

Q 1 From when, can I request for re-entry?

A You can request from about one month before the scheduled departure date.

If the scheduled departure date is more than one month, please wait until the scheduled departure date comes within one month.

Q 2 Can I request from overseas?

A We are not able to accept a request from overseas.

You need to obtain the Receipt before you depart from Japan.

Q 3 How long does it take until I receive reply?

A Basically, it takes few days for issuing the Receipt after submitting request.

Answer for your request will be replied to your e-mail address directly. If you have reject settings for spam, you may not receive our reply. Please check email settings in advance.

Q 4 I want to check the status of my request, and can I confirm whether email is delivered or not?

A We are not able to check the status of your request. We will reply to you basically in few days, so please wait for few days. In addition, we cannot confirm whether your email is delivered or not.

Q 5 Can I send a request email with attached file?

A Email with attached file cannot be received and we are not able to reply. Please send a request email without attached files.

Q 6 Can I submit a request even though I haven't fixed my departure schedule yet?

A You can write down the schedule at the time of submit or you can also submit a request after you have set departure schedule.

Q 7 What should I do if the departure schedule changes, after submitting a request or obtaining the Receipt?

A If the departure schedule change is more than about one month, please resubmit request with a new schedule. However, if the change is within one month, please let Immigration inspector know about the schedule change at departure port.

Q 8 Can I submit a request even though I haven't fixed my re-entry schedule yet?

A Please write down the schedule at the time of submit.

Q 9 What should I do if the re-entry schedule changes, after submitting a request or obtaining the Receipt?

A You don't need to resubmit your request, please tell Immigration inspector about

your schedule changes at re-entry port.

Q10 I received a reply saying “Your request cannot be accepted because the information provided is incomplete.”. I would like to know which information was incomplete.

A We are not able to answer any questions about individual request. This reply is sent when Residence card number, identity information, or departure schedule are incomplete. Please check your Residence Card carefully and re submit a request. In addition, in the request email, the sentence of “*I have confirmed the additional quarantine measures on the dedicated website and pledge to comply with these measures when re-entering Japan*” is necessary. The request email without the sentence, cannot be accepted.

Q11 Once I obtain the Receipt, can I use the Receipt for many times?

A Receipt is valid for one re-entry procedure. If you are planning to re-enter Japan for more than two times, you need to obtain the Receipt for each time of re-entry.

Q12 I obtained the Receipt, but do I still need “Re-entry Confirmation Letter” from Embassies or Consulates of Japan?

A If you obtained the Receipt, you don’t need to get “Re-entry Confirmation Letter”. When you re-enter Japan, please ensure to bring “The Receipt” and “The Certificate of Testing” for COVID-19 from a medical facility in the country/region of stay to prove a negative test result having undergone a test for COVID-19 (the novel coronavirus) within 72 hours prior to departure from the country/region of stay”.

Q13 I am planning to travel with my family, can I submit families’ request in a one email?

A Please send emails for each family member.

Q14 Can someone request on behalf of the foreign nationals who are willing to re-enter Japan?

A In principle, the foreign nationals themselves need to submit a request. However, parents doing for their child on behalf, is acceptable.

Q15 I have question about this procedure. Can I ask through the email addresses shown on the website?

A Those email addresses are only for reception of request, so we cannot reply to your question email. If you have any questions about procedure [on the web page](#), please inquire to Border Management Division, Immigration Department, Immigration Services Agency Tel: (Operator) 03-3580-4111 (Ext. No. 5686・2760)