

# Payments & Transactions - August 2023

## Date and Time:

18 August 2023 - All items on the board  
17:07 (UTC+00:00)

## Facilitator:

Payments&Transactions Tessitura Community

## Attendees:

Test, Karen Lightfoot, Trini Ramos, Henry Kelly - Woodruff Arts Center, Phil Parks - Museum of Fine Arts, Houston, Katina White, Christopher Stuessy, Kristin (Guthrie Theater), Meredith, Brett Logsdon, Sharon Choondassery, Chris Hairabedian, Cheryl Yosh, Chris, Kanani -Seattle Children's Theatre, Virginia Proano

## Summary:

August 18 2023 Payments & Transactions Meet-UP

## Actions:

We will invite Tessitura to our next meet-up to address questions directly.  
Written By: Payments&Transactions Tessitura Community

## Learnings:

Conference fees are prohibitive for some organizations and the virtual sessions were limited. Feedback will be provided to Tessitura.  
Written By: Payments&Transactions Tessitura Community

## Topics discussed:

### Chargebacks

Votes: 8

Suggested by: Payments&Transactions Tessitura Community

### Comments:

- Payments&Transactions Tessitura Community  
Summer has seen an increase in fraudulent charges  
Likes:1
- Payments&Transactions Tessitura Community  
AVS in v15 is horrible!

- Payments&Transactions Tessitura Community  
TMS still experiencing double charges and chargebacks. TMS team is working on these issues. V15 better speed with TMS and a reduction in double charges. V16 - back to problems.

### TMS Implementations. Status and experience to date?

Votes: 5

Suggested by: Payments&Transactions Tessitura Community

#### Comments:

- Payments&Transactions Tessitura Community  
See the post regarding making refunds in TMS! Katina White is willing to provide assistance and additional information
- Payments&Transactions Tessitura Community  
Referenced v unreferenced refunds
- Payments&Transactions Tessitura Community  
Go live recommendations:Machine settings - mapping to card reader took some time, but done in advance. Only downside was losing all credit cards on file.
- Payments&Transactions Tessitura Community  
Pledge billing needed some additional work (stopped working) with the implementation.
- Payments&Transactions Tessitura Community  
Lots of education and presentations for users - provide daily updates

### Seeing an increase in double charges on TMS, V16 & TNEW. Is anyone else experiencing this?

Votes: 5

Suggested by: Cheryl Yosh

#### Comments:

- Payments&Transactions Tessitura Community  
More double charges with v16. One order created with multiple charges against it. Typically due to impatience with slow processing. Also orphan orders - they are charged and no order is saved in Tessitura.
- Payments&Transactions Tessitura Community  
Advise to stick with v15!
- Payments&Transactions Tessitura Community  
Happy with TMS and the devices. Increase in the use of ApplePay but...
- Payments&Transactions Tessitura Community  
Issue with some of the devices connecting to wifi - P400 device

### How was TLCC? Did you learn something new about TMS, Worldpay or Windcave?

Votes: 4

Suggested by: Payments&Transactions Tessitura Community

#### Comments:

### are you using TMS in V15 or V16? how is the experience in both?

Votes: 4

Suggested by: Sharon Choondassery

Comments: