

# User manual reseller module Keukenhof

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## Activate account

1. After you have been registered by Ticketcounter as a new Reseller, you will receive an e-mail with the subject '**Personal account**'.

Welcome!

You are registered as reseller at Ticketcounter.

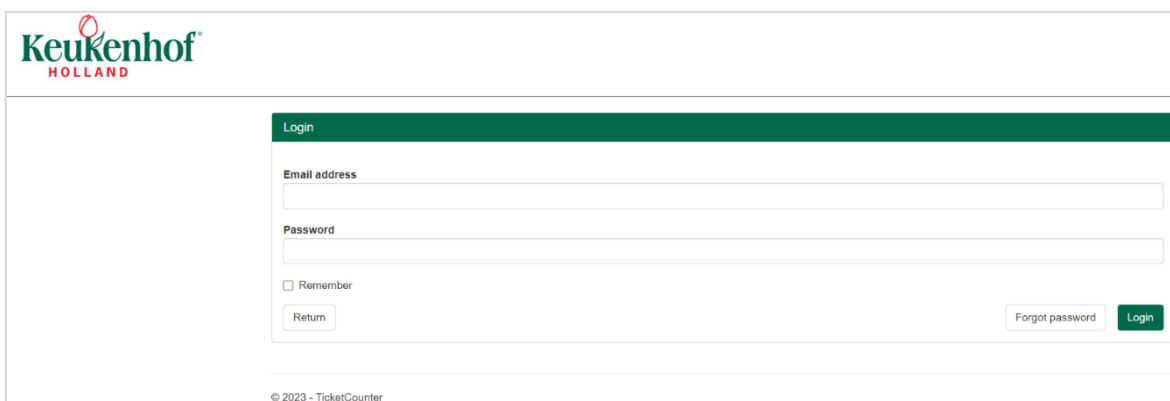
As a reseller you can sell tickets for Ticketcounter partners. Once you have been registered as a reseller, you will receive an e-mail with a link to this partners online resellershop.

Click [here](#) to set your account password.

Do you have a question? Please contact Ticketcounter at + 31 (0)10 751 64 00 or mail to [info@ticketcounter.nl](mailto:info@ticketcounter.nl).

Kind regards,  
Ticketcounter

2. Click on the link in this e-mail to setup a password for this account.
3. After you have created your account, you can log in with your new password. Your account has been activated.



Keukenhof  
HOLLAND

Login

Email address

Password

Remember

Return

Forgot password Login

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## Order tickets

1. Log in with your e-mail address and password. The second e-mail with the subject '**New reseller for [partner]**' contains the link to the reseller shop. You can use this link to access to the reseller shop, once your account has been activated via the first e-mail.

Welcome!

You are registered as reseller for Keukenhof.


Click [here](#) to visit the online resellershop of Keukenhof and buy tickets.

Do you have a question? Please contact Ticketcounter at + 31 (0)10 751 64 00 or mail to [info@ticketcounter.nl](mailto:info@ticketcounter.nl).


Click [here](#) to download the reseller manual.

Kind regards,  
Keukenhof





2. The Reseller shop operates on a calendar function with capacity per time slot for booking your tickets. You can find this calendar function next to the different price types in the shop. Choose your preferred price type that you would like to purchase and enter the amount of tickets.



**75**  
YEARS





[My orders](#)   [Log off](#)

		Selling price	Purchase price	
<b>Keukenhof 2024</b>				
<b>Adult ticket</b> <small>Tickets available from 21-03-2024 till 12-05-2024</small>		€20.00	€17.00	<input type="text" value="0"/>
<b>Groups (from 20 persons)</b> <small>Tickets available from 21-03-2024 till 12-05-2024</small>		€20.00	€17.00	<input type="text" value="0"/>
<b>Children (4 - 17 years)</b> <small>Tickets available from 21-03-2024 till 12-05-2024</small>		€9.00	€8.00	<input type="text" value="0"/>
<b>Parking ticket car</b> <small>Tickets available from 21-03-2024 till 12-05-2024</small>		€8.00	€7.00	<input type="text" value="0"/>
<b>Parkbook</b> <small>Pick up at the Information Desk next to the Keukenhof entrance. Tickets valid from 21-03-2024 till 12-05-2024</small>		€7.00	€6.00	<input type="text" value="0"/>

### Explanation of the different prices:

- **Purchase price:** the price that you pay for the tickets.
- **Selling price:** the advice price that the consumer should pay. The sales price (is not mandatory) but depends on the deal between you and the partner.

3. The calendar function will be highlighted red. Click on the calendar.

Adult ticket Tickets available from 21-03-2024 till 12-05-2024		€19.50	€17.00	<input type="text" value="50"/>
Groups (from 20 persons) Tickets available from 21-03-2024 till 12-05-2024		€19.50	€17.00	<input type="text" value="0"/>

4. Click on a date in the calendar. On the right side time slots will become available to your choosing. Click on the preferred time slot and then save.

