

**Project: Develop an online concert ticket platform with an interactive seating chart.**

**Immediate Goal / Current Project: Get a cross-platform (mobile friendly) functional system up and running for my venues.**

**Long Term Goal / Future Project: Develop a platform to sell to other venues with additional functions.**

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## INTRODUCTION

The system will need:

- 1) Back-end system to build seating charts, build shows, manage users, manager customers, sell tickets, view reports
- 2) Front-end system where customers purchase tickets online.

This document contains an outline of what the ticket system should include. I have used my current third party ticket system as an example; with modified screenshots to illustrate the new platform. This outline and images are guides and not absolutes. Please use your best judgment in developing the system; from formatting to functionality. The images are roughly done but should get the point across. By no means do I wish to duplicate the style and theme of the screenshots. I am very open to suggestions on improvements as well. The ticket system will act as a stand alone company.

A key component of this system will be the seating chart. The seating chart should be interactive – allowing the user to view the open seating and select seats by clicking directly onto the seating chart image. On the back-end, administrator users should be able to create and modify the seating charts.

An example of my current ticket provider can be found here <https://tix.extremetix.com/Online/?siteID=2562>. Click on any of the blue “Deposit” buttons to see the seating chart. Once the seating chart is displayed, click on any of the sections. The next screen brings you to the seat selection. I want to eliminate the seat selection page, and allow users to select seats directly on the seating chart. This is what I refer to as the “interactive seating chart.”

For the project, I envision embedding the front end ticket selling portion of the site onto the music venues web page, something similar to meetup.com (<http://www.meetup.com/find/events/?allMeetups=true&radius=5&userFreeform=Spring,+TX&mclId=z77373&mcName=Spring,+TX>). The other option I see would be to have the ticket provider host the website and the venue link to it from the venue’s website, much like my current provider.

I own two music venues with two types of seating, General Admission and Reserved. One venue called the Music Café is general admission where customers are not assigned a seat when they purchase tickets. The second venue called the Big Barn is all reserved seating, where specific seats are purchased. The Big Barn will utilize an interactive seating chart. I still want the functionality of selling reserved seating at the Music Café as well as selling general admission at the Big Barn.

### Front End – Schedule

The “Front End” refers to the part of the ticketing system that the customer interacts with. The layout of this will be affected by the deployment of the front end – either in a frame or as a hosted page. The initial page is called “Schedule” which features the show schedule in a list format, and venue information (map, phone number, address and a link to the venue website). Each venue should have a separate Schedule page. I would like the band images to be larger than the examples below.

The header should contain:

- Schedule
- My Account – user can login, change account details, view purchase history, save credit card information
- Help – link to FAQ page
- Privacy – link to Privacy Policy information page

### IMAGE - SCHEDULE


**Schedule** My Account Help Privacy

Your cart is empty


**For tickets after noon on the day of the show please call 281-367-3774.**

List View | [Calendar View](#)


**Uncle Lucius with Kyle Hutton - Real Life Real Music**

 Aug 5 Tue Tuesday, August 5, 2014 8:00  
Dosey Doe - Big Barn **\$20 Cover** [Cover](#)


**Chris Hilman of The Byrds with Herb Pedersen - Dinner and Show**

 Aug 7 Thu Thursday, August 7, 2014 8:30. Dinner served between 6:00 - 7:30  
Dosey Doe - Big Barn  
\$118 Premium Seats  
\$98 Normal View  
\$78 Obstructed View **Deposit**  
\$50 Deposit Per Ticket Required At Time Of Purchase  
Ticket Price Includes Three Course Meal

**Cody Jinks Band**

 Aug 8 Fri Friday, August 8, 2014 8:30  
Dosey Doe - Big Barn **\$20 Cover** [Cover](#)

**Del Castillo - Dinner and Show**

 Aug Saturday, August 9, 2014 8:30. Dinner served between 6:00-7:30

**Venue Information**

Venue Name:  
Dosey Doe - Big Barn  
281-367-3774  
Address:  
25911 I-45 North  
The Woodlands, Texas 77380  
[www.doseydoe.com](http://www.doseydoe.com)

25911 Intersta... [View on Google Maps](#)

25911 Interstate

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### Front End – Seat Selection

When a button (on the image, either Cover or Deposit button) is selected on the Schedule page, the user proceeds to view the seating chart for that given show. Above the seating chart, show information (show name, date, time, venue, price description) is displayed.

- Available seats will be seen as a green circle, unavailable seats will be seen as a red circle. Tables 50 and 51 are examples of how it should look.
- User can click on an open seat to select it, click again to deselect. When a seat is selected, the color changes to yellow.
- Multiple seats can be selected.
- User can either proceed to purchase page, or add seats to the shopping cart and return to the Schedule page to select additional seats at another show.

### IMAGE - SEAT SELECTION CUSTOMER INTERFACE

The screenshot displays the 'Dosey Doe' website's seat selection interface. At the top, there is a navigation bar with links: 'Schedule', 'My Account', 'Help', and 'Privacy'. The website URL 'www.doseydoe.com' is visible on the right. Below the navigation bar is a banner featuring the 'Dosey Doe Coffee' logo repeated eight times. A red banner below the logo reads: 'For tickets after noon on the day of the show please call 281-367-3774.' Below the banner, the show information is displayed: 'Uncle Lucius with Kyle Hutton - Real Life Real Music'. A small photo of the band is shown next to the text. The show date and time are 'Aug 5 Tue Tuesday, August 5, 2014 8:00'. The venue is 'Dosey Doe - Big Barn'. The price is '\$20 + Convenience Fee'. There are buttons for 'Get Tickets To Another Show', 'Purchase', and 'Add To Cart'. The main area shows two seating charts: '1ST FLOOR' and '2ND FLOOR'. The '1ST FLOOR' chart is a large blue area with a 'STAGE' at the top. It contains various numbered sections (e.g., 83, 74, 91, 90, 92, 180, 70, 61, 51, 41, 32, 31, 40, 30, 20, 21) and a legend: 'Normal View' (grey square), 'Obstructed' (blue square), and 'Pillar' (black square). The '2ND FLOOR' chart is a green area with a 'STAGE' at the top. It contains various numbered sections (e.g., 501, 403, 402, 401, 400, 308, 307, 600, 601, 602, 603, 604, 201, 101, 100, 300, 301, 302, 303, 304, 305, 306). A 'STAIRS' label is also present on the left side of the 2nd floor chart.

### Front End - Purchase Confirmation

This will vary depending on which third party payment company is selected. I would appreciate some input on payment systems you may have used – leaning towards Stripe.com

- a. Confirm show, date, venue, time, seat selection
- b. 10 minute timeout on holding selected seats, preventing other customers from selecting the same seats
- c. Include option to login with customer account on this page
- d. Assign a unique transaction ID to the purchase (which will be a searchable entry to locate the transaction at a later date)
- e. Select ticket delivery option – print now (email is still sent), email, or will call (email is still sent)
- f. Answer Additional Questions (set on Venue Page and Build Show page)

## Back End – Show Page

The “Back End” section of the system is used to manage the site; build seating charts, build shows, manager box office users, sell tickets, lookup customers, manage customer accounts, and access reports. There will be three levels of box office users, and the level of the user determines which box office pages the user can access. To access the Back End, users must first login.

The header should contain:

- Shows – View list of shows, build / modify shows
- Venues – View/edit/create venue information
- Users – View/edit/create box office users
- Sell Tix – Back-end ticket selling portal
- Customers – Lookup/edit customer accounts, refund/release tickets
- Reporting – Access all reporting

The Shows Page should feature the list of shows, a show search function (search by Show, Seating Chart or Venue), and an add show functions.

