

StageShow

Plugins for Wordpress

User Guide

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1 Introduction

1.1 Purpose

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

1.2 Variants

Originally there were three variants of the StageShow plugin as follows:

StageShow provides basic functionality and is primarily 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.

StageShowGold further extends the functionality of StageShow+ to add the facility for allocated Seating with customisable venue Seating Plans.

These three variants have now been merged into a single variant (**StageShow**) that includes all the features, and is backwards compatible with all existing installations.

2 Features Overview

The StageShow plugin, combined with a payment gateway account, provides everything needed to add an online box-office to a Wordpress web site for small to medium sized theatres. This document describes the features available in StageShow.

2.1 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.

2.2 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.

2.3 Seating Plans

The StageShow system administrator can create one or more Seating Plans to define the seats available for a venue, and the identification of each row and seat number within that seating plan. A prospective purchaser is shown the seat availability on the Box-Office page and chooses the seat(s) they require during the purchasing process.

2.4 Discount Codes

StageShow allows any number of discount code groups to be defined, with each having one or more discount codes associated with it. When discount codes are defined, a separate price for each ticket type can be defined and this price will be available to the purchaser when an associated discount code is entered in the shopping trolley during the ticket selection process.

2.5 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.

2.6 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.

The shortcode may allow parameters to be added to this shortcode to add extra facilities, for example to output a specific show or to limit the number of shows displayed. A list of the available shortcodes for the StageShow variant installed is on the StageShow Overview admin page.

2.7 Checkout

StageShow allows the administrator to select the PayPal Standard Checkout, the PayPal Express Checkout or both. Note that PayPal Express Checkout will only be available if the webpage is accessed via a secure server (i.e. https://) and the PayPal API settings are valid. Alternatively, PayFast, Mollie or Stripe payment gateways can be used.

2.8 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.

2.9 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. All online validations are recorded, and all previous validations are displayed when a ticket is validated .

2.10 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 Payment Gateway Account

A working account for a supported payment gateway is required for StageShow to operate. If PayPal is used a “Business” account is recommended, as this will allow purchasers the option to use a Credit/Debit card. StageShow can operate without a payment gateway if it will only be used for “Reservations” (see section 15.2)

3.3 Wordpress Plugins

The appropriate StageShow plugin must be downloaded, installed and activated.

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

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

To install a StageShow plugin proceed as follows:

- Download the 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.

Note: Only one StageShow plugin can be activated on the site. Attempting to activate a second StageShow plugin will produce an error.

4.2 Manual Upgrade

The StageShow plugin can be manually updated or reinstalled without changing its settings or database entries (Shows, Performances, Prices and Sale) by following the procedure below.

- Take a full backup of your site
- On the WP "Installed Plugins" admin page deactivate StageShow
- Using FTP (or your ISPs file manager) delete the StageShow plugins folder in wp-content/plugins folder
- Reload the WP "Installed Plugins" admin page. Wordpress will report that the plugin file could not be found and that the plugin has been deactivated.
- Now Proceed as for the First Time Installation

Note: Do not delete StageShow using the "Installed Plugins" admin page as this deletes all database tables and settings, including details of any sales, associated with StageShow.

4.3 Auto Update

StageShow is integrated into the standard Wordpress plugin update mechanism, and updates will be shown when available on the Wordpress Dashboard.

Note: Any communication errors with the update server, or errors in sale confirmation are shown on the "Installed Plugins" page, and on the StageShow Overview page.

5 Payment Gateway Setup

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

5.1 PayPal Account Settings

5.1.1 Seller Preferences Page

PayPal settings referred to in this section are accessed via links on the "Seller Preferences" page of the PayPal account. How this page is located depends on which UI (User Interface) is in use.

Firstly, log in to the PayPal account.

If the "Classic" PayPal UI is in use then click the to Profile link (a gear wheel on the top right of the account page) and then select "My Selling Preferences.

If the "New" PayPal UI is in use then go to the Summary page, click on Seller Preferences on the left side of the page below "Selling Tools".

5.1.2 IPN Setting

The Instant Payment Notifications (IPN) settings control how PayPal sends information on sales to your website, and must be set correctly for StageShow to receive sale information from PayPal. These settings can be modified by going to the Seller Preferences Page and selecting Instant payment notifications→Update. 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 by going to the Seller Preferences Page and selecting Website Preferences→Update. The setting should be set to "On" to make a PayPal account optional.

5.1.4 Purchasers Phone Number

If you want to force or allow your purchasers to enter their contact telephone number, then the "Contact Phone Number" option must be set appropriately on the PayPal account. This setting can be modified by going to the Seller Preferences Page and selecting Website Preferences→Update. The setting should be set to "On" to make PayPal capture phone number during the sale checkout process. StageShow will always record the phone number when it is requested by PayPal.

5.1.5 PayPal EChecks

When a purchaser uses PayPal to make a payment they have the choice of two ways to fund the payment, either from the balance on the PayPal account, or by transfer from a bank account. If a transfer from a bank account is selected, the payment is made as an "e-check" and will take a number of days to take place. At any time during the period the payment can be cancelled by the purchaser, which may make this type of payment undesirable for certain applications.

It is possible on certain PayPal account to block payments by e-check. This setting can be modified by going to the Seller Preferences Page and selecting Block payments→Update. Select the checkbox under "Block the following payments:" to prevent e-check payments.

5.1.6 StageShow PayPal Settings

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

5.1.7 Account Email

The Email address associated with the PayPal account. This is used to identify the PayPal account to be used to collect payments, unless the Merchant ID is specified.

