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

GB/T 43290-2023

**Specification for the common services of e-commerce reverse
logistics**

电子商务逆向物流通用服务规范

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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: Please note that some content in this document may be subject to patents: The publisher of this document assumes no responsibility for identifying patents: This document is proposed and coordinated by the National Logistics Standardization Technical Committee (SAC/TC269): This document was drafted by: Shanghai Second Polytechnic University, Beijing Jingbangda Trading Co., Ltd., Shunqihe (Shenzhen) Technology Co., Ltd., Zhejiang Yinlun Putian Supply Chain Management Co., Ltd., Shenzhen Kaidongyuan Modern Logistics Co., Ltd., Aoyou Dairy (China) Co., Ltd., Shanghai Yibang Pharmaceutical Information Technology Co., Ltd., Shenzhen Kuaijin Data Technology Services Co., Ltd., Shanghai Institute of Quality and Standardization, Hema (China) Co., Ltd., Material Energy Saving Center, Shanghai Rogo Network Technology Co., Ltd: The main drafters of this document: Hao Hao, Xu Zhaoran, Lin Xiao, Yao Gang, Yu Hong, Liu Yuan, Cao Sufang, Xiao Shaoqin, Hu Xin, Zhou Kai, Chen Jia, Lu Huanhuan, Huang Jiancheng, Xu Wenxian, Xiong Zifu, Liu Ran, Zhao Jieyu, Pan Yonggang: General service specifications for e-commerce reverse logistics

1 Scope

China's national specification for the common services of e-commerce reverse logistics. Returns in Chinese online retail run at rates that would be unmanageable in a conventional supply chain - apparel returns in particular are a substantial fraction of what is shipped - and handling them has become a specialised service bought from third parties rather than

performed by the seller. The specification defines what such a service must provide: the collection from the consumer, the inspection and grading of what comes back, the decision on disposition, the return to stock or to the seller, and the record that closes the transaction. The disposition decision is the commercially significant part, because the value recovered depends entirely on how quickly an item is judged and routed - a returned garment that sits for three weeks has missed its season, and one restocked within days is sold at full price.

This document stipulates the basic requirements for e-commerce reverse logistics general services as well as service plans, operations and services, information services, and identification and requirements for traceability, complaints and feedback, service evaluation and improvement: This document is applicable to e-commerce logistics service providers under business-to-consumer (B2C), business-to-business (B2B) and other e-commerce models: E-commerce reverse logistics services provided:

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/T 18354 Logistics terminology

GB/T 22080 Information technology security technology information security management system requirements

GB/T 24359-2021 Third-party logistics service quality and evaluation

GB/T 40480-2021 Logistics traceability information management requirements

3 Terms and definitions

The terms and definitions defined in GB/T 18354 and the following apply to this document:
 3:1 reverse logistics reverse logistics reverse logistics In order to restore the value of items, recycle or rationally dispose of them, raw materials, parts, work-in-progress and finished products are processed from downstream nodes in the supply chain upwards: The reverse flow of travel nodes, or the logistics activities carried out by gathering to designated locations through specific channels or methods: [Source: GB/T 18354-2021,3:35] 3:

2 Reverse logistics occurs in e-commerce activities due to returns, exchanges, repairs and maintenance of goods: 3:

3 Goods that flow reversely in e-commerce activities due to returns, exchanges, repairs and maintenance, etc:

4 Basic requirements

E-commerce reverse logistics service providers should:

- a) Develop systems and specifications for the entire service process;
- b) Equip employees with relevant skills in e-commerce reverse logistics services, and regularly organize personnel to participate in training and assessment;