

# Payments & Transactions - December

## Date and Time:

15 December 2023 - All items on the board  
18:38 (UTC+00:00)

## Facilitator:

Payments&Transactions Tessitura Community

## Attendees:

Henry Kelly, Phil Parks, test guest, Anne, Ruslan Nikandrov, test, Amanda, Amanda, Joe Fernicola, Chris Cuhel - Des Moines Performing Arts, Christopher Cuhel - Des Moines Performing Arts, Brett, Laurie Scofield, Brett, AnalyticCoffee Tessitura Community, Chris Cuhel - Des Moines Performing Arts, Amanda, Martha, Anne Marie Ryan, Craig Brown, Anya Austria, Annie R, Ruslan, Jessica, Gawain

## Summary:

## Actions:

## Learnings:

## Topics discussed:

Chargebacks, and Brokers, and Fraud...oh my. What is everyone doing to help with the explosion of chargebacks many are seeing?

Votes: 6

Suggested by: Chris Cuhel - Des Moines Performing Arts

## Comments:

- Payments&Transactions Tessitura Community  
Chargebacks have been increasing this season
- Jessica  
What company was the firewall company name AnneMarie?
  - Chris Cuhel - Des Moines Performing Arts  
Imperva  
Likes:1

- Payments&Transactions Tessitura Community  
Imperva firewall is helping a lot with lowering the number of chargebacks, but is expensive  
Likes:1
- Payments&Transactions Tessitura Community  
Does AVS help? More discussion is welcome  
Likes:1

### Anyone have trouble getting new card readers to work (on TMS)?

Votes: 5

Suggested by: AnalyticCoffee Tessitura Community

#### Comments:

- Payments&Transactions Tessitura Community  
New P400 card reader on a new machine not working. Not getting support.

### Has anyone who is on TMS transferred tokens from Worldpay/Vantiv?

Votes: 4

Suggested by: Brett

#### Comments:

- Payments&Transactions Tessitura Community  
Has thousands of tokens to transfer and big concern that the tokens won't work.
- Payments&Transactions Tessitura Community  
Love more info, please post in forum

### Widowed charges (no order in Tessitura) in TMS

Votes: 3

Suggested by: Henry Kelly

#### Comments:

- Henry Kelly  
<https://www.tessituranetwork.com/en/Files/Docs/Merchant/Reconciliation-Helper-Tool>  
Likes:1
  - Jessica  
This is amazing. thx

### Offline processing - anyone using Square or another tool they like? How do you process and reconcile offline cash payments?

Votes: 2

Suggested by: Amanda

#### Comments:

- Payments&Transactions Tessitura Community  
Need separate utility for attendance
- Payments&Transactions Tessitura Community  
It works, but some frustrations

### For anyone using TMS, have you had to change your processes related to charging contributions?

Votes: 1

Suggested by: Anya Austria

**Comments:**

Anyone see the Women In Ticketing FB group post with a known address of a scalper from Coto de Caza, California? We had 12 accounts

Votes: 0

Suggested by: Jessica

**Comments:**

Does Adyen/TMS have a terminal server? We've been told there isn't one by Tessitura.

Votes: 0

Suggested by: Chris Cuhel - Des Moines Performing Arts

**Comments:**

Advise for new TMS installation (migrating from worldpay)

Votes: 0

Suggested by: Ruslan

**Comments:**

## Topics voted on but not discussed:

Has anyone gone live with TMS recently and would like to discuss implementation experience?

Votes: 1

Suggested by: Payments&Transactions Tessitura Community

**Comments:**