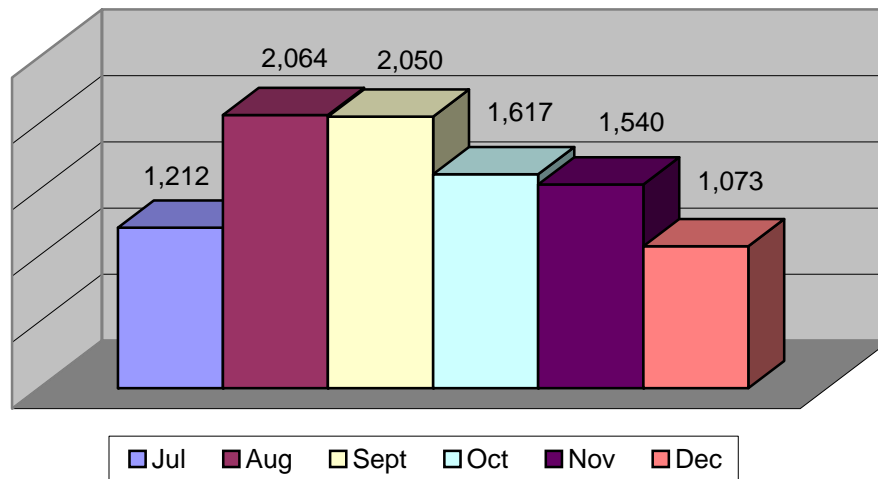


ITEM 232 INFORMATION

Presbyterian Distribution Service

- ❖ Presbyterian Marketplace is an online method for ordering Presbyterian resources. The Marketplace is a good place for people to see the variety of Presbyterian Church resources. Resources can be searched by item number, description or by cross-referenced categories based on topic.



- ❖ Marketplace activity during July - December 2007 decreased in the number of orders by 6% over July - December 2006. Orders being placed via Marketplace averaged 1,593 orders per month for the last six months of 2007. Orders averaged 1,696 per month for the last six months of 2006. There was a slight decrease in the number of orders placed, however the sales dollars increased.

Marketplace Activity 2006/2007 Comparison		
July - December		
	Orders	Sales
2007	9,556	\$438,012
2006	10,177	\$409,444

Marketplace orders has continued to grow since 2001 when Marketplace was first introduced. Listed below is the sales activity by year.

Year	# Orders	Quantity	Sales
2007	18,024	376,221	\$886,903.10
2006	19,186	684,924	\$786,610.82
2005	15,817	570,531	\$694,331.81
2004	13,617	589,672	\$545,929.55
2003	9,771	500,044	\$388,521.07
2002	7,394	274,882	\$221,333.11
2001	419	25,992	\$12,375.80

- ❖ Conversion from Lawson software to Counterpoint software has been the biggest consumption of time and effort in 2007.

The PDS staff has adjusted well to the new data entry functions and processes.

PDS is still working on getting standing orders (orders that get created either quarterly or annually) set up in Counterpoint from Lawson. The most recent standing orders were created in Lawson then keyed into Counterpoint. PDS is in the final stages of testing standing orders in Counterpoint. Hopefully Counterpoint standing orders will be ready for use by the time the next standing order is scheduled to run.

PDS and Accounting has conducted some initial training sessions with Center staff to get them familiar with running reports and doing inquiries in Counterpoint.

- ❖ Customer Service Activity for July - December 2007

Orders Processed	49,586	40% Increase compared to July-Dec 2006
Phone Calls	22,234	23% Decrease compared to Jan – June 2006

- ❖ Subscription Activity for July - December 2007

Horizons <i>Magazine</i>	17,367 subscribers - bi-monthly
<i>IDEAS!</i> Magazine	348 subscribers - quarterly
Presbyterian Church Business Admin Assoc	143 members - annually
Company of Pastors	726 members - annually
Company of Elders	123 members - annually

- ❖ Presbyterian Distribution Center (PDC) Activity: July - December 2007 compared to 2006.

55,104 packages were shipped	July - December 2007
57,532 packages were shipped	July - December 2006

- ❖ Presbyterian Distribution Service coordinated a few conference shipments during the last six months of 2007.
 - The Order of Elders Conference Nashville, TN August
 - Evangelism Conference Nashville, TN August
 - World Mission Conference Louisville, KY October

❖ Listed below are the packet fulfillments that were completed by PDC from July - December 2007. The packets range from very small (and quick to complete) to very large. Upon completion, packets are transported to the Mailroom for addressing and mailing.

NAME	# PIECES	# PACKETS	INFO
Fall Leadership Memo	8	1900	Quarterly
Fall Resource Center Mailing	27	132	Quarterly
Christmas Joy Packets	12	10,642	Special Offering
One Great Hour of Sharing Packet	18	3,063	Special Offering