

Jessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

HMRC, VAT & PCI

**Breaking down
the acronyms**

● PANEL

Karen McCarthy : Glyndebourne

Catherine Williamson : National Theatre

Alex Jameson : Royal Opera House

Richie Warburton : Wigmore Hall

● MODERATOR

Rathi Kumar : Roundhouse

● CONTENT PLANNER

Sarah Stratton : Glyndebourne

The background of the top half of the slide features a large, stylized purple crest. The crest includes a helmet with a plume, a shield with a castle and a tower, and a banner below. The text 'GLYNDEBOURNE' is overlaid in white, bold, sans-serif capital letters across the middle of the crest.

GLYNDEBOURNE

Gift Aid Claims

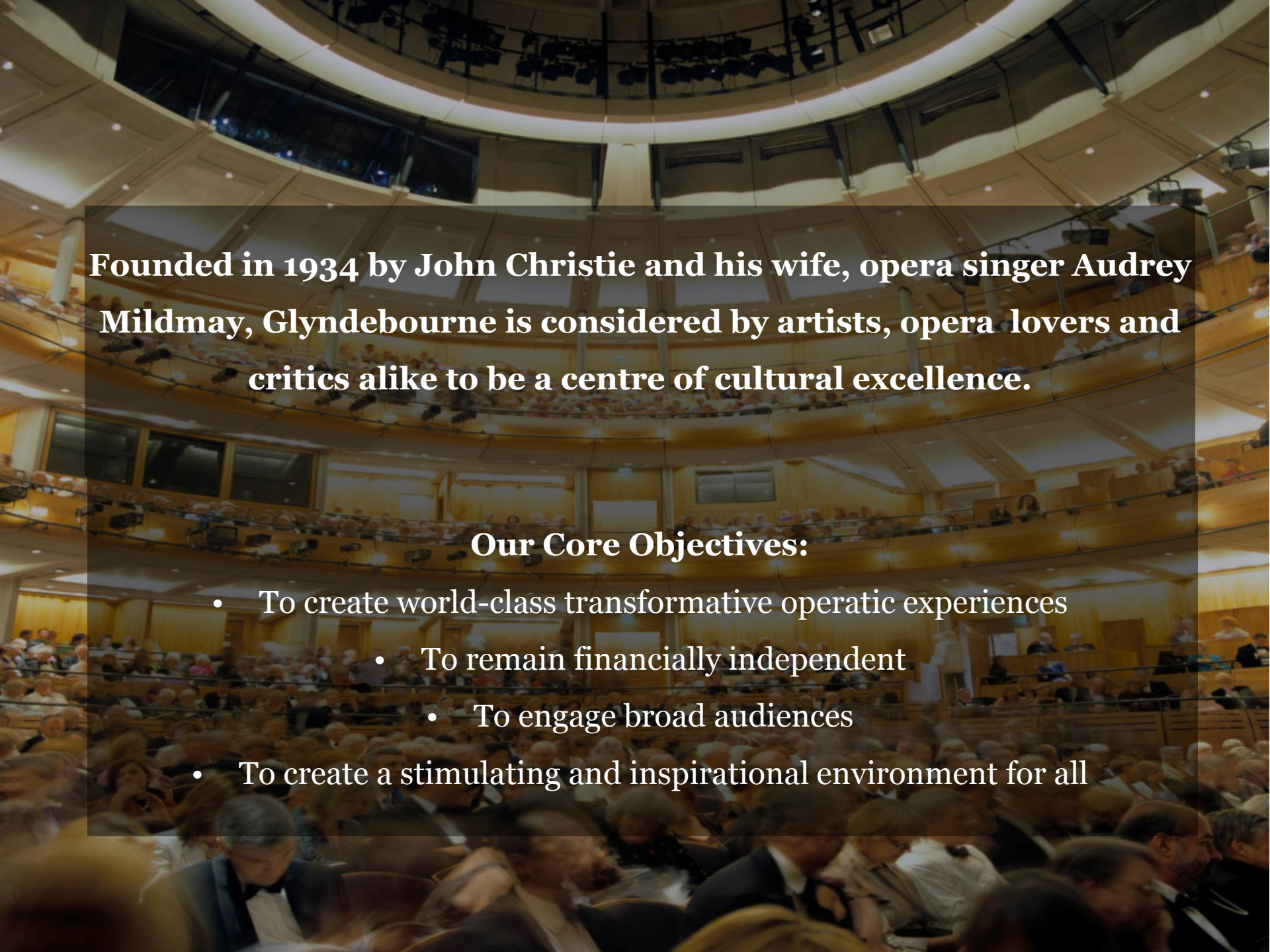


GLYNDEBOURNE



**“Not just the best we can do,
but the best that can be done anywhere”**

Founders John Christie and Audrey Mildmay



Founded in 1934 by John Christie and his wife, opera singer Audrey Mildmay, Glyndebourne is considered by artists, opera lovers and critics alike to be a centre of cultural excellence.

Our Core Objectives:

- To create world-class transformative operatic experiences
 - To remain financially independent
 - To engage broad audiences
- To create a stimulating and inspirational environment for all



GLYNDEBOURNE

Header Flag

7 Constituents - Mr Andrew Coleman

ID: 20052272 PL GAD: 3 CSI WL: Level: DAF
 Name: Mr Andrew Coleman Memb. Exp: 31/12/2016
 Miss Karen McCarthy 29 Entered: 26/01/2011
 Const: GFT, TST Cumulative Giving: £2.00

History	Connections	Contributions	Transactions
General	Names	Contact Details	Constituencies

Name

ID	Name	Status	Sor
20052272	Andrew Coleman and Karen McCarthy Household		Coleman

