CHECKLIST

FREE CHECKLIST · JAPAN FROM AUSTRALIA

Visit Japan Web, every screen

From making the account to the QR code you show when you land, plus the new Tax-Free QR code and the refund check on the way home.



COST	REAL SITE	QR CODES	TAX REFUND
Free	**vjw.digital.go.jp**	**One per traveller**	**Within 90 days**
From Japan's Digital Agency	Info at services.digital.go.jp	Shown on a phone or tablet	Customs check before you check in bags

Watch for fake sites. Japan Customs warns about fake websites impersonating Visit Japan Web; people have paid them to make their QR code. The real service is free.

HAVE THESE READY before you start

- ☐ **Passports for everyone you're registering**
- ☐ **An email address you can open now**
- ☐ **Flight number and arrival date**
- ☐ **First hotel's address and phone number**
- ☐ **A phone with a camera**
- ☐ **Up to 10 family members**
  Can go on your account, each with their own QR code

BEFORE YOU FLY on the real site

☐ **1 Create the account**
Email and a password of **10+ characters** (upper case, lower case, numbers and symbols). Keep the confirmation-code screen open: closing it cancels the code. No email? Check spam for mail from @vjw.digital.go.jp.

www.vjw.digital.go.jp

☐ **2 Your details and passport**
Scan with camera (recommended) or type it in. Won't scan? Try bright light without reflections, or enter it yourself. Check every field it fills in.

OFFICIAL MANUAL
www.vjw.digital.go.jp/manual/main/visitjapanweb_manual_en.html

☐ **3 Register the trip**
Arrival date and flight (codeshare: the main airline's flight number). Several hotels: enter the first one, with its contact phone number. Connecting flights: open the "If you are connecting multiple flights" link.

OFFICIAL MANUAL
www.vjw.digital.go.jp/manual/main/visitjapanweb_manual_en.html

☐ **4 Immigration clearance and Customs declaration**
"Last flight No." = the flight that lands you in Japan. Tourists enter **90 days or less**. Adult allowances: 3 bottles of alcohol, 200 cigarettes, 2 oz of perfume. Personal items worth 10,000 yen or less each needn't be listed. Tick "true and correct", then Register.

CUSTOMS ALLOWANCES
www.customs.go.jp/english/summary/passenger.htm

☐ **5 A QR code for each traveller** SCREENSHOT EACH
Display QR Code, then switch people with the drop-down. **A screenshot is accepted**, but change anything and make a new code. Stay logged in and the code also works offline.

OFFICIAL FAQ
www.vjw.digital.go.jp/main/#/vjwpco011-en

☐ **6 No Japanese phone number?**
The manual asks for "your telephone number in Japan" and doesn't cover having none. Ask the official chatbot rather than guess.

chatbot.vjw.digital.go.jp/qadialog_webchat

IN JAPAN landing, shopping, going home

- [ ] **7 Land: kiosk, immigration, customs e-gate**
  Integrated kiosks (Narita T3, Haneda, Kansai, Fukuoka) take your QR code and passport together. Customs e-gates at 7 airports: masks and sunglasses off. Bags can still be inspected.
  www.customs.go.jp/english/passenger/egate.htm

- [ ] **8 Make your Tax-Free QR code**
  Register your passport photo page and landing permission seal. **Screenshots of it can't be used**, and it doesn't replace your passport: keep that with you. Check the shop accepts it. Tax-free starts at 5,000 yen (excluding tax) per day at one store.
  services.digital.go.jp/en/visit-japan-web/guide

- [ ] **9 Going home: the customs check** WITHIN 90 DAYS
  Before you check in your bags, within 90 days of buying, with every item from each receipt together: **one missing item voids that receipt's refund**. At 7 airports you can do it on your phone in Visit Japan Web, on the dedicated Wi-Fi before security. "Not Completed": go to the customs counter.
  www.mlit.go.jp/kankocho/tax-free/page01_000001_00028.html

YOUR TRIP what the forms ask for

Flight that lands you in Japan (number)

Arrival date

First hotel's name and address

First hotel's phone number

NOTES