

StageShow+

Plugin for Wordpress

User Guide

1 Introduction

StageShow is a Wordpress plugin designed to enable amateur theatre groups and small theatres to sell tickets online.

Two versions are available as follows:

StageShow provides basic functionality and is intended for use by theatre groups that put on one or two shows a year.

StageShow+ extends the functionality of StageShow to add additional features for larger groups where the number of ticket sales is larger or shows are more frequent.

This document describes the setup requirements and the features of StageShow+. The setup requirements and features of StageShow are a subset of these.

2 Features Overview

The StageShow plugin, combined with a PayPal account, provides everything needed to add an online box-office to a Wordpress web site for small to medium sized theatres. This section describes the features available in StageShow+. Some of these features will either not be available, or will have limitations in StageShow.

2.1 Versions

Two versions are available: StageShow provides basic functionality and is intended for use by theatre groups that put on one or two shows a year. StageShow+ extends the functionality of StageShow to add additional features for larger groups where the number of ticket sales is larger or shows are more frequent.

2.2 Shows

The StageShow system administrator can define one or more Shows for which tickets are to be offered for sale using the StageShow-Shows page. In addition to the Show name, a "Note" can be defined here, which can be in text or HTML format, which will be output with the Show name on the Box Office output. Each show can also be individually Deactivated which "hides" it from the Box Office output.

2.3 Performances

For each Show defined by the StageShow system administrator a number of Performances can be defined. This setup includes the date and time, a unique reference and the number of tickets available. A "Note" can be defined here, which can be in text or HTML format, which will be output with the Performance entry on the Box Office output. Each Performance can also be individually Deactivated which "hides" it from the Box Office output.

2.4 Prices

For each Performance a number of ticket prices are defined, each with its' unique price type reference. Prices Plans, a template of price values, can be also be defined using a StageShow+ admin page. One of these Price Plan entries can then be selected when adding a new performance, greatly reducing the time needed to set up a new show.

2.5 Box Office Output

StageShow displays Box Office output on a Wordpress Page or Post in response to a Wordpress Shortcode (a text sequence enclosed by square brackets) defined by the plugin code. Shows are output in date order, and are not displayed once the performance "expires" or it (or the Show it is part of) is deactivated.

Parameters can be applied to this shortcode to add extra facilities, for example to output a specific show or to limit the number of shows displayed.

2.6 Sales Emails

All sales are confirmed with an Email which can be customised to suit individual requirements. These are in either text only, or mixed HTML/Text format. Sample templates are included with the distribution. Optionally, an additional "Sales Summary" email with total sales can be sent to a designed email each time a new sale is recorded.

2.7 Ticket Validation

StageShow includes facilities to validate tickets. This can be performed either online, or an "Offline Validator", which includes a snapshot of the sales database, can be downloaded, allowing offline ticket validation. StageShow+ add the facility to record online validations, and to display all previous validations when a ticket is validated .

2.8 Sales Logging

StageShow records all sales, which can then be viewed and edited if required. These sales records can be exported as text files, which can be imported other programs (for example to a spreadsheet), or as a file conforming to the OFX standard for further analysis.

3 Prerequisites

To use StageShow the following system prerequisites are required:

3.1 Website hosting with Wordpress Installed

The target website must have Wordpress set-up and working.

For correct operation of StageShow the “Timezone”, “Date Format” and “Time Format” entries on the Wordpress Settings-General admin page must be set to appropriate values. If these settings are incorrect, time or daylight saving discrepancies, or formatting errors can occur.

3.2 PayPal Account

A working PayPal account is required for StageShow to operate. A “Business” account is recommended. StageShow+ can operate without a PayPal account if it will only be used for “Reservations” (see section 15.2)

3.3 Wordpress Plugins

Either the StageShow or StageShow+ plugin must be downloaded, installed and activated.

The “User Role Editor” plugin is also recommended for use with StageShow.

If “Reservations” (see section 15.2) are to be enabled, a plugin that adds additional fields to the user profile may be required.

4 Installation

4.1 First Time Installation

- Download the StageShow or StageShow+ plugin archive
- Open the Wordpress Dashboard for you site
- Select the "Upload" option
- Click "Add New" under the "Plugins" menu
- Under "Install a plugin in .zip format" browse to the StageShow plugin archive file you downloaded
- Click Install Now.
- After it has installed, activate the plugin.

4.2 Upgrade

- On the WP Plugins Page deactivate StageShow
- Using FTP (or your ISPs file manager) delete the StageShow plugins folder in wp-content/plugins folder
- Now Proceed as for the First Time Installation

5 PayPal Setup

5.1 PayPal Settings

This section details settings which must be set-up on the PayPal account which will be used to collect payments for StageShow.

5.1.1 API Access

The API Access settings allow access to the PayPal account from another website server. These settings can be created by selecting the Profile | My Selling Preferences | API Access menu on the PayPal account admin pages and choosing the “View API Signature” option. The API username, API password and Signature generated should be copied to the corresponding StageShow settings. These settings are only required if the Shopping Trolley setting (see 15.1.1) is set to “PayPal”.

