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

GB/T 47311-2026

**General requirements for the digital and intelligent
management of e-commerce logistics**

电商物流数智化管理通用要求

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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 involve patents. The issuing organization of this document assumes no responsibility for identifying patents. This document was proposed and is under the jurisdiction of the National Technical Committee on Standardization of Logistics Information Management (SAC/TC267). This document was drafted by: Tianjin University, Lanjian Intelligent Technology Co., Ltd., Beijing JD Qianshi Technology Co., Ltd., and Anshan Iron and Steel Group. Group Co., Ltd., Hangzhou Lanchuan Technology Co., Ltd., Shenzhen SF Tyson Holding (Group) Co., Ltd., RRS Supply Chain Technology Co., Ltd. The company, Jiushi (Suzhou) Intelligent Technology Co., Ltd., CCCC (Xiamen) E-commerce Co., Ltd., Lazaz Network Technology (Shanghai) Co., Ltd. COSCO Shipping (Tianjin) Co., Ltd., Qinling Digital Technology Co., Ltd., YTO Express Co., Ltd., Shenzhen Big Data Research Institute, Yanjinpu Zishi Food Co., Ltd., Zhongbao Smart Logistics (Shanghai) Technology Co., Ltd., China Southern Power Grid Internet Service Co., Ltd., and Yunmengze (Beijing) E-commerce company, Zhengzhou University of Engineering and Technology, Anhui University of Technology, China Railway Construction Corporation Limited, Beijing Guangjia Automation System Co., Ltd. Limited Liability Company, Xiamen Supply Chain Digital Innovation Co., Ltd., Qingdao Cotes Intelligent Co., Ltd., Guangxi Transportation Investment Logistics Group Co., Ltd., Zhejiang Meili International Logistics Co., Ltd., Guangdong Tuowei Tianhai Technology Co., Ltd., Beijing Geek+ Technology Co., Ltd., Tianjin Maritime Vocational College Vocational college, Hebei Expressway Group Co., Ltd., Beijing Yishu Technology Co., Ltd., Hangzhou Jike Cloud Network Technology Co., Ltd. The main drafters of this document are. Liu Weihua, Wu Yaohua, Zou Xia, Qin Hengle, Zhao Lei, Hou Haiyun, Liu Jiu, Gao Guoqing, Peng Junbin, and Qiao Xianling. Pan Yuchang, Zhu Fujia, Chen Peng, Yang Junwei, Shi Gongming, Wang Siyu, Liu Chenhui, Zhang Hanqiao,

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1 Scope

GB/T 47311-2026 is the Chinese national standard covering running e-commerce logistics on data - the order and inventory allocation across warehouses, the routing and the last mile, the exception handling, and the forecasting that decides where stock sits before an order exists. First edition, in force since 1 October 2026. It was issued on 31 March 2026 and takes effect on 1 October 2026, as a first edition. The document is under the responsibility of the Standardization Administration of China. This page is published from the official record of the 2026 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 specifies the general requirements, platform requirements, and management requirements for the digital management of e-commerce logistics. This document applies to the management and application of e-commerce logistics.

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 20269 Information Security Technology - Requirements for Security Management of Information Systems

GB/T 35273 Information Security Technology - Personal Information Security Specification

GB/T 41834-2022 Guidelines for Smart Logistics Services

GB/T 42013 Information Security Technology - Data Security Requirements for Express Logistics Services

GB/T 44886.1 Network Security Technology - Interoperability of Network Security Products - Part

3 Terms and Definitions

The following terms and definitions apply to this document.

3.1 Logistics activities provided for e-commerce transactions.

3.2 Based on the platform and driven by data, we utilize digital and intelligent technologies to improve operational efficiency, reduce operating costs, and enhance service quality. The process of quantity.

4 General Requirements

4.1 E-commerce logistics should include logistics orders, warehousing, inventory preparation, loading and unloading, transportation, delivery, returns and exchanges, and customer service.

4.2 E-commerce logistics digital management should be based on an e-commerce logistics digital platform.

4.3 Relying on technologies such as the Internet of Things and algorithm models, timely collection and analysis of e-commerce logistics data are carried out.

4.4 Relying on big data and intelligent algorithms to predict and make decisions for e-commerce logistics.

4.5 Ensure traceability throughout the entire e-commerce logistics process.

5 Platform Requirements

5.1 E-commerce Logistics Digital Platform Framework The framework of the e-commerce logistics digitalization platform is shown in Figure 1.