



PROPOSAL FOR A NEW FIELD OF TECHNICAL ACTIVITY

PROPOSER:

Standardization Administration of the People's Republic of
China (SAC)

DATE OF CIRCULATION:

2025-04-02

CLOSING DATE FOR VOTING:

2025-06-25

A proposal for a new field of technical activity shall be submitted to the Office of the CEO (to tmb@iso.org), which will process the proposal in accordance with [ISO/IEC Directives, Part 1, Clause 1.5](#).

Furthermore, a proposal will be considered as complete if every information field is complete and follows the guidelines for proposing and justifying a new field of activity given in the [ISO/IEC Directives, Part 1, Annex C](#).

TITLE

(Please see the [ISO/IEC Directives, Part 1, Annex C, Clause C.4.2](#))

Express Delivery (Courier Services) ¹

SCOPE

(Please see the [ISO/IEC Directives, Part 1, Annex C, Clause C.4.3](#))

The standardization of operations, services, and management in the completion of express delivery services from the sender to the addressee. The term "express delivery" refers to the delivery activities completed by express delivery companies within the agreed time limits, primarily involving the delivery of letters and parcels to consumers to meet their delivery service needs. It excludes universal postal service obligations, postal products, and EMS.

It includes but not limited to:

- Frameworks, principles, and terminology of express delivery;
- Operational requirements for express delivery from the sender to the addressee;
- Quality of express delivery services, safety requirements, and evaluation methods;
- Guidelines for the application of new technologies in the express delivery industry.

The scope of the proposed TC does not cover the standardization covered by ISO/TC 122 (Packaging), ISO/TC 315 (Cold chain logistics), ISO/TC 321 (Transaction assurance in E-commerce), and ISO/TC 344 (Innovative logistics).

Note 1: Letter items include letters, correspondence, documents, certificates, securities, commercial contracts, customs declaration documents and other items sent in the form of a letter.

Note 2: Parcel items include personal belongings, gifts, online shopping products, items sold by individuals, government-apportioned supplies in emergency situations, test samples, and items sold by businesses.

PURPOSE AND JUSTIFICATION (Please use the field immediately below or attach an annex.)

(Please see the [ISO/IEC Directives, Part 1, Annex C, Clause C.4.13](#))

¹ Some countries and organizations use Courier Services as express delivery.

The Central Product Classification (CPC 75121) of the United Nations Statistics Division (UNSD) defines the courier services as the services consisting of pick-up, transport and delivery services, whether for domestic or foreign destinations of letters, parcels and packages, rendered by courier and using one or more modes of transport, other than by the national postal administration (please see Annex 1 for CPC 751 of UNSD). This concept is referenced by the World Trade Organization (WTO) and the United States of America, the European Union, Japan, and China have similar definitions.

The "express delivery" in the proposed Technical Committee (TC) refers to the delivery activities completed by express delivery companies within the agreed time limits, primarily involving the delivery of letters and parcels to the consumers to meet their delivery service needs. Express delivery excludes universal postal service obligations, postal products and EMS (The agreement with the UPU has been reached, please see Annex 2).

Express delivery has the following features: 1. Primarily delivering letters and parcels; 2. Service processes encompassing pick-up, sorting, transportation, and delivery, with one or multi-modal transportation; 3. Emphasis on completion as per the agreement between the sender and the express delivery company; 4. Accurate delivery to the addressee based on agreed address.

The express delivery business process is shown in Figure 1.

