

### Customers who purchased a JR Kyushu Rail Pass and made seat reservation at JR KYUSHU RAILPASS Online Booking

What you need: Your KRP Reservation No. + Your own password

#### Table of contents (Click the item you would like to read)

1. First-time login (setting your own password)
2. Logins with your own password
3. Confirming your reservation
4. Changing rail pass reservation
5. Refunding rail pass reservation
6. Changing seat reservation
7. Refunding seat reservation

Note:  
\*Changes and refunds can be made from 5:30 to 23:00 (Japan time).  
\*When you decrease the number of people, make a change.  
When you cancel all, make a refund.



#### Top page

### 1. First-time login (setting your own password)

(1) Click “Register” in “New Registration” column.

### (2) Confirm the user agreement.

| Agreement(s)

Japanese Terms and User Agreement(PDF)

All English versions provided for reference purposes only. In any event, the Japanese version shall prevail.

**JR Kyushu Rail Pass Online Booking Terms and User Agreement (Enacted on August 1, 2017)**

Kyushu Railway Company (hereinafter referred to as "JR Kyushu") stipulates the JR Kyushu Rail Pass Online Booking Terms and User Agreement (hereinafter referred to as the "Terms and User Agreement") as shown below for the use of JR Kyushu Rail Pass Online Booking, which JR Kyushu operates for foreigners visiting Japan.

**Article 1(Scope of Application)**

1. The Terms and User Agreement shall apply to customers (hereinafter referred to as the "User") who use the service (hereinafter referred to as the "Online Booking service") provided by JR Kyushu through JR Kyushu Rail Pass Online Booking.
2. With regard to the use of the Online Booking service, the User shall comply with the Terms and User Agreement in good faith.

**Article 2(Date and Time)**

Unless otherwise specified, the dates and times shown in the Terms and User Agreement shall be based on Japan Standard Time.

**Article 25(Governing Law and Jurisdiction)**

1. Any and all disputes arising between the User and JR Kyushu shall be settled in good faith between the parties.
2. The Terms and User Agreement shall be governed by the laws of Japan, and any and all disputes between the User and JR Kyushu shall be submitted to the exclusive jurisdiction of the

**Article 26(Effective Date of Terms and User Agreement)**

The Terms and User Agreement shall come into effect

Agree

Back Next

Read the terms and check the check box next to "Agree". Then click "Next".

### (3) Enter your e-mail address to receive a temporary password.

| Register Email Address

1 Register Email Address 2 Set Password 3 Finish Registration

Customer information must be registered before you can inquire about reservation. In order to register your information, you must first register your email address. We will send a test email from our domain (jrkyushu.co.jp). Be sure that you have registered an email address.

Required indicates that entry is required.

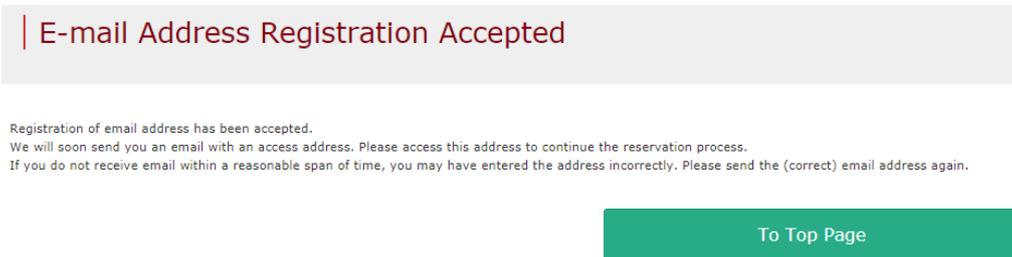
Email Address Required

Note: If you registered an email address when making your JR Kyushu Rail Pass reservation, please register that same address now.

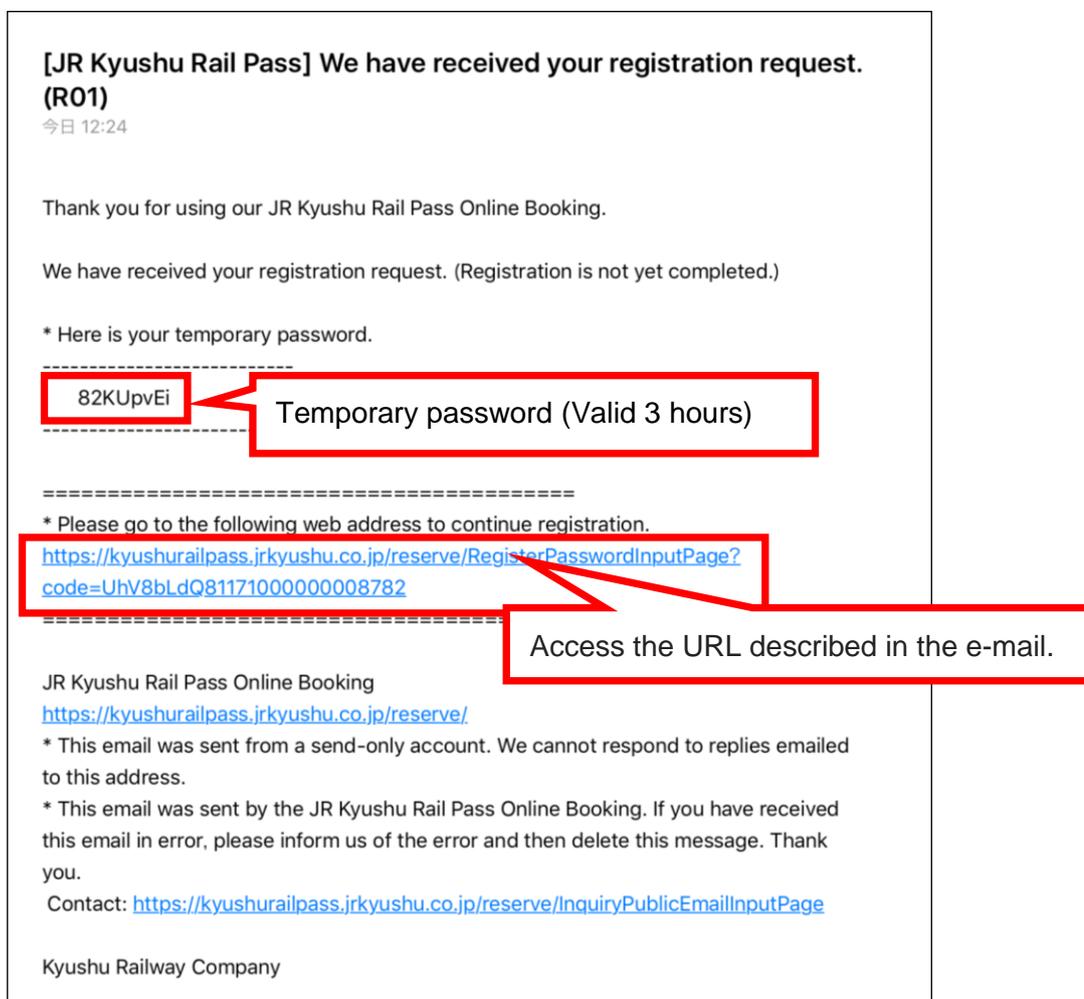
To Top Page Register

Enter the e-mail address registered at the time of reserving your pass and click "Register".

