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

GB/T 28580-2023

Replacing GB/T 28580-2012

Quality specifications for port logistics services

口岸物流服务质量规范

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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 28580-2012 "Port Logistics Service Quality Specifications". Compared with GB/T 28580-2012, except for structural adjustments In addition to consolidation and editorial revisions, the main technical changes are as follows:

---Added the term and definition "port" (see 3.1), changed the definition of the terms "port logistics" and "port logistics service" (see 3.2, 3.3,

3.2 of the.2012 edition), the definitions of "customs clearance", "bonded goods" and "bonded warehouse" are deleted (see the.2012 edition of 3.3,

---Change "basic requirements" to "overall requirements", delete social responsibility and service content, and add facilities, equipment, information systems, and risks Prevention, control and practitioner requirements (see Chapter 4, Chapter 4 of the.2012 edition);

---The requirements for "scheme design services" have been changed, the scheme design services have been refined, and network planning, multimodal transport, and supply have been added. Chain management and other program contents (see 5.1, Chapter 5 of the.2012 edition);

---Changed the requirements for "information services" and added requirements such as paperless, visualization, information tracking, and single window (see 5.2,.2012 version of Chapter 6);

---The requirements for "goods receipt" have been changed, the cargo protection requirements have been deleted, and the confirmation requirements have been added (see 5.3.1,.2012 version 7.1);

---The service requirements for "customs clearance" have been changed, "customs declaration and inspection declaration" have been merged into "customs declaration", prompt services and customs declaration personnel requirements have been deleted, and added Established online and offline declaration service methods (see 5.3.2,

7.2 of the 2012 edition);

---Added "tallying" requirements (see 5.3.3);

---The requirements for "loading and unloading" have been changed, the requirements for "handling" have been added, the specific cargo loading and unloading requirements have been deleted, and aviation and railway cargo have been added Loading and unloading requirements (see 5.3.4,

7.3 of the 2012 edition);

---The requirements for "transportation" have been changed, requirements such as metering and metering have been deleted, and requirements for multimodal transport and transportation tracking have been added (see 5.3.5, 2012 version of 7.4);

1 Scope

China's national quality specification for port logistics services. It specifies the overall requirements and the service requirements for the logistics services provided at a port of entry or exit, covering scheme design, information services, and the operational services that move a consignment through the port. A port is where the friction in international trade is concentrated. The goods arrive, and then they wait: for customs, for inspection and quarantine, for the terminal, for the transport that takes them onward, and for the documents that have to be right before any of the rest can proceed. The logistics service at the port is what manages that, and the difference between a competent operator and a poor one is measured in days of dwell time and in the working capital those days consume. The 2023 revision reflects how much the operation has changed since 2012. It adds a definition of the port itself and revises those of port logistics and port logistics service, while deleting the definitions of customs clearance, bonded goods and bonded warehouse - terms that are now defined in customs regulation rather than in a service standard. It replaces the basic requirements chapter with overall requirements, dropping social responsibility and the enumeration of service content, and adding requirements for facilities, equipment, information systems, risk prevention and control, and the competence of practitioners. The scheme design service is refined and extended to network planning, multimodal transport and supply chain management. And the information service requirements are extended to paperless operation, visibility and the information capabilities that a port service is now expected to provide. Issued and in force since 7 September 2023, it replaces GB/T 28580-2012.

This document stipulates the overall requirements for port logistics services, service content and requirements, service quality evaluation and continuous improvement. This document applies to enterprises providing port logistics services for general goods.

Note. The general goods referred to in this document do not include dangerous goods and fresh and perishable goods.

2 Normative reference documents

The contents of the following documents constitute essential provisions of this document through normative references in the text. Among them, the dated quotations For undated referenced documents, only the version corresponding to that date applies to this document; for undated referenced documents, the latest version (including all amendments) applies to this document.

GB 11602 Safety Regulations for Loading and Unloading Operations at Container Ports

GB/T 18354 Logistics terminology

GB/T 21071-2021 Warehousing service quality requirements

GB/T 30333 Logistics Service Contract Guidelines JT330 Safety technical requirements for port general cargo loading and unloading operations JT/T 706 Port cargo stacking requirements JT/T 1317 Service specifications for tally industry

3 Terms and definitions

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

3.1 port Ports, airports, stations, cross-border passages, etc. established with the approval of the government for people, goods and means of transportation to directly enter and exit the country (customs, border). [Source: GB/T 18354-2021,8.34]

3.2 Port logisticsportlogistics With the goal of serving import and export trade, we organize and carry out collection and distribution, customs clearance, loading and unloading, handling, warehousing, circulation processing, transportation and distribution at the port. The process of waiting for the physical movement of goods.

3.3 Port logistics serviceportlogisticsservice A series of logistics activity processes and their results implemented to meet customers' port logistics needs.

3.4 Customs declarationcustomsdeclaration The person in charge of the inbound and outbound means of transportation, the owner of the inbound and outbound goods, the consignee or consignor of the imported and exported goods or their agent shall handle the shipment to the customs. The entire process of entry and exit procedures for transporting tools, goods, and items. [Source: GB/T 18354-2021,8.11]