# Festival 2013 – Functional Specification

## Project Information

**Project Name:** Festival Standard Ticketing

## Overview

This document aims to provide an overview of Festival standard ticketing processes for Members and Non-Members. It is important to note that these processes are separate from Single Ticket Day, which has its own functional specification document due to its unique nature and special requirements.

There will be two Titan standalone web stores to service both sets of public customers. This is to provide Members the opportunity to log-in and to provide them with an advance window during which tickets can be purchased prior to Single Ticket Day. Standalone web stores (that are not integrated into tiff.net) are being used to separate tickets for Festival 2013 from advance sales tickets for TIFF Bell Lightbox screenings (for the fall schedule).

The Member web store is available through tiff.net for two days prior to Single Ticket Day (this is the Member advance ticket window) and again the day after Single Ticket Day through to the end of the Festival. The store will not be available on Single Ticket Day to alleviate loads on the infrastructure, the Call Centre, and the Festival Box Office.

The Non-Member web store is available the day after Single Ticket Day through to the end of the Festival.

Public Packages, Partner Processing and Press & Industry are also described in great detail in their own functional specification documents.

## Scenarios

### Scenario 1: *Member*

1. A member wants to purchase single tickets online via tiff.net (on the days listed above). The member enters the ticketing system through the Members link on tiff.net and is brought to a Titan standalone store to log-in (Figure 2).
2. After log-in, the member is able to search by date, title, and venue (Figure 3) or by calendar date (Figure 4) to add a film to the

shopping cart. At this point, the customer may return to searching for more films or to proceed to check-out.

3. The member will have a limited time to add all desired films to the shopping cart. This timer begins the moment the first film is added to the shopping cart and expires after TBD minutes.
    a. A customer must complete the next step of completing checking out before the timer expires (Figure 5)
    b. Upon timer expiry, the shopping cart empties (tickets selected are returned to live inventory) and the member must log-in again. The timer, once it expires, will change and a message will displayed notifying the member that the cart has expired (Figure 6). Any further attempt to proceed further will result in the member being brought back to the log-in page.
    c. The timer (and the expiry message) are visible on the shopping cart and check-out pages
4. The check-out page will be the standard check-out page currently used for TIFF Bell Lightbox and will be the same page as every other Titan ticketing web store (Figure 7)
5. An email confirmation will be sent to the customer by the system with transaction's details
6. The member is then able to bring the necessary identification (as determined by CRET) to pick up the order at the appropriate location

**Scenario 2:** *Non-Member*

A non-member will have a similar experience as a member, but will not be prompted to log-in. All other ticketing functions as described in the member scenario apply.
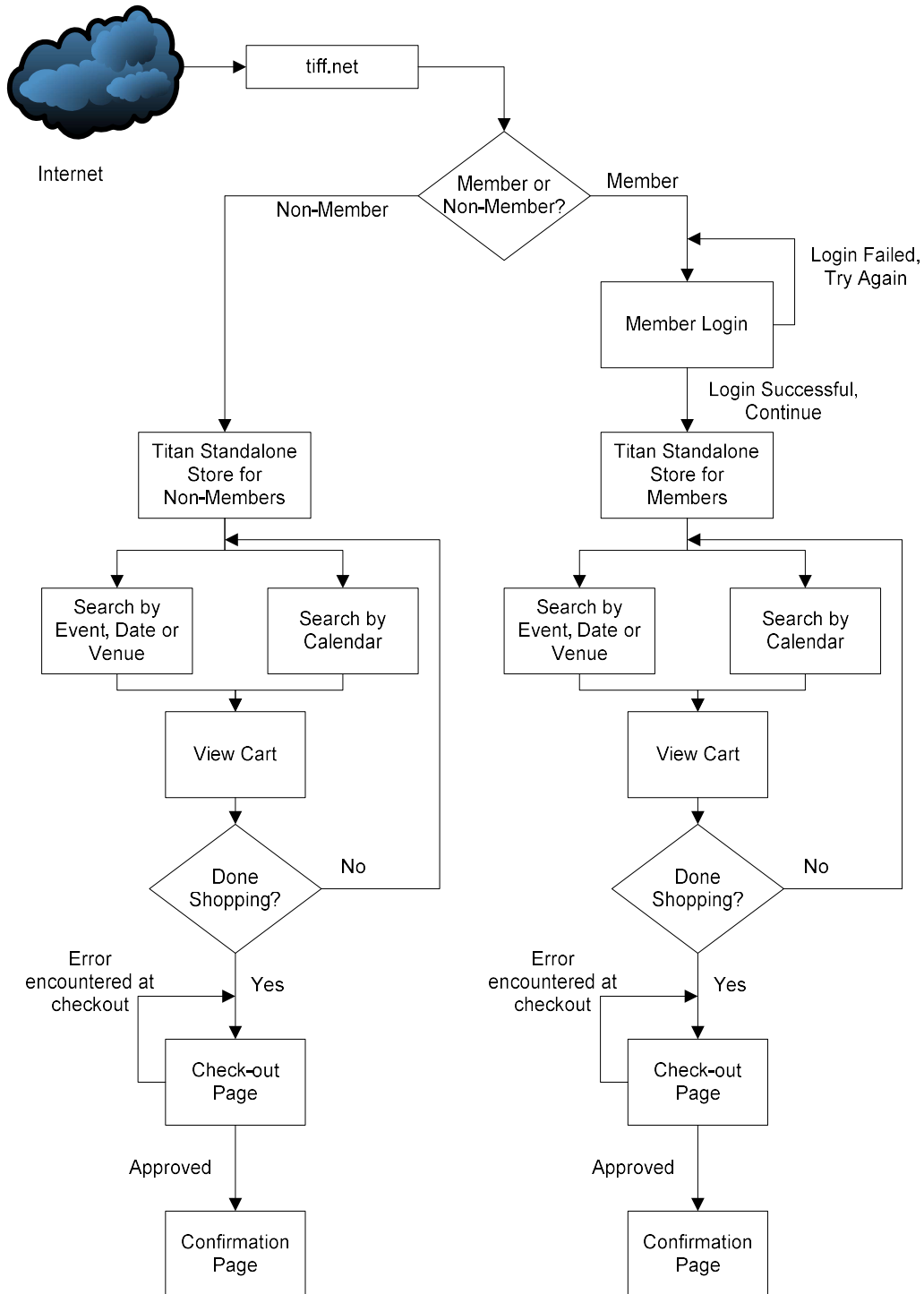
# Process Flow



