

September 17, 2025

East Japan Railway Company



Expanded Ticketless Service for Welcome Suica Mobile

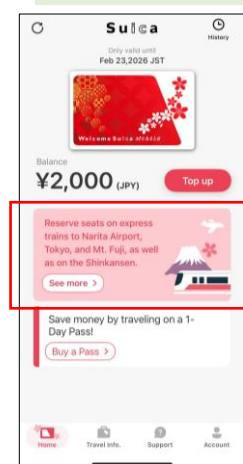
Seamless use for reserved seats on Shinkansen and conventional line limited express trains

- On Wednesday, October 1, 2025, JR East will begin linking Welcome Suica Mobile, our app for passengers visiting Japan from overseas, with JR-EAST Train Reservation.
- A dedicated link in the app enables reserved seat reservations and ticketless boarding for conventional line limited express trains, such as the Narita Express and FUJI EXCURSION, which are in high demand by international visitors, as well as the Tohoku, Hokkaido, Akita, Yamagata, Joetsu and Hokuriku Shinkansen.
- Moving forward, we plan to gradually expand the number of app-supported conventional line limited express trains, and will continue to provide an even more seamless, ticketless means of transportation to passengers visiting Japan from overseas.

1. Service Overview

Welcome Suica Mobile enables reservation and purchase of express train e-tickets(Express Train e-ticket(basic fare required)), for ticketless boarding of the Narita Express, FUJI EXCURSION and other limited express trains; as well as Shinkansen e-tickets, for boarding Tohoku/Hokkaido, Akita, Yamagata, Joetsu and Hokuriku Shinkansen. Furthermore, completed Shinkansen e-ticket reservations are automatically linked to the user's Suica ID number. Users simply tap their Welcome Suica Mobile at the ticket gate to easily board supported conventional line limited express trains and Shinkansen without having to acquire a paper ticket.

Ticket Reservation



Tap the banner on the home screen



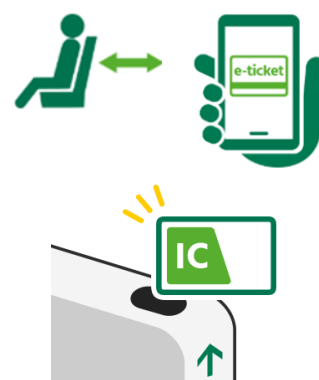
Select a train



Reserve express train and Shinkansen e-tickets on JR-EAST Train Reservation!

* Sign-up and login to JR-EAST Train Reservation required.

Boarding



Simply tap the virtual card in your Welcome Suica Mobile app to the automatic ticket gate to board your reserved seat.

*App reservations limited to one adult only. Reservations for parties of two or more are made on your browser, not via the app.

2. Service Start Date and Time

Wednesday, October 1, 2025, 10:00 AM JST (tent.)

*Install/update of app required for use of this service.

3. Welcome Suica Mobile Reservation-supported Trains and Lines

Shinkansen: Tohoku/Hokkaido, Akita, Yamagata, Joetsu, Hokuriku

Limited Express Trains: Narita Express, FUJI EXCURSION, Azusa, Kaiji

4. Future Development

- (1) Additional trains will be added to those supporting express train e-ticket service(Express Train e-ticket(basic fare required)) on JR-EAST Train Reservation in November, 2025. After the trains are added, we will begin linking them to Welcome Suica Mobile as soon as preparations are completed.

Trains with Welcome Suica Mobile-supported reservations

Jan. 2026 (tent.)	ODORIKO、SAPHIR ODORIKO, etc.
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See the website below for details on express train e-tickets and supported trains.

•Website: [新幹線 e チケット／Express Train e-ticket \(basic fare required\) | JR-EAST](#)

- (2) In spring 2026, will add a new feature enabling purchase of local train Green Car tickets required to travel in Green Cars on local trains of various lines connecting the Tokyo Metropolitan Area, such as those to Narita Airport and Kamakura.

●All images in this press release are for illustrative purposes only. Screen images are subject to change.