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| Perfect Technical Company |
| Project Requirements |
| Home Grown Productions Event Software |
| Version 1.0.2 |
| **Joshua Moreland** |
| **3/22/2013** |

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| This document will encompass all requirements for the Event Software. |

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# Team Members

Chris Bell – Project Manager/Developer

Joshua Moreland – Developer

Matt Wood – Developer

Abdullahi Ibrahim – Developer

# Project Overview

This project is to give Customers a place to search and buy tickets for concerts and events sponsored by Home Grown Productions. The project will include a website where customer can register and purchase tickets. Customers will have a choice to have them mailed to them or opt for pick up at the event. Customers will have the choice to use a Credit Card or use their PayPal information as payment. Ticket Agents and Event Managers will have a separate part of the website, inaccessible by customers. Ticket Managers can Reserve or cancel customer tickets and also take ticket orders by phone. Event Mangers can do everything Ticket Agents can, and in addition, Managers can Block out seats for sale and create events. The backend of the website will be a Database that will house all the data needed for this project to run off of. This includes Event and Customer information. Payment information will be encrypted.

# Customer Interface / Event Search

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| Customer Registration | * Customers should be able to register on the Web Site if preferred. * Choose to be a non-member or a member. * If chosen to be a member, requires payment information on sign-up. * Requires Name, E-mail address, mailing address, and age at Sign-up. * Choose whether to receive newsletter or not. |
| Event Search | * Users should be able to search for Event by name and price range. * The listed event should include event date, venue, and time. |
| Ticket Checkout | * Users have 7 minutes to decide whether they want to purchase tickets or not, if time expires, they must search for the event again. * Users can choose whether to pick up tickets at the door, or have them mailed. Cannot be mailed if the event happens in 7 or less days. * Automatically apply discount if user is a member. * If user is not member, ask if they would like to become a member. * Member discount should apply if chosen to become one. * Other discounts are Senior and Student * Disclaimer if they have selected Senior or Student Discount, they have to provide proof at the event. * Discounts should not stack. * Unregistered users must enter E-mail at checkout. If user has them mailed, they must enter Mailing Information as well. * Upon successful checkout, send email to user confirming purchase. * Payment methods need to include credit card and PayPal for initial release. * Need to have Credit Card validation |

# Ticket / Event Management Console

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| Ticket Agent User | * Ticket agents will have a separate part of the website where they can manage tickets. * They can reserve tickets or cancel tickets for a customer. * They can take ticket orders over the phone from customers. |
| Event Manager User | * Managers can perform all ticket agent activities. * Managers need to be able to add events and block out seats for sale. |

# Database Requirements

* Table for events that can store Event Name, Date, Start Time, Venue, seats available, and any other prevalent information.
* Table for keeping track of purchases, amount, number of seats, which event, and what user it was, if they were registered, and if they had a discount.
* Table for keeping track of registered customers. Name, Email, Mailing Address, Paid membership status, Encrypted credit card information.
* Keys to tie the information between purchases, events, and users.
* Reference table for types of discounts.
* Reference table for all the different venues, and seats they have available. Make it easy when adding events to block out seating if needed by managers.

# Database Schema



# Use Cases

## General

### Customer Login

#### Pre-Requisites

* Customer is a registered user

#### Description

1. User accesses HGP events site
2. User clicks “Login”
3. User enters username and password
4. User clicks submit

#### Expected

* User is logged in to their own account

#### Constraints

* User is only allowed to enter password [x] times before lockout
* Password must meet minimum password requirements

### Customer Registration

#### Pre-Requisites

* User able to access HGP events site

#### Description

1. User clicks “Register”
2. User enters username and password
3. User enters email address
4. User may enter personnel information
5. User may choose to subscribe
6. User submits application
7. User verifies membership

#### Expected

* User is logged in to their own account

#### Constraints

* Username, password, and email are required
* Username must be unique (email)
* Password must meet minimum password requirements

