菩提禅修
Bodhi Meditation

TICKET PROCESSING SYSTEM

ABOUT BODHI MEDITATION TORONTO

- Public Non-profit Organization
- To promote health and wellness through meditation
- Employees 78 in the Toronto Mediation Center
- Events Planning Department
- Primary Contact: Jinmei Shi
- Mediation Centers across the world and Canada including Taipei, Los Angeles and Vancouver

IDENTIFICATION OF THE PROBLEM AND OPPORTUNITY

Issue Identification:
- Absence of an Adequate Ticket Processing System (Free Events)
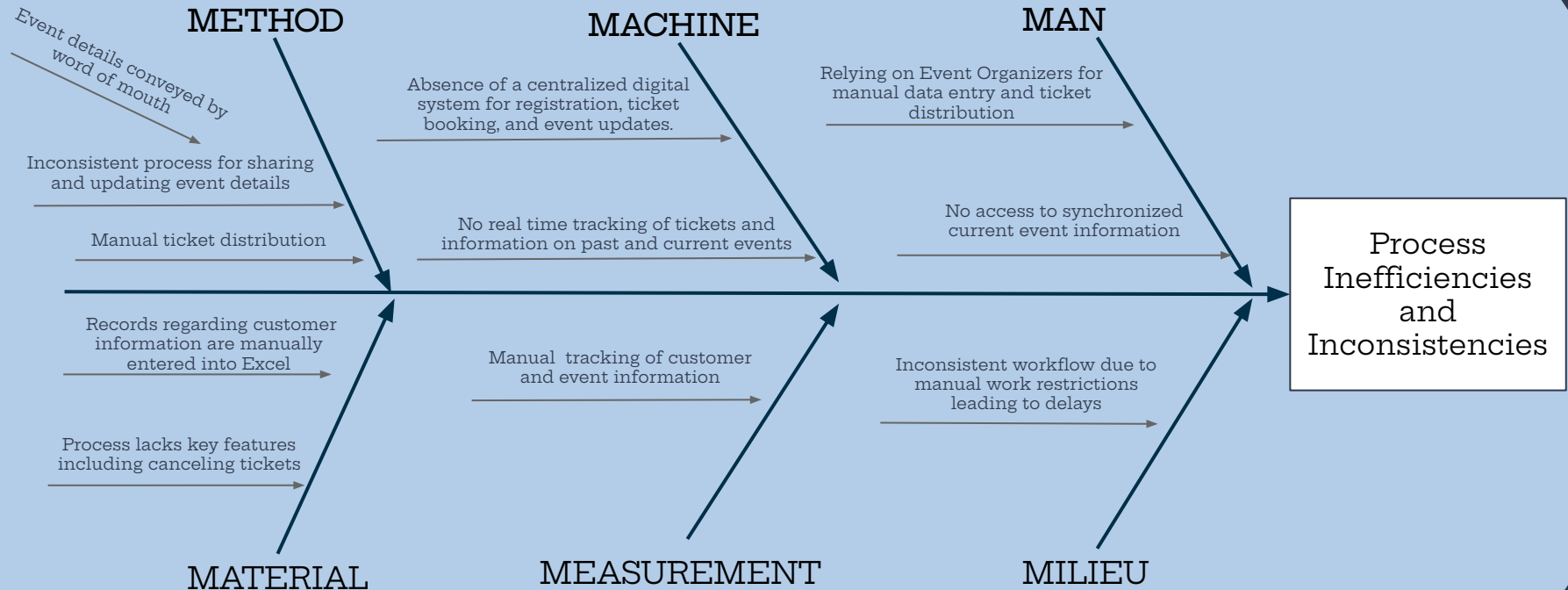 - Process Inefficiencies and Inconsistencies

Current System:
- Event details promoted by word of mouth
- Tickets are solely printed and distributed in person by event organizers
- Ticket availability at any given moment is not tracked
- Customer details recorded manually by event organizers

Opportunity:
- Create an integrated system that efficiently benefits both Customers and Administrators
  - Register for free events, managing tickets, and store customer information all in one place

DIAGNOSTICS OF THE PROBLEM/OPPORTUNITIES

METHOD
- Event details conveyed by word of mouth
- Inconsistent process for sharing and updating event details
- Manual ticket distribution

MACHINE
- Absence of a centralized digital system for registration, ticket booking, and event updates.
- No real time tracking of tickets and information on past and current events

MAN
- Relying on Event Organizers for manual data entry and ticket distribution
- No access to synchronized current event information

MATERIAL
- Records regarding customer information are manually entered into Excel
- Process lacks key features including canceling tickets

