

① How to get reserved seat tickets by reserved seat ticket vending machine using a rail pass purchased by JR-EAST Train Reservation

*Rail passes cannot be received. Please visit the designated counter.

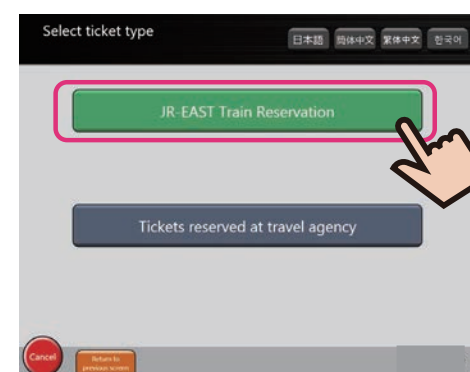
*You can receive reserved seat tickets that you booked in advance by reserved seat ticket vending machine only if you purchase a rail pass by JR-EAST Train Reservation. After checking the details, please follow the instructions and insert all rail passes for your group.

You cannot use this function for rail passes purchased at travel agencies and ticket counters. In this case, please receive reserved seat tickets that you booked by JR -EAST Train Reservation at the ticket counter handling rail passes. After receiving a rail pass, you can also issue reserved seat tickets by yourself. Please see the "next page" for reference.

1 Select language and touch "Ticket Pick-Up"



2 Touch "JR-EAST Train Reservation"



Some stations have different screens

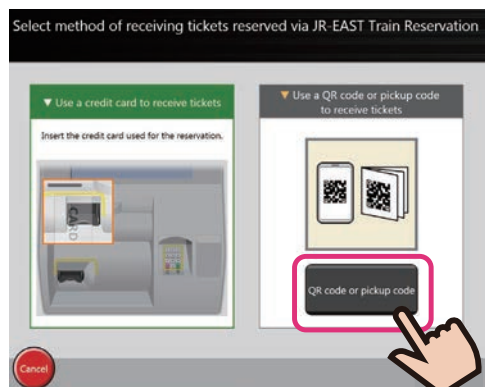
1 Select language



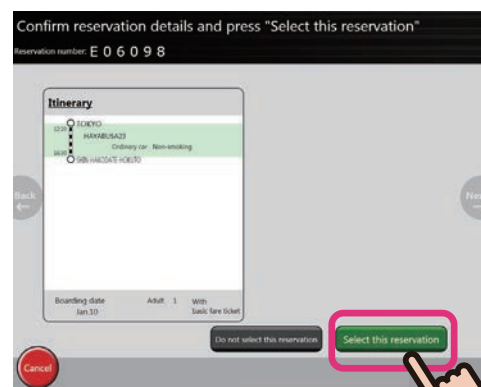
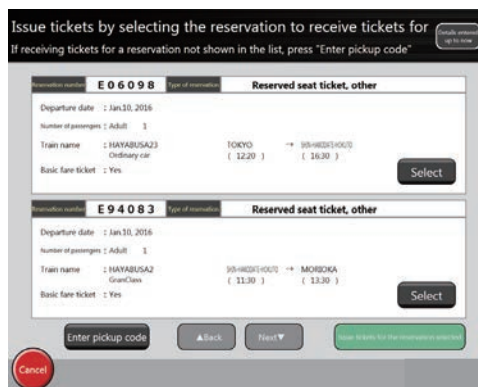
2 Touch "Ticket Pick-Up JR-EAST Train Reservation"



3 Select how to receive tickets



4 Confirm details and select tickets you will receive



*Any of the following can be used; credit card you used for purchase, QR Code or pickup code.



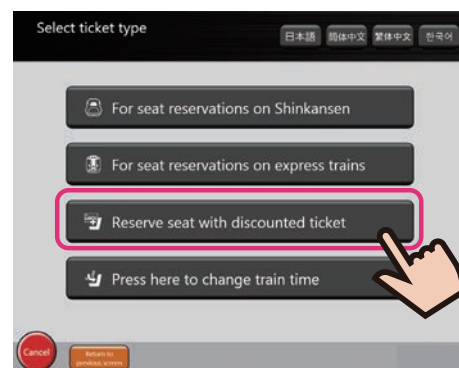
*If you wish to change your train after receiving a reserved seat ticket, please change your ticket at the ticket counter.

② How to get reserved seat tickets by reserved seat ticket vending machine using Hokkaido Rail Pass, Sapporo-Noboribetsu/Furano Area Pass, JR East/Tohoku-South Hokkaido Rail Pass