5.1.8 Merchant ID (Optional)

The Merchant ID setting, if specified identifies the PayPal account to be used to collect payments. If this setting is cleared, it is removed from the settings page and the Account Email is used to identify the PayPal account.

5.1.9 API Access (Optional)

The API Access settings allow access to the PayPal account from another website server. These settings can be created by logging in to the PayPal account, selecting the Tools admin page and then the "API Access" option in the "Manage your business" section, followed by the "Set Up APIs" button. On the "API Access" page select "Request API credentials". Select the "Request API signature" option and click on "Agree and Submit". Copy the API username, API password and Signature generated the corresponding StageShow settings, and save the settings.

These settings were used in earlier versions of StageShow, but are currently only used for StageShow Express Checkout. They are therefore retained for forward compatibility as they may be used in future version. Either all three settings must be specified, or none at all. For new installations these settings can be left blank and can be added later if required.

5.2 Stripe Account Settings

5.2.1 Webhooks

Stripe uses a "webhook" to pass information on transactions back to StageShow and this requires an entry to be added to the Stripe settings. To add the webhook, first log in to the Stripe Dashboard (<https://dashboard.stripe.com/>)

The WebhookURL is shown on the Stageshow gateway settings page when the Stripe gateway is selected, and there is no entry from the Webhook Key. This URL has to be added as a Webhook Endpoint in the Stripe settings. To do this, copy the URL to the clipboard and then go to the URL below:

<https://dashboard.stripe.com/webhooks>

Click on add Endpoint, add the WebhookURL and from the list of events select the " checkout.session.completed" event. Now click "Add Endpoint" to save the setting. Once saved get the details of the endpoint by clicking on the entry, and copy the signing secret to the clipboard. Now go to the Stageshow gateway settings and paste the signing secret to the "Webhook Key" setting.

Save the Stageshow settings.

5.2.2 API Keys

Stripe uses two "API Keys" to encode, and decode, messages to and from StageShow. These can be found using the Stripe Dashboard and must then be added to the Stageshow gateway settings.

Firstly go to the URL below:

<https://dashboard.stripe.com/apikeys>

Now copy the "Publishable Key" via the clipboard to the equivalent setting on the Stageshow gateway settings page. Then repeat with the "Secret Key".

Save the Stageshow settings.

5.3 Mollie Account Settings

5.3.1 API Keys

Stripe uses two "API Keys" to encode, and decode, messages to and from Stageshow. These can be found using the Stripe Dashboard and must then be added to the Stageshow gateway settings.

Firstly go to the URL below:

<https://www.mollie.com/dashboard/developers/api-keys>

Now copy the "Live API Key" via the clipboard to the equivalent setting on the Stageshow gateway settings page. Then repeat with the " Test API Key ".

Save the Stageshow settings.

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 Seating Plans Admin Page

6.1.1 Seating Plans

StageShow can use Seating Plans, created by the System Administrator, to define the layout of seating for a performance, and the naming/numbering of those seats. Each Seating Plan defines an entire seating area in a venue, (for example including areas which are located on different floors etc.). Each Seating Plan includes a "Seating Plan Ref" by which it is referenced elsewhere in the admin pages, and one or more Seating Zones (see 6.1.2).

6.1.2 Seating Zones

Seating Plans have one or more Seating Zones, defined by a Zone Specification (see 6.1.3), and identified by a unique "Zone Ref". These define areas of seats which have the same ticket types and range of ticket prices.

6.1.3 Zone Specification

The Zone Specification defines what seats are available in a particular Seating Zone, and their layout when using the StageShow generated template. Each Zone Specification assumes that seats are laid out on a rectangular grid, with the position of each seat defined by a numerical row number and seat number within that row. For each position a seat may, or may not, actually be present. Row numbers are numbered from top to bottom, and seat numbers from left to right.

The System Administrator creates a Seating Plan Definition by creating a list of which seats within the grid exist, and StageShow creates an HTML template to display the seating layout and adds the template to the wordpress database.

For layouts that cannot be represented by a rectangular grid, StageShow provides the facility to "Import" a custom layout template (see 6.1.7), which is then used to generate the box office output.

6.1.4 Zone Specification Syntax

The Zone Specification consists of one or more Seat Range Specifications separated by a comma. Zone Specifications may specify a block of seats, or a single seat as follows:

Single Seat: R.S
Where: R is the Row Number
 S is the Seat Number within the Row

Range of Seats: R_s.S_s-R^e.S_e
Where: R_s is the Row Number of the start of the block
 S_s is the Seat Number of the start of the block
 R^e is the Row Number of the end of the block
 S_e is the Seat Number of the end of the block

6.1.5 Zone Specification Example

A typical Seats Specification is as follows:

1.4-1.17, 2.3-3.18, 4.1-6.20, 7.1, 7.20

This sample specifies that Row 1 has seats 4 to 17, Row 2 and 3 have seats 3 to 18, Rows 4 to 6 have seats 1 to 20 and Row 7 just has seats 1 and 20.

Where consecutive seats are separated by an aisle the Zone Spec should be divided into separate blocks. This will ensure that the "Minimum Empty Seats" (see 15.4.9) value is respected.

An 'a' can be added after the seat number at the right hand end of the block to add a space to the right of the seat. Adding extra spaces will add more spaces to the seating template. For example, for a straight forward rectangular layout of a Zone including rows 1 to 8 with 16 seats per row with an aisle in the centre, the Zone Spec would be defined as "1.1-8.8aa,1.9-8.16". This will have a space twice the width of a seat to the right of seat 8 in each row. Alternatively "Seating Block Relocation" can be used to achieve the same layout.