MEASUREMENT
- Manual tracking of customer and event information

MILIEU
- Inconsistent workflow due to manual work restrictions leading to delays

Process Inefficiencies and Inconsistencies

REQUIREMENT ANALYSIS

The Functional Requirements

Req1: Customers should be able to **view event details**

Req2: Customers should be able to **register** for an event and receive a ticket

Req3: Customer should be able to **cancel tickets**

Req4: Administrators should be able to **create event details**

Req5: Administrators should be able to **manage** and update all event information

Req6: Administrators should be able to **delete events**

REQUIREMENT ANALYSIS

The Functional Requirements

Req7: System should be able to **display event details**

Req8: System should be able to send a **confirmation email** with the ticket to the customer

Req9: System should be able to send a **cancellation email** to the customer

Req10: System should **notify** administrators and customers if the **ticket limit is reached**

Req11: System should **notify** all parties of **ticket availability**

Req12: System should be able to **remove event details** from the client's website
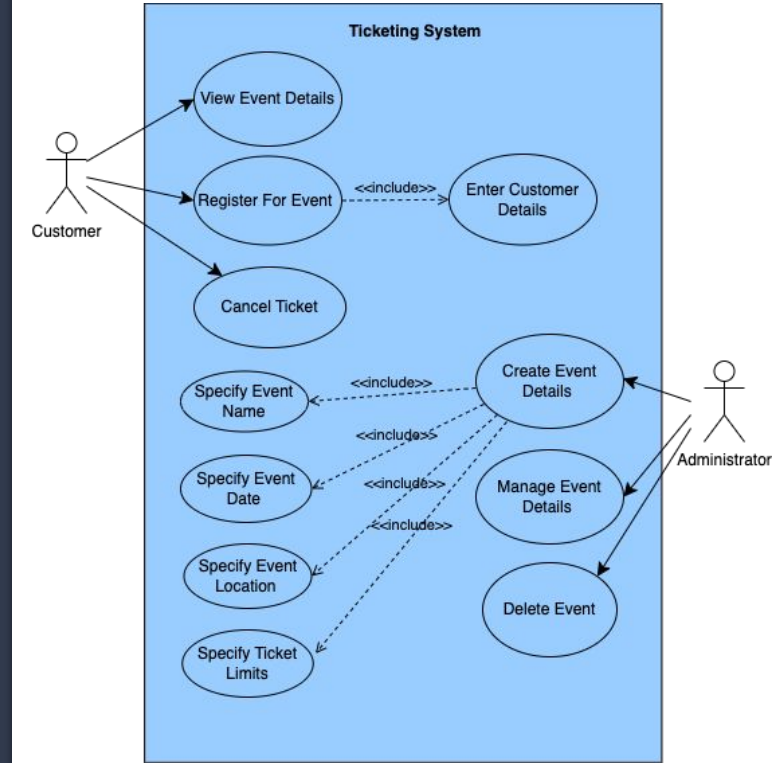
REQUIREMENT ANALYSIS

The Use Cases

Customer
- View Event Details
- Register For Event
  - » Enter Customer Details
- Cancel Ticket

Administrator
- Create Event Details
  - » Specify Event Name
  - » Specify Event Date
  - » Specify Event Location
  - » Specify Ticket Limits
- Manage Event Details
- Delete Event

