

June 1, 2021

**TO: TOKYO 2020 PARTICIPATING NFs**

**FROM: JRA Facilities Co. Ltd. & Kentucky Equine Research**

JRA Facilities Co. Ltd. (JRAF) and Kentucky Equine Research (KER) have teamed up to provide the equestrian competitors of the Tokyo 2020 Olympic and Paralympic Games with feed, hay and bedding products while also delivering exceptional service.

*Online Ordering & Virtual Office Support – More Firsts for Tokyo 2020*

COVID-19 has encouraged us to be innovative in the way we serve you to provide you with increased convenience and reduce the risk for COVID-19 transmission.

For the first time, we are going to offer two methods for placing orders – in person (as we have done in the past) and online. Enabling teams to place orders through an online store means that we will be able to reduce the amount of in-person contact required while increasing the hours when orders can be accepted. We know that everyone is going to have a busy schedule and now, you won't have to worry about getting your orders in before the feed office closes since you'll be able to place orders from any web-enabled device 24 hours a day.

We will also be providing both on-site and virtual (remote) office hours and customer service. While the number of staff on-site will be reduced, we will augment that with email ([tokyo@ker.com](mailto:tokyo@ker.com)) and WhatsApp (messaging, voice and video calls) support from KER staff in the U.S. and Australia.

A WhatsApp group has been set up for [Tokyo 2020 Feed & Bedding](#) questions. We encourage you to invite your support team to join the group for easy access to the feed and bedding office staff and information.

*Account Registration*

Each NF/NOC/NPC must register for an account prior to ordering.

A payment method (Visa credit card\*) will be required as part of the registration process. This card can be saved as the default payment method for your account (for both online and in person orders) so that you may share your account credentials to enable others to place orders without the need to provide them with the payment source.

To register, start by visiting <https://ker.formstack.com/forms/register> and complete the required information. **Step-by-step directions for establishing your account and adding a payment method are provided at the end of this document.**

(\*If you are unable to provide a Visa credit card as the stored payment method on your account, please contact [tokyo@ker.com](mailto:tokyo@ker.com) to discuss alternate arrangements, such as pre-payment.)

*Ordering*

Orders may be placed either online or in-person. Pre-orders will only be accepted through the online shop. The price list of items available for purchase is attached.

- Tokyo 2020 Feed & Bedding Shop (<https://tokyojraf.ker.com>)
  - o Available 24 hours
- Feed & Bedding Office at Baji Koen Equestrian Venue
  - o July 10 – August 10, open daily from 08:00 – 11:45
  - o August 15 – September 2, open daily 08:00 – 11:45

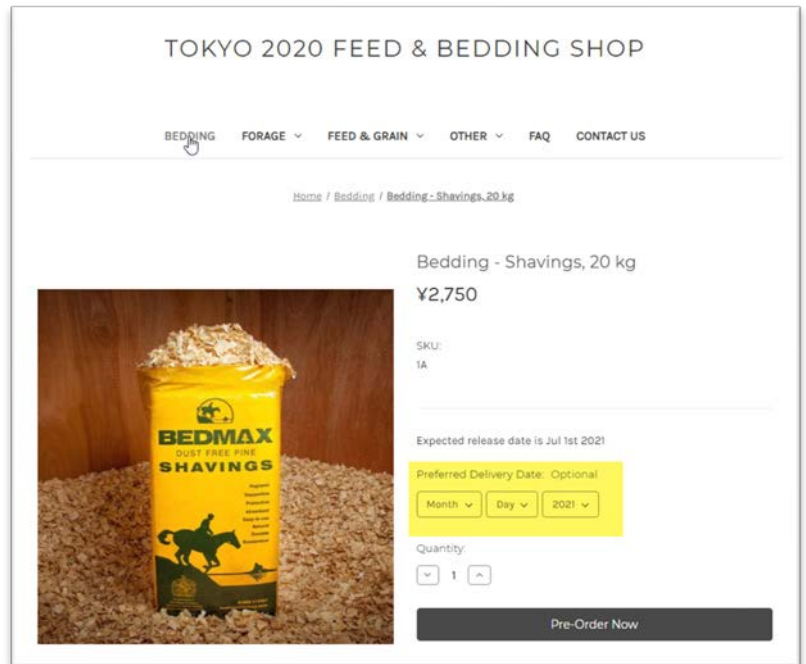
## **PRE-ORDERS** (prior to July 10)

All items in the online store may be pre-ordered.