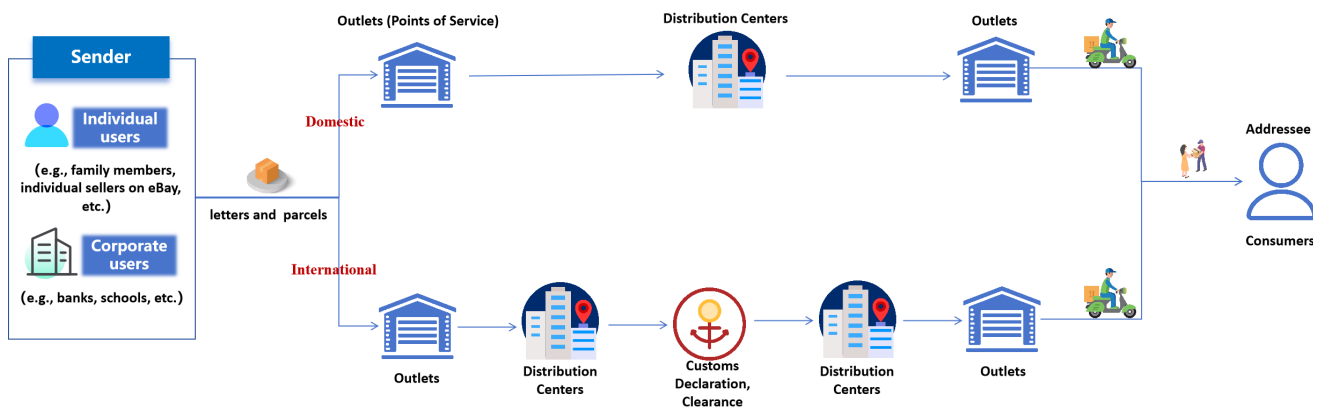


Figure 1 - Flow Chart of Express Delivery Business

In recent years, although the express delivery sector has been affected by high inflation, geopolitical tensions and the epidemics, countries and enterprises have responded positively, implemented the effective policies, built a strong network, enhanced capacity, explored innovations to achieve synergies, and expanded space. **In terms of global development**, the global express delivery market shows a good development trend, and plays an important role in serving production, promoting consumption and facilitating the circulation. **In terms of regional development**², the development of different regions is still uneven. In 2022, the Asia-Pacific region ranked first in terms of the express delivery business volume, accounting for 73% of the world; North American region ranked second, with the business volume accounting for 12.2% of the world; the share of Europe's business volume was lower than the Asia-Pacific region and North America, and the volume in the Middle East, Latin America and Africa was relatively small. In 2023, China's express delivery business volume reached 132 billion items, with a 10-year average annual business growth rate of 30.5%, fully demonstrating the vitality and resilience of express delivery industry. **From the perspective of enterprise development**, UPS, DHL, FedEx, SF Express and other enterprises provide express delivery services all over the world. For instance, UPS has established a number of intercontinental aviation hubs in the United States, Europe, Asia, Canada and Latin America, with domestic parcels, international parcels and other business segments. In 2023, its business volume exceeded 5.5 billion items and it realized an operating profit of US\$ 9.1 billion³. In 2023, SF Express provided international and domestic express delivery services to 202 countries and regions around the world, owned and leased 103 all-cargo planes, operated 152 domestic and international flight routes, connected 65 international airports, and completed a business volume of 11.9 billion items⁴.

In recent years, the global cross-border e-commerce has maintained a rapid development trend, and some regions are experiencing explosive growth. Most of the items in cross-border e-commerce do not have a large weight per piece, but

² From Global Express Development Report 2023, the Development & Research Center of the State Post Bureau of the People's Republic of China.

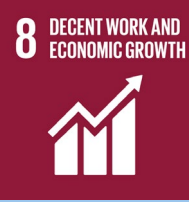
³ Data Sources: UPS 2023 Annual Report.

⁴ Data Sources: SF Express 2023 Annual Report.

have high requirements for time limit. Express delivery companies can provide manufacturers and consumers with convenient door-to-door delivery services, visualized tracking services, fast delivery speed, which has well met the B2C and C2C service needs. Therefore, the development of express delivery has become an important carrier to support the development of global cross-border e-commerce. In the coming period, the global cross-border e-commerce will show new characteristics such as digital, intelligent, green and integrated development, which will place higher demands on the express delivery industry and drive its development in terms of coverage and depth.

Among the 17 United Nations Sustainable Development Goals (SDGs), the express delivery industry is a major contributor to the achievement of 8 of them, as shown in Table 1.

Table 1 Specific Manifestations of the Contribution of Express Delivery to the Achievement of the UN SDGs

