

Ministry of Justice
Immigration Services Agency
Trusted Traveler Program Information
System
Operation Manual

Version 1.7

Revision History

Page No.	Date of Revision	Version	Page	Revised Contents
1		1.0	-	Newly Created
2	2017/1/26	1.1	-	Change of words of application items
3	2017/7/1	1.2	-	Change of words of application items
4	2018/3/14	1.3	-	Change of words of application items Added a new section "3.4.3 Result of the preliminary inspection information"
5	2019/3/29	1.4	-	Modification of words for changing organizations
6	2020/3/19	1.5	-	Added description about "Explanation material 6, 7, 8"
7	2021/7/16	1.6	-	Changed the image of "Application status check"
8	2022/03/15	1.7	23-25	Change the image accompanied with change of words of question 3 of the disembarkation card information (the back side)
			48	Changed the message of message ID "E20001"

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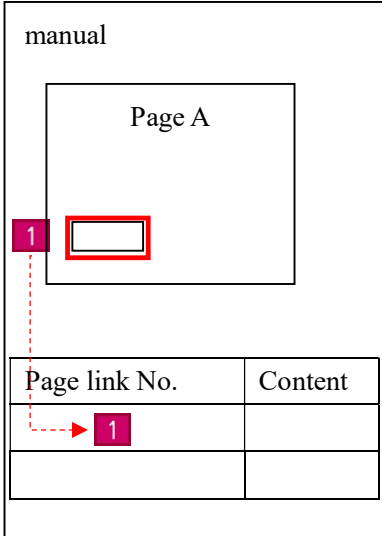
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1 Introduction

1.1 The manual

This manual describes the application operation of the Trusted Traveler Program Information System.

The explanation contains figures and pictures as given below.

	<p>This indicates the area on the page which the user must click or in which the user must enter some form of information. It also indicates the area to which the user must pay particular attention.</p>						
	<p>When an explanation is being given of a particular button or part, a number will appear, which corresponds to the number in the chart, indicating which part is being explained. The numbers are to be found on the left hand side of the red frame.</p> <p>All text appearing on the screen is for explanatory purposes.</p>  <table border="1" data-bbox="624 1296 1007 1476"><thead><tr><th>Page link No.</th><th>Content</th></tr></thead><tbody><tr><td>1</td><td></td></tr><tr><td></td><td></td></tr></tbody></table>	Page link No.	Content	1			
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1							

If you are unsure about any of the information provided in this manual, please check the FAQs or contact the Help Desk. We apologize for any inconvenience caused. Both the FAQs and Help Desk information can be found on the HOME page of the Trusted Traveler Program Information System.

<https://www.ttp.moj.go.jp/TTP/xhtmll/apply/top.xhtml> (Trusted Traveler Program Information System HOME page)

1.2 Trusted Traveler Program Information System layout

This section goes over the layout common to all of the pages of the Trusted Traveler Program Information System.

The screenshot shows the 'Japan Trusted Traveler Program' page from the Immigration Services Agency of Japan. The page title is 'Japan Trusted Traveler Program' and the header includes the agency's logo and name in Japanese and English. A 'Back to Top' link is visible in the top right corner.

Numbered callouts highlight the following elements:

- 1**: A navigation bar showing 'STEP1(Enter) >> STEP2(Confirm) >> STEP3(Done)'. 'STEP1(Enter)' is highlighted in red.
- 2**: A blue header bar with the text 'Enter user information (Re-notification of your User ID / password)'.
- 3**: A red box around the text '※:Required items'.
- 4**: A red box around a red error icon (a red exclamation mark inside a red circle) next to the 'Surname' field.
- 5**: A red box around the 'Confirm' and 'Back' buttons.
- 6**: A red box around the footer text '法務省出入国在留管理庁'.

The main form area contains the following fields and instructions:

- User information**: Enter your user information. When entering your user information, enter exactly the same information as the registered content.
- Surname**: Marked with a red error icon and an asterisk. Example: SMITH. Instruction: Single-byte alphabetical letters (uppercase), up to 104 letters for both the surname and the given name with spaces.
- Given name**: Marked with a red error icon and an asterisk. Example: JAMES MICHAEL. Instruction: Single-byte alphabetical letters (uppercase), up to 104 letters for both the surname and the given name with spaces.
- Date of birth (Year-month-day)**: Marked with a red error icon and an asterisk. Format: [] - [] - []
- Sex**: Marked with an asterisk. Options: Male Female Other
- Nationality (region)**: Marked with a red error icon and an asterisk. Includes a dropdown menu.
- Registered E-mail address**: Marked with a red error icon and an asterisk. Example: abc@xyz.co.jp. Instruction: Up to 60 single-byte alphanumeric letters. The signs you can enter are , - , _ , @.

Page link number	Page item	Content
1	Operational step	This area shows the step currently being taken. The operational content is displayed in large letters.
2	Error message	An error message will appear in red if there are any errors in the entry content on the page.
3	Required items	The required items are marked with an asterisk (*). An error will occur if these fields are not filled in correctly, and you will not be able to proceed to the next step.

Page link number	Page item	Content
4	! mark	An exclamation mark (!) will appear in fields where there is an error.
5	[Confirm] button	Please click the [Confirm] button after checking the information you have entered on the page. If there are no errors in your entries, you will be able to proceed to the confirmation page. If there are any errors, an error message will appear.
6	[Back] button	Clicking the [Back] button takes you back to the previous page. Using the back button on your browser or the back space key will both cause errors and you will automatically be logged out so please be careful to only use the prescribed [Back] button.

1.3 Required environment

The Trusted Traveler Program Information System requires the environment given below. Please take note that we cannot guarantee that the operations will be properly conducted if you use a different environment.

We strongly advise that you access the system using a computer as the pages may not appear properly if using a cellphone or smartphone browser.

- Required browser: Google Chrome 49.0

The Trusted Traveler Program Information System will send messages to the e-mail address you registered during the user registration. Please check that your system has been set to enable the receipt of messages from the following domain.

- Domain: @ttp.moj.go.jp

Moreover, please note that the Trusted Traveler Program Information System will automatically log out if no action has been taken, including movement between pages, for more than 30 minutes.

2 Overall flow

This section goes over the overall flow with regard to using the Trusted Traveler Program Information System.

The Trusted Traveler Program Information System enables you to apply to become a registered user and to pre-register your disembarkation card information.

2.1 Registered user application

First the following explains how to apply to become a registered user using the Trusted Traveler Program Information System.

For operational details, please check [3. Basic operation] in this manual.

User registration

User registration in order to be able to use the Trusted Traveler Program Information System.

You will only have to register your information the first time you use the system, and will not have to repeat this process again.

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Application information registration

This is where you will apply to become a registered user.

Once the registration is complete, you will receive a [Notification of completion of registration] message.

Once you receive the [Notification of completion of registration] message, your registered user application process is complete.

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Disembarkation card information pre-registration

After you have applied to become a registered user, you will be able to pre-register your disembarkation card information.

By pre-registering, you will not have to enter this information when you come to the automated gates, allowing you to save time and pass smoothly through the gates.

If you do not pre-register, you will have to enter your disembarkation card information when you come to the automated gates, requiring more time to go through the gates.

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2.2 Others

As well as applying to becoming a registered user, you will be able to use the Trusted Traveler Program Information System for the following purposes.

For operational details, please check [3. Basic operation] in this manual.

Check the status of your application

You can check the status of your application.

However, you cannot check the details of the application.

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Withdraw your application

You will be able to withdraw any application registered on the Trusted Traveler Program Information System.

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Change your password

You will be able to change your login password.

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Change your user information

You will be able to change any user information registered on the Trusted Traveler Program Information System.

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Request re-notification of your User ID/password

If you have forgotten your User ID or password, you will be able to request re-notification to be sent to the e-mail address you registered on the Trusted Traveler Program Information System.

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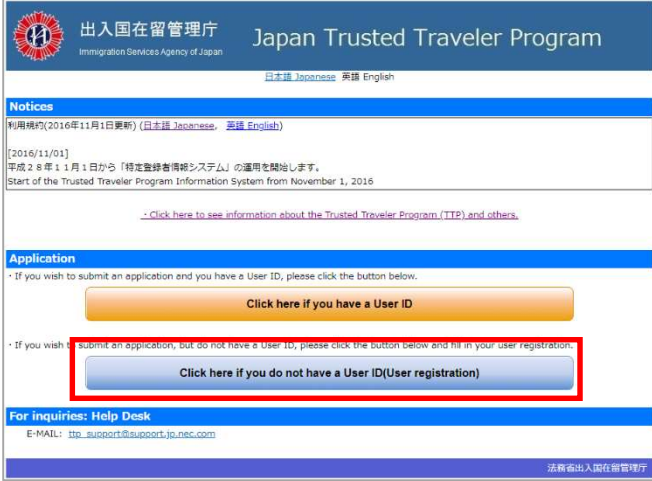
3 Basic operation

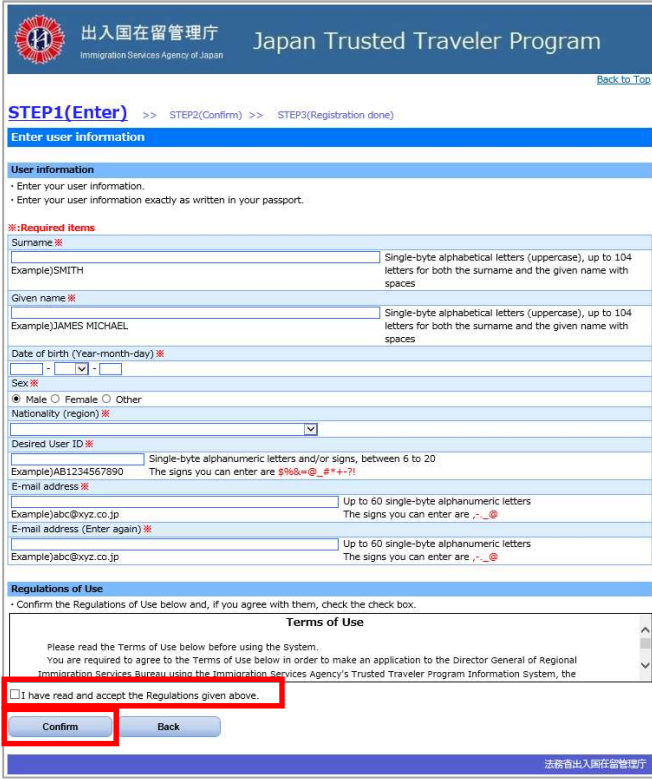
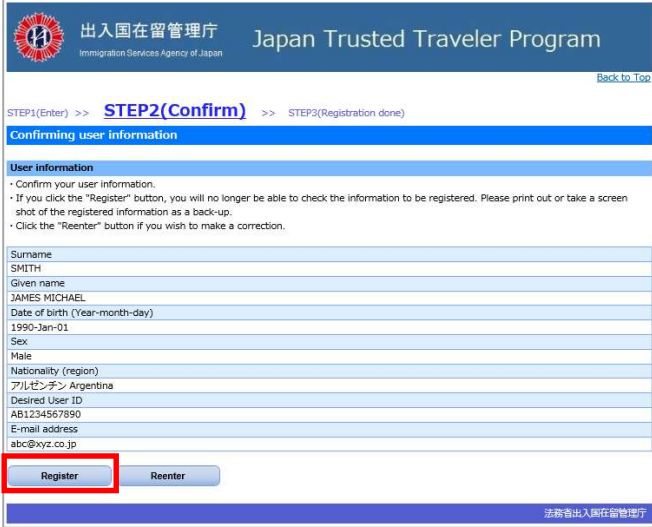
3.1 User registration


In order to use the Trusted Traveler Program Information System, you will first have to register as a user.

Please register as a user following the steps given below.


