

# Press Release



July 10, 2025

transcosmos inc.

transcosmos online communications inc.

## transcosmos and transcosmos online communication help Oki Town, Fukuoka Prefecture digitize membership card for the town's on-demand shared taxi service

### Boosts usability and streamlines administrative processes with the power of LINE official account

transcosmos and transcosmos online communications hereby announce that the two companies helped Oki Town, Fukuoka Prefecture, digitize the city's membership card for the town's on-demand shared taxi service using its LINE official account on June 26, 2025.



#### ■Background

To offer a public transport option for daily shopping and hospital visits for its citizens, Oki Town plans to start running a pilot program for its reservation-based shared taxi service, Oki NORIAI-GO (Oki shared taxi ride), which enables registered users to travel within town at a flat-rate. Oki Town introduced KANAMETO's digital membership card features to enable citizens to apply for a membership as well as to show their membership card via Oki Town's LINE official account.

#### ■Steps to show membership card via Oki Town LINE official account

**1** On the chatbot screen, select "Oki NORIAI-GO membership registration"

**2** Enter/submit required information on the registration form

Citizens who wish to use the service need to pre-register for a membership. They just need to follow chatbot navigation on Oki Town LINE official account to start up a registration form. Once they enter their name and contact information and submit an application, they will receive a notice with their membership number and other necessary information on the Oki Town LINE official account talk room page on a later day.

**3 Enter your membership number, etc. on the digital membership screen**

大木町デジタル会員証

利用番号・誕生日を入力し、送信ボタンを押してください。登録証が表示されます。

※入力例※

利用番号：030001（6桁の番号）

誕生日：0401（4月1日生まれの場合）

利用番号

誕生日

送信

閉じる

利用登録証の承認ページです。  
初回のみ承認が必要です。次からは承認の必要はありません。

**4 Show your digital membership card**

大木町デジタル会員証

予約制乗合タクシー

大木のりあい号

利用者登録証

利用番号

0029

氏名

テスト テスト

発行日

2025年6月5日

閉じる

※予約先※ 次のいずれかまでお電話ください。

旭タクシー（大川） 電話 0944-87-XXXX

くまタクシー（大善寺） 電話 0942-27-XXXX

丸金タクシー（城島） 電話 0942-62-XXXX

登録の廃止や登録内容（氏名、住所など）の変更は、@town.ooki.lg.jpまでご連絡ください。

To show their membership card, users just select and tap “NORIAI-GO” on the rich menu screen, and go to the membership card screen. They only need to enter their membership number and date of birth at the first time to show their card on the screen, no data entry required from the second time. Just showing their membership card screen to a driver, users can enjoy the shared taxi service.

#### ■Distinctive features and benefits

The digitized membership card will boost user convenience. Users can easily receive their membership card via Oki Town LINE official account, and they can show their card and enjoy the service with a smartphone only.

For local governments, the service helps cut the administrative processes for issuing a paper-based membership card. The service also enables local governments to change and edit registered member data such as postal addresses and phone numbers on the KANAMETO admin page, streamlining daily administrative business operations.

As many areas have no access to public transportation in Oki Town, there has been a call for local transport options for those in need of such services. With this digital membership card service, citizens can apply for a membership and use the town’s shared taxi service via a LINE official account—their familiar app. Ultimately, the service will increase the usage rate.

#### ■Next steps

Through offering KANAMETO, transcocosmos and transcocosmos online communications will drive digital transformation (DX) in local communities that help boost convenience for citizens and streamline administrative business processes for local governments.

#### ■About KANAMETO

KANAMETO is a LINE-powered Government DX tool developed and offered by transcocosmos online communications inc., a joint-stock company between transcocosmos, LY Corporation and salesforce.com Co., Ltd. KANAMETO empowers governments to digitize a variety of resident services including segmented messaging to deliver pre-registered information to residents, Q&A chatbot related to COVID-19, sending out disaster prevention information, citizen reporting for road and park-related problems, My Number card issuance reservation desk, chat-based child-care consultation, oversized garbage collection reservation and online payment services, and more. Today, more than 250 local governments use KANAMETO as a paid-service for sending out public information, providing counselling services via social media, etc. For more information visit here (no translation available): <https://kanameto.me/>

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

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**(About transcosmos online communications inc.)**

transcosmos online communications inc. was founded in May 2016 as a joint-stock company between transcosmos inc. and LINE Corporation (currently LY Corporation). In October 2017, the company received investment from Salesforce Ventures, an investment arm of salesforce.com, Inc. Powered by LINE's platform user base and transcosmos's sales and development capabilities, a GovTech venture business transcosmos online communications continues to deliver various solutions and services that help governments build a better and stronger relationship with their residents. In September 2017, transcosmos online communications released KANAMETO, its proprietary LINE-powered Government DX tool. Visit us here (no translation available): <https://transcosmos-online.com/>

**(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 185 bases across 36 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 to consumers in 46 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. Visit us here <https://www.trans-cosmos.co.jp/english/>

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