



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

GB/T 42500-2023

Specification for on-demand delivery service

即时配送服务规范

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Foreword

This document was issued on 17 March 2023 by the State Administration for Market Regulation; Standardization Administration of the PRC and takes effect on 17 March 2023.

It is a GB/T standard: recommended rather than compulsory, but it is the text a Chinese reviewer applies when assessing a submission.

1 Scope

GB/T 42500-2023 covers on-demand delivery, the same-hour courier work that carries meals, groceries and small parcels across a city from a local shop to a customer. Clause 4 sets basic requirements in two directions: on the platform enterprise, which the text opens by requiring to hold a fixed business location and to be equipped with the facilities and personnel the service needs, and on the delivery person. Clause 5 follows a single order through its life - creation, response, allocation, fulfilment and delivery, and completion. Clause 6 turns to the physical kit, the delivery vehicle, with electric bicycles referred to GB 17761 and motorcycles and mopeds to their own technical conditions, the delivery box, and the helmet. Clause 7 covers service evaluation and improvement, and Appendix A gives the calculation methods for the evaluation indicators. Vocabulary follows GB/T 18354. Equipment and process sit in one document because the pressure in this trade is time: an order clock that starts at the shop turns every dispatch rule into a road-safety decision, which is why the vehicle and the helmet are named alongside the workflow. Written for delivery platforms, their contracted stations and riders, and regulators assessing service quality.

This document stipulates the basic requirements for on-demand delivery service as well as service process, service equipment and configuration, service evaluation and improvement requirements.

This document applies to the operation and management of on-demand delivery service.

This document does not apply to the operation and management of intra-city online freight shipments and fresh food terminal delivery.

2 Normative references

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

GB 811 Helmets for motorcycle and electric bicycle users

GB 5749 Standards for drinking water quality

GB 7258 Technical specifications for safety of power-driven vehicles operating on roads

GB 17761 Safety technical specification for electric bicycle

GB/T 18354 Logistics terminology

GB/T 22239 Information security technology - Baseline for classified protection of cybersecurity

3 Terms and definitions

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

3.1

On-demand delivery service

the order pushed by the platform.

4 Basic requirements

4.1 On-demand delivery platform enterprises

4.1.1 It shall have a fixed business location and be equipped with the equipment and personnel required for on-demand delivery service.

4.1.2 It shall establish service specifications and systems, to clearly state service requirements, service fees, etc.

4.1.3 It shall establish a sound pre-job training and continuing education system for delivery persons; organize regular education and training on laws and regulations, professional ethics, service standards, safety, etc.; establish training files.

4.1.4 It shall establish a service evaluation, complaint and improvement mechanism; publish service supervision telephone numbers and other complaint methods and handling procedures.

4.1.5 It shall design reasonable algorithms of assigning and getting orders AND order merging rules for multiple orders to be delivered together. The algorithm shall be moderately open. There shall be no discrimination based on gender, age, etc.

4.1.6 It shall have the licensing qualifications to carry out Internet information service business. The network security level shall meet the third-level security capabilities in GB/T 22239.

4.1.7 It shall build and maintain an information platform or application that meets the needs of on-demand delivery service. Its functions include but are not limited to:

- a) Data security protection, user privacy protection, etc.;
- b) Communication;
- c) Data analysis, order matching, etc.;
- d) Warnings, prompts, and feedback;
- e) Complaints and comments.

4.1.8 It shall establish an information security protection and user information desensitization system, to strengthen the protection of personal information and national information security. Before collecting the information on consignee and consigner and on delivery person, it shall obtain their consent.

- b) Geographical location information of consignee and consigner (including order initiator and recipient);
- c) Number of orders being delivered by the delivery person;
- d) On-demand delivery service time;
- e) Basic information such as category, weight, and quantity of delivered items;
- f) Delivery person's health certificate.

5.3.2 When allocating orders, it is advisable to give priority to delivery persons with high order completion rates and good service quality.

5.3.3 After the order is released, the platform shall allow consignee and consigner to cancel or change the order within the specified time.

5.3.4 Orders, which are not accepted by anyone, should be posted in the public area of the information platform. The delivery person can choose the order himself. If there is no delivery person to accept the order within a certain period of time, the information platform background can automatically cancel it.

5.4 Order fulfillment and delivery

5.4.1 After the delivery person receives the order, the platform shall desensitize the order status, delivery person's name, contact information and other information; provide timely feedback to the consignee and consigner.

5.4.2 The platform shall recommend the location and time for picking up (delivering)