

Distribution Center / Forward Stocking Location

Statement of Work

By and Between

|  |  |
| --- | --- |
| **Agent Name**  “Agent” | **MNX Global Logistics**  5001 Airport Plaza Drive, Suite 250  Long Beach CA  90815  USA  “MNX” |

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# General Information

## Purpose and Scope

The purpose of this document is to define the services that Agent is to provide to MNX, and the activities and expectations that pertain to the provision of those services.

This document is presented as an exhibition and addendum to a comprehensive contract for the performance of logistics services, and constitutes a legal agreement only as a part of that agreement.

In the case of any contradiction between this document and the contract of which this document is an exhibit, the contract shall have precedence.

## Services to be Performed

MNX is engaging the Agent to provide the following services and related functions:

* + 1. Warehousing / Storage
    2. Processing and receipt of inventory
    3. Picking of outbound orders
    4. Miscellaneous warehousing services as requested
    5. Handover of inventory to 3rd parties
    6. Transportation of shipments by vehicle
    7. Cycle counting and physical inventories
    8. Importer/Exporter of Record Services
    9. Customs brokerage services

**Other Services:**

Any services other than those listed above must be pre-approved by MNX prior to the service commencing.

## Glossary of Terms

|  |  |
| --- | --- |
| Term | Definition |
| Agent | A company or other legal entity contracted to provide services to MNX |
| Alert | Any systemic communication provided by MNX to an MNX Agent; includes emails, texts, EDI exchanges, and systemic communication. |
| ASN | An “Advanced Shipping Notification” – provides details of an expected receipt; contains a part listing, expected arrival date, carrier, and tracking number. |
| ASOP | “Agent Standard Operating Procedure” – An MNX Quality-Controlled Document containing standard operating procedures relevant to an Agent. Can be generic for all MNX business or customer-specific. |
| AWB | “Air Way Bill” – a document used by airlines, parcel carriers, and other transportation companies to track a shipment |
| Cancellation | A type of receipt generated when an order is cancelled after the associated part(s) has been pulled from inventory |
| Connect | MNX’s proprietary operating system |
| DC | “Distribution Center” – Typically a larger warehouse that provides distribution, replenishment, or advanced warehousing services in addition to standard processes |
| DSOP | “DC Standard Operating Procedure” – A version of the ASOP that is specifically for Agent locations identified as DCs |
| FSL | A “Forward Stocking Location” – a strategically located warehouse providing services as defined in this document |
| FOPS | “Field Operations” – a Department at MNX responsible for agent relations, auditing, and training. [fops@MNXog.com](mailto:fops@nglog.com) |
| GCC | “Global Control Center” – a Department at MNX responsible for management of all active jobs, including all Agent communication |
| Inventory | The collective term for parts belonging to MNX or MNX’s customers |
| IOR/EOR | “Importer of Record/Exporter of Record” – A service whereby an Agent acts as legal importer on behalf of MNX or MNX’s customer |
| MAWB | Master AWB – An airwaybill that references multiple subordinate AWBs |
| MSDS | “Material Safety Data Sheet” – a document defining safe handling procedures for products identified as potentially hazardous |
| NetAgent | MNX’s Agent-facing portal; used to provide order updates, manage inventory, and receive and pull parts |
| NetShip | MNX’s Customer-facing portal |
| MNX | “Network Global Logistics” – in this document understood to mean MNX and/or any MNX customers or appointed representatives |
| Part | A siMNXe inventory item; may also be referred to as a piece or item |
| Pull | A warehouse task whereby one or several inventory items are removed from inventory to fulfill an order |
| Quarantine | The physical location where quarantined parts are held, or the systemic status of those parts |
| Receipt | A warehouse task whereby an ASN is processed and parts are either put away to shelf, or quarantined |
| Replenishment | The most common type of receipt – a direct shipment of good inventory from the customer or a vendor that is to be put into stock |
| Return | A type of receipt resulting from the delivery of an outbound part; the return may be the same part that was pulled, or a defective part that the original replaced |
| Return Pack | Documentation, usually including a return shipping AWB that is either attached to a part or placed inside the packaging |
| Stock-Out | The situation when a part required for an active order is not found in inventory |
| S-CAPA | “Supplier Corrective Action Preventive Action request” – a form issued by MNX to a provider in order to correct a recurrent or systemic failure |
| Transfer | Either a type of order to move inventory from one MNX facility to another, or the type of receipt that results from a completed transfer order |