### Adult ticket ✕

Select the visit date:



March 2024								
←	Sun	Mon	Tue	Wed	Thu	Fri	Sat	→
	25	26	27	28	29	01	02	
	03	04	05	06	07	08	09	
	10	11	12	13	14	15	16	
	17	18	19	20	21	22	23	
	24	25	26	27	28	29	30	
	31	01	02	03	04	05	06	

Select a time slot:

08:00 - 08:30	08:30 - 09:00
09:00 - 09:30	09:30 - 10:00
10:00 - 10:30	10:30 - 11:00
11:00 - 11:30	11:30 - 12:00
12:00 - 12:30	12:30 - 13:00
13:00 - 13:30	13:30 - 14:00
14:00 - 14:30	14:30 - 15:00
15:00 - 15:30	15:30 - 16:00
16:00 - 16:30	16:30 - 17:00
17:00 - 17:30	17:30 - 18:00
18:00 - 18:30	

*Booking a time slot is necessary so the location will know when to expect the consumer or group at the entrance. In this example, the time slot of 10:00 till 11:00 PM gives the consumer a time range of an hour to use their ticket at the entrance to get in to the location. The ticket has a validation of an hour to be scanned at the entrance.*

5. After selecting a preferred time and date the calendar will lit green. The new ticket validation will be shown under the chosen price type.

<b>Adult ticket</b> Tickets valid on 27-03-2024 from 12:00 till 12:30	
<b>Groups (from 20 persons)</b> Tickets available from 21-03-2024 till 12-05-2024	

6. If needed, follow the same steps above when booking a different price type.
7. In the shop you also have the option to purchase parking tickets. These are valid only on the chosen visit date. To book parking tickets, enter the needed amount. A park book ticket is valid for the whole season (one time only). To book park book tickets, enter the needed amount.
8. After you have selected the tickets, you have the option to add extra information. This information will be added to the invoice. For example a company name for the booking, group name, or a special reference number. See below.

 **Extra information**

9. At Total, the total amount is given for the transaction. Orders can booked on a set amount of deposit available and/ or ordering tickets is decided by a specific maximum of tickets available to you. Check the total amount before clicking next.

€ Total

€19.50    €16.50

**Next >**

10. The following payment methods are available:

The screenshot shows a payment selection screen with a green header labeled 'Pay'. Below the header, it states 'The total amount is €17.00. Please choose a payment method to continue.' The payment methods are arranged in a grid:

IDEAL	Internet	Creditcards	Bancontact / Mr. Cash	Sofortüberweisung
KBC	Pay later			

At the bottom right, there is a checked checkbox for 'Attach invoice specification to confirmation mail' and an 'Order' button. A 'Back' button is located at the bottom left.

**IDEAL:** Payment directly through IDEAL and your bank.

**Internet:** Payment possible with PayPal.

**Creditcards:** Pay by using a credit card

**Bancontact / Mr. Cash:** (Belgium) platform for electronic payment solutions.

**Sofort:** direct International payment method

**KBC:** Contactless payment solutions

**\*Pay Later:** see below.

**\*Pay Later:** *This payment method has a sell-by date. The expiration date for the booking is x days before the given visit date on the tickets. So if you want to book an order within x days of the visit date, the payment method: 'Pay Later' is not a good option. An order booked with 'Pay later' can be edited afterwards.*

Choose the preferred payment method and click order.

11. Depending on the payment method you will be redirected to the payment platform to finalise the order. The order now has been placed.
12. The order is completed if you see '**The Thank You Page**'. A confirmation e-mail will be send to your e-mail address. This e-mail contains a link to download and print your tickets directly from the order summary in your account.

The screenshot shows a 'Thank you for your order' page. The main heading is 'Thank you for your order'. Below it, there is a paragraph: 'The tickets of your order with ID B2314112144 are being generated. For large orders this may take some time. You will receive a confirmation mail as soon as your tickets are available. Use the link from this confirmation mail to go to the order overview and download your tickets.' Below this, it says: 'If you didn't receive the confirmation mail, please check the junk or spam folder.' At the bottom right, there is a 'Back to events' button. At the bottom left, there is a copyright notice: '© 2023 - TicketCounter'.

## Pay later

My orders							
Date	Expiration date	Visit date	Order number	Tickets	Total amount	Tourreference or partyname	
14-09-2023	25-03-2024	29-03-2024 12:00	B2337019190	5	€85.00		<input type="button" value="Cancel"/> <input type="button" value="Change timeslot"/> <input type="button" value="Pay"/>

When the payment method 'Pay Later' is used your order will be saved to your account under 'My Orders' (upper right corner in the black header). You can cancel your tickets, edit your tickets to a different date. You will also find a button to finalise the order by paying.

- **Expiration date:** The order has a sell-by date. Sell & complete the order before this expiration date. This expiration date is 4 days before the visit date of the order.

- **Change time slot:** by clicking on change time slot you can edit the date and time slot for this order. Click the button and the calendar widget will appear. Choose the preferred new date and time slot. Please note: for paid orders, this is possible up to 1 day before the visit date and for non-paid (pay later) up to 4 days before the visit date.

