

The No. 1 address for the Swiss book trade

**The Swiss Book Centre sets innovative standards
as a provider of services and all-encompassing logistics
for the distribution of book and non-book articles.**

We find individual solutions thanks to people with distinction, efficient procedures, transparent structures, imagination and fitness, expertise and creativity.

We offer compact services.

Worth knowing

The Swiss Book Centre – founded in 1882 – is today the market leader in the Swiss wholesale book trade. With the largest publishers' delivery centre and the German and foreign-language wholesale range, we keep a stock of German, English and other language titles oriented towards the Swiss market.

The Swiss Book Centre in figures

- CHF 203 million turnover
- 330 employees
240 full-time equivalents
- 375,000 stock titles
- over 7 million copies in stock
- 14 million titles in the database
- 8,000 pallet spaces
(2,000 internal)
- 22,000 m² warehouse area
- 25-35 tonnes of goods despatched daily

Our customers

- more than 900 booksellers with branches, stationery shops, department stores
- more than 1400 kiosks and filling stations
- 16,000 other retail clients

Innovations

- 1973 Delivery in returnable boxes
- 1986 Label print
- 1990 Catalogue expansion with Libri titles, 1st CD-ROM edition
- 1993 Shelf-ready delivery
- 1994 English wholesale range and special-order foreign-language items, multimedia range
- 1996 Book and media market as Internet shop
- 1997 Online availability enquiry service
- 1998 Bookit private customer deliveries on behalf of the seller
- 1999 sbzstatistik™ for publishers and representatives and sbzonline™ for bookshops
- 2000 www.buchzentrum.ch – updated daily
- 2001 Catalogue expansion with 1.5 million English titles
- 2002 Italian and French wholesale range
- 2003 www.buchzentrum.ch with webshop
- 2006 Catalogue expansion with book trailer advertising films
- 2010 BZAlpha. The online statistics program
- 2012 Start Enlargement Building Swiss Book Centre
- 2014 Inauguration new Building

We constantly improve our services through our quality and process management.



Everything from a single source – our range

We support our book trade and media partners in meeting their business challenges.

Our title programme

Direct from stock

We stock all important Swiss and foreign titles. The multi-faceted general and specialist programme, also extending to the non-book area, is constantly updated by our well-qualified personnel. We look after inventory management and logistics for the whole of Switzerland on behalf of more than 2500 publishers.

Everything from a single supplier!

- Books + audio books
- Gift books + gift articles
- Reference books
- Teaching materials + educational software
- Non-fiction books + guides
- Maps + globes
- Calendars + yearbooks
- Games + puzzles
- Multimedia + games
- DVD video + software
- Non-book articles
- Stationery
- E-readers

Libri GmbH

In addition to the SBC range, you have access to the entire range of Libri titles via the SBC catalogue database. Any title not available from stock in Hägendorf will take an extra day to be delivered from our German partner Libri GmbH in Bad Hersfeld together with the customary SBC delivery.

Our know-how

Sales promotion

We offer specific product range advice and, on request, will prepare subject and title lists to suit particular requirements and simplify your decision-making.

Competence + expertise

At our practical workshops, you will gain information direct from publishers as well as compelling sales arguments for your customer advice and sales situation!

In conjunction with the Swiss Book Retailers and Publishers Association SBVV, we address important business aspects and management issues at seminars held here in the Swiss Book Centre.

IT services

Our IT services department is available to provide booksellers, representatives and publishers with expert assistance on the software developed by us.

This also applies to catalogue and order data exchange.



Daily delivery – our standard

Select ...

Catalogue

Our catalogue database gives you online or offline access to over 3.5 million available German and foreign-language titles.

New books

You will receive new book previews, publishers' directories and promotional material on behalf of our distributing publishers.

Title lists

Current themes are clearly summarised and sent with our newsletter. You always maintain an overview.

Representatives' market

Enabling you to concentrate your purchasing activities on just a few days: around 50 representatives present the up-to-the-minute book production in the SBC each January.

Standing order

On request, and at agreed intervals, we will send you the latest titles according to individually defined selection criteria.

... order ...

Efficient order transmission

If you are not already using an existing business solution with ordering tool, the sbzonline™ ordering software is recommended.

Another simple and free order transmission method is to use our SBC webshop at www.buchzentrum.ch.

Available articles

Up-to-the-minute availability enquiries – your view of the SBC and Libri warehouse stock – is an integral component of all software variants commonly used in the trade.

Feedback

We report delivery and publication dates by e-mail or as a file immediately after processing the order.

... unpack and sell

Short delivery times

Our efficient warehouse and distribution logistics mean that, depending on agreement and predetermined latest time for orders, you will generally receive your goods within 24 hours by post (A or B post) or delivered by carrier in returnable boxes.

Labelling

On request, your goods can be provided with customised labels with price information, or the labels are enclosed loose.

Shelf-ready delivery

Your deliveries can be pre-sorted to your specifications. You can place the ready-labelled goods straight on the shelves of the appropriate section and place the customer orders in the collection slots.

Direct to the customer

With Bookit, we offer a direct delivery service and look after every aspect of the logistics process from the warehouse to your private customer's address. The invoice is produced in your name and with your bookshop logo.



Our services – your benefits

Customer service

You can contact our customer service team between 8.00 and 17.00 daily.

German 062 209 26 26
French 062 209 27 90
Italian 062 209 27 94

24-hour customer service
www.buchzentrum.ch

Terms and conditions

The basic terms and conditions such as discounts and delivery costs, delivery note and/or invoice are set out in our general terms and conditions of business, and the currently applicable tariffs in the summary of services.

