

# Inquiry to Shipment Process - 2002 Q2

Current Quarter			Year to Quarter	
Deal Flow	Sales Value		Deal Flow	Sales Value
7	\$4,126,000	<b>Inquiries</b>	13	\$10,047,000
85.71%	87.74%	Inquiry To Quotation Conversion Rate	61.54%	47.60%
21	\$14,749,600 <sup>1</sup>	<b>Quotations</b>	33	\$33,170,600 <sup>1</sup>
33.33%	41.20%	Quotation To Sales Order Conversion	42.42%	54.06%
17	\$17,392,500 <sup>2</sup>	<b>Sales Orders</b>	35	\$35,145,400 <sup>2</sup>
99.46%	99.83% <sup>3</sup>	Fulfillment Rate	99.75%	99.91% <sup>3</sup>
18,464	\$17,362,500 <sup>4</sup>	<b>Shipped Quantity</b>	40,114	\$35,115,400 <sup>4</sup>
5.88%	0.11%	% Returned to Shipped	5.71%	0.78%
1	\$18,500	<b>Returns</b>	2	\$275,500
16	\$17,374,000 <sup>5</sup>	<b>Sales Captured</b>	33	\$34,869,900 <sup>5</sup>
14	\$8,672,600 <sup>6</sup>	<b>Sales Lost</b>	19	\$15,238,600 <sup>6</sup>

**NOTES:**

- <sup>1</sup> Quotations totals may include quotations without a preceding inquiry.
- <sup>2</sup> Sales Orders totals may include sales orders without a preceding quotation.
- <sup>3</sup> Fulfillment rate calculates the percentage of total sales orders that have shipped to the customer.
- <sup>4</sup> Shipped quantity units are based on the default "Base Unit" of measure for each material.
- <sup>5</sup> Sales Captured measures the difference between sales orders and returns.
- <sup>6</sup> Sales Lost measures the difference between quotations and sales orders generated from quotations.