Affiliates: 2

Affiliate ID	Prefix	First Name	Middle Name	Last Name
★ 20085540	Mr	Andrew		Coleman
★ 20121994	Miss	Karen		McCarthy

Add Affiliate

ID: 20085539 PL GAD: 1 CSI
 Name: Miss Karen McCarthy
 Const: ASM, GOT, TST

ID: 20052272 PL GAD: 2 CSI
 Name: Mr Andrew Coleman
 Miss Karen McCarthy
 Const: GFT, TST



GLYNDEBOURNE

Gift Aid Claim Audit report - with added field

Glyndebourne Productions Ltd						
Gift Aid Claim Audit			kmccarth	07/10/2015 03:54 PM		
Claim Run Information			Page 2 of 3			
Charity Claims Ref: 243877		Payment Dates: 2011-01-01 to 2015-06-30				
Claim Run Date: 07/10/2015		Mode: Review Only				
Claim Run ID:		Gift Aid Type: GPL				
Const. ID	Name	Payment name	Campaign	Total Donation(s)	Payment Date	GAD
10221096			D15-Annual Fund	£50.00	28/02/2015	1
20096738			D15-Annual Fund	£20.00	02/03/2015	1
20120922			D14-Annual Fund	£2.00	23/09/2014	1
20110449			D15-Annual Fund	£20.00	21/01/2015	1
20051878			D14-Annual Fund	£10.00	03/05/2014	1
20106018			D14-Annual Fund	£20.00	31/01/2014	2
10169871			D15-Annual Fund	£40.00	18/04/2015	1
10211137			D15-Annual Fund	£100.00	19/04/2015	1
10142049			D15-Annual Fund	£3.00	29/04/2015	1
10224717			D15-Annual Fund	£20.00	08/06/2015	1
20007951			D12-Annual Fund	£10.00	15/05/2012	1
10223335			D14-Annual Fund	£50.00	19/07/2014	1
10224930			D15-Annual Fund	£20.00	20/06/2015	3
10104995			D13-Annual Fund	£100.00	13/12/2013	3
10159179			D15-Annual Fund	£10.00	17/05/2015	1
20021850			D13-Annual Fund	£25.00	12/02/2013	1
20036724			D15-Annual Fund	£20.00	02/03/2015	1
20025672			D15-Annual Fund	£50.00	22/01/2015	1



GLYNDEBOURNE

Lots of auditing!





