

## How to buy from overseas?

(Information retrieval: 2021/08/24)

You can buy goods and items on e-LineUP!Mall through different websites providing services (shopping proxy service) that will purchase, receive and ship the elements to your country.

For example, on e-LineUP!Mall, you can find 3 of those websites for people who cannot buy from overseas.

Each website (**tenso.com**, **Buyee**, **FROM JAPAN**) has its own process, fees, etc. and it is up to the customer to choose which service to use. In addition, you will find here information about **CDJapan** on which Hello! Project items are also available.

You can select the language here

The screenshot shows the e-LineUP!Mall homepage. At the top left is the logo. To the right are links for 'ログインまたは会員登録' and a 'Select Language' dropdown. Below the logo is a search bar and a 'ショッピングリスト' button. A navigation bar contains 'モールの内すべての商品' and 'モールの内すべてのカテゴリー'. The main content area features three promotional banners: 'Tenso.com' with international customer support text, 'Buyee' with 'Purchase delegation for overseas customers' text, and 'FROM JAPAN' with 'ORDER from overseas' text. A central text overlay reads '3 websites'.

The sidebar menu includes categories like 'カテゴリー' (with a 'すべての商品' button), 'イベント', 'TV・舞台', '本', '音楽・映像', '食品', '飲料', '服飾・小物', '生活・インテリア', and 'アウトドア・トラベル'. Below these are 'アーティスト選択' and 'アーティスト' sections. At the bottom is a 'ショッピングリスト' section with a 'ショップ一覧' button.

The advertisement features a large portrait of Nozomi Noguchi and a grid of four smaller photos labeled A, B, C, and D. Text includes 'To be myself', 'モーニング娘。'21 野中美希ファースト写真集', and '1月15日発売!!'.

The advertisement shows a variety of food items including rice, meat, and vegetables, with a central banner that reads '調味料特集 e-LineUP!Mall'.

The banner contains a map of Japan and the text: '全国各地の名産品なら e-LineUP!Mall で! 充実の商品数 3,000 点以上! 都道府県から選べる!'.

\*\* About the customs procedures, please check directly with each website.

\*\* Prices and process are just for information and might change.

1. tenso.com ..... pages 2 & 3
2. Buyee ..... pages 4 & 5
3. FROM JAPAN ..... pages 6 & 7
4. CDJapan ..... page 8

1. [tenso.com](https://www.tenso.com/en)  <https://www.tenso.com/en>

A. Languages supported

Japanese, English, Chinese and Korean

B. Shipping method

- Available shipping methods: EMS (Express Mail Service), AIR (Airmail), SAL (Economy Airmail), Surface Mail  
All the details here: [https://www.tenso.com/en/static/guide\\_deliver\\_index](https://www.tenso.com/en/static/guide_deliver_index)

C. Fees

- Handling fees = from **50** yen
- Shipping fees = from **530** yen
- Optional service with a package consolidation:  
Application fees = 200 yen + Service fees = 300 yen (for every added package)

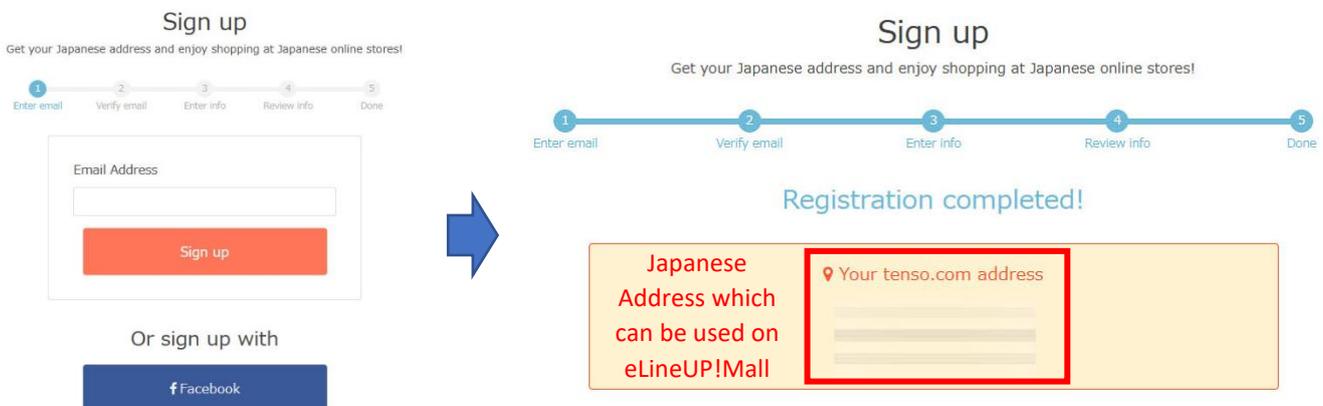
All the details here (you can check the shipping fees depending on the weight and country):  
[https://www.tenso.com/en/usage\\_fee](https://www.tenso.com/en/usage_fee)