6.1.6 Allocated Seats

If the "Allocated Seats" entry is checked, a purchaser will be required to choose their seats during the checkout process for seats in the corresponding zone. If the entry is not checked, only choosing the number of seats will be required, but the total number of seats available for that zone is still determined by the Zone Spec.

6.1.7 Seating Block Relocation

Each block of seats specified by a Zone Specification can optionally be moved to a new location within the seating layout, with a specified orientation. This allows creation of seating plans where the row numbers are not numbered from top to bottom, and/or seat numbers from are not numbered left to right.

Relocation of a seating block is defined by adding a "Relocation Specification" before the Zone Specification of the block to be relocated.

6.1.8 Relocation Specification Syntax

The Relocation Specification consists of an optional row "Orientation Specifier", a seat "Orientation Specifier", and a Position Specifier. The specification is completed by enclosing it in square braces.

The Orientation Specifier controls the direction in which the Row or Seat numbers increase, and consists of two letters which can be a 'u', 'd', 'l' or 'r'. The first controls the orientation of seat numbers and the second controls the orientation of row numbers. If the Orientation Specifier is not included in the specification then "rd" is assumed.

Where:

- u = numbers increase upwards
- d = numbers increase downwards
- r = numbers increase from left to right
- l = numbers increase from right to left

6.1.11 Images Example

A typical Zone Specification (taken from the Main Theatre sample) that includes a Image Specification is as follows:

```
[i1]1.9-9.26
```

This will mark an area 9 rows high by 18 seats wide as an image and the id of the <td> element will be stagemshow-boxoffice-MainTheatre-block1 and within this the <div> element will have the stagemshow-boxoffice-MainTheatre-block1 class. The website designed can then add definitions to the CSS file to determine what is displayed within this area of the seating plan (for example an image or text).

6.1.12 Legends Specification

The Seating Plan specification can include any number of Legends Specifications, which cause a block of seat or row identifiers to be added to the Seating Plan. This consists of a Orientation Specifier, a Legend Selector, and a Range Selector.

The Orientation Specifier is the same format as that used by the Relocation Specification (see 6.1.8).

The Legend Selector is a single letter and is 'N' for seat identifiers or 'R' for row identifiers.

The Range Selector determines the range of seats or rows that identifiers are output for, and is of the following format.

```
S-E
```

Where:

S = Starting seat or row number

E = Ending seat or row number

6.1.13 Legends Example

A typical Legends Specification (taken from the Main Theatre sample) is as follows:

```
[dl2.1]N1-7, [dr1.31]R18-20
```

This will add legends for seats 1 to 7 starting at a position 2 row down and 1 across, and rows 18 to 20 starting at a position 1 row down and 31 across.

6.1.14 Custom Layouts

StageShow allows system administrators to create a "Custom Seating Layout Template" and to incorporate this into the StageShow configuration. To create a custom template first define zone specifications for the seating layout that includes all the seats in the layout. Now use the "Export Template" button to get a copy of the system generated template that can then be edited as required. Once the necessary edits have been completed the revised template can be imported back into StageShow with the "Import Template" button. StageShow adds additional class name, and Javascript event handlers to the HTML tag for each seat when it is imported.

This template must include a discrete HTML tag for each seat, which must have an HTML id specified as below:

```
id="stageshow-boxoffice-layout-seat-R_S"
```

Where: R is the Row Number

S is the Seat Number within the Row

The "Physical" layout of the seats is not of significance to StageShow which determines the seat and row numbers for each seat, purely from the HTML tag id. Once imported, the "View Template" button can be used to display the associated Seating Template, and each seat can be selected to test that selection of each seat is possible.

Note: When importing a template the Zone Specifications must be unchanged from when the template was exported.

6.1.15 Seat Decode Definition

StageShow defines the location of each seat using a row number and a seat number within that row. For each Seating Plan these locations can be converted into alternative descriptions that are consistent with the those used in the venue. The conversion between row/seat numbers and the seat descriptions passed to the purchaser are defined by a "Seat Decode Definition" file.

The Seat Decode Definition file is encoded as a "Tab Delimited Text" file. Each line of the file defines the conversion of a number to a row and seat description. The entries on a line are separated by a "Tab" character.

Sample Seat Decode Definition files, for alphabetical row descriptions, and for alphabetical seat descriptions are included in the StageShow distribution.

Default: (None)

Note: Seating Plans can only be edited until one or more ticket prices have been defined that use the seating plan.

6.1.16 Sample Seating Plans

The sample configuration included with StageShow includes three sample seating plans, the "Studio", "Main Theatre" and "In The Round" plans.

