



Improving the convenience of returning ecommerce products in Japan. Yamato launches digital returns for ecommerce merchants, powered by Doddle.

- Available on the Gap Japan online store from 25th August 2021

Japan's leading carrier, Yamato Transport Co., Ltd has again partnered with Doddle to a digital returns service for ecommerce merchants, to make returning online shopping more convenient for consumers and better for the environment. The service is powered by Doddle's returns technology that is already used by hundreds of merchants globally. The service's first users will be Gap Japan K.K.'s Gap and BANANA REPUBLIC online stores.

With ecommerce continuing to grow in Japan, Yamato is looking to how they can make online shopping more convenient for both merchants and consumers. In 2020 Yamato and Doddle launched their proprietary PUDO network, underpinned by Doddle technology - to improve the ecommerce delivery experience. Returns, however, are still often handled in an analogue way, with customers having to confirm the return address by phone, filling in a handwritten slip, or returning the item directly to a store. To improve the convenience of returns for both customers and merchants, Yamato is proud to launch a digital returns service for their merchant partners. The service connects Doddle's digital returns portal Yamato Transport's vast delivery network.

By using digital returns software, Yamato is able to simplify the returns process by eliminating the need for customers to call to confirm whether an item can be returned, as well as the need to write or print a returns slip and label. The service is available to merchants in Japan as either a ready-to-go returns website or an API that can be integrated with existing systems.

Yamato and Doddle will continue to work together to accelerate the digitalisation of returns logistics and to build an ecommerce ecosystem that benefits both merchants and consumers.

For more information about the news release, please contact

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About Doddle Parcel Services Ltd

Doddle helps logistics and ecommerce companies around the world deliver experiences that engage, differentiate and foster customer loyalty for the delivery and return of online purchases. With years of fulfillment experience in the most advanced e-commerce markets around the world, Doddle helps logistics and e-commerce companies develop the most advanced fulfillment strategies in their markets to improve the customer experience, drive sustainable solutions, and increase profitability and efficiency.

Doddle's White Label Technology Platform enables you to build, deploy and manage a comprehensive ecosystem for out-of-home shipping and returns. Each solution on the platform is designed to increase loyalty, create cross-selling opportunities, drive efficiencies and support a more sustainable supply chain. Doddle's expertise and technology is used by some of the world's leading retail and logistics companies, including ASOS, Amazon, United States Postal Service and Australia Post. Headquartered in London, the company has offices in the US, Australia, Europe and Japan. For more information, please visit doddle.com/jp.

<https://www.yamato-hd.co.jp/news/2020/20201118.html>

Yamato Holdings and Doddle team up to launch a new EC product pick-up service for the new normal in November (17 August 2020)

<https://www.yamato-hd.co.jp/news/2020/20200817.html>