D. Payment methods/currency

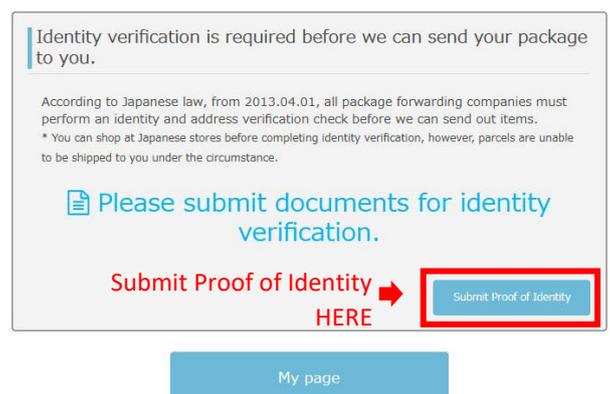
- PayPal, VISA, Mastercard, American Express, JCB, UnionPay
- You may pay in your own currency (\*Certain currencies may not be supported, in this case it will be made in USD) after the payment method registration on “My Page”

E. Registration Process (documents needed to prove your identity): 2 registrations needed, tenso & e-LineUP!Mall

- [https://www.tenso.com/en/pre\\_regist/input](https://www.tenso.com/en/pre_regist/input)
  - Register Email Address or sign up with facebook



- After the registration, you will get a unique Japanese address that you can use on e-LineUP!Mall
- Following this, you are asked (due to the Japanese law) to confirm your identity. Click on “Submit Proof of Identity”
- “If you do not possess your identification documents in hand, we sincerely recommend Buyee, a proxy shopping service provided by tenso, inc. Buyee will purchase products on your behalf therefore identification procedures are not required.”  
All the details to verify your identity and other questions are explained here:  
[https://faq.tenso.com/pkb\\_Home?l=en\\_US](https://faq.tenso.com/pkb_Home?l=en_US)
- Once finished, you can finally start shopping on e-LineUP!Mall



- <https://www.elineupmall.com/profiles-add/>

### Registration to e-LineUP!Mall

- Type the same Surname & Name registered in tenso.com
- For “Surname”, type the same name in “Last name furigana”
- For “Name”, type the same name in “Name furigana”
- Telephone number: 03-5739-3341
- Country name: Japan
- Postal code: 120-0023
- Prefectures: Tokyo
- Municipalities: 足立区
- Address: 千住曙町 42-4 TS----- 転送コム  
(replace TS----- by the TS+numbers indicated in tenso.com)

### Billing Address

Please enter your JAPANESE shipping address.

\* We do not currently ship to international destinations directly.

Surname *	First Name *
<input type="text" value="SURNAME"/>	<input type="text" value="FIRSTNAME"/>
Last name furigana *	Name furigana
<input type="text" value="SURNAME"/>	<input type="text" value="FIRSTNAME"/>
telephone number *	
<input type="text" value="03-5739-3341"/>	
Country name *	
<input type="text" value="Japan"/>	
Postal code *	
<input type="text" value="120-0023"/>	
Prefectures *	
<input type="text" value="Tokyo"/>	
municipalities	
<input type="text" value="足立区"/>	
address	
<input type="text" value="千住曙町42-4 TS----- 転送コム"/>	
Is this address your shipping address? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Otherwise, select No and enter your shipping address.	

