

May 2018

Re: Macmillan International Higher Education Fulfillment relocation

Dear Valued Customer:

As part of our recent consolidation of customer services and other associated functions, it has been decided that we will further align with current Springer practices and logistics; therefore we have taken the decision to move the stock fulfillment of Higher Education titles to **KNO** in Germany. This move will take place June 1st 2018 and stock will no longer be dispatched by MDL. We have taken every precaution to ensure that there will be minimal or no interruption of service and supply during this period.

The transition applies to the Macmillan International Higher Education textbook division of Macmillan Education and all associated imprints ('Palgrave', WH Freeman, Worth Publishers, Bedford St Martin's, Roberts). The KNO global fulfillment Centre based in *Erfurt, Germany* will provide distribution for all Springer and MIHE titles, which we feel will simplify this process, ensure greater consistency of service and provide greater clarity for customers.

I'd like to assure you that we are making no changes to your Springer account – all account limits, settings and preferences remain exactly as they currently are for standard Springer orders.

There are no changes required for order placement or Customer Services. The returns process and relevant addresses can be found further in this document.

Your usual Sales Representatives and Springer Customer Services contacts will remain as they currently are. This is just a change in fulfillment warehouse.

Any questions or queries you may have, please consult with your local sales Representative, you can find details of their contact details here: <https://www.macmillanihe.com/page/sales-contacts/> and here: <https://www.springer.com/gb/booksellers/contacts>

Returns: As of **June 1st 2018** we are also changing the returns addresses for MIHE titles, please ensure you update all relevant systems to reflect this, we will have an initial transitional period to ensure stock sent to MDL in error is credited, however returns sent in error to MDL end after 90 days will cease to be credited. For our updated full returns policies please refer to our website or contact your local sales representative.

SPRINGER NATURE



All Customers - Please continue to submit returns requests to your local Sales Representative or your Springer Customer Services Centre (SCSC) as you currently do.

From JUNE 1st

For ROW customers – please send all **authorized** returns to:

KNO VA, **Springer Nature**
Remittendenabteilung VA
c/o KNV Logistik
Ferdinand-Jühlke-Str. 7
99095 Erfurt
GERMANY

UK & Ireland customers - Please send all **authorized** returns to:

Springer Nature
WBS / IBS UK
Attn.: Springer Returns
Dollymans Farm, Doublegate Lane, Rawreth
Wickford, Essex SS11 8UD
United Kingdom

Thank you for your continued custom and support as we make this transition.

Sincerely,

Katie Thorn
Sales Director
Macmillan International Higher Education

Peter Kaul
Director,
Springer Customer Services, Fulfillment & Logistics

Springer Nature is a major new force in scientific, scholarly, professional and educational publishing, created in May 2015 through the combination of Nature Publishing Group, Palgrave Macmillan, Macmillan Education and Springer Science+Business Media.