



## PBD Distribution Only Offerings

Turning Point’s telecast, which is taped at the Shadow Mountain Community Church in San Diego, features practical messages from Dr. David Jeremiah. The one hour program also includes music from the Shadow Mountain Community Church Choir & Orchestra, musical guests such as Steve Green and Charles Billingsley, drama by the Shadow Mountain Players, and special stories featuring men and women who have been impacted by the ministry of Turning Point.

Since the launch of our nationwide telecast in April of 2000, the ministry of Turning Point television has exploded! Five years ago, we began airing Turning Point in 29 cities. Today, the telecast can be seen nationwide. Because of our partnership with several networks, we have the potential of reaching every home in America! And we are reaching out to the rest of the world as well with broadcasts in Canada, the United Kingdom, Europe, Australia, and New Zealand.

### The Need

TPM began working with PBD on November 1st, 2005. TPM’s reasons for switching service providers included the following:

- Focused Account Management – PBD has a dedicated account management team focused on the success of Turning Point Ministries.
- Continuous Improvement - PBD analyzes internal and external processes to find the most efficient solutions using our broad experience in the Faith Based market.
- Reduced Expense – The use of PBD’s Atlanta facilities allows TPM shipments to reach the majority of their constituents within 2-3 days while also reducing shipping costs.
- Reporting – PBD offers over 300 standard reports as well as standard Dashboards and KPI Metrics that enable Turning Point to view online, real time data on how the ministry is performing.

## Case Study

### TPM

**PBD Services Utilized**  
 Fulfillment Services  
 Special Projects

**Need**  
 Reduce Costs and Increase service levels to customers

**Solution**  
 Complete use of PBD’s Fulfillment solutions.

## The Process

TPM was implemented 90 days in total. The process was seamless to the customer with no interruption of service. During implementation, PBD was able to analyze current processes, suggest efficiencies and complete a full physical inventory.

## Results

- Conference Orders, Materials, and equipment – PBD schedules arrivals and departures for conference events and stores equipment when it is not in use.
- International freight consolidation for Canadian and UK orders. PBD was able to: reduce inventory materials, provide greatly reduced shipping costs, and send a file back with shipping information so that TPM's customer service representatives are always able to provide the status of orders.
- Based on the weight of an order, PBD's Freight manifest utilizes business logic that chooses the optimal shipping method. This ensures TPM maximizes each donor contribution.
- On-going process analysis - We continue to analyze processes both internally and externally to find the most efficient solutions to help reduce costs while creating a positive experience for each Turning Point Ministries constituent.
- Order and Shipment Confirmations - customers that provide an email address receive both an email order confirmation, showing all items on order and their availability status, and an email shipment confirmation including a UPS tracking number for their documentation. This helps reduce customer service inquiry calls which helps further the ministries efforts.
- PBD offers comprehensive reporting that allows TPM to analyze their marketing efforts. PBD also provides detailed billing with summary information for all shipments.

## Results

- Cost Reduction
- Service Level Increase
- In-house efficiency gains

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