



# **ARTIO e-Tickets Documentation**

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## **e-Tickets**

ARTIO

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### **Abstract**

User documentation for ARTIO e-Tickets Component. Installation and usage instructions.

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# Chapter 1. Introduction

ARTIO eTickets is a Joomla component for online electronic ticket creating, sales and validation. It allows creating and designing tickets, online generation, direct downloads and on-site validation. All usage is just via web browser on desktop PC or mobile device.

This extension allows definition and sales of electronic tickets. These can be optionally limited by capacity (e.g. for concerts, conferences), binded to a specific place or seat (theaters, cinemas) or just open (ZOOs, exhibitions, fairs, fun parks, etc.)

The component allows to set different pricing options (adults, children, seniors), different prices for special areas (seat or sector based), multi-day actions, etc. It also allows to design own PDF ticket appearance.

Tickets may include EAN bar-codes, so the ticket validity can be easily confirmed using any device - static or mobile EAN scanner - that is able to read bar-codes. The validation is also handled by the component. The component also allows administration part for at-counter ticket sales.

Nothing else than this component and device with web browser (e.g. mobile phone, smart phone or PC with bar code reader attached) is needed for the whole system to run.

## 1.1. Technical Requirements

This component is fully compatible and tested with Joomla! Version 1.7.x. Apache 2.x or newer, PHP 5.3.x or newer, MySQL 5.0.x or newer. No other installation or components are required before the installation.

## 1.2. Browser Compatibility

Tested on Internet Explorer 7, 8 & 9, Opera 10.61, Mozilla Firefox 9.0.1. The front-end part requires Java Script enabled.

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# Chapter 2. Installation

## 2.1. Prerequisites

Before installing ARTIO eTicket, you need to have Joomla 1.7.x installed.

Also make sure that all the needed directories (as requested by Joomla) are writable.

## 2.2. Installation

The component is installed through Joomla standard installer in back-end: Extension Manager → Install.

The installation package contains all needed support libraries so the size of installation pack is about 2.9 MB. Some hostings maybe have the size of uploaded files limited, so it may be necessary to increase this limit or upload the files using FTP.

Installation package contains automatic installation script, which will copy all files, install all needed plug-ins and modules (e.g. shipping and payment methods) and create new database tables.

Please, watch for any error messages generated during installation. If any error appears, the installation might not have been completed correctly.

All the eTicket shipping and payment methods are implemented as separate Joomla plug-ins. You can manage them using Joomla administration / extensions / plug-in manager. There are two new plug-in types (vmeticketpayment and vmeticketshipping). To Use the shipping or payment method you must enable it first (default status after installation is disabled of all this plug-ins). You can also set up the settings of the plug-ins. Set the price and VAT rate of each method and other method attributes.

# Chapter 3. Administration (Back-end)

## 3.1. Settings

The first step to do after installation is to check and modify the component settings. You can open the settings window in all the list-pages in the component administration (e.g. tickets or orders).

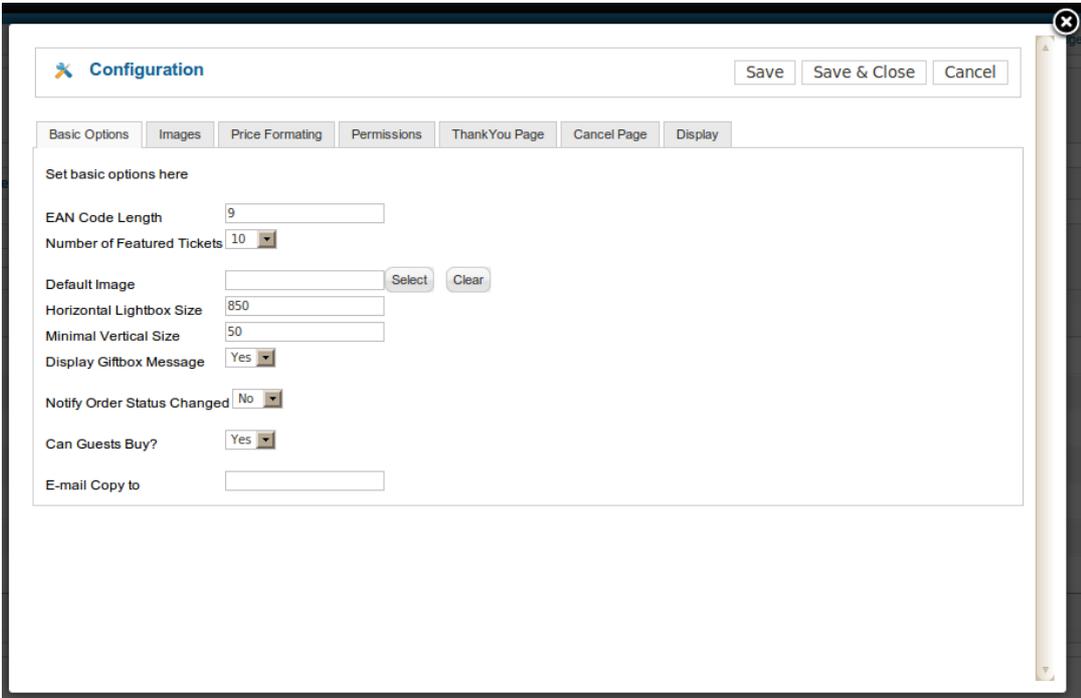
The page is divided into tabs.

**Basic Options:** There are the basic options of the whole component, you can turn on or off some custom functions of the component. Each option has it's own tool-tip, where is described what does it means and how to set it up. The tool-tip can be displayed if you put the mouse cursor over option title for a few seconds.

**Images:** Here you can set the sizes of the images displayed in the component's front-end. The images are stored in one size and than resized to display in required size to save the traffic of the images. You can set the sizes of the images that are displayed in different places in the front-end (e.g. full image size, thumbnail size, ...) to better fit your design.

**Price Formating:** Here you can specify the price formating. All the prices in the component will be displayed in the format you set here. All the options has the help tool-tips for better understanding their meanings.

**Permissions:** This tab contains the standard Joomla settings of the access to the component functions for administrators. You can specify which user groups can do this actions (configure the component, access the component back-end, create/edit/delete new entities, or print all the tickets of the order - e.g. for cash desk sell or printing gift-box tickets).



The screenshot shows a Joomla! Configuration window titled "Configuration". At the top right, there are buttons for "Save", "Save & Close", and "Cancel". Below the title bar, there are several tabs: "Basic Options", "Images", "Price Formating", "Permissions", "Thank You Page", "Cancel Page", and "Display". The "Basic Options" tab is currently selected. The main content area is titled "Set basic options here" and contains the following settings:

- EAN Code Length:
- Number of Featured Tickets:
- Default Image:
- Horizontal Lightbox Size:
- Minimal Vertical Size:
- Display Giftbox Message:
- Notify Order Status Changed:
- Can Guests Buy?:
- E-mail Copy to:

**ThankYou Page:** Here you can set the text which is displayed to the customer when he finished his order. As well you can also specify the text of cancel page, That is displayed when the customer canceled his payment, e.g. on PayPal payment page.

