



NEWS RELEASE

August 17, 2026

Yamato Transport Co., Ltd.

Launch of System Integration Between "Mirairo ID" and "Kuroneko Members"

Pre-registering delivery preferences to provide a safe and comfortable pick-up method for people with disabilities



Mirairo Inc. (Headquarters: Yodogawa-ku, Osaka; President: Toshiya Kakiuchi; hereinafter "Mirairo") and Yamato Transport Co., Ltd. (Headquarters: Chuo-ku, Tokyo; Representative Director and President: Seiichi Awa; hereinafter "Yamato Transport") will launch a partnership service (hereinafter "the Service") linking the "Mirairo ID" digital disability certificate provided by Mirairo with the "Kuroneko Members" membership service for individual customers provided by Yamato Transport, starting Monday, August 17, 2026. Through the Service, customers will be able to pre-register their preferred delivery methods for when packages are delivered, aiming to realize an environment where customers with disabilities can receive their packages with greater peace of mind and comfort.

■ Overview of the Service and Usage Procedures

By linking a Mirairo ID with a Kuroneko ID (the ID for Kuroneko Members), customers can register their preferences for package delivery. Registered preferences will be notified to the handheld terminals carried by Yamato Transport's drivers, who will use this information to respond appropriately based on each preference.

1. How to Use

- (1) Tap the Kuroneko Members icon displayed on the top screen of the Mirairo ID app.
- (2) Link the Mirairo ID account with the Kuroneko ID.
- (3) Register delivery preferences from the Kuroneko Members screen.

2. Selectable Delivery Preferences

- (1) Please wait for about {30 seconds, 1 minute, 1 minute and 30 seconds, 2 minutes} after ringing the intercom or after my response.

*Select one option from inside the brackets { }.

- (2) Please ring the intercom two or three times with intervals in between.
- (3) Please speak slowly and clearly.
- (4) Please provide information such as the sender, item name, size, weight, and shipping type (standard shipping, refrigerated/frozen Cool TA-Q-BIN, cash on delivery, etc.).
- (5) Please do not require a signature or stamp upon receipt of the package.
- (6) In case of absence, please bring the package back instead of putting it in the delivery box.
- (7) When delivering to a delivery box, please place it on or above the {1st, 2nd, 3rd, 4th} tier from the bottom.

*Select one option from inside the brackets { }.

- (8) When delivering to a delivery box, please place it on or below the {1st, 2nd, 3rd, 4th} tier from the bottom.

*Select one option from inside the brackets { }.

■ The History of Partnership and Future Goals

The two companies began working on the Universal Manner Test in 2019, collaborating on conducting surveys of people with disabilities and supervising signage at Yamato Transport sales offices. In 2022, they formulated "Universal Design Guidelines" and jointly developed the Yamato Group's unique "Universal Manner Test" tailored to daily operations such as receiving and shipping packages. Through these initiatives, they have built an environment that enhances consideration and response capabilities for people with disabilities.

Building on the expertise and trust established through these face-to-face (real-world) initiatives, the two companies are now expanding their partnership into the digital realm. Moving forward, both companies will further strengthen their collaboration in both digital and real-world areas to co-create new value, contributing to the realization of a society where everyone can live with peace of mind.

Contact

For inquiries about Mirairo ID:

Inquiry form: <https://help.mirairo-id.jp/hc/ja> (In Japanese only)

Corporate Communications Strategy, Yamato Holdings Co., Ltd.

TEL: +81-3-3541-4141

Reference

About the Digital Disability Certificate "Mirairo ID"

Users can register information from their physical disability certificates and the type of support they require. They can receive discounts from businesses that accept "Mirairo ID" as identification. Additionally, the service offers coupons, ticket and product sales, advertising placement, and API integration with other services.

URL: <https://mirairo-id.jp/> (In Japanese only)

About Kuroneko Members

A free membership service provided by Yamato Transport. It makes receiving and shipping packages more convenient and economical.

URL: <https://www.kuronekoyamato.co.jp/yt/en/km/>

< Press Releases >

Jointly Developed Yamato Group's Unique "Universal Manner Test," and Began Training for Yamato Transport Employees in September 2022 (September 8, 2022)

URL: https://www.yamato-hd.co.jp/news/2022/newsrelease_20220908_1.html (In Japanese only)