- **Pay:** Here you can pay your order. Please note: This needs to be paid 4 days in advance of the booked visit.

- **Download or cancel tickets:**

Download or cancel the tickets. Note: *your tickets can only be downloaded after the payment has been finalised.*

Date	Expiration date	Visit date	Order number	Tickets	Total amount	Tourreference or partyname	
14-09-2023		21-03-2024 14:30	B2337019124	5	€85.00		<input type="button" value="Download or cancel tickets"/> <input type="button" value="Download invoice specification"/> <input type="button" value="Change timeslot"/>

**Cancel ticket(s):** Click the first checkbox next to '**Ticket code**' and cancel your order in full.

If you just want to cancel one ticket or partially cancel multiple tickets just check the boxes next to the tickets that you would like to cancel.

Thank you for your order				
The tickets of your order with ID B2337019124 can be downloaded (after payment) below.				
<input type="checkbox"/>	Ticket code	Description	Downloaded	Cancellable
<input type="checkbox"/>	191134996412045	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191131873699021	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191136694713829	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191135736410101	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191138098401208	Keukenhof 2024 - Adult ticket	no	yes

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## Download and print tickets

1. Open the e-mail with the subject 'Order confirmation'
2. Click on the link [order overview](#) and log in.

Dear Reseller,

Thank you for your order: B2337019124

You can download (after payment) the tickets via the [order overview](#).

Kind regards,  
Keukenhof

3. Select the tickets you wish to download. If you check the box 'Ticketcode', all tickets on the current page will be checked automatically. You can also change the number of viewed tickets on one page by adjusting the drop down on the bottom of the page. The default is 20 tickets.

### Thank you for your order

The tickets of your order with ID B2337019085 can be downloaded (after payment) below.

<input type="checkbox"/>	Ticket code	Description	Downloaded	Cancellable
<input type="checkbox"/>	191137352319783	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191135008792343	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191136302026423	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191130385760624	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191139156219299	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191132783743624	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191130626956668	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191139096236986	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191136561051508	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191133617991786	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191135822090224	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191131916895015	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191136769354711	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191137783351433	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191136744550333	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191133042265546	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191137491186787	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191132042479199	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191131410627231	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	494133054924420	Keukenhof 2024 - Adult ticket	no	no

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[Back to events](#) [Cancel tickets](#) [Bundle and download](#)



4. Click on the button 'Bundle and download'.
5. The tickets will be opened as a PDF file.  
**ATTENTION:** The tickets may be blocked by your browser. When asked, choose to always allow Ticketcounter pop-ups. If the download is not shown, please check the 'Downloads' folder on your computer. The downloads are a setting on your local computer so it may differ per computer. Please ask for assistance from your technical support within your company.
6. If needed, you can cancel tickets; *you can cancel 100% on your total number of tickets up to 4 days before visit date.*

Click on the checkbox(es) of the ticket(s) you would like to cancel.

Thank you for your order

The tickets of your order with ID B2337019085 can be downloaded (after payment) below.

<input type="checkbox"/>	Ticket code	Description	Downloaded	Cancellable
<input type="checkbox"/>	191137352319783	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191135008792343	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191136302026423	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191130385760624	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191139156219299	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191132783743624	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191130626956668	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191139096236986	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191136561051508	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191133617991786	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191135822090224	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191131916895015	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191136769354711	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191137783351433	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191136744550333	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191133042265546	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191137491186787	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191132042479199	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	191131410627231	Keukenhof 2024 - Adult ticket	no	yes
<input type="checkbox"/>	491133054921420	Keukenhof 2024 - Adult ticket	no	yes

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Next click on Cancel tickets.

Click on Continue. The cancelled ticket will receive a cancellation stripe in the order summary.

In the right upper corner in the black header you can find the menu option 'My Orders'. Here you can find all your previously placed orders.

## Help: Forgot password

Can't remember your password? Then reset your password.

- Visit the reseller portal: [tickets.ticketcounter.nl/keukenhof/reseller/en-US](https://tickets.ticketcounter.nl/keukenhof/reseller/en-US)  
(for the German language reseller module: [tickets.ticketcounter.nl/keukenhof/reseller/de-DE](https://tickets.ticketcounter.nl/keukenhof/reseller/de-DE))
- Click on the 'Forgot password' button.
- Enter your e-mail address and click on 'Send'.
- Click on the link in the e-mail that you received from Ticketcounter.
- Enter your new password.

## Contact

If you still encounter problems during your order process or if you have any related questions about the Reseller shop you can contact our Service desk:

*Monday t/m Friday: 9.00 - 17.30 pm*

*Saturday and Sunday: 8.30 - 12.30 pm*

*phone number: +31 (0)10 751 64 00 or by e-mail: [info@ticketcounter.nl](mailto:info@ticketcounter.nl)*

**Please note:** *always check the error message the portal shows and follow the steps given in the error box. Also please make a screenshot of the error message for future reference.*