
eTicketing Manual - Commercial Partners

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Parks Australia

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Introduction

Parks Australia eTicketing system is a simple way for visitors to Kakadu National Park to purchase a park pass online, from retail shopfronts and through other partnerships such as Commercial Tour Operators and Retailers.

It allows Independent Travelers to purchase tickets ahead of time, and modify tickets to suite their changing travel plans. It also allows Commercial Tour Operators to purchase tickets on a just-in-time basis to avoid the cost of keeping pre-purchased tickets in stock. It also allows retailers the same convenience, the ability to sell tickets without having to invest in stock.

1.1 Register your organisation as a Commercial Partner

If your organisation is not already Registered as a Commercial Partner then contact Parks Australia. This only needs to be done once per organisation.

Parks Australia will create a record for your organisation in the system, and will set up one person as an administrator of that account. This administrator will then be able to manage accounts for your organisation (including other administrator accounts). This can also be done over the counter at Parks Australia office or Visitor Center.

See also:

- [howto-register-org](#)

1.2 Register a user account

This only needs to be done once per person.

Each person who can access the system needs to have an account. Rather than creating yet-another user name and password for you to remember, you can use a social media account such as Facebook, Twitter, Google or GitHub to log into the eTicketing system. If you are unable to use one of these services from your workplace, contact Parks for an alternative (local) account.

When Parks Australia first sets up an reseller organisation, they create an administrative account for someone in the organisation. This person (Admin Account) will be able to create, delete

and modify user accounts for that organisation, including granting and revoking administrative privileges to other users.

See also:

- Retail Administrator: Create new accounts by sending an invitation
- Retail Administrator: Approve a new account application
- Retail Administrator: Grant and revoke privileges to a user account
- Retail Administrator: Remove users from your organisation

1.3 Getting Help

TODO: phone numbers, urls and email addresses for these...

- 24/7 email/telephone helpdesk (technical difficulties)
- 24/7 telephone helpdesk - assisted digital ticket sales
- Business Hours: email/telephone/shopfront - register as CTO or Retailer
- online user support forum

Feedback always welcome; Any user can make comments, raise issues or suggestions in our github account. That's also the best place to get support if you want to run your own version of the software (this is open source software).

Logging in

Normally, a user is a member of only one organisation, but it is possible for them to be in more than one. A user can have different roles in organisations, such as Admin, Guide and Sales Agent. There is more information about this in *Roles and Responsibilities*.

2.1 Simple Case

The common situations are:

- Admin for a single organisation
- Guide for a single organisation
- Sales Agent for a single organisation
- Guide and Sales Agent for a single organisation

Depending on a user's role, they see a different page when they first log in.

action	Admin	Guide	SalesAgent	Page
login	1	0	0	Org Home
login	0	1	1	Org Home ¹
login	0	1	0	CTO Home
login	0	0	1	Retail Home

These login scenarios involve the following pages:

page name	example URL	description
login	/accounts/login/	The page where a user logs in.
CTO home	/cto/123/	Page about Tours (etc) for one organisation
Retail Home	/retail/123/	FIT ticket order form (a lot like the public form)
Org Home	/org/123/	Organisation Summary, links to Retail and CTO Homes

¹This assumes the user is Guide and Sales agent in the same organisation.

2.2 Unusual Cases - A member of multiple organisations

It's probably uncommon, but a user could have roles in different organisations.

For example:

- Guide for multiple organisations
- Sales Agent for multiple organisations
- Admin for multiple organisations

In these situations, when a person logs in, they would have to chose which organisation they want to act on behalf of. Then they would navigate to the correct page.

action	Admin	Guide	SalesAgent	Page
login	0	2+	0	select CTO -> CTO Home
login	2+	0	0	select Org -> Org Home
login	0	0	2+	select Retail -> Retail Home

Those unusual cases require additional pages:

page name	example URL	description
Select Org	/org/	List of organisation user is a member of
Select CTO	/cto/	List of organisations user is Guide or Admin of
Select Retail	/retail/	List of organisations user is a Sales Agent or Admin of

It could be even more complicated. If a user is a Guide for one organisation and a Sales agent for another, when they log in, they would need to chose which organisation they are acting on behalf of. If they were a Guide and Sales agent for the same organisation, they would not have to make that choice.

