

Highlights of the Year

IMPROVING THE KURONEKO@PAYMENT CREDIT CARD SERVICE

The *Kuroneko@payment Credit Card Service* facilitates the simple collection of amounts due by credit card at the time a product or gift is delivered. Acting as intermediary, Yamato Transport collects amounts due from purchasers, who can use any major credit card, and submits payments to the seller. Everyone benefits. Buyers are billed after delivery, enabling them to place orders with no concerns about receipt of the merchandise. Sellers, on the other hand, avoid the need to deal with numerous credit card companies and send out individual invoices. Amounts due are paid quickly and reliably. To make this service even more appealing, Yamato Transport has started offering installment and revolving credit and reduced fees.

PC TAKKYUBIN OFFERS QUICK AND SAFE HANDLING OF IT EQUIPMENT



Widespread PC ownership and the popularity of Internet auctions are generating growing demand for the reliable transport of computers and peripherals, which require delicate handling from start to finish. Yamato Transport's new *PC Takkyubin* service is designed specifically for this market. Sales-drivers (SD) pick up equipment at each customer's home, supplying specialized packaging materials for four types of equipment: notebook PCs, desktop PCs, monitors, and printers and other peripherals. This comprehensive service maximizes convenience for customers while ensuring speedy packaging and a safe journey.

SD DIRECT SPEEDS UP RESPONSES TO CUSTOMER REQUESTS

With *SD Direct*, all sales-drivers have a mobile phone so they can talk directly with customers, immediately responding to any requests. Prior to this system, customers had to call the local office or a call center with pick-up or delivery requests and other matters. Information was then passed on to each SD. This system made it difficult to respond to a customer requests on short notice. By providing direct access to drivers, Yamato Transport can offer *Takkyubin* services that even more closely match the needs of each customer.



TAKKYUBIN RETURN SERVICE TO BE LAUNCHED

In October 2002, Yamato Transport rolled out its *Takkyubin Return Service*, which simplifies procedures for the return of a product. These returns can be due to such varied reasons as the end of a trial-use period for a PC, the need to repair a game console, or the completion of a lease on a computer peripheral. In each instance, the customer merely contacts the manufacturer or retailer, which then asks Yamato Transport to pick up the item. Customers no longer need to take items to a post office. This service significantly improves the quality of after-sales support, providing faster responses that can lead to greater customer satisfaction.

NEW KURONEKO MAIL MAKES THIS POPULAR SERVICE EVEN BETTER

In April 2003, Yamato Transport expanded the service menu of *New Kuroneko Mail*, which offers shippers a reliable way to deliver pamphlets and brochures quickly and efficiently. Companies, for example, can use this service to supply large numbers of pamphlets on products and services to individuals who submit requests. Schools can send brochures to prospective students. There are two more sizes of *New Kuroneko Mail*

envelopes: up to 50 grams or up to 100 grams. Materials printed on A4 (letter-size) paper can be sent without folding. Specialized automated sorters have been installed at major logistics centers to ensure next-day delivery almost anywhere in Japan. A highly accurate tracking system confirms the time of receipt of an envelope, delivery truck departure and final delivery.

