

Chapter 9: Domains

(for Wintixpro and Webtix only)

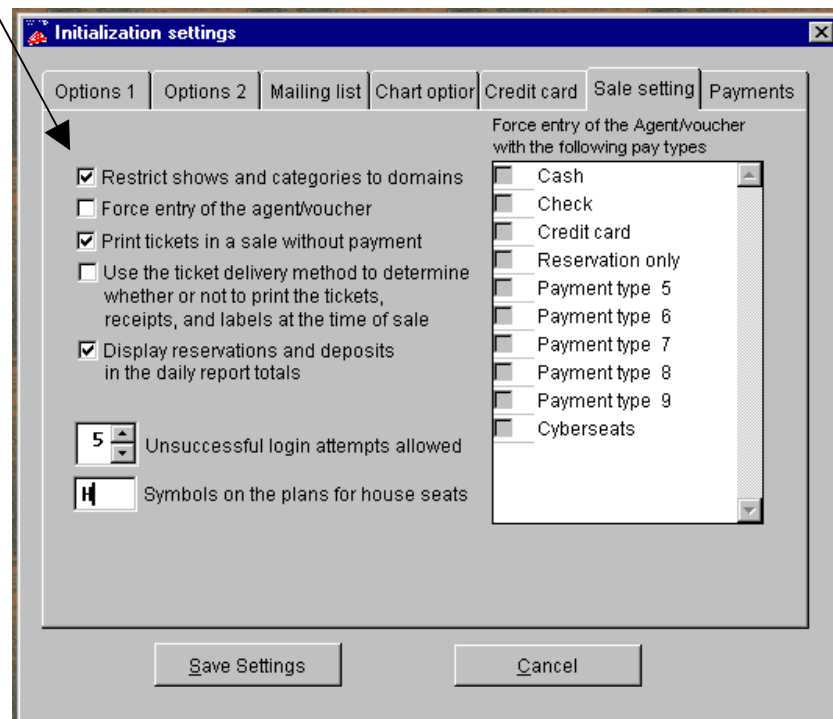
The domain concept, what it is

Domains are a link connecting users, shows, prices, and payment types. In SQL speak, it is a many-to-many relationship. You turn it on by clicking on File | Initialization | Sale settings.

1. Every user belongs to a domain.
2. Every show has a list of domains that that can sell tickets for it. If the show does not have any domains listed, no one will be able to sell tickets for that domain. Each domain entry contains the following information:
 - a. What price codes the domain can sell for that show
 - b. What types of money the domain can collect for that show

Each show can have as many domains as you want.

3. Using these domains, you can restrict the sales activity of various domains.
4. Domains are used by groups of box offices to maintain good relations.



Let's take a look at domains in some situations:

Domains

Internet sales

You are selling tickets in your box office and you are selling tickets on your web site with Webtix – all at the same time. You do not want the rabble on the internet purchasing your house seats and special sections. You do not want them to be selling themselves tickets without payment. You don't even trust them to tell you if they are adults or children. Therefore, each show that is on sale will have the domains set up like this:

Domain: TICKET OFFICE
Price codes:

ABCDEFGHIJKLMN OPQRSTUVWXYZ abcdefghijk
Payment types: Cash; Check; Credit card;
Reservation; Coupon;

Domain: INTERNET
Price codes: A
Payment types: Credit card;

Note: semicolons separate the payment types

Two venues

You have two venues and they need to sell tickets for each other. Let's call the 2 venues the Snowbirds and the Beachcombers.

When the Snowbirds decide to go south for the winter, they need to purchase tickets to the Beachcombers. The Beachcombers want to sell tickets, but only for the adult, senior, and child prices (A, B, & C).

Furthermore, the Beachcombers will only accept credit cards from the Snowbirds. Therefore, the Beachcombers will set up their domain permissions on each show to list the following:

Domain: SNOWBIRDS
Price codes: ABC
Payment types: Credit card;

The Beachcombers domain will list the following:

Domain: BEACHCOMBERS
Price codes: ABCDEFGHIJKLMN OP\$0
Payment types: Cash; Check; Credit card;

Note: semicolons separate the payment types

Now, at the Beachcombers venue, this show will be available for sale by both the Snowbirds and the Beachcombers. However, the Snowbirds will only be able to enter prices A, B, and C. They will only be able to select "Credit card" as a payment type.