The screenshot shows the Joomla! administration interface for the 'ThankYou Page' configuration. The top navigation bar includes tabs for 'Basic Options', 'Images', 'Price Formating', 'Permissions', 'ThankYou Page', 'Cancel Page', and 'Display'. The 'ThankYou Page' tab is selected. Below the tabs, the text 'Text displayed on the ThankYou page.' is shown. A '[show/hide]' link is present. A rich text editor toolbar is visible, with the text 'Thank you for your order. This is ThankYou Page you can set in administration part.' entered in the editor. The path 'Path: p » span.short\_text » span.hps' and 'Words: 15' are displayed at the bottom. A row of buttons for 'ARTIOFusionChart', 'JoomDOC', 'Article', 'Image', 'Page Break', and 'Read More' is located at the bottom of the editor area.

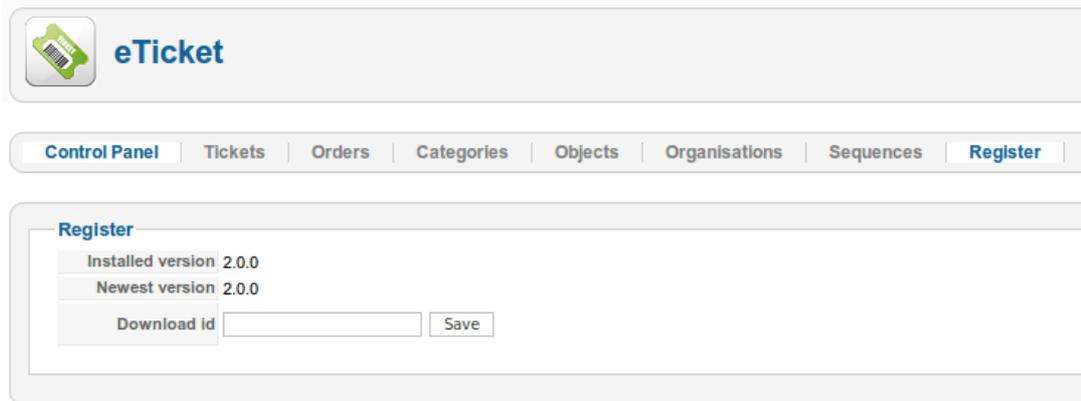
**Display:** Here you can define some basic options which informations display in fron-end. E.g. you can specify, if it's display SKU of the tickets, Section code in the seats selection dialog and if display back button on category page and product page. If you don't use breadcrumbs navigation in your front-end, you can display the back button to go to the parent category.

The screenshot shows the Joomla! administration interface for the 'Display' configuration. The top navigation bar includes tabs for 'Basic Options', 'Images', 'Price Formating', 'Permissions', 'ThankYou Page', 'Cancel Page', and 'Display'. The 'Display' tab is selected. Below the tabs, the text 'Settings, which attributes are displayed in Front-end.' is shown. Three settings are listed: 'SKU' with a 'Hide' dropdown, 'Section Code' with a 'Hide' dropdown, and 'Display Back Button' with a 'Show' dropdown.

### 3.1.1. Component Registration

The component contains the main menu, using that you can easily manage the whole component. The last menu item is the "Register". Here you can see what component version you are currently using and what is the newest version. Here you can also fill the download id you get when buy the component. Writing down the valid download id allows you to update the component to the latest version every time the upgrade is published.

To update your component to the newest version use the main menu in Joomla administration **Extension Manager / Update**. There you can see all the available updates for your Joomla components and update them online.



## 3.2. Sequences / Table of index

This menu item allows you to manage all the sequences that are used in the component, e.g. VAT rates of the tickets or options of the shipping methods.

**VAT rates:** A simple way how to manage the values of VAT you can set to the ticket. E.g. if you write down "10" and use it for ticket means, that the 10% of the ticket price is the VAT and the order prices are counted based on this value.

How to manage the list? Just create new row by clicking on the '+' icon, edit the values in the input-boxes on each row or delete it using the cross icon. If you are satisfied with your list, just click the save icon in upper right hand corner.

**Shipping Methods:** Here you can specify the options of the shipping methods you have installed. Default shipping methods installed with the component are "Default shipping" - uses some shipping company and "self pickup" - means that the customer will pick the tickets up personally in your office. The options of the shipping methods can be e.g. the names of the shipping companies you are using to send your parcels or addresses where the customer can pickup his tickets.

You can also write a description of each of the options, it's displayed to the customer as a tool-tip on the checkout page. You can also specify for which language can be the option used. It's available only if the front-end language corresponds to the language of the method option or if the language is set to "All".

You can create new options using the '+' icon, edit the options values or delete the rows by the cross icons. All the changes are stored by clicking on the save icon in upper right hand corner.

**Locations:** The same way you can specify a sequence of the locations, where your events held. By this values can your customers search the tickets on the category or global search page.

## 3.3. Organisations and Front-end Permissions

Organisation is an object, that has similar functionality as group of users. It is used to define and assign permissions to operate with individual tickets, such as to sell them using the front-end application interface.

There is no limit, you can create as much organisations, as you wish.

The organisation is specified by it's name and contains a list of users (users registered in Joomla) that has the same permission as the organisation (similar to the user groups). Each user can be included in

more organisations. The highest permission of all his organisations is used to check if he tries perform the action.

You can see the list of users on the organisation detail page. Use the "Select User" button to open the dialog to seek and select Joomla user. Then click the "Add User" button to assign the selected user to the organisation. If all the users are added to the list, you can save the changes using the save icon in upper right hand corner.

The screenshot shows the eTicket administration interface. At the top, there is a navigation menu with the following items: Control Panel, Tickets, Orders, Categories, Objects, **Organisations**, Sequences, and Register. Below the menu is the 'Organisation Information' section. It contains a form with the following fields and buttons:

- Organisation Name \***: A text input field containing the value 'Management'.
- Organisation Users**: A section containing a 'Select a User' dropdown menu, a 'Select User' button, and an 'Add User' button.
- Table of Organisation Users**:
 

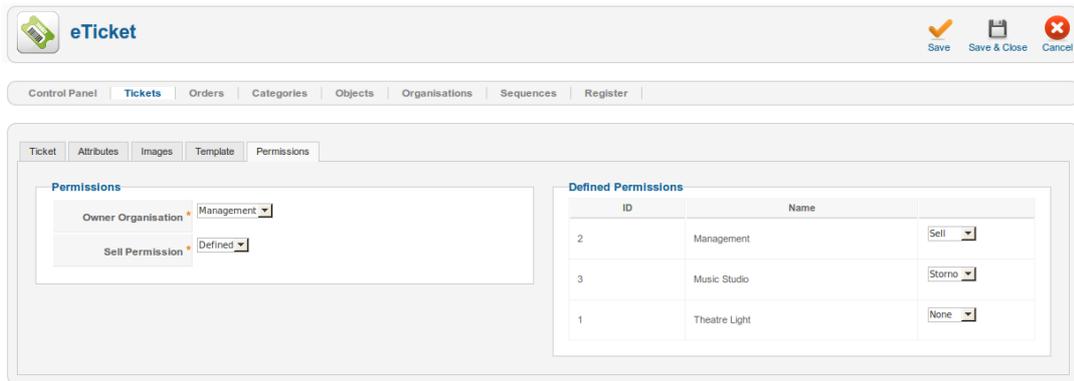
User ID	User Name	Name	
42	admin	Super User	<a href="#">Remove</a>

The logics behind is following: Each ticket has an owner. Owner is an organisation, which has full permissions to work with the ticket. It means the organisation can use the front-end to sell and check tickets by EAN code, display and modify related orders (orders where the ticket is included). More details about the mentioned activities may be found in Front-end Functionality chapter.