GLYNDEBOURNE

Thank you

Contact me

Karen McCarthy
Operations Manager

karen.mccarthy@glyndebourne.com







National
Theatre

The Wonderful World of VAT



Catherine Williamson

Sales Ledger Supervisor

cwilliamson@nationaltheatre.org.uk

About the National Theatre

4 Auditoria

24 Productions

987 Performances

700,000 tickets issued – 90% Capacity

710,000 tickets sold in the West End

720,000 tickets sold on UK Tours

775,000 tickets sold for International productions

1.2m tickets sold through NT Live



How do we keep
HMRC happy?



NT Tessitura Income Streams:

Theatre Tickets

Postage & Exchange Fees

Invoicing

Memberships



Spot Checks

All:

- Tessitura Posting Report

Tickets:

- General Ledger Set up codes
- Ticket Sales by Period Report

Memberships:

- NT Fund Activity Report



Ticketing

General	Pricing	Modes of Sale	Segments	Credits	Keywords	Content	Custom	Audit Log
All	Ticket Price 1	VAT 1	+					
<input type="radio"/> Prices	<input checked="" type="radio"/> Price Type Properties			<input type="checkbox"/> Bulk Edit				
Price Type	Start Date	End Date	GL Income					
Standard	13/03/2014 7:30 PM	22/03/2016 7:30 PM	RNT 3202 440 ZZZ ST015 S20					
Disabled	13/03/2014 7:30 PM	22/03/2016 7:30 PM	RNT 3202 440 ZZZ ST015 S20					
Disabled (Max 2 tickets)	13/03/2014 7:30 PM	22/03/2016 7:30 PM	RNT 3202 440 ZZZ ST015 S20					
Full Price	13/03/2014 7:30 PM	22/03/2016 7:30 PM	RNT 3202 440 ZZZ ST015 S20					
NTP 10+ Accelerator Rate	12/04/2014 7:30 PM	22/03/2016 7:30 PM	RNT 3202 440 ZZZ ST015 S20					
NTP 10+ Group Rate	13/03/2014 7:30 PM	22/03/2016 7:30 PM	RNT 3202 440 ZZZ ST015 S20					
NTP 10+ School Group	13/03/2014 7:30 PM	22/03/2016 7:30 PM	RNT 3202 440 ZZZ ST015 S20					
NTP 30+ Group Rate	12/04/2014 7:30 PM	22/03/2016 7:30 PM	RNT 3202 440 ZZZ ST015 S20					
NTP 40+ Group Rate	13/03/2014 7:30 PM	22/03/2016 7:30 PM	RNT 3202 440 ZZZ ST015 S20					
NTP School Comp	13/03/2014 7:30 PM	22/03/2016 7:30 PM	RNT 3202 440 ZZZ ST015 S20					
NTP Tour Operator Rate	13/03/2014 7:30 PM	22/03/2016 7:30 PM	RNT 3202 440 ZZZ ST015 S20					
NTP University Students	13/03/2015 7:30 PM	22/03/2016 7:30 PM	RNT 3202 440 ZZZ ST015 S20					
Under 18s / Child	13/03/2014 7:30 PM	22/03/2016 7:30 PM	RNT 3202 440 ZZZ ST015 S20					
Under 18s / Children	13/03/2014 7:30 PM	22/03/2016 7:30 PM	RNT 3202 440 ZZZ ST015 S20					

Ticketing

Enter parameters to run Ticket Sales by Period in the current window

Season(s) (Required)	(1 value selected)	OK
Production Seasons (Optional)		Cancel
Performances (Optional)		Next
Perf Start Date (Optional)	01/01/2013	Previous
Perf End Date (Optional)	01/01/2017	Clear
Sale Start Date (Required)	01/01/2013	Report Help
Sale End date (Required)	27/09/2015	
Group By (Required)	Production Season	
Category (Required)	Sales Channel	
Include Comp Seats (Required)	No	
Include Perfs with no Sales (Required)	No	
Price Categories (Optional)	(1 value selected) VAT Restoration Levy	

