

A photograph of a warehouse aisle. A forklift operator is driving a yellow and black forklift down the aisle, moving a pallet of goods. The aisle is lined with numerous pallets of goods, mostly wrapped in clear plastic. The floor is marked with blue lines. In the background, there are more pallets and a yellow crane. The aisle numbers 19, 20, 21, 22, 23, 24, and 25 are visible on the wall.

Delivery instructions

media



ahead with
smart logistics

Swift processing of deliveries: a matter of teamwork

CB processes millions of books and other items every month. To ensure a swift and efficient delivery, we have organised the processes involved in an effective way. This is not only a question of smart automation, but also of collaboration with all parties concerned. By working on the basis of clear rules, you and our employees can form an effective team and make sure that together we are a bestseller.

The rules for success

Swift and effective processing of deliveries made to CB starts with the way the items are presented. In this brochure you will therefore find a clear checklist for delivering items and coordinating the delivery.

Delivering books

Books can be delivered in four different ways. Below you will find an overview of the conditions packages/boxes, pallets or containers must comply with:

1 Item (book)

- Is the item registered with the ISBN agency?
- Do the items feature a barcode in accordance with the (Bookland) EAN specification? What is important in any case is that there is a space of at least 10 mm around the barcode. Further information about the barcode can be found in the Barcode Guide.
- Does the article consist of more than one component. Than be sure to clearly mark the article on the outside as a 'set'. (This can be done with a sticker or overprint).
 - Please note that a set also has its own ISBN. (In addition to the ISBNs of the articles in the set).

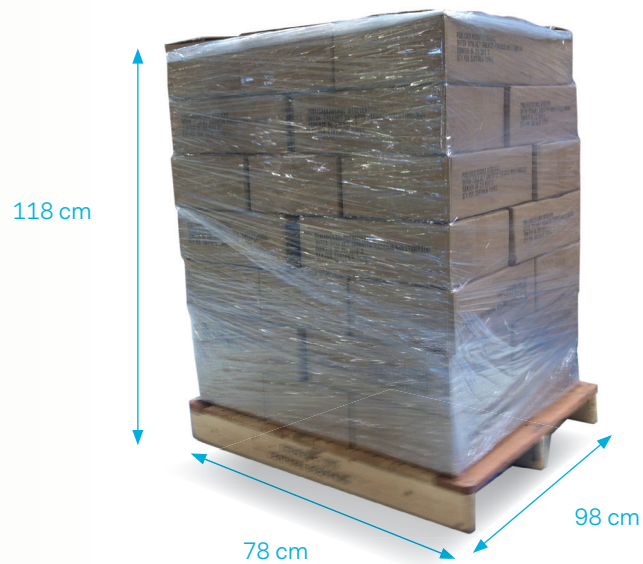
- Mind that the bar code sticker on the set is not attached to the narrow side.
- Make sure that the ISBNs of the articles inside the set are not visible on the outside.

2 Packages/boxes

- Have loose books that are not delivered on a pallet been sealed in manageable stacks or packed into boxes of a manageable size (<15 kg)? Do the packages/boxes that are delivered on a pallet also meet these requirements?
- Have you separated titles for the depot and for our Wide Availability service?
- Are you presenting a maximum of one title per package or box?
- Do the packages/boxes contain the same number of copies?
- Is there on the outside of each delivery a PACKING NOTE containing the item number (ISBN), the author and/or the title and the number of books? Please use our packing note instructions for this.

'Simple delivery
means swift dispatch.'

Pallets that do not comply with the conditions generally need to be restacked by CB. This results in delays during the stocking process. What is more, the publisher is charged for the extra costs involved.



3 Pallet

- Are the items being delivered on CB pallets (basic dimensions 80 x 100 cm)? We loan out pallets for deliveries from the Netherlands to the CB warehouse free of charge. In our pallet procedure you can find out how to request and collect CB pallets.
- Is the pallet compact and stable? Stack packages or boxes on the pallet in such a way that they form a compact and stable unit.
- Have you used anti-slip mats or sheets? We recommend that you do.
- Are you delivering the pallets sealed using transparent film?
- If you are delivering several pallets containing a single title, have you packed the same number of copies on each pallet? The last pallet may contain a smaller number.
- Does the pallet, including the items, weigh no more than 700 kg?
- Is there on the outside of each pallet a PACKING NOTE containing the item number (ISBN), the author and/or the title and the number of copies on the pallet in question? Please use our packing note instructions for this.

Sealed packages or boxes must be stacked on the pallet in such a way that there is at least 1 cm of space right around the edge of the pallet. The maximum surface that can be used is therefore 78 x 98 cm. The pallet may be a maximum of 118 cm high, including the 12 cm pallet. The maximum height that can be stacked on each pallet is therefore 106 cm.

4 Delivery in containers

If you deliver items in containers, these must be furnished with a gas-free certificate. This certificate is necessary to guarantee the health and safety of our employees. Any harmful gases must have been completely removed from the containers so that they can be opened and unloaded safely. A gas-free certificate can be obtained from an experienced, certified and independent gas measurement company. CB works together with Gasvrij Centrale Nederland. For further information, please go to www.gasvrijcentrale.nl.

Examples



Notification of delivery

To enable us to plan all the activities involved in the delivery and dispatch of articles efficiently, we ask you to notify our Incoming Goods department of your pallet/bulk deliveries punctually. Such punctual notification also allows us to ensure a good supply of information to booksellers. If you provided a correct notification, we will update the data in our ordering and information systems painstakingly relating to when a delivery can be expected.

‘Punctual notification means efficient planning.’

Pallet / bulk deliveries

- Notification of pallet or bulk deliveries must be passed on to CB via the advance notification form no later than three days before the actual delivery.
- If you notify us of your delivery later than this or if a delivery that has been announced is delivered late, the process of booking in your consignment may be subject to a delay of one working day. Good coordination with your carrier is therefore of great importance. You can also use the transport services of CB.
- Should the time of delivery cause problems due to how busy we are, we will make contact with the party delivering the consignment in order to arrange a more suitable time for both parties.

Stocking and delivery to booksellers

Day 1



Your delivery is presented to CB before 12 noon. CB receives the items, checks the consignment and verifies with the publisher whether all the details are correct and if it is OK to proceed to dispatch. The books are entered into CB's stock.

Day 2



The first order lines are processed.

Day 3



The items are delivered, depending on the bookseller's regular delivery day.

For deliveries loose in boxes or with several titles on one pallet, processing and stocking takes 72 hours.

Incoming Goods department

t +31 (0)345 475162
f +31 (0)345 475176
inkomendgoed@cb.nl

Dock 11
Textielweg 3
4104 AM Culemborg
The Netherlands

Opening hours

Monday to Friday
from 7 a.m. to 4 p.m.

‘By working on the basis of clear rules, you and our employees can form an effective team and make sure that together we are a bestseller.’

The Netherlands

Erasmusweg 10
4104 AK Culemborg
+31 (0)345 47 59 11
service@cb.nl

Belgium

Baaikensstraat 2-D
9240 Zele België
Uitbreidingstraat 84
2600 Berchem België
+32 (0)524 569 11
service@cb.be

cb.nl
cb.be