6.1.16.1 Studio Sample

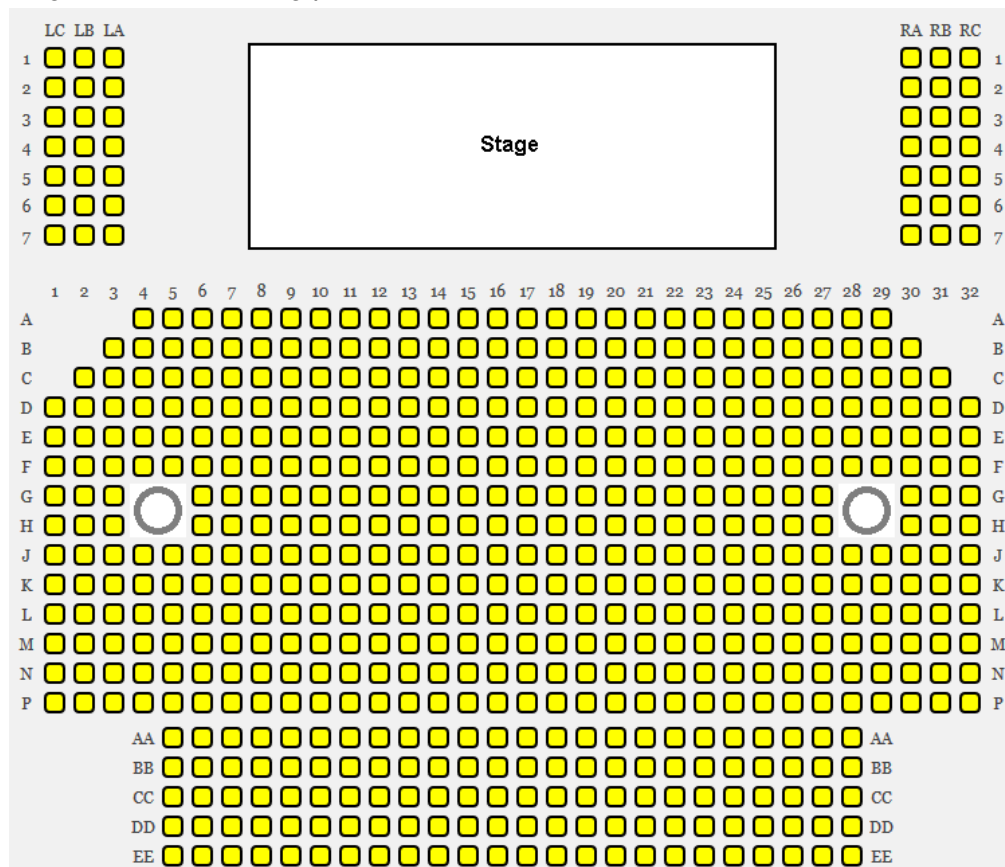
Zone	Spec
Floor	1.1-8.8aa,1.9-8.16

This sample plan is the simplest of the three samples, and consists of 8 rows of 16 seats with a central aisle the width of two seats. The location of the stage is identified by adding an entry to the CSS file which adds text to the <div> tag which has the "stageshow-boxoffice-Studio-header" class.

6.1.16.2 Main Theatre Sample

Zone	Spec
Stalls A	[11.5]1.4-1.29,[12.4]2.3-2.30,[13.3]3.2-3.31,[14.2]4.1-6.32
Stalls B	[17.2]7.1-8.3,[17.7]7.6-8.27,[17.31]7.30-8.32,[19.2]9.1-14.32
Circle	[27.6]21.5-25.28
Sides	[dl2.4]15.1-17.7,[dr2.31]18.1-20.7
Images	[i1]1.9-9.26,[i2]17.5-18.6,[i2]17.29-18.30
Legend	[10.2]N1-32,[11.1]R1-14,[11.34]R1-14,[dl1.4]R15-17,[dl2.1]N1-7, [dr1.31]R18-20,[dr2.34]N1-7,[27.5]R21-25,[27.30]R21-25

This generates a seating plan that is as below:



This sample plan is for a larger venue, which includes 4 seating zones, and has a total of 590 seats. Images showing the location of the stage and obstructions within the seating are included. Seating rows are identified by letters, and seat row and number identification is shown by legends within the seating plan.

The "Stalls A", "Stalls B" and "Circle" zones have a fairly conventional layout, with seats numbered from left to right. Rows are identified by letters, and this is achieved by creating a "Seat Decode Definition" (stageshowgold-decodeseats-maintheatre.tab in this case) which determines how row numbers are converted into letters, and then selecting this definition in the seating plan.

The "Sides" zone has seats to the left and right of the stage. These have rows which are arranged vertically in the plan, and seat numbers starting from 1 at the top and increasing down the plan. For these blocks of seats a Relocation Specification commencing in 'dl' and 'dr' respectively is used to generate seats that are aligned at right angles to the rest of the seating.

6.1.16.3 In the Round Example

Zone	Spec
Front Row	1.1-1.36
Budget Rows	2.1-4.36

This sample was created by entering the zone specification, exporting the template, rearranging the elements in it and then importing the revised template into the StageShow settings.

This allows website designers the ultimate flexibility in seating plan design, but does require advanced knowledge of both HTML and CSS. A detailed description of the techniques involved is beyond the scope of this document.

6.2 Discount Codes Admin Page

A “Discount Code” group is a list of one or more discount codes which can be used to enable access to discounted prices during the checkout process. The number of discount codes is unlimited*.

To add a new Discount Code group, click on the “Add New Discount” button and a new entry named “Discount N” will be added. Once the new Discount Code group has been added discount code themselves can be added as required.

Note: Duplicate Discount Ref entries will be rejected.

6.2.1 Discount Ref

Each group of discount codes has a discount ref entry. This can be used to give a short description of the intended use for that group of discount codes (i.e. Mailshot, Magazine etc.) and will be included in the sales records etc.

6.2.2 Discount Codes

StageShow allows an unlimited* number of discount codes to be defined for each discount code group. If any of these codes is entered at the checkout, then the prices selected for that discount group will be selected. This allows different discount codes to be published (for example in different magazines) for the same set of discounted prices. The actual discount code used (if any) for each sale is recorded in the sales record.

6.2.3 State

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

The state of discount group(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 discount group will be “toggled”.

Default: Active

6.3 Shows Admin Page

6.3.1 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

6.3.2 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.

6.3.3 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

6.3.4 Options

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

6.3.5 Note

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

6.3.6

6.4 Price Plans Admin Page

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.

