

Tessitura Network / DCTUG Meeting



May 5, 2015

Harman Center for the Arts
Shakespeare Theatre Company

Washington, DC

Meeting 2p – 4p

Reception 4p – 6p

James Roemer

Director of Administration



Today's Agenda for DCTUG Meeting

- Welcome/Introductions 2:00p
 - Network & Roadmap Review
 - Community Review/Preview
- User Presentation – AMNH & Quicksale 2:30p
- Discussions by Interest Areas 2:45p
- Recap/Next Steps
- Networking Reception 4:00p
- Farewells 6:00p

Thank You Planning Team

- Allyson Quirico Woolly Mammoth
- Andrea Williams National Geographic
- Brian Grundstrom Shakespeare Theatre
- Brian McCloskey Shakespeare Theatre
- Khady Kamara Arena Stage
- Monica Holt Kennedy Center
- Seth Ghitelman Mount Vernon
- Stephanie Moore Baltimore Symphony Orchestra

Andrea Williams – National Geographic



Allen Clark – Music Center at Strathmore

Manager of Information Systems



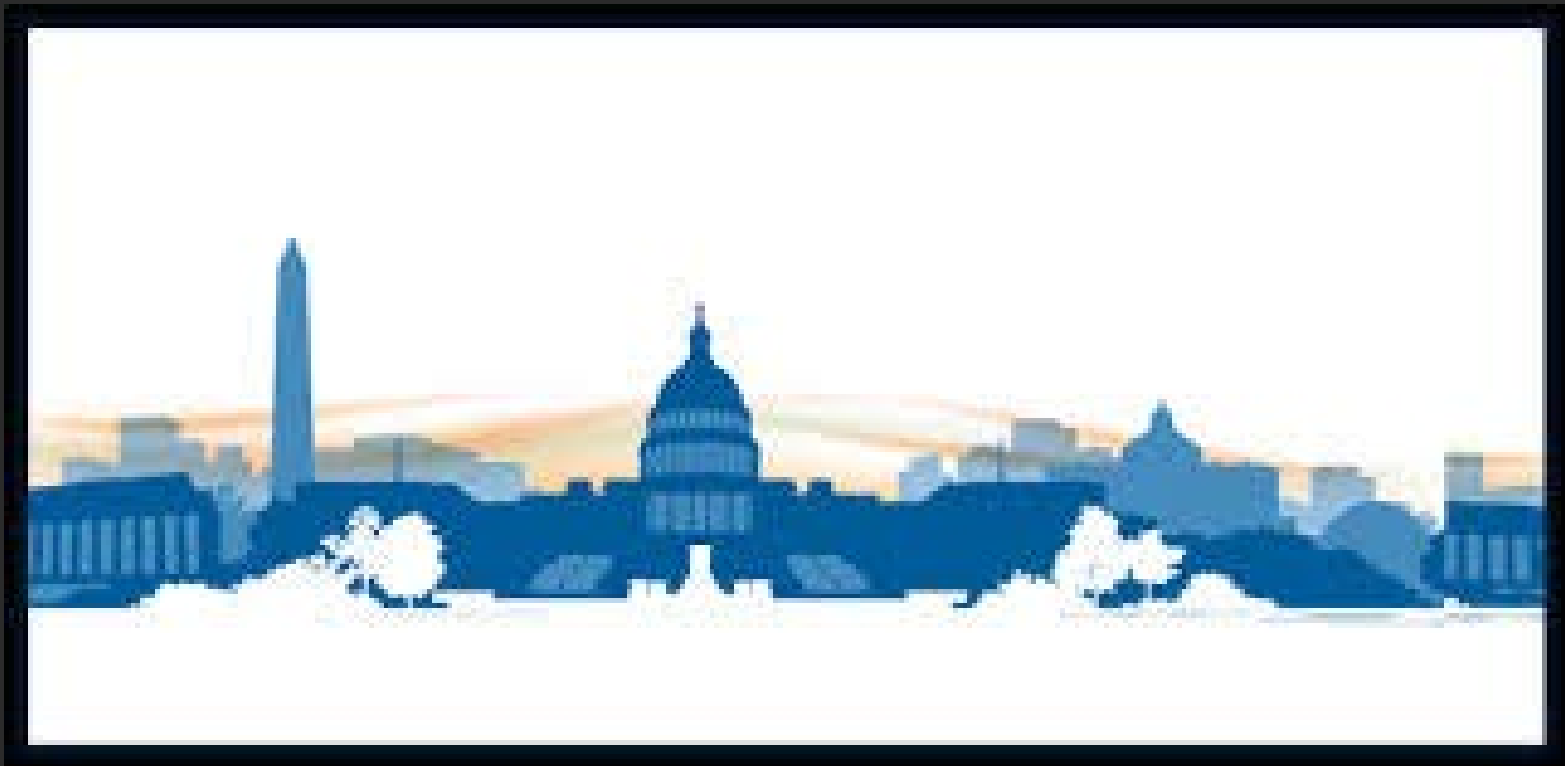
- DC/MDTUGs
- 12 TLCCs
 - Planning Committee
 - Presenter
 - Moderator
 - Content Planner
 - Buddy/Mentor
 - 5K Run/Walk Timer

A world map is centered in the background, rendered in a light blue color against a darker blue background. The map is overlaid with a pattern of binary code (0s and 1s) in a lighter shade of blue. The text 'Jessitura network' is centered over the map. 'Jessitura' is in a white, elegant script font, and 'network' is in a bold, orange, sans-serif font. An orange arc is positioned above the 'J' and 'e' of 'Jessitura'.

Jessitura
network

Tessitura Network

Washington DC Roots





Metropolitan Opera



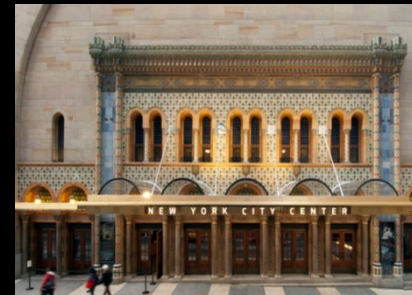
Kennedy Center



Santa Fe Opera



Lyric Opera Chicago



New York City Center



San Francisco Symphony



Seattle Opera

Seven Arts Organizations founded the Tessitura Network

Founding Member Organization

Tessitura Network Washington DC Connections



Jessitura

LEARNING & COMMUNITY

CONFERENCE 2010



Washington, DC AT THE
National Harbor

AUGUST
8-12

2010 TESSITURA LEARNING & COMMUNITY CONFERENCE

- **Aug 8-12, 2010**
- **Gaylord National**
- **904 Attendees**
- **242 Organizations**
- **6 Countries**







Cultural
Attractions



Dance



Presenting
Organizations



Museums/Galleries/
Science Centers



Opera



Performing
Arts Centers



Symphonies



Festivals



Theaters



Universities &
Colleges



DC/MD/VA Tessitura Members



DC/MD/VA Tessitura Members

- Kennedy Center 2001
- Washington National Opera 2002
- Shakespeare Theatre Company 2002
- Baltimore Symphony Orchestra 2003
- Smithsonian Associates 2003
- Music Center at Strathmore 2003
- National Symphony Orchestra 2006

DC/MD/VA Tessitura Members (cont'd)

- Washington Performing Arts 2006
- Woolly Mammoth Theatre Company 2008
- The Studio Theatre 2008
- University of Virginia 2009
- Arena Stage 2009
- Virginia Opera 2009
- Virginia Repertory Theatre 2011

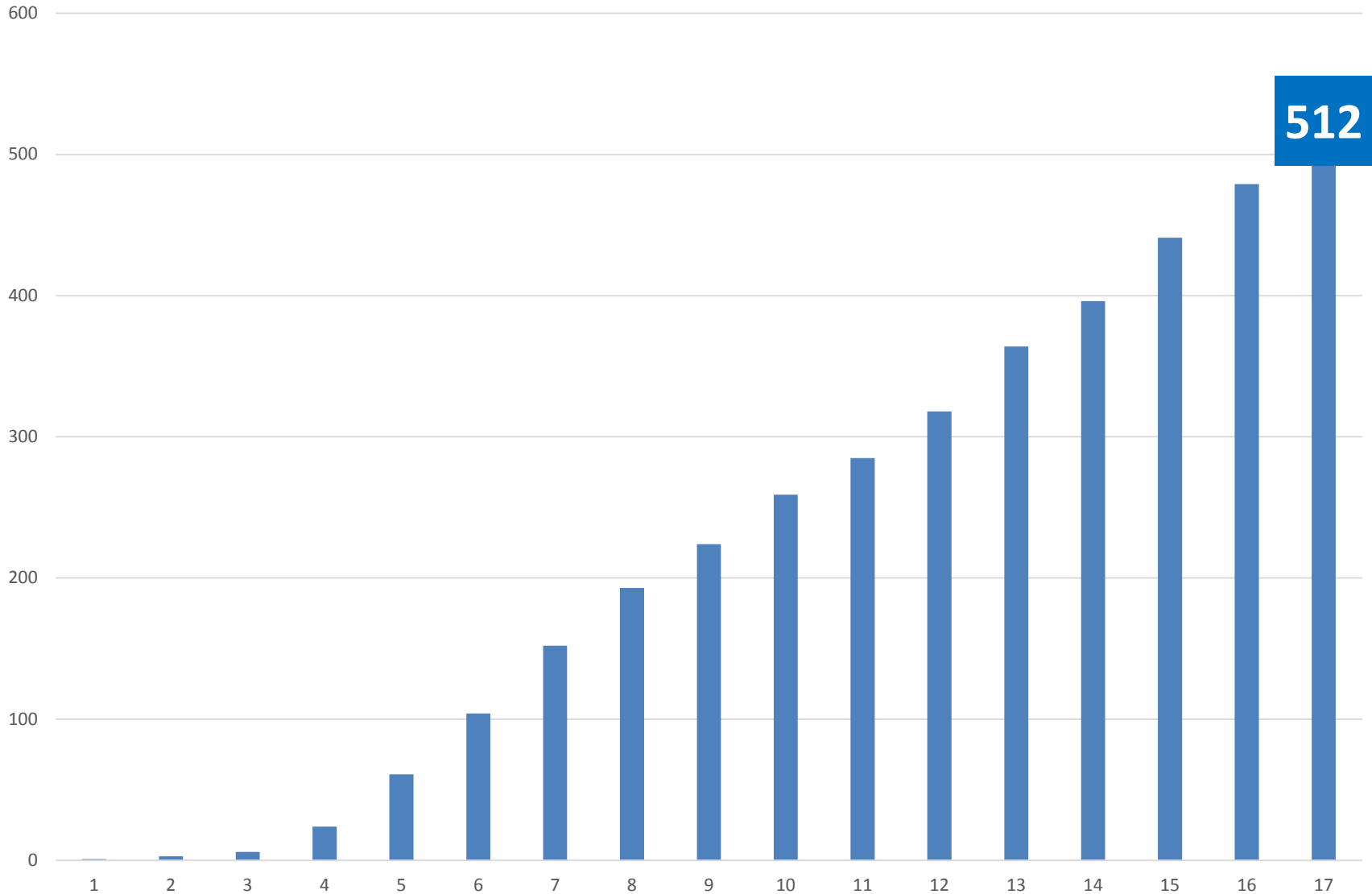
DC/MD/VA Tessitura Members (cont'd)