THE CURRENT SITUATION

As-Is BPMN Model For Bodhi Meditation Toronto's Event Process

- Majority of the ticketing process is done manually and in person
- The Administrator begins planning for an upcoming event
  - Specifies details
  - Prints and distributes tickets to Event Organizers
- Event Organizers promote the Event details
  - Distributes tickets to customers in person
  - Manually collects tickets and records customer details once the Event begins
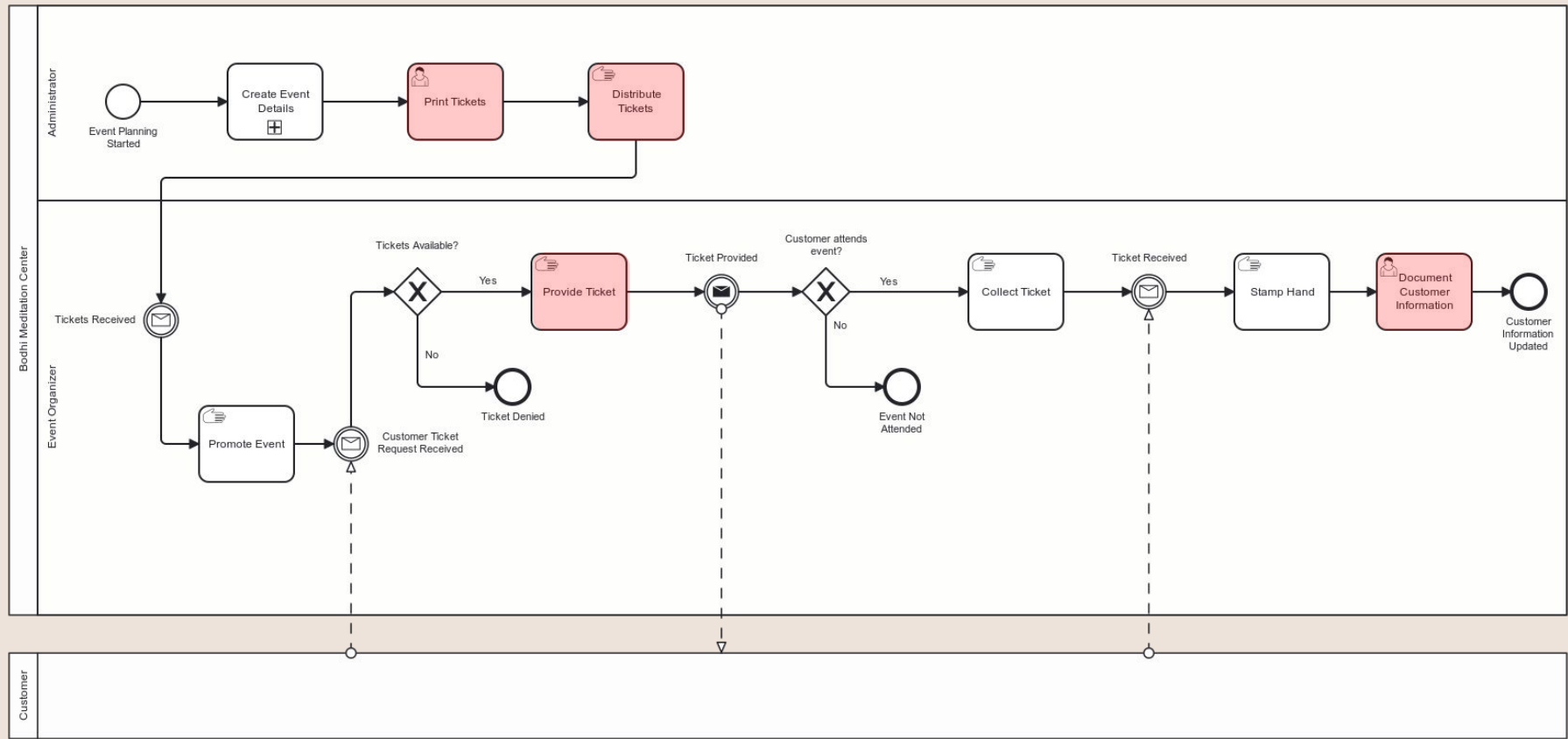
ISSUES WITH CURRENT SITUATION

As-Is BPMN Model For Bodhi Meditation Toronto's Event Process
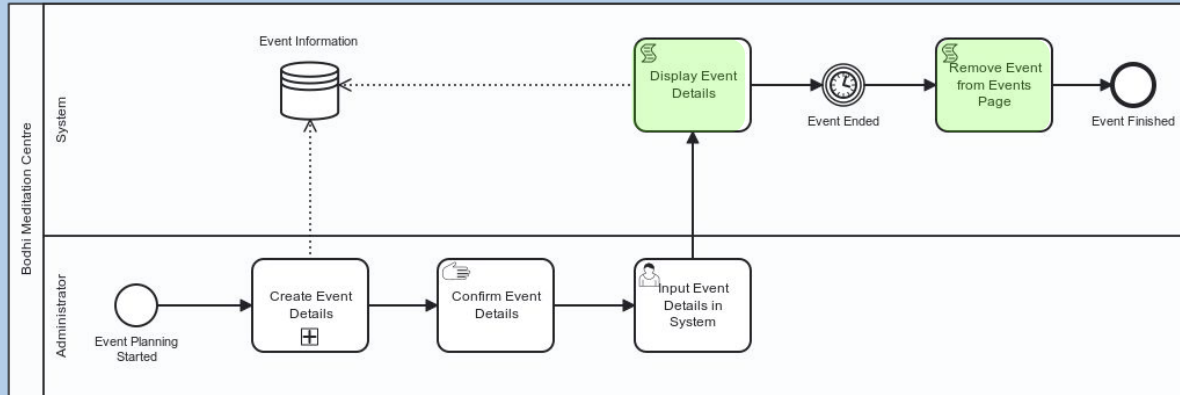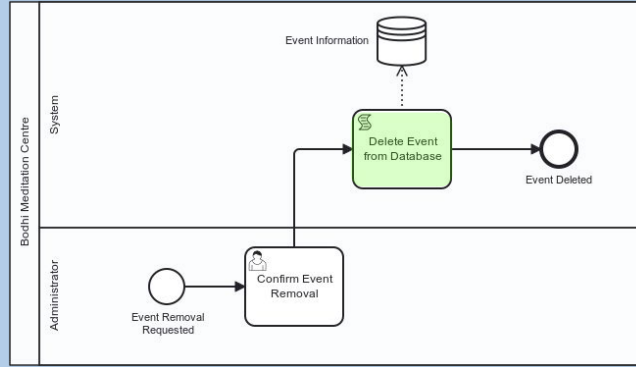
SOLUTION PROPOSITION