Benefits for members of the Swiss Book Centre cooperative

Members of the Swiss Book Centre cooperative receive preferential ordering terms and also enjoy the benefit of other services.

With our bonus model, members of the cooperative are rewarded for the share of SBC purchasing in their total buying volume.

Any titles not stocked by ourselves or our delivery partner are obtained in the German-speaking area.

Details are set out in the general terms and conditions of business for members of the cooperative.

The procedure for obtaining membership is set out in the cooperative's articles of association.

Start-up

Shop opening and initial stock: we provide expert and practical support for new shop openings in the form of advice and efficient logistics.

Action days – book presentations

You are welcome to take advantage of our know-how for special sales activities such as authors' readings, specialist conferences and theme events. Please do not hesitate to contact us.

Newsletter

Keeping you constantly up to date with our latest information at regular intervals: trends and bestsellers, current book tips in the media, on the radio and on TV.

www.buchzentrum.ch

Important information, rules, news, title lists and services are regularly published on our website.



Direct delivery – you profit from our progress

Bookit

Delegate the time-consuming mail order handling to Bookit and create time for your strength – selling.

Our experience is already benefiting:

- 60 contract partners
- 300,000 orders annually

Simple

Order processing via Bookit simplifies the delivery of goods to your customers. Book deliveries are sent direct from the SBC warehouse to private customers. Shipping and invoicing are carried out by the Swiss Book Centre.

Easy to use

Enter the order with the customer address and transmit it electronically, by fax or by e-mail and we will deal with the work for you. The transmission method is determined at the outset.

Logical

Subject to availability, the titles ordered are sent direct to your customers. Bookit orders are handed over to the Post Office within 24 hours.

Money collection

You also have the option to hand over money collection and accounts receivable management to Bookit.

Economically priced

The entire process from receipt of order to shipping and invoicing is charged at favourable tariffs!

All accounted for

Once a month you will receive our statements concerning your SBC Bookit goods orders and the Bookit service charges.

Technical matters

You can transmit your order using specific tools, namely sbzonline™ API, by file via FTP server or Galileo (for the book trade).

Successful

Bookit was developed by the Swiss Book Centre back in 1998 as a logistical and marketing instrument for the book trade and our distributing publishers.

An easy entry to the private customer mail order business!



You will find just about everything in the SBC catalogue

Every day, our catalogue data go to all bookshops and retail book outlets in Switzerland and their websites.

- 775,000 stock titles from the publishers' delivery area and from our wholesale range covering some 2,200 publishers
- 5 million external warehouse titles from the Libri wholesale range
- with keywords, cover illustrations and additional texts

The database outputs

Access to the title data and their re-use is governed by licence agreements with the dealers. Use of the data is (generally) chargeable. Please ask for the relevant user agreements and current fees.

Web catalogue and webshop

At www.buchzentrum.ch you have free access to our up-to-the-minute online database, with illustrations and additional texts, where you can place your order online even if you are only a small bookshop or retail book outlet.

sbzonline™

You can load this easy-to-use ordering and bibliography software on your own computer and use it to compile bibliographies in our up-to-the-minute online database (with access to archived title data), check availability at the same time and transmit your order to us.

sbzaktuell on DVD

The SBC stock catalogue including the Libri titles is contained as a complete database on the DVD of available books that is published every month.

Moreover, our titles in the directory of available German-language books are marked with the SBC supplier signet.

Data export – update service

The data are available in the following formats for your in-house software system:

BZTransfer

We also provide the complete catalogue data with book covers and additional texts via FTP in Onix XML format with additional SBC-specific tags. This enables you to integrate the data directly into your master data or edit them for your Internet shop.

sbzonline™ API and catalogue for websites

sbzonline™ API is an interface. The functions of sbzonline™ are accessible by means of a command library. Access to the title data is provided online.

Services such as compiling bibliographies, ordering, reservation and availability enquiry may be utilised at the system level and incorporated in your existing software or your own web pages.



The quick route to you

Needs-based and efficient warehouse and distribution logistics as a service for our customers

- 22,000 m² warehouse area
- 8,000 pallet spaces
- 50 km of shelves
- 1.6 km box conveyor
- Goods inwards
- 25-35 tonnes a day
1-5000 copies per position
2,000-3,500 titles a day
- Daily order picking
3,000-5,000 boxes
40,000-70,000 positions
- Peak values till 120,000 copies

Logistics

Incoming orders are processed automatically on receipt. Our perfectly organised operation deals with the logistical goods provision and delivery.

A brief look at our processes:

On arrival, the goods are weighed and measured, and their volume is determined in order to find an available warehouse location. The returnable boxes are filled depending on capacity and according to individual codes for shelf-ready delivery – both for goods inwards and for the preparation of ordered goods.

Barcode readers control the passage of boxes on our conveyor.

The goods are labelled on request and handed over to the despatch department in good time.

The weight check at the end of the sequence ensures flawless delivery.

IT

Our modern IT infrastructure satisfies the most demanding requirements.

We have a number of systems at our disposal with which to handle our business processes:

- Linux cluster system, consisting of 2 servers, each 128 GB, and 16 CPUs
- SAN (Storage Area Network) with around 90 TB (terabyte) gross capacity
- Oracle databases with 3 TB (terabyte) capacity for Microsoft Dynamics AX
- 22 Windows servers
- 100 laser printers, including 2 high-performance printers with 120 pages/min output
- 300 PCs



Your next step

We look forward to receiving your enquiry and to becoming a dependable partner for your future purchasing needs.

Commercial partners

Buchzentrum AG also supplies commercial partners who sell books on their own account and risk and who can provide a trade register entry as evidence of their business activity as a reseller.

Please get in touch with us and we will be pleased to send you the relevant documentation.

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