5.1.2 IPN Setting

The Instant Payment Notifications (IPN) settings control how PayPal sends information on sales to your website. These settings can be modified via the Profile | My Selling Preferences | Instant payment notifications menu. The Receive IPN messages option should be selected and the Notification URL should be set as follows:

`{Your-site}/wp-content/plugins/{pluginName}/StageShow_ipn_callback.php`

Where:

`{Your-site}` is the root URL of your Wordpress website

`{pluginName}` is stageshow or stageshowplus as appropriate

5.1.3 PayPal Account Optional

If you want your purchasers to be able to use a credit or debit card without the requirement to have or create a PayPal account, then the “PayPal Account Optional” setting for your PayPal account must be set. This setting can be modified via the Profile | My Selling Preferences | Website Preferences menu page. The setting should be set to “On” to make a PayPal account optional.

6 Show and Performances Setup

This section details how to add your show, performance, ticket and price details to your StageShow configuration. In general these admin screens will be used in the order they appear in the StageShow menu (and the order in this document).

6.1 Shows Admin Page

6.1.1 Show Name

This is the name of the show. This can include any printable characters up to a maximum length of 80 characters. This Show Name is shown on the Box Office entry for the show, and on sales emails for the show using the default email template.

To add a new show, click on the “Add New Show” button and a new show named “Unnamed Show N” will be added, where N is a number chosen to create a unique name. Once the new show has been added the name can be edited as required.

To edit the name of a show, type the new name of the show in the edit text box and click the “Save Changes” button below. Note that duplicate names will be rejected.

To delete a show or shows, select the shows to be deleted by selecting the associated checkbox(es), select Delete in the “Bulk Actions” drop down and click the Apply button. All selected shows will be deleted.

Default: Unnamed Show N

Maximum Number of Shows: Unlimited (StageShow+), 1 (StageShow)*

6.1.2 Tickets Sold

This entry shows the number of tickets sold for this show. Clicking on the entry transfers the user to a page listing the sales for the associated show (see section 7.2 for details of the sales page).

Note: This entry cannot be edited.

6.1.3 State

This shows the current “state” of a show, and can be Active or INACTIVE. An INACTIVE show is excluded from the Box Office output.

The state of show(s) can be changed by ticking the associated checkbox, selecting Activate/Deactivate as appropriate in the “Bulk Actions” drop down and clicking the Apply button. The state of all selected shows will be “toggled”.

Default: Active

6.1.4 Options (StageShow+ Only)

The options column provides a Show/Hide button which can be used to Display (Show) or Hide additional options for the associated show. When displayed the additional options are shown below the row with the Show Name.

Default: Hidden

6.1.5 Note (StageShow+ Only)

This entry provides the facility to add a “note” entry for a particular show. This is included with the Box Office output immediately below the Show Name.

The text can include HTML markup, so images, links etc. can be added here if required.

Default: Empty

6.2 Price Plans Admin Page (StageShow+ Only)

A “Price Plan” is one or more ticket types and associated prices that can be applied to a new performance when it is created. The number of price plans is unlimited*.

To add a new Price Plan, click on the “Add New Price Plan” button and a new entry named “Unnamed Price Plan N” will be added with a single ticket type (TYPE1), where N is a number chosen to create a unique name. Once the new Price Plan has been added the Price Plan name, ticket Ref and Price can be edited as required. Note that duplicate Price Plan names will be rejected.

Note: Once a performance has been created changing the price plan used to create it will not change the prices or ticket types of the performance.

6.2.1 Name

Each “Price Plan” is identified by its’ unique name. This can include any printable characters up to a maximum length of 20 characters.

To edit the name of a Price Plan, type the new name in the text edit box and click the “Save Changes” button.

Default: Unnamed Price Plan N

6.2.2 Type

This entry specifies the ticket type entry that will be created when a performance is created using this Price Plan. (see section 6.4.2 for details on Ticket Types).

Default: TYPE1

6.2.3 Price

This entry specifies the ticket price when a performance is created using this Price Plan. (see section 6.4.3 for details on Prices).

Default: 0.00

6.2.4 Visibility

This entry specifies the ticket price when a performance is created using this Price Plan. (see section 6.4.46.4.3 for details on Visibility).

Default: Public

6.3 Performances Admin Page

This page is used to add performance dates to your show(s).

To add a new Performance, select the “Price Plan” (StageShow+ only) and click on the “Add New Performance” button and a new entry with default values will be added. Once the new Performance has been added the Performance Date & Time, Reference and Max Seats can be edited as required.

Note: Performances do not appear in the Box Office output until Prices have been specified.

6.3.1 Date & Time

This is the date and time of the start of the performance. To change the entry, change the values and click the “Save Changes” button.

