

At the ticket machines

If this is the first time you have used your OV-chipkaart with NS and you don't have NS Flex, you can top up the balance on your card at the ticket machine. You can do this by holding your card up to the pink OV-chipkaart logo on the card reader. The menu for balance and product options will open automatically. The machine displays step-by-step instructions on how to proceed.

After you have paid, hold up your OV-chipkaart again in front of the logo. Provided you have a sufficient balance on the card, you can then check in straight away to start your journey.

In addition to topping up your card, there's a lot more you can do at the ticket machines:

- Purchase products to add to your OV-chipkaart and retrieve orders
- Add Keuzedagen (Optional days) and new season tickets to your card
- Purchase a single-use smartcard

- Change the travel class
- Purchase Intercity direct and Intercity direct monthly supplements
- Buy train tickets to Belgium, Luxembourg and the western part of Germany. For further information, please go to [nsinternational.nl](https://www.nsinternational.nl)

There are three types of ticket machines: You can use a bank card, credit card or debit card to pay; at most ticket machines you can also pay with coins. All credit card transactions require you to enter your PIN code.



Machine 1

You can buy individual tickets and do everything you need for your OV-chipkaart at the ticket machine with the blue NS logo



Machine 2

You can only top up your balance and retrieve orders for your OV-chipkaart at this machine.



Machine 3

At this machine, you can only top up your balance. These machines are located inside the gates at the station.