 Blueprint<sup>™</sup>, a detailed design that defines existing business processes, gap analysis, and recommendations.

#### PlusThree – Planning.

Project planning and management is vital to your successful implementation. All engagements at CS3 include a closely monitored plan to assure your project remains on task, on time, and on budget. Your plan will function as your "reality check", ensuring scheduling, resources and finances are defined and scrutinized.

#### **PlusFour – Education.**

It is imperative that your team completely embrace any new solution and the improved business processes. CS3 utilizes multiple education methodologies as needed. Individual instruction, instructor led and on-demand recorded training are used for your ongoing success.

#### **PlusFive – Validation.**

Your validation or "proof of concept" phase is required for a successful project. A working model will be prepared and utilized for confirming process flows, documentation, and customizations.

#### PlusSix – Deploy.

You can expect your solution deployment to be a "non-event" by embracing the Plus7 Process™. Rest assured we will be readily available for assistance, support, and additional questions.

#### PlusSeven – Review and Refine.

Organizations are dynamic; they grow, they contract, they change strategic directions. Continual process improvement allows your company to adapt to each new reality. CS3 is here to assist your organization through each new challenge.

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#### **Project Components & Pricing**

The following defines your investment in this project.

CS3 Blueprint per Attached Statement of work       Image: CS3 Blueprint per Attached Statement of work         Total Project Investment       \$25,000         Other Terms       \$25,000       \$0         Project Kick Off Date TBD       Hotel, Travel Expenses, Meals and Incidentals will be billed separately       Image: CS3 Blueprint per Attached Statement of work         Project Kick Off Date TBD       Hotel, Travel Expenses, Meals and Incidentals will be billed separately       Image: CS3 Blueprint per Attached Statement of work         Festimated Recurring Fees (year 2 and on)       Estimated Recurring Fees (year 2 and on)       Image: CS3 Blueprint per Attached Statement of work		Option 1	Option 2	Option 3
Total Project Investment       \$25,000       \$0       \$         Other Terms       Project Kick Off Date TBD       Hotel, Travel Expenses, Meals and Incidentals will be billed separately       Proposal Valid Until 02/12/2017         Estimated Recurring Fees (year 2 and on)       Estimated Recurring Fees (year 2 and on)       Estimated Recurring Fees (year 2 and on)	Option 1:			
Other Terms       Project Kick Off Date TBD         Hotel, Travel Expenses, Meals and Incidentals will be billed separately       Proposal Valid Until 02/12/2017         Estimated Recurring Fees (year 2 and on)       Estimated Recurring Fees (year 2 and on)	CS3 Blueprint per Attached Statement of work			
Other Terms       Project Kick Off Date TBD         Hotel, Travel Expenses, Meals and Incidentals will be billed separately       Proposal Valid Until 02/12/2017         Estimated Recurring Fees (year 2 and on)       Estimated Recurring Fees (year 2 and on)				
Other Terms       Project Kick Off Date TBD         Hotel, Travel Expenses, Meals and Incidentals will be billed separately       Proposal Valid Until 02/12/2017         Estimated Recurring Fees (year 2 and on)       Estimated Recurring Fees (year 2 and on)				
Other Terms       Project Kick Off Date TBD         Hotel, Travel Expenses, Meals and Incidentals will be billed separately       Proposal Valid Until 02/12/2017         Estimated Recurring Fees (year 2 and on)       Estimated Recurring Fees (year 2 and on)				
Other Terms       Project Kick Off Date TBD         Hotel, Travel Expenses, Meals and Incidentals will be billed separately       Proposal Valid Until 02/12/2017         Estimated Recurring Fees (year 2 and on)       Estimated Recurring Fees (year 2 and on)				
Other Terms       Project Kick Off Date TBD         Hotel, Travel Expenses, Meals and Incidentals will be billed separately       Proposal Valid Until 02/12/2017         Estimated Recurring Fees (year 2 and on)       Estimated Recurring Fees (year 2 and on)				
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Other Terms       Project Kick Off Date TBD         Hotel, Travel Expenses, Meals and Incidentals will be billed separately       Proposal Valid Until 02/12/2017         Estimated Recurring Fees (year 2 and on)       Estimated Recurring Fees (year 2 and on)				
Other Terms       Project Kick Off Date TBD         Hotel, Travel Expenses, Meals and Incidentals will be billed separately       Proposal Valid Until 02/12/2017         Estimated Recurring Fees (year 2 and on)       Estimated Recurring Fees (year 2 and on)				
Other Terms       Project Kick Off Date TBD         Hotel, Travel Expenses, Meals and Incidentals will be billed separately       Proposal Valid Until 02/12/2017         Estimated Recurring Fees (year 2 and on)       Estimated Recurring Fees (year 2 and on)				
Other Terms       Project Kick Off Date TBD         Hotel, Travel Expenses, Meals and Incidentals will be billed separately       Proposal Valid Until 02/12/2017         Estimated Recurring Fees (year 2 and on)       Estimated Recurring Fees (year 2 and on)				
Other Terms       Project Kick Off Date TBD         Hotel, Travel Expenses, Meals and Incidentals will be billed separately       Proposal Valid Until 02/12/2017         Estimated Recurring Fees (year 2 and on)       Estimated Recurring Fees (year 2 and on)				
Other Terms       Project Kick Off Date TBD         Hotel, Travel Expenses, Meals and Incidentals will be billed separately       Proposal Valid Until 02/12/2017         Estimated Recurring Fees (year 2 and on)       Estimated Recurring Fees (year 2 and on)				
Project Kick Off Date TBD Hotel, Travel Expenses, Meals and Incidentals will be billed separately Proposal Valid Until 02/12/2017 Estimated Recurring Fees (year 2 and on)	Total Project Investment	\$25,000	\$0	\$0
Hotel, Travel Expenses, Meals and Incidentals will be billed separately         Proposal Valid Until 02/12/2017         Estimated Recurring Fees (year 2 and on)	Other Terms			
Proposal Valid Until 02/12/2017 Estimated Recurring Fees (year 2 and on)	Project Kick Off Date TBD			
Estimated Recurring Fees (year 2 and on)	Hotel, Travel Expenses, Meals and Incidentals will be billed separately			
Annual Maintenance Fees \$0 \$0 \$	Annual Maintenance Fees	\$0	\$0	\$0

Financial Impact\* could be as high as:

\$

-

\*Full details can be found in the Key Issues and Financial Impact Section that was prepared specifically for Ambest.





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#### Acknowledgment

By signing below, I authorize CS3 to initate this project. I have attached payment for the required deposit.

Should I require assistance to complete any tasks not detailed in the Statement of Work, CS3 will request authorization via an executed Project Change Order. I also agree to the terms of the enclosed CS3 Terms and Conditions section.

#### **Payment Options**

	Option 1	Option 2	Option 3
Payment Options			
Deposit to be Collected by CS3	\$12,500	\$0	\$C
Balance Due Prior to Delivery of Blueprint	\$12,500	\$0	\$0

Deposit Included:

#### Acceptance

Client Company Name

Authorized Client Signature

Title

Date

CS3 Authorized Signature

Date

CS3 Title

CS3 Proposal

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# CS3 18 SERVICE PILLARS

"Quality can only be delivered when a standard has

been established. CS3's Service Pillars define our standards. Today, they are ingrained into who we are and how we operate." - Shawn P. Slavin, Vice President of Consulting

 Be Authentic Authentic behavior is the most powerful quality we have as consultants. Authenticity is about undisputed credibility when you articulate what you are experiencing. In other words, you express the emotions you feel without being emotional.

#### 4. Engage in Knowledge Transfer

Knowledge transfer begins when your client has sufficient skills for day-to-day activities. Knowledge transfer uses several methods (training, mentoring, hands-on experience, and interactions) to be successful.

7. Make the Client Look Good Publicly recognize the contributions & successes of the client & their team. Always pass credit to those who have earned it.

#### 10. Spend Money as if it were Your

Own Clients expect to be billed for your expenses, but spend wisely. For travel, always seek the most cost-effective alternative. For meals, eat as you would at home. Always give the client the option to save money.

#### 13. Show Up Ready to Work Study

project information before you arrive. Have your materials (agenda, handouts, etc.) ready to go. Know what you are going to do this visit, discuss it briefly with the client as you arrive, then get to it.

#### 16. Under Promise, Over Deliver

Always be conservative in your estimates and promises; then deliver more than what is expected.

#### 2. Exhibit Professionalism at All Times

Conduct every action & communication with absolute professionalism. Bring a sense of calmness and assurance during times of stress for your client. Continuously work on improving your skills and knowledge. Maintain an impeccable character.

 Stay Clear of Politics While you must, without question, know and understand the politics of the client's situation, stay clear of getting involved. Do not get drawn in and choose a side. 3. Demonstrate Success Success is always measured against the client's written objectives and can only be achieved when it is demonstrated to the client. Always ensure acknowledgment is communicated up and down throughout the client's organization.

6. Focus on Delivering Value Everything you do for a client should provide a return on their investment. Just because you CAN do something, does not mean that you SHOULD.

 Take Administrative Tasks Seriously Administrative tasks are essential to the success of every project. This includes documenting project details accurately and on a timely basis.

 Project a Positive Attitude Adversity and challenges are part of every engagement. They should always be met with a "can do" spirit. A positive attitude is contagious to the rest of the team.