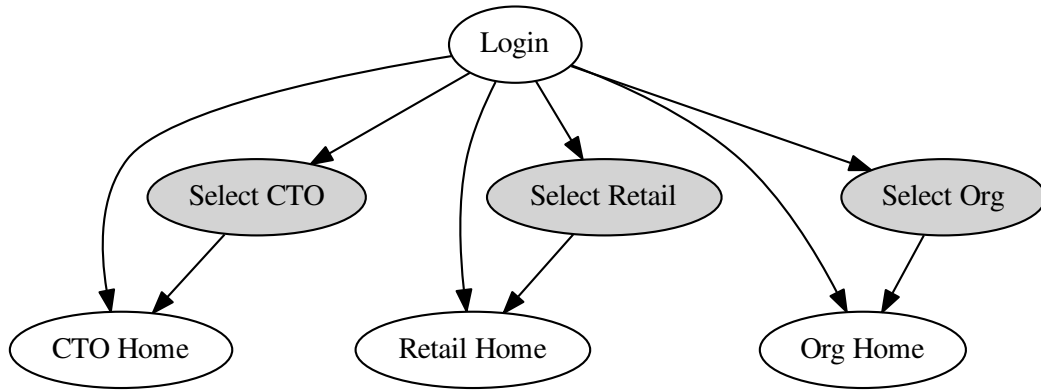
action	Admin	Guide	SalesAgent	Page
login	0	1	1	Org Home (if same org)
login	0	1	1	select Org (if different orgs) -> Org Home

In the more complicated combinations, the user would have to select the organisation they are acting on behalf of when they log in.

action	Admin	Guide	SalesAgent	Page
login	0+	2+	1+	select Org -> Org Home
login	0+	1+	2+	select Org -> Org Home

2.3 Visualising the login logic

Overall, this diagram shows the different navigation paths from logging in. It looks complicated because it covers all possible situations, however each user would only experience one path based on their personal circumstances, so it should not be a complicated experience for them.



The Drop-down Menu

3.1 menu_retail

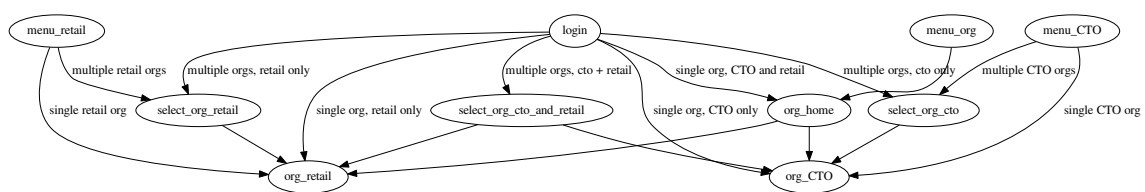
menu item labelled “Retail”. Present if user has Retail or Admin for 1 or more organisations

3.2 menu_cto

menu item labelled “CTO”. Present if user has Guide or Admin for 1 or more organisations

3.3 menu_search

menu item labelled “Search”. Present if the user has Guide, SalesAgent or Admin for 1 or more organisations.



Roles and Responsibilities

Public users of the Parks Australia web site are essentially anonymous. They do not have accounts, they do not log in to the site.

Logged in users are typically members of 1 or more Commercial Partner organisations, such as Commercial Tour Operators or ticket retailers.

A user may have the following privileges (roles) for an organisation:

- Guide privileges
- SalesAgent privileges
- Admin privileges

If a user has Admin privileges for an organisation, they automatically have SalesAgent and Guide Privileges for that organisation.

Admin privileges allows a user to:

- manage organisation configuration (TourTypes, Vehicles, etc)
- invite/approve/remove organisation members
- grant/revoke privileges (SalesAgent, Guide, Admin)

If a user has SalesAgent privileges, they are able to:

- search for customer's tickets
- edit customer's tickets
- create FIT tickets on behalf of retail customers

If a user has Guide privileges, they are able to:

- search for customer's tickets
- edit customer's tickets
- Create PAX tickets and a tour manifest

A user can be a member of multiple organisations. They can have different roles/privileges in different organisations. This has an impact on different navigation paths.

For example, see *Logging in*.

**Retail Administrator: Create new accounts by sending
an invitation**

TODO

Retail Administrator: Approve a new account application

TODO

Retail Administrator: Grant and revoke privileges to a user account

TODO

Retail Administrator: Remove users from your organisation

TODO