

Payments & Transactions - September 2023

Date and Time:

22 September 2023 - All items on the board
17:07 (UTC+00:00)

Facilitator:

Payments&Transactions Tessitura Community

Attendees:

Trini, Trini, Caryl, Dawn, Trini, Kristin O, Dan Ruth, Brett Logsdon, Kyle Schulte - Tessitura Network - he/him, Brett Logsdon, Ruslan Nikandrov, Kyle Schulte - Tessitura Network - he/him, Gina Harrower, Katie Hathaway, Seth, Falon Cole, Brett Logsdon, Adam, Trini, Nancy Sheleheda, Anne Marie, Christopher Cuhel | Des Moines Performing Arts, Kennedy , Phil Parks - Museum of Fine Arts, Houston, Dan Ruth, Kristin O (Guthrie Theater), Clarke, Gawain, Martha

Summary:

Adam and Kyle joined the conversation today as our guests from Tessitura to provide answers to questions about TMS.

Actions:

Learnings:

Topics discussed:

Chargebacks are still a big concern. What progress has been made or is being planned to address and reduce the number of fraudulent chargebacks?

Votes: 10

Suggested by: Payments&Transactions Tessitura Community

Comments:

What is new for TMS in v.15.2.38?

Votes: 8

Suggested by: Trini

Comments:

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Lots of bug fixes and enhancements for address verification. No brand new features. Secure deviceless entry window moving forward. Custom website bug fixes.
Secure deviceless entry question: Will tokenize any transaction. Need an EMV device if a transaction is not being processed. Needs to have 2 things in order to tokenize:
1) Transaction going through
2) Box needs to be checked in the window
Cannot tokenize without a transaction. Future pledges and payment plans for example. Remember, EMV devices are the most secure. Option is to run a \$1 transaction for authorization that is then immediately reimbursed as a work around.
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PCI expiration dates on devices – Adam will follow up on this.

Is a Virtual Terminal available in TMS as in Worldpay?

Votes: 8

Suggested by: Brett Logsdon

Comments:

How does Adyen interpret issuing bank responses? We're seeing a fair amount of declines where the issuing bank actually approved, but Adyen cancelled the transaction.

Votes: 3

Suggested by: Nancy Sheleheda

Comments:

Token Deletion - What criteria do you use?

Votes: 0

Suggested by: Seth

Comments:

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Use the expiration date utility – won't touch anything on an active billing plan
Can start an exclusion list as well (ie high level VIP). Those on the list will never be deleted regardless of any other rules or dates.