



February 18, 2025

East Japan Railway Company

Releasing the Welcome Suica Mobile App for Overseas Visitors to Japan

Travel Japan with a single app!

- JR East is set to release the Welcome Suica Mobile app for overseas visitors to Japan on Thursday, March 6, 2025.
- The app allows users to issue and top up their Suica in the app without going to a ticket office or vending machine at the station both before and after entering Japan; is accepted on trains, buses and other public transportation; and can even be used for shopping.
- In fall 2025, the app will be connected to JR-EAST Train Reservation to enable the use of Shinkansen e-ticket and conventional line limited express ticketless service, with purchase of Green Car seats on local trains to be made available in spring 2026. Expanding services provide even more ways for our international visitors to enjoy seamless, ticketless transportation while in Japan.

1. App Release Date

Approx. 10:00 AM JST, Thursday, March 6, 2025 (tent.)



2. App Overview

Name: Welcome Suica Mobile
Language: English
Supported Devices: iPhone, Apple Watch

*Some iOS or watchOS versions may not be compatible.



Reference: Differences Between Welcome Suica Mobile and Welcome Suica (card)

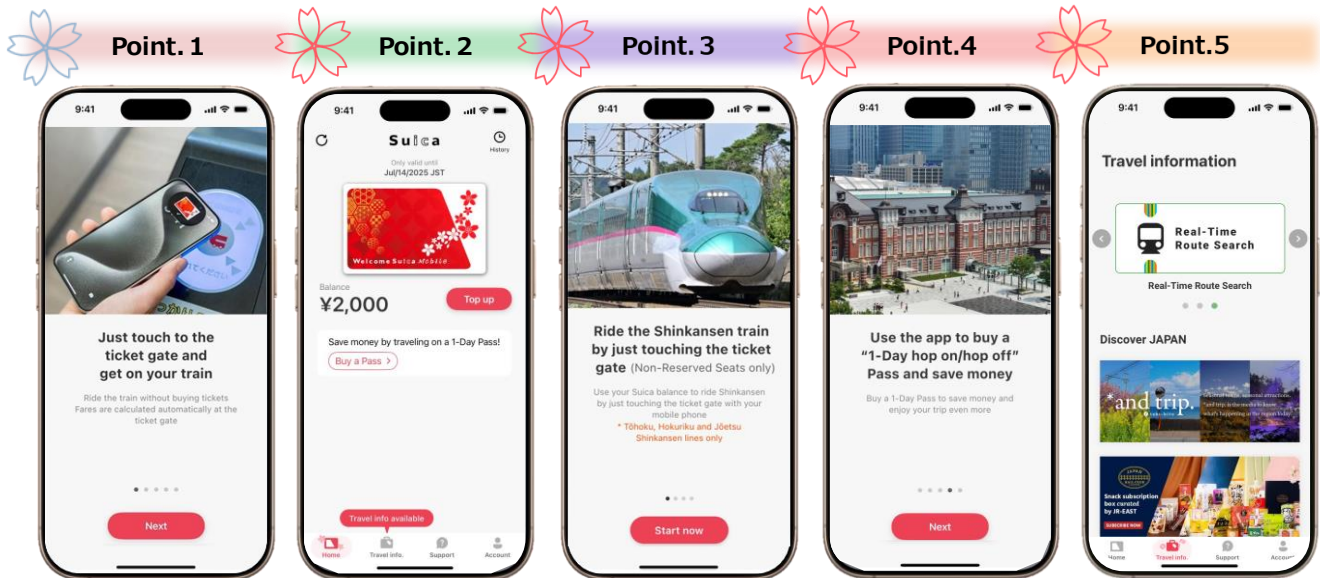
	Welcome Suica Mobile 	Welcome Suica 
Personalization	Non-personalized	Non-personalized
SF / e-money	✓	✓
Passes	✓	✓
Stored Fare (SF) refunds	x*	x*
Suica expiration date	180 days from issuance	28 days from first use
Topping up	• Credit card registered to Apple Pay • Cash at ticket vending machine	• Cash, etc., at ticket vending machine
Deposit	Not required	Not required

Legend: ✓: Supported x: Not supported *Remaining balance is non-refundable. SF expires on Suica expiration date.

3. Key Features

Based on the service concept, "Travel Japan with a single app!", Welcome Suica Mobile can be used for riding trains, buses and other public transportation, making purchases in stores that accept e-money, and even provides information for tourist attractions and transfer directions to support travel in Japan.

Official service website: <https://www.jreast.co.jp/multi/wsmlp/>



1 Tap to pay at ticket gates and stores:
Accepted for trains, buses and stores nationwide wherever the IC mark is displayed

2 Easily issue a Suica inside the app:
No membership or registration of personal information required

3 Tap to board shinkansen:
Use the remaining balance for non-reserved seats of JR East area shinkansen with no additional procedures required

4 In-app pass purchase:
One-day unlimited ride passes within the service area

5 Search for travel information:
Find tourist attractions, transfer directions and service information for travel nationwide

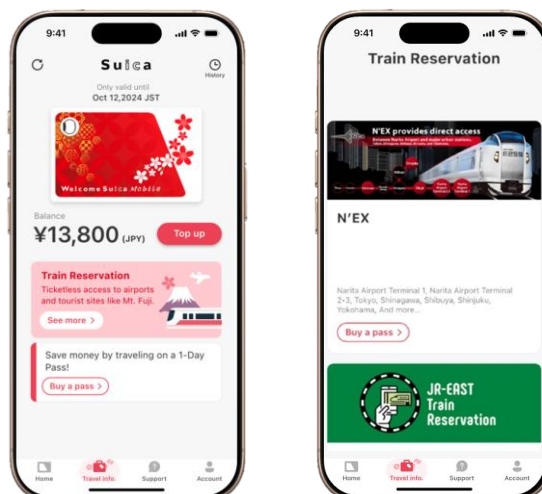
Items indicated with a pink cherry blossom  are exclusive Welcome Suica Mobile features.

4. Future Developments

(1) Fall 2025

The app will be connected to JR-EAST Train Reservation for compatibility with the Narita Express, providing limited express service from Narita Airport Terminal 1 Station or Narita Airport Terminal 2・3 Station to Tokyo, Shibuya, Shinjuku and Yokohama, all high-demand stations for overseas visitors; the FUJI EXCURSION Limited Express, providing direct access to Kawaguchiko Station, the closest station to Mt. Fuji; and ticketless, seamless boarding for reserved seats on JR East Shinkansen and limited express trains.

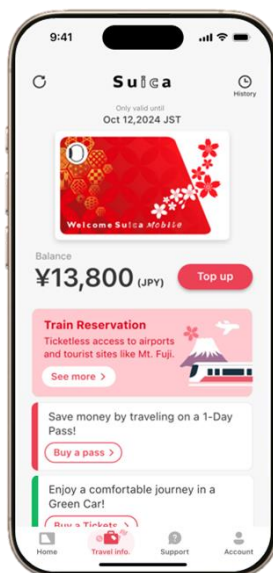
*Further information on supported train service will be made on applicable websites.



*Images for illustrative purposes only.

(2) Spring 2026

The app will have a new feature that enables purchase of Green Car seats on local trains bound for Narita Airport and Kamakura.



Local train green car



Simply purchase the Green Car ticket on Suica, then tap the reader.

*Images for illustrative purposes only.

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