- Modlin Center for the Arts 2011
- National Geographic Society 2011
- Maryland Hall for the Creative Arts 2011
- Paramount Theatre 2012
- Virginia Symphony Orchestra 2013
- Virginia Stage Company 2013
- Folger Shakespeare Library 2013

DC/MD/VA Tessitura Members (cont'd)

- Imagination Stage 2014
- Signature Theatre 2014
- George Washington's Mount Vernon 2015
- Hillwood Museum 2015
- ????? ?????

TESSITURA NETWORK ORGANIZATIONS





Tessitura Network Staff Members

136 Full Time Staff
May 2015

7 at DCTUG Today
6 Based in DC/MD/VA



Marie Bertrand

Sr. Implementation
Specialist, Web Products
Frederick, MD



Warren Evans

Tessitura Services Manager
Alexandria, VA



Brian Feldman

Client Development
Manger
New City, NY



Mickey Lund

Managed Services Client
Specialist
Annapolis, MD



Mary Purvis

Director of Managed
Services
Timonium, MD



Chris Vallette

Managed Services Client
Specialist
Baltimore, MD



Don Youngberg

Vice President
Community
New Haven, CT



Rebecca Herberson

Implementation & Training
Consultant
New Freedom, PA



Tami Fox

Services & Community
Relations Specialist
Mount Horeb, WI

Guests?

Guests – Opera America Attendees?



thedallas**opera**

Guest?

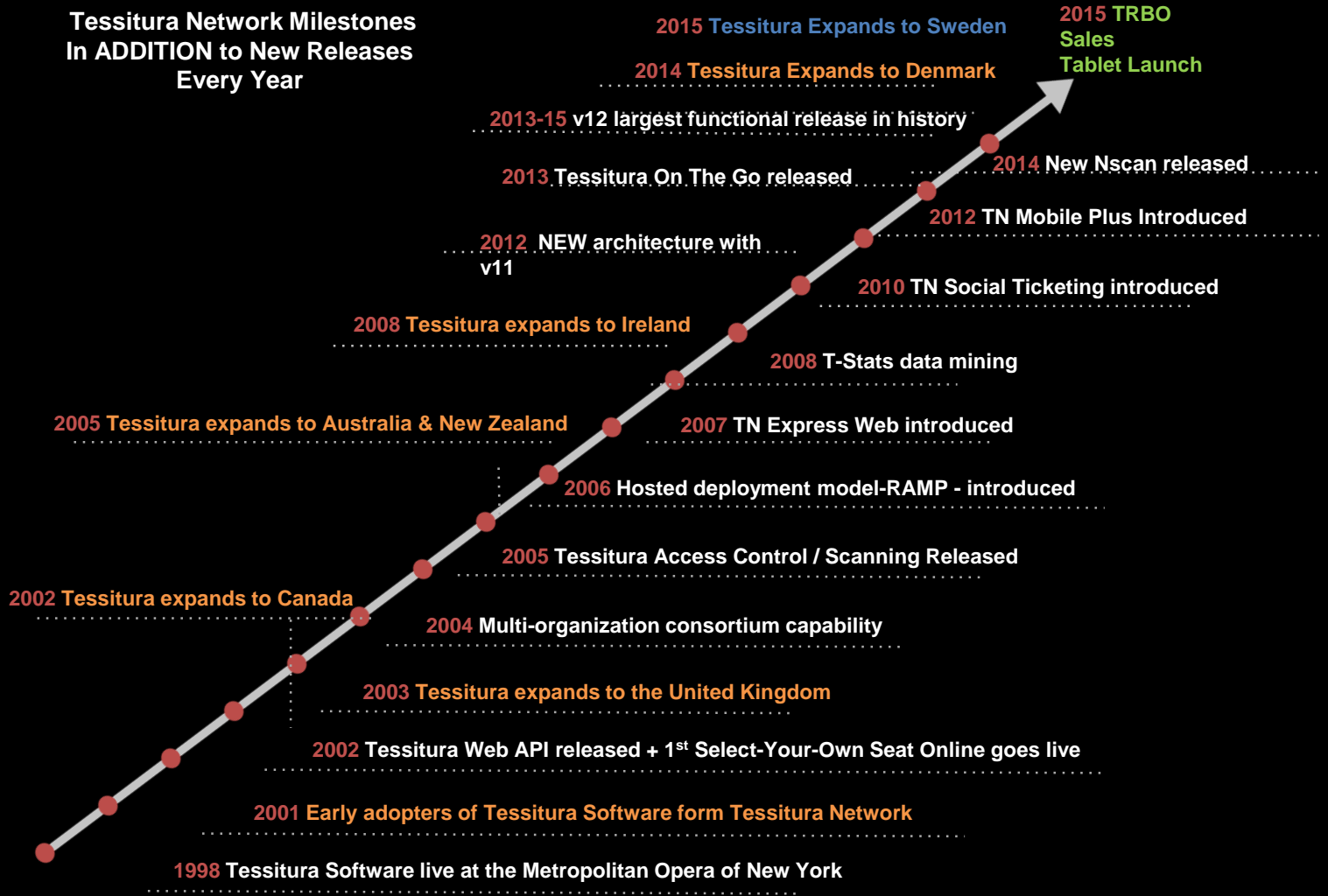


Smithsonian
National Museum of African American
History and Culture



Network Update

**Tessitura Network Milestones
In ADDITION to New Releases
Every Year**



2013 - 2015


We introduced
our largest release cycle in a decade

Tessitura Version 12

v12.0 (December 2013)

- Plans (Moves Management rethinking)

MOVES MANAGEMENT



Ms. Mara Hazzard-Wallingford
#35765
(MEM), (DON)

Memb Level: 6 Expr: 05/08/15
Last Contrib: 07/31/14 \$10.00
Greatest Need
60 Month Giving \$10.00

Next Event: 11/30/14 2014 Daily Adn
Email: mhazzard-wallinfo@t

C. Wallingford and M...
★ Christopher Wallingford
★ Mara Hazzard-Wallingf...
★ Emma Wallingford

History	Connections	Contributions	Transactions	Ticket History	Orders	Custom
General	Names	Contact Details	Plans	Relationships	Research	Attributes

Plans
 Portfolio
 Worker Setup
 Primary Worker Only
 Status: (filter by status)
 Role: (filter by role)
 (select columns)

Constituent Name	Active Workers	Plan	Status	Last Step Type
Dr. Suzy Davidson	Mara Hazzard-Wallingford, Brian Feldman, Barba	Century Campaign - Education - Building Contributions	Ongoing	Follow-Up
Mr. Chris Doss	Mara Hazzard-Wallingford, Brian Feldman	2013 Jazz Festival Membership - (unassigned) -	Active	Follow-Up
Foundation for the Performing Arts	Mara Hazzard-Wallingford	2014 Grants - (unassigned) - Grants	Active	Proposal Due
Mrs. Dora Explorer	Barbara Gross, Mara Hazzard-Wallingford	2014 Education - (unassigned) - Education	Active	Phone Call
Martin and Helen Kennedy Household	Mara Hazzard-Wallingford, Christy Carlson, Barba	2014 General Prospects - (unassigned) - Education	New	Follow-Up
Jerry and Jeanne Seinfeld Household	Mara Hazzard-Wallingford, Christy Carlson	2014 Education - (unassigned) - Education	Active	Follow-Up

Copy To Clipboard
8 Plans

v12.0 (December 2013)

- Plans (Moves Management rethinking)
- Pricing Setup redesign

v12.0 (December 2013)

- Plans (Moves Management rethinking)
- Pricing Setup redesign
- Communication Management
- Constituent Model extended to Transactions
- Tessitura On The Go



