



FORM 4: NEW WORK ITEM PROPOSAL (NP)

Circulation date: 2022-03-15	Reference number: (to be given by ISO Central Secretariat)
Closing date for voting: 2022-06-07	
Proposer <input checked="" type="checkbox"/> ISO member body: SAC <input type="checkbox"/> Committee, liaison or other ¹ :	ISO/TC /SC <input checked="" type="checkbox"/> Proposal for a new PC
Secretariat SAC	N

A proposal for a new work item within the scope of an existing committee shall be submitted to the secretariat of that committee.

¹ The proposer of a new work item may be a member body of ISO, the secretariat itself, another technical committee or subcommittee, an organization in liaison, the Technical Management Board or one of the advisory groups, or the Secretary-General. See ISO/IEC Directives Part 1, [Clause 2.3.2](#).

The proposer(s) of the new work item proposal shall:

- make every effort to provide a first working draft for discussion, or at least an outline of a working draft;
- nominate a project leader;
- discuss the proposal with the committee leadership prior to submitting the appropriate form, to decide on an appropriate development track (based on market needs) and draft a project plan including key milestones and the proposed date of the first meeting.

The proposal will be circulated to the P-members of the technical committee or subcommittee for voting, and to the O-members for information.

IMPORTANT NOTE

Proposals without adequate justification risk rejection or referral to originator.

Guidelines for proposing and justifying a new work item are contained [in Annex C of the ISO/IEC Directives, Part 1](#).

- The proposer has considered the guidance given in the Annex C during the preparation of the NP.

Resource availability:

- There are resources available to allow the development of the project to start immediately after project approval* (i.e. project leader, related WG or committee work programme).

* if not, it is recommended that the project be first registered as a preliminary work item (a Form 4 is not required for this) and, when the development can start, Form 4 should be completed to initiate the NP ballot.

Proposal (to be completed by the proposer, following discussion with the committee leadership)

Title of the proposed deliverable

English title

Guidelines for overseas warehouse services in cross-border trade

French title (if available)

(In the case of an amendment, revision or a new part of an existing document, include the reference number and current title)

Scope of the proposed deliverable

This document identifies key elements in providing overseas warehouse services in cross-border trade. It specifies the services offered by overseas warehouses, and highlights specific functions including the general principles, service provisions, service processes, service guarantee, service quality, evaluation, and improvements.

This document applies to overseas warehouse service providers and other related parties.

This will guide overseas warehouse service providers on the safe and compliant overseas warehouse services.

This document does not apply to the fields that are covered by the scope of ISO/TC 315 cold chain logistics.

Purpose and justification of the proposal

What is an overseas warehouse?

Overseas warehouses are overseas operation centres established by domestic enterprises (including overseas subsidiaries) to provide storage, delivery, distribution, processing, and other value-added services for import and export commodities. The essence of overseas warehouses is to deliver the goods to the destination country in advance, which localizes cross-border trade and improves consumer shopping experience, thereby enhancing the local competitiveness of cross-border sellers in export destination markets.

With nearly 20 years of development, overseas warehouses started with only plain warehousing function from the initial stage and gradually developed into a new type of foreign trade infrastructure that integrates basic functions and value-added services such as return and exchange, circulation processing, distribution, and financing. This evolution makes overseas warehouses not just the major innovations in cross-border trade logistics models but have become the core hub of overseas logistics networks.

There has been an increase in demand for warehousing during the COVID-19 pandemic, due to mobility restrictions and safety concerns especially for commodities. COVID-19 has prompted a concentrated outbreak of overseas warehouses, with the number of warehouses continue to grow rapidly around the world. Overseas warehouses have moved from traditionally popular European and American markets to emerging countries and regions such as the Southeast Asia and South America. The layout of the warehouse network is globalized. In just over a year from 2019 to 2020, the average growth rate of the number of overseas warehouses in major countries such as the United States, Britain, Germany, Japan, and Australia is as high as 72.4%.

