






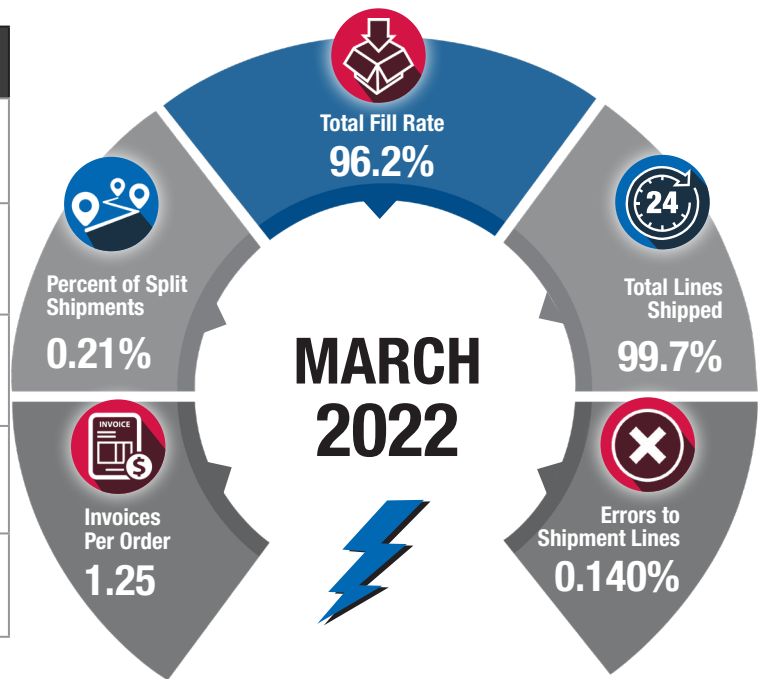


# AT MINERALLAC, OUR PASSION IS PROVIDING SERVICE EXCELLENCE.

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

**OVER 347 MILLION UNITS SHIPPED IN 2021**

	2020 AVG.	2021 AVG.	ROLLING 12	FEBRUARY 2022
 Total Fill Rate	98.5%	95.9%	95.0%	94.8%
 Total Lines Shipped	99.6%	99.1%	99.1%	99.6%
 Errors to Shipment Lines	0.091%	0.134%	0.157%	0.169%
 Percent of Split Shipments	0.73%	0.60%	0.50%	0.42%
 Invoices Per Order	1.14	1.20	1.22	1.25



**100% GUARANTEED SALE**



## RMA PROCESSING

OUR GOAL	AVG 2020	AVG 2021	MARCH 2022
RMA's Approved within 24 Hours	100%	100%	100%
RMA Credit Memo Issued within 72 Hours	97.7%	95.1%	96.6%

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