Use Cases and Technical Specifications for Online Ticket Purchasing

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Use Case 1. Accessing the Purchase Tickets Interface

Description: After browsing events on a local theater website, users choose an event, then access the “Purchase Ticket” interface to complete the four-step process for purchasing tickets.

Actor: Returning and new theater patrons

Precondition: The user is viewing the “Events Calendar” page.

Post-condition: The user is viewing the preliminary “Select Seats” screen in the “Purchase Tickets” interface.

Primary Scenario: The user is successful in accessing the “Purchase Tickets” interface.

Primary Task Flow:

1. The user chooses an event by clicking the “Purchase Tickets” button displayed next to the event listing.
2. The user is routed to the default ”Select Seats” screen (Figure 2) in the “Purchase Tickets” interface where they can complete the four-step ticket purchase process for their selected event.

Alternate Scenario 1: The user wishes to view event details before deciding to purchase tickets.

Alternate Task Flow 1:

1. The user clicks on the “View Details” link next to the event listing on the “Calendar” page.
2. The user is routed to the event details page (Figure 1).
3. The user clicks the “Purchase Tickets” button.
4. The user is routed to the default ”Select Seats” screen (Figure 2) in the “Purchase Tickets” interface where they can complete the four-step ticket purchase process for their selected event.

Technical Specifications: See Figures 1–2 for style definition details and exact wording for all elements.

Data Display

Event Detail Page
Layout is consistent with the website and contains the following global elements:

- Logo/banner area
- Search input box
- Login link
- Global navigation

In the content area, a performance photo appears at left with detail text in the center column. Since these elements are outside the scope of the purchase tickets use cases, no further details are provided.

A box is positioned in the right column and displays the following elements:

- The current number of available seats for floor and balcony.
- The “Purchase Tickets” button.

Buttons

The “Purchase Tickets” button is created using (X)HTML and CSS styles.

- The style is consistent with the buttons that route users to another screen throughout the interface. These are displayed with a medium gray background in their inactive state. The background changes to white when hovered over.

Data Handling

The available seating updates every ten minutes.

Use Case 2. Completing Step 1: Selecting Seats from the Purchase Ticket Interface

Description: The user selects seats, the first step in the ticket purchasing process.

Actor: Returning and new theater patrons

Precondition: The user is viewing the default “Select Seats” screen of the “Purchase Ticket” interface (Figure 2).

Post-condition: The user has completed seat selection and has clicked the “Continue >” button to proceed to Step 2: Review Order (Figure 7).

Primary Scenario: The user chooses from the following options:

- Floor or Balcony
- Adult (18–64 years old)
- Adult Discount (65 years or older)
- Child (under 18 years of age)
- Child Discount (GPA 3.5 or more)

Primary Task Flow:

1. The user clicks inside the “Quantity” input box(es) that correspond to the options they have chosen in either the “Floor” or “Balcony” column and enters a numerical value for the desired quantity. The total $ amount for the tickets is calculated and appears in the corresponding input box at right in the “Your Total” column.
2. If adult or child discount is selected, a message appears indicating that tickets must be picked up and identifies the required documents the user must bring with them for verification.
3. When all ticket quantities have been entered, the user clicks the “Calculate Total” button to add up the total $ amount in each column.
4. The user clicks the “Continue >” button. The “Select Seats” section collapses and the “Review Order” section expands.

Alternate Scenario 1: The user wishes to see the view of the stage from the balcony or floor before choosing between the two ticket price levels.

Alternate Task Flow 1:

1. The user clicks the “View from Floor” and/or “View from Balcony” link. A pop-up window displays an image of the view of the stage from either location (Figure 4).

2–5. The user follows steps 1–4 of the *Primary Task Flow*.

Alternate Scenario 2: The user has failed to specify a quantity before clicking the “Continue >” button.

Alternate Task Flow 2: 1. An error message appears: “!You must specify quantity!”

2–5. The user follows steps 1–4 of the *Primary Task Flow*.

Alternate Scenario 3: The user did not enter a numerical value in the “Quantity” input box.

Alternate Task Flow 3: 1–4. Task flow is identical to *Primary Task Flow*.

5. An error message appears: “!You must specify a numerical value!”

6. The user corrects the error by entering a numerical value.

7–8. The user repeats steps 3–4 of the *Primary Task Flow*.

Technical Specifications: See Figures 2–6 for style definition details and exact wording of all elements.

Data Display
The user is viewing the “Purchase Tickets” interface containing four expandable/collapsible sections labeled with the four steps necessary to complete ticket purchase:

- Select Seats (expanded by default)
- Review Order
- Payment Information
- Confirmation

The four steps are reiterated in the top banner area. The active section is displayed in bold text and the inactive sections are displayed in regular text and are faded. The form area contains two columns:

- The left column displays form fields for selecting floor seats.
- The right column displays form fields for selecting balcony seats.

Below each of these headings, four options are listed along with corresponding text input boxes where users enter quantities:

- Adult (18–64 years old)
- Adult Discount (65 years or older)
- Child (under 18 years of age)
- Child Discount (GPA 3.5 or more)

Discounts
When discount tickets are selected, a non-error message appears below the line item informing the user that the tickets can only be picked up and what documents are required for verification.

Buttons
The “Calculate Total” button appearance is consistent with the style for tasks accomplished in the current screen. These are displayed with a white background in their inactive state. The background changes to a medium gray when hovered over or clicked.

- When users click the “Calculate Total” button, the totals in the “Your Total” column are calculated for each line item and for “Total Ticket Cost.”

The “Continue >” button appearance is consistent with the style for buttons that route users to another screen. These are displayed with a medium gray background in their inactive state. The background changes to white when hovered over or clicked.

- When users click the “Continue >” button, they are routed to the next screen in the interface: “Review Order.”

Hypertext Links
“View from Floor” and “View from Balcony” links are provided. When either of these links are clicked, a pop-up window is triggered that displays a photo of the view from the selected location. These links are displayed with underline text decoration to indicate they are clickable.

Pop-up Windows
The “View from Floor” and “View from Balcony” pop-up windows include a close button as well as a hypertext “Close” link.

Fields and Information
All form elements are displayed with standard HTML form control appearance unless otherwise noted.

Text Input Boxes
Text input boxes in the “Quantity” and “Your Total” columns display a numerical value.

- “Quantity” text input boxes are wide enough to accommodate up to three digits.
- The text input boxes in the “Your Total” column are wide enough to accommodate up to three digits, plus two decimal places.

By default, the cursor is already positioned in the top left text input box. Tab order is from top to bottom of the first column, then top to bottom in the second column. “Calculate Total” is the next tab, followed by the “Continue >” button.

Data Handling
The data in the input boxes for the “Your Total” column are not editable by the user, but update when the user clicks the “Calculate Total” button. The input boxes in this column display $ amounts up to six digits, plus two decimal places.

When the user clicks the “Calculate Total” button, the $ amounts are tallied for each price level and the value for “Total Ticket Cost” is displayed in the bottom text input field.

Error Handling

If the user clicks the “Continue >” button without first clicking the “Calculate Total” button, the $ amounts are still calculated and displayed in the next section: “Review Order.”

Error messages appear and the affected form field or area of the interface is enclosed with a red rectangle for the following errors:

- The user did not enter numerical values in the “Quantity” text input boxes.
- The user did not specify a quantity before clicking the “Continue >” button.

Use Case 3. Completing Step 2: Reviewing Order from the Purchase Ticket Interface

Description: From the “Review Order” screen, users:

- Review the ticket order they entered on the previous “Select Seats” screen,
- Select delivery method, and
- Optionally make a donation and/or purchase merchandise.

Actor: Returning and new theater patrons

Precondition: The user has clicked the “Continue >” button from the “Select Seats” screen and is now viewing the “Review Order” screen.

Post-condition: The user is satisfied with their ticket order and other selections and has clicked the “Continue >” button from the “Review Order” screen to proceed to Step 3: Payment Information.

Primary Scenario: The user selects either the “Will Call” or “Priority Mail” radio button as the delivery method. If desired, the user edits the ticket quantities they entered in the previous screen.

Primary Task Flow:

1. The user selects one of two delivery options:
   - If “Will Call” is selected, a “View ticket window hours” link appears below the radio button selections.
   - If “Priority Mail” is selected, the shipping and handling amount is added to the “Total Purchases” column at right.
2. The user reviews the ticket order and edits ticket quantity if desired.
3. After making the desired changes, the user clicks the ”Update Total” button and the total purchase amount appears in the input box.
4. The user clicks the “Continue >” button. The “Review Order” section collapses and the “Payment Information” section expands.

Alternate Scenario 1: After making changes to the order, the user clicks the “Continue >” button before clicking the “Update Total” button.

Alternate Task Flow 1:

1–2. Task flow is identical to *Primary Task Flow*.

3. The user clicks the “Continue >” button. An error message appears:

   “!Click the “Update Total” button. If you accept the total purchase amount, click “Continue!”

4–5. The user follows steps 3–4 from the *Primary Task Flow*.

Alternate Scenario 2: The user purchased their tickets ten days or less prior to the event, and/or selected discounted tickets.

Alternate Task Flow 2:

1. The “Will Call” radio button is automatically selected and cannot be altered. The “Priority Mail” option is grayed out and inactive.

2–4. Task flow is identical to *Primary Task Flow*.

Alternate Scenario 3: The user has failed to specify delivery method.

Alternate Task Flow 3:

1–2. The user completes steps 2–4 of the *Primary Task Flow*. An error message appears:

“!You must specify delivery method!”

3. The user makes the delivery method selection.
4. The user repeats step 4 of the *Primary Task Flow*.

Alternate Scenario 4: The user has entered a non-numerical value while editing quantities in the “Total Purchases” column.

Alternate Task Flow 4:

1–4. Task flow is identical to Primary Task Flow.

5. The user corrects the error by entering a numerical value.
6. The user follows step 4 of the *Primary Task Flow*.

Alternate Scenario 5: The user made changes to their purchase but did not click “Update Total.”

Task Flow 5:

1–2. Task Flow is identical to *Primary Task Flow*.

3. The user skips step 3 and proceeds to step 4 of the *Primary Task Flow*. An error message appears prompting the user to click the “Update Total” button to view final purchase amount.
4. The user clicks the “Update Total” button and views final purchase amount.
5. The user clicks the “Continue >” button The “Review Order” section collapses and the “Payment Information” section expands.

Technical Specifications: See Figures 7–14 for style definition details and exact wording of all elements.

Data Display

The “Review Order” section is expanded. All other sections are collapsed.

The four steps are reiterated in the top banner area. The active section is displayed in bold text and the inactive sections are displayed in regular text and are faded.

The form area contains two columns: Content is organized into the following groups:

- Select Delivery Method
  Users select from either the “Will Call” or the “Priority Mail” radio button.
- Support the Theater
  Users can optionally click on either the “Add a Donation to Your Purchase” or “Purchase Merchandise” links to expand content.
- Total Purchases
  Users review and edit the ticket selections they made on the previous “Select Seats” screen.

If “Priority Mail” is selected, the $ amount for shipping and handling is added.

If merchandise is selected, the items are added along with their $ amounts.

When users click the “Update Total” button, the order details and $ amounts in the right column are updated.

Data Handling

Buttons
The “Update Total” button appearance is consistent with the style for tasks accomplished in the current screen. These are displayed with a white background in their inactive state. The background turns to a medium gray when hovered over or clicked.

- When the “Update Total” button is clicked, the totals in the “Total Purchases” column are calculated for all changes and edits the user made in the “Review Order” section.
- The user must click “Update Total” before clicking the “Continue >” button. This ensures that the user is informed and agrees with the final cost before proceeding to Step 3: Payment Information.

The “Continue >” button appearance is consistent with the style for buttons that route users to another screen. These are displayed with a medium gray background in their inactive state. The background changes to white when hovered over or clicked.

- When the “Continue >” button is clicked, the “Review Order” section collapses, and the “Payment Information” section expand.

Hypertext Links
The following links are displayed with underline text decoration:

- An “Edit” link appears with underline text decoration on the “Select Seats” section bar. When clicked, this section expands, allowing users to view and edit previous selections.
- When the “View ticket window hours” link is clicked, the ticket window hours display below.

The following links are displayed with no text decoration in a medium blue bold font that changes to a light blue color when hovered over or clicked:

- "Add a Donation to Your Purchase"
  When this link is clicked, a list of radio button $ amounts and a text input box for entering a custom amount appear.
- "Purchase Merchandise"
  The four-tabbed "Merchandise" interface expands displaying the following labels listed below in order from left to right:
    - T-shirts (active tab by default)
    - Coffee Mugs
    - Tote Bags
    - Pens

  Each tab displays a thumbnail image of the item with the text: "Click image to view larger" with underline text decoration. Both the image and the text below are clickable and trigger a pop-up window containing the enlarged image when clicked.

Pop-up Windows
A pop-up window is triggered when users click either a merchandise thumbnail image in the tabbed "Merchandise" interface, or the linked text below (Figure 14). Each pop-up window displays an enlarged image of the item and includes a close button as well as a hypertext "Close" link.

Fields and Information
All form elements are displayed with standard HTML form control appearance unless otherwise noted.

Radio Buttons
Radio buttons are displayed for the following:

- "Will Call" and "Priority Mail" listed under "Select Delivery Method."
- $ Amounts listed under the expanded "Add a Tax-deductible Donation…"

Text Input Boxes
The text input boxes for "Quantity" that appear in the "Total Purchases" and in the Merchandise tabbed interface are editable by the user and are wide enough to accommodate up to three characters.

The data in the input boxes for the "Your Total" column are not editable by the user, but update when the user clicks the "Update Total" button. These input boxes display $ amounts up to six digits, plus two decimal places.

The text input box for "Custom Amount" shown in the expanded view under "Tax deductible donation…" is editable by the user and displays a $ amount with two decimal places.

Data Handling
Tab order is listed below:

- Radio buttons for “Delivery Method,” from left to right, top to bottom.
- Text input boxes for the “Quantity” column listed under “Total Purchases,” from top to bottom.
- “Tax-deductible Donation” section (if expanded)
- “Update Total” button
- “Continue >” button

Error Handling
Error messages appear and the affected form field or area of the interface is enclosed with a red rectangle for the following errors:

- The user did not specify delivery method.
- The user did not enter numerical values in the “Quantity” text input boxes.
- The user did not click the “Update Total” button before clicking the “Continue >” button.

Use Case 4. Adding a Donation to Ticket Purchase from the Purchase Tickets Interface

Description: While completing Step 2: Review Order, the user wishes to add a donation to their ticket purchase.

Actor: Returning and new patrons Precondition: The user is viewing the “Review Order” screen.

Post-condition: The user has completed the “Review Order step with their donation included and has clicked the “Continue >” button to move on to Step 3: Payment Information.

Primary Scenario: The user successfully enters the desired donation and completes Step 2: Review Order.

Primary Task Flow:

1. The user clicks the “Add a Donation to Your Purchase” link. A list of $ amounts expands.
2. The user selects the desired $ amount by clicking the corresponding radio button or enters a custom amount in the text input box.
3. The user follows steps 1–4 from Use Case 3: Primary Task Flow.

Technical Specifications: See Figure 12 for style definition details and exact wording of all elements.

Fields and Information
All form elements are displayed with standard HTML form control appearance unless otherwise noted.

The following tab order for the expanded “Donation” section is inserted just before the “Update Total” button described in Use Case 3 (See *Data Handling*):

- Radio buttons from left to right, top to bottom
- Text Input box for “Custom Amount”

Radio Buttons
Radio buttons are displayed for the following $ amounts listed under the expanded “Add a Tax-deductible Donation…”

- $50
- $75
- $100
- $250
- $500
- Custom Amount. A text input box is provided for users to specify a custom $ amount.

Text Input Box
The “Custom Amount” text input box is wide enough to accommodate 7 digits, plus two decimal places.

Error Handling
Error messages appear and the affected form field or area of the interface is enclosed with a red rectangle for the following errors:

- The user did not enter a numerical value in the “Custom Amount” text input box.

Use Case 5. Adding Merchandise to Ticket Purchase from the Purchase Tickets Interface

Description: While completing Step 2: Review Order, the user wishes to purchase promotional merchandise.

Actor: Returning and new patrons

Precondition: The user is viewing the “Review Order” screen.

Post-condition: The user has completed the “Review Order step with selected merchandise and has clicked the “Continue >” button to proceed to Step 3: Payment Information.

Primary Scenario: The user successfully enters the desired merchandise and completes Step 2: Review Order.

Primary Task Flow:

1. The user clicks the “Purchase Merchandise” link. An interface expands displaying four tabs in the following order from left to right:
   - T-shirts (active tab by default)
   - Coffee Mugs
   - Tote Bags
   - Pens
2. The user browses the “Merchandise” tabbed interface.
3. The user selects items by entering desired quantity in the corresponding text input box(es).

4–7. The user follows steps 1–4 of the *Primary Task Flow* for Use Case 3.

Alternate Scenario 1: The user wishes to view an enlarged image of merchandise before making selections.

Alternate Task Flow1:

1–2. Task flow is identical to *Primary Task Flow*.

3. The user clicks on the image of the item or the link below. A pop-up window displaying an enlarged view of the image appears.
4. The user clicks the “close” link or the “close” box |X| and the pop-up window disappears.

5–6. The user follows steps 3–4 of the *Primary Task Flow* for Use Case 3.

Technical Specifications: See Figures 13–14 for style definition details and exact wording of all elements.

Data Display

Hypertext Links
The “Purchase Merchandise” link is displayed in a bold medium blue font that changes to a light blue color when hovered over. When this link is clicked, a four-tabbed interface is expanded that displays the following labels listed below in order from left to right:

- T-shirts (active tab)
- Coffee Mugs
- Tote Bags
- Pens

Tabbed Interface
In the “Merchandise” tabbed interface, each tab displays a thumbnail image of the item with the text: “Click image to view larger” with underline text decoration. Both the image and the text below are clickable and trigger a pop-up window displaying the enlarged image.

Pop-up Windows
The pop-up window is triggered when users click either a merchandise thumbnail image in the tabbed “Merchandise” interface, or the linked text below.

Each pop-up window displays an enlarged image of the item and includes a close button as well as a hypertext “Close” link.

Fields and Information
All form elements are displayed with standard HTML form control appearance unless otherwise noted.

Text Input Boxes
Text input boxes for indicating “Quantity” appear in each of the tabs and are editable by the user.

Error Handling
Error messages appear and the affected form field or area of the interface is enclosed with a red rectangle for the following error:

- The user did not enter numerical values in the “Quantity” text input boxes.

Use Case 6. Completing Step 3: Payment Information from the Purchase Tickets Interface

Description: From the expanded “Payment Information” screen users select payment method and provide billing information in order to complete the transaction.

Actor: Returning and new patrons

Precondition: The user has clicked the “Continue >” button from the previous “Review Order” screen and is viewing the expanded “Payment Information” section.

If the user selected “Will Call” as the delivery method from the previous “Review Order” section, the “Mailing Information” section is omitted. Only the “Payment Method” section of the Payment Information” screen is visible containing the following payment method options:

- A “Select Credit Card” drop-down menu
- Buttons for both PayPal and Google Checkout

If the user selected “Priority Mail” as the delivery method, the “Mailing Address” section is displayed containing the following:

- A checkbox labeled “Mailing address is the same as billing”
- Required text input fields for:
  - Street Address
  - City
  - State
  - Postal Code

Post-condition: The user has selected payment method, entered all required payment information, and has clicked the “Purchase Tickets” button. The “Payment Information” section collapses and the “Confirmation” section expands.

Primary Scenario: The user selects credit card as the payment method and successfully enters all necessary payment information.

Primary Task Flow:

1. The user selects one of four options from the “Select Credit Card” drop-down menu listed alphabetically in the following order:
   - American Express
   - Discover
   - MasterCard
   - Visa

   The “Expiration Date” drop-down menu and text input boxes for “Credit Card Number” and “CVV Number” appear and the “Billing Information” section expands.

2. The user selects the month and year from the “Expiration Date” drop-down menu.
3. The user enters the 16-digit credit card number in the text input field.
4. The user enters the 3-digit CVV number in the corresponding text input box.
5. The user enters data in the following required fields in the “Billing Information” section:

    • First Name
    • Last Name
    • Address
    • City
    • State (drop-down menu)
    • Postal Code
    • Phone
    • Email

    An input box is also provided for “Address 2” but is not required.
6. If desired, the user clicks the checkboxes for “Add me to your mailing list” and/or “Sign me up for your eNewsletter.” The “Mail Delivery Information” section expands and displays the following:

    • A checkbox labeled, “Mailing address is the same as billing address.”
    • Required text input boxes for:
    • Mailing Address
    • City
    • State
    • Postal Code

NOTE: If the user selected “Priority Mail” as the delivery method in the previous “Review Order” section, the “Mail Delivery Information” section is already displayed. The user selects the “Mailing address is the same…” checkbox, and the “Mail Delivery” section collapses

OR

If the mailing address is different from the billing address, the user leaves the checkbox unselected and fills out the required text input fields.

OR

If the user is purchasing their tickets 10 days or less prior to the event, or if they are purchasing discounted tickets, the “Mailing Information” section is not visible. If the user selects either the eNewsletter or mailing list checkbox, the “Mailing Information” section expands.

7. The user clicks the “Purchase Tickets” button. The “Payment Information” section collapses and the “Confirmation” section expands.

Alternate Scenario 1: The user chooses either PayPal or Google Checkout for payment.

Alternate Task Flow 1:

1. The user clicks either the PayPal or Google Checkout button.
2. The user completes the payment transaction offsite.
3. The user is returned onsite and is viewing the “Confirmation” screen.

Alternate Scenario 2: The user did not enter data into all required text input boxes.

Alternate Task Flow 2:

1–4. Task flow is identical to *Primary Task Flow*.

5. The text input box requiring data input is outlined in red, and the following error message appears:

   “!You must enter all Required Fields indicated with an asterisk (*)!”

6. The user enters the missing data.
7. Task flow is identical to *Primary Task Flow*.

Alternate Scenario 3: The user has entered an invalid credit card number.

Alternate Task Flow 3:

1–7. Task flow is identical to the *Primary Task Flow*. An error message appears:

   “!The credit card number you entered is invalid. Please reenter your 16-digit number omitting hyphens or spaces!”

8. The user enters the correct credit card number.

9–10. The user repeats steps 3 and 7 of the *Primary Task Flow*.

Alternate Scenario 4: The user did not indicate expiration date when completing the credit card information.

Alternate Task Flow 4:

1. Task Flow is identical to *Primary Task Flow*.

2–7. The user skips step 2 and completes steps 3–7 of the *Primary Task Flow*. An error message appears:

   “!You must specify credit card expiration date!”

8. The user selects month and year from the “Expiration Date” drop-down menu.
9. The user repeats step 7 of the *Primary Task Flow*.

Technical Specifications: See Figures 15–24 for style definition details and exact wording of all elements.

Data Display
The “Payment Information” section is expanded. All other sections are collapsed.

The four steps are reiterated in the top banner area. The active section is displayed in bold text and the inactive sections are displayed in regular text and are faded.

The screen is divided into the following two columns from left to right:

- Login and Create Account
- Payment Information containing the following listed in order below:
    - Payment Method
    - Billing Information (by default in the collapsed view; expands when user selects credit card as the payment method)
    - Mailing Information (by default in the collapsed view; expanded view appears only if user selected “Priority Mail” in the previous “Review Order” screen, or if the user selects the “Add me to your mailing list” checkbox in the current screen.)

Buttons
The “Purchase Tickets” button appearance is consistent with the style for buttons that route users to another screen. These are displayed with a medium gray background in their inactive state. The background changes to white when hovered over or clicked.

PayPal and Google Buttons
These buttons display their respective logos. When clicked, these buttons route users offsite to complete the payment transaction.

Hypertext Links
All hypertext links listed below display with underline text decoration:

- An “Edit” link appears on the bar for the previous screens: “Select Seats” and “Review Order.” When one of these links is clicked, the section expands, allowing users to view and edit previous sections. It appears with underline text decoration.
- To the right of the CVV number input field, a link labeled, “What Is This” is displayed.

Pop-up Windows
When users click the “What Is This” link, the CVV pop-up window is activated explaining what a CVV number is and where it can be found on the user’s credit card. The window includes a close button |X| as well as a hypertext “Close” link.

Fields and Information
Required fields are indicated with an asterisk (*). All form elements are displayed with standard HTML form control appearance unless otherwise noted.

Drop-down Menus
The following drop-down menus appear in the “Payment Information” column. The text contained within each menu is listed below:

Select Credit Card (in alphabetical order):

- American Express
- Discover
- MasterCard
- Visa

Expiration Date

- Two drop-down menus are displayed that list months (1–12) and year (2010–2020) in numerical order.

Select State

- Lists all 50 states in alphabetical order

Checkboxes
Sign me up for your eNewsletter

- When selected, the email address the user provided in Billing Information is stored for future eNewsletter notifications.

Add me to your mailing list

- When selected, the “Mailing Address” section expands.

Mailing Address is the same as Billing

- When selected, the “Mailing Address” section collapses.

Text Input Boxes
The following required fields appear in the “Payment Information” column listed from top to bottom, left to right in the following order:

Payment Method

- Credit Card Number
- CVV Number

Billing Information

- First Name
- Last Name
- Address 1
- City
- State
- Postal Code
- Phone
- Email

A text input box for “Address 2” is also included, but is not a required field.

Data Handling
A JavaScript welcome message appears at the top of the “Payment Information” column for logged in users. Non-error related JavaScript messages are displayed in black bold text.

Error Handling
Error messages appear and the affected form field or area of the interface is enclosed with a red rectangle for the following errors:

- The user did not indicate payment method.
- The user did not enter text in a required field.
- The credit card number the user entered is invalid.
- The CVV number the user entered is invalid.
- The user did not indicate their credit card expiration date.

Use Case 7. Creating an Account from the Purchase Tickets Interface

Description:	New patrons can create an account that stores all their purchase information to expedite the checkout process for future purchases.
Actor:	New patrons
Precondition:	The user is viewing the “Payment Information” screen in the “Purchase Tickets” interface.
Post-condition:	The user has created a new account and proceeds to complete Step 3: Payment Information.
Primary Scenario:	The user creates an account by entering an email address and password.
Primary Task Flow:	1. The user selects the “Create an Account” checkbox. The text input boxes for entering email and password expand below. 2. The user enters an email address. 3. The user enters a password in the “Enter Password” text input box. 4. The user enters a password in the “Reenter Password” text input box. 5. The user clicks the “GO” button. A message appears confirming the user has successfully created an account. 6. The user proceeds to complete Step 3: Payment Information in the right column.
Alternate Scenario 1:	The user did not enter an email address.
Alternate Task Flow 1:	1. Task flow is identical to *Primary Task Flow*. 2–4. The user skips step 2 and proceeds with steps 3–5 of the *Primary Task Flow*. An error message appears: “!You must enter an Email address!” 5. The user enters an email address. 6–7. The user completes steps 5–6 of the *Primary Task Flow*.
Alternate Scenario 2:	The user did not reenter their password.
Alternate Task Flow 2:	1–3. Task flow is identical to *Primary Task Flow*. 4. The user clicks the “GO” button. An error message appears: “!Reenter your password!” 5–8. The user completes steps 4–7 of the *Primary Task Flow*.

Alternate Scenario 3: The password the user entered in the “Enter Password” text input box does not match what was entered in the “Reenter Password” text input box.

Alternate Task Flow 3: 1–5. Task flow is identical to *Primary Task Flow*.
An error message appears:

“!The two passwords you entered do not match!”

6–10. The user completes steps 3–7 of the *Primary Task Flow*.

Alternate Scenario 4: The user entered either too few or too many characters.

Alternate Task Flow 4: 1–5. Task flow is identical to the *Primary Task Flow*. An error message appears:

“!You must enter a minimum of 6 and a maximum of 12 characters!”

6–9. The user repeats steps 3–6 of the *Primary Task Flow*.

Technical Specifications: See Figures 25–30 for style definition details and exact wording of all elements.

Data Display
The screen is divided into two columns. For this use case, the user is concerned only with the “Create an Account” section in the left column.

Buttons
A “GO” button is displayed in the “Create an Account” section.

- The “GO” button appearance is consistent with the style for tasks accomplished in the current screen. These are displayed with a white background in their inactive state. The background turns to a medium gray when hovered over or clicked.

Hypertext Links
These are displayed with underline text decoration.

- A “Privacy Policy” link appears in the “Create an Account” section. When clicked, the “Privacy Policy” is viewed in a new window that includes a “Close” link that closes the window when clicked.

Fields and Information
All form elements are displayed with standard HTML form control appearance unless otherwise noted.