## Business Hours and Holidays

* + 1. Standard Business Hours for warehouse operations are 8am to 5pm local time
    2. Standard Business Hours for transportation are 8am to 8pm local time
    3. Weekends are as defined by local law or custom
       1. Typically defined as Saturday and Sunday
    4. Holidays are as defined by local law
       1. For services provided in the United States, MNX recognizes five federal holidays:
          1. Christmas Day
          2. New Year’s Day
          3. Memorial Day
          4. Independence Day
          5. Labor Day
          6. Thanksgiving (USA)
    5. If any local holidays, festivals, or traditions are likely to impact the performance of MNX operations, the agent is responsible for notifying MNX of the expected impact

## Insurance requirements

* + 1. The agent will maintain, at all times and for all facilities in which MNX customer inventory is stored, insurance coverage of the following kinds and at least the following amounts or, for facilities outside the United States, coverage of an equivalent kind and amount or as required by local law:
       1. Commercial General Liability Insurance including premises/operations, broad form property damage, independent contractors, and contractual liability covering MNX’s obligations hereunder for bodily injury and property damage, excluding Customer’s Inventory, with a combined siMNXe limit of not less than One Million Dollars ($1,000,000) for each occurrence
       2. Workers’ Compensation insurance in statutory amounts covering the Agent and its employees and employer’s liability insurance in an amount not less than Five Thousand dollars ($5,000) per accident/disease
       3. Warehouseman’s legal liability insurance with minimum limits of One Million dollars ($1,000,000.00). This insurance insures only Agent’s legal liability as a warehouseman and is not insurance on the Goods.
       4. Motor cargo insurance in the amount of Fifty Thousand Dollars/One Hundred Thousand Dollars/One Hundred Thousand Dollars ($50,000/$100,000/$100,000), to cover loss or damage to Goods while being transported by Agent
       5. Agent shall provide MNX with properly completed Certificate(s) of Insurance for record-keeping purposes
       6. MNX shall be a named insured party on Agent’s Certificate(s) of Insurance

# Warehousing and Storage



## Storage Facility

* + 1. Agent shall provide adequate facilities for the storage of MNX customer inventory
    2. All inventory shall be stored in a clearly designated storage area
    3. The agent shall also have clearly designated inbound and outbound staging areas, as well as a clearly designated quarantine area
    4. The storage area must be organized and tidy
    5. The storage area should be clear of dirt, dust, soot, and any other contaminants
    6. The storage facility must be well lit, with sufficient lighting to provide visibility to all areas of storage
    7. The storage area flooring will be constructed of tile, wood, concrete, or similar material
    8. Under no circumstances should the storage area utilize carpeting, rugs, or any other material that may introduce a risk of static discharge
    9. The facility shall maintain the following environmental conditions in all areas where Customer inventory is stored:  
       Temperature: Between 10C/50F and 32C/90F   
       Relative humidity: Between 0% and 60%
    10. The storage facility must meet all applicable laws and codes with regards to construction, fire safety, and occupation

## Storage of Inventory

* + 1. The storage area will be segmented into clearly identifiable bin locations
       1. Bin locations should be clearly labeled for ease of identification
    2. Bin locations will be associated with a maximum of one MNX customer
       1. No bin location is to commiMNXe inventory from multiple MNX customer accounts
       2. No bin location is to commiMNXe MNX customer inventory and non-MNX inventory, equipment, or miscellaneous items
    3. All inventory is to be stored at least 15cm/6in off the ground, with the exception of crated or palletized inventory, except as otherwise instructed
    4. Inventory should be stored on sturdy and secure racks, shelves, or other warehouse-appropriate equipment
    5. All inventory is to be stored in the most space-efficient manner possible, while still accommodating the following requirements:
       1. All inventory should be neatly stocked so that the front edge of the inventory is flush with the front of the bin location
       2. The part label should always be presented facing out, so that it can easily be read or scanned
       3. No inventory should ever be stocked behind other inventory, or in such a way that it cannot easily be identified and its label read

