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March 26, 2015

Dear Customer:

As previously announced the HarperCollins Canada Customer Service and Credit, Collection and Accounts Receivable functions will be transitioned to HarperCollins U.S. effective March 30, 2015. Although this transition will be relatively seamless to you there are a few important changes which are noted below. Should you have any questions please contact HarperCollins Publishers Customer Service at 844-327-5757.

#### **Customer Service**

- New toll free number is: 844-327-5757
- New fax number is: 855-822-0957
- Hours of operation are: 8:30am – 5:00pm EST, Monday through Friday
- Continue to address mail correspondence to: [HCOOrder@harpercollins.com](mailto:HCOOrder@harpercollins.com)
- Physical mail to:  
HarperCollins Publishers  
Attn: Customer Service  
53 Glenmaura National Blvd  
Moosic, PA 18507

#### **Credit Services**

- New toll free number is: 800-233-4727

#### **Payments**

- Continue to address your check payments to:  
HarperCollins Canada Ltd  
PO Box 3285  
Station A  
Toronto, Ontario  
M5W 4K2
- Please provide corresponding details with your payment, including the account number the check should be applied to and a listing of invoices, credits and deductions.

- Continue to send your wire payments to:

Bank of Nova Scotia  
44 King Street West  
Toronto, Ontario M5H 1H1  
Canadian Clearing Code: //CC000247696

**Beneficiary**

HarperCollins Canada Limited  
Beneficiary account number: 852820001112

- Please include the account number which funds should be applied to.
- Send corresponding details along with HarperCollins account number and payment details (listing invoices, credits and deductions) to: [CANpaymentdetail@harpercollins.com](mailto:CANpaymentdetail@harpercollins.com)

**Returns**

- Continue to send your returns to:  
HarperCollins Canada  
Returns Department  
1995 Markham Road  
Scarborough, Ontario M1B 5M8

Additional information pertaining to returns will be communicated in the near future.

Distribution of product ordered will be completed by both the HCC Markham warehouse and RR Donnelly until June 26<sup>th</sup>. After that time, all product ordered from HarperCollins Canada, US and UK, HCCP and Usborne will be completed by RR Donnelly.

We appreciate your business, support and partnership.

Sincerely,

 HarperCollinsCanadaLtd

# TRANSITION TIMELINE 2015

## KEY DATES

### **February 27, 2015**

Last day to ship orders for ChiZine. ChiZine will be represented by Publishers Group Canada through Raincoast Books. Outstanding orders will be transferred to Raincoast Books.

[\*Details below\*](#)

### **March 30, 2015**

HarperCollins Canada Customer Service and Credit, Collection and Accounts Receivable functions transitioned to HarperCollins U.S.

[\*Details on front page\*](#)

### **April 6, 2015**

Orders submitted to HarperCollins Canada will ship from RR Donnelley in the US as well as the Markham Road warehouse in Canada.

### **April 23, 2015**

Last day to place orders for Boom!, Douglas & McIntyre, Greystone, and New Society Press. Please forward orders beyond this date to the new distributor.

[\*Details below\*](#)

### **April 30, 2015**

Last day to ship orders for Boom!, Douglas & McIntyre, Greystone, and New Society Press. Outstanding orders will be transferred to the new distributor.

[\*Details below\*](#)

### **May 29, 2015**

Last day for returns for ChiZine. All returns for ChiZine titles beyond this date should go to Raincoast Books.

[\*Details below\*](#)

### **June 19, 2015**

Last day to place orders for Boston Common Press, Anansi, and Pan Macmillan. Please forward orders beyond this date to the new distributor.

[\*Details below\*](#)

### **June 26, 2015**

Last day to ship orders for Boston Common Press, Anansi, and Pan Macmillan. Outstanding orders will be transferred to the new distributor.

[\*Details below\*](#)

## June 28, 2015

Last day for returns to the Markham Road warehouse in Canada.

## June 29, 2015

All eligible returns submitted to HarperCollins Canada after June 28, 2015 will be processed at a new facility to be announced on May 15.

## July 29, 2015

Last day for returns for Boom!, Douglas & McIntyre, Greystone, and New Society Press. All returns beyond this date should go to the new distributor.

[Details below](#)

## September 25, 2015

Last day for returns for Anansi, Boston Common Press and Pan Macmillan. All returns beyond this date should go to the new distributor.

[Details below](#)

# PUBLISHERS

Publisher	Last Day for Orders	Shipping Cutoff	Returns Cutoff	New Distributor	Prefixes
Boom!	April 23, 2015	April 30, 2015	July 29, 2015	Simon and Schuster 1.800.268.3216	978142430, 978160886, 97819345, 9781936393, 9781932386
Douglas & McIntyre	April 23, 2015	April 30, 2015	July 29, 2015	University of Toronto Press 1.800.565.9523 utpbooks@utpress.utoronto.ca	978088894, 978155054, 978155365, 978177100, 9781926685, 9781926706, 9781926812
Greystone	April 23, 2015	April 30, 2015	July 29, 2015	University of Toronto Press 1.800.565.9523 utpbooks@utpress.utoronto.ca	9780295, 9780773, 9780871, 9780888, 9780898, 9780919, 9780921, 9780939, 9780967, 9780973, 9780978, 978098, 978155, 978177, 978189, 978192
New Society Press	April 23, 2015	April 30, 2015	July 29, 2015	University of Toronto Press 1.800.565.9523 utpbooks@utpress.utoronto.ca	978086571
ChiZine	February 25, 2015	February 27, 2015	May 29, 2015	Raincoast Books Canada 1.800.663.5714 customerservice@raincoast.com	978098, 978177148, 978192685, 978192746
Boston Common Press	June 19, 2015	June 26, 2015	September 25, 2015	Ingram Book Company until further notice	9780936184, 978096401
House of Anansi	June 19, 2015	June 26, 2015	September 25, 2015	University of Toronto Press 1.800.565.9523 utpbooks@utpress.utoronto.ca	978088784, 978184708, 978184627, 978186207, 978190588, 978192900, 978088899, 978096814, 978155054, 978284083
Pan Macmillan	June 19, 2015	June 26, 2015	September 25, 2015	Raincoast Books Canada 1.800.663.5714 customerservice@raincoast.com	9780230, 9780330, 9780333, 97807522, 97814050, 97814472, 978185292