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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 10757-2026

Replacing GB/T 10757-2011

Terminology of the postal industry

邮政业术语

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Table of Contents

- 1 Scope
- 2 Normative references
- 4 Terminology for Service Organizations and Service Personnel
 - 4.1 Service Organization
 - 4.2 Service Personnel
- 5 Mail and Express Terminology
- 6 Service Facility and Equipment Terminology
- 7 Document Forms and Packaging Material Terminology
- 8 Service Process Terminology

1 Scope

GB/T 10757-2026 is the Chinese national standard covering the vocabulary of postal and express services - the items and their classes, the network and its nodes, collection, sorting, transport and delivery, the tracking events and the terms of the express industry that grew up beside the post. It replaces GB/T 10757-2011 and has been in force since 1 August 2026, under the State Post Bureau. It was issued on 30 April 2026 and has been in force since 1 August 2026, replacing GB/T 10757-2011. The document is under the responsibility of the State Post Bureau. This page is published from the official record of the 2026 edition; the clause text of a standard this recent is not yet in circulation, and the figures, limits and tables it contains are those of the document itself, delivered in full with the English translation.

This document defines the basic terminology used in postal services and management, as well as the terminology for service organizations and personnel, and the terminology for mail and express delivery. Terminology for service facilities and equipment, terminology for documents and packaging materials, terminology for service processes, and terminology for service quality. This document applies to the production, service, and management activities of the postal industry.

2 Normative references

This document has no normative references.

4.1 Service Organization

4.1.1 postal enterprise China Post Group Corporation and its wholly-owned and holding

companies that provide postal services (3.4).

4.1.2 expressenterprise Enterprises other than postal enterprises (4.1.1) that have obtained express delivery business operation licenses.

4.1.3 expressservice entity Enterprises and their branches that provide express delivery services (3.7) and express delivery terminal outlets legally established within the territory of the People's Republic of China. (4.1.5).

4.1.4 The collective term for postal enterprises (4.1.1), express delivery enterprises (4.1.2), and enterprises that provide other delivery (3.3) services.

4.1.5 Legally established business outlets that provide express delivery services such as parcel collection (5.30) and delivery (8.1).

4.2 Service Personnel

4.2.1 postal clerk Personnel engaged in mail (5.1) collection and delivery (8.1), newspaper and magazine subscription, postal money order (8.5), agency services, philately, ticketing and other business operations.

4.2.2 mail sorter Personnel engaged in receiving and opening mail packages (5.1) and sorting and sealing mail (8.2.1) and dispatching mail (8.2.3).

4.2.3 mailforwarder Personnel engaged in the reception, processing, and dispatch of mail (5.1) in general parcels, and the escort of train mail (5.1) and car mail (5.1) by drivers.

4.2.4 Postman Personnel engaged in the distribution and delivery of mail (5.1) and newspapers.

4.2.5 Postal Marketing Clerk Personnel engaged in postal business market information collection, customer development, publicity and promotion, and customer maintenance.

4.2.6 Philatelic clerk Personnel engaged in the sale of postage stamps, philatelic products, other philatelic commodities, and philatelic supplies and equipment.

4.2.7 Personnel engaged in postal confidential communications.

4.2.8 Personnel engaged in the handling, retail, distribution, and transportation of newspapers and other publications.

4.2.9 Engineering and technical personnel engaged in the planning, design, technical management, construction organization, and operation guidance of postal communication networks.

4.2.10 courier Personnel engaged in express mail (5.30) collection and delivery (8.3.1) and customer information collection, relationship maintenance and business promotion.

4.2.11 Personnel engaged in the receiving, unloading, sorting, consolidation (8.2.4),

loading, and dispatching of express mail (5.30) and general parcels.

4.2.12 Engineering and technical personnel engaged in the design and management of express delivery equipment, networks, and information networks.

4.2.13 Personnel engaged in the installation, operation, maintenance, modification, upgrading, and management of express delivery-related equipment.

