

FAQ - Testing Providers

- The provider where I am going to be tested is not issuing me a certificate in the designated format. What should I do?
 - ⇒ Any format is acceptable as long as it contains the required information specified by the Japanese Government.
 - <Reference> MHLW website: https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/0000121431_00248.htm
- If there is no passport number, nationality, date of birth or sex on the test certificate issued by the testing provider, what should I do?
 - ⇒ If some of the personal identifiable information are missing, this is not a problem as long as the immigration authorities are able to check against your passport to confirm that it is your inspection certificate. However, if all the personal details (name, passport number, nationality, date of birth, gender) are missing and cannot be checked against the passport, the certificate will not be valid.
- With regard to the conditions of the negative certificate, what exceptions can be accepted?
 - ⇒ As stated above, it is acceptable if some of the personal identifiable information are not completed. As for the name of the medical institution/doctor and the seal, alternative proof such as letterhead may be regarded as valid evidence, due to the fact that it is not always possible to obtain this information in each country.
- With regard to the condition of the certificate, what other organisations are allowed to issue test certificates other than medical institutions?
 - ⇒ Depending on the laws and regulations of each country, different bodies are authorised to issue inspection certificates.
 - Please contact the Japanese embassy or consulate in your country of departure to find out if this applies to you.
- With regard to the condition of the certificate, who can provide test certification other than the doctor??
 - ⇒ Depending on the laws and regulations of each country, different persons are qualified to carry out inspection certification.
 - Please contact the Japanese embassy or consulate in your country of departure to find out if this applies to you.
- With regard to the condition of the certificate, what evidence is acceptable as a substitute for a seal or signature?
 - ⇒ Different countries and regions have different commonly used alternatives for seals and signatures.
 - Please contact the Japanese embassy or consulate in your country of departure to find out if this applies to you.
- With regard to the condition of the certificate, are digital signatures accepted for certificates delivered electronically?
 - ⇒ If "digital signature" means "a signature printed using a word-processing function", it is considered valid.
- With regard to the PDF file uploaded via App, are scanned files of paper certificates acceptable as well as digital certificates in other file formats converted to PDF files?
 - ⇒ If you have scanned a paper certificate directly and converted it to a PDF file, it will be accepted as a PDF file certificate.
 - If you have taken a photograph of your paper certificate and converted the photograph into a PDF file, this will not be accepted as a PDF file certificate.
 - If the image is not clear, the applicant may be asked to present a paper certificate.
- If I don't take a direct flight, when is the "departure time"?
 - ⇒ You will need a test certificate to show that the sample was taken "within 72 hours prior to departure". Therefore, the "local departure time" is the departure time of the flight when the you last completed the departure formalities to enter Japan.* *Please note that the exception to this rule is if you are connecting flights in the USA.
 - If you do not enter the country where you change planes, the departure time of the flight you take at the transit airport is not your 'local departure time'.
 - If you change domestic planes, your 'local time of departure' is the departure time of the international flight you take to Japan, not the departure time of the first domestic flight you take
- Is the test valid in any of the chain's testing institution?
 - ⇒ It is recommended that you check with the testing institution you are planning to visit as the listed testing institution with an address is only a confirmation that a valid certificate can be obtained at that testing institution.