Additionally to an owner, you can set permissions for other organisations. These permissions can be set individually for different activity types. There are defined four permission types:

- **none**: users in organisation can't see informations about this ticket
- **sell**: allows users to sell tickets on cash desk
- **update**: users can update the order item quantities wherein the ticket is included
- **storno**: users can change the order item statutes from orders wherein the ticket is included

Please note: Assigning any of these permissions does not allow user to access Joomla administration (back-end).



Control Panel | Tickets | Orders | Categories | Objects | Organisations | Sequences | Register

Ticket | Attributes | Images | Template | Permissions

**Permissions**

Owner Organisation \* Management

Sell Permission \* Defined

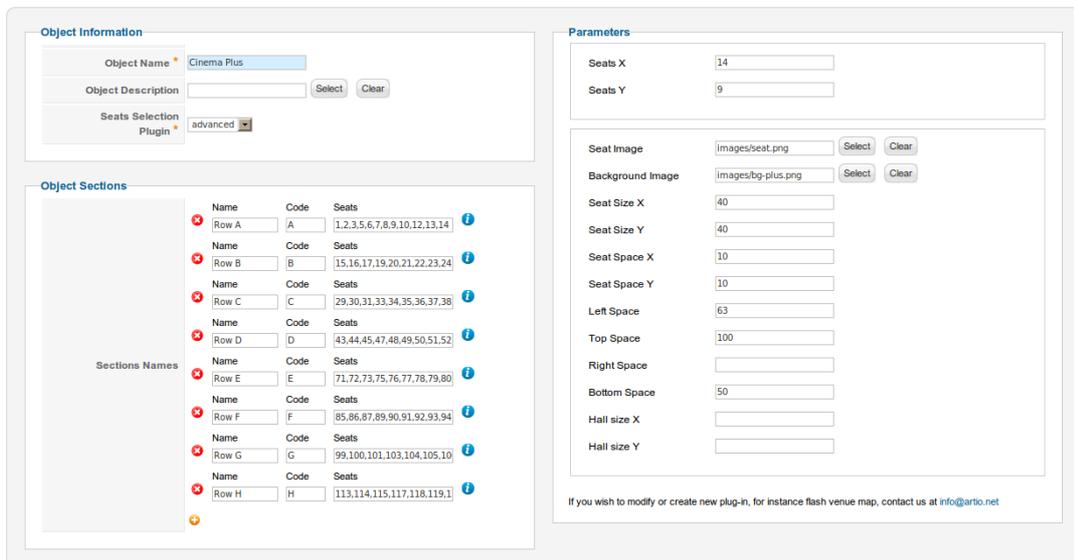
**Defined Permissions**

ID	Name	
2	Management	Sell
3	Music Studio	Storno
1	Theatre Light	None

### 3.4. Objects (Places)

The component allows you to sell tickets that are binded with some concrete seat (e.g. in cinema or theater). Objects are entities that represents the concrete theater or cinema hall, also defines how are the seats located in the hall. This seats distribution is displayed to the customer to easily select his seats and order the tickets.

You can use more plug-ins that displays the hall different ways. As default are there three plug-ins: "default", "flash" & "advanced". The flash plug-in displays the seats using a Flash component with nice design. There are no settings of the plug-in, but we can modify it for you. The default plug-in displays the hall as a HTML page. You can set the X (seats) and Y (rows) size of the hall (e.g. 20 rows per 10 seats). Advanced plugin is similar, but has more options of settings. You can specify the background and seat image, size of the seats, size of the spaces among seats, position of the seats on the background, ...



**Object Information**

Object Name \* Cinema Plus

Object Description

Seats Selection Plugin \* advanced

**Object Sections**

Name	Code	Seats
Row A	A	1,2,3,5,6,7,8,9,10,12,13,14
Row B	B	15,16,17,19,20,21,22,23,24
Row C	C	29,30,31,33,34,35,36,37,38
Row D	D	43,44,45,47,48,49,50,51,52
Row E	E	71,72,73,75,76,77,78,79,80
Row F	F	85,86,87,89,90,91,92,93,94
Row G	G	99,100,101,103,104,105,10
Row H	H	113,114,115,117,118,119,1

**Parameters**

Seats X

Seats Y

Seat Image

Background Image

Seat Size X

Seat Size Y

Seat Space X

Seat Space Y

Left Space

Top Space

Right Space

Bottom Space

Hall size X

Hall size Y

If you wish to modify or create new plug-in, for instance flash venue map, contact us at [info@artio.net](mailto:info@artio.net)



### 3.4.1. Object Sections

Seats sections are used for defining seat groups with different prices. (e.g. VIP sections, balconies, etc.)

You can create as many sections as you need, and assign seats into these sections. Seats numbers belonging to a section are specified in text form, separated by comma. If you have many seats in a section, you can save your time by specifying the seats using a range format (5-95). After saving, such range format will be automatically translated into the default format. How to fill the inputs is described in tool-tips, displayed by putting the mouse over the 'i' icon.

You can create new section using the '+' icon, edit their seats and names or delete them.

The object is defined by it's name and you can also fill it's description that is displayed to the customer in the seats selection window.

## 3.5. Categories

In this section you can manage the tree of categories that contains the tickets. You can create a tree structure of categories as it is displayed on the picture bellow and then assign the tickets to them. One ticket can be assigned in more categories.

<input type="checkbox"/>	ID	Name	Publish	Ordering	
<input type="checkbox"/>	1	Music	<input checked="" type="checkbox"/>	<input type="text" value="0"/>	
<input type="checkbox"/>	2	Concerts	<input checked="" type="checkbox"/>	<input type="text" value="0"/>	
<input type="checkbox"/>	3	Music festivals	<input checked="" type="checkbox"/>	<input type="text" value="0"/>	
<input type="checkbox"/>	4	Cinema	<input checked="" type="checkbox"/>	<input type="text" value="0"/>	
<input type="checkbox"/>	5	Comedy	<input type="checkbox"/>	<input type="text" value="0"/>	
<input type="checkbox"/>	6	Sci-fi	<input type="checkbox"/>	<input type="text" value="0"/>	
<input type="checkbox"/>	7	Zoological Garden	<input checked="" type="checkbox"/>	<input type="text" value="0"/>	

The category is defined by its name. It can be also assigned to some other category to create the tree structure. Unpublished means, that although the category exists, it's not displayed in the front-end (the same as for tickets).

The category can be also displayed only in some front-end languages. You can select the language for that category or select "All" to display it irrespectively of the front-end language. The category can also contains a description, which is displayed in the front-end browsepage of the selected category.

