Working Apps: Tickets Please

User Guide v1.01

Working Apps' Tickets Please - User Guide

1 Introduction

1.1 Description

Tickets Please provides a quick and easy method for the scanning of ticket barcodes, whether on professionally printed tickets, on self print tickets or on mobile phones. Information can be displayed to the operator to assist the ticket holder, and a real-time check made of the ticket's validity.

1.2 Features

Tickets Please includes the following features:
- The use of operator names and passwords (optional)
- The identification of the user by location name
- Large touchscreen keyboard for logging on and password
- Simple to use requiring minimal operator training
- Validate a ticket in real time, checking for previous use or incorrect including time of tickets use
- Send information to the operator about the ticket or ticket holder
- Optional confirmation or just scan again
- Audible error alert

1.3 Operational Benefits

- Efficient and reliable checking of tickets
- Provides for e-ticketing
- Flexibility for the operator for location
- Queue busting capability
- One entry per barcode
- Can be used anywhere: cinemas, theatres, gigs, exhibitions, special events, museums, buses, trains, ferries

2 Solution Customization

2.1 Application

This application may be customized in a number of different ways
- Parameterization
- Vocabulary localization
- Language localization
- Barcode scanning symbology selection

Section 3 describes the parameters that may be customized in Tickets Please. These parameters are set in AppSource Studio.

AppSource Studio also gives access to the vocabulary of the application. This allows the application to be translated into different languages. It also means that the application can be modified from the original wording to reflect the end user's requirements. For example , if an end user prefers the term "Location" to "User", then the word "Location" can be substituted.

Most data input fields in *Tickets Please* accept both keyboard and barcode scanning input. The barcode symbologies allowed are enabled/disabled globally in AppSource Studio.

AppSource Studio is available for free download on the AppSource website.

2.2 Host Integration

Tickets Please has been optimised to work with a Wireless LAN to provide real time feedback or as a single user, for batch updating at the end of a user's work period. Wireless WAN is another option in situations where data updates are not as time critical.

It can also be integrated with a host with one of several formats, including:
- Excel spreadsheet
- ODBC database
- Excel Spreadsheet
- Access database
- CSV Files

The required connection and host format for a deployment are set in AppSource Studio. Tickets Please uses AppSource Link to communicate operationally AppSource Link gets the application's communications settings by importing the Deployment Project that AppSource Studio creates when you customize the application.

AppSource Link and AppSource Studio are available for free download on the AppSource website.

3 Setting The Parameters

3.1 The Use of Parameters

With the parameters the behaviour of the application can be matched to the needs and requirements of the end-user.

For example:

- Set the length of the barcode to be read
- Chose to have a password for the user or not
- Chose to confirm the ticket or to move straight on

3.2 Parameter Setup

To set up the parameters requires AppSource Studio.

3.3 Parameters

Name	Description	Values
Password	This switches the requirement to have a password on or off	0;1
Confirm Scan	This switches the option for the user to confirm the ticket information or to continue scanning	0;1
Min Scan Length	This is the minimum length that the ticket barcode must be	1 to 50
Max Scan Length	This is the maximum length that the ticket barcode can be	1 to 50
Interface Mode	This switches the application between single user and multi-user mod: ⚔ 0 being single user where the ticket data is held and updated only on the handheld, with the data updated at the end of a work period; ⚔ 1 being multi-user where each scan is sent to the central data file, and the ticket data is updated and the new central data file sent to the hand held.	0;1

4 Application

Tickets Please has been intended to be intuitive for the user, so in general users have on screen buttons to press but may also use the mobile computers keypad.
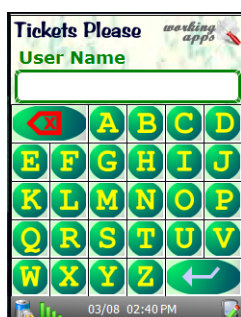
4.1 Main Menu
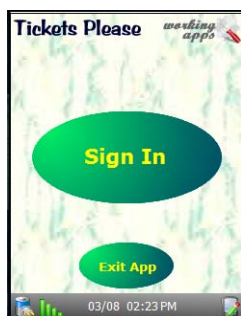
User Options

