Shin-Osaka
新大阪
 shin o osaka

To Tokyo
Shinkansen concourse
Waiting room
Shinkansen Gate
Waiting space
To Kyoto
Conventional line concourse
East Gate
JR-West Stationmaster Office
North Gate (To Shin-Osaka
Hankyu BLDG)

4F
To Okayama
Transfer Gate

3F
Central Gate

Souvenir shops
Waiting room
Travel Service Center SHIN-Osaka
West Gate
Midosuji restaurants
Under construction
JR Tokai

2F
Aji no Machi restaurant floor
Railway Police
Baggage Room
EKIRIKUN bicycle rental service

1F
JR Ticket Office
Ticket vending machine
Fare adjustment office
Nippon Travel Agency
Toilets
Wheelchair-accessible Toilets
Coin lockers
Buses
Taxis
Seven-Eleven Heart-in
Elevator

Explanation of icons:
- JR Ticket Office (Midori-no-madoguchi)
- Ticket vending machine
- Fare adjustment office
- Nippon Travel Agency
- Toilets
- Wheelchair-accessible Toilets
- Coin lockers
- Buses
- Taxis
- Seven-Eleven Heart-in
- Elevator
- Automated external defibrillator (AED)
- Information
- Baggage Room
- Lost & Found
- Track number
- Ticket gate
- Shinkansen conventional lines transfer ticket gate
- Central Gate
- Name of Ticket gate
- Escalator
- Free public wireless LAN
Passengers may go from the Shinkansen concourse to the platform for track number 20 via elevator.