6.4.1 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

6.4.2 Type

This entry specifies the ticket type entry that will be created when a performance is created using this Price Plan. (see section 6.6.2 for details on Ticket Types).

Default: TYPE1

6.4.3 Price

This entry specifies the ticket price when a performance is created using this Price Plan. (see section 6.6.3 for details on Prices).

Default: 0.00

6.4.4 Visibility

This entry specifies if the associated price will be visible on the Box Office page when a performance is created using this Price Plan. (see section 6.6.4 for details on Visibility).

Default: Public

6.4.5 No of Seats

This entry specifies the No of Seats when a performance is created using this Price Plan. (see section 6.6.5 for details on No of Seats).

Default: 1

6.5 Performances Admin Page

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

To add a new Performance, select the “Price Plan” 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.

6.5.1 Date & Time

This is the date and time of the start of the performance. To change the entry, click on the current value and a date/time selection dialogue will appear on top of the current page. Once a new date and time has been selected, click on OK and then click the “Save Changes” button.

Note: Dates in the past cannot be selected and duplicate date and time entries will be rejected.

Default: Current Local Time

6.5.2 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

6.5.3 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 (∞)

6.5.4 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.

6.5.5 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

6.5.6 Options

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

6.5.7 Expires

This entry shows the date & time that the booking window for the performance closes. This value is initialised to the performance Date & Time (see 6.5.1) less the Expire Limit (see 15.3.11) 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:

6.5.8 Note Position

This entry specifies the position of the performance Note (see 6.5.9).

Default: Empty

6.5.9 Note

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 6.5.8).

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

Default: Empty

6.6 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.

6.6.1 Performance

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

Default: First Performance

6.6.2 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

6.6.3 Price

The price of the ticket, in the currency specified in the StageShow PayPal Settings (see 15.1.12).

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 prices are permitted, but any attempt to Checkout with a zero total sale will be rejected. Reservations with a zero total price are permitted.

Default: 0.00

6.6.4 Visibility

This entry determines if this price will be visible on the Box Office page. When set to “Public” the price will always be available on the Box Office page and Add/Edit Sale admin pages but if set to “Admin Only” it will only be available when the user is logged in and has StageShow_Sales capability (see section 9.4). This allows the system administrator to create prices that are not generally available (for example discounted or free tickets).

Default: Public

6.6.5 No of Seats

This entry determines the number of Seats that will be allocated for each sale of a ticket with the associated price. Typically this value is set to a value greater than 1 for family tickets etc.

Default: 1

6.6.6

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 5.1.1) 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 Searching

The search facility allows the Sales list to be searched for entries that match a specified text entry. Enter the text to be searched for in the edit box next to the "Search Sales" button, and click the button. A list of sales is displayed where the text entered matches all or part of the buyers name, PayPal Username or email address.

7.2.3 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.

When saved the admin screen will be updated to show an acknowledgement that the sale has been added. This includes a "View Ticket" button which opens a new browser window with a ticket identical to what would have been generated for an online sale. This can then be printed if required.

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

7.2.4 Editing a Sale

The “Edit Sale” button 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.

When saved the admin screen will be updated to show an acknowledgement that the sale has been updated. This includes a “View Ticket” button which opens a new browser window with a ticket identical to what would have been generated for an online sale. This can then be printed if required.

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

7.2.5 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.

7.2.6 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.

7.2.7 View Ticket

The “View Ticket” button is shown when a new manual entry sale is added, or an existing sale is edited and saved. Clicking on this button opens a new window containing the sale ticket, which can then be printed or saved as required.

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 for a particular performance 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 for the specified performance, 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 when the StageShow-Tools page is active will automatically enter the scanned TransactionID into the form, and, provided the scanner terminates its’ output with a “Return”, will trigger the sale validation.

Each valid validation is recorded, and displays a “Already Verified” warning if the sale has already been verified. 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.

Notes:

Validate Sale functionality is only available to users with StageShow_Validate or StageShow_Admin capability (see section 9).

The performance selector is only displayed when the Tools menu is selected from the Wordpress admin menu. When the page is reloaded after a verification attempt the performance will be set to the previously selected value.

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.

8.3 Sale EMail Test

The Sale Email Test section provides the facility to resend, redirect or view the sale emails for recent sales and is intended to assist with the development of EMail templates and the diagnosis of operational problems.

8.3.1 Selected Sale

The “Selected Sale” drop down box allows the user to select a sale. A system define (STAGESHOWLIB_ TESTSALES_LIMIT with default value 20) determines the number of sales shown, and this can be redefined if required in the StageShow site configuration file (stageshow-wp-config.php).

8.3.2 Divert Email To

This entry allows the user to redirect a sale email to an email address of their choosing. If the entry is left blank, the email will be resent to the original email address.

8.3.3 Email Sale and View Email Buttons

The Email Sale button recreates the Sale Email from the sale details and the email template and sends the resulting email to the requested email address. The View Ticket does the same, but open the Email in a separate window, rather than sending it.

8.3.4 Type

8.3.4.1 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.

No sales financial data is included in this export.

8.3.4.2 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. Sales financial data is included in this export. Note that Booking and PayPal fees for each transaction are included separately on each line proportioned according to the number of seats.

8.3.4.3 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)

8.3.5 Show

This drop down selector allows the user to select export of either all shows or a specified show.

8.3.6 Performance

Where a show is specified by the Show drop down selector, the performance drop down selector allows the user to further refine the records exported by selecting a specified performance, or all performances.

8.4 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).

The “View Ticket” button opens a new window containing the sale ticket for the selected sale, which can then be printed or saved as required.