1. To go to the User Sign in (4.2)- alternative <ENTER>

2. To leave *Tickets Please* App – alternative <Esc>

Localization		
Tag	English	Maximum Length
Logon	Sign In	12 characters
ExitApp	Exit App	11 characters

4.2 User Name

User Options

1. To use the on screen keyboard to type in the "user name"

2. To use the numeric keypad of the mobile computer to type in the "user name"

3. To correct the entry by using the cancel key

4. To confirm the entry using <ENTER> or use the on screen enter

Feature

If the cancel key is pressed when there is no letters displayed the screen will return to the main menu (4.1)
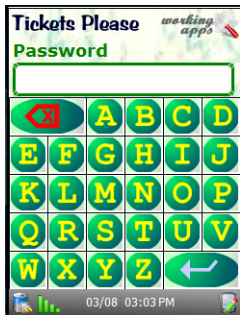
Goes to

Password (4.3)

or if Parameterization set to no password, a check is made of the user name, if correct then goes to Scan Barcode (4.5) else goes to Invalid Sign In (4.4).

Localization		
Tag	English	Maximum Length
Username	User Name	18 characters

4.3 Password

User Options

1. To use the on screen keyboard to type in the "user name"

2. To use the numeric keypad of the mobile computer to type in the "user name"

3. To correct the entry by using the cancel key

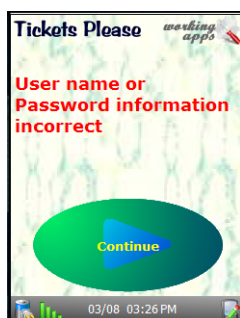4. To confirm the entry using <ENTER> or use the on screen enter

Feature

Only the last digit typed is displayed, all others are shown as asterisks

Goes To

A check is made of the user name and password, if correct then goes to Scan Barcode (4.5) else goes to Invalid Sign In (4.4).

Localization		
Tag	English	Maximum Length
Password	Password	18 characters

4.4 Invalid Sign In

User Options

1. Press the continue button or <ENTER>

2. Goes To User Name (4.2)

Localization		
Tag	English	Maximum Length
UserError	User name or Password information incorrect	95 characters

4.5 Scan Barcode

Features

This screen allows the display of two comment fields, called Comment1 and Comment2. The displayed information is collected from the host computer. The use of either or both is optional and will not be displayed if parameter Confirm is on.

User Options

1. Scan the ticket barcode or type in

> Checks ticket on line, and dependent on status and parameterization goes to:

> > a) If valid and unused, and Confirm parameter on – sets the ticket with a time stamp and user name, goes to Confirm (4.6) and displays any ticket data.

> > b) If valid and unused, and Confirm parameter off – sets the ticket with a time stamp and user name, goes to Scan Barcode (4.5) and displays any ticket data.

> > c) If invalid – goes to Ticket Not Found (4.7).

> > d) If valid but used – goes to Ticket Used (4.8)

2. Press the Exit key – Goes to Exit Check 4.9

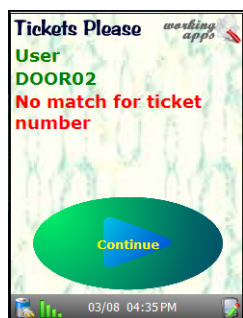| Localization		
Tag	English	Maximum Length
UserTag	User	19 characters
Scan	Scan Barcode	19 characters
Exit	Exit	8 characters

4.6 Confirm

Features

This screen allows the display of two comment fields, called Comment1 and Comment2. The displayed information is collected from the host computer. The use of either or both is optional.