UN SDGs	Contribution
 1 NO POVERTY	Through express delivery, agricultural products from rural areas can be sold more quickly to cities and villages where they are not produced, providing more employment opportunities in rural areas and increasing farmers' incomes.
 5 GENDER EQUALITY	With the development of express delivery, express delivery operators pay more attention to gender equality and take measures to provide equal employment opportunities and labor remuneration for employees of different genders.
 7 AFFORDABLE AND CLEAN ENERGY	Promote the adoption of clean energy and energy-saving technologies by express delivery operators, optimize delivery routes and modes of transport, improve transportation efficiency, and reduce carbon emissions and energy consumption of society at large.
 8 DECENT WORK AND ECONOMIC GROWTH	The development of express delivery has provided decent jobs for people of different ages, education levels, family growth environments and personal experiences. The express delivery connects regions and markets, facilitates the flow of goods and services, accelerates the process of goods from production to consumption, and contributes to economic prosperity and inclusive growth.
 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	The express delivery is technology-intensive, promotes the construction and improvement of warehouses, transportation networks, information platforms and other infrastructure, and drives industrial transformation and upgrading and innovative development.
 10 REDUCED INEQUALITIES	Express delivery can play a better role in the transmission of information, the delivery of goods and the circulation of funds, thus narrowing the gap between production, exchange, distribution and consumption, and enabling rural and urban areas to enjoy a unified market and reducing inequalities.

	Encourage express delivery operators to better fulfil their social responsibility, promote the standardized, recyclable, reduced and harmless use of express delivery packaging, and reduce the waste of resources.
	Express delivery has become an important force for climate action by optimizing delivery routes, promoting the use of clean energy and enhancing public awareness of environmental protection through innovations in technology and business models.

Along with the rapid development of express delivery, there are also challenges such as insufficient service capabilities, low policy synergy, and uneven application of technological innovation, affecting the service experience of consumers. In the face of the various problems and challenges in the development of express delivery, standardization is an important means to solving problems, responding to challenges, and improving the capacity and level of express delivery, which is specifically manifested in the following five aspects, as shown in Figure 2.

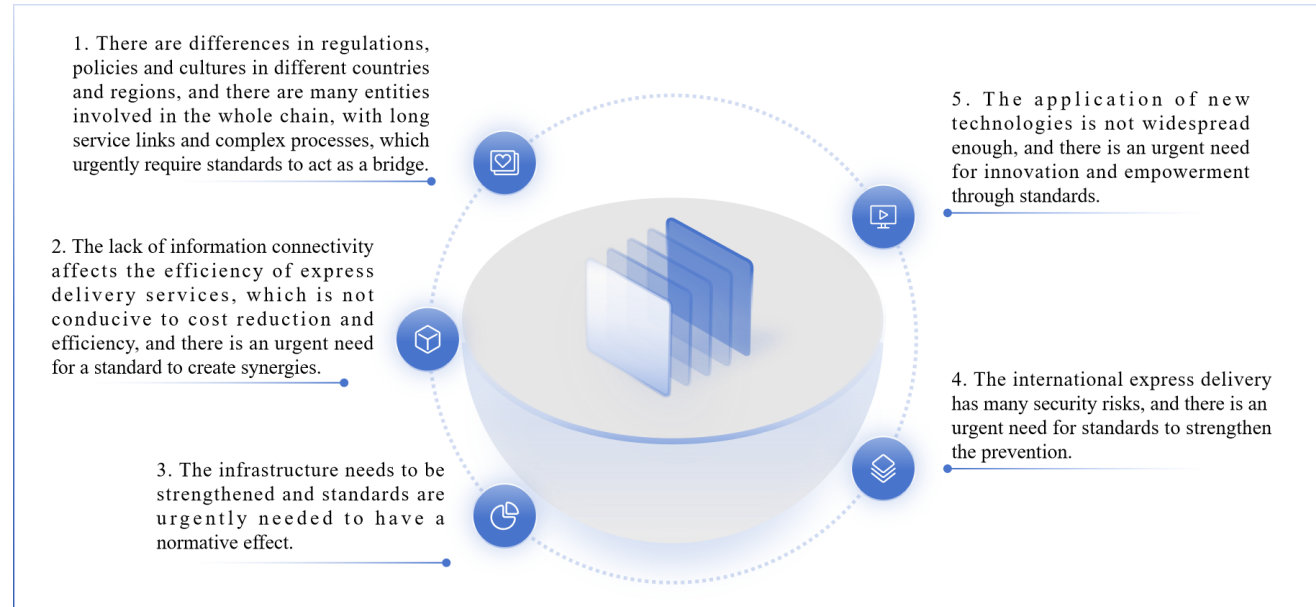


Figure 2 Specific Manifestations of the Need for International Standardization of Express Delivery

The establishment of an international TC on express delivery can enrich the scope of the ISO Technical Committee on Standardization, which is conducive to leading the standardization of global express delivery services, effectively supporting the development of global cross-border e-commerce, and contributing to the achievement of the UN SDGs.