### IMAGE - ADMIN SHOW PAGE

Shows Venues Users Sell Tix Customers Reporting				Brad Said	
Shows				Log Out	
Filter by: <input type="button" value="Show"/> <input type="button" value="Seating"/> <input type="button" value="Venue"/> <input type="button" value="Search"/> <input type="button" value="Add Show"/>					
Show	Show Date / Time	Venue	Seating Chart		
<a href="#">Drew Womack with Kyle Hutton - Real Life Real Music</a>	Tue, 07/22/2014 08:00 PM	Big Barn	Normal		
<a href="#">Eddie Money - Dinner and Show</a>	Sun, 11/16/2014 07:30 PM	Big Barn	Premium		
<a href="#">Edwin McCain Trio - Dinner and Show</a>	Thu, 08/14/2014 08:30 PM	Big Barn	Premium		
<a href="#">Elise Davis &amp; Haley Cole - In The Round</a>	Wed, 08/13/2014 08:00 PM	Music Cafe	General Admission		
<a href="#">Ewan Dobson</a>	Fri, 04/17/2015 08:30 PM	Music Cafe	General Admission		
<a href="#">Exile - Dinner and Show</a>	Thu, 12/04/2014 08:30 PM	Big Barn	Premium		
<a href="#">Extremetix IT Test</a>	Wed, 12/31/2014 08:00 PM	Big Barn	Normal		
<a href="#">Firefall - Dinner and Show</a>	Sat, 07/26/2014 08:30 PM	Big Barn	Premium		
<a href="#">Folk Family Revival</a>	Fri, 08/01/2014 08:30 PM	Music Cafe	General Admission		
<a href="#">Fred andrews - cancel</a>	Sun, 03/11/2012 08:00 PM	Big Barn	Normal		
<a href="#">Fred Eaglesmith Band</a>	Thu, 11/06/2014 08:30 PM	Music Cafe	General Admission		
<a href="#">Gary Nicholson and Whitey Johnson Band with The Austin Allstars</a>	Sat, 09/20/2014 08:30 PM	Big Barn	Normal		
<a href="#">Gene Watson - Dinner and Show</a>	Thu, 11/13/2014 08:30 PM	Big Barn	Premium		
<a href="#">George Ducas - Band</a>	Sat, 08/23/2014 08:30 PM	Big Barn	Normal		
<a href="#">George Winston - Dinner and Show</a>	Sat, 02/21/2015 08:30 PM	Big Barn	Normal		
<a href="#">Gregg Rollie of SANTANA and Journey - Dinner and Show</a>	Fri, 09/12/2014 08:30 PM	Big Barn	Premium		
<a href="#">Guy Forsyth Band - Dinner and Show</a>	Fri, 10/10/2014 08:30 PM	Big Barn	Premium		
<a href="#">Hamilton Loomis with Kyle Hutton - Real Life Real Music</a>	Tue, 08/19/2014 08:00 PM	Big Barn	Normal		
<a href="#">Hooked 4 Life</a>	Wed, 10/22/2014 08:00 PM	Music Cafe	General Admission		
<a href="#">Hooked 4 Life and Familiar Looking Strangers</a>	Thu, 07/24/2014 08:30 PM	Big Barn	Normal		
<a href="#">Ian Moore</a>	Thu, 10/09/2014 08:30 PM	Music Cafe	General Admission		
<a href="#">If Birds Could Fly</a>	Thu, 10/16/2014 08:30 PM	Music Cafe	General Admission		
<a href="#">James Hunter 6</a>	Thu, 10/23/2014 08:30 PM	Music Cafe	General Admission		
<a href="#">James Otto</a>	Tue, 09/16/2014 08:00 PM	Big Barn	Normal		
<a href="#">Jamie Richards</a>	Thu, 08/07/2014 08:30 PM	Music Cafe	General Admission		
<a href="#">Jay and the Americans - Dinner and Show</a>	Fri, 11/07/2014 08:30 PM	Big Barn	Normal		

### Back End – Venues Page

The Venues page is where venue information is set, seating charts are built and printed/emailed ticket content is managed. Each Venue will have its own Schedule page.

- a. Create Venue – Used to add a venue. Must save at the bottom of the page.
- b. Select Venue – Choose among saved venues.
- c. General Information – set the information that will be used on the Schedule page
- d. Additional Questions - Select Additional Questions which will appear during the purchase process on the Front End. When checked as active, question will appear as a default question on the Build Show page.
- e. Tickets – Can add / remove ticket types. Ticket types determine which ticket the customer receives and which button is shown on the Schedule page. To start with we will use two ticket types, Deposit and Cover. When checked, the ticket type will be available to add to Seating Charts. The information on the printable ticket is taken from the information set while building a show, as well as the customer information. There needs to be a method to edit the appearance and format of each printed ticket type.

There will be two primary types of payments for tickets, Cover and Deposit. With a cover, the full ticket price is paid at the time of purchase. With a deposit, a portion of the ticket is paid at the time of purchase. Currently, all shows at the Music Café (general admission) are Covers, where the full ticket is paid at the time of the purchase. Most all shows at the Big Barn (reserved seating) are paid by Deposit. Each seating chart will be able to assign the type of payment.

- a. Active: Sets if the ticket type is an option to select when creating seating charts.
- b. Ticket Type: Name of the ticket type
- c. Default Price: Price that should be default on the Build Show page.
- d. Convenience Fee: Input amounts for convenience fees which are charged to the customer through the online front end. Some ticket types will use a % of the ticket price, while others will use a flat dollar amount.
- e. Venue Commission: This is a fee is additional to the convenience fee and is retained by the venue. This is a flat dollar amount which is added to the convenience fee. For example, if the convenience fee is set at \$2.50 and the venue commission is set at \$.25, the final convenience fee is \$2.75
- f. Price Option: Determines which price options are available on the Back End Sell Tix page, Standard or Pay In Full.
- g. Preview / Edit: To preview the printed ticket and / or edit the layout.
- h. Button Designation: Enter the text for the button which is seen on the Schedule page. Text updates the on the button image.

- i. Delete Ticket: Delete the ticket type, pop up confirmation.
- f. Web Address – set the address for the Schedule page
- g. Save / Delete – a pop up confirmation should appear to confirm selection

### IMAGE – VENUE PAGE

Shows Venues Users Sell Tix Customers Reporting

[Brad Said](#)  
[Log Out](#)

## Venue Maintenance

[+ Create Venue](#)

Select Venue: Dosey Doe - The Big Barn ▼

Create or edit venue details.

### General Information

Venue Name: Dosey Doe - The Big Barn Venue Phone:

Venue Address:  Venue Map Link:

### Additional Questions

Add Additional Question:  [Add Question](#)

Active

Question 1: How did you hear about the show? ☒ [Delete Question](#)

Question 2: Who would you like to see perform? ☒ [Delete Question](#)

### Ticket

Active	Ticket Type	Default Price	Convenience Fee	Venue Commission	Price Option	View Ticket
<input checked="" type="checkbox"/>	Deposit Ticket	<span>50.00</span>	<span>Flat ▼</span> <span>3.50</span>	<span>.25</span>	<input checked="" type="checkbox"/> Standard <input checked="" type="checkbox"/> Pay In Full	<a href="#">Preview / Edit</a>
Button Designation: <span>Deposit</span>		<a href="#">Deposit</a>		<a href="#">Delete Ticket</a>		
<input checked="" type="checkbox"/>	Cover Ticket	<span>10.00</span>	<span>% ▼</span> <span>10%</span>	<span>.25</span>	<input checked="" type="checkbox"/> Standard <input type="checkbox"/> Pay In Full	<a href="#">Preview / Edit</a>
Button Designation: <span>Cover</span>		<a href="#">Cover</a>		<a href="#">Delete Ticket</a>		

[+ Create Ticket Type](#)

### Web Address

www.doseydoe.com/tickets/bigbarn

[Save](#) [Delete](#)



**Back End – Printed Ticket Layout**

Each venue and ticket type should have unique printed/emailed tickets assigned to it.

- A) The ticket should contain elements from the Build Show function
  - 1) Show Name – on ticket example, “Tab Benoit – Dinner and Show”
  - 2) Venue Selection – on ticket example, “Dosey Doe – Big Barn”
  - 3) Show Date – on ticket example, “Thursday, October 23, 2014”
  - 4) Show Time – on ticket example, “Show Time 8:30 PM”
  - 5) Doors – on ticket example, “Doors 6:00PM”
  - 6) Time Description – on ticket example, “Dinner served between 6:00-7:30”
- B) The ticket should contain elements from the Seating Chart
  - 1) Seat ID
  - 2) Table / Seat
  - 3) Amount Paid
  - 4) Online Price Description – on ticket example,  
“Price Description: \$108 Premium Seats  
\$88 Normal View  
\$68 Obstructed View  
\$50 Deposit Per Ticket Required At Time Of Purchase  
Ticket Price Includes Three Course Meal”
- C) Additional Information
  - 1) Name – Name of purchaser
  - 2) Print Date
  - 3) Purchase Date
- D) There needs to be a method to edit the appearance and format of each ticket type.

## IMAGE - TICKET

Shows Venues Users Sell Tix Customers Reporting

## Ticket Preview - Venue: Big Barn, Ticket Type: Deposit

[Brad Said](#)[Log Out](#)

## This is your ticket!

## Tab Benoit - Dinner and Show

Dosey Doe - Big Barn  
Thursday, October 23,  
2014

Show Time 8:30 PM  
Doors 6:00 PM

Dinner served  
between 6:00-7:30

Seat ID 277546548

Table / Seat 50 / 2

Amount Paid \$50.00

Conv. Fee \$3.75

Name John Smith

Print Date 7/26/2014 4:32:21 PM CDT

Purchase Date 7/26/2014 4:32:21 PM CDT

## Price Description:

\$108 Premium Seats

\$88 Normal View

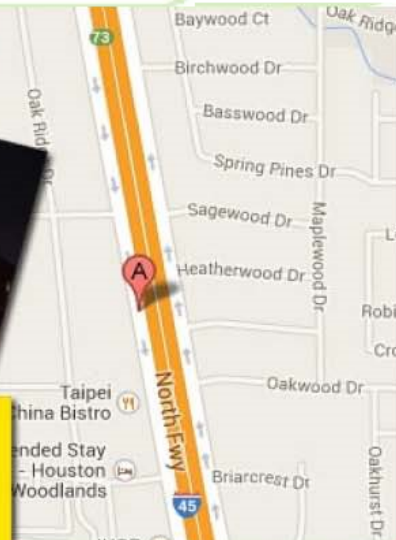
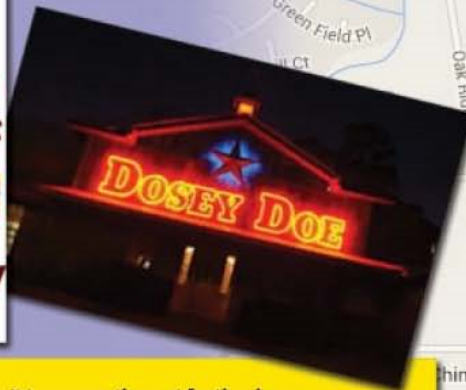
\$68 Obstructed View

\$50 Deposit Per Ticket Required At Time Of Purchase

Ticket Price Includes Three Course Meal

Ticket available for refund up to 24 hours prior to show date.