3.1.1 User registration flow

No	Page	Operational content
1		<p>HOME page</p> <p>Click the [Click here if you do not have a User ID] button on the HOME page and proceed to the next page.</p>

No	Page	Operational content
2		<p>STEP 1 (Enter)</p> <p>Enter your user information. Enter the same information into each area (such as the identification areas) as in your passport.</p> <p>When you have finished, read the terms of service, and click the [I have read and accept the Regulations given above] checkbox at the bottom of the page.</p> <p>Upon clicking the [Confirm] button, if there are any required items that you have not yet entered, or if there are any areas that were entered incorrectly, an error message will appear at the top of the page. You will not be able to proceed until the error has been corrected.</p>
3		<p>STEP 2 (Confirm)</p> <p>After checking the information you entered in STEP 1 (Enter), click the [Register] button and proceed to the next page.</p> <p>If you wish to change anything, click the [Reenter] button, return to the entry page, and enter the correct information.</p> <p>You will not be able to check your User ID after the process is complete. Be sure to save the page by printing it out or by taking a screen shot.</p>

No	Page	Operational content
4		<p><u>STEP 3 (Registration done)</u></p> <p>This page shows that the user registration process has been completed.</p> <p>A few minutes after you have completed the registration, a [Notification of completion of registration] message will be sent to the e-mail address you entered in STEP 1 (Enter).</p> <p>The message will also give you a provisional password and the login URL. Log onto the designated URL using the User ID you entered in STEP 1 (Enter) as well as the provisional password, then change your password.</p> <p>Check [3.6 Password change] of this manual for instructions on how to change your password.</p>

3. 1. 2 Explanation on entering user information



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Immigration Services Agency of Japan

Japan Trusted Traveler Program

5 [Back to Top](#)

STEP1(Enter) >> STEP2(Confirm) >> STEP3(Registration done)

Enter user information

1 **E10001: Enter the items marked with a ! .**

User information

- Enter your user information.
- Enter your user information exactly as written in your passport.

2 **※:Required items**

Surname ※
! Single-byte alphabetical letters (uppercase), up to 104 letters for both the surname and the given name with spaces
Example)SMITH

Given name ※
! Single-byte alphabetical letters (uppercase), up to 104 letters for both the surname and the given name with spaces
Example)JAMES MICHAEL

Date of birth (Year-month-day) ※
! - -

Sex ※
 Male Female Other

Nationality (region) ※
!

Desired User ID ※
! Single-byte alphanumeric letters and/or signs, between 6 to 20
Example)AB1234567890 The signs you can enter are \$%&=@_#*+-?!

E-mail address ※
! Up to 60 single-byte alphanumeric letters
Example)abc@xyz.co.jp The signs you can enter are ,-._@

E-mail address (Enter again) ※
! Up to 60 single-byte alphanumeric letters
Example)abc@xyz.co.jp The signs you can enter are ,-._@

Regulations of Use

- Confirm the Regulations of Use below and, if you agree with them, check the check box.

Terms of Use

Please read the Terms of Use below before using the System.
You are required to agree to the Terms of Use below in order to make an application to the Director General of Regional Immigration Services Bureau using the Immigration Services Agency's Trusted Traveler Program Information System, the

I have read and accept the Regulations given above.

3

4

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Page link number	Page item	Content
1	Error message	An error message will appear if there are any errors in your entries upon clicking the [Confirm] button. You will not be able to proceed to the next page until the errors have been corrected.
2	User information	<p>Enter your user information here. Enter the same information as in your passport.</p> <p>The required items are marked with an asterisk (*). These items must be filled in.</p> <ul style="list-style-type: none"> • Given name, Surname Please enter with spaces as in your passport. • Nationality (region) Choose from the pull down list of nationalities and regions. The nationalities are mostly given in alphabetical order aside from a few exceptions. • User ID You yourself must set your User ID. The User ID differentiates between lowercase and uppercase letters. Be sure to remember and keep your User ID safe. • E-mail address Messages will automatically be sent to the e-mail address you entered in this page. Be sure to enter a valid e-mail address. Enable the domain settings beforehand if you wish to register your cellphone or a free e-mail address. • Domain settings If you have set any special domain settings in order to avoid receiving spam mail, be sure to remove any restrictions or alter the settings so you can receive messages from @ttp.moj.go.jp.
3	[Confirm] button	<p>If there are no errors in your entries, you will be able to proceed to the confirmation page (STEP 2).</p> <p>If there are any errors, an error message will appear at the top of the page.</p>
4	[Back] button	Clicking the [Back] button takes you back to the previous page.
5	[Back to Top] link	Back to the HOME page.

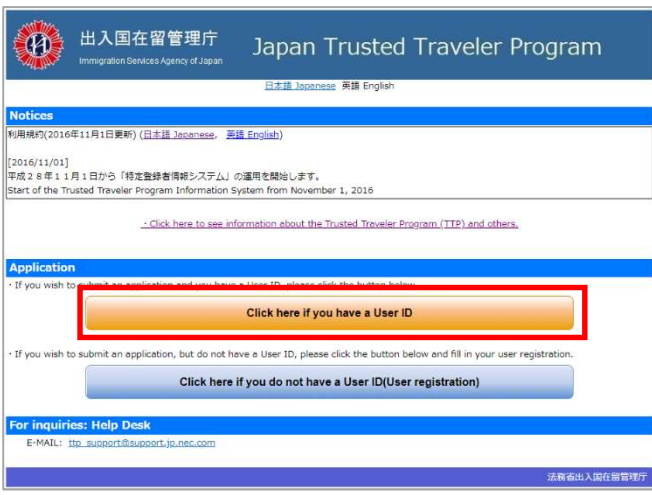

3.2 Entering your application information

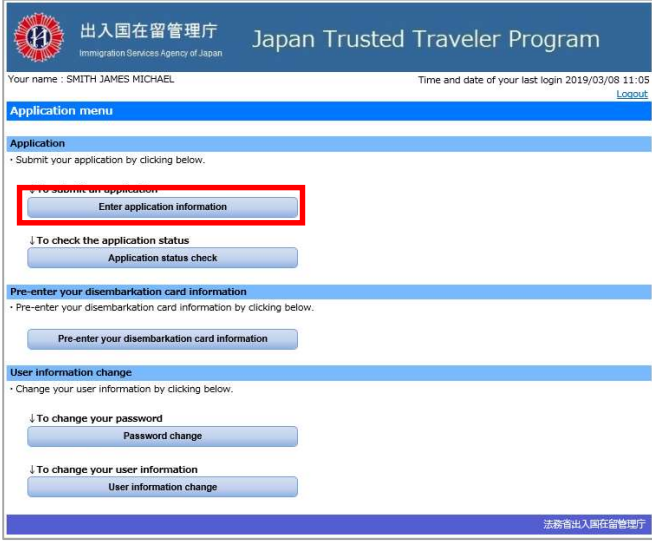
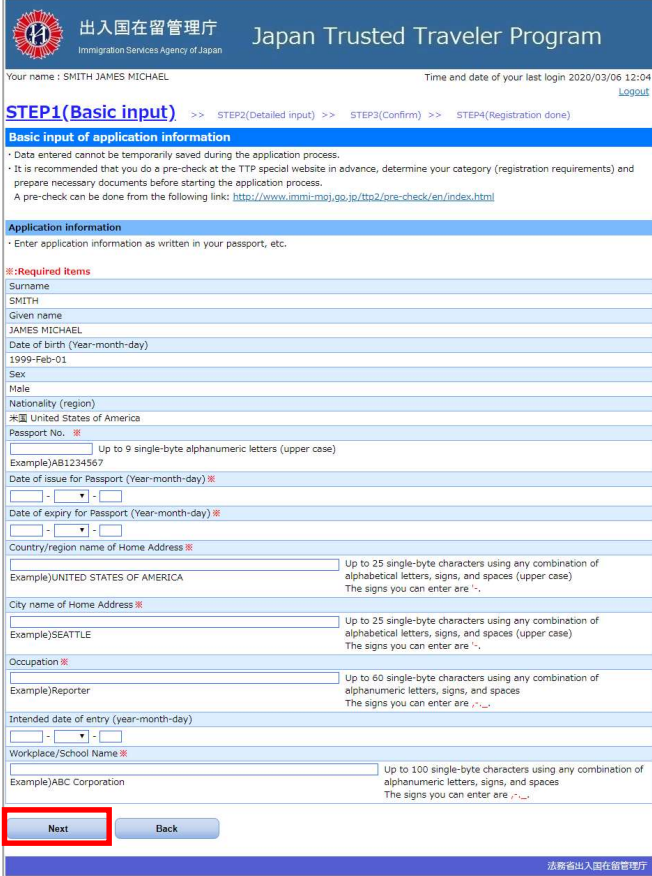
The following are the steps you will need to follow in order to apply to become a registered user of the Trusted Traveler Program Information System.


In order to apply as a registered user, you will need to provide a facial photo and explanatory materials. Be sure to get them ready beforehand. The facial photo must be in a JPEG format, and the explanatory materials in a PDF format. Check the FAQs on the HOME page of the Trusted Traveler Program Information System for details.

You will be able to carry out the following procedure after you have completed the [3.1 User registration] of this manual.


3.2.1 Steps to enter your application information

No	Page	Operational content
1		<p><u>HOME page</u></p> <p>Click the [Click here if you have a User ID] button on the HOME page and proceed to the next page.</p>
2		<p><u>Login page</u></p> <p>Enter your User ID and password on the login page, click the [Log in] button, and proceed to the menu page.</p> <p>If you have logged in with your provisional password, proceed to the password change page.</p> <p>Check [3.6 Password change] of this manual for instructions on how to change your password.</p>


No	Page	Operational content
3		<p>Application menu</p> <p>Click the [Enter application information] button on the menu page and proceed to the next page.</p>
4		<p>STEP 1 (Basic input)</p> <p>Enter the application information.</p> <p>Enter the same information into each area (such as the passport number) as in your passport.</p> <p>After you have finished entering the information in each of the areas, click the [Next] button and proceed to the next page.</p> <p>Upon clicking the [Next] button, if there are any required items that you have not yet entered, or if there are any areas that were entered incorrectly, an error message will appear at the top of the page. You will not be able to proceed until the error has been corrected.</p> <ul style="list-style-type: none"> ● Identification areas <p>If you wish to change any information in the identification areas (such as your Given name or Surname), edit your user information.</p> <p>Check [3.7 User information change] of this manual for instructions on how to change your user information.</p>

No	Page	Operational content
5	 <p>The screenshot shows the 'Detailed input of application information' page. It includes sections for 'Facial photo', 'Explanatory material' (with sub-sections 1-8), and 'Questions'. The 'Confirm' button is highlighted with a red box at the bottom left.</p>	<p>STEP 2 (Detailed input)</p> <p>Click the [Upload] button at the top of the page and upload your facial photo.</p> <p>In order to upload explanatory materials, click the [Upload] button in the center of the page and proceed to upload the materials. Be sure to enter document titles upon uploading your explanatory materials.</p> <p>Answer the questions on the bottom of the page, then click the [Confirm] button. A confirm dialog will popup. Click the [OK] button to proceed to the next page. Click the [Cancel] button to close the dialog and stay on the current page.</p> <div data-bbox="981 1064 1412 1220" style="border: 1px solid gray; padding: 5px;"> <p>www.tto.moj.go.jp の内容</p> <p>Make sure you have responded to the questions being asked and have checked required documents being uploaded. Click "OK" to move to the "Application status check" page (STEP3). To undo a move to the "Application status check" page, click "Cancel" to back to the previous page.</p> <p style="text-align: right;"> <input type="button" value="OK"/> <input type="button" value="キャンセル"/> </p> </div> <p>Upon clicking the [Confirm] button, if there are any required items that you have not yet entered, or if there are any areas that were entered incorrectly, an error message will appear at the top of the page. The confirm dialog will not popup unless the error is corrected.</p>

No	Page	Operational content
6	 <p>The screenshot shows the 'Confirm' step of the registration process. It includes sections for 'Application information', 'Facial photo', and 'Explanatory material'. The 'Register' button is highlighted with a red box at the bottom of the page.</p>	<p>STEP 3 (Confirm)</p> <p>After you have checked the information you entered in STEP 1 (Basic input) and STEP 2 (Detailed input), click the [Register] button. A confirm dialog will popup. Click the [OK] button to proceed to the next page. Click the [Cancel] button to close the dialog and stay on the current page.</p> <div data-bbox="981 627 1412 795" style="border: 1px solid gray; padding: 5px;"> <p>www.ttp.mo.jso.jp の内容</p> <p>Make sure you have answered all the questions and have checked required documents being uploaded. Click "OK" to complete your application. To add or change your document or change your answer to the question, click "Cancel" to back to the "Enter application information" page (STEP2).</p> <p style="text-align: right;"> <input type="button" value="OK"/> <input type="button" value="キャンセル"/> </p> </div> <p>If you wish to revise the information, click the [Back] button, return to the entry page, and enter the correct information.</p> <p>You will not be able to check the information you entered after the process is complete. Be sure to save the page by printing it out or taking a screen shot.</p>

No	Page	Operational content
7		<p>STEP 4 (Registration done)</p> <p>This page indicates that the application information registration has been completed.</p> <p>A few minutes after you have completed the registration, you will receive a [Notification of completion of registration] message.</p> <p>The information in the application will be checked by the Immigration Services Agency, and you will receive a [Notification of completion of preliminary inspection] message. (It may take a while for the message to be sent).</p> <p>Take the steps given below following the instructions in the [Notification of completion of preliminary inspection] message.</p> <p>If you wish to proceed to pre-register your disembarkation card information, click the [Yes] button. If not, click the [No] button.</p> <p>Check [3.3 Disembarkation card information pre-registration] of this manual for instructions on pre-registering your disembarkation card information.</p> <p>If you do not pre-register, you will have to enter your disembarkation card information when you come to the automated gates, requiring more time to go through the gates.</p>

3. 2. 2 Explanation on basic input of application information



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Japan Trusted Traveler Program

Your name : SMITH JAMES MICHAEL Time and date of your last login 2020/03/06 12:04

5 [Logout](#)

STEP1(Basic input) >> STEP2(Detailed input) >> STEP3(Confirm) >> STEP4(Registration done)

Basic input of application information

- Data entered cannot be temporarily saved during the application process.
- It is recommended that you do a pre-check at the TTP special website in advance, determine your category (registration requirements) and prepare necessary documents before starting the application process.

