

Automated Gate User Manual (for TTP)

Immigration Services Agency of Japan

This user manual is for foreign nationals who wish to use the automated gates under the Trusted Traveler Program (TTP). Please read this manual carefully, and if you have any questions, ask a person in charge.

1 What is the Trusted Traveler Program (TTP)?

This program enables foreign nationals who frequently enter Japan and are recognized in advance to be a “trusted traveler” in accordance with specific requirements to use the automated gates, thereby skipping the process of receiving a stamp to verify landing. The “registered user card” issued to trusted travelers serves as proof of landing in lieu of said stamp.

With a registered user card, foreign nationals can use the automated gates located in the airports listed in 2 below.

2 Locations of Automated Gates

- Narita Airport (Terminals 1 and 2)
Note: None in Terminal 3
- Haneda Airport (Terminal 3)
Note: None in the international flights area of Terminal 2
- Chubu Airport (Terminal 1)
Note: None in Terminal 2
- Kansai Airport

3 User Registration for the Automated Gates

If you wish to use the automated gates, you must register as a user (hereinafter referred to as “User Registration”) and have a registered user card issued from a designated registration counter (hereinafter referred to as a “Designated Registration Counter”) according to the Immigration Control and Refugee Recognition Act (hereinafter referred to as the “Immigration Control Act”), the Ordinance for Enforcement of the Immigration Control and Refugee Recognition Act (hereinafter referred to as the “Ordinance for Enforcement”), and this user manual.

After completing User Registration, you can use the automated gates at any airport that has them.

4 Designated Registration Counters

The locations can be found on a [separate list](#).

Note: Check the reception hours on the separate list because each place has different hours.

5 Requirements for User Registration

For the requirements, refer to the [Outline of the Trusted Traveler Program \(TTP\)](#).

6 Procedures for User Registration

For the flow of the application procedures, refer to the [attached diagram](#).

(1) Pre-check

On the internet, you can easily check whether or not you may meet the TTP requirements.

The pre-check result page shows information such as the necessary documents and how to apply online. Therefore, we recommended that you conduct the pre-check prior to applying for User Registration.

(2) Application for User Registration

a. Online application

You can apply online using the registered user information system.

(a) Procedure for online application

(i) Access the [registered user information system](#)

(<https://www.ttp.moj.go.jp/TTP/xhtml/apply/top.xhtml>) to register as a user.

(ii) After registering your user information, a “Notification of completion of your user information registration” will be sent to your email address.

(iii) The “Notification of completion of your user information registration” will inform you of a temporary password for logging in to the registered user information system. After receiving the notification, log in to the registered user information system within 24 hours and complete registration of user information by setting a password.

(iv) After completing registration of user information, log in to the registered user information system and select “Enter application information” to apply for User Registration. On the application, enter the necessary items in the form and submit your face photo and copies of the explanatory materials in the specified formats. If any material is insufficient, your application will be rejected. Please carefully check that you have all the necessary materials prior to submission.

Note: After completing the application process, the advance input page for disembarkation card information will appear. Please be sure to enter your disembarkation card information, which will be required when you enter Japan. (You can modify the entered information anytime.)

(b) Explanatory materials (Attach them as electronic data when filing your application)

For the explanatory materials, refer to the [Category \(Registration Requirements\) List](#).

When applying, pay attention to the following points.

- When applying online, submit one sharp, clear face photo taken within the past three months with the applicant facing forward without a hat, cap, or head covering against a plain backdrop in JPEG format (10 to 1,536 Kbytes).
- Submit the explanatory materials for online application in PDF format (10 Mbytes or less).
- If your explanatory materials are in a language other than Japanese or English, attach an English or Japanese translation. If you do not attach a translation, your registration will be rejected.
- For those in Category A (JTTP), the Immigration Services Agency of Japan will confirm your Global Entry Program (hereinafter referred to as the “GEP”) registration with the Custom and Border Protection Agency, U.S. Department of Homeland Security (hereinafter referred to as the “CBP”).

b. Direct application

You can apply in person directly at a Designated Registration Counter.

