







Over 275 million units shipped in 2017!

		2016 AVG.	2017 AVG.	ROLLING 12	JAN. 2018	FEB. 2018
	Total Fill Rate	97.1%	98.1%	98.1%	98.4%	98.0%
	Total Lines Shipped	98.3%	98.7%	98.9%	99.2%	98.7%
Zero%	Percent of Errors to Shipment Lines	0.090%	0.096%	0.098%	0.125%	0.100%
	Percent of Split Shipments	0.89%	0.69%	0.71%	1.06%	1.37%
	Invoices Per Order	1.19	1.17	1.17	1.17	1.16

At Minerallac, our passion is Providing Service Excellence.



RMA Processing

	2017 AVG	ROLLING 12	JAN. 2018	FEB. 2018
RMAs Approved within 24 Hours	76.3%	81.3%	100%	98.1%
RMA Credit Memo Issued within 24 Hrs	100%	79.8%	67.4%	97.4%



Marketing Co-op Processing

	2017 AVG	ROLLING 12	JAN. 2018	FEB. 2018
Co-op Approval within 24 Hours	100%	100%	100%	100%
Co-op Credit Memo Issued within 24 Hrs	100%	100%	100%	100%

100% Guaranteed Sale



Customer Satisfaction

	2017 AVG	ROLLING 12	JAN. 2018	FEB. 2018
Excellent Rating	95.1%	91.3%	100%	75%
Overall Satisfaction	100%	97.6%	100%	85%

- 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

