

Introduction of Booking-only System (Driver's License Renewal)

1 Those who will be affected by the change

Individuals who will renew their license on or after Thursday, February 1, 2024

2 Those who don't need a booking

(1) Individuals aged 70 or older

(2) Individuals who will renew their license before their license renewal period arrives, for such reasons as staying outside of Japan or giving birth

(3) Individuals who will renew their license through a prefectural public security committee other than the one overseeing the area of their registered address

(4) Individuals without a Driver's License Renewal Notice (post card) from Metropolitan Police

(5) Individuals who will renew their license at a police station located in an island

NOTE: You will need Booking ID written in your License Renewal Notice from Metropolitan Police. Those without a License Renewal Notice are required to visit us at one of our license renewal locations available for your License Renewal Course category within your license renewal period. In that

case, it's best to choose to visit a Driver's License Testing and Issuing Center. License renewal centers and designated police stations may not have enough classroom capacity on the day of your visit.

3 Services available to book a slot (location, day/time)

(1) Online Booking Service

<https://www.keishicho.metro.tokyo.lg.jp/menkyo/koshin/web.html>

(2) Automated Phone-Booking Service

[Tel:050-1808-5070](tel:050-1808-5070)

4 Documents to have ready

Driver's License Renewal Notice (post card) from Metropolitan Police

(You will need to enter your Booking ID from the Notice.)

5 Other notes

(1) Read the relevant Web pages before in-office visits.

(2) You can book a slot 24/7 (unavailable during maintenance hours.)

(3) One booking per person. Cancel the existing booking before changing to a new slot.

(4) Note that booking your slot doesn't mean completion of your license renewal procedures.

(5) If you are late for the appointed time, your booking may be cancelled.

6 FAQ

Q1. Why are you introducing a booking process?

A. We are hoping to reduce congestion and waiting and stay times at our facilities for the convenience of visitors.

Q2. Why are the elderly (age 70 or older) not required to book a slot?

A. The elderly don't need to follow License Renewal Course at Driver's License Testing and Issuing centers or other locations. Those who have completed Elderly Driver Course are asked to visit us during registration hours written on their License Renewal Notice.

Q3. How many minutes before the appointed time am I supposed to be at your facility?

A. You are supposed to be at our facility at the appointed time for registration. You may not be registered for the slot you booked if you are late for the appointed time.

Q4. Can I get a family member or friend to book a Driver's License Renewal/Knowledge Test slot for me?

A. Yes, but it must be done under your name, date of birth and other details of yours.

Make sure to get your QR code screenshot or printed out, or get your Booking Number written down on your License Renewal Notice. Your QR

code and Booking Number will be shown at the completion of the booking. You will need the QR code or Booking Number on the day of your visit for registration.

Q5. Is there a deadline for booking? Like how many hours before the License Renewal Course or Knowledge Test I intend to take starts?

A. You can book a slot until registration starts for the slot you intend to book.

For example, for the registration starting 8:00 am, you must have the Booking Completed page displayed by 7:59 am.

Q6. How far ahead will the booking slots be shown on the Web?

A. You will see License Renewal booking slots up to 80 days ahead on the

Web, but note that you can only book a slot for your date of birth or a day within one month before or after your date of birth (i.e., a day within your license renewal period.) As for Knowledge Test, you can book a slot up to 90 days ahead.

Q7. Can I directly contact a police station or any other police facility by phone and have a slot booked for me?

A. Sorry, you can't have our staff book a slot for you by phone.

Q8. To have the address on my driver's license changed, do I have to book a slot?

A. For an address change, you don't have to book a slot.

Q9. Can I cancel the existing booking or change to a different slot?

A. You can do so through our Online Booking or Automated Phone-Booking service. To change to a different slot, first cancel the existing booking and then book a new slot.

Q10. If I'm late for the appointed time, what should I do?

A. You may not be registered for the booked slot and even when you are registered, you may have to wait long. It's best to cancel your booking and book a new slot.

If you have trouble registering for application on our registration machine, talk to our staff.

Q11. I have found a mistake in my name and phone number for the slot I have booked...

A. You don't have to cancel the existing booking or book a new slot. Have your QR code or Booking Number ready and go ahead and register for application on our registration machine on the day of your visit.

Q12. I have booked the wrong time and location of registration.

A. Cancel the existing booking and book a new slot.

Q13. Can I wait for a cancellation?

