

## PINEAPPLE PRESS CHANGE IN DISTRIBUTION

May 20, 2010

We at Pineapple Press appreciate our business relationship with you. You are a valuable customer, and we would like to take this opportunity to let you know that we are changing our distribution procedures. Effective May 30, 2010, Pineapple Press will move our US sales and distribution services to Ingram Publisher Services (IPS). We are striving to make this change as smooth as possible. Below are details in regard to this change. IPS and Pineapple Press are both available for inquires at any time.

### ACCOUNT SETUP

You may already conduct business with Ingram Publisher Services or its sister company, Ingram Book Company. If so, you should already have an account established and no further action is required for account set up.

If not, an account with Ingram Publisher Services should be established. Please review and complete the attached account application. Be sure to include complete Bank and Trade references. A credit card payment option is available on the application. Applications may be faxed back to Ingram Publisher Services at the fax number located on the application form.

### PLACING AN ORDER

There are many simple options for placing orders with Ingram Publisher Services. Active customers may already be accustomed to ordering via EDI, ipage, fax or phone. Ipage is Ingram's internet commerce site. To sign up for ipage, you may visit <http://ipage.ingrambook.com> and click on the registration tab to begin the subscription process. When using ipage, you can place orders directly with Pineapple Press by signing on to ipage, clicking on the IPS tab at the top and using the IPS cart. You **must** however choose the IPS tab on ipage to receive publisher pricing. If you will be placing your orders electronically, you will need to use the IPS SAN Number 6318630 to ensure you get your full Pineapple Press direct discount.

Orders must be placed through IPS to receive publisher direct discounts.

- IPS will start processing Pineapple Press orders starting Sunday, May 30th, 2010.

### BACKORDERS

Outstanding backorders prior to May 30th, 2010 should be resubmitted to Ingram Publisher Services.

### INVOICING

Purchases made through Ingram Publisher Services will generate an IPS invoice. Account statements may come from Ingram Book Company if you purchase from several Ingram companies.

### INGRAM PUBLISHER SERVICES (IPS) CONTACT INFORMATION:

Pineapple Press has a dedicated phone line at IPS for questions, order placement, order tracking and additional inquiries.

Pineapple Press - IPS phone: 1-866-766-3850

Pineapple Press - IPS fax: 1-800-838-1149

[Customer.service@ingrampublisherservices.com](mailto:Customer.service@ingrampublisherservices.com)

Sincerely,  
Pineapple Press