






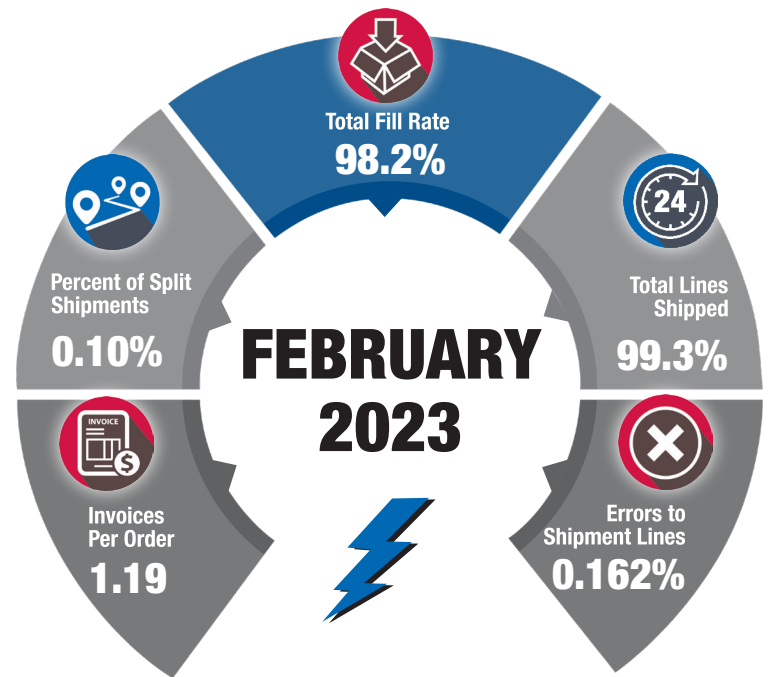


# AT MINERALLAC, OUR PASSION IS PROVIDING SERVICE EXCELLENCE.

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

## OVER 355 MILLION UNITS SHIPPED IN 2022

	2021 AVG.	2022 AVG.	ROLLING 12	JAN. 2023
 Total Fill Rate	95.9%	95.8%	96.5%	99.2%
 Total Lines Shipped	99.1%	99.6%	99.6%	99.9%
 Errors to Shipment Lines	0.134%	0.179%	0.168%	0.169%
 Percent of Split Shipments	0.60%	0.37%	0.34%	0.09%
 Invoices Per Order	1.20	1.25	1.24	1.19



## 100% GUARANTEED SALE



### RMA PROCESSING

OUR GOAL	AVG 2021	AVG 2022	FEBRUARY 2023
RMA's Approved within 24 Hours	100%	100%	100%
RMA Credit Memo Issued within 72 Hours	97.7%	97.7%	96.0%

Low Transaction Costs

Increased Inventory Turns without Excess and Obsolete 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