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 15.2).

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.

9.7 StageShow_ViewSettings

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

10 Advanced Customisations

A number of advanced customisations that may involve the use of external editors, or a knowledge of HTML and CSS can be added to StageShow installations.

Some of these customisations require creating or editing of the stagemshow-wp-config file to add or modify entries. In these case examples and further information may be found in the stagemshow sample configurations file (stagemshow_wp-config_sample.php).

Note: An incorrectly formatted entry in the stagemshow-wp-config.php file can bring down the entire site. Take extreme care when editing this file.

10.1 Email Templates

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

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

Emails templates can be customised as required by making a copy of the default template in the working folder with a new name and then editing this new template as required. This revised template can then be selected on the StageShow settings page. HTML templates (where included) have a border to fix the size of the document when printing, and it is recommended that this is retained when customising these email templates.

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

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 stagemshow.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 stagemshow.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 Image URL

By default images used by StageShow are stored within a sub-folder of the wp-content/uploads folder. This default can be modified by setting a value for STAGESHOWLIB_IMAGESURL in the stageshow-wp-config.php file. A typical definition is as follows:

```
define('STAGESHOWLIB_IMAGESURL', 'http://asite.com/images/');
```

10.5 Shopping Trolley and Box-Office Customisation

A number of customisations to the Box Office and Shopping Trolley are possible, either by changing values in the Settings, or by the addition of defines in the StageShow site configuration file (stageshow-wp-config.php).

10.5.1 Donations

A donations entry can be added to the Shopping Trolley output by selection of the equivalent entry in the settings. This entry is added to the total as the purchaser enters values, and added as an extra entry when the purchaser clicks Checkout.

10.5.2 Note To Sender

A “Note to Sender” box will be included in the Shopping Trolley output when the equivalent entry in the settings is selected. This entry allows the purchaser to add a text entry which will be recorded along with the sale.

10.5.3 Buttons

The standard buttons displayed as part of the StageShow Box-Office and Shopping Trolley output are created as HTML submit input tags. By adding definitions for STAGESHOW_*****BUTTON_URL constants these can be replaced with button defined by user specified images.

10.5.4 Column Titles

Column titles can be specified by adding entries in a translation file (see section 11) for the column titles or by adding definitions for STAGESHOW_BOXOFFICECOL_**** constants to the site stageshow-wp-config.php file. Full details of these constants can be found in the stageshow_wp-config_sample.php file.

10.6 Custom Shopping Trolley Fields

The “Checkout Note” entry in the StageShow settings can include HTML, which could add fields for purchaser input (for example a text entry or drop down dialog). These fields will be recorded with the standard sale fields, if their value is added to the “saleCustomValues” hidden input tag in the shopping trolley, which is itself appended to the “Not to Seller” value when the purchaser checks out.

A sample of custom HTML illustrating this, and the custom JavaScript to process the value are included in the sample custom JavaScript file (stageshow-custom.js).

10.7 Checkout Header Image

The image used for the PayPal Checkout page 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) in GIF, PNG or JPG format, transfer it to the above folder and then select the new image on the StageShow-Settings page.

10.8 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 in GIF, PNG or JPG format, 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.

10.9 Barcode Size

The barcodes generated by StageShow conform to the Code39 Barcode specification. This specifies two widths for the component parts of the barcode, a “Thin” width and a “Thick” width. These values are determined by constants defined by StageShow. There are also constants for the height of the barcode, and the size of the associated text. These constants are as follows:

Constant	Default Value
BARCODE_THINWIDTH	1
BARCODE_THICKWIDTH	3
BARCODE_HEIGHT	45
BARCODE_FONTSIZE	5

These settings can be overridden by defining the value of in the wp_config.php file for the site. A typical definition is as follows:

```
define(' BARCODE_THINWIDTH ', 2);
```

Note: For Compliance with the Code39 specification the ratio between BARCODE_THINWIDTH and BARCODE_THICKWIDTH must be between 1:2 and 1:3.

10.10 Anchors

StageShow includes HTML “anchors” at the top of the Box-Office listing, and at the top of the Shopping Trolley. In addition, anchors are added at the top of the Box-Office list for each Show. One of these anchors can be added to the URL for external links to move the focus of the page when opened in a browser.

These anchors can also be used to define the focus after an “Add” button is clicked on the Box-Office page, by adding a parameter to the StageShow shortcode on the page. Examples of these shortcodes are as follows:

To move the browser focus to the Shopping Trolley on clicking Add
`[sshow-boxoffice anchor="trolley"]`

To move the browser focus to the Box-Office listing on clicking Add
`[sshow-boxoffice anchor=" boxoffice"]`

11 Translation

11.1 Overview

StageShow 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 contents of the wp-content/languages folder to determine what languages are loaded, and the site language value on the General Settings admin page to determine the language for translations.

11.2 Location of Language Files

StageShow will check for language files in two directories. Firstly the Wordpress system language directory is checked. This directly is defined by the WP_LANG_DIR system constant. If a StageShow translation file is not located there, the 'lang' directory in the StageShow plugin folder is checked. This folder also contains all language files shipped with StageShow, so any custom language files stored here will be lost when StageShow is updated.

11.3 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/>.

11.4 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 specified 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.mo` file you have created to the `lang` sub-folder of the StageShow plugin on your website.

11.5 Updating the .PO file

When a new version of StageShow is released new phrases may be added to, or existing phrases may be removed from the `stageshow.pot` file. POEDIT can be used to incorporate these changes into an existing PO file, by following the instructions below.

