

November 18, 2020
Yamato Holdings Co., Ltd.
Yamato Transport Co., Ltd.
Doddle Parcel Services Ltd.

Collection of Online Purchases to Become Available at Around 600 Retailers Including Supermarkets and Drugstores

- Further convenience offered through increased collection points near home and on commute -

Yamato Holdings Co., Ltd. (Headquarters: Chuo-ku, Tokyo; Representative: Yutaka Nagao) and Yamato Transport Co., Ltd. (Headquarters: Chuo-ku, Tokyo; Representative: Toshizo Kurisu) will introduce “Click & Collect solutions” of Doddle Parcel Services Ltd. (Headquarters: Registered in England and Wales at 22 Manchester Square, London, W1U 3PT; Representative: Tim Robinson) and launch a new service that allows customers to collect items purchased at specified e-commerce sites which are under contract with Yamato Transport Co., Ltd., at retailers near home or on their commute. The service will be available for parcels dispatched on and after November 24 (parcels to be received on and after November 25) at around 600 point-of-collection retailers, which are planned to be increased going forward.

1. Background and Purpose

In March this year, Yamato Holdings Co., Ltd. and Doddle Parcel Services Ltd. reached an agreement for the provision of a new digitized collection service designed to provide more convenient delivery options to customers, and started to seek applicant retailers to serve as collection points for online purchases in August. As a result, applications from around 600 retailers across the nation were received, including Marui and Modi mainly operating in the Kanto region; Haruyama and FOEL, fashion retailers operating across the country; Tenmaya Store, a supermarket chain operating mainly in the Chugoku region; OHGA Pharmacy, which operates dispensing pharmacies and drugstores mainly in Fukuoka Prefecture; and home improvement centers.

By allowing customers to collect parcels at retailers near their homes or on their commute, the service will not only enhance convenience of parcel collection for customers but also enable the point-of-collection retailers to expect to attract new customers and promote sales through issuance of coupons.

2. Parcel Collection Flow

(1) After purchasing items on e-commerce sites, customers select a point-of-collection retailer via URL described in the email sent by Yamato Transport.

(2) When the parcel arrives at the retailer, customers receive an e-mail message with a two-dimensional barcode notifying the arrival.

*Access to discount coupons, etc. for use at the point-of-collection retailer will be offered (by some retailers).

(3) Customers collect the parcel by presenting the two-dimensional barcode at the point-of-collection retailer.



3. Benefits

[Benefits for E-Commerce Users]

- (1) Users can collect their parcels at supermarkets, drugstores, and other retailers in a way suited to their lifestyle.
- (2) Users can collect their parcels smoothly by simply presenting the two-dimensional barcode at the retailer.
- (3) Users can acquire discount coupons, etc. for use at the point-of-collection retailer to get a good deal.

*Not all retailers will be distributing coupons.

[Benefits for Point-of-Collection Retailers]

- (1) Without the need for new system investment, retailers can immediately introduce the service by only placing a dedicated device.
- (2) Retailers can hand over parcels smoothly just by reading the two-dimensional barcode presented by the customer, and can earn commission income in accordance with the number of parcels they handed over.
- (3) Retailers can issue discount coupons and thus expect customers to shop when they come to collect their parcels or to attract new customers.

* The survey conducted by Duddle in the countries where it operates has shown that around 70% of e-commerce users using this service make purchases at the point-of-collection retailers.

4. Point-of-Collection Retailers (as of November 18)

Around 600 retailers across Japan

Marui and Modi mainly operating in the Kanto region; Haruyama and FOEL, fashion retailers operating across the country; Tenmaya Store, a supermarket chain operating mainly in the Chugoku region; OHGA Pharmacy, which operates dispensing pharmacies and drugstores mainly in Fukuoka Prefecture; home improvement centers; and others.

5. Upcoming Developments

The two companies will continue to cooperate to establish an e-commerce ecosystem that can continuously provide value to all stakeholders involved in e-commerce, including e-commerce companies, e-commerce shoppers, logistics providers, and point-of-collection retailers, by further accelerating digital transformation (DX) in logistics while increasing the number of point-of-collection retailers.

[Reference press release]

Yamato Holdings and Duddle Join Forces for Launch in November of New Service for Collecting Online Purchases

in Era of the ‘New Normal’ (August 17, 2020)

https://www.yamato-hd.co.jp/english/news/2020/pdf/2020_06_news.pdf?20082401

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Reference: Doddle Parcel Services Ltd.

Doddle believes in the power of lasting impressions and helps carriers and retailers around the world create ecommerce delivery and returns experiences that attract customers, create differentiation and foster loyalty. Doddle uses its years fulfilment experience - developed in some of the world’s toughest ecommerce markets - to help retailers and carriers devise sector leading fulfilment strategies that enhance customer experience, promote sustainable solutions and drive profitability and efficiency.

Doddle’s white-label technology powers the creation, roll out and management of a full out-of-home delivery and returns ecosystem. Each of the solutions in its platform is designed to drive loyalty, create cross-selling opportunities, promote efficiency and address the need for more sustainable supply chains.

Doddle’s expertise and technology is trusted by some of the world’s biggest retail and logistics businesses from ASOS and Amazon to USPS and Australia Post. Headquartered in London, UK, Doddle also has regional teams in the US, Australia, Europe and Japan.

Find out more at: doddle.com/jp