Some items allow for the selection of a **Preferred Delivery Date**. All items on an order will be delivered on the selected delivery date, if provided.

**Please do not select multiple delivery dates on a single order.** Instead, place separate orders for separate delivery dates.

Pre-orders will begin to be delivered July 11, according to the preferred delivery date indicated on the order, or according to the horse arrival dates available for the NF and discipline indicated on the order.



## **ORDERS** (Olympics: July 10 – August 10      Paralympics: August 15–September 2)

Orders will be accepted at all times through the online store (<https://tokyojraf.ker.com/>).

- Please ensure that you select the IOC country code and Discipline on the billing and shipping address for each order.
- Once on the venue and the location for delivery is known, please also select the BARN and STALL so that we may direct the delivery of the order to the preferred location.
- Bedding items will continue to feature a preferred delivery date option so that orders may be placed in advance for regular deliveries of bedding material.

Orders may also be placed in person at the feed and bedding office on the Baji Koen Equestrian Venue daily from 08:00 to 11:45. Please complete a printed order form and place in the orders in-box (if the office is unattended at the time) or submit to the feed and bedding team member present.

**We strongly suggest that each discipline or NF nominate an individual who will place their orders and that they not submit more than one order per day if possible.**

### *Deliveries*

Orders received by 11:45 will be given priority for delivery by the end of the day (17:00). Orders received in the afternoon will be delivered the following day.

Typically, we expect to have orders that are received in the morning delivered during the afternoon and orders that are received in the afternoon are delivered the following morning.

## Items Available for Purchase on the Venue

ITEM	ORIGIN	UNIT	PRICE (¥)	*PRICE (€)
<b>BEDDING</b>				
Wood Shavings	GBR	20kg bag	2,750	17.88
Barley Straw	AUS	1 bale	3,465	22.52
Paper	JPN	20kg bag	1,980	12.68
<b>FORAGE</b>				
Hay - Timothy (1 <sup>st</sup> cutting)	USA	1 bale	3,850	25.03
Hay - Timothy (2 <sup>nd</sup> cutting)	USA	1 bale	3,465	22.52
Hay - Alfalfa (Lucerne)	USA	1 bale	3,465	22.52
Haylage - Fibre Protect (lucerne)	NZL	20kg bag	5,610	36.47
Haylage - Goldengrass (ryegrass-timothy)	LTU	20kg bag	4,400	28.60
<b>FEED &amp; GRAIN</b>				
Hygain Racetorque	AUS	20kg bag	5,500	35.75
Hygain Release	AUS	20kg bag	6,930	45.05
Red Mills Horse Cooked Mix	IRL	20kg bag	5,500	35.75
Oats – Whole	CAN	20kg bag	3,300	21.45
Oats – Steam rolled	CAN	20kg bag	3,630	23.60
<b>OTHER</b>				
Apples	JPN	10 kg box	7,700	50.05
Carrots	JPN	10 kg box	3,300	21.45
Salt (loose)	JPN	5 kg bag	990	6.44
Wheat bran	JPN	20 kg bag	1,980	12.87

