

## Customers who purchased a JR Kyushu Rail Pass voucher at a designated travel agency and made online seat reservation.

What you need: Your reservation No. (KRP/MCO) + Your own password

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1. First-time login (setting your own password)
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4. Changing seat reservation
5. Refunding seat reservation

Note:

\*About your JR Kyushu Rail Pass voucher, please contact the travel agent where you purchased it.

\*Changes and refunds for online seat reservation 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

**JR KYUSHU RAIL PASS Online Booking**

Purchase the Rail Pass   Seat Reservation   Confirm/Change/Refund

**Available for reservation**  
Reservation can be made from 05:30 to 23:00 at Japan Standard Time (Tokyo).

Feb. 28 15:39 Feb. 28 15:39  
Japan Standard Time (Tokyo) Time based on operating system settings

Select Language English

On this website, you can purchase the JR Kyushu Rail Pass and make a seat reservation of popular trains in Kyushu.  
When you make a seat reservation, it's necessary to purchase the Kyushu Rail Pass on this website or at designated travel agencies.

**Operation Guide**   **FAQ**

English   한국어   簡体字   繁體字   English   한국어   簡体字   繁體字

**Purchase the Rail Pass**   **Seat Reservation**

**Purchase the Rail Pass**  
Purchase the Kyushu Rail Pass Here!!

**Seat Reservation**  
Seat Reservation Here!!  
Price:  
¥1000(Adult)  
¥500(Child)  
\*You need the reservation number begins with K.

**About Rail Pass**   **Trains offering seat reservation**

English   한국어   簡体字   繁體字

**Purchase the Rail Pass**   **Seat Reservation**

**Confirm/Change/Refund**

If you do not have a password corresponding to your KRP (Kyushu Rail Pass) Reservation No., please click [here](#).

**Seats**  
Reserved/Non-reserved seat  
\*Click "List of trains offering seat reservation" below for operating schedule.

List of trains offering seat reservation

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

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

| [Login](#)

**New Registration**

\* If you do not have a password corresponding to your KRP (Kyushu Rail Pass) reservation No., please click [here](#).

[To Top Page](#)

Register

**Customer Information**

**Travel Agency Name**  
For customers who have MCO which is issued by the following list.  
NTA (Nippon Travel Agency), KLOOK  
\*For other MCO users other than above,

☒ MCO Sample(s)

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

**Password** Required

\* If you forget your password, please register from [here](#) again.

Login

[First-time login (need to set your own password)]

You need to purchase a JR Kyushu Rail Pass voucher at a designated travel agency first.

If you log in for the first time after the purchase, click “Register” to set your own password.

Note: Paper MCOs issued by travel agencies other than Nippon Travel Agency (and its affiliate travel agencies) are not eligible for online seat reservation service.

## (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. Any dispute shall be submitted to the exclusive jurisdiction of the Fukuoka District Court.

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

The Terms and User Agreement shall come into effect at 10:00 on August 1, 2017.

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

☒ Agree

Back

Next

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

### | Register Email Address

1

Register Email Address

2

Set Password

Customer information must be registered before you can inquire about reservations. In order to register your information, you must first register your email address. Please enter an email address you wish to use for registration. We will send a test email from our domain (jrkyushu.co.jp). Be sure that your device can receive emails from this domain.

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.

If you registered an e-mail address at the time of purchasing your voucher, enter it. Otherwise enter an e-mail address you wish to register. Then click "Registration".

To Top Page

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.

### | E-mail Address Registration Accepted

Registration of email address has been accepted.

We will soon send you an email with an access address. Please access this address to continue the reservation process.

If you do not receive email within a reasonable span of time, you may have entered the address incorrectly. Please send the (correct) email address again.

To Top Page

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

**[JR Kyushu Rail Pass] We have received your registration request.  
(R01)**  
今日 12:24

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

We have received your registration request. (Registration is not yet completed.)

\* Here is your temporary password.

-----  
82KUpvEi  
-----

Temporary password (Valid 3 hours)

=====

\* Please go to the following web address to continue registration.  
<https://kyushurailpass.jrkyushu.co.jp/reserve/RegisterPasswordInputPage?code=UhV8bLdQ81171000000008782>  
=====

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

\* This email was sent from a send-only account. We cannot respond to replies emailed to this address.

\* 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

Access the URL described in the e-mail.




