

1. Start seat reservation.

The screenshot shows the JR Kyushu Rail Pass Online Booking website interface. At the top, there are navigation tabs: "Purchase the Rail Pass", "Seat Reservation" (highlighted with a red box), and "Confirm/Change/Refund". Below the navigation, there is a green box stating "Available for reservation" with the text "Reservation can be made from 05:30 to 23:00 at Japan Standard Time (Tokyo)". To the right, there is a train schedule for Jun. 07, showing a train departing at 17:56 (Japan Standard Time (Tokyo)) and arriving at 17:56 (Time based on operating system settings).

Below the schedule, there is a text block: "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."

The main content area is divided into two columns. The left column has a header "Operation Guide" and a language selection menu with buttons for "English", "한국어", "简体字", and "繁體字". Below this is a section titled "Purchase the Rail Pass" with a button that says "Click 'Seat Reservation'." (highlighted with a red box). The right column has a header "FAQ" and a language selection menu. Below this is a section titled "Seat Reservation" (highlighted with a red box) which contains a photo of a train interior and a box with the text "Seat Reservation Here!!", "Price: ¥1000(Adult) ¥500(Child)", and "*You need the reservation number begins with K.". Below the "Seat Reservation" section is a section titled "Trains offering seat reservation" which features a photo of a green train and the text "Limited Express Yufuin no Mori", "특급열차 유후안노모리", "特快列车 由布院之森", and "特快列车 由布院之森".

At the bottom of the page, there is a navigation bar with buttons for "Purchase the Rail Pass", "Seat Reservation", and "Confirm/Change/Refund". Below this bar, there is a text block: "If you do not have a password corresponding to your KRP (Kyushu Rail Pass) Reservation No., please click [here](#)."

2. Log in.

The screenshot shows the top part of the website. At the top left, there is a 'Login' link. Below it is a 'New Registration' button. A red box highlights the 'Register' button. A callout box points to the 'Register' button with the following text:

[First-time login (need to set your own password)]
You need to purchase a JR Kyushu Rail Pass (i.e. have a KRP Reservation No.) first.
If you log in for the first time after the purchase, click "Register" to set your own password.

Below the 'New Registration' button, there is a note: '* If you do not have a password'. At the bottom left, there is a 'To Top Page' button.

The screenshot shows the 'Customer Information' form. A red box highlights the 'KRP (Kyushu Rail Pass) Reservation No./MCO No.' and 'Password' fields. A callout box points to the 'Password' field with the following text:

[Logins with your own password]
Enter your KRP Reservation No. and your own password. Then click "Login".
*Don't select anything for "Travel Agency Name" column.
*If you forget your password, do customer registrations again.

Below the form, there is a 'Login' button. A red box highlights the 'Login' button.

At the top of the form, there is a note: 'Required indicates that entry is required.' Below the 'Customer Information' header, there is a 'Travel Agency Name' section with a dropdown menu. Below that, there is a 'MCO Sample(s)' section. The 'KRP (Kyushu Rail Pass) Reservation No./MCO No.' field is marked as 'Required'. The 'Password' field is also marked as 'Required'. At the bottom of the form, there is a note: '* If you forget your password, please register from here again.'

<Details on how to register customer information>

(A) 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)

- 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.
- 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)

- Any and all disputes arising between the User and JR Kyushu shall be settled in good faith between the parties.
- The Terms and User Agreement shall be governed by the law of the State of Fukuoka, and 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, in Japan Standard Time.

Agree

Back

Next

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

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

| Register Email Address

1
2
3

Register Email Address

Customer information must be registered before you can inquire about seat reservations. In order to register your information, you must first register your e-mail address. We will send a test email from our domain (jrkyushu.co.jp). Be sure to check your e-mail.

Required indicates that entry is required.

Email Address Required

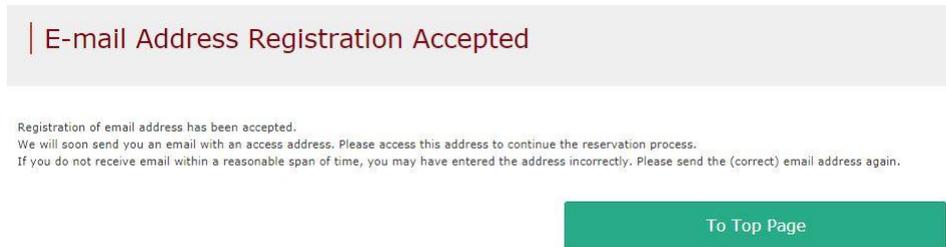
Note: If you registered an email address when making your JR Kyushu Rail Pass reservation, please register that same address now.