The role and challenges of overseas warehouses

Overseas warehouses have the advantages of fast customs clearance, speedy delivery, quick turnover, and at low cost. It can solve many traditional challenges with cross-border logistics such as timeliness, cost, customs clearance, and localization. With the global supply chain crisis, overseas warehouses have become an important mode for international logistics to manage timely delivery and keep costs down. Overseas warehouses achieve this by connecting all key parts of the supply chain, and playing a great role in dredging international logistics parties and improving supply chain problems. According to data from the eBay platform, the conversion rate of merchandise link sales in overseas warehouses is four times that of direct-issued merchandise, and the sales of goods in overseas warehouses account for more than 50%, but the number of stocks keeping units is only 10%. Therefore, more and more e-commerce platforms are tilting traffic to overseas warehouse commodities to promote transaction opportunities. Specifically, overseas warehouses can play the following roles:

- Integrate logistics resources, improve the efficiency of customs clearance of goods, while improving logistics timeliness, and reducing logistics costs;
- Help sellers optimize inventory and reduce the risk of unsalable products;
- Ensure order fulfilment, shorten the service cycle, and improve the shopping experience of end customers;
- Help the supply chain to be stable and unblocked and improve the resilience of the global supply chain;
- Promote the construction of overseas logistics networks to help enhance international competitiveness.

At present, the overseas warehouse industry is still facing many obstacles in the development of large-scale and intelligent stage:

- The lack of relevant standards has led to uneven development levels and service capabilities, and brought many risks to actual operations;

- Facing the policy risk of the destination country during construction and operation, resulting in higher operating costs;
- Difficulty to supervise the warehouses, and the inability to control the goods and the disposal in distress as overseas warehouses and commodities are spread overseas.
- The localized operation and terminal distribution capabilities do not match the demand.

Benefits of this document

The lack or scarcity of standards in overseas warehouse services suggests the need for procedures and minimum standards, especially for the operators or services providers. Having established guidelines for overseas warehousing service have many benefits:

- Fills the gaps in the international standards of overseas warehouses and provides guidelines for overseas warehouse services;
- Ensures the timeliness and service quality of overseas warehouse services, reduces operating costs and improves operating quality;
- Ensures the quality of services to consumers and strengthens the trust among suppliers, consumers, e-commerce platforms and their logistics providers;
- Improves the utilization efficiency of overseas warehouses, provides more jobs, and promotes sustainable social development;
- Promotes the development of standardization, digitization, intelligence, and specialization in the overseas warehouse industry;
- Improves the level of global trade facilitation, and ensures the reliability and security of supply chains.

Consider the following:

Is there a verified market need for the proposal?

What problem does this document solve?

What value will the document bring to end-users?

See [Annex C](#) of the ISO/IEC Directives, Part 1 for more information.

See the following guidance on justification statements in the brochure 'Guidance on New work': <https://www.iso.org/publication/PUB100438.html>

Please select any UN Sustainable Development Goals (SDGs) that this document will support. For more information on SDGs, please visit our website at www.iso.org/SDGs."

- GOAL 1: No Poverty
- GOAL 2: Zero Hunger
- GOAL 3: Good Health and Well-being
- GOAL 4: Quality Education
- GOAL 5: Gender Equality
- GOAL 6: Clean Water and Sanitation
- GOAL 7: Affordable and Clean Energy
- GOAL 8: Decent Work and Economic Growth
- GOAL 9: Industry, Innovation and Infrastructure
- GOAL 10: Reduced Inequality
- GOAL 11: Sustainable Cities and Communities
- GOAL 12: Responsible Consumption and Production
- GOAL 13: Climate Action
- GOAL 14: Life Below Water
- GOAL 15: Life on Land
- GOAL 16: Peace and Justice Strong Institutions
- N/A GOAL 17: Partnerships to achieve the Goal

Preparatory work

(An outline should be included with the proposal)

- A draft is attached
- An outline is attached
- An existing document will serve as the initial basis

The proposer or the proposer's organization is prepared to undertake the preparatory work required: Yes No

If a draft is attached to this proposal

Please select from one of the following options (note that if no option is selected, the default will be the first option):

- Draft document can be registered at Working Draft stage (WD – stage 20.00)
- Draft document can be registered at Committee Draft stage (CD – stage 30.00)
- Draft document can be registered at Draft International Standard stage (DIS – stage 40.00)
- If the attached document is copyrighted or includes copyrighted content, the proposer confirms that copyright permission has been granted for ISO to use this content in compliance with [clause 2.13](#) of the ISO/IEC Directives, Part 1 (see also the [Declaration on copyright](#)).

Is this a Management Systems Standard (MSS)?

- Yes No

NOTE: if Yes, the NP along with the Justification study (see Annex SL of the Consolidated ISO Supplement) must be sent to the MSS Task Force secretariat (tmb@iso.org) for approval before the NP ballot can be launched.

Indication of the preferred type to be developed

- International Standard
- Technical Specification
- Publicly Available Specification

Proposed Standard Development Track (SDT)

To be discussed between proposer and committee manager considering, for example, when the market (the users) needs the document to be available, the maturity of the subject etc.