1 Select language and touch "Reserved Seat"



2 Touch "Reserve seat with discounted ticket"

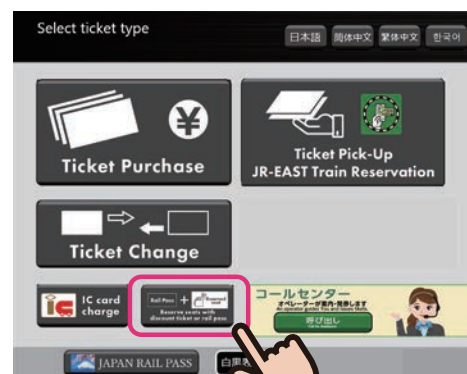


Some stations have different screens

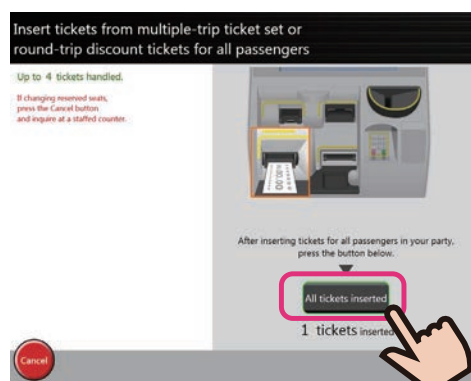
1 Select language



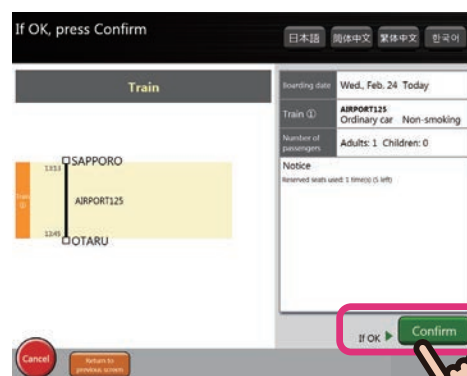
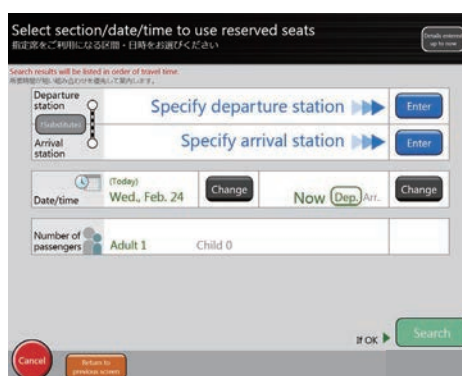
2 Touch "Reserve seats with discount ticket or rail pass"



3 Insert all rail passes and touch "All tickets inserted"



4 Select a section, train, date and time etc.



*Tickets for up to 4 persons at one time
(Insert one by one)



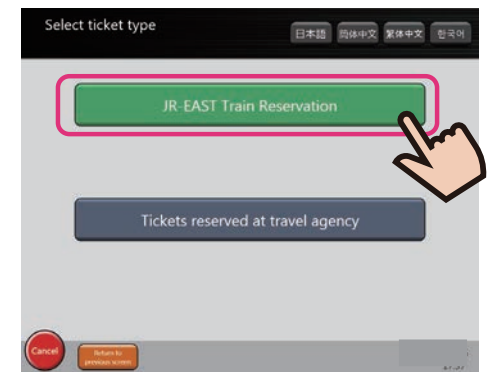
*If you wish to change your train after receiving a reserved seat ticket, please change your ticket at the ticket counter.

③ How to get tickets purchased by JR-EAST Train Reservation (other than rail passes) using a reserved seat ticket vending machine

1 Select language and touch "Ticket Pick-Up"



2 Touch "JR-EAST Train Reservation"



Some stations have different screens

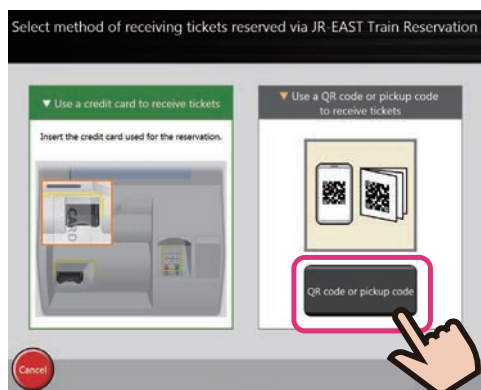
1 Select language



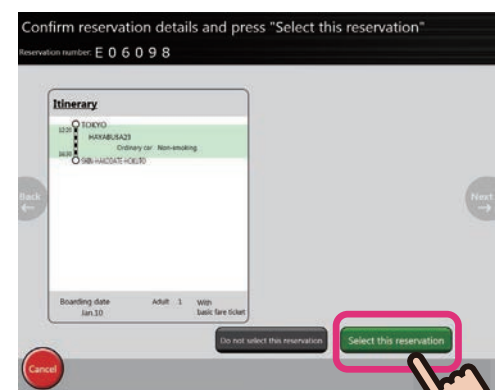
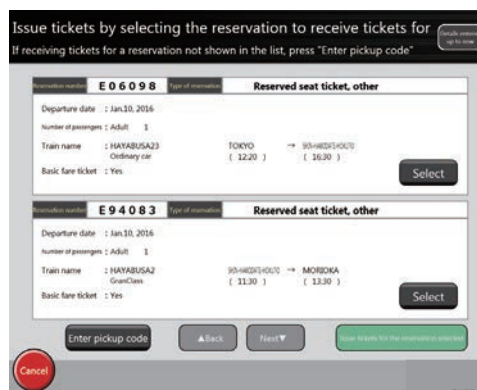
2 Touch "Ticket Pick-Up JR-EAST Train Reservation"



3 Select how to receive tickets



4 Confirm details and select tickets you will receive



*Any of the following can be used; credit card you used for purchase, QR Code or pickup code.

