

## June 6<sup>th</sup> WIT Meet Up

- V.16
  - No one has upgraded since our last meeting.
  - Alison reported that they've stopped all live upgrades because there are so many issues with v.16
    - Still issues with ticket data and phone data
    - Customizations are proving huge to upgrade
    - UK Specific Direct Debit payment method hasn't been built yet
  - Jeanne confirmed they were told to hold off as well
  - New orgs are on-boarding to v.16
  - Heather Laidlaw Kraft is the product owner for v.16
  - Bobbi confirmed that the network has slowed down upgrades but not paused based on what the orgs need and if defects will effect them
    - Big realization for them with going through the early-adopter process and making sure they aren't missing the mark
  - V.16 Overview Webinar, they are updating dates in the presentation so that will be a resource
  
- Tessitura Merchant Services from Nancy
  - Everyone is processing now in TMS in the consortium
  - TIPS!
    - TMS likes to cut over at 8 am so Nancy did a lot of work in script so that they could cut over at midnight and not wait until 8 am. Worked successfully!
    - All hands-on deck project. Week leading up they hosted hour long zooms for every user all week long.
    - CVV is always required!!
    - You can't refund to a token and a refund has to either be swiped or keyed.
      - You have 3 months to refund unreferenced refunds that were done on the old system
      - Nancy will share her refund decision tree
    - Don't need as many stores as she thought she needed
    - TMS for the Rest of Us Session at TLCC
  
- Lean Coffee
  - How to make up for institutional knowledge loss
    - 46% change over in staff since New 42 returned to office
    - How do people survive this? Ramp up well for new people?
      - Kathleen: in meetings they spend some time giving new people the background and history and profusely thanked the 3 or 4 people who have stayed forever... leaning on the people who have stayed
      - Jeanne: similar issue, they've been back in person for well over a year, but have had a very large turn over at the executive level... a core

remain who have been there forever, and they are the torch bearers for the new people... provide history when people don't know

- Anne: new people called out why things are being done a certain way, opens opportunities to re-evaluate
  - Alison: positive to being forced to go through the v.16 upgrade and it's forcing them to look at things they aren't using
  - Jamie: realizing things are getting missed because the person who was here before isn't doing it anymore
- Hi-Res Monitors and Tessitura
    - Roll-out of high res monitors in the office and people couldn't see their Tessitura... does anyone have great work arounds or has experienced this?
      - Anne: stay on an old version of citrix and that has fixed it.. from May of 2022
      - Nancy: when she undocks her screen goes wonky.. looking forward to v.16 so everything is web based
      - Dana: High DPI setting in citrix helps
  - PAH Ticket Triage - if people are not receiving tickets, what is your first step? When do you decide it is a Tessitura problem and not a user error?
    - Pre-sale for theatre festival started on Thursday and a few people have said they hadn't received their tickets, always assume it's a user error, but it's not always working. Purchased a bunch of tickets online and one price type isn't working.
    - Maybe the ticket template is too big, but it's now suddenly a problem.
      - Kathleen: they had a corruption in a ticket template so she had to recreate it. They also do a BCC
      - Nicki: We had a folder set up in file mover that saves all the PAH templates so we can see if it actually generated or not. We also had an issue with fonts on macs
      - Nancy: Do you have access to the tessitura processing service? She has a job that lets her know hourly that something hasn't sent. T\_TEMPLATE\_QUEUE is the table that tracks.
      - Dana: Does the price type have any aliases or characters that could be the problem? She's had this issue before.
      - Nancy: Suggested reaching out to the forum
  - TLCC
    - Have people registered:
      - Yes! Several affinity group meet-ups as well!
      - Comfy seating this year
      - Bobbi: from 4-5 there is a TLCC one on one session. Tours of the space available as well. Affinity group rooms will be open the first night as well with food and drink as well. All parties will be on site this year.