






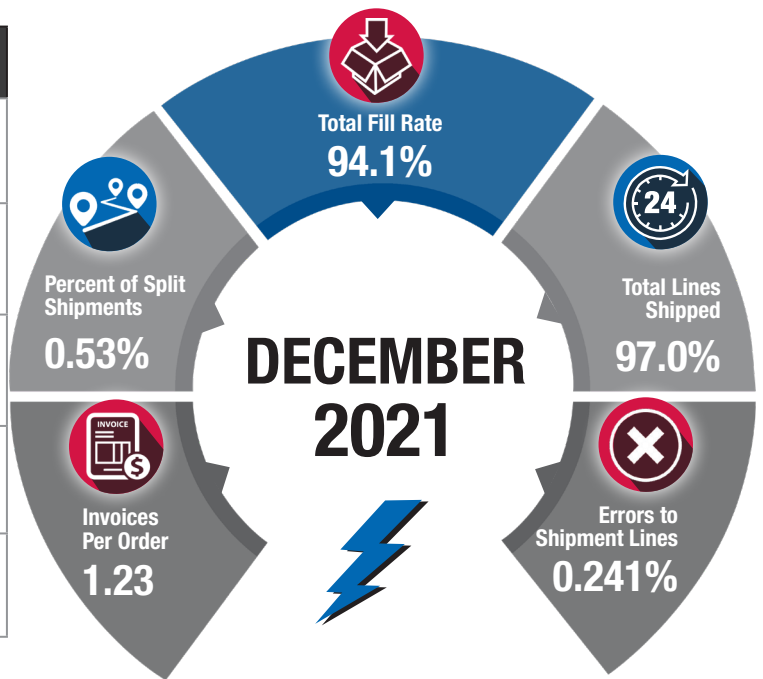


# AT MINERALLAC, OUR PASSION IS PROVIDING SERVICE EXCELLENCE.

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

## OVER 314 MILLION UNITS SHIPPED IN 2020

	2019 AVG.	2020 AVG.	ROLLING 12	NOVEMBER 2021
 Total Fill Rate	97.8%	98.5%	95.9%	93.8%
 Total Lines Shipped	99.2%	99.6%	99.1%	99.0%
 Errors to Shipment Lines	0.096%	0.091%	0.134%	0.139%
 Percent of Split Shipments	0.56%	0.73%	0.60%	0.76%
 Invoices Per Order	1.17	1.14	1.20	1.21



## 100% GUARANTEED SALE



### RMA PROCESSING

OUR GOAL	AVG 2019	AVG 2020	DECEMBER 2021
RMA's Approved within 24 Hours	97.1%	100%	100%
RMA Credit Memo Issued within 72 Hours	95.4%	97.7%	100%

Low Transaction Costs

Increased Inventory Turns  
without Overstock and  
Dead 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