Central box office

You are running a central box office at your university. You are connected with either phone lines or network cables to the other box offices. In this situation, the music, theatre, and dance departments sell tickets for the other departments. Plus, you have a student union that needs to sell tickets for everything. At the Theatre department box office, they would set up their shows like this:

Domain:	THEATRE DEPT
Price codes:	ABCDEFGHIJKLMNOPS\$0
Payment types:	Cash; Check; Credit card; Credit card – mailed;

Domain:	DANCE DEPT
Price codes:	ABC
Payment types:	Cash; Check; Credit card;

Domain:	MUSIC DEPT
Price codes:	ABC
Payment types:	Cash; Check; Credit card;

Domain:	STUDENT UNION
Price codes:	ABC
Payment types:	Cash;

Note: semicolons separate the payment types

Concession stand

Every day, your concession stand clerk adds a sale so the concession stand money will be accounted for on the daily report. You do not want the concession stand clerk to be selling tickets – or have anything to do with ticket sales for that matter.

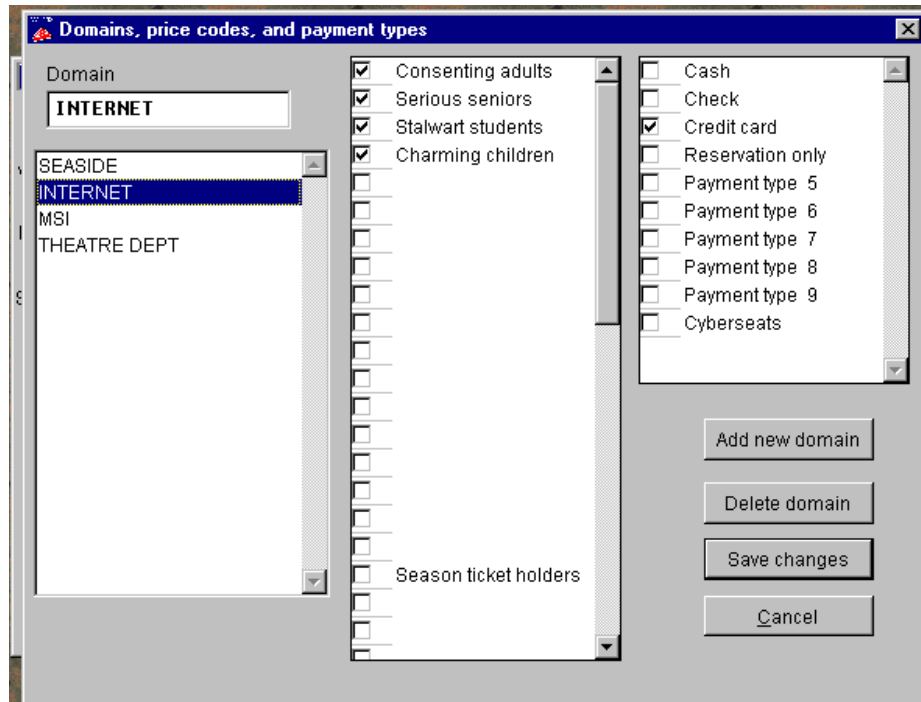
Therefore, you enter a new show called, “Concession Stand Sales” and give it a performance with a blank date. Put the items you sell as price categories. Enter one domain:

Domain:	CONCESSIONS
Price codes:	

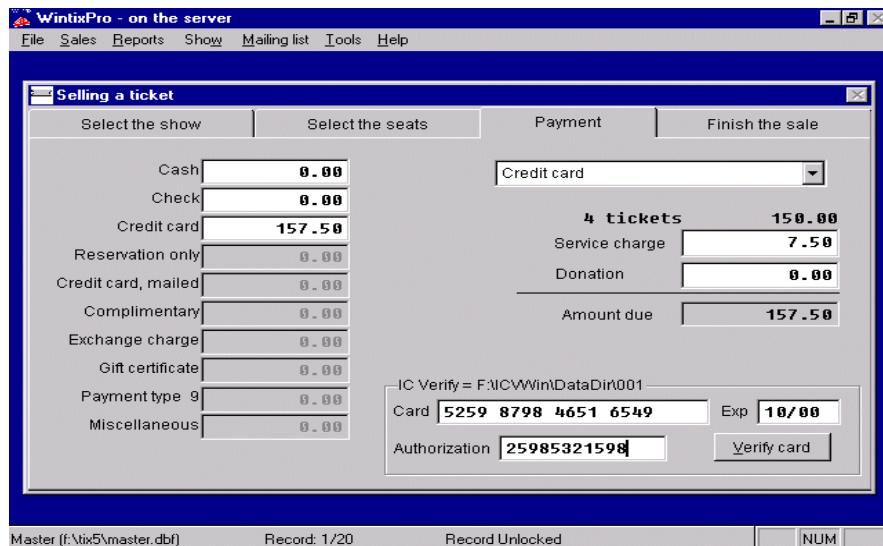
ABCDEFGHIJKLMNOPS\$0	abcdefghijklmnop
Payment types:	Cash; Check; Credit card;