(a) Procedures for direct application

- (i) Directly submit your application form (“[Automated Gate User Registration Application Form \(for the issuance of a registered user card\)](#)” or the “[Automated Gate User Registration Application Form \(for those registered in the GEP\)](#)”) and explanatory materials (originals) at a Designated Registration Counter.

For direct application, pay attention to the following points. If any material is insufficient, your application will be rejected.

- Prior to applying, ensure that you have internet access and an email address with which you can communicate with the agency. Even after User Registration, you will need internet access to access the registered user information system in order to perform procedures such as entering in advance your disembarkation card information, which will be used upon entry into Japan.
- Any message from the agency after acceptance of your application will be communicated via email and the registered user information system.
- For direct application, you must go to a Designated Registration Counter twice—for the preliminary inspection and for the secondary inspection.
- You cannot apply both directly and online at the same time.
- At the time of application, specify your email address, user account name, and password to log in to the registered user information system. Since such information will be entered into the registered user information system by an agency staff member, do not log in to the system until

you receive a Notification of entry completion. Logging in too soon will prevent the agency staff member from performing the registration related to your direct application as well as the TTP procedure.

- (ii) Once the agency has completed the entry process, a “Notification of completion of your application registration” will be sent to the email address you have specified at the time of application. Log in to the registered user information system with the user account and password that you specified at the counter, and confirm the content of your application.

(b) Explanatory materials

A. For applicants who fall under Category A (JTTP)

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|-------|--|----------------|
| (i) | Automated Gate User Registration Application Form (for users of the Global Entry Program) | x 1 |
| (ii) | Written declaration (Appended Form 12) | x 1 |
| (iii) | Written declaration (Appended Form 13) | x 1 |
| (iv) | Face photo (one sharp, clear face photo taken within the past three months with the applicant facing forward without a hat, cap, or head covering against a plain backdrop, 4 cm (H) x 3 cm (W)) | x 1 |
| (v) | Clear copies of the relevant passport pages | 1 copy of each |
| - | Cover | |
| - | Identification page | |

Note: The Immigration Services Agency of Japan will refer to the CBP for your GEP registration.

B. For applicants who fall under any of Categories B to E

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|-------|--|----------------|
| (i) | Automated Gate User Registration Application Form (for issue of a registered user card) | x 1 |
| (ii) | Written declaration (Appended Form 12) | x 1 |
| (iii) | Passport | To show |
| (iv) | Clear copies of the following passport pages | 1 copy of each |
| - | Cover | |
| - | Identification page | |
| - | For the holders of BNO (British National Overseas) passports, the page showing the Hong Kong ID Card No. (or a copy of the Hong Kong ID card) | |
| (v) | Face photo (one sharp, clear face photo taken within the past three months with the applicant facing forward without a hat, cap, or head covering against a plain backdrop, 4 cm (H) x 3 cm (W)) | |
| (vi) | Original copies of the explanatory materials according to the applicable category from the Category (Registration Requirements) List | 1 copy |

of each

Applicants who fall under Category D (tourists) must show their credit cards licensed by international brands.

(3) Procedure after application for User Registration

a. Upon completing the application for User Registration, the “Notification of completion of your application registration” will be sent to your email address. You can also confirm the status of your application from the “Application Status” page of the registered user information system. In addition, you can cancel your application by pressing the “Cancel” button on the same page.

b. When the Immigration Services Agency of Japan completes the preliminary inspection, the “Notification of completion of the preliminary inspection” will be sent to your email address. You will receive one of the following two types of messages.

(a) If you have passed the preliminary inspection:

“The initial examination is completed.

Please proceed to take the second-stage examination at one of the designated registration places by bringing the originals of documents submitted in the initial examination within six months of receiving this email.”

(b) If your registration has been rejected:

“Result of the initial examination: Registration failed

You can check reasons for your registration failure by logging into the registered user information system and accessing the “Initial examination result” on the “Application status” screen.

You can reapply only after cancelling the most recent application, by pressing the “Cancel” button on the “Application status” screen.”

c. Visit Japan within six months after receiving the email notification that you have passed the preliminary inspection, and, bringing the original copies of the explanatory materials (except the photo), undergo the secondary inspection at the Designated Registration Counter. If you fall under the registration requirements for Category A (JTTP) or Category D (Sufficient funds and credit), you must have entered Japan at least twice (including the entry into Japan for the secondary inspection) in the past one-year period at the time of the secondary inspection. If the submitted face photo does not meet the specifications, you must submit another.