Checkbox
When the “Create an Account” checkbox is clicked, the text input boxes necessary for this task expand below. The “Privacy Policy” link remains but the “Click in the above checkbox…” text disappears.

Text Input Boxes
When the “Create an Account” checkbox is selected, text input boxes appear in the following order:

- Enter Email Address
- Enter Password
- Reenter Password

Data Handling
When the “GO” button is clicked, the new account is activated. A JavaScript confirmation message appears confirming that the user has successfully created a new account.

Error Handling
Error messages appear and the affected form field or area of the interface is enclosed with a red rectangle for the following errors:

- The user entered less than six or more than 12 characters while creating a new account.
- The user did not reenter the password while creating a new account.
- The user entered two different passwords while creating a new account

Use Case 8. Logging In / Logging Out from the Purchase Tickets Interface

Description: While completing Step 3: Payment Information, the user logs in to expedite the checkout process.

Actor: Returning patrons who have previously created an account

Precondition: The user is viewing the “Payment Information” screen.

Post-condition: The user enters the correct email and password connected to their account and clicks the “GO” button. The text input boxes for the billing and payment method sections in the right column expand and autofill with the stored data.

Primary Scenario: The user succeeds in logging in an existing account.

Primary Task Flow:

1. The user enters the email address.
2. The user enters the password.
3. The user clicks the “GO” button. A welcome message that includes the user’s name appears in the right column above the “Payment Information” section confirming that the user is logged in. The text input boxes in the “Payment Information” section autofill with the stored data.
4. If desired, the user reviews the data and makes any necessary changes.
5. When the user is satisfied with the data, they click the “Purchase Ticket” button. The user is routed to the “Confirmation” screen.
6. The user logs out from the “Confirmation” screen.

Alternate Scenario 1: The user has entered the wrong password, corrects the error, and succeeds in logging in.

Alternate Task Flow 1:

1–3. Task flow is identical to *Primary Task Flow*. An error message appears:

“!The password you entered is invalid!”

4. The user enters the correct password.

5–8. The user completes steps 3–6 of the *Primary Task Flow*.

Alternate Scenario 2: The user has entered the wrong password and is unsuccessful in logging in.

Alternate Task Flow 2:

1–3. Task flow is identical to *Alternate Task Flow 1*. An error message appears:

“!The password you entered is invalid!”

4. The user clicks the “Forgot Password?” link. A pop-up window appears prompting the user to enter their email address and click “GO.”

5. The user enters the email address into the text input field.

6. The user clicks “GO” and the pop-up window disappears.

7. The user accesses their email account offsite and retrieves the password from the sent email.

8–13. The user returns to the site and repeats steps 1–6 from the *Primary Task Flow*.

Technical Specifications: See Figures 30–34 for style definition details and exact wording of all elements.

Data Display
The screen is divided into two columns. For this use case, the user is concerned only with the “Returning Patrons” login section in the left column.

Buttons
A “GO” button is displayed in the Returning Patrons section and in the “Forgot Password” pop-up window. The “GO” button appearance is consistent with the style for tasks accomplished in the current screen. These are displayed with a white background in their inactive state. The background changes to a medium gray when hovered over or clicked.

Hypertext Links
The following are displayed with underline text decoration.

- A “Forgot Password?” link appears under the “Returning Patrons” portion. When clicked, a pop-up window appears in which users enter their email address. The password is sent to the email address the user enters.
- A “Privacy Policy” link appears under the Create an Account portion. When clicked, the Privacy Policy opens in a new window containing the site’s privacy policy and includes a “Close” link that closes the window when users are finished reviewing the information.

Fields and Information
All form elements are displayed with standard HTML form control appearance unless otherwise noted.

Text Input Boxes
The following text input boxes appear in the “Returning Patrons” login section:

- Email Address
- Password

Data Handling
After the user enters the correct login data and clicks the “GO” button, a welcome message appears at the top of the “Payment Information” column. The data for the returning patron’s account is retrieved and the form fields autopopulate with the stored data.

Pop-up Windows

A pop-up window is activated when returning patrons click the “Forgot Password?” link. In the pop-up interface, users enter their email address and click the “GO” button. The user’s password is sent to the email address the user provided.

Non-error Messages

Non-error related JavaScript messages are displayed in black bold text.

- A confirmation message appears below the “Returning Patron” section prompting users to retrieve their password by accessing their offsite email account.
- A JavaScript welcome message appears at the top of the Payment Method column of the Payment Information screen when users have completed logging in.

Error Handling

Error messages appear and the affected form field or area of the interface is enclosed with a red rectangle for the following errors:

- A user with an existing account entered an invalid email address or password.

Use Case 9. Adding Another Event from the Purchase Tickets Interface

Description: From the expanded “Confirmation” section of the “Purchase Tickets” interface, users can purchase tickets for another event.

Actor: Returning and new patrons

Precondition: The user has succeeded in completing their ticket purchase for an event and is viewing the “Confirmation” screen.

Post-condition: The user is returned to the “Calendar” section of the website to browse and select another event.

Primary Scenario: The user wishes to purchase tickets to another event.

Primary Task Flow:

1. The user clicks the “Add Another Event” button.
2. The user is routed to the “Calendar” section of the website.
3. The user repeats the following 4-step process in the “Purchase Tickets” interface to complete the additional purchase:
   - Select Seats
   - Review Order
   - Payment Information
   - Confirmation

Technical Specifications: See Figures 35–37 for style definition details and exact wording of all elements.

Data Display

The “Confirmation” section is expanded. All other sections are collapsed.

The four steps are reiterated in the top banner area. The active section is displayed in bold text and the inactive sections are displayed in regular text and are faded.

The screen is divided into two columns. Each column displays the following:

Left column

- Thank you message
- Order logistics
- Track order link (if “Priority Mail” was selected as delivery method)
- Logout (if the user is logged in)
- Login (if the user has logged out; includes a confirmation message informing users that they are logged out)
- eNewsletter and mailing list signup links

The right column lists items purchased: tickets, merchandise, donations, and shipping and handling charges if applicable and total purchase amount.

Buttons
When clicked, the “Add Another Event” button routes users to the “Calendar” section of the website.

- The “Add Another Event” button appearance is consistent with the style for buttons that route users to another screen. These are displayed with a medium gray background in their inactive state. The background changes to white when hovered over or clicked.

Hypertext Links
The “Edit” links for the previous sections do not appear in the “Confirmation” screen.

The following hypertext links in this screen are displayed with underline text decoration:

- Track Order. This link appears for users who selected “Priority Mail” as the delivery method and routes users to the USPS website where they can track the delivery of their purchased items.
- Ticket window hours and location. When clicked, the information appears below the linked text.
- Logout. Logs out the logged in user.
- eNewsletter and mailing list signup links are provided for users who completed their payment information at either PayPal or Google Checkout. These users would not have seen these options since they appear in the “Payment Information” section that was skipped.

Non-error Messages
A JavaScript message appears when a logged in user clicks the “Logout” link confirming that they are logged out. Non-error related JavaScript messages are displayed in black bold text.

Use Case 10. Printing Ticket Purchase Receipt from the Purchase Tickets Interface

Description: Users can print the “Confirmation” screen as their receipt.

Actor: Returning and new patrons

Precondition: The user is viewing the “Confirmation” screen from the “Purchase Tickets” interface.

Post-condition: The user has printed a receipt of the ticket purchase transaction.

Primary Scenario: The user prints a print-optimized version of the “Confirmation” screen.

Primary Task Flow:

1. The user clicks the “Print Receipt” button.
2. The user’s print dialogue box appears.
3. The user completes the printing from the print dialogue box.

Alternate Scenario 1: A malfunction prevents the print dialogue box from being triggered by the “Print Receipt” button. The user prints out a print-optimized version of the web page from their web browser.

Alternate Task Flow 1:

1. Task flow is identical to *Primary Task Flow*.
2. The print dialogue box is not triggered.
3. The user clicks and holds the mouse on the “File” menu from their browser interface. The “File” menu drops down.
4. The user selects “Print” from the drop-down menu.

5–6. The user completes steps 2–3 from the *Primary Task Flow*.

Alternate Scenario 2: A malfunction prevents the print dialogue box from being triggered by the “Print Receipt” button. The user accesses the email receipt that was sent to their email account.

Alternate Task Flow 2:

1. The user exits the website and accesses their email account in order to print the receipt.

Technical Specifications: See Figures 35–37 for style definition details and exact wording of all elements.

Data Display

Print Receipt Button
The “Print Receipt” button appearance is consistent with the style for tasks accomplished in the current screen. These are displayed with a white background in their inactive state. The background turns to a medium gray when hovered over or clicked.

- When clicked, the print dialogue box for the user’s printer appears and the user completes the printing process from that interface.

Error Handling

- If clicking the “Print Receipt” button does not trigger the print dialogue box to appear, users can still complete this task by either of the following:
- A print-optimized version of the page is available for users to print from their browser menu.
- An email confirmation is sent to the user’s email address where they can print the email receipt.

Use Case 11. Editing Data on a Previous Screen from the Purchase Ticket Interface

Description: During the purchase ticket process, users may want to change data previously entered in a previous step. This capability is available for Steps 1 and 2.

Actor: Returning and new patrons.

Precondition: The user has completed Step 1: Select Seats and is viewing either the Step 2: Review Order screen or the Step 3: Payment Information screen. An “Edit” link is visible only for these two sections that the user has already completed.

Post-condition: The user accesses a previous screen and makes the necessary changes. Any recalculations that are necessary have been completed.

Primary Scenario: The user wishes to edit data they entered in a previous screen.

Primary Task Flow:

1. The user clicks the “Edit” button for either section 1 or 2 that have already been completed.
2. The section expands and displays the section interface.
3. The user makes the necessary changes.
4. The user clicks the “Continue >” button and is returned to the last screen where data was entered.

Technical Specifications: See Figures 7 and 15 for style definition details and exact wording of all elements.

Data Display

“Edit” Hypertext Links

These links are displayed with underline text decoration and positioned at the far right within the collapsed section heading bars of previously viewed sections. These links appear when:

- The user is viewing the expanded “Review Order” screen, the “Edit” link appears in the previous “Select Seats” heading bar.
- The user is viewing the expanded “Payment Information” screen, the “Edit” link appears in the previous “Select Seats” and “Payment Information” heading bar.

These links do not appear when:

- The user has entered the “Purchase Ticket” interface and has not yet completed Step 1: Select Seats.
- The user has completed Step 3: Payment Information and is viewing the “Confirmation” screen.

Use Case 12. Purchasing Tickets for non-JavaScript Users

Description: The user completes the following four-step process for purchasing tickets with the non-JavaScript “Purchase Tickets” interface:

1. Select Seats
2. Review Order
3. Payment Information
4. Confirmation

Actor: Returning and new theater patrons who either do not have JavaScript or have it turned off in their browser.

Precondition: The user has accessed the “Purchase Ticket” interface from the “Calendar” page and is viewing the “Select Seats” page.

Post-condition: The user has completed the entire purchase ticket process and is viewing the “Confirmation” page.

Primary Scenario: The user successfully navigates through the non-JavaScript ticket purchasing interface and completes their ticket purchase(s).

Primary Task Flow:

1. Select Seats
   a. From the “Select Seats” page, the user selects tickets by entering a numerical value to indicate desired quantity in the corresponding text input box.
   b. If desired, the user clicks the “View from Floor” or “View from Balcony” link. A new window opens displaying images of the two views. The user clicks the “Return to Select Seats” link or the close button on the new window to return to the previous window.
   c. If desired, the user clicks the “Calculate Total” button to calculate the total amount for the selected ticket(s).
   d. The user clicks the “Continue >” button. The user is routed to the “Review Order” page.
2. Review Order
   a. From the “Review Order” page, the user selects one of two radio buttons for the following delivery method options:
      - Will Call. This is the default selection if the user selected Discount tickets on the previous screen, and/or purchased their tickets ten days or less prior to the event.
      - Priority Mail. This selection is grayed out and unavailable if the user selected Discount tickets on the previous screen, and/or purchased their tickets ten days or less prior to event.

b. The user optionally makes a donation by selecting one of the radio buttons indicating a specific $ amount, or enters a custom amount in the “Custom Amount” text input box.

c. If desired, the user browses the merchandise section and clicks on the “Click image below to view details” link that triggers a new window displaying an enlarged image and product details.

d. The user optionally selects merchandise by entering a numerical value indicating quantity in the corresponding text input box.

e. If desired, the user makes changes to the tickets previously selected.

f. The user clicks the “Update Total” to update the $ amounts showing in the “Total Purchases” column.

g. The user clicks the “Continue >” button once the final selections are made.

3. Payment Information

a. From the “Payment Information” page, the user selects from the following payment methods:

- PayPal or Google Checkout. The user is routed offsite to complete the payment transaction. When completed, the user is redirected to the “Confirmation” page.
- Credit Card: The user completes the “Payment Method” form fields on the current page:
  - Billing Information
  - Mailing Information

The user optionally selects checkboxes for:

- eNewsletter signup
- Mailing list

b. The user clicks the “Purchase Tickets” button and is routed to the “Confirmation” page.

4. Confirmation

- The user views a receipt of their final purchase(s) along with additional logistics, such as whether the items will be mailed or available for pickup.
- Logged in users can log out.
- Links are displayed that route users to signup for the eNewsletter or mailing list when clicked.
- The “Add Another Event” link routes users to the “Calendar” page.
- The “Print Receipt” button triggers the user’s print dialogue box and a print-optimized version of the “Confirmation” page can be printed.

Alternate Scenario 1: A returning patron with an existing account logs in before completing their purchase transaction.

Alternate Task Flow 1: 1–2. Task flow is identical to *Primary Task Flow*.

3. In the “Returning Patrons” section of the “Payment Information” page, the user logs in by entering their email address and password, then clicking the “GO” button. The information is sent to the server and returns the page with the fields in the “Payment Method” column filled in.
4. Task flow is identical to *Primary Task Flow*.

Alternate Scenario 2: A returning patron with an existing account forgot their password.

Alternate Task Flow 2: 1–2. Task Flow is identical to *Primary Task Flow*.

3. The user is unsuccessful in entering the correct password and clicks the “Forgot Password?” link. A new window opens.
4. The user enters their email address and clicks the “GO” button. The new window closes and a confirmation message is displayed prompting the user to access their email account to retrieve the password.
5. The user accesses their email account offsite, retrieves their password and enters it in the “Password” input text box and clicks the “GO” button.
6. The user follows step 4 of the *Primary Task Flow*.

Alternate Scenario 3: A new or returning patron wishes to create an account to expedite future purchases.

Alternate Task Flow 3: 1–2. Task flow is identical to *Primary Task Flow*.

3. The user fills in the text input boxes in the “Create an Account” section for “Email address,” “enter password,” and “reenter password,” then clicks the “GO” button. The information the user enters in the Payment Method column is stored for future purchases.
4. The user enters the required information in the Payment Method column and clicks the “Continue >” button.
5. The user follows step 4 of the Primary Task Flow.

Technical Specifications: See Figures 38–44 for style definition details and exact wording of all elements. Technical specifications are the same for previous use cases.

1. Select Seats Page

   Data Display
   The user has now entered the “Purchase Tickets” interface consisting of four pages the user must move through to complete their purchase(s):

• Select Seats (expanded by default)
• Review Order
• Payment Information
• Confirmation

The four steps are reiterated in the top banner area. The active section is displayed in a larger bold text and the inactive sections are displayed in regular text. The form area contains two columns:

• The left column displays form fields for selecting floor seats.
• The right column displays form fields for selecting balcony seats.

Below each of these headings, four options are listed along with corresponding text input boxes where users enter quantities:

• Adult (18–64 years old)
• Adult Discount (65 years or older; required validating documents are listed.)
• Child (under 18 years of age)
• Child Discount (GPA 3.5 or more; required validating documents are listed.)

Buttons
The “Calculate Total” button appearance is consistent with the style for tasks accomplished in the current screen. These are displayed with a white background in their inactive state. The background changes to a medium gray when hovered over or clicked.

• When users click the “Calculate Total” button, the totals in the “Your Total” column are calculated for each line item and for “Total Ticket Cost.”

The “Continue >” button appearance is consistent with the style for buttons that route users to another screen. These are displayed with a medium gray background in their inactive state. The background changes to white when hovered over or clicked.

• When users click the “Continue >” button, they are routed to the next page in the interface: “Review Order.”

Hypertext Links
“View from Floor” and “View from Balcony” links are provided. When either of these links are clicked, a new window opens that displays a photo of the view from the selected location. These links are displayed with underline text decoration to indicate they are clickable.

New Windows
A new window is opened when the user clicks on either the “View from Floor” or the View from Balcony” link.

Fields and Information
All form elements are displayed with standard HTML form control appearance unless otherwise noted.

Text Input Boxes
Text input boxes in the “Quantity” and “Your Total” columns display a numerical value.

- “Quantity” text input boxes are wide enough to accommodate up to three digits and are editable by the user.
- The text input boxes in the “Your Total” column are wide enough to accommodate up to three digits, plus two decimal places.

By default, the cursor is already positioned in the top left text input box. Tab order is from top to bottom of the first column, then top to bottom in the second column. “Calculate Total” is the next tab, followed by the “Continue >” button.

Data Handling
The data in the input boxes for the “Your Total” column are not editable by the user, but update when the user clicks the “Calculate Total” button. The input boxes in this column display $ amounts with two decimal places.

When the user clicks the “Calculate Total” button, the $ amounts are tallied for each price level and the value for “Total Ticket Cost” is displayed in the bottom text input field.

Error Handling
When the user clicks the “Continue >” button, the $ amounts specified for each price level are calculated without first clicking “Calculate Total” so that correct values are displayed in the next screen: “Review Order.”

Error messages appear and the affected form field or area of the interface is enclosed with a red rectangle for the following errors:

- The user did not enter numerical values in the “Quantity” text input boxes.
- The user did not specify a quantity before clicking the “Continue >” button.

2. Review Order Page

Data Display
The four steps are reiterated in the top banner area. The active section is displayed in a larger bold text and the inactive sections are displayed in regular text. The text for the previous page, “Select Seats” is a link displayed with underline text decoration.

The form area contains two columns. Content is organized into the following groups:

- Select Delivery Method
  Users select from either the “Will Call” or the “Priority Mail” radio button.
- Support the Theater
  Users can optionally click on either the “Add a Donation to Your Purchase” or “Purchase Merchandise” links to expand content.
- Total Purchases
  Users review and edit the ticket selections they made on the previous “Select Seats” screen.
  - If “Priority Mail” is selected, the $ amount for shipping and handling is added.
  - If merchandise is selected, the items are added along with their $ amounts.
  - When users click the “Update Total” button, the order details and $ amounts in the right column are updated.

Data Handling

Buttons

The “Update Total” button appearance is consistent with the style for tasks accomplished in the current screen. These are displayed with a white background in their inactive state. The background turns to a medium gray when hovered over or clicked.

- When the “Update Total” button is clicked, the totals in the “Total Purchases” column are calculated for all changes and edits the user made in the “Review Order” section.
- The user must click “Update Total” before clicking the “Continue >” button. This ensures that the user is informed and agrees with the final cost.

The “Continue >” button appearance is consistent with the style for buttons that route users to another screen. These are displayed with a medium gray background in their inactive state. The background changes to white when hovered over or clicked.

- When the “Continue >” button is clicked, the user is routed to the “Payment Information” page.

Hypertext Links

The following links are displayed with underline text decoration:

- “View ticket window hours.” When this link is clicked, a new window opens displaying the ticket window hours.
- “Select Seats.” This link is located in the top banner area. When clicked, users are routed to the “Select Seats” page where they can edit their previous selections.

New Windows
New windows open when users click on the following hypertext links:

- Select Seats
- View ticket window hours
- Click image below to view details

Fields and Information
All form elements are displayed with standard HTML form control appearance unless otherwise noted.

Radio Buttons
Radio buttons are displayed for the following:

- “Will Call” and “Priority Mail” listed under “Select Delivery Method.”
- $ Amounts listed under the expanded “Add a Tax-deductible Donation…”

Text Input Boxes
The text input boxes for “Quantity” that appear in the “Total Purchases” and in the Merchandise section are editable by the user and are wide enough to accommodate up to three characters.

The data in the input boxes for the “Your Total” column are not editable by the user, but update when the user clicks the “Update Total” button. These input boxes display $ amounts with two decimal places.

The text input box for “Custom Amount” shown in the expanded view under “Tax deductible donation…” is editable by the user and displays a $ amount with two decimal places.

Data Handling
Tab order is listed below:

- Radio buttons for “Delivery Method,” from left to right, top to bottom.
- Text input boxes for the “Quantity” column listed under “Total Purchases,” from top to bottom.
- “Tax-deductible Donation” section (if expanded)
- “Update Total” button
- “Continue >” button

Error Handling
Error messages appear and the affected form field or area of the interface is enclosed with a red rectangle for the following errors:

- The user did not specify delivery method.
- The user did not enter numerical values in the “Quantity” text input boxes.
- The user did not click the “Update Total” button before clicking the “Continue >” button.

3. Payment Information Page

Data Display
The four steps are reiterated in the top banner area. The active section is displayed in a larger bold text and the inactive sections are displayed in regular text. The text for the previous pages, “Select Seats” and “Review Order” are hypertext links displayed with underline text decoration.

The screen is divided into the following two columns from left to right:

- Login and Create Account
- Payment Information containing the following listed in order below:
  - Payment Method
  - Billing Information
  - Mailing Information

Buttons
The “Purchase Tickets” button appearance is consistent with the style for buttons that route users to another screen. These are displayed with a medium gray background in their inactive state. The background changes to white when hovered over or clicked.

The “GO” buttons appearance is consistent with the style for task buttons that do not route users to another page. These are displayed with a white background in their inactive state. The background changes to a medium gray when hovered over or clicked. These appear in the following locations:

- “Returning Patrons” section
- “Create an Account” section
- “Forgot Password” (new window)

PayPal and Google Buttons
These buttons display their respective logos.

- When clicked, these buttons route users offsite to complete the payment transaction.

Hypertext Links
The hypertext links listed below open a new window when clicked. These links display with underline text decoration:

- Privacy Policy. This link is located in proximity to the “Create an Account” section.
- To the right of the CVV number input field, a link labeled, “What Is This” is displayed.
- Forgot Password?

New Windows

- What is This.
  When clicked, a new window is activated explaining what a CVV number is and where it can be found on the user's credit card.
- Privacy Policy.
  When clicked, the theater's privacy policy can be viewed.
- Forgot Password.
  When clicked, a new window opens with a text input box for "Email Address" and a "GO" button. Accompanying text instructs the user to access their offsite email account to obtain their password.

Fields and Information

Required fields are indicated with an asterisk (*). All form elements are displayed with standard HTML form control appearance unless otherwise noted.

Drop-down Menus

The following drop-down menus appear in the "Payment Information" column. The text contained within each menu are listed below:

- Select Credit Card (in alphabetical order):
  - American Express
  - Discover
  - MasterCard
  - Visa
- Expiration Date
  - Two drop-down menus are displayed that list month and year in numerical order from 1–12 (month), 2010–2020 (year).
- Select State
  - Lists all 50 states in alphabetical order

Checkboxes

- "Sign me up for your eNewsletter."
  When selected, the email address the user provided in the Billing Information section is stored for future eNewsletter notifications.
- "Add me to your mailing list."
  When selected, the Mailing Address information the user enters is stored for future mailings.
- "Mailing Address is the same as Billing."
  When selected, the billing address information the user entered in the above "Billing Information" section fills in the corresponding text input boxes in the "Mailing Information section.

Text Input Boxes
The following text input boxes appear in the left column:

- Returning Patrons
  - Email Address
  - Password
- Create an Account
  - Email Address
  - Password
  - Reenter Password
- “Forgot Password?” (new window):
  - Email Address

The following required fields appear in the “Payment Information” column listed from top to bottom, left to right in the following order:

Payment Method

- Credit Card Number
- CVV Number

Billing Information

- First Name
- Last Name
- Address 1
- City
- State
- Postal Code
- Phone
- Email

A text input box for “Address 2” is also included, but is not a required field.

Data Handling
A welcome message appears at the top of the Payment Information column for logged in users.

Error Handling
Error messages appear and the affected form field or area of the interface is enclosed with a red rectangle for the following errors:

- The user did not indicate payment method.
- The user did not enter text in a required field.
- The credit card number the user entered is invalid.
- The CVV number the user entered is invalid.
- The user did not indicate their credit card expiration date.

4. Confirmation Page
   The four steps are reiterated in the top banner area. The active section is displayed in a larger bold text and the inactive sections are displayed in regular text.

   Data Display

   Buttons

   • Add Another Event
   • Print Receipt

   Hypertext Links
   The following hypertext links are displayed with underline text decoration:

   • Track Order
   • Logout
   • Add me to your mailing list
   • Sign me up for your eNewsletter

   New Windows
   If the user selected “Priority Mail” as their delivery method, the “Track Order” link is displayed. When clicked, the user is routed offsite to the USPS website where they can enter their order number to track delivery.

   These hypertext links route the user to new pages containing form fields. Users enter the data required in order to be added to the email and/or mailing list:

   • Add me to your mailing list
   • Sign me up for your eNewsletter

   Fields and Information
   All form elements are displayed with standard HTML form control appearance unless otherwise noted.

   Text Input Boxes
   The quantities the user purchased are displayed in text input boxes that are not editable by the user.

   Data Handling
   When users click the “Logout” link, they remain on the “Confirmation” page. The link text changes to “Login” and a logged out confirmation message appears below.

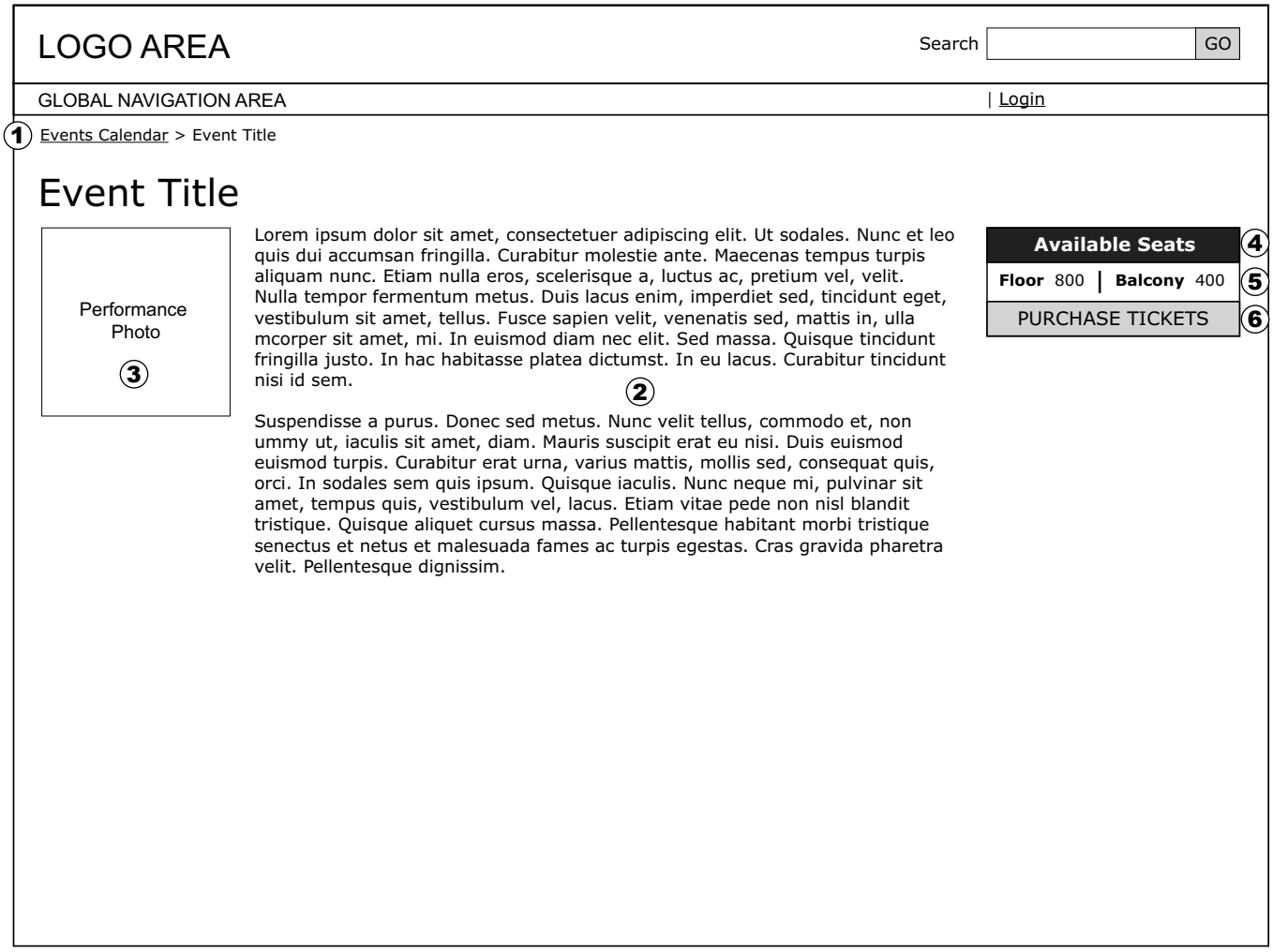

Figure 1. Event Detail Page

Visual Display Style Definitions

NOTE: Throughout, the following specifications apply to all screens unless indicated otherwise.

