

Women In Tech Lean Coffee Notes—December 5th, 2023

V.16 Chat

- Kathleen: timeline has shifted again unfortunately.
- From Bobbi: v.16.0.11 scheduled to launch a week from today.
- Anne: 2 defects in v.16.0.10 related to addresses.
- Nancy: Analytics builds haven't been complete in their v.16 dev environment. Cubes are not processing.
- Dana: There is a webinar for the Education Extension coming soon
- Nancy: When are recurring membership happening in v.16? On the roadmap.
- Anne: Really likes the new membership functionality.
- Nicki: The v.16 memberships course was very helpful. Would highly recommend.
- Bobbi: Hoping to have the recurring memberships solid timeline in 2024.
- Contribution based memberships are coming after recurring. You can continue to do this, you just can't use the new functionality.
- Nancy: Upgrades in a non-hosted environment can take a long time.

LEAN COFFEE

- 1) Tessitura Merchant Services - who's using it and are you encountering any issues?
 - Kathleen: moved in September and in the last week or so the charge backs have grown exponentially.
 - Sam: Orphaned payments started when they went to TMS. Won't create an order in Tessitura but will go through Adian.
 - Known defect, fix pending?
 - Chelsea: Started with TMS immediately... recently incomplete credit card transactions. On the order itself it looked like it was paid, but it never fully completed to Adian didn't have it. Reporting reconciliation is the best thing that's every happened.... Hours of work to instantly knowing.
 - Sam: Charge Backs are much easier to dispute in this system. Everything is on the platform, so you just upload the PDF. Good is outweighing the bad.
 - 50/50 winning charge backs!
 - The only thing Tessitura can do is make a stronger verification and make it harder for them, but that's all they can do.
 - Anne: Logged in as a system admin will not complete the payment in Tessitura.
 - Second session for ticket selling might be able to be set up.
 - Odele: TMS uses 2nd authentication when purchasing a ticket, curious about this as it's not a thing in the USA.
 - Nancy: Turning on AVS created a whole host of issues, especially with discover cards. From a website perspective, there is an issue with a country code on the custom website.
 - Nancy: Do not to it at the same time as your v.16 upgrade.
 - Gina: Households and TNEW: Realized that the primary household affiliations can log in and access and renew their subscriptions. If the credit card is saved on the HH level, either affiliated individual can see and charge the credit card with the CC.

- Dana: The issue here is in a consortium setting...cards can be seen across orgs in the consortium. Update your messaging at the point of purchase.

2) How do you manage project request timeline expectations? How do you manage people expecting instant action?

- Kathleen: Spreadsheet in Teams that people have access to so people can see what is on the list, what is going on, and how long it's going to take.
- Heidi: Trello, and people can see where it is on the timeline.
- Nicki: Sometimes you just have to say no, communicate why you're saying no.
- Bobbi: Communicate a clear process, be transparent, make it visible, and that makes it easier to say no.
- Jeanne: Say "not now".
- Nicki: Provide a check list so people are giving you all the information at once and not in multiple emails.
- Jamie: Display large projects visibly on the wall.
- Bobbi: Make people think about what they're actually asking for.