PALM COAST DATA 2007 PERFORMANCE STATISTICS - All CLIENTS

FRONT END

	PCD STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
*CURRENT WEEKS RECEIPTS PROCESSED TO UPDATE	95%	99.80%	99.90%	99.70%	99.9%								
*CURRENT WEEKS RECEIPTS MISSED UPDATE		0.20%	0.10%	0.30%	0.1%								

CASH DEPOSITS

	PCD STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
WITHIN 24 HOURS OF RECEIPT	80%	99.0%	99.0%	99.0%	99.0%								
WITHIN 48 HOURS OF RECEIPT	95%	100.0%	99.0%	99.0%	100.0%								
WITHIN 72 HOURS OF RECEIPT	100%	100.0%	100.0%	100.0%	100.0%								

LETTERSHOP

	PCD STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
JOBS MAILED ON-TIME	95%	96.8%	97.3%	96.3%	94.1%								
JOBS MAILED LATE DUE TO CLIENT		2.5%	2.3%	2.7%	3.1%								
JOBS MAILED LATE DUE TO PCD		0.8%	0.4%	1.0%	2.8%								

TELEPHONE CUSTOMER SERVICE

	PCD STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
CALLS ANSWERED WITHIN 20 SECONDS	80%	83.4%	82.7%	83.7%	83.7%								
ABANDON RATE	<5%	1.5%	1.9%	1.7%	2.2%								