Business
Facing
Mobile
Access



Form 1

270,000,000

Account 1
Account 2
Account 3
Account 4
Account 5
Account 6
Account 7
Account 8
Account 9
Account 10
Account 11
Account 12
Account 13
Account 14
Account 15
Account 16
Account 17
Account 18
Account 19
Account 20

Account Name
Account Type
Account Balance
Account Status
Account Date
Account Description
Account Location
Account Contact
Account Email
Account Phone
Account Address
Account City
Account State
Account Zip
Account Country
Account Currency
Account Units
Account Rate
Account Tax
Account Fee
Account Cost

Account ID
Account Code
Account Key
Account Flag
Account Mark
Account Note
Account Remark
Account Remark2
Account Remark3
Account Remark4
Account Remark5
Account Remark6
Account Remark7
Account Remark8
Account Remark9
Account Remark10
Account Remark11
Account Remark12
Account Remark13
Account Remark14
Account Remark15
Account Remark16
Account Remark17
Account Remark18
Account Remark19
Account Remark20

Account Type
Account Status
Account Mark
Account Remark
Account Remark2
Account Remark3
Account Remark4
Account Remark5
Account Remark6
Account Remark7
Account Remark8
Account Remark9
Account Remark10
Account Remark11
Account Remark12
Account Remark13
Account Remark14
Account Remark15
Account Remark16
Account Remark17
Account Remark18
Account Remark19
Account Remark20

Account Name
Account Type
Account Balance
Account Status
Account Date
Account Description
Account Location
Account Contact
Account Email
Account Phone
Account Address
Account City
Account State
Account Zip
Account Country
Account Currency
Account Units
Account Rate
Account Tax
Account Fee
Account Cost

Account ID
Account Code
Account Key
Account Flag
Account Mark
Account Note
Account Remark
Account Remark2
Account Remark3
Account Remark4
Account Remark5
Account Remark6
Account Remark7
Account Remark8
Account Remark9
Account Remark10
Account Remark11
Account Remark12
Account Remark13
Account Remark14
Account Remark15
Account Remark16
Account Remark17
Account Remark18
Account Remark19
Account Remark20

Account Type
Account Status
Account Mark
Account Remark
Account Remark2
Account Remark3
Account Remark4
Account Remark5
Account Remark6
Account Remark7
Account Remark8
Account Remark9
Account Remark10
Account Remark11
Account Remark12
Account Remark13
Account Remark14
Account Remark15
Account Remark16
Account Remark17
Account Remark18
Account Remark19
Account Remark20

- Home
- Portfolio for Mr. Tom Ross Bauhaus
- Ms. Dug Enzo Berauden**
2009-14 Capital Campaign /
Unassigned / Cas GRK
3 - Initial Contact
 - Mr. Mary Charles Guckel**
2014 AF Gifts at Ford / Unassigned /
GRK Foundation
3 - Gift Received
 - Mr. Herb Judge Stamm**
2014 AF Individual / Special Project /
Prod Production
1 - Identity
 - Mr. Pat Dick Meacham**
2014 AF Individual / Unassigned /
Ind General
3 - Initial Contact

v12.1 (May 2014)

- QuickSale
- New Timed Admission functionality

Loyalty Count:
Next Event:
Last Event:

Owner: <Gen.Public>
Source: 34109
Cancel Order

Mary Poppins 12/30/2015 8:00PM 1477	Today's Film City of God 1998	Concert Series Sunday Afternoons	Today's Tours 12/30/2015 8:00AM 2905
Membership Supporter 50.00	Fee Group Buy-Out 250.00	Go To Add-On Donations	Round Up Greatest Need 10.00

ALL LEVELS
 Annual Giving

Go To Chicago	Go To Mary Poppins	Go To All Subscriptions
-------------------------	------------------------------	-----------------------------------

PERFORMANCES	\$92.00
MARY-1230 - Wed, 12/30/2015 8:00 PM Mary Poppins (2) \$92.00 ✖	
Stan / MR 2 @ \$46.00	\$92.00
CONTRIBUTIONS/MEMBERSHIPS	\$8.00
Greatest Need \$8.00 ✖	
Total Amount: \$100.00 Total Paid: \$0.00 Total Due: \$100.00 Total Change Due: \$0.00	

Add to Cart	Add to Cart & Pay	Pay
-------------	-------------------	-----

v12.1 (May 2014)

- QuickSale
- New Timed Admission functionality
- **Surveys**

Loyalty Count:
Next Event:
Last Event:

PERFORMANCES	\$92.00
MARY-1230 - Wed, 12/30/2015 8:00 PM	
Mary Poppins (2)	\$92.00

Survey [?] [X]

Postal or Zip Code/State or Province/Country

How did you hear about us?

Email Address?

Save Cancel

Total Amount:	\$92.00
Total Paid:	\$0.00
Total Due:	\$0.00
Total Change Due:	\$0.00

Apply Payment | Apply Payment & Finish | Finish

v12.1 (May 2014)

- QuickSale
- New Timed Admission functionality
- Surveys
- N-Scan 6.0
- Composite Tickets

N-Scan for Access Control NEW Version = Many More Features



Membership Scanning (new feature)

- Customer number or membership number
- Set admission limits by membership level

Level Details

Level: 1 Rank: 1 Description: Platinum

Initiation

First of Next Month
 Today
 First of This Month
 Fixed Date 00/00/0000

Expiration

Expire: 12 Months After Initiation
 Always Expire at End of Month
Renew: 2 Months Before Expiration
Lapse: 6 Months After Expiration
Reinstate: Months After Expiration

Category: Major Donor Inactive
Constituency: Major Donor
Start Amt: \$100,000.00 Non-Deductible Amt: \$250.00
End Amt: 000,000,000.00 No. Issues: 0

Pledge Settings

Basis Amt: \$.00
Suspend: Months After Initiation
Cancel: Months After Initiation

N-Scan Limits

Adult: 2
Child: 2
Other: 2

- + other features

11:24

Admission Counts

Mr. Carter Kotzman

Friends of Autumn Ridge

Directors (5)

Faust (FST070210)

Adult(2)	Child(2)	Other(0)
1	0	
2	1	0
2		

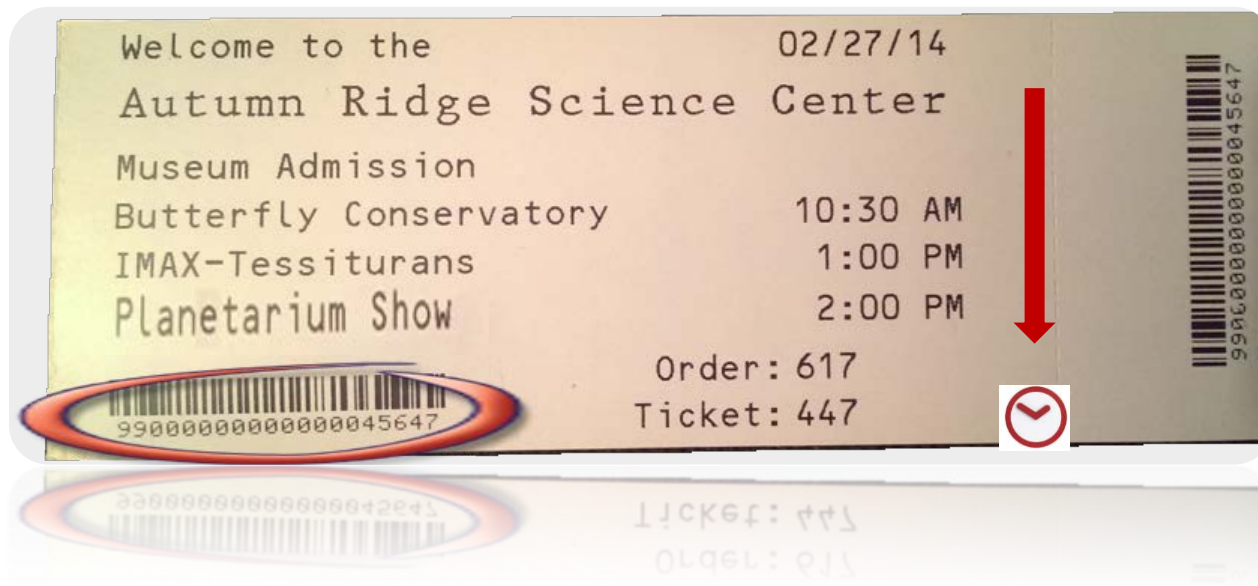
Update

free for personal use

Composite Tickets (new feature)

Now **One** Ticket Containing ALL Activities

Single barcode represents one of each item in a package



v12.5 (coming soon!)

- 12.5 Pricing/Messaging Rules
Rules, Messages, Rule Sets
- 12.5 Payment Enhancements
Return by Transaction, Tokenization (NA)
- 12.5 Order Processing Enhancements
Lineitem Adjustor, Memberships, QS
- 12.5 Tessitura Roving Box Office (TRBO)
Android Tablet Application

Pricing Rules: What Can You Do?