The category can have an image which is displayed in the front-end. If the image isn't selected, then the default image (selected in component setting) is displayed. If also the default component image isn't selected, white image is displayed.

**Category Detail**

Category Name \* Music festivals

Parent Category

- Music
- Concerts
- Cinema
- Comedy
- Sci-fi
- Zoological Garden

Status Published

Order 0

Language \* All

[show/hide]

Category Description

The Best Musical Festivals on the world  
This is only demo page of E-Tickets component for Joomla!

Path: p Words: 17

ARTIOFusionChart JoomDOC Article Image Page Break Read More

Image images/ticket/music-festiv Select Clear



## 3.6. Orders

There are displayed all the ticket orders.

You can filter, sort or paginate the list of the orders as you wish or delete them. You can also print the tickets of the orders.

The order detail page is divided in many tables. Here is the description of them:

**Order Informations:** The basic informations of the order. You can see it's number, time of creation and last modification, the customer created the order (if any - host orders), the order and payment statutes and already paid amount for the order.

To change the order status just select different value in the select-box and save the order. If you select the status "finished" and save, all it's items statutes will be switched to "finished" too.

The amount paid means the amount of money customer already paid for this order (e.g. the customer can pay once, then you modify the order and add there some new items, so he pays again). The payment

status can be "unpaid", "partially paid" and "paid". If you change the payment status to "paid" and save the order, all the items paid quantities will be changed to the ordered quantities (read more below).

There is also a button to resend the tickets to the customer. If the "Notify customer that order status was changed" is checked and the order status is changed, then the customer is notified via email.

Order Informations	
Order number	3
Creation Time	2011-12-13 12:54:01
Last Modification Time	2011-12-13 12:54:01
Customer	Super User (pedu@artio.cz)
Order Status	pending
Payment Status	unpaid
Notify customer that order status was changed	<input type="checkbox"/>
Amount Paid	0
Resend Tickets	Resend

**Order Shipping and Payment Methods:** There are displayed the shipping and payment methods that the customer selected. It can be also changed while the order is saved. The shipping method is required only if the order contains a gift-box ticket (described in the Ticket chapter).

Order Shipping and Payment Methods	
Shipping Method	<b>Self pickup: London</b> Default shipping method <input type="radio"/> Post <input checked="" type="radio"/> Self pickup <input checked="" type="radio"/> London <input type="radio"/> NY
Payment Method	<b>Bank Transfer</b> <input checked="" type="radio"/> Bank Transfer <input type="radio"/> Cash on Delivery <input type="radio"/> PayPal

**Order Items:** In this table you can see all the items that are ordered for this order. There are also the total prices for the order.

Each item is displayed as one row with many attributes. You can change the item status (pending, in progress, finished, canceled). You can also change the ordered quantity of the item (only if the seat isn't selected for the item, then the quantity is always one). Also the paid quantity of the item can be set.

The paid quantity of the item specifies which tickets were paid and can be already downloaded. It also limits the tickets that are printed to the customer (which he can download as PDF document). For example the customer pays only for two tickets. Then he wants one more. So you increase the ordered quantity but the paid quantity stays two till the new payment isn't received. Till this time he can download only the two tickets, if the paid quantity is increased, then he can download all the three tickets.

The ticket can be modified by many attributes and it's values (read more in Tickets chapter). By this attributes can be also modified the item price. If you click on the '+' icon on the left end of each item row, you'll see the attributes of the item and it's selected values. Moreover you can change it's values. The item detail is divided in three columns. First is the name of the attribute, second is the value that is selected and the third is a select-box to change the value of each attribute. The value is changed only if some value is selected. If you save the order, the items new values are validated and stored. The values in the select-boxes to change the attribute value are taken from the actual ticket settings, unlike the

selected values that were stored separately from the ticket and the ticket modification doesn't change them (even the price).

As well you can also add new items to the order. To do that use the big '+' icon under the items list. If you click it the window with tickets will be opened. Select one, you'll see it's attributes and form to add it to the order. Click "Add to Order", the attributes will be validated and if it's valid, the ticket will be added to the order. Now you can close the dialog window.

Download id	Name	SKU	Price without VAT	VAT Rate	Price with VAT	Quantity	Paid Quantity	Item Status	Item Price without VAT	Item Price with VAT	
659654672	Pursuit of Happiness	C001C	166.67K€	20 %	200.00K€	1 pcs.	0	pending	166.67K€	200.00K€	
Start Time: 2013-02-06 20:00:00 (+50.00K€) <input type="text"/> Seat: 105 section: Row G (G) <input type="text"/> Type: Adult (+30.00K€) <input type="text"/>											
191873445	Pursuit of Happiness	C001C	166.67K€	20 %	200.00K€	1 pcs.	0	pending	166.67K€	200.00K€	
									Price w/o VAT	Price with VAT	
									Subtotal	333.33K€	400.00K€
									Payment Price	4.17K€	5.00K€
									<b>Total</b>	<b>337.50K€</b>	<b>405.00K€</b>

Under the items list you can see the invoicing and delivery address that the customer filled for the order. The values can be also modified and stored during the save order action.

Invoicing Address	Delivery Address
Title <input type="text"/>	Title <input type="text"/>
Name <input type="text" value="George"/>	Name <input type="text" value="George"/>
Surname <input type="text" value="Jackson"/>	Surname <input type="text" value="Jackson"/>
Email <input type="text" value="jackson.g@gmail.cz"/>	Street <input type="text" value="132, My Street"/>
Street <input type="text" value="132, My Street"/>	Zip code <input type="text" value="BG23 4YZ"/>
Zip code <input type="text" value="BG23 4YZ"/>	City <input type="text" value="Bigtown"/>
City <input type="text" value="Bigtown"/>	Country <input type="text" value="United Kingdom"/>
Country <input type="text" value="United Kingdom"/>	Phone <input type="text" value="447865445667"/>
Phone <input type="text" value="447865445667"/>	Fax <input type="text"/>
Fax <input type="text"/>	
Company <input type="text"/>	
VAT Number <input type="text"/>	

You can see and edit also the order note.

**Order Log:** Displays who modified the order via front-end functions, when, which item was modified, the action that was done (create, modify, get money) and the money amount that was received.

Time	User Name	Item ID	Item Name	Action	Price
2011-12-13 11:26:57	admin	3	Harry Potter and the Deathly Hallows	Create	0.00\$
2011-12-13 11:26:57	admin	3	Harry Potter and the Deathly Hallows	Get Money	7.50\$

You can also print the order in invoice format using the "Print Order" button in upper right hand corner.

## 3.7. Tickets

Here you can see the list of all created tickets. The number of the tickets in the system is limited by your license.

The page is divided in tabs according to thematic areas.

### 3.7.1. Ticket tab

This tab contains the basic informations about the ticket. In the "**Product Informations**" table you can find the ticket name, SKU (code), if it's published (displayed in front-end only if published - not needed to delete the ticket if you don't want to display it in front-end), language (the front-end language where only is the ticket displayed, in other languages it doesn't appear - 'All' value means that it's displayed in all front-end languages) and the categories in which is the ticket displayed. You can also select the location, where the event is held.