Postage & Exchange Fees

Fee Details

General Settings

Fee Description: Exchange Fee NT

Ticketing Season: (all in fyear) ▼

Fiscal Year: 2015

Business Unit: Default BU ▼

General Ledger No: RNT 4400 440 ZZZ ZZZZZ S2 ▼

Campaign: Box Office Fees ▼

Designation: Default TR_DESIG_CODE ▼

Fee Category: Exchange Fees ▼

Calculation Method

Fee Type: User-Defined ▼

Calculation Rules

Fee Frequency: ▼

Fee Amount: 2.00

Seat Price Range: .00 to .00

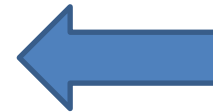
Amount is Percent: **Allow Neg %:**

Round To: 0 ▼ **Decimal Places**

System Never Deletes:

User Can Edit Amount: Yes ▼

Inactive:



Invoicing & Funds

7 References

Premiums Source Groups Media Magazines **Funds** Appeal Categories Acknowledgements

Fund Search:

Name: VAT 20% on Sales	Nonrestricted Income GL No: RNT 3204 800 ZZZ ZZZZZ S20
Use In Ticketing: <input type="checkbox"/>	Restricted Income GL No: RNT 3204 800 ZZZ ZZZZZ S20
Inactive: <input type="checkbox"/>	Current Receivable GL No: RNT 3204 800 ZZZ ZZZZZ S20
ID: 221	Future Receivable GL No: RNT 3204 800 ZZZ ZZZZZ S20
	Write Off GL No: RNT 3204 800 ZZZ ZZZZZ S20

Invoicing via Contributions

7 Contribution Editor

ID: **3149947** DP Last Ask: **01/11/2007** Level: User ID: **catew**
 Name: **Miss Catherine Williamson** Memb. Expiration: Batch: **215468**
 Const: **STF** Entered: **20/03/2007** Finance
 12-Month Giving: On Account:

Owner: Source: Date: Channel: Worker:

Initiator:

Date	Contribution	Received	Type	Fund	Campaign	Contribution Change	Payment Change
02/10/2015	£1,000.00	£1,000.00	Gift	Gold Membership	Corporate 1516 Membershi	£1,000.00	£1,000.00
02/10/2015	£200.00	£200.00	Gift	VAT 20% on Sales	VAT 1516	£200.00	£200.00

Contribution
Membership
Premium/Ack
Match/Credit
Event
Restricted
Notes/In Kind
Summary
Custom Data

Details

Fund:

Campaign:

Designation:

Plan:

Pledge:

Amt. Paid:

Payment:

Payment Plan

Beginning:

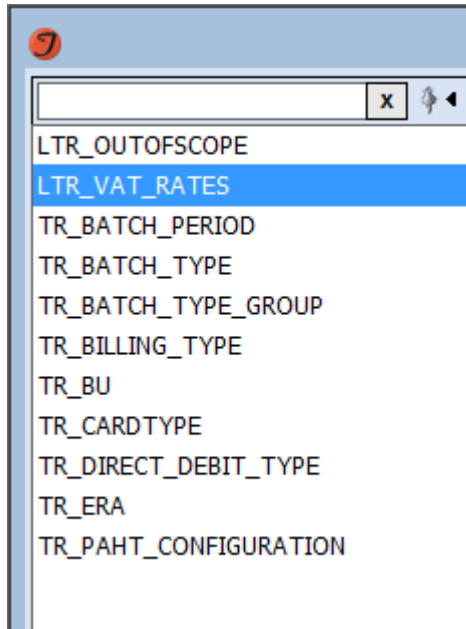
Ending:

of Payments:

Amount	Date	Status	Received
£0.00			£0.00

Total Paid .00
Total Due 1,200.00

Memberships



System Tables:

Id Key	Fund No	Start Amt	End Amt	Vat Amt
13	Advance Direct Debit £10	10	20	1
14	Advance Europe £17	17	50	1
19	Advance Guardian £10	10	30	1
12	Advance Overseas £21	15	50	1
17	Advance Overseas £21	10	50	1
32	Advance UK £15.00	15	15	1

Summary

Demonstrate from the VAT Return that the VAT is being calculated correctly in Tessitura by:

- Doing regular spot checks using the Tessitura Posting Report.
- Running Reports when necessary as back up.
- Being able to trace back to the original set-up screens.
- And if all else fails ask IT!