**\* Regarding eMCO/MCO (voucher) that enables pre-booking service for reserved seats**

Some parts of operations will be different according to eMOC/MCO you purchased.  
Please notice your eMCO/MCO again.

**①[eMCO]**

【Travel agencies/Shops where you can get the voucher】

JTB, JALPAK, JR Kyushu Jet Ferry, Doctortour, Hana tour, Cosmo Travel,  
Korea Railroad Corporation, MODE TOUR, myrealtrip, EGL Tours, Package Tour, Yes Trip,  
cola tour, LION TRAVEL, Lvmama, Fliggy, Ctrip and their affiliate travel agencies/shops

|  |   |  |
|--|---|--|
|   | <b>JR KYUSHU RAIL PASS</b><br>Online Booking  |  |
| Display Date: 2007/12/25 19:41   |   |  |
| <b>JR Kyushu Rail Pass Voucher Customer's Coupon</b>   |   |  |
| This is the coupon for<br><b>TEST TARO</b>   |   |  |
| <p>* This eMCO cannot be used for boarding.<br/>         Please go to the designated exchange office prior to boarding, and exchange it for a valid JR Kyushu Rail Pass.<br/>         * The traveler must appear in person at the exchange office to make the exchange.<br/>         * To receive your passes, you must present the following:<br/>         - eMCO (this receipt)<br/>         - Your passport.<br/>         * Exchange may be made during normal business hours at a voucher exchange office.<br/>         Hours vary by office. Please check ahead if planning to make the exchange in the early morning or late evening.<br/>         For details about locations and hours, go here. (<a href="https://www.jrkyushu.co.jp/english/pdf/BusinessHours.pdf">https://www.jrkyushu.co.jp/english/pdf/BusinessHours.pdf</a>)</p> |   |  |
| Reservation Receipt No.<br><b>RKTA07120187153</b><br>Travel Agent Name<br><b>Kyushu Travel A</b><br>Ticket Agent Name<br><b>KTA Store1</b><br>Issue Date<br><b>2007/12/25</b> Please exchange within 3 months of issue date.<br>Ticket Type<br><b>All Kyushu Area Pass 5 days</b><br><b>JPY 18,000</b>   | KRP Reservation No.<br><b>KKTA07120187419</b> |  |
| User Information<br>Name<br><b>TEST TARO</b><br>Adult(s)/Child(ren)<br><b>Adult</b>  |   |  |
| Seat Reservation(s)<br>Seats for some trains may be reserved in advance, for an additional fee.<br>If you would like to reserve seats, please visit JR Kyushu Rail Pass Online Booking.<br>Please have your KRP reservation number handy so that you can provide it with your Seat Reservation(s).<br>( <a href="https://kyushurailpass.jrkyushu.co.jp/reserve">https://kyushurailpass.jrkyushu.co.jp/reserve</a> )  |   |  |
| NOTICE<br>* Validity<br>Admitted under entry status "TEMPORARY VISITOR"<br>* To change or cancel<br>If you wish to change or cancel your reservation, please contact the agent that sold the voucher to you.<br>* Inquiries about JR Kyushu Rail Pass<br>Please access JR Kyushu Rail Pass Online Booking and submit your query or comment using the online form.<br>Please have your KRP reservation number handy so that you can provide it with your query.<br>( <a href="https://kyushurailpass.jrkyushu.co.jp/reserve">https://kyushurailpass.jrkyushu.co.jp/reserve</a> )  |   |  |
|  <b>KYUSHU RAILWAY COMPANY</b>  |   |  |


**The number written here on the voucher is required to reserve seats.**



## ② [eMCO (E-Ticket issued by Nippon Travel Agency) ]

【Travel Agencies/Shops where you can get the voucher】  
Nippon Travel Agency and its affiliate travel agencies/shops

The number written here on the voucher is required to reserve seats.

|  |                          |
|--|--------------------------|
|  NIPPON TRAVEL AGENCY CO.,LTD |                          |
| [E-Ticket] KYUSHU (ALL) RAIL PASS 3DAYS**Sample**  |                          |
| VOUCHER No. :  | 00201000285              |
| NAME :   | MR JOHN LENNON**Sample** |
| ADULT / CHILD :  | ADULT                    |
| TO :   | Kyushu Railway company   |
| JPY :  | 15,000                   |
| USD :  | 145.63                   |
| RATES OF EXCHANGE :  | 100JPY = 0.97USD         |
| ISSUE BY :   | ABC Tours Inc / U. S. A. |
| ISSUED DATE :  | 11 Jul 2018              |
| Please exchange within 3 months of issue date  |                          |

