

November 6, 2017

West Japan Railway Company
Central Japan Railway Company

Release of “Tokaido Sanyo Shinkansen Reservation App”

JR Central and JR West released a new free smartphone app, the Tokaido Sanyo Shinkansen Reservation App through which users may purchase tickets for the Tokaido Sanyo bullet train line, Japan’s main artery connecting Tokyo, Mt. Fuji, Nagoya, Kyoto, Osaka, Hiroshima, Hakata and other destinations.

For travelers and businesspeople visiting Japan, the Shinkansen offers high speed and convenience. Trains run frequently and on time. Seating is readily available, and travel is comfortable, safe and enjoyable. The Shinkansen is an efficient and reliable choice for long distances as well as short day trips.

Of course, Shinkansen tickets may be purchased at station ticket offices in Japan. But, this new app makes it easy and simple to book and buy tickets from countries outside of Japan. Moreover, you may change your booking as many times as you like without any additional charge. This app is a must-have for anyone doing business or traveling in Japan.

*Service available in English.

See attached

See also the website for more details.

<https://smart-ex.jp/en/lp/app/>

Features

- Book seats and purchase tickets
 - Beginning one month prior to departure
 - Both inside and outside Japan
- Change reservations
 - Without charge
 - As many times as you like
 - Up to four minutes before departure
- Receive tickets
 - Use the credit card that you paid with to collect your tickets easily and quickly at ticket machines in Tokaido Sanyo Shinkansen stations
- No train restrictions

- Tickets may be booked and purchased for all Tokaido Sanyo line trains, including the fastest NOZOMI, with up to 10 departures per hour during peak times.

Countries and regions

The app service is provided in the United States, Australia, Singapore and Hong Kong (as of November 2017).

Download URLs (free to download and use)

Android: https://play.google.com/store/apps/details?id=jp.co.jr_central.exreserve.or

iOS: <https://itunes.apple.com/us/app/id1253336330?l=en&ls=1&mt=8>

* Credit cards

Visa, Mastercard, JCB, American Express and Diners Club cards are accepted.

Tokaido Sanyo Shinkansen Reservation APP Easy and Convenient Shinkansen Travel!

1. Download App

Download the free app from Google Play or the App store.



smartEX App

Android

iOS



Service available in English.



Countries and regions (as of November 2017)



United States



Australia



Singapore



Hong Kong

*To download the app, please make sure your registered app store country/region and the app store country where the app is available for download are identical

2. Register

Register your credit card and other details to immediately start using this service.



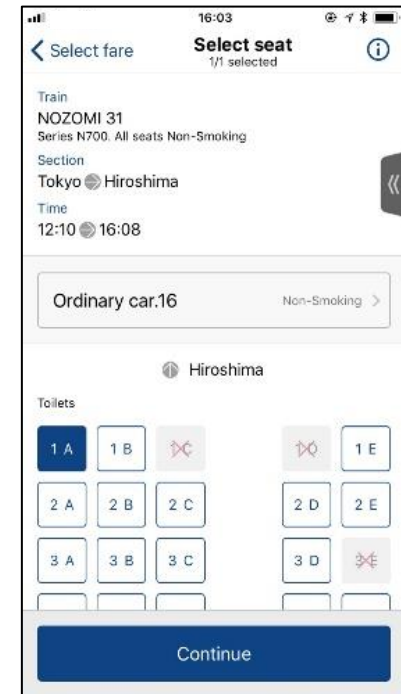
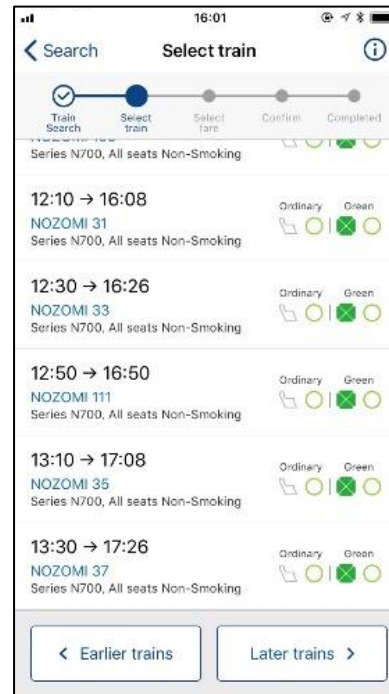
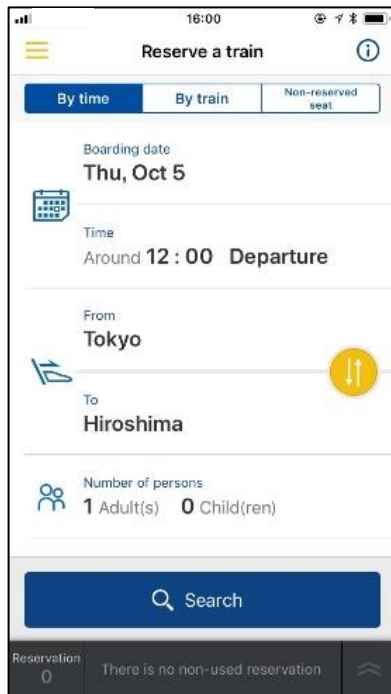
Credit
Card



※Your purchase (payment) will be completed with your registered credit card.

3. Reserve your seat and purchase the ticket

- Seats may be booked and tickets purchased one month in advance and up to 4 minutes before departure.
- Family or group travel? Book up to six people at once.
- No need to check timetables. Simply select a departure or arrival time to choose your train.
- Want a seat with a view of Mt. Fuji? Find the seat you want on the seat map.



*The process of making/changing reservations is subject to certain restrictions such as booking desk opening times, etc.

4. Change your reservation

You may change reservations as many times as you like without charge.

5. Pick up your ticket and ride

- No need to line up at a ticket office. Use the credit card that you paid with to collect your tickets easily and quickly at ticket machines in Tokaido Sanyo Shinkansen stations.



Image of ticket machine and ticket.

Ticket issued with this service will be in both English and Japanese from spring 2018.

6. And more!

- Enjoy full service! Tickets may be booked and purchased for all Tokaido Sanyo line trains, including the fastest NOZOMI, with up to 10 departures per hour during peak times.
- If you have Suica, PASMO or another IC card*, register it along with your credit card to go ticketless.

* Japan's 10 public transportation IC cards accepted.



Note: App service not available in conjunction with Japan Rail Pass and some other products.

- See the website for more details <https://smart-ex.jp/en/lp/app>