(4) When the screen like below is displayed, a temporary password will be sent to the registered e-mail address. Please check your mail.



(5) Example of the automatically sent e-mail to inform a temporary password



### (6) Set your own password.

#### Set Password



**Required** indicates that entry is required.

**Travel Agency Name**  
For customers who have MCO which is issued by next Travel agencies, please select the Travel agency's name from following list.  
NTA (Nippon Travel Agency), KLOOK  
\*For other MCO users other than above, please do not select anything.

-----  
NipponTravelAgency  
NTA  
KLOOK

**KRP Reservation No./MCO No.** **Required**

-----

**Name** **Required**

-----

\* Please enter the name registered when purchasing a JR Kyushu Rail Pass(es) through JR Kyushu Exchange voucher (eMCO/MCO) issued by a travel agency.  
For customers who use the voucher issued by KLOOK, please enter your name shown on the

**Temporary Password** **Required**

-----

**New Password** **Required**      **New Password (Confirm)** **Required**

-----

\* Password must be 8 to 15 characters (letters, numerals, symbols).  
\* Please include at least 1 letter and 1 number. Cannot set a password that consists of all letters or all numbers.  
\* Acceptable Symbols  
! # % & ( ) \* + - . / ; < = > ? @ [ ] ^ \_ { | } ~ . ,  
\* Password cannot start with a symbol.  
\* Any number that is identical to KRP (Kyushu Rail Pass) Reservation No. cannot be used.

Don't select anything.

Enter your 15-digit KRP Reservation No. starting with capital letter K.

Enter the purchaser's name registered at the time of purchasing your pass.

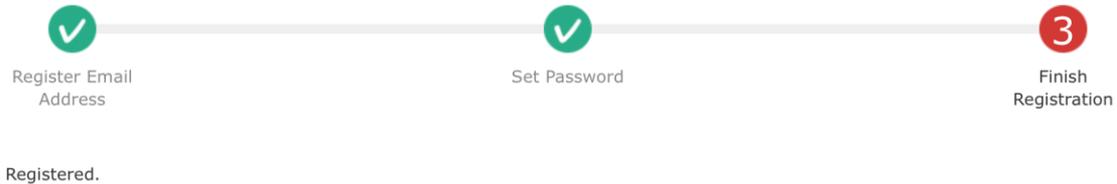
Enter the temporary password (valid 3 hours after issuance) you received in the e-mail.

Read the caution notes and enter a new password. Then click "Set password".

Set password

### (7) Password setting completed.

#### Password Setting Completed



#### Customer Information

KRP Reservation No./MCO No.

K00017120004449

Name

Kyushu A

Confirm the KRP Reservation No. and name. Then click "To Top Page".

To Top Page

## 2. Logins with your own password

**Required** indicates that entry is required.

#### Customer Information

**Travel Agency Name**  
For customers who have MCO which is issued by next Travel Agency name from following list.  
NTA (Nippon Travel Agency), KLOOK  
\*For other MCO users other than above, please do not select.

MCO Sample(s)

**KRP (Kyushu Rail Pass) Reservation No./MCO No.** **Required**

**Password** **Required**

If you forget your password, please register from **here** again.

Enter your KRP Reservation No. and your own password. Then click "Login".

\*Don't select anything for "Travel Agency Name" column.

\*If you forget your password, do customer registrations again.

Login

### 3. Confirming your reservation

#### (1) Rail Pass Reservation Query

| Inquiry

Click "Rail Pass Reservation Query" tab.

**Rail Pass Reservation Query**

**Seat Reservation Query**

**Application Details**

Reservation Receipt No. R00017120004449	KRP (Kyushu Rail Pass) Reservation No. K00017120004449
Ticket Type All Kyushu Area Pass 3 days	Number of Persons in Reservation 3 Passengers (Adult(s): 2 / Child(ren): 1)
Usage Start Date (Japan Standard Time) 2018/01/27	

**Purchaser Information**

Name Kyushu A
Email Address

**User Information**

<div style="background-color: #eee; padding: 2px; margin-bottom: 5px;">1 <span style="background-color: #a00000; color: white; padding: 2px 5px;">Adult</span></div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Kyushu A</div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid #ccc;">Date of Birth</td> <td style="border-bottom: 1px solid #ccc;">1989/01/01</td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">Country/Region</td> <td style="border-bottom: 1px solid #ccc;">Korea, Republic of</td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">Passport No.</td> <td style="border-bottom: 1px solid #ccc;">A12345678</td> </tr> </table>	Date of Birth	1989/01/01	Country/Region	Korea, Republic of	Passport No.	A12345678	<div style="background-color: #eee; padding: 2px; margin-bottom: 5px;">2 <span style="background-color: #a00000; color: white; padding: 2px 5px;">Adult</span></div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Kyushu B</div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid #ccc;">Date of Birth</td> <td style="border-bottom: 1px solid #ccc;">1989/01/01</td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">Country/Region</td> <td style="border-bottom: 1px solid #ccc;">Taiwan</td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">Passport No.</td> <td style="border-bottom: 1px solid #ccc;">B12345678</td> </tr> </table>	Date of Birth	1989/01/01	Country/Region	Taiwan	Passport No.	B12345678
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Passport No.	B12345678												
<div style="background-color: #eee; padding: 2px; margin-bottom: 5px;">3 <span style="background-color: #008000; color: white; padding: 2px 5px;">Child</span></div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Kyushu C</div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid #ccc;">Date of Birth</td> <td style="border-bottom: 1px solid #ccc;">2017/01/01</td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">Country/Region</td> <td style="border-bottom: 1px solid #ccc;">Hong Kong</td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">Passport No.</td> <td style="border-bottom: 1px solid #ccc;">C12345678</td> </tr> </table>	Date of Birth	2017/01/01	Country/Region	Hong Kong	Passport No.	C12345678							
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<div style="background-color: #008000; color: white; padding: 10px; margin-bottom: 10px; width: 80%; margin: 0 auto;">Proceed to change</div> <div style="border: 1px solid #ccc; padding: 10px; width: 80%; margin: 0 auto;">To Receipt Print</div>	<div style="background-color: #008000; color: white; padding: 10px; margin-bottom: 10px; width: 80%; margin: 0 auto;">Proceed to refund</div> <div style="border: 1px solid #ccc; padding: 10px; width: 80%; margin: 0 auto;">To eTicket Print</div>
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Reservations change/refund accepted during these hours: 05:30 to 23:00 (Japan time)

**Rail Pass Reservation Query**

**Seat Reservation Query**

### (2) Seat Reservation Query

| Inquiry

Click "Seat Reservation Query" tab.