To Top Page

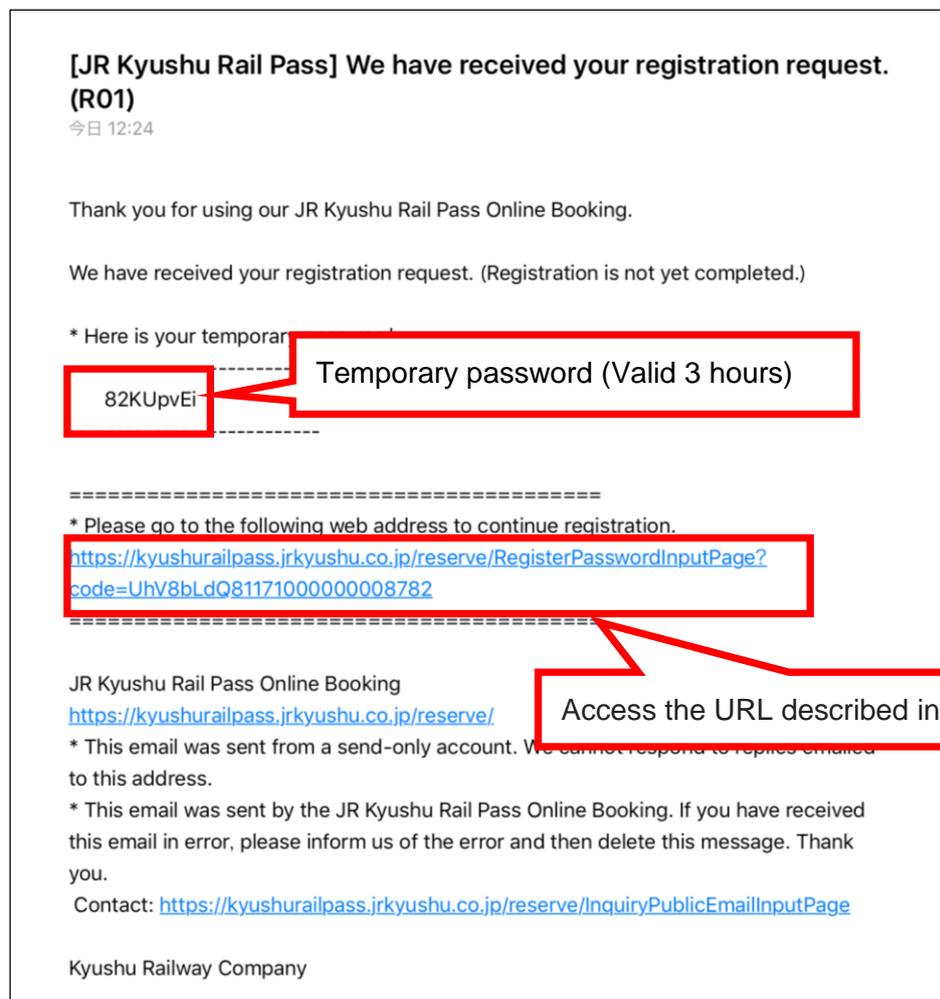
Register

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

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



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



(E) Set your own password.

Set Password



Required indicates that entry is required.

Travel Agency Name

NTA (Nippon Travel Agency) MCO users, please select a travel agency from the list.

Don't select anything.

MCO Sample(s)

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

KRP Reservation No./MCO No. Required

Name Required

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

* Please enter the name registered when purchasing a JR Kyushu Rail Pass(es) through JR Kyushu Exchange voucher (eMCO/MCO) issued by a travel agency.

Temporary Password Required

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

New Password Required

New Password (Confirm) Required

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

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

Set password

(F) Password setting completed.

Password Setting Completed

Registered.

Customer Information

KRP Reservation No./MCO No.
K00017120004449

Name
Kyushu A

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

To Top Page

3. Click "Seat Reservation" again.

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).

