Frequently Asked Questions

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1．Online payment with a credit card

1.1 What credit cards are accepted?

Credit cards that bear any of the following logos are accepted.
Visa / Mastercard / JCB / Diners Club / American Express

1.2 Can payment be made using debit cards, prepaid cards, or e-money?

Debit cards issued by leading credit card brands are accepted. Prepaid cards and other forms of e-money are not accepted.

1.3 Can I earn credit card points when using my credit card for this purchase?

Your credit card points policy ist set by your credit card company. Please inquire with your credit card company.

1.4 What currency will be used for the payment?

Payments are processed in Japanese yen. No other currencies are accepted. You may have to pay foreign-transaction fees when using a credit card issued outside of Japan depending on the terms and conditions of your credit card company.

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2． Payment procedure (1/4)

2.1 Can I pay by credit card at convenience stores in Japan or at domestic or Japanese overseas establishments?

It is not possible to pay by credit card at convenience stores in Japan or at domestic or Japanese overseas establishments. However, online payment using a smartphone or other device is possible.

2.2 Once I have paid a fee by credit card, must all future fee payments also be made by credit card?

No. You can choose your payment method each time you make a payment.

2.3 Should the applicant and the name of the credit card holder be identical?

In principle, the applicant and the credit card holder must be the same person.
As an exception, when the payments are made by the legal representative (person with parental authority, guardian, etc.) of the applicant due to reasons such as the applicant being a minor, the credit card holder himself/herself must complete the payment procedure since the applicant and the credit card holder is different.
The credit card holder should not lend their credit card or share their credit card details with the applicant for payments.

2.4 Can I use my credit card to pay in installments?

No. Only one-time payments are accepted.

2.5 Can I use more than one credit card for a single payment?

No. Only one credit card can be used to make a single payment.

2.6 When will the credit card payment be charged to my account?

The due date will differ depending on your credit card company. Please refer to the billing statement issued by your credit card company or inquire with the company indicated on your card.

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2．Payment procedure (2/4)

2.7 When is the completion date of the payment?

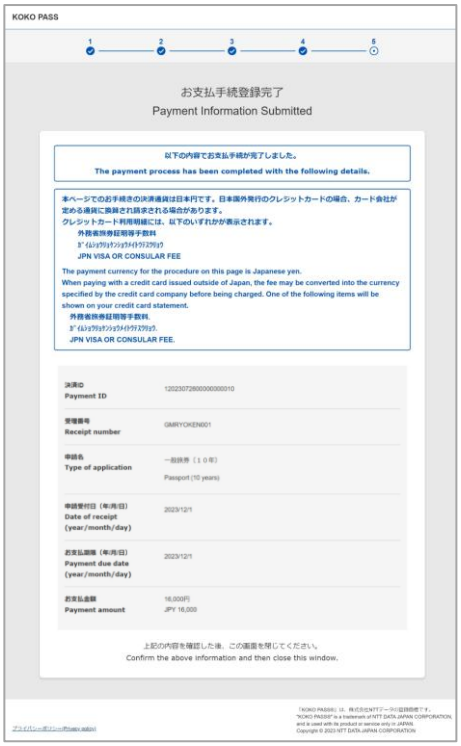
The completion date of the payment will be the issuance date of the passport, eVISA or ID certificate.

2.8 Will a receipt be issued?

A receipt will not be issued. Please use the billing statement issued by your credit card company or print the payment process completed screen.

2.9 After the passport, eVISA, or ID certificate is issued, how can I check the payment details?

After two days of receiving the delivery, you can check the status and details by accessing the specified URL. Please note that this function will no longer be available after the payment due date.



2.10 Is it possible to switch from credit card to cash payment?

It is possible to switch from credit card to cash payment before the passport or ID certificate is issued. Please ask pay by cash at the counter.
As for eVISA, only payment by credit card is available.

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2. Payment procedure (3/4)

2.11 Is it possible to cancel a credit card payment?

Once issued, it will no longer be possible to cancel credit card payments or to change the credit card.

2.12 Is it possible to check payment details, such as the registered credit card and payment amount, once the payment procedure is completed?

Yes. You can check your payment details on the screen as described in the credit card payment manual under the procedure of "Change Credit Card." Please note that only the last 4-digits of your credit card number will be displayed.

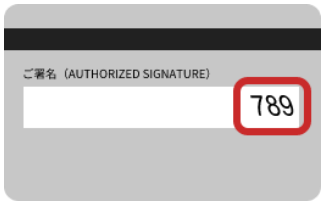
2.13 If the payment procedure is not completed by the due date (YY/MM/DD), is it possible to restart the payment procedure?

