





Over 275 million units shipped in 2017!

		2016 AVG.	2017 AVG.	ROLLING 12	NOV. 2017	DEC. 2017
	Total Fill Rate	97.1%	98.1%	98.1%	98.4%	98.8%
	Total Lines Shipped	98.3%	98.7%	98.7%	99.2%	99.4%
Zero%	Percent of Errors to Shipment Lines	0.090%	0.096%	0.096%	0.104%	.100%
	Percent of Split Shipments	0.89%	0.69%	0.69%	1.24%	0.53%
	Invoices Per Order	1.19	1.17	1.17	1.21	1.15

At Minerallac, our passion is Providing Service Excellence.



RMA Processing

	2017 AVG	ROLLING 12	NOV. 2017	DEC. 2017
Days from Submittal to Approval	1	1	1	Same Day
Days from Return Received to Credit	1	2	1	Same Day



Marketing Co-op Processing

	2017 AVG	ROLLING 12	NOV. 2017	DEC. 2017
Days from Submittal to Approval	Same Day	Same Day	Same Day	Same Day
Days from Approval to Credit	Same Day	Same Day	Same Day	Same Day

100% Guaranteed Sale



Customer Satisfaction

	2017 AVG	ROLLING 12	NOV. 2017	DEC. 2017
Excellent Rating	93.6%	93.6%	100%	100%
Overall Satisfaction	100%	100%	100%	100%

- 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

