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

YC/T 439-2012

**Specification of cigarettes delivery service for tobacco
commercial enterprises
(English Translation)**

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Foreword

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

This standard was proposed by the State Tobacco Monopoly Bureau.

This standard by the National Standardization Technical Committee on Tobacco Logistics Technical Committee (SAC/TC144/SC9) centralized.

This standard was drafted. Xuzhou City, Jiangsu Province, tobacco companies, China National Tobacco Corporation, Jiangsu Province.

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Introduction

As further promote the reform of the tobacco industry, commercial enterprises of logistics service system has also undergone a significant change, the original grass-roots units and Self-distribution delivery mode gradually centralized management, combines unified and separate alternative delivery mode, in order to adapt to the changing situation, unified service standards, Provide no difference for the retail customer service standard is formulated.

This standard GB/T 15624.1 "Service Guide for standardization - Part 1. General" as guidance, extension and refinement of the YC/T 206 "Cigarette sales network business norms", YC/T 261 "tobacco industry cigarette distribution center job specification" service requirements.

Cigarette tobacco commercial enterprise delivery service specification

1 Scope

This standard specifies the cigarette distribution center direct delivery to retail customers through the transfer station or delivery to retail customers process needs Compliance requirements, including basic service requirements, service organizations, service quality, implementation services, carrier services, security services, and health and environmental protection the interests of retail customers, service monitoring and service evaluation.

This standard applies to the use of sorting the home, home delivery mode and delivery service functions with a cigarette tobacco commercial enterprises.

2 Normative references

The following documents for the application of this document is essential. For dated references, only the dated version suitable for use herein Member. For undated references, the latest edition (including any amendments) applies to this document.

GB/T 4122.1 Packaging - Terminology - Part 1. Basic GB/T 18354 Logistics term YC/T 262-2008 tobacco industry logistics documents YC/T 305-2009 cigarette tobacco commercial enterprise logistics distribution center service standards YC/T 309-2009 tobacco industry visual identification system YC/T 398 commercial enterprises of tobacco cigarette distribution center site management practices

3 Terms and Definitions

GB/T 4122.1, GB/T 18354, the terms and definitions in YC/T 261 defined apply to this document.

4 Basic requirements

4.1

media delivery service cigarette cigarettes, promotional items and other retail and customer service-related items on the delivery service media should Performed to confirm receipt.

4.2

cigarette end customer delivery service is holding the tobacco monopoly retail license cigarette retail customers, and specific implementation staff is deliveryman Driver.

4.3

delivery to retail customers shall cigarette State Tobacco Monopoly Bureau "to bar coding" requirements, conduct a code setting out the relevant information.

4.4

Delivery service only basis, cigarette retail customers and courier check cigarettes, goods, money is "cigarette distribution list." 4.5 point to establish trust Depot tobacco commercial enterprises should be established to take delivery point entrust management practices, strengthen supervision and management, periodic assessment, the establishment of lead the exit mechanism, entrusted to take the point of delivery shall be controlled and compliance with this standard.

5.1 Delivery service organization, job responsibilities and authority

Organization, job responsibilities and authority associated with cigarette delivery service include at least the following.

Administrations a) tobacco cigarette commercial enterprise distribution center is to carry out service delivery cigarette, distribution center delivery unit