The payment procedure cannot be restarted. For applicants requesting the issuance of a passport or ID certificate, the payment due date (YY/MM/DD) is identical to the receipt deadline (for eVISA issuance, payment the due period is 90 days). Payment must be made by the due date.

2.14 What is a security code?

The security code is the last 3-digit number shown near the signature space on the back of the credit card or the 4-digit number shown on the front. (The location and number of digits will differ depending on your card.) If you cannot find your security code, please inquire with your credit card company.

Visa / Mastercard / JCB / Diners Club



Back of the card: 3-digit number found near the signature space.

American Express

Front of the card: 4-digit number

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2．Payment procedure (4/4)

2.15 How will it appear in my credit card billing statement?

It may be shown in kanji, half-width kana or alphabetical characters, depending on the credit card company. This applies commonly to the issuance of passports, eVISA, and ID certificates.

In the case of kanji:外務省旅券証明等手数料
In the case of half-width kana:ｶﾞｲﾑｼｮｳﾘｮｹﾝｼｮｳﾒｲﾄｳﾃｽｳﾘｮｳ
In the case of alphabetical characters: JPN VISA OR CONSULAR FEE

Please note that there may be a period at the end if the card was issued by a credit card issuer that is not Japanese.

In the case of kanji:外務省旅券証明等手数料.
In the case of half-width kana:ｶﾞｲﾑｼｮｳﾘｮｹﾝｼｮｳﾒｲﾄｳﾃｽｳﾘｮｳ.
In the case of alphabetical characters: JPN VISA OR CONSULAR FEE.

2.16 On the screen where I enter my credit card information, there is a field to enter my email address. What should I enter?

Due to increased security measures, entering an email address is now mandatory, so please enter the email address registered with your credit card company.

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3. Other (1/2)

3.1 Are there any times when credit card payment will not be available?

The service will not be available during the following hours:

- 19:00 on January 1 – 12:00 January 2 (Japan Time)
- Saturday before the third Sunday 20:30 to the third Sunday 12:00 in June and September (Japan Standard Time)

Please understand that service may be suspended during hours other than the above in some cases.

3.2 Is anything in particular I should pay attention to when using the online payment method?

Please refer to "Note on Use" posted on NTT DATA JAPAN CORPORATION's website for further information on credit card payment procedures for consular fees related to the issuance of passports, eVISA and ID certificates.

3.3 I registered my credit card, checked my credit card statement and found a charge of 1 yen (or 2 yen). What is that?

Depending on the credit card company, your credit card may be charged 1 or 2yen (preauthorization fee) to check the validity of the credit card "1 yen authorization". If the transaction is not successful, the fee will be refunded. If the transaction is successful, the fee will be refunded and then the actual invoice will be charged or the invoice amount minus 1 or 2 yen will be charged. The estimated timeframe for the refund and whether the fee will be shown on the billing details depend on the credit card company. Please contact your credit card company for details. Note that procedures related to your application are being processed until you receive notification of completion. Please wait for the issuance.

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3. 4 What should I do when an error message appears?

You can find the possible solution to the problem in the table below.
If you cannot solve the problem, please contact us at the email address shown on the last page of this FAQ.

Error Code	Error message	Solution
MSFWOLW2012-gm	Your payment cannot be processed because your due date has passed.	You cannot make an online payment because your due date has passed. For eVISA, please contact the Japanese overseas establishment to withdraw your application and reapply. For certificates, please withdraw your application, and reapply. For passport, please contact the passport office or the Japanese overseas establishment where you will receive your passport.
MSFWOLW1014-00	The URL is invalid.	When copying and pasting URLs, please make sure that you are not copying extra text, or that the URL is not cut off in the middle. Some errors can be resolved by trying another browser.
MSFWOLW2013-gm	Your payment cannot be processed because the payment process has been cancelled.	You cannot make an online payment because the payment process has been cancelled.
MSFWOLW2014-gm	This card is not valid. Please enter the details of a different card.	Please contact your credit card company. If you wish to continue with a different card, please enter the details of that card.
MSFWOLW2015-gm	The card details you entered have already been registered.	The card details you entered have already been registered. If you wish to continue with a different card, please enter the details of that card.
MSFWOLW2017-gm	A system error has occurred. Please try again later.	The error may have occurred due to the device environment you are using. Please check the recommended environment (https://kokopass.jp/mofa/pdf/notes_on_use_e.pdf) and try a different device or a different browser.

To send inquiry e-mail to Consular Policy Division, the Ministry of Foreign Affairs
ryousei-paybycard@mofa.go.jp

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