

November 9, 2023

International Delivery Service from Japanese Hotels to Overseas Homes

Trial of International Baggage Delivery Service for Foreign Tourists!

TOBU Open Innovation Program Test Project

Tobu Railway Co., Ltd.
Tobu Hotel Management Co., Ltd.
OSS Co., Ltd.

Tobu Railway (headquartered in Sumida, Tokyo) and Tobu Hotel Management (headquartered in Sumida, Tokyo), in cooperation with OSS (headquartered in Osaka, Osaka) which provides comprehensive logistics management services, launched a trial international baggage delivery service for foreign tourists at Asakusa Tobu Hotel on Friday, December 1, 2023. With this trial, Tobu has teamed up with OSS, the only company in Japan that offers one-stop delivery of foreign tourists' baggage to their homes overseas. This trial will test out a service delivering baggage directly to the overseas homes of foreign tourists staying at Asakusa Tobu Hotel. It is extremely rare to find a service directly delivering baggage from an in-country hotel to overseas homes in Japan. Through this service, guests will be able to comfortably enjoy their travels without the hassle of carrying their baggage full of souvenirs or unneeded items while traveling.

This trial was adopted through the TOBU Open Innovation Program, a program launched in 2021 to create new businesses by utilizing open innovation. This initiative will confirm operations related to international baggage delivery and verify the marketability and profitability of the service, and it also aims to improve added value to Group facilities and create new businesses.

Through this business creation program, we will continue working to offer quality services and to improve the value along our railway lines.

Details of the project can be found on the attached document.



How the Service Works

Overview of Trial International Baggage Delivery Service for Foreign Tourists

1. Participating Hotels

Asakusa Tobu Hotel

(Location: 1-1-15 Asakusa, Taito-ku, Tokyo)

2. Trial Period

From Friday, December 1, 2023 to Sunday, March 31, 2024 (plan)

*May change based on status of trial

3. Verification Details

A service to deliver baggage collected at the hotel front desk and delivered to the guests home (overseas) for guests visiting from overseas and staying at Asakusa Tobu Hotel.

Basic Service Flow

- 1) Guests apply for the service at the hotel front desk and baggage is measured for size and weight
- 2) Guests enter delivery information into the dedicated website for this service and pay the delivery fee
- 3) Baggage is collected at the hotel front desk *Guests enjoy sightseeing empty-handed
- 4) Baggage is transferred from the hotel to OSS
- 5) OSS handles international baggage delivery procedures on behalf of guest
- 6) Baggage is delivered to the guest's home overseas

*There are restrictions for delivery countries and regions and for size and weight of baggage. For details, please see service information at participating hotels.

4. Test Items

This service aims to test the following as a program adopted by the TOBU Open Innovation Program:

- 1) Trial of various operations necessary in international baggage delivery for foreign tourists
- 2) Trial of marketability, potential, and profitability of services related to international baggage delivery

About TOBU Open Innovation Program

Launched in November 2021 as a program to both solicit joint development business ideas utilizing the Tobu Group's tourist assets and to support the trial and commercialization of those businesses. Since launching, six projects have undergone testing. For the current term, we put out a call for ideas for three months between December 2022 and March 2023 based on the following three themes, and we received 126 entries.

[Theme]

- Creation of new tourist services and SDG responses utilizing the Tobu Group's assets
Examples: Joint development of ethical consumerism and sustainable tourism
Effective use of seasonal assets, such as pools and ski resorts
Joint development of new promotions involving inbound tourist demand
- Effective operations of tourist facilities and improved convenience for tourists
Examples: Trial of new payment schemes achieving both convenience and efficiency
Joint development of automation that tourists can also enjoy
- Creation of reservation and sales schemes responding to predicted tourism demand
Examples: Joint development of schemes to understand and analyze consumer behavior of foreign tourists
Trial of transportation mode demand predictions and dynamic planning



About OSS Co., Ltd.

Launched international delivery of forgotten items for foreign tourists (non-residents) and baggage in 2015.

Currently, around 11,000 commercial facilities, transportation agencies, police departments, airports, airlines, rental car companies, and other businesses have introduced the service within Japan. They have received awards in various media and through contests for their contributions directed at over tourism in easing of transportation congestion, reducing labor shortages, and revitalizing local communities.

Hanayaka KANSAI Attractiveness Up Award 2023 Special Award

Appeared on NHK BS, Omotenashi Special

Company name: OSS Co., Ltd.

Representative: Shuichi Aramoto

Location: Toyo Building 7F, 1-7-9 Kyomachibori, Nishi-ku, Osaka, Osaka

Business details: Comprehensive logistics management business / Class 1 transportation business / Light vehicle transportation business / International shipping agency /

Trade agency/Educational travel baggage handling service/Overseas expansion consulting

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