



Document for Customers Living Overseas For Intermediaries

This document is intended for intermediaries who have received a request from an overseas resident who cannot speak Japanese.

Please explain by referencing this document.

Even if an overseas resident who cannot speak Japanese directly contacts Customer Plus, we can only respond in **Japanese**. Please be careful about this point.

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Precautions

Note 1) There must be at least one person who can speak Japanese.

All responses will be done in **Japanese**. There must be a person who can understand Japanese.

■ Before member registration of Customer Plus

Virtual Office application procedure → **Only Japanese** support is available.

Questions regarding application procedure → **Only Japanese** support is available.

■ After member registration of Customer Plus

The management of incoming mail and the output of invoices are all done on My Page (members only management screen).

My Page is written **only in Japanese**.

Questions regarding incoming mail or service content → **Only Japanese** support is available.



The screenshot shows the 'Customer Plus My Page' interface. At the top, there is a navigation bar with icons for Home, Mail, Request Form, Phone, Meeting Room, Home Delivery Invoice, and Basic Information. Below the navigation bar, there is a user greeting: 'ようこそ、カスタマー太郎 (W) 様' and a mail count indicator '配達数 0'. A red warning message states: '※Image of My Page (Written only available in Japanese)'. Below this, there are filter buttons for '通常サイズ', '速達転送不可サイズ', '通常転送・無料送付規格外', '選択解除', and '一括処理'. A note below the filters says: '同じサイズのみの一括操作が可能です。異なるサイズを組み合わせて選択しても一括で操作できませんので、ご了承ください。'. The main content is a table with columns: 'ロック', '郵便物ID', '差出人名', '到着日', '郵便サイズ', '会員処理依頼', and '詳細'.

ロック	郵便物ID	差出人名	到着日	郵便サイズ	会員処理依頼	詳細
済	833555	テスト 日本橋郵便局	2020/03/27	通常サイズ	自動破棄	詳細
済	822984	日本橋税務署 テスト	2020/01/31	通常サイズ	自動破棄	詳細

Precautions

Note 2) A collaborator in Japan who can receive mail will be necessary.

- Receiving items such as registered mail from the post office.

We cannot receive items that require a signature upon receipt.

We will only guide the contents of the delivery note.

It is necessary for you to ask an acquaintance in Japan to receive the item at the post office.

- About addresses in Japan

Regarding the International Shipping Service, only items meeting the free conditions will be shipped.

We also do not support paid shipping.

We recommend you to prepare a shipping address in Japan.

Items that do not meet the free conditions for international shipping can be shipped to a Japan domestic address.

- Company establishment procedure

If you are going to establish a corporation in Japan using “Company Establishment Plus”, the application procedure to the Legal Affairs Bureau is to be done by yourself.

In case of overseas resident, it is necessary for you to ask an acquaintance in Japan to conduct application procedures.

Note 3) In case you wish for a Call Forwarding plan, you can only register a Japanese phone number for forwarding.

- International phone numbers cannot be registered as forwarding numbers.

Service Content of the Virtual Office

The Virtual Office Basic Service (International Shipping Plan) includes the following.

No fees or optional cost will be incurred except for the separate cost upon using the meeting space.



Address use : Addresses that can be used for business cards and websites can be selected from 7 locations in Tokyo.
It can also be used as a registered address.



Management of incoming mail : We will notify you by email of incoming mail promptly.



Free shipping (Domestic) : Once a week (every Friday), we can deliver to a Japan address by express delivery for free. *
Conditions exist for free shipping



Free shipping (International) : Once a month (weekday only), we can deliver to an international address for free. *
Conditions exist for free shipping



My page : We have a management system for each contractor. On this screen, you can check for incoming mail, issue invoices, and make reservations at each site space on the web.

