

Payments & Transactions - February 2024

Date and Time:

09 February 2024

18:15 (UTC+00:00)

Facilitator:

Payments&Transactions Tessitura Community

Attendees:

Ruslan Nikandrov, Jessica Bonanno, Trini, Emily R. - The Reser, Gawain Lavers (he/him), Laura Schneider, Kalen Lawson, Brevard Music Center, Amanda, Phil Parks - Museum of Fine Arts, Houston, Olivia Anderson, Bryan Kowert, Kendra-Monterey Bay Aquarium, Kristin (Guthrie Theater), Brittany B, Martha, Annie, Afshin, laurie scofield

Summary:

Actions:

Learnings:

Topics discussed:

Best Adyen Portal Features

Votes: 6

Suggested by: Gawain Lavers (he/him)

Comments:

- Gawain Lavers (he/him)
Better searchable fields.
- Gawain Lavers (he/him)
Payment_no in Tessitura is written to Adyen!
- Gawain Lavers (he/him)
Negative: refunds, not as intuitive.

- Gawain Lavers (he/him)
Order # also in Adyen.
- Gawain Lavers (he/him)
Reconciliation Report: only has a daily option, but helpful.

Adoption of v15.2.40 - Anyone already on this version or planning on moving soon?

Votes: 5

Suggested by: Phil Parks - Museum of Fine Arts, Houston

Comments:

TMS refunds and Subscription Orders. How do you refund by reference and preserve subscription order state?

Votes: 3

Suggested by: Ruslan Nikandrov

Comments:

- Jessica Bonanno
I have no run into any issues refunding a partial sub orders

Terminals and working from home for hosted sites. How does the terminal talk to Tessitura? Does it connect to Tessitura API directly?

Votes: 2

Suggested by: Ruslan Nikandrov

Comments:

- Trini
The device is linked by machine name in the Machine Settings table
Likes:1
- Gawain Lavers (he/him)
We do this currently with Windcave, and `_that_` is really hard to set up, but TMS should be a lot easier.

Payment Method Groups

Votes: 2

Suggested by: Gawain Lavers (he/him)

Comments:

Fraud prevention or mitigation, outside of TMS/Adyen functionality

Votes: 2

Suggested by: Trini

Comments:

TMS - is anyone having trouble signing a contract? If so, what are your next steps?

Votes: 2

Suggested by: Olivia Anderson

Comments:

Almost 2 years on TMS - if anyone has any questions I can try to help answer.

jbonanno@mccarter.org

Votes: 1

Suggested by: Jessica Bonanno

Comments:

- Gawain Lavers (he/him)
Plan to set up money prior to batch refunds.

Any issues particular to TMS and Applepay?

Votes: 1

Suggested by: Payments&Transactions Tessitura Community

Comments: