

To enter blank data for the Customer Service KPM with only two years of data:

1. Choose the Service Criteria, enter the year for which you do not have data, then enter a 0 for the Actual data point then press 'Update/Save Data'.

Service Criteria	Year	Actual	
Overall	2007	0	Update/Save Data

2. Once you have entered zeros for all Service Criteria, the Customer Service graph will list the Target as a line, not a bar.

Overall	2007	0	
Accuracy	2007	0	
Availability of Information	2007	0	
Expertise	2007	0	
Helpfulness	2007	0	
Timeliness	2007	0	