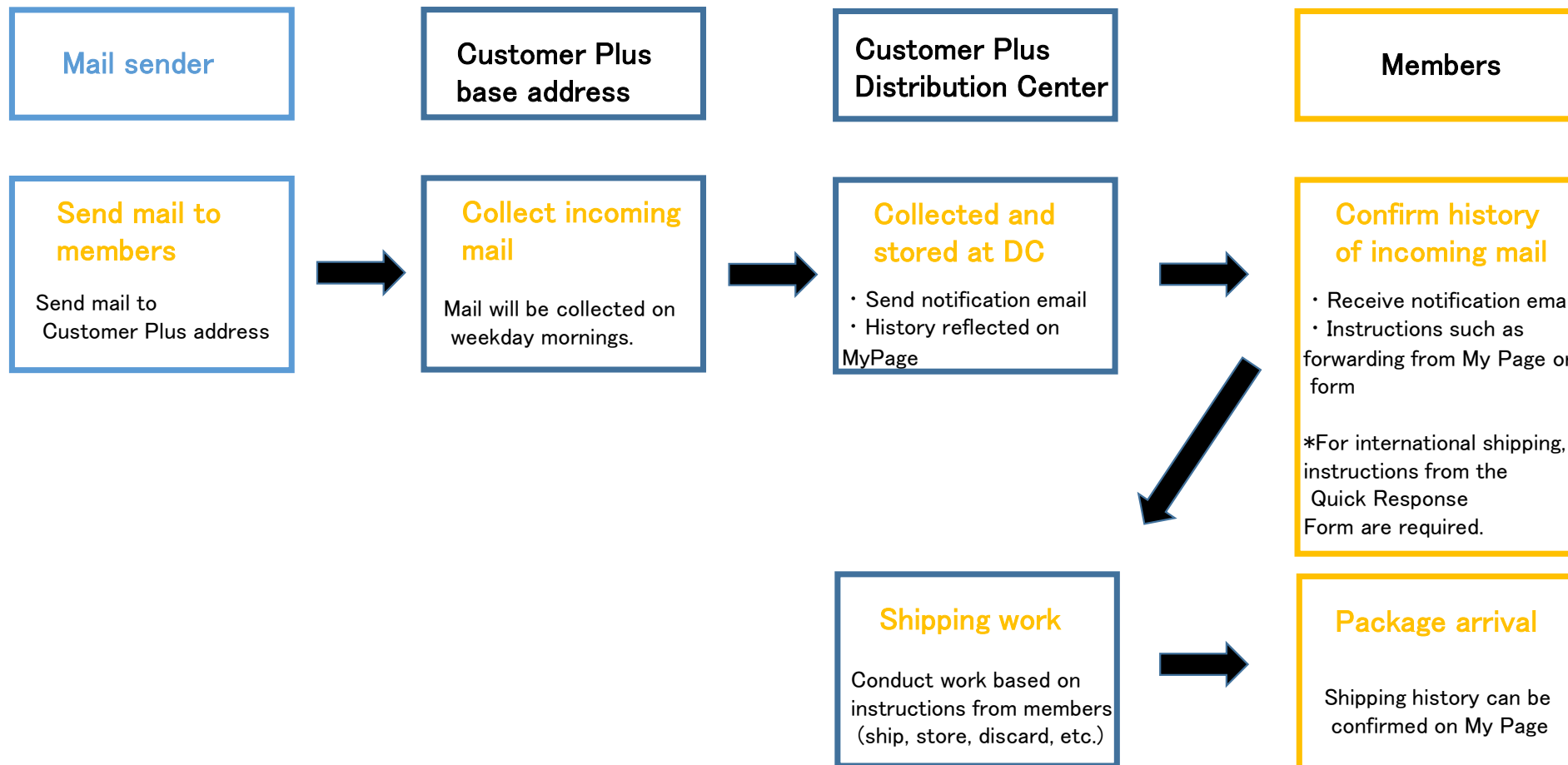


Fax transfer : After the contract is completed, an area code 03 fax number will be assigned.
The assigned fax number is for receive only and is a shared number.



Use of meeting space : You can use the space of all operating bases.
You can make a reservation through the My Page with an separate cost.

Flow of Incoming Mail



Regarding International Shipping Service

The International Shipping Service has the following two free conditions (①+②). If within the conditions, free shipping is available.

① **【International shipping】 Free conditions:** Customer Plus (Japan) → International address **once a month**

Condition 1: **B4 size documents weighing less than 1 kg** (paper only) are free. * Items other than paper are not applicable.

Condition 2: The shipping date is **once a month** on weekdays (Monday to Friday).

Condition 3: For shipping requests, please indicate by **5:00 PM** (Japan Standard Time).

Condition 4: Even if you do not use it once in the current month, you cannot carry it over to the next month.

* Precautions

Regarding the International Shipping Plan, only items meeting the free conditions will be shipped. **We do not support paid shipping.**

We recommend you to prepare a domestic shipping address.

Items that do not meet the free conditions for international shipping can be shipped to a domestic address.

② **【Domestic shipping】 Free conditions:** Customer Plus (Japan) → Japan address **4 times a month**

Condition 1: Free express delivery once a week.

Condition 2: A4 size, packages up to 2, 5 cm thick (total size when shipped).

Condition 3: For shipping requests, please indicate by **5:00 PM** (Japan Standard Time).

Condition 4: Shipping is done every Friday.

Fees and Payment Methods of the Virtual Office

Virtual Office Monthly Fee and Initial Cost

Monthly fee **4,743** yen (tax excluded) Initial cost **9,333** yen (tax excluded) ^{Free per campaign} → **0** yen

Payment Method

Monthly payment

For monthly payments, we accept only **credit card transaction**.