## Equipment and supplies

* + 1. The Agent is responsible for the purchase and maintenance of all standard warehouse equipment, e.g. pallet jacks, fork lifts, racking and shelving, computers, etc.
    2. MNX or MNX’s customer may, on occasion, provide additional consigned equipment or software as business needs dictate
    3. Such consigned equipment remains the sole property of MNX or MNX’s customer
    4. MNX may, additionally, request that the Agent purchase packing supplies or materials on behalf of MNX’s customer
    5. Any supplies purchased on MNX’s behalf can be billed back to MNX
    6. MNX reserves the right to request a copy of the purchase invoice in order to validate these invoices
    7. Should MNX request the return or disposal of consigned equipment or materials, the Agent will promptly facilitate the return of such equipment and materials
       1. The agent will be entitled to invoice MNX for expenses incurred, if any

## Security and Access

* + 1. The Agent shall utilize all appropriate security measures to ensure the security and safety of MNX inventory
    2. The Agent shall institute and maintain controlled access procedures
       1. All entrances shall be either locked or monitored at all times
       2. Only appropriately trained Agent or MNX employees and contractors shall be permitted unescorted access to the storage area or any processing area where customer records or documents are accessible
       3. A visitor log will be maintained, and any persons accessing the facility that are not employees or contractors of Agent will be required to record their name, company, reason for visit, and the dates and times of their arrival and departure
       4. All visitors to Agent’s facility must provide photo ID
       5. Under no circumstances shall the Agent allow access to anyone identifying themselves as a Customer employee or representative without 24 hours’ prior approval and authorization from MNX
       6. Any non-MNX and non-Customer personnel or contractors admitted to the storage area for whatever purpose will be escorted by Agent personnel at all times
    3. MNX has the right to access the Agent’s facility for the purpose of inspecting or counting customer inventory, provided MNX gives at least 1 business days’ notice

## Hazardous Materials

* + 1. The Agent shall not store any hazardous materials or goods (as defined by local law) in the same contiguous storage space as MNX inventory without written prior approval from MNX
    2. The Agent shall not store livestock or agricultural products in the same contiguous storage space as MNX inventory without written prior approval from MNX
    3. MNX shall provide the agent with the appropriate MSDS for any MNX Inventory defined as hazardous
    4. MNX may provide additional instructions or SOPs on dangerous good handling and the Agent will comply with all such instructions and any additional requirements as defined by law

## Continuity

* + 1. Agent shall provide MNX with a minimum of 45 calendar days’ written notice of any material changes to Agent’s location or service offering that may impact the provision of service to MNX, including but not limited to:
       1. Closure of the business
       2. Cessation of services
       3. Change in operating address
       4. Change in operating hours
       5. Any change that prevents the Agent from complying with the provisions of their contract or this statement of work
    2. Agent shall provide MNX with a minimum of 5 business days’ written notice of any change to operational Points of Contact, including but not limited to:
       1. Operational email addresses and phone numbers
       2. Primary PoC name and contact information
       3. After Hours email addresses and phone numbers

## Storage Footprints

* + 1. MNX SPL team will request updated storage footprints from all sites every month
    2. SPL team will provide the calculation methodology
    3. The agent will cooperate to provide an updated square foot usage by MNX customer