Featured tickets are displayed on special place on the browse-page. If the ticket is signed as featured, it's displayed there. The featured tickets section contains all the featured tickets from all subcategories of the current one, It means that on the main page are displayed all the featured tickets.

**Product Prices** tab allows you to set the ticket price (the price can be modified by the ticket attributes - read bellow). The VAT rate select-box contains the values you specified in sequences. You can write down the price with or without VAT, the second one is counted automatically based on the selected VAT rate.

**Stock Qty.** tab manages the available quantity of the ticket. You can define if it can be sold limited number of tickets or if it's unlimited. You can also specify the maximal and minimal quantity in one order.

Short description is displayed on the browsepage as a short info about the ticket. Long description is displayed on the ticket detail page as full ticket information.

### 3.7.2. Attributes

You can make the ticket more variable. Create only one ticket for one event and let the customer decide if he want to buy a normal or VIP ticket, which seat he wants, in what time and many other options.

The attributes can also change the price of the ticket (for example VIP ticket will be more expensive than normal). All the attributes of the ticket has a price input to specify the price of the option. The

ticket final price is than counted as the ticket price + the prices of all it's attributes. Just write down the number value of the price in the price input (e.g. 5) to increase the price, or negative value to decrease it (e.g. -5) and save the ticket. All the attribute prices are counted as prices with VAT.

**Ticket Parameters:** contains basic attributes that affect the ticket price and validity. Gift-box specifies the method how the customer get his tickets. Default method is that he receives an email with links to download the ticket PDF document and print it at home. Other method is gift-box, it means that the customer doesn't receive the tickets via email, but you print it (orders administration) and send it to the delivery address via post. If you allow gift-box in the ticket settings it only allows the customer to decide if he want to download the tickets himself or let it sent as gift-box. If it's set to 'Giftbox Only', the only way how the customer can buy the ticket is as a gift-box. In the component settings you can find an option (Display Gift-box Message) that can globally disable the gift-box option for all tickets.

Durations specify the length of time period when the ticket is valid. You can give to the customer the possibility to decide if he wants ticket for one or two days (for example a festival ticket). Using the '+' icon you can create as many options as you wish. Now you need to specify the time intervals. The format is easy, just write the elemental time interval separated by comma into the values inputs. The elemental interval is defined by a number and character that specifies the type of the interval (e.g. 1d = one day, 2h = two hours, ...). The characters of the intervals are:

- y - year
- m - month
- d - day
- h - hour
- i - minute

If you want to create for example interval one day and 12 hours, let write down in the value input "1d, 12h" or "1y, 6m" for ticket validity one year and six months. Each option can has it's own price that is specified by number value in the price input of each row.

Admissions specify how many times can be the ticket checked. You can sell for example a season ticket for your gym. You can sell the season tickets limited by time (read about the durations) or limited by number of admissions (entrances). Just write down the numbers into the value inputs and specify the prices. The customer decide how many entrances he wants.

**Object Settings:** use only if you want to allow the customer to choose the seat in the hall, where he wants to sit. First you must select an object (you created in objects administration). If no object is selected, the seat isn't required. When the object is selected, it's sections options are displayed below. You can specify the price of all the sections and also the color of the seats in the section that is displayed to the customer in front-end. The seats of the sections are defined in object.

**Ticket Validity:** The ticket validity can be infinite, specified by the duration, limited by start and end date or even the start time can be variable.

Attributes variable start and end date specify the maximal interval when the ticket can be valid. If one is empty, it's counted as infinity. For example the festival lasts a weekend, so the validity should be from Saturday to Sunday.

But you can want to sell tickets for example to the cinema. One movie can be played in many different times. It's useless to create a separate ticket for each time. Just specify the ticket validity start and end

day (it's required) and set the "Variable Start" attribute to yes. Now you can specify the start times of the ticket validity. Use the '+' icon to create the new times. Select the date of the row by the calendar, write down the price and specify the time. Time is specified in format: hh:mm:ss (hours, minutes, seconds - e.g. 12:30:00, 15:45:00, ...). Now your customers can select the beginning time of the event.

The end time of the ticket with the variable start time is limited by the ticket "validity end" attribute or using a duration attribute (e.g. start of the massage is 15:00:00 and it takes for 30 minutes).

If there is no validity start defined, the time of the ticket's first check is used. Out of the ticket validity interval is the ticket checked as invalid.

**Variable Attributes:** All of the attributes described till now has some relation with the ticket checking. It affects somehow the ticket special properties. You can also create your own attributes of the ticket. This are displayed during the ticket checking and can be also printed on the paper ticket (PDF with tickets to print). E.g. the variable attribute can be a gift that the customer get together with the ticket for free or with a discount, like free drink or T-shirt.

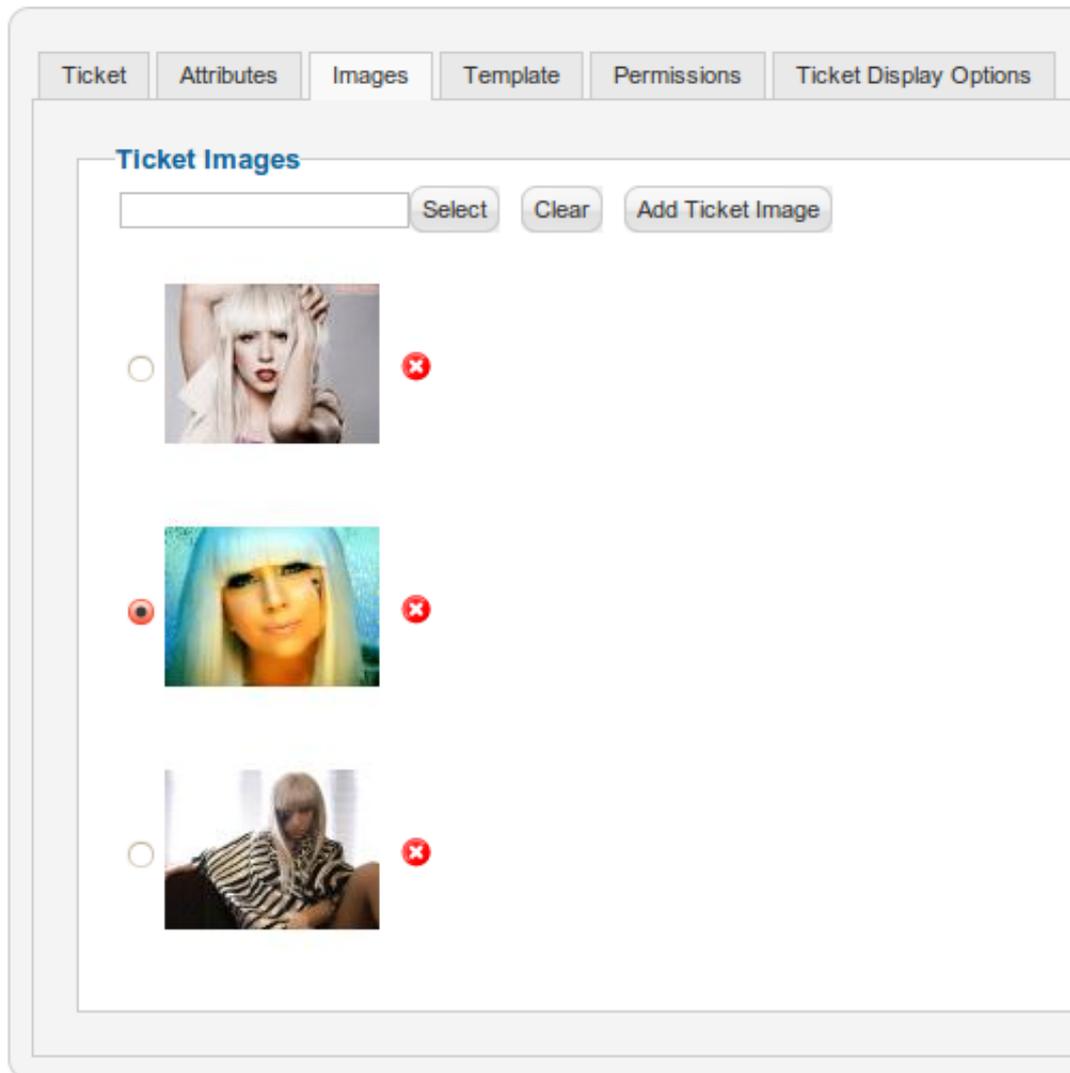
Use the 'Add Attribute' button to create new attribute and write it's name. Then use the '+' icon in the right column of each attribute to create new options.

