

June Consortium Leaders Community Meet Up

Date and Time:

29 June 2023 - All items on the board
13:21 (UTC+00:00)

Facilitator:

Beth Dietzler

Attendees:

Nathaniel, Brian Parker - Tessitura, Maureen (she/her) PRAC, Gawain, Kaylin Cranmer, Katie - CAPA, Christopher Stuessy, Carol Keeney (she/her) - Kalamazoo Arts, Laura H in Kansas City, Brian Parker - Tessitura

Summary:

Actions:

Learnings:

Topics discussed:

What is your approach to TLCC?

Votes: 7

Suggested by: Maureen (she/her) PRAC

Comments:

- Maureen (she/her) PRAC
Katie - make members aware and encourage them to attend. Our ticketing is handled by our staff - better benefit database as a whole. Sending ticketing, leadership with reps in Devo, ticketing.
- Maureen (she/her) PRAC
Carol - looking at it on the admin side. keep eye out for mini-magic for tips/tricks.
- Maureen (she/her) PRAC
Dana presenting - How to use all the standard functionality rather than customizing - layering these

V16 Status Update: Who is running V16 and who is in process? Trying to get an estimate of the timeline by user type (sys admin, devo, box office).

Votes: 6

Suggested by: Beth Dietzler

Comments:

- Maureen (she/her) PRAC
Carol - feel for timing. Maureen - we started in Nov. Yes you'll want DEV. takes a while. start sooner than later
- Maureen (she/her) PRAC
Gawain - timeline was going to be last summer, but didn't work out. Started Dev up in October 2022, v16 DEV February. so that takes time. Working on it using extended services to help with the work. Lots of customizations that create more work to do. v16 PROD hope in September.
- Maureen (she/her) PRAC
Testing? Dedicated weeks good.

Merging in a Consortium

Votes: 6

Suggested by: Gawain

Comments:

- Maureen (she/her) PRAC
Gawain - orgs have their own constituents. No sharing - how to merge then within the orgs
- Maureen (she/her) PRAC
Maureen - we have robust process. But our orgs do share constituents. Custom Merge screen.
- Maureen (she/her) PRAC
Gawain - extended services, auto merge process from TN.

V16 Experiences: How long did your conversion take? Did you need the (paid) Dev instance?

Votes: 4

Suggested by: Carol Keeney (she/her) - Kalamazoo Arts

Comments:

Using Protection Types to separate consortium customers.

Votes: 2

Suggested by: Gawain

Comments:

Fees - what makes up yours and how are you presenting them to the consumer?

Votes: 2

Suggested by: Katie - CAPA

Comments:

- Maureen (she/her) PRAC
Reevaluating fees - with recent issues (Swift/ticketmaster). Required fees by city?
- Maureen (she/her) PRAC
Use of pricing layer to shield fee - example a facility fee.
- Maureen (she/her) PRAC
Some per ticket fee vs order fee
- Maureen (she/her) PRAC
For TNEW (from v16 documentation):

Fees

If your organization uses fees for online orders, an optional alias can override the shorter fee name for display in the cart and on order confirmations.

In the Fee Setup screen, the Fee Description field is initially displayed online in TNEW, but will be overridden by content in the Web Alias field if it exists.