

Reseller user manual

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Step 1: 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**' (if not received, please check your spam folder).
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.



Login

Email address

Password

Remember


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Step 2: 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.

	Selling price	Purchase price	
Keukenhof 2021			
Adult ticket <small>Tickets available from 20-03-2021 till 09-05-2021</small>	€16.00	€16.00	<input type="text" value="0"/>
Groups (from 20 persons) <small>Tickets available from 20-03-2021 till 09-05-2021</small>	€16.00	€16.00	<input type="text" value="0"/>
Children (4 - 17 years) <small>Tickets available from 20-03-2021 till 09-05-2021</small>	€8.00	€8.00	<input type="text" value="0"/>
Parking ticket <small>Tickets valid from 20-03-2021 till 09-05-2021</small>	€5.00	€5.00	<input type="text" value="0"/>
Extra information			
<input type="text" value="Tourreference or partyname"/>			
€ Total			
	€0.00	€0.00	Next >
Pay			

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

Adult ticket <small>Tickets available from 20-03-2021 till 09-05-2021</small>	
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Adult ticket



Select the visit date:

April 2021						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	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	01
02	03	04	05	06	07	08

Select a time slot:

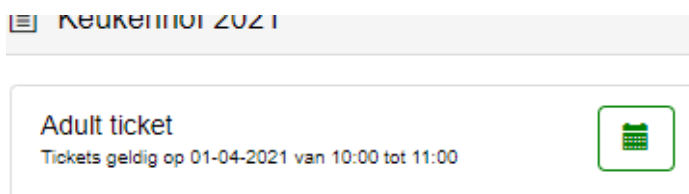
08:00 - 09:00	09:00 - 10:00
10:00 - 11:00	11:00 - 12:00
12:00 - 13:00	13:00 - 14:00
14:00 - 15:00	15:00 - 16:00
16:00 - 17:00	17:00 - 18:00
18:00 - 19:00	

Save

- 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.

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.

- After selecting a preferred time and date the calendar will lit green. The new ticket validation will be shown under the chosen price type. In the example below this ticket is only valid on April 1st 2021 between 10:00-11:00 PM.



- If needed, follow the same steps above when booking a different price type such as: Groups ticket or Child ticket.

- In the shop you also have the option to purchase parking tickets. Parking tickets are not connected to a calendar function. A parking ticket has a set validation between the following period: 20-03-2021 until 09-05-2021. A parking ticket can only be used **once** between this set period.

Parking ticket

Tickets valid from 20-03-2021 till 09-05-2021

To book parking tickets, enter the needed amount.

- 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

- In the shop you can see how many tickets you can still order for the set period. At 'Total' you will find the total amount for the transaction of your order. Orders can be booked from a budget available to you. Unless you have reached you maximum amount of tickets available to you. Your budget starts with a fixed sum. This is your maximum ordering amount. With every order you book on budget the amount becomes less. Check the total amount and click next.

€ Total

€32.00









€32.00

Next >

10. The following payment methods are available:

Pay

The total amount is €32.00. Please choose a payment method to continue.

Payment method	 iDEAL	 Internet	 Creditcards	 Bancontact / Mr. Cash	 Sofortüberweisung
	 Pay with budget €100.00	 KBC	 Pay later		

Attach invoice specification to confirmation mail

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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.

Budget: Total amount of transaction is booked from your budget (max. ordering amount)

Sofort: direct International payment method

KBC: Contactless payment solutions

***Pay Later:** see below. *(still in development)*

Be aware: after paying the order it means the order is finalised! The amount of tickets cannot be changed. You can however, still change the time and date of the tickets.

***Pay Later:** *This payment method has a sell-by date. The expiration date for the booking is 28 days before the given visit date on the tickets. So if you want to book an order within 28 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 (please check your spam folder when not received). This e-mail contains a link to download your tickets directly from the order summary in your account.



Thank you for your order

The tickets of your order with ID B2047006390 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.

If you didn't receive the confirmation mail, please check the junk or spam folder.

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Pay later

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 download your tickets, cancel your tickets or edit your tickets to a different date. You will also find a button to finalise the order by paying. The options highlighted in pink will be explained below.

Date	Expiration date	Visit date	Order number	Tickets	Total amount	Tourreference or partyname	Download or cancel tickets	Change timeslot	Pay
23-11-2020	03-03-2021	31-03-2021	B2048001934	6	€96.00				

-Expiration date: The order has a sell-by date. Sell & complete the order before this expiration date. This expiration date is 28 days before the visit date of the order.