# Inventory Management



## Quarantine

* + 1. The agent will provide a physically segregated location for the storage of quarantined parts
    2. Under no circumstances is quarantined inventory to be commiMNXed with non-quarantined parts
    3. Parts must be moved immediately to quarantine in the following situations:
       1. Parts are received without a corresponding ASN
       2. Upon receipt, the agent is unable to make a 100% match between the inventory received and inventory listed on the ASN
       3. Parts or their packaging are damaged, leaking, or otherwise not in a shippable state
       4. MNX SPL team issues a move to quarantine instruction
       5. Other situations as defined on customer-specific ASOPs
    4. Parts moved to quarantine **must** be reported to MNX immediately
    5. MNX will work with the agent and the customer to provide resolution for all parts held in quarantine

## Cycle Counts and Physical Inventories

* + 1. Cycle Counts and Physical inventories will be scheduled by MNX
    2. Physical inventories and cycle counts are expected to be accommodated during business hours, unless otherwise arranged
    3. MNX will work with the agent to schedule physical inventories and cycle counts on a reasonable schedule

# Inbound Handling



## ASNs

* + 1. All expected receipts will be pre-alerted via ASNs (Advanced Stocking Notices)
    2. Any MNX inventory received that does not have a corresponding ASN should be moved to quarantine until MNX can resolve it
    3. ASNs will be alerted via email or the NetAgent platform at least 24 hours prior to the expected arrival of the parts
    4. ASNs will provide, at a minimum:
       1. The date that inventory is expected to arrive
       2. The account that the inventory is to be coded to
       3. The list of parts expected to arrive

## Receipt of Inventory

* + 1. The agent will follow this procedure for the receipt of parts into inventory:
       1. Inspect the packaging for signs of damage
       2. Confirm the exact part count by part number and break down overpacked boxes
       3. Confirm all part details, including part number, serial number, and any other identifiers, against the expected details as provided in the ASN
       4. Receive into the MNX system all inventory matching the ASN, and quarantine all inventory not matching the ASN
       5. Print and affix MNX labels to the parts
       6. Put the part away in an appropriate bin location
       7. Update the MNX system with the assigned bin locations
    2. The agent is to follow any additional instructions communicated by MNX SPL team, the ASN Instructions, or as provided on a customer-specific ASOP
       1. MNX understands that the provision of additional services may incur additional charges, as defined on the appropriate schedule of rates
    3. MNX SPL team will work with the agent to ensure a smooth process and that all information is available to the agent

# Outbound Handling



## Pull Alerts and Outbound Handling

* + 1. MNX will provide the agent with a Pull Alert for all part pull orders
    2. Pull alerts will be provided by email as well as through the MNX portal
    3. The alert will provide, at a minimum:
       1. The list of parts to be pulled
       2. The date and time the parts are to be pulled by
       3. The date and time the parts are expected to be collected at
    4. The agent will follow this procedure for every part pull:
       1. Confirm the Pull Alert to inform MNX that the Alert has been received and understood
       2. Pull the requested parts from their stocked bin locations
       3. Stage the parts in the outbound staging area
       4. Update the MNX portal with the actual pulled time
    5. If the agent is unable to locate a part that is systemically available, the agent must immediately notify the following MNX departments of the stock-out:
       1. MNX GCC
       2. MNX Logistics team

## 3rd-Party Handover

* + 1. When a 3rd-Party Handover is requested, the Pull Alert will show either “Pull Alert – H3P” or “Pull Alert – CPU”
       1. **Pull Alert – H3P** orders should follow this procedure after the outbound handling process is complete:
          1. If MNX provided a 3rd-party AWB with the Pull Alert, print and attach the AWB to the package
          2. If MNX instructed the agent to create the 3rd-party AWB, do so and attach the AWB to the package; ensure that a pickup is scheduled with the carrier
          3. If no instructions are provided, contact MNX GCC for instructions (by phone, or [agents@MNXog.com](mailto:agents@nglog.com))
       2. **Pull Alert – CPU** orders should follow this procedure after the outbound handling process is complete:
          1. Stage the part in the outbound shipment area
          2. A customer representative or technician will arrive to collect the shipment

The customer representative or technician must provide photo ID and reference the pickup # to make the pickup