A. Sorry, we don't have a waiting list.

Q14. I can't find how to print out the Booking Completed page or take its screenshot.

A. See the Booking Completed page. You will find how to take its screenshot.

Otherwise, take notes of your Booking Number and bring it for registration.

Q15. Your Online Booking sites show no opening left for the slot I intend to book. Can I book the slot through your Automated Phone-Booking system?

A. Sorry, since there is no opening left for the slot, you can't book the slot even through our Automated Phone-Booking system.

Q16. Can I cancel my booking on the day of my visit? If yes, up to how many hours before the appointed time?

A. You can cancel your booking at any hour on the day of your visit. For example, you can even cancel the booking for 13:00 at 14:00. Past

midnight, our system will automatically cancel your booking. After cancellation, you can go ahead and book a new slot.

Q17. I can't find my Booking ID...

A. You'll find your Booking ID in your License Renewal Notice. Otherwise, we don't answer your Booking ID over the phone due to our privacy policy.

For those without a License Renewal Notice, visit us at one of our license renewal locations available for your License Renewal Course category within your license renewal period. In that case, it's best to choose to visit a Driver's License Testing and Issuing Center. License renewal centers and designated police stations may not have enough classroom capacity on the day of your visit. Registration hours are different depending on your License Renewal Course category. Visit our Web site for details. If you can't find your License Renewal Course category, visit and check with our staff at a nearby police box or police station.

Q18. What should I do if I don't receive a License Renewal Notice after my license renewal period starts or have lost my Notice before booking a slot?

A. Visit us at one of our license renewal locations available for your License Renewal Course category within your license renewal period. In that case,

it's best to choose to visit a Driver's License Testing and Issuing Center. License renewal centers and designated police stations may not have enough classroom capacity on the day of your visit.

Q19. I've just moved into Tokyo. Do I need to book a slot?

A. Visit us at one of our license renewal locations available for your License Renewal Course category within your license renewal period. In that case, it's best to choose to visit a Driver's License Testing and Issuing Center. License renewal centers and designated police stations may not have enough classroom capacity on the day of your visit. If you have lost your License Renewal Notice issued by a different prefecture than Tokyo and can't find your License Renewal Course category, visit and check with our staff at a nearby police box or police station.

Q20. Will my License Renewal Course start at the appointed time?

A. Registration starts at the appointed time. Your Course starts after your registration is processed for application on our registration machine and following physical tests and other procedures.

Q21. I haven't yet received a License Renewal Notice. Can I book a slot?

A. You are supposed to book a slot after you receive a License Renewal

Notice.

If you don't receive one even after your license renewal period starts, visit one of our license renewal locations available for your License Renewal Course category within your license renewal period. In that case, it's best to choose to visit a Driver's License Testing and Issuing Center. License renewal centers and designated police stations may not have enough classroom capacity on the day of your visit.

Q22. What is the *12-digit Booking Number*?

A. You will see or hear the Number at the completion of your booking on our Online Booking site or over our Automated Phone-Booking system. You will need to enter the Number on our registration machine on the day of your visit. Instead, you can save or print out your QR code and visit us.

For your convenience, License Renewal Notice has a space for taking notes of your Booking Number.

Q23. My license has expired. Still, can I book a slot?

A. Sorry, you will need to follow procedures for expired license holders. Visit our Web site, check required documents, visit a nearby Driver's License Testing and Issuing Center and talk to our staff.

Q24. I am now in my license renewal period, but I've lost my license. Can I book a slot for a renewal?

A. You can book a slot if you have your License Renewal Notice, but a slot at a Driver's License Testing and Issuing Center only. Visit our Web site, check required documents, visit the Driver's License Testing and Issuing Center and talk to our staff.

Q25. I intend to renew my license before my license renewal period arrives. Do I need to book a slot?

A. You don't need to book a slot. Visit us at one of our license renewal locations available for your License Renewal Course category. In that case, it's best to choose to visit a Driver's License Testing and Issuing Center. License renewal centers and designated police stations may not have enough classroom capacity on the day of your visit. If you can't find your License Renewal Course category, visit and check with our staff at a nearby police box or police station.

Q26. I've lost my Booking Number.

A. You can check it with our Online Booking site or through our Automated Phone-Booking system. Our staff don't answer your Booking Number over the phone.