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**Evaluation for service quality of cross-border electronic
commerce transaction**

跨境电子商务交易服务质量评价

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for Standardization Work Part

1. Structure and Drafting Rules for Standardization Documents" drafting. Please note that

some contents of this document may refer to patents. The issuing agency of this document assumes no responsibility for identifying patents. This document is proposed and managed by the National Electronic Business Standardization Technical Committee (SAC/TC83). This document is drafted by: China National Institute of Standardization, Epac E-Commerce Co., Ltd., Shenzhen Wuji Technology Co., Ltd., Zhejiang Tian Yanweizhen Network Technology Co., Ltd., Material and Equipment Department of China Petrochemical Corporation, and Xinjiang Asia-Europe International Material Trading Center have Co., Ltd., Zhejiang Gongshang University, Beijing Software Product Quality Inspection and Inspection Center, Zhejiang Xiaoyuer Industry and Trade Co., Ltd., Guangdong Xinyi Management Consulting Company, Zhuhai Xiangzhou District Cross-Border E-Commerce Association, Beijing Construction Mechanization Research Institute Co., Ltd. The main drafters of this document. Sun Zhaoyang, Wang Xiaodong, Wu Gongxing, Fang Xiaotian, Liu Yang, Qi Huiping, Wang Aili, Gu Qiuyang, Wang Wei, Zheng Xinli, Lou Li, Hu Pengjun, Luo Xiaohan, Ju Chunhua, Hao Lin, Zhang Miaomiao, Li Kanglin, Zhang Hongping, Zheng Zheng, Xian Kuitong, Wang Zhimin, Sui Yuan, Cheng Yue, Liu He, Li Junchao, Gong Suxin, Jiang Zhe. Service quality evaluation of cross-border e-commerce transactions

1 Scope

GB/Z 42007-2022 is the Chinese national standard on evaluation for service quality of cross-border electronic commerce transaction, in the field of information technology. The /Z suffix marks it as a guiding technical document: it does not prescribe requirements that can be certified against, but sets out the technique, the method or the state of the art that the standards bodies recommend following. It was issued on 8 November 2022 by the State Administration for Market Regulation; Standardization Administration of China. As a guiding technical document it carries no separate date of entry into force: it applies from publication. Classification: ICS 35.240.60, CCS A10. This page is published from the official record of the standard held by the Chinese standards administration: the identification, the dates, the classification and the issuing body are taken from there. The clause text, the tables and the numeric limits are in the document itself, which is delivered complete in English translation.

This document proposes a cross-border e-commerce transaction service system, and specifies the evaluation indicators and evaluation content of cross-border e-commerce transaction service quality. content, evaluation principles and methods, and extension principles and methods. This document is applicable to the service quality evaluation of cross-border e-commerce transactions carried out by third-party institutions, and also applicable to cross-border e-commerce platforms. Self-assessment or service quality evaluation of operators on the platform.

2 Normative references

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

GB/T 31526-2015 E-commerce platform service quality evaluation and classification

GB/T 38652-2020 E-commerce business terms

GB/T 40105-2021 Requirements for cross-border e-commerce transactions

3 Terms and Definitions

The following terms and definitions defined in GB/T 38652-2020 and GB/T 40105-2021 apply to this document.

3.1 Transaction entities belonging to different customs borders conclude transactions, conduct payment and settlement through the Internet, and deliver goods and complete transactions through cross-border logistics. Easy business activities. [Source: GB/T 40105-2021, 2.1]

3.2 In cross-border e-commerce (3.1) activities, one or more of information release, information delivery, data processing, etc. are provided for two or more parties to the transaction service, to achieve the purpose of transaction matching information network system.

Note. Cross-border e-commerce platforms in this document refer to cross-border e-commerce platforms that have obtained operating Internet information service licenses in my country. [Source: GB/T 40105-2021, 2.2]

3.3 Organizations that provide e-commerce transaction services for enterprises engaged in cross-border e-commerce (3.1) and have management institutions and management systems.

Note. referred to as "platform operator". [Source: GB/T 40105-2021, 2.3]

3.4 Organizations or individuals that sell goods or provide services through cross-border e-commerce platforms (3.2).

Note. referred to as "operators on the platform".