#### 14. Look for Improvements Your

relationship is based on trust and your ability to find and create solutions. Help your client identify needs they might not be aware of by looking past the immediate pain and find the root cause. Propose solutions or further research with the goal of developing alternatives.

#### 17. Never Leave the Client Guessing Call

to confirm every appointment. Arrive before your appointed time and debrief when leaving. Never leave without an acknowledgment from the client. Follow up the next day.  Know Your Audience Know to whom you are speaking, but do not talk up or down to anyone. Treat everyone's time and position with respect.

12. Communicate Communication is a two way process: always seek to understand BEFORE you try to be understood. You should use many forms of communication: calls, email and face-to-face, always assuming there will be an external audience.

15. Protect Your Integrity Be truthful, even the when the message is hard for your client to hear. Be reliable. If you are unable to meet a commitment, communicate that quickly.

18. Know When You are in Over Your

Head If you suspect that you need help, ask for it. Always try to refer the situation to someone who can deal with it most expediently. It is all right (in fact, it is preferred) to say you do not know but will get the answer.

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# CS3 Technology

# Statement of Work for Blueprint and Systems Discovery

Prepared for: AMBest Prepared by: Shawn P. Slavin Date Prepared: 1/12/2017

> 5272 S. Lewis, Suite 100 Tulsa, OK 74105 918.496.1600 Toll Free: 877.496.1600 WWW.CS3Technology.com

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#### **STATEMENT OF WORK**

### **ENGAGEMENT OBJECTIVE**

The objective of this enagement is to assist AMBEST review the systems currently used to manage your accounting, purchasing ,and membership management operations. This includes providing a list of recommendations for the enhancing or possibly replacing different compenents your current system toolset.

The three primary functional areas and their related systems included in this review are:

- 1. Member Administration (Currently in a FoxPro-based custom application)
  - Functional Processes of Focus:
    - a. Member Rebate Administration
      - (Need ability to import data from 3rd party billing companies.)
    - b. Daily Pricing
    - c. Discount Maintenance
    - d. Fuel Bids
    - e. OneCheck Processes (Need ability to import data from multiple different fleets into OneCheck.)
  - 2. AMBUCKS Administration (Currently in a FoxPro-based custom application)
  - 3. Financial and Operational Reporting
  - 4. CRM (Possible use in Sales Management)
  - 5. Accounting (Currently in SAGE 100)

Other functional may be addressed during the course of this engagement. Their inclusion will be a the discression of CS3 Advisors.

#### CS3 Responsibilities:

- 1. Provide project management and communication for all activities related to this selection engagement.
- 2. Provide a kick-off meeting in which engagement objectives/tasks are outlined to the selection team.
- 3. Conduct one or more phone-based interviews to gather introductory information about AMBEST, your operations, your processes, and the tools you currently use in your operations.
- 4. Conduct one on-site discovery to observe current processes, observe current tools and their usage, and confirm understanding of reporting requirements. This session may last as long as three days on-site.
- 5. Work with AMBEST team members to summarize current procedures.
- 6. Conduct one or more remote, follow-up discussions to confirm understandings and workflows.
- 7. Summarize findings and create a Blueprint Document.
- 8. Develop a set of recommendations regarding current systems and processes, highlighting risks observed and opportunities for improvements found

CS3 Technology

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#### AMBEST Responsibilities:

- 1. Participate in all project management activities including the kick-off meeting, regular status meetings, after action review, and maintain project activities in shared resources.
- 2. Actively participate in all discovery meetings, providing insight into current process and policies.
- 3. Provide access to current system tools and applications along with resources familiar with their development, deployment, support, and use at AMBEST.
- 4. Provide access to key members of the operational staff familiar with processing daily activities.
- 5. Provide access to key members of management who have knowledge of corporate vision and key corporate objectives.
- 6. Provide examples of current contracts with members and
- 7. Provide copies of current reports, forms, and other types of source inputs used in processing transactions.
- 8. Provide examples of report, forms, and any other type of outputs sent to customers, vendors, members, or other trading partners in the process of conducting daily operations.
- 9. Provide examples of reports provided management and other stakeholders used to monitor, administer, and manage the operations of AMBEST.
- 10. Walk CS3 team members through your current accounting, member management, AMBUCKS reporting, Rebate administration, and other relevant processes, helping to document existing processes.
- 11. Gather examples of all production, billing, profitability, and other operational reports currently provided to management.

#### ENGAGEMENT DELIVERABLES

- 1. Blueprint Document
- 2. Summary of current processes
- 3. Summary of current tools
- 4. Letter of Recommendations

CS3 Technology

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#### WARRANTIES AND LIMITATIONS

Warranties for the computer software or hardware products installed as a result of this engagement are provided by the manufacturer of those products. We offer no warranties, expressed or implied, regarding the functionality or capabilities of the software or hardware products recommended as part of this engagement.

CS3 Technology

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### **AMBEST Board Report / Member & New Member Update**

Luke Dinsdale

January 2017

FISCAL YEAR 7/1/2016 - 6/30/2017

- AMBEST Fuel Stops 8 Locations
- AMBEST Express Travel Center 1 Locations
- AMBEST Full Travel Center 0 Locations
- AMBEST Service Centers 4 Locations

7/2016	Taylor Quik-Pik (1- Fuel Stop)	I-29 Exit 75 Missouri Valley, IA
7/2016	Mac Food Mart – Goshen Road ( 1-Fuel Stop)	US Hwy 30 Fort Wayne, IN
7/2016	Mac Food Mart – Wayne Haven (1-Fuel Stop)	SR 930 East Fort Wayne, IN
9/2016	Sunoco 2774 ( George Craig Plaza EB) ( I- Fuel Stop)	Mile Marker 90 Elkhart, IN
9/2016	Sunoco 2775 ( Henry Schricker Plaza WB) (I-Fuel Stop)	Mile Marker 90 Elkhart, IN
9/2016	Sunoco 2776 ( Wilbur Shaw Plaza WB) (1-Fuel Stop)	Mile Marker 56 Rolling Prairie, IN
9/2016	Sunoco 2777 ( Knute Rockne Plaza EB) (1-Fuel Stop)	Mile Marker 56 Rolling Prairie, IN
1/2017	Oasis Stop 'N Go #17 (1-Fuel Stop)	3204 Kimberly RD Twin, Falls
1/2017	Trails End (AMBEST Express)	I-29 Exit 110 Hwy 136 Rock Port, MO

### **New AMBEST Travel Centers**

### **New AMBEST Service Centers**

7/2016	A 2 Z 24 Road Service	West Unity, OH
7/2016	Yocum's Towing & Recovery	Allentown, PA
7/2016	Joe's Tire & Lube	Westley, CA
8/2016	Rocky Mountain Truck Center – Wichita	Newton, KS

### **AMBEST Service Center Prospects**

#### Last Contact Date

**Projected Agreement Date** 

12/2016	Graham Truck Center – Calera, OK	January 2017
12/2016	High Horse Power Diesel - Grand Junction, CO	January 2017
1/2017	Nation's Unlimited – Valley, AL & Midland, GA	January 2017
1/2017	Vander Haag – Kansas City, MO	February 2017
1/2017	Abbyland Truck Stop - Curtis, WI	February 2017
12/2017	Bolt Repair (DSC Services) – Daleville, IN	March 2017
1/2017	All Brother's Service Center – Nashville, TN	April 2017
10/2016	Martinez – Huntsville, TX	September 2017
1/2017	Wiers Fleet Partners – LaPorte, Indianapolis IN & Louisville, KY	April 2017
10/2017	Digit Truck and Trailer Repair – Jackson, TN	May 2017
11/2017	Ken's Towing – Ozark, AR	March 2017
1/2017	Poorboy's – Cloverdale, IN	April 2017

### AMBEST Travel Center Prospects

Name	<u>Locations</u>	<u>Comments</u>
Circle K (Fuel Stop Travel Centers) Corporate Office Columbus, IN	Corporate Office Columbus, IN	5/18/16 Update: I visited and photographed 2 Circle K stores preparing to brand AMBEST Fuel Stops after fuel desk systems are installed. Fiscal Systems are to be installed in the future. They plan to brand the following 2 Circle K Travel Centers AMBEST. <ul> <li>Danville, IN</li> <li>Shelbyville, IN</li> <li>10/24/16 Update: Kevin Ryan, Business Mgr. Fuel Mid-West Division at Circle K attended the AMBEST Annual Meeting.</li> </ul>
Wes-T-Go (1 Fuel Stop)	State Hwy 83 Winters, TX	Don Poindexter operates (3) AMBEST Travel Centers, (2) located in Tye, TX. & (1) located in Guymon, OK. Don is interested in branding a fuel stop type travel center in Winters, TX after a remodel is completed.