**THAT SHOULD HOPEFULLY KEEP HMRC
HAPPY!**

**National
Theatre**

Thank you

Catherine Williamson

cwilliamson@nationaltheatre.org.uk

**Upper Ground,
London
SE1 9PX**



ROYAL
OPERA
HOUSE

Gift Aid

&

VAT

Gift Aid

The (big) issue: Payments in Tessitura – Some we can reclaim Gift Aid and some we cannot.

How do we identify those we can re-claim from HMRC?

To do this you need to ensure:

- System is setup correctly.
- Manage the compliance risk.

Gift Aid

Tessitura (system) configuration–

To be reclaimable a payment must be against:

1. An 'Individual' Constituent Record
2. A Gift Aid enabled Payment Method
3. A Gift Aid enabled Fund

Declaration needs to be added on Transaction tab

Gift Aid

Constituent Setup – ensure Constituent Type is set correctly.
We only include where Type = Individual (exclude all others)

Tessitura ROH v12.5 TEST (from LIVE as at end of 14/09/2015)

File GoTo Constituents Tools Window Help

Constituents - Mr Alex Jameson

Mr Alex Jameson
#3556471
STF, DH1

Memb Level:
Memb Status:
12 Month Giving:

Board Contact: **Stephen Wadey**
Staff Contact:

Alex Jameson

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

Name

ID	Prefix	First Name	Middle Name	Last Name	Suffix	Gender	Status	Sort Name
3556471	Mr	Alex		Jameson		Male		Jameson/Alex

Mailing Address

Salutation 1: Mr Alex Jameson
Salutation 2:
Business Title:
Street 1: 22 Michael Road
Street 2:
Street 3:
Locale: London E11 3DY RA
Country: United Kingdom Main Address
Dear: Mr Jameson Gen Sal

Phone

Type	Phone Number	Day/Eve	Telemarket
Phone 1	02072129478		<input checked="" type="checkbox"/>
Phone 2			<input checked="" type="checkbox"/>
Fax			<input checked="" type="checkbox"/>
Type	Phone Number	Day/Eve	Telemarket
Mobile Phone	+447799231218		<input checked="" type="checkbox"/>
Daytime Phone	02072129478		<input checked="" type="checkbox"/>
Evening Phone	02085583449		<input checked="" type="checkbox"/>

Other

Original Source: Development Migration
Email: alexj@roh.org.uk (send)
Status: Active
Created: 23/03/2007 00:00:00 by dbo at RHAPSODY

Constituent Type: Individual
Last Activity Date: 22/10/2015 13:13:14
Modified: 03/10/2013 16:31:42 by Web

Mail Restriction: (none)
Phone Restriction: (none)
E-Market Restriction: (none)

Ready

Gift Aid

Payment Method setup – has a Gift Aid flag to indicate whether Gift Aid can be claimed for this payment method.

Points to note:

- Can only claim 'CASH' type payments from individuals.
i.e. Vouchers – not eligible for Gift Aid.
- We receive BACS payments from trust funds etc. So we created a pay method called 'Non-Individual BACS' with Gift Aid flag turned off.
- CAF Payments – GA already claimed on this money – cannot claim again!
- Using this flag in report reduces/eliminate risk of claiming non Gift Aid payments.

Gift Aid

Fund Setup – each fund has Gift Aid Type flag.

Tessitura ROH v12.5 TEST (from LIVE as at end of 14/09/2015)

File GoTo Campaigns Tools Window Help

References

Premiums Source Groups Media Magazines **Funds** Appeal Categories Acknowledgements GL Accounts Payment Methods

Fund Search:

