

ANA and Yamato Transport to Begin Same Day Baggage Delivery Service for International Travelers to Japan

First Ever Intercity Baggage Delivery Connects Hotels in Tokyo and Osaka/Kyoto Regions

TOKYO, March 23, 2016 – ANA, Japan’s largest airline, and delivery service Yamato Transport Co., Ltd. announce Japan’s first ever same day baggage delivery service between two cities. The service leverages the two companies’ networks to allow international visitors to Japan to send their baggage same day between 4 designated hotels in the Tokyo region and the Osaka/Kyoto region for 2,000 yen per piece¹.

The service begins today, and based on customer feedback and data during the trial period, the companies will expand the service and coverage areas later this year.

ANA and Yamato Transport is pioneering this service as part of their continuing efforts to improve convenience, and have high expectations as the number of international visitors to Japan, especially those from Asia, continues to soar to 19.74 million in 2015, an increase of 47.1% year on year². The most popular route for tourists is between Tokyo and Osaka, and approximately 60% of tourists travel independently therefore carry their own luggage³. Many of them want to explore Japan unencumbered⁴, creating demand for baggage delivery between major hotels increasing.

For example, visitors at designated hotels in Tokyo can send their baggage, travel to Kyoto hands free, and pick up their baggage at their hotel in Kyoto that evening.⁵

ANA and Yamato Transport have already made inroads in this sector since September 2012, allowing Japan residents to send baggage from home and pick it up on the baggage carousel at their international arrival airport.

“At ANA, we take pride in helping international visitors fully enjoy Japan,” said Takashi Shiki, ANA Executive Vice President, Sales & Marketing. “Combined with our popular [ANA Experience JAPAN Fare](#), this same day baggage delivery service goes the extra mile to give the growing number of guests the freedom to fully experience Tokyo, Osaka and Kyoto.”

[Designated Hotels]

City	Hotel
Tokyo	Hyatt Regency Tokyo
Tokyo	Hilton Tokyo
Osaka	ANA Crowne Plaza Osaka
Kyoto	ANA Crowne Plaza Kyoto

¹ The price is for pilot period. Subject to change from September.

² Source: Japan National Tourism Organization

³ Source: Ministry of Land Infrastructure and Transport; "Consumer trends among foreign tourists visiting Japan (2014 annual report)"

⁴ Source: Ministry of Land, Infrastructure and Transport survey of foreign visitors to Japan; "Results of survey into the promotion of luggage-free travel and future initiatives"

⁵ Times vary, but generally baggage dropped off by 8:00AM will be delivered after 18:00PM same day. Conditions apply. Service will not provide delivery to airports.

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About ANA

ANA is the largest airline in Japan by revenues and passenger numbers. Founded in 1952, ANA flies today on 81 international routes and 112 domestic routes. The ANA group has 35,000 employees and a fleet of about 240 aircraft. In FY2014, it carried 50.4 million passengers and generated revenues of 1.71 trillion Japanese yen. ANA has been a member of Star Alliance since 1999, and has joint-ventures with United Airlines on trans-Pacific and Asia routes, and with Lufthansa, Swiss International Airlines and Austrian Airlines on Japan-Europe routes. Its Frequent Flyer Program, ANA Mileage Club, has more than 26 million members. ANA was voted Airline of the Year for 2013 by Air Transport World Magazine, and in 2016 was awarded five stars for the fourth consecutive year by the world's leading Airline and Airport review site, SKYTRAX. ANA is the launch customer and biggest operator of the Boeing 787 Dreamliner.

About Yamato Transport

Yamato was established in 1919 and in the year of 2019, it will be celebrating 100th anniversary. Presently the total number of parcels handled in Japan is 1620 million units per year. Yamato dominates the domestic market at 45.4% share and has kept No.1 top share for over 30 years. It has 3,900 operation center, 44,000 trucks, and 159,000 employees.