



ISO/TC321
Transaction Assurance in E-commerce

for e-business plenary, MoU MG
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ABOUT

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Creation date: [2018](#)



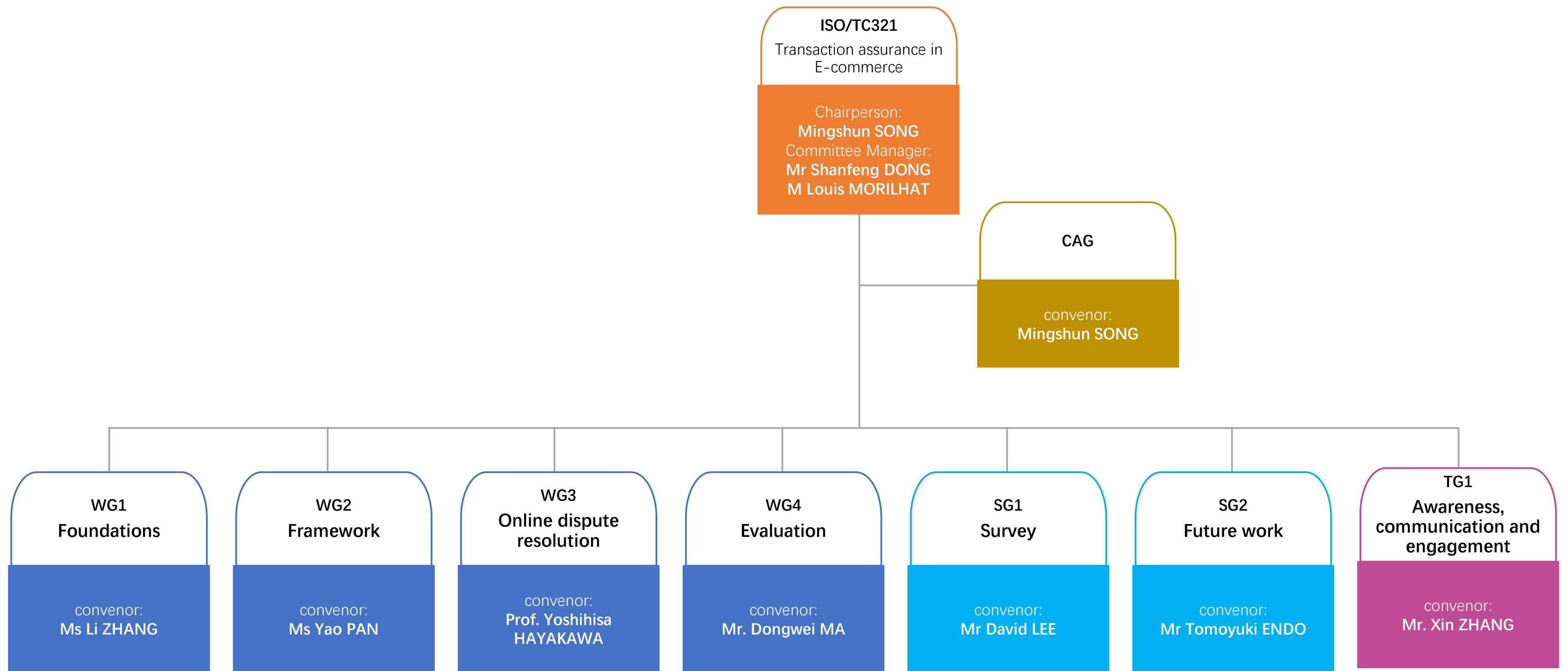
ADOPTED SCOPE

Standardization in the field of “transaction assurance in e-commerce related upstream/downstream processes”, including the following:

- Assurance of transaction process in e-commerce (including easier access to e-platforms and e-stores);
- Protection of online consumer rights including both prevention of online disputes and resolution process;
- Interoperability and admissibility of inspection result data on commodity quality in cross-border e-commerce;
- Assurance of e-commerce delivery to the final consumer.



STRUCTURE





WORK ITEMS UNDER DEVELOPMENT

Project	Title	WG
ISO/DIS 32110	Transaction assurance in E-commerce — Vocabulary	WG1
ISO/DIS 32111	Transaction assurance in E-commerce — Principles and Framework	WG2
ISO/AWI 32112	Transaction assurance in E-commerce — Relevant factors of evaluation and selection of indicators	WG4
ISO/WD 32120	Guidelines on sharing of product quality assurance related traceability information in E-commerce supply chains	WG1
ISO/AWI 32122	Transaction assurance in E-commerce — Guidelines for online dispute resolution	WG3



More about ISO 32120:

Guidelines on sharing of product quality assurance related traceability information in E-commerce supply chains



PURPOSE

This document focuses on the general process of sharing traceability information related to goods quality assurance in E-commerce supply chain.

- To address the new challenges such as goods quality compliance, anti-counterfeiting, product recalls, etc.
- To enable all traceability and related goods quality information to provide reliable and sufficient information about the goods quality claims among all relevant participants of E-commerce.

This document is intended to provide guidelines for sharing traceability information related to goods quality assurance in e-commerce.

This document illustrates the generic process for establishing traceability for goods quality assurance, addresses critical tracking events and key traceability information in E-commerce context and provides methods for sharing the collected traceability information.

This document is intended to be applied to E-commerce supply chain only.



RELEVANCE TO OTHER EXISTING DELIVERABLES ON TRACEABILITY AND DATA SHARING

- This guideline:
 - ✓ is designed to be technology neutral.
 - ✓ supports different and hybrid forms of the information exchange and sharing technical solutions.
- The technical solutions can be:
 - ✓ overall traceability solution: e.g. GS1/EPCIS, EDI
 - ✓ or data sharing technologies: e.g. API, Blockchain, etc.



MAIN REFERENCES

- ✓ **ISO/IEC 19987:2017** Information Technology – EPC Information Services (EPCIS) Standard
- ✓ **ISO/IEC 19988:2017** Information Technology – Core Business Vocabulary Standard
- ✓ **GS1** Global Traceability Standard 2
- ✓ **GS1** foundation for fish, seafood and aquaculture traceability guideline
- ✓ **ISO/IEC 15944-9** Information technology Business Operational View - Part 9: Business transaction traceability framework for commitment exchange
- ✓ **UN/CEFACT** Traceability and Transparency in Textile and Leather, Part 1: High-Level Process and Data Model
- ✓ **UN/CEFACT** Traceability and Transparency in Textile and Leather, Part 2: Use Cases and CCBDA Data Structures
- ✓ **ISO 8000-1** Data Quality - Part 1: Overview



Schedule of the next meetings for ISO 32120 in 2023:

- **2022/12/15** Circulation of the comments collected during WD Study within WG1;
- **2023/1/15** Circulation of the collated comments with the draft disposition of comments within WG1;
- **2023/2/20** 12th WG1 meeting.

Schedule of the next meetings for TC 321 in 2023:

- **2023/5/25** TC 321 Interim Plenary meeting, virtual meeting;
- **2023/11** TC 321 Plenary meeting, virtual or hybrid meeting.



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