Jun. 07 17:56 Jun. 07 17:56
Japan Standard Time (Tokyo) Time based on operating system settings

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 简体字 繁體字 English 한국어 简体字 繁體字

Purchase the Rail Pass **Seat Reservation**

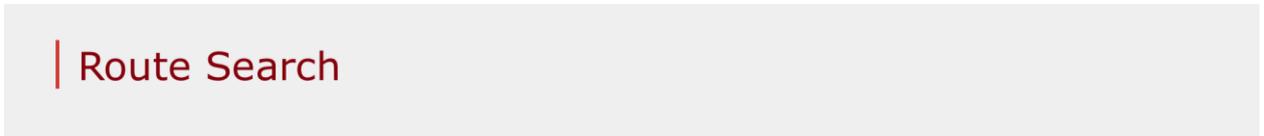
Click "Seat Reservation" again.

Purchase the Kyushu Rail Pass Here!!

Seat Reservation

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

4. Enter train information.



Enter train information and click "Search".

*You can set the number of people within the number of the passes reserved.

*Unable to set 0 for Adult(s) column.

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 +

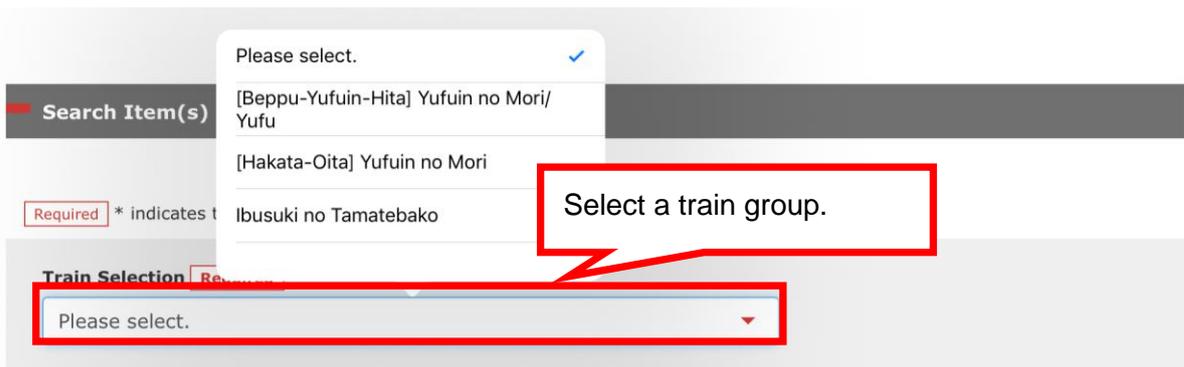
* Can reserve for up to the number of users in rail pass reservation.
 * Unable to book child(ren) only. When adding one or more child(ren) to a group, please change the number of persons in reservation from "Confirm Reservation Details" and proceed to "Proceed to change screen."

Back

Search

<Details>

(A) Select a train group.



(B) Select a facility.

Facilities Selection **Required**

Reserved Seat

Click "Reserved Seat" and make the column turn into the red as shown.

(C) Select a boarding date.

Boarding Date **Required**

yyyy/MM/dd

January 2018

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

* 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."

Specify a date to reserve a seat(s).
 The candidate days are displayed based on the validity period of the reserved pass.

Note: Online seat reservation can be made from 10 am (Japan time) 1 month before the boarding date.

(D) Select departure station.

Facilities Selection **Required**

Reserved Seat

Boarding Date **Required**

yyyy/MM/dd

Departure Station **Required**

Arrival Station **Required**

Please select.

Please select.

Select departure station.

(E) Select arrival station.

Facilities Selection **Required**

Reserved Seat

Boarding Date **Required**

2018/01/27

Departure Station **Required**

Please select.

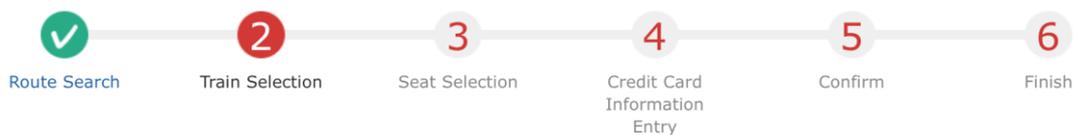
Arrival Station **Required**

Please select.

Select arrival station.

