

Press Release



March 15, 2024

transcosmos inc.

transcosmos online communications inc.

transcosmos and transcosmos online communications offer a LINE-powered application system for oversized garbage collection services to Kohoku wide area administration business center

LINE Auto-receives applications, online payment service to come soon

transcosmos inc. (Representative Director, Co-presidents: Masaaki Muta, Takeshi Kamiya) and transcosmos online communications inc. (Headquarters: Tokyo, Japan; President: Hiroshi Kaizuka) are proud to announce that the two companies offered KANAMETO ECO, an application system for oversized garbage collection powered by LINE, to Kohoku wide area administration business center (Manager: Masato Matsui) – an administrative services center of the Kohoku administrative district in Shiga prefecture - on March 15, 2024. Now, citizens can apply for oversized garbage collection using the center's official LINE account.

Kohoku wide area administration business center now accepts application for its oversized garbage collection service via its LINE official account



- The center can review submitted applications to **confirm the request**
- **Reduce call handling time** spent on accepting requests
- **Online payment feature to come** to allow users to pay service fees online

Kohoku Wide Area
Administration Business Center
LINE Official Account



Kohoku wide area administration business center is a local public partial cooperative that covers Nagahama and Maibara cities in Shiga prefecture. The center manages garbage and night-soil collection & disposal services as well as crematoriums in the district. On March 24, 2023, the center opened a LINE official account (account name: Kohoku Wide Area Administration Business Center), and has been actively disseminating its service information such as garbage collection services via KANAMETO's segment messaging and chatbot features. Now, with the implementation of KANAMETO ECO, service users can complete the entire process for disposing oversized garbage from submitting an application, and rescheduling to cancelling the application all on LINE.

Nagahama and Maibara citizens who wish to use the oversized garbage collection service first access the center's LINE official account. On the designated online form, users then select the area they live and preferred collection date, as well as type and number of items. There is a limit per booking request for each garbage collection, which is shown on the item selection page, so by default, users cannot proceed to the next step if the number of items exceeds the set limit. The system then automatically calculates the collection service fees based on the type and number of items entered. Users can send the application form to the center after adding detailed information such as contact information, collection site, etc.

【Application process for oversized garbage collection (for illustration purposes only)】

1 Select area

湖北広域行政事務センター粗大ごみ
eco.kanameto.me

地域選択 日付選択 情報入力 確認

地域選択

該当する地域を選択してください。

木之本地域・余呉地域・西浅井地域

収集日の選択

閉じる

ご不明な点がございましたら、以下までお電話をお願いいたします。
粗大ごみ受付センター：0749-65-1870

2 Select date

湖北広域行政事務センター粗大ごみ
eco.kanameto.me

地域選択 日付選択 情報入力 確認

収集希望日を選択してください。
「○」が記載されている日付から選択が可能です。次月以降は「>」ボタンを押して、希望日を選択してください。

選択地域

木之本地域・余呉地域・西浅井地域

収集日選択

< 2024/04 >

日	月	火	水	木	金	土
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

品目の選択に進む

戻る

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3 Select type/number of items

湖北広域行政事務センター粗大ごみ
eco.kanameto.me

地域選択 日付選択 情報入力 確認

選択地域

木之本地域・余呉地域・西浅井地域

収集日

2024年04月30日 (火)

お申込みにあたっての確認事項

以下は粗大ごみ収集申し込みに関するルールが記載されています。下記URLをクリックし、「申込の方法」や「収集できないもの」を確認のうえ、チェックボックスを選択し、【品目選択】にお進みください。
[長浜市・米原市粗大ごみ戸別収集について](#)

- 申込後に手数料に応じた「処理手数料納付券」を購入してください。金券のため、再発行・返金はできません。「処理手数料納付券」の販売店は上記URLに掲載しています。
- 収集当日の8時30分までに申し込み込んだ粗大ごみに「処理手数料納付券」を貼り付け、申込時に入力した排出場所に出してください。収集は8時30分から17時15分の間に行います。
- 収集時間の指定はできませんので、ご注意ください。なお、当日は立ち会いの必要はありません。
- 粗大ごみは収集車両が寄り付けられる場所に出してください。屋内または収集車両の寄り付かない場所からの運び出しはできません。
- 収集できるごみの区分は、家庭系一般廃棄物で「こほくるー」に粗大ごみとして分類されているものです。詳細は上記URLをご確認ください。