**Seat Reservation**  
 \*Seats for some trains may be reserved in advance, for an additional fee.  
 \*If you would like to reserve seats, please visit JR Kyushu Rail Pass Online Booking.  
 URL <https://kyushurailpass.jrkyushu.co.jp/reserve/>

**[1] Eligibility** : You must meet the following condition ... A foreign tourist visiting Japan, who has a passport bearing the "Temporary Visitor" entry status, stamped at Immigration, and who can show the passport at the time of PASS exchange  
 \*\*Your name in the claim ticket must be spelled completely and matched the name appearing in your passport  
 \*\*Each person must need a ticket even though travelling with several persons.

**[2] Refund of an Exchange Order** : An Exchange Order can be refunded only at the very same office that issued the Order, within one year after the date of issue. (A handling charge and a communication fee, set in the regulations of each issuing office, will be deducted.)

**[3] Refund of a JR KYUSHU RAIL PASS** : A KYUSHU RAIL PASS can be refunded only within a valid period and before the first date for its use at any JR KYUSHU RAIL PASS exchange office. (10% of the yen price will be charged as a handling fee.) No refund can be made for any reason on or after the first day of use.

**[4] Use of an Order** is subject to these conditions and the regulations of each issuing office. After exchanging, use of the Pass is subject to these conditions, Kyushu Railway Company passenger transportation regulations, and Japanese law.

**[5] For further information**, please visit <https://www.jrkyushu.co.jp/english/index.html>

## ③ [MCO]

【Travel Agencies/Shops where you can get the voucher】  
Nippon Travel Agency and its affiliate travel agencies/shops

|  |   |   |                             |                                    |  |
|--|---|---|-----------------------------|------------------------------------|--|
| ISSUED BY<br>発行者 NIPPON TRAVEL AGENCY<br>日本旅行  |   | EXCHANGE ORDER 引換証<br>(Not Good for Passage)<br>(JR用片)<br>EXCHANGE COUPON パス引換用 |                             | No. 90101001253                    |  |
| NAME OF PASSENGER<br>氏名 MR JOHN LENNON(ADULT)**Sample**  |   | (NOT TRANSFERABLE)<br>譲渡禁止  |                             | DATE / PLACE OF ISSUE<br>発行日及び発行月日 |  |
| TYPE OF SERVICE FOR WHICH ISSUED<br>バスの種類 KYUSHU (ALL) RAIL PASS 5DAYS**Sample**   |   | TRAVEL  |                             | Jul 2017                           |  |
| VALUE FOR EX-CHANGE<br>日本円発行額  | AMOUNT IN LETTERS<br>One Eight Zero Zero Zero yen | JPY   | AMOUNT IN FIGURES<br>18,000 | Jul 2017                           |  |
| EQUIVALENT AMOUNT PAID<br>現地通貨換算額  |   | USD   | 145.63                      | Jul 2017                           |  |
| TO<br>Kyushu Railway Company   |   | RESERVATION DATA<br>予約事項 **Sample**   |                             |                                    |  |
| REMARKS<br>備考 Seat Reservation : <a href="https://kyushurailpass.jrkyushu.co.jp/reserve/">https://kyushurailpass.jrkyushu.co.jp/reserve/</a><br>Valid only to a foreign tourist admitted into Japan under entry status "temporary visitor"<br>permanent residence qualification certificate and also holds an air ticket which depart<br>exchange this order to Kyushu Rail Pass within 3 months of the date of issue. |   |   |                             |                                    |  |
| No.90101001253   |   |   |                             |                                    |  |

The number written here on the voucher is required to reserve seats.

## ④ 【KLOOK Voucher (E-Ticket issued by KLOOK)】

**KLOOK**

**3/5 Day JR All/North/South Kyushu Pass (Japan Pick Up)**

Package  
**3 Day JR Kyushu Pass**

Lead Person Name  
**KYUSHU TARO**

Date  
**Mar 22, 2019**

Quantity  
**1 x Adult**

Booking No.  
**QMG635864**

**Voucher No.**  
**QMG635864JR0**

Units To Be Redeemed  
**1 x Adult**

【Travel Agencies where you can get the voucher】

KLOOK

The “Voucher number”  
written here on the voucher is  
required to reserve seats.