To-Be BPMN Model For Bodhi Meditation Toronto's Event Processes

- Switch to a more automated, digital process
  - Provides customers with better access to Event Details
  - Allows customers to handle registration online
  - Automatically stores customer information (customer details and attendance)
  - Provides a digital ticket
  - Provides ticket confirmation

- Adds new functionality
  - Provides real-time ticket availability notifications to Customers and Administrators
  - Allows tickets to be cancelled and reassigned
  - Allows Administrators to delete event information from their website and their records
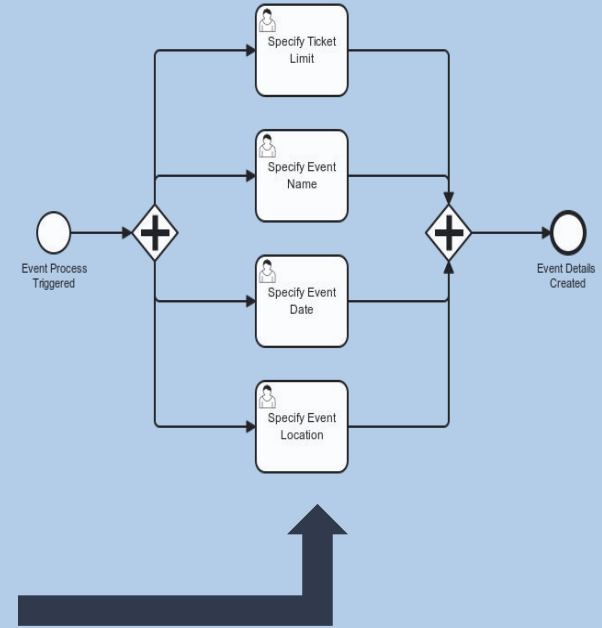 - Creates a unified database, integrating event and customer information in one place
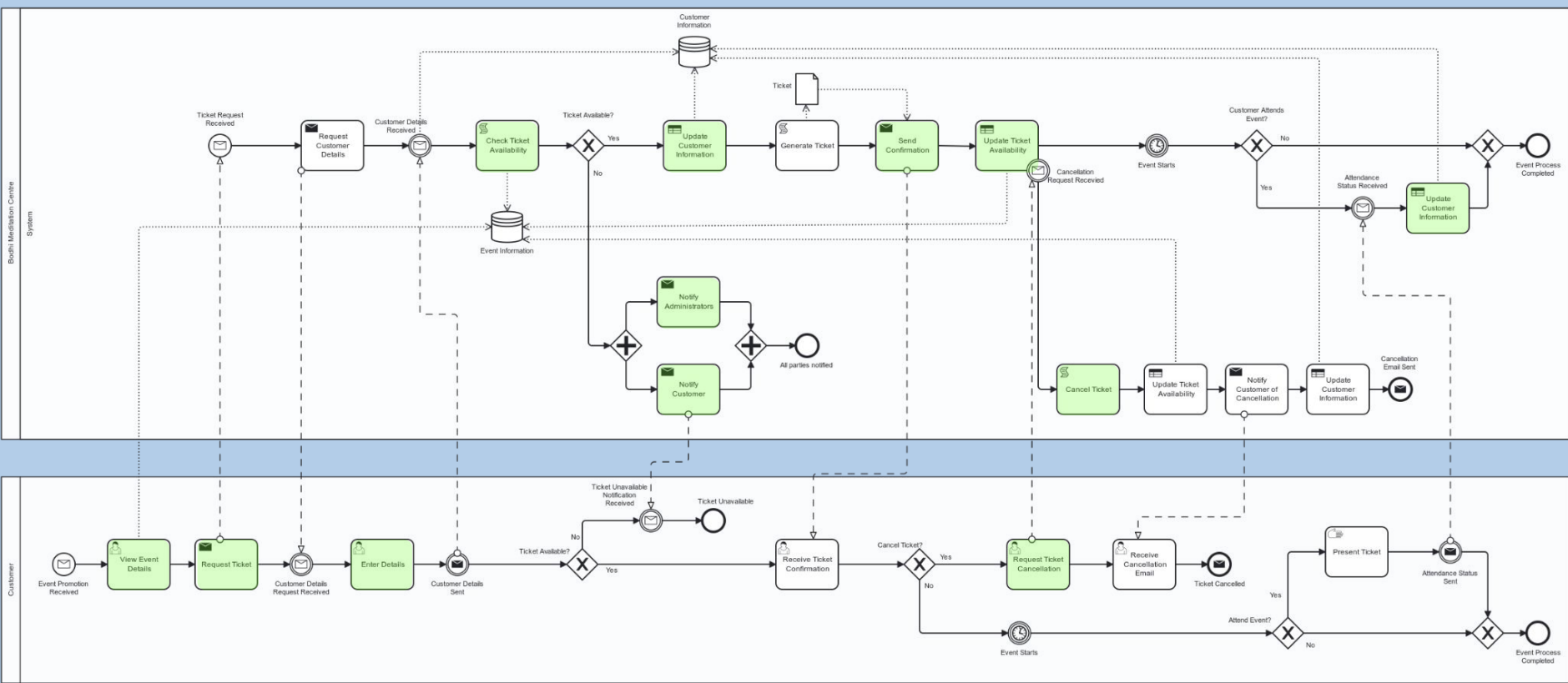
SOLUTION PROPOSITION