- **Product Volume**
(AdHoc package pricing)
- **Seat Volume**
(Bring a big group and save)
- **Multiple Price Type**
(Family plan)
- **Product Only**
(Special deal on selected events)
- **Buy One Get One**
(Get a discount on a percentage of your seats)
- **Add On**
(Buy this and get a discount on that)

Pricing Rules: Messaging

- **Upsell**
(“Buy one more event and get a discount”)
- **Suggest**
(“We have other jazz concerts available”)
- **Recognition**
(“Thanks for being a supporter”)
- **Print on Tickets**
(“This ticket purchased at a member discount”)
- **Custom Messages**
(Websites or Apps)

Tessitura Roving Box Office





Tessitura Roving Box Office –
"TRBO"

What's Ahead: v14

Version 14 Focus

- 14 **Architecture (roadmap)**
Building out REST API features, Performance
- 14 **Administration and Supportability**
Error handling, reporting
- 14 **Payments (roadmap)**
EMV, Further hardware integration
- 14 **Resource Scheduling (roadmap)**
Spaces, People, Equipment

Resources



The Global Leader for Arts & Cultural Technology + Services + Community

GETTING STARTED WITH TESSITURA

► DOCUMENTATION & HELP SYSTEM

- Tessitura Help System v11
- Tessitura Help System v12.1
- Tessitura Help System v12.0
- Tessitura Help System PDFs
- TN Express Web (TNEW)
- TN Mobile Plus (TNMP)

T-CLASS E-LEARNING

TESSITURA HOSTED TRAINING FOR V12+

TESSITURA HOSTED TRAINING FOR V11

TESSITURA'S INNOVATOR SERIES

WEBINARS

RECORDED WEBINARS & T-CASTS

TESSITURA TRAINING AGENDAS

TESSITURA TRAINING AGENDAS FOR V12.1

TESSSTATS

TESSITURA SAMPLE LIBRARY

TESSITURA KNOWLEDGEBASE

FAQS

CONTACT THE LEARNING TEAM

Request? Typo? Need Help?

Documentation & Help System

WELCOME TO TESSITURA DOCUMENTATION

The Tessitura Network maintains an extensive collection of comprehensive documentation on the Tessitura application and its supporting products.

Usage and setup documentation for the Tessitura application is collected into the online Tessitura Help System, which provides simple navigation (including extensive linking between cross-referenced topics and the ability to mark favorite topics for easy reference later), improved results when you need to run a search, and interactive controls that make reading the documentation easier and more engaging.

[Open the v11 Help System ►](#)

[Open the v12.0 Help System ►](#)

[Open the v12.1 Help System ►](#)

Technical topic documentation (such as installation, customizations, and web) and supporting product documentation is published as Word and PDF files. You can browse these documents using the Browse by Category dropdown below.

Entering a term in the Search field searches all documentation, including the Tessitura Help System, but the search feature available within the Help System will provide easier to use results when searching for application usage and setup topics.

SEARCH DOCUMENTATION

Tessitura Hosted Trainings



The Global Leader for Arts & Cultural Technology + Services + Community

COMMUNITY | LEARNING RESOURCES | SOFTWARE SUPPORT | CONSULTING SERVICES | PRODUCTS | CA

[GETTING STARTED WITH TESSITURA](#)

[DOCUMENTATION & HELP SYSTEM](#)

[T-CLASS E-LEARNING](#)

▶ [TESSITURA HOSTED TRAINING FOR V12+](#)

- [API Overview for Version 12](#)
- [Customizations and Version 12](#)
- [Enhanced Communications Management in Version 12](#)
- [Ticket Pricing in Version 12](#)
- [Using Plans and Portfolios in Version 12](#)
- [Version 12.1 Training: QuickSale, Composite Tickets and N-Scan v6 Features](#)
- [Tessitura v12+ Overview and Upgrade Preparation](#)

[TESSITURA HOSTED TRAINING FOR V11](#)

[TESSITURA'S INNOVATOR SERIES](#)

[WEBINARS](#)

[RECORDED WEBINARS & T-CASTS](#)

[TESSITURA TRAINING AGENDAS](#)

[TESSITURA TRAINING AGENDAS FOR V12.1](#)

[TESSSTATS](#)

[TESSITURA SAMPLE LIBRARY](#)

[TESSITURA SAMPLE PROGRAMS](#)

Tessitura Hosted Training for v12+

The Tessitura Hosted Training program provides scheduled opportunities to join other members and Tessitura Network staff to view pre-recorded training on a specified topic, followed by a live Question and Answer period. Hosted Training sessions are scheduled for 90 minutes, with 45-60 minutes of presentation and the balance of the session reserved for Q&A.

[View the schedule](#)

Since the recordings are also available for download, members may choose to view training recordings on their own and to join the Hosted Training session for Q&A only. The training detail pages for each topic indicate the duration of the recording and how far into the scheduled session Q&A is expected to begin.

CURRENT TESSITURA HOSTED TRAINING TOPICS

- **NEW in October! [Version 12+ Overview and Upgrade Preparation](#) [v12+ Overview]**

[Keyword in brackets is the key to finding the session in the [table below](#).]

A complete listing of all Tessitura Hosted Training for v12+ topics is available to the left. Choose a topic to access links to session recordings, PowerPoint presentations and other relevant materials.

REGISTERING FOR A TESSITURA HOSTED TRAINING SESSION IS EASY, AND THERE IS NO CHARGE TO ATTEND!

1. Sessions are offered in three different time slots for the convenience of our global members:
2pm London

What's New in V12.5

PRICING RULES

Pricing rules are used to trigger automatic price changes and deliver messages based on selected order, product, and constituent criteria. Pricing rules are set up and managed on the **Pricing Rules** screen, listed on the **Pricing Setup** sub-menu of the **Ticketing Setup** menu:

Pricing Rules

Filters

Action: (All)

Category: (All)

Description:

Description

Add On

Buy One Get One Free

Multiple Price Type

Product Only

Product Volume

Seat Volume

Pricing Rule Constituent Criteria Messaging

General

Description: Product Only Inactive Id: 14

Type: Product Only

Category: Theater Rules Start Date/Time: 11/18/2014 04:40 PM

Appeals: (all) End Date/Time:

Sources: (all) Maximum Seats:

Exclude General Public Apply Rule Once Per Order Only

Created 11/18/2014 16:42:34 by ksheehan at KEVIN-PC Modified 11/18/2014 16:42:34 by ksheehan

Action

Mode: Price Change

Discount Amount: 10.00 Is Percent Round To: 0 Respect Minimum Price

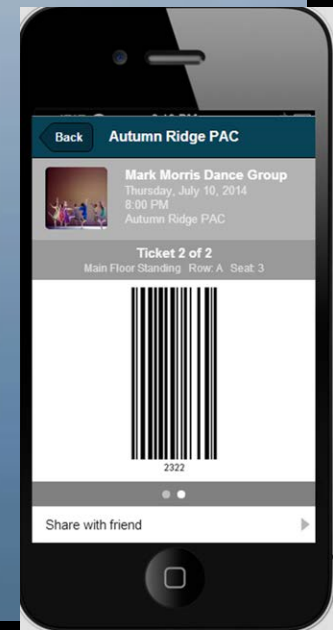
Criteria

For each of these 4 Performances

http://www.tessituranetwork.com/network/Learning/Documentation/v12/Whats%20New%20in%20v12_5.aspx



Tessitura Online / Mobile Transactions YOUR Way



TN Express Web™ + TN Mobile Plus™



DI

Discovery Camp Package Listing

Discovery Camp for K-6 engages campers each week in a variety of science topics, highlighting subjects from the exhibit halls and auditorium programs. Led by expert staff, every day is filled with hands-on activities, exciting experiments, and visits to the state-of-the-art exhibits! Discovery Camp combines hands-on exploration and activity with stimulating scientific concepts to keep young minds sharp over summer vacation. [More information and details](#)

Discovery Camp-2015

Discovery Camp Jr.-2015



Paleontology & Earth Science

Mon 6/15/15 - Fri 6/19/15

Kindergarten	Register
1st-2nd Grade	Register
3rd-4th Grade	Register
5th-6th Grade	Register



Life Sciences

Mon 6/22/15 - Fri 6/26/15

Kindergarten	Register
1st-2nd Grade	Register
3rd-4th Grade	Register
5th-6th Grade	Register



Engineering, Robots & Technology

Mon 6/29/15 - Fri 7/3/15

Kindergarten	Register
1st-2nd Grade	Register
3rd-4th Grade	Register
5th-6th Grade	Register





Please enter following information:

Child First Name *

Child Last Name *

Child Birthdate (mm/dd/yyyy) *

Emergency Contact Name *

Emergency Contact Phone *



Allergies or special considerations?

[REGISTER NOW](#)



https://tnew.tessiturnetwork.com/news/

Demo Site Web Products Task ... TNEW Doc ExactTarget Box Meeting Planner - Fl... TNMP CP Welcome to the Tes... TNMP task list

 1-888-643-5778  [BUY TICKETS](#)

[Home](#) [Purchase](#) [Support Us](#) [About](#) [News](#) [Contact](#)

News



28 MAY 13
0 comments

[Recent News](#)

New remodeled building coming this summer!
2 years ago

https://tnew.tessiturnetwork.com/news/

Demo Site Web Products Task ... TNEW Doc ExactTarget Box Meeting Planner - Fl... TNMP CP Welcome to the Tes... TNMP task list

 1-888-643-5778  [BUY TICKETS](#)

[Home](#) [Purchase](#) [Support Us](#) [About](#) [News](#) [Contact](#)

News

28 MAY 13
0 comments

[Recent News](#)

New remodeled building coming this summer!
2 years ago

TN Express Web™

V6.0 Release (estimated Summer 2015)

- Pricing and messaging rules (Tessitura v12.5)
- TNEW 'lite' mode for peak traffic days
- Waiting room options expanded
- Hosted payment support for UK and Australia/New Zealand
- Per-seat fees displayed
- Social integration
- Payment plans

Enter Promo Code

Submit

Login

Register



Shopping Cart

Your cart contains items which will expire in 29 minutes.

