

**transcosmos and TEMONA co-launch “Subscription Commerce Operations Service”  
Using “Subsc-Store,” a cloud-based online shopping system designed for subscription  
commerce, the companies deliver complete services from order taking to delivery**

**With a focus on health foods and cosmetics, the service enables various loyalty-based marketing  
activities from order taking to delivery phase**

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) and TEMONA. inc. (Headquarters: Tokyo, Japan; President & Representative Director: Hayato Sagawa; Securities code: 3985) have announced that the two companies will co-launch a “Subscription Commerce Operations Service” to the subscription commerce market of which the health food and cosmetics categories that has been especially enjoyed huge success using “Subsc-Store” which is recorded that over 1,400 clients have been introduced.



**Using order data in “Subsc-Store,” an integrated e-commerce platform “eCommerce HUB” flexibly  
delivers various types of bundled items. Ultimately, the service supports the marketing activities of the  
clients based on the customer’s loyalty level**

“Subsc-Store” by TEMONA is a cloud-based system specifically designed for subscription commerce which provides all functionalities such as product management, order management and customer relationship management. With “Subsc-Store,” clients can not only configure purchase frequency and pricing at a granular level but also can bundle and sell multiple items together. In addition, “Subsc-Store” allows clients to set various patterns for shipping options, member ranks and more. Automating periodic order management and credit card payment process, “Subsc-Store” helps clients to meet the needs of each individual customer and increase its loyalty as Customer Relationship Management. What’s more, its “Expert Plan” enables clients to customize “Subsc-Store” to meet their specific requirements flexibly.

By seamlessly connecting data stored on “Subsc-Store” and “eCommerce HUB,” its proprietary integrated e-commerce platform, transcosmos delivers the best e-commerce one-stop services to each client that matches with their business environment and needs. The service covers from “Subsc-Store” implementation to business operations including product master management, order management, inventory management, shipping management and customer support.

Many companies have already decided to deploy the service.

■ **“Subsc-Store” key features**

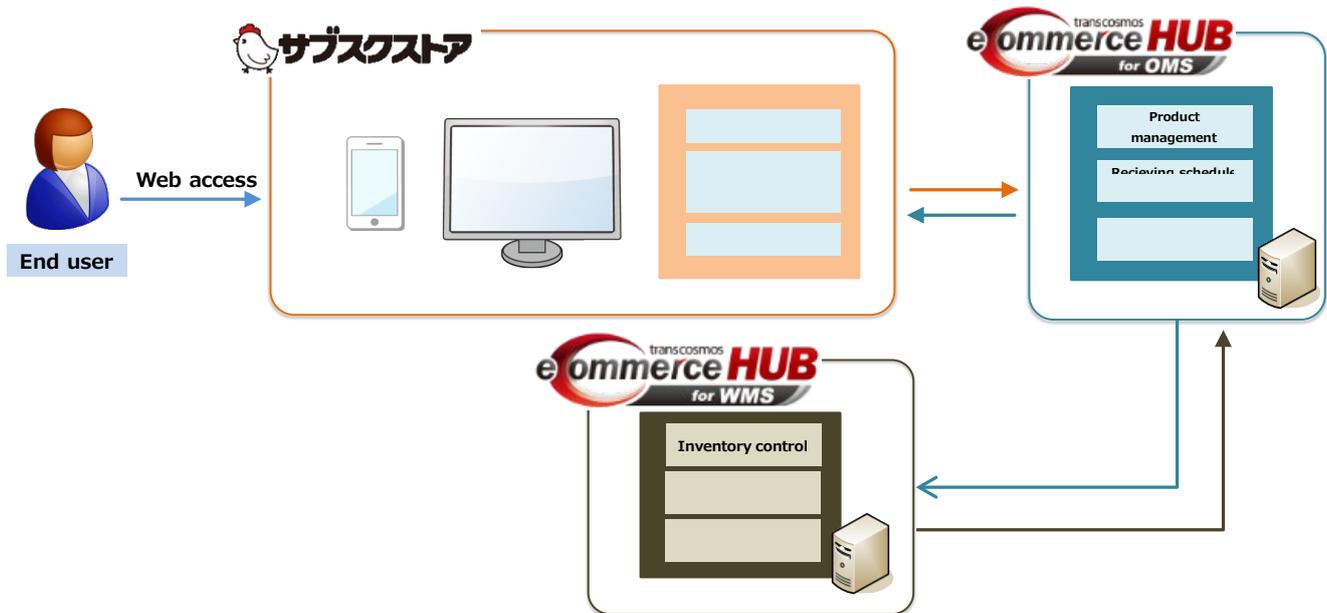
1. Order management: Automating periodic order management and payment processing and supporting three

channels such as contact center, FAX and online.

2. Customer relationship management: Supporting a Customer Relationship management of clients to meet the needs of each customer with its clear-cut “karte (medical record)”, in other words, a readily understandable customer data.

3. Data aggregation and analysis: Enhancing PDCA cycle efficiencies by checking key performance indicators such as retention and churn rate.

■ “Subscription Commerce Operations Services” data link (for illustration purposes only)



**(About transcosmos inc.)**

transcosmos launched its operations in 1966. Since then, we have combined superior “people” with up-to-date “technology” to enhance the competitive strength of our clients by providing them with superior and valuable services. transcosmos currently offers services that support clients’ business processes focusing on both sales expansion and cost optimization through our 167 locations across 30 countries with a focus on Asia, while continuously pursuing Operational Excellence. Furthermore, following the expansion of e-commerce market on the global scale, transcosmos provides a comprehensive One-Stop Global E-Commerce services to deliver our clients’ excellent products and services in 48 countries around the globe. transcosmos aims to be the “Global Digital Transformation Partner” of our clients, supporting the clients’ transformation by leveraging digital technology, responding to the ever-changing business environment.

<https://www.trans-cosmos.co.jp/english/>

**(About TEMONA. inc.)**

Our company name “TEMONA” is derived from the old Japanese word “TEMONAKU,” which means “conveniently, easily and simply.”

TEMONA has been providing services that are specifically designed for the subscription business in the e-commerce market for over 10 years with 1,400 clients.

“TEMONA” continually connecting clients and consumers through subscription and provides business stability and operation efficiencies to clients and economic convenience and new value to consumers.

And We will make the world, convenient, easy and simple for our clients and consumers. (<https://temona.co.jp/>)

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