The screenshot displays the 'Rail Pass Reservation Query' interface. At the top, there are two tabs: 'Rail Pass Reservation Query' and 'Seat Reservation Query'. The 'Seat Reservation Query' tab is highlighted with a red box and a callout box that says 'Click "Seat Reservation Query" tab.' Below the tabs is an 'Application Details' section. It shows the 'Reservation Date' as 2017/12/27 17:11:06. The train details are as follows:

Train Name	Departure Date
Ibusuki no Tamatebako 1	2018/01/27

Departure Station	Departure Time	Arrival Station	Arrival Time
Kagoshima-chuo	09:58	Ibusuki	10:49

Adult(s)	Child(ren)	Status
2	1	Issued

Below the application details, there is a green button labeled 'Detailed View' with a red box around it and a callout box that says 'Click "Detailed View" to display details of seat reservation.' At the bottom of the interface, the 'Seat Reservation Query' tab is again highlighted.

Click "Detailed View" to display details of seat reservation.

### 4. Changing rail pass reservation

#### (1) Select “Rail Pass Reservation Query” tab.

Inquiry

Click “Rail Pass Reservation Query” tab.

**Rail Pass Reservation Query**      **Seat Reservation Query**

**Application Details**

Reservation Receipt No.	R00017120004449	KRP (Kyushu Rail Pass) Reservation No.	K00017120004449
Ticket Type	All Kyushu Area Pass 3 days	Number of Persons in Reservation	3 Passengers (Adult(s): 2 / Child(ren): 1)
Usage Start Date (Japan Standard Time)	2018/01/27		

**Purchaser Information**

Name  
Kyushu A

Email Address

**User Information**

1 <b>Adult</b>		2 <b>Adult</b>	
Kyushu A		Kyushu B	
Date of Birth	1989/01/01	Date of Birth	1989/01/01
Country/Region	Korea, Republic of	Country/Region	Taiwan
Passport No.	A12345678	Passport No.	B12345678
3 <b>Child</b>			
Kyushu C			
Date of Birth	2017/01/01		
Country/Region	H		
Passport No.	C		

Click “Proceed to change”.

**Proceed to change**      **Proceed to refund**

To Receipt Print      To eTicket Print

Reservations change/refund accepted during these hours: 05:30 to 23:00 (Japan time)

**Rail Pass Reservation Query**      **Seat Reservation Query**

### (2) Enter the information you wish to change to.

#### Customer Information Entry



**Required** indicates that entry is required.

#### Application Details

**Usage Start Date (Japan Standard Time)** **Required**  
2018/01/27

**Ticket Type** **Required**  
Please select.

---

Times Changed (Max. 999 times)	Payment Amount
0 Times	JPY 37,500

#### Enter information about purchaser (representative for reservation).

\* Enter name as shown on passport.

<b>First Name</b>	<b>Middle Name</b>	<b>Last Name</b> <b>Required</b>
Kyushu		A

**Email Address** **Required**

#### Enter User Information.

Omit middle name

**Add User** To increase the number of people, click "Add user".

1 **Adult** Enter information as shown on passport.

<b>First Name</b>	<b>Middle Name</b>	<b>Last Name</b> <b>Required</b>
Kyushu		A

<b>Date of Birth</b> <b>Required</b>	<b>Country/Region</b> <b>Required</b>	<b>Passport No.</b> <b>Required</b>
1989/01/01	Korea, Republic of	A12345678

**Adult(s)/Child(ren)** **Required**  
Adult

The screenshot displays a two-step user information entry form. Step 2, labeled 'Adult', shows fields for First Name (Kyushu), Middle Name, Last Name (Required), Date of Birth (Required, 1989/01/01), Country/Region (Required, Taiwan), and Passport No. (Required, B12345678). A 'Delete' button is highlighted in a red box. Step 3, labeled 'Child', shows fields for First Name (Kyushu), Middle Name, Last Name (Required, C), Date of Birth (Required, 2017/01/01), Country/Region (Required, Hong Kong), and Passport No. (Required). A 'Delete' button is also present. A checkbox at the bottom is labeled 'All above-listed users are qualified for short-term stay in country.' Below the form are 'Back' and 'Next' buttons, with the 'Next' button highlighted in a red box.

2 **Adult** Enter information as shown on passport. **Delete**

**First Name** **Middle Name** **Last Name** **Required**

Kyushu

**Date of Birth** **Required** **Country/Region** **Required**

1989/01/01 Taiwan B12345678

**Adult(s)/Child(ren)** **Required**

Adult

3 **Child** Enter information as shown on passport. **Delete**

**First Name** **Middle Name** **Last Name** **Required**

Kyushu C

**Date of Birth** **Required** **Country/Region** **Required** **Passport No.** **Required**

2017/01/01 Hong Kong

**Adult(s)/Child(ren)** **Required**

Child

All above-listed users are qualified for short-term stay in country.

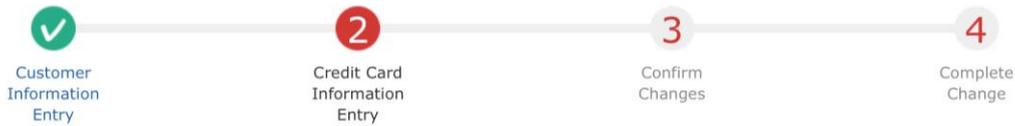
Back Next

To decrease the number of people, click "Delete" in the user column to be deleted.

After entering the contents to change, check the checkbox and click "Next".

### (3) Enter credit card information used for settlement.

#### Credit Card Information Entry



**Required** indicates that entry is required.

\* When receiving the reserved rail pass, you need to bring the credit card registered at the time of purchase.

**Card No.** **Required**

-  -  -

**Term of Validity (MM/YYYY)** **Required**      **Card Company** **Required**

01 / 2017      Please select.

The above is the purchaser's credit card. When receiving a ticket(s), the purchaser must bring the credit card used for settlement at the time of purchase and present it.

Enter your credit card's "Card No.", "Term of Validity and "Card Company".  
 Read the caution notes and check the check box. Then click "Next".