Dimensions
First column: 152 pixel width
Middle column: variable-width
Right column: 193 pixel width)
Padding between columns: 16 pixels left and right

1. **Breadcrumb Trail Text**
   Text: 10 pixel, black Verdana, sans-serif; underline text decoration for linked portion

2. **Body Text**
   Text: 11 pixel, black, Verdana, sans-serif
   Linespacing: 14 pixels

3. **Performance Image**
   Dimensions: 120 pixels x 120 pixels
   Padding: 16 pixels left and right

3. **Available Seats Box**
   Overall Dimensions: 161 pixel width, 69 pixel height
   Border: 1 pixel black

4. **Available Seats Top Row**
   Text: 12 pixel, white, bold Verdana, sans-serif
   Background: black, 22 pixel height

5. **Available Seats Middle Row**
   Text: 10 pixel black Verdana, sans-serif
   Background: white,

6. **Purchase Tickets Button (Available Seats Bottom Row)**
   Text: 12 pixel black, all caps Verdana, sans-serif
   Background: #d1d3d4
   Hover: white background

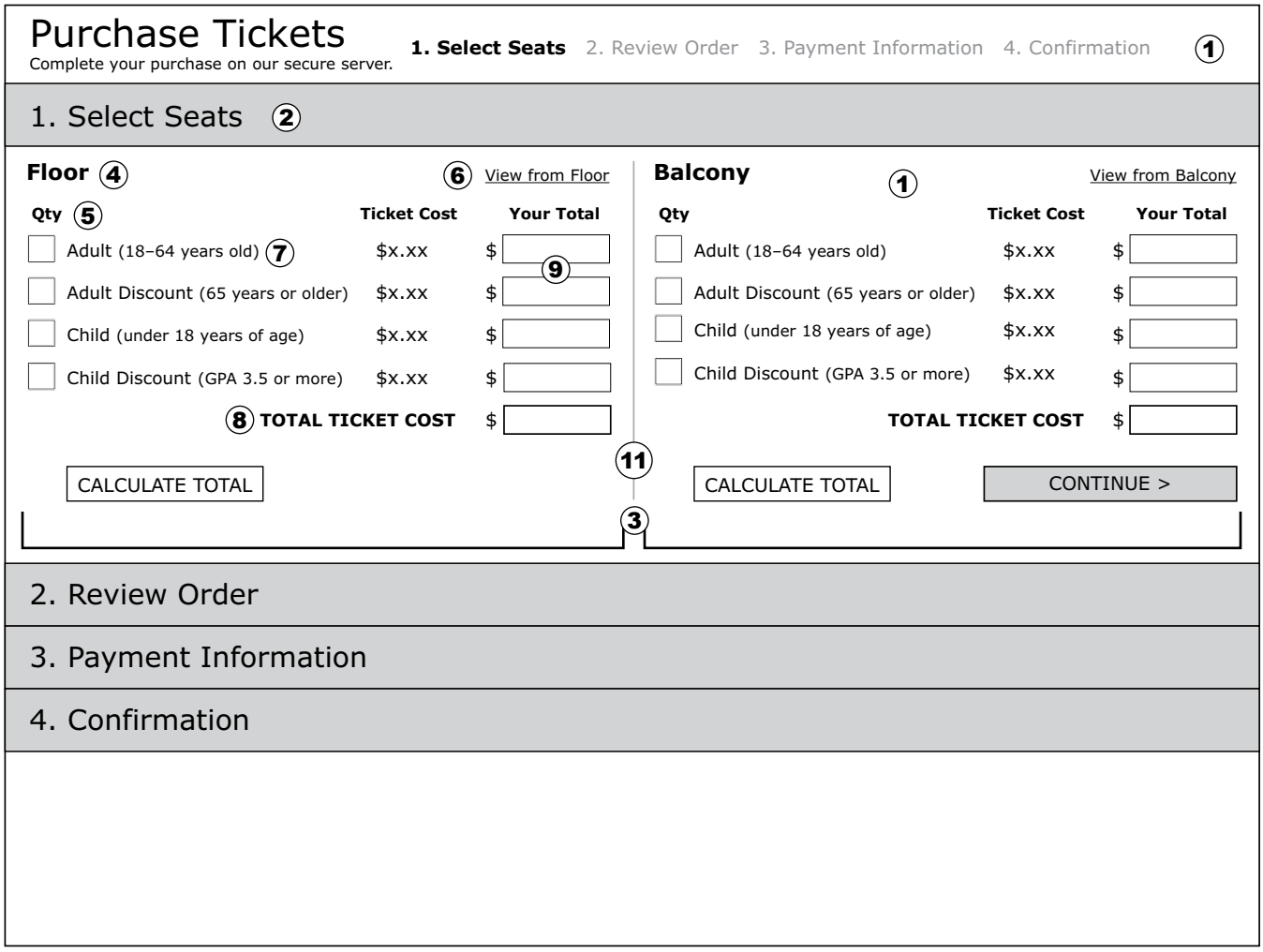

Figure 2. Select Seats Default Screen

Visual Display Style Definitions

Purchase Tickets Interface Dimensions
Web Page: Fixed width, 800 x 600

1. **Banner Area**
   Dimensions: 90 pixel height
   Background: white
   Page Head Text: 24 pixel, black, Verdana, sans-serif
   Secure Server Text: 10 pixel, black, Verdana, sans-serif
   Process Step Text (Current Step): 12 pixel, black, bold Verdana, sans-serif
   Process Step Text (Other Steps): 12 pixel, #d1d3d4, regular Verdana, sans-serif

2. **Section Heads**
   Dimensions: 40 pixel height
   Background: #d1d3d4
   Text: 18 pixel black Verdana, sans-serif, centered vertically, indented 16 pixels

3. Expanded Area Columns (2)
   400 pixel width, 16 pixel padding left and right, 40 pixel padding bottom

4. **Expanded Area Head**
   Text: 14 pixel, black, bold Verdana, sans-serif

5. **Column Heads**
   Text: 10 pixel, black, bold Verdana, sans-serif

6. **Textual Links**
   Text: 10 pixel, upper and lower case, regular Verdana, sans-serif, underline text decoration

7. **Price List Text**
   Text: 11 pixel, Verdana, sans-serif
   Linespacing: 27 pixels

8. **Total Text**
   Text: 10 pixel, all caps, bold Verdana, sans-serif, flush right

9. **Text Input Boxes**
   Quantity: 18 pixel width, 18 pixel height, wide enough to accommodate 3 digits
   Total: 68 pixel width, 18 pixel height wide enough to accommodate 7 digits

10. **Buttons**
    Border: 1 pixel black
    Height: 22 pixel
    Text: all caps, centered, 12 pixel, black, Verdana, sans-serif

    Task Buttons ("Calculate Total")
    Dimensions: 125 pixel width, align left with text
    Background: white
    Hover: #d1d3d34

    Routing Buttons ("Continue >")
    Dimensions: 161 pixel width, align right with Total column
    Background: #d1d3d4
    Hover: white

11. **Vertical Rule**
    1 pixel, #d1d3d4; variable height, flush with top and bottom of content area

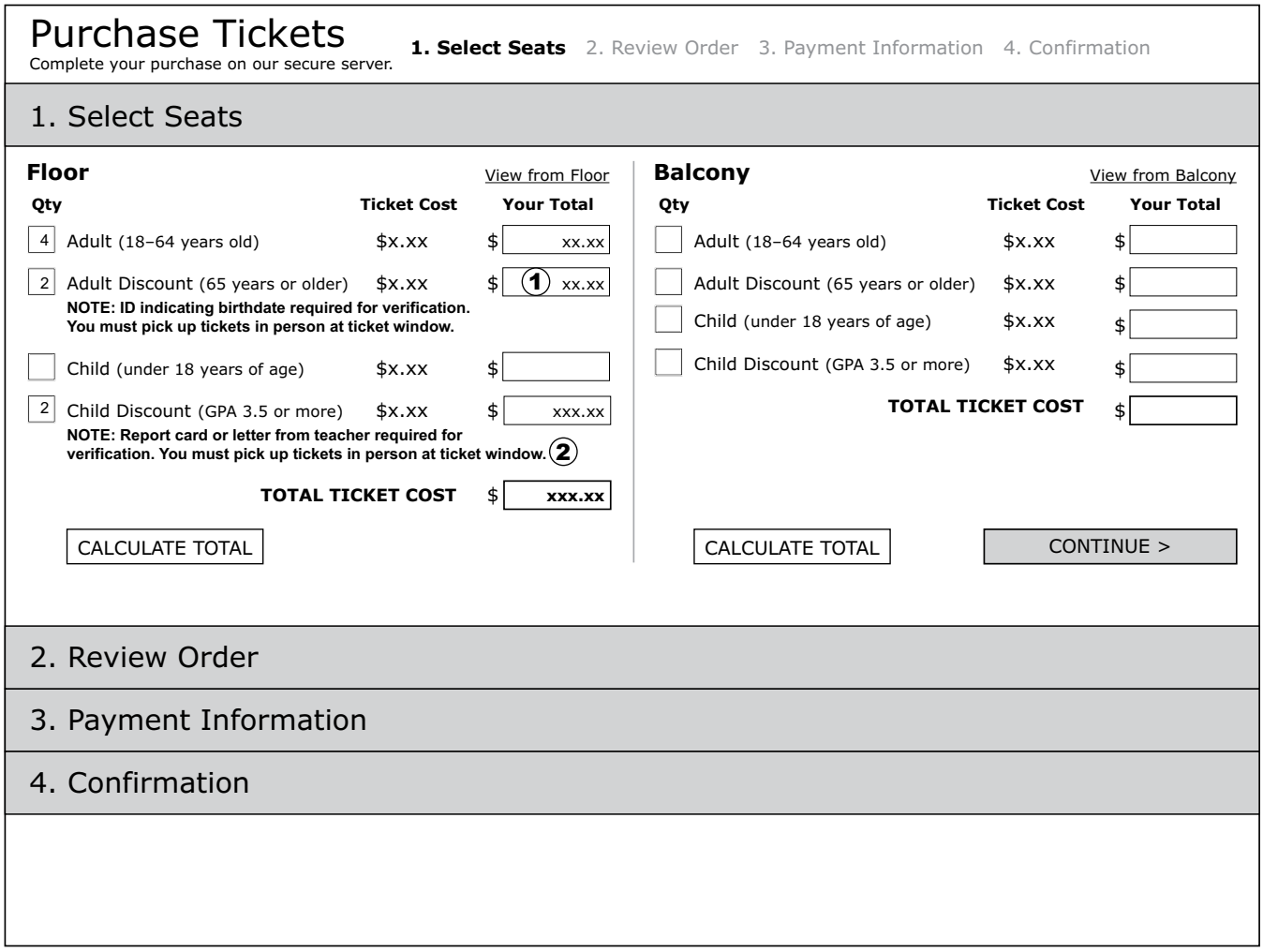

Figure 3. Select Seats Screen with Discount Messages

Visual Display Style Definitions

1. **Input Box Text**
   Text: 11 pixel black Arial, sans-serif, flush right

2. **Non-error Message Text**
   Text: 10 pixel black bold Verdana, sans-serif
   Linespacing: 12 pixels

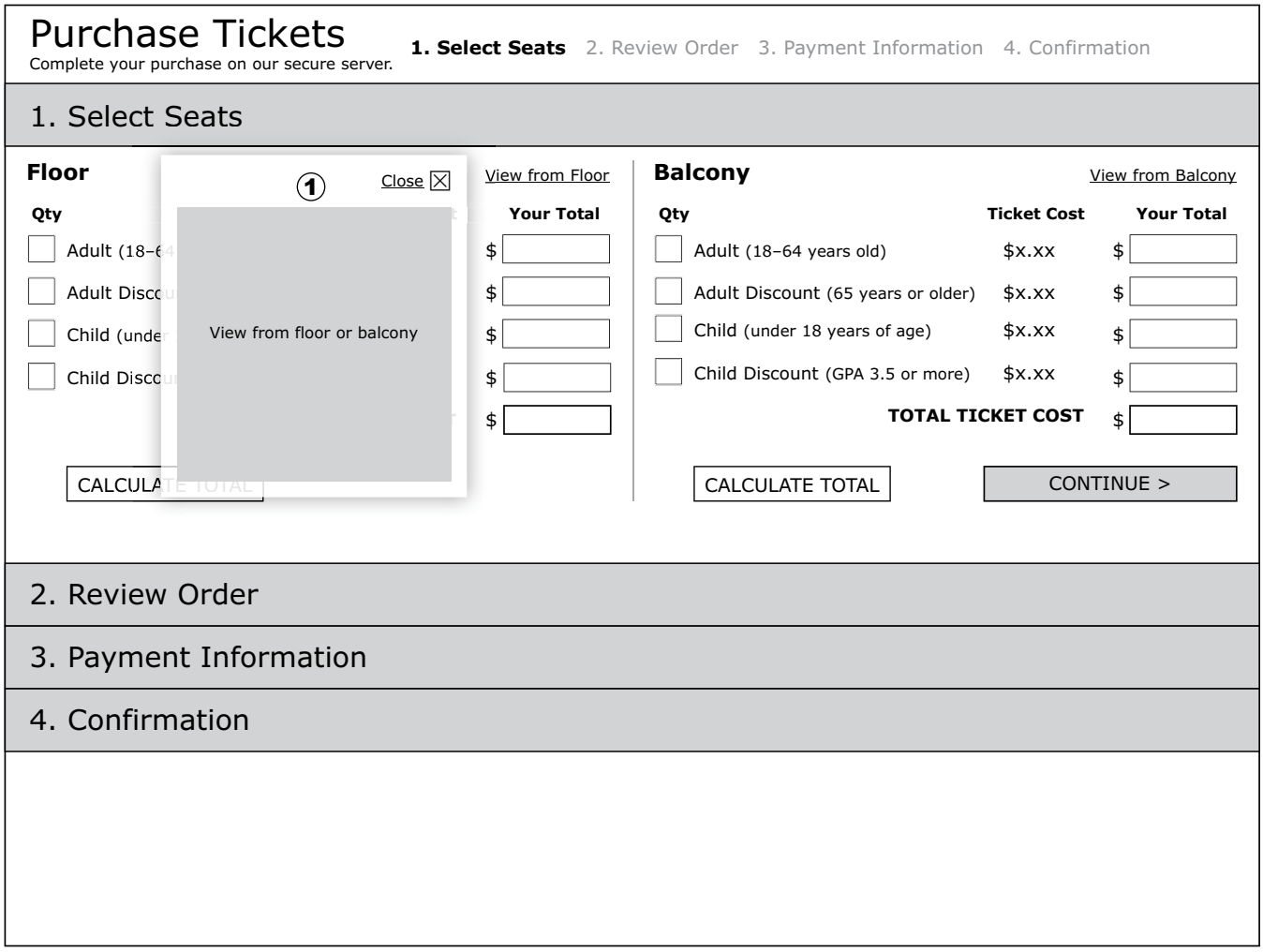

Figure 4. Select Seats Screen with View from Floor/Balcony Pop-up Window

Visual Display Style Definitions

1. **Pop-up Window**
   Position: left and vertically centered with “Your Total” column
   Dimensions: 195 pixel width, 218 pixel height
   Background: white transparent
   Image: 175 pixel width, 175 pixel height
   Padding: 10 pixels left, bottom, right

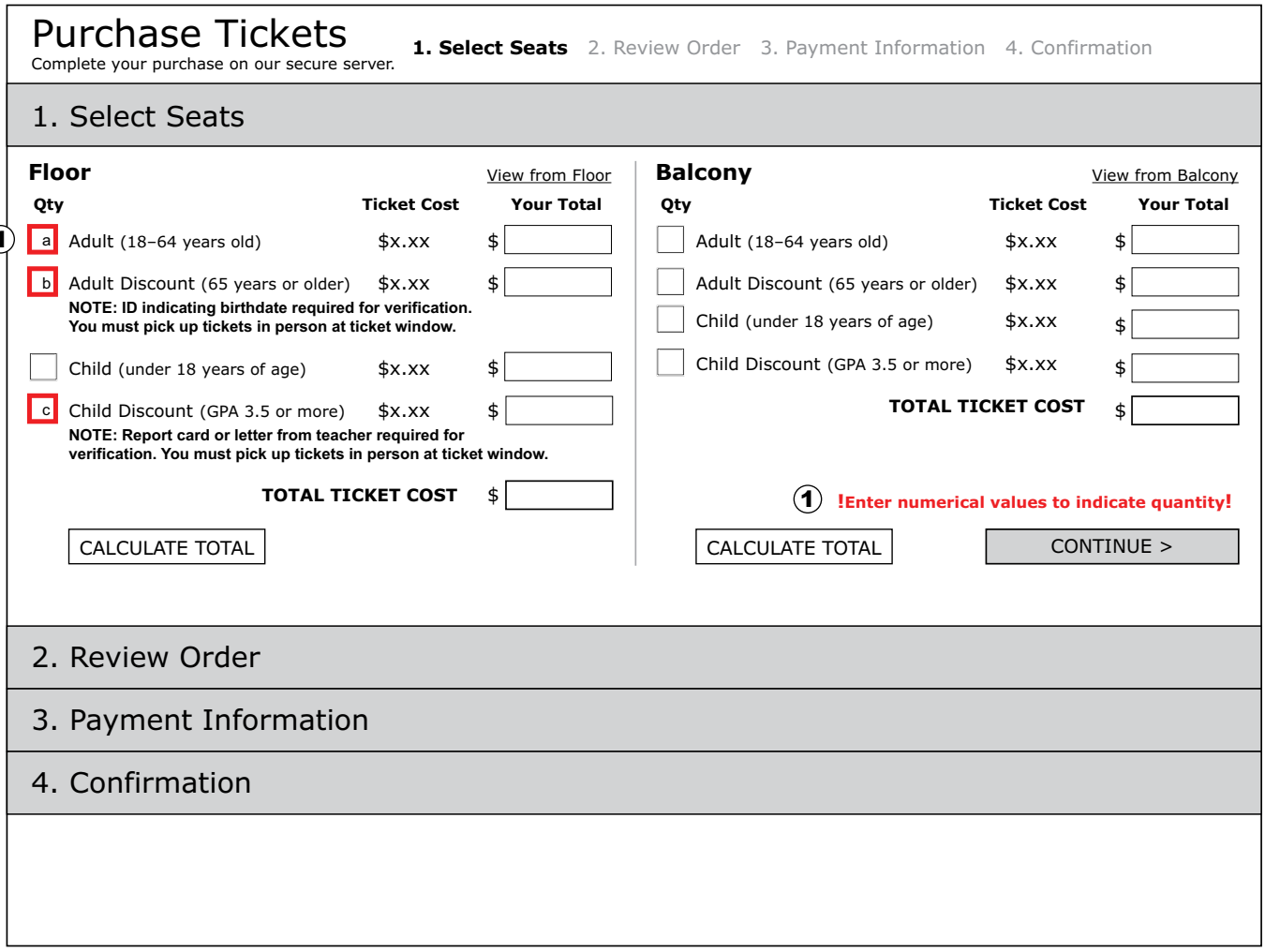

Figure 5. Select Seats Screen with Numerical Value Error Message

Visual Display Style Definitions

1. **Error Messages**
   Border: 3 pixel #ff0000
   Text: 10 pixel, #ff0000, bold, Verdana, sans-serif
   Exclamation Point Text: 12 pixel, #ff0000, bold, Verdana, sans-serif
   Linespacing: 12 pixels

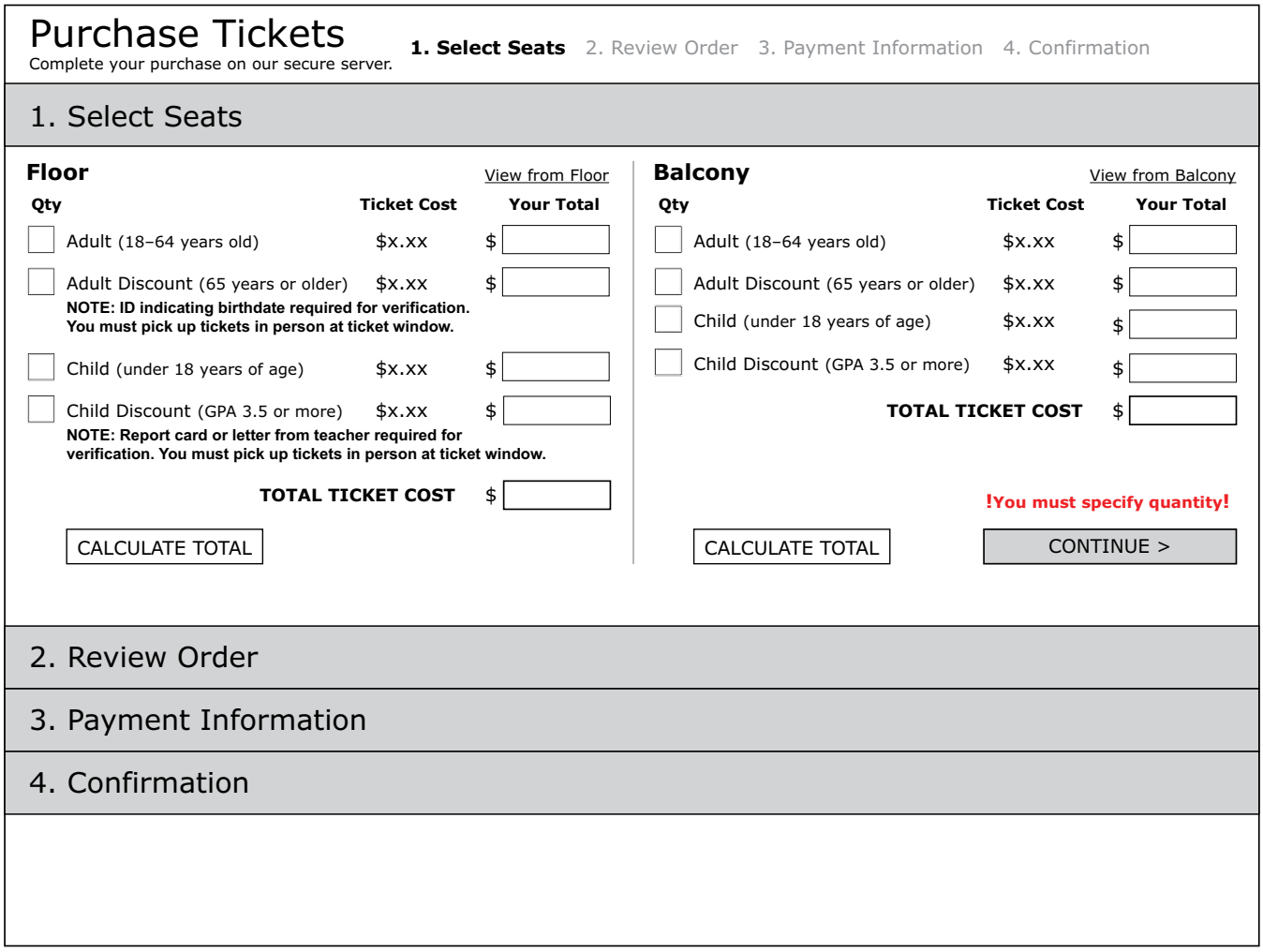

Figure 6. Select Seats Screen with No Quantity Specified Error Message

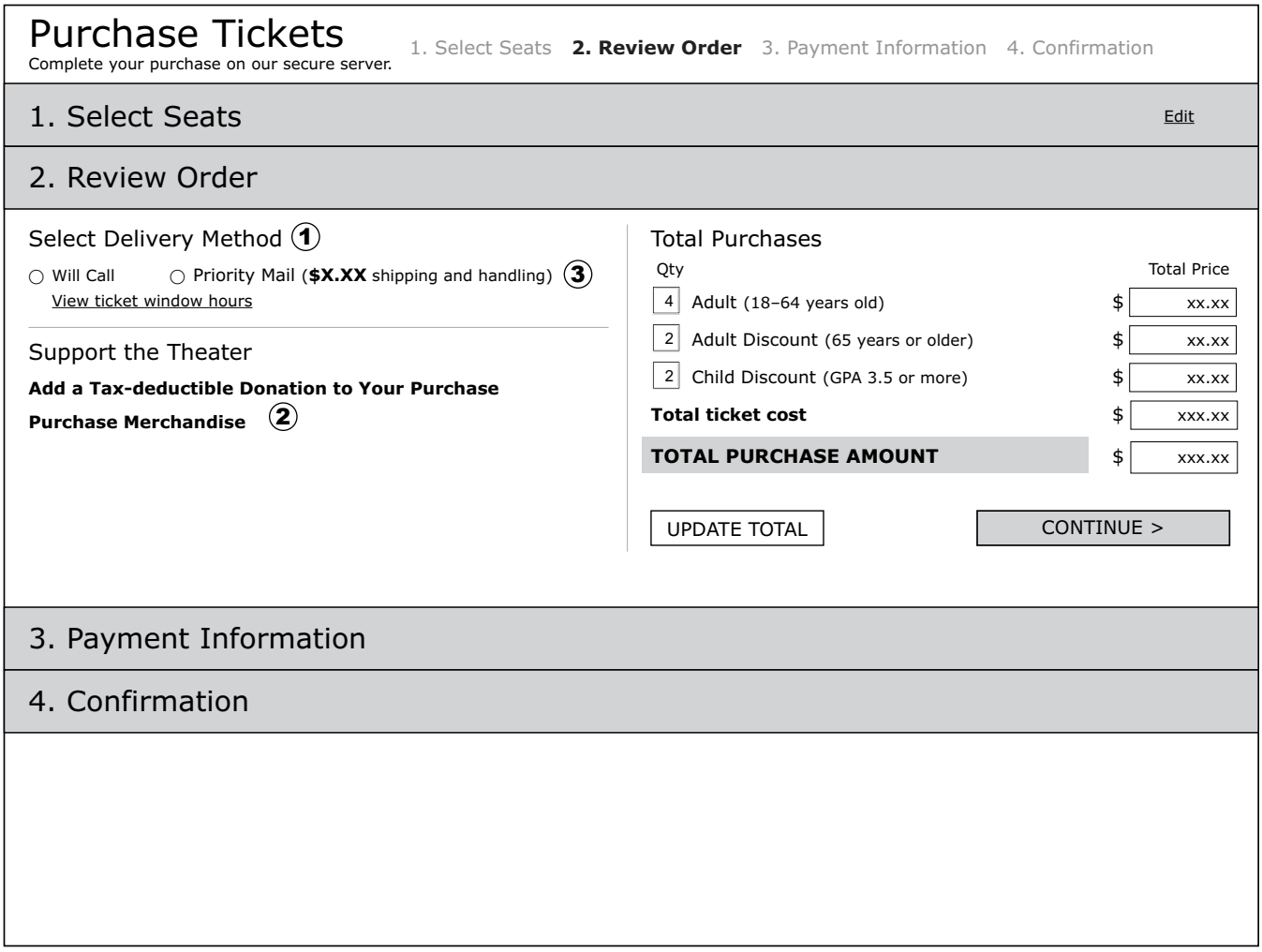

Figure 7. Review Order Default Screen

Visual Display Style Definitions

1. **Heads**
   Text: 14 pixel, Verdana, sans-serif

2. **Support Theater Links**
   Text: 11 pixel, #3399cc, bold Verdana, sans-serif, no text decoration, 25 pixel linespacing

3. **Delivery Method and Support Theater Text**
   Text: 10 pixel, Verdana, sans-serif