## ⑤ 【eMCO】

【Travel Agencies where you  
can get the voucher】

KLOOK

The number written here on  
the voucher is required to  
reserve seats.

\*Same with ①eMCO

**KLOOK** **JR KYUSHU RAIL PASS**  
Online Booking

Display Date: 2007/12/25 19:41

**JR Kyushu Rail Pass Voucher Customer's Coupon**

This is the coupon for  
**TEST TARO**

\* This eMCO cannot be used for boarding.  
Please go to the designated exchange office prior to boarding, and exchange it for a valid JR Kyushu Rail Pass.  
\* The traveler must appear in person at the exchange office to make the exchange.  
\* To receive your passes, you must present the following:  
- eMCO (this receipt)  
- Your passport.  
\* Exchange may be made during normal business hours at a voucher exchange office.  
Hours vary by office. Please check ahead if planning to make the exchange in the early morning or late evening.  
For details about locations and hours, go here. (<https://www.jrkyushu.co.jp/english/pdf/BusinessHours.pdf>)

Reservation Receipt No.  
**RKTA07120187153**

KRP Reservation No.  
**KKTA07120187419**

Travel Agent Name

Issue Date  
**2007/12/25** Please exchange within 3 months of issue date.

Ticket Type  
**All Kyushu Area Pass 5 days**  
**JPY 18,000**

\* To change or cancel:  
If you wish to change or cancel your reservation, please contact the agent that sold the voucher to you.  
\* Inquiries about JR Kyushu Rail Pass  
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**

## (6) Set your own password.

## | Set Password

① eMCO  
→ Don't select anything.

② eMCO issued by Nippon Travel Agency  
→ Select "NTA"

③ MCO issued by Nippon Travel Agency  
→ Select "NipponTravelAgency"

④ Voucher issued by KLOOK  
→ Select "KLOOK"

⑤ eMCO issued by KLOOK  
→ Don't select anything.

Register Email Address

Set Password

**Travel Agency Name**  
For customers who have MCO which is issued by next Travel agencies, please select the Travel agency 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 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 voucher.

Temporary Password **Required**

New Password **Required**

\* Password must be 8 to 15 characters (letters, numerals, symbols).  
\* Please include at least 1 letter and 1 number. Cannot set a password consisting of all letters or all numbers.  
\* Acceptable Symbols  
! # % & ( ) \* + - . / ; < = > ? @ [ ] ^ \_ { | } ~ , .

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

Set password

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

\* Enter your MCO No. shown on the eMCO/MCO issued by Nippon Travel Agency or KLOOK.

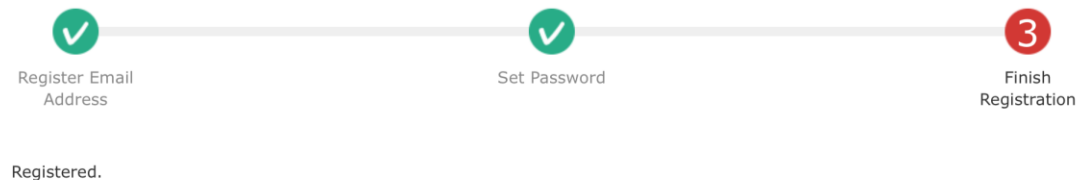
Enter name shown on your voucher (eMCO/MCO)  
\*For customers who use the voucher issued by KLOOK, please enter your name shown on the voucher from Given name to Surname in order.

Enter the temporary password (Valid 3 hours) you received in the e-mail.



## (7) Password setting completed.

## | Password Setting Completed



## Customer Information

KRP Reservation No./MCO No.

K00017100000532

Name

Kyushu A

Confirm KRP Reservation No./MCO No. and name.  
Then, click "To Top Page".

[To Top Page](#)

## 2. Login 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 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.

☒ MCO Sample(s)

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

If you forget your password, please register from [here](#) again.

&lt;Travel Agency Name&gt;

①eMCO : Don't select anything.