To-Be BPMN Model For Bodhi Meditation Toronto's Event Processes

Event Removal & Event Planning

Create Event Details Sub-Process

Ticket Processing

SOLUTION PROPOSITION

To-Be BPMN Model For Bodhi Meditation Toronto's Event Processes

ENTITY RELATIONSHIP DIAGRAM

Customer

PK	**CustomerID**
	CustomerName
	CustomerEmail
	PhoneNumber

Ticket

PK	**TicketNumber**
FK	CustomerID
FK	EventID
	Attendance

Administrator

PK	**AdministratorID**
	AdministratorName

Event

PK	**EventID**
FK	AdministratorID
	EventName
	EventDate
	TicketLimit
	EventLocation
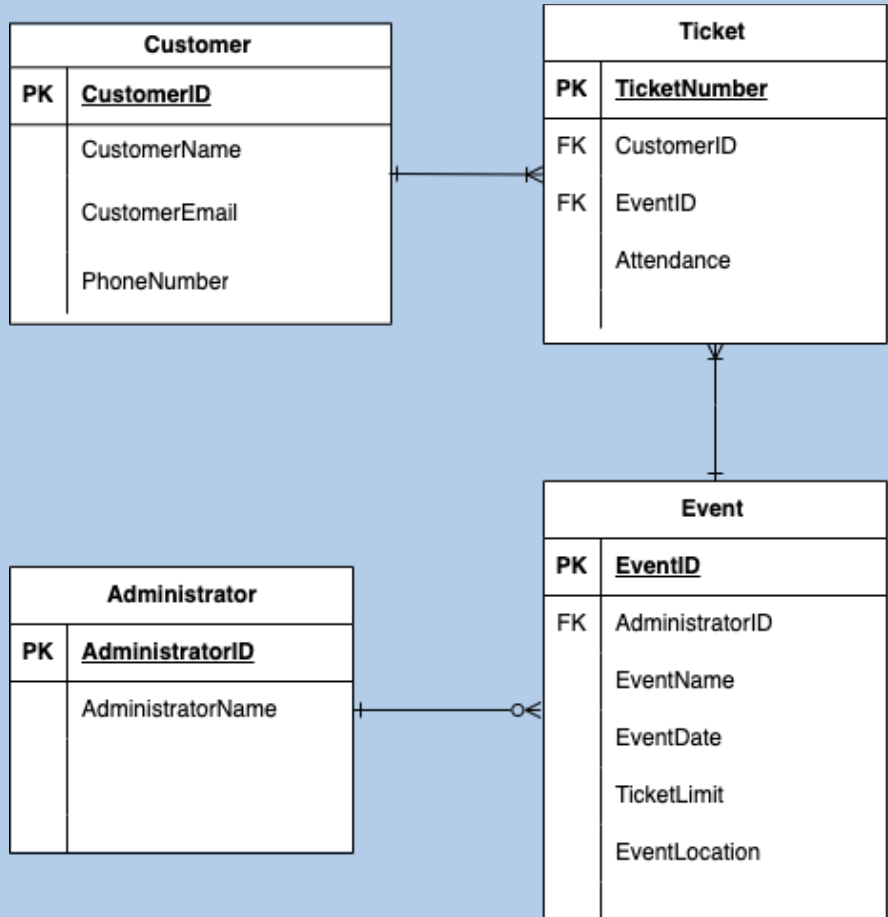
DATABASE SCHEMA
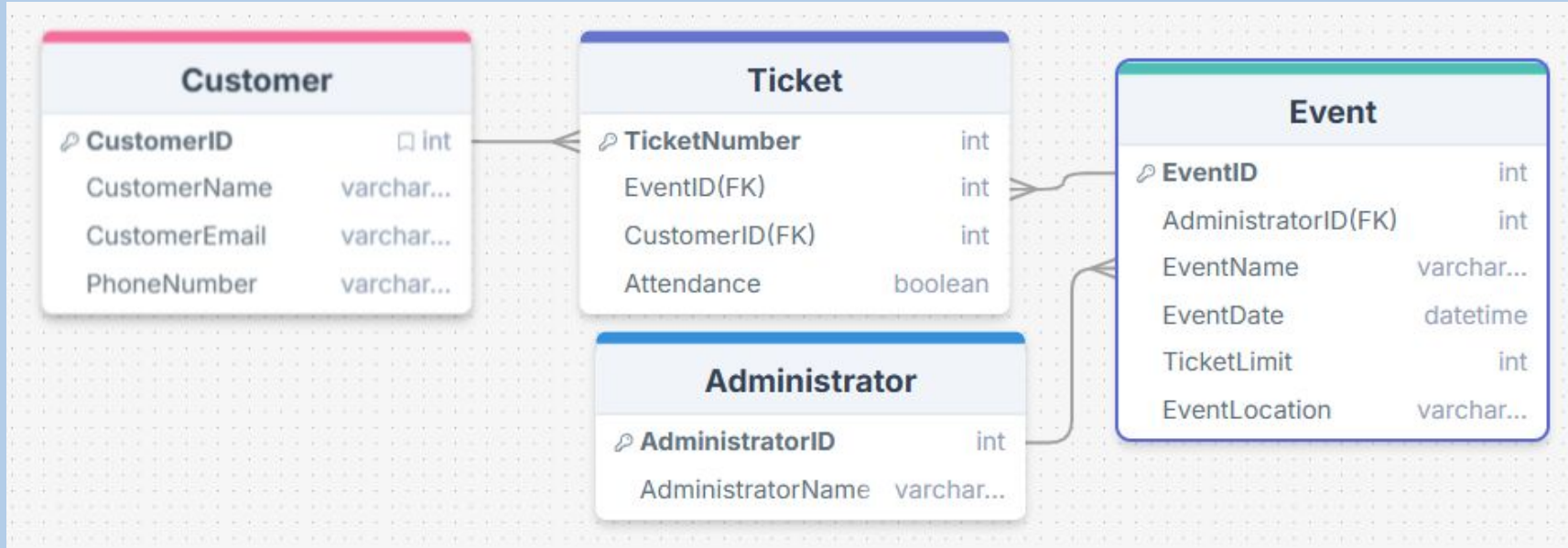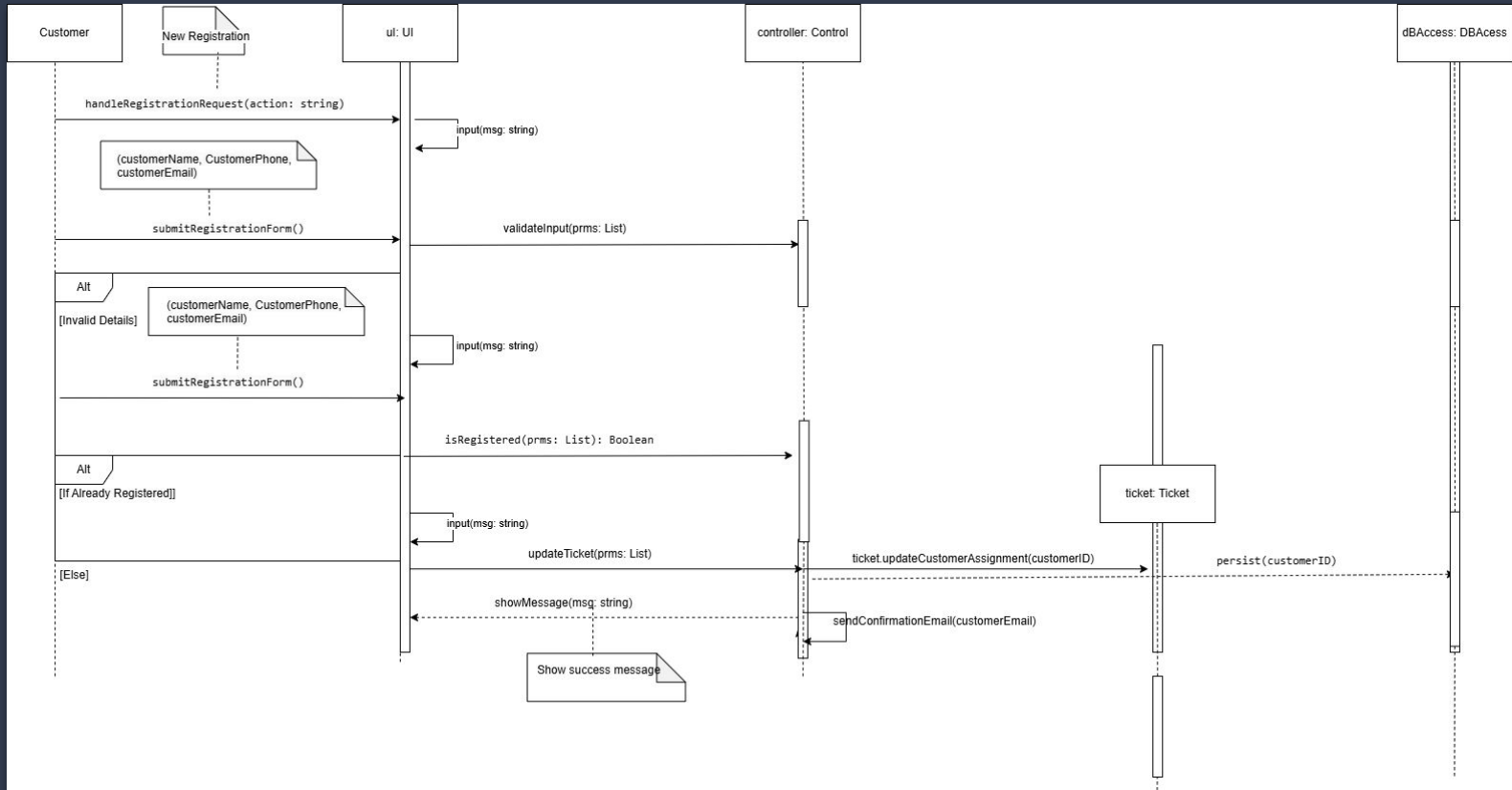
SEQUENCE DIAGRAM

