

# NYC Merchant Services - March 23, 2022

## Date and Time:

24 March 2022 - All items on the board  
16:12 (UTC+00:00)

## Facilitator:

NYC Tessitura Community

## Attendees:

Corri Oster, Gill Tasker, Meredith Woolard, Jess Levy, Tasha Gandy, Tom Brown  
Spoleto Festival USA, Joe Yoga, Alex V, Adam Grigsby

## Summary:

Great Q&A with Adam Grigsby from Tessitura on all-things Tessitura Merchant Services.

## Actions:

## Learnings:

For any refunds in Tessitura Merchant Services - there is a 90 day limit.  
Written By: NYC Tessitura Community

## Topics discussed:

How long does implementation take?

Votes: 5

Suggested by: Jess Levy

### Comments:

- NYC Tessitura Community  
Varies on orgs set up, and affected by how many terminals you need.
- NYC Tessitura Community  
Probably about a month to month and a half if org is ready to move; this includes shipping of devices.
- NYC Tessitura Community  
Involves merchant account set up within this estimate; it is a major phase of this timeline

- NYC Tessitura Community  
Transferring tokens is another involved step--Windcave and WorldPay do not have the same options. One transfers for a fee; one does not support it at all (current knowledge, could change)

### Is this going to REPLACE the existing processors?

Votes: 4

Suggested by: NYC Tessitura Community

#### Comments:

- NYC Tessitura Community  
Yes, would replace existing fully if adopted. No hard date on transferring / no sunset timeline.
- NYC Tessitura Community

But no new enhancements on WorldPay / Windcave -- only investing in TMS.

- NYC Tessitura Community  
TMS also Tess devs to work with the Adyen platform to build in new options for our orgs, rather than trying to convince WorldPay / Windcave to take it on

### Who is already using / Fully Implemented with Tessitura Merchant Services?

Votes: 3

Suggested by: Tom Brown Spoleto Festival USA

#### Comments:

- NYC Tessitura Community  
Baltimore Center Stage (about a week); 13 in process -- contracts + hardware ordered, a few moving into active testing with 2 scheduled to go live next week
- NYC Tessitura Community  
This product is specifically tailored to Tessitura as the POS. No integrations planned to let a Shopify or similar run off of it too.
- NYC Tessitura Community  
This first set of implementations have all been TNEW clients.
- NYC Tessitura Community  
Not as ready to go for custom -- actively working through it with main web vendors. (Call soon about the tech end of it). May be a few months.
- NYC Tessitura Community  
Only ready for TNEW right now. (Others can start conversation but there's a lot more tech still to get through)

### What will be needed to get Apple Wallet on T-New Web Sites

Votes: 3

Suggested by: Tom Brown Spoleto Festival USA

#### Comments:

- NYC Tessitura Community  
Have documentation doing this. Involves Apple certifying the org (this is true of the current processor that allows this)

If a customer has not chosen to have a token. Will be able to refund beyond 45-90 days?

Votes: 2

Suggested by: Tom Brown Spoleto Festival USA

**Comments:**

- NYC Tessitura Community  
(How do we facilitate refunds around cancellations and so forth)

Would Tessitura be able to help our organization with some cost analysis of switching to Tessitura Merchant Services vs. keeping our current setup?

Votes: 0

Suggested by: Alex V

**Comments:**

- NYC Tessitura Community  
Yes--great for a 1:1 call.

What Service Pack has to be Installed.

Votes: 0

Suggested by: Tom Brown Spoleto Festival USA

**Comments:**

- Meredith Woolard  
15.2.2

Devices (Yelena)

Votes: 0

Suggested by: NYC Tessitura Community

**Comments:**

- NYC Tessitura Community  
New devices provide the API connections; existing do not have this.
- NYC Tessitura Community  
TN recommends one merchant ID in total (but can talk about multiple)