Name: 75th Royal Ballet Appeal	Nonrestricted Income GL No: 68605-20-40 -D006	Constituency: (none)
Use In Ticketing: <input type="checkbox"/>	Restricted Income GL No: 68605-20-40 -D006	Business Unit: Royal Opera House
Inactive: <input type="checkbox"/>	Current Receivable GL No: P8605-20-40 -D006	Designation Code: Default_TR_DESIG_CODE
ID: 44	Future Receivable GL No: F8605-20-40 -D006	Control Group: (Default Control Group)
	Write Off GL No: P9999-20-40 -ZZ	Gift Aid Type: ROH Foundation
Name: Advertising Income	Nonrestricted Income GL No: 68600-20-40 -ZZ	Constituency: (none)
Use In Ticketing: <input type="checkbox"/>	Restricted Income GL No: 68600-20-40 -ZZ	Business Unit: Royal Opera House
Inactive: <input type="checkbox"/>	Current Receivable GL No: P8600-20-40 -ZZ	Designation Code: Default_TR_DESIG_CODE
ID: 50	Future Receivable GL No: F8600-20-40 -ZZ	Control Group: (Default Control Group)
	Write Off GL No: P9999-20-40 -ZZ	Gift Aid Type: (none)
Name: American Benefactor	Nonrestricted Income GL No: 68583-10-35 -ZZ	Constituency: (none)
Use In Ticketing: <input type="checkbox"/>	Restricted Income GL No: 68583-10-35 -ZZ	Business Unit: Royal Opera House
Inactive: <input type="checkbox"/>	Current Receivable GL No: P8583-10-35 -ZZ	Designation Code: Default_TR_DESIG_CODE
ID: 86	Future Receivable GL No: F8583-10-35 -ZZ	Control Group: (Default Control Group)
	Write Off GL No: P9999-10-20 -ZZ	Gift Aid Type: (none)
Name: American Donations	Nonrestricted Income GL No: 68583-10-35 -ZZ	Constituency: (none)
Use In Ticketing: <input type="checkbox"/>	Restricted Income GL No: 68583-10-35 -ZZ	Business Unit: Royal Opera House
Inactive: <input type="checkbox"/>	Current Receivable GL No: P8583-10-35 -ZZ	Designation Code: Default_TR_DESIG_CODE
ID: 155	Future Receivable GL No: F8583-10-35 -ZZ	Control Group: (Default Control Group)
	Write Off GL No: P9999-10-20 -ZZ	Gift Aid Type: (none)

Add Delete Copy Cpgs Close

Ready

Gift Aid

Manage the Compliance Risk:

Compliance risk is exposure to legal penalties, financial forfeiture and material loss an organization faces when it fails to act in accordance with industry laws and regulations, internal policies or prescribed best practices.

1. Store copy (electronic ok) of GA declaration against Tessitura Constituent.
2. Payee Name must be the same as the Membership name. i.e Cannot Claim gift aid for gift memberships.

Gift Aid

Gift Aid Declaration forms:

Must have a form signed by customer in order to be able to claim Gift Aid.

These generate A LOT of paper work.

We used to spend time filing these.

Took a long time to retrieve during HMRC inspection



Gift Aid

Gift Aid Declarations (cont'd):

Now

Gift Aid declaration forms are sent to an external company for scanning

We receive PDF Files and spreadsheet Upload spreadsheet data into local SQL table.

1. On Constituent Custom tab – we have created embedded SSRS report which has embedded link. If click on link user see Gift Aid Form within client.

VAT

All Payments are in Tessitura – however we don't use Tessitura to generate VAT reports. This is all done within our Accounting system – Sun Systems.

However what is being sold in Tessitura determines the VAT and determines VAT code in accounting system.

All tickets – Exempt of VAT.

Some tickets are sold to invoice. We have an automated process to transfer these into Sun as Sales Orders. These Sales Orders are coded with Output Exempt VAT Flag.

We arrange dinner before and after the show. Tickets for these dinners are sold to invoice. Dinners are VATable so the overnight process recognises these and codes these with Output Standard.

VAT

Contributions:

Sponsorship payments are input showing the amount net of VAT. However Memberships are entered as gross of VAT.

Memberships & Sponsorship are often VAT-able .

We run a renewals report. This is used to generate Sales Orders in Sun. The amounts breakdown into several components which attract different rates of VAT. We use a feature which does this automatically for us.

Donation and Invoice payments keyed into Tessitura. These are rekeyed into a spreadsheet. This is uploaded to Sun to create a General ledger journal.

