







Over 323 million units shipped in 2019!

		2018AVG.	2019 AVG.	ROLLING 12	DECEMBER 2019	JANUARY 2020
	Total Fill Rate	97.8%	97.8%	97.9%	98.2%	98.4%
	Total Lines Shipped	99.3%	99.2%	99.3%	98.9%	99.8%
Zero%	Percent of Errors to Shipment Lines	0.108%	0.096%	0.095%	0.140%	0.082%
	Percent of Split Shipments	0.80%	0.56%	0.55%	0.30%	0.50%
	Invoices Per Order	1.17	1.17	1.17	1.17	1.16

At Minerallac, our passion is Providing Service Excellence.



RMA Processing

	2019 AVG	ROLLING 12	DECEMBER 2019	JANUARY 2020
RMA's Approved within 24 Hours	97.1%	97.7%	100%	100%
RMA Credit Memo Issued within 24 Hrs	84.9%	85.8%	92.1%	85.1%



Customer Satisfaction

	2019 AVG	ROLLING 12	DECEMBER 2019	JANUARY 2020
Excellent Rating	91.3%	98.4%	100%	100%
Overall Satisfaction	95.8%	98.4%	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

