

**Travel Agency**

**JR KYUSHU RAIL PASS**

**Online Booking**

**-How to confirm/change (Seat Reservation)-**

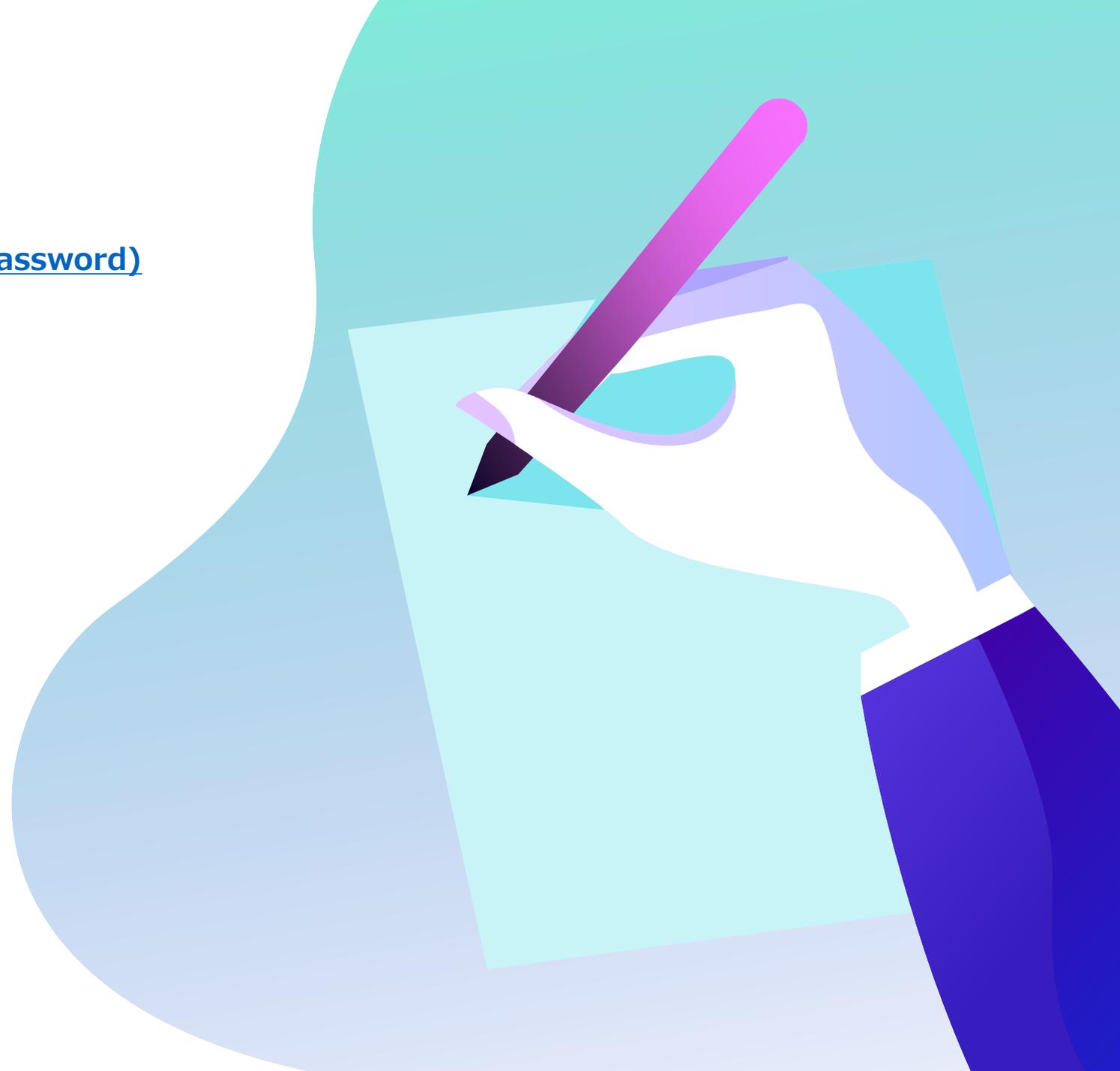
# Table of contents

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

[2. Logins with your own password](#)

[3. Confirming your reservation](#)

[4. Changing seat reservation](#)



# Confirm your reservation information.

**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).

Jan. 20   **15:44**   Jan. 20   15:44  
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

English   한국어   簡体字   繁體字

## Purchase the Rail Pass



**Purchase the Rail Pass**

Purchase the Kyushu Rail Pass Here!!