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Sunoco Oil Company Corp Office Philadelphia, PA Dallas, TX	Northeast, Southeast & Texas Area	<ul> <li>Sunoco is branding 8 additional locations on the Indiana Toll Road.</li> <li>7/2016: <ul> <li>Two Locations branded AMBEST and closed 9/2016 for remodel. They will reopen 2017 branded as AMBEST.</li> <li>Four locations are scheduled to close in the coming months for remodel.</li> </ul> </li> <li>All 8 plazas have been approved by the AMBEST Board.</li> <li>11/30/16 Anna Holmes emailed and requested to brand their new Stripes Sunoco location on Hwy 119 Midland, TX AMBEST. I began the setup process.</li> <li>12/12/16 Anna Holmes reported that Steven Flores would like to put a hold on the setup process for the new Sunoco Midland Stripes 2455.</li> <li>12/19/16 John Mattix at Sunoco requested branding a Fuel Stop Travel Center in Lanexa, VA located on I-64. AMBEST couldn't brand this location because Big Charlie's AMBEST Truck Plaza Virginia Beach, VA has a protected territory on I-64 where the Sunoco is located.</li> </ul>
Emmitt Sunoco Travel Center (1 Express Travel Center)	I – 69 Exit 184 @ Hwy 19 Emmitt, MI	5/2016 - I met with Chris Roeser to discuss the possibilities of branding their new Emmitt Sunoco Travel Center after they open. 11/2016 – I met again with Chris and his Dealer, Taher Alwajih who is currently remodeling the Emmitt Sunoco TC. Taher plans to brand the location after the remodel is completed in April or May 2017.
Hutch's # 120 (1 Fuel Stop)	610 NE Hwy 120 Sayre, OK	Kurtis Hutchinson, Hutchinson Oil Company, has processed a Fuel Stop Membership Application to brand Hutch's #120 Sayre, Oklahoma. Hutch's Sayre, OK has been approved by the AMBEST Board. Kurtis plans to brand Hutch's AMBEST after the Trendar Fuel Desk System is installed.
Payless Fuel Travel Center (1 Full Service Member Travel Center)	I-20 Exit 470 Dallas, TX	9/27/16 - I met with Sami Ebrahim, CEO of DFW Oil and his management team. They are interested in banding their Payless Fuel Travel Center AMBEST. 12/29/16 – Kevin Bailey, Operation Mgr. informed me they are processing a Membership Application.
Pride Travel Center Hartford (1 Full Service Member Travel Center)	I – 91 Exit 33 Hartford, CT	Bob Bolduc has begun construction on Pride Travel Center Hartford, CT. He plans to open the full service travel center in the spring of 2017 branded AMBEST.
Big Red Valero (1 Full Service Member Travel Center)	I-530 Exit 34 US Hwy 270 White Hall, AR	Ben Jones attended this year's Annual Meeting to learn more about AMBEST Services. I met with Ben at the Annual Meeting and again on December 7 <sup>th</sup> at Big Red Travel Center. Ben considering branding Big Red Valero AMBEST in the future.
Big D Oil / Big D Travel Centers (1 Express Travel Center) Big D Sinclair (1 Fuel Stop) Big D Mobil Sturgis Road Piedmont, SD	2406 US 85 Belle Fourche, SD 15003 Sturgis, Rd. Piedmont, SD	Michael Ouimet provided me with the contact information of Paul McArthur from Big D Oil. Michael informed Paul as to the benefits of AMBEST. I spoked with Paul and Brenda Stedjee, his regional Mgr. Paul is interested in testing AMBEST at 2 South Dakota Locations, one in Piedmont & the other in Belle Fourche. Big D Oil operates locations in S. Dakota & Wyoming. Some of the Wyoming locations are located in protected territories with Hat Six & two Little America Travel Centers in Wyoming.
Jones Oil Company Jackson, GA (1 Fuel Stop Travel Center) (1 Full Service Travel Center)	I-75 Exit 138 Perry, GA I -75 Exit 201 Cordele, GA	I first met with Bryan and Bill Jones during 5/2015 and discussed branding some of their travel centers in Perry, Georgia. 12/13/16 Michael Ouimet informed me he had spoken with Bryan about AMBEST Services and benefits. Jones Oil is currently preparing to work with Bob Ryan as a possible dealer at their Cordele, GA travel center. Perry & Cordele could potentially have a territory conflict being only 63 miles apart on I-75. Steve and I are working through the details with Jones Oil & Bob Ryan who currently operates Atlanta South TA.

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### Membership Relationship Development & Training:

Name	<u>Locations</u>	<u>Comments</u>
<u>JJ's Truck Stop</u> <u>"Malvern. AR</u>	I-30 Exit 106 Malvern, AR	12/6/16 - I enjoyed a lunch meeting with James & Rick Duren to discuss AMBEST fleet growth. During the meeting I provided James and Rick with fleet lead sheets which will help our sales team identify new possible fleet customers. I presented their 13 month AMBEST Fleet Gallon Purchase Report. JJ Truck is currently showing nice increases in AMBEST fleet gallons as purchases were up 52% this November vs November 2015.
<u>Morgan Shell</u> <u>North Little Rock, AR</u>	I-40 Exit 142 North Little Rock, AR	12/6/16 – I met with Jackie Covey. During the meeting I provided Jackie with fleet lead sheets which will help the AMBEST Sales Team identify new possible fleet customers. I presented their 13 month AMBEST Fleet Customer Report. Morgan Shell is currently showing nice increases in AMBEST fleet gallons, up 45% comparing 11/2016 over 11/ 2015.
<u>Trail's End</u> <u>AMBEST 101 Training - Brentwood, TN</u>	I-29 Exit 110 US Hwy 136 Rock Port, MO	1/9/16 – 1/10/16 Tami Faulks, Store Mgr. Justin Pankau, Asst. GM & Elizabeth Brown came into the AMBEST Office for new our AMBEST Membership Training Class. Steve Allen and the AMBEST Team participated in the Training Class.
NATSO Meeting and Tradeshow Savannah, GA	Westin Hotel & Resort Savannah, GA	1/21/17 – Steve Allen, Tom Boutwell and I will meet with AMBEST Members in attendance. We will also meet with potential new members attending the NATSO Tradeshow January 23 <sup>rd</sup> & 24 <sup>th</sup> .
E-Z Trip AMBEST Truck Stop Fresno, CA	Hwy 99 Herndon Exit Fresno, CA	12/2016 Shawn Shiralian informed me of a High Speed Rail System starting in San Francisco with tracks running through E-Z Trip Truck Stop forcing him to close in 3/2017. Shawn will be temporarily redirecting his fleet fuel purchases to his fuel stop type travel center across the street while he builds a large full service travel center 4 miles south on Hwy 99.

Board of Directors and To Whom it May Concern:

"Success doesn't visit the unprepared."

The concentration of the sales department has not wavered and is to continue growth for same store gallons, AMBEST EFS Card Transactions, EFS Gallons, and Service Center Sales. Along with afore mentioned, the sales department will continue to push profitable gallons thru OneCheck and the

AMBEST is providing growth and savings in numerous areas, and sales directly effects the Membership savings with the growth of OneCheck and AMBEST EFS Fuel Card Sales.

Please see attached spreadsheet.

#### Updates:

- AMBEST Members have seen continued growth in the Board Approved Network Cost + Program.
   As of the end of November, the program is up 28.19% over November 2015.
- In November, AMBEST Membership saw above 1.154M Gallons in network and for the 7th straight month over 1M Gallons on the AMBEST EFS Fuel Card. Also, we topped 31k transactions in November, being the 7<sup>th</sup> straight month over 30k transactions. With the advantageous transaction fee, this is a huge savings and loyalty driver for our members.
- As you know AMBEST and RTS Financial Services have reached a mutually beneficial agreement.
   RTS Financial is, if not the, one of the largest financiers in the transportation industry. The agreement with allow AMBEST to negotiate on its Members behalf to be included in the RTS Closed Fuel Network. We added an additional 23 AMBEST Members in the RTS Network, which brings out total to 180 and are continually negotiating to add more. RTS represented over 2.8M gallons in November, continuing to be the largest AMBEST Client.

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- AMBEST Service Center Sales continue to be strong. We are up over 18.56% with ASC and 20.6% with Boss Shops.
- I have completed a Non-Maddenco version of our Membership agreement, as well as submitting an AMBEST Service Center Advisory Committee and Sub-Committee Standards and Rules
   Documents, along with a new ASC Pricing Plan that includes tiered pricing for Members with
   Multiple Locations in Towing, Heavy Duty Repair, and Mobile Service to the AMBEST Service
   Center Advisory Committee. I presented both to the ASC Committee on the December 8<sup>th</sup>
   meeting. The committee made recommendation during the January 12<sup>th</sup> meeting. I will now
   make my recommendation to Steve Allen for finalization.
- We received the new member agreement from High Power Diesel in Grand Junction, CO. This
   will represent our 1<sup>st</sup> new member sold using the Service Connection Access Solution.
- We are close to rolling out the Corporate Billing Service Connection Access, which will allow AMBEST to accept additional Member not willing to use Maddenco. Currently, we are in beta testing with Rocky Mountain Mobile. We have approximately 20 days remaining in beta. We are in discussions with no fewer than 7 additional Members regarding.
- Finally, I would like to share that in November the sales team implemented 7 AMBEST EFS Fuel Cards, 28 New Fuel Account Setups, and 21 New Service Connection Account Setups.

I continue to be excited for the future of AMBEST and its Members. We continue to have great momentum!

"A Chain with an Independent Mentality"

Sincerely,

Matthew Miller

Sr. Director of Sales

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#### AMBEST COST PLUS PROGRAM CARRIERS

313 locations with gallons for October 2016 in the AMBEST network

Gallons shown prior to cost plus start date were existing AMBEST gallons.