This ticket is a revocable license. Any violation of law or any other inappropriate behavior by the user of this ticket during the event may result in revocation of the license and the user being removed from the venue with no refund of the purchase price or any associated charges. User of this ticket assumes all responsibility for all risk of bodily harm as well as damage to or loss of property while attending this event. **WARNING: THIS TICKET IS FOR PURCHASE OR TRANSFER BY ELECTRONIC MEANS ONLY. PURCHASE OF THIS TICKET FROM OR SALE BY A THIRD PARTY IS NOT AUTHORIZED. TICKETS NOT PURCHASED ELECTRONICALLY CARRY A GREAT RISK OF BEING FRAUDULENT. VENUE OPERATOR RESERVES THE RIGHT TO REQUIRE PHOTO I.D. FOR ENTRY.**



This is a Dinner/Show.  
The price \$50 + Fee is a deposit to reserve the seat for the show.  
The balance of the ticket price will be collected at the end of the show.  
We are located in the Woodlands along Interstate 45 on the south bound side.  
Coming from the North, exit Rayford/Sawdust and look to your right.  
Coming from the South (Houston), exit at Research Forest, take the U-turn under the overpass and go south on the feeder.

\*\* Unless cancelled 24 hours prior to the show, the purchaser is liable for the full ticket price.

### Back End – Seating Chart List

The build seating chart function is an essential element to the site and is the component which would set it apart from the current ticket provider. The following is how I see it functioning, but not being a developer myself I would ask for some input here. The goal of this function is to develop a simple, user-friendly interface.

1) Seating Chart List – Shows a list of available seating charts, separated by venue. Can Create New Seating Chart, Edit, and Delete charts.

#### IMAGE – SEATING CHART LIST

[Shows](#) [Venues](#) [Users](#) [Sell Tix](#) [Customers](#) [Reporting](#)

[Brad Said](#)

[Log Out](#)

## Seating Charts

### The Big Barn

Premium [Edit](#) [Delete](#)

Normal [Edit](#) [Delete](#)

[+ Create Seating Chart](#)

### Music Cafe

General Admission [Edit](#) [Delete](#)

[+ Create Seating Chart](#)

### Back End – Build Seating Chart

- 2) User then proceeds to either create a new chart or edit a current chart.
- 3) Top text shows the name of the Venue and Seating Chart, followed by an Upload Image button. When creating a new chart, the text should show the Venue and then have a field to enter the name of the new chart.
- 4) Section Price Name – Set which price sections will be associated with the chart. Add new or remove selected. When updated, the section price name is added/removed to the Add Seat box below.
- 5) Set Ticket Type – Select the ticket type which is created on the Venue page, which determines two things:
  - a. Which button image will be shown on the Schedule page.
  - b. Which printed/emailed ticket will be associated with the seating chart. Tickets will be associated by Venue and then by Ticket Type. The Ticket Types are created on the Venue page.
- 6) Table – Seat – (Does not apply to General Admission charts) Shows a list of seats added. Each seat is selectable on both the list as well as the seating chart image (when checked the seat becomes highlighted on the image). When selected, seats can be moved, removed, or have section price modified.
- 7) Add Seat – Add a seat with an associated location on the seating chart. Each seat must have a section price associated with it and there should be a mechanism to prevent duplicate Table/Seat name combinations. This is where some input is needed – how to associate a point on the seating chart image with an actual seat. I see it functioning one of two ways:
  - a. When the Add button is clicked, the next mouse click over the seating chart image registers the location on the seat on the image and can be dragged into place. A circle appears over the location to show a seat has been placed. I have drawn example circles over the seats listed in the Table – Seat box.
  - b. When the Add button is clicked, a circle (representing a seat) is dragged over the image from the Add Seat box and dropped on the image to designate the seats location. I have drawn example circles over the seats listed in the Table – Seat box.
  - c. Once a seat has been assigned a Table/Seat name and has been located on the map, the user then applies a section price (in the Add Seat box) to the seat and clicks Save. This adds the saved seat to the Table – Seat list.
- 8) Remove Seat – delete the seat from the Table – Seat box as well as the seating chart image. User can either click the seat on the chart or check it in the Table – Seat list. Checking/Clicking the seat populates the fields in the Add Seat box.
- 9) The final step is to Save or Save As. To duplicate a chart, the user can open an existing chart and Save As to save it under a different name.

**IMAGE - MODIFY SEATING CHART**

Shows Venues Users Sell Tix Customers Reporting

**Big Barn - Premium**

Upload Image

[Brad Said](#)[Log Out](#)

**Section Price Name**

Premium ☒

Normal ☒

Obstructed ☒

Add

Remove Remove selected

**Set Ticket Type**Deposit ☐Cover ☐**Table - Seat**

☐ 93 - 1

☐ 93 - 2

☐ 93 - 3

☐ 92 - 1

☐ 92 - 2

☐ 92 - 3

☐ 92 - 4

☐ 91 - 1

☐ 91 - 2

☐ 91 - 3

☐ 91 - 4

**Add Seat**

**Table - Seat**

Premium ☐

Normal ☒

Obstructed ☐

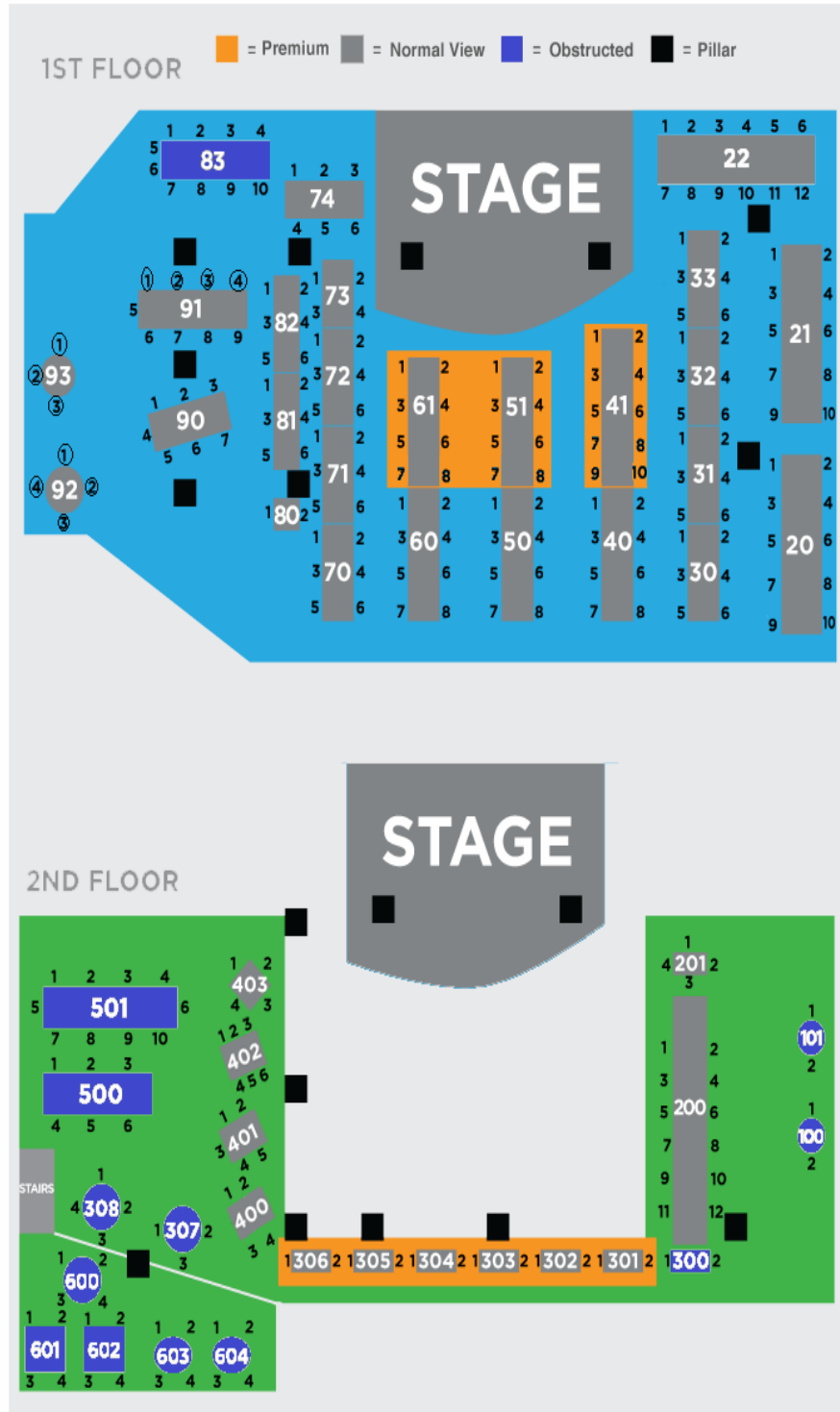
Add Save

Remove

Save

Save As

Cancel



## IMAGE – MODIFY SEATING CHART GA

[Shows](#) [Venues](#) [Users](#) [Sell Tix](#) [Customers](#) [Reporting](#)[Brad Said](#)[Log Out](#)**Music Cafe - General Admission**

Section	Price	Name
General Admission		<input checked="" type="checkbox"/>

Remove selected

Seating Chart Image Not Available for General Admission Shows

**Set Ticket Type**

**Deposit** ☐

**Cover** ☒

### Back End – Build Shows

The build show function can be accessed two ways. The first is to create a new show by selecting “Add Show” on the Shows page on the Back End. The second is to modify a current show by clicking on the show under the “Show” column on the Shows page.