* + - * 1. Update the MNX portal with the details of the person collecting the shipment, and the actual time it was handed over
        2. If the order is cancelled, MNX will create a cancellation ASN for the part(s) to be returned to shelf

# Transportation



## Drive Orders

* + 1. MNX will provide a Drive Alert for all transport orders
    2. The alert will be sent via email as well as the MNX portal
    3. If the order involves a part pull the agent will receive two alerts – one for the part pull, and one for the transportation
    4. The alert will provide, at a minimum:
       1. The vehicle type to be used
       2. The pickup location
       3. The expected pickup date and time
       4. The delivery location
       5. The expected pickup date and time
       6. The packages to be transported, including expected weights and dimensions
       7. Any special instructions
    5. The agent will follow this procedure for every order:
       1. Confirm the Drive Alert to inform MNX that the order has been received and understood
       2. Schedule the appropriate vehicle and driver for the pickup
       3. Perform the pickup and delivery as instructed
       4. Provide an update to MNX whenever any of the following occur
          1. Order picked up
          2. Order delivered
          3. The driver is delayed for any reason
          4. There are any difficulties making pickup or delivery

## Tender to Airline or 3rd Party

* + 1. When a transportation order involves a tender to a 3rd-party carrier or an airline, it will be identified as “Tender Drive Alert” or “P3P Alert”
       1. **Tender Drive Alert** indicates a drive that delivers to an airport cargo or parcel counter
       2. **P3P Alert** indicates a drive that delivers to a 3rd-party carrier location – i.e. a FedEx, UPS, or DHL drop location
    2. In both situations, MNX will provide all the information necessary for the agent to complete the shipment tender
    3. The agent must complete the tender, and then advise MNX of any additional reference numbers or air waybills generated

# Trade Services

## Importer/Exporter of Record Services

* + 1. MNX may request that agent act as Importer and/or Exporter of Record on behalf of their MNX’s customer
    2. In such a case, agent will work with MNX to develop a “Lane Instruction” defining the procedure to be followed for all imports into/exports out of agent’s country or territory
    3. MNX will be responsible for ensuring that Lane Instruction procedures are followed
    4. All documentation related to any IOR/EOR services provided will be retained and made available to MNX upon request

## Customs Brokerage

* + 1. MNX may request that agent provide Customs Brokerage services on behalf of MNX customers
    2. In this case, agent will provide Customs Brokerage and related clearance services in accordance with any Lane Instruction established for this lane
    3. All documentation related to customs brokerage/import/export will be retained indefinitely and made available to MNX upon request

## Miscellaneous Trade Services

* + 1. Agent will perform reasonable miscellaneous trade services upon MNX request and mutual agreement
    2. No services will be performed without agreement between both parties
    3. All documents generated in the performance of these services will be retained indefinitely and made available to MNX upon request

# Systems Usage



## NetAgent

* + 1. MNX will provide the agent with access and training on the MNX Portal - NetAgent
    2. NetAgent is the primary method of communication between MNX and the agent for any live jobs or tasks
    3. MNX will monitor and report on the agent’s usage of NetAgent to provide timely updates on the status of jobs, and this reporting may be included in any site audits or performance reporting

## NetAgent Mobile

* + 1. MNX may additionally provide the Agent with access to a mobile application
    2. If using the mobile application, the agent will activate Location tracking
    3. MNX will never attempt to communicate directly with an agent driver, except through the mobile application, and except as permitted or instructed by the Agent

# Communications and Accountability



## Order Updates and Timeliness

* + 1. It is essential to MNX and to MNX’s customers that all data be updated in a timely and accurate manner
    2. Agent must make every reasonable effort to provide MNX with real-time updates on the status of active jobs, especially with regards to:
       1. Parts Pulled
       2. Shipment Picked Up
       3. Shipment Delivered – including consignee name and/or signature
    3. In addition, Agents will make every effort to confirm all alerts as soon as possible

