

Ticket Purchase Procedures

If you purchase from the official website

(1) Open the BYU Japan Tour page from your computer or smartphone

[The tour URL <https://byuasiatour.com/>]

(2) For PCs: Open [Tickets] listed at the top.

For cell phones: Tap [≡] and open [Tickets].

(3) Open [TICKETS] of the performance in the location of your choice.

(4) Open [Apply], confirm the performance information, select [Type of Seats], and enter the number of tickets.

(5) Register as a free member of the ticket site [e-plus] from [Click here for first time users] *If you are already a member, open [Go to login page].

(6) Proceed to the payment screen

When purchasing from a FamilyMart multi-copy machine

For more information, please visit [<https://tinyurl.com/BYU-ticket>]

(1) Select "Tickets" from the multi-copier TOP menu.

(2) Select "Find and purchase tickets

(3) Search for performances by genre or keyword "BYU

(4) Select your desired performance

(5) Select your preferred performance date

(6) Confirm the details of the performance and select "OK

(7) Enter the number of seats you wish to purchase and select "OK".

(8) Confirm details and number of tickets for the performance and select "OK

(9) Confirm the contents and select "I agree.

(10) Enter the name of the purchaser and select "OK" *Please leave a space between the first and last name

(11) Enter the purchaser's phone number and select "OK

(12) Confirm your application details, name and phone number, and select "Ticketing Application".

(13) When the application is completed, an "M Copy Service Coupon" (long receipt) will be output.

(14) Please bring the application ticket output from the multi-copier to the cashier within 30 minutes.

You can pick up your ticket after paying the ticket price.

Payment Method

Credit] Available:

UC, Saison, Master, JCB, American Express, VISA, DC

diners' club

precautions

*Overseas-issued credit cards are not accepted.

*When using a debit card, please be sure to check the balance in advance.

*If you are using a credit card that is covered by 3D Secure, please enter the password that you registered with your credit card company before completing your application.

Convenience store payment] *Payment charge: 220 yen

FamilyMart, Inc.

Select either the **payment slip number [13 digits]** or the **smartphone barcode display** to pay.

Click here for the payment form: <https://support-qa.eplus.jp/hc/ja/articles/6631341997849>

Barcode here: <https://support-qa.eplus.jp/hc/ja/articles/360041662573>

7-Eleven

Please tell the clerk at the cash register your **payment slip number [13 digits]**.

For more information: <https://support-qa.eplus.jp/hc/ja/articles/4419430684441>

Lawson/Ministop

Enter your **customer number [13 digits] and confirmation number [4 digits]** into a Loppi terminal installed in the store.

For more information <http://www.lawson.co.jp/service/slide/flying.html>

precautions

*If your payment exceeds the maximum amount (300,000 yen), please select another payment method.

FamilyMart...Cash or credit card (except for some items) can be used for payment.

Seven-Eleven...Cash, "nanaco", and credit cards (some excluded) can be used for payment.

Lawson, Ministop...Cash only.

ATM]

At ATMs with the **Pay-easy** mark Paying **institution number (5 digits) and customer number (13 digits) and confirmation number (4 digits)**.

For more information: <https://support-qa.eplus.jp/hc/ja/articles/360041174954>

precautions

*Please use a cash card if the maximum amount of cash payment (100,000 yen) is exceeded.

*The following hours are unavailable due to maintenance.

The third Sunday of June and September from 0:45 AM to 5:30 AM.

Net Banking

Rakuten Bank, Japan Net Bank, and other financial institutions that support **net banking (pay-as-you-go)**

Enter the **collection agency number, customer number, and confirmation** number.

For more information: <https://support-qa.eplus.jp/hc/ja/articles/360041662673>

precautions

*Please register for the Net Banking service at your financial institution in advance.

*Please be careful not to back up your browser or interrupt the operation during the net banking payment procedure.

Tickets must be issued according to the following procedure after purchase. *Please note that you will not be admitted to the venue by showing your cell phone screen.*

How to receive tickets

There are no fees to be borne by the customer at this

Convenience store ticketing only

FamilyMart, Inc.

Please choose between a **payment slip number [13 digits]** and a **smartphone barcode** display.

Click here for the payment form: <https://support-qa.eplus.jp/hc/ja/articles/360041175434>

Barcode here: <https://support-qa.eplus.jp/hc/ja/articles/360041662573>

7-Eleven

Please give the clerk at the cash register your **payment slip number [13 digits]**.

For more information: <https://support-qa.eplus.jp/hc/ja/articles/360041662853>

Q&A

(1) Will I receive an email after I apply for a ticket?

A confirmation e-mail will be automatically sent to the contact e-mail address you set up when you applied for the ticket.

(2) I have not received the ticket application e-mail.

Depending on your Internet connection and e-mail reception settings, your e-mail may arrive late or not be delivered at all. Please check if any of the following conditions are present.

Even if you do not receive an e-mail, if your application is complete, you can check the details of your application from the "Application History (Application [Status Inquiry](#))".

Please check "Application History ([Application Status](#))" to see if your application has been completed.

*For more information, click here.

<https://support-qa.eplus.jp/hc/ja/articles/21196268229529>

(3) The payment deadline has passed.

We regret that reservations made after the payment deadline will become invalid and tickets will not be available.

*Payment cannot be made after the payment deadline has expired. Please make payment before the due date.

Please apply for tickets again from the beginning.

(4) When can tickets be issued?

Depends on the payment method.

For convenience stores/ATMs, tickets can be issued immediately after the application is completed.

Tickets cannot be issued within 48 hours of the completion of ticket application when paying by credit card.

Tickets cannot be issued within 48 hours after payment is completed even if you change the payment method to credit card after completing the application with other payment methods.

Method of receipt: FamilyMart ticketing / Seven-Eleven ticketing

*For more information: <https://tinyurl.com/BYU-print>

(5) How do I purchase a reserved ticket?

Tokyo May 7, 18:00 or later - 19:30 on the day of the event

Osaka May 8, 18:00 or later - 19:30 on the day of the event

Hiroshima May 9, 18:00 or later - 19:30 on the day of the event

Fukuoka May 10, 18:00 or later - 19:30 on the day of the event

Purchase and pay for a reservation ticket and issue a reservation ticket at a convenience store.

For detailed instructions, please refer to [<https://tinyurl.com/BYU-ticket>].

*For details, please see "Ticket Purchase Procedures" on page 1 (when purchasing from a FamilyMart multi-copy machine).

Give the reservation ticket issued to the receptionist at the venue on the day of the event and have them exchange it for a ticket with a seat number on it to enter the venue.

(6) I lost my ticket.

BYU Vocal Point Noteworthy Japan Tour Inquiry Office

Please contact us at phone number 03-4545-3145.

(7) I forgot to print the ticket and came to the venue.

Please go to convenience stores (Family Mart and Seven-Eleven only) near the venue to issue tickets.

FamilyMart, Inc.

Please select either **payment slip number [13 digits]** or **a smartphone barcode**.

Click here for the payment form: <https://support-qa.eplus.jp/hc/ja/articles/360041175434>

Barcode here: <https://support-qa.eplus.jp/hc/ja/articles/360041662573>

7-Eleven

Please give the clerk at the cash register your **payment slip number [13 digits]**.

For more information: <https://support-qa.eplus.jp/hc/ja/articles/360041662853>

(8) I want to sit next to someone I know and watch a show

When purchasing tickets, it is possible to purchase multiple tickets next to each other (sequential numbering) by purchasing multiple tickets at once. The maximum number of tickets that can be purchased at one time is 8. Additional tickets can be purchased after that.

※ Additional purchases can be made up to 3 times