

November, 2007

IMPORTANT NOTICE

Dear Valued Customer:

In order to provide better service and delivery to you, our customer, the California Prison Industry Authority (CALPIA) changed our product item numbering system **effective November 5, 2007**. This new numbering system will facilitate our moving to a bar code system and improved factory scheduling, all of which are designed to enhance our service and delivery.

CALPIA has taken steps to insure that this transition has a minimal effect on your organization.

- You will find the new number and the old number listed in the on-line catalog at www.catalog.pia.ca.gov. Please use the new number on all new orders.
- If you have the old number, you can search using that number and find the information you need.
- All orders currently in our system will have both the old number and the new number on all documents you receive including invoices and bills of lading.
- The new number incorporates the old number in a way that is easily recognizable. For example an old number 7110-520-6204-0 would be converted to **620400.5200**

If you have any questions or need assistance with your individual department's transition, please contact your Account Representative directly or call Sales at 916 323-2419.

CALPIA thanks you for your support of our program: ***Building better lives for a safer California***. We continue to work to improve our products, service and delivery.

Sincerely,

ENRIQUE G. FARIAS
Chief Assistant General Manager
Administrative Services and Marketing

P. S. Your feedback is important to us. If you haven't gone to our web site and completed our Customer Satisfaction Survey, you will find it at www.pia.ca.gov. You will receive a "Folsom" mouse pad as a thank you.