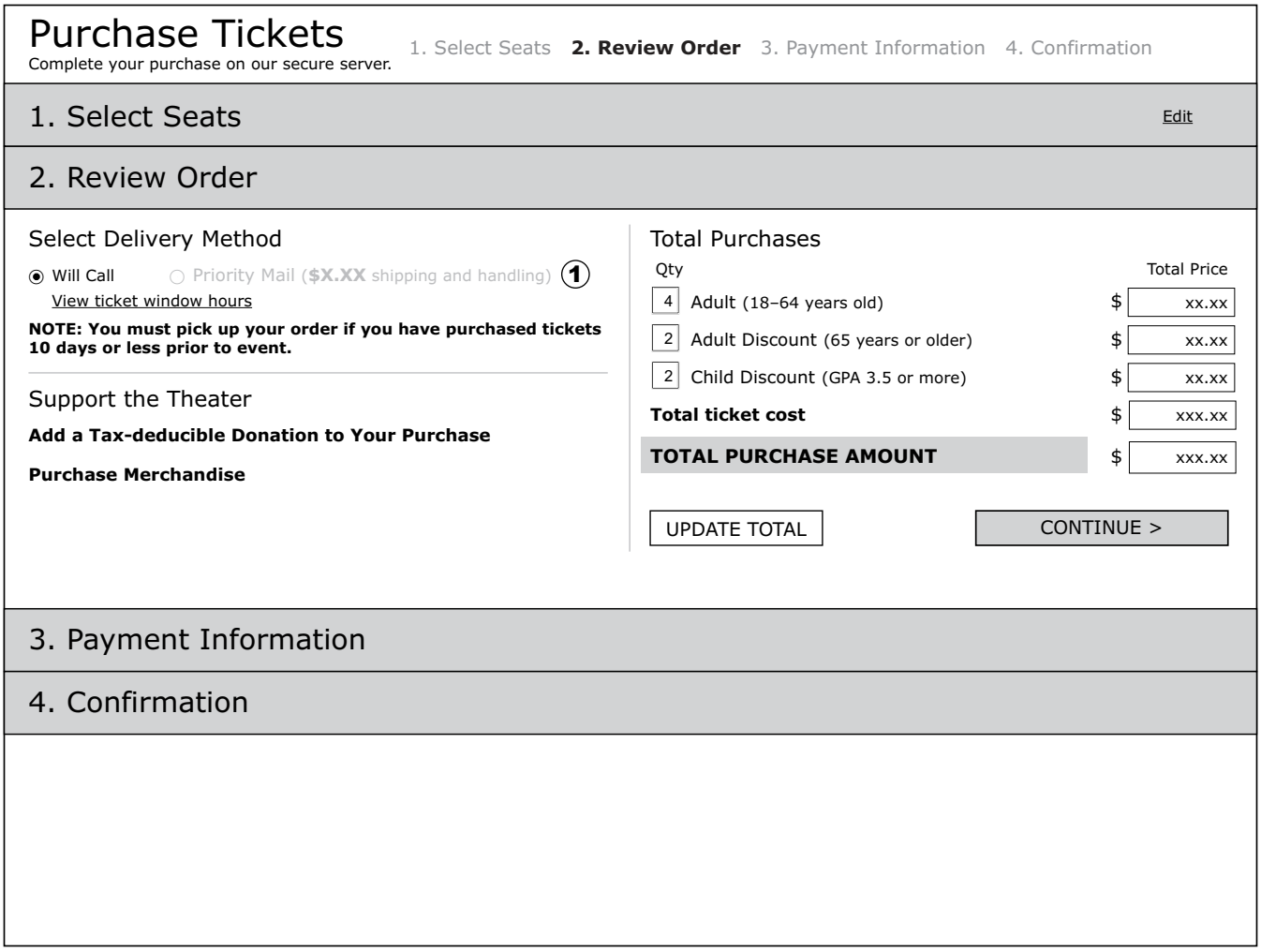

Figure 8. Review Order Screen for Ticket Purchases 10 Days or Less

Visual Display Style Definitions

1. **Delivery Method Not Selected Text**
   Text: 10 pixel, #d1d3d4

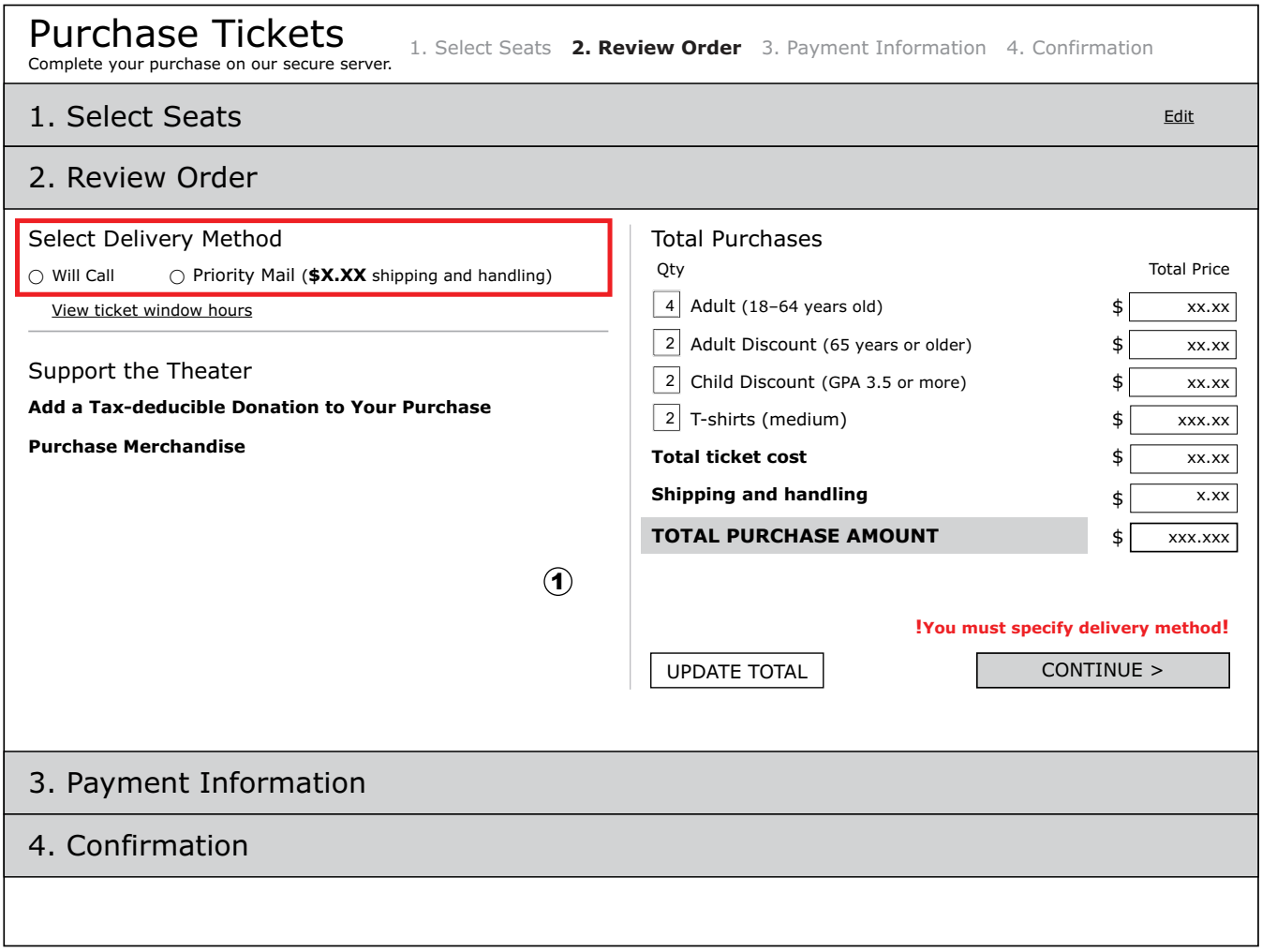

Figure 9. Review Order Screen with Delivery Not Specified Error Message

Visual Display Style Definitions

1. **Merchandise Tabbed Interface**
   Overall Dimensions: 368 pixel width, 140 pixel height
   Tab Dimensions: 92 pixel width, 18 pixel height
   Tab Text: 10 pixel, black, Verdana, sans-serif
   Active Tab Text: 10 pixel, black, bold Verdana, sans-serif
   Body Text: 10 pixel, black, Verdana, sans-serif, 14 pixel linespacing
   Text Input Boxes: 18 pixel width, 18 pixel height, wide enough to accommodate 3 digits, 21 pixel linespacing

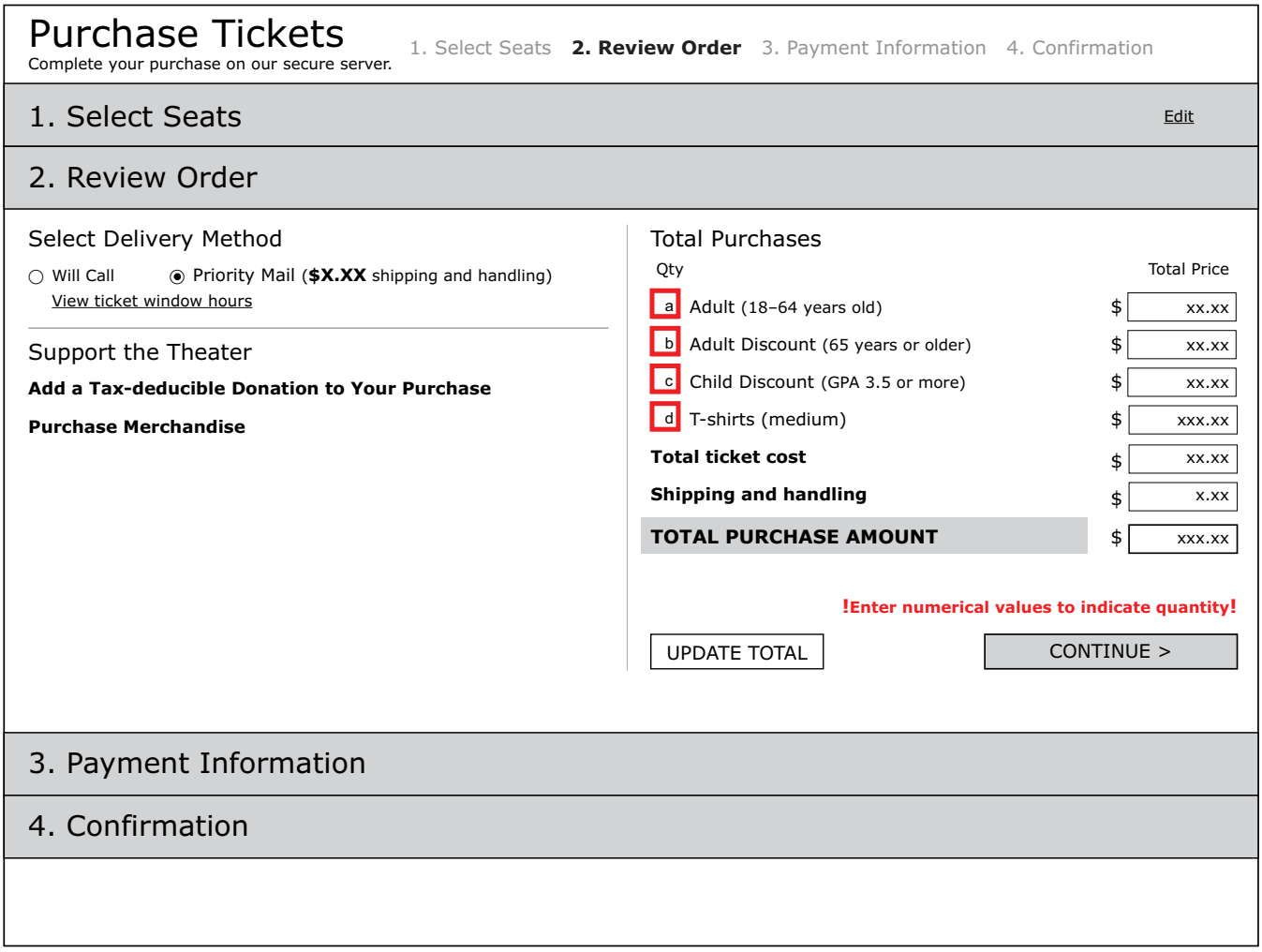

Figure 10. Review Order Screen with Numerical Value Error Message

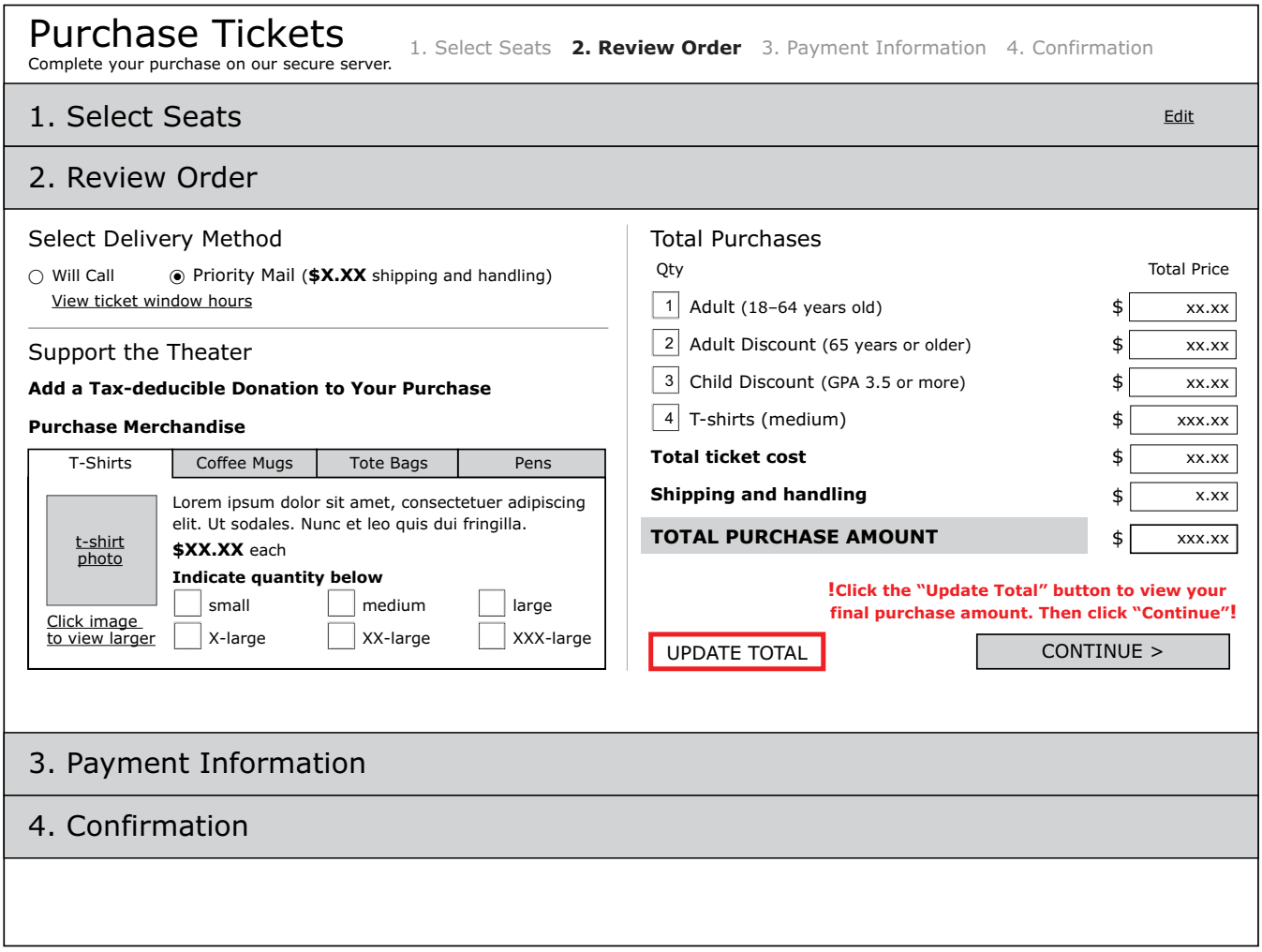

Figure 11. Review Order Screen with Click Update Total Error Message

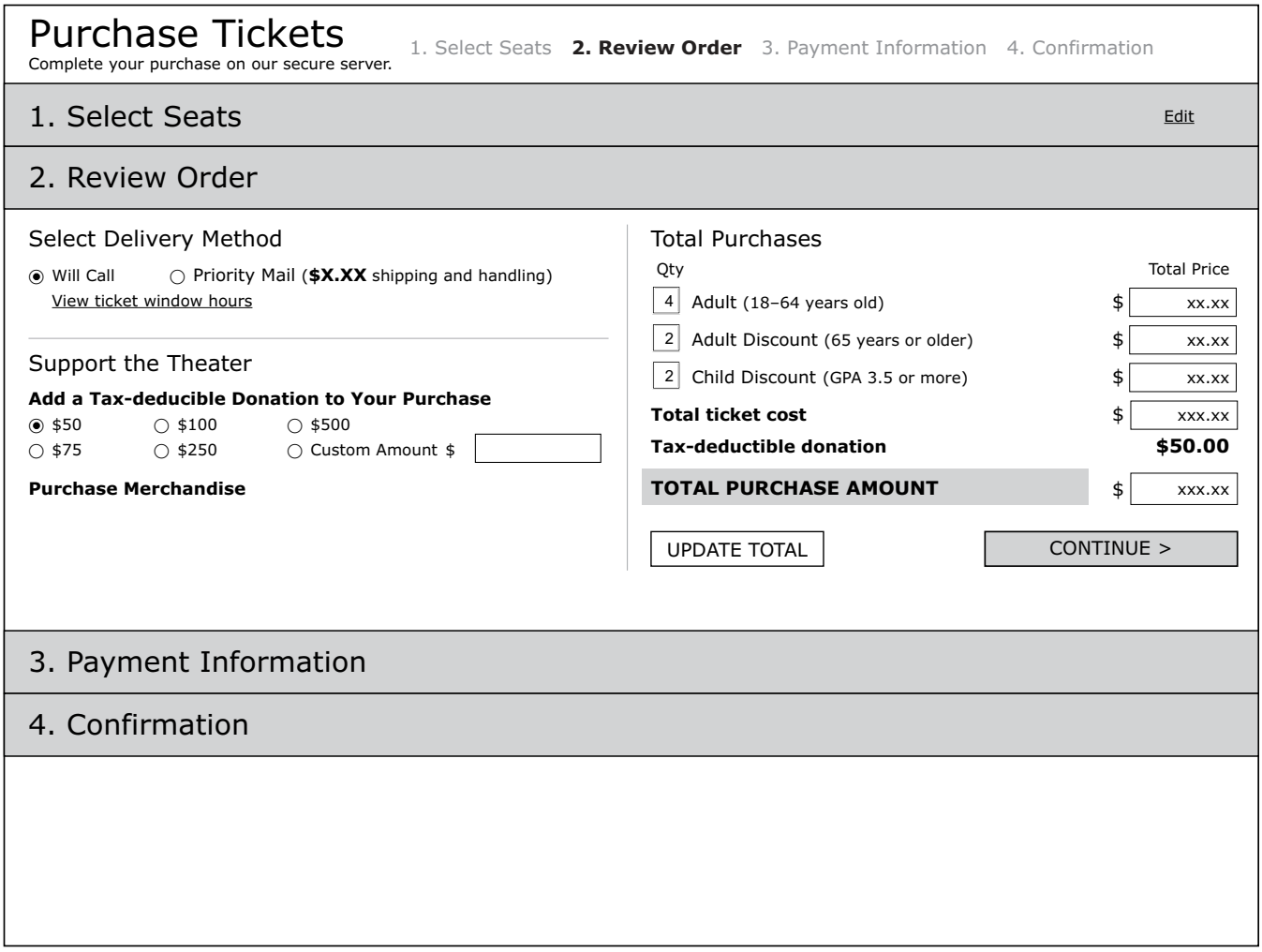

Figure 12. Review Order Screen with Donation Section Expanded

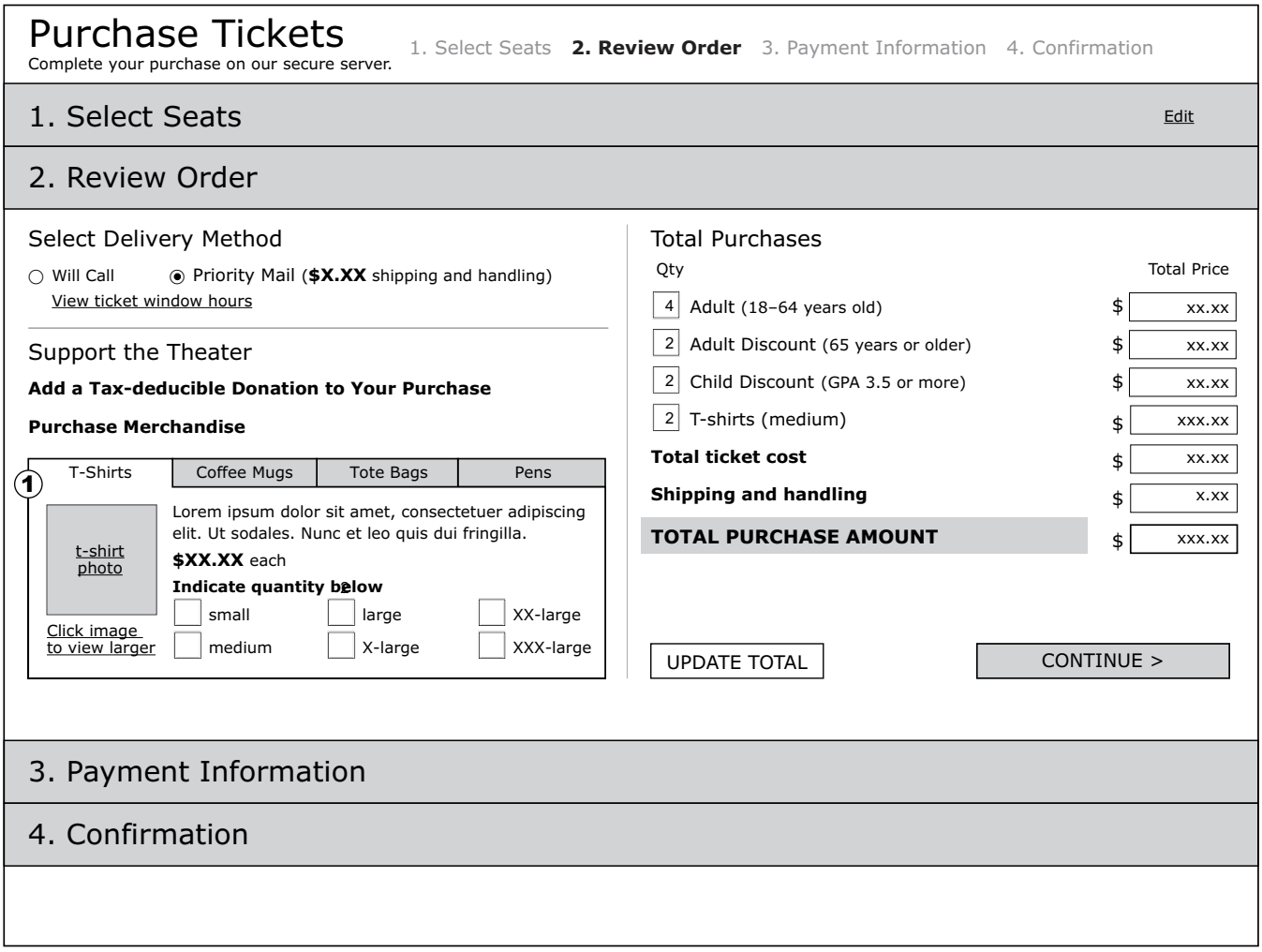

Figure 13. Review Order Screen with Merchandise Section Expanded

Visual Display Style Definitions

1. **Tabbed Interface**
   Overall Dimensions: 368 pixel width, 140 pixel height
   Tab Dimensions: 92 pixel width, 18 pixel height
   Border: 1 pixel, black
   Background: Active tab white; Inactive tabs #d1d3d4
   Tab Labels and Body Text: 10 pixels
   Image: 70 pixel width, 70 pixel height

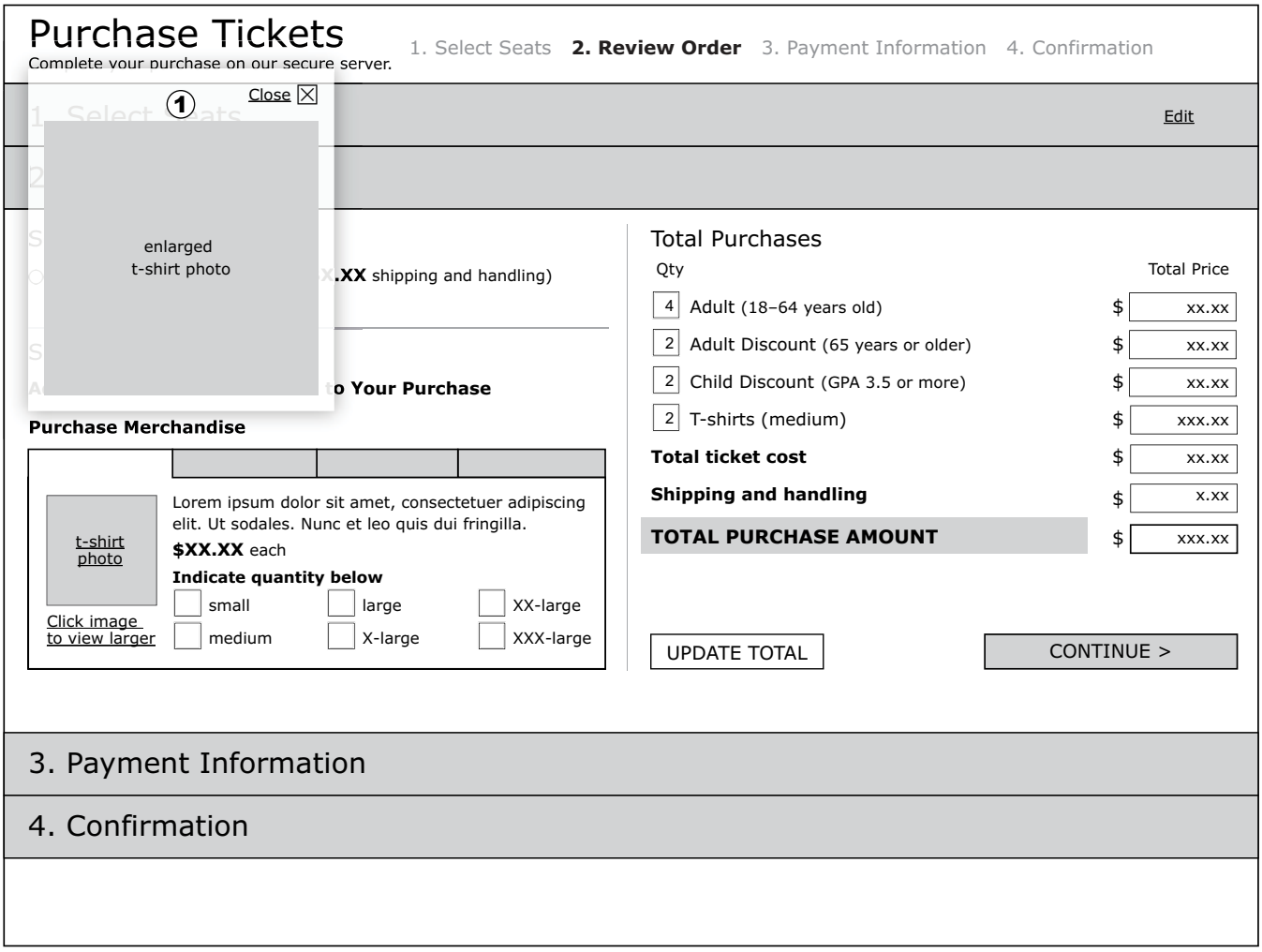

Figure 14. Review Order Screen with Merchandise Enlarged View Pop-up Window

Visual Display Style Definitions

1. **Pop-up Window**
   Position: Above “Purchase Merchandise” text, flush left with text
   Dimensions: 195 pixel width, 218 pixel height
   Background: white transparent
   Image: 175 pixel width, 175 pixel height
   Padding: 10 pixels left, bottom, right

