

# Payments & Transactions - November Meeting

## Date and Time:

18 November 2021 - All items on the board  
18:31 (UTC+00:00)

## Facilitator:

Payments&Transactions Tessitura Community

## Attendees:

Laurie Scofield, Jen Skelly, Elizabeth Carlock, Julie Trann, Henry Kelly, Nicole Keating, Barnaby Felton, Adam Grigsby, Evan Cartwright - Seattle Rep, Kendra Kern, MBA, Sharon , Ron, Jenna Whitnall, Mana Klein, Kristen (she/her), Motoki Endo, Debbie Sims, Trini, Adam Grigsby, Jon Shaffer

## Summary:

## Actions:

## Learnings:

Hardware:

- All new hardware will be required-\$5/mo per device warranty available
- Hardware available at reduced rate vs face value. For Beta sites, there's potential for reduced cost of hardware-P2PE terminals will be required to key in credit card information-US equipment rental is not an option. Looking into if equipment rental will be available for UK/NZ/Canada

Written By: Payments&Transactions Tessitura Community

PCI Compliance:

~11 questions network members will have to answer. Other questions will have auto-populated answers by Adyen. Adam and team will be able to assist if there are other questions regarding PCI compliance.

Written By: Payments&Transactions Tessitura Community

Custom Websites:

Tessitura and partners working together to scope out work and APIs to have custom sites working with Tessitura Payments. Looking at March 1st.

Written By: Payments&Transactions Tessitura Community

**Fraud Protection/Security/Chargebacks:**

-Adyen "Revenue Protect" will be available. Members will be able to set their own risk rules

-3D Secure 2.0 will be available. This will shift chargeback liability to issuing bank

Written By: Payments&Transactions Tessitura Community

**Team Members:**

4-5 members are on the current customer-facing Tessitura Payments team. There is a larger team of developers. Once the rollout is further along, Support Staff will be available for Tessitura Payments support as well

Written By: Payments&Transactions Tessitura Community

**Payment Methods:**

Apple Pay, Debit, and ACH will be available right away. Google Pay is on the roadmap, PayPal may take some extra work, but is on the roadmap as well. BNPL providers (Klaarna, Afterpay) will be implemented later on.

"Link to Pay" will be available as well in lieu of purchasing encryption devices for Call Centers.

Written By: Payments&Transactions Tessitura Community

## Topics discussed:

Hardware topics (replacement, warranty, discounts)

Votes: 11

Suggested by: Payments&Transactions Tessitura Community

### Comments:

- Nicole Keating  
You cannot reuse devices that are already keyed to another platform.
- Nicole Keating  
Devices must be purchased through Tessitura Payments.
- Nicole Keating  
There is a warranty that is \$5 per device per month.
- Jenna Whitnall  
I could be wrong but I am fairly sure we are currently renting terminals via windcave rather than buying and owning them. Is that going to be an option when this is rolled out to the UK?

### Merged Topics:

- Hardware warranty?  
Suggested By: Payments&Transactions Tessitura Community Votes:5

- Discounts on hardware?  
Suggested By:Laurie Scofield Votes:4
- What if you already ordered all new Lane3000 terminals? Will they need to be replaced?  
Suggested By:Kristen (she/her) Votes:2

### Who is responsible for PCI compliance with Tessitura payments?

Votes: 9

Suggested by: Elizabeth Carlock

#### Comments:

- Payments&Transactions Tessitura Community  
Will PCI compliance documentation be ready on day 1?

### Tessitura Payments fraud protection, chargeback protection, AVS, risk rules?

Votes: 8

Suggested by: Payments&Transactions Tessitura Community

#### Comments:

### What is the status of Adage and the new payments platform?

Votes: 8

Suggested by: MBA

#### Comments:

- MBA  
Adage/ACE in March. In early Dev.
- MBA  
Is the new code from Tessitura .NET 5? Y

### How many team members are on the Tessitura payments team? Just curious about capacity of support.

Votes: 6

Suggested by: Kristen (she/her)

#### Comments:

### What additional payment methods are on the roadmap?

Votes: 4

Suggested by: Nicole Keating

#### Comments:

## Topics voted on but not discussed:

### Deeper dive into Fraudsites and fraud management

Votes: 4

Suggested by: MBA

#### Comments:

Current contract buyout?

Votes: 3

Suggested by: Payments&Transactions Tessitura Community

**Comments:**

Who is using TNEW?

Votes: 2

Suggested by: MBA

**Comments:**

It's not available to consortium yet even if they are US & all TNEW?

Votes: 1

Suggested by: Henry Kelly

**Comments:**

## **Suggested topics with no votes:**

I believe Chuck mentioned having call center agents be able to send an email or text to collect payment. When do you think that would be released?

Votes: 0

Suggested by: Nicole Keating

**Comments:**