AMBEST BO	DD MA		OST PLUS			-														
								2015						201	6				1	
BILL CO./ PAYMETH	# LOCS	AMBEST CR ID	CARRIER NAME	START DATE	COST PLUS	GALS BASED	ост	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	ост	REV DATE
AMBEFS/F		WA098	D.R. BROWN TRUCKING	10/13/2011	0.0600	22,000	14,195	14,675	14,248	12,325	13,917	13,772	14,435	13,875	14,473	16,656				They have increased gallons and will continue to direct gallons to AMBEST using AMBEST EFS. The original gallons
	75	NE240		10/1/2012	.0.02/0.02	20.000	48.008	46.025	46.011	52.240	60 071	72.079	50 512	59 701	60.070	EE 052	14,881 57,325	13,925	15,110	included Pelican in MT which is no longer in AMBEST. Keep in place
AMBEFS/F AMBEFS/F		5 NE240 6 WI410	RELIANT TRANSPORTATION, INC. ORT TRUCKING	10/1/2012 4/2/2013	+0.02/-0.03 0.0300	20,000 25,000	48,008 29,536	46,025 26,131	46,011 24,272	52,249 32,507	68,871 27,884	73,078 30,243	59,513 27,062	58,701 22,052	62,378 25,491	55,653 19,063	57,325	60,900	60,363	Doug is visiting the week
AMBEFS/F		8 OK184	MILLER TRANSPORTS, INC. 2	5/31/2013	0.0400	20,000	11,354	28,963	28,019	22,721	19,688	18,436	15,394	12,556	14,360	14,979	22,645	23,533	22,643	of the 12th, Their business is in Propane and with the warm weather it has been a tough year. They are directing to us and as winter sets in we should see gallons rise.
AMBEFS/F	18	3 OK222	STOUT TRANSPORTATION 2	9/23/2013	0.0500	20,000	14,301	13,996	14,599	14,763	14,374	17,276	14,437	17,658	10,237	11,239	16,169	4,583	11,005	We have lost gallons to
	10	011222		3/23/2013	0.0500	20,000	14,501	13,330	14,555	14,703	14,574	17,270	14,457	17,000	10,207	11,200	10.000		10.070	PFJ. They need an
AMBEFS/F	2	2 TX952	CW TRANSPORT LLC	2/25/2014	0.0400	30,000	7,034	5,927	14,483	17,576	18,793	17,732	9,604	17,812	17,774	16,932	12,222	11,041	10,972	This oil field fleet, and
AMBEFS/F		ND085	FREIGHTEX FREIGHT	11/10/2014	0.0400	20,000	8,157	8,456	7,791	11,055	9,944	10,159	8,934	8,864	9,286	11,021	10,760	11,601	15,034	gallons seem to rising. Consistantly approximately 10k
																	9,935	10,354	10,719	
AMBEFS/F	3	BC090	SUPREME CHAIN	12/2/2014	+0.08/-0.03	15,000	6,069	5,806	9,150	5,336	4,807	3,794	4,374	4,091	4,684	6,239				This company has two accounts that
																	5,932	6,367	5,972	need to be joined.
AMBEFS/F	7	MO286	CHALLENGER TRANSPORTATION	2/25/2015	0.0700	20,000	17,281	17,603	16,617	18,089	18,436	19,138	16,939	14,358	19,593	18,103	23,070	17,643	16,432	They are directing to us and we are their primary supplier.
AMBEFS/F	12	2 OK254	WINCHESTER EXPRESS 2	7/16/2015	0.0800	10,000	8,286	8,532	10,645	10,212	10,684	10,566	10,199	9,799	8,716	10,088	10,304	8,068	8,706	
EFS/F		7 TX591	APEX CAPITAL CORP. 1	7/29/2015	0.0500	0.050.000	1,346,921	1,302,311	1,429,731	1,458,817	1,465,846	1,588,728	1,508,106	1,466,553	1,472,733	1,368,522	1,374,279	1,305,926	1,329,540	They remain ahigh
TCK/F TCH/F		0 TX900 0 TX925	APEX CAPITAL CORP. 2 APEX CAPITAL CORP. 3			2,250,000 by Jul16	14,609 2,371	9,708 2.690	12,468 3.248	11,830 3.278	16,879 3,174	12,416 2,942	15,777 3.841	17,120 3.152	14,319 3,103	17,737 4,215	17,168 4.003	17,327 5.652	17,162 5,498	
TCH/F		TN513	APEX CAPITAL/TRANSCONNECT-TCS	3/18/2016	0.0500	by curre	2,011	2,000	0,240	0,210	0,114	-	-	534	22,850	66,063	111,570	145,178	184,957	
AMBEFS/F	4	VA261	UNITED MOTORCOACH ASSOCIATION	7/31/2015	+.08/03	4,000,000	28,559	16,076	19,372	19,352	18,099	17,030	11,546	37,221	58,891	80,794	78,178	63,205	50,973	
AMBEFS/F	15	5 NE270	MANNINGS TRUCK BROKERAGE	9/3/2015	0.0500	20,000	-	-	49	564	1,780	436	1,262	1,826	1,544	1,086	1,211	1,440	1,735	Doug is working with the owner, and this is a brokrage company, and is getting ready to offer the cards to those fleets as incentive to stay with them
TCH/F	0	UT260	PRIDE LOGISTICS SOLUTIONS	9/15/2015	+.08/02	40,000	-	-		-	-	403	145	445	-	-	290	201		They are marketing AMBEST now. If an improvement is not met by Jan. 17 then we will remove.
	1	+															289	291	-	They are just getting
TCH/F	16	AR379	BNSF LOGISTICS, LLC	9/19/2015	0.0800	20,000			-	-	-			2,189	2,267	1,761	1,113	3,840	2,041	Dustin said they have been running short hand, and is been actively trying to hire more drivers. I will be visiting
AMBEFS/F	6	6 MN375	COBRA TRANSPORTATION SRVCS	10/28/2015	0.0400	20,000	898	4,180	3,938	6,467	5,772	3,103	3,860	2,453	2,840	3,367	1,563	2,819	3,031	again the first year.

																				Livestock industry has been trending downward for six months. Mark Morris is trying to find something else to haul other than livestock.
AMBEFS/F	61)	TX798	M & M TRUCKING (TX) 2	11/24/2015	0.0500	20,000	7,890	4,658	3,079	3,103	3,534	6,366	4,758	6,098	2,436	4,584	1,944	1,585	2,170	Lane changes have
AMBEFS/F	7 14	AO633	LASER TRANSPORT	1/7/2016	0.0500	20.000	-			290	2.663	9.637	9.129	6.769	8.464	6,357	5.741	5,537	4 9 1 7	effected the gallons. Working with them to get gallons up to 20K.
AIVIDEF5/F	7 101	10033	LASER TRANSPORT	1///2016	0.0500	20,000	-	-	-	290	2,003	9,037	9,129	0,709	0,404	0,307	5,741	5,537	4,317	This account should
AMBEFS/F	1 IA	A825	WILSON TRUCKING	1/14/2016	R05	10,000	-		162	156	299	-	-	-	180	-	-	971	3,846	
																				Growth expectations per the customer due to new
AMBEFS/F			PURYEAR TANK LINES 2	1/14/2016	0.0600	25,000	-	-	-	-	-	-	-	-	-	-	-	-	-	lanes. A favor to EFS
TCH/F	UAL	AL409	ALTEC INDUSTRIES, INC.	1/16/2016	0.0500	40,000	-	-	-	-	-	-	-	-	32	-	-	-	-	We should start seeing
			GARRISON TRUCKING	1/28/2016	0.0500	20,000	-	-	-	1,060	5,127	5,789	5,485	5,667	8,607	7,176	8,374	9,688	9,700	steady growth.
AMBEFS/F	1 M	MN355	REYNOLDS TRANSPORT INC.	2/1/2016	0.0350	25,000	-	383	73	125	-	146	-	-	-	-	261	-	135	
																				They have been buying from wiedmaier's on direct bill without card. We are working on ways to grow gallons.
AMBEFS/F	7 M	NO637	POTTER TRANSPORT INC	2/1/2016	0.0350	40,000	-	-	-	-	1,392	3,432	2,007	2,877	1,936	1,979	2,571	2,015	2,248	
AMBEFS/F	12 N	NE277	BLASE TRUCKING	2/24/2016	0.0400	15,000	-	-	-	-	-	2,830	978	3,669	2,498	745	3,133	1,448	2,746	Gallons are growing, and Doug is working with Eric to grow.
AMBEFS/F	1 W	VI112	ABBYLAND TRUCKING	3/3/2016	0.0300	25,000	-	-	-	-	-	-	51	314	-	90	28	67	680	Doug is meeting with Les Huebner the week of 12th.
TCH/F	0 K	<s587< td=""><td>MHC FINANCIAL SERVICES (1 YR RAMP</td><td>3/18/2016</td><td>0.0800</td><td>40.000</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>This is a new program that is just getting started.</td></s587<>	MHC FINANCIAL SERVICES (1 YR RAMP	3/18/2016	0.0800	40.000	-	-	-	-	-	-	-	-	-	-	-	-	-	This is a new program that is just getting started.
AMBEFS/F	3 N		TW TRUCKING	3/18/2016	0.0700	15.000	_	-	_	_	_	101	2.651	5.532	4,985	1.905	1.152	1.767	367	Will be meeting with Tim, the first week of January.
AMBEFS/F			HAR LIVESTOCK DISPATCH	3/18/2016	0.0400	15,000	-	-	-	-	-	-	586	5,031	2,922	310	359	1,146	2,585	Gallons are growing
TCH/F	0 M	MN381	OWNER OPERATOR ASSOC. OF INTERSAFE	4/29/2016	0.0800	20,000	-	-	-	-	-	-	-	-	-	-	-	-	-	They just activated their cards.
AMBEFS/F	7 IN	N438	L & R TRANSPORTATION & LOGIST.	6/6/2016	0.0550	20,000	_	-	-	-	-	-	-	-	-	144	1,526	2,244	1,627	The fleet is slowly implementing
AMBEFS/F	0 0	DN275	ASL GLOBAL LOGISTICS	6/6/2016	0.0500	30,000	-	-	-	-	-	-	-	-	-	-	-	-	-	Remove
AMBEFS/F AMBEFS/F			MID CITIES MOTOR FREIGHT INC PLATINUM TRANSPORT & LOG. 2	8/16/2016 10/18/2016	0.0500	<u>30,000</u> 15,000	17,331	13,037	20,670	21,848	16,771	15,905	14,816	15,170	19,611	26,173	29,606	26,194	<u>23,299</u> 2,403	They just moved all their trucks to EFS and were ready to hit commitment. The closing of Wiedmaier's puts this in jeopardy.
								000.004	705 000	707 557	734.453	700 540	700 100	700 440	707.404	704 504	044.000	700 705		
E/D 2	274 Al	AL086	N. AMER. TECH (FLEET-TECH)	12/19/2012	0.0350	750,000	673,652	630,291	705,020	727,557	734,453	799,512	789,180	783,410	797,424	781,591	841,223	793,795	831,899	