The format of this entry is always YYYY-MM-DD hh:mm:ss

Note that duplicate date and time entries will be rejected.

Default: Current Local Time

6.3.2 Reference

Each performance is identified by its’ unique reference. This can include any printable characters up to a maximum length of 16 characters. The default entry includes a numeric value (N) chosen to create a unique name.

To edit the reference, type the new reference in the text edit box and click the “Save Changes” button. Note that duplicate references will be rejected.

Default: PERF N

6.3.3 Max Seats

The maximum number of tickets available can be limited if required. StageShow (and PayPal) will limit the number of tickets to this value.

To change the entry, enter the new value and click the “Save Changes” button. Any negative number will be interpreted as “Unlimited” (shown as ∞).

Default: Unlimited (∞)

6.3.4 Tickets Sold

This entry shows the number of tickets sold for this performance. Clicking on the entry transfers the user to a page listing the sales for the associated performance (see section 7.2 for details of the sales page).

This entry cannot be edited.

6.3.5 State

This shows the current “state” of a performance, and can be Active or INACTIVE. An INACTIVE performance is excluded from the Box Office output.

The state of performance (s) can be changed by ticking the associated checkbox, selecting Activate/Deactivate in the “Bulk Actions” drop down and clicking the Apply button. The state of all selected performances will be “toggled”.

Default: Active

6.3.6 Options (StageShow+ Only)

The options column provides a Show/Hide button which can be used to Display (Show) or Hide additional options for the associated performance. When displayed the additional options are shown below the row with the performance details.

Default: Hidden

6.3.7 Expires (StageShow+ Only)

This entry shows the date & time that the booking window for the performance closes. This value is initialised to the performance Date & Time (see 6.3.1) less the Expire Limit (see 15.3.10) from the settings.

To change the entry, change the values and click the “Save Changes” button.

The format of this entry is always YYYY-MM-DD hh:mm:ss

Default:

6.3.8 Note Position (StageShow+ Only)

This entry specifies the position of the performance Note (see 6.3.9).

Default: Empty

6.3.9 Note (StageShow+ Only)

This entry provides the facility to add a “note” entry for a particular performance. This is included with the Box Office output and will be either immediately above or immediately below the performance entry depending on the “Note Position” setting (see 6.3.8).

The text can include HTML, so images, links etc. can be added here if required.

Default: Empty

6.4 Prices Admin Page

This page lists the ticket types and their associated prices for each show.

To add a new ticket type, click on the “Add New Price” button. A new entry will be added with ticket type set to TYPEN, where N is a number chosen to create a unique ticket ID.

Once an entry has been added the Performance Date, Ticket Type and Price can be edited as required. Click on the “Save Changes” button to Save all the changes for a particular show. Note that duplicate Ticket Types will be rejected.

6.4.1 Performance

This drop down selection box allows the performance date to be specified.

Default: First Performance

6.4.2 Type

The “Type” entry is used as a reference for the ticket type, and is also the description of the ticket used on the Box Office page, and within sale emails.

This entry is a maximum of 10 characters long.

Default: TYPEN

6.4.3 Price

The price of the ticket, in the currency specified in the StageShow PayPal Settings (see 15.1.9).

This entry must be numeric, with or without a decimal point. The currency symbol should not be included here, but if required can be selected in the StageShow settings (see section 15.3.7). Zero values are permitted when using the Integrated Checkout (see section 15.1.1).

Default: 0.00

6.4.4 Visibility

This entry determines if this price will be visible on the Box Office page. When set to “Public” the price will be available on the Box Office page but if set to “Admin Only” it will only be available in the Add/Edit Sale admin pages. This allows the system administrator to create prices that are not generally available (for example discounted or free tickets).

Default: Public

7 Sales Log and Reports

This section details StageShows' sale recording and reporting functions.

7.1 Recording Sales and IPN

StageShow uses the shopping cart within PayPal as the interface between the prospective purchaser and the web site at the point at which the purchaser commits to the purchase. Subsequently PayPal uses its' IPN facility to pass the details of the sale back to StageShow. These sale reports are saved to a database by StageShow and can be displayed or exported as required using the facilities described below.

Note: Sale details will only be received by StageShow if the IPN settings in PayPal (see section 5.1.2) are correctly set up.

7.2 Sales Admin Page

The Sales Page gives an administrator access to the sales records recorded by StageShow, and enables new ones to be created manually. In addition StageShow+ displays details of any reservations and allows existing records to be edited.

7.2.1 Sales List

The Sales Page lists all sales in reverse chronological order. For each sale the sale details can be viewed by clicking the "Show" button, and concealed by clicking the "Hide" button. The sale details include the purchasers name, email and address, the transaction ID and a list of tickets purchased.

Long lists of sales will be broken up into two or more "pages", which can be viewed using the arrow buttons at the top or bottom of the list.

7.2.2 Adding a Sale

The "Add Sale" button opens a new page which allows a sale record to be added manually. All fields of the sale record are displayed and can be changed, and the ticket quantities for every performance can be specified. Click on "Save Changes" to save the sale record.

