

FAQ

Last updated: 2024/7/5

No.	Category	Question	Answer
1	Certificate	How do I apply for an Employment Certificate (在職証明書)?	Please contact the admin staff at admin-bl@borderlink.co.jp. We will mail it to your house within 5 business days after receiving your email.
2	Certificate	How do I apply for a Resignation Certificate/Separation Letter (退職証明書)?	Please contact the admin staff at admin-bl@borderlink.co.jp. We will mail it to your house within 5 business days after receiving your email. If you have moved to a new address, please provide us with your new address along with a picture of your residence card showing the updated address.
3	Certificate	How should I submit the form for day care or nursery school for my child (就労証明書)?	Please contact Admin staff at admin-bl@borderlink.co.jp and send the PDF form or share the link to download the necessary file. You can also mail the form to the Saitama office. We will mail it to your house within 5 business days after receiving your email. Saitama Office: Borderlink, Inc. Administration Division ACROSS 8F, 2-16-1 Shimo-cho, Omiya-ku, Saitama-shi, Saitama 330-0844
4	Payment	When is Payday?	Pay will be made in monthly installments, paid on the last banking day of the following month. For example, pay for April will be made on the last banking day in May.
5	Payment	How can I get my payslips?	Your payslips can be accessed on your mobile device or PC by using the EC CLUB service by ECOMIC, and outsourcing company utilized by Borderlink. In order to use the system, you must first register.
6	Payment	How can I register with EC CLUB to get payslips?	Registering (First Time Using the Service) Register your account by going to the URL (https://c.ecomic-app.com/ecclub/login)
7	Payment	What is user ID to log in?	User ID(20-digit number) 0111001b(8 digit single-byte alphanumeric characters)+your staff number(12-digit number)Add 0 (zero) in front of your staff number if your staff number is less than 12-digits. ex) staff number 1234567→0111001b000001234567
8	Payment	What is initial password to log in?	It will be your date of birth by default. ex) 1980/March/3rd→19800303
9	Payment	How can I see the English page?	When you log in, you can select English (英語)
10	Payment	How can I get my year-end tax withholding statement (源泉徴収票)?	Your year-end tax withholding statement will also be accessible from EC CLUB, once it is issued near the end of the fiscal year.
11	Payment	Is there a "Cash Advance System (Maekyu) 前給"?	Yes, you can use this service after you apply by signing a contract for the Cash Advance System (Maekyu).
12	Cash Advance System (Maekyu)	What is the Cash Advance System (Maekyu)?	The "Maekyu" service is a convenient, temporary payment service via Kiraboshi Bank that allows you to get wages already earned prior to your regular payday. If you would like to use the service, you must first submit an application. This can be done at your contract signing, or any time after. Please contact admin staff(admin-bl@borderlink.co.jp) It takes about 2 weeks to register your information after you submit the contract agreement for Maekyu.
13	Cash Advance System (Maekyu)	How can I access the Maekyu system?	Access the Maekyu Website (http://www.maeq.jp) You need to log in with initial password and set new password.
14	Cash Advance System (Maekyu)	What is Company Code to log in?	Company Code is 1 0 2 6 6 9 0 0 1
15	Cash Advance System (Maekyu)	What is the User Code?	The User Code is your Employee Number listed by your name on your time sheet
16	Cash Advance System (Maekyu)	What is the initial password?	Your Initial Password is 7-digit Kiraboshi Bank account number