## FAQ

English   한국어   簡体字   繁體字

## Seat Reservation



**Seat Reservation**

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

## About Rail Pass

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](#).

## Trains offering seat reservation



Limited Express  
**Yufuin no Mori**  
Operating day  
Not daily \*  
Operating Section  
Hakata ↔ Yufuin/Beppu  
Seats  
Reserved seats only  
\*Click "List of trains offering seat reservation" below for operating schedule.



List of trains offering seat reservation

Click "Confirm/Change/Refund" to confirm/change your reservation.



- \*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 (J.S.T).
- \*When you decrease the number of people, make a change. When you cancel all, make a refund.

# 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 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.

**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, and any and all disputes between the User and JR Kyushu shall be submitted to the exclusive jurisdiction of the Fukuoka District Court or the Fukuoka Summary Court in the first instance.

##### 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 in Japan Standard Time.

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



Customer information must be registered before you can inquire about reservations and reserve seats.

In order to register your information, you must first register your email address. Please register email address. (Max 256 characters)

We will send a test email from our domain (jrkyushu.co.jp). Be sure that your device is set to accept 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.

To Top Page

Register

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

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

## | 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](#)

---

**Please check your e-mail.**

---

## (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.

①

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

=====  
\* Please go to the following web address to continue registration.

②

<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

① Temporary password (Valid 3 hours)

② Access the URL described in the e-mail.



Booking service for reserved seats in advance through JR KYUSHU RAIL PASS Online Booking is available (additional fee will be charged) for those who purchase the following eMCO (voucher) below.

\*Some parts of operations will be different according to eMCO you purchased. Please notice your eMCO again.

## ① eMCO

【Travel agencies/Shops】

JTB	EGL Tours
JALPAK	Package Tour
Kinki Nippon Tourist	cola tour
JR Kyushu Jet Ferry	LION TRAVEL
Doctortour	KKday
Hana tour	Fliggy
Korea Railroad Corporation	Ctrip
myrealtrip	

LOGO  
MARK

**JR KYUSHU RAIL PASS**  
Online Booking

  
Display Date: 2007/12/25 19:41

---

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

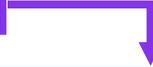
---

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. <b>RKTA07120187153</b> Travel Agent Name <b>Kyushu Travel A</b> Ticket Agent Name <b>KTA Store1</b> Issue Date <b>2007/12/25</b> Please exchange within 3 months of issue date. Ticket Type <b>All Kyushu Area Pass 5 days</b> <b>JPY 18,000</b>	<div style="border: 2px solid purple; padding: 5px; display: inline-block;"> <b>KRP Reservation No.</b>  <b>KKTA07120187419</b> </div> <div style="text-align: right; margin-top: 10px;">  </div>
--	--

---

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

---

**User Information**  
 Name  
**TEST TARO**  
 Adult(s)/Child(ren)  
**Adult**

---

**Seat Reservation(s)**  
 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.  
 Please have your KRP reservation number handy so that you can provide it with your Seat Reservation(s).  
 (<https://kyushurailpass.jrkyushu.co.jp/reserve>)

---

**NOTICE**  
 \* Validity  
 Admitted under entry status "TEMPORARY VISITOR"  
 \* 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



Booking service for reserved seats in advance through JR KYUSHU RAIL PASS Online Booking is available (additional fee will be charged) for those who purchase the following eMCO (voucher) below.

\*Some parts of operations will be different according to eMCO you purchased. Please notice your eMCO again.

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

【Travel agencies/Shops】 Nippon Travel Agency and its affiliate travel agencies/shops

 NIPPON TRAVEL AGENCY CO.,LTD	
[E-Ticket] KYUSHU (ALL) RAIL PASS 3DAYS**Sample**	
VOUCHER No. :	00201000285
<small>This eMCO is not to be used for booking.</small>	
NAME :	MR JOHN LENNON**Sample**
ADULT / CHILD :	ADULT
TO : Kyushu Railway company	
JPY :	15,000
USD :	145.83
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	

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

### 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. (20% 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>





Booking service for reserved seats in advance through JR KYUSHU RAIL PASS Online Booking is available (additional fee will be charged) for those who purchase the following eMCO (voucher) below.

