



Luggage Delivery Service

Operation Manual Book

SONIC FLOW

Emergency / Unexpected situation contact

Contact us before taking any action.

075-744-6671

Luggage Service Headquarters [Kyoto Station Branch]

Sponsorship



Sonic Flow supports the Shimizu Construction Koto Blue Sharks and the Setouchi Triennale 2025, while contributing to sports and cultural activities.

Inquiries

Luggage Service Headquarters [Kyoto Station Branch]

English-speaking staff available on-site

075-744-6671 <https://teburatabi.jp>



Our Philosophy

Travel Light. Experience More.

SONIC FLOW is a logistics company established in 1947.

Based on our decades of experience, we provide safe and reliable luggage delivery services, enabling international visitors to enjoy Japan hands-free and with peace of mind.

Through our service, we create experiences that inspire travelers to return—and fall even deeper in love with Japan.



Connecting Journeys for a Better Society.

We aim to create a world where people can travel more freely and comfortably, while also contributing to a more sustainable and environmentally friendly society. This manual provides an overview of our operations.



SONIC FLOW

01 Hotel Operations



Receiving and handing over luggage at hotels is a fundamental part of this service.

Careful handling and a calm, professional demeanor earn our client trust and are ultimately the reasons our service is chosen.

Hotel Operations

Picking Up Luggage at hotel

1

Confirmation at Front Desk

Provide the group name and travel agency name at the front desk to confirm the guest's reservation details.

2

Photography and Inventory Count

Take the photo of all luggage items together and count the total number of pieces.
(Any backpacks or bags attached to suitcases must be removed and counted as individual items)

3

Damage Check and Tagging

If any pre-existing damage is found before loading :

- Take a photo of the damaged area.
- Attach a Damage tag detailing the issue.
- Damage inspections must be conducted by the driver and assistant.

Damage Tag



4

After Loading

Once loading is complete:

- Take a photo of the interior of the vehicle.
- Take a photo of the original area where the luggage was kept ensuring no items have been left behind.

[Loading Best Practices]

- Handles: Fully retract and tuck into the body.
- Wheels: Place on sides to prevent rolling.
- Alignment: Face handles toward the rear for easy access.

Attention to small details leads to higher service quality.

5

Verification and Signature

Inform the person in charge :

- The total piece count.
- Report any pre-existing damage.
- Obtain a signature on the work report.

6

Submit and share the completion report internally.

Dropping Off Luggage at hotel

1

Arrival & Confirmation

Inform the front desk of the group name and travel agency name to confirm the guest's reservation details.

2

Unloading & Documentation

Unload the luggage at the location designated by the hotel.

- Take a photo of the entire luggage set.
- Take a photo of the empty vehicle interior once all items have been unloaded.

3

Verification & Signature

Confirm the total piece count and inspect for any damage with the staff member in charge. Obtain a signature for receipt on the work instruction sheet.

4

Submit and share the completion report



01 Hotel Operations

02 Airport Operations



Luggage Delivery Service Operation Manual Book

03 Cruise Operations

Operations at airports and cruise terminals vary significantly depending on site-specific conditions, such as arrival and departure times, passenger flow, and meeting protocols.

However, the fundamental principles for verifying, picking up, and delivering luggage, as well as inspecting for damage and reporting, remain consistent with our standard hotel procedures.

The keys to success are thorough prior coordination, precise time management, and seamless collaboration with guides.

In these fast-paced and ever-changing environments, maintaining calm judgment and a polite demeanor is essential to ensuring the highest standards of safety and service quality.

Picking Up Luggage at the Airport

1

Standby & Monitoring:

Arrive at the airport premises by the designated time. Monitor real-time flight status to adjust for any delays or early arrivals.

2

Meeting Point:

As the arrival time approaches, move to the designated standby area near the International Arrivals exit. If a "Meet & Greet" service is requested, hold the name board clearly. (Note: Procedures for meeting guests vary at Haneda and Narita airports.)

3

Verification:

After meeting the guests :

- Count the luggage with the person in charge.
- Confirm the total piece count and check for any damage.
- Obtaining a signature on the work sheet.

4

Transport:

Transport the luggage to the designated hotel and unload.



Dropping Off Luggage at the Airport

1

Coordination:

As the guest's bus arrival time approaches, contact the person in charge via phone and coordinate the vehicle's arrival within the airport grounds.

2

Unloading & Sign-off:

After unloading, obtain a signature from the person in charge to confirm sheets.

*The workflow for loading, unloading, and reporting follows the same standard procedures as Hotel Operations.