Figure 1 – Process flows for both Members and Non-Members Titan web stores

**TIFF**



Figure 2 - Login screen for Members



## JIRO DREAMS OF SUSHI

| Date | Venue | |
|------|-------|---|
| Thursday 2012-05-31 2:45 PM | TIFF Bell Lightbox 1 | NEXT |
| Wednesday 2012-06-06 2:00 PM | TIFF Bell Lightbox 1 | NEXT |
| Wednesday 2012-06-06 4:00 PM | TIFF Bell Lightbox 1 | NEXT |
| Thursday 2012-06-07 4:00 PM | TIFF Bell Lightbox 1 | NEXT |

Figure 3 - The Titan Standalone store will allow the customer the ability to search by date, film title and venue

Figure 4 – The Titan Standalone store will allow the customer the ability to select events by calendar date

## Shopping Cart

### Your Shopping Cart Items

Tickets you have selected will be held for 30 minutes. After 30 minutes, these tickets will be released for others to buy.

**Time remaining for this transaction: 29:39**

| Events | Date and Time | Venue | Tickets | Amount | |
|---|---|---|---|---|---|
| **JIRO DREAMS OF SUSHI** | Thu 2012-05-31 2:45 PM | TBLB1: General Admission | 1 | $12.00 | REMOVE |
| | | | **Total** | **1** | **$12.00** |

The amount displayed above does not include fees that may be added on checkout.

ADD MORE ITEMS      CHECK OUT

**Figure 5 – Shopping Cart screen indicating to the customer which tickets have been selected and transaction total (before fees)**

## Shopping Cart

### Your Shopping Cart Items

Tickets you have selected will be held for 30 minutes. After 30 minutes, these tickets will be released for others to buy.

**Your Shopping Cart has expired. Please re-select your tickets.**

| Events | Date and Time | Venue | Tickets | Amount | |
|---|---|---|---|---|---|
| **JIRO DREAMS OF SUSHI** | Thu 2012-05-31 2:45 PM | TBLB1: General Admission | 1 | $12.00 | REMOVE |
| | | | **Total** | **1** | **$12.00** |

The amount displayed above does not include fees that may be added on checkout.

ADD MORE ITEMS      CHECK OUT

**Figure 6 – Shopping Cart screen indicating to the customer that the cart as expired**

**Order Form**

Tickets you have selected will be held for 30 minutes. After 30 minutes, these tickets will be released for others to buy.

Time remaining for this transaction: **26:11**

### Your Details

| | |
|---|---|
| First Name* | |
| Last Name* | |
| Title | |
| Organization* | |
| Phone Number* | |
| E-mail* | |

### Billing Address

| | |
|---|---|
| Address 1* | |
| Address 2 | |
| City* | |
| Province* | Alberta ▾ |
| Country* | Canada ▾ |
| Postal Code* | |

### Payment Method

Credit Card Type* | Credit Card Number* | Exp. Date* | CVV2 - 3 digit security code on the back of your card*

Visa ▾ | | 1 ▾ / 12 ▾ |

▾ | |

\* = Required field

### Authenticate

This image, which only people can see, prevents unfair use of automated programs.
If you do not see an image, make sure your browser is set to display images and try again.

N L 9 6 Z

Please type the letters as they appear in the image above.

< BACK | RESET | CONFIRM

🔒 Site Security

Figure 7 – The standard tiff.net Ticketing payment screen is used for accepting payment