Domains

The domain setup window for a show



Payment types limited by a domain during a sale



Some suggestions

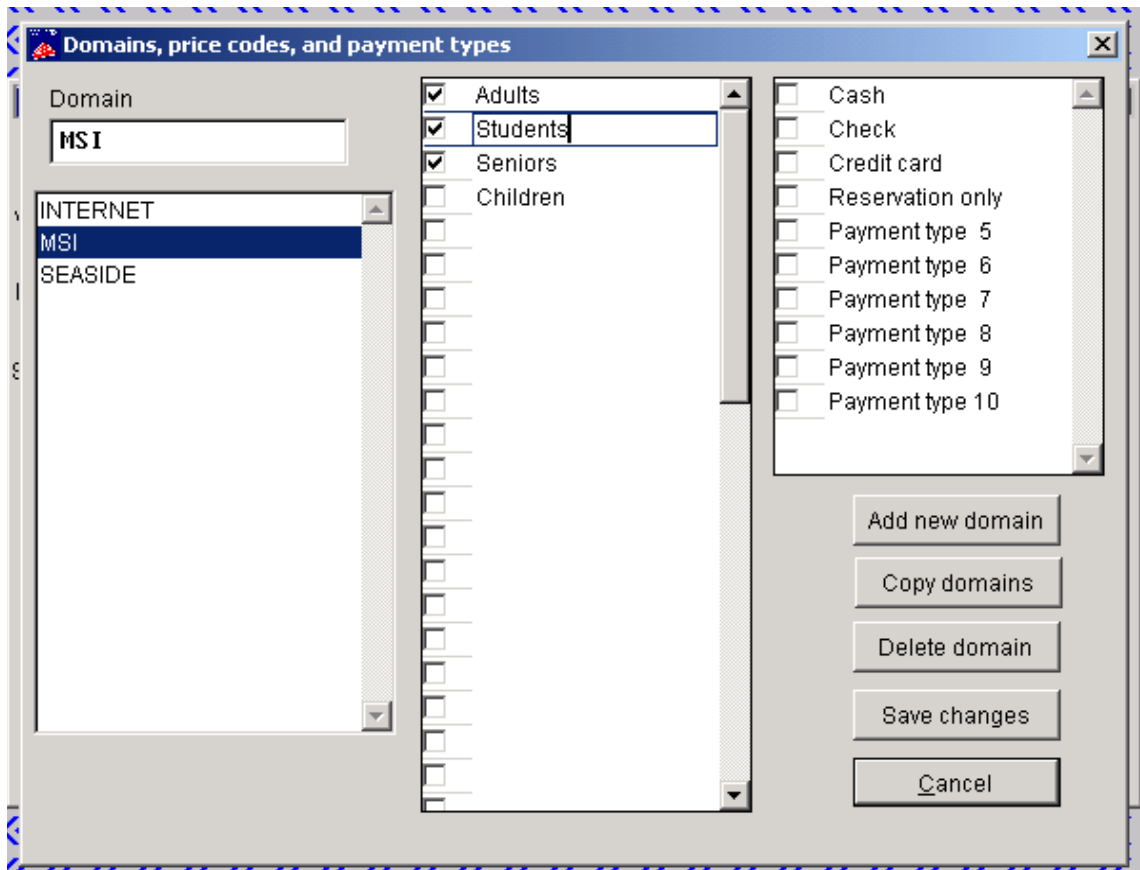
Get your shows and prices set up before you jump into this stuff.

Get everyone in the office up to speed before you turn on the option “Restrict shows and categories for user domains.”

Get all the domains set up in 1 show and then copy them to another show.

If you are using an ISP for internet ticketing:

Here is how the domain entry might look:



The pay types are not used. All you need is the MSI entry and at least 1 price code.