Event Registration

CLASS DIAGRAM

UI

+ handleRequest(action: string)
+ submitRegistrationForm()
+ input(msg: string)
+ showMessage(msg: string)
+ displayEvent(prms: List)
+ submitCancellationRequest(eventID, ticketID)

Controller

+ validateInput(prms: List)
+ isRegistered(prms: List): Boolean
+ updateTicket(prms: List)
+ getEventDetails(prms: List)
+ submitEventForm()
+ newEvent(prms: List)
+ handleCancellationRequest()
+ submitCancellationForm(eventID, ticketID)
+ updateTicket(prms: List)
+ changeEvent(prms: List)
+ removeEvent(prms: List)
+ displayConfirmation(eventID, adminID, eventNameID, eventDate, eventLocation, ticketLimit)
+ returnEventDetails(eventID, adminID, eventNameID, eventDate, eventLocation, ticketLimit)
+ sendConfirmationEmail(customerEmail)
+ returnTicketDetails(ticket: Ticket)
+ showConfirmationDialog()
+ requestCancellation(prms: List)
+ returnTicketDetails(ticket: Ticket)
+ displayEventDetails(eventID, adminID, eventNameID, eventDate, eventLocation, ticketLimit)

DBAccess

+ persist(customerID)
+ getEventDetails(eventID)
+ returnEventDetails(eventID, adminID, eventNameID, eventDate, eventLocation, ticketLimit)
+ persist(event)
+ getTicketDetails(ticketID)
+ updateEvent(eventID, adminID, eventName, eventDate, ticketLimit)
+ updateCustomerID(ticketID, CustomerID)
+ deleteEvent(eventID)

Ticket

- ticketNumber: Integer
- eventID: String
- attendance: Boolean

+ checkAvailability(eventID: String): Boolean
+ Update()

Customer

- customerID: String
- customerEmail: String
- customerName: String
- phoneNumer: String

Administrator

- adminID: String
- adminName: String

Event

- eventID: String
- adminID: String
- eventName: String
- eventDate: Date
- eventLocation: String
- ticketLimit: Integer

+ update(Event)
+ delete()

PROTOTYPE DEMO
Register For Event

PROTOTYPE DEMO
Register For Event

Events

2026 Lunar New Year Celebration Event Sign-Up

Celebrate a fresh start with us this Lunar New Year! Enjoy traditional festivities, exciting performances, and a chance to embrace and share in cultural traditions. Mark your calendar and stay tuned for more details.

Date: Monday January 19, 2026
Time: 4:00pm - 9:00pm
Location: Bodhi Meditation Toronto
180 Yorkland Blvd, North York, ON

13 Tickets Remaining ↻

This one-time registration is required to provide us with your necessary contact information. Please enter your details below:

First Name*

Last Name*

Email Address*

Phone Number*

Submit

Events

Unfortunately, there are no tickets available for the **2026 Lunar New Year Celebration Event**

We hope to see you at one of our next events.

Return to Homepage

Events

You have been successfully registered for the 2026 Lunar New Year Celebration Event!

Thank you for signing up! Please check your inbox for a **Confirmation Email** including your **Ticket**. Let's ring in the Year of the Horse together!

