

Pick-up location for tickets reserved by JR-EAST Train Reservation

-Rail passes (physical tickets/pass-related reserved seat tickets) and regular tickets (reserved/non-reserved)

	Rail Pass			Regular ticket
	Physical ticket	Pass-related reserved seat ticket		
		A pass reserved by JR-EAST Train Reservation	A pass purchased at travel agency / ticket counter	
Stations below★ (JR Information Desk, JR Ticket Counter, JR Ticket Counter for rail pass)	○	○	○	○
Reserved Seat Ticket Vending Machine at JR Hokkaido stations	×	○	×	○

*You don't need to pick up the "reserved seat e-tickets" at the counter.

<★Stations that you can receive rail passes reserved by JR-EAST Train Reservation>

*A rail pass cannot be received at the ticket vending machine.

	Types of passes that are available to receive				
	Hokkaido Rail Pass	Sapporo-Noboribetsu Area Pass	Sapporo-Furano Area Pass	JR East-South Hokkaido Rail Pass	JR Tohoku-South Hokkaido Rail Pass
New Chitose Airport Sta JR Information Desk	○	○	○	○	○
Sapporo Sta JR Information Desk	○	○	○	○	○
Noboribetsu Sta JR Ticket Counter	○	○	-	○	○
Asahikawa Sta JR Ticket Counter	○	-	○	-	-
Abashiri Sta JR Ticket Counter	○	-	-	-	-
Obihiro Sta JR Ticket Counter	○	-	-	-	-
Kushiro Sta JR Ticket Counter	○	-	-	-	-
Hakodate Sta, JR Ticket Counter for rail pass	○	-	-	○	○
Shin-Hakodate-Hokuto Sta, JR Ticket Counter	○	-	-	○	○

- All passports for your group are required when receiving rail passes.
- All physical rail passes for your group are required when receiving reserved seat tickets.

Reserved seat tickets related to rail passes

If you already have a physical rail pass, you can issue reserved seat tickets at reserved seat ticket vending machines in JR Hokkaido stations. (For JR East/Tohoku-South Hokkaido Rail Pass, you may do so only at stations within its valid area.)

Stations with reserved seat ticket vending machines (As of December 2025)

<Sapporo area>

Sapporo, Sōen, Kotoni, Hassamuchūō, Hassamu, Teine, Hoshioki, Zenibako, Otaruchikkō, Minami-Otaru, Otaru, Kutchan, Naebo, Shiroishi, Shin-Sapporo, Kita-Hiroshima, Shimamatsu, Eniwa, Chitose, Minami-Chitose, New Chitose Airport, Tomakomai, Oiwake, Shin-Yūbari, Atsubetsu, Shinrinkōen, Ōasa, Nopporo, Ebetsu, Iwamizawa, Bibai, Sunagawa, Takikawa, Hachiken, Shinkawa, Shin-Kotoni, Shinoro, Takuhoku, Ainosato-Kyōikudai, Tōbetsu

<Muroran area>

Shiraoi, Noboribetsu, Datemombetsu, Higashi-Muroran, Tōya, Muroran

<Hakodate/Aomori area>

Oshamambe, Yakumo, Mori, Goryōkaku, Nanae, Hakodate, Shin-Hakodate-Hokuto, Kikonai, Okutsugaru-Imabetsu

<Northern Hokkaido area>

Asahikawa, Furano, Fukagawa, Shibetsu, Nayoro, Minami-Wakkanai, Wakkanai, Engaru, Kitami, Abashiri

<Eastern Hokkaido area>

Shintoku, Obihiro, Ikeda, Kushiro, Tomamu (Hoshino Resorts Tomamu the Tower 1F)