CLAIMS:

1. A service support device (30) characterized by comprising:

an information processing device (32) configured to

i) deliver key information to a mobile terminal (20; 20Ac; 20Ad; 20B), the mobile terminal corresponding to each of a plurality of business operators that provide a user of a vehicle (10; 10A; 10B) with a predetermined service using the vehicle, the key information being information for unlocking the vehicle, starting the vehicle, or unlocking and starting the vehicle when a predetermined transmission signal is transmitted toward the vehicle, and

ii) when the mobile terminal corresponding to a first business operator among the plurality of business operators uses the key information, make coordination such that the mobile terminal corresponding to a second business operator among the plurality of business operators does not use the key information,

wherein:

the predetermined service is any one of a delivery service that allows a luggage compartment of the vehicle to be designated as a delivery address for a package, a pickup service that allows the luggage compartment to be designated as a pickup address for a package, and a collection service that allows the luggage compartment to be designated as a collection address for an article;

the information processing device is configured to deliver the key information to each of a plurality of mobile terminals (20Ac, 20Ad) of workers who conduct work for delivery of the package, pickup of the package, or collection of the article, the work corresponding to the predetermined service; and

the information processing device is configured to, when a worker corresponding to the first business operator, among the workers, is doing the work based on usage of the key information by the mobile terminal (20Ac) of the worker corresponding to the first business operator, disable usage of the key information acquired by the mobile terminal (20Ad) of a worker corresponding to the second business operator, among the workers,

until the worker corresponding to the first business operator finishes the work.

2. A service support device comprising:

an information processing device (32) configured to

i) deliver key information to a mobile terminal (20; 20Ac; 20Ad; 20B), the mobile terminal corresponding to each of a plurality of business operators that provide a user of a vehicle (10; 10A; 10B) with a predetermined service using the vehicle, the key information being information for unlocking the vehicle, starting the vehicle, or unlocking and starting the vehicle when a predetermined transmission signal is transmitted toward the vehicle, and

ii) when the mobile terminal corresponding to a first business operator among the plurality of business operators uses the key information, make coordination such that the mobile terminal corresponding to a second business operator among the plurality of business operators does not use the key information,

wherein:

the predetermined service is any one of a delivery service that allows a luggage compartment of the vehicle to be designated as a delivery address for a package, a pickup service that allows the luggage compartment to be designated as a pickup address for a package, and a collection service that allows the luggage compartment to be designated as a collection address for an article;

the information processing device is configured to deliver the key information to each of a plurality of mobile terminals (20Ac, 20Ad) of workers who conduct work for delivery of the package, pickup of the package, or collection of the article, the work corresponding to the predetermined service;

the information processing device is configured to, when a mobile terminal (20Ac) of a worker corresponding to the first business operator, among the workers, has reached an area within a predetermined range from the vehicle, deliver the key information to the mobile terminal of the worker corresponding to the first business operator; and

the information processing device is configured to, when a mobile terminal

(20Ad) of a worker corresponding to the second business operator, among the workers, has reached the area within the predetermined range from the vehicle in a situation in which the worker corresponding to the first business operator is doing the work based on usage of the key information by the mobile terminal of the worker corresponding to the first business operator, deliver the key information to the mobile terminal of the worker corresponding to the second business operator at a time when the worker corresponding to the first business operator has finished the work.

3. A service support device comprising:

an information processing device (32) configured to

i) deliver key information to a mobile terminal (20; 20Ac; 20Ad; 20B), the mobile terminal corresponding to each of a plurality of business operators that provide a user of a vehicle (10; 10A; 10B) with a predetermined service using the vehicle, the key information being information for unlocking the vehicle, starting the vehicle, or unlocking and starting the vehicle when a predetermined transmission signal is transmitted toward the vehicle, and

ii) when the mobile terminal corresponding to a first business operator among the plurality of business operators uses the key information, make coordination such that the mobile terminal corresponding to a second business operator among the plurality of business operators does not use the key information,

wherein:

the predetermined service is any one of a delivery service that allows a luggage compartment of the vehicle to be designated as a delivery address for a package, a pickup service that allows the luggage compartment to be designated as a pickup address for a package, and a collection service that allows the luggage compartment to be designated as a collection address for an article;

the information processing device is configured to deliver the key information to each of a plurality of mobile terminals (20Ac, 20Ad) of workers who conduct work for delivery of the package, pickup of the package, or collection of the article, the work

corresponding to the predetermined service;

the information processing device is configured to limit the number of times the key information is available to a predetermined number of times; and

the information processing device is configured to, when a mobile terminal (20Ac) of a worker corresponding to the first business operator, among the workers, has used up the key information the predetermined number of times, deliver the key information to the mobile terminal (20Ad) of a worker corresponding to the second business operator, among the workers.