Note: StageShow does not currently handle payment of any payment due when a sale is added using this "Add Sale" facility.

7.2.3 Editing a Sale

The "Edit Sale" button (StageShow+ only) opens an editor page which allows a sale record to be modified. All fields of the sales can be changed, and the ticket quantities for every performance can be specified. Click on "Save Changes" to save the updated sale record.

Note: StageShow does not currently handle payment of any refund or payment due when ticket quantities are changed using the sale editor.

7.2.4 Deleting a Sale

To delete a show or shows, select the sales to be deleted by selecting the associated checkbox(es), select Delete in the "Bulk Actions" drop down and click the Apply button. All selected shows will be deleted.

7.2.5 Updating Reservations

To change one or more reservations to completed sales, select the reservations to be updated by selecting the associated checkbox(es), select Set Completed in the "Bulk Actions" drop down and click the Apply button. All selected reservations will be updated.

8 Tools

This section details the facilities available on the StageShow-Tools page.

8.1 Validate Sale

The “Validate Sale” section of the tools page, provides the facility to verify a transaction ID and to record all such actions. When a valid transaction ID is entered and the “Validate” button is clicked the sale database is searched for a matching transaction ID, and, if a match is found, the matching sale record is shown.

The control element “focus” is set to the Transaction ID when the page is loaded, and the “Enter” key performs the same action as clicking the enter key. As a result using a bar-code scanner to read the bar-code in a sale confirmation email will automatically trigger a sale validation when the StageShow-Tools page is active.

Each valid validation is recorded, and any earlier verification attempts are displayed. This facility can be used to assist in detection of fraudulent repeat usage of the same transaction ID. As an additional option the identity or location of the PC used to verify the sale can be set on the StageShow-Settings page, and this is recorded when the sale is verified, and displayed, along with a date/time stamp, when a repeat verification is carried out.

[Note: Validate Sale functionality is only available to users with StageShow_Validate or StageShow_Admin capability.](#)

8.2 Export

The export section provides the facility to export data from the Wordpress database that can subsequently be imported into other programs for further processing or analysis.

8.2.1 Format

The “Format” drop down box determines the file format of the exported file, as described below.

8.2.1.1 Tab Delimited Text (TDT) Format

Exported files are encoded as a “TAB Delimited Text” format file to your computer. In this format the file is in text format with columns of data separated by a TAB character. This format can be imported to many other programs, for example a spreadsheet for analysis, financial reporting etc. In all cases the first line of output gives identifies data field name that follows in that column.

8.2.1.2 Open Financial Exchange (OFX) Format

Exported file are encoded in accordance with the Open Financial Exchange Specification. This format is a standard using by many financial management and accounting application.

[Note: OFX format is only available with StageShow+](#)

8.2.2 Type

8.2.2.1 Sales Summary

This export request outputs sales records where each data line of the output file corresponds to a single sale for a single performance, with the total quantity of tickets purchased and a breakdown of the number of tickets of each type.

8.2.2.2 Tickets

This export request outputs sales records where each data line of the output file corresponds to a single sale for a single performance and a single ticket type.

8.2.2.3 Settings Export

This export request outputs the Show, Performance and Prices settings

Note: Settings export is only available if the logged in user has StageShow_Setup capability (see section 9.6)

8.3 EMail Sale Test

The “EMail Sale Test” section of the tools page, provides the facility to resend a sale confirmation Email, or to test the creation of them from an Email Template.

The “Divert Email To” entry allows the user to specify an alternative Email address that will be used as the destination. If this is not specified the Email is sent to the original recipient(s).

9 Capabilities

9.1 Overview

When activated StageShow adds four custom “Capabilities” to the Wordpress site, and enables them all for the Administered role. These Capabilities can be used to control access to StageShow admin pages by users.

The capabilities for a particular user can be edited from the Wordpress Users admin menu page, or by installing and using the “User Role Editor” plugin for wordpress.

9.2 StageShow_Reservations

Enabling this category makes the “Reservations” facility available to a user, when enabled in the settings (see).

9.3 StageShow_Validate

Enabling this category adds access to the Validate Sale and Export Sales sections of the StageShow-Tools page for a user.

9.4 StageShow_Sales

Enabling this category adds access to the StageShow-Sales page, with the capability to add a sales manually for a user.

9.5 StageShow_Admin

Enabling this category adds access to all StageShow admin pages except for the StageShow-Settings page for a user.

9.6 StageShow_Setup

Enabling this category adds access to the StageShow-Settings page for a user.

10 Advanced Customisations

10.1 Email Templates

StageShow generates emails based on template files. Default template files are included in StageShow distributions, and are copied to a subfolder of the wordpress uploads folder when the plugin is activated or updated. Working copies of the email templates are located in the following folder:

`{Your-site}/wp-content/uploads/{StageShow--folder}/emails`

Emails can be customised as required by making a copy of the default template with a new name and then editing this new template as required. This revised template can then be selected on the StageShow settings page.