5. Select a train to reserve a seat(s).

Train Selection



Departure Date
2018/01/27

Facilities Usage
Reserved Seat

	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

Reservations can be made during these hours

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

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

<To previous choice

To next choice>

Back

6. Select a seat assignment method.

SL Hitoyoshi can not select seat from "Seating chart"

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.

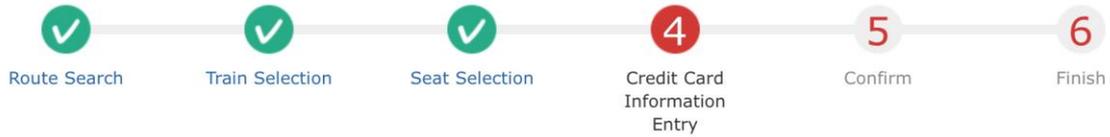
*A seating chart is not available from 23:00 to 5:30.
*A seating chart is not available if there are few vacant seats.
*SL Hitoyoshi can not select seat from "Select from a seating chart."

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.

Next

7. 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** **Card Company **Required****

01 / 2017 Please select.

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

Back

Next

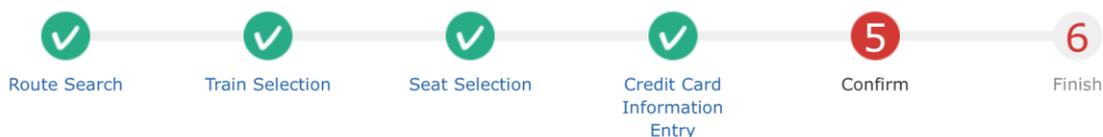
Enter your credit card's "Card No.", "Term of Validity and "Card Company".
 Read the caution notes and check the check box. Then click "Next".

***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.**

8. Confirm the contents of reservation.

Confirm Seat Reservation



OK to reserve seats as indicated below?

Payment Amount

	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

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	18A 17A 16A	

Customer Information

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

Credit Card Details

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

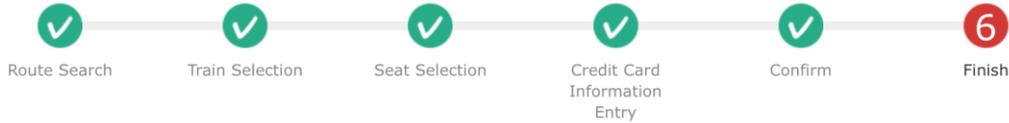
Confirm the contents of reservation.
If it is correct, click "Reserve (Pay)".

Reserve (Pay)

9. Reservation completed.

Seat Assignment Completed

Note: If you request from 23: 00 to 5: 30 (Japan time), we will keep the reservation request on hold and inform the result the next morning by e-mail.



Reservation made, as indicated below.

Payment Amount

	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

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		Usage Start Date (Japan Standard Time)	
Kyushu A		2018/01/27	
Ema			

Credit Card Details

Credit Card Company: JCB,Master,VISA

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

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

To Receipt Print

Print Seat Reservations

10. Example of the automatically sent e-mail when reservation is completed

[JR Kyushu Rail Pass] Your assigned-seat reservation has been issued.(R06)
今日 17:11

Mr./Ms.Kyushu A

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

* Your reservation has been issued.
The following reservation has been confirmed, and your credit card has been billed accordingly.

Purchaser name: Kyushu A
Total amount: 2,500 (JPY)
Reservation No. 63406

* Reservation details
Date/time reservation was requested: 2017/12/27 17:11 (Japan time)
Reservation No. 63406
For 2 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 2, 16A, 17A, 18A

Detailed information on seat reservation

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

* 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

11. Example of the “Reserved Seating Coupon”

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



JR-KYUSHU
Seating Coupon

JR KYUSHU RAIL PASS

Online Booking

Display Date: 2017/12/27 17:11 (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 Time 09:58
Departure Station Kagoshima-chuo	Arrival Time 10:49
Arrival Station Ibusuki	Travel Time 00:51
Train Name Ibusuki no Tamatebako1	

Facilities Usage
Reserved Seat

Seat(s)
Car 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>)



KYUSHU RAILWAY COMPANY

For information on what you need and where to receive the reserved ticket, refer to the following.
https://www.jrkyushu.co.jp/english/booking/necessary_f.pdf

16 / 16