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%										
*CURRENT WEEKS RECEIPTS MISSED UPDATE		0.20%	0.10%										

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%										
WITHIN 48 HOURS OF RECEIPT	95%	100.0%	99.0%										
WITHIN 72 HOURS OF RECEIPT	100%	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%										
JOBS MAILED LATE DUE TO CLIENT		2.5%	2.3%										
JOBS MAILED LATE DUE TO PCD		0.8%	0.4%										

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%										
ABANDON RATE	<5%	1.5%	1.9%										