Note: The default templates can be edited, but these edits will be lost if the plugin is updated.

10.2 Box Office Output

The format of the Box Office Output is controlled by CSS style classes. By default these styles are defined in the `stageshow.css` file, and can be determined by using the “Inspect Element” option on a suitable browser.

The format of the Box Office output can be customised by modification of these styles. These customisations can be implemented by adding entries to the style sheets in the site theme. Where a “standard” wordpress theme, or a theme supplied by a third party is in use, it is recommended that a child theme of the original theme is used, and that any CSS customisations are applied to this.

Note: Any changes made to `stageshow.css` will be overwritten if the plugin is updated.

10.3 Date & Time Format

By default, the format of date and time output of both the Box Office output, and the shopping trolley output is determined by the Wordpress “Date Format” and “Time Format” settings, set on the Wordpress General Settings page. These settings can be overridden for the StageShow output by defining the value of `STAGESHOW_DATETIME_BOXOFFICE_FORMAT` in the `wp_config.php` file. A typical definition is as follows:

```
define('STAGESHOW_DATETIME_BOXOFFICE_FORMAT', 'd-m-Y H:i')
```

10.4 Checkout Header Image

The image used for the PayPal Checkout page (and the Shopping Trolley when in PayPal mode) can be customised to use a user defined image. The default image is included in StageShow distributions, and is copied to the following folder when the plugin is activated or updated:

`{Your-site}/wp-content/uploads/{StageShow--folder}/images`

To customise the Checkout Header, create a new image (750px by 90px), transfer it to the above folder and then select the new image on the StageShow-Settings page.

10.5 Email Logo Image

The logo image which may be included in Emails can be customised to use a user defined image. The default image is included in StageShow distributions, and is copied to the following folder when the plugin is activated or updated:

{Your-site}/wp-content/uploads/{StageShow--folder}/images

To customise the Logo, create a new image, transfer it to the above folder and then select the new image on the StageShow-Settings page. The default image is 180px by 34px but the customised image can be any size the user desires.

Note: The Email Logo is only available for StageShow+ with an HTML email template.

11 Translation

11.1 Overview

The StageShow plugin supports the mechanism built into Wordpress for localisation of its text output. This mechanism uses a POT file (Portable Object Template), created by the plugin developer, to define the English language messages that can be generated by the plugin. This file is then used, by a translator, to create a PO file (Portable Object) which defines both the English language message and its' translation in the target language. The PO file can then, if required, be bundled in with the plugin distribution to add the translation to the standard distribution.

Wordpress uses the value of `WP_LANG` (usually defined in `wp_config.php`) to determine the language for translations, and this must be set for translation of the StageShow plugin to work. If `WP_LANG` is not defined Wordpress defaults to `en_US`.

11.2 Tools

A number of tools exist to assist translators with the process of creating a PO file from a POT file. The plugin author recommends POEDIT, and open source cross-platform tool which can be downloaded from <http://www.poedit.net/>.

11.3 Translating With Poedit

- Download a local copy of the `stageshow.pot` file from the `lang` sub-folder of the StageShow plugin on your website.
- Download, install and run POEDIT.
- Click the “Open” button to display the open file dialogue. Select the “All Files” file filter, browse to the `stageshow.pot` file and click open.
- The main window shows a list of all source text entries, and their translations if one exists. When an entry is selected in the main window, the source text is shown in the window below the list, and the editable translation is shown in the window below that.
- Items in the list may specify entries for singular and plural forms of the message. In this case the middle and bottom windows show multiple entries for the source text and translations.
- Work through the source text list, adding translations in the bottom window as required. A summary of the total number of source text entries, and the number remaining un-translated is shown at the bottom of the window.
- To save your translations, click **File** → **Preferences** and on the **Editor tab** confirm that the *Automatically compile .mo file on save* box is checked (select this option and click OK if it is not). Then go to **File** → **Save as...** and save your translations as a PO file. The file name should be `stageshow-ls_CC.po` where `ls` is the language specifier for the target language and `CC` is the country code. Complete lists of language codes can be found at http://en.wikipedia.org/wiki/List_of_ISO_639-1_codes and country codes at http://en.wikipedia.org/wiki/ISO_3166-1_alpha-2.

- Upload the `stageshow-ls_CC.po` and `stageshow-ls_CC.mo` files you have created to the `lang` sub-folder of the StageShow plugin on your website.

12 Testing StageShow

This section details how to test that a new installation works correctly. The same general procedures, modified where required, can be used to test an existing setup. Note that to fully test your StageShow installation, you will need to make an actual transaction. This transaction can subsequently be refunded, but PayPal fees may still be payable (see PayPal terms and conditions for details on fees and refunds).