### Customer Purchase Ticket

#### Pre-Requisites

* Customer has accessed the HGP site

#### Description

1. User searches tickets
2. User selects tickets and quantities
3. User provides order information
   1. If user is registered, user may login
   2. Enter shipping info
   3. Enter billing info
4. Order total calculated
   1. Discounts applied
   2. Taxes applied
5. User submits order
6. Order confirmed

#### Expected

* User successfully places an order
* Order invoice is generated and emailed to customer

#### Constraints

* User may search for tickets by event and/price
* If purchase date is at least 7days before event, user has option to have tickets mailed
  + User required to enter mailing address to accept this option
  + User can elect to pick-up tickets

### Event Search

#### Pre-Requisites

* User has accessed/logged in to HGP events site
* User has accessed selected event search option

#### Description

1. User enters/selects search term
   1. Keyword
   2. Date
   3. Venue
   4. Price
2. Results returned
3. User selects result for review

#### Expected

* Results are returned to user
  + If no results, a “no matching results found” message is returned to user

#### Constraints

* User able to select result for further review
* User able to return to search results
* If no results, a “no matching results found” message is returned to user

### Cancel Ticket Transaction

#### Pre-Requisites

* Must have ticket order / reservation number
* User has accessed/logged in to HGP site
* Agent must be logged into employee/admin portal

#### Description

1. User search for order / reservation number
2. Display order details
3. User selects cancel reservation option
4. Confirm cancellation

#### Expected

* Order is cancelled
  + Reserved tickets are made available for purchase again
  + Confirmation email is generated and sent to customer
* If applicable, refund is scheduled to be processed

#### Constraints

* Must comply with HGP and/or venue cancellation policies

## Agent and Administrator

### Agent – Ticket Transaction

#### Pre-Requisites

* Agent has access to employee/admin portal

#### Description

1. Agent searches tickets
2. Agent selects tickets and quantities
3. Agent enters order information on behalf of customer
   1. Enter customer info
   2. Enter shipping info
   3. Enter billing info
4. Order total calculated
   1. Discounts applied
   2. Taxes applied
5. Agent submits order
6. Order confirmed

#### Expected

* Agent successfully places an order on behalf of customer
* Order invoice is generated and emailed to customer

#### Constraints

* Agent may search for tickets by event and/price
* If purchase date is at least 7days before event, customer has option to have tickets mailed
  + Agent required to enter customer mailing address to accept this option
  + Customer can elect to pick-up tickets
* Agent may create customer account / subscription

### Administrator - Add Event / Venue

#### Pre-Requisites

* Administrator is logged into employee/admin portal

#### Description

1. User selects appropriate “Add” function
2. User enters information
   1. Event
      1. Name
      2. Artist
      3. Start/End DateTime
      4. Location
      5. Max ticket capacity
   2. Venue
      1. Name
      2. Address
      3. Max capacity
      4. Section/Ticket chart
3. User saves new entry

#### Expected

* Database updated with new entry

#### Constraints

* Event ticket capacity cannot exceed venue max capacity
* Venue section ticket capacity cannot exceed venue max capacity

### Administrator - Manage Available Tickets

#### Pre-Requisites

* Administrator is logged into employee/admin portal

#### Description

1. User searches / adds event
2. User adds / selects venue section
3. User sets available capacity
4. User saves new capacity

#### Expected

* Event updated with available tickets for sale

#### Constraints

* Event ticket capacity cannot exceed venue max capacity
* Venue section ticket capacity cannot exceed venue max capacity
  + Number of tickets available and number of tickets reserved cannot exceed venue max capacity or section max capacity

# Revision History

* Bell [4/18/13 – 1.0.2]: Added use cases.
* Bell [4/15/13 – 1.0.1]: Added database schema; updated formatting and ToC.
* Moreland [3/25/13 – 1.0]: Initial draft completed.