

A Tourist Service Center is Scheduled to be Installed at Osaka Station City (JR Osaka Station)

August 31, 2015
West Japan Railway Company
Osaka Terminal Building Co., Ltd.

To further enhance the reception environment for visiting foreigners, Osaka Station City (hereinafter referred to as OSC) will cooperate with JR West Japan Marunix Co., Ltd., Sagawa Express Co., Ltd., and Seven Bank, Ltd. to install a tourist service center to provide multilingual guidance information and parcel delivery services on the North-South access bridge located on the 3rd floor.

1 . Service Center Outline

(Name)

Osaka Station City Tourist Service Center

(Location)

JR Osaka Station Third Floor North-South Access Bridge

(Below: Location reference)

(Service Content)

1) Installation of a multilingual compatible two-screen touch-panel digital signage

- Displays three languages, four character types (English, Chinese (Traditional and Simplified Chinese), and Korean)
- OSC building information: OSC facility (shops, etc.) information
- OSC surrounding area map
- Offers information to smartphones via QR code (Various maps, railway information, etc.)



< Exterior Image >

2) Implementation of the parcel delivery service *Fee-based (JR West Japan Marunix Co., Ltd./ Sagawa Express Co., Ltd.)

- Business Hours: 8:00-20:00 (Scheduled)
- Same day delivery of parcels: Osaka City hotels, Kansai International Airport
- *There will be a time restriction for receiving same day deliveries
- Nationwide delivery/Overseas delivery

3) Installation of tourist-compatible ATM machine(Seven Bank ,Ltd.)

- Installation of an ATM that allows tourists to withdraw Japanese yen

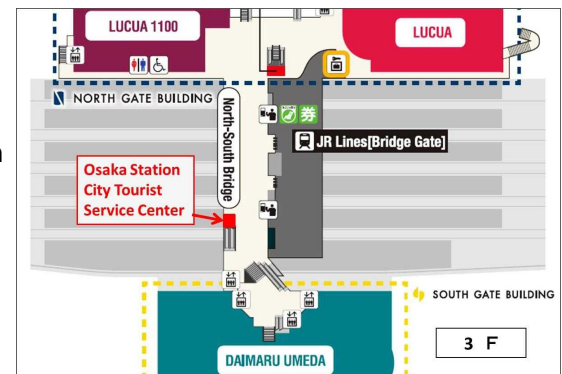
2 . Upcoming Schedule

Service Opening: October 1 (Thursday), 2015 10:00- (Scheduled)

*We are planning to conduct an opening ceremony event on October 1.
Further details can be found separately.

Construction will begin at the beginning of September 2015.

We apologize for any inconveniences during the construction period.



< Location Diagram >

3. Other

The following activities will also be conducted at OSC to create an even more comfortable environment for tourists.

Business	Content of Activities
Tax-Free Shops/Counters	• Lucua Osaka (Approx. 190 stores), Daimaru Umeda Store (Two-story basement)
Eating and Drinking Establishments	• Offering Muslim-friendly menus at “Ukihashi” and “Fleuve” restaurants located on the 19 th floor of Hotel Granvia Osaka • Offering non-pork menus at “Hageten”, “Uosa”, and “Hakkakuan” at the <i>Umaimono Plaza</i> on the Restaurant Floor located on the 16 th floor of the Southgate Building
Facilities	• Operating a prayer room that can be used by all religions. • Introducing a TV telephone interpretation service that uses tablet devices at the “OSC Information Center”. • Expanding the usage range of the “JR West Free Wi-Fi”, a Wi-Fi spot for tourists. (Adding to each of the Osaka Station ticket gates”, “3rd floor OSC Information Center”, “5 th floor <i>Toki no Hiroba</i> , 1 st floor South Gate Plaza”, “2 nd floor Carillion Plaza”, “2 nd floor Atrium Plaza” “10 th floor <i>Yawaragi-no-niwa Garden</i> ”, “11 th floor <i>Kaze no Hiroba</i> ”, “14 th floor <i>Tenku-no-noen Farm</i> ”, “ <i>Umaimono Plaza</i> ”, “15 th -17 th floor <i>Taiyo-no-hiroba Plaza</i> ”
Other	• Preparing pamphlets to introduce the expansion of the special features and products from various stores and facilities within OSC geared towards tourists (Beginning in early September) • Audio tour guide on Osaka Station areas (Available in English, Chinese, and Korean)

Information Center
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