# Registration Use Cases

## Normal Use Cases –

**Registration Desk & Security Activities**

These are a combination of actions taken at the registration desk, and work that has to be done by security. How we provision a customer with a proof of their purchase has to tie into how security later verifies entrance to a given area.

#### Runtime - Customers Pay for new items

1. Customer gets directed to Registration Desk
2. Registration Staff answer any questions with the help of Supervisor.
   1. Information should be available in both signage and Supervisor Training explaining the costs and benefits of every type of purchase.
3. Customer decides to make purchase(s)
4. Registration Desk staff use the BPT interface to choose what items the Customer has chosen.
   1. This is a long list of every item in the account. There is no way to limit this list.
   2. They work from the On-Site menu in BPT
5. When the shopping cart is completed, they choose to complete the transaction.
6. Reg Desk Staff can choose one of three options:
   1. Cash – they enter cash provided and the system automatically tells them the change.
   2. Credit – they can hand enter the credit card number, First & Last Name and Security code. –OR—if we buy MagTek swipers ($40-80), we can swipe the cards
   3. Check – they just finalize the transaction and take the check.
7. Sale is complete and any tickets and passes are given (see other use cases)

NEEDED:

* **Scratch** to buy Credit Card sweepers, first check compatibility with equipment.
* **Marcus** - need to be able to see all purchases in the GBE transaction tables – see “Transaction intake for non-registered users”

#### Ticket Pickup and usage

We will make a change this year and use true BPT tickets for any one time event ticket. That includes any show, the pool party, and the tea – all of which are independently ticketable. This should also include Master Classes.

Whole Shebang passes do not get tickets. We want to make it easy on them so they get 1 pass that works as a ticket for everything.

1. Customer gets directed to Registration Desk
2. IF the customer has printed out or received BPT tickets in the mail,

* the customer is directed onward to the event location. *Go to step 9.*

1. IF NOT – the customer’s ID is checked.
2. Customer name is looked up in GBE system – like in Receipt Ticket Page
3. Customer entry has a listing of everything they’ve purchased, and:
   1. A column for “Admitted” – when the ticket has not been picked up
   2. A checkbox next to each row that is not yet been picked up
   3. A time stamp in each row that has been picked up showing when it was picked up
   4. A button to submit
4. When the button is pressed, the rows are updated.
5. All purchases (passes and tickets) are shown on screen
6. The tickets are printed at our printer and given to customer.
7. All customers with tickets proceed to the event location.
8. Security has scanners and scans the tickets for validity.
9. If the tickets are valid, security marks them with a mark showing they’ve been scanned.
10. Scanning the tickets marks the attendee as admitted.

**Edge Cases**

Need to have a mess up correction method

*Partial pickup* – a customer can pickup only part of their purchase. If they specified another pickup-person when they purchased in BPT, we can hold tickets under that person’s name. That person’s pickup use case will be the same as above.

**Questions/Needs:**

* **Scratch** – in all cases, what constitutes an ID check? How about Driver’s License or Credit Card? Same for all cases of pickup.
* **Scratch** – is this “Admitted” or really “Picked up” if security is scanning tickets, marking the user as Admitted and syncing that to BPT is premature and could cause problems if security is using scanners. I recommend calling it “picked up”
* **Scratch** – partial pickup. If the original purchaser wants to pickup all the tickets he bought (even though he designated a pickup person), can we allow that? That means that two people are eligible to pickup a single ticket and we have to work out logic for that.
* **Scratch** – to rent scanners, or decide not to get scanners.
* **Marcus** – update for steps 4-8

#### Pass – Pickup and usage

Passes include any purchasable item that includes entry in numerous places. Current passes include: Whole Shebang, Scholar, Socialite, Fan Admission. When a user gets a pass, they don’t get a ticket to each individual event – the pass is their ticket in all cases. Passes will be very, very clear for security to check.

**Preparation**

1. Passes are pre-printed for pre-registered users

* any pass-holder who is contributing to the expo (teaching, performing, volunteering) – will have their obligations printed with times on the back of the pass
* Front of pass shows DisplayName and type of pass.
* Passes are also color coded to make them obvious at a glance.

1. Goodie bags may also be prepared for various levels of pass holders.
2. Supervisors are well trained on what passes and goody bags go with whom. This often gets out of control.

**Run Time:**

1. Customer gets directed to registration desk
2. Repeat steps 3-7 of Ticket Pickup
3. Passes are not printed at run time unless there is an error.
4. Badge and appropriate goody back are given to customer
5. The benefits of the given badge type are explained.

#### Coupon Purchases and Pickup

Decision from Scratch – all couponing will result in active BPT transactions. Scratch will either hand enter or provide a mechanism through BPT to provide for other coupon venues.

Thus, the use case for anyone who bought a package through a coupon is the same as regular ticketing and purchasing.

#### Lost Ticket/Pass Replacement

It must be possible to recreate lost tickets and passes.

There will be a service fee for this to drive home the idea that loosing your pass is not OK.

## Supervision Use Cases

These are use cases for reporting and oversight.

#### Inventory

Reporting of inventory as it relates to purchases – for example – how many seats are committed for Saturday night Main Event, including:

* + BPT sales at all prices
  + Whole Shebang passes
  + Comped performers who don’t have any purchase
  + The Socialite
  + Anything else that included a ticket to the Main Event.

#### Cash Handling at Shift Change

There will be at least 2 shift supervisors per day at Registration. When a supervisor signs out, they need to reconcile cash. This will include counting the cash at the desk, and comparing it to a report in the web system. There report needs to have

* Query by Start time – days, hours and minutes
* Query by End time - End time – days, hours and minutes
* Return total sales in cash

The shift supervisor will compare what the cash **should** be to what is actually on hand, and note the end state and any explanation on a paper signout form. Cash gets stored securely in the hotel safety deposit box.

## Security

* Tickets – for any ticketed event, the BPT ticket is the proof of purchase. Security will check tickets at the door.
* Fan Admission – Fan admission will be a wrist band.
* Passes – the Whole Shebang, Scholar, and Socialite will be printed passes – with obvious color coding and the name of the pass type printed on the pass. Security will be briefed on what passes are allowed where.
* Contributors who do not pay for any sort of pass will be allowed in the event they are contributing to:
  + Performers with no other pass type will be on a performer list that is checked by security upon entry.
  + Teachers with no other pass type will be on a teacher list for the day they are teaching and will have access to the class area, but not the free food.
  + Volunteers to an area will have area specific badges for when they are working.

# Features needed

## #1 - Transaction intake for non-registered users

Due to recent design changes, the old transaction sync method now generates an error for users that aren’t registered in the GBE system. We need a way to collect these transactions.

1 – if the email exists in the system – map to existing email

2 – if the email does not exist – intake it and make a user account with a random password

3 – with username/password login, if the user attempts to log in, they can get a new password emailed to their account – voila! Proof of account!

## #3 - Ticket/Pass Pickup

See steps 4-7 of ticket pickup.

Looks like this can be built out from Receipt Tickets.

## #5 - Badge Printing

Need to be able to print cardstock that matches our badge holders.

* Front of badge is Display Name and pass type(s) – it’s unlikely but possible that a user could buy more than one pass type… but pass types are cumulative.
* Back of badge is the user’s commitment schedule – shows, classes, panels, volunteering, etc.

There also needs to be ways to emergency print a lost, just issued, or screwed up pass.

## #2 - Inventory

See supervisor use case.

* need this for all shows
* for the conference each day
* for the vendor room – all passes summed together

## #4 - Cash Handling at Shift Change

See supervisor use case.