PROPOSED INITIAL PROGRAMME OF WORK (Please use the field immediately below or attach an annex)
Please see the [ISO/IEC Directives, Part 1, Annex C.4.4 and C-4.5](#))

For each item, the initial work programme shall define the deliverable type and target dates. The initial work programme shall also assign priorities to the different items.

1. Standard Title: Express delivery terminology

Deliverable type: international standards
Target date: launch after the establishment of the TC
Priority level for standards development: top

Note: The express delivery terminology focuses on terms essential to the express delivery industry, important and potentially ambiguous in the express delivery, and those that have been defined in relevant international standards but are not fully applicable to the express delivery and require necessary modifications.

2. Standard Title: Express delivery framework or basic principles

Deliverable type: international standards
Target date: launch after the establishment of the TC
Priority level for standards development: top

Note: The standard will clarify the basic requirements for cross-border express delivery, and include essential conditions for providing express delivery services, as well as processes such as pick-up and delivery, transportation and transfer, customs clearance, and track and trace.

3. Standard Title: Basic requirements for cross-border express delivery

Deliverable type: international standards
Target date: to carry out the application and development of standards project after the establishment of the TC.
Priority level for standards development: top

Note: The standard will specify the basic requirements for cross-border express delivery.

4. Standard Title: Quality and Evaluation Methods for Express Delivery Services

Deliverable type: international standards
Target date: launch in due time according to market demand
Priority level for standards development: medium

Note: The standard will specify internationally recognized quality and evaluation methods for express delivery services, with quality aspects encompassing service time limit, delivery accuracy, information tracking and inquiry requirements, and service dispute resolution.

5. Standard Title: Safety Requirements and Evaluation Methods for Express Delivery Services

Deliverable type: international standards
Target date: launch in due time according to market demand
Priority level for standards development: medium

Note: The standard will outline internationally recognized safety requirements and evaluation methods for express delivery services, providing evaluation tools for enterprises, government departments, and consumers.

6. Standard Title: Guide to the application of new express delivery technology

Deliverable type: international standards
Target date: launch in due time according to market demand
Priority level for standards development: medium

Note: The standard aims to promote the use of new technologies in the field of express delivery in light of express delivery application scenarios.

RELATION OF THE PROPOSAL TO EXISTING INTERNATIONAL STANDARDS AND ON-GOING STANDARDIZATION WORK

☒ The proposer has checked whether the proposed scope of the new committee overlaps with the scope of any existing ISO or IEC committee or JTC1 sub-committee

☒ If an overlap or the potential for overlap is identified, the affected committee has been informed and an agreement has been reached between proposer and committee on
i. modification/restriction of the scope of the proposal to avoid overlapping,

After consulting with ISO/TC321 and ISO/TC344, the scope of the proposed TC has been revised to avoid overlapping.

ii. potential modification/restriction of the scope of the existing committee to avoid overlapping.

☐ If agreement with the existing committee has not been reached, please explain why the proposal should be approved.

The proposed express delivery TC is significantly different from the existing TCs:

The scope of ISO/TC 344 "Innovative logistics" is the standardization of services, techniques and management in the field of logistics, specifically including the process of distributing goods from manufacturer or distributor to regional hub, distribution center, and ultimately to businesses such as urban retailers. The proposed express delivery TC primarily focuses on the delivery of letters, packets, and parcels to consumers. Its scope does not overlap with that of ISO/TC 344 (please see Annex 3 for details).

The scope of ISO/TC 315 "Cold chain logistics" is the standardization in the field of cold chain logistics. The vast majority of items delivered by express delivery do not require temperature control, and the proposed express delivery TC focuses on the delivery in non-cold chain environments, which has been excluded from the scope of TC 315.

The scope of ISO/TC 321 "Transaction assurance in E-commerce" is the standardization in the field of "transaction assurance in e-commerce related upstream/downstream processes", including the assurance of e-commerce delivery to the final consumer. While express delivery services support e-commerce, the proposed express delivery TC focuses exclusively on the express delivery itself, thus avoiding any overlap with the scope of ISO/TC 321.

In summary, the existing ISO/TC cannot cover the scope of The proposed express delivery TC, nor can it do so by extending the scope of the existing TC, and therefore the establishment of a new ISO/TC is necessary and appropriate.