### **Primary Sales Barometers**

	Cur Mo	Prev Yr	% Chg	YTD '17	YTD '16	% Chg
Fiscal Year Same Location Gallons	16,864,588	13,147,376	128.27%	83132180	68420425	121.50%
13 Month Same Location Gallons	18,024,286	14,034,135	128.43%			
Total Gallons	19,789,216	14,043,607	140.91%	97349034	71841549	135.51%
ASC	809,151	744,577	108.67%	9556373	7823414	122.15%
Boss Shop	961,584	844,066	113.92%			
BOD Cost + Program	2,767,619	2,159,068	128.19%			
OneCheck Gallons	1041520	892041	116.76%	4881169	4460205	109.44%
EFS Gallons	8673720	7632129	113.65%	43303879	39109609	110.72%
AMBEST EFS Transactions	13424	10,442	128.56%	69251	53754	128.83%
AMBEST EFS Gallons In Network	1154060	887365	130.05%			



# By: CAROL Allen

### MARKETING Board of Directors Update January 15, 2017

AMBUCK\$ Bonus Fuel/Service Web Banners – November - December

-	M.DUC			ECEMBE		Arss' SERVICECENTERS
ST	City	Jacks Truck Stop	ST	Bowling Green	Ayerco 35	<b>DOUBLE AMBUCKS POINTS</b>
	Dodge City	Dodge City Shell Fuel Stop			Averco 32	
	Alma	Hilltop Travel Center			Averco 44	FOR SERVICE WORK AT:
co	Fruita	Loco Travel Stop #17		Lincoln	Shoemaker's Shell Travel	
GA	Eatonton	Eatonton Travel Center		Roca	Shoemaker's Truck Stop South	All American Truck Service
	Missouri Valley	Taylor Quik-Pik		Billings	Cimarron Travel Plaza	The second s
	Eden	Travelers' Oasis	OR	Pendleton	Arrowhead Travel Plaza	I-70, Exit 161
IN	Hanna	Hank's Truck Stop	SC	Branchville	E-Z Shop Fuel Stop #10	Breatowood DA 15522
KS	Lebo	Fuel Expresso	SC	Cope	E-Z Shop Fuel Stop #23	Breezewood, PA 15533
KS	Liberal	Toot 'N Totum #120 - Liberal	SC	Harleyville	E-Z Shop Travel Center #27	
KS	Ottawa	Fuel Expresso 17	TX	Lubbock	Rip Griffin Travel Centers	Truckers Inn Coult Control
KY	London	London Auto Truck Center	TX	Perryton	Toot'n Totum Food Stores, LLC	Truckers Inn Sauk Centre
LA	Rayne	Frog City Travel Plaza	WI	Poynette	North Point Plaza	I-94, Exit 127
MN	Faribault	Truckers Inn Faribault	WY	Cheyenne	Little America Cheyenne	1-34, CAIL 12/
MN	Hasty/Clearwater	Olsons Truck Stop	WY	Evansville	Hat Six Travel Center	Sauk Centre MN 56378
MN	Sauk Centre	Truckers Inn Sauk Centre	WY	Sinclair	I-80 Travel Plaza	oun ounde, mit ooore

AMBUCK\$ Bonus Fuel/Service Web Banners – January







- Updated ESM Map and Service Center Map and Flyer
- 101 PowerPoint's- 101 Manual Fuel Prophet Report Members Report Revised for 2017
- AMBUCK\$ Location Card Registration Reports
- AMBUCK\$ December Winner (Fultonville) Selected TV Ordered
- Ordered more Magnetic Nametags (2x3)
- Updated Industry Calendar of Events and In House Directory
- ESM Sales Reports



#### Emma Emails:

Email Blast	Email Link	Sent	Opened	Shared	Clicked on Download Link	Opened On	Shared Social Media
AMBEST AMBUCK\$ November 2016 Bonuses & Driver Appreciation Days (Nov 2) Updated	<u>https://t.e2ma.net/webview/o999v/e5</u> 0aed5f9e48c596862faf87386ee6fc	95,399	11,843	3	506	Mobile =61.6% Desktop =38.4%	FB = 0 Twitter =0 Email =2 Linked In = 1
Happy Thanksgiving (Nov 23)	https://t.e2ma.net/webview/0q3tw/21 2df4eb1f9fec62be04e85d5b83655e	95,357	11,019	19	162	Mobile =59.3% Desktop =40.7%	FB = 6 Twitter =2 Email =7 Linked In = 2
Secure Lot (Dec 1)	https://t.e2ma.net/webview/swizw/f0 a8d6beabee18f60c0e5bb02ae8fa0f	4,494	799	0	12	Mobile =73.7% Desktop =26.3%	FB = 0 Twitter =0 Email =0 Linked In = 0
December Bonus AMBUCK\$ (Dec 1)	https://t.e2ma.net/webview/cso0w/5a 7d4d49908ae43ba968183338832d9c	94,843	11,341	3	422	Mobile =59.8% Desktop =40.2%	FB = 1 Twitter =1 Email =0 Linked In = 1
December Bonus AMBUCK\$ Fuel (Dec 15)	https://t.e2ma.net/webview/84rcx/98 9e60aa35bad71788c31c0e02134a88	94,516	9,983	5	295	Mobile =58.7% Desktop =41.3%	FB = 1 Twitter =1 Email =1 Linked In = 2
January Bonus AMBUCK\$ (Jan 9)	https://t.e2ma.net/webview/kqswx/85 8ead8a4a5cb12046c68de2fedc9aef	94,268	10,152	3	342	Mobile =61.2% Desktop =38.8%	FB = 1 Twitter =1 Email =1 Linked In = 0