The screenshot displays the Joomla! Ticket System administration interface. The top navigation bar includes 'Ticket', 'Attributes', 'Images', 'Template', 'Permissions', and 'Ticket Display Options'. The main content area is divided into several sections:

- Ticket Parameters:** Contains a 'Giftbox' dropdown set to 'Allowed', a 'Durations' section with a value of '2h', and an 'Admissions' section with two rows: one with 'Value' 1 and 'Price' (empty), and another with 'Value' 2 and 'Price' 50.
- Object Settings:** Shows a 'Cinema' dropdown and three rows for seating areas: 'back (back)' with Price 12 and Color #E91E63, 'middle (mid)' with Price 6 and Color #00BCD4, and 'front (fr)' with Price 0 and Color #4CAF50.
- Variable Attributes:** Features an 'Add Attribute' button and a table with columns for 'Type', 'Value', and 'Price'. It contains one row with 'Type' (empty), 'Value' 0, and 'Price' 10.
- Ticket Validity:** Includes 'Validity Start' (2012-01-03), 'Validity End' (2012-03-27), and 'Variable Start' (Yes). It also has a 'Variable Start Custom Text' field set to 'Every Tuesday' and a table for 'Variable Start Times' with columns for 'Date', 'Time', and 'Price'. It contains three rows: (2012-01-03, 20:00:00, 50), (2012-02-14, 19:00:00, 0), and (2012-03-20, 19:00:00, 0).

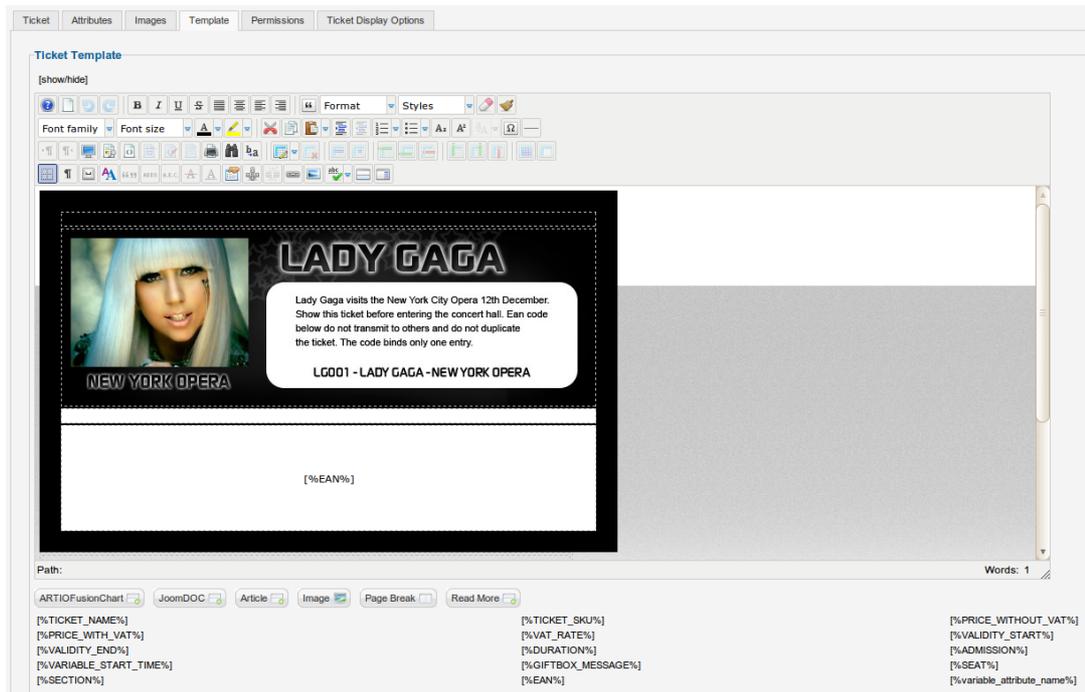
### 3.7.3. Images

Here you can manage images of the ticket. Click the 'select' button to open the Joomla images selector. You can select all images that are managed by Joomla and append them to the ticket. If the image is selected, than click 'Add Ticket Image' button to append it to the ticket. It'll be stored after the save of the ticket. Next to each image is a radio-button to choose one that is used as default. This default image is displayed for example on the browsepage or in the items list of the order during the checkout. The other images are displayed in the ticket detail gallery only.



### 3.7.4. Template

You can create a ticket design as you wish using the WYSIWYG (What you see is what you get) editor. The ticket template can contain images, table, and so on. To fill the ticket values that are optional use the tags from the legend under the editor. If you want to display a value of the variable attribute (attributes tab / Variable Attributes) just write the name of the attribute between the % signs of the tag (e.g. [%Type%], [%Gift%]). These tags will be replaced by selected attribute value and displayed in PDF ticket. Tags that can't be replaced are removed (the tag doesn't appear in the PDF document).



### 3.7.5. Permissions

This permissions are used in front-end only. It allows the users in organisations to manage the ticket and it's orders using the front-end functionality. You can allow other companies to sell your tickets in your system on cash desk without their access to the Joomla administration.

Different organisations has different access to the ticket. The organisation can has full access to manage one ticket and no access to manage another. The user can be assigned to more organisations. The highest access right is used for each ticket (e.g. user is in organisations management and theater, the management organisation is owner of the ticket, theater can only sell the ticket, so the management access rights are used for this user - more about the access rights is described bellow).

**Permissions:** Here are two basic attributes to define the ticket permissions. Owner of the ticket is only one organisation. This owner has full front-end access to the ticket (including checking tickets). The second attribute is a simple definition what permissions has the other organisations in the system (users that are in no organisation has no access to manage the tickets using the front-end). Available values are 'all', means that all other organisations has full access to the ticket (except of checking - only owner can check the tickets), 'owner' allows to manage the ticket only the owner organisation, all other has no access, 'defined' displays a new table where you can define different permission for each organisation.

