

ABOUT FP

Full Perspective Services, Inc.

3rd Party Logistical Fulfillment Center

24/7 Contact Center Solutions

E-commerce

Recurring Billing

Inventory Management

Media Reproduction



FULFILLMENT

Global Reach,
Central USA-location, All Major Carriers,
1-3 Business Day Turnaround

Retail, Consumer, B-2-B

Pick-n-Pack, Drop Ship, Bulk Ship,
Kitting, Assembly

80,000 Sq Ft, Climate Controlled,
Secured, Bar-coded

DRTV, Shopping Channels, Website,
Catalog, Radio, Print



FULFILLMENT

Books, Clothes, Beauty Products,
Cookware, Golf Equipment, Exercise
Equipment, Videos, Diet Products,
Non-perishables, Literature

Indianapolis = "Crossroads of America"

- 75% of U.S. & Canada reached in one-day's drive.
- Connecting highways ideal for distribution.
- Shipping costs and delivery times minimized. *

* Greater Indianapolis Chamber of Commerce
website: www.indychamber.com/transportation.asp



CONTACT CENTER

Inbound & Outbound E-Customer Service

Orders, Surveys, Event Registrations,
Lead Generation, Up & Cross Selling,
New Product Support

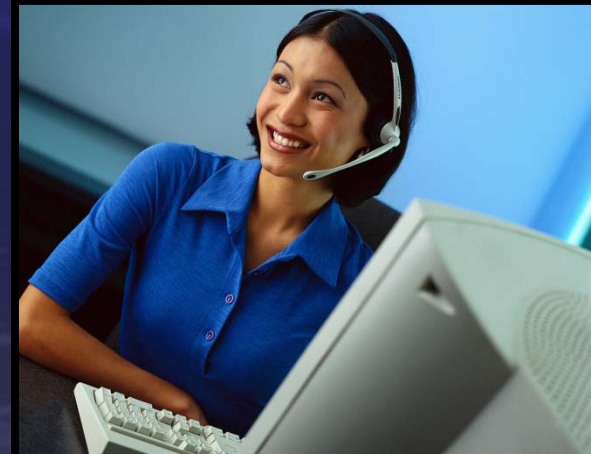
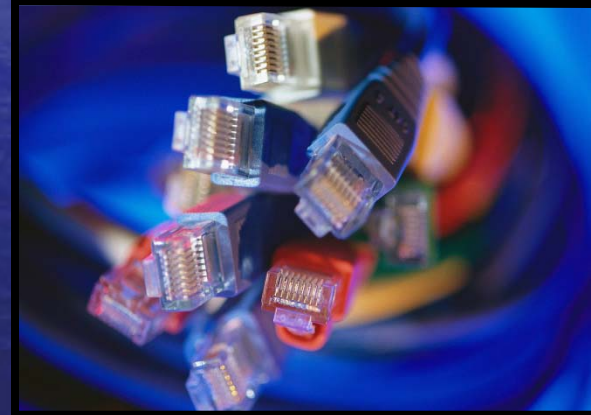
24/7 Coverage

40 Primary, 45 Back-Up Stations

Multi-Lingual

1-to-5 CSR to Supervisor Ratio

All Calls Recorded



CONTACT CENTER

Vertical/Comdial TeleVantage

ViewPoint© Interface

Interactive Voice Response (IVR)

Voice Recording

Advanced Call Distribution

Cradle to Grave Reporting

E-customer Service Auto Queuing
process

Web Chat

Around-The-Clock Coverage



REPLICATION

DVD, CD, VHS, MPEG,
Real Video, Authoring,
Video & Film to Digital Conversion,
Duplication & Replication,
On-Demand & Large Quantity,
Retail Ready,
Licensed JVC Duplicator,
Macrovision Protection Licensee

Full Perspective Services



CLIENT TESTIMONIALS

“One of the many reasons we’ve been with FP for 20-years is because they always are so accommodating to our requests. To say it simply, they make life easier! PBS is thankful for Debbie Hensley and the quick service we receive from her and the FP team as a whole. I regularly vouch for FP; they have my recommendation whenever needed!”

Liane Thompson, PBS



PBS.

*In The
Classroom
media*



sesameworkshop®

The nonprofit educational organization behind Sesame Street and so much more

www.sesameworkshop.org

CLIENT TESTIMONIALS

“FP has made fulfillment of our three infomercial programs simple and efficient. FP responds well to our requirements for custom reporting, satisfying the demands of our accounting department.

FP not only looks out for us as the client but also for our customers by providing quick shipments, product support and delivery status. This is our second year with FP. We look forward to continuing the relationship.”

Tom Gessner, Wagner Spray Tech



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CLIENT TESTIMONIALS

“We love working with FP because we're treated like we're their only account. Their experienced staff helps to create an atmosphere of knowledge and trust.

FP has quickly moved to the top of our preferred vendor list.”

Brooke Pohren,
hawthorne direct inc



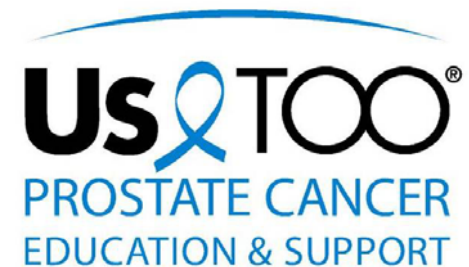
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CLIENT TESTIMONIALS

“Best decision we ever made.” “FP has become our logistical right arm, freeing us up to focus on our revenue drivers- sales & marketing.” “Our partnership with FP has been an essential part of our rapid growth strategy.” “We are continually impressed with FP’s ability to handle our growing customer base”

**Jack Purcell,
Government Payment Service**



AFFILIATIONS

ERA is the trade association that represents the leaders of direct response: members who maximize revenues through electronic retailing on television, online and on radio.