Payment for the first month will be the sum of the monthly cost, initial cost, and other costs.

*** Minimum contract 6 months**



Annual lump-sum payment

If you wish to make an annual lump-sum payment, fees will be discounted compared to monthly payments. We accept **bank transfer** and **credit card transaction**.

*** Minimum contract 12 months**



Annual cost for monthly payment

4,743yen (tax excluded) × 12months = **56,916** yen (tax excluded)

4,535yen
discount
➔

Annual lump-sum payment

52,381 yen (tax excluded)

Flow of Application

It will **take 2-3 business days** from the time of application until the address can be used.

S T E P 1	Send [Application Form for Overseas Residents] from the homepage	Customer
S T E P 2	Contact by email regarding "Upcoming procedures" and "Information of required documents"	C+
S T E P 3	Submit required documents by fax or email	Customer
S T E P 4	Send business outline/mailling and fax agreement form	Customer
S T E P 5	Examination	C+
S T E P 6	If there is no problem with the examination result, guidance on the payment procedure	C+
S T E P 7	Payment procedure	Customer
S T E P 8	Complete membership registration procedure	Customer

* All of the above exchanges will be performed by a person who can speak Japanese on behalf of the customer.

Required Documents

The following documents (1+2) are required.

1) Photo ID of the representative (passport, driver's license, etc.)

* A representative is a person who will become a representative director (corporation) or a representative employee (limited liability company) when the corporation is established in Japan.

2) Representative's current address confirmation documents

Representative (full name) and current address (overseas address) shall be specified, and the issued date must be within 3 months

A signature certificate may be used instead.

***Please prepare the required documents (1+2) for the person working on behalf of the customer as well.**

Submission Methods

Please take a photo with a camera, or convert it into data by scanning and send it by **email**.

mail : info@ginza-plus.net

F A Q

Q: For foreigners living overseas, is there any difference in obtaining a signature certificate when establishing a company in Japan?

A: It differs between a limited liability company and a corporation.

■ In the case of establishing a limited liability company

One copy of a signature certificate of the individual who will be the representative employee is required.

■ In the case of establishing a corporation

- A signature certificate of all board members
- A signature certificate of all founders

*If you are both the founder and board member, you need two copies.

Q: Are there any precautions to take when obtaining a signature certificate?

A: Please note that a document equivalent of a Japanese seal registration certificate is needed. All of the following must be listed.

If any of the items are missing, it cannot be accepted.

- (1) Name
- (2) Address (place of residence in foreign country)
- (3) Date of Birth
- (4) Signature or Seal (for countries with seal culture)

F A Q

Q: What are the precautions for foreigners living overseas when applying for Virtual Office?

A: Precautions are as follows.

- There must be at least one person who can speak Japanese.

(It is necessary to fill in the name of the person working on behalf of the customer in the application form)

- Please prepare the required documents for the person working on behalf of the customer as well.
- Please prepare one forwarding address in Japan.
- A collaborator in Japan who can receive mailed items will be necessary.

Q: What are the required documents for foreigners living overseas when applying for Virtual Office?

A: The following 2 documents are required.

- Photo ID of the representative (passport, driver's license, etc.)
- Representative's current address confirmation documents

Representative (full name) and current address (overseas address) shall be specified, and the issued date must be within 3 months

A signature certificate may be used instead.

***Please prepare the required documents for the person working on behalf of the customer as well.**

F A Q

Q. I reside in Hong Kong. Can you ship items overseas as well?

A: If you apply for the International Shipping Service, we can also ship to an overseas address.

However, there are conditions for international shipping. Only items within the conditions can be shipped.

Conditions for free shipping are as below.

① **【International shipping】 Free conditions:** Customer Plus (Japan) → International address

Condition 1: **B4 size documents weighing less than 1 kg (paper only)** are free. * Items other than paper are not applicable.

Condition 2: The shipping date is once a month on weekdays (Monday to Friday).

Condition 3: For shipping requests, please indicate by 5:00 PM (Japan Standard Time).

Condition 4: Even if you do not use it once in the current month, you cannot carry it over to the next month.

*Precautions

Regarding the International Shipping Plan, **only items meeting the free conditions will be shipped. We do not support paid shipping.**

We recommend you to prepare a domestic shipping address.

Items that do not meet the free conditions for international shipping can be shipped to a domestic address.

Contact

Customer Plus Company

Email address: info@ginza-plus.net

Available hours: Weekdays 9:00 AM to 5:00 PM

*Inquiries received on weekends, public holidays, and after 17:00 will be handled the next business day.

Note: Please have inquiries made from a person who can speak Japanese.