- Once the registration is completed, you can search the item desired on <https://www.elineupmall.com>
- You can now normally put in the cart the item(s) requested and pay with your credit card. Example:

The screenshot shows the e-LineUP!Mall website interface. At the top, there is a search bar and navigation links. The main content area displays a product page for Sayumi Michishige's album "SAYUMING LANDOLL ~ SAYUTOPIA ~". The product image shows Sayumi Michishige. The price is listed as 3,100 yen (tax included). Below the price, there are buttons for "add to cart" and "Add to wish list". The page also shows the shop name "Entertainment zone" and the supplier "UP-FRONT WORKS Web Store".



The screenshot shows the "ORDER INFORMATION" section of the e-LineUP!Mall website. It displays the billing address and shipping address, both of which are the same: 03-5739-3341, 120-0023 Tokyo Adachi Ward, 42-4 Senjukaebono TS, Transfercom. The shipping method is selected as Sagawa Express, with a shipping fee of 800 yen (tax included). The total amount is 800 yen (tax included). There is a warning message: "\* Please do not press the 'Refresh' button on your browser on the payment procedure page. Please note that you will be forcibly logged out if you perform the corresponding operation." A "continue" button is visible at the bottom.

- Tenso.com will receive the item(s) ordered and can forward the package to your country after you pay tenso.com for the fees

## 2. **Buyee** <https://buyee.jp>

Buyee is a proxy shopping service provided by tenso, the principal differences are that you do not need to register a valid document to prove your ID, you will use a browser extension and the system for the fees is a bit different.

### A. Languages supported

Japanese, English, Chinese, Thai, Indonesian, Korean, German, Spanish, Russian

### B. Shipping method

- Available shipping methods: EMS (Express Mail Service), AIR (Airmail), SAL (Economy Airmail), Japan Post Seamail, FedEx, UPS, DHL, Buyee Air Delivery (for North America/Central/South America only), Buyee Air Delivery Taiwan, SCMS (Taiwan), Buyee Air Delivery Russia

All the details here: <https://buyee.jp/help/yahoo/guide/shipping-method>

### C. Fees

Described in detail here: <https://buyee.jp/help/yahoo/guide/fees?lang=en>

- Handling fee = flat rate of **300** yen per order
- Delivery fee = from **530** yen
- Optional services available like:
  - package consolidation (<https://buyee.jp/help/yahoo/guide/consolidate> 500yen up for 2 packages and 1,000 yen for 3+ packages)
  - protective packaging (<https://buyee.jp/help/yahoo/guide/packing> 1,500 yen per box), etc.

Buyee also has plans about insured delivery and inspection (<https://buyee.jp/help/yahoo/guide/plans>)

Shipping Fees are calculated based on the weight of the package and the destination country.

You can check the shipping fee depending on the weight on this page:

<https://buyee.jp/help/yahoo/guide/shipping-fees>

Simple Estimation Tool: <https://buyee.jp/help/yahoo/guide/fees?lang=en#estimationTool>

### D. Payment methods/currency

- PayPal, VISA, Mastercard, Alipay, JCB, China UnionPay
- Fees are listed in Japanese Yen, as well as the country registered in your information
- You may pay in your own currency (\*Certain currencies may not be supported, in this case it will be made in USD) after the payment method registration on “My Page”
- Details here: <https://buyee.jp/help/yahoo/guide/payment>

### E. Registration Process (documents needed to prove your identity)

- <https://buyee.jp> (click on Register)
  - First step, registration to buyee with an email or using Facebook/Alipay/Apple/tenso.com account



