Paying at a Convenience Store

出入国在留管理庁
ISA Immigration Services Agency



STEP1

Select 「コンビニ」 (Convenience store).

[Important]
Please be sure to check the following:

- The payee is shown as **「出入国在留管理庁」** (Immigration Services Agency).
- The receipt number (受付番号) is the receipt number of the application you are paying for.



STEP2

① Enter your email address.

You may use an email address different from the one you registered as a user. The “payment application completed” and “payment completed” emails will be sent to the address you enter.

② After entering your email address, tap 「お支払い手続きに進む」 (Proceed to payment).

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STEP3

Check the amount displayed and tap 「次へ」 (Next).

[Important]
The application fee shown already includes the payment processing fee and consumption tax.

You cannot change this amount yourself.



STEP4

① Select the store where you will pay.
② Enter the payer's name and telephone number, then tap 「次へ」 (Next).

[Important]
Enter the name of the applicant.
Surname (姓) and given name (名) may each be up to 10 full-width characters. If a name is longer, enter as much as the field allows.

<Characters allowed>
Kanji, hiragana, katakana, Latin letters

* Characters other than standard (jōyō) kanji may not be accepted.
[Examples of characters that cannot be used]
髙、﨑、琦、栁、德、悟、棄、郎、朗、彌、国、iii、III

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STEP5

Check the details and tap 「この内容で決済申込」 (Apply for payment with these details).



STEP6

Take a screenshot or write down the payment deadline (支払期限) and the receipt number (受付番号).
When finished, tap 「完了」 (Done).

[Important]
The “receipt number” (受付番号) shown here is the number needed to make the payment. It is **different** from your application receipt number.

When paying at the convenience store, you will need:

- Payment deadline (支払期限)
- Receipt number (受付番号)

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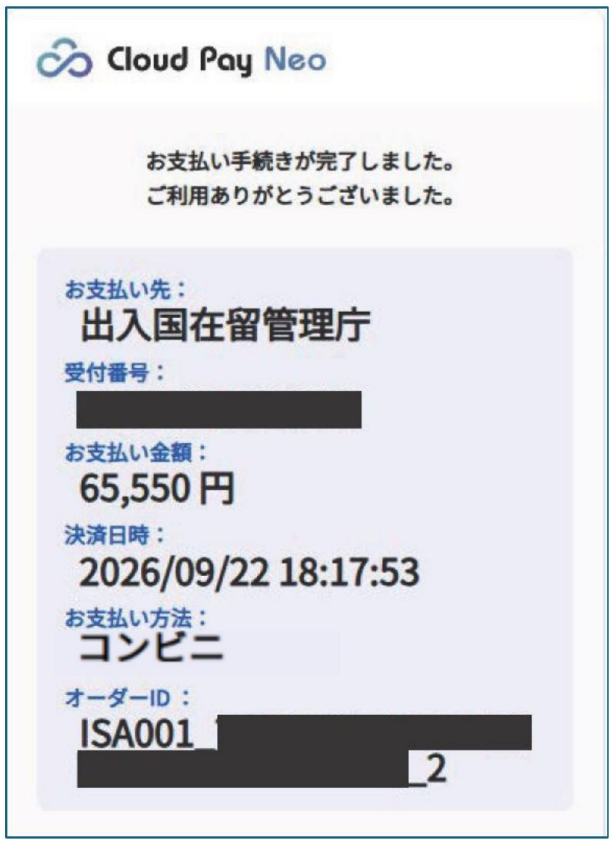
Immigration Services Agency



STEP7

Your payment application is complete.

[Important]
The fee has NOT been paid yet at this point.
Please pay at the convenience store.

Sample email: application submitted

When your payment application is complete, the email below is sent to you. If you forgot to write down the receipt number and other details in STEP 6, please check this email. It is sent from an address ending in "@veritrans.jp".
(Subject: 決済申込完了のお知らせ（コンビニ決済） – Notice of payment application)

差出人: 出入国在留管理庁 <no-reply@veritrans.jp>
送信日時: 2026年9月22日火曜日 18:18
宛先: [redacted]
件名: 決済申込完了のお知らせ（コンビニ決済）

本メールは自動でお送りしております。
本メールに返信されても、返信内容の確認およびご返答ができません。
あらかじめご了承ください。

この度は、出入国在留管理庁在留申請オンラインシステムをご利用いただきまして、ありがとうございます。

店舗名 : 出入国在留管理庁在留申請オンラインシステム
決済方法 : コンビニエンスストア支払
取引ID : ISA001_[redacted]_2

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出入国在留管理庁
Immigration Services Agency
ISA

For how to pay after completing the payment application, please see the pages below (Japanese).