### **AMBUCKS** All Registrations 4th Quarter 2016

ID LOCATION	COUNT	ID LOCATION	COUNT
CA-19 Joe's Travel Plaza	757	AL-10 Cusseta Travel Plaza	56
VA-05 Davis Travel Center	500	MO-09 Deerfield Travel Center	54
NM-03 Sky City Travel Center	406	AL-04 Jacks Truck Stop	53
WY-03 Eastgate Travel Plaza	296	IL-20 Circle K 1398	51
OR-02 Arrowhead Travel Plaza	290	TX-40 Stripes 2201 - Riviera	50
UT-06 Millers Travel Centers - RJ's	227	SD-06 Fuel Mart #645	49
KS-02 Newell Travel Center	218	IL-24 Circle K 6799 - Bridgeview	48
OR-01 Jubitz Travel Center	206	NM-06 Russell's Endee Truck & Travel Center	48
WY-05 Little America Wyoming	200	TX-44 Stripes 2446 - George West	48
IN-30 FuelMaster	195	KY-27 Sudden Service #62 Travel Center	48
VA-06 Davis Travel Center #108	192	FL-13 Busy Bee #25	47
NE-08 Shoemaker's Shell Travel Center	189	NY-12 Jim's Truck Plaza	47
AZ-09 Zip Travel Center	181	IA-12 Taylor Quik-Pik	46
GA-17 Commerce Travel Center LLC	179	CA-18 Lucky's Travel Plaza/Cisco Grove Chevro	45
TX-39 Stripes 2180 - Falfurrias	159	OK-07 Woodshed of Big Cabin, LLC	45
AR-10 Hilltop Travel Center	155	NY-11 Fultonville Super Stop	44
NM-05 San Felipe Travel Center	139	ME-02 Irving Fairfield	43
AR-12 The I-40 Travel Center	138	AL-02 Oasis Travel Center	43
MO-20 Averco 44	127	OH-12 Sunoco Erie Islands Service Plaza	42
CA-90 E-Z Trip Shell	121	TX-24 Wes-T-Go Truck Stop	42
WI-07 Abbyland Truck Stop	120	IN-28 Circle K 2408	42
KY-28 London Auto Truck Center	117	KY-29 Circle K #95 - Henderson	42
CA-11 E-Z Trip Truck Stop	117	WI-11 North Point Plaza	42
FL-09 Florida 595 Truck Stop	114	OK-15 Cimarron Travel Plaza	41
AL-07 Creek Travel Plaza	109	IN-32 Hank's Truck Stop	41
NA-05 Gearjammer Truck Plaza	101	IA-10 Center Point Travel Plaza	41
ID-02 Travelers' Oasis	97	GA-16 Eatonton Travel Center Trendar	41
MO-15 Midwest Travel Plaza	96	IL-23 Circle K 1408	38
ILS06 Gateway Service Center	91	NY-10 Canaan Super Stop	38
MO-18 Energy Express Travel Center	90	WY-07 I-80 Travel Plaza	38
MN-09 Truckers Inn Sauk Centre	89	MO-21 Ayerco 35	36
CO-05 Ports to Plains Travel Plaza	84	NV-07 Searchlight Truck Stop	35
TN-17 Weigel's Store #64	78	TX-86 Stripes 179 - San Angelo	35
IL-21 Circle K 1424	77	MO-08 Wiedmaier, Inc.	35
MD-07 AC & T Travel Center	76	ND-03 Simonson Travel Center	35
UT-11 Ernie's Truck Plaza, Inc.	73	LA-02 Frog City Travel Plaza	34
PA-51 Martin's Trailside Express	73	MO-17 Pour Boy's #3	34
NJ-06 Kings Mahwah Sunoco Truck Stop	73	TX-03 Hitchin' Post Truck Terminal	34
ME-01 Irving Kittery	72	XT-02 Stripes 2267 - Pecos	32
PA-33 Lancaster Travel Plaza	72	MD-06 AC&T Big Pool Exxon	32
PA-52 Liberty Travel Plaza - Duncannon	70	VA-09 Big Charlie's	32
WA-09 Arlington Fuel Stop	69	WA-08 Shree's Truck Stop	32
FL-08 Penn Oil Company	65	KS-05 Toot 'N Totum #120	32
OR-08 Seven Feathers Truck & Travel Center	61	TX-85 Stripes 119 - San Angelo	31
AR-06 JJ's Truck Stop	61	XT-01 Stripes 82 - Monahans	31
TX-37 Toot'n Totum Food Stores, LLC	60	CA-14 Gill Sidhu Chevron	30
TX-05 Rip Griffin Travel Centers	59	MO-16 Shell Food Mart	30
AL-09 Valero 2700	58	MO-22 Averco 32	30
CO-06 Loco Travel Stop #17	58	MT-01 Muralt's Travel Plaza	30
SC-06 E-Z Shop Travel Center #27	58	OH-10 Sunoco Blue Heron Service Plaza	29
AZ-07 Little America Travel Center	57	NC-04 Charlotte Travel Plaza	29
FL-12 SunocoPalm Bay 2573	56	WA-12 Peterson's Diesel Fueling	29
MA-01 Pride Travel Center	56	TX-41 Stripes 2209 - Hebbrorwille	28

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5115 Maryland Way ||Suite 300 || Brentwood, TN 37027 || ARBEST ||

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ID LOCATION	COUNT	ID LOCATION	COUNT
MN-06 Olsons Truck Stop	28	TX-42 Stripes 2288 - Refugio	12
TX-93 Stripes 2415 - Cotulla	28	NJ-19 Sunoco Jamesburg #7704	11
TX-51 Stripes 1005 - Victoria	28	OH-09 Sunoco Indian Meadow Service Plaza	11
PA-34 Mt. Cobb Travel Plaza	28	XT-04 Stripes 2264 - Haskell	11
PA-50 Liberty Travel Plaza	27	IN-39 Sunoco George Craig Plaza #2774	11
TX-88 Stripes 144 - Sterling City	27	TX-49 Stripes 2476 - Falfurrias	11
OR-06 Crater Lake Junction Travel Center	26	MO-25 Signal Food Store - Ozark	11
MO-11 Lamarti's Truck Stop	25	AR-07 Morgan Shell Truck Stop	11
TX-35 Toot n Totum #107	25	FLS09 Florida 595 Truck Stop	11
MO-14 Oasis Travel Plaza	24	TX-98 Stripes 2448 - Waco	11
GA-01 Choo Choo Truck Wash Plaza	24	WA-10 Ameristar Travel Plaza	11
CA-15 Vaca Valley Travel Center	23	TX-72 Stripes 1062 - Bay City	11
TX-84 Stripes 2473 - Brownwood	23	DE-01 Sunoco Delaware Welcome Center	11
UT-05 Top Stop	23	MN-07 Worthington Travel Plaza	11
PA-28 Sunoco Allentown Service Plaza	23	NE-81 Shoemaker's Truck Stop South	10
MO-23 Signal Food Store - Mansfield #110	22	IA-11 A & E Travel Center	10
TX-99 Stripes 211 - Hereford	22	KS-10 J-J Oil #6	10
DK-10 Wes-T-Go Travel Center	22	MD-08 AC & T Sharpsburg Pike Exxon	10
DK-05 Hutch's #113	22	TX-38 Stripes 2140 - Freer	10
NA-11 Ameristar Travel Plaza	22	OH-20 Fuel Mart #727	10
		1	
TX-80 Stripes 101 - Brady	21	OK-17 Hutch's #119	10
PA-16 Hickory Run Travel Plaza	21	PA-38 Sunoco Blue Mountain Service Plaza	10
TX-45 Stripes 2458 - Odem	21	TX-25 Top 18	10
TX-57 Stripes 9111 - Palmview	20	OK-16 Sooners Corner	10
NO-24 Signal Food Store - Mountain View	20	TX-36 Toot n Totum #104	10
VYS05 Little America Wyoming	19	TX-46 Stripes 7134 - Orange Grove	10
TX-96 Stripes 2423 - Lampasas	19	OH-11 Sunoco Wyandot Service Plaza	10
NE-05 Pump & Pantry # 15	19	OH-13 Sunoco Commodore Perry Service Plaza	10
CAS10 Sacramento 49'er Service Center	19	PA-45 Sunoco Peter J. Camiel Service Plaza	9
PA-48 Gibson Travel Plaza	19	OH-08 Sunoco Tiffin River Service Plaza	9
OK-19 Choctaw Nation Durant West 632	19	TX-81 Stripes 208 - Ballinger	9
VY-04 Little America Cheyenne	19	TX-91 Stripes 210 - Del Rio	9
KS-11 Fuel Expresso	18	MD-10 Chesapeake House Sunoco	9
TX-53 Stripes 2417 - Karnes City	18	NES08 Shoemaker's Shell Travel Center	9
DK-23 Choctaw Nation Stringtown 641	17	IN-17 Fuel Mart #783	9
A-99 Silver's Travel Center	17	PA-18 Raceway Truck Stop	9
FX-90 Stripes 2271 - Fort Stockton	17	ALS02 Oasis Travel Center	9
OKS09 Big Cabin Service Center	16	NE-06 Pump & Pantry # 24	9
TN-11 Daily's 8087 Fuel Stop	16	TX-43 Stripes 2414 - Beeville	9
AL-05 Dodge City Shell Fuel Stop	15	UT-09 R Place Shell Truckers Plaza	9
TX-82 Stripes 2422 - Comanche	15	MA-02 Pride Travel Center	9
MN-10 Truckers Inn Faribault	15	OK-20 Choctaw Nation Hugo 633	8
XT-12 Stripes 2434 - Santo	14	PA-37 Sunoco New Stanton Service Plaza	8
XT-08 Stripes 2285 - Midland	14	IL-26 CIRCLE K 6703 - Mokena	8
PA-54 Sunoco 7094	14	TN-15 Greenwave Service Plaza	8
TX-58 Stripes 9101 - Pharr	14	IN-40 Sunoco Henry Schricker Plaza #2775	7
0H-19 Sunoco Brady's Leap Service Plaza	14	TX-52 Stripes 2409 - Laredo	7
		1	
IN-33 Circle K 65 - Taylorsville	13	PA-43 Sunoco Sideling Hill Service Plaza	7
IN-42 Sunoco Knute Rockne #2777	13	PA-44 Sunoco Bowmansville Service Plaza	
PA-25 Sunoco Muncy Truck Stop	13	OH-18 Sunoco Portage Service Plaza	7
FL-11 Sunoco Palatka 2572	13	TX-59 Stripes 2220 - Mission	7
PA-17 Gouldsboro Travel Plaza	13	IN-41 Sunoco Wilbur Shaw Plaza #2776	7
SD-05 The Starlite	12	PA-53 Sunoco North Midway Svc Plz #7079	7
TN-09 Daily's 6604 Travel Center	12	TX-65 Stripes 2242 - Combes	6
NJ-17 Sunoco Vince Lombardi Svc Plz #7017	12	TX-56 Stripes 2437 - Alto Bonito	6