Sign up with your email address

Register

Register using below ID

Facebook

Alipay

Sign up with Apple

tenso.com

login

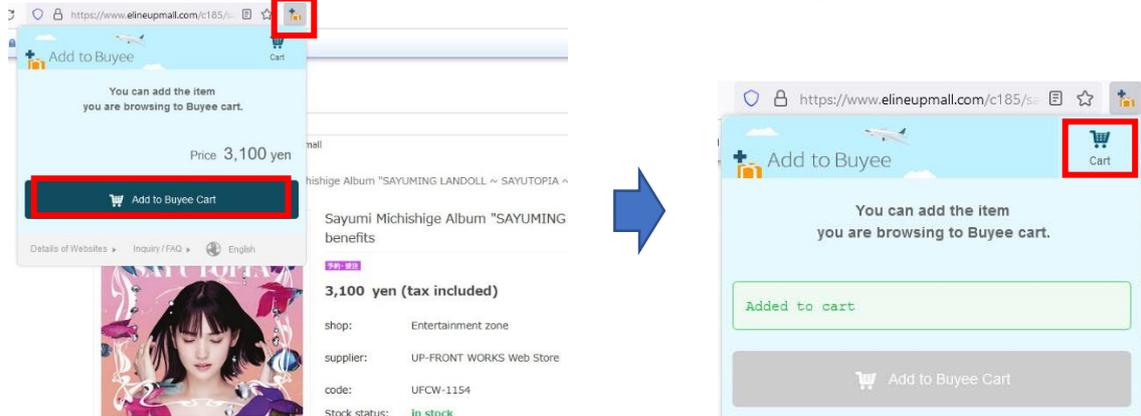
- Once the registration is over, you need to install the browser extension of your browser (Chrome, Firefox, Safari, etc.)

- <https://media.buyee.jp/guide/addtobuyee/en/elineupmall.html>

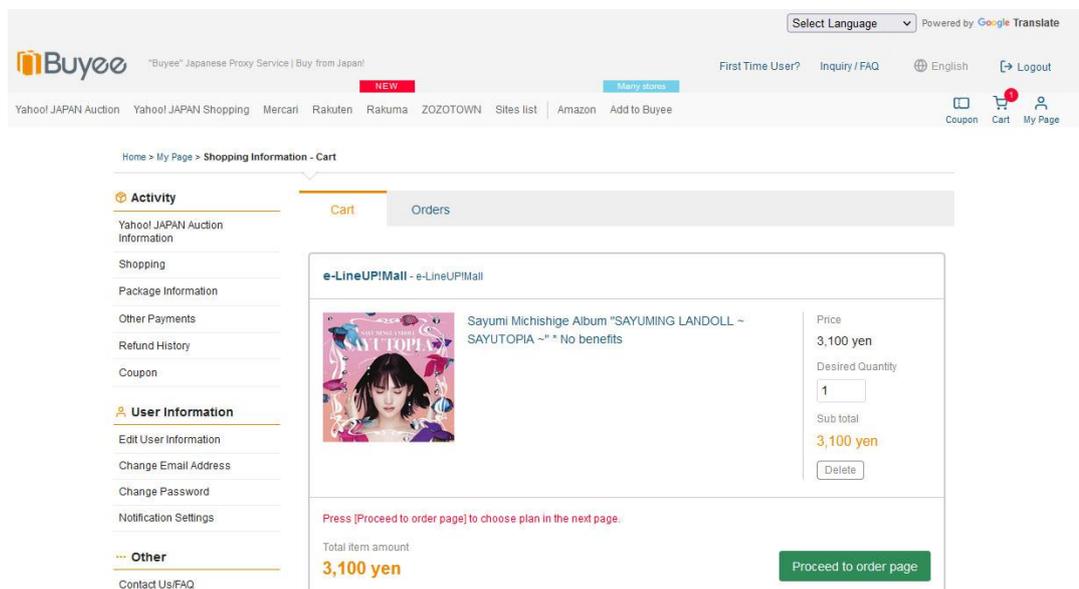
Install the browser extension “Add to Buyee” for your browser with the permissions  
 → an icon “Add to Buyee” should appear on your toolbar



- Then go to [www.elineupmall.com](http://www.elineupmall.com)
- Go to the page of the item desired click on the Buyee’s icon and on “Add to Buyee Cart”  
 →The item displayed on the page can be added to Buyee’s shopping cart directly. Example:



- You can continue adding other items or conclude your order by clicking on “Cart”.  
 You will be directly redirected to Buyee website and you will have just to proceed to order page and select your options and payment to finalize the order.