- Run POEDIT.
- Click the “Open” button to display the open file dialogue. Browse to the PO file you wish to open and click open.
- Select “Catalog => Update from POT file...” from the menu. Browse to the StageShow POT file (in the `lang` folder of the StageShow plugin) and click Open.
- POEdit displays a dialogue with lists of the new phrases that have been added, and that have been deleted. View these lists as required and then click OK.
- The untranslated phrases are listed at the top of the “Source Text” column. POEDIT may attempt to translate some phrases itself, and these are designated as “Fuzzy” translations, and these will follow the untranslated phrases in the Source Text column, and will be displayed in a different colour.
- Add any new translations and then click save to update the PO file.

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 5.1.1) 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 shopping cart.

12.2 Summary Email

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. The page will refresh with a “Shopping Trolley” section including tickets for the performance you have just selected. Go back to the Box Office page and add some more tickets. Again the page will refresh with the new tickets added. Once you have sufficient tickets for testing purposes select “Check Out” 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 emails 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 5.1.1).

Firstly check that PayPal is sending IPN notifications. Log in to your PayPal account and go to the IPN Option Page by selecting Profile→My Selling Preferences→Instant payment notifications→Update. Now click on the IPN History link in the text. 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 publicly accessible, can be opened in your browser by entering the following URL:

```
{YourSite}/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 (see 8.1).

15 Settings

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

15.1 Payment Gateway Settings

This section details settings used by StageShow to interface to the PayPal server. Some of these settings are common to all Payment Gateways, while some are specific to a specific Payment Gateway. Where the latter is the case, the Gateway that the setting is used on is shown in brackets.

15.1.1 Payment Gateway

This entry configures which of the installed payment gateways will be used to collect payments. When this entry is changed the settings used by the selected gateway are displayed and settings which are not used are hidden.

15.1.2 Account Email (PayPal Gateway)

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

Default: {Blank}

15.1.3 Merchant ID (PayPal Gateway)

The Merchant account ID from the Business details in the PayPal account. This setting is not shown on new installations.

Default: {Blank}

15.1.4 API User (PayPal Gateway)

The API username from the PayPal API Access settings (see 3.2).

Default: {Blank}

15.1.5 API Password (PayPal Gateway)

The API Password from the PayPal API Access settings (see 3.2).

Default: {Blank}

15.1.6 API Signature (PayPal Gateway)

The password from the PayPal API Access settings (see 3.2).

Default: {Blank}

15.1.7 Checkout Type (PayPal Gateway)

This setting determines the checkout buttons that are shown in the Shopping Trolley output and the checkout types available to the user.

Default: PayPal Standard Checkout

Note: [PayPal Express Checkout](#) will only work if the [API Settings](#) (see 3.2) have been set.

15.1.8 Server (PayFast Gateway)

The PayFast server to be used for transactions. For testing the “Sandbox” server can be used, for all other purposes the “Live” server should be used.

Default: {Live}

15.1.9 Merchant ID (PayFast Gateway)

The Merchant account ID for the PayFast account.

Default: {Blank}

15.1.10 Merchant Key (PayFast Gateway)

The Merchant Key for the PayFast account.

Default: {Blank}

15.1.11 Pass Phrase (PayFast Gateway)

The Pass Phrase for the PayFast account.

Default: {Blank}

15.1.12 Currency

The currency selected for PayPal transactions.

Default: GBP

15.1.13 Contact Details (PayFast Gateway)

This setting determine what client contact details will be collected before the PayFast checkout page is displayed.

15.1.14 Checkout Header Image File (PayPal Gateway)

The Header image which PayPal will use as the header for shopping cart and checkout pages. The maximum image size (according to the PayPal documentation) is 750 x 90 pixels. A selector allows the image to be chosen from either a user defined address (URL) or from the uploads/{plugin name} folder (File (http) or File (https)). If File (https) option is selected the image URL will be modified to use the SSL secure protocol.

Note: If the File (https) option is selected the site must support access to its resources using the SSL secure protocol.

Note: If the File (http) option is selected, PayPal will attempt to copy the image and make it available from the PayPal server using SSL. At the time of writing this method does not work reliably.

Default: /StageShowHeader.png

15.1.15 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.png

15.1.16 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}

15.1.17 Checkout Cancelled URL

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

Default: {Empty}

15.2 Reservations

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 are the “standard” Wordpress user fields from the user profile, plus any additional fields added by plugins extending the user profile. These plugins must be installed and activated, and the user profile for the current user (probably admin) must be updated and saved after they are activated, for any extra fields to appear. 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 Reservations Mode

This option controls whether the option to make a reservation is available, and how purchaser details are obtained. When this is set to "User Form" then purchaser details are entered in a form during the checkout process. If "User Profile" is selected then details are copied from the wordpress profile of a logged in user.

Note: When "User Profile (Logged In)" is selected, Reservations will only be offered to a user with a “Role” that has the StageShow_Reservations “Capability”. When "User Profile" is selected, Reservations will be offered to all users.

Default: Disabled

15.2.2 Address 1

Defines the user profile field that maps to the first element in the users address.

15.2.3 Address 2

Defines the user profile 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

Defines the user profile 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

Defines the user profile that maps to the city entry of the users address.

15.2.6 County

Defines the user profile that maps to the county entry of the users address.

15.2.7 Postcode

Defines the user profile that maps to the postcode entry of the users address.

15.2.8 Country

Defines the user profile that maps to the country entry of the users address.

15.2.9 Phone

Defines the user profile that maps to the phone 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

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

Default: Site Title + “Sales”

15.3.4 StageShow Sales EMail Name

