

Press Release



January 9, 2020
transcosmos inc.

transcosmos expands “E-Commerce One-Stop Center Kita-Kashiwa,” its logistics base dedicated for e-commerce business by 130%

Delivers seamless communication across all functions required for e-commerce business

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) will expand “E-Commerce One-Stop Center Kita-Kashiwa,” its logistics center specifically designed for e-commerce business in January 2020 to meet the growing demand for its logistics services. transcosmos will further enhance its logistics services by April 2020 when the extended area will begin full-scale operations.



Launched in April 2014, transcosmos E-Commerce One-Stop Center Kita-Kashiwa is a logistics center designed specifically for e-commerce business. By consolidating all required functions for e-commerce business, the center delivers seamless communication across all operational functions. The center offers one-stop end-to-end services that include contact center functions such as customer support desk, order processing and after-sales services, e-commerce website development and operations, internet promotions and performance analysis, and fulfillment and logistics services. The center optimizes available information comprehensively such as product inventory data, customer data (CRM) and website access logs, thereby assisting clients in expanding their sales and streamlining operations.

By utilizing both its proprietary warehouse management system (WMC) designed for e-commerce and its excellent operations performed by well-trained warehouse staff, transcosmos logistics services offer clients “services that increase the level of satisfaction of customers who receive their products.” In addition to its high-quality services that are proven by a shipping error rate as low as 0.00056% (*), the center is equipped with automated material handling machines with a processing capacity of packing and labeling 720 items per hour. With the aim of meeting client demands that continue to grow year after year, transcosmos will expand the E-Commerce One-Stop Center Kita-Kashiwa to 4,110 tsubo from the current 3,155 tsubo.

(*) Average shipping error rate: 0.0094% (source: Japan Institute of Logistics Systems)



■ E-Commerce One-Stop Center Kita-Kashiwa basic information

Location:	LOGIPOINT Kita Kashiwa, 13-1 Matsugasaki Nitta, Kashiwa-shi, Chiba, Japan
Access:	By train: 6 minutes' walk from JR Joban line "Kita Kashiwa Station" By car: Near National Route 16 / along National Route 6, approximately 6 km from Kashiwa interchange on the Joban Expressway
Usable area (after extension):	4,110 tsubo
Security:	ISO27001 certification (information security managers stationed, indoor security cameras, 24/7 security guards)
Facilities / equipment:	Warehouse Management System (WMS), handy terminals, automated material handling systems, shrink wrap machines, air cushion machines, etc.

■ About transcosmos e-commerce services

Along with the growth of the e-commerce market, transcosmos has been providing global e-commerce one-stop services to deliver our clients' superior products and services to consumers in 48 countries/regions around the world. We help clients in various ways that best match each client's needs by offering operational services including e-commerce website development and operations, fulfillment (receipt of goods, picking, packaging, shipping), customer service, web marketing, analysis and more for clients to sell their products and services globally. With our services, clients can either launch their e-commerce business by themselves, operate cross-border e-commerce business to sell products and services from Japan to the global market, or sell their products via our e-commerce sales channels. transcosmos provides strong support for clients to sell their products globally by leveraging global sales channels that we have developed including the prominent e-commerce shopping malls, leading e-commerce websites, major retailers worldwide as well as our partnerships with prominent local e-commerce outsourcing businesses in each country. transcosmos will continue to deliver our clients' products and services into the hands of consumers in Japan, Europe, China, Taiwan, South Korea, India, Central and South America and more.

* transcosmos is a trademark or registered trademark of transcosmos inc. In Japan and other countries.

* Other company names and product or services names used here are trademarks or registered trademarks of respective companies.

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 168 bases across 30 countries/regions 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/regions 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/>

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