\*Some parts of operations will be different according to eMCO you purchased. Please notice your eMCO again.

### ③ KLOOK Voucher (E-Ticket issued by KLOOK) / eMCO

【Travel agencies/Shops】 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**

Barcode

Voucher No.  
**QMG635864JR0**

Units To Be Redeemed  
**1 x Adult**

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

**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. (<http://www.jrkyushurailpass.co.jp/reserve/office/businesshours.pdf>)

Reservation Receipt No.  
**RKTA07120187153**

Travel Agent Name  
**Kyushu Travel A**

Ticket Agent Name  
**KTA Store1**

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

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

KRP Reservation No.  
**KKTA07120187419**

\* 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**



Booking service for reserved seats in advance through JR KYUSHU RAIL PASS Online Booking is available (additional fee will be charged) for those who purchase the following eMCO (voucher) below.

\*Some parts of operations will be different according to eMCO you purchased. Please notice your eMCO again.

## ④ eMCO (E-Ticket) issued by LINKTIVITY

【Travel agencies/Shops】

Travel agency which issues eMCO through LINKTIVITY

**Printable Voucher** Powered by LINKTIVITY

Booking # PRIVATE-20210426-Z54L

**バウチャー**

主催会社名 Activity provider	九州旅客鉄道株式会社
予約者名 Traveler's name	jiang xuan
商品名 Activity	All Kyushu Area Pass All Kyushu Area Pass 3 days
有効期限 Expiration date	2021-07-25 (Sun)
数量 Quantity	大人 (x 1)
大人 (12歳以上) 1 予約 Participation 1 info	First Name: jiang E-ticket Number: L00rbwXOMZ54abc

Barcode: 大人 (12歳以上) 1  
Adult (Age 12 & up) 1

Reserved by  
Logo of the travel agency where you purchased

**for check-in**  
load and description

- Please bring the Voucher to one of the following ticket office and you will be issued your JR Kyushu Rail Pass(es). In order to exchange a voucher for a pass(es), you must present the Voucher in person along with your passport.
- Station: Hakata, Kokura, Mojiko, Saga, Nagasaki, Sasebo, Beppu, Oita, Kumamoto, Kagoshima-chuo, Miyazaki, Miyazaki Airport
- Business hours of ticketing counters:  
<https://www.jrkyushu.co.jp/english/pdf/BusinessHours.pdf>

**Restrictions**

- ① You must hold a passport issued by a country other than Japan.
- ② You must reside outside Japan and are visiting Japan on a temporary visitor visa(\*). Those who satisfy conditions ① and ② above.
- \*When entering Japan, please receive proof of "temporary visitor" with a stamp or seal on your passport. If you are using an automated gate when entering Japan, please offer to the airport staff and receive a certificate from your passport with a stamp or seal.
- Pass price for children (age between 6 and 11) is half of the adult price.  
How to determine child's age: the age of the child is as of the date of purchase.

**Required items to bring & attire**

- Passport
- Voucher

\* This mark is a sign for eMCO issued by LINKTIVITY.

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

# (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.

①

- NipponTravelAgency
- NTA
- KLOOK

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

②

Name **Required**

③

\* Please enter the name registered when purchasing a JR Kyushu Rail Pass(es) through JR Kyushu Rail Pass Online Booking or the name stated on the 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 voucher from Given name to Surname in order.

Temporary Password **Required**

④

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

⑤

\* 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. or MCO No. cannot be used.

Set password

## ① Travel Agency Name

Travel Agency Name	Select
eMCO	----- (Don't select anything)
eMCO issued by Nippon Travel Agency	NTA
"KLOOK Voucher" issued by KLOOK	KLOOK
eMCO issued by KLOOK	----- (Don't select anything)
eMCO issued by LINKTIVITY	LINKTIVITY

## ② 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.

## ③ Enter the purchaser's name registered at the time of purchasing your voucher.

## ④ Enter the temporary password (valid 3 hours after issuance) you received in the e-mail.

## ⑤ Read the caution notes and enter a new password.

Then click "Set password".

## (7) Password setting completed.

### Password Setting Completed



Registered.

#### Customer Information

KRP Reservation No./MCO No.