- 18 months*
- 24 months
- 36 months

* Projects using SDT 18 are eligible for the 'Direct publication process' offered by ISO /CS which reduces publication processing time by approximately 1 month.

Draft project plan (as discussed with committee leadership)

Proposed date for first meeting: 2022-10-01

Proposed dates for key milestones:

Circulation of 1st Working Draft (if any) to experts: 2023-06-01

Committee Draft ballot (if any): 2024-01-01

DIS submission*: 2024-07-01

Publication*: 2025-07-01

* Target Dates for DIS submission and Publication should preferably be set a few weeks ahead of the limit dates (automatically given by the selected SDT).

For guidance and support on project management, descriptions of the key milestones and to help you define your project plan and select the appropriate development track, see: go.iso.org/projectmanagement

NOTE: The draft project plan is later used to create a detailed project plan, when the project is approved.

Known patented items (see ISO/IEC Directives, Part 1, [clause 2.14](#) for important guidance)

- Yes
- No

If "Yes", provide full information as annex

Co-ordination of work

To the best of your knowledge, has this or a similar proposal been submitted to another standards development organization?

- Yes
- No

If "Yes", please specify which one(s):

A statement from the proposer as to how the proposed work may relate to or impact on existing work, especially existing ISO and IEC deliverables. The proposer should explain how the work differs from apparently similar work, or explain how duplication and conflict will be minimized

According to ISO Online Browsing Platform (OBP), there is no existing standards that overlaps with the topic of “overseas warehouse.” This document provides guidance for cross-border trade overseas warehouse services, focusing on the characteristics of overseas warehouse service. This document will also refer to existing standards if applicable.

A listing of relevant existing documents at the international, regional and national levels

The following ISO Standards may apply to supply chain, logistics and distribution industry, including warehousing and storage. This proposed standards, however, is specific to all aspects of overseas warehouse including, facilities, platforms, workforce, and related services.

ISO 9001:2015 – quality management system – on benchmarking performance and services

ISO 14001:2015 – environment management system – on adhering to environment-related regulations in the conduct of overseas warehouse

ISO 28000:2007 – security management system – relating to security assurance of the supply chain or identifying risks across supply chain operations

ISO 45001:2018 – occupational health and safety – with regards to workers in the operations of overseas warehouse.

ISO/IEC CD 15944-19 – Information technology — business operational view — Part 19: Guidelines on cross-border data flows (CBDF): requirements for business transactions (including personal information)

China Association Standard: T/CCPITCSC 90 “Guidelines for overseas warehouse services in cross-border trade” developed by China Council for the Promotion of International Trade (CCPIT) Commercial Sub-council

Please fill out the relevant parts of the table below to identify relevant affected stakeholder categories and how they will each benefit from or be impacted by the proposed deliverable

	Benefits/impacts	Examples of organizations/companies to be contacted
Industry and commerce – large industry	The proposal will foster collaboration among major overseas warehouse operators and key supply chain players towards improved service delivery.	UPS, DHL, FedEx, Unilever, P&G, Mondelez International
Industry and commerce – SMEs	SMEs can use this to expand in global market and enables them to adjust their strategies according to inventory feedback to manage supply and fulfil demand.	Almost all SMEs that are exporting products and are planning to expand and promote business in overseas warehousing.

Government	This will help organizations provide inputs to concerned government agencies to improve policies in dealing with overseas warehousing activities in within and in other countries.	Relevant government agencies involved in overseas warehouse network of operations such as Bureau of Customs, Ministry of Trade.
Consumers	Consumers will benefit from this standards as it will ensure the security and safety in handling their parcel and improve consumer experience.	Consumer groups in different countries.
Labour	This proposal will help harness human capital potential and ensure workers welfare.	Professionals and workers in the warehousing industry.
Academic and research bodies	The standards will help in the adoption of necessary policies, based on empirical data and best practices.	SCM World
Standards application businesses	The businesses applying the standard can use it to help manage and enhance their policies and procedures with regards to the overseas warehouse.	Overseas warehouse service providers
Non-governmental organizations	The proposal will help improve the competence and capacities of supply chain professionals and companies through education and training.	IFWL (International Federation of Warehousing & Logistics) Association for Supply Chain Management (ASCM)
Other (please specify)	None	None

