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**Service assurance technical requirement for
electronic commerce platform**

电子商务平台服务保障技术要求

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Service assurance technical requirement for electronic commerce platform

1 Scope

This Standard specifies the transaction process assurance and basic assurance technical requirements for electronic commerce platform.

This Standard applies to the planning and implementation of the service assurance of electronic commerce platform.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition dated applies to this document. For undated references, the latest edition of the referenced documents (including all amendments) applies to this document.

GB/T 2887, *General specification for computer field*

GB/T 20270, *Information security technology – Basis security techniques requirement for network*

GB/T 20281, *Information security technology – Security technical requirements and testing and evaluation approaches for firewall*

GB/T 20988, *Information security technology – Disaster recovery specifications for information systems*

GB/T 22080, *Information technology – Security techniques – Information security management systems – Requirements*

GB/T 28827.1, *Information technology service – Operations and maintenance – Part 1: General requirements*

GB/Z 28828, *Information security technology – Guideline for personal information protection within information system for public and commercial services*

- a) data acquisition: supporting the functions such as online fill-out and uploading corresponding documentary evidences, to fulfill the acquisition of subject's real information in the process of an electronic commerce transaction. The information acquired shall include but not limited to:
 - 1) subject registration information, including basic information, subject identity information and so on;
 - 2) license information, including the information of relevant administrative licenses or selling authorization licenses which are necessary for selling goods or providing services;
 - 3) contact information, including the information of detailed address, contact telephone, e-mail and so on.
- b) Information authentication: providing the functions such as online inquiry, background authentication, and examining the related transaction activity information by means of digital signature, digital certificate, etc.
- c) information announcement: by means of image insertion or web page linkage, realizing the announcement of the qualification information such as license information, registration information, in prominent positions.

5.1.2 Product service assurance

5.1.2.1 Product information description

Electronic commerce platform shall have the function of describing the information of products sold clearly, including:

- a) the function of product information modelling shall at least include:
 - 1) general information module, supporting the function to describe the information entities such as the basic information, corporate information, contact information and so on of products sold, and the information elements such as product name, brand, place of origin, corporate name, contact telephone, etc.;
 - 2) special information module, supporting the function to describe the characteristic information entities and information elements of products sold.
- b) the function established by the product information description methods: supporting the establishment of the related descriptive methods of basic attributes, data types and formats, etc. of product information entities and information elements. For the detailed descriptive methods, refer to the requirements in relevant national standards such as GB/T 32670 and GB/T 33989.

5.1.2.2 Product quality assurance

Electronic commerce platform shall ensure the safety and convenience of order payment, its requirements including but not limited to:

- a) it shall provide multiple optional payment methods and payment means through all kinds of interfaces;
- b) it shall support the access to the payment processes, payment reminders, payment instructions, etc. through the technologies such as image insertion and web page linkage;
- c) it shall support the notification function with the methods such as SMS and E-mail at the same time when the payment is completed;
- d) it shall preferably support the real-time verification function for the on-line payment processes;

5.3 After-transaction requirements

5.3.1 Logistics distribution

Electronic commerce platform shall provide service guarantee for the logistics distribution of the products sold, its requirements including but not limited to:

- a) it shall support the information display function of the whole distribution process of the goods sold in the order page, the content of information including but not limited to delivery information, transportation information, dispatching information, receiving information, etc.;
- b) it shall provide the consumers the evaluation function module of logistics distribution services;
- c) for those electronic commerce platforms which provide self-operated logistics distribution services, the requirements for them include:
 - 1) the message notification function, which supports sending relevant information, such as delivery, transportation, dispatching, receiving, etc., by means of the technologies, such as E-mail, SMS and telephone;
 - 2) the receiving confirmation function module, which preferably provide a receiving confirmation function combining the on-line and off-line ways.

5.3.2 After-sale services

5.3.2.1 Goods return or replacement service

Electronic commerce platform shall have the goods return or replacement service, its requirements including but not limited to:

- c) it shall allow the consumers to set limits and authorize the use right and use range of their personal information;
- d) it preferably provides the details whether personal information is protected, where the protection of the consumers' personal information shall be as specified in GB/Z 28828;
- e) electronic commerce platform shall follow their information protection principles in the service processes including payment and distribution;
- f) the consumers' information stored by electronic commerce platform shall be processed by encryption. It shall only be used in the transactional process occurring on the electronic commerce platform, and shall be as specified in relevant laws and regulations such as the *Cybersecurity Law of the People's Republic of China* and the *Provisions on Protecting the Personal Information of Telecommunications and Internet Users*;
- g) the relevant interfaces of electronic commerce platform shall provide the functions form the consumers to change, delete, cancel, etc. their personal information.

6.1.2 Network fundamental security

The network fundamental security of electronic commerce platform shall be as specified in GB/T 20270.

6.1.3 Interface security

The interface of electronic commerce platform shall include the marking-accounting interface, the product purchase-sell-stock circulation interface, the subject identity authentication interface, the logistics distribution interface, the payment service provider interface; their openness shall be as specified in the security requirements for relevant interfaces.

6.2 Platform environmental requirements

The requirements for the environment of electronic commerce platform shall include but not limited to:

- a) the design of the machine rooms shall be as specified in GB/T 2887;
- b) the operating systems and databases shall meet the requirements for the operation of electronic commerce platform;
- c) the backup software shall ensure the completeness of the backup data. it shall support multiple backup methods such as increment, differential, on-line, off-line, etc. as well as multiple checking methods such as byte parity and fast tape scanning. It shall have the management capability of the backup media;

- a) it shall establish a related mechanism to provide the comprehensive management of operation and maintenance for the objects, including electronic commerce platform, application system, services, resources, etc., and the specific measures shall be as specified in GB/T 28827.1;
- b) it supports using the technologies, such as telephone, SMS, platform SMS, associated social communication software and E-mail, and establish an informationalized receiving mechanism of the relevant requests and records for the users of electronic commerce platform;
- c) it shall classify the services requested by the users of the platform in terms of the whole process links and fundamental guarantee of transactions, and establish a classified handling mechanism;
- d) the supervision service handles the process of relevant matters, and establish a corresponding supervisory handling mechanism;
- e) it shall support using the technologies, such as telephone, SMS, platform SMS, associated social communication software and E-mail, call back to know about the handling and implementation of the requests received, and establish a call-back feedback mechanism;
- f) it shall use the methods, such as reporting, alarming, statistical analysis and tracing of complaints, and establish a complaint management mechanism;
- g) it shall clarify the requirements for the management and technology in terms of operating procedures, emergency response, routine maintenance, custody of software and hardware files, information privacy, access management, etc., and establish a security mechanism;
- h) electronic commerce service providers shall provide an evaluation system to evaluate the quality of services.

6.4.2 Personnel requirements

Electronic commerce platform shall establish a corresponding operation, maintenance and management mechanism; provide staff in terms of technology, services, management, etc., the number of personnel as required by the actual business requirements; the requirements shall include but not limited to:

- a) they shall abide by the national laws and regulations as well as all the rules and regulations and professional ethics required for their posts;
- b) they shall have the security secrecy consciousness and have the emergency response capabilities;

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Contact: Wayne Zheng, Sales@ChineseStandard.net

Linkin: <https://www.linkedin.com/in/waynezhengwenrui/>

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