

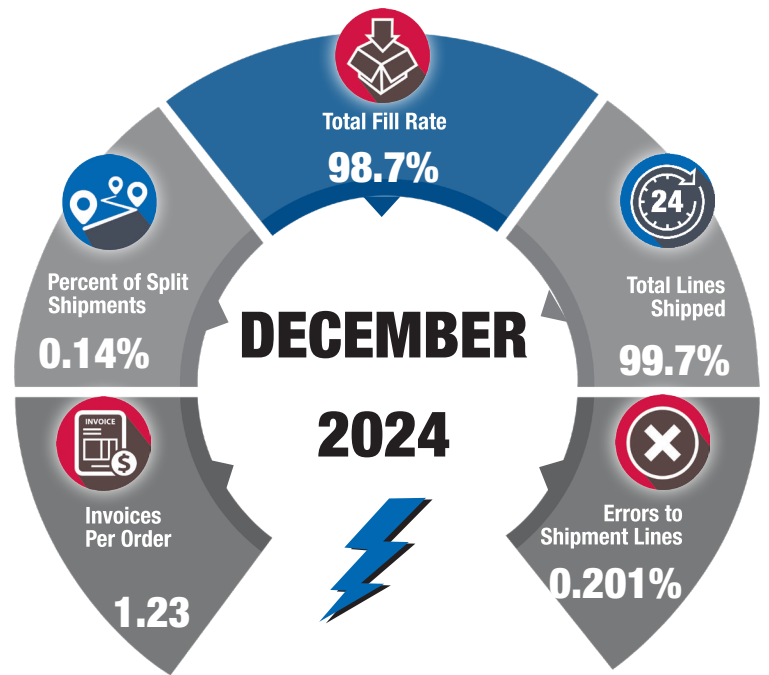


# AT MINERALLAC, OUR PASSION IS PROVIDING SERVICE EXCELLENCE.

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

## OVER 389 MILLION UNITS SHIPPED IN 2023

	2022 AVG.	2023 AVG.	ROLLING 12	NOV. 2024
Total Fill Rate	95.8%	98.3%	98.0%	98.2%
Total Lines Shipped	99.6%	99.6%	99.6%	99.8%
Errors to Shipment Lines	0.179%	0.169%	0.167%	0.182%
Percent of Split Shipments	0.37%	0.20%	0.28%	0.36%
Invoices Per Order	1.25	1.21	1.24	1.28



## 100% GUARANTEED SALE



### RMA PROCESSING

OUR GOAL	AVG 2022	AVG 2023	DECEMBER 2024
RMA's Approved within 24 Hours	100%	97.2%	97.5%
RMA Credit Memo Issued within 72 Hours	97.7%	99.3%	93.2%

Low Transaction Costs

Increased Inventory Turns without Excess and Obsolete Items

Reduced Inventory Handling

Greater ROI on SQ. FT. Space and Ranked Top 5% GMROI by Distributors



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# PROVEN PROCESS



## PARTNERSHIP

- Support in achieving customer specific goals
- Driven to meet customer needs
- Market research to drive business sales and profitability
- Marketing support fund opportunities



## SUPPORT

- Dedicated customer service including over 90 years of experience
- Personalized analytical reports
- Custom solutions for business needs
- Accurate, up-to-date product attributes in data warehouses
- Custom marketing campaigns
- Minerallac University through BlueVolt for training and education



## EXPERTISE

- Manufacturing quality parts for the electrical industry for over 125 years
- Employees dedicated to continuous merchandising and marketing needs
- Our team has over 200 years of experience to help lead innovative solutions