A pre-check can be done from the following link: <http://www.immi-moj.go.jp/ttp2/pre-check/en/index.html>

1 E10001: Enter the items marked with a **!** .

2 Application information

- Enter application information as written in your passport, etc.

※:Required items


Surname	SMITH
Given name	JAMES MICHAEL
Date of birth (Year-month-day)	1999-Feb-01
Sex	Male
Nationality (region)	米国 United States of America
Passport No. ※	! <input type="text"/> Up to 9 single-byte alphanumeric letters (upper case) Example)AB1234567
Date of issue for Passport (Year-month-day) ※	! <input type="text"/> - <input type="text"/> - <input type="text"/>
Date of expiry for Passport (Year-month-day) ※	! <input type="text"/> - <input type="text"/> - <input type="text"/>
Country/region name of Home Address ※	! <input type="text"/> Up to 25 single-byte characters using any combination of alphabetical letters, signs, and spaces (upper case) Example)UNITED STATES OF AMERICA The signs you can enter are ' , - , _ .
City name of Home Address ※	! <input type="text"/> Up to 25 single-byte characters using any combination of alphabetical letters, signs, and spaces (upper case) Example)SEATTLE The signs you can enter are ' , - , _ .
Occupation ※	! <input type="text"/> Up to 60 single-byte characters using any combination of alphanumeric letters, signs, and spaces Example)Reporter The signs you can enter are ' , - , _ .
Intended date of entry (year-month-day)	<input type="text"/> - <input type="text"/> - <input type="text"/>
Workplace/School Name ※	! <input type="text"/> Up to 100 single-byte characters using any combination of alphanumeric letters, signs, and spaces Example)ABC Corporation The signs you can enter are ' , - , _ .

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Page link number	Page item	Content
1	Error message	An error message will appear if there are any errors in your entries upon clicking the [Next] button. You will not be able to proceed to the next page until the errors have been corrected.
2	Application information.	<p>Enter your application information here. Enter the same information into each area (such as the passport number) as in your passport.</p> <p>The required items are marked with an asterisk (*). These items must be filled in.</p> <ul style="list-style-type: none"> ● Identification areas <p>If you wish to change any information in the identification areas (such as your Given name or Surname), edit your user information.</p> <p>Check [3.7 User information change] of this manual for instructions on how to change your user information.</p>
3	[Next] button	<p>If there are no errors in your entries, you will be able to proceed to the detailed input page (STEP 2).</p> <p>If there are any errors, an error message will appear at the top of the page.</p>
4	[Back] button	Clicking the [Back] button takes you back to the previous page.
5	[Logout] link	Log out from the Trusted Traveler Program Information System.

3. 2. 3 Explanation on detailed input of application information



出入国在留管理庁
Immigration Services Agency of Japan

Japan Trusted Traveler Program

Your name : SMITH JAMES MICHAEL

Time and date of your last log in : 07/00 13:43

7 [Logout](#)

STEP1(Basic input) >> **STEP2(Detailed input)** >> STEP3(Confirm) >> STEP4(Registration done)

Detailed input of application information

1 E10001: Enter the items marked with a .

2 **Facial photo**

· Upload a facial photo for your Registered User Card. *The photo must be one taken within the last three months, showing a clear image of your face looking straight at the camera, against a plain background without a hat.

Facial photo(For applicants in any category)

File(JPEG)

*Uploadable files: JPEG format, 10 KB or more but 1,536 KB or less

3 **Explanatory material**

· Upload explanatory materials (necessary documents) or enter information based on your category (registration requirements) that you determined through a pre-check.
 · A pre-check can be done from the following link: <http://www.immi-moj.go.jp/ttp2/pre-check/en/index.html>
 · You can check your category (registration requirements) and find where to upload your explanatory materials (necessary documents) from this PDF file.→ [Category list, etc.](#)
 · Explanatory materials must be written in Japanese or English otherwise submitted with a translation in Japanese or English. *Registration will not be accepted if explanatory materials in any other language do not come with a Japanese or English translation.

Explanatory material 1 (For applicants in any category)

Passport	Upload the cover and the identification page of your passport. In case of a British National Overseas passport, upload the page showing your Hong Kong ID card number as well.
File(PDF)	<input style="width: 90%;" type="text"/> <input type="button" value="Upload"/> <input type="button" value="Delete"/>
*Uploadable files: PDF format, up to 10 MB or less for the sum of explanatory materials 1 to 5 , 7	

Explanatory material 2 (For applicants who fall under Category A [JTTP])

GEP Card or a written declaration	Make sure your GEP Card has the PASS ID printed before upload.
File(PDF)	<input style="width: 90%;" type="text"/> <input type="button" value="Upload"/> <input type="button" value="Delete"/>
*Uploadable files: PDF format, up to 10 MB or less for the sum of explanatory materials 1 to 5 , 7	

Explanatory material 3 (For applicants who fall under Category B [Designated institution])

Employment certificate	If materials are written in a language other than Japanese or English, please upload a translation in Japanese or English as well.
File(PDF)	<input style="width: 90%;" type="text"/> <input type="button" value="Upload"/> <input type="button" value="Delete"/>
*Uploadable files: PDF format, up to 10 MB or less for the sum of explanatory materials 1 to 5 , 7	

Explanatory material 4 (For applicants who fall under Category B [Designated institution])

Materials concerning designated institutions	If materials are written in a language other than Japanese or English, please upload a translation in Japanese or English as well.
File(PDF)	<input style="width: 90%;" type="text"/> <input type="button" value="Upload"/> <input type="button" value="Delete"/>
*Uploadable files: PDF format, up to 10 MB or less for the sum of explanatory materials 1 to 5 , 7	

Explanatory material 5 (For applicants who fall under Category C [Invitation from Japanese institutions, etc.])

Written request from Japanese institutions, etc.	If materials are written in a language other than Japanese or English, please upload a translation in Japanese or English as well.
File(PDF)	<input style="width: 90%;" type="text"/> <input type="button" value="Upload"/> <input type="button" value="Delete"/>
*Uploadable files: PDF format, up to 10 MB or less for the sum of explanatory materials 1 to 5 , 7	

Explanatory material 6 (For applicants who fall under Category D [Sufficient funds and credit])

Credit card name and international brand name	<input style="width: 80%;" type="text"/> Up to 100 single-byte alphanumeric letters and/or spaces Enter a credit card name and an international brand name, e.g., VISA, XX Bank Platinum Card *The credit card must have a Platinum or higher status.
---	---

Explanatory material 7 (For applicants who fall under Category E [Family])

Family relationship	If materials are written in a language other than Japanese or English, please upload a translation in Japanese or English as well.
File(PDF)	<input style="width: 90%;" type="text"/> <input type="button" value="Upload"/> <input type="button" value="Delete"/>
*Uploadable files: PDF format, up to 10 MB or less for the sum of explanatory materials 1 to 5 , 7	

Explanatory material 8 (For applicants who fall under Category E [Family])

Registered user (TTP) card number or passport number of the principal applicant (spouse or parent)	<input style="width: 80%;" type="text"/> Up to 100 single-byte alphanumeric letters and/or spaces Enter the registered user (TTP) card number or passport number of the principal applicant (spouse or parent), e.g., ABCD00000000.
--	--

4

Questions

• Answer the questions below.

• You can check your category (registration requirements), necessary documents, etc. through a pre-check.

A pre-check can be done from the following link: <http://www.immi-moj.go.jp/ttp2/pre-check/en/index.html>

Q1 (For applicants in any category)

Do you have a passport for one of the countries or regions for which Japan provides visa exemption arrangements (except those for which such arrangements are temporarily suspended or measures concerning the visa acquisition recommendation have been taken)?

*The cover and the identification page of your passport must be uploaded to "Explanatory material 1."

Yes No

Q2 (For applicants in any category)

Have you ever been sentenced to imprisonment with or without assigned work, a fine or an equivalent punishment owing to violation of the laws of Japan or any other country (including suspension of execution of the sentence)?

Yes No

Q3 (For applicants in any category)

Have you ever been deported from Japan, departed from Japan due to a departure order, or been denied landing in Japan?

Yes No

Q4 (For applicants who fall under Category A [JTTP])

Do you have a valid passport issued by the U.S. government AND are you enrolled in the Global Entry Program (GEP) run by the U.S. government?

*GEP Card or a written declaration must be uploaded to "Explanatory material 2."

Yes No

Q5 (For applicants who fall under Category B [Designated institution])

Does your employer fall under any of the following?

- 1) Japanese central government, local government or an institution whose primary investors are these governments
- 2) Central or local government of a country, region or administrative division with which Japan provides visa exemption arrangements or an institution whose primary investors are these governments
- 3) International organization
- 4) A stock company whose shares are listed in a financial instruments exchange in Japan or a subsidiary of such a company
- 5) A stock company whose shares are listed in a financial instruments exchange or exchange of a similar kind located in a country, region or administrative division with which Japan provides visa exemption arrangements
- 6) A corporation, located in Japan or a country, region or administrative division with which Japan provides visa exemption arrangements, and whose capital or investment received amounts to 500 million yen or more in total.

*An employment certificate and materials concerning designated institutions must be uploaded to "Explanatory material 3" and "Explanatory material 4" respectively.

Yes No

Q6 (For applicants who fall under Category B [Designated institution])

Answer if you checked "Yes" in Q5.

Do you belong to your institution as a director or a full-time employee?

Yes No

Q9 (For applicants who fall under Category E [Family])

Does your spouse or parent fall under any of Category B to D AND has received a registered user (TTP) card?

You can also apply if the principal applicant (spouse or parent) has not received yet, but in this case you need to apply with principal applicant at the same time.

*A family relationship certificate must be uploaded to "Explanatory material 7," and the registered user (TTP) card number or passport number of the principal applicant (spouse or parent) must be entered in "Explanatory material 8."

Yes No

Q10 (For applicants in any category)

Have you answered all the questions concerning your category (registration requirements)?

Have you uploaded all the explanatory materials and entered explanatory information concerning your category (registration requirements)?

*Registration shall not be accepted if your answers to questions, uploaded explanatory materials or entered explanatory information are not correct or complete.

