

8 New Postal Services and Uses for the Postal Network

1. One-Stop Administrative Services at the Post Office

In fiscal 1998 a trial, in which post offices in five regions are offering administrative services for the municipal offices of the surrounding cities and towns, was initiated. During fiscal 1999, TV phone functionality was added to the terminals in the post offices in three of the regions, allowing consultation services to be tested. In a separate development during the year, the cities of Omiya (Saitama prefecture) and Habikino (Osaka prefecture) placed in local post offices special machines that create personal-seal certificates and copies of resident cards automatically (Exhibit 53).

2. Internet Use in Post Office Services

The MPT is using the Internet extensively as a tool for providing people with information about services available at post offices. "Hybrid Mail Service," a service allowing users to mail

items over the Internet 24 hours a day from their homes and offices, was inaugurated in February 2000. Also Pilot Internet Home Service by Postal Savings was conducted. Upgraded Internet-mediated Postal Life Insurance services are planned for fiscal 2000.

3. Postal Savings Network Services

Since January 1999 the automatic teller machines (ATMs) and cash dispensers (CDs) of Postal Savings have been connected online with the ATMs and CDs at certain private-sector financial institutions (banks, etc.); the number of such institutions had increased to 618 by April 2000. In December 1999, Postal Savings Home Service was expanded to allow account holders to check balances and receive other services via cell phone. A service allowing inter-account telegraphic transfers by telephone was inaugurated in February 2000.

Exhibit 53. Scheme for One-Stop Administrative Services