User Options

1. Press the confirm button or <ENTER>. Goes To Scan Barcode (4.5)

Localization		
Tag	English	Maximum Length
Confirm	Confirm	22 characters

4.7 Tickets Not Found

Error beep on display

User Options

1. Press the confirm button or <ENTER>. Goes To Scan Barcode (4.5)

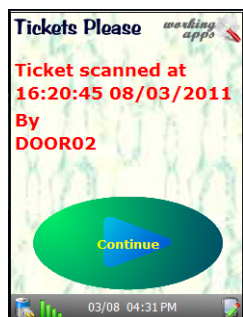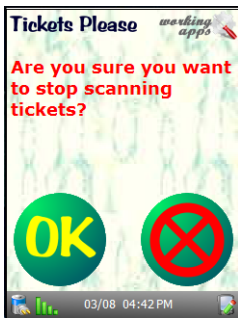| Localization		
Tag	English	Maximum Length
UserTag	User	19 characters
Confirm	Confirm	22 characters
Ticket	No match for ticket number	95 characters

4.8 Tickets Scanned

Error beep on display

User Options

1. Press the confirm button or <ENTER>. Goes To Scan Barcode (4.5)

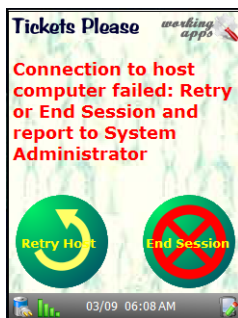| Localization		
Tag	English	Maximum Length
Confirm	Confirm	22 characters
Scanned	Ticket scanned at	19 characters
By	By	19 characters

4.9 Exit Check

User Options

1. Press the OK button or <ENTER>. Goes To Main Menu (4.1)

2. Press the Cancel button or <Esc>, Goes To Scan Barcode (4.5)

Localization		
Tag	English	Maximum Length
ExitQuestion	Are you sure you want to stop scanning tickets?	95 characters

4.10 Comms Failure

In the event of a problem either in the communication link or with the host computer this error message will be displayed.

User Options

1. Press the Retry Host button or <ENTER>. Tries the connection again, and continues if successful or returns to the Comms Failure screen.

2. Press the Cancel button or <Esc>, Goes To Main Menu (4.1)

Localization		
Tag	English	Maximum Length
CommsFailure	Connection to host computer failed: Retry or End Session and report to System Administrator	114 characters
Retry	Retry Host	12 Characters
End	End Session	12 Characters

5 Data Exchange

5.1 User Information: File name "UserList"

The user information consists of two fields

Description	Type	Format
User Name	Required	Max 10 characters – to allow easy of entry should be letters in upper case and numbers
Password	Optional dependent on Parameters	Max 10 characters – to allow easy of entry should be letters in upper case and numbers

5.2 Tickets Information: File name "TicketData"

The ticket information consists of six fields

Description	Type	Format
Ticket Number	Required	1 to 50 characters
Comment1	Optional	Max 50 characters – to allow easy of entry should be letters in upper case and numbers
Comment2	Optional	Max 50 characters – to allow easy of entry should be letters in upper case and numbers
Timestamp	Required	YYYYMMDDHHMMSS
User Name	Required	Max 10 characters

This file is downloaded from the host computer:

- ✦ if Interface Mode parameter is set 0, after a valid logon.
- ✦ If Interface Mode parameter is set 1, after a valid logon and after each scan of a ticket to ensure that all new scans from all users is checked.

This file is uploaded to the host computer:

- ✦ if Interface Mode parameter is set 0, when the user

requests to exit the application.

⚔ If Interface Mode parameter is set 1, the file is not uploaded. Ticket data is sent via file "ScannedTicket"

5.3 Tickets Information: File "ScannedTicket"

This file is only used to update the Central Database in a multi-user system. Each time a ticket scan is validated this file is sent to the host computer. It is named ScannedTicketYYYYMMDDHHMMSSID*NNN*.txt where *NNN* is the Device ID and contains:

Description	Type	Format
Ticket Number	Required	1 to 50 characters
Comment1	Optional	Max 50 characters – to allow easy of entry should be letters in upper case and numbers
Comment2	Optional	Max 50 characters – to allow easy of entry should be letters in upper case and numbers
Timestamp	Required	YYYYMMDDHHMMSS
User Name	Required	Max 10 characters