☐ Have proposals on this subject been submitted into an existing committee and rejected? If so, what were the reasons for rejection?

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LISTING OF RELEVANT DOCUMENTS (SUCH AS STANDARDS AND REGULATIONS) AT INTERNATIONAL, REGIONAL AND NATIONAL LEVEL

(Please see the [ISO/IEC Directives, Part 1, Annex C, Clause C.4.6](#))

UPU S10 Identification of postal items - 13 Character identifier
UPU S67 Postal item label
CEN/TS 17073:2020-Postal Services - Interfaces for Cross Border Parcels
CEN/TS 17073:2020 (= UPU S67) Postal services - Interfaces for cross border parcels
EN 15472:2006 Postal services - Method for measurement of parcel transit time for cross-border parcels within the European Union and EFTA using Tracking and Tracing
EN 14012:2019 -Postal Services - Quality of Services - Complaints Handling Principles
EN 17837:2023 Parcel Delivery Environmental Footprint: Methodology for calculation and declaration of GHG emissions and Air pollutants of parcel logistics delivery services
Korea National Standard KSS2009-1-2018 Express Delivery Services Part I Process
KSS2009-2-2018 Express Delivery Services Part II Infrastructure
FedEx and UPS ANS MH10.8.6-2013 American National Standard Bar codes and two-dimensional (2D) symbols for product packaging
DHL Express Service & Rate Guide 2024
China GB/T 27917.1-2023 Express Service-Part I: Basic Terminology
China GB/T 27917.2-2023 Express Service-Part II: Organizational Requirements
China GB/T 27917.3-2023 Express Service-Part III: Service Procedures
ISO 19160-4:2023 Addressing — Part 4: International postal address components and template language

LISTING OF RELEVANT COUNTRIES WHERE THE SUBJECT OF THE PROPOSAL IS IMPORTANT TO THEIR NATIONAL COMMERCIAL INTERESTS

(Please see the [ISO/IEC Directives, Part 1, Annex C, Clause C.4.8](#))

Australia, Brazil, China, France, Germany, Japan, Korea, Norway, Switzerland, UK, USA, Egypt, India, Indonesia, Kazakhstan, Malaysia, Netherlands, Pakistan, Saudi Arabia, Singapore, UAE

LISTING OF RELEVANT EXTERNAL INTERNATIONAL ORGANIZATIONS OR INTERNAL PARTIES (OTHER THAN ISO AND/OR IEC COMMITTEES) TO BE ENGAGED AS LIASONS IN THIS WORK
(Please see the [ISO/IEC Directives, Part 1, Clause C.4.9](#))

Global Organizations: Universal Postal Union (UPU) and its Consultative Committee (UPU CC)

ISO internal TCs: ISO/TC 344 (Innovative logistics), ISO/TC 315 (Cold chain logistics), ISO/TC 321 (Transaction assurance in E-commerce), ISO/TC 20/SC 16 (Uncrewed Aircraft Systems), ISO/TC 122/SC 3 (Performance requirements and tests for means of packaging, packages and unit loads (as required by ISO/TC 122)

IDENTIFICATION AND DESCRIPTION OF RELEVANT AFFECTED STAKEHOLDER CATEGORIES
(Please see [ISO Connect](#))

	Benefits/Impacts/Examples
Industry and commerce – large industry	The standardization of express delivery can help large enterprises optimize their business management, improve their overall operational efficiency, reduce operational costs, improve service quality and competitiveness, and expand their business scope by establishing good cooperative relationships with other enterprises. These enterprises include express delivery enterprises, equipment manufacturers, e-commerce enterprises, etc..
Industry and commerce – SMEs	The standardization of express delivery can normalize the competitive order of the express delivery market, lower the market access threshold for SMEs, and create equal conditions and opportunities for SMEs. These enterprises include express delivery enterprises, equipment manufacturers, e-commerce enterprises, etc..
Government	The standardization of express delivery can improve the regulatory efficiency of government departments, promote fair competition in the market, encourage express delivery operators to improve service quality, protect the legitimate rights and interests of consumers, encourage enterprises to adopt advanced technology for service innovation, and promote the development of global express delivery innovation. This includes government administrations and regulatory agencies at all levels.
Consumers	The standardization of express delivery can provide consumers with convenient services, enable them to enjoy the convenience of express delivery, enhance consumer confidence and promote the improvement of consumption. All types of consumers are involved.
Labour	The standardization of express delivery can provide a large number of employment opportunities for workers, upgrade their skills, diversify employment forms, increase their income sources and improve labor relations. These include express delivery enterprises, equipment manufacturers, e-commerce enterprises, etc..