12.1 Setup Tickets

Login to your PayPal account and set up API Access (see 5.1.1) and enable IPN (see 5.1.2) as required, if you have not already done so

Install and activate the StageShow plugin, and add the PayPal Settings (see 15.1), if you have not already done so.

You can create a sample setup by clicking the “Create Sample” button on the StageShow Overview admin page. This sample includes at least one show, with performance dates, prices and a few sample sales. Alternatively use the Show, Performance and Prices admin pages to set up a sample setup.

Create a new Page or Post (which can be saved as Draft) using the Wordpress admin pages and add the [sshow-boxoffice] shortcode to it. Now view the page or post you have just created. The page/post should include the StageShow Box Office output with a number of performance and ticket type options, each of which has a drop-down box to select a quantity and an “Add” button to add the quantity to the PayPal shopping cart.

12.2 Summary Email (StageShow+)

StageShow can be configured to send a email with a summary of ticket sales for all performances whenever a new sale is recorded. To test this enter a email address to the “Sale Summary Report Email” entry (see section 15.4.1) in the setting page before making a test sale.

12.3 Making a Sale

On the Box Office page you created above, select a number of tickets for one of the shows, and click the “Add” button. A new page will appear with the PayPal shopping cart including tickets for the performance you have just selected. Go back to the Box Office page and add some more tickets. You will be returned to the PayPal checkout page with the new tickets added. Once you have sufficient tickets for testing purposes select “Check Out” on the checkout page and complete the purchase using a PayPal account or Credit Card. (Note that you will not be able to use the PayPal account used by StageShow to make the purchase).

Once the purchase has been completed check that you receive an Email from PayPal with the details of the sale and the purchaser. If required you can then refund the sale by logging in to your PayPal account, navigating to the details for the transaction and clicking on the “Issue a Refund” button.

12.4 Sales Log

If correctly setup StageShow will record all sales in its' sales log. Check this by looking at the sales log once a test sale (see section 12.2) has been successfully completed. Sales are listed in reverse chronological order, and the details of each sale can be seen by clicking the "Show" button next to it. Note that sales can take a few minutes to be shown due to processing time delays on the PayPal servers.

12.5 StageShow Sale Emails

Once StageShow has recorded a sale, a confirmation email will be sent to the purchaser and (optionally, see section 15.3.6) to the StageShow admin email address. A summary email (see section 12.2) can also be sent. The content of these email is determined from the sale details and the email templates selected (see 15.3.2 and 15.4.2).

13 Fault Finding

Even with the correct settings, there is the possibility of problems with StageShow caused by server configuration. This section is provided to give guidance on resolving any such issues.

13.1 Error Saving PayPal Settings

When API Access (see 5.1.1) settings are saved, StageShow makes a test transaction with the PayPal server to confirm that the values entered are correct. Any error in the entries will result in an error, which is reported when the settings are saved. The error code is that which is reported by the PayPal server and should give an indication of the type of error experienced.

13.2 Sales missing in Sales Log

If sales are being reported by PayPal but are missing from the Sales Log, there is a problem with IPN (see 5.1.2).

Firstly check that PayPal is sending IPN notifications. Log in to your PayPal account and go to History | IPN History. Change the date filter to include the sale that you want to check and click "Search". You should see an entry for the sale in the list. If you do not see any IPN requests then the problem lies in your PayPal IPN settings.

Now click on a message ID entry in the list to see the details of the IPN request, and check the "HTTP response code". This code indicates the result when PayPal attempts to access the IPN Notification URL on your website, with 200 indicating a successful request, and anything else indicates an error. (A complete list of HTTP response codes can be found on the internet at <http://www.w3.org/Protocols/HTTP/HTRESP.html>). As an additional test the IPN Notification URL, which must be publically accessible, can be opened in your browser by entering the following URL:

`{Your-site}/wp-content/plugins/{StageShow--
folder}/StageShow_NotifyURL.php`

The response in the browser should be the single word "INVALID".

PayPal will continue to attempt to send IPNs at intervals for sales that have not been recorded until a timeout determined by the PayPal server (possibly 28 days) is exceeded. This means that any sales recorded by PayPal may still be logged by StageShow even if there are IPN issues when the sale is made (provided IPN was enabled).

14 StageShow “In Action”

This section describes how StageShow might be used in a number of different sales scenarios.

14.1 Online sales – Tickets Collected (Pre-selected)

The website is used to sell tickets, which are then held for collection at the door or box-office.

The email generated by PayPal for each sale is used to extract the purchasers' name and the tickets requested. Then, typically, paper copies of these tickets would be grouped together for collection by the purchaser later.

This scenario will work without IPN enabled, but sales reports will only be available if IPN is enabled.

14.2 Online sales – Tickets posted

The website is used to sell tickets, which are then sent to the purchaser by post.

This is identical to the “Online sales – Tickets Collected” scenario except that tickets are mailed out on receipt of a sales email.

14.3 Online sales – Tickets collected at Performance

The website is used to sell tickets, which are then collected by the purchaser when they arrive for the performance.

