






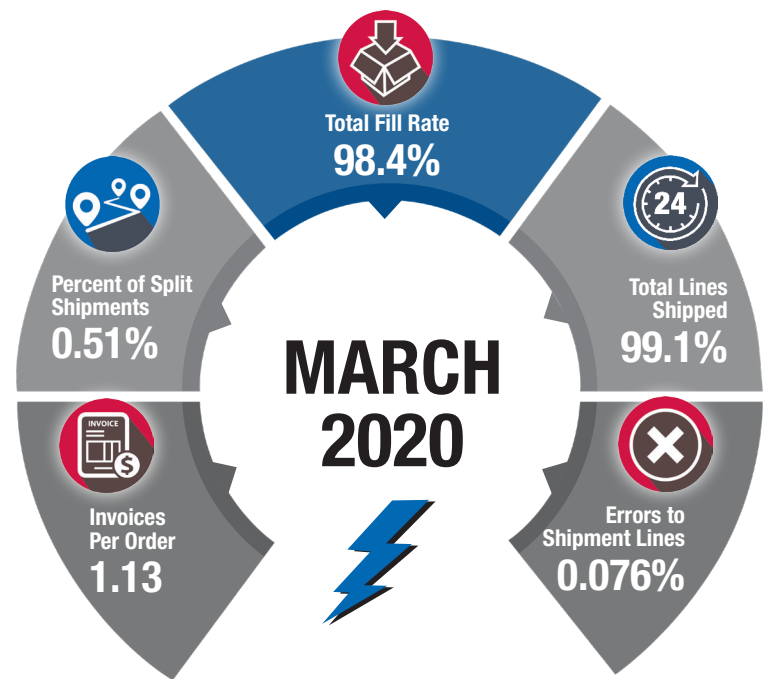


# AT MINERALLAC, OUR PASSION IS PROVIDING SERVICE EXCELLENCE.

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

**OVER 323 MILLION UNITS SHIPPED IN 2019**

	2018 AVG.	2019 AVG.	ROLLING 12	FEB. 2020
 Total Fill Rate	97.8%	97.8%	97.9%	98.7%
 Total Lines Shipped	99.3%	99.2%	99.4%	99.8%
 Errors to Shipment Lines	0.108%	0.096%	0.091%	0.096%
 Percent of Split Shipments	0.80%	0.56%	0.59%	0.73%
 Invoices Per Order	1.17	1.17	1.17	1.13



**100% GUARANTEED SALE**



## RMA PROCESSING

OUR GOAL	AVG 2018	AVG 2019	MARCH 2020
RMA's Approved within 24 Hours	96.9%	97.1%	100%
RMA Credit Memo Issued within 72 Hours	96.5%	95.4%	95.7%

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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