

How to use Welcome Suica

Traveling by train

You don't need to buy a ticket for trains—just touch your Welcome Suica card to the reader at the automatic ticket gate for 1 second.



If there is not enough money on your card, the ticket gate will not allow you to exit. Use a fare adjustment machine to charge your card (put more money on) and try again.

Shopping in stores



Buying items from a drink vending machine



Using a locker

You can use your Welcome Suica card as a payment method and key for some lockers.



Removing your items



The convenience of Welcome Suica

Here are some of the places you can use it!



Major stores that accept Welcome Suica



Details here

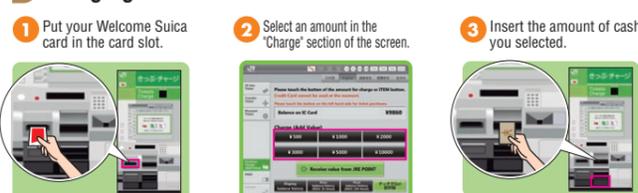
<https://www.jreast.co.jp/e/suicamoney/?src=gna>



How to charge your Welcome Suica card

You can charge your Welcome Suica card (put money on it) in various places, including ticket machines at stations and in convenience stores. Just look for the mark. You can charge your card with cash. You can put up to 20,000 yen on it.

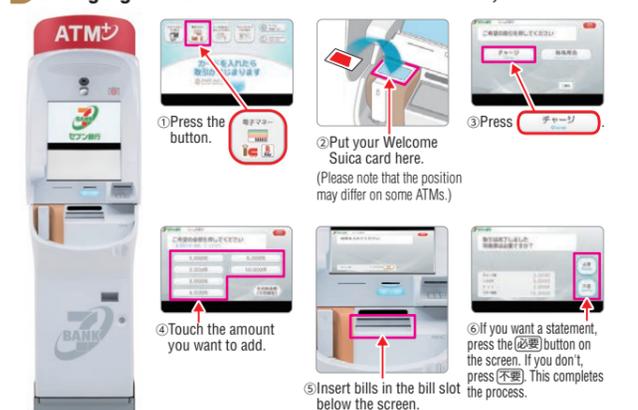
Charging at a ticket machine



Charging at a convenience store



Charging at a Seven Bank ATM in a 7-Eleven, etc.



You can use your Welcome Suica card at any store with these marks!

Welcome Suica is accepted at stores around Japan! Even in areas where Welcome Suica is not accepted on trains, you can use your card in stores with the following marks.



短期用

Traveling in Japan has never been more convenient!



Welcome Suica (for Short-term Use)



JR East's **Welcome Suica** card is a **handy IC card** that allows one-touch payment in a variety of settings, from **train and bus trips** to **shopping**.

No deposit needed when purchasing your card!

Cashless for a stress-free experience!

Charge easily at a station or convenience store when your balance gets low!

Ideal for **short visits** to Japan!

About Welcome Suica (for Short-term Use)

① Can be used for 28 days from the day the card is purchased.

When the balance runs low, you can charge the card (put more money on) and keep using it. You can use your card as much as you want throughout the validity period. **Please note that money put on the card (charging) cannot be returned, including the balance that remains at the end of the validity period. (Your card also does not need to be returned.)** The validity period of your card starts on the day you buy it. The card cannot be used after the 28-day validity period ends. Make sure you only put on the amount of money you will spend on trains and at stores with the  mark during your stay in Japan.

② Adult cards and kids' cards are available.

If you're traveling with kids, simply buy them a kids' Welcome Suica card, charge it and touch it to the reader of each ticket gate. Child fares will be deducted automatically.

*Kids' Welcome Suica cards can be used by children up to 12 years old, and until the March 31 that follows their 12th birthday.

*ID for the child (passport, etc.) must be shown when purchasing a kids' card.

*Passengers who use a kids' Welcome Suica card fraudulently will be charged the adult fare plus a penalty fee equivalent to double the adult fare.

*A family member can buy a kids' Welcome Suica card on the child's behalf. (The family member will need to show ID for the child.)

③ Speedy one-touch process at the ticket gates—touch and go!

The reader of the ticket gate will read the card through your pass case, so simply touch your pass case to the reader for 1 second and your fare will be deducted.

④ Easy, convenient shopping at a variety of stores.

You can also use your Welcome Suica card in stores with this mark. 

⑤ Your Welcome Suica card can be used all over Japan.

Japan's public transport e-money services are compatible with each other, so even if you travel outside the area where Suica and PASMO are used, you can use your Welcome Suica card on any transportation that has this mark. 

⑥ Discount tickets can be recorded on your card.

Details here: <https://www.jreast.co.jp/multi/en/welcomesuica/index.html>



Purchasing Welcome Suica (for Short-term Use)

● Where to purchase Welcome Suica

You can purchase Welcome Suica from the JR EAST Travel Service Center at Narita Airport, Haneda Airport and major stations,

or from the Welcome Suica Ticket Vending Machines at Narita and Haneda Airports.

See the web page below for details on Welcome Suica providers and their opening hours.

