



Penguin Group (USA)

405 Murray Hill Parkway, East Rutherford, NJ 07073-2136
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James C. Clark
VICE PRESIDENT
ORDER FULFILLMENT

Dear Bookseller

I would like to make you aware of some changes effective with the completion of the merger of the back-office systems of **Penguin Group (USA) Inc. (PGI)** and **Dorling Kindersley Publishing Inc. (DK)**. Effective June 30, 2003, the PGI system will be used to process all DK business documents (orders, invoices, adjustments, returns, etc.). Billing activities will be consolidated in one system and administered by the PGI staff in East Rutherford, NJ. Below you will find details about the transition and information on the PGI operation, including addresses and telephone/fax numbers.

Sales Contacts

Your sales contacts have not changed. To order DK titles, retailers and wholesalers may continue to call DK sales representatives, PGI field representatives, or the PGI Inside Sales department and use PGI Sales account numbers. New accounts will be set up for DK customers who currently do not have PGI accounts. A sales professional will assist you with orders for new and backlist titles and inform you of current special offers. Your representative will also have up-to-date national and regional publicity information and can help you with inquiries about co-op. The address is **Penguin Group (USA) Inc.**, Inside Sales, One Grosset Drive, Kirkwood, NY 13795. Phone: 800-847-5515; fax: 607-775-4829.

Transition

- *Tuesday, June 17*—last day the DK system will process orders
- *Friday, June 20*—last shipping date for orders placed through the DK system

Between June 17 and June 30, we will not be entering DK orders into either the DK or the PGI system. You may continue to send PUBNET orders to the DK SAN; they will be held, and released after *June 30*. No orders will be shipped from the DK warehouse between *June 21* and *June 29*. Customer Service queries should be directed to DK at 877-342-5357 through *Friday, June 27*.

- *Monday, June 30*—first day PGI will process orders and provide customer service

Orders and Customer Service

PGI Order Processing and Customer Service departments will handle all calls, correspondence, and order fulfillment for DK at **Penguin Group (USA) Inc.**, 405 Murray Hill Parkway, East Rutherford, NJ 07073-2136.

Order Processing: Phone: 800-526-0275; fax: 800-227-9604; e-mail: orders@us.penguin.com

Customer Service: Phone: 800-631-8571; fax: 201-256-0000; e-mail: customer.service@us.penguin.com

DK and PGI orders can be tracked online via OASIS. To access this service, log on to <http://oasis.penguin.com> and complete the sign-up form. With OASIS you will be able to track the progress of all orders processed *after* the systems merger. Current users do not need to re-register; DK orders will be available starting the week of June 30. For more information about OASIS, contact PGI Customer Service at 800-631-8571.

If you have an existing PGI account, your current preferences will apply (see below). If you have purchased only from DK in the past, we have transferred your preferences from the DK system to your new PGI account. Preferences and their options include:



Preference	Options
Back orders	14 days, 30 days, 60 days, 90 days, 365 days, NYP only, None
Carton rounding	Contact Customer Service to discuss
Order acknowledgment If you wish, you may receive an order acknowledgment after we process your order. This document shows in order-entry sequence the items ordered and the current status.	Available via fax or e-mail
Invoice / Credit memo	Available via fax , e-mail , or mail
Packing list You may choose how you want prices to appear on the packing list.	Priced or unpriced

To verify or update your existing preferences, contact Customer Service at 800-631-8571 or e-mail customer.maintenance@us.penguin.com.

Electronic Orders

Starting June 30, you may transmit direct electronic orders (via Anthology, Books in Store, Book Log, Computac, IBID, Square One, Wordstock, or any other system) to PGI at 800-205-0891. Customers may combine products on one order; PGI and DK terms of sale are enforced separately, however. Use the PGI SAN **2825074** for orders sent via PUBNET or mainframe EDI, on or after June 27. The DK ISBN prefixes are 0-7566,0-7894, 1-56458, and 1-879431.

Outstanding Balances

Any outstanding balance on your DK account will be transferred to your PGI account. All credits will be posted to the PGI account as of June 30. If you have any questions about your credit limit, call our Credit department at 800-232-6556.

Shipments and Returns

We will continue to ship DK product from and process returns in our La Vergne, TN, warehouse. The address is **Penguin Group (USA) Inc.**, DK Returns, 501 Mason Road, La Vergne, TN 37086.

Rough Guides

Beginning August 1, we will move our Rough Guides inventory (ISBN prefixes 1-85828 and 1-84353) from our Kirkwood, NY warehouse to our La Vergne, TN warehouse. After this date the La Vergne, TN warehouse will process all orders, shipments and returns for Rough Guides product. Rough Guides terms will remain the same, though all selling responsibilities will now parallel the current DK selling responsibilities.

Thank you for your cooperation as we make this transition.

Yours sincerely

James C. Clark