

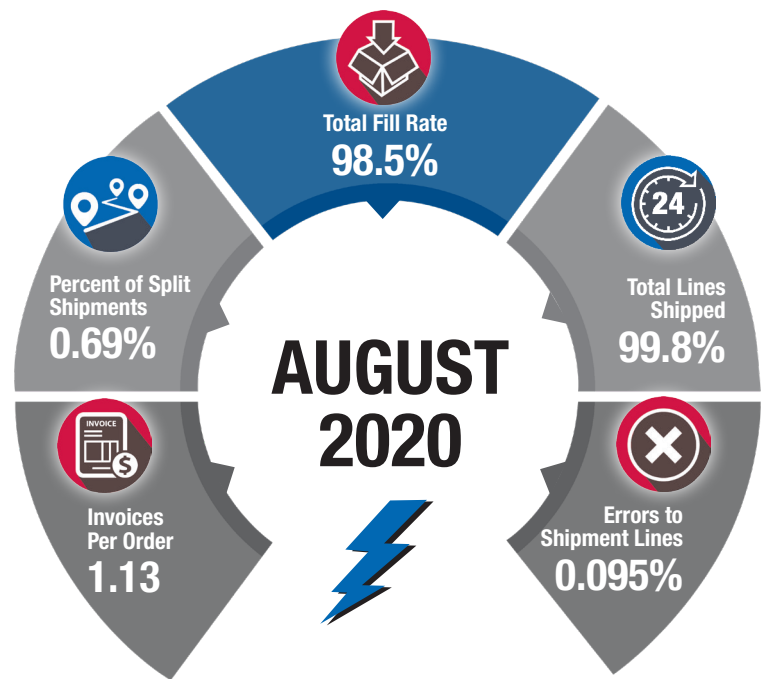


AT MINERALLAC, OUR PASSION IS PROVIDING SERVICE EXCELLENCE.

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

OVER 323 MILLION UNITS SHIPPED IN 2019

	2018 AVG.	2019 AVG.	ROLLING 12	JULY 2020
Total Fill Rate	97.8%	97.8%	98.3%	98.4%
Total Lines Shipped	99.3%	99.2%	99.5%	99.9%
Errors to Shipment Lines	0.108%	0.096%	0.101%	0.102%
Percent of Split Shipments	0.80%	0.56%	0.62%	0.97%
Invoices Per Order	1.17	1.17	1.15	1.14



100% GUARANTEED SALE



RMA PROCESSING

OUR GOAL	AVG 2018	AVG 2019	AUGUST 2020
RMA's Approved within 24 Hours	96.9%	97.1%	100%
RMA Credit Memo Issued within 72 Hours	96.5%	95.4%	100%

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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