Les Miserables!
30% Discount if you buy two!

Shop Now

Single Tickets

Mark Morris Dance Group	Orchestra Front D-21	\$110.00 Adult	\$330.00
Thu 07/10/2014 8:00 PM	Orchestra Front D-22	\$110.00 Adult	
Autumn Ridge PAC	Orchestra Front D-23	\$110.00 Adult	

Delete

Total Single Ticket Cost **\$330.00**

Amount Due **\$330.00**

Continue Shopping

Checkout

TN Express Web™

V6.0 Release (estimated Summer 2015)

- Pricing and messaging rules (Tessitura v12.5)
- TNEW 'lite' mode for peak traffic days
- Waiting room options expanded
- Hosted payment support for UK and Australia/New Zealand
- Per-seat fees displayed
- Social integration
- Payment plans

TN Express Web™

V6.0 Release (estimated Summer 2015)

- Pricing and messaging rules (Tessitura v12.5)
- TNEW 'lite' mode for peak traffic days
- **Waiting room options expanded**
- Hosted payment support for UK and Australia/New Zealand
- Per-seat fees displayed
- Social integration
- Payment plans

TN Express Web™

V6.0 Release (estimated Summer 2015)

- Pricing and messaging rules (Tessitura v12.5)
- TNEW 'lite' mode for peak traffic days
- Waiting room options expanded
- Hosted payment support for UK and Australia/New Zealand
- Per-seat fees displayed
- Social integration
- Payment plans

TN Express Web™

V6.0 Release (estimated Summer 2015)

- Pricing and messaging rules (Tessitura v12.5)
- TNEW 'lite' mode for peak traffic days
- Waiting room options expanded
- Hosted payment support for UK and Australia/New Zealand
- **Per-seat fees displayed**
- Social integration
- Payment plans

TNEW V6 Preview: Per-Seat Fees

Mark Morris Dance Group

Autumn Ridge PAC

Tuesday, February 10, 2015 8:00PM

Change event date

- Available (\$88.00-\$110.00 for Adult)
- Unavailable
- Selected



[View full seating map](#)

STAGE

+

↻

-

Orch
Left

STAGE

A
B
C
D
E
F
G
H
J
K

Row E, Seat 6

\$13.75	Children under 12 (Includes \$10.00 + \$3.75 Fees)
\$47.75	Seniors (65 and older) (Includes \$44.00 + \$3.75 Fees)
\$88.00	Adult

Plus \$2.00 per ticket fee and \$4.00 per order fee.

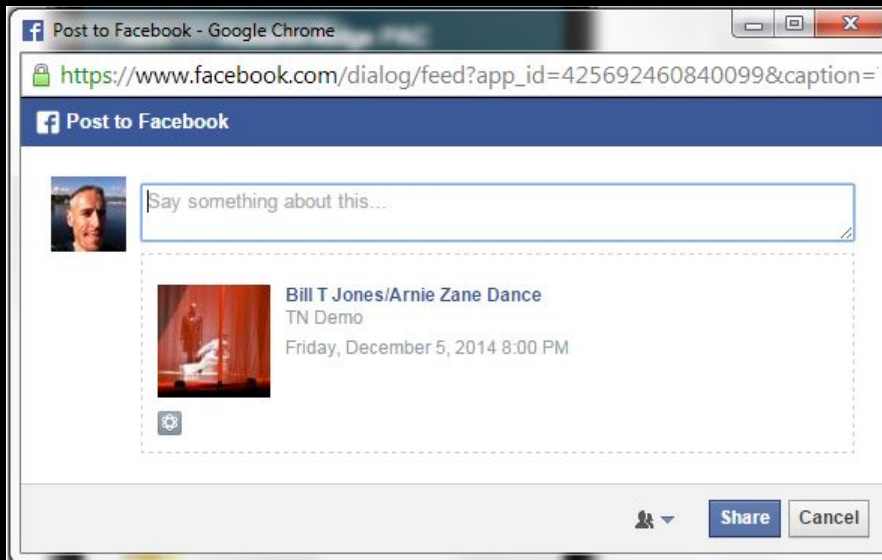
Cancel

TN Express Web™

V6.0 Release (estimated Summer 2015)

- Pricing and messaging rules (Tessitura v12.5)
- TNEW 'lite' mode for peak traffic days
- Waiting room options expanded
- Hosted payment support for UK and Australia/New Zealand
- Per-seat fees displayed
- **Social integration**
- Payment plans

TNEW V6 Preview: Social Integration



Sign up for our Mailing List

Share Your Purchase

Post purchased event details to your wall?

Edit the text to be posted to your wall below:

I've just purchased tickets Mark
Morris Dance Group on Tue 2/10/15
8:00PM using
<http://apps.facebook.com/tnstdemov1o/>

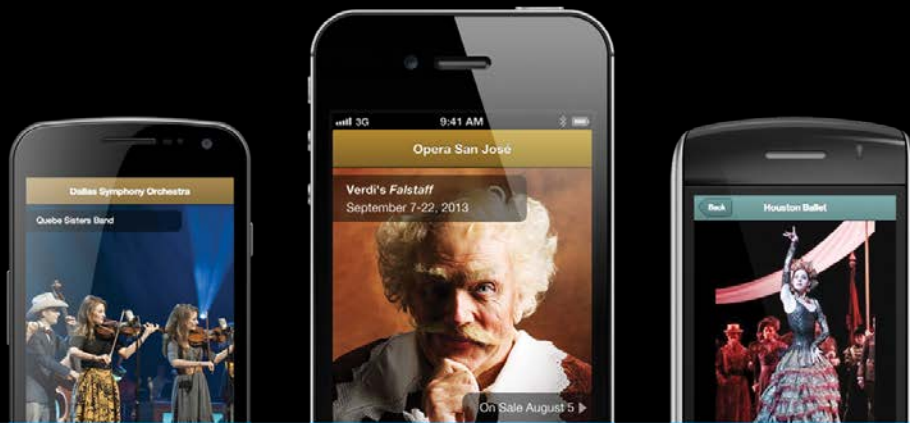
TN Express Web™

V6.0 Release (estimated Summer 2015)

- Pricing and messaging rules (Tessitura v12.5)
- TNEW 'lite' mode for peak traffic days
- Waiting room options expanded
- Hosted payment support for UK and Australia/New Zealand
- Per-seat fees displayed
- Social integration
- **Payment plans**

