



NEWS RELEASE

April 08, 2024

Yamato Transport Co., Ltd.

"Okihai" Unattended Delivery Service to Become Available June 10, 2024 for Registered Kuroneko Members Using TA-Q-BIN and TA-Q-BIN Compact

Supporting more diverse needs and making package receipt easier

Yamato Transport Co., Ltd. (Headquarters: Chuo-ku, Tokyo; Representative Director and President: Yutaka Nagao) announces that it will add the "okihai" unattended delivery option to its TA-Q-BIN and TA-Q-BIN Compact products for customers registered as Kuroneko Members starting June 10, 2024. Kuroneko Members is a membership service for individuals with over 56 million registered users. This will allow customers to choose a variety of delivery methods for more packages, boosting convenience in package receipt.



2024年6月10日から
受け取り場所の選択肢に置き配が追加されます。
お荷物の受け取り場所指定
ご自宅で受け取る
コンビニ・取扱店
街のロッカー
ヤマト運輸営業所
宅配ボックス
置き配

From June 10, 2024,
customers may now choose
unattended delivery.
Select dropoff location
Deliver at home
Convenience store/other store
Town locker
Yamato Transport sales office
Delivery box
Unattended delivery

1. Background and Objectives

Like its counterparts around the world, Japan's domestic e-commerce market is growing; as of FY2022, it has grown to 22.7 trillion yen, approximately 2.4 times its size ten years prior, with the number of parcel deliveries reaching approximately 1.4 times over the same period to approximately five billion parcels^{*2}. Meanwhile, customers demonstrate increasingly diversifying needs for receiving packages, including due to diversifying lifestyles and a growing trend toward contactless delivery as a result of the COVID-19 pandemic. In October 2023, the redelivery rate, or the rate that parcels required more than one delivery, was approximately 11.1%^{*3}. In order to address what is called the "2024 problem" in logistics, where transportation capacity is expected to fall short going forward, the Japanese government issued its Policy Package for Logistics Innovation^{*4} in June 2023. This package includes a plan to reduce the redelivery rate to 6% by FY2024.

In order to meet a variety of delivery needs, Yamato Transport has taken a number of measures to improve convenience in how its customers receive packages. Specifically, for the Kuroneko Members individual membership service, we have expanded the number of parcel delivery locations (other than the customer's home) to more than 50,000 nationwide, including Yamato Transport sales offices, convenience stores, and PUDO Station open-type courier delivery lockers. We also provide customers with services for notifying them of scheduled delivery times and missed deliveries. In June 2020, Yamato Transport launched EAZY, a delivery product for e-commerce businesses that also supports "okihai" unattended delivery. Currently, of the approximately 2.3 billion parcels handled by Yamato Transport yearly, approximately 500 million are EAZY parcels.

Now, in light of the growing social recognition of and need for unattended delivery^{*5}, the "okihai" unattended delivery option will be available to TA-Q-BIN and TA-Q-BIN Compact in addition to EAZY. This brings increased convenience and comfort to even more customers. By making it easier to reduce package delivery to a single trip, we are reducing redelivery rates, improving logistics efficiency, and reducing greenhouse gas emissions, helping to bring about sustainable logistics.

2. Overview

(1) Start date

June 10, 2024

*Registration with the Kuroneko Members service is required to use unattended delivery.

(2) Eligible products

TA-Q-BIN and TA-Q-BIN Compact

*Unattended delivery is not available for Cool TA-Q-BIN, TA-Q-BIN Cash on Delivery, and TA-Q-BIN Collect.

*Depending on the contract with the sender, "okihai" unattended delivery may not be available.

(3) Valid locations for "okihai" unattended delivery



玄関ドア前
宅配ボックス
ガスメーターボックス
物置
車庫
自転車のかご
建物内受付／管理人預け

At unit/home front door
Delivery box
Gas meter box
Storeroom
Garage
Bicycle basket
With building reception/manager