The sale “Transaction Id” is used as the reference for the transaction, and the Validate Sale option on the Tools menu is used to verify the sale. This displays the tickets purchased, and logs that the tickets have been collected. Paper tickets corresponding to the sale are then given to the purchaser,

This scenario requires that IPN is enabled.

14.4 Online sales – E-Tickets

The website is used to sell tickets, with the confirmation Email generated by StageShow being used as an E-Ticket.

As for the “Online sales – Tickets collected at Performance” scenario, the sale “Transaction Id” is used as the reference for the transaction, and the Validate Sale option on the Tools menu is used to verify the tickets at the auditorium door.

This scenario requires that IPN is enabled.

14.5 “Offline” Sales Verification

If it is not possible to have a online terminal at the venue, then the “Offline Validator” can be downloaded prior to the performance once ticket sales have closed, and used in place of online sale validation.

14.6 Transaction ID Barcodes

StageShow+ provides the facility to add a barcode of the Transaction ID to the sale confirmation email, and this can be scanned using a barcode reader to authenticate a sale.

15 Settings

This section details the entries on the StageShow-Settings admin page.

15.1 PayPal Settings

This section details settings used by StageShow to interface to the PayPal server.

15.1.1 Shopping Trolley

StageShow can use either the “PayPal Shopping Cart” or its’ own “Integrated Shopping Trolley”. If “PayPal Shopping Cart” is selected then PayPal API Settings (see 15.1.4, 15.1.5 and 15.1.6) must be set appropriately. . If “Integrated Checkout” is selected then PayPal Merchant ID (see 15.1.3) must be set.

Default: Integrated Shopping Trolley

15.1.2 Environment

The PayPal environment to use for StageShow. PayPal has a test environment used by developers called the “Sandbox”. For normal usage this option should be set to “Live”.

Default: Live

15.1.3 Merchant ID

The Merchant account ID from the Business details in the PayPal account. This value is only used if “Integrated Checkout” is selected as the Shopping Trolley entry (see 15.1.1).

Default: {Blank}

15.1.4 API User

The API username from the PayPal API Access settings (see section 5.1.1). This value is only used if “PayPal Checkout” is selected as the Shopping Trolley entry (see 15.1.1).

Default: {Blank}

15.1.5 API Password

The API Password from the PayPal API Access settings (see section 5.1.1).). This value is only used if “PayPal Checkout” is selected as the Shopping Trolley entry (see 15.1.1).

Default: {Blank}

15.1.6 API Signature

The password from the PayPal API Access settings (see section 5.1.1).). This value is only used if “PayPal Checkout” is selected as the Shopping Trolley entry (see 15.1.1).

Default: {Blank}

15.1.7 Account Email

The primary email for the PayPal account, as shown on the PayPal “My Business Details” page.

Default: {Blank}

15.1.8 Checkout Timeout

The time interval, in minutes, before a “Pending Sale” that remains unpaid is discarded. A pending sale is created when a buyer clicks on the Checkout button when using the Integrated Checkout option. This action launches the PayPal checkout window for the buyer to complete the purchase.

Default: 60 minutes

15.1.9 Currency

The currency selected for PayPal transactions.

Default: GBP

15.1.10 PayPal Header Image File

The Header image which PayPal will use as the header for shopping cart and checkout pages. The image size should be 750 x 90 pixels.

Default: /StageShowHeader.gif

15.1.11 EMail Logo Image URL

The URL of a Logo image which can be added to the top of all emails sent by StageShow. The image size should be 180 x 34 pixels.

Default: StageShowLogo.jpg

15.1.12 Checkout Complete URL

The URL of a page that PayPal will redirect to after a successfully completed purchase. The “Auto Return for Website Payments” option in the PayPal “Website Preferences” settings determines the detail of how this works; if clear the buyer will be offered a link to return to the sellers website, if set the return will occur automatically but only if the “PayPal Account Optional for new users” option is not set.

Default: {Empty}

15.1.13 Checkout Cancelled URL

The URL of a page that PayPal will redirect to after a PayPal checkout is cancelled.

Default: {Empty}

15.2 Reservations (StageShow+ Only)

This section details settings used by StageShow+ to determine if reservations are enabled and the capture of user information when a reservation is made.

Note: The options offered from the user profile will be made up of “standard” Wordpress user fields and any additional fields that are added when plugins adding extra fields to the user details are installed. These plugins must be installed and activated, and the user profile for the current user (probably admin) must be updated and saved, for any extra fields to appear in the list. The value of these fields for the logged in user are included in brackets to assist in identifying the correct field.

If fields created by plugins are used in the settings, and the plugin is subsequently removed the settings must be updated to reassign these fields.

15.2.1 Enable Reservations

This checkbox control whether the option to make a reservation is offered to a logged in user. When ticked reservations will be enabled.

Note: Reservations will only be offered to a user with a “Role” that has the StageShow_Reservations “Capability” enabled.