17	Cash Advance System (Maekyu)	How should I process my Timesheet to use Maekyu?	To access funds through the "Maekyu" service, you must fax your timesheet to our office by 5:45 p.m. on your last working day for the week (or the last non-holiday, weekday).
18	Cash Advance System (Maekyu)	How much is the remittance fee?	<Less than 30,000> Kiraboshi Bank: 176 yen Other Banks: 220yen <More than 30,000> Kiraboshi Bank: 220 yen Other Banks: 220yen
19	Timesheet	How do I submit the Timesheet?	Please fax the timesheet to us. The fax number can be found on the bottom of each timesheet. It is important that you do not lose it or forget to get it stamped every day.
20	Timesheet	How can I get my Timesheet stamped when the principal / vice-principal is not there.	Even if the principal / vice-principal is not there, you must get your timesheet stamped/checked by an administrator or staff member. The person in charge when both the vice-principal and principal are unavailable is a lead teacher "kyōmu shunin". They are the next person to ask for the stamp, but if you are ever uncertain, please give us a call before you leave school.
21	Residence Card	I lost my residence card.	1) Go to the police office or police station nearby and submit the lost property report (遺失物届) to obtain the lost property certificate(遺失物証明書). 2) Go to the immigration office and submit application of re-issuance your residence card along with the lost property certificate(遺失物証明書). The residence card will be issued on the same day. ◆Necessary Documents◆ •Passport •4x3 cm picture •Lost property certificate(遺失物証明書) ※To get more information, please refer to the website: https://www.moj.go.jp/isa/applications/procedures/nyuukokukanri10_00010.html 3) When you get your new residence card, please take pictures of both sides and send them to us (documents@borderlink.co.jp).
	Residence Card	What should I be aware of when I move house?	1) <Before Moving> At Municipal office: File a moving-out notification At Post Office/*Online: Inform your relocations and ask them to transfer the items to your new place * https://welcometown.post.japanpost.jp/etn/ You can refer to this page how to do https://origami-book.com/column/course-en/8434 2) <After Moving> At Municipal office: File a moving-in notification within 14 days. Update your address on your residence card and My Number Card. ◆Necessary Documents◆ •Residence card •My Number Card •Moving-out Form which you get from your previous city/town •Any documents which has your new address (ex: contract of the apartment) At a Police station: Update your address on your driver's license if you have. 3) Inform Borderlink • Fill out the form, (https://docs.google.com/forms/d/e/1FAIpQLSe3KhuqJnjIzatUuJsVWzBt2o4e5ATIJI3MjTqdUF9ZWD4g/viewform?usp=sf_link) • Send BOTH SIDE of pictures of the updated residence card to our Admin (documents@borderlink.co.jp).
22	Next Time Web	What is the Next Time Web ?	We have collected materials from current and past ALTs. They are all stored in our Next Time Web website for samples, guidance and use. 【Web site】 https://next-time-web.com/
23	Next Time Web	I cannot log in to the Next Time Web.	The Password will be changed on a monthly basis so please check your registered email often.
24	ALT Handbook	Where can I see the ALT Handbook?	You can check the ALT Handbook on the Next Time Web.

25	Health insurance	When a large amount of medical treatment is anticipated, you can apply for the Health Insurance Limit Application Authorization (健康保険限度額適用認定申請) if you are enrolled in the Social Insurance System.	<p>1.Fill in the application form. URL of the application form: https://www.kyoukaikenpo.or.jp.e.ame.hp.transer.com/g2/cat230/r121/</p> <p>2.Mail an application to the Kyokai Kenpo Saitama Branch by yourself.</p> <p>【Address】 〒330-8686 Saitama-ken Saitama-shi Omiya-ku Nishiki-cho 682-2 Omiya Jyohou Bunka Center(JACK Omiya) 16F To Zenkoku Kenkou Hoken Kyokai Saitama Branch</p>
26	Health insurance	When a large amount of medical treatment is anticipated, you can apply for the Health Insurance Limit Application Authorization (健康保険限度額適用認定申請) if you are enrolled in the National Health Insurance System.	<p>Confirm how to apply with the city hall where you are registered as a resident.</p> <p>For example, -Some cities may allow you to obtain an application form from their website in advance. -Some cities ask you to come to the city hall to submit the application form.</p>
27	Paid leave	When should I apply for paid leave?	ALTs must submit the Absence Form at least one month in advance to their coordinator in order to request approval for paid leave.
28	Paid leave	After being approved for paid leave, what should I do?	You will need to fill out the substitute information form found in your position package (an example is in the back of the handbook) for every day of (paid) leave on which a substitute has to teach at your school while you are gone. Please submit the form to your coordinator in advance of your leave.
29	Health check	What is the cost of a health check up	For employees who have worked with Borderlink the previous school year and are renewing their contract for the next year, Borderlink will reimburse the cost of the health check up to JPY 6,000. New employees will need to cover the cost of the initial health check on their own.
30	Health check	What tests will be required for the health check?	<ol style="list-style-type: none"> 1. Height and weight measurement 2. Eyesight test 3. Blood pressure check 4. Urinalysis 5. X-ray (check for tuberculosis)
31	Materials	When will textbooks be provided to us?	<p>Regularly we will handle materials on the Training day or School visit day. Also we will mail materials to your house on a case-by-case basis.</p> <p>It takes more time to get the new textbooks by company.</p>