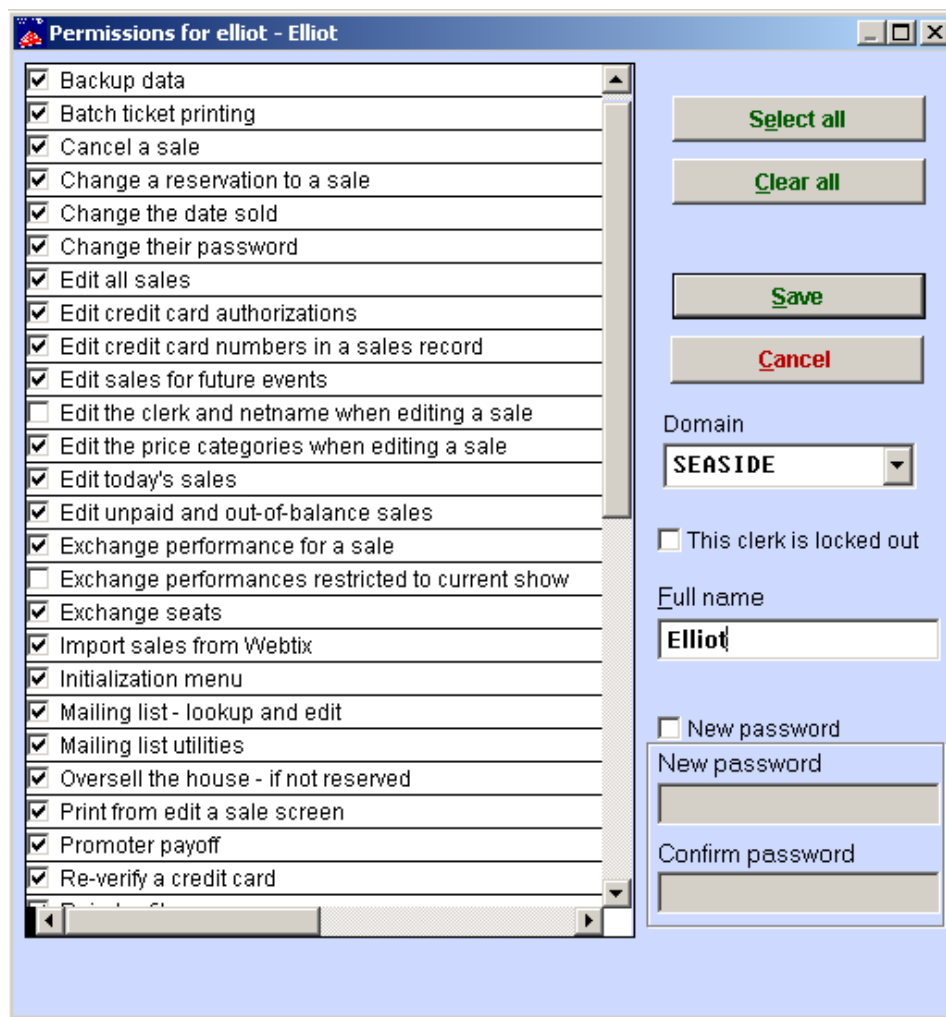
Domains

Requirements in order to put a show on sale:

1. The show and performances need to be entered.
2. The on sale date and time and off sale date and time need to be set
3. Your domain needs to be one of the domains

Adding a new user (like a promoter) with their domain:

1. Go to the password section and edit the list of users. Note: you will need to log in as SYSADM to do this.
2. Add a new user and give them the a password
3. Click on permissions button and give them appropriate permissions (the minimum they need).
4. Put them in a new domain by clicking on the “New domain” button. It looks like this:



Permissions for elliot - Elliot

- Backup data
- Batch ticket printing
- Cancel a sale
- Change a reservation to a sale
- Change the date sold
- Change their password
- Edit all sales
- Edit credit card authorizations
- Edit credit card numbers in a sales record
- Edit sales for future events
- Edit the clerk and netname when editing a sale
- Edit the price categories when editing a sale
- Edit today's sales
- Edit unpaid and out-of-balance sales
- Exchange performance for a sale
- Exchange performances restricted to current show
- Exchange seats
- Import sales from Webtix
- Initialization menu
- Mailing list - lookup and edit
- Mailing list utilities
- Oversell the house - if not reserved
- Print from edit a sale screen
- Promoter payoff
- Re-verify a credit card

Select all

Clear all

Save

Cancel

Domain

SEASIDE

This clerk is locked out

Full name

Elliot

New password

New password

Confirm password