品目選択

該当する品目がない場合、また、1度に8点を超えるごみの収集を希望される場合は、以下までお問い合わせください。
粗大ごみ受付センター：0749-65-1870

品目分類

品目

点数

追加

品目	点数	金額
足ふみミシン	1	900円
カーペット [3畳までのもの]	1	600円
サイクリングマシーン	1	900円
合計	3	2,400円

詳細情報の入力に進む

戻る

ご不明な点がございましたら、以下までお電話をお願いいたします。
粗大ごみ受付センター：0749-65-1870

4 Enter and Confirm

湖北広域行政事務センター粗大ごみ
eco.kanameto.me

地域選択 日付選択 情報入力 確認

選択地域

木之本地域・余呉地域・西浅井地域

収集日

2024年04月30日 (火)

品目

品目	点数	金額
足ふみミシン	1	900円
カーペット [3畳までのもの]	1	600円
サイクリングマシーン	1	900円
合計	3	2,400円

詳細情報

粗大ごみ収集申込に必要な情報を入力してください。

氏名

電話番号

数字のみ入力してください。

住宅形態

戸建住宅 集合住宅 市営 県営 マンション アパート その他

郵便番号

数字のみ入力してください。

市

長浜市 米原市

備考

補足事項等ある場合は入力してください。

支払い方法

粗大ごみ戸別収集処理手数料納付券

確認に進む

戻る

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5 Application sent - confirmation message

【デモ】 湖...ターECO

申し込み

粗大ごみの収集申し込みありがとうございます。下記内容で承りました。お申込みの内容はまだ確定しておりません。確定後に再度ご連絡させていただきます。

■申込番号
089-240430-00001

■収集日
2024年4月30日(火)

■申込金額
足ふみミシン 1点 900円
カーペット [3畳までのもの] 1点 600円
サイクリングマシーン 1点 900円
合計 3点 2400円

基本メニュー

The center also has deployed a review & approve feature, with which center staff can review the entered information on the KANAMETO ECO’s admin page to confirm the request. Each user will receive a message once their application is approved or rejected. If a user’s application is rejected, they will receive a cancellation message explaining the reasons for the rejection. Center administrators can also reject applications if any of the items are out of scope of the service such as air conditioners, televisions, and personal computers, or if users have specified a collection site where a garbage truck cannot enter.

With this new, digitalized application process for oversized garbage collection, users can now request for garbage collection easily via LINE from anywhere at any time. In addition, the system also brings benefits to the center as the system helps reduce staff’s work hours for handling phone calls. The center plans to deploy an online payment feature for garbage service fees, which will further streamline the center’s garbage collection service process as well as making the service even more convenient for users.

KANAMETO ECO is a new feature added to KANAMETO, a LINE-powered Government Digital Transformation (DX) tool which today is empowering more than 200 local governments. Kohoku wide area administration business center is the first user among all local public partial and wide-area cooperatives in Japan. By expanding KANAMETO features even more, transcocosmos and transcocosmos online communications will continue to help governments drive their DX initiatives, and ultimately optimize communication between local governments and their citizens.

(About KANAMETO ECO)

KANAMETO ECO is an application system for oversized garbage collection services developed under the joint project of LY Communications Corporation and transcosmos online communications inc. The two companies developed KANAMETO ECO based on the Fukuoka City Oversized Garbage Collection Service LINE Official Account, a LINE account which went into full operation in 2019 based on the LY Communications and Fukuoka city's agreement, the Comprehensive Partnership Agreement on Community Collaboration Projects. Once local governments deploy KANAMETO ECO, their citizens can apply for their local garbage collection services 24/7 online via their government's LINE official account. KANAMETO ECO is also equipped with an online payment processing feature, enabling citizens to pay garbage collection service fees online with PayPay, LINE Pay, credit cards, and more.

(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 181 bases across 35 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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