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ID LOCATION	COUNT	ID LOCATION	COU
C-04 E-Z Shop Fuel Stop #10	6	NJ-12 Sunoco Woodrow Wilson Plz #7010	2
N-13 Twice Daily	6	PA-39 Sunoco North Somerset Service Plaza	2
A-98 Henderson Travel Plaza	6	SDSB2 ZZ BOSS SHOP 11-RAPID CITY	2
PA-41 Sunoco South Somerset Service Plaza	6	NJ-15 Sunoco Thomas Edison Plz #7013	2
TX-68 Stripes 9136 - Olmito	6	INSB5 ZZ BOSS SHOP 33-LAKE STATION	2
MD-09 Sunoco Maryland House A-Plus	6	NY-02 7-11 Stores #35115	2
PA-23 Sunoco King of Prussia	6	IN-38 Sunoco #2773 Howe	2
TX-89 Stripes 2269 - Big Lake	6	VASB1 ZZ BOSS SHOP 31-FT. CHISWELL	1
NJ-09 Sunoco Walt Whitman Plz #7007	6	NJ-20 Sunoco Grover Cleveland #7014	1
PA-26 Sunoco Shippensburg Truck Stop	6	TX-83 Stripes 2464 - Llano	1
PA-42 Sunoco Lawn Service Plaza	5	NESB3 ZZ BOSS SHOP 18-NORTH PLATTE	1
TX-77 Stripes 1068 - Houston	5	TX-95 Stripes 2290 - Blanco	1
TX-47 Stripes 2486 - Nixon	5	TX-94 Stripes 2484 - Eagle Pass	1
TX-97 Stripes 2432 - Burnet	5	NE-16 Pump & Pantry # 23	1
PA-36 Sunoco Highspire Service Plaza	5	NE-12 Pump & Pantry # 2	1
A-03 Purple Cow #108	5	XT-07 Stripes 105 - Odessa	1
VV-02 AC & T Falling Waters Exxon	5	XT-11 Stripes 209 - Stanton	1
JT-08 Bell's Silvercreek Junction	4	OH-14 Sunoco Middle Ridge Service Plaza	1
CAS20 Joe's Tire and Lube	4	KYSB1 ZZ BOSS SHOP 40-CORBIN	1
0H-26 Circle K 5357	4	TX-54 Stripes 2206 - Rio Grande City	1
TX-70 Stripes 1054 - Houston	4	IL-27 CIRCLE K 6716 - Yorkville	1
	4		
TX-73 Stripes 2450 - El Campo	4 4	TX-34 Trainer Hale Truck Stop	1
IX-92 Stripes 2280 - Carrizo Springs		INSB3 ZZ BOSS SHOP 32-GARY	1
TX-66 Stripes 2191 - Brownsville	4	TN-12 Twice Daily #6603	1
TX-64 Stripes 9125 - Edinburg	4	OK-13 Hutch's #114	1
TX-74 Stripes 1060 - Dayton	4	FLSB1 ZZ BOSS SHOP 43-FT. MYERS	1
NJ-11 Sunoco Rich Stockton Plz #7009	4	MNS09 Truckers Inn Sauk Centre	1
OH-15 Sunoco Vermilion Valley Service Plaza	4	NMSB1 ZZ BOSS SHOP 17-JAMESTOWN	1
TX-50 Stripes 2456 - Cuero	4	PA-24 Sunoco Oakmont Service Plaza	1
NE-07 Pump & Pantry # 35	4	TX-71 Stripes 2286 - Houston	1
IESB1 ZZ BOSS SHOP 12-GRAND ISLAND	3	PA-49 Penn Can Travel Plaza	1
JT-10 Miller's Travel Centers - Wellington	3	PA-46 Promised Land Truck Stop	1
NJ-14 Sunoco Joyce Kilmer Plz #7012	3	TX-76 Stripes 1042 - Houston	1
DS06 Rocky Mountain Mobile Truck Service	3	TX-48 Stripes 2190 - George West	1
CT-05 Stripes 1526 - Maxwell	3	MDSB1 ZZ BOSS SHOP 50-ELKTON	1
NJ-10 Sunoco James F Cooper Plz #7008	3	SDSB1 ZZ BOSS SHOP 16-SIOUX FALLS	1
TX-16 Ozona Express	3	TX-67 Stripes 9115 - San Benito	1
DH-21 Fuel Mart #764	3		
0H-22 Sunoco Glacier Hill Service Plaza	3		
TX-78 Stripes 2266 - Uvalde	3		
IOS15 Midwest Travel Plaza	3		
AS27 All American Truck Service	3		
OK-21 Choctaw Nation Broken Bow 635	3		
0K-22 Choctaw Nation Poteau 638	3		
TX-75 Stripes 1065 - Liberty	3		
MD-11 AC & T Garland Groh	3		
PA-35 Sunoco South Midway Service Plaza	3	i i i i i i i i i i i i i i i i i i i	
KS-12 Fuel Expresso 17	3	1	
	0		

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Wednesday, January 11, 2017

TX-60 Stripes 2200 - Pharr

TX-87 Stripes 114 - Bronte

TX-61 Stripes 9131 - McAllen

NJ-13 Sunoco Molly Pitcher Plz #7011

PASB2 ZZ BOSS SHOP 39-SMITHTON

OR-07 Eddie's Truck & Auto Center

PA-22 Sunoco Hickory Run Service Plaza

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ID LOCATION	COUNT	D	LOCATION	COUNT
ILS06 Gateway Service Center	91			
CAS10 Sacramento 49'er Service Center	19			
WYS05 Little America Wyoming	19			
OKS09 Biq Cabin Service Center	16			
FLS09 Florida 595 Truck Stop	11			
ALS02 Oasis Travel Center	9			
NES08 Shoemaker's Shell Travel Center	9			
CAS20 Joe's Tire and Lube	4			
IDS06 Rocky Mountain Mobile Truck Service	3			
MOS15 Midwest Travel Plaza	3			
NESB1_ZZ BOSS SHOP 12-GRAND ISLAND	3			
PAS27 All American Truck Service	3			
INSB5 ZZ BOSS SHOP 33-LAKE STATION	2			
PASB2_ZZ BOSS SHOP 39-SMITHTON	2			
SDSB2_ZZ BOSS SHOP 11-RAPID CITY	2			
FLSB1 ZZ BOSS SHOP 43-FT, MYERS	1			
INSB3 ZZ BOSS SHOP 32-GARY	1			
KYSB1 ZZ BOSS SHOP 40-CORBIN	1			
MDSB1 ZZ BOSS SHOP 50-ELKTON	1			
MNS09 Truckers Inn Sauk Centre	1			
NESB3_ZZ BOSS SHOP 18-NORTH PLATTE	1			
NMSB1_ZZ BOSS SHOP 17-JAMESTOWN	1			
SDSB1_ZZ BOSS SHOP 16-SIOUX FALLS	1			
VASB1_ZZ BOSS SHOP 31-FT. CHISWELL	1			
Total Registratio	ns <b>205</b>			

Reduced Prize Package for Service Centers due to lack of Service Center participation with AMBUCK\$



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#### **Buying Group Activity**

Annual meeting update.

The annual by all accounts was another great success. We had 89.17% of our travel centers and 86% of our service centers represented. We had over 90 tradeshow booths with 79 vendors.

Members and vendors completed the post annual meeting survey. (results are attached)

We budgeted for a net profit of \$60,000 and finished with \$107,951.

Member attendees and guests revenue	47,381
Member non attendees (35 locations)	8,750
Vendor revenue	282,800
Total Revenue	338,931
Expenses	230,980
Net	107,951

2013 to 2016 comparison by the numbers

	Travel	Travel	Service	Service	Vendor	Vendors	
	Center	Center	Center	Center	Attendees		
	Attendees	Locations	Attendees	Locations			
2013	165	108		34	138	68	
2014	170	157	37	36	142	75	
2015	179	146	38	35	114	67	
2016	164	280	44	43	127	79	

Please see the vendor revenue comparison showing vendor participation, contribution, gains and losses from last year. Attached is the member master list showing all locations in attendance. Attached is the detail meeting expense sheet comparing 2016 to 2015.

DAS reports that our 2016 total purchases were down \$382,000 over last year. Much of the loss is due to members switching distributors. We know that some of them switched due to DAS not shipping product during their computer upgrade fiasco.

Lynco is shipping product to about 80 locations for flyer items targeted to the "Front of the Store. We have had a good response to the flyer additions. Several members have requested to be removed from the auto ship. A few more have asked to be included.

We have had a good first year with the new program with Living Essentials-5Hour Energy. The full program took effect January 1, 2016. Year to date, DAS reports

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purchases of 160,000 bottles of 5Hour. We have signed our new 2017 agreement improving our rebate from .10 per bottle to .12 each.

Our new Monster Energy agreement for 2017 keeps our off invoice price of \$5.00 per case. Our new national account representative has had their corporate office in California scrub our member and affiliate list to better communicate to the Coke distributors who needs to be included in our program. We sold over 70,000 cases of Monster under our agreement in 2016. At \$5.00 per case saving is over \$350,000.

We have requested all 2016 sales information from our vendor partners for the report card. We have already received a number of reports and are committed to completing the report card by the end of February.