Yes No

5

Confirm

Back

6

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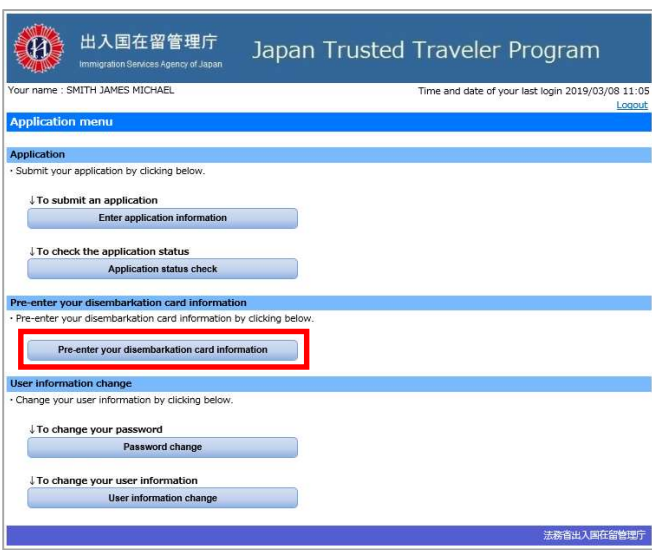
Page link number	Page item	Content
1	Error message	An error message will appear if there are any errors in your entries upon clicking the [Confirm] button. You will not be able to proceed to the next page until the errors have been corrected.
2	Facial photo	Click the [Upload] button and upload your facial photo. Click the [Delete] button if you wish to delete your uploaded photo.
3	Explanatory material	Click the [Upload] button in the center of the page and upload your explanatory materials. Be sure to enter the document title upon uploading the explanatory materials. You can register a maximum of 5 explanatory materials. Click the [Delete] button if you wish to delete your uploaded explanatory materials.
4	Questions	You are required to answer the questions. After reading the questions, answer each question with the [Yes] or [No] button.
5	[Confirm] button	When all input data is valid, a confirm dialog will popup. Click the [OK] button to proceed to the confirm page (STEP3). Click the [Cancel] button to close the dialog and stay on the current page. When there is an invalid input data, an error message will display on the top of the page.
6	[Back] button	Clicking the [Back] button takes you back to the previous page.
7	[Logout] link	Log out from the Trusted Traveler Program Information System.

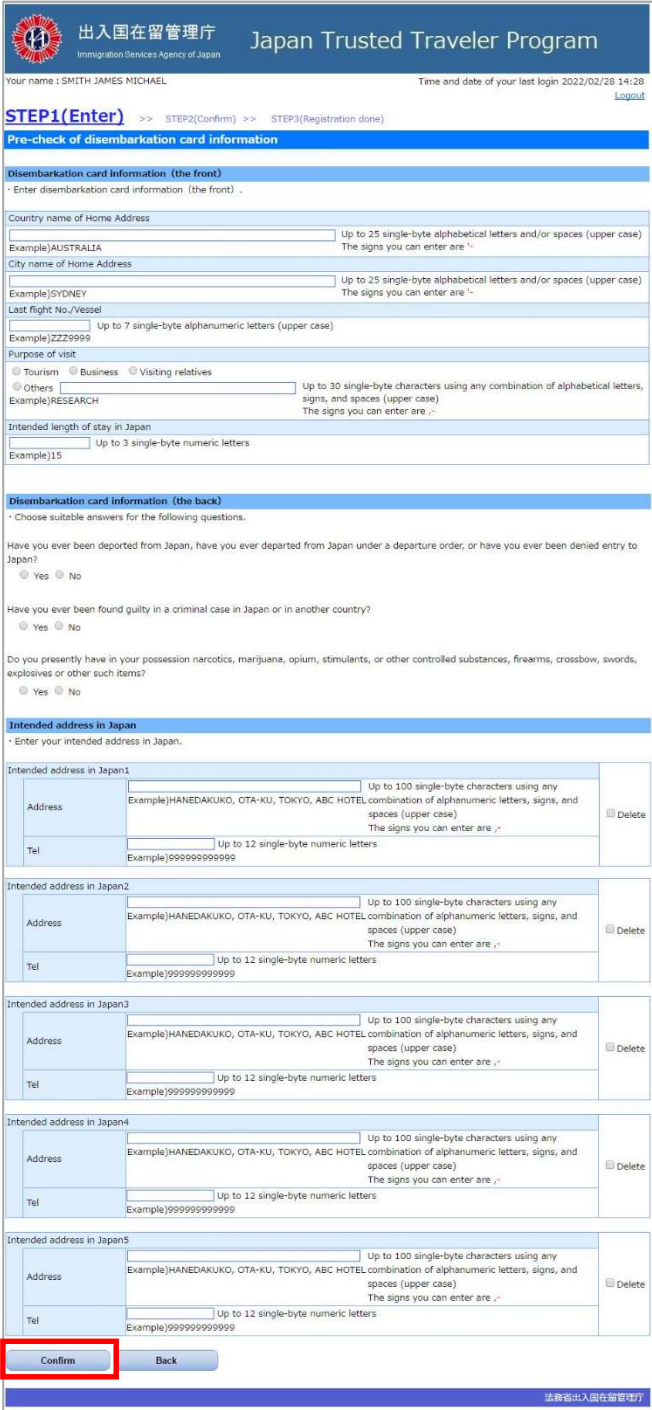
3.3 Disembarkation card information pre-registration

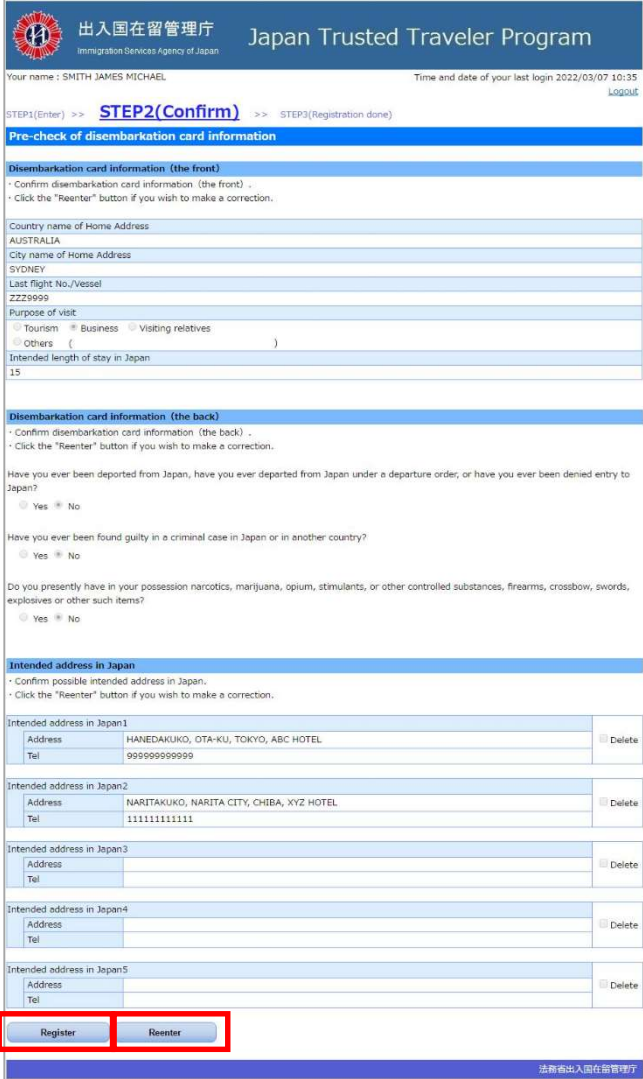

The following is the procedure for pre-registering your disembarkation card information with the Trusted Traveler Program Information System. If you pre-register, you will not have to enter the information at the automated gates, allowing you to save time and pass smoothly through the gates. You will be able to change any information you pre-registered by repeating the following steps. If you do not pre-register, you will have to enter your disembarkation card information when you come to the automated gates, requiring more time to go through the gates.

You will be able to take the steps given below after you have completed [3.1 User registration] of this manual.


3.3.1 Steps for disembarkation card information pre-registration

No	Page	Operational content
1		<p><u>Application menu</u></p> <p>Click the [Pre-enter your disembarkation card information] button on the menu page and proceed to the next page.</p>

No	Page	Operational content
2	 <p>The screenshot shows the registration interface for the Japan Trusted Traveler Program. At the top, it displays the user's name (SMITH JAMES MICHAEL) and the last login time (2022/02/28 14:28). The main heading is 'STEP1(Enter)' with navigation links for 'STEP2(Confirm)' and 'STEP3(Registration done)'. The 'Pre-check of disembarkation card information' section includes fields for 'Country name of Home Address' (Example: AUSTRALIA), 'City name of Home Address' (Example: SYDNEY), 'Last flight No./Vessel' (Example: ZZ2999), and 'Purpose of visit' (Tourism, Business, Visiting relatives, Others). Below this is the 'Disembarkation card information (the back)' section with three questions about deportation, criminal records, and possession of controlled substances, each with 'Yes' and 'No' radio button options. The 'Intended address in Japan' section contains five identical blocks, each with 'Address' and 'Tel' fields. At the bottom, a 'Confirm' button is highlighted with a red box, and a 'Back' button is also visible.</p>	<p>STEP 1 (Enter)</p> <p>Enter your disembarkation card information. After filling in each of the areas, click the [Confirm] button and proceed to the next page. An error message will appear if there are any errors in your entries upon clicking the [Confirm] button. You will not be able to proceed to the next page until the errors have been corrected.</p>

No	Page	Operational content
3		<p><u>STEP 2 (Confirm)</u></p> <p>After checking the information you entered in STEP 1 (Enter), click the [Register] button and proceed to the next page.</p> <p>If you wish to revise anything, click the [Reenter] button, return to the previous page, and enter the correct information.</p>
4		<p><u>STEP 3 (Registration done)</u></p> <p>This page shows that the disembarkation card information pre-registration has been completed. A few minutes after you have completed the registration, a [Notification of completion of registration] message will be sent to you.</p>

3. 3. 2 Explanation on pre-entry of disembarkation card information



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Immigration Services Agency of Japan

Japan Trusted Traveler Program

Your name : SMITH JAMES MICHAEL

Time and date of your last login 2022/03/07 10:35

5 Logout

STEP1(Enter) >> STEP2(Confirm) >> STEP3(Registration done)

1 E10002: There is an error in the items marked with a !. Check the entry and entry example on the screen, and enter the information again.

Disembarkation card information (the front)

・ Enter disembarkation card information (the front) .

2 ! AUSTRALIA@ Up to 25 single-byte alphabetical letters and/or spaces (upper case)
Example)AUSTRALIA The signs you can enter are ^-

Country name of Home Address

City name of Home Address Up to 25 single-byte alphabetical letters and/or spaces (upper case)
Example)SYDNEY The signs you can enter are ^-

Last flight No./Vessel Up to 7 single-byte alphanumeric letters (upper case)
Example)ZZZ9999

Purpose of visit

Tourism Business Visiting relatives

Others Up to 30 single-byte characters using any combination of alphabetical letters, signs, and spaces (upper case)
Example)RESEARCH The signs you can enter are ^-

Intended length of stay in Japan Up to 3 single-byte numeric letters
Example)15

Disembarkation card information (the back)

・ Choose suitable answers for the following questions.

Have you ever been deported from Japan, have you ever departed from Japan under a departure order, or have you ever been denied entry to Japan?

Yes No

Have you ever been found guilty in a criminal case in Japan or in another country?

Yes No

Do you presently have in your possession narcotics, marijuana, opium, stimulants, or other controlled substances, firearms, crossbow, swords, explosives or other such items?

Yes No

Intended address in Japan

・ Enter your intended address in Japan.