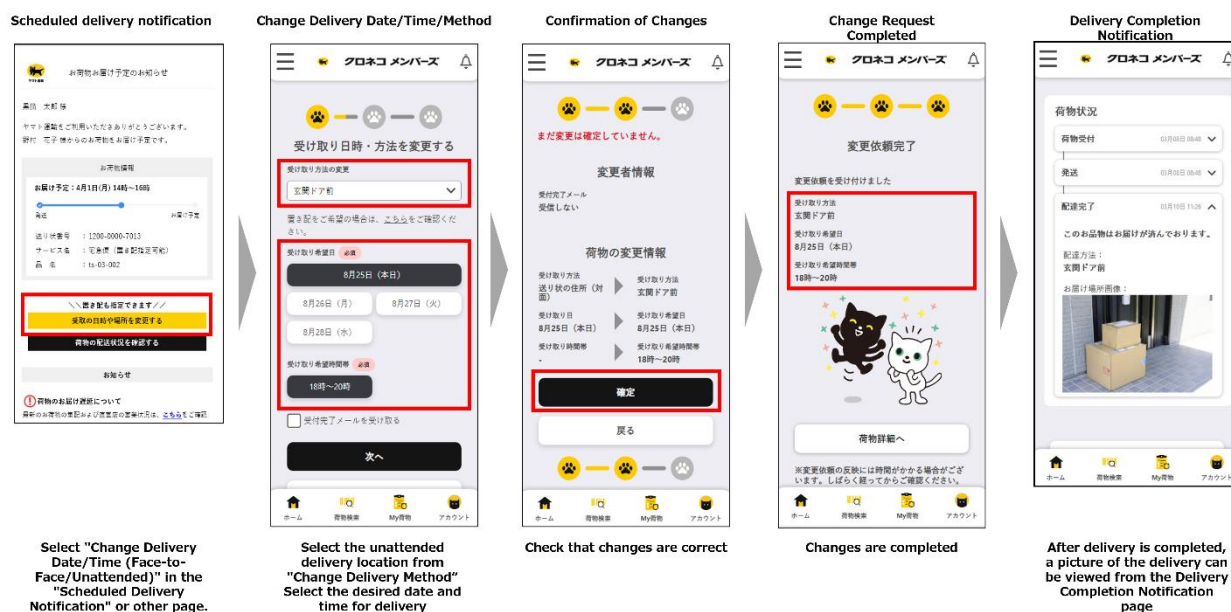
*Delivery time slots and request deadlines for "okihai" unattended delivery are as provided on the page below:

URL : <https://www.kuronekoyamato.co.jp/yt/c/customer/redelivery/change/date/>

(4) Usage flow

- ① On the Kuroneko Members scheduled delivery notification page, missed delivery notification page, or My Packages List page, select "Okihai" (unattended delivery) from the area for changing date/time/location of delivery.
- ② Then, select your preferred pickup location, such as at your front door or in a delivery box.
- ③ After unattended delivery is completed, a photo of the delivered package can be viewed at the URL provided in the delivery completion notification, which is sent just after delivery.

Flow from unattended delivery request to notification of completion (screenshots; app currently available in Japanese only)



*1 Ministry of Economy, Trade and Industry: Results of FY2022 E-Commerce Market Survey Compiled (August 31, 2023)

<https://www.meti.go.jp/press/2023/08/20230831002/20230831002.html>

*2 Ministry of Land, Infrastructure, Transport and Tourism: FY2022 Parcel and Mail Handling Results (Japanese only, August 25, 2023)

https://www.mlit.go.jp/report/press/jidosha04_hh_000281.html

*3 Ministry of Land, Infrastructure, Transport and Tourism: Redelivery Rate of Home Delivery Services in October 2023 Decreased to Approximately 11.1% (Japanese only, December 19, 2023)

https://www.mlit.go.jp/report/press/tokatsu01_hh_000736.html

*4 Cabinet Secretariat: Policy Package for Logistics Innovation (Japanese only, June 2, 2023)

https://www.cas.go.jp/jp/seisaku/buturyu_kakushin/pdf/seisaku_package.pdf

*5 Ministry of Land, Infrastructure, Transport and Tourism: Questionnaire on Consumer Awareness of Logistics (Japanese only, March 2022)

<https://www.mlit.go.jp/monitor/R3-kadai01/17.pdf>

Contact

General inquiries:

Call Center, Yamato Transport Co., Ltd. TEL: 0120-01-9625 (from Japan only, toll-free number)

Press inquiries:

Corporate Communications, Yamato Transport Co., Ltd.

TEL: +81-3-3541-3411

Reference

About the Kuroneko Members Service

Kuroneko Members is a free membership service for individuals launched by Yamato Transport in

2007, offering a variety of services that make receiving and sending packages more convenient.

Service details: <https://www.kuronekoyamato.co.jp/ytz/customer/members/>

Press Releases

Launched EAZY, a New Delivery Product for E-Commerce (June 16, 2020)

URL: <https://www.yamato-hd.co.jp/news/2020/20200616.html>

Press Materials

Images: Footage of unattended delivery and missed delivery notice issuance (12.2 MB)

URL: https://storage.kuronekoyamato.co.jp/press/press_230508_02.zip

Video: Footage of unattended delivery and missed delivery notice issuance (122 MB)

URL: https://storage.kuronekoyamato.co.jp/press/press_230508_08.zip