- The simple process is also explained here:  
<https://media.buyee.jp/guide/addtobuyee/en/elineupmall.html>

3. **FROM JAPAN**  FROM JAPAN Auction & Shopping Proxy Service <https://www.fromjapan.co.jp/en/>

A. Languages supported

Japanese, English, Chinese, Spanish, French, Italian, Indonesian, Thai and Korean

B. Shipping method

- Available shipping methods: EMS (Express Mail Service), AIR (Airmail), SAL (Economy Airmail), Surface Mail, FedEx, DHL, ECMS

All the details here: [https://www.fromjapan.co.jp/en/help/logistics#hassou\\_houhou](https://www.fromjapan.co.jp/en/help/logistics#hassou_houhou)

C. Fees

[https://www.fromjapan.co.jp/en/help/fee#basic\\_fee](https://www.fromjapan.co.jp/en/help/fee#basic_fee)

- Handling fee = **300** yen per item (for 1 or multiple same units of the same item)
- If bank transfer → **200** yen
- Extra fees: [https://www.fromjapan.co.jp/en/help/fee#extra\\_fee](https://www.fromjapan.co.jp/en/help/fee#extra_fee)
- Shipping Fee Calculator: <https://www.fromjapan.co.jp/en/estimate>

D. Payment methods/currency

- PayPal, VISA, Mastercard (Details here: [https://www.fromjapan.co.jp/en/help/fee#payment\\_methods](https://www.fromjapan.co.jp/en/help/fee#payment_methods))
- You may pay in the following currencies: <https://www.fromjapan.co.jp/en/help/fee#exchange>

E. Registration Process:

- <https://www.fromjapan.co.jp/en/member/regist>
  - Register Email Address or sign up with Apple/facebook/Paypal/Google and complete your account information

Email Address

Your email address will be your user ID

Password

Please use a combination of at least 6 letters and numbers

Country/Region

Japan

By creating an account, you indicate that you have read and agreed to [Terms of Service](#).

 reCAPTCHA

Sign up with:

Thank you very much!

 **Registration complete**

Complete your account information [here](#)



Complete your profile to receive discounts and other special offers.

Change account information

Your changes have been saved.

\* Required Field

**General Information**

User ID (e-mail)

Name\*    
Please use half-width alphanumeric characters.

Company Name   
Enter in alphanumeric characters

Gender\*  Male  Female

Date of Birth\*  Day  Month  Year

Language\*

Member type\*  Personal use  Corporate/Small Business

**Address**

Enter in alphanumeric characters

Country/Region\*

Street Address\*   
How to shorten addresses

City\*

State/Province/Region

Postal Code\*

Primary Phone Number\*

Secondary Phone Number   
Enter in alphanumeric characters

[Shipping Label](#)

- Let's use once again the same example. Copy the URL of the item desired from e-LineUP!Mall website and paste it in the "Find/Order/Bid" section of FROM JAPAN website.



Sayumi Michishige Album "SAYUMING LANDOLL ~ SAYUTOPIA ~" \* No benefits

予約・発送

3,100 yen (tax included)

shop: Entertainment zone

supplier: UP-FRONT WORKS Web Store

code: UFCW-1154

Stock status: in stock

quantity: 1



Or here:



- After putting your URL in the section, press ENTER (or click on the search icon) and the following page will appear (you need to be logged into your account to access the page):
  - The Item URL should be already there
  - You must type the item name and the quantity
  - If needed or to be sure, enter other information
- You can add several items from e-LineUP!Mall by entering one by one the other URL.
- FROM JAPAN will then confirm the price and send you the quote to finalize your order.

Request a price quote

Our shopping staff will confirm the item price and send you a price quote shortly thereafter.

