

1

Redelivery phone

4

Redelivery Time Frames

2

Tracking Number

Driver's Phone Number

2?

Delivery Depot Number

TRANSPORT! COMMUNICATION SAGAWA **ご不在連絡票**

■自動受付(24時間受付) ※当日の再配達受付は、18:00までとなります。
0570-01-0001

※通話料は全国一律1分10円、携帯電話・PHS20秒10円でご利用いただけます。
 ※050IP電話をご利用のお客様は、固定電話が携帯電話・PHSからお掛け直し下さい。

〈操作方法〉
 ①下記、ドライバー受付欄のお問い合わせ送り状No.を入力してください。
 ②日付 例:当日なら 5日なら 25日なら
 ③時間 下記より選び、番号1桁で入力して下さい。
 [時間帯希望なし⇒7] [16:00~18:00⇒4]
 [午 前 中⇒1] [18:00~20:00⇒5]
 [12:00~14:00⇒2] [19:00~21:00⇒6]
 [14:00~16:00⇒3]

※初回配達日から3日以上経過している場合、営業所で保管していますので、ご希望の時間帯にお届け出来ないことがあります。

■ドライバー受付 (朝 時~夜 時)
 ※担当ドライバーと直接配達のご相談が出来ますので大変便利です。

お問い合わせ送り状No. **5656-4932-7051**
 担当者 Driver's Name
 携帯電話 **080-2462-0000**

佐川急便 仙台営業所 営業所番号 **8010**
 〒983-0034 宮城県仙台市宮城野区扇町7丁目5-33
 TEL 022-259-1553 FAX 022-258-4086
 (受付時間08:00~21:00) 2014/09/27 19:39 発行

走行中などの諸事情により、電話に出られない場合がございます。

■インターネット再配達受付 <http://sagawa-otodoke.jp/>
 ※ご利用出来ない携帯電話もございます。

ありがとうございます。佐川急便でございます。

Your Name **様**

配達にお伺いしましたがご不在でした。 Attempted Delivery: Absence
 宅配BOXへ配達させていただきました。 Item Delivered to Takyubin Box
 宅配BOXを利用できませんでした。 Unable to deliver to Takyubin Box because of checked reason
 集荷にお伺いしましたがご不在でした。 Attempted Pick Up: Absence

ご依頼主様

Sender's Name **様**

飛脚クール便 ※宅配BOXへの配達は出来ません。
 お荷物の保管期間は、初回配達日+3日の 月 日 日までとなります。

Postage Paid Postage Due on Delivery
 元払 着払
 e-コレクト®(代金引換) CODのお届け先以外への転送は出来ません。
 Payable by:
 CASH CREDIT/DEBIT CARD EITHER
 代引金額 Amount 円

受取人確認配達 Deliverable only to addressee
 お荷物の保管期間は、初回配達日+7日の **10** 月 **4** 日までとなります。

■営業所へのお引取り
 お荷物のお引取りの際は担当ドライバー、又は表面のドライバー受付欄に明記されている営業所まで事前にご連絡をお願いします。
 ご依頼主様からの指定により営業所止め、配達先変更できないお荷物がございます。又、お引取りの際にはご本人様確認の為、下記3点をお持ち下さい。

ご不在連絡票 + 印鑑 + 免許証、パスポート、学生証等

STEP BY STEP REDELIVERY GUIDE (Sagawa Express)



1 Dial the redelivery number. If you are using a landline, the rate is 10 yen per minute. If you are using a cellphone, the rate is 10 yen per 20 seconds. You can schedule a redelivery 24 hours a day. Same-day redelivery requests can be made until 6PM. You can also call the driver directly, but they will only speak Japanese. Once you have the process down, a call takes about 1 minute 20 seconds.

When the call starts, there will be a recorded voice introducing the fact you have called the redelivery hotline. She will then promptly ask you for your phone number, which will be followed by a loud, short beep (OKYAKUSAN NO DENWABANGOU O SHINAIKYOKUBAN KARA NYURYOKUSHITE KUDASAI **BEEP**). After the beep, enter your phone number from the area code, for example 09012345555.

2 Next she will prompt you for the 12 digit tracking code, followed by a beep (OTOIAWASE OKURIJOU NA-BA- JUUNIKETA TSUZUKETE NYURYOKUSHITE KUDASAI **BEEP**). After the beep, enter the code. In this example that would be 565649327051. After you enter it she will tell you she is checking the status of your package (NIMOTSU NO JOUTAI KAKUNIN SHIMASU).

2? After this step, *sometimes* she will prompt you to enter the 4 digit Depot Number (EIGYOYOUSHO BANGO YONKETE NYURYOKUSHITE KUDASAI **BEEP**). After the beep, enter the number. In this case, 8010. Please note that the system more often than not *SKIPS* this step and does not ask you for the Depot Number.

3 Next she will be prompt you to enter your desired redelivery day. After the beep, for same day redelivery press ZERO. If you want it redelivered any other day, enter a date falling within one week as a two digit code, for example your package came on October 24th and you want it be redelivered on the 25th, you would enter 25. (HONJITSU SAIHAITASUKIBOU NO KATA WA ZERO O NYURYOKUSHITE KUDASAI. ASA IKOU NO SAIHAITSU KIBOU NO KATA WA ISHUUKAN INAI NO NIKETA O NYUROSHITE KUDSAI **BEEP**)

4 Next you will be prompted to enter your desired delivery time frame. She will only offer you numbers that represent time frames that are currently available for redelivery depending on the delivery day you entered. So, if you want same day redelivery and call late in the day when only the final and the 'anytime' time slot are open, she will only offer time frames 6 through 7 (ROKUBAN KARA NANABAN NO ICHIKETA WO NYURYOKUSHITE KUDASAI **BEEP**). After the beep, please enter the single digit corresponding to the time frame you want.

7= anytime 1= morning (until noon) 2=noon-2PM 3= 2PM-4PM 4= 4PM-6PM 5= 6PM-8PM 6= 7PM-9PM

5 After you have entered the redelivery date and time frame, the system will repeat it back to you and ask you to press 1 if the date and time is correct and 2 if it is not correct and you need to reenter it. For this example, let`s say you chose *October 25th from 6PM to 8PM*, she will say (KAKUNINSHIMASU. *JUUGATSU NIJUUGO NICHI JUUHACHIJI KARA NIJUUI* MADE NO SAIHAITATSU KIBOU DESU NE? YOROSHIKEREBA ICHI O, TESEISURUBAI NI O NYURYOKUSHITE KUDASAI.)

6 Last she will say that they acknowledge your redelivery request and thank you for calling. The system will then automatically hang up. (SAIHAITASU NO TEHAI ITASHIMASHITA . GORIYOU ARIGATO GOZAIMASHITA)

NOTES:

*The voice recording will be longer and slightly different from what is written in the parentheses, which is only meant as a guide. You can enter numbers at any time while the system is talking, you do not have to wait for the BEEP every time.

*If you have multiple packages to redeliver, you have call the number for every package.

*There is no English Hotline. You can also schedule redelivery [online](#), but you must register and it is only in Japanese.

*SAGAWA is the company that handles the domestic delivery of some international carries like DHL and UPS, so it is possible you might get something you are expecting from abroad via this domestic carrier if one of these types of services was used.