Intended address in Japan1

Address	<input style="width: 90%;" type="text"/> Up to 100 single-byte characters using any combination of alphanumeric letters, signs, and spaces (upper case) Example)HANEDAKUKO, OTA-KU, TOKYO, ABC HOTEL The signs you can enter are ^-	<input type="checkbox"/> Delete
Tel	<input style="width: 90%;" type="text"/> Up to 12 single-byte numeric letters Example)999999999999	

Intended address in Japan2

Address	<input style="width: 90%;" type="text"/> Up to 100 single-byte characters using any combination of alphanumeric letters, signs, and spaces (upper case) Example)HANEDAKUKO, OTA-KU, TOKYO, ABC HOTEL The signs you can enter are ^-	<input type="checkbox"/> Delete
Tel	<input style="width: 90%;" type="text"/> Up to 12 single-byte numeric letters Example)999999999999	

Intended address in Japan3

Address	<input style="width: 95%;" type="text"/> <small>Example)HANEDAKUKO, OTA-KU, TOKYO, ABC HOTEL</small>	Up to 100 single-byte characters using any combination of alphanumeric letters, signs, and spaces (upper case) The signs you can enter are , -	<input type="checkbox"/> Delete
Tel	<input style="width: 95%;" type="text"/> <small>Example)999999999999</small>	Up to 12 single-byte numeric letters	

Intended address in Japan4

Address	<input style="width: 95%;" type="text"/> <small>Example)HANEDAKUKO, OTA-KU, TOKYO, ABC HOTEL</small>	Up to 100 single-byte characters using any combination of alphanumeric letters, signs, and spaces (upper case) The signs you can enter are , -	<input type="checkbox"/> Delete
Tel	<input style="width: 95%;" type="text"/> <small>Example)999999999999</small>	Up to 12 single-byte numeric letters	

Intended address in Japan5

Address	<input style="width: 95%;" type="text"/> <small>Example)HANEDAKUKO, OTA-KU, TOKYO, ABC HOTEL</small>	Up to 100 single-byte characters using any combination of alphanumeric letters, signs, and spaces (upper case) The signs you can enter are , -	<input type="checkbox"/> Delete
Tel	<input style="width: 95%;" type="text"/> <small>Example)999999999999</small>	Up to 12 single-byte numeric letters	

3

4

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Page link number	Page item	Content
1	Error message	An error message will appear if there are any errors in your entries upon clicking the [Confirm] button. You will not be able to proceed to the next page until the errors have been corrected.
2	Disembarkation card information	Enter your disembarkation card information here. Your registered information will automatically appear after your first registration. <ul style="list-style-type: none"> ● Intended address in Japan If you enter multiple addresses, you will be able to select one at the automated gates.
3	[Confirm] button	If there are no errors in your entries, you will be able to proceed to the confirmation page (STEP 2). If there are any errors, an error message will appear at the top of the page.
4	[Back] button	Back to the menu.
5	[Logout] link	Log out from the Trusted Traveler Program Information System.

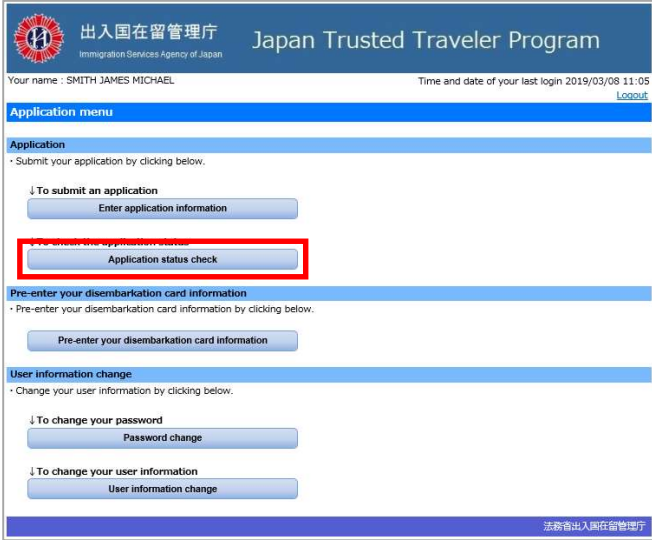
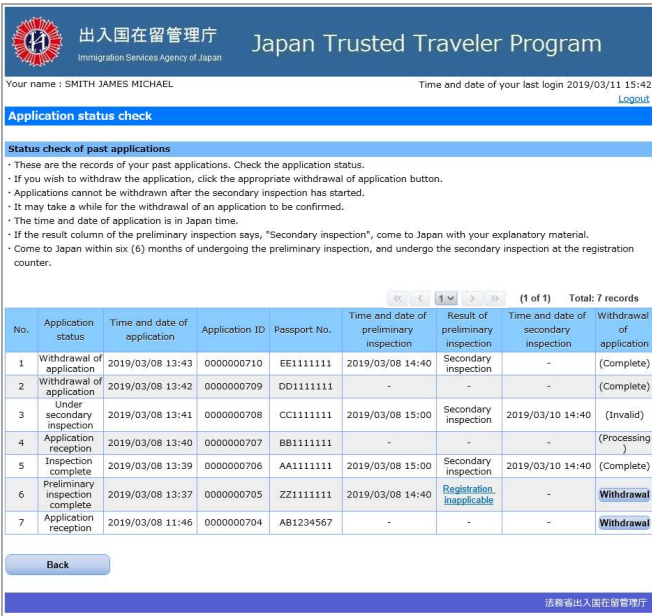
3.4 Application status check

The following is the procedure for checking the status of your application.


You cannot check the details of the application.

You will be able to carry out the following procedure after you have completed [3.1 User registration] of this manual.

3.4.1 Application status check flow

No	Page	Operational content
1		<p><u>Application menu</u></p> <p>Click the [Application status check] button on the menu and proceed to the next page.</p>
2		<p><u>Application status check</u></p> <p>This page displays the status of the user's application.</p> <p>Click the [Withdrawal] button to withdraw an application.</p> <p>Check [3.5 Withdrawal of application] of this manual for instructions on how to withdraw an application.</p>

3. 4. 2 Explanation on application status check



出入国在留管理庁

Immigration Services Agency of Japan

Japan Trusted Traveler Program

Your name : SMITH JAMES MICHAEL

Time and date of your last login 2019/03/11 15:42

3
Logout

Application status check

Status check of past applications

- These are the records of your past applications. Check the application status.
- If you wish to withdraw the application, click the appropriate withdrawal of application button.
- Applications cannot be withdrawn after the secondary inspection has started.
- It may take a while for the withdrawal of an application to be confirmed.
- The time and date of application is in Japan time.
- If the result column of the preliminary inspection says, "Secondary inspection", come to Japan with your explanatory material.
- Come to Japan within six (6) months of undergoing the preliminary inspection, and undergo the secondary inspection at the registration counter.

<<
<
1
>
>>
(1 of 1)
Total: 7 records

No.	Application status	Time and date of application	Application ID	Passport No.	Time and date of preliminary inspection	Result of preliminary inspection	Time and date of secondary inspection	Withdrawal of application
1	Withdrawal of application	2019/03/08 13:43	0000000710	EE11111111	2019/03/08 14:40	Secondary inspection	-	(Complete)
2	Withdrawal of application	2019/03/08 13:42	0000000709	DD11111111	-	-	-	(Complete)
3	Under secondary inspection	2019/03/08 13:41	0000000708	CC11111111	2019/03/08 15:00	Secondary inspection	2019/03/10 14:40	(Invalid)
4	Application reception	2019/03/08 13:40	0000000707	BB11111111	-	-	-	(Processing)
5	Inspection complete	2019/03/08 13:39	0000000706	AA11111111	2019/03/08 15:00	Secondary inspection	2019/03/10 14:40	(Complete)
6	Preliminary inspection complete	2019/03/08 13:37	0000000705	ZZ11111111	2019/03/08 14:40	Registration inapplicable	-	Withdrawal
7	Application reception	2019/03/08 11:46	0000000704	AB1234567	-	-	-	Withdrawal


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Page link number	Page item	Content
1	Status check of past applications	The status of your application will be shown here.

Page link number	Page item	Content
	Application status	<ul style="list-style-type: none"> - Application: The application for registration has been completed. - Application reception: The application has been received. - Under preliminary inspection: Undergoing the preliminary inspection. After the preliminary inspection has been completed, you will receive a [Notification of completion of preliminary inspection] message. - Preliminary inspection complete: The preliminary inspection has been completed. Check your [Notification of completion of preliminary inspection] message. - Under secondary inspection: Undergoing the secondary inspection. - Inspection complete: All inspections have been completed. - Withdrawal of application: The application has been withdrawn.
	Result of preliminary inspection	<ul style="list-style-type: none"> - Pending: The preliminary inspection has not been completed. - Secondary inspection: The preliminary inspection has been completed. Undergoing the secondary inspection. - Registration inapplicable: The preliminary inspection has been completed. The application for user registration has been denied. By clicking the link, it will move to the "Result of the preliminary inspection" page. Note that an application denied before March 2018 will not be shown as hyperlink text and unable to click it.
	Withdrawal of application	<ul style="list-style-type: none"> - Pending: The application cannot be withdrawn. - [Withdrawal] button: You can withdraw your application. Click if you wish to withdraw your application. - (Processing): Processing withdrawal of application. - (Invalid): The application cannot be withdrawn since the secondary inspection has already begun. - (Complete): The application has been withdrawn.
2	[Back] button	Clicking the [Back] button takes you back to the previous page.
3	[Logout] link	Log out from the Trusted Traveler Program Information System.

3. 4. 3 Result of the preliminary inspection information



出入国在留管理庁
Immigration Services Agency of Japan

Japan Trusted Traveler Program

Your name : SMITH JAMES MICHAEL

Time and date of your last login 2019/03/08 14:43

4
Logout

Confirming Result of preliminary inspection

1
Result of preliminary inspection

- For the purposes of "The reason for preliminary inspection Registration inapplicable"
 - "the Act" means the Immigration Control and Refugee Recognition Act
 - "the Ordinance" means the Ordinance for Enforcement of the Immigration Control and Refugee Recognition Act
 - "the Guide" means Information Guide for the Automated Gates (For Foreign Nationals Enrolled in the TTP)
 - "the app." means your application

The reason for preliminary inspection Registration inapplicable

The app. doesn't meet the requirement of Art.9.(8)(i)(c)(1)of the Act.(5(1)a/ 5(2)of the Guide)

The app. doesn't meet the requirement of Art.7-2.(3)(iv)b. of the Ordinance.(5(1)g/ 5(2)of the Guide)

The app. doesn't meet the requirement of Art.7-2.(3)(iii)b. of the Ordinance.(5(1)f/ 5(2)of the Guide)

You aren't enrolled in the GEP,which is one of the requirements of a TTP user.(5(2) of the Guide)

A copy of your passport page with the "Visa Waiver Registration" isn't submitted.

2
Applicable laws and regulations/ Information Guide for the Automated Gates (For Foreign Nationals Enrolled in the TTP)

- Make sure you have fulfilled the requirements of enrolling in the Trusted Traveler Program and have uploaded all the required documents, referring to the applicable laws and regulations and the Information Guide for the Automated Gates (For Foreign Nationals Enrolled in the TTP).
- You may open a PDF file by clicking on each link.

[出入国管理及び難民認定法](#)
Immigration Control and Refugee Recognition Act

[出入国管理及び難民認定法施行規則](#)
Ordinance for Enforcement of the Immigration Control and Refugee Recognition Act

[自動化ゲート利用案内（TTP用）](#)
Information Guide for the Automated Gates (For Foreign Nationals Enrolled in the TTP)

3
Back

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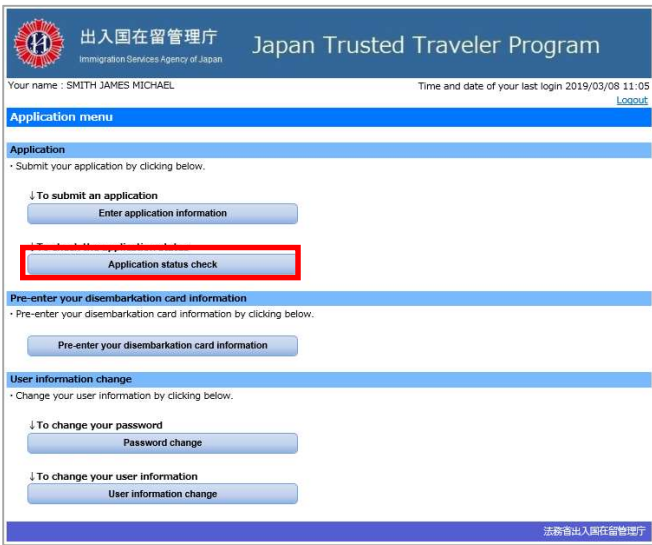
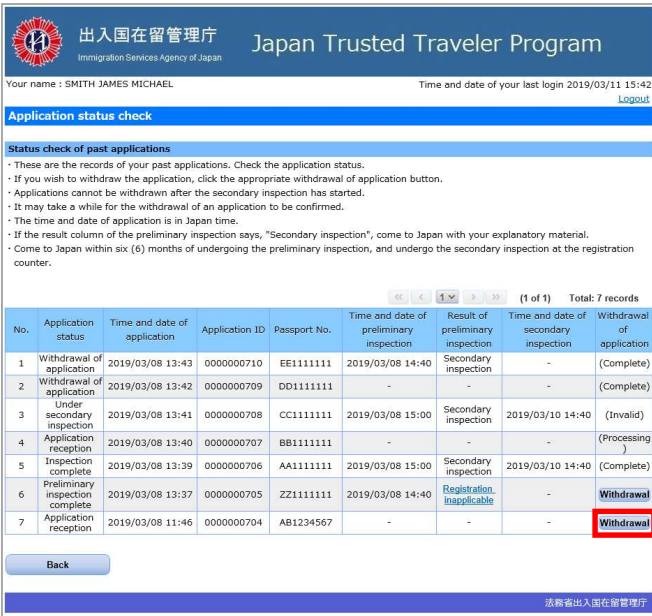
Page link number	Page item	Content
1	The preliminary inspection denied reason	Details of the preliminary inspection denied reason
2	"Applicable laws and regulations/ Information" link	By clicking the link, a PDF file about "Applicable laws and regulations/ Information" will open.
3	[Back] button	Clicking the [Back] button takes you back to the previous page.
4	[Logout] link	Log out from the Trusted Traveler Program Information System.