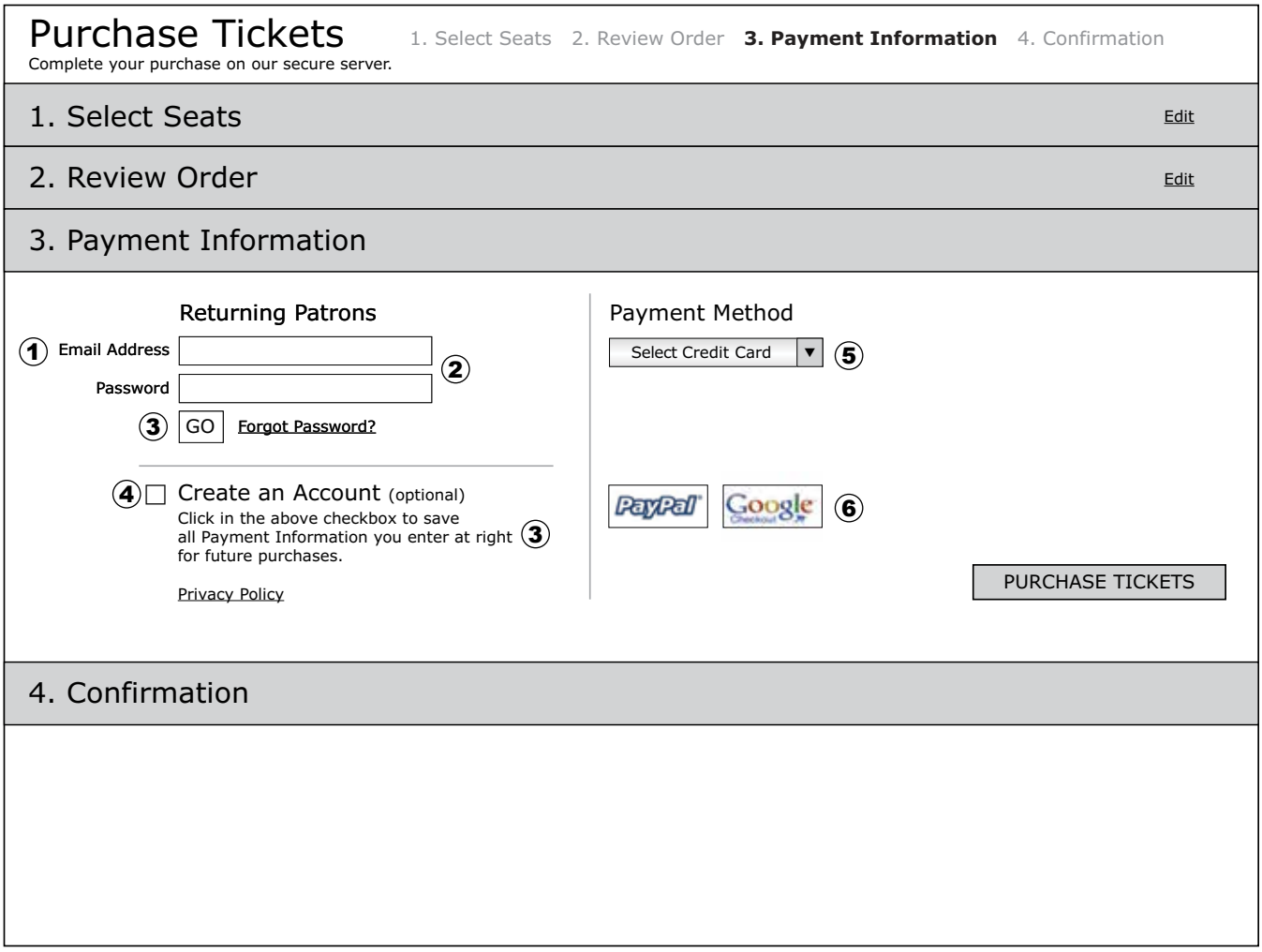

Figure 15. Payment Information Default Screen

Visual Display Style Definitions

1. **Text Input Labels**
   Text: 10 pixel, black, Verdana, sans-serif

2. **Login Text Input Box**
   Dimensions: 161 pixel width, 18 pixel height
   Linespacing: 24 pixels
   Text Label Placement: Left of text Input boxes, vertically centered
   Checkbox Text: 11 pixel, black, Verdana, sans-serif; 18 pixel linespacing

3. **Task Button ("GO")**
   Dimensions: 28 pixel width, 20 pixel height
   Text: all caps, centered, 12 pixel, black, Verdana, sans-serif
   Border: 1 pixel
   Background: white

4. **Create an Account**
   Body Text: 10 pixels
   Linespacing: 12 pixels, + 3 pixels above paragraph

5. **Credit Card Drop-down Menu Label**
   Dimensions: 136 pixel width, 18 pixel height
   Background: white and black gradient
   Arrow: 18 pixel width, 18 pixel height, #d1d3d4
   Text Label: 10 pixel, Arial, sans-serif

6. **PayPal and Google Checkout Buttons**
   Dimensions: 63 pixel width, 27 pixel height
   Border: 1 pixel black
   Background: white

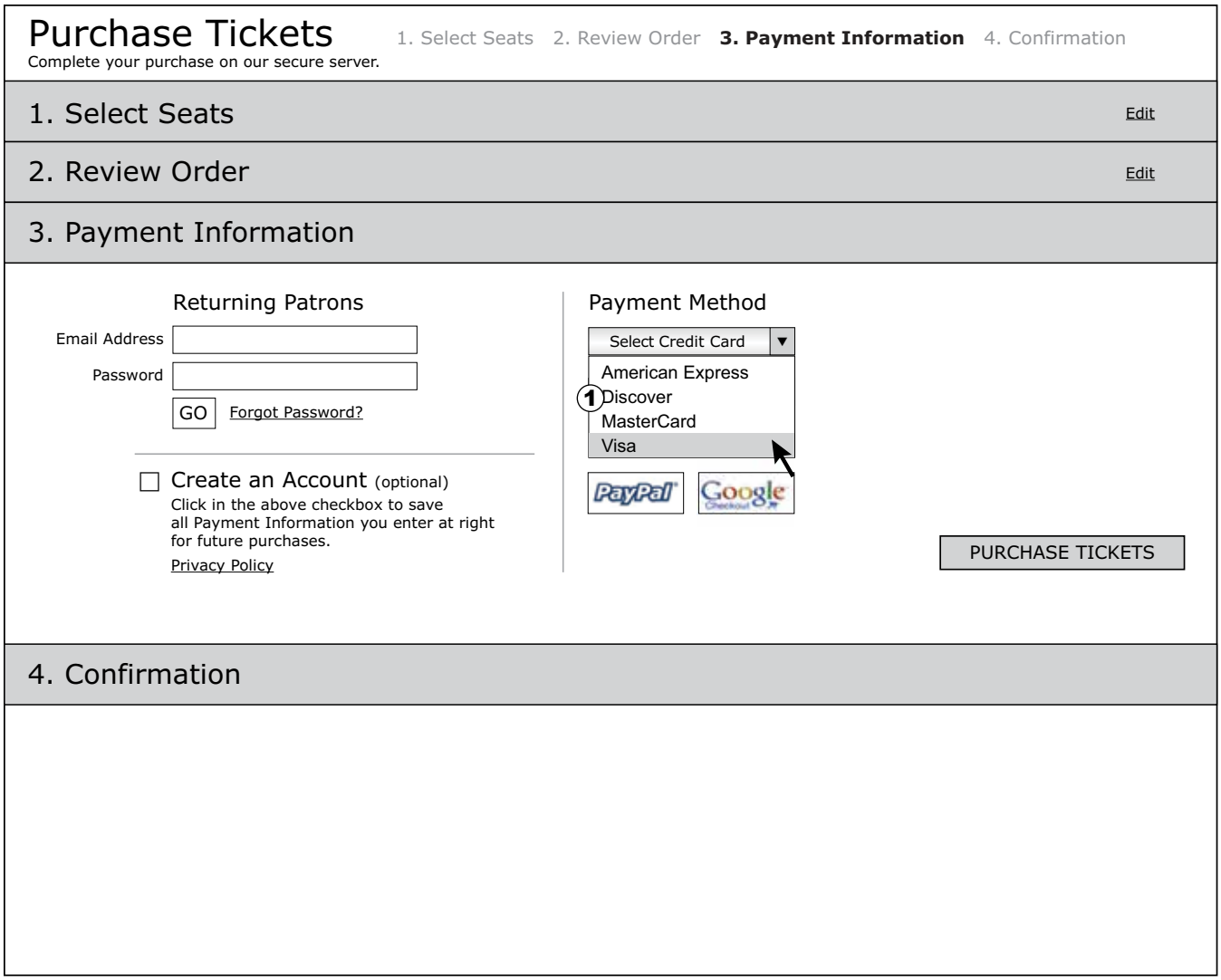

Figure 16. Payment Information Screen with Credit Card Drop-down Menu

Visual Display Style Definitions

1. **Credit Card Drop-down List**
   List Text: 11 pixel, black, Arial, sans-serif
   Linespacing: 16 pixels
   Background: white
   Selected Line Background: #d1d3d4

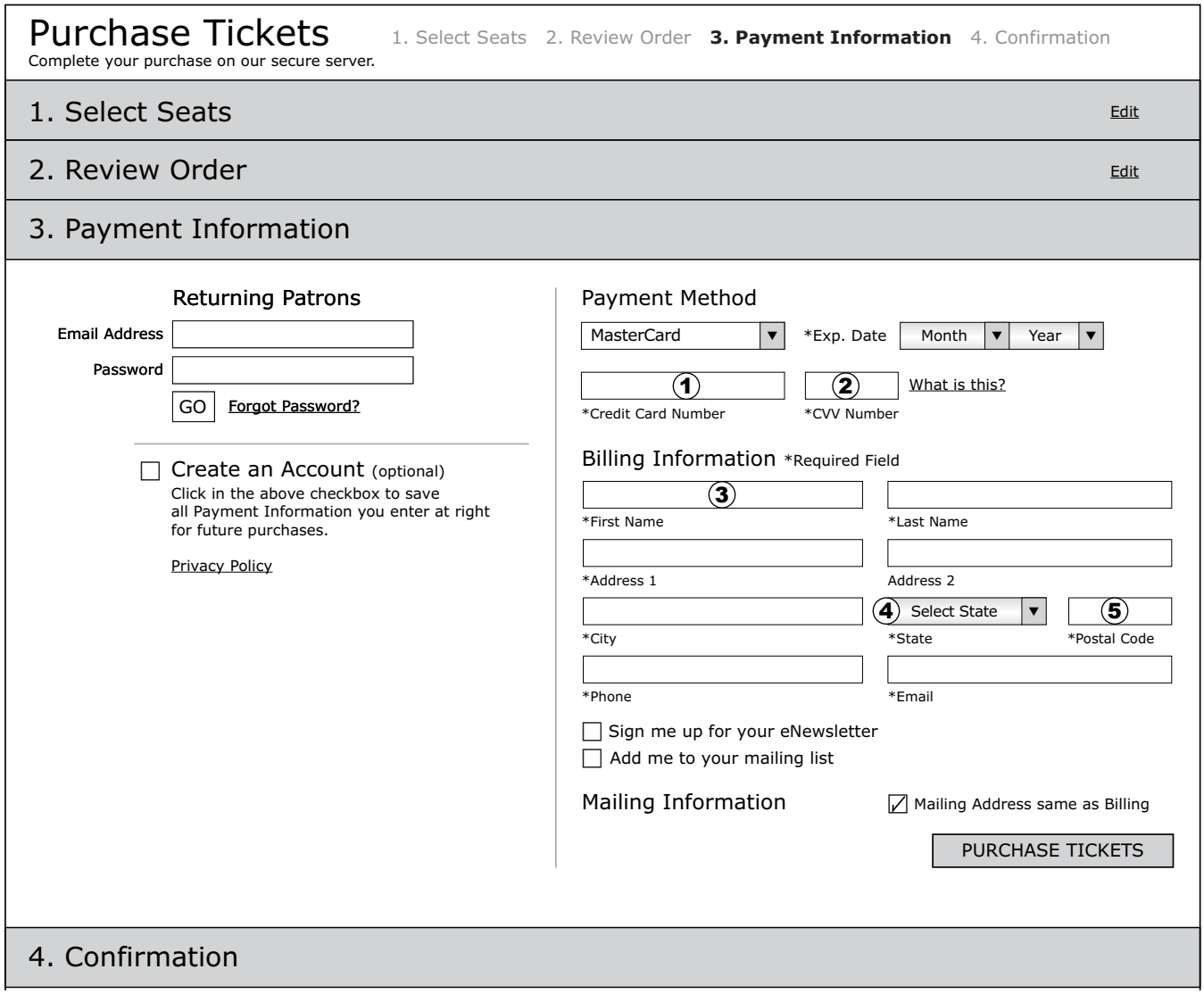

Figure 17. Payment Information Screen with Mailing Information Collapsed

Visual Display Style Definitions

1. **Credit Card Number Text Input Box**
   Dimensions: 136 pixel width, 18 pixel height, wide enough to accommodate 16 digits

2. **CVV Number Text Input Box**
   Dimensions: 48 pixel width, 18 pixel height, wide enough to accommodate 3 digits

3. **Billing & Mailing Information Text Input Boxes**
   Dimensions: 188 pixel width, 18 pixel height
   Linespacing: 39 pixels
   Text Label Placement: underneath text boxes, flush left
   Padding: 16 pixels gutter between boxes

4. **Select State Drop-down List**
   Dimensions: 106 pixel width, 18 pixel height

5. **Postal Code Text Input Box**
   Dimensions: 69 pixel width, 18 pixel height

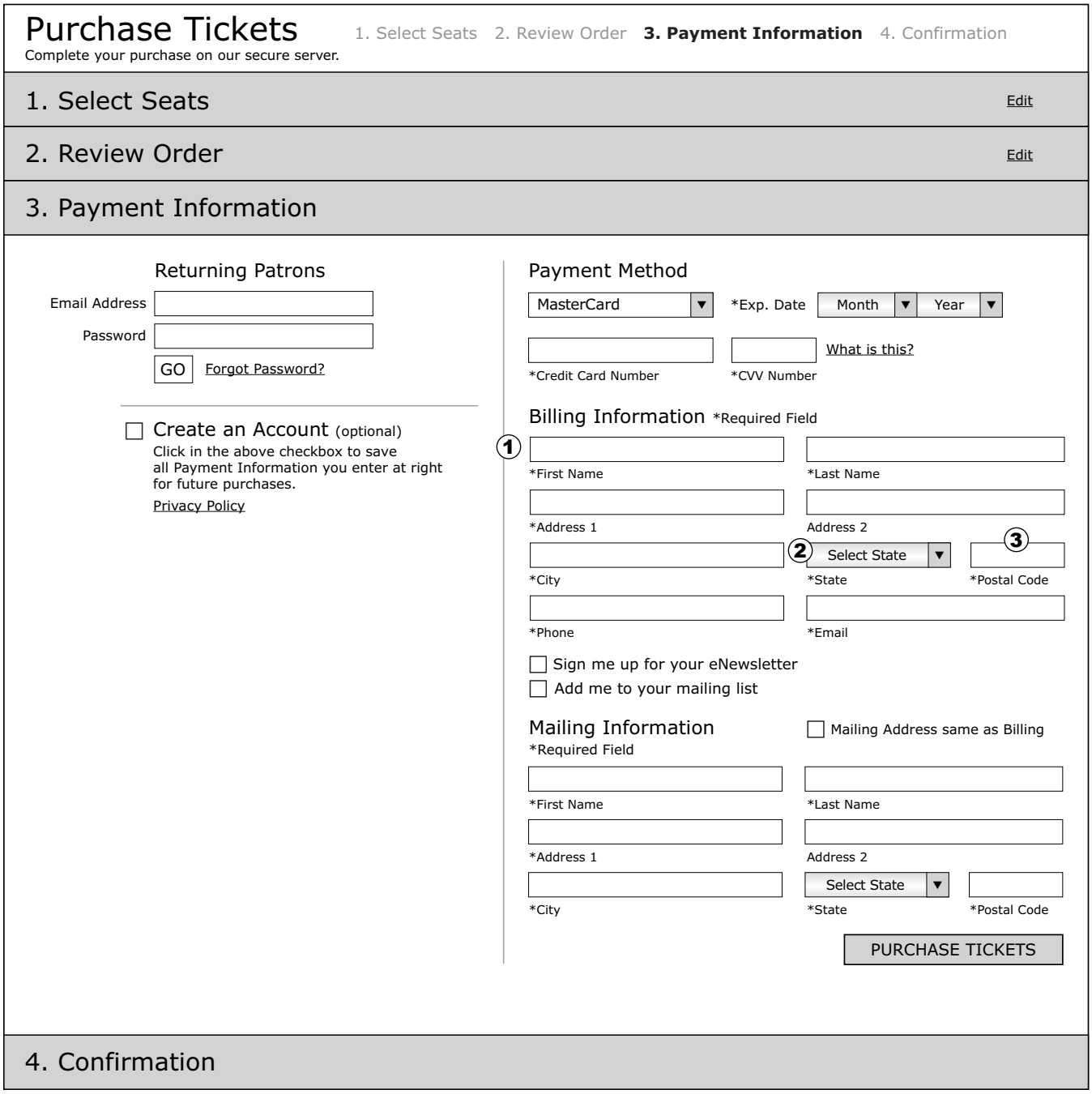

Figure 18. Payment Information Screen with Mailing Information Expanded

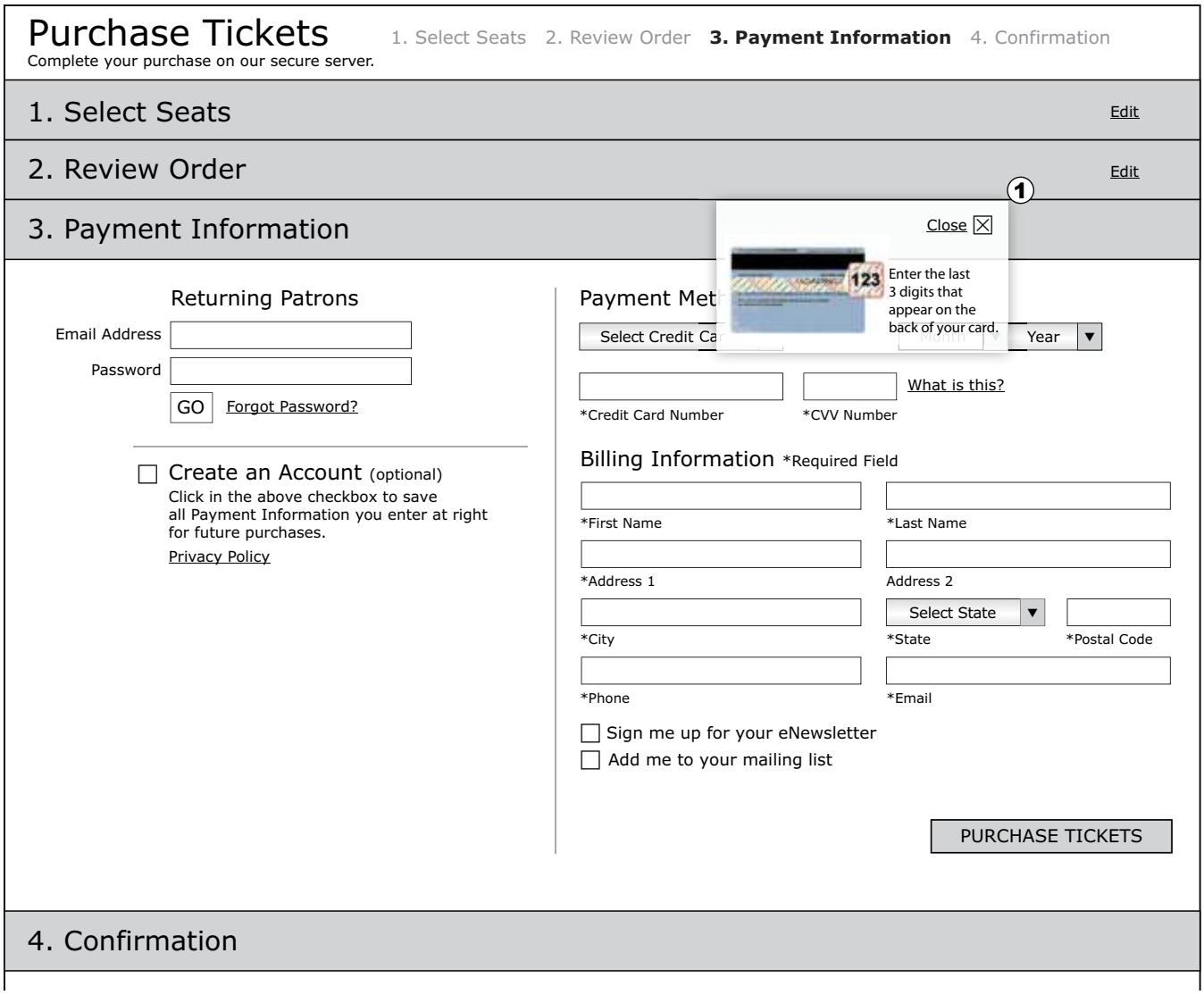

Figure 19. Payment Information Screen with CVV Pop-up Window

Visual Display Style Definitions

1. **What Is This Pop-up Window**
   Dimensions: 195 pixel width, 101 pixel height
   Body Text: flush-left, 10 pixel, black, Arial, sans-serif
   Linespacing: 12 pixels
   Padding: 12 pixels
   Background: white transparent

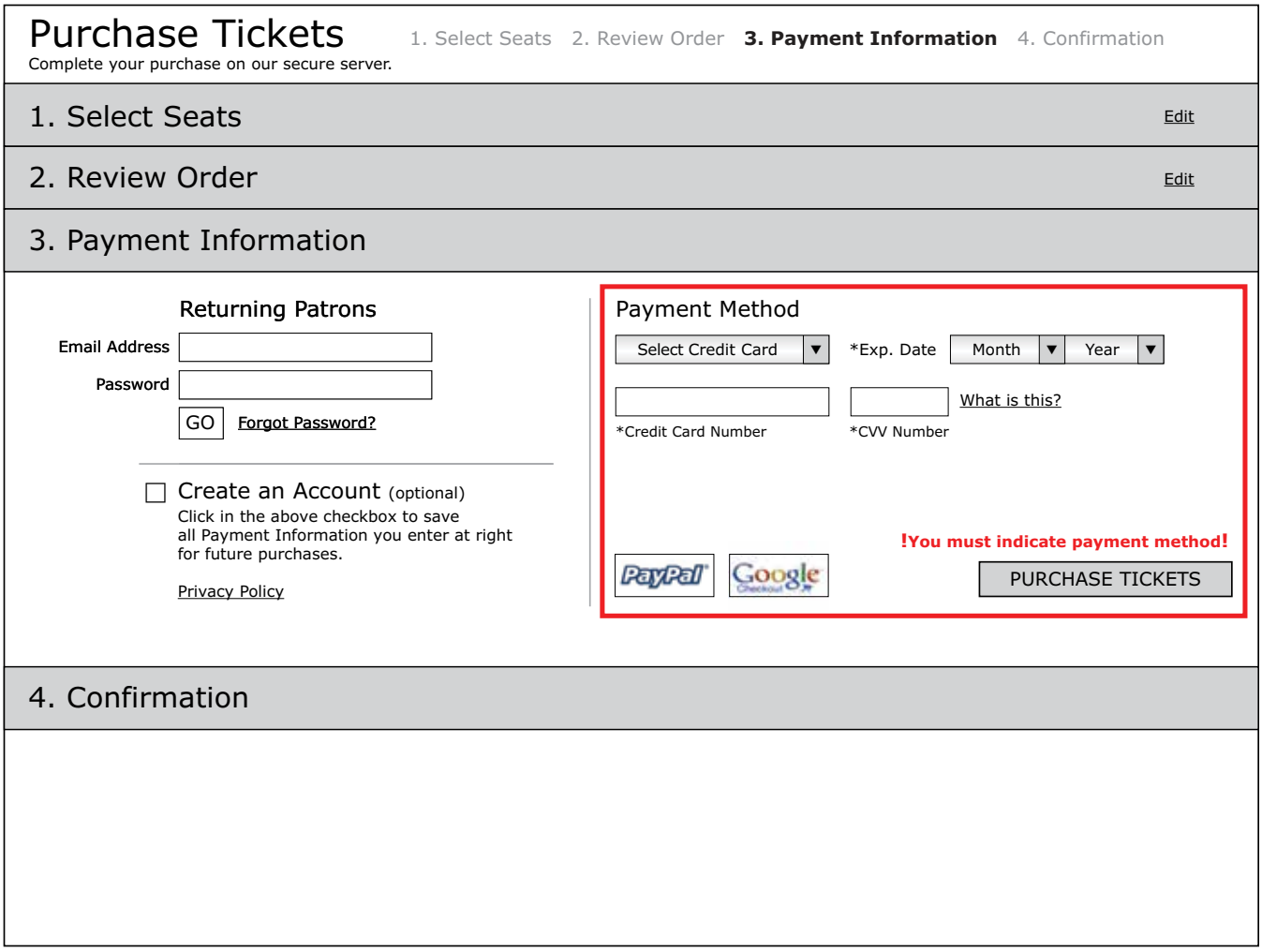

Figure 20. Payment Information Screen with Payment Method Error Message

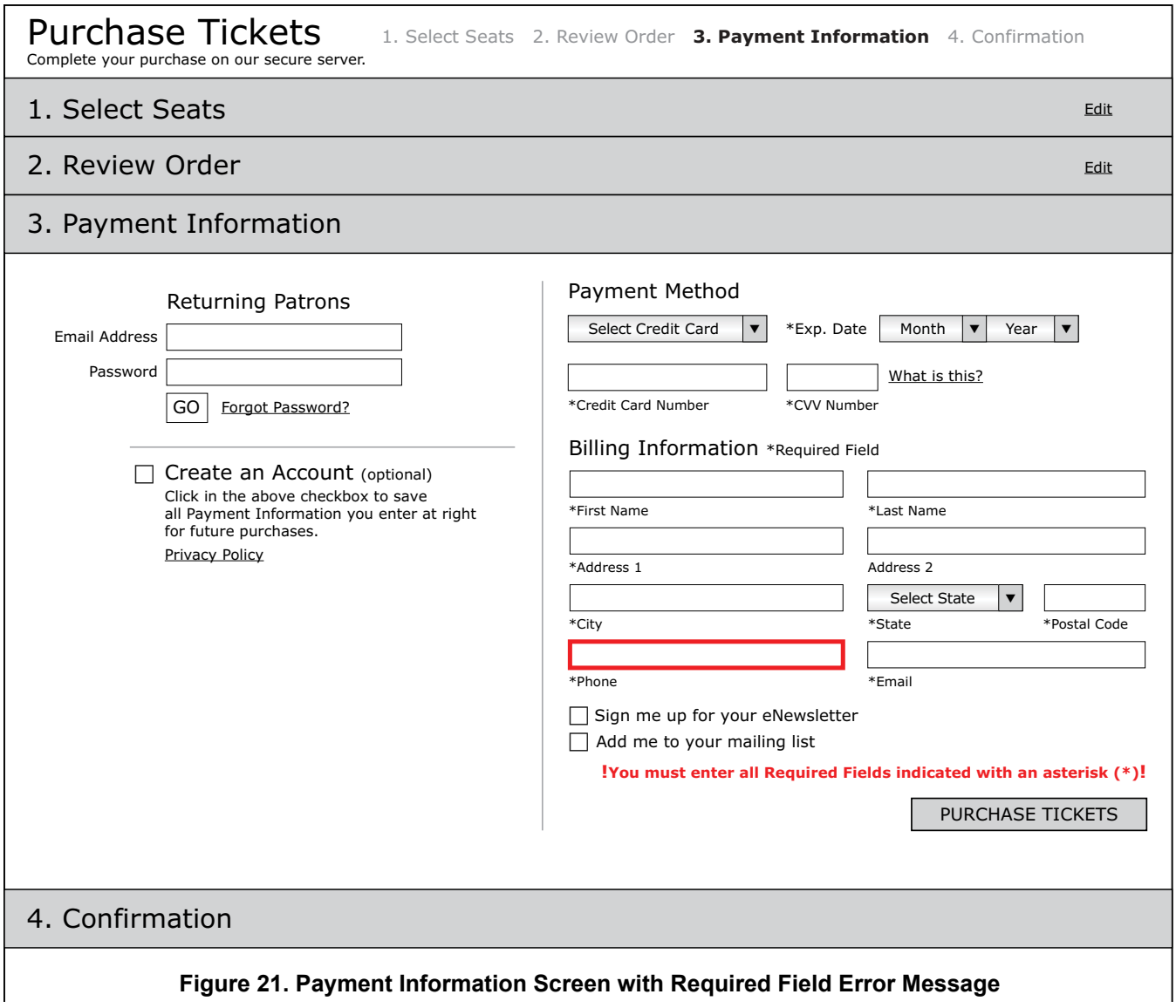

Figure 21. Payment Information Screen with Required Field Error Message

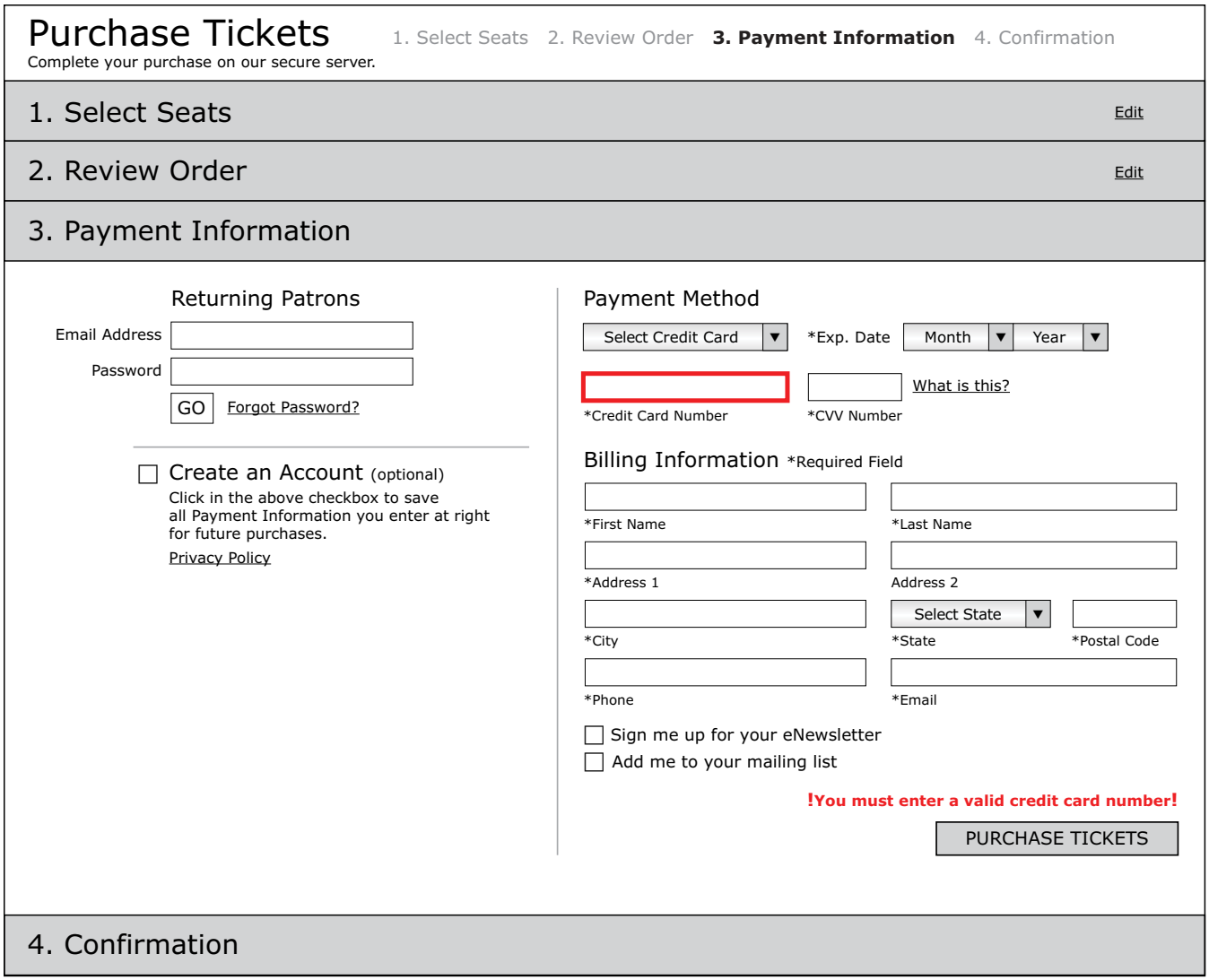

Figure 22. Payment Information Screen with Invalid Credit Card Number Error Message

