

Online Box Office



Web-based Ticket Sales Tool

Overview

Online Box Office is a web-based application designed to allow theater patrons the ability to select theater tickets and pay for them using by credit card through Pay Pal. Administration of this Online Box Office is completed through the Tickets, Etc. application interface.

Business Case/Rules

The application interface current runs under the following rules: (Any item with an * is an element that can be customized)

System Use

- The Online Box Office is a web application designed to run on an external web server (like your company website) with support for ASP (Active Server Pages), an ODBC compliant data connection (like Microsoft Access) and ASP Mail, or the like, to generate confirmation emails from the website.

You, as the system operator, are responsible for maintaining a web hosting account thru a service provider of your choice. You are also responsible for maintaining an internet account through an ISP of your choice for connection to this external system. You are responsible for any associated fees for this web hosting and internet connection service.

- The Online Box Office requires a verified PayPal account for credit card transaction deposits. Use of this system allows for the proper connections to allow for the transaction – you, as the system operator, are responsible for maintaining the PayPal account and any associated transaction fees that result from a patron purchasing a ticket thru this system.
- The Online Box Office system is administered through the Tickets, Etc. system and requires admin access with a username and password. All users have the same privileges *

Patron Information

- Demographic information captured in the Online Box Office can be transferred to the desktop system (Tickets Etc.) through the interface. If the patron already exists in the system, you can select to only transfer the sales information. If the patron enters data that is different than what is currently in the desktop system, you have the choice of ignoring or updating this information, all with the click of a button.

Seasonal Ticket Information

- All season ticket information is stored in a database on the web server for use by this Online Box Office. This is not the same database that is used by the desktop system (Tickets Etc.) but is similar.
- Seasonal information, including ticket types, ticket prices, production names, and production dates must be added to the database manually and then uploaded to the. The application interface does not yet allow for this kind of content change on screen. *
- A limit to the number of tickets that can be sold online for a given performance can be controlled through the interface at the admin users discretion.

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- Tickets and subscriptions request can be added, edited, and deleted
- After the sale has completed, an email is generated for both the patron and the box office manager with notification that the request has been received in the system.
- Confirmation of a completed sale is a manual step which requires that the box office manager (or other designated person) go to the Pay Pal website and verify that the transaction was completed successfully. Upon verification, the box office manager can either accept or decline the reservation through the interface. *

NOTE: Pay Pal now has a way to allow its transaction server to “speak” to the application server to do this verification step automatically. This ability is not yet in the current version of this Online Box Office application, but could be added – it is currently slated as a system upgrade for the next version.

Interface Customization

- The interface can be customized in the following way without additional development costs:
 1. Welcome Page – can be customized for your company logo and name
 2. Company Name – your company name can be inserted to appear on any of the application pages
 3. Look and Feel – can be customized to fit with the current look and feel of your company website