

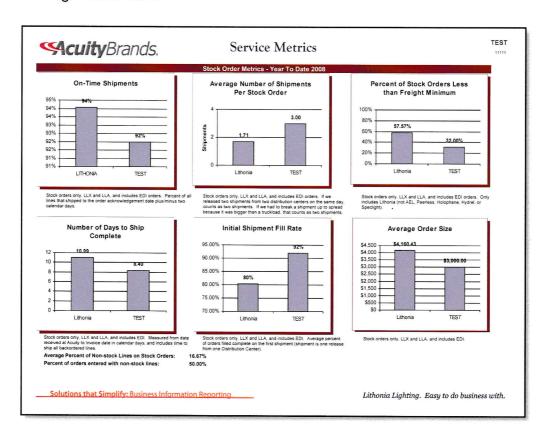
Customer Scorecards



The Customer Scorecard Service Metrics are currently available quarterly for a select group of customers. They can be requested through your RSVP in either hard copy or PDF format so long as the customer information is up-to-date with Revenue Realization. These metrics are available at the Regional, Local or Strategic levels and divisions for certain accounts are also available.

The Customer Scorecard includes the following categories of metrics:

- Stock Order Metrics Year to Date
 - On-Time Shipments
 - Average Number of Shipments per Stock Order
 - Percent of Stock Orders Less than Freight Minimum
 - Number of Days to Ship Complete
 - Initial Shipment Fill Rate
 - Average Order Size

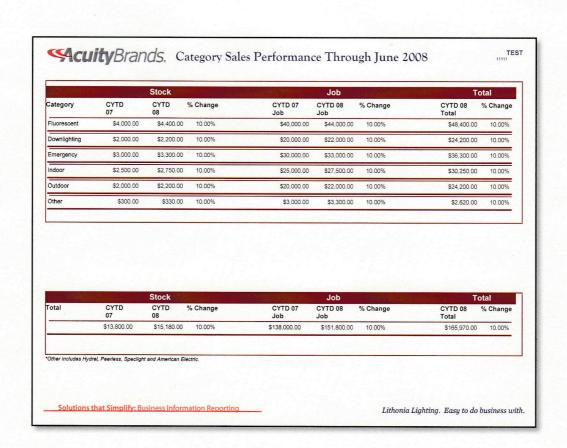








- Category Sales Performance Year to Date
 - Stock
 - Job
 - Total



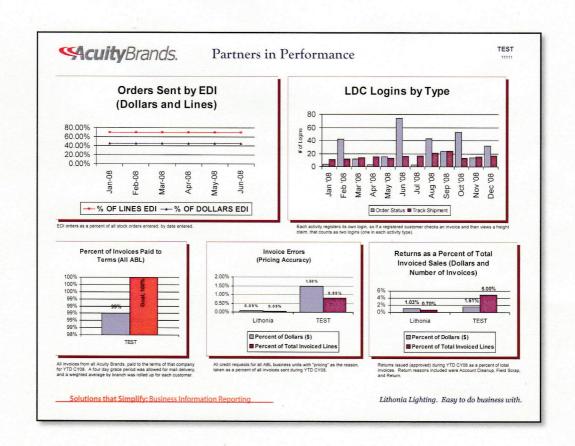






Partners in Performance

- EDI Orders (dollars and lines)
- LDC Logins by Activity Type
- Percent of Invoices Paid to Terms (All ABL)
- Invoice Errors (Pricing Accuracy)
- Returns as a Percent of Total Invoiced Sales (Dollars and Number of Invoices)



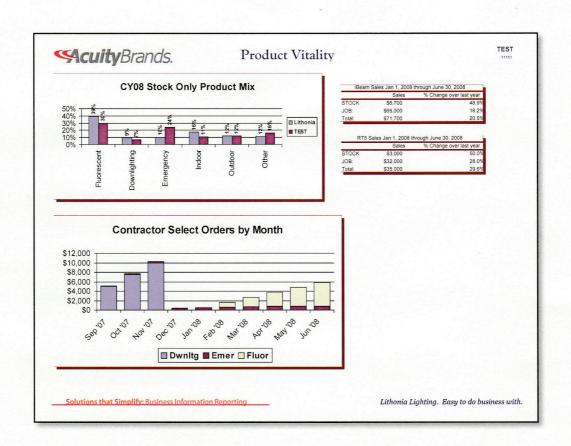






Product Vitality

- Stock only Product Mix
- Contractor Select Orders by Month









Sales Performance

- Five Year Sales Trend
- Stock vs. Job Ratio