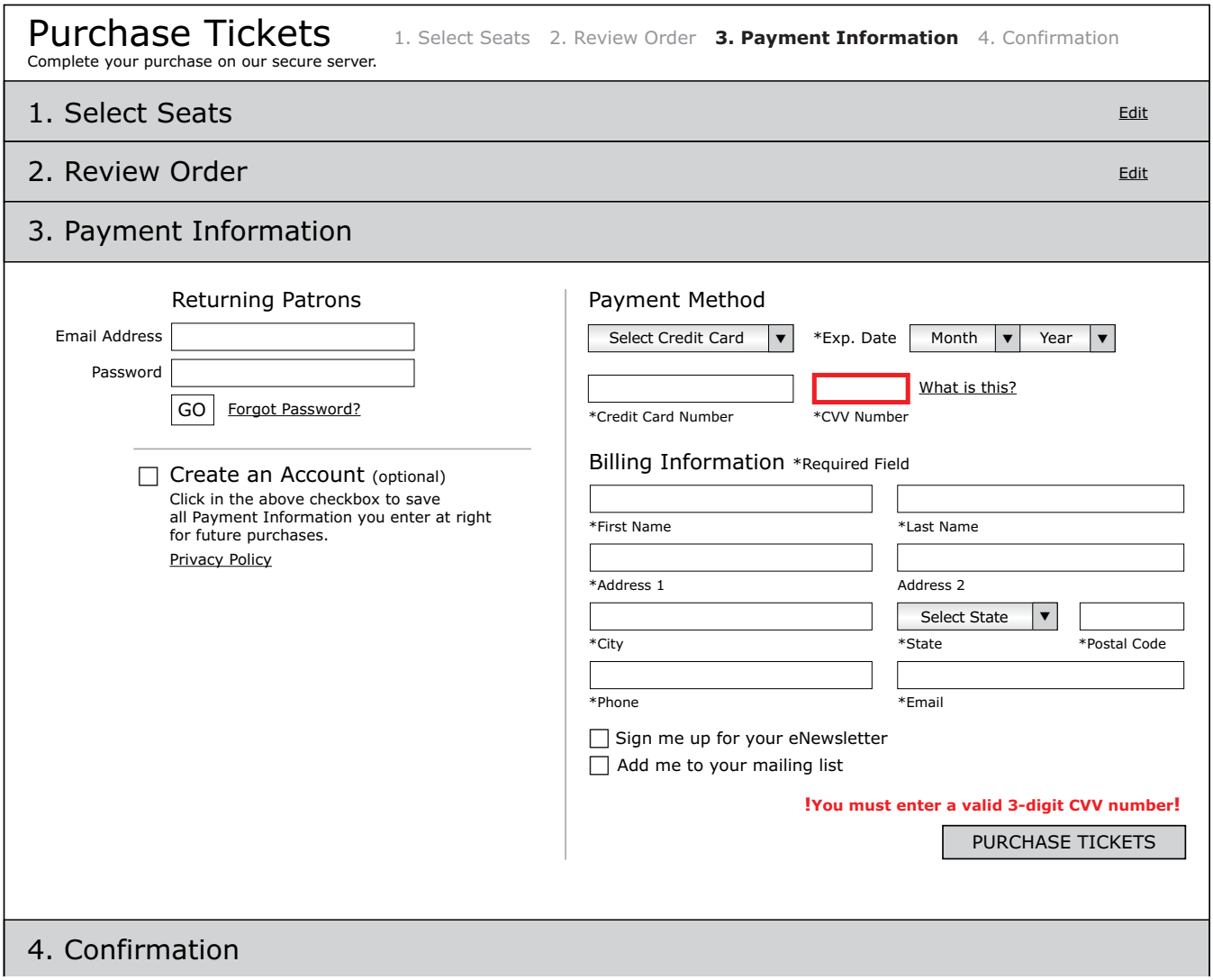

Figure 23. Payment Information Screen with Invalid CVV Number Error Message

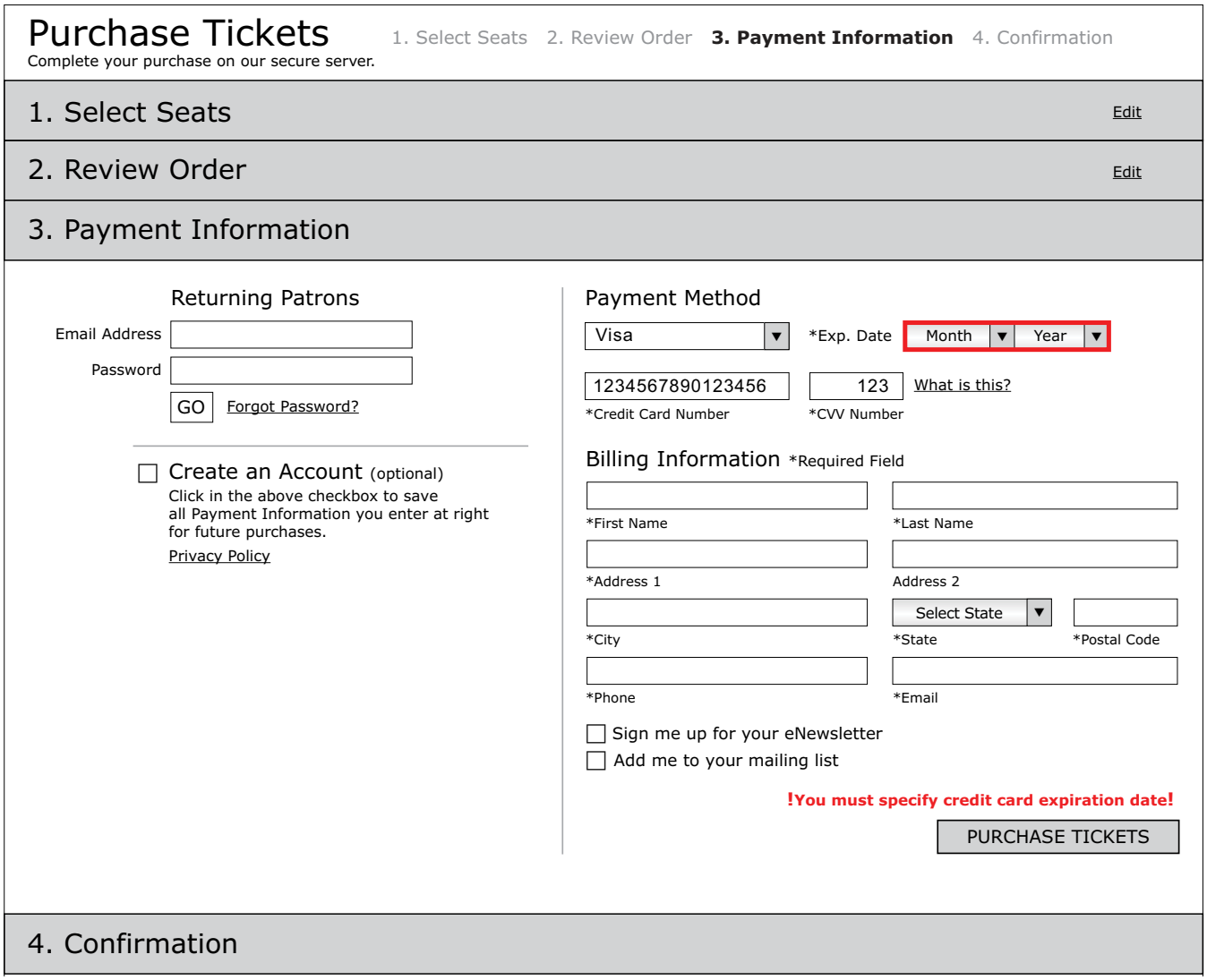

Figure 24. Payment Information Screen with Expiration Date Error Message

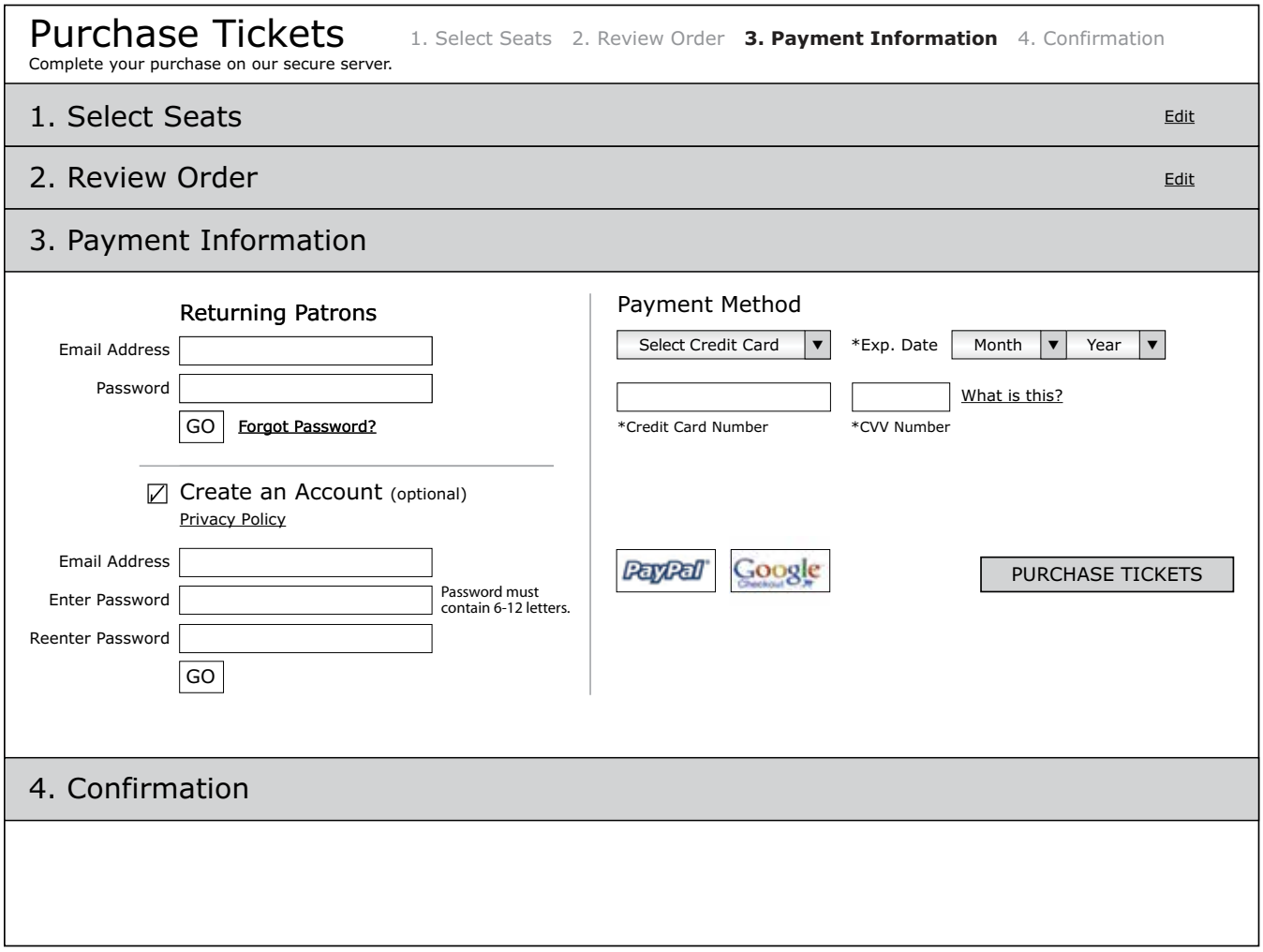

Figure 25. Payment Information Screen with the Create an Account Checkbox Selected

