

# April 25th, 2023

## Date and Time:

25 April 2023 - All items on the board  
18:41 (UTC+00:00)

## Facilitator:

TwinCities Tessitura Community

## Attendees:

Cassandra (MNOrch), Cassandra Swan, Lou Ambrose, Kristin (Guthrie), Jenny, Lou Ambrose, Cassandra Swan, Kristin (Guthrie), Leif, Neil Cole |, Adriana Pohl, Lou Ambrose, Aimee

## Summary:

These are the notes from our lunch Lean Coffee meeting on 25 April 2023.

## Actions:

## Learnings:

## Topics discussed:

Is Tessitura Merchant Services on the radar for anyone else out there? How do other feel about CVV being required for all CC transactions?

Votes: 7

Suggested by: TwinCities Tessitura Community

## Comments:

- Cassandra Swan  
you will need to use a cvv code on every order; impacts mail orders
- Cassandra Swan  
you will need an EMV card reader for every station that will potentially take a credit card payment
- Cassandra Swan  
consider asking guests to add/update their credit card information in their online account
- Cassandra Swan  
explore Donate 2/Strip plug in option to manage these
- Cassandra Swan  
World Pay and Windcave support is being sunset by Tessitura in 2024

Is anyone returning to stricter refund/exchange policies now or for the upcoming season?

Votes: 5

Suggested by: Cassandra (MNOrch)

**Comments:**

- Cassandra Swan  
MNOrch is reinstating an exchange policy/fee for concerts effective July 2023
- Cassandra Swan  
MN Zoo Jack Ryan event in October there was an exchange fee and not a lot of push back
- Cassandra Swan  
Zoo Wild Nights - not exchangeable or refundable
- Cassandra Swan  
potential to exchange the value for a gc instead of a refund

Are any organizations limiting or removing the use of cash as a payment option at events?

Votes: 5

Suggested by: Cassandra (MNOrch)

**Comments:**

- Cassandra Swan  
Guthrie is still offering cash at events; Museum still offers cash
- Cassandra Swan  
accessibility issue for those who don't have credit cards
- Cassandra Swan  
larger venues pursue this but most small venues still offer cash
- Cassandra Swan  
MNOrch offers one cash station at box office, bar, merchandise.
- Cassandra Swan  
considering Brinks pick up versus sending staff to the bank; security issue for staff and a finance issue to pay for the cost of the pickup
- Leif  
Walker still accepts cash

V16 upgrade where are organizations on the road to V16?

Votes: 4

Suggested by: Lou Ambrose

**Comments:**

- Cassandra Swan  
Guthrie hoping to go live June 5. Third time they've pushed the date back.
- Cassandra Swan  
MN Historical Society went live about a month ago.
- Cassandra Swan  
HTML email templates - required to update all of your emails for v16. It's a struggle to maneuver through and learn how to write these. Individual org business practices may not mesh with the templates provided. May need help from Extended Services/Consulting.

- Cassandra Swan  
MNOrch is scheduled to go live end of June. Still a lot of work to be done to make that timeline.
- Cassandra Swan  
Custom reports in v16 - dropdown prompts in v16 are not working correctly at the Guthrie.
- Cassandra Swan  
Check your NSCAN scanners. The way the scanners attach is different. And, the type of scanner may not be supported for v16 and you may need to buy new devices. The user interface is different and your FOH team will need to be retrained.
- Cassandra Swan  
The interface will make so much sense for new users to the system. Web based interface is familiar.