

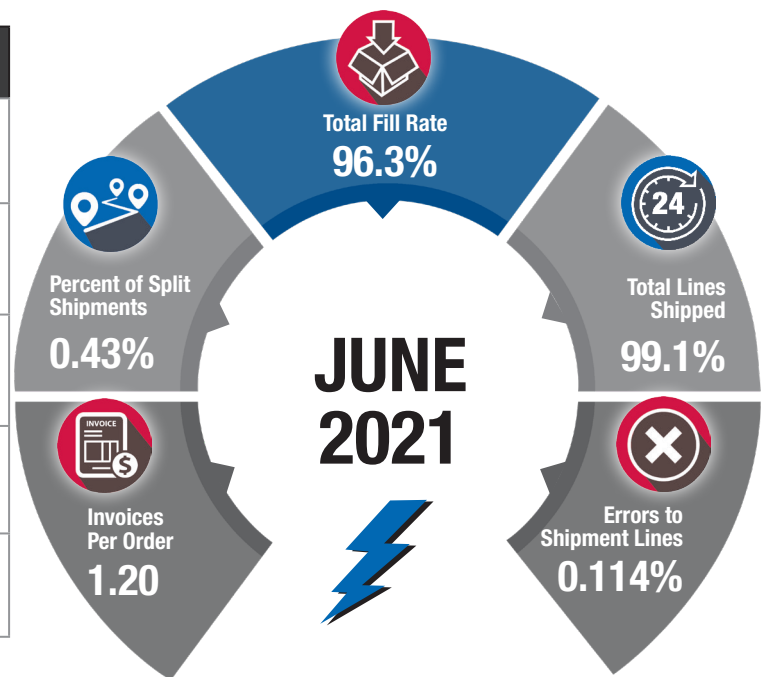
AT MINERALLAC, OUR PASSION IS PROVIDING SERVICE EXCELLENCE.

Our Goal:
98% Fill Rate within
24 Hours with ZERO Errors™



OVER 314 MILLION UNITS SHIPPED IN 2020

	2019 AVG.	2020 AVG.	ROLLING 12	MAY 2021
Total Fill Rate	97.8%	98.5%	98%	96.5%
Total Lines Shipped	99.3%	99.6%	99.5%	99.4%
Errors to Shipment Lines	0.108%	0.091%	0.098%	0.112%
Percent of Split Shipments	0.80%	0.73%	0.73%	0.45%
Invoices Per Order	1.17	1.14	1.17	1.19



100% GUARANTEED SALE



RMA PROCESSING

OUR GOAL	AVG 2019	AVG 2020	MARCH 2021
RMA's Approved within 24 Hours	97.1%	100%	100%
RMA Credit Memo Issued within 72 Hours	95.4%	97.7%	92.3%

Low Transaction Costs

Increased Inventory Turns
without Overstock and
Dead Items

Reduced Inventory Handling

Greater ROI on SQ. FT.
Space and Ranked Top 5%
GMROI by Distributors



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PROVEN PROCESS



PARTNERSHIP

- Support in achieving customer specific goals
- Driven to meet customer needs
- Market research to drive business sales and profitability
- Marketing support fund opportunities



SUPPORT

- Dedicated customer service including over 90 years of experience
- Personalized analytical reports
- Custom solutions for business needs
- Accurate, up-to-date product attributes in data warehouses
- Custom marketing campaigns
- Minerallac University through BlueVolt for training and education



EXPERTISE

- Manufacturing quality parts for the electrical industry for over 125 years
- Employees dedicated to continuous merchandising and marketing needs
- Our team has over 200 years of experience to help lead innovative solutions