- 1) Choose Venue – select venue to determine which front end interface (Schedule) site the show will be available on.
- 2) Input General Information, upload band image. This information will be displayed on the Schedule as well as the ticket
  - a. Show Name – This will be the name of the band/show
  - b. Show Date – Date of the show
  - c. Doors – Time the doors open for the show
  - d. Time Description – Additional pertinent time related information
  - e. Upload Band Image – upload the band image and preview. If necessary, please specify dimensions
- 3) Set Sell Times.
  - a. Show On-Sale Back End - When the show becomes available for sell on the Back End, Sell Tix page. Default date and time should be set to current date and time.
  - b. Show On-Sale Front End – When the show becomes available for sell on the Front End schedule page. Default date and time should be set to current date and time.
  - c. Online Off-Sale - Refers to the time the show becomes unavailable to customers on the Schedule page. On the back end, the box office off sale (Sell Tix) is 11:59 PM the day of the show. Online Off-Sale default date should match the Show Date. The time default should be 2:00 PM for the Big Barn, and 4:00 PM for the Music Café.
- 4) Include Additional Questions - Select which Additional Questions (set on the Venue Page) are to be included.
- 5) Pricing:

There will be two primary types of payments for tickets, Cover and Deposit. With a cover, the full ticket price is paid at the time of purchase. With a deposit, a portion of the ticket is paid at the time of purchase. Currently, all shows at the Music Café (general admission) are Covers, where the full ticket is paid at the time of the purchase. Most all shows at the Big Barn (reserved seating) are paid by Deposit. Each seating chart will be able to assign the type of payment. The system should have the functionality to add and remove types of payments.

- a. Online Description – Displayed on the Schedule page, actual ticket, and the Seat Selection page. Is used to show prices for tickets and any other pertinent pricing information such as deposits. The online description will NOT match the charge to the customer when the seating chart is classified as Deposit payment type, see section D below.
- b. Seating Chart Select – Choose between seating charts.

- c. Section Price Name – These are preset when a seating chart is built. They should update to include or remove whichever sections (Premium, Normal View, Obstructed, and General Admission) are associated with the specified seating chart.
- d. Amount – This is the price actually charged to the customer. Default prices are set on the Venue page under Ticket Type.
- e. Add Seat IDs – After the seating chart is selected, each seat can be given a unique seat ID for that show.
  - 1. For General Admission shows, user can input the number of tickets to add. When user clicks Add, Seat IDs are generated for each ticket. Default should be 250.
- f. Remove Tickets – General Admission shows only. Default set to Zero.



## IMAGE – BUILD SHOW SEATING CHART

[Shows](#) [Venues](#) [Users](#) [Sell Tix](#) [Customers](#) [Reporting](#)

Event Details: . Blank

[Brad Said](#)[Log Out](#)

Set event details. Choose venue:

Dosey Doe - Big Barn ☒Dosey Doe - Music Cafe ☐

## General Information

Show Name: . Blank

Show Date: 12/31/2014

Show Time: 8:30 PM ▼

Doors: 6:00 PM

Time Description: Please arrive between...

Upload Band Image



## Sell Times

Show On-Sell Back End 08/23/2014 10:00 AM ▼

Show On-Sell Front End 08/23/2014 10:00 AM ▼

Online Off-sale 12/31/2014 2:00 PM ▼

## Additional Questions:

How did you hear about the show? ✓

Who would you like to see perform? ✓

[Add](#)

## Pricing

Online Description

\$138 Premium Seats<BR>  
\$118 Normal View<br>  
\$98 Obstructed View<BR>  
<BR>\$50 Deposit Per Ticket Required At Time Of

## Seating Chart Select

Premium ▼

Section	Price Name	Amount
---------	------------	--------

Premium		50.00
---------	--	-------

Normal View		50.00
-------------	--	-------

Obstructed		50.00
------------	--	-------

[Add Seat IDs](#)[Save](#)[Cancel](#)

## IMAGE – BUILD SHOW GA

[Shows](#) [Venues](#) [Users](#) [Sell Tix](#) [Customers](#) [Reporting](#)

## Event Details: . Blank

[Brad Said](#)[Log Out](#)

Set event details. Choose venue:

Dosey Doe - Big Barn ☒Dosey Doe - Music Cafe ☐

## General Information

Show Name:

. Blank

Show Date:

12/31/2014

Show Time:

8:30

PM ▼

Doors:

6:00 PM

Time Description:

Please arrive between...

Upload Band Image



## Sell Times

Show On-Sell Back End

08/23/2014

10:00

AM ▼

Show On-Sell Front End

08/23/2014

10:00

AM ▼

Online Off-sale

12/31/2014

2:00

PM ▼

## Additional Questions:

How did you hear about the show? ☒Who would you like to see perform? ☒[Add](#)

## Pricing

Online Description

\$138 Premium Seats<BR>  
\$118 Normal View<br>  
\$98 Obstructed View<BR>  
<BR>\$50 Deposit Per Ticket Required At Time Of

## Seating Chart Select

General Admission ▼

Section Price Name

Amount

General Admission

10.00

Add Tickets:

250

[Add](#)

Remove Tickets:

[Remove](#)[Save](#)[Cancel](#)

## Back End – Users Page

The Users Page is used to create, view and modify box office users. The level of a user should determine what header tabs are visible and what functions are available to the user. The user levels are:

- a. Admin
  - a. All header tabs.
  - b. All functions.
  - c. Back End landing page is Shows.
- b. Manager
  - a. Header Tabs: Sell Tix, Customers, Reporting.
  - b. Functions: Sell Tix, place holds on seats, issue refunds, access reports.
  - c. Back End landing page is Sell Tix.
- c. Sales
  - a. Header Tabs: Sell Tix, Customers.
  - b. Functions: Sell Tix and issue refunds.
  - c. Back End landing page is Sell Tix.
  - d. Cannot place holds

### IMAGE – CREATE USER

[Shows](#)
[Venues](#)
[Users](#)
[Sell Tix](#)
[Customers](#)
[Reporting](#)

---

**User List for Dosey Doe, Inc.**  
 Manage settings for your users.

[Brad Said](#)  
[Log Out](#)

Select User ID ▼

**User Actions**  
 + [Create User](#)

**User Details: bsaid**  
 Create or edit user details.

**General Information**

Login ID	<input type="text" value="bsaid"/>	User Full Name	<input type="text" value="Brad Said"/>
Password	<input type="password"/>	Confirm Password	<input type="password"/>

*(Leave blank to keep existing password)*

**User Type**

Admin - Full Site Access	<input checked="" type="checkbox"/>
Manager - Refunds, Transfer Tickets, Sell Tickets, Place Holds	<input type="checkbox"/>
Sales - Refunds, Transfer Tickets, Sell Tickets	<input type="checkbox"/>

[Save](#)
[Cancel](#)

[Delete User](#)

**Back End – Sell Tix**

The Back End Sell Tix page is used by box office users to sell tickets either over the phone or in person. The page should feature all venues, separated by a line with drop down lists of shows for each venue. The drop down lists feature shows with Show Name, Show Date and Time. Drop down list can be searched by selecting the list and typing in the name of the band.


Below the drop down list displays the Price Description, a breakdown of how many seats are available and sold/held at each Section Price Name and the total number of tickets in the shopping cart. \*Note: Holds do not apply to General Admission shows.

To select seats, the box office user clicks “Select Seats.”

When a seating chart is classified as general admission, the box office user selected the number of seats on the Qty drop down list and clicks “Add To Cart.”

User has the option to “Go To Cart”. Total number of seats selected at show in the Seats in Cart box.

## IMAGE – SELL TIX

[Shows](#) [Venues](#) [Users](#) [Sell Tix](#) [Customers](#) [Reporting](#)[Brad Said](#)[Log Out](#)**The Big Barn**Chuck Cannon (07/30/2014 08:00 PM) 

\$118 Premium Seats


\$98 Normal View

\$78 Obstructed View

\$50 Deposit Per Ticket Required At Time Of Purchase

Ticket Price Includes Three Course Meal

Seat	Price	Available	Sold / Held
Premium	50.00	173	45
Normal	50.00	59	0
Obstructed	50.00	59	0
<a href="#">Select Seats</a>			

**The Music Cafe**Rodney Parker Trio and Run Over Twice - In The Round (07/30/2014 08:00 PM) **\$12 Cover**

Seat	Price	Qty	Available	Sold
General Admission	\$12.00	1 	248	2
<a href="#">Add To Cart</a>				

[Go To Cart](#)

Seats in Cart:

0

**Back End – Sell Tix - Seat Selection**

The Back End Seat Selection process is much like the Front End Seat Selection process. The Back End Seat Selection process has an additional function – the ability to place and remove “Holds”. The Box Office user can:

- a. View available / unavailable seating,
- b. Select / deselect seats
- c. “Add To Cart” – add the selected seats to the shopping cart
- d. “Get Tickets To Another Show” – return to the Sell Tix page to select additional seats. Any seats added to the cart will remain in the cart.
- e. “Purchase” – Proceed to customer information input page
- f. “Hold Seats” - A “Hold” refers to when a seat needs to be restricted from being sold and is not counted as a sold seat. A hold can be placed and then removed if needed. For Box Office users, seats on Hold should have a Dark Blue circle. For customers, seats on Hold should be seen as unavailable seats with a red circle. Holds only apply to shows with seating charts.