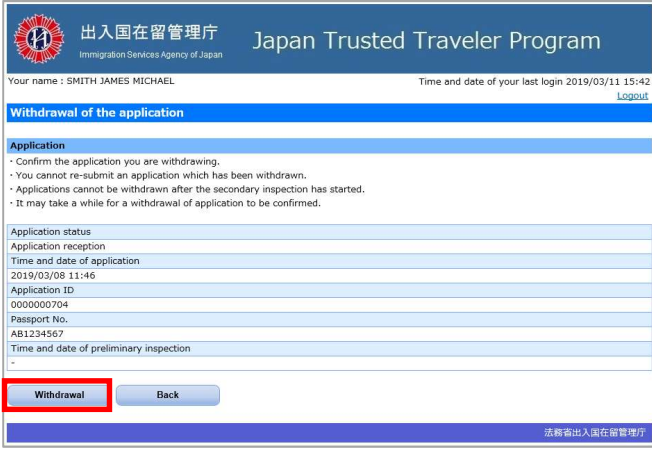
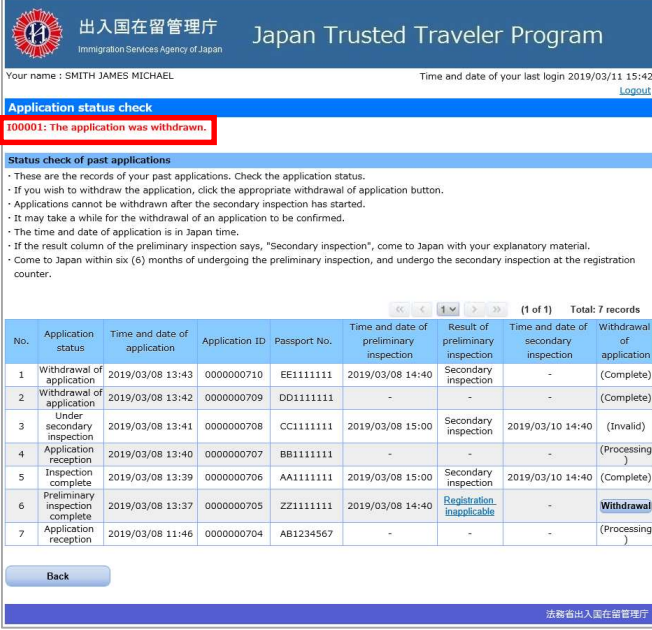
3.5 Withdrawal of the application

The following is the procedure for withdrawing an application registered with the Trusted Traveler Program Information System.

You will be able to carry out the following procedure after you have completed [3.1 User registration] of this manual.

3.5.1 Withdrawal of application flow

No	Page	Operational content																																																																								
1		<p><u>Application menu</u></p> <p>Click the [Application status check] button on the menu page and proceed to the next page.</p>																																																																								
2	 <table border="1"> <thead> <tr> <th>No.</th> <th>Application status</th> <th>Time and date of application</th> <th>Application ID</th> <th>Passport No.</th> <th>Time and date of preliminary inspection</th> <th>Result of preliminary inspection</th> <th>Time and date of secondary inspection</th> <th>Withdrawal of application</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Withdrawal of application</td> <td>2019/03/08 13:43</td> <td>0000000710</td> <td>EE1111111</td> <td>2019/03/08 14:40</td> <td>Secondary inspection</td> <td>-</td> <td>(Complete)</td> </tr> <tr> <td>2</td> <td>Withdrawal of application</td> <td>2019/03/08 13:42</td> <td>0000000709</td> <td>DD1111111</td> <td>-</td> <td>-</td> <td>-</td> <td>(Complete)</td> </tr> <tr> <td>3</td> <td>Under secondary inspection</td> <td>2019/03/08 13:41</td> <td>0000000708</td> <td>CC1111111</td> <td>2019/03/08 15:00</td> <td>Secondary inspection</td> <td>2019/03/10 14:40</td> <td>(Invalid)</td> </tr> <tr> <td>4</td> <td>Application reception</td> <td>2019/03/08 13:40</td> <td>0000000707</td> <td>BB1111111</td> <td>-</td> <td>-</td> <td>-</td> <td>(Processing)</td> </tr> <tr> <td>5</td> <td>Inspection complete</td> <td>2019/03/08 13:39</td> <td>0000000706</td> <td>AA1111111</td> <td>2019/03/08 15:00</td> <td>Secondary inspection</td> <td>2019/03/10 14:40</td> <td>(Complete)</td> </tr> <tr> <td>6</td> <td>Preliminary inspection complete</td> <td>2019/03/08 13:37</td> <td>0000000705</td> <td>ZZ1111111</td> <td>2019/03/08 14:40</td> <td>Registration inapplicable</td> <td>-</td> <td>Withdrawal</td> </tr> <tr> <td>7</td> <td>Application reception</td> <td>2019/03/08 11:46</td> <td>0000000704</td> <td>AB1234567</td> <td>-</td> <td>-</td> <td>-</td> <td>Withdrawal</td> </tr> </tbody> </table>	No.	Application status	Time and date of application	Application ID	Passport No.	Time and date of preliminary inspection	Result of preliminary inspection	Time and date of secondary inspection	Withdrawal of application	1	Withdrawal of application	2019/03/08 13:43	0000000710	EE1111111	2019/03/08 14:40	Secondary inspection	-	(Complete)	2	Withdrawal of application	2019/03/08 13:42	0000000709	DD1111111	-	-	-	(Complete)	3	Under secondary inspection	2019/03/08 13:41	0000000708	CC1111111	2019/03/08 15:00	Secondary inspection	2019/03/10 14:40	(Invalid)	4	Application reception	2019/03/08 13:40	0000000707	BB1111111	-	-	-	(Processing)	5	Inspection complete	2019/03/08 13:39	0000000706	AA1111111	2019/03/08 15:00	Secondary inspection	2019/03/10 14:40	(Complete)	6	Preliminary inspection complete	2019/03/08 13:37	0000000705	ZZ1111111	2019/03/08 14:40	Registration inapplicable	-	Withdrawal	7	Application reception	2019/03/08 11:46	0000000704	AB1234567	-	-	-	Withdrawal	<p><u>Application status check</u></p> <p>Click the [Withdrawal] button of the application you wish to withdraw and proceed to the next page.</p> <p>If the [Withdrawal] button is not displayed, that application cannot be withdrawn.</p> <p>Check [3.4.2 Explanation on application status check] of this manual for details on each of the fields of the page.</p>
No.	Application status	Time and date of application	Application ID	Passport No.	Time and date of preliminary inspection	Result of preliminary inspection	Time and date of secondary inspection	Withdrawal of application																																																																		
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7	Application reception	2019/03/08 11:46	0000000704	AB1234567	-	-	-	Withdrawal																																																																		

No	Page	Operational content																																																																								
3	 <p>The screenshot shows the 'Withdrawal of the application' page. At the top, it displays the user's name 'SMITH JAMES MICHAEL' and the last login time '2019/03/11 15:42'. The main heading is 'Withdrawal of the application'. Below this, there are instructions for withdrawing an application. A table shows the application status, including the application ID '000000704' and passport number 'AB1234567'. At the bottom, there are two buttons: 'Withdrawal' (highlighted with a red box) and 'Back'.</p>	<p><u>Withdrawal of the application</u></p> <p>Check the displayed information, click the [Withdrawal] button, and proceed to the next page.</p>																																																																								
4	 <p>The screenshot shows the 'Application status check' page. At the top, it displays the user's name 'SMITH JAMES MICHAEL' and the last login time '2019/03/11 15:42'. The main heading is 'Application status check'. A message '100001: The application was withdrawn.' is highlighted with a red box. Below this, there are instructions for checking past applications. A table shows a list of past applications with columns for No., Application status, Time and date of application, Application ID, Passport No., Time and date of preliminary inspection, Result of preliminary inspection, Time and date of secondary inspection, and Withdrawal of application. The table shows 7 records, with the 6th record marked as 'Withdrawal'. At the bottom, there is a 'Back' button.</p> <table border="1" data-bbox="300 1041 954 1265"> <thead> <tr> <th>No.</th> <th>Application status</th> <th>Time and date of application</th> <th>Application ID</th> <th>Passport No.</th> <th>Time and date of preliminary inspection</th> <th>Result of preliminary inspection</th> <th>Time and date of secondary inspection</th> <th>Withdrawal of application</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Withdrawal of application</td> <td>2019/03/08 13:43</td> <td>000000710</td> <td>EE1111111</td> <td>2019/03/08 14:40</td> <td>Secondary inspection</td> <td>-</td> <td>(Complete)</td> </tr> <tr> <td>2</td> <td>Withdrawal of application</td> <td>2019/03/08 13:42</td> <td>000000709</td> <td>DD1111111</td> <td>-</td> <td>-</td> <td>-</td> <td>(Complete)</td> </tr> <tr> <td>3</td> <td>Under secondary inspection</td> <td>2019/03/08 13:41</td> <td>000000708</td> <td>CC1111111</td> <td>2019/03/08 15:00</td> <td>Secondary inspection</td> <td>2019/03/10 14:40</td> <td>(Invalid)</td> </tr> <tr> <td>4</td> <td>Application reception</td> <td>2019/03/08 13:40</td> <td>000000707</td> <td>BB1111111</td> <td>-</td> <td>-</td> <td>-</td> <td>(Processing)</td> </tr> <tr> <td>5</td> <td>Inspection complete</td> <td>2019/03/08 13:39</td> <td>000000706</td> <td>AA1111111</td> <td>2019/03/08 15:00</td> <td>Secondary inspection</td> <td>2019/03/10 14:40</td> <td>(Complete)</td> </tr> <tr> <td>6</td> <td>Preliminary inspection complete</td> <td>2019/03/08 13:37</td> <td>000000705</td> <td>ZZ1111111</td> <td>2019/03/08 14:40</td> <td>Registration inapplicable</td> <td>-</td> <td>Withdrawal</td> </tr> <tr> <td>7</td> <td>Application reception</td> <td>2019/03/08 11:46</td> <td>000000704</td> <td>AB1234567</td> <td>-</td> <td>-</td> <td>-</td> <td>(Processing)</td> </tr> </tbody> </table>	No.	Application status	Time and date of application	Application ID	Passport No.	Time and date of preliminary inspection	Result of preliminary inspection	Time and date of secondary inspection	Withdrawal of application	1	Withdrawal of application	2019/03/08 13:43	000000710	EE1111111	2019/03/08 14:40	Secondary inspection	-	(Complete)	2	Withdrawal of application	2019/03/08 13:42	000000709	DD1111111	-	-	-	(Complete)	3	Under secondary inspection	2019/03/08 13:41	000000708	CC1111111	2019/03/08 15:00	Secondary inspection	2019/03/10 14:40	(Invalid)	4	Application reception	2019/03/08 13:40	000000707	BB1111111	-	-	-	(Processing)	5	Inspection complete	2019/03/08 13:39	000000706	AA1111111	2019/03/08 15:00	Secondary inspection	2019/03/10 14:40	(Complete)	6	Preliminary inspection complete	2019/03/08 13:37	000000705	ZZ1111111	2019/03/08 14:40	Registration inapplicable	-	Withdrawal	7	Application reception	2019/03/08 11:46	000000704	AB1234567	-	-	-	(Processing)	<p><u>Application status check</u></p> <p>This page indicates that the application has been withdrawn. A message will appear at the top of the page once we have processed your request to withdraw the application.</p>
No.	Application status	Time and date of application	Application ID	Passport No.	Time and date of preliminary inspection	Result of preliminary inspection	Time and date of secondary inspection	Withdrawal of application																																																																		
1	Withdrawal of application	2019/03/08 13:43	000000710	EE1111111	2019/03/08 14:40	Secondary inspection	-	(Complete)																																																																		
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7	Application reception	2019/03/08 11:46	000000704	AB1234567	-	-	-	(Processing)																																																																		

3. 5. 2 Explanation on withdrawal of the application

出入国在留管理庁 Japan Trusted Traveler Program
Immigration Services Agency of Japan

Your name : SMITH JAMES MICHAEL Time and date of your last login 2019/03/11 15:42

4 [Logout](#)

Withdrawal of the application

Application

- Confirm the application you are withdrawing.
- You cannot re-submit an application which has been withdrawn.
- Applications cannot be withdrawn after the secondary inspection has started.
- It may take a while for a withdrawal of application to be confirmed.