Academic and research bodies	The standardization of express delivery can promote research institutes to more comprehensively understand and capture the overall situation and development trend of express delivery, and better carry out related academic research work. These include universities and colleges, research institutes, and scientific and technological alliances.
Standards application businesses	The standardization of express delivery, through the evaluation of express delivery quality, enables express delivery enterprises, equipment manufacturers, e-commerce enterprises, etc. to understand their overall position in the global express delivery, take the "benchmark" enterprises as the targets, and formulate their own strategic development goals.
Non-governmental organizations	The standardization of express delivery can help associations, unions and other non-governmental organizations to understand the global development of express delivery, the level of development of the international and domestic express delivery market, guide enterprises to carry out healthy competition and promote the healthy development of express delivery. These organizations include express delivery associations, consumer associations, etc.
Other (please specify)	The standardization of express delivery can promote the integration of express delivery and e-commerce, help e-commerce enterprises develop more markets, and break the geographical limitations; promote the integration of express delivery and manufacturing industry, help manufacturing enterprises achieve cost reduction and increase efficiency, as well as promote industrial products to the countryside; promote the integration of express delivery and rural development, facilitate the circulation of agricultural products, and promote the industrial products to the countryside and the agricultural products to cities. They include manufacturing enterprises, e-commerce enterprises, producers and sellers of agricultural products.

EXPRESSION OF LEADERSHIP COMMITMENT FROM THE PROPOSER

(Please see the [ISO/IEC Directives, Part 1, Annex C, Clause C.4.12](#))

SAC is willing to take up the secretariat if the proposal is approved.

- ☒ **The proposer confirms that this proposal has been drafted in compliance with iso/iec directives, part 1, annex c**

SIGNATURE OF THE PROPOSER

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COMMENTS OF THE ISO CENTRAL OFFICE (IF ANY)

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CPC, Provisional - Code 751

The United Nations Statistics Agency (UNSD) issued the Central Product Classification (CPC) as follows:

751 - Postal and courier services

7511 - Postal services

75111 - Postal services related to letters

75112 - Postal services related to parcels

75113 - Post office counter services

75119 - Other postal services

7512 - Courier services

75121 - Multi-modal courier services

75129 - Other courier services

75111 - Postal services related to letters

Services consisting of pick-up, transport and delivery services of letters, newspapers, journals, periodicals, brochures, leaflets and similar printed matters, whether for domestic or foreign destinations, as rendered by the national postal administration.

75112 - Postal services related to parcels

Services consisting of pick-up, transport and delivery services of parcels and packages, whether for domestic or foreign destinations, as rendered by the national postal administration.

75113 - Post office counter services

Services rendered at post office counters, e.g. sales of postage stamps, handling of certified or registered letters and packets, and other post office counter services.

75119 - Other postal services

Mailbox rental services, "poste restante" services, and public postal services not elsewhere classified.

Exclusion: Services related to postal giro and postal savings accounts are classified in class 8111 (Services of monetary intermediaries).

75121 - Multi-modal courier services

Services consisting of pick-up, transport and delivery services, whether for domestic or foreign destinations of letters, parcels and packages, rendered by courier and using one or more modes of transport, other than by the national postal administration. These services can be provided by using either self-owned or public transport media.

Exclusions: Courier services for mail by air are classified in subclass/73210 (Mail transportation by air).

75129 - Other courier services

Other courier services for goods, not elsewhere classified, e.g./trucking or transfer services without storage, for freight.

Letter from the Director-General of the UPU International Bureau



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Berne, 6 September 2024

Reference: 4850(DOP.SC.SF)005

Subject: Proposal to establish a technical committee on express delivery within the International Organization for Standardization

Dear Mr Zhao,

Thank you for your letter of 16 August 2024 on China's proposal to establish a technical committee on express delivery within the International Organization for Standardization (ISO), and for facilitating discussions between representatives of China and the Universal Postal Union (UPU) on this matter. China has always played an important role in the work of the UPU and I would like to express my sincere gratitude for your ongoing support.