**\*The credit card must be the purchaser's own.**

**\*You need to present the credit card used for settlement at the time of receiving the reserved pass.**

**Note about payment:**

If you make a change, we charge the full amount of the changed reservation to your credit card and refund your original reservation in full.

Although we process settlement right after you click, your credit card company might process it at a later date.

### (4) Confirm the contents of changed reservation.

#### Confirm Details of Reservation Change



OK to change rail pass reservation as indicated below?

#### Application Details

Before Change		After Change	
Ticket Type	All Kyushu Area Pass 3 days	Ticket Type	All Kyushu Area Pass 3 days
Number of Persons in Reservation	3 Passenger(s) (Adult(s): 2 / Child(ren): 1 )	Number of Persons in Reservation	2 Passenger(s) (Adult(s): 1 / Child(ren): 1 )
Payment Amount	JPY 37,500	Payment Amount	JPY 24,000
Usage Start Date (Japan Standard Time)	2018/01/27	Usage Start Date (Japan Standard Time)	2018/01/27
Handling Charge	-	Handling Charge	JPY 1,500
Difference	-	Difference	JPY -13,500

#### Purchaser Information

Name  
Kyushu A

Email Address

#### User Information

1 Adult		2 Child	
Kyushu A		Kyushu C	
Date of Birth	1989/01/01	Date of Birth	2017/01/01
Country/Region	Korea, Republic of		
Passport No.	A1234567		

Confirm the contents of changed reservation.  
If it is correct, click "Change (Pay)".

#### [Attention!]

There are cases that you need a little time to complete the payment. Please do not any operation on your own (e.g. to click "Back" button on web browser) until proceeding "confirmation step of payment".

Change (Pay)

### (5) Change completed.

#### Reservation Change Completed



Changed.

URL address (link) to eTicket has been sent to the email address you registered.

#### Reservation Details

Reservation Receipt No.	KRP(Kyushu Rail Pass) Reservation No.
R00017120004449	K00017120004449

#### Application Details

Before Change	After Change
Ticket Type All Kyushu Area Pass 3 days	Ticket Type All Kyushu Area Pass 3 days
Number of Persons in Reservation 3 Passenger(s) (Adult(s): 2 / Child(ren): 1 )	Number of Persons in Reservation 2 Passenger(s) (Adult(s): 1 / Child(ren): 1 )
Payment Amount JPY 37,500	Payment Amount JPY 24,000
Usage Start Date (Japan Standard Time) 2018/01/27	Usage Start Date (Japan Standard Time) 2018/01/27
Handling Charge	
Difference	

#### Credit Card Details

Card No.	Credit Card
****_****_****_1002	UC,Maste

#### User Information

1 Adult	2 Child
Kyushu A	Kyushu C
Date of Birth 1989/01/01	Date of Birth 2017/01/01
Country/Region Republic of	Country/Region
45678	Passport No.

**Note:**  
\*A handling fee will be charged when you decrease the number of people.  
\*You are unable to change the division between adults and children. If you change the division (e.g. make a child to an adult), it is regarded as refunding and making a new reservation at the same time.

To print an e-ticket, click "To eTicket Print".

To print a receipt, click "To Receipt Print".

To eTicket Print

To Receipt Print

To Query Page

## (6) Example of the automatically sent e-mail when a change is completed

[JR Kyushu Rail Pass] Your reservation has been changed. (C06)  
 今日 12:13

Mr./Ms.Kyushu A

Thank you for using our JR Kyushu Rail Pass Online Booking.

\* Reservation change notification  
 Your reservation was changed as follows, and your credit card was charged accordingly.  
 Purchaser name: Kyushu A  
 Total amount: 24,000 (JPY)

\* Revised reservation  
 Date/time reservation was requested: 2017/12/28 12:13 (Japan time)  
 Reservation No. 62824  
 For 1 adult(s) and 1 child(ren)  
 Ticket name: All Kyushu Area Pass 3 days  
 Usage start date: 2018/01/27

=====

\* KRP reservation No: K00017120004449  
 The KRP reservation No. will be required when you visit our office.  
 =====

\* e-Ticket  
 Please visit the following web page to view and print your e-Ticket. (Note that one e-Ticket is issued for each reservation group.)

<https://kyushurailpass.jrkyushu.co.jp/reserve/DisplayeTicket?code=UDiMBicLNC17120000081058>

=====

Important:

- \* You cannot use the e-ticket itself to board a train. Please go to the designated exchange office prior to boarding, and exchange your e-ticket for valid JR Kyushu Rail Pass(es).
- \* When making the exchange, you will need to present (a) the e-ticket, (b) the credit card used to make the purchase, and (c) the passports of all travelers in the group.
- \* You must make this exchange no later than your usage start date (Japan time). If for some reason you were unable to pick up your Rail Pass(es) by that date, please contact us through the following web page.  
 Contact: <https://kyushurailpass.jrkyushu.co.jp/reserve/InquiryPublicEmailInputPage>
- \* Exchange must be made during normal business hours at the exchange office. Hours vary by location. Please check ahead if planning to make the exchange in the early morning or late evening.  
 For details about office locations and hours, please visit this web page:  
<https://www.jrkyushu.co.jp/english/pdf/BusinessHours.pdf>
- \* If you wish to cancel or change your reservation, please visit the JR Kyushu Rail Pass Online Booking and proceed as instructed.
- \* Requests for changes or refunds are accepted only from 05:30 to 23:00 (Japan time). Please be sure to make your request only within this time period.
- \* Please note that a refund service charge will be applied when a reservation is canceled.  
 If you are reducing the number of travelers, the refund service charge will be applied for each individual removed from the group.

JR Kyushu Rail Pass Online Booking  
<https://kyushurailpass.jrkyushu.co.jp/reserve/>

\* This email was sent from a send-only account.  
 \* This email was sent by the JR Kyushu Rail Pass Online Booking. If you have received this email in error, please inform us of the error and then delete this message. Thank you.  
 Contact: <https://kyushurailpass.jrkyushu.co.jp/reserve/InquiryPublicEmailInputPage>

Kyushu Railway Company

To display and print your e-Ticket after the change, access the URL described in the e-mail.

\*Your KRP Reservation No. stays the same before and after the change.

### 5. Refunding rail pass reservation

#### (1) Select “Rail Pass Reservation Query” tab.

| Inquiry

Click “Rail Pass Reservation Query” tab.