## IMAGE - SELL TIX - SEAT SELECTION

[Shows](#) [Venues](#) [Users](#) [Sell Tix](#) [Customers](#) [Reporting](#)

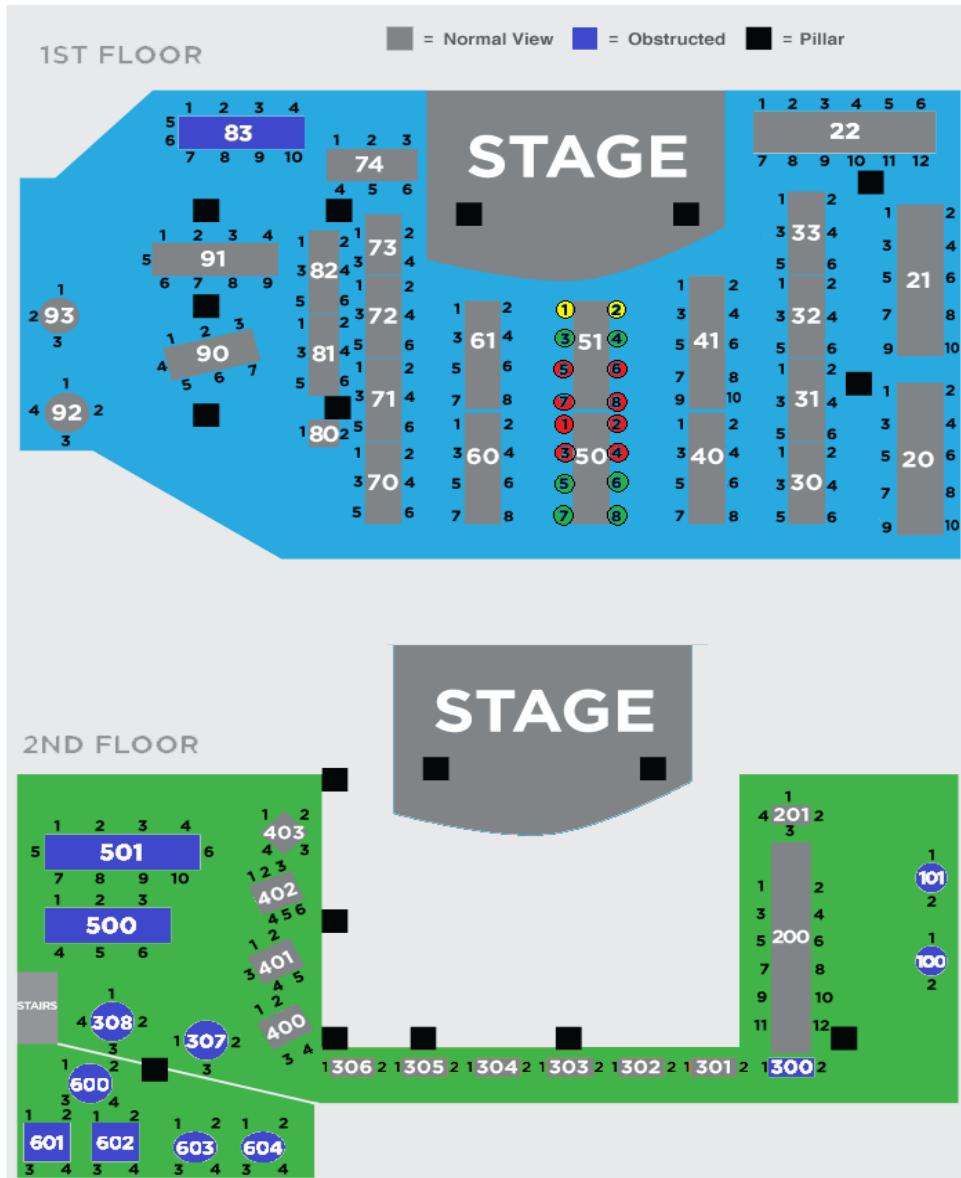
Uncle Lucius with Kyle Hutton - Real Life Real Music

[Brad Said](#)Aug  
5  
Tue

Tuesday, August 5, 2014 8:00

Dosey Doe - Big Barn

\$20 + Convenience Fee

[Get Tickets To Another Show](#)[Hold Seat](#)[Purchase](#)[Add To Cart](#)[Log Out](#)

### **Back End – Sell Tix - Input Customer Information**

The customer information page is where customer information is inputted to complete a sale. This data is used to populate entries on reports. At this point in the process, a timer of 10 minutes begins to lock the selected seats and prevent the sale of those seats to other users/customers. Each purchase records the Box Office User, Date and Time. At the completion of a transaction, a unique Transaction ID should be assigned to the transaction.

A. The Show Info box shows the Show Name, Show Date, Show Time, Price Description.

B. Pricing Options: The Ticket Type will determine which pricing options are available. Either Standard Pricing or both Standard Pricing and Pay In Full. Users will have the option to either pay the Standard Price (the Price amount listed in the Build Show function) or to Pay In Full (price listed in the Online Description).

If Standard Price is selected, the price amounts are automatically populated and cannot be edited. There is no tax for this type of purchase.

If Pay In Full is selected, the user must enter the corresponding price for the seat/section. Subtotal is automatically calculated. Tax is required for Pay In Full and is automatically calculated. User has the option to input an amount for Gratuity (there is no tax for gratuity). Then the final Total is automatically calculated. The final payment amount is what will be shown on the Customer Attendance Report. If Paid In Full is selected, an entry is made into the “Notes” box atomically, showing the details of the payment (Amount entered, Tax Amount, Gratuity Amount, Total Amount).

C. The user has the option to click “Select More Tickets” and return to the Sell Tix page to select the same show, or an additional show. If tickets for an additional show are selected, a second Show Info box and Tickets Box will appear below the first. If the “Select More Tickets” box is clicked, any data previously entered into the fields will be saved so it does not have to be reentered when the user returned to the input customer information page.

D. To connect the sale with a current customer account, the account can be validated by searching for the email address. If this process is completed, the remaining customer information fields will be populated with the data on file.

E. Send Confirmation checkbox means that the customer will receive an email containing the tickets.

F. Yes, include this email Checkbox means that the customer wishes to be included on promotional emails. The email can be exported in the reporting section.

G. Delivery: Print Now (at box office), Email (email customer the tickets), or Will Call (no tickets are printed at this time but are still emailed if there is an email address).

H. Notes: Any special notes that, this will appear on the Show Attendance Report.



I. Credit Card Payment: this function may vary depending on the payment system used. "Process" will complete the transaction. This payment method will be referred to as Box Office Online Credit Payment.

J. Other Payment: This will be used when payment is either in Cash or Credit that is processed at the Venue and not the Box Office platform. The selected field should be populated by the Total field in the Ticket Box. "Process" will complete the transaction. Credit payments will be referred to as Box Office Credit.

K. Cancel Order – Timer shows the time remaining until the order is cancelled and the seats are released. Users can refresh the time by clicking "Add Time".

### IMAGE – CUSTOMER INFO INPUT

**Shows Venues Users Sell Tix Customers Reporting**

[Brad Said](#) [Log Out](#)

**Show Info**

Chuck Cannon - Wednesday, July 30, 2014 8:00  
 \$118 Premium Seats  
 \$98 Normal View  
 \$78 Obstructed View

\$50 Deposit Per Ticket Required At Time Of Purchase

Ticket Price Includes Three Course Meal

Tickets	Section	Table / Seat	Standard Price	Pay In Full	Del ?
Normal View	74 / 1	15.00		<input type="checkbox"/>	<input type="checkbox"/>
Normal View	74 / 2	15.00		<input type="checkbox"/>	<input type="checkbox"/>
Subtotals:	Count: 2	30.00			
Tax:	8.25%	N/A			
Gratuuity:	(optional)	N/A			
Total:		30.00			

Select More Tickets

Account Email   
 Validate Account

**Customer Billing Information** \*Required Fields

Email:  ☒ Send confirmation  
☒ Yes, include this email for future specials and promotions

\*First Name:   
 \*Last Name:

Phone:

Address:

City:  State: TX ZIP:

Delivery: Print Now

Notes:

**Box Office Online Payment**

Card#/CVV:   
 Exp Date:

Process

**Cancel Order**

Time Left **Add Time**  
 4:53

Cancel Order

**Other Payment**

Cash ☐   
 Credit ☐

Process

### Back End – Customer Lookup

The Customer Lookup page is used to view/create customer accounts, view customer purchase history, and to issue refunds. There are two search functions – search by Transaction or search by Account. Not all transactions will be associated with an account as users can make purchases without having an account.

The transaction search is used to view individual transactions to look up (and change if needed) ticket information, send email confirmations, print tickets, or issue refunds. To search for a transaction, the search can be executed by searching for any of the following fields, and fields can be searched by partially inputting information (for example, can search for the Last Name “Davis” by searching for “D”):

- a. Email Address
- b. Last Name
- c. First Name
- d. Phone Number
- e. Credit Card Number (search by last four digits, full credit card numbers are never available to be viewed by Box Office users)
- f. Seat ID
- g. Transaction ID
- h. Show – Any of the above fields can be narrowed down to searching them by All Shows or by single shows.

