

Fraudulent Ticket Sales

-In the UK- names on tickets and spot checks

-cancelling tickets but giving letters out

-can't do resales, give them a letter if they turn up that states these seats weren't theirs

-Dawn reported that they used to try to identify people buying a lot of tickets and added an attribute to their account "MTP" multiple ticket purchaser.. allows to keep an eye on them, but doesn't really help for multiple accounts

-Can control settings in TMS to help with fraudulent issues.. a tool kit available. Currently you can do this with Windcave, blocking countries for example.

Google Analytics 4

-has anyone had success or any tips with that?

-New 42 hired CI to work on that as a dedicated project

-National Gallery- don't configure it in TNEW, they have it set up so that it flows from elsewhere

15.2.34 Updates for Analytics

-Been told as part of v.16 upgrade to just ignore everything v.15

-Alison report that .32 was fine, as was .33

KIS Kiosks

-Has anyone used these? They're ticketing Kiosks with some ex-Tessiturians running it, separate web purchase pathway

-In the past the team was easy to work with and nothing really jumped out

-Very costly

-Issues with customers trying to pick up tickets that haven't been purchases through you?

Pomodora Session

-People like them and find them valuable

-Concerns around June for Jamie, and wouldn't want it to take the place of us having a meeting

-Caryl called out it's after the end of the day in the UK so a bit late for them to join one

-Perhaps and earlier in the day session so everyone can enjoy

OPEN FLOOR

-A lot of us attending TLCC, some sending more, some sending less

-Laura: this meeting is valuable and she's very appreciative... sentiment shared!!

-Comment about the chargeback frauds from Odele: in the last 6 months have experiences resold tickets, they have switched on AVS checking for payments to match, but credit cards were rejected, now zip codes must match. Very busy for the box office.