**Rail Pass Reservation Query**

**Seat Reservation Query**

Application Details

Reservation Receipt No. R00017120004449	KRP (Kyushu Rail Pass) Reservation No. K00017120004449
Ticket Type All Kyushu Area Pass 3 days	Number of Persons in Reservation 3 Passengers (Adult(s): 2 / Child(ren): 1)
Usage Start Date (Japan Standard Time) 2018/01/27	

Purchaser Information

Name Kyushu A
Email Address

User Information

<div style="background-color: #eee; padding: 2px; font-size: 12px; margin-bottom: 5px;">1 Adult</div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid #ccc;">Kyushu A</td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">Date of Birth 1989/01/01</td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">Country/Region Korea, Republic of</td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">Passport No. A12345678</td> </tr> </table>	Kyushu A	Date of Birth 1989/01/01	Country/Region Korea, Republic of	Passport No. A12345678	<div style="background-color: #eee; padding: 2px; font-size: 12px; margin-bottom: 5px;">2 Adult</div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid #ccc;">Kyushu B</td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">Date of Birth 1989/01/01</td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">Country/Region Taiwan</td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">Passport No. B12345678</td> </tr> </table>	Kyushu B	Date of Birth 1989/01/01	Country/Region Taiwan	Passport No. B12345678
Kyushu A									
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Country/Region Korea, Republic of									
Passport No. A12345678									
Kyushu B									
Date of Birth 1989/01/01									
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<div style="background-color: #eee; padding: 2px; font-size: 12px; margin-bottom: 5px;">3 Child</div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid #ccc;">Kyushu C</td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">Date of Birth 2017/01/01</td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">Country/Region Hong Kong</td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">Passport No. C12345678</td> </tr> </table>	Kyushu C	Date of Birth 2017/01/01	Country/Region Hong Kong	Passport No. C12345678					
Kyushu C									
Date of Birth 2017/01/01									
Country/Region Hong Kong									
Passport No. C12345678									

Click “Proceed to refund”.

Proceed to change

Proceed to refund

To Receipt Print

To eTicket Print

Reservations change/refund accepted during these hours: 05:30 to 23:00 (Japan time)

### (2) Confirm the reservation details to be refunded.

#### Confirm Refund

1

Confirm Refund

2

Refund Completed

OK to execute refund?

\* If the number of persons in reservation decreases, please operate from "Proceed to change."

#### Refund Details

Ticket Type	Usage Start Date (Japan Standard Time)
All Kyushu Area Pass 3 days	2018/01/27
Reservation Receipt No.	
R00017120004449	
KRP(Kyushu Rail Pass) Reservation No.	
K00017120004449	
Change Count	Handling Charge
1 Times	JPY 2,250
Refund Amount	
JPY 20,250	

#### Purchaser Information

Kyushu A

Email Address

#### User Information

1 Adult	2 Child
Kyushu A	Kyushu C
Date of Birth 1989/01/01	Date of Birth 2017/01/01
Country/Region Korea, Republic of	Country/Region Hong Kong
Passport No. A12345678	Passport No. C12345678

Confirm the reservation details to be refunded.  
If it is correct, click "Pay refund".

Pay refund

#### [Attention!]

There are cases that you need a little time to complete the payment. Please do not any operation on your own (e.g. to click "Back" button on web browser) until proceeding "confirmation step of payment".

### (3) Refund Completed.

#### Refund Completed



Refunded.

#### Refund Details

Ticket Type	Usage Start Date (Japan Standard Time)
All Kyushu Area Pass 3 days	2018/01/27
Reservation Receipt No.	
R00017120004449	
KRP(Kyushu Rail Pass) Reservation No.	
K00017120004449	
Change Count	Handling Charge
1 Times	JPY 2,250
Refund Amount	
JPY 20,250	

#### Purchaser Information

Name	Kyushu A
Email Address	

#### User Information

1 Adult	2 Child
Kyushu A	Kyushu C
Date of Birth: 1989/01/01	Date of Birth: 2017/01/01
Country/Region: Korea, Republic of	Country/Region: Hong Kong
Passport No.: A12345678	Passport No.: C12345678

**Note about payment:**  
 If you make a refund, we charge a refund handling fee to your credit card and refund your original reservation in full. Although we process settlement right after you click, your credit card company might process it at a later date.

If you need a receipt for the refund handling fee, click "To Receipt Print".

To Receipt Print

**(4) Example of the automatically sent e-mail when a refund is completed**

**[JR Kyushu Rail Pass] Your refund has been paid.(C04)**

今日 13:40

Mr./Ms.Kyushu A

Thank you for using our JR Kyushu Rail Pass Online Booking.

\* Refund for canceled reservation

A refund has been issued for your canceled reservation.

\* Reservation details

Date/time reservation was requested: 2017/12/28 12:13 (Japan time)

KRP reservation No: K00017120004449

For 1 adult(s) and 1 child(ren)

Total amount: 22,500(JPY)

Ticket name: All Kyushu Area Pass 3 days

Usage start date: 2018/01/27

\* Refund amount and service charge

Refund service charge: 2,250 (JPY)

Amount refunded: 20,250 (JPY)

Important:

\* The refund and service charge will be settled through your credit card.

\* We cannot confirm the dates these will be posted to your card. Please contact the credit card company for more information.

We look forward to serving you in the future.

JR Kyushu Rail Pass Online Booking

<https://kyushurailpass.jrkyushu.co.jp/reserve/>

\* This email was sent from a send-only account.

\* This email was sent by the JR Kyushu Rail Pass Online Booking. If you have received this email in error, please inform us of the error and then delete this message. Thank you.

Contact: <https://kyushurailpass.jrkyushu.co.jp/reserve/InquiryPublicEmailInputPage>

Kyushu Railway Company

### 6. Changing seat reservation

(1) Select “Seat Reservation Query” tab and display reservation details.

The screenshot shows the 'Inquiry' section of the JR Kyushu Rail Pass Online Booking system. The 'Rail Pass Reservation Query' tab is active, and the 'Seat Reservation Query' sub-tab is selected. Below the tabs, the 'Application Details' section displays reservation information for a train named 'Ibusuki no Tamatebako 1' on 2018/01/27. The departure station is Kagoshima-chuo at 09:58, and the arrival station is Ibusuki at 10:49. There are 2 adult(s) and 1 child(ren) with a status of 'Issued'. A green 'Detailed View' button is highlighted with a red box, and a callout box points to it with the text 'Click “Detailed View” to display details of seat reservation.'

**Inquiry**

Click “Seat Reservation Query” tab.