The account search function is used to view purchase history and access individual transactions. Accounts can be searched by the following:

- a. Email Address
- b. Last Name
- c. First Name
- d. Phone Number

## IMAGE – CUSTOMER LOOKUP

**Shows Venues Users Sell Tix Customers Reporting**[Brad Said](#)

Log Out

**Customers - Search**

Search transactions or Find an account.

**Search for transactions :**

Email	<input type="text"/>
Address	<input type="text"/>
Last Name:	<input type="text"/>
First Name:	<input type="text"/>
Phone Number	<input type="text"/> ### - ### - ####
Credit Card No	<input type="text"/> (last 4 digits only)
Seat ID	<input type="text"/>
Transaction ID	<input type="text"/>

**Show**

All Shows ▼

Transaction Search

Search for all transactions matching the above criteria

**Find an account:**

Email	<input type="text"/>
Address	<input type="text"/>
Last Name	<input type="text"/>
First Name:	<input type="text"/>
Phone Number	<input type="text"/> ### - ### - ###

Account Search

Search for an Account

Create New Account

## IMAGE – CUSTOMER LOOKUP SECOND SCREEN

**Shows Venues Users Sell Tix Customers Reporting**

[Brad Said](#)  
[Log Out](#)

### Customers - Search

Search transactions or Find an account.

**Search for transactions:**

Email Address

Last Name:

First Name:

Phone Number  ### - ### - ####

Credit Card No  (last 4 digits only)

Seat ID

Transaction ID

**Find an account:**

Email Address

Last Name

First Name:

Phone Number  ### - ### - ####

[Account Search](#)

Search for an Account

---

[Create New Account](#)

**Show** All Shows ▼

[Transaction Search](#)

Search for all transactions matching the above criteria

Transaction ID	Purchaser Name	Transaction Date	Email	Phone	Show	Show Date	Ticket Count
<a href="#">D74GFR</a>	Doss, Melissa	Tue, 01/29/2013 1:07PM	mndoss@flash.net	972-849-5528	Collin Raye - Dinner and Show	Sunday, April 21, 2013 7:30	2
<a href="#">A954M3</a>	Deretchin, Louise	Thu, 01/24/2013 2:11PM	lderetchin@yahoo.com	281-363-2203	Jesse Cook - Dinner and Show	Thursday, March 7, 2013 8:30	4
<a href="#">A345X6</a>	Dennis, Patti	Tue, 01/22/2013 1:34PM	pjd3278@yahoo.com	713-748-6926	Collin Raye - Dinner and Show	Sunday, April 21, 2013 7:30	1
<a href="#">R7YKHM</a>	Davis, Janie	Fri, 01/18/2013 1:36PM		817-992-3928	The Rankin Twins	Friday, January 18, 2013 8:30	4
<a href="#">F383TR /</a>	Ray, Eva	Sat, 03/24/2012 8:17PM	dlivray2@att.net	832-813-0234	Steve Wariner - Dinner and Show Kathryn Hallberg - EP Release Paul Thorn - Dinner and Show Suzy Boggus - Dinner and Show	Thursday, October 18, 2012 8:30	8

**\*Note that on the last transaction, ID F383TR, the customer purchased tickets for multiple shows.**

### **Back End – Customer Manager – Transaction Detail**

The Customer Manager – Transaction Detail page displays the customer information, seat and payment information. From this page, seats can be refunded and released. When a seat is refunded, the seat becomes available for sale again.

- 1) Purchaser Information: Inputted by either customer or box office user when selling tickets.
- 2) Edit Customer Info: Purchaser Name, Billing Address, City, State, Zip, Email and Phone can all be edited.
- 3) Email Opt In: Y or N shows if customer has chosen to receive marketing emails
- 4) Transaction ID: Unique ID assigned to the transaction.
- 5) Purchase Method: Shows the purchase method, either online (Front End) or box office (Back End).
- 6) Transaction Amount: Total amount paid, includes convenience fee.
- 7) Payment Method: Method of payment and date
- 8) Seller: For Back End purchase methods, use the box office user ID. For Front End purchase methods, use “Customer”
- 9) Delivery Method: Email, Will Call, or Printed At Box Office
- 10) Ticket Info Boxes:
  - a. Each show gets its own box
  - b. Selected: check box to release seat and issue refund
  - c. Show / Date / Time: Taken from the Build Show page
  - d. Venue: Taken from the Build Show page
  - e. Section – Table / Seat: Taken from the seat selection process
  - f. Ticket Type: Taken from the Build Show page
  - g. Payment Type: Taken from the customer information input page
  - h. Amount Paid: Taken from the customer information input page
  - i. Seat ID: Assigned to seat during the Build Show process
  - j. Conv. Fee: If purchased on the Front End, show Convenience Fee value.
  - k. Total Tickets: Show total number of tickets at the show
  - l. Amount Paid Total: Sum of amount paid per ticket (does not include convenience fee).
  - m. Print Tix & Resend Email Confirmation: User can either print the tickets or send them via email to the customer.

### **Back End – Customer Lookup - Refunds**

- 11) Refunds:
  - a. Refund Amount: Should calculate the total for all selected seats and populate the field (does not include convenience fee). If user selects the check box in the Total row, all seats for that show become selected. User has the option to enter in a different amount than the populated field.

1. If a refund is issued, the Transaction Amount box updates to show the original transaction amount followed by the refund amount, and finally the remaining (if any) balance.
  2. When a refund is issued, the ticket information remains on the customer look up screen; the checkbox is removed, the amount paid shows the refund amount, the total ticket count is updated, and the entire row of text for the refunded ticket turns red.
- b. Send Refund Confirmation Email: User can select to send an email containing the refund details to the customer. Does not send information on refunded tickets.
- c. Refund Method: This may depend on the credit card merchant, but I would like to see it function as this:
1. Refund Method – Online Credit: if a purchase was made online, a refund can be issued directly back to the card used for purchase.
  2. Refund Method – Box Office Credit: If a refund was made through the box office OR if the card used for online purchase is no longer valid, the venue must issue the refund.
  3. Refund Method – Cash: Refunded by cash at the venue.
  4. Refund Method – Moved: Tickets moved another show. This process is done manually by releasing the tickets for a zero dollar refund and creating new tickets at another show, moving the balance over. This method can also apply to when a customer wishes to cancel tickets to one show and move the balance to a show the customer already has tickets to (which would be manually input into the Notes section of the other show).
- d. Refund Reason: If any reason is given, it can be inputted.
- e. Process Refund: Releases the tickets for sale again, completes the refund.

## IMAGE - THIRD CUSTOMER LOOKUP SCREEN

Shows Venues Users Sell Tix Customers Reporting

[Brad Said](#)[Log Out](#)

## Customer Manager - Transaction Detail

[New Search](#)

Purchaser Name	Joe Palms	<a href="#">Edit Customer Info</a>
Billing Address	18 Boulder Creek	
City, State, Zip	Houston, Texas 77381	
Email	jpalmst234@gmail.com	
Phone	123-321-4846	

Email Opt In	Y	<a href="#">See Account History</a>
Notes	Guest requests Fred as server.	<a href="#">Create User Account</a>

Transaction ID	F383TR	Trans Date	Sat, 03/24/2012 8:17PM
Purchase Method (Online, Box Office)	BOX OFFICE		
Transaction Amount	\$290.52		
Payment Method	Cash 03/24/2012 8:17PM		
Seller	Brad Said		
Delivery Method	Email		

Selected	Show / Date / Time	Venue	Section - Table / Seat	Ticket Type	Payment Type (Standard Price or Pay In Full)	Amount Paid	Seat ID	Conv. Fee
<input type="checkbox"/>	Suzy Boggus - Dinner and Show / Friday, December 7, 2012 8:30	Dosey Doe - Big Barn	Normal View 61 / 1	Deposit	Standard Price	50.00	1931041	0.00
<input type="checkbox"/>	Suzy Boggus - Dinner and Show / Friday, December 7, 2012 8:30	Dosey Doe - Big Barn	Normal View 61 / 2	Deposit	Standard Price	50.00	12315412	0.00
<input type="checkbox"/>	Suzy Boggus - Dinner and Show / Friday, December 7, 2012 8:30		Total Tickets: 2			100.00		

[Print Tix](#) [Resend Confirmation E-Mail](#)

<input type="checkbox"/>	Monte Montgomery - Saturday, November 11, 2012 8:30	Dosey Doe - Big Barn	Normal View 40 / 2	Deposit	Pay In Full Tax:	88.00 7.26	1342145	0.00
<input type="checkbox"/>	Monte Montgomery - Saturday, November 11, 2012 8:30	Dosey Doe - Big Barn	Normal View 40 / 3	Deposit	Pay In Full Tax:	88.00 7.26	5469874	0.00
<input type="checkbox"/>	Monte Montgomery - Saturday, November 11, 2012 8:30	Dosey Doe - Big Barn	Normal View 40 / 1	Deposit	Pay In Full Tax:	-88.00 -7.26	6432451	0.00
<input type="checkbox"/>	Monte Montgomery - Saturday, November 11, 2012 8:30		Total Tickets: 2		Tax: Gratuitty: Total:	14.52 0.00 190.52		

[Print Tix](#) [Resend Confirmation E-Mail](#)

Refund Amount	<input type="text" value="\$290.52 Max Refund Amount"/>
Send Refund Confirmation Email	<input checked="" type="checkbox"/>
Refund Method	<input type="text" value="Cash"/>
Refund Reason	<input type="text"/>

[Process Refund](#)

## Back End – Reporting

The reporting section on the Back End is used to view reports such as; show attendance list, show customer list, total sales, refund list, sales by box office user, top customer search. Reports are either viewable in web browser or exportable to Excel. When selecting a report for a show, user can search through the shows by selecting any show in the box and typing in the first letters of the show. Shows are sorted by date. All reports can be searched by a date range or by the entire list by leaving the dates blank. Reports are split among three sections, Operations Reports, Accounting Reports and Marketing Reports.