In that regard, I may only reiterate that standards constitute important prerequisites for effective international postal operations and for interconnecting the global network. As you are no doubt aware, the UPU develops and maintains a growing number of standards to improve the exchange of postal-related information between designated operators and other postal supply stakeholders, as well as promoting the compatibility of UPU-driven and other international postal initiatives. Accordingly, UPU standardization activities also involve mail-handling organizations, customers, suppliers and other partners, including various international organizations – one of which is the ISO.

Within this context, I may note that China's efforts in submitting a proposal to the ISO for the establishment of a technical committee on express delivery are indeed relevant. The creation of an ISO technical committee dedicated to international standardization in the field of express delivery could not only facilitate exchanges and cooperation and improve the connectivity of the global express delivery network, but also ensure the safe and efficient operations of express delivery and contribute to the fulfilment of the United Nations 2030 Agenda for Sustainable Development.

While the intended creation of such a technical committee would neither include universal postal service obligations, postal products or EMS nor encompass the development of postal or EMS standards, collaboration avenues might still be explored for joint UPU–ISO development of relevant standards within the fields of postal and express delivery cooperation.

In conclusion, the UPU takes due note, with satisfaction, of China's intention to propose the creation, within the ISO, of a new technical committee on express delivery, and looks forward to receiving further information on the establishment thereof in the near future.

I would also like to take this opportunity to thank you for inviting me to visit China, and to extend a warm welcome to you to visit the UPU at your convenience.

Yours sincerely,

Masahiko Metoki
Director General

The difference between the proposed express delivery TC and ISO/TC 344

In our opinion, ISO/TC 344 “Innovative logistics” does not cover a large part of parcel and package distribution services.

ISO/TC 344 takes care of the distribution and delivery of goods produced by manufacturers. Express deliveries are letters and parcels. The difference between parcels and goods is that parcels include not only items sold by businesses, but also other items, such as personal items, gifts, online e-commerce products, goods sold by individuals, government-apportioned supplies in emergency situations, and test samples.

As for the distinction between express parcel delivery services and cargo logistics services, there are differences between the two in terms of concept, service scope, service requirement, service network, service process, safety and security, new technologies, etc.

In terms of service concept, express delivery services have a clear conceptual definition. Express delivery refers to the delivery activities completed by express delivery companies within the agreed time limits, delivering letters, parcels and other items in accordance with the name and address on the packaging of the letter or parcel to a specific individual or organization. The express items are primarily delivered to consumers.

In terms of service scope, there are restrictions on the weight and size of express items. For example, UPS and FedEx have requirements on the weight of parcel for delivery, which is limited to 68 kg/parcel; for DHL, it is limited to 70 kg/parcel. In China’s practice, the weight of express parcel is generally limited to 50 kg/parcel, and the sum of the length, width and height dimensions is limited to 300 cm.

In terms of service requirements, express delivery can provide door-to-door collection and door-to-door delivery and end-to-end track & trace, emphasizing fast benchmark delivery time and committed time limit. Express delivery works in close cooperation with the upstream and downstream of e-commerce, having strict requirements on complaints, claims and other after-sales services. The chargeable weight of the express parcel is calculated on whichever is greater: the volumetric weight or actual weight, with the base weight + additional weight (kg) as a unit. The insurance for express delivery is different from that of logistics.

In terms of service network, express delivery requires comprehensive end to end network, while point to point route only covers a small portion of express delivery network.

In terms of service process, express delivery will go through some necessary steps: collection, security checks, parcel consolidation, delivery and other necessary steps. There are various collection and delivery forms, such as to door, locker, and station. Express delivery provides more integrated warehouse and distribution services and puts emphasis on standardized operation process.

In terms of safety and security, express delivery must comply with the regulations on items prohibited and restricted from collection, and there is a strict requirement on content inspection. Network connected sorting equipment must be in place; sorting operations in the open air is not allowed; sorting centres must be equipped with security inspection system; and the customs regulatory approach to express delivery is also different from logistics.

In terms of new technologies, express delivery company has a address database detailed to the door level, with a unique waybill number rules. Each parcel is affixed with a waybill, and has a unique waybill number. Express delivery has a complete information system and track and trace system, which enable information management and traceability of parcels across the entire operation process. It has intelligent collection and delivery service terminals, including handheld terminals, intelligent mailboxes, intelligent parcel lockers, as well as drones, unmanned vehicles and unmanned collection and delivery stations.