**Rail Pass Reservation Query**      **Seat Reservation Query**

**Application Details**

Reservation Date 2017/12/27 17:11:06

Train Name	Ibusuki no Tamatebako 1			Departure Date	2018/01/27
Departure Station	Departure Time	→	Arrival Station	Arrival Time	
Kagoshima-chuo	09:58		Ibusuki	10:49	
Adult(s)	Child(ren)	Status			
2	1	Issued			

**Detailed View**

**Rail Pass Reservati**      Click “Detailed View” to display details of seat reservation.

### (2) Click “Proceed to change”.

#### Seat Reservation Query

**Payment Amount**

	Price per person	Tickets	Subtotal
<b>Adult(s)</b>	JPY 1,000	2	JPY 2,000
<b>Child(ren)</b>	JPY 500	1	JPY 500
<b>Total</b>			<b>JPY 2,500</b>

**Train(s) Used**

Train Name		Departure Date	
Ibusuki no Tamatebako 1		2018/01/27	
Departure Station	Departure Time	→ Arrival Station	Arrival Time
Kagoshima-chuo	09:58	Ibusuki	10:49
Facilities Usage	Car	Seat Location	
Reserved Seat	2	16A 17A 18A	

**Customer Information**

Name	Kyushu A
Email Address	

**Credit Card Details**

Card No.	****_****_****-1002	Term of Validity	09/2022
----------	---------------------	------------------	---------

Click “Proceed to change”.

Proceed to change

Proceed to refund

Print Seat Reservations

To Receipt Print

Back

Reservations change/refund accepted during these hours: 05:30 to 23:00 (Japan time)

### (3) Enter train information.

| Route Search

Search Item(s)

Required \* indicates that entry is required.

**Train Selection** Required

Ibusuki no Tamatebako

---

**Facilities Selection** Required

Reserved Seat

---

**Boarding Date** Required

2018/01/27
📅

---

**Departure Station** Required      **Arrival Station** Required

Kagoshima-chuo

Ibusuki

---

**Adult(s)** Required

-
1
+

**Child(ren)** Required

-
1
+

---

\* Can reserve for up to 4 people of users in rail pass reservation.  
 \* Unable to book child(ren) when adding one or more child(ren) to a group, please change the number of persons in reservation from "Confirm Reservation Details" screen and proceed to change screen."

Search

Enter train information you wish to change to and click "Search".

\*A handling fee may be charged depending on the content of change as to the number of people.

Example of when there is handling fee:

Number of people	Number of people			Handling fee
	before	after	difference	
Decrease	2	1	-1	Required (Refund for one person)
Add	1	2	+1	Not required

\*You can change the number of people within the number of the passes reserved.

\*You are unable to change the division between adults and children. If you change the division (e.g. make a child to an adult), it is regarded as refunding and making a new reservation at the same time.

### (4) Select a train to reserve a seat(s).

### | Train Selection

1  
Route Search

2  
Train Selection

3  
Seat Selection

4  
Credit Card Information Entry

5  
Confirm Change

6  
Complete Change

Departure Date 2018/01/27  Facilities Usage Reserved Seat	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Price per person</th> <th style="text-align: center;">Tickets</th> <th style="text-align: center;">Subtotal</th> </tr> </thead> <tbody> <tr> <td><b>Adult(s)</b></td> <td style="text-align: center;">JPY 1,000</td> <td style="text-align: center;">1</td> <td style="text-align: center;">JPY 1,000</td> </tr> <tr> <td><b>Child(ren)</b></td> <td style="text-align: center;">JPY 500</td> <td style="text-align: center;">1</td> <td style="text-align: center;">JPY 500</td> </tr> </tbody> </table>		Price per person	Tickets	Subtotal	<b>Adult(s)</b>	JPY 1,000	1	JPY 1,000	<b>Child(ren)</b>	JPY 500	1	JPY 500
	Price per person	Tickets	Subtotal										
<b>Adult(s)</b>	JPY 1,000	1	JPY 1,000										
<b>Child(ren)</b>	JPY 500	1	JPY 500										

Choose a train for which you wish to reserve a seat(s) and click "Select" button corresponding to it.

**Please select train.**

Departure Station	Departure Time	→	Arrival Station	Arrival Time	Train Name	
Kagoshima-chuo	09:58		Ibusuki	10:49	Ibusuki no Tamatebako 1	<div style="border: 2px solid red; padding: 2px; display: inline-block; background-color: #008000; color: white;">Select</div> <small>(Available for reservation)</small>
Kagoshima-chuo	11:57		Ibusuki	12:47	Ibusuki no Tamatebako 3	<div style="background-color: #ffa500; color: white; padding: 2px; display: inline-block;">Select</div> <small>(Few vacant seats)</small>
Kagoshima-chuo	14:02		Ibusuki	14:58	Ibusuki no Tamatebako 5	<div style="background-color: #ccc; color: #666; padding: 2px; display: inline-block;">Select</div> <small>(Not available for reservation)</small>

Previous Choice

To next choice>

### (5) Select a seat assignment method.

#### | Seat Selection

**At this point, the selected seat has not been guaranteed.**  
**Since the situation of vacancies may change, the selected seat may not be able to be reserved.**

**Next**

### <Details on how to select a seat(s) using a seating chart>

#### Seating Chart Selection

SL Hitoyoshi cannot select seat from "Seating chart"

#### Car Selection

When you want to change Car No. for seat availabilities, please select proper Car No. showing "Available vacant seats" or "Low remaining vacant seats."

#### Car 3 Seating chart

Please select the required number of seat(s) by clicking the "Select seat(s)" button.

#### Kagoshima-chuo



	9	8	7	6	5	4	3	2	1
A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
B	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
Aisle									
C	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
D	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					

\* At this point, the selected seat has not been guaranteed. Since the situation of vacancies may change, the selected seat may not be able to be reserved.

\* The running direction of Limited Express Sonic (between Hakata - Oita) will be changed to opposite at Kokura station (First car will be changed as last train). There are some cases that direction is difference from seat map, please notice.

Select (check) a seat(s) you wish to reserve and click "Next".

Back

Next

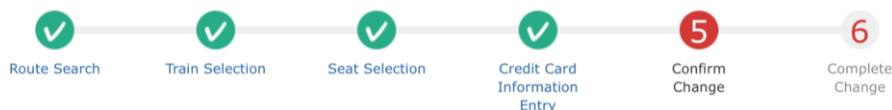
#### [Attention!]

On busy season (Weekend, Japanese national holiday...), there are possibilities that network connection for reservation request will be concentrated. If you cannot proceed to next step, please try again after short interval.



### (7) Confirm the contents of changed reservation.

#### Confirm Seat Reservation Change



OK to reserve seats as indicated below?