[How to pay at a convenience store] *These links go to the payment service provider's website.

○ LAWSON / MINISTOP
https://www.veritrans.co.jp/user_support/lawson.html

○ FamilyMart
https://www.veritrans.co.jp/user_support/familymart.html

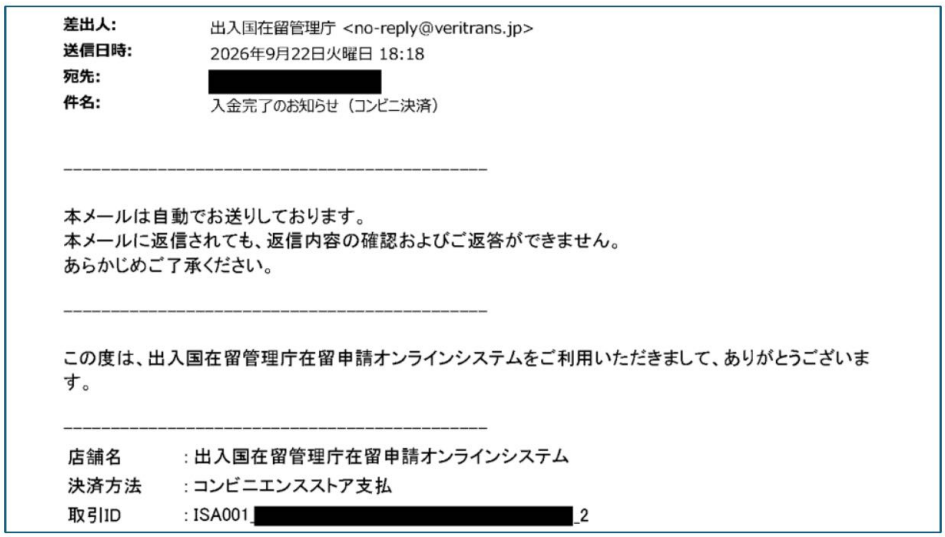
○ 7-Eleven
https://www.veritrans.co.jp/user_support/seveneleven.html

○ Daily Yamazaki
https://www.veritrans.co.jp/user_support/yamazaki.html

○ Seicomart
https://www.veritrans.co.jp/user_support/seicomart.html

Sample email: payment completed

When the fee has been paid, the email below is sent to you. **Do not delete this email — keep it until you have received your residence card.** It is sent from an address ending in "@veritrans.jp". (Subject: 入金完了のお知らせ（コンビニ決済） – Notice of payment received)



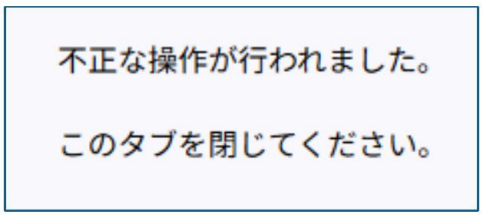
差出人: 出入国在留管理庁 <no-reply@veritrans.jp>
送信日時: 2026年9月22日火曜日 18:18
宛先: [redacted]
件名: 入金完了のお知らせ（コンビニ決済）

本メールは自動でお送りしております。
本メールに返信されても、返信内容の確認およびご返答ができません。
あらかじめご了承ください。

この度は、出入国在留管理庁在留申請オンラインシステムをご利用いただきまして、ありがとうございます。

店舗名 : 出入国在留管理庁在留申請オンラインシステム
決済方法 : コンビニエンスストア支払
取引ID : ISA001_[redacted]_2

Important



不正な操作が行われました。

このタブを閉じてください。

↑ "An unauthorized operation was performed. Please close this tab."

Once a payment application has been completed, the payment URL becomes invalid.
If you entered something incorrectly or want to change the payment method, please contact the regional immigration services bureau that accepted your application.
Also, if you have not yet paid and the STEP 1 screen does not appear when you open the payment URL (the message on the left is shown instead), please contact the regional immigration services bureau that accepted your application.

[Contact]
Immigration Services Agency website
https://www.moj.go.jp/isa/about/region/index.html