4.2.14 Personnel engaged in production operations, quality control, and business development at express delivery terminal stations.

5 Mail and Express Terminology

5.1 email The term is a general term for letters (5.7), parcels (5.10), remittance notices, newspapers and other printed matter (5.12) delivered by postal enterprises (4.1.1) (3.3).

5.2 Domestic Mail The entire process, from receipt (8.1) to delivery (8.3.1), takes place in the People's Republic of China (5.1).

5.2.1 Mail to/from Hong Kong, Macao and Taiwan Emails exchanged between users in Mainland China and users in Hong Kong Special Administrative Region, Macao Special Administrative Region, and Taiwan (5.1).

5.3 international mail Sending emails between users within the territory of the People's Republic of China and users in other countries or regions, as well as sending emails between users in other countries or regions but through China. Mail transiting through the territory of the People's Republic of China (5.1).

5.4 Ordinary mail Postal enterprises (4.1.1) do not issue receipts when accepting (8.1) mail, and do not require recipients (3.14) to sign for (8.3.8) mail when delivering (8.3.1) mail.

5.5 Registered email certifiedmail When accepting a mail item (8.1), the postal enterprise (4.1.1) issues a receipt to the sender (3.13), and when delivering it (8.3.1), the recipient (3.14) signs for it (8.1). 3.8) of the email (5.1).

5.6 When sending registered mail (5.5), the sender (3.13) shall include the completed reply slip with the mail (5.1). After the mail (5.1) is successfully delivered, the sender shall... The recipient (3.14) signs or stamps the return receipt, and the postal company (4.1.1) then mails (3.3) this return receipt to the sender (3.13) of the mail. (5.1).

5.7 letters and postcards A collective term for letters (5.8) and postcards (5.9).

5.8 letter Sealed information carriers delivered to a specific individual or organization in the form of envelopes according to the name and address, excluding books, newspapers, and periodicals.

5.9 postcard; postalcard Card-type information carriers that do not require sealing and have communication functions.

5.10 Parcel Individually packaged items delivered to a specific individual or entity according to the name and address on the packaging.

Note. The package weight shall not exceed 50kg, the dimensions of any side shall not exceed 150cm, and the total length, width and height shall not exceed 300cm.

5.11 oversized parcel Items exceeding the weight or size of a package (5.10) to be delivered to a specific individual or entity according to the name and address on the package.

Note. This does not include items that exceed the delivery capabilities of the courier service provider (4.1.3) and (3.3).

6 Service Facility and Equipment Terminology

6.1 Business premises mail/expressfacility A place for receiving users and providing mail (5.1) or express mail (5.30) collection and delivery (8.1) and other related services.

6.2 Used for sorting (8.2.1), sealing (8.2.3), storage, exchange, transfer, and delivery (8.3.1) of mail (5.1) or express mail (5.30). place.

6.3 A place that provides last-mile delivery services for one or more express delivery companies (4.1.2) and their branches.

6.4 These are rural public infrastructure facilities established in administrative villages that can provide receiving and storage services for multiple delivery service brands.

6.5 Rural public infrastructure located in administrative villages to receive and forward mail (5.1).

6.6 Unmanned locations that use self-service terminal equipment to provide last-mile delivery (3.3) services.

6.7 Sending (8.2.3) international mail to overseas postal institutions; (5.3) parcels and/or receiving, opening, and processing international mail sent by overseas postal institutions. (5.3) The mail processing location of the general package (6.2).

6.8 The mail processing facility that directly exchanges international mail with overseas postal agencies or entrusted transportation agencies (5.3) and the mail processing facility for general parcels (6.2).

Note. The international mail exchange station does not block or send (8.2.3) international mail (5.3) packages, nor does it open or process international mail (5.3) packages sent from overseas.

6.9 mailroute Using mail transport vehicles or manpower, transport mail according to the prescribed routes and schedules (5.1).

6.10 Mailbox; mailbox The postal enterprise (4.1.1) provides a special container for users to