<p>Liaisons</p> <p>A listing of relevant external international organizations or internal parties (other ISO and/or IEC committees) to be engaged as liaisons in the development of the deliverable.</p> <p>WTO (World Trade Organization) UNCTAD ITC (International Trade Center) ICC (International Chamber of Commerce) IFWL (International Federation of Warehousing & Logistics) ISO/TC 92 Fire safety ISO/TC 122 Packaging ISO/TC 154 Processes, data elements and documents in commerce, industry and administration ISO/TC 262 Risk management ISO/TC 283 Occupational health and safety management ISO/TC 309 Governance of organizations ISO/TC 315 Cold chain logistics ISO/TC 321 Transaction assurance in E-commerce</p>	<p>Joint/parallel work</p> <p>Possible joint/parallel work with</p> <p><input type="checkbox"/> IEC (please specify committee ID)</p> <p><input type="checkbox"/> CEN (please specify committee ID)</p> <p><input type="checkbox"/> Other (please specify)</p>
<p>A listing of relevant countries which are not already P-members of the committee</p> <p>NOTE: The committee manager shall distribute this NP to the ISO members of the countries listed above to ask if they wish to participate in this work</p>	
<p>Proposed Project Leader (name and e-mail address)</p> <p>Mr. YAO Xin ccpityx@163.com</p>	<p>Name of the Proposer (include contact information)</p> <p>Dr. Li Yubing Deputy Director General, Department of Standards Innovative Management, SAMR; Secretary General of Chinese Member Body of ISO, SAC Liyb@sac.gov.cn</p>
<p>This proposal will be developed by</p> <p><input type="checkbox"/> An existing Working Group (please specify which one:)</p> <p><input type="checkbox"/> A new Working Group (title:) (Note: establishment of a new WG must be approved by committee resolution)</p> <p><input type="checkbox"/> The TC/SC directly</p> <p><input checked="" type="checkbox"/> To be determined</p>	

Supplementary information relating to the proposal

- This proposal relates to a new ISO document;
- This proposal relates to the adoption as an active project of an item currently registered as a Preliminary Work Item;
- This proposal relates to the re-establishment of a cancelled project as an active project.
- Other:

Maintenance agencies (MA) and registration authorities (RA)

- This proposal requires the service of a **maintenance agency**.
If yes, please identify the potential candidate:
- This proposal requires the service of a **registration authority**.
If yes, please identify the potential candidate:

NOTE: Selection and appointment of the MA or RA is subject to the procedure outlined in the [ISO/IEC Directives](#), Annex G and Annex H, and the RA policy in the ISO Supplement, Annex SN.

- Annex(es) are included with this proposal (provide details)

Annex A

Outline of "Guidelines of cross-border trade overseas warehouse services"

Additional information/questions



Annex A

Outline of “Guidelines for overseas warehouse services in cross-border trade”

0 Introduction

1 Scope

2 Normative references

3 Terms and definitions

- 3.1 cross-border trade
- 3.2 overseas warehouse
- 3.3 service provider/operator
- 3.4 destination country

4 General principle

- 4.1 Safety
- 4.2 Integrity
- 4.3 Intelligence
- 4.4 Compliance
- 4.5 Localized operation
- 4.6 Stability

5 Service provision

5.1 Basic service

5.1.1 Warehousing services

- 5.1.2 Inventory management service
- 5.1.3 Sorting and packaging service
- 5.1.4 Delivery service
- 5.1.5 Customs clearance service
- 5.1.6 Customer Service

5.2 Value-added service

- 5.2.1 Cross-border transit services
- 5.2.2 Distribution Service
- 5.2.3 Bonded service
- 5.2.4 After-sale service
(Such as return and exchange service, after-sales maintenance)
- 5.2.5 FCL and LCL services
- 5.2.6 Marketing display
- 5.2.7 Other service

6 Service process

- 6.1 Entering
 - 6.1.1 Prepare products
 - 6.1.2 Receive products
 - 6.1.3 Inventory and verification
 - 6.1.4 On shelf
- 6.2 Sign an agreement
- 6.3 Order processing
 - 6.3.1 Create order
 - 6.3.2 Receive orders
 - 6.3.3 Inspection and packing
 - 6.3.4 Double check
- 6.4 Exiting
 - 6.4.1 Intercept order
 - 6.4.2 Print the label
 - 6.4.3 Encasement
 - 6.4.4 Scanning and exiting
- 6.5 Return process
- 7 Service guarantee
 - 9.1 Service provider/operator
 - 9.2 Service personnel
 - 9.3 Service venue
 - 9.4 Facilities and equipment
 - 9.5 Information system
- 8 Service quality
 - 8.1 Timeliness of Service
 - 8.2 Convenience and efficiency
 - 8.3 Dispute resolution
 - 8.4 Risk control
- 9 Evaluation and improvement
 - 9.1 Service review
 - 9.2 Continuous improvement