







Over 303 million units shipped in 2018!

	2017 AVG.	2018 AVG.	ROLLING 12	NOVEMBER 2019	DECEMBER 2019
 Total Fill Rate	98.1%	97.8%	97.8%	97.9%	98.2%
 Total Lines Shipped	98.7%	99.3%	99.2%	99.7%	98.9%
Zero% Percent of Errors to Shipment Lines	0.096%	0.108%	0.096%	0.093%	0.140%
 Percent of Split Shipments	0.69%	0.80%	0.56%	0.36%	0.30%
 Invoices Per Order	1.17	1.17	1.17	1.22	1.17

At Minerallac, our passion is Providing Service Excellence.



RMA Processing

	2018 AVG	ROLLING 12	NOVEMBER 2019	DECEMBER 2019
RMA's Approved within 24 Hours	97.8%	97.1%	97.1%	100%
RMA Credit Memo Issued within 24 Hrs	86.7%	84.9%	92.0%	92.1%



Customer Satisfaction

	2018 AVG	ROLLING 12	NOVEMBER 2019	DECEMBER 2019
Excellent Rating	92.9%	94.2%	100%	100%
Overall Satisfaction	96.2%	97.1%	100%	100%

100% Guaranteed Sale

- Low Transaction Costs
- Reduced Inventory Handling
- Increased Inventory Turns without Overstock and Dead Items
- Greater ROI on SQ. FT. Space and Ranked Top 5% GMROI by Distributors