-Download or cancel tickets:

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

When the order hasn't been paid you can still cancel the full order.

Thank you for your order

The tickets of your order with ID B2047006348 can be downloaded below.

<input type="checkbox"/> ▲ Ticket code	Description	Downloaded	Cancellable
<input type="checkbox"/> 03070120182704	Keukenhof 2021 - Adult ticket	no	yes
<input type="checkbox"/> 03070120182855	Keukenhof 2021 - Adult ticket	no	yes

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[Cancel tickets](#)

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.

When you have cancelled tickets, the tickets or order will disappear from the order summary under 'my orders.'

- 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.

-Pay: Here you can pay your order. Please note: This needs to be paid 28 days in advance of the booked visit.

Step 3: Download and print tickets

1. After you have placed the order you will receive an confirmation e-mail.
Please check your spam folder if you still have not received this confirmation e-mail after 30 minutes. Open the e-mail with the subject *'Order confirmation'*
2. Click on the link order overview and log in.

Attention! Save the *'Order confirmation'* e-mail so you can revisit the order overview to (re)print the tickets.

3. Select the tickets you wish to download. If you check the box **'Ticket code'**, 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 B2047006587 can be downloaded below.

<input type="checkbox"/>	▲ Ticket code	Description	Downloaded	Cancellable
<input type="checkbox"/>	03070120180014	Keukenhof 2021 - Adult ticket	no	yes
<input type="checkbox"/>	03070120180703	Keukenhof 2021 - Adult ticket	no	yes
<input type="checkbox"/>	03070120181601	Keukenhof 2021 - Adult ticket	no	yes
<input type="checkbox"/>	03070120182601	Keukenhof 2021 - Adult ticket	no	yes
<input type="checkbox"/>	03070120182606	Keukenhof 2021 - Adult ticket	no	yes
<input type="checkbox"/>	03070120183409	Keukenhof 2021 - Adult ticket	no	yes
<input type="checkbox"/>	03070120183561	Keukenhof 2021 - Adult ticket	no	yes
<input type="checkbox"/>	03070120183644	Keukenhof 2021 - Adult ticket	no	yes
<input type="checkbox"/>	03070120184122	Keukenhof 2021 - Adult ticket	no	yes
<input type="checkbox"/>	03070120184389	Keukenhof 2021 - Adult ticket	no	yes

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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 individual tickets; *you can only cancel 10% on your total number of tickets (e.g. in an order of 10 tickets you can cancel one ticket)*. Click on the checkbox(es) of the ticket(s) you would like to cancel.
Next click on Cancel tickets.

Please note: When you want to cancel a full order after payment has been made, please contact Ticketcounter.

Cancel tickets



Are you sure you want to cancel these tickets?

- **Keukenhof 2021 - Adult ticket: 1**

Cancel

Continue

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

The tickets of your order with ID B2047006587 can be downloaded below.

<input type="checkbox"/>	▲ Ticket code	Description	Downloaded	Cancellable
<input type="checkbox"/>	03070120180014	Keukenhof 2021 - Adult ticket	no	yes
<input type="checkbox"/>	03070120180703	Keukenhof 2021 - Adult ticket	no	no
<input type="checkbox"/>	03070120181601	Keukenhof 2021 - Adult ticket	no	yes
<input type="checkbox"/>	03070120182601	Keukenhof 2021 - Adult ticket	no	yes
<input type="checkbox"/>	03070120182606	Keukenhof 2021 - Adult ticket	no	yes
<input type="checkbox"/>	03070120183409	Keukenhof 2021 - Adult ticket	no	yes
<input type="checkbox"/>	03070120183561	Keukenhof 2021 - Adult ticket	no	yes
<input type="checkbox"/>	03070120183644	Keukenhof 2021 - Adult ticket	no	yes
<input type="checkbox"/>	03070120184122	Keukenhof 2021 - Adult ticket	no	yes
<input type="checkbox"/>	03070120184389	Keukenhof 2021 - Adult ticket	no	yes


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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 The link is: <https://tickets.ticketcounter.nl/keukenhof/reseller/en-US>
- Click on the 'Forgot password' button.



- Enter your e-mail address and click on 'Send'. See below.
- Click on the link in the e-mail that you received from Ticketcounter. (Please also check your spam folder, when not received).
- Enter your new password.

You can access the Reseller Portal again.

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 (phone number: **+31 (0)10 751 64 00**)*

Saturday and Sunday: 8.30 - 16.30 pm (only by e-mail: 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.