<https://www.jreast.co.jp/multi/en/welcomesuica/welcomesuica.html>



Welcome Suica
Ticket Vending Machine

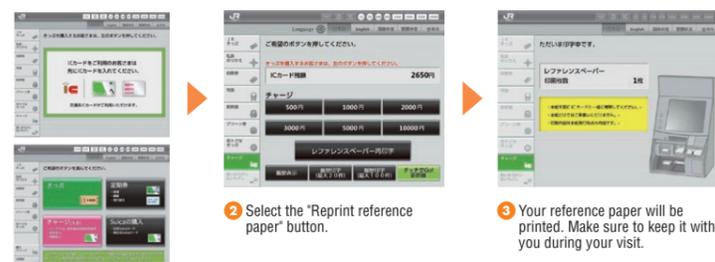


Reference paper

You will be given a reference paper with information such as the validity period of your Welcome Suica (for Short-term Use) and details on the Discount ticket you have been given.

You can reprint this if you need to. Make sure to keep it with you during your visit.

■ Reprinting a reference paper from a ticket vending machine or multifunctional ticket vending machine



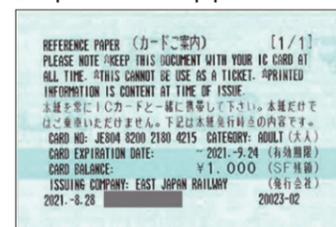
1 Check the standby screen for the Suica mark and insert your card.

2 Select the "Reprint reference paper" button.

3 Your reference paper will be printed. Make sure to keep it with you during your visit.

● If you lose your reference paper, you can reprint it from a ticket vending machine or multifunctional ticket vending machine in the Suica area or speak to a staff member at a station in the Suica area.

Example of a reference paper



Areas where you can use Welcome Suica on trains

- Check the websites of providers in each area for up-to-date information on whether each provider accepts Welcome Suica.
- Please be aware that some transport providers may not accept Welcome Suica.
- Your journey must start and finish in the same area. Welcome Suica cannot be used for journeys that cross from one area to another.
- Even in areas where Welcome Suica is not accepted on trains, you can use your card in stores with the  mark.

Symbol of multi-area compatibility for transport IC cards



- This symbol indicates that Suica, PASMO, Kitaca, TOICA, manaca, ICOCA, PiTaPa, SUGOCA, nimoca and Hayakaken IC cards are all accepted.
- You can use your Welcome Suica card anywhere that has the  mark, including participating rail and bus services and stores.

Other details

● Printing and viewing your history

You can check and print a history (statement) of how you have spent your balance (money added by charging) at ticket vending machines, multifunctional ticket vending machines and charging machines in the Suica area.

● Viewing your balance

You can check your balance (the amount left of the money you added by charging) at ticket vending machines, multifunctional ticket vending machines and charging machines in the Suica area. Your balance is also displayed on the ticket gate when you pass through.

● Journeys between multiple areas

Although Welcome Suica can be used on railway and bus services with the  mark throughout Japan, it cannot be used for journeys that cross from one area to another. If you are traveling from one area to another, you will need to buy a ticket for your journey. If you mistakenly use your Welcome Suica card to travel to another area, please speak to a staff member at the station when you arrive. You will need to present your Welcome Suica card and your reference paper. The staff member will calculate the total price of your journey, and you will need to pay in cash.

● Lost Welcome Suica cards cannot be reissued.

● Season tickets cannot be added to Welcome Suica cards.

● Welcome Suica cards cannot be imported into Apple Pay.

● If your Welcome Suica does not work

If your Welcome Suica card is within the validity period and is charged (has enough money) but does not work, one of the following issues may have occurred. Check the place where you have put your card (pass case, etc.) If none of these issues are occurring and your card still does not work, speak to a staff member at a station in the Suica area.

- Something in your pass case may be blocking the signal between your Welcome Suica card and the reader on the ticket gate.
- The necessary process may not have been performed at the ticket gate the last time you used your Welcome Suica card.
- If you are at a station outside the Suica area, an additional process may need to be performed.

If the card does not work due to a malfunction of the card itself, the issue can be resolved as explained below.

■ Requesting a refund due to a malfunction

- A staff member will check the status of the card by checking the card number on the back (17-digit code starting with "JE") and process your refund.
- If the card number is not visible, a refund will not be given under any circumstances.

■ Malfunction refund

- You can receive a refund for your balance (the amount left of the money you added by charging) at a JR East ticket office (Midori no Madoguchi) in the Suica area **between the day after your refund was processed and the date 14 days after the expiry date of your Welcome Suica card. You cannot receive your refund on the day it was processed.**
- To receive your refund, bring your malfunctioning card, your reference paper and any other documents that are needed to a JR East ticket office (Midori no Madoguchi) in the Suica area.

- East Japan Railway Company Procedural Regulations for IC Cards for Foreign Visitors to Japan (Terms and Conditions) (English)

<https://www.jreast.co.jp/e/welcomesuica/regulations.pdf>

- East Japan Railway Company IC Card Ticket Handling Rules (Terms and Conditions) (English)

<https://www.jreast.co.jp/e/pass/suica/regulations.pdf>

- For more details, see this website.

<https://www.jreast.co.jp/multi/en/welcomesuica/welcomesuica.html>



Do not use Welcome Suica for purposes other than those stated in this pamphlet. Do not purchase Welcome Suica cards for the purpose of reselling or exchanging for money.