1

Application status
Application reception
Time and date of application
2019/03/08 11:46
Application ID
000000704
Passport No.
AB1234567
Time and date of preliminary inspection
-

2

[Withdrawal](#) [Back](#)

3 法務省出入国在留管理庁

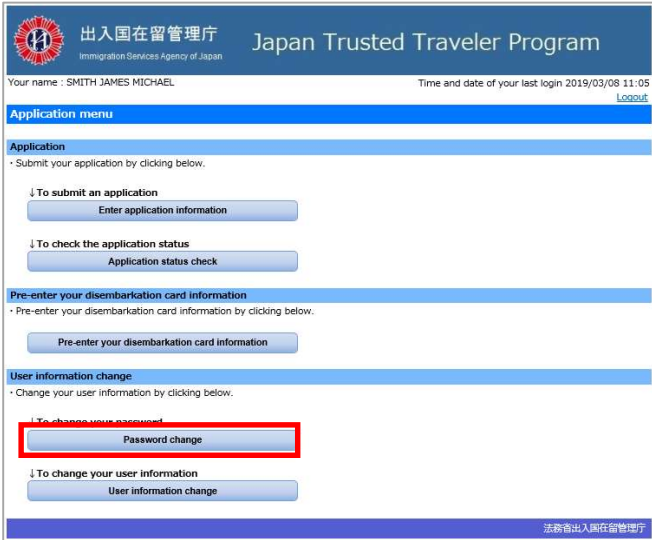
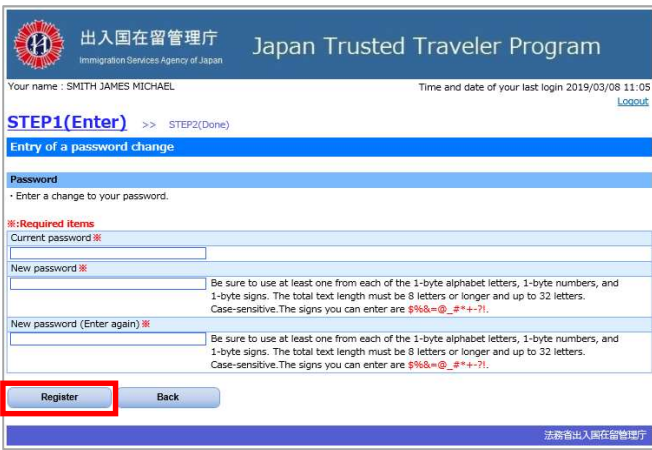
Page link number	Page item	Content
1	Application	Information on the application subject to withdrawal is shown here.
2	[Withdrawal] button	Proceed to the application status check page.
3	[Back] button	Clicking the [Back] button takes you back to the previous page.
4	[Logout] link	Log out from the Trusted Traveler Program Information System.


3.6 Password change

The following is the procedure for changing your login password.

You will be able to carry out the following procedure after you have completed [3.1 User registration] of this manual.

3.6.1 Password change flow

No	Page	Operational content
1		<p><u>Application menu</u></p> <p>Click the [Password change] button on the menu page and proceed to the next page.</p>
2		<p><u>STEP 1 (Enter)</u></p> <p>Enter your current password and your new password into the entry area.</p> <p>After entering each of the areas, click the [Register] button and proceed to the next page.</p> <p>Upon clicking the [Register] button, if there are any required items that you have not yet entered, or if there are any areas that were entered incorrectly, an error message will appear at the top of the page. You will not be able to proceed until the errors have been corrected.</p>

No	Page	Operational content
3		<p><u>STEP 2 (Done)</u></p> <p>This page indicates that the password change has been completed.</p> <p>A few minutes after the change has been completed, a [Change notification] message will be sent to you.</p>

3. 6. 2 Explanation on entry of a password change

出入国在留管理庁
Immigration Services Agency of Japan

Japan Trusted Traveler Program

Your name : SMITH JAMES MICHAEL Time and date of your last login

5 [Logout](#)

STEP1(Enter) >> STEP2(Done)

Entry of a password change

1 E20005: The current password entered is invalid. Enter it again.

Password

· Enter a change to your password.

2 ※:Required items

Current password ※

New password ※
 Be sure to use at least one from each of the 1-byte alphabet letters, 1-byte numbers, and 1-byte signs. The total text length must be 8 letters or longer and up to 32 letters. Case-sensitive. The signs you can enter are \$%&=@_#*+~?!

New password (Enter again) ※
 Be sure to use at least one from each of the 1-byte alphabet letters, 1-byte numbers, and 1-byte signs. The total text length must be 8 letters or longer and up to 32 letters. Case-sensitive. The signs you can enter are \$%&=@_#*+~?!

3 [Register](#) [Back](#)

4 法務省出入国在留管理庁

Page link number	Page item	Content
1	Error message	An error message will appear if there are any errors in your entries upon clicking the [Register] button. You will not be able to proceed to the next page until the errors have been corrected.

Page link number	Page item	Content
2	Password change information	<p>Enter your password.</p> <p>The required items are marked with an asterisk (*). These items must be filled in.</p> <ul style="list-style-type: none"> <p>• Password</p> <p>The password differentiates between uppercase and lowercase letters. A password which contains your User ID cannot be used. We cannot answer any inquiries regarding passwords, so be sure to remember and keep your password safe.</p> <p>The letters entered for the password are displayed as •.</p> <p>If you have forgotten your password, request re-notification of your User ID/password.</p> <p>Check [3.8 User ID/password re-notification] of this manual for instructions on requesting re-notification of your User ID/password.</p>
3	[Register] button	<p>If there are no errors in your entries, you will be able to proceed to the completion page (STEP 2).</p> <p>If there are any errors, an error message will appear at the top of the page.</p>
4	[Back] button	<p>Clicking the [Back] button takes you back to the previous page.</p>
5	[Logout] link	<p>Log out from the Trusted Traveler Program Information System.</p>

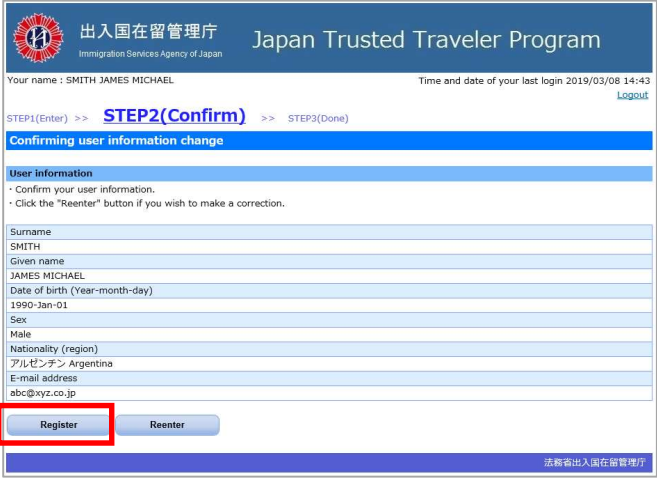
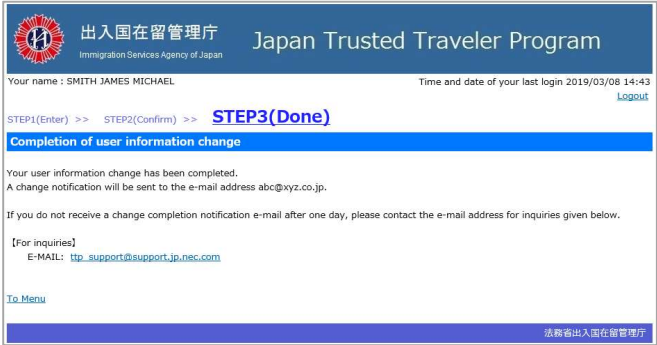
3.7 User information change

The following is the procedure for changing the user information registered with the Trusted Traveler Program Information System.

You will be able to carry out the following procedure after you have completed [3.1 User registration] of this manual.

3.7.1 User information change flow

No	Page	Operational content
1		<p><u>Application menu</u></p> <p>Click the [User information change] button on the menu page and proceed to the next page.</p>
2		<p><u>STEP 1 (Enter)</u></p> <p>Enter your user information. Enter the same information into each area (such as the identification areas) as in your passport.</p> <p>After you have entered your user information, click the [Confirm] button and proceed to the next page.</p> <p>Upon clicking the [Confirm] button, if there are any required items that you have not yet entered, or if there are any areas that were entered incorrectly, an error message will appear at the top of the page. You will not be able to proceed until the errors have been corrected.</p>

No	Page	Operational content
3	 <p>出入国在留管理庁 Immigration Services Agency of Japan</p> <p>Japan Trusted Traveler Program</p> <p>Your name : SMITH JAMES MICHAEL Time and date of your last login 2019/03/08 14:43 Logout</p> <p>STEP1(Enter) >> STEP2(Confirm) >> STEP3(Done)</p> <p>Confirming user information change</p> <p>User information</p> <ul style="list-style-type: none"> Confirm your user information. Click the "Reenter" button if you wish to make a correction. <p>Surname SMITH</p> <p>Given name JAMES MICHAEL</p> <p>Date of birth (Year-month-day) 1990-Jan-01</p> <p>Sex Male</p> <p>Nationality (region) アルゼンチン Argentina</p> <p>E-mail address abc@xyz.co.jp</p> <p>Register Reenter</p> <p>法務省出入国在留管理庁</p>	<p><u>STEP 2 (Confirm)</u></p> <p>After checking the information you entered in STEP 1 (Enter), click the [Register] button and proceed to the next page.</p> <p>If you wish to revise anything click the [Reenter] button, return to the previous page, and enter the correct information.</p>
4	 <p>出入国在留管理庁 Immigration Services Agency of Japan</p> <p>Japan Trusted Traveler Program</p> <p>Your name : SMITH JAMES MICHAEL Time and date of your last login 2019/03/08 14:43 Logout</p> <p>STEP1(Enter) >> STEP2(Confirm) >> STEP3(Done)</p> <p>Completion of user information change</p> <p>Your user information change has been completed. A change notification will be sent to the e-mail address abc@xyz.co.jp.</p> <p>If you do not receive a change completion notification e-mail after one day, please contact the e-mail address for inquiries given below.</p> <p>[For inquiries] E-MAIL: ttp_support@support.jp.nec.com</p> <p>To Menu</p> <p>法務省出入国在留管理庁</p>	<p><u>STEP 3 (Done)</u></p> <p>This page indicates that the user information change has been completed.</p> <p>A few minutes after the change has been completed, a [Change notification] message will be sent to the e-mail address registered in the above procedure.</p>

3. 7. 2 Explanation on entry of a user information change

出入国在留管理庁
Immigration Services Agency of Japan

Japan Trusted Traveler Program

Your name : SMITH JAMES MICHAEL Time and date of your last login 2013/08/14:45

STEP1(Enter) >> STEP2(Confirm) >> STEP3(Done)

Entry of user information change

1 E10001: Enter the items marked with a !.

User information

- Enter your user information.
- Enter your user information exactly as written in your passport.

