

ICS 03.120.20  
CCS A 00



**CERTIFICATION AND ACCREDITATION INDUSTRY STANDARD OF THE  
PEOPLE'S REPUBLIC OF CHINA**

**RB/T 304-2017**

---

**Requirements for B2B urban distribution service certification  
(English Translation)**

**Issued on: January 3, 2017**

**Implemented on: August 1, 2017**

---

**Issued by: National Certification and Accreditation Administration**

## Table of Contents

|                         |
|-------------------------|
| Foreword                |
| Introduction            |
| 1 Scope                 |
| 2 Normative references  |
| 3 Terms and definitions |
| 4 Service requirements  |
| 4.1 General             |

### Foreword

This standard was drafted in accordance with the rules given in GB/T 1.1-2009.

This standard is proposed and managed by the National Certification and Accreditation Administration.

This standard was drafted. Shanghai Institute of Quality Management Science, Shanghai Quality System Audit Center, Shanghai Beiheng Testing Technology Co., Ltd.

Yuancheng Logistics Co., Ltd., Zhejiang Guanghang Logistics Co., Ltd.

### Introduction

At present, the transition from "industrial economy" to "service economy" has become the economic development direction of various countries. Among them, the producer service industry is involved because of it.

Many links in agriculture, industry and other industries have the characteristics of strong professionalism, active innovation, high degree of industrial integration, and obvious support and driving effects.

It has become the top priority of the development of service industries in all developed countries, and it is also the commanding height of the global industrial competition strategy that countries compete for.

As a typical productive service industry, logistics services bear the important role of material circulation in the national economy similar to the "blood circulation".

Among them, B2B urban distribution services often serve as the end of the entire cross-regional logistics service, carrying the "end microcirculation" in the blood circulation.

The "ring" function is directly oriented to customers, so the B2B city distribution service

largely determines the timeliness and security of the entire logistics service.

And functionality, which influences the pros and cons of customer experience perception, is therefore one of the most important links in logistics services. Reform and opening up for more than 30 years, China's urban logistics service industry has achieved considerable development and its service capabilities have been continuously improved. But compared with developed countries, industry and society versus cities the general feeling of distribution service is still that the overall service level is not high, mainly as follows. the problem of poor timeliness of distribution in the central city area is prominent, and the damage is caused.

The phenomenon of cargo spread is more common and the overall operation efficiency is not high. China attaches great importance to the healthy development of urban distribution logistics, in the "Chinese people" the Outline of the Thirteenth Five-Year Plan for National Economic and Social Development of the Republic clearly states that "promoting the professionalization of productive services" Exhibition of third-party logistics and green logistics, cold chain logistics and urban and rural distribution." the conformity assessment system, as a common international trade rules and practices, has passed the management system certification and product certification in China for more than 30 years.

Practice testing has proven that it can effectively enhance corporate management capabilities and market competitiveness, effectively improve corporate management, and thus enhance products and services.

Quality of service. By certifying this conformity assessment activity, it is able to convey information on quality, competence and credit to consumers and guide consumption choices.

Guide the upgrading of consumption structure and stimulate market vitality.

This standard aims to establish B2B urban distribution service requirements through the means of service certification, and improve China's urban distribution industry.

Service quality and service level promote social harmony. This standard breaks through the traditional way of specifying service requirements by management indicators, according to B2B.

The contact characteristics of urban distribution services, including B2B city from consulting services, order services, operation services, delivery services, information services, etc.

The city's distribution service certification requirements, as well as the certification requirements for its service management.

B2B city distribution service certification requirements

## 1 Scope

This standard specifies the consulting services, order services, operation services, and delivery services for B2B (business-to-business) city distribution services.

Certification requirements for services and information services and service management.

This standard applies to organizations engaged in B2B city distribution services and their branches.

- a) conduct self-evaluation and self-declaration;
- b) seek confirmation from the relevant parties (such as industry associations) of the organization for their compliance;
- c) Seek external organizations to certify their service capabilities.

B2B city distribution services covered by this standard do not include. special requirements for dangerous chemicals, cold chain foods/items and monopoly commodities.

Delivery service.

## 2 Normative references

The following documents are indispensable for the application of this document. For dated references, only dated versions apply to this article.

Pieces. For undated references, the latest edition (including all amendments) applies to this document.

GB 1589 Car, trailer and car train profile size, axle load and mass limit GB 17691 Vehicle Compression Ignition, Gaseous Fuel Ignition Engine and Vehicle Exhaust Dye Emission Limitation and Measurement Method (China III, IV, V stage) GB/T 18354-2006 Logistics terminology GB/T 24421 (all parts) Service Industry Organization Standardization Work Guide GB/T 50280-1998 Basic terminology standard for urban planning JT/J020 City Distribution Logistics Vehicle Operation Technical Specifications JT/T 198 Road transport vehicles technical grade division and assessment requirements

## 3 Terms and definitions

The terms specified in GB/T 18354-2006, GB/T 50280-1998 and the following terms and definitions apply to this document.

Urban planning area Other areas of urban urban areas, suburban areas, and other administrative areas of the city that require planning control due to urban construction and development.

[GB/T 50280-1998, definition 3.0.5] 3.2 City distribution urbandistribution in the urban

planning area, according to customer requirements, the goods are sorted, processed, packaged, divided, assembled, etc., and delivered on time.

Location logistics service activities.

**Note:** Rewrite GB/T 18354-2006, definition 2.13.

#### **4.1 General**

The evaluation of consulting services, order services, operation services, delivery services and information services for B2B city distribution services shall be based on