②eMCO issued by Nippon Travel Agency :  
Select "NTA"③MCO issued by Nippon Travel Agency :  
Select "NipponTravelAgency"④"KLOOK Voucher" issued by KLOOK :  
Select "KLOOK"

⑤eMCO issued by KLOOK :

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

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

[Login](#)

### 3. Confirming the content of your reservation

#### (1) Click “Seat Reservation Query” tab.

The screenshot displays 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 'Application Details' section shows the following information:

| Reservation Date    |  |
|---------------------|--|
| 2017/10/05 13:54:12 |  |

| Train Name              |  | Departure Day |  |
|-------------------------|--|---------------|--|
| Ibusuki no Tamatebako 1 |  | 2017/10/12    |  |

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

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

A green button labeled 'Detailed View' is highlighted with a red box. A red arrow points from this button to a callout box that says 'Click “Detailed View” to display details of seat reservation.'

At the bottom left, there is a button labeled 'To Top Page'.

#### 4. Changing seat reservation

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

The screenshot displays the 'Inquiry' section of the JR Kyushu Rail Pass Online Booking system. The 'Rail Pass Reservation Query' tab is selected, and the 'Seat Reservation Query' sub-tab is highlighted. The 'Application Details' section shows the following information:

| Reservation Date        |                |                 |              |
|-------------------------|----------------|-----------------|--------------|
| 2017/10/05 13:54:12     |                |                 |              |
| Train Name              |                | Departure Day   |              |
| Ibusuki no Tamatebako 1 |                | 2017/10/12      |              |
| Departure Station       | Departure Time | Arrival Station | Arrival Time |
| Kagoshima-chuo          | 09:58          | Ibusuki         | 10:49        |
| Adult(s)                | Child(ren)     | Status          |              |
| 2                       | 1              | Issued          |              |

A green button labeled 'Detailed View' is visible below the application details. A red box highlights this button, and a callout points to it with the text: 'Click “Detailed View” to display details of seat reservation.'

At the bottom of the page, there is a button labeled 'To Top Page'.

## (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 Day   |              |
| Ibusuki no Tamatebako 1 |                | 2017/10/12      |              |
| 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**

|                           |
|---------------------------|
| Kyushu A                  |
| Email Address             |
| kyushu.railpass@gmail.com |

**Credit Card Details**

|                 |                  |
|-----------------|------------------|
| Card No.        | 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**

1 Route Search 2 Train Selection 3 Seat Selection 4 Register Usage Start Date 5 Credit Card Information Entry 6 Confirm Change 7 Complete Change 6 Complete Change

Please select.

Search Item(s)

[Beppu-Yufuin-Hita] Yufuin no Mori/Yufu

[Hakata-Oita] Yufuin no Mori

[Ibusuki no Tamatebako] ✓

Required \* indicates required

**Train Selection** Required

Ibusuki no Tamatebako

**Facilities Selection** Required

Reserved Seat

**Boarding Day** Required

2017/10/12

**Departure Station** Required

Kagoshima-chuo

**Arrival Station** Required

Ibusuki

**Adult(s)** Required

- 2 +

**Child(ren)** Required

- 1 +

\* Can reserve for up to the number of the time of rail pass reservation.  
 \* You cannot book child(ren) only. When you book more child(ren) to a group, please change the number of people from "Confirm Reservation Details" and proceed to "Proceed to Confirmation".

Back 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.

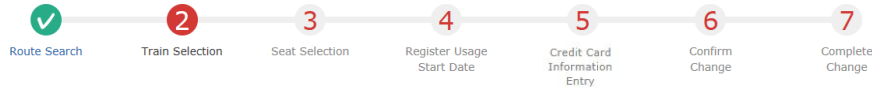
Example of when there is handling fee:

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

\*You can set the number of people from 1 to 7 in total. You are unable to set 0 for adult(s) column.

\*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**

Departure Day  
2017/10/12

Facilities Usage  
Reserved Seat

|                   | 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                      |
|                   |                |                 |              |            | <b>Select</b><br>(Available for reservation) |
| Kagoshima -chuo   | 11:57          | →               | Ibusuki      | 12:47      | Ibusuki no Tamatebako 3                      |
|                   |                |                 |              |            | <b>Select</b><br>(Available for reservation) |
| Kagoshima -chuo   | 14:02          | →               | Ibusuki      | 14:58      | Ibusuki no Tamatebako                        |
|                   |                |                 |              |            | <b>Select</b><br>(Few vacant seats)          |

**(5) Select a seat assignment method.****| Seat Selection**

Select a seat assignment method you wish to use and click "Next".  
Or click "Select from seating chart" to display a seating chart.