The new Kawasaki 4x4, side by side Mule Pro FXT is at the Lucas plant in Corydon to be wrapped with the AMBEST and Lucas logos. Carol has designed the key elements for the 2017 AMBUCK\$ campaign.

Thanks, Tom

	Α	D	E	I	J
1	2015 Sponsor Report 10-4/2015				
	Sponsor	Sponsorship Level	Booth	Sponsor 2015	Sponsor 2016
2			Count		Registered
2	5Hour Energy		1		2,500
3 4	A&W Restaurants		1	0	
5	All in Marketing	x	3	0	
6	AMBEST Loyalty	Silver: \$5,000	1	0	-,
7	American Tire Distributors	Silver: \$5,000	1	5,000	5,000
8	Aramark Uniform Services	Trade Show Only: \$2,500	1	2,500	2,500
9	Baldwin Filters	Trade Show Only: \$2,500	1	2,500	2,500
10	Bennett Pump	Trade Show Only: \$2,500	1	2,500	2,550
11	Bennett Pump	Trade Show Only: \$2,500	1	2,500	0
12	Bracketron	Silver: \$5,000	1	5,000	2,500
13	Brenntag North America	Silver: \$5,000	1	5,000	5,000
14	Bridgestone Commercial Solutions	Gold: \$10,001	1	10,000	15,000
15	Brown and Brown	Silver: \$5,000	1	5,000	5,000
16	CAP Companies	Silver: \$5,000	1	5,000	5,750
	CAT Scale Company	Trade Show Only: \$2,500	1	2,500	2,550
18	CHEVRON NORTH AMERICA LUBRICANTS	Silver: \$5,000	1	5,000	5,000
19	Class C Solutions Group		0	0	
20	Cobra, Vxi-Blue Parrott		1		5,000
21	Comdata	Gold: \$10,000	1	10,000	2,500
22	Corporate Billing LLC	Trade Show Only: \$2,500	1	2,500	2,600
23	Cummins Filtration Fleetguard	Trade Show Only: \$2,500	1	2,500	2,500
24	DAS Inc.	Platinum: \$25,000	7	29,250	27,050
25	DAS IncUniden, Ikon	Platinum: \$25,000	1	2,500	2,500
26	DASCO		0	0	
27	Donaldson Company	Trade Show Only: \$2,500	1	2,600	2,600
28	Double Coin Tire	Silver: \$5,000	1	5,000	-
	DoubleTrac By Omegaflex	Trade Show Only: \$2,500	1	2,500	
	Ecolab Inc.	Trade Show Only: \$2,500	1	2,500	2,500
•••	EcoSmart LED		0		
	EcoSmart LED	Trade Show Only: \$2,501	0	2,500	
	Electronic Funds Source	Silver: \$5,000	0	5,000	
	Encompass Group	o'' 45.000	1	5.000	2,500
	ET Products LLC	Silver: \$5,000	0	5,000	5 000
	Exxon/Mobil	Silver: \$5,000	1	5,000	
_	Farmer Brothers Coffee	Silver: \$5,000	1	5,000	5,000
38	First Data	Trade Show Only: \$2,500	1	0	
39	Fiscal	Silver: \$5,000	1	5,000	
-		Comp Silver Silver: \$5,000	1	F 000	5 000
41	FPPF CHEMICAL CO., INC.	Silver: \$5,000		5,000	5,000
42	Goodyear Gorilla Mud Flaps		0		
-	GreenSmartLiving-E-Cig		0	0	
44	Hunt Brothers Pizza	Trade Show Only: \$2,500	1	2,500	
_	Hunter Engineering Company	Trade Show Only: \$2,500	2	2,500	
40	IdeaStream Consumer Products, LLC	Trade Show Only: \$2,500	1	2,500	
	Imperial Supplies	Trade Show Only: \$2,500	1	2,500	
	International Wholesale		1	2,500	2,500
	JJ Keller		0		1,500
	Krispy Krunchy		0		
52	KSG Distributing	Silver: \$5,000	2	5,000	
53	Kumho Tire	Trade Show Only: \$2,500	1	2,650	

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	А	D	E	I	J
1 20	15 Sponsor Report 10-4/2015	-		-	
2 <b>Spo</b>	onsor	Sponsorship Level	Booth Count	Sponsor 2015	Sponsor 2016 Registered
	nin Tree			0	
55 Lite		Trade Show Only: \$2,500	1	2,850	
	LED Ligfhting	Trade Show Only: \$2,500	1	2,500	
	CAS OIL PRODUCTS	Platinum: \$25,000	1	5,000	
	ICO PRODUCTS	Platinum: \$25,000	6		
	ddenCo, Inc.	Silver: \$5,000	1	2,500	
	mma DeLuca Pizza	Trade Show Only: \$2,500	1	0	
	chelin North America	Platinum: \$25,000	1	7,500	7,500
	tchell1		1	,	,
-	onster Energy	Trade Show Only: \$2,500	1	2,500	2,500
	.CARITA SAFETRUCK, INC.		0	0	,
	TSO Inc	Trade Show Only: \$2,500	1	2,700	4,850
	E Stacker	Trade Show Only: \$2,500	0	2,500	
	C Fluid Handling		0	-	
	agon Solutions	Silver: \$5,000	1	2,500	C
69 Ping		Trade Show Only: \$2,500	0	2,500	
	t's Petroleum		1	0	C
	wer Service Products, Inc.	Trade Show Only: \$2,500	1	3,500	2,500
	ality Resource	Trade Show Only: \$2,500	1	2,500	
	nd McNally	Trade Show Only: \$2,500	1	2,500	
	agan Industries	Trade Show Only: \$2,500	0		_,
	IAlliance	Silver: \$5,000	1	5,000	5,000
	aeffer's Specialized Lubricants	Silver: \$5,000	1	5,000	
	ubBlades	Trade Show Only: \$2,500	0	3,200	-
	vice Station Computer Systems (SSCS)		1	0	
79 She	ell Oil	Silver: \$5,000	1	5,000	5,000
80 Sim	nply at Home	Silver: \$5,000	1	5,000	5,000
81 Soc	ks Galore	x	1	0	2,500
82 SPA	ATCO	Silver: \$5,000	1	5,000	2,500
83 St. (	Christopher Fund		1	0	
84 SUE	BWAY	Trade Show Only: \$2,500	1	2,500	3,800
85 SUN	N SALES TEAM /DISTRIBUTION	Trade Show Only: \$2,500	2	2,500	7,000
86 Sun	nshine Electronic Display	Silver: \$5,000	2	5,000	5,000
87 Tec	hquidation	Silver: \$5,000	0	2,500	
88 Tire	e Management	Trade Show Only: \$2,500	0	3,000	
89 Tre	at Planet	Trade Show Only: \$2,501	1		2,500
90 Tro	piceel Products Inc	Silver: \$5,000	0	3,200	C
91 Tur	mer Hats	Silver: \$5,000	1	0	0
92 Val	со		1		
93 Valv	voline	Trade Show Only: \$2,500	1	2,500	5,000
94 WE	X Fleet One/EFS/	Trade Show Only: \$2,500	1	2,500	5,050
95 Wh	olesale Nozzle	Trade Show Only: \$2,500	1		2,650
96 Wir	negard Company	Trade Show Only: \$2,500	1	2,500	2,550
	exes Corporation	Trade Show Only: \$2,500	1	2,500	2,600
98 Stra	ategy and Execution-One120			0	2,500
99 Mo	orrison Brothers		0	0	
100 Flee	etnet				
101 AW	/DEals				
102 Par	ts Distributing Company		0	0	
103 AM	IP Energy CNG			0	

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	А	D	E	I	J
1	2015 Sponsor Report 10-4/2015				
2	Sponsor	Sponsorship Level	Booth Count	Sponsor 2015	Sponsor 2016 Registered
	Pegasus				
	B&F		0		
	ATM USA		0		
107	Blue Tiger USA		0	0	
108	Alvey Signs				
109	Puzzled				
110	Valco		0		
	Aperia Tech		0		
112	Gorilla Mud Flaps				
113	Chesters				
	FoodBuy		0		0
115	Cenex			0	
	Softland Internationa		0	0	
	The Young Group		0	0	
	Universal Lube				
	Sinclair				
120	Sunoco			100	
121		Registered	92	288,150	282,800
122					
123					
124					
125					
126					
127					
128					
129					
130					
131					
132					

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WEX/EFS Programs				
Program Name/Card Type	Mandated	<b>Transaction Fee</b>	# Locations	Discount
AMBEST EFS Card	х	\$1.75	All	Vary
EFS TS (Memphis)	х	\$2.75	All	Vary
Tchek		1%	305 of 315	Vary
тсн		1%	All	Vary
Fleetone		1.65%	314 of 315	Vary
Additional Programs	Mandated	Transaction Fee	# Locations	Discount
AMBEST EFS CP Mandate	х	\$1.75/\$.70	313 of 315	Vary
FTS (North America Tech)	х	2.75/\$.70	All	Cost + .035
EDGE Program	х	1%		Vary
WEX Crossroads	х	1.30%		Retail Less .01
QPN	х	1.43%	281 of 315	Vary
FP Solutions		1%	44 of 315	Cost + .03
RTS		1%	180 of 315	Vary
APEX	Х	\$2.75	313 of 315	Cost + .05 and better
UMA	Х	\$1.75	All	Cost + .08 / Retail03 B/O