During the secondary inspection, you will also be required to provide your fingerprints and have a photo of your face taken.

d. If your registration is accepted as a result of the secondary inspection, your registered user (TTP) card will be issued on the spot.

To issue your registered user card, you must submit a fee payment slip with 2,200 yen in revenue stamps (*shunyuū inshi*). Revenue stamps are available at post offices, convenience

stores, etc. in Japan. Fee payment slips are available at the Designated Registration Counters. If you intend to perform the procedures at a Designated Registration Counter located in an immigration inspection area of an airport, purchase the revenue stamps in advance.

Note that there are no stores selling revenue stamps in the immigration inspection areas, and once you enter such an area, you will not be allowed to go back to purchase stamps from a revenue stamp vendor.

- e. The registered user card will expire three years from the issue date or the expiry date of your passport, whichever comes earlier.
- f. Once your registered user card has been issued, you can use the automated gates starting from your next departure.

7 Notes on User Registration Application

- (1) No one can submit an application on behalf of the applicant.
- (2) If there is no space remaining on your passport to stamp the completion of registration, obtain a new passport first, and then undergo the secondary inspection.
- (3) User Registration is not available for those who also have the names of others written on their passports.

At the automated gates, a search is conducted for foreign nationals registered with their passport numbers, so those who do not have their own passports and are listed only on a family member's passport cannot be registered because they do not have their own individual passport number. If the main holder of a joint name passport wishes to register, use is possible only when the main holder uses the automated gate by himself/herself.

- (4) User Registration is not available for those who cannot provide fingerprints from both hands. When using the automated gates, a user is identified (authenticated) by the fingerprints of both hands as the registrant. If no fingerprints can be provided from one of the hands due to having lost all the fingers or another reason, registration cannot be performed due to insufficient authentication.

If you cannot provide the fingerprint of your index finger, provide any possible fingerprint from the other fingers in the order of middle finger, ring finger, little finger, and thumb.

Even if the reason for the inability to provide fingerprints is a temporary injury, you must be authenticated by the same fingers that you registered when using the automated gates.

Therefore, you must be careful if you provide a fingerprint from a finger other than the index finger.

- (5) Those who cannot provide their fingerprints or operate the machine by themselves cannot use the automated gates. Due to security issues, multiple people are not allowed to pass through the automated gates at the same time. Therefore, the automated gates are not available for use by

those who cannot provide their own fingerprints by themselves.

- (6) In some cases, children are not able to register their fingerprints or authentication may not be possible at the automated gates. There is no age requirement for use, but the fingerprints of children under the age of 12 may be unstable, and some children cannot register their fingerprints. (Note that even if they do successfully register, there are cases in which they may not be authenticated at the automated gates.) Those children who cannot provide their fingerprints or operate the machine by themselves cannot use the automated gates.
- (7) Information, including the fingerprints provided at the time of User Registration, will be treated as personal information as provided for in the Act on the Protection of Personal Information held by Administrative Organs, and it shall not be used or provided beyond the extent prescribed in the Act.
- (8) If you have dual nationality, you are allowed to register only one passport from a country or region. (You are not allowed to have two registered user cards.)
- (9) If your User Registration as a TTP user is rejected but you wish to re-apply using the same passport, you can do so only after cancelling the previous application by logging in to the registered user information system and pressing the “Cancel” button on the “Application Status” page.
- (10) If your User Registration is deleted due to the expiration of your registered user card, you must newly apply for User Registration.
If you have renewed your passport during the validity period, you must also newly apply for User Registration (your registered user card cannot be used even if it is within the validity period).
- (11) You will not be able to use the automated gates if you fall under the grounds for Denial of Landing set forth in Article 5 of the Immigration Control Act, if you cease to meet the requirements of 5 above, or if it turns out that your registered passport has lapsed due to loss or theft.
Note that in such a case, you will not be able to use the automated gates even if the lost passport is found within the validity period of the registered user card.

