

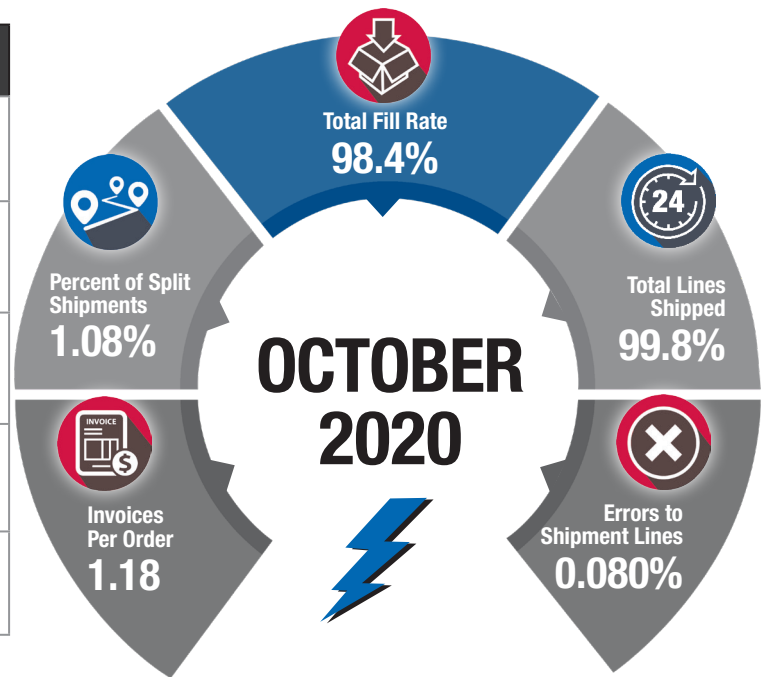
# AT MINERALLAC, OUR PASSION IS PROVIDING SERVICE EXCELLENCE.

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



## OVER 323 MILLION UNITS SHIPPED IN 2019

	2018 AVG.	2019 AVG.	ROLLING 12	SEPTEMBER 2020
Total Fill Rate	97.8%	97.8%	98.4%	98.3%
Total Lines Shipped	99.3%	99.2%	99.5%	99.5%
Errors to Shipment Lines	0.108%	0.096%	0.098%	0.092%
Percent of Split Shipments	0.80%	0.56%	0.68%	0.89%
Invoices Per Order	1.17	1.17	1.15	1.13



## 100% GUARANTEED SALE



### RMA PROCESSING

OUR GOAL	AVG 2018	AVG 2019	OCTOBER 2020
RMA's Approved within 24 Hours	96.9%	97.1%	100%
RMA Credit Memo Issued within 72 Hours	96.5%	95.4%	95.3%

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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