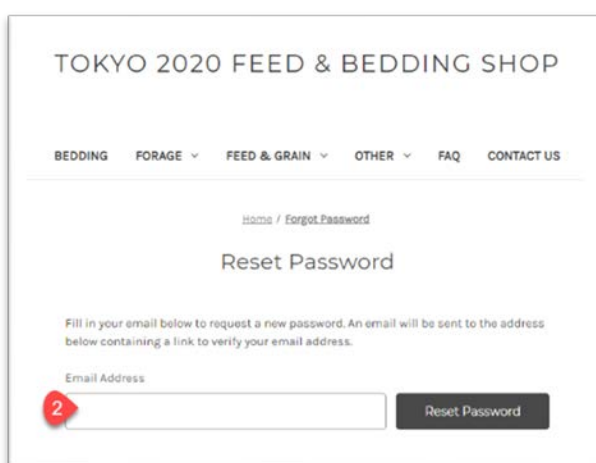
\*Euro (€) price provided for reference only. All sales will be in JPY (¥).

\*Conversion rate used: 0.0065 € = 1 ¥

## Tokyo 2020 Feed & Bedding Shop - Account Registration and Ordering Instructions

All NFs (or NOC/NPC) will be required to register for an account prior to placing orders.

1. Please complete the Account Registration Form located at <https://ker.formstack.com/forms/register> Upon submission of the form, you will be redirected to the online shop. An account has been created using the information you submitted via the account registration form.



TOKYO 2020 FEED & BEDDING SHOP

BEDDING FORAGE FEED & GRAIN OTHER FAQ CONTACT US

Home / Forgot Password

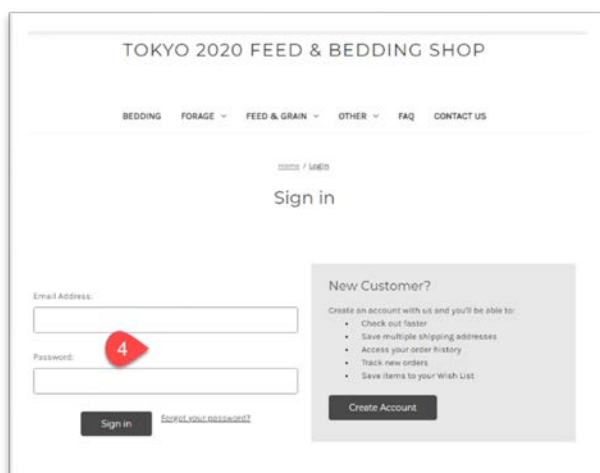
### Reset Password

Fill in your email below to request a new password. An email will be sent to the address below containing a link to verify your email address.

Email Address

**2**

3. Check your email for the password reset message. Click the link contained in the email. Then, follow the directions to set your password.



TOKYO 2020 FEED & BEDDING SHOP

BEDDING FORAGE FEED & GRAIN OTHER FAQ CONTACT US

Home / Login

### Sign in

Email Address:

Password:

**4**  [Forgot your password?](#)

**New Customer?**

Create an account with us and you'll be able to:

- Check out faster
- Save multiple shipping addresses
- Access your order history
- Track new orders
- Save items to your Wish List



Kentucky Equine Research® World Leaders In Equine Nutrition

JRA FACILITIES CO. LTD.

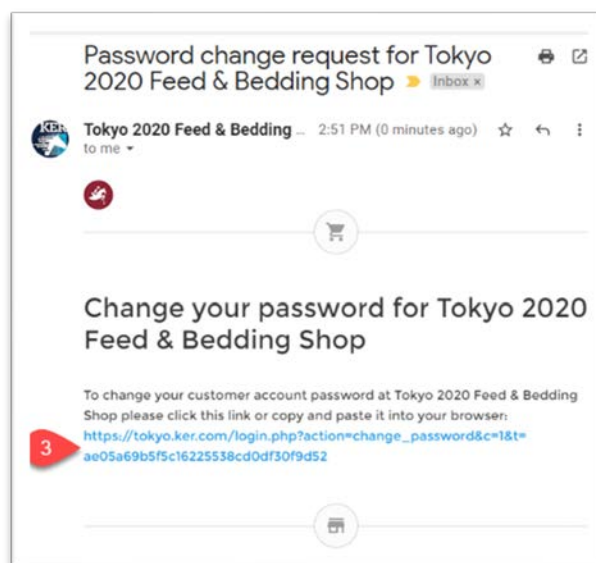
## Account Registration

### JRA-F Tokyo 2020 Feed and Bedding Store

- Please complete all the required fields in order to register for a purchase account.
- Accounts must be set up by July 9 in order to accept pre-orders.
- Please direct questions to [tokyo@ker.com](mailto:tokyo@ker.com).
- Items marked with an \* are required.

