



December 1, 2014

SAVE THESE DATES!

In early 2015, the two respective individual systems of Penguin Canada and Random House of Canada will be integrated and united as one: Penguin Random House Canada. Concurrently, our Westminster and Crawfordsville centers will take over fulfillment for all Penguin Canada titles, as well as continue to do so for Random House of Canada frontlist and backlist, and for our third-party-publisher clients.

The transfer of millions of copies of our books into our Westminster and Crawfordsville facilities of course is a massive undertaking we have been planning carefully since our two companies came together last year. With this integration we are committed to provide you with faster and even more efficient service from a Penguin Random House Canada supply chain second to none.

We welcome your participation in working together with us for a smooth transition. Here is a checklist of our January-February deadlines and major action items regarding our integration we hope will be helpful for your entire team, especially your buyers, receivers, and book keepers.

INTEGRATION CHECKLIST: KEY DATES & ACTION ITEMS:

- | | |
|-----------------------------|--|
| Thursday, January 1 | First date the Random House of Canada returns can be received at the new Random House of Canada Returns Center. As of this date all Random House of Canada ONLY returns should be sent to 6971 Columbus Rd., Mississauga, ON L5T 1K1. Penguin Canada returns continue to ship to the current Newmarket Address. |
| Friday, January 16 | Last day current Penguin Canada facilities can accept returns. If your returns won't be received by 5 p.m. EST on 1/16, please hold them until they can be received in Mississauga on 2/2. |
| Friday, January 23 | Last day Penguin Canada orders can be transmitted to current Penguin Canada system. Orders for Penguin Canada ISBNs transmitted after 8 p.m. EST will be held until 9 a.m. on Monday 2/2. |
| Friday, January 30 | Random House of Canada systems will be taken off-line to prepare for Penguin Canada data migration. Orders for Random House of Canada ISBNs placed after 4 p.m. EST will be held until 9 a.m. on Monday 2/2. |
| Sunday, February 1 | Accounts change their Vendor of Record to Penguin Random House Canada. This change can be made any time after your last order on Friday, and before your first order to Penguin Random House Canada in February. |
| Monday, February 2 | We will go live at 9 a.m. EST <ul style="list-style-type: none">• Orders for all Penguin Random House Canada titles can be submitted together.• Returns for all Penguin Random House Canada titles will be accepted at Mississauga.• Reorders for all Penguin Random House Canada titles will ship and bill together. |
| Tuesday, February 24 | First fully integrated on-sale date for Penguin Random House Canada frontlist: new titles bill and ship together. |

For more detailed information and an overview of the integration, please refer to:

Penguin Random House Canada Customer Update: Systems & Fulfillment Integration
(January/February 2015)

Available at www.randomhouse.biz

Questions? Call Penguin Random House Canada Customer Service at 1-888-523-9292.