

ISO 32120:2024-09 (E)

Transaction assurance in E-commerce - Guidelines on sharing goods quality assurance traceability information in E-commerce supply chains

Contents		Page
Foreword		v
Introduction		vi
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	General principles	2
4.1	Principles for traceability	2
4.1.1	General	2
4.1.2	Compliance	2
4.1.3	Transparency	2
4.1.4	Pre-defined traceability	2
4.1.5	Unambiguous identification	2
4.1.6	Competent documentation and recording	3
4.1.7	Sustainability aspects	3
4.2	Principles for information exchange	3
4.2.1	General	3
4.2.2	Information integrity	3
4.2.3	Information authenticity	3
4.2.4	Information interoperability	3
4.2.5	Information scalability	3
4.2.6	Information security	3
4.2.7	Privacy	3
5	Context of supply chains in E-commerce	3
5.1	Overview	3
5.2	Driving factors of traceability for quality assurance	5
5.2.1	Overview	5
5.2.2	Compliance	5
5.2.3	Transparency	5
6	Establishing traceability	5
6.1	Participants	5
6.2	Generic process	7
6.2.1	Overview	7
6.2.2	Selecting traceable objects	8
6.2.3	Identifying goods quality statements for traceability	8
6.2.4	Determining verification criteria and methods for quality statement	9
6.2.5	Identifying critical tracking events (CTEs) and data collection criteria	9
6.2.6	Implementation	10
6.2.7	Verification of quality statements	10
6.2.8	Providing statement verification results or traceability information to the information requester	10
6.3	Critical tracking events (CTEs)	10
7	Traceability information	12
7.1	Overview	12

7.2	Basic information	12
7.2.1	Structuring basic information	12
7.2.2	Examples of basic information	13
7.3	Additional information	15
7.3.1	Structuring additional information	15
7.3.2	Goods quality assurance related information entities	16
7.4	Linking traceability information	18
8	Sharing of information	18
8.1	Overview	18
8.2	Sharing basic information	18
8.3	Sharing additional information	19
8.4	Technical solutions for data sharing	20
8.5	Data quality	20
8.6	Information security	20
8.7	Privacy	20
	Annex A (informative) Examples of technical solutions for data sharing	22
	Bibliography	23