







	2015 AVG.	2016 AVG.	ROLLING 12	OCT. 2017	NOV. 2017
 Total Fill Rate	97.8%	97.1%	98.0%	97.9%	98.4%
 Total Lines Shipped	96.9%	98.3%	98.6%	99.0%	99.2%
Zero% Percent of Errors to Shipment Lines	0.166%	0.090%	0.095%	0.170%	0.104%
 Percent of Split Shipments	0.22%	0.89%	0.74%	0.76%	1.24%
 Invoices Per Order	1.19	1.19	1.17	1.19	1.21

At Minerallac, our passion is Providing Service Excellence.



RMA Processing

	2016 AVG	ROLLING 12	OCT. 2017	NOV. 2017
Days from Submittal to Approval	1	1	1	1
Days from Return Received to Credit	2	2	1	1

100% Guaranteed Sale



Marketing Co-op Processing

	2016 AVG	ROLLING 12	OCT. 2017	NOV. 2017
Days from Submittal to Approval	Same Day	Same Day	Same Day	Same Day
Days from Approval to Credit	1	Same Day	Same Day	Same Day



Customer Satisfaction

	2016 AVG	ROLLING 12	OCT. 2017	NOV. 2017
Excellent Rating	96.9	98%	94.9%	93.1%
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