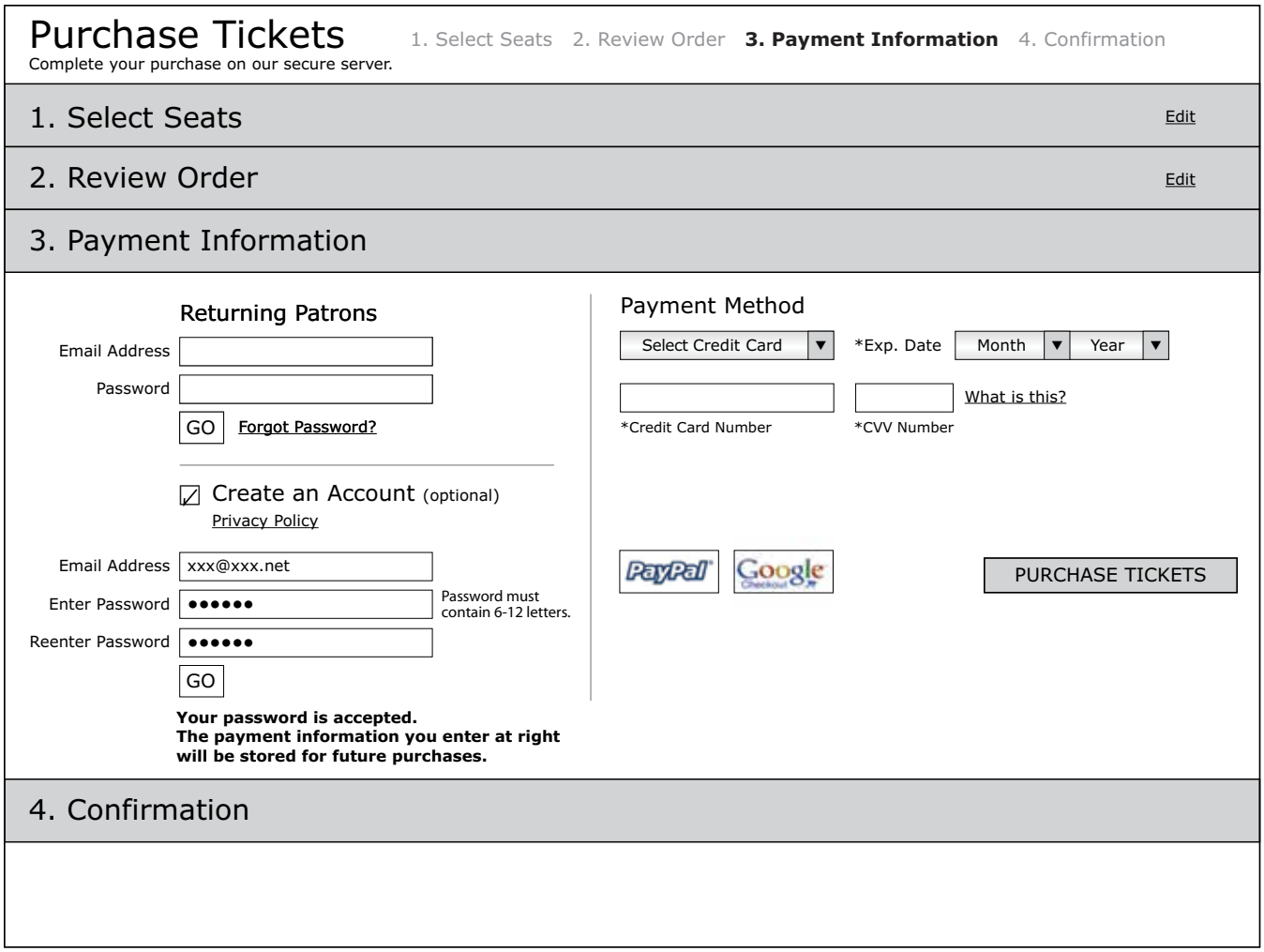

Figure 26. Payment Information Screen with New Account Confirmation Message

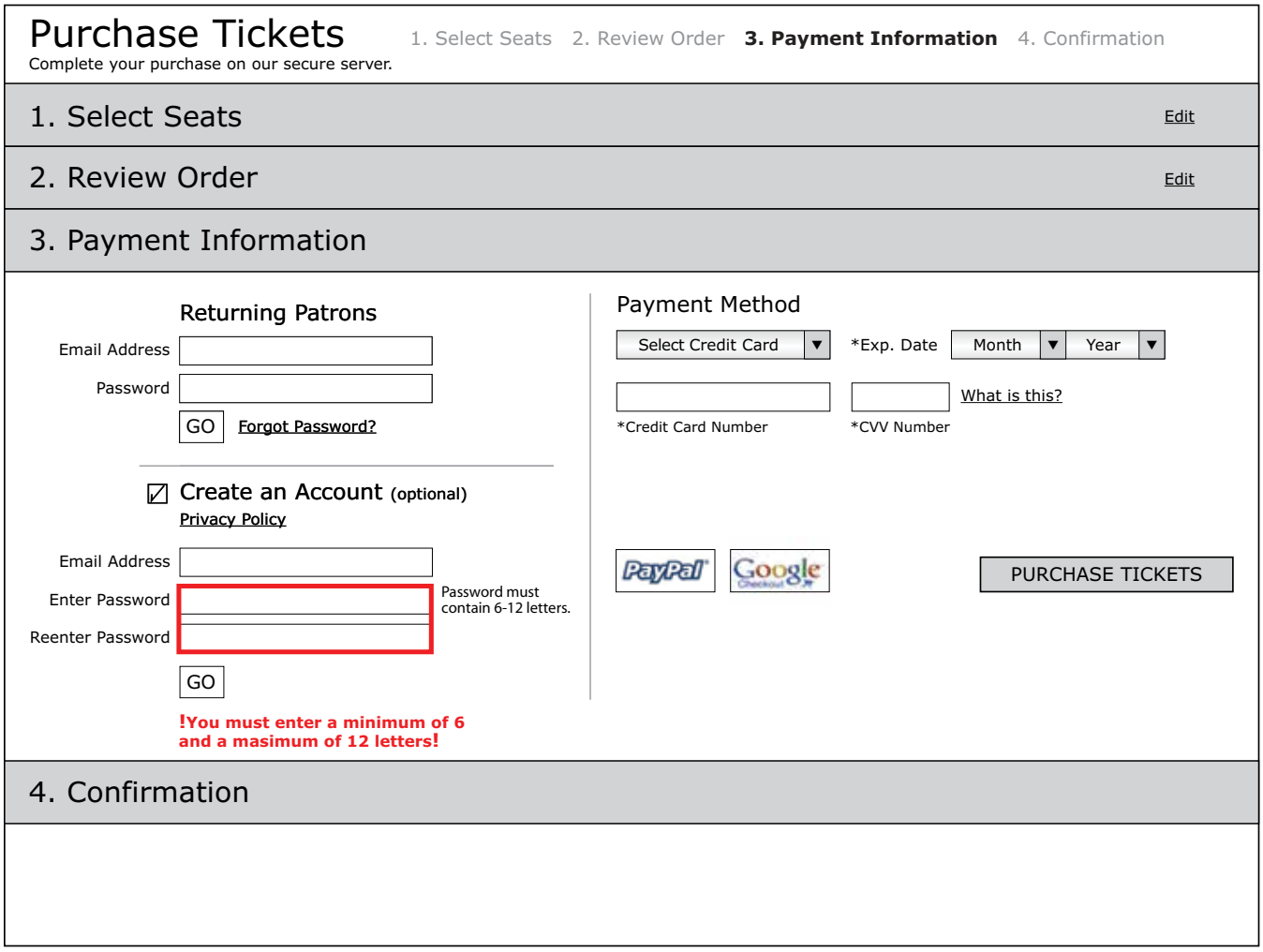

Figure 27. Create an Account with Incorrect Number of Characters Error Message

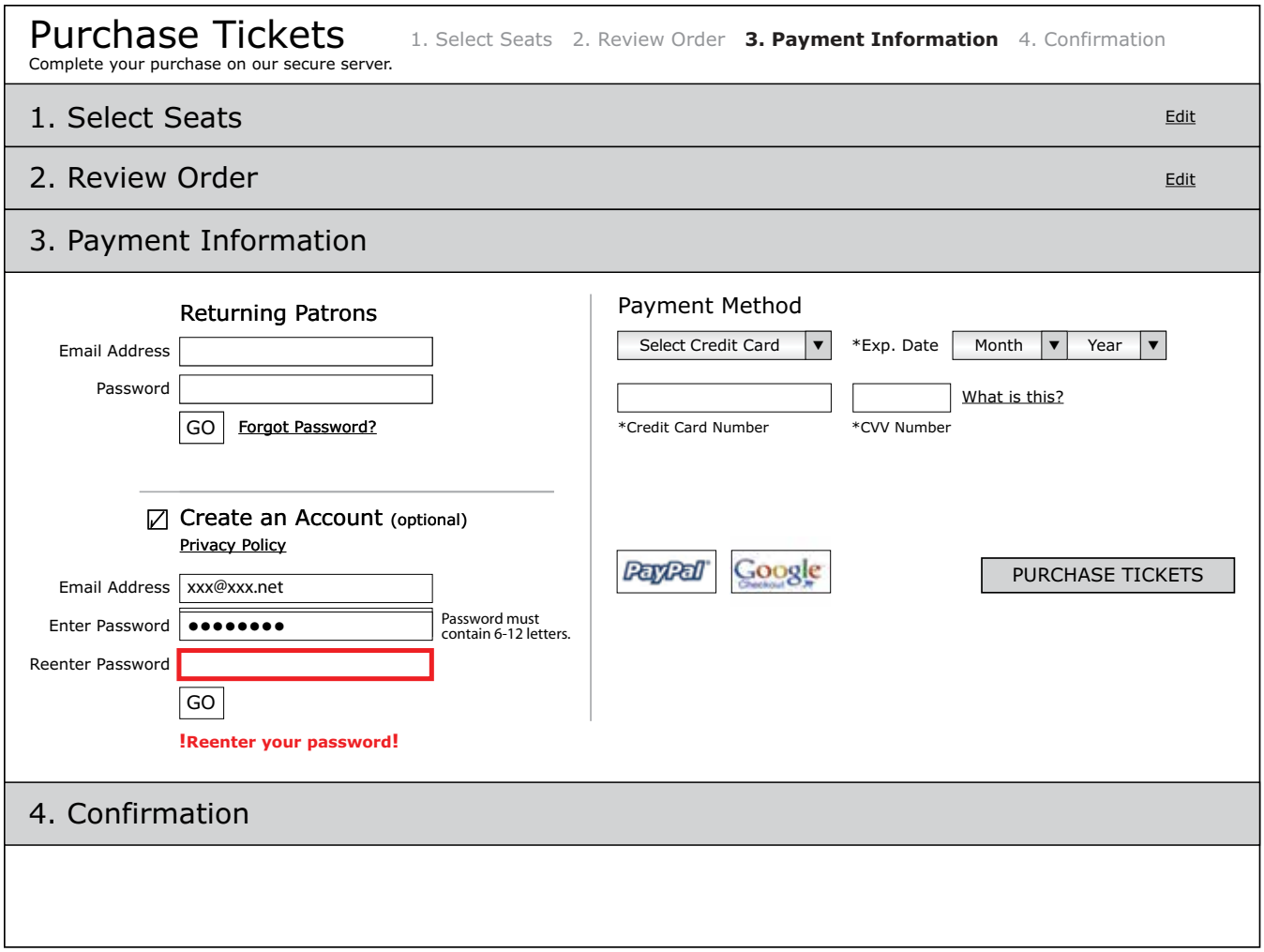

Figure 28. Create an Account with Reenter Password Error Message

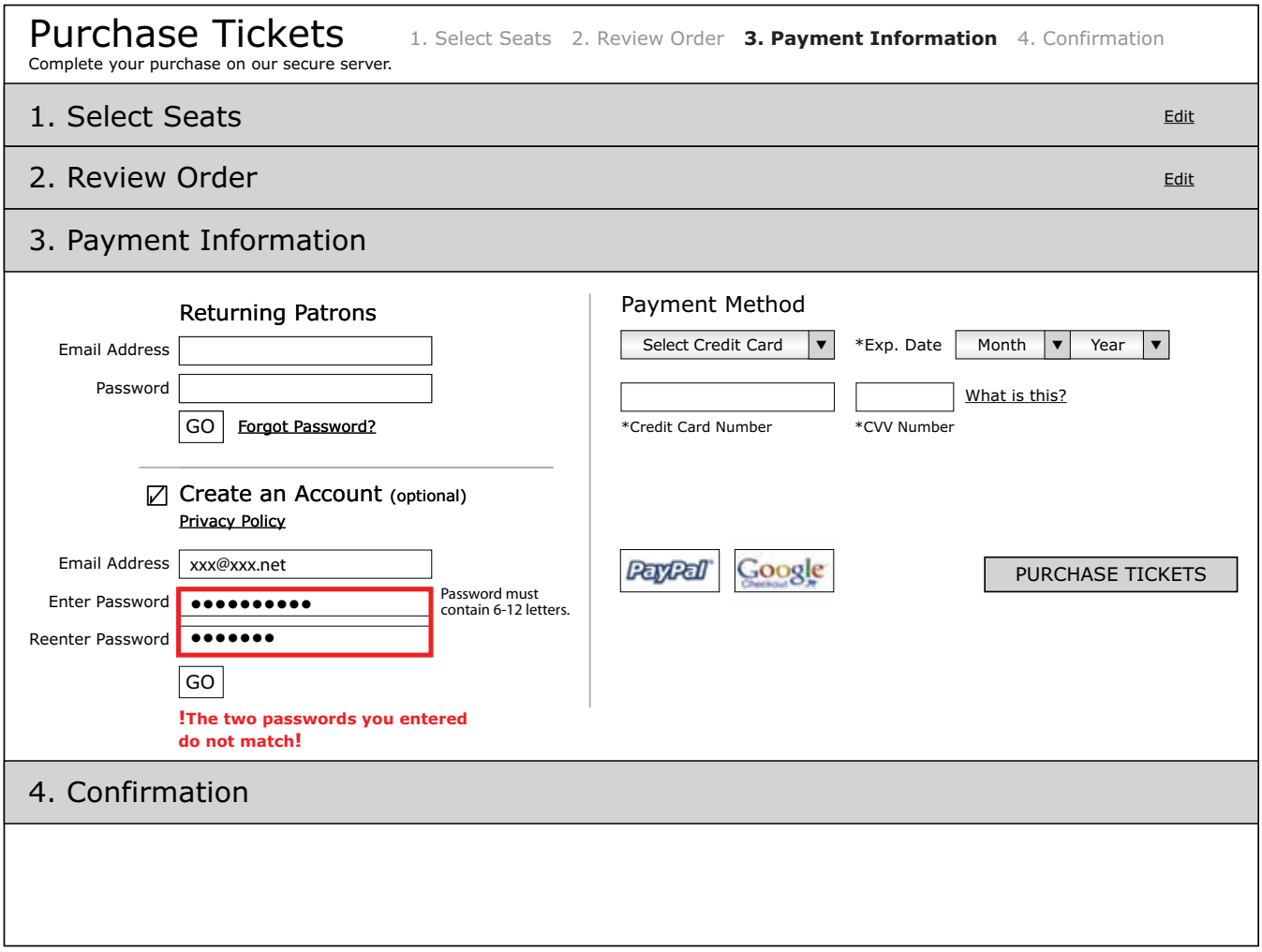

Figure 29. Create an Account with Unmatched Passwords Message

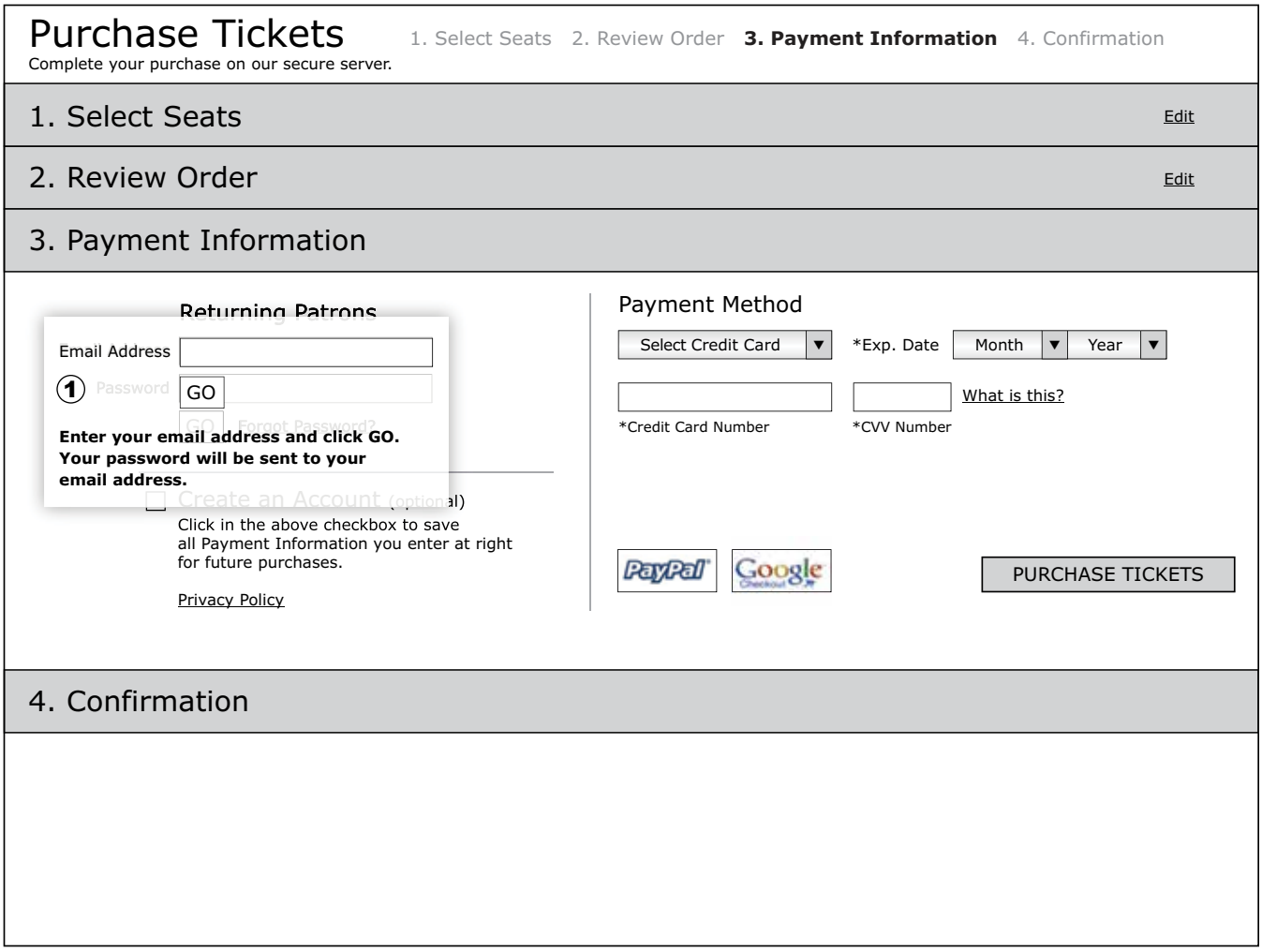

Figure 30. Login with Forgotten Password Pop-up Window

Visual Display Style Definitions

1. **Email Address Pop-up Window**
   Placement: align email text input box with email text input box below
   Dimensions: 258 pixel width, 121 pixel height
   Text Input Box: 161 pixel width, 18 pixel height
   Text: 10 pixel, black, bold Arial, sans-serif
   Linespacing: 14 pixels
   Padding: 12 pixels
   Background: white transparent

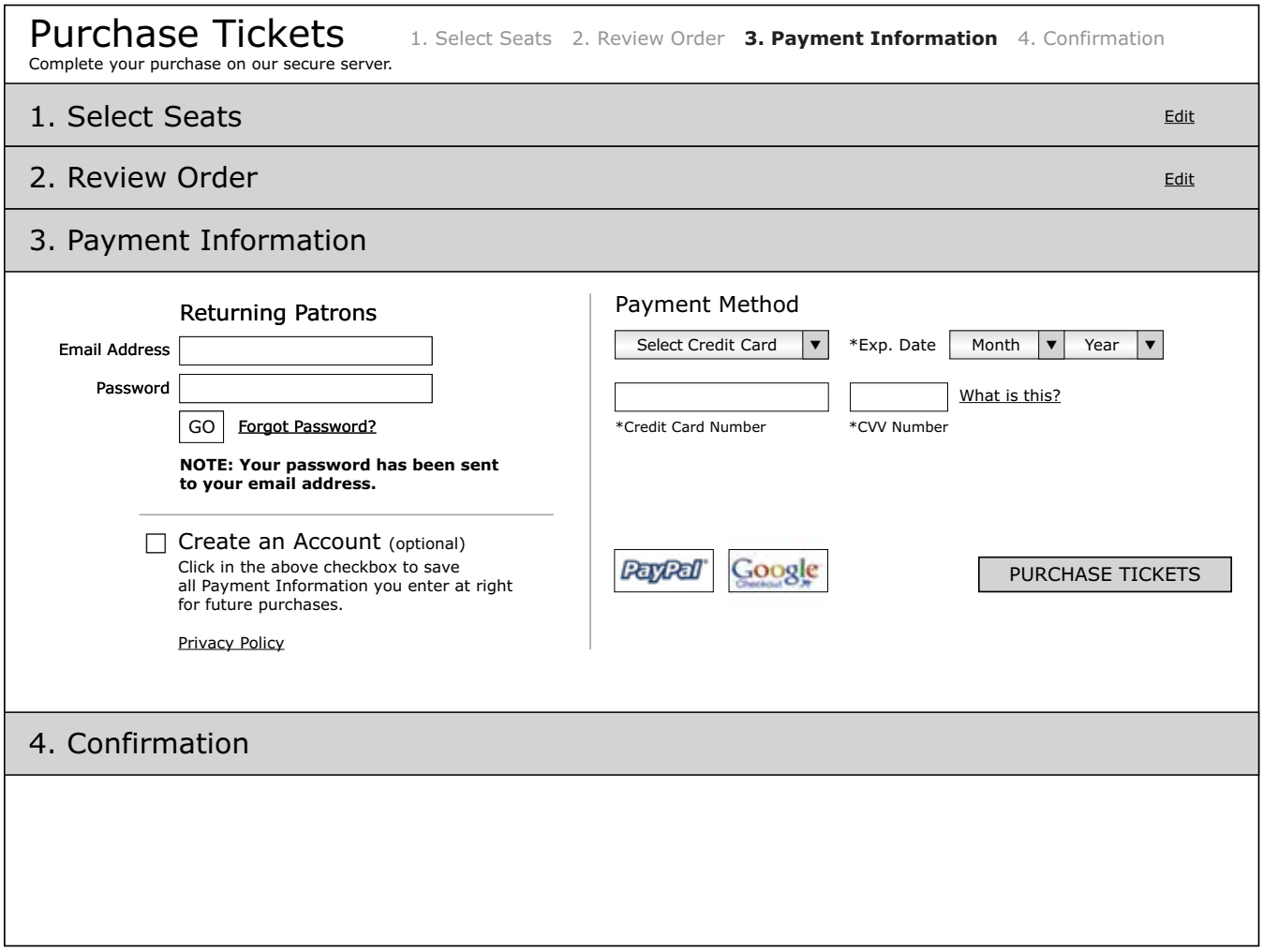

Figure 31. Login with Forgot Password Confirmation Message

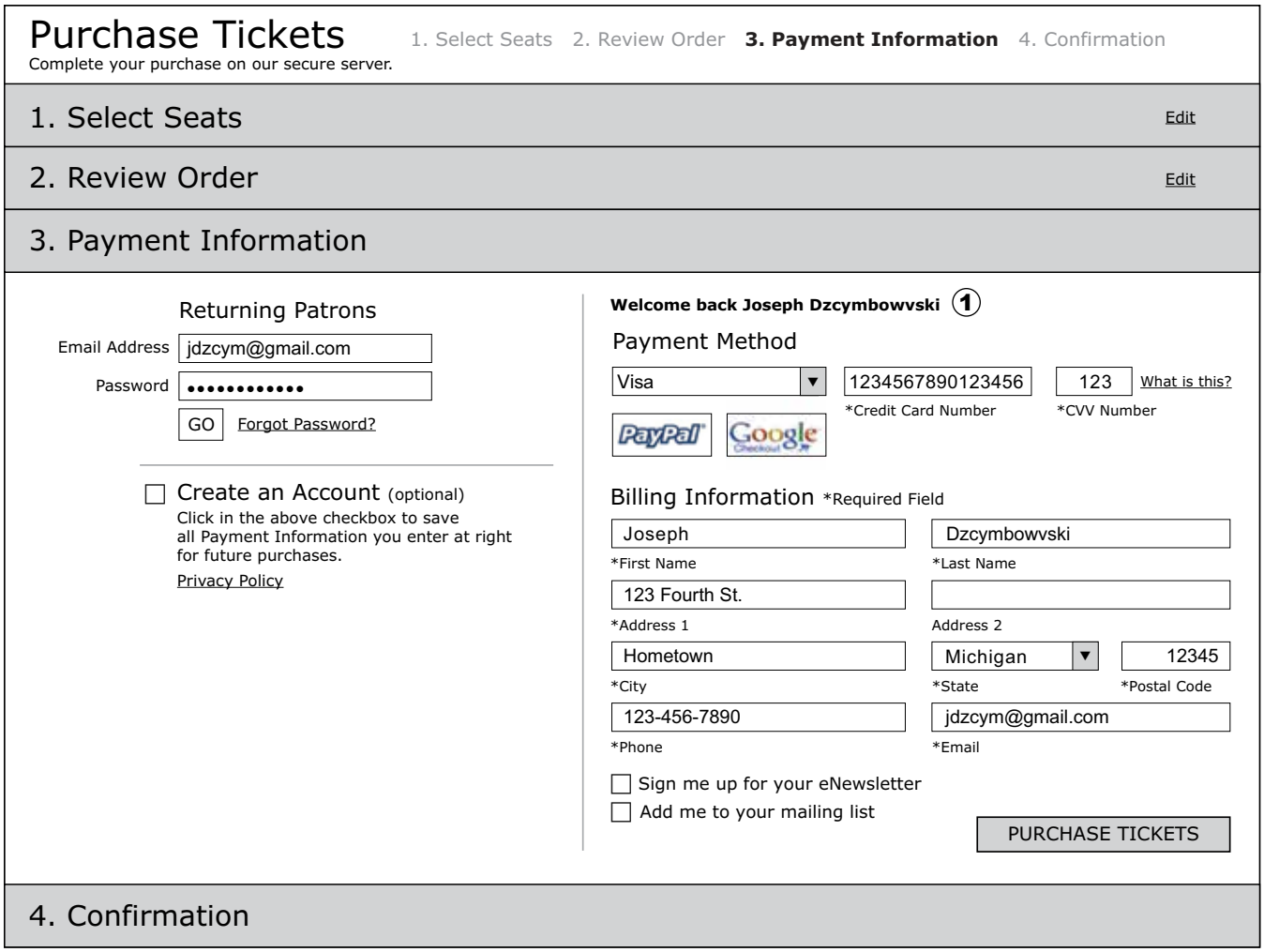

Figure 32. Login with Welcome Message

Visual Display Style Definitions

1. **Welcome Message**
   Text: 10 pixel, black, Verdana, sans-serif

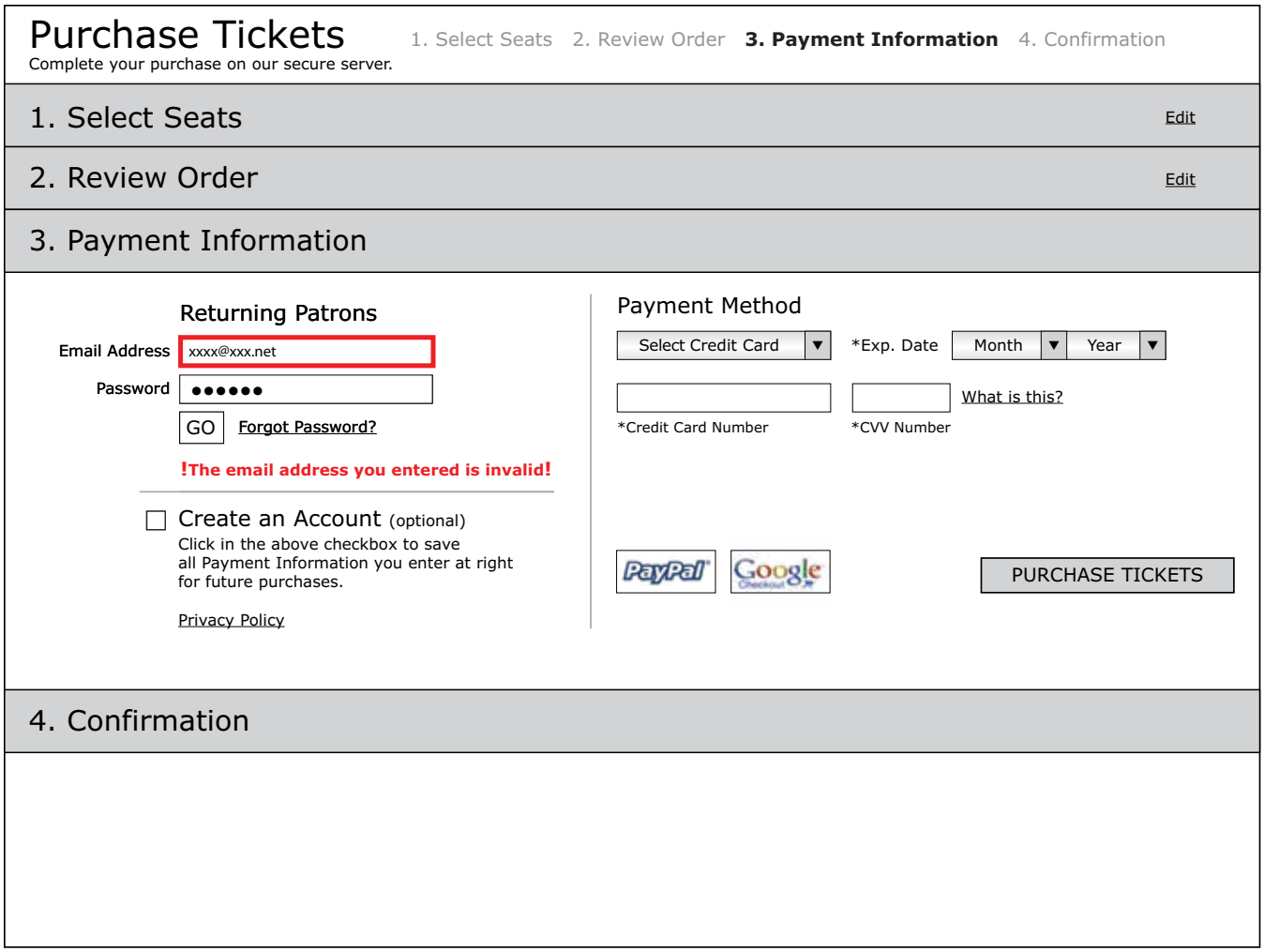

Figure 33. Login with Invalid Email Error Message

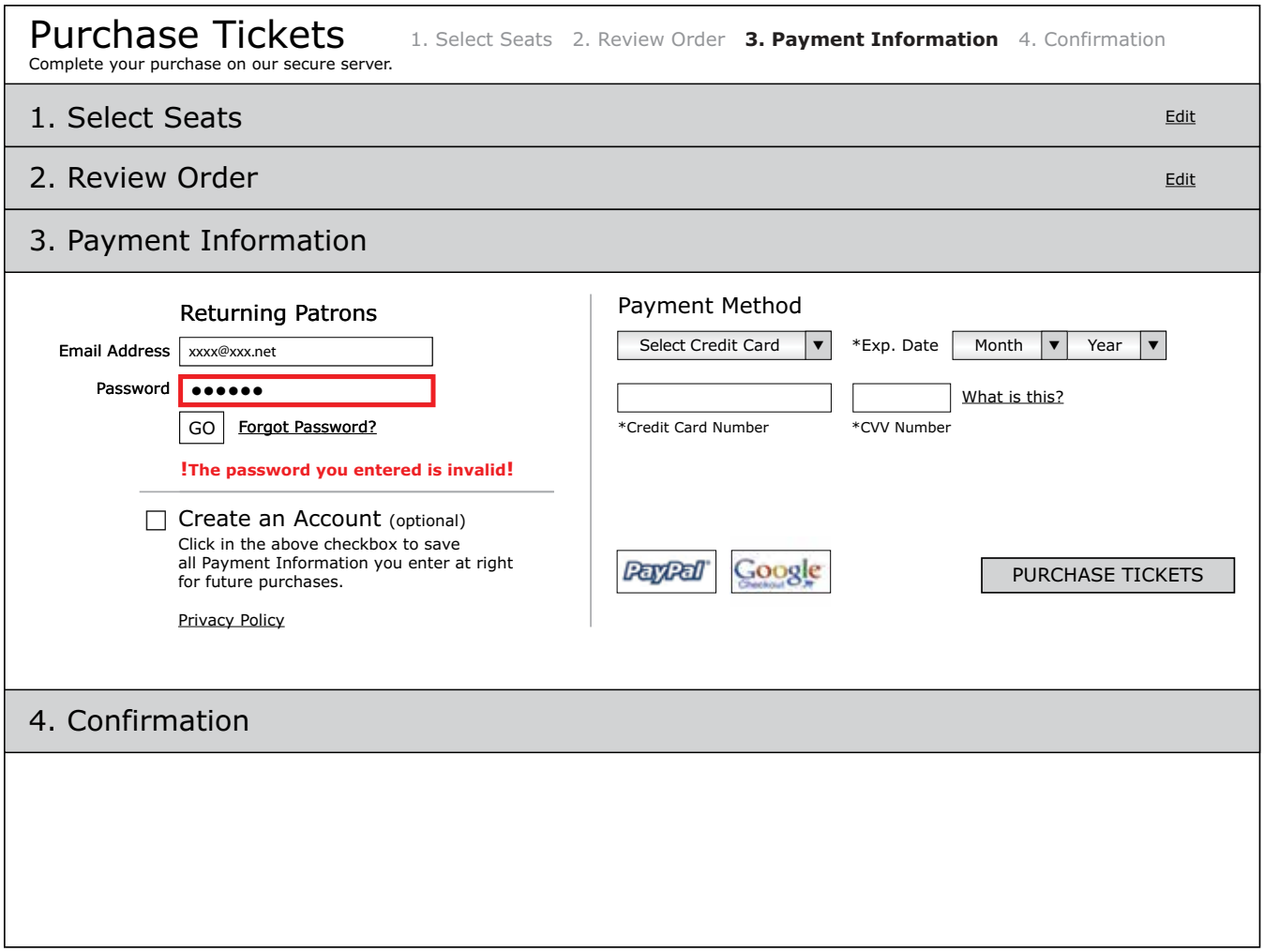

Figure 34. Login with Invalid Password Error Message

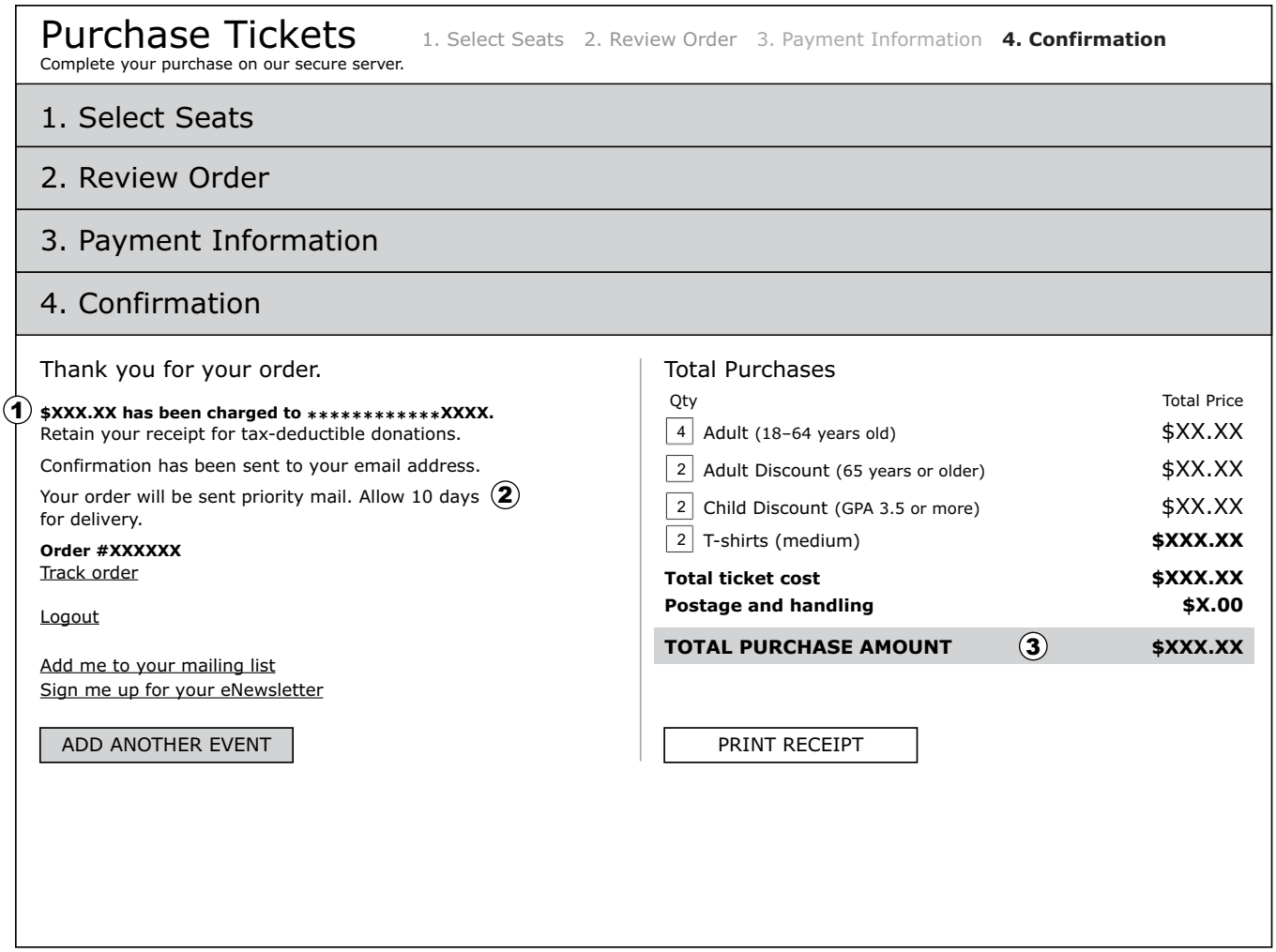

Figure 35. Confirmation Screen for Mailed Purchases

Visual Display Style Definitions

1. **$ Amount Confirmation Text**
   Text: 10 pixel, black, Verdana, sans-serif

2. **Body Text**
   Text: 11 pixel, black, Verdana, sans-serif
   Linespacing: 14 pixels
   Paragraph Space: 6 pixels
   Paragraph Space between Links: 15 pixels

3. **Total Purchase Amount**
   Text: all caps, 12 pixel, black, bold Verdana, sans-serif, centered vertically
   Background: 382 pixel width, 23 pixel height, #d1d3d4

