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

GB/T 24360-2025

Replacing GB/T 24360-2009

**Quality requirements and evaluation of multimodal transport
services**

多式联运服务质量及测评

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Foreword

This document complies with the provisions of GB/T 1.1-2020 "Standardization Work Guidelines Part

1.Structure and Drafting Rules of Standardization Documents". Drafting. This document replaces GB/T 24360-2009 "Quality Requirements for Multimodal Transport Services". Compared with GB/T 24360-2009, the main differences are in the structural design. Aside from integration and editorial changes, the main technical changes are as follows:

---The scope of application of the standard has been changed (see Chapter 1, Chapter 1 of the.2009 edition);

---The definition of the term "multimodal transport operator" has been changed (see 3.1,.2009 edition), and the term "subcontractor" has been changed to "segment". The definition of "carrier" has been changed (see 3.2,

3.6 in the.2009 edition), and "multimodal transport document," "multimodal transport service," and "multimodal transport document" have been removed. Terms and definitions for "intermodal transport service quality" and "consignee" (see 3.2, 3.3, 3.4, and

3.5 of the.2009 edition);

---The "Basic Principles of Multimodal Transport Services" has been changed to "Service Principles" (see Chapter 4, Chapter 4 of the.2009 edition), and the "Standard" has been merged. "Accurate," "timely," and "convenient" were changed to "efficient" (see 4.2, 4.2, 4.3, and

4.5 in the.2009 edition), and "green" and related content were added (see...). 4.4);

---The "Basic Requirements for Multimodal Transport Operators" has been changed to "Service Guarantee" and related content (see Chapter 5,.2009 edition). Chapter 5);

---The term "Human Resources" has been changed to "Service Personnel" and the corresponding content has been modified (see 5.3,

5.1 in the.2009 version);

---The phrase "Quality requirements for multimodal transport service processes" has been changed to "Service requirements" (see Chapter 6, Chapter 6 of the.2009 edition);

---The requirements for "Service Request Confirmation" have been changed (see 6.1,.2009 version 6.1);

---The term "multimodal transport solution design" has been changed to "service solution design," along with corresponding requirements (see 6.2,.2009 version 6.2);

1 Scope

GB/T 24360-2025 is the Chinese national standard covering moving a consignment across road, rail, water and air under one contract - the transfer points where multimodal transport actually fails, the single document and single liability, the tracking across operators, and the indicators by which the whole chain is judged. It replaces GB/T 24360-2009, under the Ministry of Transport. It was issued on 31 December 2025 and has been in force since 1 April 2026, replacing GB/T 24360-2009. The document is under the responsibility of the Ministry of Transport. This page is published from the official record of the 2025 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 establishes the service principles of multimodal transport and stipulates the service guarantees, service requirements, and service quality assessment for multimodal transport. This document applies to the management and evaluation of services provided by multimodal transport operators.

2 Normative references

The contents of the following documents, through normative references within the text, constitute essential provisions of this document. Dated citations are not included. For references to documents, only the version corresponding to that date applies to this document; for undated references, the latest version (including all amendments) applies. This document.

GB/T 18354 Logistics Terminology

GB/T 42184 Terms for Multimodal Transport of Goods

3 Terms and Definitions

The terms and definitions defined in GB/T 18354 and GB/T 42184, as well as the following terms and definitions, apply to this document.

3.1 A multimodal transport operator that enters into a multimodal transport contract with the shipper and assumes full responsibility for the transport process.

Note. This includes, but is not limited to, actual carriers, online platform road freight operators, non-vessel operating common carriers (NVOCCs), and freight forwarders.

[Source: GB/T 42184-2022, 8.2]

3.2 section carrier An operator that undertakes cargo transportation services for one or more stages on behalf of a multimodal transport operator.

4 Service Principles

4.1 Safety Take necessary safety measures and risk management measures to effectively control all aspects of multimodal transport and ensure the safety of goods, personnel, means of transport, and equipment. Safety of operations and information.

4.2 High efficiency Optimize the organization and management of multimodal transport, utilize information technology and intelligent facilities and equipment, streamline operational processes, and respond quickly to customers. Demand to improve the operational efficiency of multimodal transport.

4.3 Economy Measures should be taken to optimize resource allocation, improve transportation efficiency, reduce transportation costs, and enhance the economic viability of multimodal transport services.