Bulky matters	2015												
	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
Total bookings	255	282	281	285	268	322	335	308	288	274	262	160	3320
Customer First	255	282	281	285	207	232	274	184	186	169	142	84	2581
Online					61	90	61	124	102	105	120	76	739
Percentage online					*23%*	*28%*	*18%*	*40%*	*35%*	*38%*	*46%*	*48%*	*22%*
Call-back requests					2	3	2	16	9	12	7	8	59
Contender down call-back								4	1	2	3	8	18
Amendment requests										11	8	8	27
Bulky page views	1218	1027	1129	1296	1466	1877	2127	1956	1924	1657	1776	1463	18916
	2016												
	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
Total bookings	341	303	305	284									1233
Customer First	178	158	160	156	0	0	0	0	0	0	0	0	652
Online	163	145	145	128									581
Percentage online	*48%*	*48%*	*48%*	*45%*	*#DIV/0!*	*#DIV/0!*	*#DIV/0!*	*#DIV/0!*	*#DIV/0!*	*#DIV/0!*	*#DIV/0!*	*#DIV/0!*	*47%*
Call-back requests	14	10											24
Contender down call-back	11		3	3									17
Amendment requests	14	18	11	7									50
Bulky page views	2100	1764	3025	3744									10633