Pickup & Drop-off at Cruise Terminals

1

Advance Coordination:

For locations such as Yokohama Osanbashi or Tokyo International Cruise Terminal, coordinate the pickup/drop-off flow with the person in charge in advance.

2

Standby:

Arrive at the terminal's designated vehicle drop-off zone and stand by until the scheduled time.

3

Execution:

Meet the guests and proceed with the luggage pickup or drop-off.

*The workflow for loading, unloading, and reporting follows the same standard procedures as Hotel Operations.



SONIC FLOW

Corporate User Guide

for Luggage Delivery Service

01 HOW TO ORDER & COUNTING LUGGAGE

02 HANDOFF PROCEDURES & DAMAGE POLICY

03 BILLING & CANCELLATION POLICY

HOW TO ORDER & COUNTING LUGGAGE

01

HOW TO PLACE AN ORDER

1 Please send us an inquiry email with the following details:

- Name of travel group ● Reservation name at hotel
- Date, time & location for pick-up and delivery
- Number of pieces

order@sonicflow.jp

We will reply with a quote based on your request

2 After you approve the quotation and place your order, we will coordinate with you to finalize the operational details.

COUNTING YOUR LUGGAGE

Each individual item counts as "1 piece."

EXAMPLE

- A backpack attached to a suitcase handle counts as 2 separate pieces. For safety, please remove bags from handles before handoff.
- Souvenir bags, strollers, cardboard boxes, umbrellas, etc. each count as 1 piece.

Quotes are based on the estimated piece count at time of order. If the actual count exceeds the estimate on the day, the difference will be added to your invoice.

HANDOFF PROCEDURES & DAMAGE POLICY

02

| HOTEL PICK-UP & DELIVERY

Please ensure that the tour guide leaves the luggage at the hotel front desk by the agreed time. Our team will collect it after that time.

- Inform front desk of the exact piece count at drop-off
- Delivery will be made to the hotel front desk
- We verify piece counts and obtain a signature at each handoff
- If the tour guide is present on-site, we will ask the guide to sign.

| PORT & AIRPORT OPERATIONS

As previously arranged with the travel agency, our staff will stay in contact with the tour guide by phone while carrying out the luggage handover on the day of the service.

| DAMAGE POLICY

We inspect all items for damage at pick-up and photograph any pre-existing damage for our records.

ITEMS WE CANNOT ACCEPT / COVER

Valuables	Antiques	Computers, Tablets, and Precision Equipment	Cash
Securities	Live animals / plants	Perishables	Liquid containers

BILLING & CANCELLATION POLICY

03

| BILLING & PAYMENT

Invoice Schedule	Calculated at the end of each month
Payment due	By the end of the following month
Transfer fee	Borne by the client
Paper invoice	Available upon request
Piece count overage	Additional charges will be invoiced.

Please feel free to discuss your preferred billing cycle and payment terms with us.

| CANCELLATION FEES

Up to the day before (incl. rescheduling)	NO CHARGE
Within 1 week of the operation date	Please contact us by phone first.
Cancellation on the Day of Service	100%
If no luggage is handed over on the operation day.	100%
Natural disaster/ transportation disruptions	CASE BY CASE

CONTACT US

For any questions, please don't hesitate to reach out.

order@sonicflow.jp



Shared Responsibility: Trust Through Reporting

Reporting and information sharing ----

Reporting and information sharing are essential to maintaining :

- The trust of travel agencies
- Protecting every SONIC FLOW employee.

By ensuring thorough communication, we prevent misunderstandings, avoid disputes, and clearly define areas of responsibility.

When handing over tasks, do not rely solely on verbal communication; always maintain records through photos and written documentation.

Record
the situation.

Share
the information.

Clarify
responsibility.

If damage or issues are discovered during operations :

- Take photos immediately.
- Attach damage tags.
- Record the details in the work sheet.
- Share information immediately.

If you find damage that was not mentioned during the handover, document it immediately and report it to your manager if you are unsure how to proceed.

Our Core Attitude on Site

Our services involve direct interaction with guests.

The behavior and attitude of every staff member directly shape the brand's image.

•Professionalism:

Maintain a well-groomed appearance and a calm, polite demeanor.

•Hospitality:

A natural smile and empathetic behavior create a sense of security for our guests.

•Quality:

We handle our guests' precious belongings. Treating each item with care is the foundation of quality and trust.

Small acts of consideration accumulate to build long-term reliability. Let's work together to provide a service that guests can trust at every site.

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