### Operations Reports:

Total Sales: The total sales report shows a list of shows and the total seats sold. The purpose of this report is to see a snapshot of ticket sales. The report is chosen per venue. It contains the following; Show Name, Show Date, Ticket Count. The report can be sorted by Show Date, Show Name, and Ticket Count. The report should not display past shows unless a previous date is inputted in to the Date From box.

### IMAGE – TOTAL SALES

The screenshot displays the 'Total Sales' report interface. At the top, there is a navigation bar with links: Shows, Venues, Users, Sell Tix, Customers, Reporting. On the right of the bar, there is a user profile 'Brad Said' and a 'Log Out' button. The main content area is titled 'Total Sales'. On the left, a 'Reporting Menu' sidebar lists categories: Operations (Total Sales, Sales By Seller, Show Attendance, Show Customer List), Accounting (Payment Summary, Refund Detail, Method of Payment), and Marketing (Additional Questions, Top Customers). The 'Total Sales' section includes a 'Select Venue' dropdown with radio buttons for 'Big Barn' (selected) and 'Music Cafe'. Below this is a 'Sort by' section with radio buttons for 'Show Date' (selected), 'Show Name', and 'Ticket Count'. There are two date input fields labeled 'Date From:' and 'To:', each with a calendar icon. A note below these fields says 'Leave dates blank for full list.' At the bottom, there is an 'Output Format' section with radio buttons for 'Web browser, html' (selected) and 'Export to Excel'. A blue 'Submit' button is located at the bottom center.



Sales By Seller: This report shows transactions by box office user. The purpose of this report is to view box office user transactions. The report is chosen per venue. User can select All Sales or Sales by date & time criteria. The box office user list populates the Select Seller(s) box. Multiple sellers are capable of being selected. The report contains the following; Box Office User ID, Transaction ID, Show Name, Show Date, Purchaser Name, Purchase Date, Purchase Time, Payment Method, Amount Paid, Ticket Count. \*Note: refunds are not reflected in this report. The transaction should still appear even if it has been refunded.

### IMAGE – SALES BY SELLER

[Shows](#) [Venues](#) [Users](#) [Sell Tix](#) [Customers](#) [Reporting](#)

[Brad Said](#)  
[Log Out](#)

**Reporting Menu**

**Operations**  
**Total Sales**  
Sales By Seller  
[Show Attendance](#)  
[Show Customer List](#)

**Accounting**  
Payment Summary  
Refund Detail  
Method of Payment

**Marketing**  
**Additional Questions**  
**Top Customers**

### Sales By Seller

Select Venue ☒ **Big Barn**  
☐ **Music Cafe**

Show: ☒ All Sales  
☐ Sales From:    
Time From:  To:  00:00 - 23:59  
OR leave blank for full day.

Select Seller(s):  
Multiple Sellers may be selected (hold CTRL or Shift when clicking)

All Sellers  
1488 - 1488 Location  
ACastro - Allen Castro - CnP HelpDesk  
Alden - Alden Bridge Location  
AmRichey - Amanda Richey - CnP HelpDesk  
bethany - Bethany  
Braxton - Braxton G  
bsaid - Brad Said  
BVasquez - Brenda Vasquez - CnP Help Desk  
CameranR - Cameran Reader

Sort by: ☒ **Show Date**  
☐ **Show Name**  
☐ **Ticket Count**  
☐ **User ID**  
☐ **Transaction ID**  
☐ **Purchaser Last Name, First Name**  
☐ **Payment Method**

Output Format: ☒ **Web browser, html**  
☐ **Export to Excel**

**Submit**

Show Attendance List: This is a list of all seats sold with the associated customer information. The purpose of this report is to both to be a seat manifest to greet/seat customers at the show, as well as to reconcile the total ticket revenue to pay bands. Contains the following; Table / Seat, Section Name, Purchaser Name, Telephone #, Date Purchased, Amount Paid (by seat), Purchase Method (online or box office), Notes. The report can be sorted by either Table/Seat, Purchaser Last Name, or by Date Purchased. The Ticket Count should be totaled at the bottom of the report. The number of seats in each section should be totaled as well.

### IMAGE – SHOW ATTENDANCE

[Shows](#)
[Venues](#)
[Users](#)
[Sell Tix](#)
[Customers](#)
[Reporting](#)

[Brad Said](#)  
[Log Out](#)

#### Reporting Menu

**Operations**

**Total Sales**

[Sales By Seller](#)

[Show Attendance](#)

[Show Customer List](#)

**Accounting**

[Payment Summary](#)

[Refund Detail](#)

[Method of Payment](#)

**Marketing**

[Additional Questions](#)

[Top Customers](#)



#### Show Attendance

**Select Show:**

Ewan Dobson (04-17-2015) - 53516  
Kurt Elling and Nicole Henry PASSION WORLD - Dinner and Show 8:30 (04-04-2015) - 52009  
Kurt Elling and Nicole Henry PASSION WORLD - Dinner and Show 5:30 (04-04-2015) - 52010  
David Ball (03-27-2015) - 54738  
Young Dubliners (03-21-2015) - 53509  
Blank (03-12-2015) - 54399

**Sort by:**

☒ **Table, Seat**  
☐ Purchaser Last Name, First Name  
☐ Date Purchased

**Date From:**   **To:**  

**Time From:**  00:00 - 23:59 **To:**  00:00 - 23:59

Leave dates blank for full list. Leave times blank for full day.

**Output Format:**

☒ **Web browser, html**  
☐ **Export to Excel**

**Submit**

**IMAGE – SHOW ATTENDANCE REPORT****Venue:** Dosey Doe - Big Barn**Show:** Ricky Skaggs and Kentucky Thunder -**Show Date:** 08/24/20

Table / Seat	Section	Purchaser Name	Telephone	Date Purchased	Amount Paid	Purchase Method	Notes
31/6	Normal View	John Abraham	5025237735	8/10/2014 11:16	\$50.00	Box Office	1 gluten free meal - GO
401/2	Normal View	Roger Abshire	936-661-5596	8/1/2014 21:35	\$52.50	Online	
401/5	Normal View	Roger Abshire	936-661-5596	8/1/2014 21:35	\$52.50	Online	
304/1	Premium	Mike Barbella	281-795-9294	3/27/2014 18:14	\$50.00	Box Office	
304/2	Premium	Mike Barbella	281-795-9294	3/27/2014 18:14	\$50.00	Box Office	
32/1	Normal View	Ronnie Barnett	713-248-6167	5/10/2014 20:42	\$52.50	Box Office	
32/2	Normal View	Ronnie Barnett	713-248-6167	5/10/2014 20:42	\$52.50	Box Office	
200/1	Normal View	Richard Boswell	7135622043	7/26/2014 19:47	\$50.00	Box Office	
200/3	Normal View	Richard Boswell	7135622043	7/26/2014 19:47	\$50.00	Box Office	
61/6	Premium	Mary Boucher	979-248-6569	6/7/2014 20:30	\$52.50	Box Office	
61/8	Premium	Mary Boucher	979-248-6569	6/7/2014 20:30	\$52.50	Box Office	1 Wheelchair
306/1	Premium	Lonnie Castleman	936-439-7114	5/29/2014 16:27	\$50.00	Box Office	
306/2	Premium	Lonnie Castleman	936-439-7114	5/29/2014 16:27	\$50.00	Box Office	
201/1	Normal View	Spence Cates	281-932-2237	5/10/2014 20:11	\$52.50	Box Office	
201/4	Normal View	Spence Cates	281-932-2237	5/10/2014 20:11	\$52.50	Box Office	
400/1	Normal View	Amy Collins	281-788-7697	8/1/2014 16:32	\$52.50	Box Office	
400/2	Normal View	Amy Collins	281-788-7697	8/1/2014 16:32	\$52.50	Box Office	
400/3	Normal View	Amy Collins	281-788-7697	8/1/2014 16:32	\$52.50	Box Office	
400/4	Normal View	Amy Collins	281-788-7697	8/1/2014 16:32	\$52.50	Box Office	
21/1	Normal View	Terry Dailey	281-433-8565	7/11/2014 0:03	\$52.50	Box Office	
21/2	Normal View	Terry Dailey	281-433-8565	7/11/2014 0:03	\$52.50	Box Office	
21/3	Normal View	Terry Dailey	281-433-8565	7/11/2014 0:03	\$52.50	Box Office	
21/4	Normal View	Terry Dailey	281-433-8565	7/11/2014 0:03	\$52.50	Box Office	

**23 Total Tickets**

Show Customer List: This report is a list of all the customers who have purchased seats at one or more shows. The purpose of this report is primary to export email addresses associated with specific shows. It contains the following; Purchaser Name, Telephone #, Email Address, Email Opt-In (YES/NO), Date Purchased, Ticket Count, Amount Paid (total), Purchase Method, Notes. The report can be sorted by Purchaser Last Name, Date Purchased, Email Opt In., Purchase Method, or by Ticket Count. User can select multiple shows by holding CTRL or Shift when clicking. Top field in the show list is an ALL SHOW search selection.