National Federation (Country) \*

2. Reset your password. Please enter the same email address you used for the account registration form then click the “Reset Password” button.



Password change request for Tokyo 2020 Feed & Bedding Shop Inbox

Tokyo 2020 Feed & Bedding ... 2:51 PM (0 minutes ago) ☆ ↶

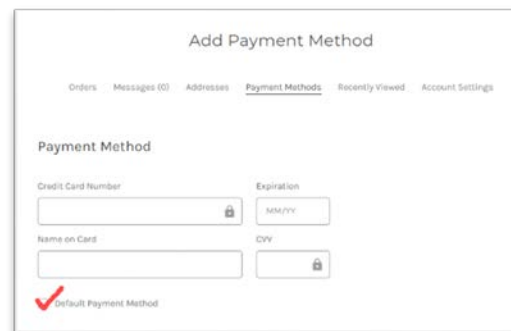
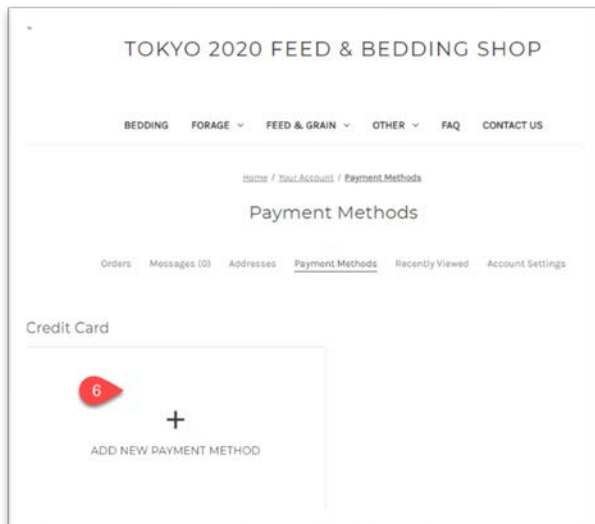
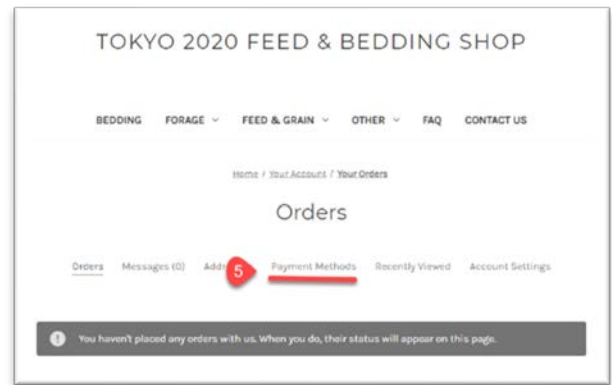
to me

**3** [https://tokyo.ker.com/login.php?action=change\\_password&c=1&t=ae05a69b5f5c16225538cd0df30f9d52](https://tokyo.ker.com/login.php?action=change_password&c=1&t=ae05a69b5f5c16225538cd0df30f9d52)

4. Sign in to your account with your email address and the password you just set.

5. Access **Payment Methods** within the **Your Account** page.

6. Add New Payment Method  
Enter your VISA card details.



Be sure to select the box for “Default Payment Method”

### **READY TO ORDER**

You are now registered and may place orders through either the online shop at <https://tokyojraf.ker.com/> or in person at the feed and bedding office once you arrive on the venue.

**Please share your account login information with only those individuals on your team with ordering privileges.**