4. The service support device according to any one of the preceding claims, wherein the information processing device is configured to bidirectionally relay information between the mobile terminal of the worker corresponding to the first business operator and the mobile terminal of the worker corresponding to the second business operator.

5. The service support device according to claim 1, wherein the information processing device is configured to, when a use schedule of the vehicle, associated with the predetermined service corresponding to the first business operator, is set up in a first period, keep a period that conflicts with the first period such that a use schedule of the vehicle, associated with the predetermined service corresponding to the second business operator, is not set up in the period.

6. The service support device according to claim 5, wherein:

the predetermined service includes a delivery service that allows a luggage compartment of the vehicle to be designated as a delivery address for a product that is ordered on a website corresponding to electric commerce; and

the information processing device is configured to, when a first time period has been already designated as a delivery time period for the product with the delivery service corresponding to the first business operator, disable the user of the vehicle from selecting, as a delivery time period for a product with the delivery service corresponding to the

second business operator, a time period that conflicts with the first time period on the same date on the website.

7. The service support device according to any one of the preceding claims, wherein the user of the vehicle is a regular user of the vehicle.

8. The service support device according to any one of the preceding claims, further comprising a communication device (31) configured to bidirectionally carry out communication with each of the vehicle, the mobile terminal, and an external device (40) through a predetermined communication network.

9. The service support device according to any one of the preceding claims, wherein the key information further includes information for locking the vehicle.

10. The service support device according to any one of the preceding claims, wherein the predetermined transmission signal includes the key information.

11. A service support method that is executed by a service support device (30), the service support method characterized by comprising:

delivering key information to a mobile terminal (20; 20Ac; 20Ad; 20B), the mobile terminal corresponding to each of a plurality of business operators that provide a user of a vehicle (10; 10A; 10B) with a predetermined service using the vehicle, the key information being information for unlocking the vehicle, starting the vehicle, or unlocking and starting the vehicle when a predetermined transmission signal is transmitted toward the vehicle; and

when the mobile terminal corresponding to a first business operator among the plurality of business operators uses the key information, making coordination such that the mobile terminal corresponding to a second business operator among the plurality of business operators does not use the key information,

wherein:

the predetermined service is any one of a delivery service that allows a luggage compartment of the vehicle to be designated as a delivery address for a package, a pickup service that allows the luggage compartment to be designated as a pickup address for a package, and a collection service that allows the luggage compartment to be designated as a collection address for an article;

the information processing device is configured to deliver the key information to each of a plurality of mobile terminals (20Ac, 20Ad) of workers who conduct work for delivery of the package, pickup of the package, or collection of the article, the work corresponding to the predetermined service; and

the information processing device is configured to, when a worker corresponding to the first business operator, among the workers, is doing the work based on usage of the key information by the mobile terminal (20Ac) of the worker corresponding to the first business operator, disable usage of the key information acquired by the mobile terminal (20Ad) of a worker corresponding to the second business operator, among the workers, until the worker corresponding to the first business operator finishes the work.

12. A non-transitory computer-readable recording medium storing a service support program causing an information processing device (32) to execute instructions for:

delivering key information to a mobile terminal (20; 20Ac; 20Ad; 20B), the mobile terminal corresponding to each of a plurality of business operators that provide a user of a vehicle (10; 10A; 10B) with a predetermined service using the vehicle, the key information being information for unlocking the vehicle, starting the vehicle, or unlocking and starting the vehicle when a predetermined transmission signal is transmitted toward the vehicle; and

when the mobile terminal corresponding to a first business operator among the plurality of business operators uses the key information, making coordination such that the mobile terminal corresponding to a second business operator among the plurality of business operators does not use the key information,

wherein:

the predetermined service is any one of a delivery service that allows a luggage compartment of the vehicle to be designated as a delivery address for a package, a pickup service that allows the luggage compartment to be designated as a pickup address for a package, and a collection service that allows the luggage compartment to be designated as a collection address for an article;

the information processing device is configured to deliver the key information to each of a plurality of mobile terminals (20Ac, 20Ad) of workers who conduct work for delivery of the package, pickup of the package, or collection of the article, the work corresponding to the predetermined service; and

the information processing device is configured to, when a worker corresponding to the first business operator, among the workers, is doing the work based on usage of the key information by the mobile terminal (20Ac) of the worker corresponding to the first business operator, disable usage of the key information acquired by the mobile terminal (20Ad) of a worker corresponding to the second business operator, among the workers, until the worker corresponding to the first business operator finishes the work.