



Penguin  
Random House  
Canada



January 1, 2015

Dear Customer:

As we move closer to the long-planned integration of Penguin Canada and Random House of Canada's separate systems and fulfillment centers we want to provide you with new information in addition to what was shared with you last month. We hope this information will be helpful to you in preparation for our February 1 go-live date for our newly-combined systems.

**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.

**Account Profile:**

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Effective 2/1, the profile for legacy Penguin Canada/DK accounts will default to what is currently in SAP for Random House of Canada. **Please take this opportunity to contact Customer Service at 1-888-523-9292 to review your account profile.** Examples of what is included in the account profile are listed below. Some of these items are indicators for the terms of sale that apply to your account:

- Account classification (retail drop ship, retail RDC, wholesale, premium, etc.)
- Returnable / Non-returnable Status
- Ordering instructions (rounding, backorder, early ship status, etc.)
- If the account is not in Random House of Canada's SAP, the legacy Random House of Canada default profile will apply (e.g. no rounding, no early ship, etc.)

**Terms of Sale (TOS) Documents will be updated and available starting in January 2015 via the [www.penguinrandomhouse.biz](http://www.penguinrandomhouse.biz) site or by contacting your sales, credit or customer service rep.**

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**Terms of Sales Cutover Timing: DISCOUNT is applied at the time the order is placed; DATING is applied at the time the order ships.**

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- Orders placed and shipped after the system cutover will receive the Penguin Random House Canada discount and dating
- Orders placed prior, but shipped after the system cutover will receive the legacy discount and the Penguin Random House Canada dating
- Returns: Credits for returns issued after the system cutover will reflect the Penguin Random House Canada terms of sale



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, 5<sup>th</sup> floor  
Toronto, ON  
M5A 2P9

**Phone:** 1-888-523-9292

**Fax:** 1-888-562-9924

**Email:**

[customerservicescanada@penguinrandomhouse.com](mailto: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, 5<sup>th</sup> 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



Penguin  
Random House  
Canada

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:

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|-----------------------------|--|
| Thursday, <b>January 1</b>  | <b>First date the Random House of Canada returns can be received at the new Random House of Canada Returns Center.</b> 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, <b>January 16</b>   | <b>Last day current Penguin Canada facilities can accept returns.</b> 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, <b>January 23</b>   | <b>Last day Penguin Canada orders can be transmitted to current Penguin Canada system.</b> Orders for Penguin Canada ISBNs transmitted after 8 p.m. EST will be held until 9 a.m. on Monday 2/2.   |
| Friday, <b>January 30</b>   | <b>Random House of Canada systems will be taken off-line to prepare for Penguin Canada data migration.</b> 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, <b>February 1</b>   | <b>Accounts change their Vendor of Record to Penguin Random House Canada.</b> This change can be made any time after your last order on Friday, and before your first order to <b>Penguin Random House Canada</b> in February.   |
| Monday, <b>February 2</b>   | <b>We will go live at 9 a.m. EST</b> <ul style="list-style-type: none"><li>• Orders for all Penguin Random House Canada titles can be submitted together.</li><li>• Returns for all Penguin Random House Canada titles will be accepted at Mississauga.</li><li>• Reorders for all Penguin Random House Canada titles will ship and bill together.</li></ul> |
| Tuesday, <b>February 24</b> | <b>First fully integrated on-sale date for Penguin Random House Canada frontlist: new titles bill and ship together.</b>   |

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

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

Available at [www.randomhouse.biz](http://www.randomhouse.biz)

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



Penguin  
Random House  
Canada

# 2015 Integration Timeline

## JANUARY

## FEBRUARY

### VENDOR OF RECORD

- 1-February** Vendor of Record change to Penguin Random House Canada.
- Penguin Random House Canada will use existing **Random House of Canada SAN**.
- Use current **Random House of Canada** account number / account profile.

### NYP TITLES (By On Sale Date) (OSD)

<b>29-January</b> All 2/3 and 2/10 Penguin Canada OSD titles will be billed by Penguin Canada.	<b>3-February</b> All 2/3 OSD titles shipped in January by Random House of Canada will bill as Penguin Random House Canada.	<b>10-February</b> All 2/10 OSD titles shipped in January by Random House of Canada will bill as Penguin Random House Canada.	<b>17-February</b> No Penguin Canada OSD titles. Random House of Canada OSD titles will bill as Penguin Random House Canada.	<b>24-February</b> All Penguin Canada and Random House of Canada OSD titles will bill as Penguin Random House Canada.
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### RE-ORDERS

**FOR ORDERING**, Penguin Canada systems will be unable to process orders after Friday January 23.

Random House of Canada systems will not be able to accept orders on January 31 or February 1.

<b>23-January</b> Last day to place Penguin Canada reorders to Penguin Canada.	<b>26-January</b> Last day that Penguin Canada backorders will ship and bill as Penguin Canada.	<b>29-January</b> Last day to place or transmit Random House of Canada orders that will ship and bill as Random House of Canada.	<b>30-January</b> Random House of Canada orders will be accepted on .biz until 4:00 pm EST. Service will resume on Monday 2/2 at 9:00 am EST as Penguin Random House Canada shipments.
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<b>2-February</b> Starting at 9:00 am EST, the first date that Penguin Random House Canada can begin accepting orders for both Penguin Canada and Random House of Canada titles.
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### RETURNS

**1-January**  
Begin shipping **Random House of Canada ONLY** returns to: 6971 Columbus Rd., Mississauga, ON L5T 1K1. **Penguin Canada** returns should continue to ship to Newmarket until 1/16/2015.

**16-January**  
The last date to receive returns at the **Penguin Canada** facilities, to be credited as **Penguin Canada**.  
• **Random House of Canada** returns can continue to be sent to Mississauga, without interruption.

**2-February**  
Combined returns can be accepted and processed in Mississauga, and will be credited as **Penguin Random House Canada**.  
• Mississauga systems will be unable to accept or process **Penguin Canada** or combined returns until February 2.

### EDI

**23-January**  
Last day for **Penguin Canada** orders to be received for processing via EDI.  
• EDI orders transmitted to **Penguin Canada** between 4:00 pm EST on 1/23/2015 and 5:00 pm EST on 1/28/2015 will receive a POA, but will be held to ship by Penguin Random House Canada after 2/1/2015.

**28-January**  
Orders transmitted to **Penguin Canada** after 5:00 pm EST will not be accepted. Those orders will need to be resubmitted to Penguin Random House Canada after 9:00 am EST on February 2.

**29-January**  
Last day for **Penguin Canada** outbound ASN's and invoices.

**30-January**  
**Random House of Canada** can receive orders until 4:00 pm EST. Inbound service will resume on Monday 2/2 at 9:00 am EST.  
• Outbound documents will continue until approx. 12:00 am EST, when **Random House of Canada** systems go offline.

**2-February**  
Beginning at 9:00 am EST, orders can be submitted to Penguin Random House Canada, and all outbound EDI documents will be sent by Penguin Random House Canada.