K00017120004449

Name

Kyushu A

To Top Page

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

## 2. Log in.

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

**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.

Login

### Logins with your own password

#### <Travel Agency Name>

Travel Agency Name	Select
eMCO	----- (Don't select anything)
eMCO issued by Nippon Travel Agency	NTA
"KLOOK Voucher" issued by KLOOK	KLOOK
eMCO issued by KLOOK	----- (Don't select anything)
eMCO issued by LINKTIVITY	LINKTIVITY

#### <KRP Reservation No./MCO No. and Password>

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

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

### 3. Confirming your reservation (1) Click "Seat Reservation Query" tab.

| Inquiry

**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 Reservation Query** **Seat Reservation Query**

Click "Seat Reservation Query" tab.

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

## 4. Changing seat reservation

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

| Inquiry

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

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

**Detailed View**

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

Click "Seat Reservation Query" tab.

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.                      Credit Card Company                      Term of Validity  
\*\*\*\*\_\*\_\*\_\*\_\*\_\*\_\*\_\*\_\*\_\*\_\*\_1002                      UC,Master,VISA                      09/2022

Proceed to change

Proceed to refund

Print Seat Reservations

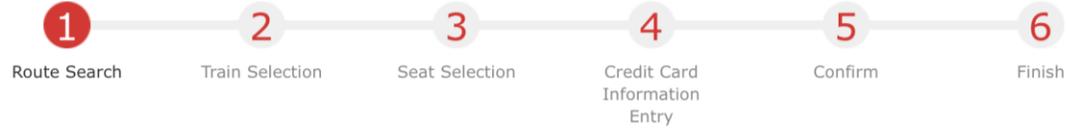
To Receipt Print

Back

Click "Proceed to change".

### (3) Enter train information.

#### Route Search



#### Search Item(s)

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

**Train Selection** **Required**  
Please select. ▼

**Boarding Date** **Required**  
yyyy/MM/dd 📅

**Adult(s)** **Required** **Child(ren)** **Required**  
- 1 +      - 0 +

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

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:

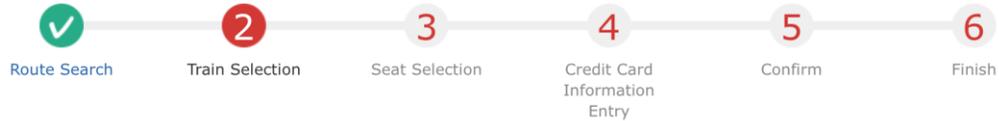
	Number of people			Handling fee
	before	after	difference	
Decrease	2	1	-1	Required (Refund for one person)
Add	1	2	+1	Not required

\*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 Date  
2018/01/27

Facilities Usage  
Reserved Seat

	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>

Reservations can be made during these hours: 05:30 to 23:00 (JST)

Departure Station	Departure Time	Arrival Station	Arrival Time	Train Name	
Kagoshima-chuo	09:58	→ Ibusuki	10:49	Ibusuki no Tamatebako 1	Select (Available for reservation)
Kagoshima-chuo	11:57	→ Ibusuki	12:47	Ibusuki no Tamatebako 3	Select (Few vacant seats)
Kagoshima-chuo	14:02	→ Ibusuki	14:58	Ibusuki no Tamatebako 5	Select (Not available for reservation)

<To previous choice

To next choice>

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



There is a limited number of seats available for sale on each train. Even if there are seats available on your desired train, you may not be able to purchase them.

## (5) Select a seat assignment method.

| Seat Selection

✓ ✓ 3 4 5 6  
Route Search Train Selection Seat Selection Credit Card Information Entry Confirm Finish

Required \* indicates the required item.

Sit together if possible ✓  
Sit apart if possible

Seat Assignment Required  
Sit together if possible

Select from a seating chart

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.

Back Next

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

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

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



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.

### ★ For customers who make a seat reservation of Kyushu Shinkansen

For customers who boarding onto Shinkansen between Hakata~Kagoshima-chuo with bringing large baggage which the total dimensions are greater than 160cm after May 20th, 2020, we ask them to use a “seat with oversized baggage area”. However, it cannot be made a reservation of seat with oversized baggage area at JR KYUSHU RAIL PASS Online Booking service. We are very sorry for your inconvenience, if you request this seat, please reserve at the ticket counter after arriving Japan.