8 How to Use the Automated Gates

- (1) Landing inspection procedures
 - a. There are passport readers at the automated gates. In accordance with the on-screen instructions, first open your passport to the identification page (with your photo) and place that page on the passport reader. If your passport has a QR code affixed near the registration stamp, hold the QR code over the user registration certificate reader.
 - b. Insert your registered user card into the printer located next to the passport reader in

accordance with the on-screen instructions.

- c. Then, the disembarkation card information, which you entered on the disembarkation card information pre-entry screen of the registered user information system, will appear on-screen. If you wish to change any of the information, touch the item on the screen to correct it. If you do not need to make any changes, press the “Confirm” button.

Note: If you did not enter the disembarkation card information in advance on the disembarkation card information pre-entry screen of the registered user information system, you must enter all the items at the automated gates upon entering Japan. So, be sure to complete the pre-entry process in advance.

The disembarkation card information can be changed either on the disembarkation card information pre-entry screen of the registered user information system or at the automated gates.

- d. Lastly, provide your two registered fingerprints by gently pushing the fingers onto the fingerprint reader in accordance with the on-screen instructions. Soon after, a photograph of your face will be taken. Keep facing the camera directly until the photo has been taken.
- e. After authentication, take the registered user card once it has been ejected from the printer with this record of entry written onto the back of the card. The automated gates will open; pass through them. This completes the procedures.

(2) Departing procedures

- a. There are passport readers at the automated gates. In accordance with the on-screen instructions, first open your passport to the identification page (with your photo) and place that page on the passport reader. If your passport has a QR code affixed near the registration stamp, hold the QR code over the user registration certificate reader.
- b. Place your registered user card on the card reader in accordance with the on-screen instructions.
- c. Lastly, provide your two registered fingerprints by gently pushing the fingers onto the fingerprint reader in accordance with the on-screen instructions.
- d. After authentication, receive the registered user card in accordance with the on-screen instructions. The automated gates will open; pass through them. This completes the procedures.

Note: Those who have an IC passport can use the face authentication gates only during the departure inspection procedures.

9 Notes on Use of the Automated Gates

- If you do not carry your registered user card with you, you will not be allowed to use the automated gates, so in such a case, proceed to the general immigration inspection booth.
- If you have a passport of a country, region, or administrative division for which the period of

stay is limited to 15 or 30 days owing to visa exemption, when passing through the automated gates, you will only be granted landing permission of “Temporary Visitor (15 days)” or “Temporary Visitor (30 days),” respectively even with a visa of “Temporary Visitor (90 days).” If you wish to apply for landing using the visa, please go to the general entry inspection booth instead.

- If you use the automated gates for the landing inspection, your entry will be recorded on your registered user card, and no landing permission stamp will be put on your passport.

- In the departure inspection as well, no landing permission stamp will be put on your passport. If you need such a stamp, please ask the officer at the gate.

- If you use the automated gates, you will not be able to request a stamp of verification at a later date. If you need a record of entry or departure, make a request for disclosure of personal information* to the Ministry of Justice.

Note that the procedures to make a request for disclosure of personal information require a considerable amount of time.

Information on requests for disclosure of personal information is also available on the Immigration Services Agency website (<http://www.immi-moj.go.jp/news-list/record.html>).

Note: Where to request disclosure:

First Immigration Information Disclosure Section, Information System Management Office, General Affairs Division, Immigration Services Agency

Address: 1-1-1 Kasumigaseki, Chiyoda-ku, Tokyo 100-8977

Phone: 03-3580-4111 (Ext. 4448)

Open: 9:30 to 12:00, 13:00 to 17:00 (except Saturdays, Sundays, and national holidays)

- After entering Japan, if you receive permission to change your residency status to mid- to long-term resident, you will no longer be able to use the automated gates under the TTP. In such a case, apply to use the automated gates as a mid- to long-term resident.
- Fingerprint authentication at the automated gates may not be possible if your fingers are dry, sweaty, or injured.

10 Reissuance and Changes to the Registered User Card

(1) Reissuance of the registered user card

a. Reissuance is possible in the following cases.

(a) You no longer possess your registered user card due to loss, theft, destruction, or another reason.