**Required** \* indicates that entry is required.

Seat Assignment **Required**

Sit together if possible

**Select from a seating chart**

At this point, the selected seat has not been guaranteed.

**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.**

\*A seating chart is not available from 23:00 to 5:30.

\*A seating chart is not available if there are few vacant seats.

\*SL Hitoyoshi cannot select seat from "Select from a seating chart"

**Next**

## &lt;Details on how to select a seat(s) using a seating chart&gt;

## | 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 2

Car 3

Selection in Progress

There are vacant seats

Low remaining

Please select.

Car 2 [There are vacant seats.]

Car Selection

Please select.

Select a car you wish to reserve.

## Car 3 Seating chart

Please select the required number of seat(s) button.

Kagoshima-chuo

9 8 7 6 5 4 3 2 1

A

B

Aisle

C

D

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

Next

**(6) Select the rail pass usage date to change****| Rail Pass Usage Start Date**

Route Search Train Selection Seat Selection **4 Register Usage Start Date** 5 6 7

**Required** indicates that entry is required.

Please enter Usage Start Date.

Usage Start Date (Japan Standard Time) **Required**

| July 2017 |    |    |    |    |    |    | August 2017 |    |    |    |    |    |    |
|-----------|----|----|----|----|----|----|-------------|----|----|----|----|----|----|
| Mo        | Tu | We | Th | Fr | Sa | Su | Mo          | Tu | We | Th | Fr | Sa | Su |
|           |    |    |    |    | 1  | 2  | 1           | 2  | 3  | 4  | 5  | 6  |    |
| 3         | 4  | 5  | 6  | 7  | 8  | 9  | 7           | 8  | 9  | 10 | 11 | 12 | 13 |
| 10        | 11 | 12 | 13 | 14 | 15 | 16 | 14          | 15 | 16 | 17 | 18 | 19 | 20 |
| 17        | 18 | 19 | 20 | 21 | 22 | 23 | 21          | 22 | 23 | 24 | 25 | 26 | 27 |
| 24        | 25 | 26 | 27 | 28 | 29 | 30 | 28          | 29 | 30 | 31 |    |    |    |
| 31        |    |    |    |    |    |    |             |    |    |    |    |    |    |

Register the usage start date of your rail pass and click "Next".

The candidate dates are displayed according to the boarding date you wish board the train and the type of your rail pass.

\*A pass is valid for 3 or 5 consecutive days including the usage start date. If the usage start date of a 3-day pass is October 5, it is valid on October 5, 6, and 7.

**(7) Enter KRP Reservation No./MCO No. for a child(ren).**  
**(Necessary only when reserving a designated seat(s) for a child(ren))**
**| Enter Child's KRP Reservation No./MCO No.**

Reservations Accepted During These Hours: 05:30 to 23:00 (JST)

**Required** indicates that entry is required.

Enter child's KRP (Kyushu Rail Pass) Reservation No./MCO No.

1

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

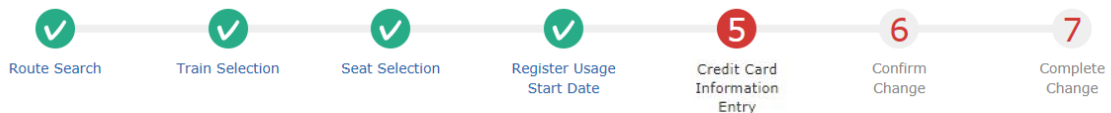
If you set 1 or more to child(ren)'s column, enter the KRP Reservation No./MCO No. of child(ren) and click "Next".

Back

Next

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

## | Credit Card Information Entry



**Required** \* indicates that entry is required.

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

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

 -  -  - 

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

01 /

2017

**Card Company** **Required**

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.

Back

Next

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 when you receive the reserved seat ticket(s).**

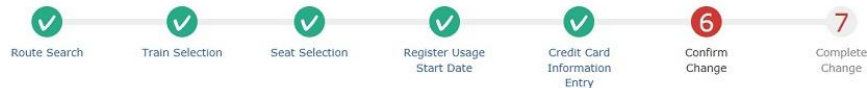
Note about payment:

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.

