

Women in Tech—November 14<sup>th</sup>, 2023

#### V.16 Discussion

- Nancy is still reporting analytics load issues
- Anne found 2 defects in 16.0.10- both are related to constituent address
  - Not respecting the T\_DEFAULTS setting to not require a postal address
  - Requiring start and end date on addresses
- TMS has an EMV bug which is supposed to be fixed soon
- Tentatively first week of December for v.16.0.11 release
- From Bobbi: support software has been having multiple issues
- Direct Debits for TNEW were installed this week in a pre-lease phase

#### Lean Coffee Discussion

- TMS cutover - anything to be aware of?
  - National Gallery is looking at TMS for September 2024... trying to fit it into a small area without an exhibition... how was the cutover?
    - Dana: first consortium to go live and one member has a custom website. Work with someone closely on the ticket. Use the time that you must be thoughtful in your questions and don't make any assumptions. Secure deviceless entry helps a lot in any needs you may skip over. Was frugal in the devices. All users are set up with the same serial number. The serial number can be repeated in the table but not the user.
    - Kathleen: Was supposed to go live in March 2022 and went live in September 2023. Who needs a device? The reporting was fine, the day went smoothly. The daily processing caught them up.
    - Alison: They use direct debits for all their payment plans.
    - Anne: The only issue she's had is that if you're logged in as a system admin, it'll process the credit card but it won't complete the transaction
      - Nancy: Look at your organization on your sys admin user group
      - Dana: Use a non-cash payment method
    - Nancy: Has anyone turned on AVS yet?
      - Not turned on automatically
      - Tested and had it turned on about mid-October and had a lot of Discover card failures... about to turn off the ability to use Discover cards on their website
      - Zip only level is still asking for a house number but you don't have to put anything into the box... 15% of the time it's still asking you to put in the house number
    - Briana: For donor direct mail they accept written information, cannot collect CVV information for the card. How do you deal with this?
      - Anne: took the ability to write their card in off and told them to call or go online

- Bobbi: Even though the fundraisers may be hesitant of there may be barriers, but it is protecting their identity
  - Jamie: Devo team moved out of accepting donations online because there was a log in required. They found another system.
  - Anne: One page giving doesn't require an account
  
- Customer Types - how many does everyone have?
  - Dawn: Courtauld Gallery is relatively new to Tessitura and they have an unusual number of Customer types. 14 types. Does anyone else have a lot?
    - Nancy: 9
    - Anne: 12
    - Kathleen: 7
    - Chelsea: 12
    - Government, school, non-profit, organizational contact
    - Jamie: It's not so much how many there are, it's that everyone knows what they are and how to use them. People are filling things out based on guessing what it means.
    - Are there possible implications for having multiple customer types?
      - We're not really sure. Attributes, but maybe not anything else.
      - Nancy: the number of contact types have never been a concern of hers. Not sure it would really come into play otherwise.
    - Associations and Affiliations are here: TX\_CUST\_TYPE\_AFFILIATE
  
- Bobbi has requested to stay our liaison even though her job is changing. The community team is moving under the learning umbrella and Bobbi is focusing on Data. She is now Director of Member and Market Insights.
- Visit the forum for a post on LinkedIn Learning that Bobbi posted on Imposter Syndrome
- Nicki posted an article as well, great discussion on how women multi task but don't always get proper recognition
- Book *Invisible Woman* by Caroline Criado Perez