



December 1, 2014

Dear Customer:

As we begin the final phase of the long-planned integration of Penguin Canada's and Random House of Canada's parallel systems and fulfillment centers we want to provide you with informational guidance we hope will be helpful to you in working with us in the run-up to our February 1 go-live date.

To avoid delays in processing, it is critical that you continue to keep your ordering, returns, and payment to Penguin Canada and to Random House of Canada separate, with business as usual, until the effective integration date of February 1, 2015.

Effective February 1, 2015:

We will cease distributing and billing Penguin Canada and Random House of Canada titles separately and begin distributing and billing **all** Penguin Canada and Random House of Canada core and client titles as Penguin Random House Canada. Please ensure that your vendor of record for these titles is changed to Penguin Random House Canada on 2/1/15, but not before this date. Your existing legacy Random House of Canada account number will be used for all future purchases. If you do not have an existing legacy Random House of Canada account number, but have an active Penguin Canada account, a new account number will be assigned to you.

Placing Orders:

EDI:

PRH SAN 2013975

Mail:

Penguin Random House Canada
75 Sherbourne Street, 5th floor
Toronto, ON
M5A 2P9

Phone: 1-888-523-9292

Fax: 1-888-562-9924

Email:

customerservicescanada@penguinrandomhouse.com

Web: <http://www.randomhouse.biz/>

Customer Service:

All questions regarding shipments or returns of Penguin and Random House titles as well as distribution clients Dorling Kindersley and Kensington should be addressed to Penguin Random House Canada Customer Service, 1-888-523-9292.

Co-op:

Claims for advertising February 1, 2015 or after should be mailed to:

Penguin Random House Canada

75 Sherbourne Street, 5th floor
Toronto, ON M5A 2P9

Returns:

After February 1st and not before all returns of Penguin Canada and Random House of Canada product should be sent to:

Penguin Random House Canada

6971 Columbus Road
Mississauga, ON L5T 1K1

Payments/Remittance:

Payments for shipments made either by Random House of Canada or Penguin Canada should be included in your Penguin Random House Canada remittance. You should send payments in the same method and to the same location as you are sending existing legacy Random House of Canada payments. If you do not have an existing legacy Random House of Canada account, the remittance address will appear on both your Penguin Random House Canada invoices and monthly statements after 2/1/15. Please contact the Credit Department if you are interested in sending electronic payments and/or remittances. You can contact your existing legacy Random House of Canada Rep directly, fax 800-401-4401 or call 1-800-726-0600.

Statements:

You will receive a consolidated statement, which will include all open items from both your Penguin Canada and legacy Random House of Canada accounts as of the end of January. Should you need to contact the Credit Department, you can contact your existing legacy Random House Rep directly, fax 800-401-4401 or call 1-800-726-0600.

If you have any questions or concerns please contact Penguin Random House Canada Customer Service or your Credit Representative. We look forward to working with you.

Barry Gallant

Chief Operating Officer, Penguin Random House Canada