## Change Notifications

* + 1. The agent must provide MNX with advance notice of any changes that may affect the service provided to MNX
    2. If the agent is unable to provide advance notice due to circumstances beyond their control, they must take every possible step to notify MNX of the change as soon as they become aware of it
    3. In particular, MNX requires at least 45 days’ notice of any intention to move address or cease service

## Site Audits

* + 1. MNX will be entitled to perform a full audit of each agent site every six months, except in the following circumstances, where more-frequent audits will be permitted
       1. The site fails its six-month audit
       2. The audit is necessary to diagnose or correct repeated performance failures
       3. There is a change in material circumstances at the site – i.e. a change in site address, change in ownership or management, or other major change
    2. Audits will be conducted in-person, via video call, or via phone call, as determined by MNX FOPS and Management
    3. MNX will provide at least 5 business days’ notice of a planned audit
    4. The agent will make all reasonable efforts to accommodate the audit and auditors

## Documentation

* + 1. MNX will provide the agent with the following documentation:
       1. An Agent SOP, “The ASOP”, containing all standard operating processes for handling MNX’s business
       2. Customer-specific SOPs, “Customer-specific ASOPs”, containing any processes that are unique to individual customers
    2. From time-to-time MNX will update the provided documentation and provide the revised documents to the agent
    3. MNX will provide a Change Alert form with all new or altered documentation, and the agent will sign and return all Change Alert forms to indicate they have understood and agree to the updated instructions
    4. MNX will always work with the agent to ensure that all instructions are clear and agreeable to all parties
    5. The agent will ensure that all relevant employees, agents, and contractors are trained on the processes included in the ASOPs
    6. The agent will print or otherwise make available a copy of the latest ASOP files to their employees

## Retention of Records

* + 1. Any records pertaining to MNX business are to be retained indefinitely
    2. Should agent ever need to dispose of records, they must notify MNX of the intent to destroy 30 days prior to said destruction, and make those records available to MNX so that MNX may retain them
    3. Should the agreement between MNX and the agent be terminated, the agent will provide all records to MNX within 30 days of the agreement termination

## Contacts and Departments

|  |  |  |
| --- | --- | --- |
| Department | Function | Contacts |
| Field Ops | Onboarding, training, audits, change notifications, updates | [fops@MNXog.com](mailto:fops@nglog.com) |
| GCC | Live orders – Alerts, Updates, and PODs, ADRs, Quotes | [agents@MNXog.com](mailto:agents@nglog.com) |
| SPL | ASNs, Stock Outs, Quarantine, Monthly Footprint | [logistics@MNXog.com](mailto:logistics@nglog.com) |
| Accounting | Invoices and Payment | ??? |

# KPIs and Expectations



## KPIs and Expectations

|  |  |  |
| --- | --- | --- |
| **Metric** | **Calculation/Expectation** | **KPI Target** |
| **Dock to Stock – before 14:00** | If inventory is delivered to the FSL before 14:00 on a business day, it will be inbounded by close of business on the same business day;  If inventory is delivered to the FSL after 14:00 it will be inbounded by 12:00pm on the next business day;  Receipts of greater than 50 pieces excepted. | 98% |
| **Part Pull time** | Parts will be pulled within 30 minutes of the Pull Alert being sent, or by the MNX requested pull time, whichever is later | 98% |
| **Inventory Accuracy** | Net variance is the total number of physical parts reported as extra or not found after the completion of all PI or Cycle Count activity.  Inventory Accuracy is 100% less the net variance as a percentage of the total parts on hand | 99.9% |
| **Stock-Out Performance** | Calculated as 100% less the number of stock-outs divided by the number of total parts pulled | 99.9% |
| **On-Time Performance** | For all transport jobs, the percentage of jobs delivered on time | 95% |
| **Audit Score** | As determined by MNX audit team | 80% |
| **Alert Confirmation** | Confirm Pull Alert and Confirm Drive Alert tasks completed within 10 minutes of alert being sent | 90% |
| **Data Timeliness** | All tasks will be updated within 10 minutes of having been completed. i.e. Part Pull time entered within 10 minutes of part being pulled. | 90% |