

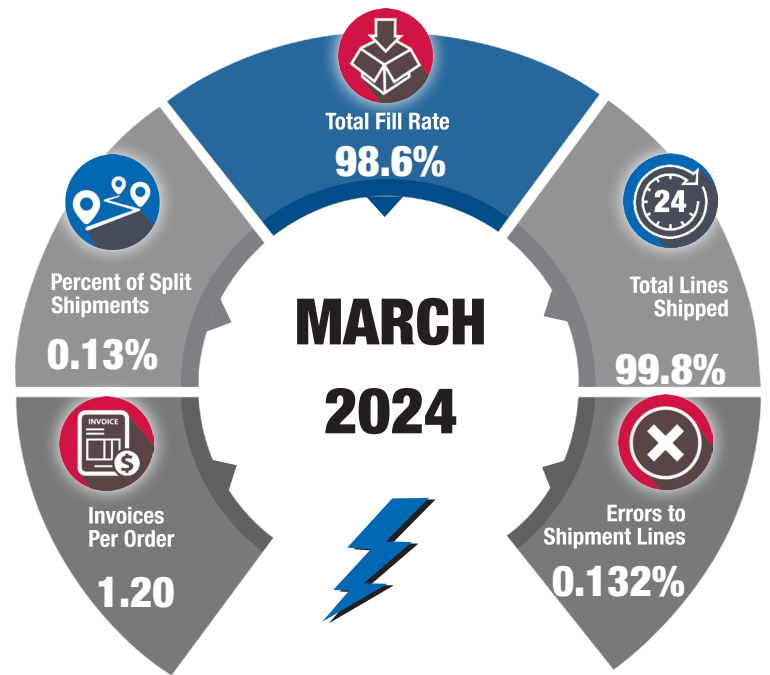


# AT MINERALLAC, OUR PASSION IS PROVIDING SERVICE EXCELLENCE.

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

## OVER 389 MILLION UNITS SHIPPED IN 2023

	2022 AVG.	2023 AVG.	ROLLING 12	FEB. 2024
Total Fill Rate	95.8%	98.3%	98.2%	98.4%
Total Lines Shipped	99.6%	99.6%	99.6%	99.5%
Errors to Shipment Lines	0.179%	0.169%	0.169%	0.150%
Percent of Split Shipments	0.37%	0.20%	0.24%	0.16%
Invoices Per Order	1.25	1.21	1.22	1.22



## 100% GUARANTEED SALE



### RMA PROCESSING

OUR GOAL	AVG 2022	AVG 2023	MARCH 2024
RMA's Approved within 24 Hours	100%	97.2%	89.8%
RMA Credit Memo Issued within 72 Hours	97.7%	99.3%	93.5%

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