### IMAGE – CUSTOMER LIST

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**Customer List**  
  
**Select Show(s):**  
Multiple Events may be selected (hold CTRL or Shift when clicking)  

ALL (All events and packages in this client)  
Ewan Dobson (04-17-2015) - 53516  
Kurt Elling and Nicole Henry PASSION WORLD - Dinner and Show 8:30 (04-04-2015) - 52009  
Kurt Elling and Nicole Henry PASSION WORLD - Dinner and Show 5:30 (04-04-2015) - 52010  
David Ball (03-27-2015) - 54738  
Young Dubliners (03-21-2015) - 53509

  
**Sort by:**  
☐ Purchaser Last Name, First Name  
☐ Date Purchased  
☒ **Email Opt-In**  
☐ **Purchase Method**  
☐ **Ticket Count**  
  
**Output Format:**  
☒ **Web browser, html**  
☐ **Export to Excel**  
  

Submit

## Accounting Reports:

Payment Summary: This report is used to show revenue, broken down by purchase method. The purpose of this report is to show revenue sources – how much revenue was brought in through the Front End versus the Back End. The report will provide the data used to ensure that the venue receives the revenue for Tickets while the ticketing platform receives the revenue for convenience fees.

The report is chosen per venue. User can select All Sales or Sales by date & time criteria. User must select Purchase Method.

### IMAGE – PAYMENT SUMMARY

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## Payment Summary

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**Select Venue**  
☒ **Big Barn**  
☐ Music Cafe

**Show:** ☒ All Sales  
☐ Sales From:  To:   
Time From:  To:  00:00 - 23:59  
OR leave blank for full day.

**Purchase Method:**  
☐ Online  
☐ Box Office  
☐ All

**Output Format:** ☒ Web browser, html  
☐ Export to Excel

Explanation of Payment Summary:

The example payment summary has a net total of 21 tickets sold, with a net of 13 tickets through the online platform (Front End) and 8 through the box office (Back End). Further explanation by section:

Payment Method: Online:

- a. "Total Ticket Count": The total ticket count is 16. That means that before any refunds were issued, 16 tickets were sold. The corresponding column Online Credit shows a value of \$518.01 for the total ticket count. That value would match the sum total of all of the original Transaction Totals for the 16 tickets. This amount should be the original transaction totals, before any refunds were issued.
  - i. The next column is Convenience Fees, where the total value of the convenience fee plus venue commission is listed as a negative amount. The Convenience Fee total is subtracted from the Online Credit total and calculated in the first line of the Total Proceeds column, \$479.
- b. "Refund Method – Online Credit": This row shows the total number of tickets refunded through the Online Credit refund method. On this example there have been three refunds issued for a total of -\$157.50. This total is carried over to the Total Proceeds column. When a refund is issued for online purchase method, the Venue pays the refunded convenience fee and credit card processing fee.
- c. "Venue Commission": The venue commission is set on the Venue Page. On the payment summary the venue commission is seen as a credit under the Convenience Fees column, \$4.00. The \$4.00 amount can be reached by taking the Total Ticket Count x Venue Commission, in this case  $16 \times \$0.25 = \$4.00$ . This total is carried over to the Total Proceeds column.
- d. "Credit Card Fees 2.95% (Online Credit + Refunds)": This row shows the credit card fees associated with the ticket purchase. In this example, a 2.95% fee is charged to the Online Credit + Refund total  $(\$518.01 + \$157.50) \times 0.0295\%$ . Credit card fees treat refunds as positive dollars, so to get the total credit card fee the online credit for ticket sales must be added to the total for online credit refunds. In this case the credit card fees total \$19.92 which is shown as a negative amount and subtracted from the total Online Credit column.
  - i. The ticket company pays the credit card processing fee only on the Convenience Fee. The venue pays the credit card processing fee on the Ticket + Venue Commission. The credit card processing fees on the Convenience Fees are separated from the Venue Commission processing fees by this method –  $(\text{Convenience Fee} - \text{Venue Commission}) \times \text{Credit Card Processing Fee}$ . The amount is then credited back to the venue by withdrawing it from the Convenience Fee column.

- e. "Net Ticket Sales": Net Ticket Sales shows the final value of each column, after refunds, credit card processing fees and convenience fees. The Net Ticket Sales row of the Total Proceeds column shows the amount owed venue by the ticket platform.

Payment Method: Box Office:

Most of the functionality for this section is the same as the Payment Method: Online section. There are no convenience fees or venue commissions for sales done through the box office. On this section, Box Office Credit refers to both Box Office Online Credit and Box Office Credit payment methods. Cash refers to the Cash payment method.

- a. "Refund Method – Box Office Credit": Refunds issued through venue's own credit card processing. No credit card processing fees apply.
- b. "Refund Method – Cash": Refunds issued through cash at the venue.
- c. "Credit Card Fees 2.95% (Box Office Online Credit)": When a purchase is made through the box office as Box Office Online Credit, the box office is using the Back End to process the credit card payment. The resulting credit card processing fee is subtracted from the Box Office Credit and Total Proceeds columns. On this example, one purchase of \$50.00 was made through this payment method, and the associated credit card processing fee is \$1.48.

Total Net:

The Total Net final row shows a sum of all of the columns.

## IMAGE – PAYMENT SUMMARY REPORT

## Payment Summary

Venue : All

Date From: 07/30/2014 To: 07/30/2014

Event(s): All Events and Packages in the Venue

Report Date: 07/30/2014 01:25 PM US/Central [Print](#)

## Payment Method: Online

	Tickets	Online Credit	Conv Fees	Total Proceeds
Total Ticket Count	16	\$518.01	(\$39.01)	\$479.00
Refund Method - Online Credit	-3	(\$157.50)		(\$157.50)
Venue Commission			\$4.00	\$4.00
Credit Card Fees 2.95% (Online Credit + Refunds)		(\$19.92)	\$1.03	(\$18.89)
Net Ticket Sales	13	\$340.59	(\$33.98)	\$306.61

## Payment Method: Box Office

	Tickets	Box Office Credit	Cash	Total Proceeds
Total Ticket Count	10	\$400.00	\$100.00	\$500.00
Refund Method - Box Office Credit	-1	(\$50.00)		(\$50.00)
Refund Method - Cash	-1		(\$50.00)	(\$50.00)
Credit Card Fees 2.95% (Box Office Online Credit)		(\$1.48)		(\$1.48)
Net Ticket Sales	8	\$348.52	\$50.00	\$398.52

	Tickets	Credit Proceeds	Cash Proceeds	Conv Fees	Total Proceeds
Total Net	21	\$689.11	\$50.00	(\$33.98)	\$705.13



Refund Detail: The refund detail report is a list of refunds issued. Report can be selected to include specific venue or all venues. The list can be searched by specific date range or entire history. Report contains the following; User ID, Purchaser Name, Refund Date, Show Name, Show Date, Refund Method, Refund Amount, Refunded Ticket Count, Refund Notes. The report can be sorted by; Purchaser Name, User ID, Refund Date, Show Name, Show Date.

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## Refund Detail



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**Select Venue**  
☒ Big Barn  
☐ Music Cafe  
☐ All

**Date From:**   **To:**    
Leave dates blank for full list.

**Sort By:**  
☒ Purchaser Name  
☐ User ID  
☐ Refund Date  
☐ Show Name  
☐ Show Date

**Output Format:**  
☒ Web browser, html  
☐ Export to Excel

Method of Payment: The method of payment report shows a breakdown of how purchases are made. Report can be selected to include specific venue or all venues. The list can be searched by specific date range or entire history. User can select specific payment methods or all payment methods. Report contains the following; Transaction ID, Purchase Method, Payment Method, Purchaser Name, Purchase Date, Show Name, Show Date.

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Method of Payment

Select Venue ☒ Big Barn

☐ Music Cafe

☐ All

Date From:   To:  

Leave dates blank for full list.

Payment Method:

☒ Online Credit

☐ Box Office Online Credit

☐ Box Office Credit

☐ Cash

☐ All

Sort by:

☒ Payment Method

☐ Purchaser Last Name, First Name

☐ Purchase Date

Output Format:

☒ Web browser, html

☐ Export to Excel

Submit

## Marketing Reports:

Additional Questions: The additional questions report is used to view the answers to the additional questions asked during the purchase process. The list can be searched by specific date range or entire history. User can sort by Purchaser Name or Show Name. User has the option to include specific questions or all questions in the report.

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Top Customers

### Additional Questions

Select Venue ☒ Big Barn

☐ Music Cafe

☐ All

Date From:   To:  

Leave dates blank for full list.

Sort by: ☐ Purchaser Last Name, First Name

☒ Show Name, Show Date

Include:

☒ Question 1

☒ Question 2

☒ Question 3

☐ Question 4

☒ Question 5

☐ All

Output Format: ☒ Web browser, html

☐ Export to Excel

Top Customer Search: The top customer search report is used to identify the top customers. Report can be selected to include specific venue or all venues. The list can be searched by specific date range or entire history. The report contains the following; Purchaser Name, Telephone #, Email Address, Total Ticket Count, Total Amount Paid.

### IMAGE – TOP CUSTOMER SEARCH

Shows Venues Users Sell Tix Customers Reporting

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Top Customer Search

Select Venue

☒ Big Barn

☐ Music Cafe

☐ All

Date From:

To:

Leave dates blank for full list.

Sort by:

☐ Purchaser Last Name, First Name

☐ Ticket Count

☐ Amount Paid

Output Format:

☒ Web browser, html

☐ Export to Excel

Submit