[View details](#) →

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

**Seating Chart Selection**

**Car Selection**

When you want to change Car No. for the seating chart, please select proper Car No. showing "There are vacant seats" or "Low remaining vacant seats"



Selection in Progress  There are vacant seats  
Low remaining  Please select.  e  
Car 3 [There are vacant seats]

Car Selection Please select.

**Car 2 Seating chart**

Please select the required number of seats in the desired seating zone you want to reserve, and push the "Reserve the selected seat(s)" button.  
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.



◀ Kagoshima-chuo Ibusuki ▶

	21	20	19	18	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
A																					
B																					
C																					
D																					

Travel Direction →

Back Next

## Select a car you wish to reserve.

- \* 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".



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.

## (6) Select the rail pass usage date to change

Rail Pass Usage Start Date

Route Search ✓ Train Selection ✓ Seat Selection ✓ Register Usage Start Date 4 Credit Card Entry 5 Confirm Change 6 Complete Change 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													

Next

English 한국어 简体字 繁體字

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.**

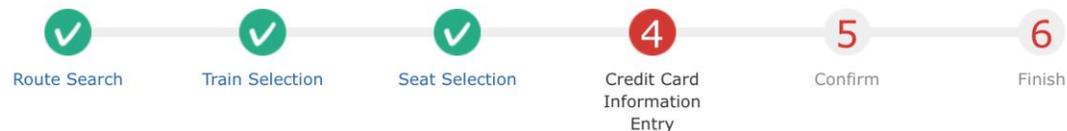
1

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".

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

### Credit Card Information Entry



Usable Card(s)



**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**

 / 

Card Company **Required**

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.



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 contents of changed reservation.

**Confirm Seat Reservation**

Route Search ✓ Train Selection ✓ Seat Selection ✓ Credit Card Information Entry ✓ **5 Confirm** 6 Finish

OK to reserve seats as indicated below?

**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: Ibusuki no Tamatebako 1  
Departure Date: 2018/01/27

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

Facilities Usage: Reserved Seat  
Car: 2  
Seat Location: 18A 17A 16A

**Customer Information**

Name: Kyushu A  
Email Address: \_\_\_\_\_  
Usage Start Date (Japan Standard Time): 2018/01/27

**Credit Card Details**

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

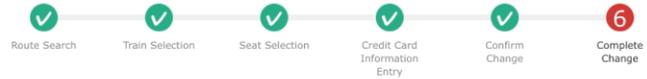
Confirm the contents of reservation.  
If it is correct, click "Reserve (Pay)".



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



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 Date		
Ibusuki no Tamatebako 1	2018/01/27		
Departure Station	Departure Time	→	Arrival Station
Kagoshima-chuo	09:58		Ibusuki
			Arrival Time
			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

①

Print Seat Reservations

To Receipt Print

②

① To print a "Reserved Seating Coupon", click "Print Seat Reservations".

② To print a receipt, click "To Receipt Print".

# (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 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.irkyushu.co.jp/reserve/inquiryPublicEmailInputPage>

Please check your e-mail.

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



**JR KYUSHU RAIL PASS**  
Online Booking

JR-KYUSHU  
Seating Coupon

Display Date: 2017/12/27 17:11 (JST)  
Date and Time of Purchase: 2017/12/27 17:11 (JST)

### JR Kyushu Reserved Seating Coupon

\* 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>)

---

Reservation Receipt No. R00017120004449      KRP Reservation No. K00017120004449  
MARS No. 63406

---

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

Purchaser Details

Boarding Day  
2018/01/27

Departure Station      Departure Time  
Kagoshima-chuo      09:58

Arrival Station      Arrival Time  
Ibusuki      10:49

Train Name      Travel Time  
Ibusuki no Tamatebako1      00:51

Facilities Usage  
Reserved Seat

Seat(s)  
Car 2 16A, 17A, 18A

Amount Used  
JPY 2,500

Travelers  
Adult(s) 2  
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>)

---



- \* Printing your e-Ticket is recommended.
- \* Present it when you receive the reserved pass at a designated JR Kyushu counter.

[How to refund](#)



[How to make a seat reservation](#)



[Back to Operation Guide list](#)



[FAQ](#)