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**Logistics public information platform service quality
requirements and evaluation**

物流公共信息平台服务质量要求与测评

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Logistics public information platform service quality requirements and evaluation

1 Scope

This Standard specifies the types, service quality requirements and service quality evaluation of logistics public information platform.

This Standard is applicable to the service and evaluation of logistics public information platform.

2 Normative references

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

GB/T 18354, *Logistics terms*

3 Terms and definitions

For the purposes of this document, the terms and definitions defined in GB/T 18354 as well as the followings apply.

3.1 logistics public information platform

An information platform that provides resource sharing services such as logistics information, technology, and equipment based on computer communication network technology.

[GB/T 18354-2006, definition 5.37]

4 Types of logistics public information platform

The logistics public information platform can be classified into the following types:

- Information-based type: an information-based platform that provides services such as the collection, processing, and release of relevant

recovery to ensure the integrity and security of data and information.

5.2 Platform management

The logistics public information platform shall set up corresponding management agencies to be responsible for the planning, construction, operation and maintenance of the platform and shall meet the following requirements:

- corresponding management system shall be established according to service content, including not are not limited to rules of use, operation management system, information security and management system, complaint management system;
- it shall guarantee the normal operation of various software and hardware facilities in the platform. Facilities such as fire protection, sanitation and security are in a normal state, and the platform shall be routinely maintained on a regular basis;
- it shall, according to the relevant regulations and requirements of the national information security level protection system, implement technical measures for Internet security protection, conduct real-time monitoring of system operating conditions according to law, maintain the normal operation of the platform and handle network security incidents in time.

5.3 Customer agreement

The logistics public information platform shall sign an agreement with customers to clarify the rights and obligations of both parties, liability for breach of contract, dispute resolution, protection of personal information, security, etc. The agreement:

- shall comply with the laws, regulations and rules; in accordance with the principle of fairness, determine the rights and obligations of both parties to the transaction; significantly draw customer's attention to terms that have a significant stake in customer;
- shall not make unfair or unreasonable provisions on customers in the form of contract format clauses that shall exclude or limit customer rights, reduce or relieve platform liability, increase customer liability.

5.4 Business operation services

The business operation of logistics public information platform shall:

- include but not limited to customer training, customer process management, business dispute resolution;

information such as member's identity information, corporate qualifications, resources such as vehicles and storage, and service capabilities; member information is kept for at least two years from the date of its last login;

- truthfully record the authenticity of the platform's customer information, transaction performance and comprehensively evaluate the user's credit level;
- there are measures to restrict access to severely dishonest customers;
- publicize the customer credit on the platform.

5.8 Business risk and emergency management

The logistics public information platform shall run business risk and emergency management throughout the entire process of service:

- analyze and identify potential risks; formulate corresponding emergency plans for different risk types;
- in the event of an accident, emergency measures shall be taken in time; proactively communicate with customers or handle as agreed in the contract.

6 Service quality requirements for different type of logistics public information platform

6.1 Information-based type

6.1.1 General requirements

The information-based platform shall provide services such as display and query of logistics-related information and shall be able to provide an information publishing interface for a third party.

The information-based platform shall truthfully describe when it publishes information. There shall be no false publicity and false representation. If false information is found, it shall be corrected and notified in time.

The information-based platform shall implement the information inspection system for the information published on the platform. It shall not produce, copy, publish, or disseminate any content prohibited by laws and regulations.

6.1.2 Release of logistics business information

- shall track the implementation of transactions; for the cargo loading business, it shall build a cargo tracking system to enable customers to instantly check the status and location of goods; for storage resource matching business, it shall provide information on cargo status and other information to customers in time;
- shall electronically exchange, process and manage the credentials and documents generated during the transaction;
- shall coordinately handle the disputes between the supplier and the purchaser during the transaction;
- keep the transaction information for at least two years from the date of the transaction.

6.3 Technical service type platform

The technical service type logistics public information platform can provide system, data and solution services. The services provided shall meet the following requirements:

- those that provide services by providing hardware shall have high reliability, stability, and online rate, and establish a normalized maintenance mechanism;
- those that provide services through software shall provide agreed technical support services;
- those that provide data service shall provide accurate and reliable data.

6.4 Government affairs service and regulatory service type platform

The services provided by the government affairs service and regulatory service type platform shall meet the following requirements:

- shall be easy to operate and user-friendly, easy for enterprises to access and use;
- shall provide status information data on services and the regulatory process, such as customs declaration, customs release, customs clearance.

6.5 Comprehensive type platform

The comprehensive type platform shall meet the service quality requirements for corresponding type platform.

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