The permission of the organisation can be:

- none - no access to the ticket
- sell - users in the organisations can sell the ticket using the front-end cash desk functions
- update - can change the ordered and paid quantities of the order items of the ticket.
- storno - can also change the order item statutes

Read more about the front-end functionality and permissions in next chapter.

The screenshot shows the eTicket administration interface. At the top, there is a navigation bar with the following items: Control Panel, Tickets, Orders, Categories, Objects, Organisations, Sequences, and Register. Below this, there are tabs for Ticket, Attributes, Images, Template, and Permissions. The Permissions tab is selected, displaying a form with two fields: Owner Organisation (Management) and Sell Permission (Defined). To the right of the form is a table titled 'Defined Permissions' with the following data:

ID	Name	
2	Management	Sell
3	Music Studio	Storno
1	Theatre Light	None

### 3.7.6. Ticket Display Options

In this tab you can specify the ticket attributes, that will be displayed in the ticket-box on the category page. You can display different attributes for each ticket. If you want to display variable start times of the ticket, but the text is too long, you can use ticket attribute: "Variable Start Custom Text" (in the attributes tab, displayed if the variable start is switched to "Yes"). This text is displayed instead of dates. E.g. every monday at 6 p.m..

# Chapter 4. Front-end Functionality

## 4.1. Browsing and Purchasing Tickets Online

You can display a ticket's catalog using the browsepage view on the front-end. There are displayed the subcategories of the current, you can also go in the subcategory. At the bottom of the page is a catalog list of the tickets that can be filtered. Click on the ticket to go to the ticket detail page.

The ticket detail page contains all the informations that customer need to buy the tickets e.g. ticket name, SKU, it's stock quantity, minimal and maximal quantity of the ticket in one order, images gallery, full ticket description and the form to add the ticket to to cart including the attributes selection.

**Cart:** contains a list of all selected tickets. Using the '+' icon you can display the selected attributes of the tickets. You can manage the ticket quantities (if the ticket has selected seat than the quantity is always 1 and it's a separate item for each seat, the quantity can't be changed) or delete them.

Use the 'Checkout' button to goto the order creation page.

**Checkout:** The page contains a list of cart items and the total sums of order prices.

Then you must select the invoicing and delivery addresses. The registered users can create addresses only once and then just select them from the list. Also not registered customers can buy tickets (if it's allowed in component settings). Not registered customers must fill the invoicing address every time again. The invoicing address is required, delivery is optional, if it isn't defined, the invoicing is also the delivery address.

If the order contains some gift-box tickets you must select a shipping method, otherwise it isn't displayed. The payment method is required every time. In dependence on the selected shipping and payment methods and their prices is automatically recalculated the order price.

You can also write the note for the order.

If the order is created by clicking the 'Submit' button, the confirmation email is sent to the customer, it's displayed information messages and in dependency on the selected methods the page is redirected (PayPal - to the PayPal pay page) or displayed the method informations (BankTransfer - bank account to pay).

The pages has settings that can be modified in menu administration. There you can specify what display on the pages. On the picture you can see the settings of the browsepage. Filter-bar can be displayed allways, never, or only if there are some tickets in the category. As well empty categories can be hidden (means categories that are published but contains no tickets - if some subcategory contains a ticket, category is displayed).

## MUSIC

Back



The category of all concerts and music festivals tickets.

This is only demo page of E-Tickets component for Joomla!

### Subcategories

<p><b>Concerts</b></p> <p>Concerts</p>	<p><b>Music Festivals</b></p> <p>Music festivals</p>
--	--

Sort Filter

### Tickets

#### Lady Gaga (New York)



Date from:  
2011-12-16  
Date to:  
2013-12-31

Price: **120.00Kč**

Lady Gaga in New York, a unique opportunity for all her fans.

#### Rockness (Scotland)



Date from:  
2012-01-25  
Date to:  
2012-01-29

Price: **120.00Kč**

Stock Qty.: 24996 pcs.

RockNess is an annual music festival which takes place in Scotland.

Display Num

## LADY GAGA

[Back](#)

**Gallery**






Location	New York
Date from	2011-12-16
Date to	2013-12-31
Min. Purchase Quantity	1 pcs.
Max. Purchase Quantity	2 pcs.

**Ticket Price**

Price: **120.00K€**

Price w/o VAT: 100.00K€  
VAT Rate: 20%

**Add to Cart**

Giftbox

Seats Selection [Select Seats](#)

Type Child

[Add to Cart](#)

**Description**

Lady Gaga will visit New York during her tour. Do not miss the spectacular presentation of the famous singer.

This is only demo version of ARTIO components. System doesn't offer real tickets for customers.

**Details**

Menu Item Type	Browse Page	Select
Menu Title	Buy Tickets	
Alias	buy-tickets	
Note		
Link	index.php?option=com_vmeticket&view=browsepage	
Status	Published	
Access	Public	
Menu Location	Main Menu EN	

<b>Basic Options</b>	
Display Filter-bar	If Tickets
Display Empty Categories	Yes
<b>Link Type Options</b>	
<b>Page Display Options</b>	
<b>Metadata Options</b>	
<b>Menu Item Associations</b>	
<b>Module Assignment for this Menu Item</b>	

## 4.2. Global Search

This page is used for searching of ticket without any dependency on their categories. You can use the same filter as on the browse-page, to find the tickets.

## 4.3. Cash Desk (POS) Sales

The component can be also used for counter (cash desk) sales. A special front-end view is available for this purpose. It is useful, when you want to sell tickets on cash desk, but you do not want to allow administration access for the sales employees.

Select one of tickets from the list. There are displayed only tickets you have permission to sell. If you click on ticket you'll be redirected to the ticket attributes page. Here select required ticket values and

add it to the cash desk cart. Click on "Continue to Checkout" to go to the cash desk cart or "Back to Tickets List" to select and add next ticket. In the cash desk cart you see the tickets in the cart, total price for this ticket and confirmation button: Submit. If you click the 'submit' button the order is created and you'll get the PDF file with the tickets that can be printed.

### 4.3.1. Order Management

**Orders** view displays all orders that include tickets you are allowed to manage (this depends on ownership and permissions settings).

Depending on the permissions granted you may be able to edit orders. You can also print ordered tickets.