(b) The registered user card has been seriously damaged or defaced, or the record in the IC chip has been damaged.

b. Necessary documents

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|--|---------|
| (i) Passport | To show |
| (ii) Registered user card reissuance application | x 1 |
| (iii) Face photo (one sharp, clear face photo taken within the past three months with the applicant facing forward without a hat, cap, or head covering against a plain backdrop, 4 cm (H) x 3 cm (W)) | x 1 |
| (iv) One of the following materials | |
| - A document proving that you have lost the registered user card | x 1 |
| - A registered user card that has been seriously damaged or defaced, or contains an IC chip with a damaged record | x 1 |

c. Where to submit your application:

Any Designated Registration Counters

d. Fees

For reissuance, you must submit a fee payment slip with 1,100 yen in revenue stamps attached. Revenue stamps are available for purchase at places such as post offices and convenience stores in Japan. Fee payment slips are available at the Designated Registration Counters.

If you intend to apply for reissuance at a Designated Registration Counter located in an immigration inspection area of an airport, purchase the revenue stamps in advance. Note that there are no stores selling revenue stamps in the immigration inspection areas, and once you enter such an area, you will not be allowed to go back to purchase stamps from a revenue stamp vendor.

e. Points to note

No one else can submit an application on your behalf.

(2) Transferring the information on the registered user card

If there is no space left on the back of the registered user card (when all 15 lines on the back have been filled up with landing permission records), you can have the information transferred onto a new registered user card at a Designated Registration Counter.

The display screen at the automated gates will also notify you during the procedure that it is time to transfer the information, and in such a case, you can receive a new registered user card on the spot. Such transfer does not incur any fee.

11 Cancellation of User Registration

If you wish to cancel your User Registration, fill in an [Automated Gate User Registration Cancellation Request Form](#) and submit it along with your registered user card to the Designated Registration Counter that issued the card. You can also send the form and card to the designated user counter by

post (on the envelope, you must write “Automated Gate User Registration Cancellation Request Form Enclosed” in red ink). Your registration will be cancelled, and the photo and fingerprint data that you have provided will also be deleted.

Mailing addresses:

- Inspection Coordination Department, Tokyo Regional Immigration Services Bureau
5-5-30 Konan, Minato-ku, Tokyo 108-8255
- Inspection Coordination Department, Nagoya Regional Immigration Services Bureau
5-18 Shoho-cho, Minato-ku, Nagoya City, Aichi Prefecture 455-8601
- Inspection Coordination Department, Osaka Regional Immigration Services Bureau
1-29-53 Nankou Kita, Suminoe-ku, Osaka City, Osaka 559-0034
- Inspection Coordination Department, Narita Airport District Immigration Office, Tokyo
Regional Immigration Services Bureau
Narita Airport Second Terminal Bldg., 6th Floor, 1-1 Furugome, Narita City, Chiba Prefecture
282-0004
- Inspection Coordination Department, Haneda Airport District Immigration Office, Tokyo
Regional Immigration Services Bureau
Haneda Airport CIQ Bldg. 2-6-4 Haneda-kuko, Ota-ku, Tokyo 144-0041
- Inspection Coordination Department, Chubu Airport District Immigration Office, Nagoya
Regional Immigration Services Bureau
3rd Floor, CIQ Bldg., 1-1 Centrair, Tokoname City, Aichi Prefecture 479-0881
- Inspection Coordination Department, Kansai Airport District Immigration Office, Osaka
Regional Immigration Services Bureau
1 Senshu-Kuko-Naka, Tajiri-cho, Sennan-gun, Osaka 549-0011

12 Important Points about Cancellation of Automated Gate User Registration (for TTP)

- (1) No one else can request the cancellation of your registration on your behalf.
- (2) Once your registered user card expires, you will not be allowed to use the automated gates.
- (3) You will also not be allowed to use the automated gates if you come to fall under the grounds for Denial of Landing set forth in Article 5 of the Immigration Control Act, if you cease to meet the requirements of 5 above, or if it turns out that your registered passport has lapsed due to loss or theft before the expiry date of your registered user card.

Note that in such a case, you will not be able to use the automated gates even if the lost passport is found within the validity period of the registered user card.