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**NATIONAL STANDARD OF THE  
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**Guidelines for management of pick-up stations of community  
E-commerce platform**

社区电商平台提货点管理指南

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### 1 Scope

This document establishes the principles by which a community E-commerce platform manages its pick-up stations, and provides guidance on the platform's management of the joining, operation, cancellation, suspension and withdrawal of pick-up stations.

This document applies to the management by a community E-commerce platform of the pick-up stations that have joined it.

This document does not apply to the collection points of express delivery logistics.

### 2 Normative references

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

GB/T 19001, Quality management systems - Requirements.

GB/T 35408, Quality management of electronic commerce - Terminology.

### 3 Terms and definitions

The terms and definitions given in GB/T 35408 and the following apply to this document.

3.1 community E-commerce: online retail trading of consumer goods that has pre-sale plus self-collection as its defining model and serves consumers within a nearby geographical area.

3.2 pick-up station: a terminal logistics site, approved by the community E-commerce platform and located close to the target consumers, at which consumers collect the goods they have ordered.

### 4 General principles

The community E-commerce platform should observe the following principles in its review and operational management of pick-up stations.

- a) Fairness: the platform and the pick-up station are equal partners, and the content of the agreement signed between them and the management measures applied reflect the principles of matched responsibility, reasonable sharing of benefit and fair cooperation.
- b) Regularity: the platform's review of applications to join and its operational management of pick-up stations are conducted in a regular manner, and should be set down in institutional documents.
- c) Mutual benefit: the platform treats the pick-up station as the outsourcing of part of the service delivery process, forms a mutually beneficial relationship with it, and should provide the business guidance and training that the station needs.
- d) Convenience for residents: the platform should take account of convenience, such as the pick-up station being close to where residents live and its opening hours suiting their daily habits, and should encourage the station to provide related services for residents outside its agreed duties, such as delivery to the door.

#### 5.1 Open solicitation

The community E-commerce platform draws up a clearly worded public document on the basic conditions and the review criteria for a pick-up station joining it, and openly invites applications to join. The basic conditions for joining include but are not limited to the following.

- a) The premises and facilities meet the basic requirements of hygiene, freshness keeping, ease of collection and safety for the temporary holding of everyday consumer goods, food and fresh produce.
- b) The operating personnel can bear the civil liability corresponding to the operation of a

pick-up station, are able to carry out the basic work of receiving goods, sorting them and managing their storage and release, and are able to meet the safety and hygiene requirements attaching to those duties.

## 5.2 Application by the pick-up station

When accepting an application to join, the platform may require the applicant to submit a standard-form application and supporting documents, which may include the following.

- a) Proof of identity of the person responsible for operating the pick-up station, which may be a photocopy or a scan of both sides of the identity card.
- b) The full address of the pick-up station and proof of ownership or of the right of use, such as a title deed or a lease.
- c) The conditions for the temporary holding of goods, which may include photographs of the premises, of the hygiene conditions, of the refrigeration facilities for fresh produce and of the shelving; the photographs may be required to carry the time and location watermark generated by the phone or camera itself.
- d) A statement and undertaking that the operation of the pick-up station complies with fire, hygiene and other relevant requirements.

## 5.3 Review by the platform

5.3.1 Review of documents. The community E-commerce platform reviews the documents against its established criteria; the review should take no more than three working days and the applicant is informed of the outcome promptly. Once the review is passed, photocopies or scans of the supporting documents are placed on file; if it is not passed, the reason is given and the applicant is allowed to submit documents again.

5.3.2 On-site review. After the documents have been accepted, an on-site verification of the pick-up station applying to join should be carried out, covering but not limited to the following: a) the truthfulness of the documents submitted; b) that the identity of the responsible party is clear, that the party has the corresponding capacity to act and can bear the liabilities attaching to the operation of the pick-up station; c) that suitable premises are available and fitted with the corresponding facilities, meeting the needs of sorting, checking, temporary holding, freshness keeping and convenient collection of goods.

## 5.4 Signing of the agreement

The community E-commerce platform signs a cooperation agreement with the person responsible for operating a pick-up station that has passed the review. The content of the agreement should include, but is not limited to, the following:

- a) the part of the complete community E-commerce process for which the pick-up station is

responsible, and the operating rules for it;

b) an undertaking of honest trading;

c) the rights and responsibilities of both parties;

d) the provisions on the term of cooperation;

e) liability for breach and the settlement of disputes;

f) the licence to use the intellectual property of the community E-commerce platform, such as trademarks and logos.

## 6.1 Scope of business

The community E-commerce platform informs the pick-up station of, and confirms that it understands, the scope of the work for which it is responsible and the operating rules for it, covering the following.

a) Receiving goods: receiving on time the goods ordered through that pick-up station, so as to prevent damage, loss, contamination or deterioration caused by goods not being taken in promptly.

b) Sorting: sorting, checking and repacking by order the goods that have arrived for consumers who chose to collect at that station; the nickname used by the consumer when ordering or the last digits of the telephone number should be marked so that the parcel can be identified while the consumer's privacy is still protected; where the quantity or the type of goods does not match the order, or where there is a quality problem, the station communicates promptly with the platform and the consumer to settle it.

c) Storage: providing premises that meet hygiene requirements for the goods received and, for goods with higher freshness requirements, keeping them as needed, for example by ventilation or by chilling and freezing fresh produce.

d) Notification: notifying the consumer to collect as soon as the goods have arrived and been sorted.

e) Delivery: the platform should encourage the pick-up station, in particular circumstances, to deliver to the door for consumers who need special care; where the station offers delivery to the door for a charge, it follows the principle of consumer consent, that is, it states the charge in advance and allows the consumer to collect free of charge at the station.

f) After-sales: assisting the community E-commerce platform in providing after-sales service.

## 6.2 Software support

The software of the community E-commerce platform provides the pick-up station with the