TN Mobile Plus™

Jessitura
network

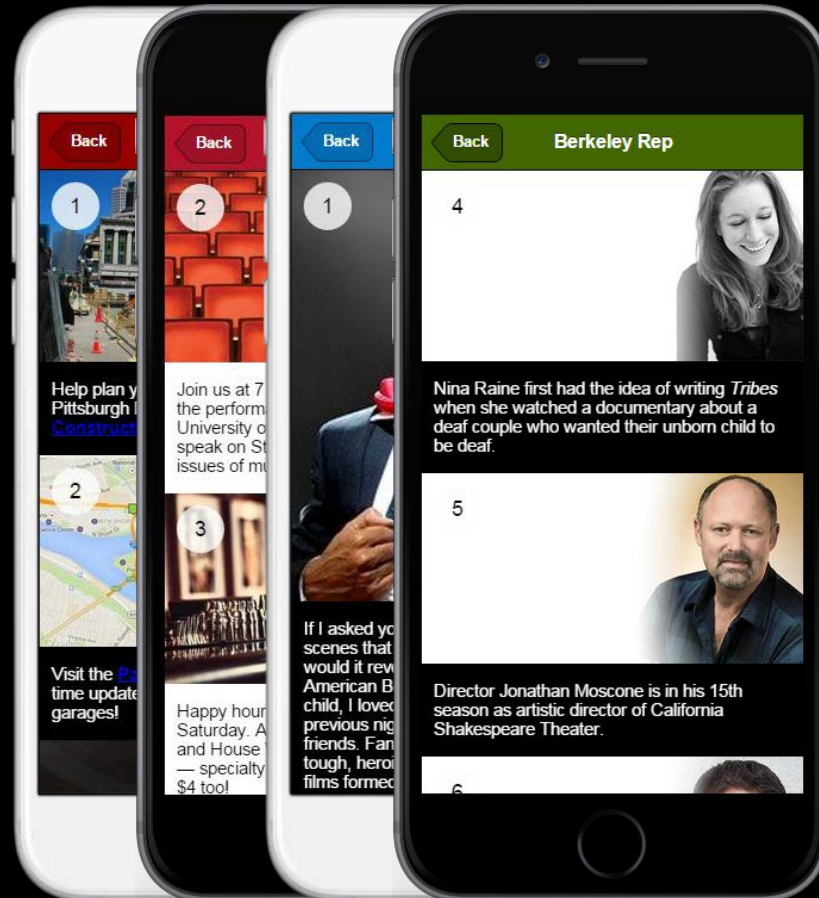


Engage on Any Mobile Device

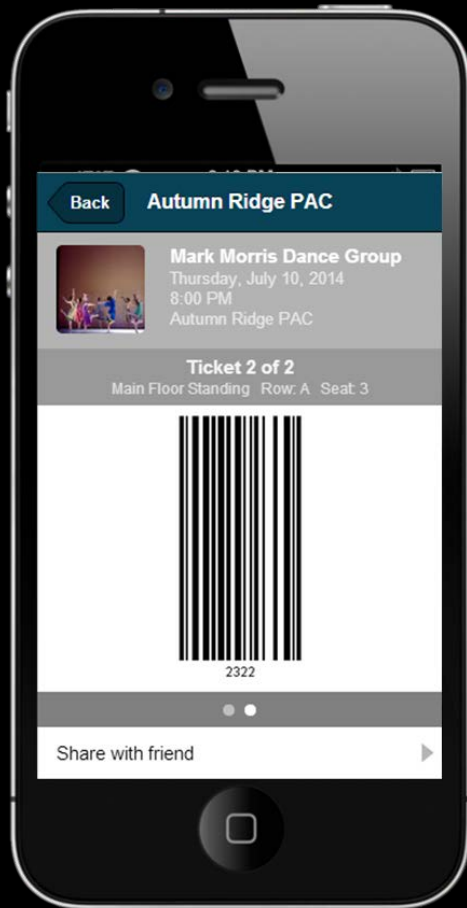
Jessitura
network



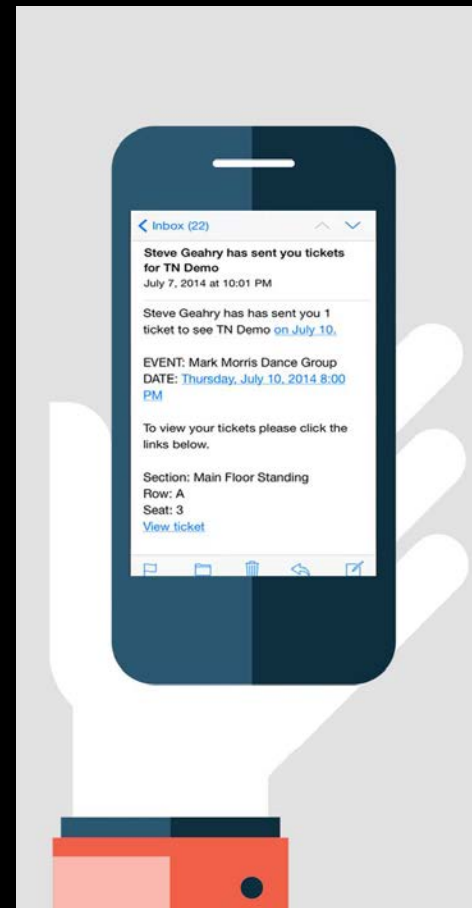
Check-In Via Social
Media



Things to Know



Receive Tickets as
Barcodes



Send Tickets to a
Friend

TN Express Web™

V7 (Estimated early 2016)

- Newly designed user interface
- Works on all devices

The Package Title

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacus accumsan et viverra justo nec nunc. Proin sodales rutrum tunc. Curabitur sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Nam fermentum, nulla luctus pharetra vulputate, felis tellus mollis orci, sed rhoncus sapien nunc eget odio.

[PRIMARY CONTENT AREA]

Select between 3 and 6 productions

- Santiago!**
Venue Name Nov 14, 2014
- Alvin Ailey**
Venue Name Dec 15, 2014
- Mark Morris Dance Company**
Venue Name Jan 15, 2015
- Fox Force Five LIVE!**
Venue Name Select Date ▾
- Altaira and JJ Adams w**
Venue Name Select Date ▾
- Carmen**
Venue Name Select Date ▾
- The Mythic Abusers**
Venue Name Select Date ▾

Your Performances

Santiago
Nov 14, 2014 8:00PM

Alvin Ailey
Dec 15, 2014 8:00PM

Mark Morris Dance Company
Jan 15, 2015 8:00PM
[Select different performances](#)

Your Tickets

2 Adults
2 Children
[Modify tickets](#)

Select Your Seats

Santiago!
November 14, 2014 Select Section ▾

Your Package Includes 2 Adult and 2 Child Seats
[Purchase additional tickets for this show](#)

Select your own seats Let us choose for you

TN Mobile Plus™

Future direction

- More expansion into mobile-specific capability-- location and proximity
- Focus on 'at the venue' capability; enriching the consumer on-site experience

What is our
bottom line?

Our bottom line

Your bottom line

...enables and inspires arts and cultural
organizations
of all sizes, to **achieve their goals....**



The Global Leader for Arts & Cultural Technology + Services + Community

Arts & Cultural Technology + Services + Community



The Global Leader for Arts & Cultural Technology + Services + Community

Arts & Cultural Technology + Services + Community

+ Community

Tessitura's Innovator Series

Next “Live” Presentations
August 19 @ TLCC2015

Jessitura's
INNOVATOR
SERIES™

Business Insights in Arts and Culture



Seb Chan, Director of Digital & Emerging Media

Coper Hewitt – Smithsonian Design Museum

Making the Physical Experience Matter Even More: From Sleepy House Museum to Vibrant Interactive Experience



Kelly Tweeddale, Executive Director

Seattle Opera

The Art of Reinvention: Lessons Learned When Rethinking, Reimagining and Retooling Became Necessary



Russell Kelban, Chief Marketing Director

Richard Lonsdorf, Artistic Administrator

San Francisco Symphony

Playing in the SoundBox: The Performance Space as Laboratory



Tessitura's Innovator Series on YouTube!



Tessitura
network

The Global Leader for Arts & Cultural Technology + Services + Community

Tessitura Network website



Tessitura's
INNOVATOR
SERIES™

Our Most Recent Videos – 25 and Counting!



Tessitura's
INNOVATOR
SERIES™





'Like' us on Facebook

- Updates, news, conversation and more...



TUGs

Tessitura User Groups

Tessitura Learning & Community Conference



Tessitura Learning & Community Conference



Local/Regional User Meetings - Goals

- Provide opportunities for Tessitura organizations to continue the face-to-face sharing, learning and collaboration that happens at the Tessitura Learning & Community Conferences (TLCC)
- Give individuals who are not able (and may never be able) to attend TLCC a chance to experience some of the camaraderie of the global gatherings.

Tessitura Network Mission Statement

Tessitura Network enables and inspires arts and cultural organizations of all sizes to achieve their goals by providing continually innovated technology and comprehensive services that improve their efficiency and effectiveness, and by **fostering learning, knowledge sharing and community collaboration between peers and organizations.**

Tessitura Network Core Values

Collaboration, Innovation, Excellence, Egalitarianism & Community

- **Collaboration** – The Network reinforces collaboration, openness, mutual respect, discovery, and inspiration in all of its activities.
- **Community** – The Network is a member-centric, community driven organization that fosters a trusted environment for member and staff involvement and participation.

RTUGS – Opportunities to gather & collaborate between TLCCs



RTUGS – Opportunities to gather & collaborate between TLCCs



... plus 13 more TUGS (and growing)

TUG Meetings at TLCC2014

- Atlanta
- Australia / New Zealand
- Bay Area
- Boston
- Chicago
- Dallas / Fort Worth
- Florida
- Houston
- Indiana
- Milwaukee / Madison
- Minneapolis / St. Paul
- N. Carolina
- NYC
- Omaha
- Pacific NW (OR, WA, W. Canada)
- Phoenix
- So-Cal
- Toronto
- UK/Ireland
- Washington DC/MD



DCTUG at TLCC2014?

(couldn't find picture - sorry)

(Don: Remember to get group picture)

**Shameless plug for
TLCC2015**



TLCC2015

Thrive Together

AUGUST 16-20 / ORLANDO

What makes TLCC2015 an unparalleled opportunity?
Breadth and depth of topics and participants. User driven.

- Multiple Genres
- Geographic diversity
- All sizes of organizations
- Variety of skill levels and experience
- Broad range of Interest Areas
- Across all Functions
- Peer-to-peer presentations
- Peer led discussions
- Staff led training
- Open sharing of best practices
- Access to key vendors
- Networking opportunities