\* Required Field

Item URL

Item Name\*   
Please indicate the name as it is displayed on the original item page.

Quantity\*

Size  Enter the necessary information

Color

Model number

Comments

Upload picture

Request for a price quote

- For other questions, a Q&A is available here: <https://www.fromjapan.co.jp/en/qanda>
- Introduction for first time users: <https://www.fromjapan.co.jp/sp/introduction/en/>

CDJapan provides items and goods of Hello! Project in a dedicated department of the website:

[https://www.cdjapan.co.jp/feature/dc\\_factory\\_goods140304](https://www.cdjapan.co.jp/feature/dc_factory_goods140304)

You can order items on CDJapan (proxy service is also available: [https://www.cdjapan.co.jp/feature/proxy\\_faq](https://www.cdjapan.co.jp/feature/proxy_faq)) like any other shopping website, pay and it will be sent directly to your place.

#### A. Languages supported

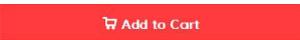
Japanese, English and some information are in Chinese

#### B. Shipping method

- Available shipping methods: EMS (Express Mail Service), AIR (Airmail), SAL (Economy Airmail), FedEx, DHL  
All the details here: [https://www.cdjapan.co.jp/guide/help/shipping/available\\_shipping\\_methods](https://www.cdjapan.co.jp/guide/help/shipping/available_shipping_methods)

#### C. Fees

[https://www.cdjapan.co.jp/guide/help/shipping/shipping\\_charge](https://www.cdjapan.co.jp/guide/help/shipping/shipping_charge)

- Add one/several items to shopping cart 
- Select your country under Shipping Charge Calculator
- Click on the Calculate button

#### D. Payment methods/currency

<https://www.cdjapan.co.jp/guide/help/#Payment>

- PayPal, VISA, Mastercard, JCB, Diners Club, American Express, Alipay, International Postal Money Order: [https://www.cdjapan.co.jp/guide/intro/payment\\_methods](https://www.cdjapan.co.jp/guide/intro/payment_methods)
- All payments made by PayPal, Credit Cards, and Alipay are processed in Japanese yen. They will convert the amount into your local currency when they bill you for the payment: [https://www.cdjapan.co.jp/guide/help/payment/cdjapan\\_prices\\_and\\_tax](https://www.cdjapan.co.jp/guide/help/payment/cdjapan_prices_and_tax)

#### E. Registration Process:

- <https://www.cdjapan.co.jp/z/register/>
- Once registered, you can go on [https://www.cdjapan.co.jp/feature/dc\\_factory\\_goods140304](https://www.cdjapan.co.jp/feature/dc_factory_goods140304) and search for the item(s) desired.

**Create Account**

Enter Your Information    Review    Verify    Done

**Personal Info**

First Name

Last Name

Email Address

Verify Email Address

Password

Show password

Verify Password

Gender (optional)

Date of Birth (optional) Year  Month  Day

Country / Region

Phone Number

#### Customer Account

##### Your Account

<b>Name</b>	<input type="text"/>	<input type="button" value="View Details"/>
<b>Email Address</b>	<input type="text"/>	
<b>Registration Date</b>	<input type="text"/>	
<b>Coupon</b>	0 coupon	<input type="button" value="View Details"/>
<b>Rewards Points</b>	0 p	<input type="button" value="View Details"/>
<b>CDJapan Coin</b>	0 coins	<input type="button" value="View Details"/>
<b>Bookmark</b>	0 items	<input type="button" value="View Details"/>
<b>Email Preference</b>	<input type="text"/>	<input type="button" value="View Details"/>

The screenshot shows the CDJapan website interface. At the top, there's a navigation bar with icons for Account, Cart, Rewards, Account, Help, and Search. A search bar is on the right. Below the navigation, there's a banner for "Coupon for First-time Customer!" dated June 08, 2021. The main content area features a "Hello! Project Official Collectibles" section with a "New Arrivals" grid. The grid displays various collectible items like Key Chains, Mobile Cases, and Postcards, each with a thumbnail, title, type, artist, and price.