Default: Disabled

15.2.2 Address 1

This defines the user database field that maps to the first element in the users address.

15.2.3 Address 2

This defines the user database field that maps to the second element in the users address. If defined, this entry is merged with the preceding address element.

15.2.4 Address 3

This defines the user database field that maps to the third element in the users address. If defined, this entry is merged with the preceding address element.

15.2.5 City

This defines the user database field that maps to the city entry of the users address.

15.2.6 County

This defines the user database field that maps to the county entry of the users address.

15.2.7 Postcode

This defines the user database field that maps to the postcode entry of the users address.

15.2.8 Country

This defines the user database field that maps to the country entry of the users address.

15.3 General Settings

15.3.1 Organisation ID

The name of the theatre or other organisation selling tickets.

StageShow will substitute any [organisation] entries in the selected email template with this value, and will use the value as the “Friendly Name” for the “from” email address in any emails it sends.

Default: Site Title

15.3.2 Sale EMail Template

This entry determines the template file used to create sales emails.

Note: Only StageShow+ supports emails in HTML format.

Default: Site Title + “Sales”

15.3.3 Reservation EMail Template (StageShow+ Only)

This entry determines the template file used to create reservations emails.

Default: Site Title + “Sales”

15.3.4 StageShow Sales EMail Name (StageShow+ Only)

This entry, if defined, will replace the Organisation ID (see section 15.3.1) as the “Friendly Name” for the “from” email address in any emails StageShow creates.

Default: Site Title + “Sales”

15.3.5 StageShow Sales EMail

The EMail address used as the “from” address for emails sent by StageShow. This email is also used as the destination for any admin emails sent by StageShow.

Default: Site Administrator E-mail Address

15.3.6 Bcc EMail to WP Admin

If this option is selected, StageShow will send a “Blind Copy” (bcc) of any emails it sends to the Sales EMail (see section 15.3.2)

Default: Selected

15.3.7 Currency Symbol

If this option is selected, StageShow will include the currency symbol associated with the currency selected in the PayPal Settings (see section 15.1.9) with any prices displayed within the box office output.

Default: NOT Selected

15.3.8 Items per Page

This option sets the maximum number of entries in that will be displayed on admin page lists. If the number of pages exceeds this value, StageShow will split the entries across two or more pages.

Default: 20

15.3.9 Max Ticket Qty

This option sets the maximum number of tickets of each type that will be available to the prospective purchaser in the quantity drop down box within the box office output. Note that the user can still select the add button again, or edit the quantities in the PayPal shopping cart, to increase the number of tickets purchased. In all cases the maximum number of tickets available is always limited by the Performances configuration (see section TBD).

Default: 4

15.3.10 Performance Expires Limit (StageShow+ Only)

StageShow removes each performance from the Box Office output a set time interval before the performance start time. This option sets the default time interval and can be specified in hours, minutes or seconds.

Note: This time interval is ignored for a particular performance if its' Expires time (see 6.3.7) has been changed.

Default: Zero

15.3.11 Terminal Location (StageShow+ Only)

This option is used to specify the physical computer being used to access StageShow, and is stored as a cookie so can be unique for each computer used. This location is used during sale validation.

Default: Unknown

15.3.12 Sale Transaction ID (StageShow+ Only)

This setting specifies the Transaction ID as shown on the StageShow+ sale invoice, used for sale verification purposes. This must be specified for auto-update of the StageShow+ plugin to operate.

Default: {Blank}

15.3.13 Sale Txn EMail Address (StageShow+ Only)

This setting specifies the purchasers Email address as shown on the StageShow+ sale invoice, used for sale verification purposes. This must be specified for auto-update of the StageShow+ plugin to operate.

Default: {Blank}

15.4 Advanced Settings

15.4.1 Sale Summary Report EMail (StageShow+ Only)

This entry, if defined, specifies an email address that a Sale Summary email will be sent to on each new sale. The file specified by the Summary Email Template entry (see 15.4.2) is used as an EMail template to generate this EMail. This template can be modified if required, but any changes may be overwritten when the plugin is updated.

If this entry is left blank, no summary email is generated.

Default: {Blank}

15.4.2 Summary EMail Template (StageShow+ Only)

This entry determines the template file used to create sales summary emails.

Default: StageShowplus_SummaryEMail.php

15.4.3 Checkout Note Position

This entry determines the position of the Checkout Note (see 15.4.3).

Default: {Blank}

15.4.4 Checkout Note

This entry defines a text “note” entry to be included with the “Shopping Trolley” output. This can be in one of a number of positions within the output, specified by the Checkout Note Position (see 15.4.3).

The text can include HTML markup, so images, links etc. can be added here if required.

Default: {Blank}

15.4.5 Log Files Folder Path (StageShow+ Only)

The path used for any log files created by StageShow. The path is relative to the root folder of the site. Note that the path should be chosen so that any log files generated are not published on the internet.

Default: ../logs