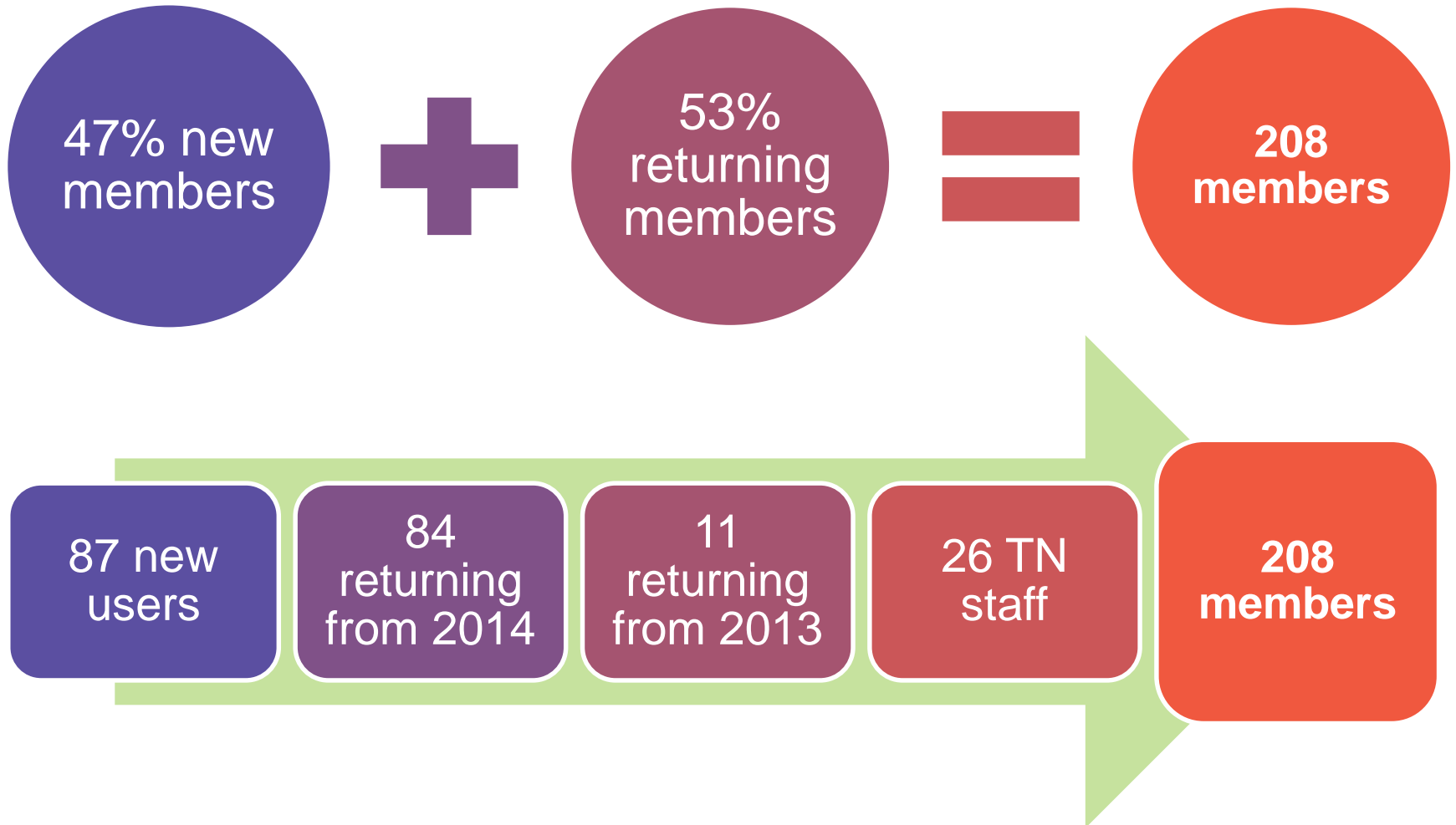
2015 Schedule-at-a-Glance



- Sunday – Thursday
- 5 General Sessions
- 12 Meals
- 3 Evening Networking Events
- ~247 Breakout Sessions
- 1 BYON Night
- 1 Lazy River

	SUN - 16 Aug	MON - 17 Aug	TUE - 18 Aug	WED - 19 Aug	THU - 20 Aug			
6:00 AM								
6:30 AM								
7:00 AM			5K Fun Run/Walk					
7:30 AM		Breakfast	Breakfast	Breakfast	Breakfast			
8:00 AM		Disc/ET		Sponsor Showcase	RTUGS?			
8:30 AM								
9:00 AM	Registration Open	Breakout 03	Breakout 07	General	Breakout 12			
9:30 AM								
10:00 AM			Break	Break	Break	Break		
10:30 AM								
11:00 AM	10-Min Tess	Breakout 04	Breakout 08	Breakout 09	Breakout 13			
11:30 AM								
12:00 PM	Lunch (FT)(Chorus Reh)	Lunch	Lunch	Lunch	Lunch/Reveal			
12:30 PM		RTUGS (ET)	Discussion	Discussion				
1:00 PM					Close			
1:30 PM								
2:00 PM	Breakout 01	Breakout 05	General	Breakout 10				
2:30 PM								
3:00 PM	Break	Break	Break	Break				
3:30 PM	Breakout 02	Breakout 06	PC Meet	Breakout 11				
4:00 PM								
4:30 PM		Transition	Intermission - Alternative Conference					
5:00 PM	Free Time (Chorus Reh)	General		Free Time & Transportation to HRC				
5:30 PM								
6:00 PM	Welcome	Free Time	Free Time					
6:30 PM								
7:00 PM	Neighborhood Networking	Topical Networking	BYON	Evening Event at Hard Rock Café				
7:30 PM								
8:00 PM								
8:30 PM								
9:00 PM								
9:30 PM								
10:00 PM								
10:30 PM								
11:00 PM				Transportation from HRC				
11:30 PM								

Planning Committee demographics



TLCC2015 Planning Committee (DC/MD/VA)

- Maria Corso Arena Stage (DEV)
- Khady Kamara Arena Stage (MKT)
- Lindsay Wareing-Pisani Arena Stage (WEB)
- Monica Holt Kennedy Center (MKT)
- Myles King Kennedy Center (DEV)
- Andrea Williams National Geographic (A&F)
- Arielle Katz Shakespeare Theatre (MBR)
- Kristina Williams Shakespeare Theatre (DEV)

(TLCC PC Folks - let's get a picture of all of us during the reception so I can use it in the next PC Meeting)



Grande Lakes









Two Hotels: Ritz-Carlton & JW Marriott

- 5 Star and 4 Star Hotels

\$ 139/night

- Single/double/triple/quad
- 3 days pre/post conference



TLCC2015 FAQs...

TLCC2015 FAQs...

- What are the fees going to be?

TLCC2015 FAQs...

- What are the fees going to be?
 - Try to keep them as low as possible
 - Unbelievable Value
 - Conference fees are \$1190...
 - Rooms are cheap! \$139/night

TLCC2015 FAQs...

- What are the fees going to be?
 - Try to keep them as low as possible
 - Unbelievable Value
 - Conference fees are \$1190...
 - Rooms are cheap! \$139/night
- Should I stay at the Ritz Carlton or JW Marriott?

TLCC2015 FAQs...

- What are the fees going to be?
 - Try to keep them as low as possible
 - Unbelievable Value
 - Conference fees are \$1190...
 - Rooms are cheap! \$139/night
- Should I stay at the Ritz Carlton or JW Marriott?
 - Using both hotel's conference areas
 - Pool & Cool factor
 - Rooms are cheap! \$139/night

TLCC2015 – Hotel Incentive Drawings

- Hotel reservations are strong (>half full!)
- 3 Incentive Drawings
 - Each for 3 free hotel nights
 - Must be registered for TLCC2015 to be eligible
 - Dates: May 7th, May 21st, June 18th





TESSITURA LEARNING & COMMUNITY CONFERENCE 2015

⚠ This site hasn't launched yet.

Welcome to **TLCC2015!** View the whole schedule, build your own agenda, see who else is attending, and reach out to colleagues. It's YOUR conference - make the most of it!

No conversations have been started yet.

Start a Conversation

Be the first!
[View all conversations >](#)

RECENT TWEETS



AT&T Performing Arts @ATTPAC 9h
The Center is happy to be hosting the 2015 DFW [@TessNetwork](#) Users Group Conference today in the Winspear Opera House!
pic.twitter.com/bysHoWLJKV
Retweeted by Nerd Butler



WHO DO YOU KNOW

★ Find who you know

RECOMMENDED CONTACTS



RECENTLY JOINED





TESSITURA LEARNING & COMMUNITY CONFERENCE 2015

⚠ This site hasn't launched yet.

- ▼ track
- Discussion (10)
 - Info (3)
 - Panel Discussion (6)
 - Peer-to-Peer Presentation (10)
 - Training (21)