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 15.1.12) with any prices displayed within the box office output.

Default: NOT Selected

15.3.8 Box Office Below Trolley

In normal operation the Box-Office output generated by StageShow replaces a shortcode in a Page (or Post), and its’ position is determined by the location of the shortcode in the Page. By default the Shopping Trolley is always positioned below the Box-Office output. Selecting this option relocates the Box-Office output when a shopping trolley is active, so it is immediately below the Shopping Trolley.

Default: NOT Selected

15.3.9 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

15.3.10 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 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 6.5.3).

Default: 4

15.3.11 Performance Expires Limit

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 6.5.7) has been changed.

Default: Zero

15.3.12 Terminal Name

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. The "Terminal Name" is stored as part of the sale validation record when tickets are validated (see 8.1) .

Default: Unknown

15.3.13 License EMail Address

This setting specifies the Email address that the StageShow sale invoice was sent to, and is used for sale verification purposes. This must be specified for auto-update of the StageShow plugin to operate.

Default: {Blank}

15.3.14 License Reference ID

This setting specifies the License Reference 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}

15.4 Advanced Settings

15.4.1 Sale Summary Report EMail

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

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, which can include HTML markup, so images, links etc. can be added here if required. This can be in one of a number of positions within the output, specified by the Checkout Note Position (see 15.4.3).

Default: {Blank}

15.4.5 Donations

Selecting this option adds an additional entry (an HTML input element) to the “Shopping Trolley” output, in which the purchaser can add a donation amount which is added to the Trolley Total. On checkout the donation is added as an additional item to the tickets list (see 10.5).

15.4.6 Note To Seller

Selecting this option adds a text entry (an HTML textarea element) box to the “Shopping Trolley” output, in which the purchaser can add a text message which is passed on when the purchase is completed (see 10.5).

15.4.7 Seats Available

Selecting this option adds a line to the Box-Office for each performance with the number of unsold seats (see 10.5)..

Default: NOT Selected

15.4.8 Available Seats Button

Selecting this option adds a button to the Box-Office listing that will open a new window showing all the seats available for the respective performance.

Default: NOT Selected

15.4.9 Add Ticket Quantities

The Box-Office page includes Add buttons which add a quantity of tickets to the Shopping Trolley, where the quantity added can be determined by the user. This selection can be either a drop-down selector, or a text entry box, and there can be either one Add button per ticket price, or one per performance.

Default: Text Entry with Add Button per Performance

15.4.10 Minimum Empty Seats

This entry determines the minimum number of seats that can be left between a block of Reserved seats and the seats requested by a purchaser. For example a value of 2 prevents purchasers from leaving a single empty seat.

Note: This feature is disabled if the block of seats requested includes the seat at the end of the row, or if the user is logged in and has StageShow_Sales capability.

Default: 2

15.4.11 Booking Fee

This option sets a Booking Fee for each sale. When this entry is set, an additional line for the booking fee will automatically be added to the Shopping Trolley when the first ticket is added.

Default: {Blank}

15.4.12 Ticket Delivery

Selecting this option adds a “Send tickets by post” option to the Box Office Shopping Trolley, which in turn causes the addition of the Postage Fee (see section) to the sale total.

Default: Not selected

15.4.13 Postage Fee

Determines the amount to add to the shopping trolley when “Send Tickets by Post” is selected.

Default: 0

15.4.14 Custom Stylesheet

Specifies the name of the custom stylesheet (if any) to load after the standard StageShow stylesheet. Custom stylesheets are located in the following folder:

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

The standard StageShow distribution includes a fully commented sample custom stylesheet (stageshow-custom.css), and this includes examples of possible customisations.

To use a custom stylesheet, a copy of stageshow-custom.css should be made, saved with a new file name to the uploads folder shown above (or a new file created), and this should be selected as the custom Stylesheet file (otherwise it could change when StageShow is updated). StageShow will perform this operation automatically when stageshow-custom.css is selected as the Custom Stylesheet file.

15.4.15 Custom Javascript

Specifies the name of the custom JavaScript file (if any) to load after the standard StageShow file. Custom JavaScript files are located in the following folder:

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

The standard StageShow distribution includes a fully commented sample custom Javascript file (stageshow-custom.js), and this includes examples of possible customisations.

To use a custom Javascript file, a copy of stageshow-custom.js should be made, saved with a new file name to the uploads folder shown above (or a new file created), and this should be selected as the custom custom Javascript file (otherwise it could change when StageShow is updated). StageShow will perform this operation automatically when stageshow-custom.js is selected as the Custom Javascript file.

15.4.16 Barcode Type

Specifies the formatting of the barcode when one is added to purchaser emails.

Currently StageShow supports “Code 128” and “Code 39” barcodes.

Default: Code 128

15.4.17 Website Link

Selecting this option removes the “Driven by StageShow**” entry at the bottom of the StageShow Box-Office output.

Default: NOT Selected

15.4.18 Purchaser Address

Selecting this option forces the payment gateway to pass the purchasers address to StageShow when supported by the selected payment gateway. If not selected the purchasers address will only be obtained if the "Post Tickets" option is selected at checkout. The actual implementation of this feature depends on what features are supported by the payment gateway, which may prompt the purchaser for their address, or may use address records held on record.

15.4.19 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 within the “Shopping Trolley” section. This action launches the PayPal checkout window for the buyer to complete the purchase.

The Check Timeout must not be less than the timeout period for the payment gateway selected for normal operation of the plugin.

Default: 60 minutes

15.4.20 Log Files Folder Path

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.

When this path is changed, StageShow checks that the path exists, and attempts to create the folder (with access permissions set to 600) if it does not.

Default: logs