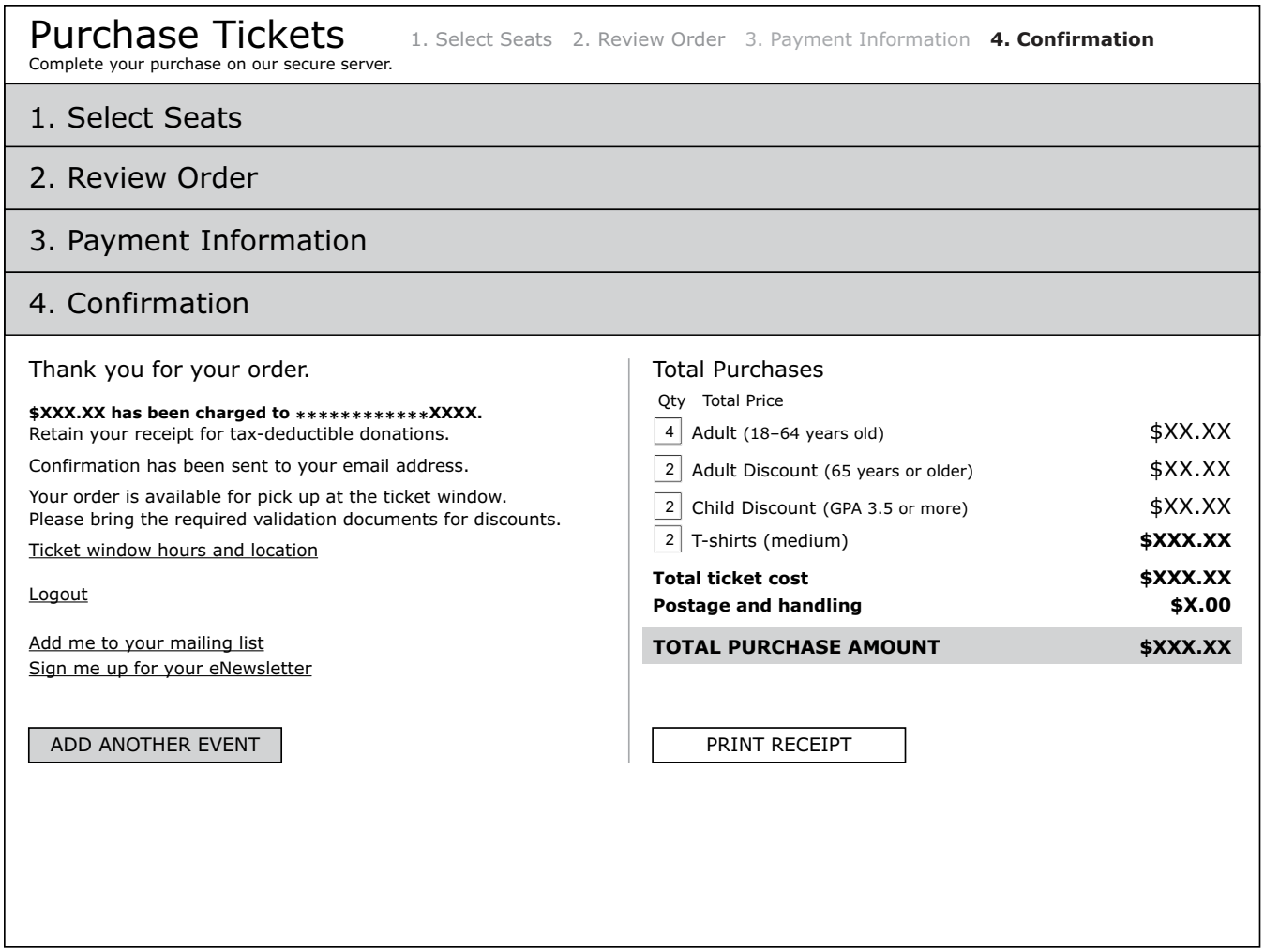

Figure 36. Confirmation Screen for Will Call Purchases

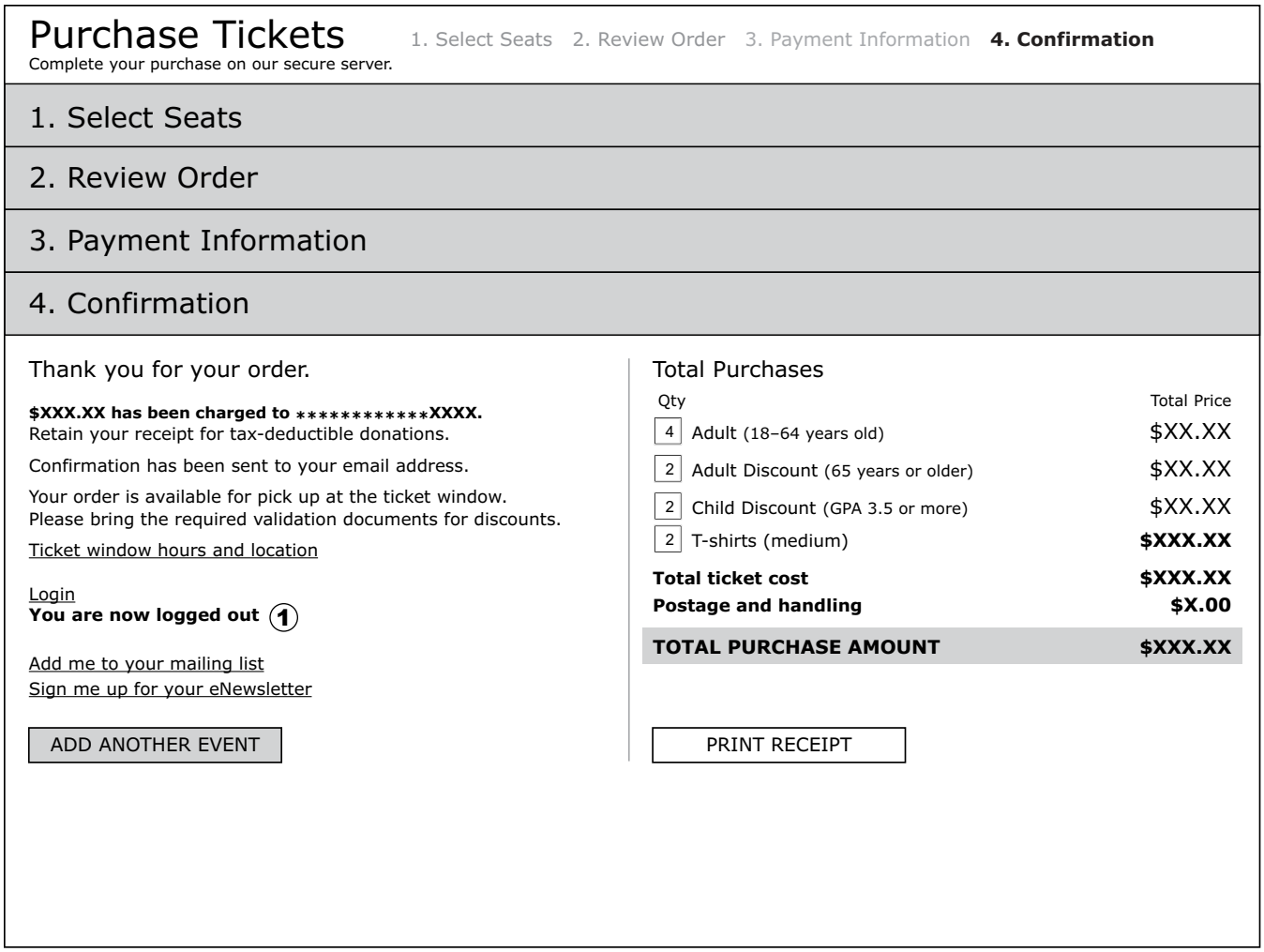

Figure 37. Confirmation Screen with Logout Confirmation

Visual Display Style Definitions

1. **Logged Out Text**
   Text: 10 pixel, black, bold Verdana, sans-serif

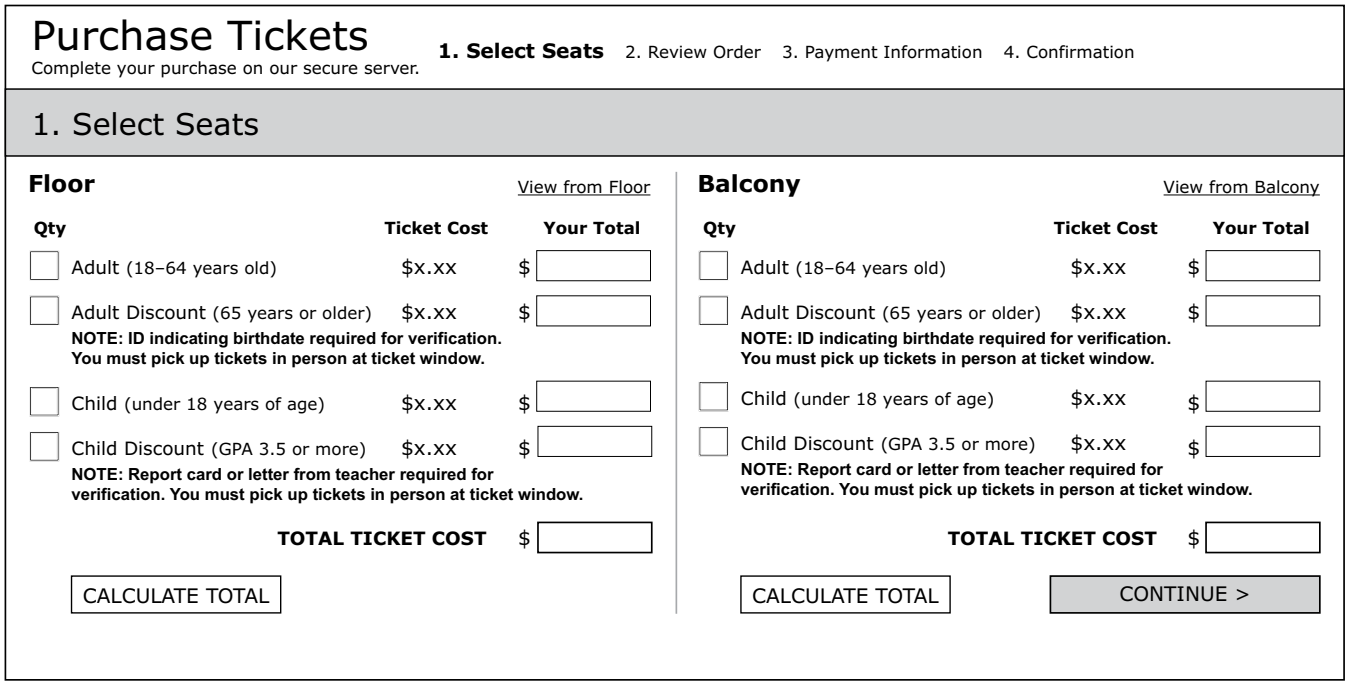

Figure 38. Non-JavaScript Select Seats Default Page

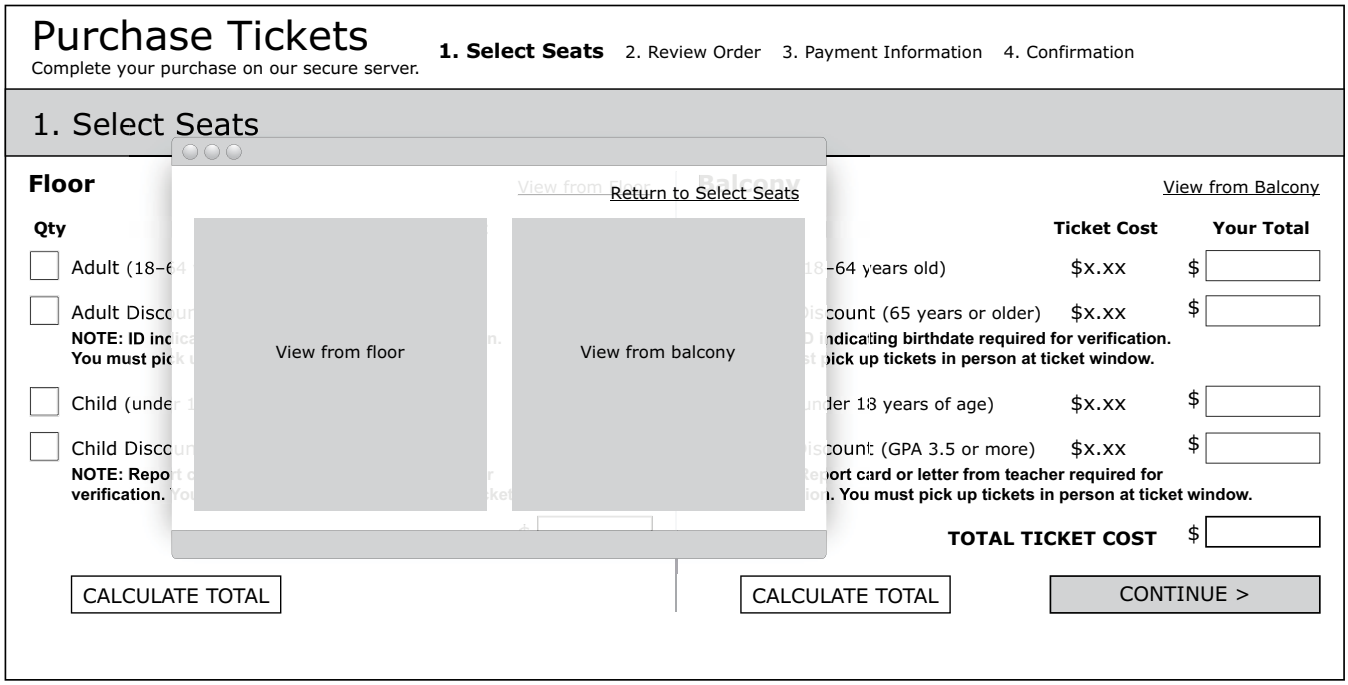

Figure 39. Non-JavaScript Select Seats Page with View Window Open

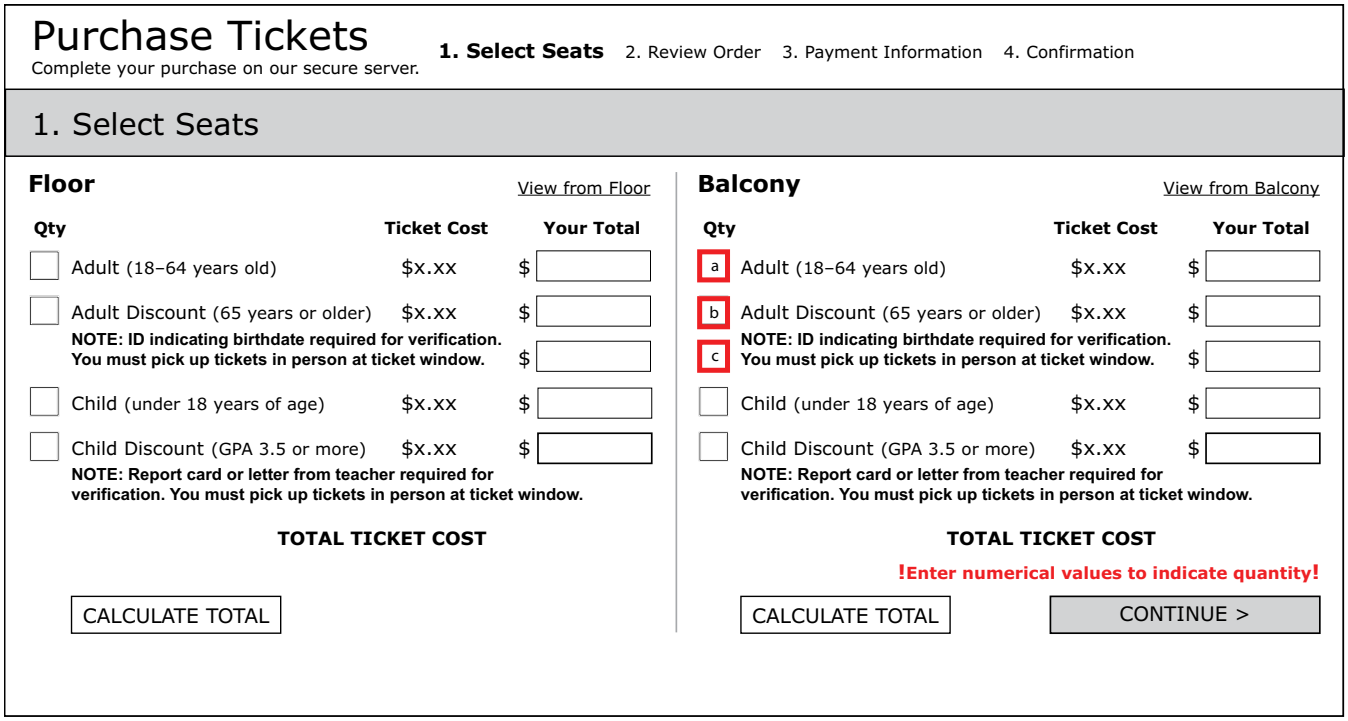

Figure 40. Non-JavaScript Select Seats Page with Error Message

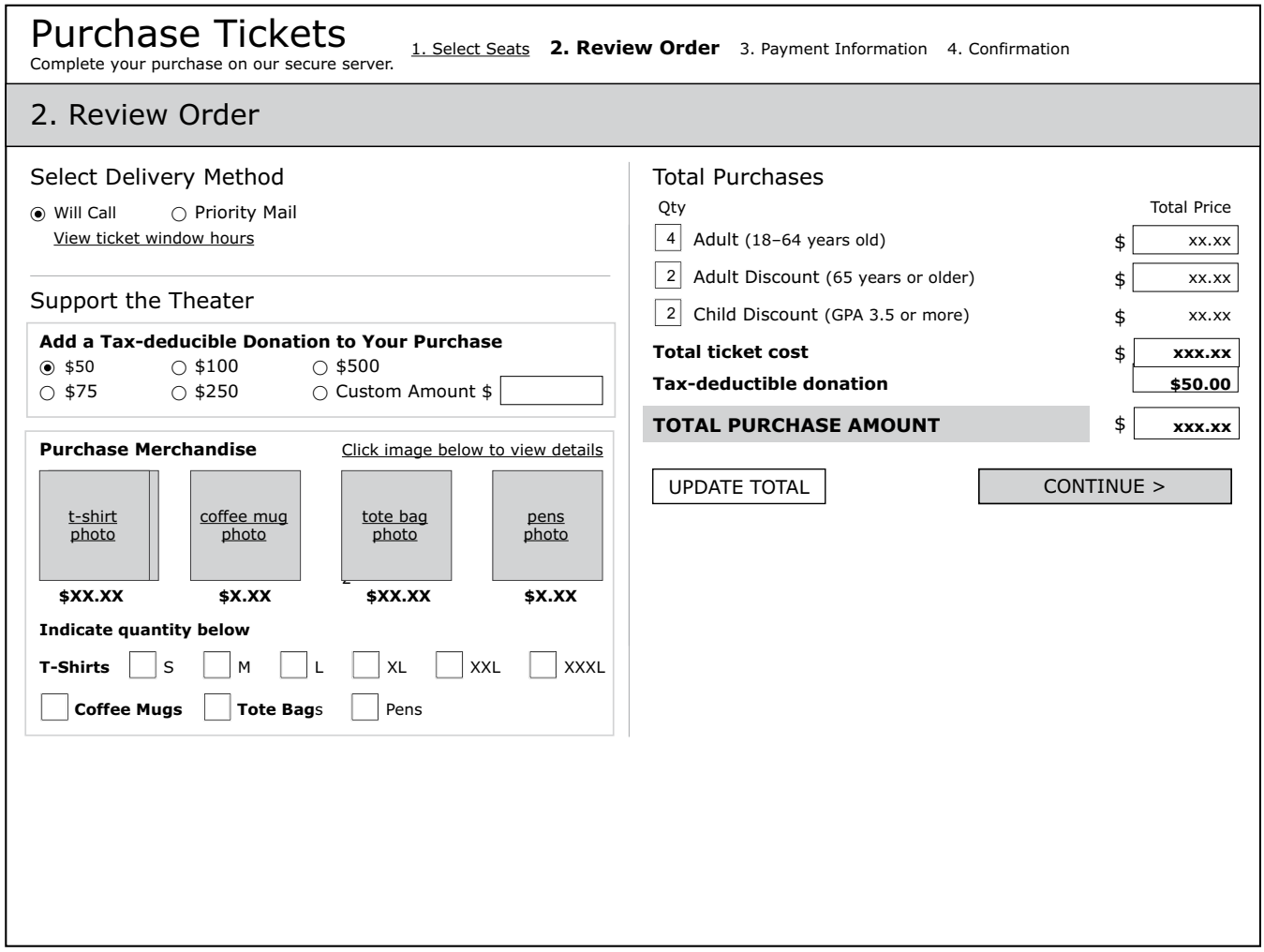

Figure 41. Non-JavaScript Review Order Default Page

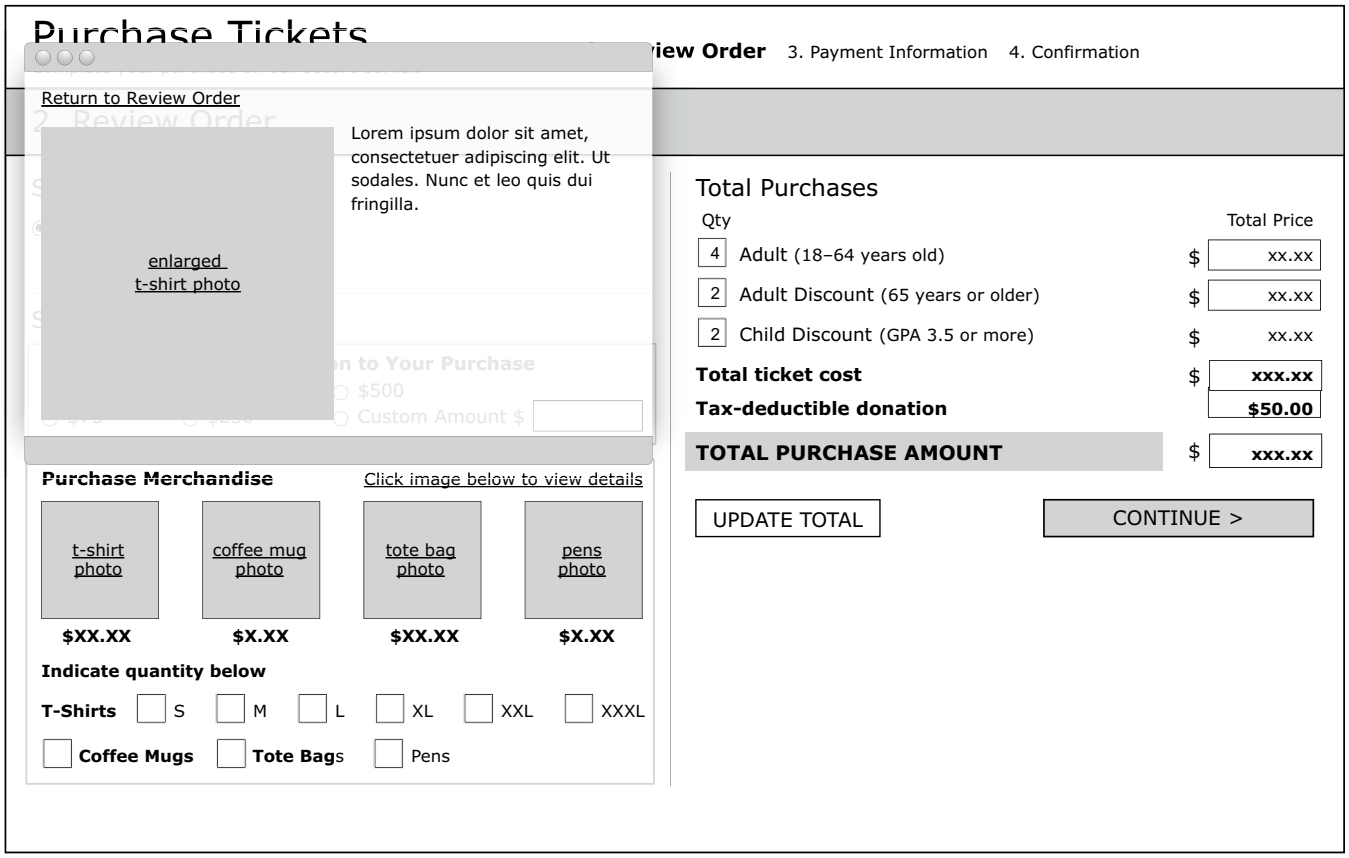

Figure 42. Review Order Page with Merchandise Detail Window

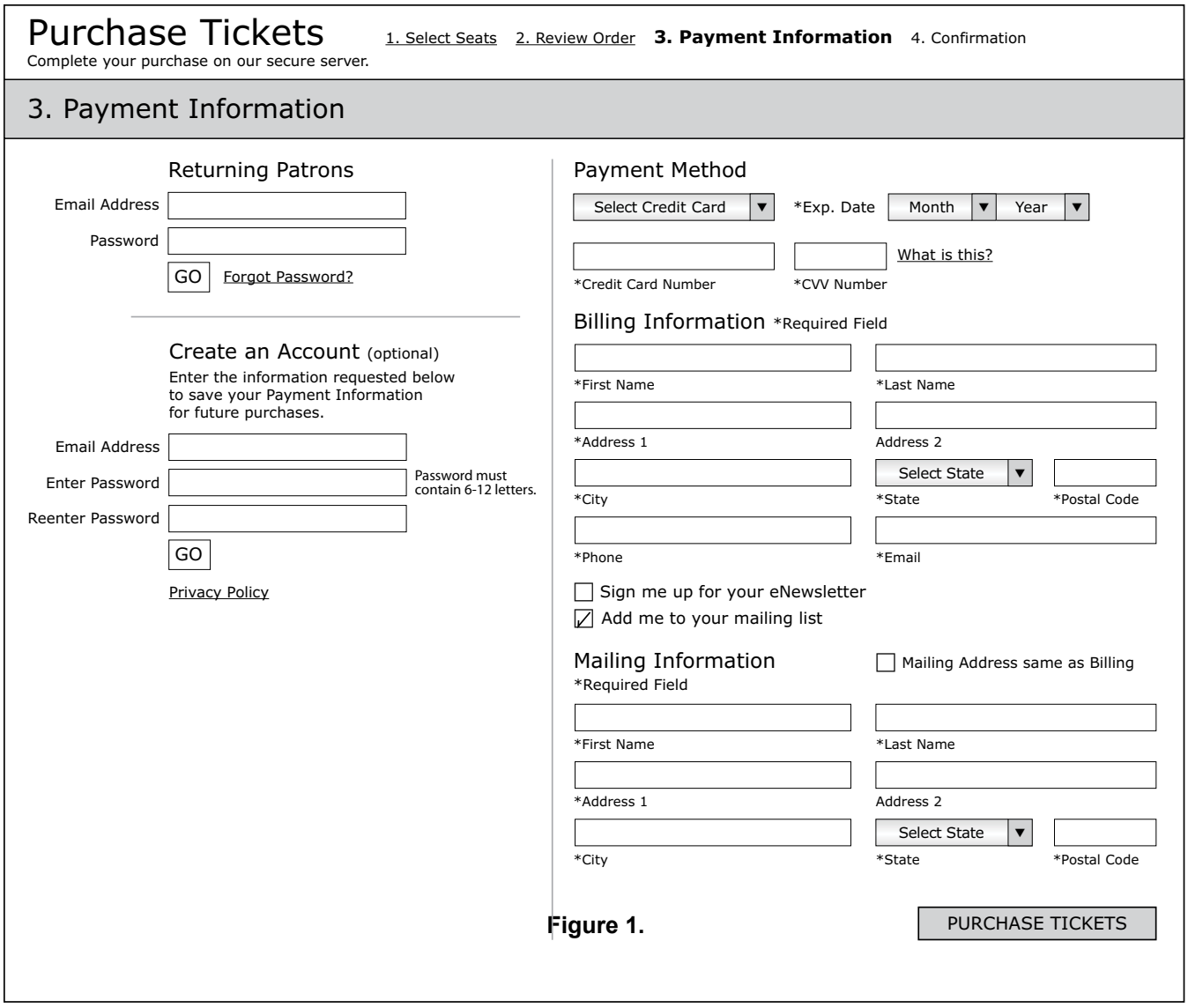

Figure 1.

Figure 43. Non-JavaScript Payment Information Default Page

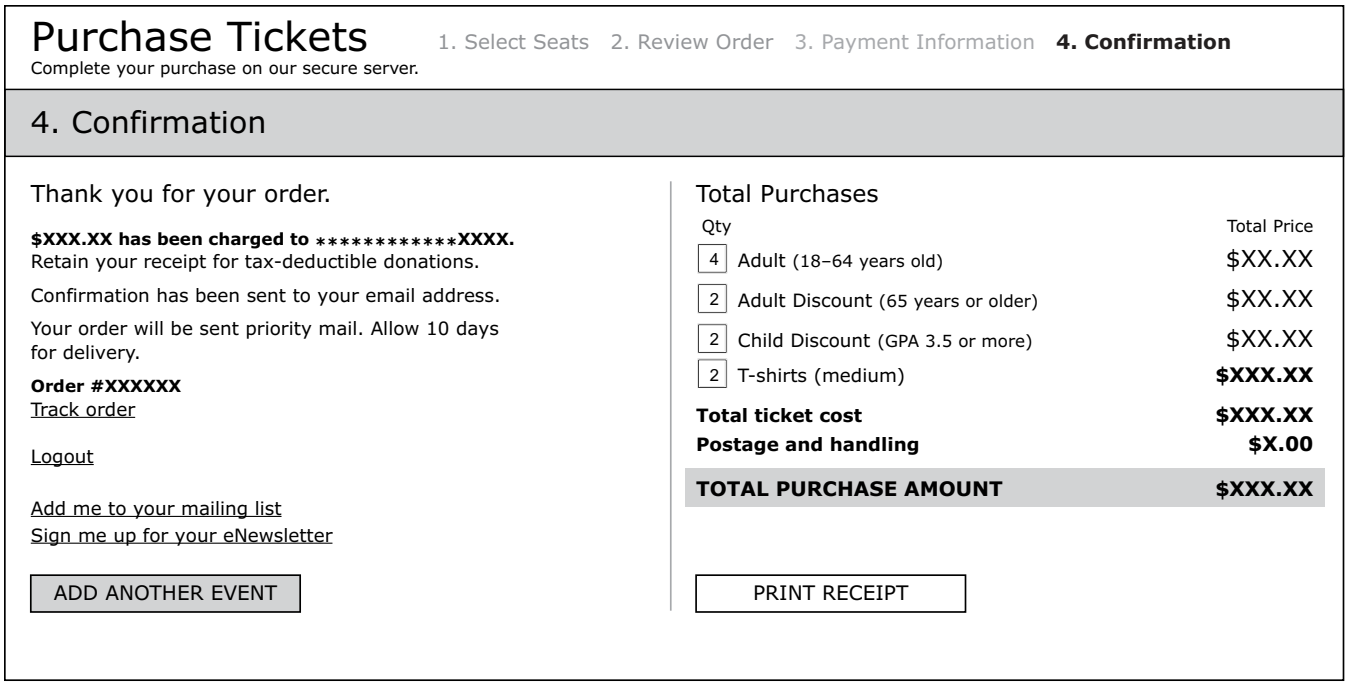

Figure 44. Non-JavaScript Confirmation Page