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Digital Garage Develops “Pangaea Delivery” for the Simplified Management of Multiple Online Orders

~Supporting DX in Restaurants and Retail Stores by Partnering with Toshiba Tec and JCB~

Digital Garage, Inc. (TSE first section: 4819; HQ: Tokyo; Representative Director, President Executive Officer and Group CEO: Kaoru Hayashi; DG) has developed “[Pangaea Delivery](#),” the SaaS platform for the simplified management of multiple online orders. This platform will support the operation of restaurants and retail stores in the “new normal.” Major restaurant and retail chains have already decided to use the beta version of “Pangaea Delivery,” and DG will provide the service to a variety of merchants soon.



■ Overview of the platform

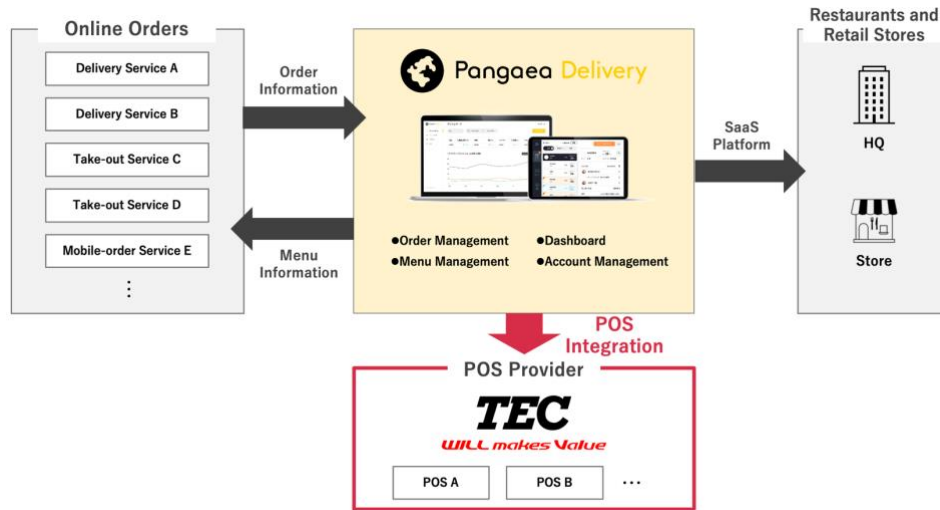
Due to the COVID-19 impact, restaurants and retail stores have been implementing online order services such as food delivery and take-out services to ensure sales. Moreover, the market for online orders is expected to continue to grow, with the expansion of new types of businesses such as ghost restaurants and the growth of instant delivery services (quick commerce) for daily necessities. On the other hand, using multiple online order services has increased the workload on these stores, as they have to deal with the different operations of each service and prepare multiple devices for receiving orders. Additionally, online order services have inherent problems to solve, such as the difficulty of linking inventory with physical stores and the inability to connect orders via stores’ own websites or apps.

“Pangaea Delivery” is a solution for these issues. Restaurants and retail stores can expect to reduce their operational costs as they don’t need to secure a space for devices or learn different operations for each service by utilizing “Pangaea Delivery.” Also, stores that already use online order services can introduce more without increasing their operational burden.

“Pangaea Delivery” also integrates with the POS system developed by Toshiba TEC*1, DG’s business alliance partner. It makes possible to seamlessly connect online orders to the POS and unify the management of in-store orders and online orders at the POS terminal. In addition, by partnering with JCB*2, DG’s business alliance partner, DG and JCB will jointly consider supporting the operation of restaurants and retail stores through “Pangaea Delivery” as a new value-added service that contributes to the convenience of merchants through utilizing JCB’s extensive participating merchant network.

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■ Overview of the “Pangaea Delivery” system



“Pangaea Delivery” is a platform that brings together the DG Group’s expertise in the payment business, one of its main businesses. Combining the DG Group’s various assets, “Pangaea Delivery” serves as a gateway of connecting online orders and physical stores to support the digital transformation of restaurants and retail stores. These assets include the system development and operation know-how of payment service provider DG Financial Technology, Inc. (HQ: Tokyo; Representative Director, President, Co-COO: Hiroshi Shino); the AI and data analysis technical capabilities of DG Lab, an open innovation-based R&D organization; and others.

Further, in collaboration with Chowly Inc., an investee of DG Ventures, Inc. (HQ: Tokyo; Representative Director, Chairman and CEO: Kaoru Hayashi), “Pangaea Delivery” will be offered along with expanding the Japanese market for online orders by drawing on food tech and restaurant tech expertise in the more developed US market. DG will create and diversify services and solutions spanning multiple business domains.

While the social and industrial structure is undergoing significant changes, DG is promoting a group strategy, “DG FinTech Shift,” that integrates payments and data to drive DX in Japan. DG will continue to contribute to creating a sustainable society in line with our corporate purpose of “Designing ‘New Contexts’ for a sustainable society with technology.”

*1: Related release: [“https://www.garage.co.jp/en/pr/release/2021/12/20211223/”](https://www.garage.co.jp/en/pr/release/2021/12/20211223/) (December 23, 2021)

*2: Related release: [“Digital Garage and JCB Form Capital and Business Alliance”](#) (February 10, 2022)

【Inquiries about this platform】

Next Generation FinTech Dept., Group CEO Div., Digital Garage, Inc.

contact@pangaea-delivery.com

【About Toshiba Tec Corporation】 <https://www.toshibatec.co.jp/>

Toshiba Tec Corporation (Toshiba Tec), as a leading company enjoying a world top class market share in the POS system, has been promoting DX with the utilization of data by leveraging solid relationships with its customers and comprehensive service networks developed globally. Furthermore, Toshiba Tec will step up efforts to address social issues and realize a sustainable society by creating new values together with customers and business partners through

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the practice of its Corporate Philosophy – “Create with You” -.

[About JCB Co., Ltd.] <https://www.global.jcb/en/>

JCB is a major global payment brand and a leading credit card issuer and acquirer in Japan. JCB launched its card business in Japan in 1961 and began expanding worldwide in 1981. Its acceptance network includes about 37 million merchants around the world. JCB Cards are issued mainly in Asian countries and territories, with more than 140 million cardmembers. As part of its international growth strategy, JCB has formed alliances with hundreds of leading banks and financial institutions globally to increase its merchant coverage and cardmember base. As a comprehensive payment solution provider, JCB commits to providing responsive and high-quality service and products to all customers worldwide.

Last year, JCB released the "JCB merchant support site Oh!EN site (<https://www.jcb.co.jp/promotion/acq/mep/index.html>)," a website that introduces free campaigns and various services to support the operations of JCB customers, and provides useful information to merchants.