Order Number  Customer  Date from

Date to   Order Status  Payment Status

Order ID	Customer	Date	Payment Method	Shipping Method	Print	Order Status	Payment Status	Total Price
3	Test Surname	2012-01-02 13:49:43	Bank Transfer			<input type="button" value="pending"/>	<input type="button" value="paid"/>	280.00Kč
5	Test Test	2012-01-03 10:53:14	Bank Transfer			<input type="button" value="in progress"/>	<input type="button" value="unpaid"/>	440.00Kč
	<b>Item Name</b>	<b>SKU</b>	<b>Quantity</b>	<b>Paid Quantity</b>	<b>Price</b>	<b>Item Status</b>	<b>Seller</b>	
	Rockness	RN012	<input type="text" value="2"/>	<input type="text" value="0"/>	220.00Kč	<input type="button" value="pending"/>		
6	Test Test	2012-01-04 12:50:59	Bank Transfer			<input type="button" value="pending"/>	<input type="button" value="unpaid"/>	260.00Kč
7	Test Test	2012-01-04 14:01:11	Bank Transfer			<input type="button" value="finished"/>	<input type="button" value="paid"/>	260.00Kč
8	ttt2 ttt	2012-01-06 12:17:34	Bank Transfer			<input type="button" value="pending"/>	<input type="button" value="unpaid"/>	250.00Kč
11	Test Surname	2012-01-09 10:28:05	Bank Transfer			<input type="button" value="pending"/>	<input type="button" value="unpaid"/>	155.00Kč
12	Test Surname	2012-01-09 10:44:07	Bank Transfer			<input type="button" value="pending"/>	<input type="button" value="unpaid"/>	1 335.00Kč
13	Test Surname	2012-01-09 10:51:17	Bank Transfer			<input type="button" value="pending"/>	<input type="button" value="unpaid"/>	405.00Kč
14	Test Test	2012-01-13 11:53:48	Bank Transfer			<input type="button" value="pending"/>	<input type="button" value="unpaid"/>	333.00Kč
15	Test Test	2012-01-18 10:34:20	Bank Transfer			<input type="button" value="pending"/>	<input type="button" value="unpaid"/>	569.00Kč
16	Name Surname	2012-01-18 14:14:46	Bank Transfer			<input type="button" value="pending"/>	<input type="button" value="unpaid"/>	405.00Kč

Display Num

### 4.3.2. Reports

Order Management can also display a total price for all filtered orders. The price is calculated from log records, where you (user) are the seller, it means that you have received the money for the tickets.

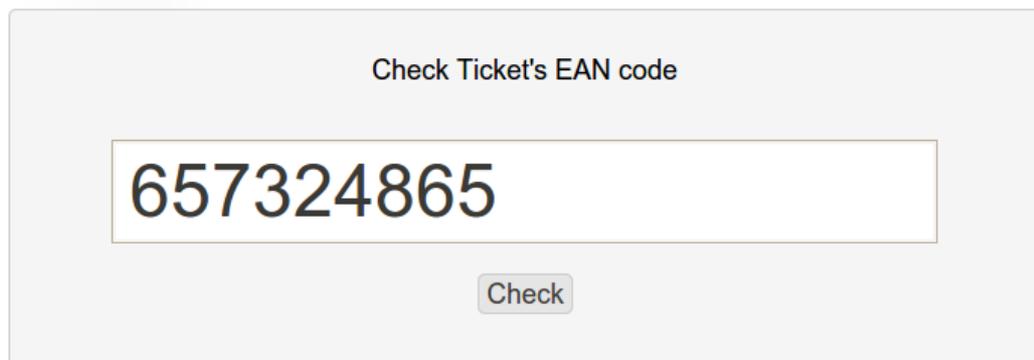
This is useful to check, if the amount of money collected at the cash desk matches with the sales of the day.

## 4.4. Ticket Validation

To validate tickets at an event, **eTicket** view is used. Using this view, the ticket validity is checked using the EAN code on the ticket (EAN code reader attached to a PC, mobile or special reading device can be used or the EAN code may be typed in manually).

Ticket validity is checked automatically based on an event you are checking, date and time, as well as whether it has been already used or not. Then the view displays a result, whether the ticket is valid or not. If you confirm the entrance, number of allowances is reduced by one. You can check the ticket only if you are in the owner organisation of the ticket.

### CHECK TICKET



Check Ticket's EAN code

657324865

Check

## 4.5. Modules

There are some default modules installed with the component, that you can use on you front-end pages. All of them are classic Joomla 1.6+ modules, so you can administrate them in "Module Manager" in Joomla administration.

### 4.5.1. Global Search

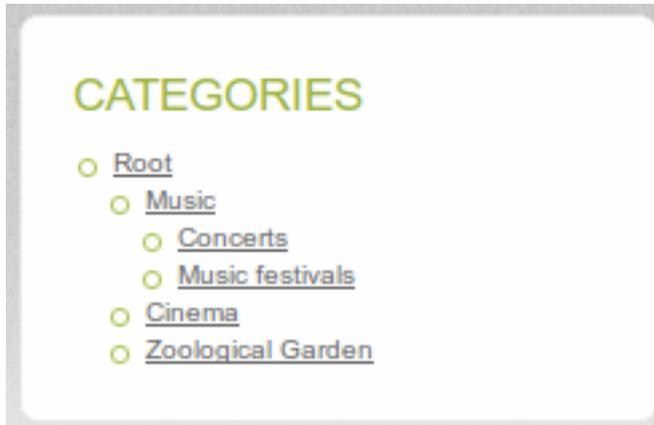
This simple module contains a form to fill the key-words of searched ticket. If you confirm the form, you are redirected to the global search page, where si the filter filled by the values you wrote down to the module. As well, if some tickets are found, there are displayed.

### 4.5.2. Cart

This module can be displayed everywhere on the page and displays the amount of tickets in your cart and their price. If you click it, you are redirected to the cart page.

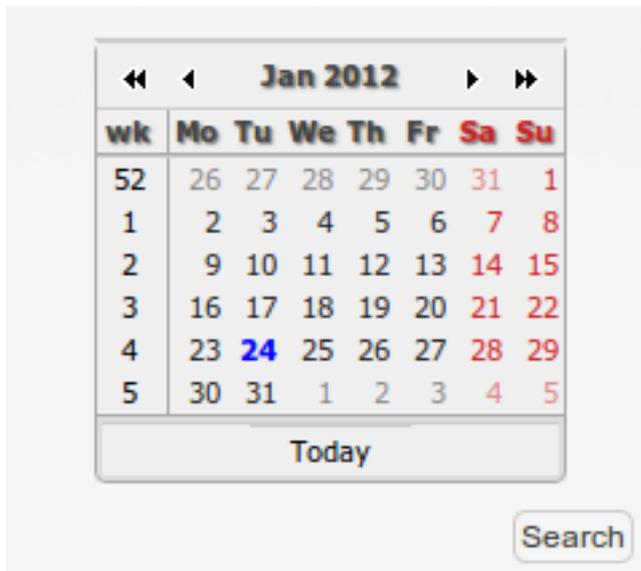
### 4.5.3. Categories Tree

Displays the whole tree structure of your categories. In the Module Manager you can also set, if display empty categories as well as for the browsepage. If you click the category, you are redirected to the browsepage and the category is selected as current one.



### 4.5.4. Calendar

This module allows you to simply fill the form and to date on the global search page. Just click the calendar date and press the search button. You'll be redirected to the global search page and the filter dates will be set. You can also select more dates in the calendar. Just hold Ctrl key and click. More dates can be selected. If you hold Shift key, the dates range is selected. The selected dates don't need to be continuous, just the min. and max. dates are used for the filter.



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## Chapter 5. Troubleshooting

If you encounter problems or have questions, check for the answers or post your question at our support forums at <http://www.artio.net/support-forums/e-tickets>.