## (9) Confirm the content of change.

## | Confirm Seat Reservation Change~.



The JR Kyushu Exchange voucher will have the expiration date of exchange 2008/03/24 (Japan time).  
OK to reserve seats as indicated below?

## Payment Amount

## Purchase Amount Before Change (A)

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

## Purchase Amount After Change

|            | Price per person | Tickets | Subtotal  |
|------------|------------------|---------|-----------|
| Adult(s)   | JPY 1,000        | 1       | JPY 1,000 |
| Child(ren) | JPY 500          | 1       | JPY 500   |
| Total      |                  |         | JPY 1,500 |

## Train(s) Used

|                         |                |                 |              |
|-------------------------|----------------|-----------------|--------------|
| Train Name              |                | Departure Day   |              |
| Ibusuki no Tamatebako 3 |                | 2017/10/12      |              |
| Departure Station       | Departure Time | Arrival Station | Arrival Time |
| Kagoshima-chuo          | 11:57          | Ibusuki         | 12:47        |
| Facilities Usage        | Car            | Seat Location   |              |
| Reserved Seat           | 3              | 5A 5B           |              |

## Customer Information

Name  
Kyushu A

Email Address

## Credit Card Details

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

Reserve (Pay)

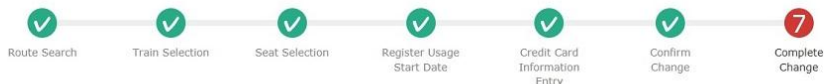
## [Attention!]

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".



## (10) Change completed.

## | Seat Reservation Change Completed



The JR Kyushu Exchange voucher will have the expiration date of exchange 2008/03/24 (Japan time).  
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   |
| Total                          |                  |         | JPY 2,500 |
| Refund Handling Charge (B) JPY |                  |         | 330       |
| Refund Amount (A-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   |
| Total             |                  |         | JPY 1,500 |

## Train(s) Used

|                         |                |                 |              |
|-------------------------|----------------|-----------------|--------------|
| Train Name              |                | Departure Day   |              |
| Ibusuki no Tamatebako 3 |                | 2017/10/12      |              |
| Departure Station       | Departure Time | Arrival Station | Arrival Time |
| Kagoshima-chuo          | 11:57          | Ibusuki         | 12:47        |
| Facilities Usage        | Car            | Seat Location   |              |
| Reserved Seat           | 3              | 5A 5B           |              |

## 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

**(11) 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 14:16

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: 2017/10/05 14:16 (Japan time)

Reservation No. 61036

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

Boarding date and time 2017/10/12 11:57 (Japan time)

Boarding section: Kagoshima-chuo to Ibusuki

Train name: Ibusuki no Tamatebako 3

Seat(s): Car 3, 5A, 5B

**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:

<http://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

## (12) 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: 2017/10/05 14:17 (JST)  
Date and Time of Purchase: 2017/10/05 14:16 (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. (<http://www.jrkyushu.co.jp/english/pdf/BusinessHours.pdf>)

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Reservation Receipt No.  
R00017100000532

KRP Reservation No.  
**K00017100000532**  
MARS No.  
**61036**

---

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

---

**Purchaser Details**

Boarding Day  
2017/10/12

Departure Station  
Kagoshima-chuo

Arrival Station  
Ibusuki

Train Name  
Ibusuki no Tamatebako3

Facilities Usage  
Reserved Seat

Seat(s)  
Car 3 5A, 5B

Amount Used  
JPY 1,500

Travelers  
Adult(s) 1  
Child(ren) 1

Departure Time  
11:57

Arrival Time  
12:47

Travel Time  
00:50


---

**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>)

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**KYUSHU RAILWAY COMPANY**

## 5. Refunding seat reservation

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

The screenshot displays the 'Inquiry' section of the JR Kyushu Rail Pass Online Booking system. At the top, there is a navigation bar with two tabs: 'Rail Pass Reservation Query' and 'Seat Reservation Query'. The 'Seat Reservation Query' tab is highlighted with a red box and a callout bubble that says 'Click “Seat Reservation Query” tab.' Below the tabs, the 'Application Details' section is visible. It shows the 'Reservation Date' as 2017/10/05 13:54:12. The 'Train Name' is 'Ibusuki no Tamatebako 1' and the 'Departure Day' is '2017/10/12'. The 'Departure Station' is 'Kagoshima-chuo' and the 'Departure Time' is '09:58'. The 'Arrival Station' is 'Ibusuki' and the 'Arrival Time' is '10:49'. The 'Adult(s)' count is '2', the 'Child(ren)' count is '1', and the 'Status' is 'Issued'. Below the details, there is a green button labeled 'Detailed View' with a red box around it and a callout bubble that says 'Click “Detailed View” to display details of seat reservation.' At the bottom left, there is a 'To Top Page' button.