#### Payment Amount

##### Purchase Amount Before Change (A)

	Price per person	Tickets	Subtotal
<b>Adult(s)</b>	JPY 1,000	2	JPY 2,000
<b>Child(ren)</b>	JPY 500	1	JPY 500
<b>Total</b>			JPY 2,500
<b>Refund Handling Charge (B)</b>			JPY 330
<b>Refund Amount (A-B)</b>			JPY 2,170

##### Purchase Amount After Change

	Price per person	Tickets	Subtotal
<b>Adult(s)</b>	JPY 1,000	1	JPY 1,000
<b>Child(ren)</b>	JPY 500	1	JPY 500
<b>Total</b>			JPY 1,500

#### Train(s) Used

Train Name		Departure Date	
Ibusuki no Tamatebako 1		2018/01/27	
Departure Station	Departure Time	Arrival Station	Arrival Time
Kagoshima-chuo	09:58	Ibusuki	10:49
Facilities Usage	Car	Seat Location	
Reserved Seat	3	4A 4B	

#### Customer Information

Name  
Kyushu A

Email Address

#### Credit Card Details

Card No. \*\*\*\*\_\*-1002

Credit Card Company UC,Master,VISA

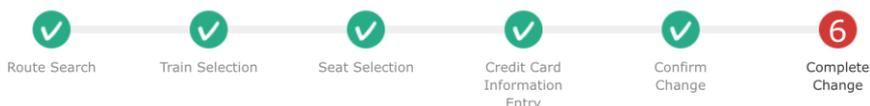
Confirm the contents of changed reservation.  
If it is correct, click "Reserve (Pay)".

Reserve (Pay)

**[Attention!]**  
There are cases that you need a little time to complete the payment. Please do not any operation on your own (e.g. to click "Back" button on web browser) until proceeding "confirmation step of payment".

### (8) Change completed.

#### Seat Reservation Change Completed



Reservation made, as indicated below.

#### Payment Amount

Purchase Amount Before Change (A)			
	Price per person	Tickets	Subtotal
<b>Adult(s)</b>	JPY 1,000	2	JPY 2,000
<b>Child(ren)</b>	JPY 500	1	JPY 500
<b>Total</b>			JPY 2,500
Refund Handling Charge (B)			JPY 330
<b>Refund Amount (A-B)</b>			JPY 2,170

Purchase Amount After Change			
	Price per person	Tickets	Subtotal
<b>Adult(s)</b>	JPY 1,000	1	JPY 1,000
<b>Child(ren)</b>	JPY 500	1	JPY 500
<b>Total</b>			JPY 1,500

#### Train(s) Used

Train Name		Departure Date	
Ibusuki no Tamatebako 1		2018/01/27	
Departure Station	Departure Time	→	Arrival Station    Arrival Time
Kagoshima-chuo	09:58		Ibusuki    10:49
Facilities Usage	Car	Seat Location	
Reserved Seat	3	4A 4B	

#### Customer Information

Name  
Kyushu A

Email Address

To print a "Reserved Seating Coupon", click "Print Seat Reservations".

To print a receipt, click "To Receipt Print".

Print Seat Reservations    To Receipt Print

To Query Page

**(9) Example of the automatically sent e-mail when a change is completed****[JR Kyushu Rail Pass] Your assigned-seat reservation has been changed.(R04)**

今日 17:31

Mr./Ms.Kyushu A

Thank you for using our JR Kyushu Rail Pass Online Booking.

**\* Reservation change notification**

Your reservation was changed as follows, and your credit card was charged accordingly.

**\* Reservation Details**

Purchaser name: Kyushu A

Total amount: 1,830 (JPY)

**\* Revised reservation**

Date/time reservation was requested: 2017/12/27 17:31 (Japan time)

Reservation No. 61341

For 1 adult(s) and 1 child(ren)

Boarding date and time 2018/01/27 09:58 (Japan time)

Boarding section: Kagoshima-chuo to Ibusuki

Train name: Ibusuki no Tamatebako 1

Seat(s): Car 3, 4A, 4B

**Important:**

\* Please pick up your ticket(s) prior to boarding time. Although your reservation is confirmed, you will not be able to board without a ticket.

\* Your ticket(s) will be given to you when you pick up your JR Kyushu Rail Pass(es).

Once you have received your Rail Pass(es), you will no longer be able to make changes or request refunds through the JR Kyushu Rail Pass Online Booking.

\* You will not be able to pick up tickets after boarding time has passed. Note that an automatic refund will not be provided if you fail to pick up your ticket(s) or board your train. If you were unable to pick up your ticket(s), please visit the following web page and fill out the form.

Contact: <https://kyushurailpass.jrkyushu.co.jp/reserve/InquiryPublicEmailInputPage>

\* Tickets can be picked up from the ticket office during normal business hours. Hours vary by location. Please check ahead if planning to make the exchange in the early morning or late evening.

For details about office locations and hours, please visit this web page:

<https://www.jrkyushu.co.jp/english/pdf/BusinessHours.pdf>

\* If you wish to cancel or change your reservation, please visit the JR Kyushu Rail Pass Online Booking and proceed as instructed.

\* Please note that a refund service charge will be applied when a reservation is canceled.

If you are reducing the number of travelers, the refund service charge will be applied for each individual removed from the group.

\* If you would like to cancel and receive a refund after obtaining your ticket(s), please come to a JR Kyushu Rail Pass office prior to your scheduled boarding time. Refund requests cannot be accepted after the boarding time has passed.

JR Kyushu Rail Pass Online Booking

<https://kyushurailpass.jrkyushu.co.jp/reserve/>

\* This email was sent from a send-only account.

\* This email was sent by the JR Kyushu Rail Pass Online Booking. If you have received this email in error, please inform us of the error and then delete this message. Thank you.

Contact: <https://kyushurailpass.jrkyushu.co.jp/reserve/InquiryPublicEmailInputPage>

Kyushu Railway Company

### (10) Example of the “Reserved Seating Coupon”

- \*Printing your Reserved Seating Coupon is recommended.
- \*Present it when you receive the reserved ticket at a designated JR Kyushu counter.



**JR-KYUSHU**  
Seating Coupon

### JR KYUSHU RAIL PASS

Online Booking

Display Date: 2017/12/27 17:32 (JST)  
Date and Time of Purchase: 2017/12/27 17:31 (JST)

### JR Kyushu Reserved Seating Coupon

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\* Please pick up your ticket(s) from the ticket office 30 minutes before train departure time. Although your reservation is confirmed, you will not be able to board without a ticket.

\* Your ticket(s) will be given to you when you pick up your Rail Pass(es). Once you have received your Rail Pass(es), you will no longer be able to make changes or request refunds through the online sales service.

\* To receive your tickets, you must present the following:

- The credit card you used when making the reservation.  
Note: For fastest pickup, you should also present your reserved seat receipt (this receipt).

\* Tickets can be picked up from the ticket office during normal business hours. Hours vary by location. Please check ahead if planning to pick up your ticket in the early morning or late evening.