Return to Homepage

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PROTOTYPE DEMO
Register For Event » Cancel Ticket

2026 Lunar New Year Celebration Confirmation Inbox ×

Bodhi Meditation Toronto <infotor@bodhimeditationca.org>
to me ▾

Hello!

Thank you for signing up! Please see your attached ticket below. Present this ticket to an event organizer when you arrive at the venue to gain access to the event. We look forward to seeing you there!

Event Details:
Date: Monday January 19, 2026
Time: 4:00pm - 9:00pm
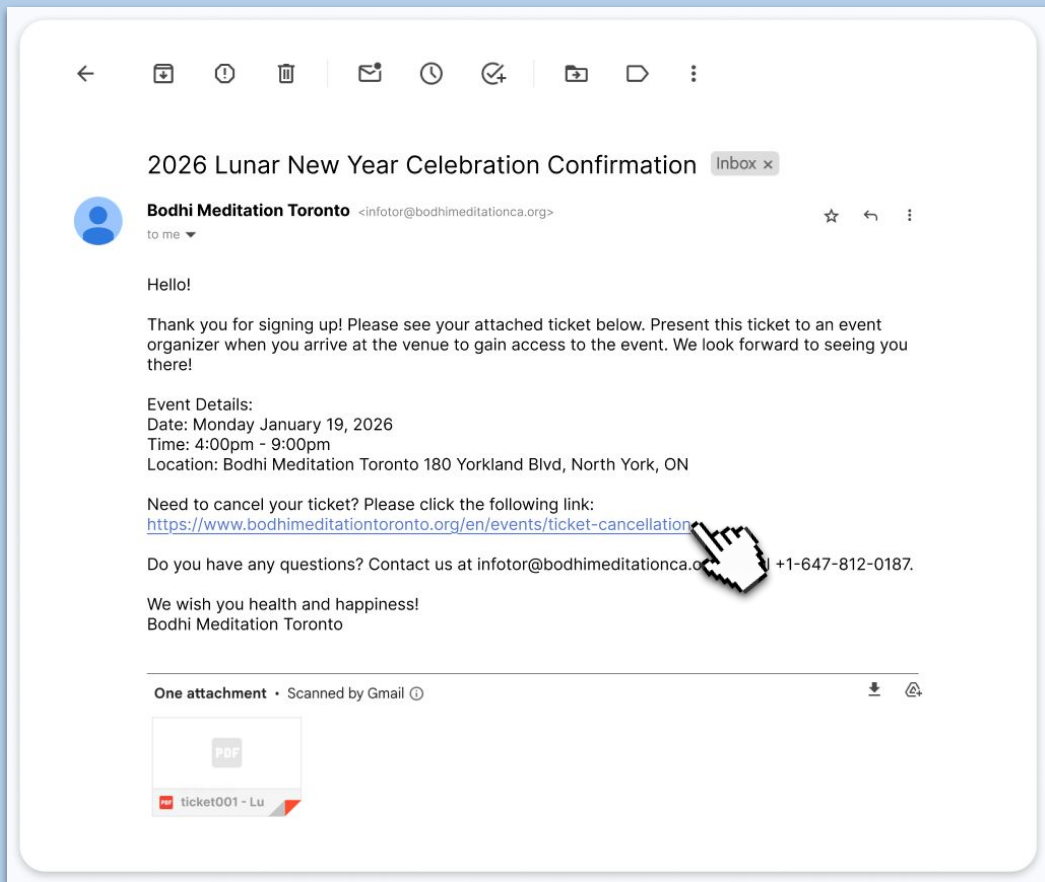Location: Bodhi Meditation Toronto 180 Yorkland Blvd, North York, ON

Need to cancel your ticket? Please click the following link:
https://www.bodhimeditationtoronto.org/en/events/ticket-cancellation

Do you have any questions? Contact us at infotor@bodhimeditationca.o   +1-647-812-0187.

We wish you health and happiness!
Bodhi Meditation Toronto

One attachment • Scanned by Gmail ⓘ

PDF
ticket001 - Lu

Events

Your ticket for the **2026 Lunar New Year Celebration Event** has successfully been canceled

Please check your inbox for a **Ticket Cancellation Email** confirming your cancellation.

Return to Homepage

2026 Lunar New Year Celebration Ticket Cancellation   Inbox ×

Bodhi Meditation Toronto <infotor@bodhimeditationca.org>
to me ▼

Hello,

We have received your request to cancel your ticket for the 2026 Lunar New Year Celebration Event. Your ticket: **001-LunarNewYear2026** has been **canceled**. We hope to see you at one of our next events!

If you change your mind, please sign up for a new ticket at:
https://www.bodhimeditationtoronto.org/en/events/sign-up

Do you have any questions? Contact us at infotor@bodhimeditationca.org or dial +1-647-812-0187.

We wish you health and happiness!
Bodhi Meditation Toronto