Inquiry

Click “Seat Reservation Query” tab.

Rail Pass Reservation Query

Seat Reservation Query

Application Details

Reservation Date 2017/10/05 13:54:12

Train Name Ibusuki no Tamatebako 1

Departure Day 2017/10/12

Departure Station Kagoshima-chuo

Departure Time 09:58

Arrival Station Ibusuki

Arrival Time 10:49

Adult(s) 2

Child(ren) 1

Status Issued

Detailed View

Click “Detailed View” to display details of seat reservation.

To Top Page

## (2) Click “Proceed to refund”.

## | 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>      |                  |         | JPY 2,500 |

**Train(s) Used**

|                         |                |                 |              |
|-------------------------|----------------|-----------------|--------------|
| Train Name              |                | Departure Day   |              |
| Ibusuki no Tamatebako 1 |                | 2017/10/12      |              |
| 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.            | Credit Card Company |
| ****-****-****-1002 | UC,Master,VISA      |

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)

Click “Proceed to refund”.



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

## | Confirm Seat Reservation Refund

1

Confirm Seat  
Reservation  
Refund

2

Complete Seat  
Reservation  
Refund

OK to execute refund?

## Refund Amount

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

## Train(s) Used

|                         |                |                 |              |
|-------------------------|----------------|-----------------|--------------|
| Train Name              |                | Departure Day   |              |
| Ibusuki no Tamatebako 3 |                | 2017/10/12      |              |
| Departure Station       | Departure Time | Arrival Station | Arrival Time |
| Kagoshima-chuo          | 11:57          | Ibusuki         | 12:47        |
| Facilities Usage        | Car            | Seat Location   |              |
| Reserved Seat           | 3              | 5A 5B           |              |

## 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".

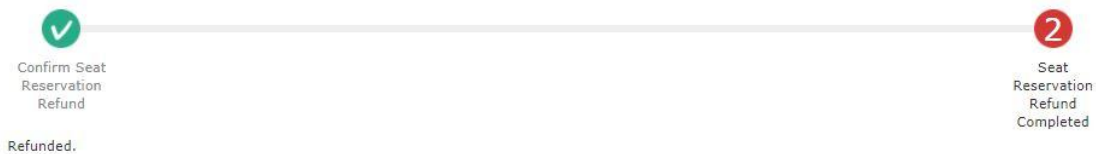
## [Attention!]

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



| Refund Amount          |                  |         |           |
|------------------------|------------------|---------|-----------|
|                        | Price per person | Tickets | Subtotal  |
| Adult(s)               | JPY 1,000        | 1       | JPY 1,000 |
| Child(ren)             | JPY 500          | 1       | JPY 500   |
| Total                  |                  |         | JPY 1,500 |
| Refund Handling Charge |                  |         | JPY 660   |
| Refund Amount          |                  |         | JPY 840   |

## 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 Day   |              |
| Ibusuki no Tamatebako 3 |                | 2017/10/12      |              |
| Departure Station       | Departure Time | Arrival Station | Arrival Time |
| Kagoshima-chuo          | 11:57          | Ibusuki         | 12:47        |
| Facilities Usage        | Car            | Seat Location   |              |
| Reserved Seat           | 3              | 5A 5B           |              |

| Customer Information |  |
|----------------------|--|
| Name                 |  |
| Kyushu A             |  |
| Email Address        |  |

| Credit Card Details |                     |
|---------------------|---------------------|
| Card No.            | Credit Card Company |
| ****_****_****-1002 | UC,Master,VISA      |

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

[To Query Page](#)[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 14:31

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: 2017/10/05 14:16 (Japan time)

Reservation No. 61036

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

Boarding date and time 2017/10/12 11:57 (Japan time)

Boarding section: Kagoshima-chuo to Ibusuki

Train name: Ibusuki no Tamatebako 3

Seat(s): Car 3, 5A, 5B

## \* 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