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Bits of PCI might not be so
bad

..and maybe PayPal isn't as
hard as we thought

PCI?

Don't p**s on my shoes and tell me it's raining

- Things have changed.

2000	2015
<pre>## 2000 * Data * Backup * Disks * Tapes * Software * Storage * Security * Firewall * Permissions * Password (no policy) * Network * Cabling * Internet * Firewall * Remote access * Services * DNS * DHCP * Switching * Account Management * Email * Groups * Permissions * Collaboration * File shares * Shared Calendar * Documentation</pre>	<pre>## 2015 * Enable Content Creation * Business Systems * Sun Accounts * Tessitura * <u>Atlassian</u> * Artifax * ... * Support Devices * Develop website * Communication * Instant Messaging * AD integration * Firewall rules * Storage * DECT phones * Maintenance * Routing * Desk phones * Programming * Voicemail * Routing * Cabling * Email * Signature maintenance * Mailbox management * Group memberships * Routing / sharing</pre>

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And it's not just IT

- More business, fewer staff
- Better service, less time

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And another thing

- Greater emphasis on PRIVACY
- Higher stakes for breaches
 - media interest
 - savvy public
 - more organised baddies

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Are cultural orgs at risk though?

- Name + Email + Address + Ticket History
 - That's enough to be profitable
- Credit card data too?
 - That's even better. No extra work required.



'It is not about if you will be penetrated, but when,' warns NSA chief

Organisations must assume their networks will be breached by cyber criminals and hackers, the head of the National Security Agency (NSA) has warned.

Admiral Mike Rogers, director of the National Security Agency and head of United States Cyber Command, issued the warning while speaking at a cyber security event at the London Stock Exchange.

Further reading The warning comes shortly after [similar comments by chief information security officer \(CISO\) for the Met Office Jonathan Kidd](#). An organisation must assume that its cyber security has already been compromised and develop its strategy from there, he told *Computing*.

Rogers warned that the US should brace itself more attacks [like the one on the U.S. Office of Personnel Management \(OPM\)](#), which saw the theft of personal details belonging to over 22 million US citizens.

PCI Process



- It's pretty sensible

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BUY TICKETS

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Home [Lucy Crowe soprano; Malcolm Martineau piano; Lucy Wakeford harp](#) **Select your seat**

Select your seat



Saturday 31 October 2015 7:30PM

Lucy Crowe soprano; **Malcolm Martineau** piano; **Lucy Wakeford** harp

Schubert and Debussy

Seat legend

- £36
- £30
- £25
- £20
- £15
- Seat not available
- Seat selected / Seat in basket

Ticket bookings are subject to a £2.00 booking fee. This fee covers the whole booking and is not per ticket.

ADD TO BASKET

SELECT YOUR OWN SEAT

OR LET US CHOOSE THE BEST AVAILABLE SEAT FOR YOU »

AA

AA

AA

BB

CC

STAGE

PayPal

- Same as TNS
 - A set of configurable API calls
 - Data sent / returned
 - Nothing goes through your website
- Rates are OK, e.g. maybe 1.96% possibly

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Transaction data

Payment Details						
Transaction No.	Amount	Date	Payment Method	Gift Certificate No.	Account No.	Check No.
1801563	£1.00	04/06/2015	Paypal			

Total Payments by Richie Warburton = 1

Payment Details						
Check No.	Check Name	Card Expires	Auth No	Batch No.	Ccref No.	Refund Date
	Richard Warburton	00/00/0000	6AW27543X	46838		

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PayPal

- Web development needed, probably
- We've done 17% through PayPal over 6 months

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Thanks!

- Richie Warburton
 - rwarburton@wigmore-hall.org.uk
- David Taylor
 - dtaylor@wigmore-hall.org.uk
- Wigmore Hall
 - [@wigmore_hall](https://twitter.com/wigmore_hall)



Jessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

WHAT'S NEXT?

- Break 12 noon – 12.15pm
- There are drinks available in or near all of the session rooms, move to your next session room and find a drink when you arrive
- **NEXT SESSION STARTS IS SESSION 2
12.15pm – 1.15pm**