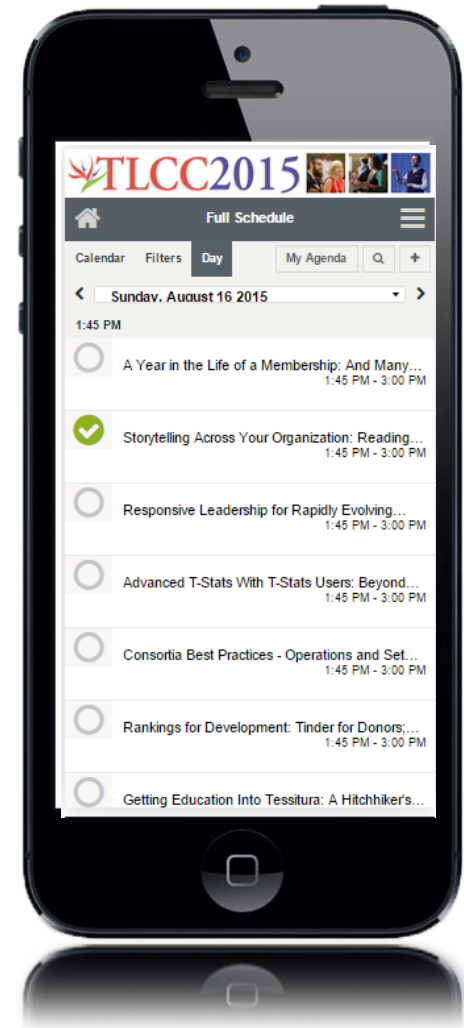
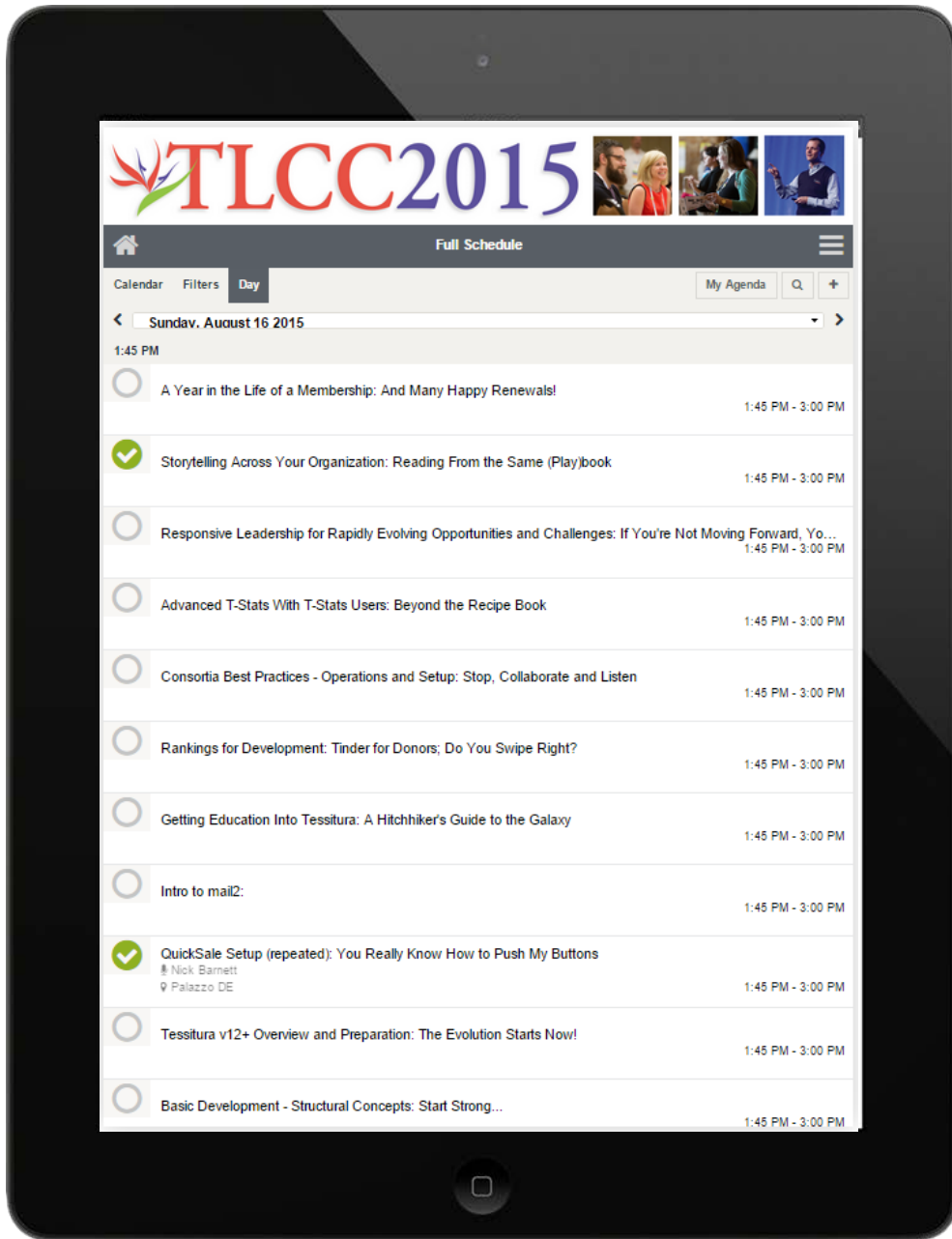
- ▶ keywords
- ▶ Speakers
- ▶ Locations

Sun, Aug 16th

Sun, Aug 16th ⌵ Collapse All

▼ 1:45 PM

- | | |
|---|---|
| <p>A Year in the Life of a Membership: And Many Happy Renewals!</p> <p>Peer-to-Peer Presentation</p> | <p>Advanced T-Stats With T-Stats Users: Beyond the Recipe Book</p> <p>Peer-to-Peer Presentation</p> |
| <p>Basic Development - Structural Concepts: Start Strong...</p> <p>Training</p> | <p>Basic Marketing - Campaigns, Appeals, and Sources: See Where You're Going</p> <p>Training</p> |
| <p>Basic Ticketing - Setup: Build the House</p> <p>Training</p> | <p>Basics of SSRS: Walk Before You Run</p> <p>Training</p> |
| <p>Basics of Tessitura Dashboards (repeated): Be Prepared to Flip Your Widget!</p> <p>Training</p> | <p>Consortia Best Practices - Operations and Setup: Stop, Collaborate and Listen</p> <p>Panel Discussion</p> |
| <p>Cultivating Super Users: Begin Your Journey at Gate 2</p> | <p>Getting Education Into Tessitura: A Hitchhiker's Guide to</p> |





TLCC2015

Thrive Together

AUGUST 16-20 / ORLANDO

Social Media Conversations



Keep Talking.
#tessnet

A large crowd of people is gathered at what appears to be a conference or networking event. In the center, a woman with red hair, wearing a teal floral dress and a lanyard, is smiling and talking to a group of people. To her left, a man in a white shirt and dark tie is also engaged in conversation. The background is filled with many other attendees, some wearing blue shirts, in a well-lit, open space with large columns.

Your Community.
#tessnet



#tessnet



Join the Conversation
on Twitter!



- **#tessnet** – Our community hashtag!
- **#TNinnovator** – Tessitura's Innovator Series
- **#TLCC2015** – 2015 Tessitura Learning & Community Conference



Reception

4:00pm – 6:00pm

Thank You

Tessitura Network!

“User” Presentation Quicksale



Order Details | Product Catalog | Seat Map | **QuickSale** | Order History

Loyalty Count:
Next Event:
Last Event:

Owner: <Gen.Public> Source: 34109 Cancel Order

Mary Poppins 12/30/2015 8:00PM 1477	Today's Film City of God 1998	Concert Series Sunday Afternoons	Today's Tours 12/30/2015 8:00AM 2905
Membership Supporter 50.00	Fee Group Buy-Out 250.00	Go To Add-On Donations	Round Up Greatest Need 10.00

ALL LEVELS
Annual Giving

Go To Chicago	Go To Mary Poppins	Go To All Subscriptions
------------------	-----------------------	----------------------------

PERFORMANCES \$92.00	
MARY-1230 - Wed, 12/30/2015 8:00 PM	
Mary Poppins (2)	\$92.00 X
Stan / MR 2 @ \$46.00	\$92.00
CONTRIBUTIONS/MEMBERSHIPS \$8.00	
Greatest Need	\$8.00 X
Total Amount: \$100.00	
Total Paid: \$0.00	
Total Due: \$100.00	
Total Change Due: \$0.00	

Add to Cart | Add to Cart & Pay | Pay

Kjersten Schladetzky

American Museum of Natural History

New York, NY

DCTUG – What's Next?

Andrea Williams
National Geographic

Breakout Groups by Interest Areas

- Meet your colleagues
 - Share your situation
- Ask your burning questions
 - Share solutions/ideas
- Identify topics for future TUG gatherings
 - Report back in on top two topics

Subliminal Message:

Are you willing to host future meeting? Yes I am!

Breakout Groups by Interest Areas

- Admin & Finance
- Development
- Education
- Front of House
- IT
- Marketing
- Membership
- Ticketing
- Web
- Other?

Subliminal Message:

Are you willing to host future meeting? Yes I am!

Interest Area Breakouts until 3:50pm

Subliminal Message:

Are you willing to host future meeting? Yes I am!

Topics of interest to share with group?

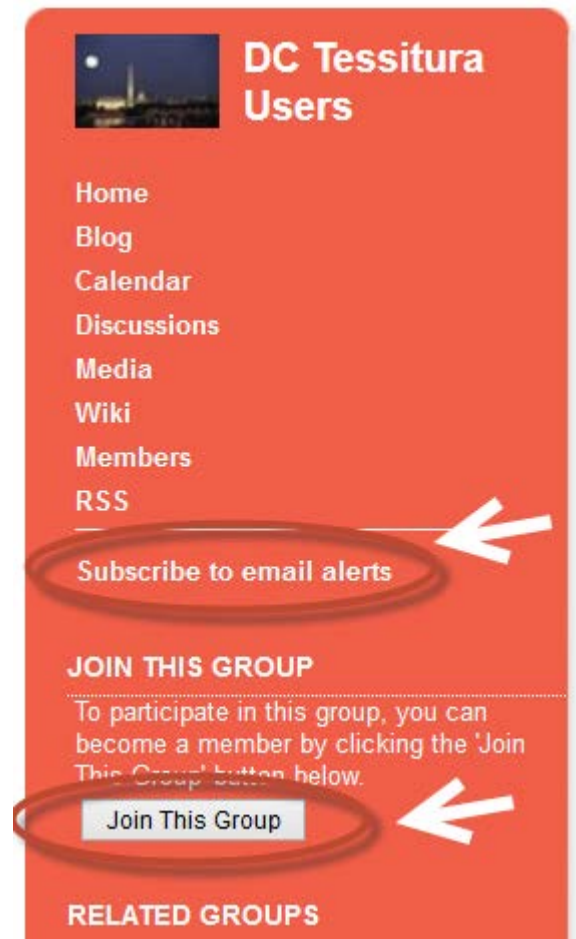
- Admin & Finance
- Development
- Education
- Front of House
- IT
- Marketing
- Membership
- Ticketing
- Web
- Other?

DCTUG – Next Steps? Next Meetings?

- September 8, 9 or 10, 2016
 - Woolly Mammoth Theatre
 - Topics? TLCC takeaways/highlights? Interest area Topics?
- Date? TBD
 - Location TBD
 - Kennedy Center?, Mt. Vernon?, Arena Stage?

Signed up for DCTUG group on www.tessituranetwork.com?

- Select both—
 - “Join This Group”
 - “Subscribe to email alerts”
- Questions?
 - Ask Tami Fox (or anyone)
 - tfox@tessituranetwork.com



Reception

4:00pm – 6:00pm

Thank You

Tessitura Network!

Tessitura Network / DCTUG Meeting



May 5, 2015

Harman Center for the Arts
Shakespeare Theatre Company

Washington, DC

Meeting 2p – 4p

Reception 4p – 6p