2 ※:Required items

Surname ※
Example)SMITH
Single-byte alphabetical letters (uppercase), up to 104 letters for both the surname and the given name with spaces

Given name ※
Example)JAMES MICHAEL
Single-byte alphabetical letters (uppercase), up to 104 letters for both the surname and the given name with spaces

Date of birth (Year-month-day) ※
- -

Sex ※
 Male Female Other

Nationality (region) ※
-

E-mail address ※
Example)abc@xyz.co.jp
Up to 60 single-byte alphanumeric letters
The signs you can enter are ,'-_@

E-mail address (Enter again) ※
Example)abc@xyz.co.jp
Up to 60 single-byte alphanumeric letters
The signs you can enter are ,'-_@

3 Confirm Back

4 法務省出入国在留管理庁

Page link number	Page item	Content
1	Error message	An error message will appear if there are any errors in your entries upon clicking the [Confirm] button. You will not be able to proceed to the next page until the errors have been corrected.

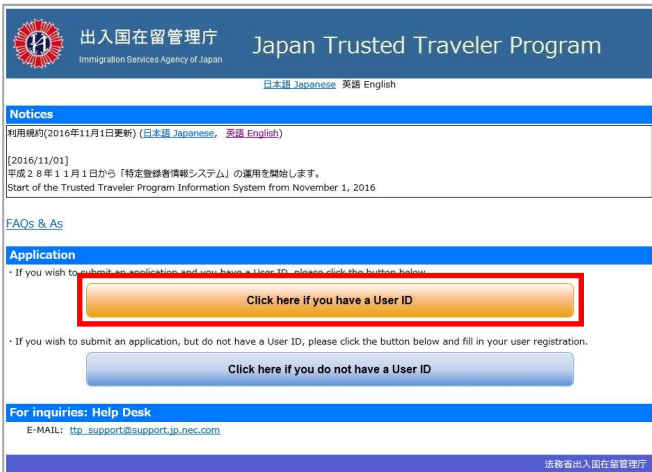

Page link number	Page item	Content
2	User information	<p>Enter your user information. Enter the same information as in your passport.</p> <p>The required items are marked with an asterisk (*). These items must be filled in.</p> <ul style="list-style-type: none"> ● Given name, Surname Please enter with spaces as in your passport. ● Nationality (region) Choose from the pull down list of nationalities and regions. The nationalities are mostly given in alphabetical order aside from a few exceptions. ● E-mail address Messages will automatically be sent to the e-mail address you entered in this page. Be sure to enter a valid e-mail address. Enable the domain settings beforehand if you wish to register your cellphone or a free e-mail address. ● Domain settings If you have any special domain settings in order to avoid receiving spam mail, be sure to remove any restrictions or alter the settings so you can receive messages from @ttp.moj.go.jp.
3	[Confirm] button	<p>If there are no errors in your entries, you will be able to proceed to the confirmation page (STEP 2).</p> <p>If there are any errors, an error message will appear at the top of the page.</p>
4	[Back] button	<p>Clicking the [Back] button takes you back to the previous page.</p>
5	[Logout] link	<p>Log out from the Trusted Traveler Program Information System.</p>

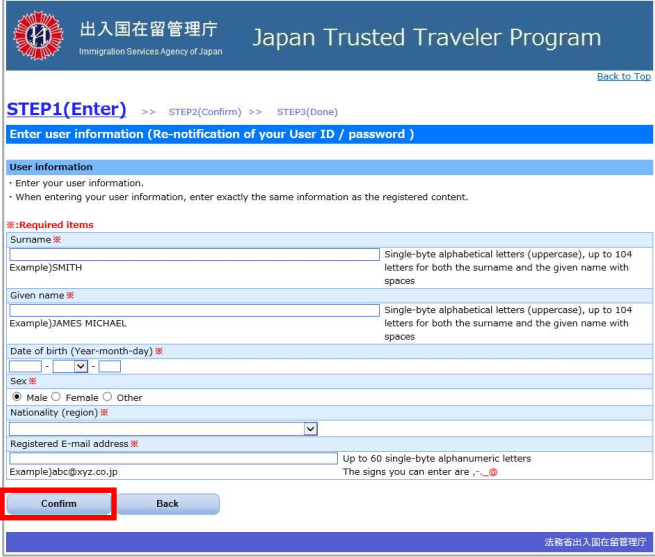
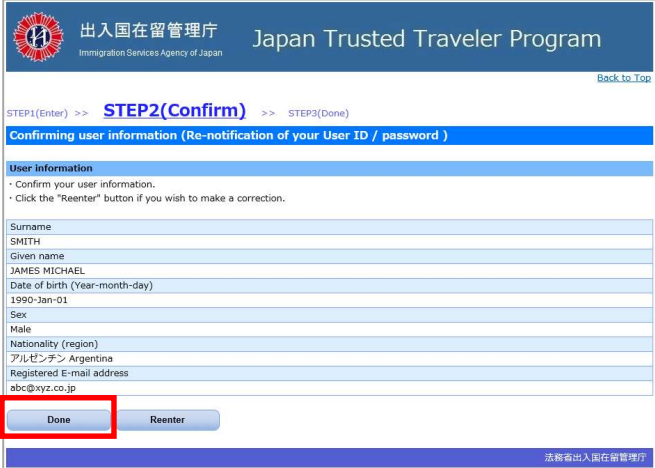
3.8 User ID/password re-notification


The following is the procedure for if you forget your User ID or password. Your User ID and a provisional password will be sent to the e-mail address registered in the Trusted Traveler Program Information System

Your old password will become invalid after a provisional password has been issued.

3.8.1 User ID/password re-notification flow

No	Page	Operational content
1		<p><u>HOME page</u></p> <p>Click the [Click here if you have a User ID] button on the HOME page and proceed to the next page.</p>
2		<p><u>Login page</u></p> <p>Click the [Reissuance of a User ID and/or password] link on the login page and proceed to the next page.</p>

No	Page	Operational content
3		<p><u>STEP 1 (Enter)</u></p> <p>Enter your user information. Enter the same information into each of the areas (such as the identification areas) as you entered in the Trusted Traveler Program Information System.</p> <p>After entering the areas, click the [Confirm] button and proceed to the next page. Upon clicking the [Confirm] button, if there are any required items you have not yet entered, or if there are any areas that were entered incorrectly, an error message will appear at the top of the page. You will not be able to proceed until the errors have been corrected.</p>
4		<p><u>STEP 2 (Confirm)</u></p> <p>After checking the information you entered in STEP 1 (Enter), click the [Done] button, and proceed to the next page.</p> <p>If you wish to revise anything, click the [Reenter] button, return to the previous page, and enter the correct information.</p> <p>Upon clicking the [Done] button, if any of your entries do not match the information in the Trusted Traveler Program Information System, an error message will appear at the top of the page. You will not be able to proceed until the error has been corrected.</p>

No	Page	Operational content
5		<p><u>STEP 3 (Done)</u></p> <p>This page indicates that the User ID/password re-notification has been completed.</p> <p>You will receive a [Notification of your User ID and provisional password] message a few minutes later.</p> <p>The notification will contain your User ID, provisional password, and login URL.</p> <p>Log into the URL with your User ID and provisional password, then change your password.</p> <p>Check [3.6 Password change] of this manual for instructions on how to change your password.</p>

3. 8. 2 Explanation on entry of user information (Re-notification of your User ID/password)

Page link number	Page item	Content
1	Error message	An error message will appear if there are any errors in your entries upon clicking the [Confirm] button. You will not be able to proceed to the next page until the errors have been corrected.









Page link number	Page item	Content
2	User information	<p>Enter your user information. Enter the same information as registered in the Trusted Traveler Program Information System.</p> <p>The required items are marked with an asterisk (*). These items must be filled in.</p> <ul style="list-style-type: none"> • Nationality (region) <p>Choose from the pull down list of nationalities and regions. The nationalities are mostly given in alphabetical order aside from a few exceptions.</p>
3	[Confirm] button	<p>If there are no errors in your entries, you will be able to proceed to the confirmation page (STEP 2).</p> <p>If there are any errors, an error message will appear at the top of the page.</p>
4	[Back] button	<p>Clicking the [Back] button takes you back to the previous page.</p>
5	[Back to Top] link	<p>Back to the HOME page.</p>

4 Others

4.1 Error messages

Error messages that may appear on the Trusted Traveler Program Information System are listed in the appendix.

Appendix: “List of error messages”

Message ID	Message	How to respond
E10001	Enter the items marked with a  .	Enter the items marked with a  .
E10002	There is an error in the items marked with a  . Check the entry and entry example on the screen, and enter the information again.	Check the entry and entry example on the screen, and enter the information again.
E10003	Enter {0} as written exactly in your passport. ({0}: error item name)	Enter {0} as written exactly in your passport.
E10004	Check whether the e-mail you entered uses the correct e-mail address format. Then, enter it again.	Check whether the e-mail you entered uses the correct e-mail address format. Then, enter it again.
E10005	Do not enter two straight spaces in {0}. ({0}: error item name)	Do not enter two straight spaces in {0}.
E10006	Enter the same value in {0} and {1}. ({0}: Mismatched item name 1) ({1}: Mismatched item name 2)	Enter the same value in {0} and {1}.
E10007	Enter a different value in {0} and {1}. ({0}: Matched item name 1) ({1}: Matched item name 2)	Enter a different value in {0} and {1}.
E10008	Enter the future date in {0}. ({0}: error item name)	Enter the future date in {0}.
E10009	Applications cannot be made with expired passports. Enter valid passport info.	Enter valid passport info.
E10010	The entered file marked with a  cannot be found. Check the file and upload it again.	Check the file contents and information input rules, and upload the file again.
E10011	The entered file marked with a  is too small. Check the file and upload it again.	Check the file contents and information input rules, and upload the file again.
E10012	The entered file marked with a  is too large. Check the file and upload it again.	Check the file contents and information input rules, and upload the file again.
E10013	The entered file marked with a  is not in the {0} format. Check the file and upload it again. ({0}: File format)	Check the file contents and information input rules, and upload the file again.
E10014	The entered file marked with a  already exists. Enter a different name.	Enter different names for each of the explanatory materials.
E10015	Upload the explanatory material {0} file. ({0}: Explanatory material number)	Upload explanatory material file {0}.

Message ID	Message	How to respond
E10016	Enter the name of the explanatory material {0}. ({0}: explanatory material number)	Enter the document name for explanatory material {0}.
E20001	User ID or password you entered may be invalid, or your account may be locked due to failure of log-in over the maximum number of times allowed. If the account is locked, it will automatically be unlocked after 24 hours. If you wish to unlock the account immediately, use "Reissuance of User ID and/or password" function.	This lock will automatically be removed after 24 hours. If you wish to unlock the account immediately, re-notify your User ID and password.
E20002	The provisional password has expired. Re-register as a user or re-notify your User ID and password.	Re-register as a user or re-notify your User ID and password.
E20003	Either the User ID or password entered is invalid. Enter it again.	Enter it again.
E20004	Enter a password that cannot be easily guessed.	Enter a password that cannot be easily guessed. You cannot use a password that includes your User ID.
E20005	The current password entered is invalid. Enter it again.	Enter it again.
E20006	Read and check the regulations of use before registering user information.	Check the regulations of use and click the confirm button.
E20007	The User ID is not valid.	Contact the helpdesk.
E30001	Application invalid. Another user has already submitted an application.	Contact the helpdesk, as there may have been unauthorized use.
E30002	The entered passport has already been used for an application. Check the application status.	Check your application status. When submitting a new application, please withdraw your previous application.
E30003	The application status has been renewed. Return to the application status check page and check the current application status.	Return to the application status check page and check the current application status before carrying out any action.
E40001	The user information you have entered is incorrect. Enter as entered exactly in your user registration.	Enter as entered exactly in your user registration.
E40002	The User ID you have entered is not valid. Enter another User ID.	User IDs that have already been registered cannot be used. Enter a different user ID.
E40003	The e-mail address you have entered cannot be registered. Enter another address.	E-mail addresses that are already in use cannot be registered. Enter a different e-mail address. If you do not remember registering your e-mail address, contact helpdesk, as there may have been unauthorized use.