

December 1, 2014

Dear Customer:

As we begin the final phase of the long-planned integration of Penguin's and Random House'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 and to Random House 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 and Random House titles separately and begin distributing and billing **all** Penguin and Random House core and client titles as Penguin Random House LLC. Please ensure that your vendor of record for these titles is changed to Penguin Random House LLC on 2/1/15, but not before this date. Your existing legacy Random House account number will be used for all future purchases. If you do not have an existing legacy Random House account number, but have an active Penguin account, a new account number will be assigned to you.

**Placing Orders:**

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**EDI:**

PRH SAN 2013975

**Mail:****Penguin Random House LLC**

Customer Service

400 Hahn Road

Westminster, MD 21157

**Phone:** 1-800-733-3000**Fax:** 1-800-659-2436Email: [CSorders@penguinrandomhouse.com](mailto:CSorders@penguinrandomhouse.com)Web: <http://www.penguinrandomhouse.biz/>**Customer Service:**

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All questions regarding shipments or returns of Penguin and Random House titles should be addressed to Penguin Random House Customer Service, 1-800-733-3000.

**Co-op:**

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Claims for advertising should be sent to:

**Penguin Random House LLC**

400 Hahn Road

Westminster, MD 21157

Attn: Co-op Dept.

**Returns:**

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

**Penguin Random House LLC, Returns Department**

1019 N. State Road 47

Crawfordsville, IN 47933

**Payments/Remittance:**

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Payments for shipments made either by Random House or Penguin should be included in your Penguin Random House remittance. You should send payments in the same method and to the same location as you are sending existing legacy Random House payments. If you do not have an existing legacy Random House account, the remittance address will appear on both your Penguin Random House 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 Rep directly, fax 800-401-4401 or call 1-800-726-0600.

**Statements:**

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You will receive a consolidated statement, which will include all open items from both your Penguin and legacy Random House 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 Customer Service or your Credit Representative. We look forward to working with you.**