







Over 275 million units shipped in 2017!

	2016 AVG.	2017 AVG.	ROLLING 12	APR. 2018	MAY 2018
 <b>Total Fill Rate</b>	97.1%	98.1%	98.1%	98.1%	97.9%
 <b>Total Lines Shipped</b>	98.3%	98.7%	99.1%	99.3%	99.5%
<b>Zero%</b> <b>Percent of Errors to Shipment Lines</b>	0.090%	0.096%	0.102%	0.037%	0.086%
 <b>Percent of Split Shipments</b>	0.89%	0.69%	0.80%	1.37%	0.78%
 <b>Invoices Per Order</b>	1.19	1.17	1.17	1.17	1.16

*At Minerallac, our passion is Providing Service Excellence.*



**RMA Processing**

	2017 AVG	ROLLING 12	APR. 2018	MAY 2018
<b>RMAs Approved within 24 Hours</b>	76.3%	87.6%	100%	100%
<b>RMA Credit Memo Issued within 24 Hrs</b>	100%	82.4%	77.5%	94.3%



**Marketing Co-op Processing**

	2017 AVG	ROLLING 12	APR. 2018	MAY 2018
<b>Co-op Approval within 24 Hours</b>	100%	96.8%	100%	100%
<b>Co-op Credit Memo Issued within 24 Hrs</b>	100%	100%	100%	100%

100% Guaranteed Sale



**Customer Satisfaction**

	2017 AVG	ROLLING 12	APR. 2018	MAY 2018
<b>Excellent Rating</b>	95.1%	91.9%	100%	87.5%
<b>Overall Satisfaction</b>	100%	97.5%	100%	93.8%

- 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