\* For details about locations and hours, go here. (<https://www.jrkyushu.co.jp/english/pdf/BusinessHours.pdf>)

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Reservation Receipt No. R00017120004449	KRP Reservation No. K00017120004449 MARS No. 61341
--	---

---

Purchaser Information		
Name	Card Brand	Card No.
Kyushu A	UC, Master, VISA	*****1002

**Purchaser Details**

Boarding Day 2018/01/27	Departure Time 09:58
Departure Station Kagoshima-chuo	Arrival Time 10:49
Arrival Station Ibusuki	Travel Time 00:51
Train Name Ibusuki no Tamatebako1	

Facilities Usage  
Reserved Seat  
Seat(s)  
Car 3 4A, 4B  
Amount Used  
JPY 1,500  
Travelers  
Adult(s) 1  
Child(ren) 1

---

**NOTICE**

\* To change or cancel  
To make changes to your ticket reservation, or to cancel it for a refund, please complete the relevant procedure at our online sales service no later than 6 minutes before departure and receipt.  
If you would like to cancel and receive a refund after obtaining your ticket(s), please come to a JR Kyushu Rail Pass office prior to your scheduled departure time. Refund requests cannot be accepted after the boarding time has passed.  
Please note that a refund service charge will be applied when a reservation is canceled. If you are reducing the number of travelers, the refund service charge will be applied for each individual withdrawn from the group.

\* Inquiries  
Please access JR Kyushu Rail Pass Online Booking and submit your query or comment using the online form.  
Please have your KRP reservation number handy so that you can provide it with your query.  
(<https://kyushurailpass.jrkyushu.co.jp/reserve>)



**KYUSHU RAILWAY COMPANY**

### 7. Refunding seat reservation

(1) Select “Seat Reservation Query” tab and display reservation details.

The screenshot shows the 'Inquiry' section of the JR Kyushu Rail Pass Online Booking system. The 'Rail Pass Reservation Query' tab is active, and the 'Seat Reservation Query' sub-tab is selected. The reservation details are displayed as follows:

Application Details	
Reservation Date	2017/12/27 17:11:06
Train Name	Ibusuki no Tamatebako 1
Departure Date	2018/01/27
Departure Station	Kagoshima-chuo
Departure Time	09:58
Arrival Station	Ibusuki
Arrival Time	10:49
Adult(s)	2
Child(ren)	1
Status	Issued

A green button labeled 'Detailed View' is visible below the reservation details. A red callout box points to the 'Seat Reservation Query' tab with the text: 'Click "Seat Reservation Query" tab.' Another red callout box points to the 'Detailed View' button with the text: 'Click "Detailed View" to display details of seat reservation.'



### (3) Confirm the reservation details to be refunded.

#### Confirm Seat Reservation Refund

1

Confirm Seat  
Reservation  
Refund

OK to execute refund?

2

Seat  
Reservation  
Refund  
Completed

#### Refund Amount

	Price per person	Tickets	Subtotal
<b>Adult(s)</b>	JPY 1,000	1	JPY 1,000
<b>Child(ren)</b>	JPY 500	1	JPY 500
<b>Total</b>			JPY <b>1,500</b>
<b>Refund Handling Charge</b>			JPY <b>660</b>
<b>Refund Amount</b>			JPY <b>840</b>

#### Train(s) Used

Train Name		Departure Date	
Ibusuki no Tamatebako 1		2018/01/27	
Departure Station	Departure Time	→ Arrival Station	Arrival Time
Kagoshima-chuo	09:58	Ibusuki	10:49
Facilities Usage	Car	Seat Location	
Reserved Seat	3	4A 4B	

#### Customer Information

Name  
Kyushu A

Email Address

#### Credit Card Details

Card No.  
\*\*\*\*\_\*\*\*\*\_\*\*\*\*-1002

Credit Card Company  
UC,Master,VISA

Confirm the reservation details to be refunded.  
If it is correct, click "Pay refund".

#### [Attention!]

There are cases that you need a little time to complete the payment. Please do not any operation on your own (e.g. to click "Back" button on web browser) until proceeding "confirmation step of payment".

Pay refund

### (4) Refund Completed.

#### Seat Reservation Refund Completed



Confirm Seat  
Reservation  
Refund

Refunded.



Seat  
Reservation  
Refund  
Completed

Refund Amount			
	Price per person	Tickets	Subtotal
<b>Adult(s)</b>	JPY 1,000	1	JPY 1,000
<b>Child(ren)</b>	JPY 500	1	JPY 500
<b>Total</b>			<b>JPY 1,500</b>
<b>Refund Handling Charge</b>			<b>JPY 660</b>
<b>Refund Amount</b>			<b>JPY 840</b>

#### Note about payment:

If you make a refund, we charge a refund handling fee to your credit card and refund your original reservation in full. Although we process settlement right after you click, your credit card company might process it at a later date.

Train(s) Used			
Train Name	Departure Date		
Ibusuki no Tamatebako 1	2018/01/27		
Departure Station	Departure Time	Arrival Station	Arrival Time
Kagoshima-chuo	09:58	Ibusuki	10:49
Facilities Usage	Car	Seat Location	
Reserved Seat	3	4A 4B	

Customer Information
Name Kyushu A
Email Address

Credit Card Details		
Card No. ****_****_****-1002	Credit Card Company UC,Master,VISA	Term of Validity (MM/YYYY) 09/2022

If you need a receipt for the refund handling fee, click "To Receipt Print".

To Receipt Print

**(5) Example of the automatically sent e-mail when a refund is completed****[JR Kyushu Rail Pass] Refund for canceled reservation.(R02)**

今日 9:26

Mr./Ms.Kyushu A

Thank you for using our JR Kyushu Rail Pass Online Booking.

**\* Refund for canceled reservation**

A refund has been issued for your canceled reservation.

**\* Reservation details**

Date/time reservation was made: 2017/12/27 17:31 (Japan time)

Reservation No. 61341

For 1 adult(s) and 1 child(ren)

Boarding date and time 2018/01/27 09:58 (Japan time)

Boarding section: Kagoshima-chuo to Ibusuki

Train name: Ibusuki no Tamatebako 1

Seat(s): Car 3, 4A, 4B

**\* Refund Amount and Service Charge**

Refund service charge: 660(JPY)

Amount Refunded: 840(JPY)

**Important:****\* The refund and service charge will be settled through your credit card.****\* We cannot confirm the dates these will be posted to your card. Please contact the credit card company for more information.**

We look forward to serving you in the future.

JR Kyushu Rail Pass Online Booking

<https://kyushurailpass.jrkyushu.co.jp/reserve/>**\* This email was sent from a send-only account.****\* This email was sent by the JR Kyushu Rail Pass Online Booking. If you have received this email in error, please inform us of the error and then delete this message. Thank you.**Contact: <https://kyushurailpass.jrkyushu.co.jp/reserve/InquiryPublicEmailInputPage>

Kyushu Railway Company