

[12:08 PM] Trini Ramos

Hello all! Love seeing all of our attendees, new and old. Let's introduce ourselves and what organization you're from.

heart 1

[12:09 PM] Gill Tasker

Hello - Gill Tasker, Community Manager at Tessitura joining from Edinburgh.

heart 1

[12:09 PM] Brunson, Rhianna

Hello! I am Rhianna Brunson, Ticketing Operations Associate for Ensemble Arts Philly and the Philadelphia Orchestra.

heart 2

[12:09 PM] Kristen M (she/her) | Balboa Park Cultural District

Hi all, Kristen Mihalko with Balboa Park Cultural Partnership in San Diego, CA

heart 1

[12:09 PM] Abernathy, Amanda

Amanda Abernathy, Shedd Aquarium Chicago

heart 2 like 1

[12:09 PM] Gawain Lavers (he/him)

Gawain Lavers (he/him) UC Berkeley

heart 2

[12:09 PM] Anne Robichaux

Hi all, Anne Robichaux, CRM Administrator from The Historic New Orleans Collection

heart 2

[12:10 PM] Carlie Perry

Carlie Perry, Applications Administrator, Kentucky Performing Arts

heart 2

[12:10 PM] Kristin Ostebee

Happy Friday! Kristin Ostebee - Accounting Specialist at the Guthrie Theater in Minneapolis

heart 2

[12:10 PM] Jessica Bonanno

McCarter Theatre - Princeton, NJ . HI ALL

heart 2

[12:11 PM] Anderson, Olivia Elizabeth (ppk3pe)

Hello friends! Olivia Anderson, Arts Box Office Manager for University of Virginia

heart 2

[12:11 PM] Laura Schneider

Hi! Laura Schneider (she/her), Houston Museum of Natural Science. Btw Trini, looooved Shrimp Week.

heart 4 1f990_shrimp 1

[12:11 PM] Liz Thompson

Liz Thompson, on the Member Success team at Tessitura. Great to see everyone!

heart 1

[12:11 PM] Jessica Jamieson

Hello! Jessica (she/her), Junior Database Administrator at Canada's Royal Winnipeg Ballet in Winnipeg, Manitoba, Canada!

heart 1

[12:14 PM] Kristen M (she/her) | Balboa Park Cultural District

For the credit card, the physical mailing address is per the US Patriot Act Compliance (based on some preliminary Googling I've done)

[12:15 PM] Gawain Lavers (he/him)

Chuck always gets to talk.

like 2 1f4af_hundredpointssymbol 1 heart 1

[12:17 PM] Elsa Kane

Elsa Kane, on the Member Success team here at Tessitura and work alongside Adam in Tessitura Merchant Services. Glad to be here with everyone today

like 2 heart 1

[12:19 PM] Anderson, Olivia Elizabeth (ppk3pe)

You're doing great, Henry!

like 2

[12:19 PM] Anne Robichaux

You can drag it over to discussed before time is up

like 2

[12:23 PM] Juan Montes

That's great, Chuck.

like 1

[12:23 PM] Kristen M (she/her) | Balboa Park Cultural District

We were experiencing chargebacks last summer and this is the feedback we received from our vendor: "I should note for your reference that although all chargebacks are frustrating, having only 5 for \$700 in a month with \$200,000 in volume is well within Visa and Mastercard's guidelines and expectations. They normally consider anything under 1% to be within normal parameters."

speechless 2 unamused 1 surprised 1

[12:24 PM] Abernathy, Amanda

oops, only meant to raise my hand once 🤦

[12:24 PM] Christopher Cuhel

I think that means the order of hand raise.

like 1

[12:24 PM] Jessica Bonanno

Lovely response -- grrrrrr. But interesting to read.

[12:25 PM] Juan Montes

AMNH is 2-3 weeks behind the Met Museum in our migration to Merchant Services.

[12:26 PM] Kristen M (she/her) | Balboa Park Cultural District

Yup - it was very frustrating because it's a lot of work to review and try to fight them because most times the tickets are used but they're still fraud!

like 1

[12:26 PM] Trini Ramos

If you're new to Lean Coffee table, that 'ding' you keep hearing means the time is about up for the topic. We encourage you to vote to continue the topic or move on to the next one. Thank you!

like 1 heart 1
[12:26 PM] Trini Ramos

<https://www.leancoffeetable.com/TaskBoard/View/db95eb05-1e16-41bd-8160-21365210e088?guest=true>

Lean Coffee Table - Payments & Transactions - March 2024
Effective Online Meetings
[12:26 PM] Brunson, Rhianna

We here at Ensemble Arts Philly have also experienced the same thing. In a week and a half period in mid November we received over 200 chargebacks, and most of them were fraud.

doh 1

[12:27 PM] Christopher Cuhel

I used that code to find a country for the "stellard" emails and they were all India. I just asked for Support to do a country block for TNEW for India to see what that does.

like 1
[12:27 PM] Jessica Bonanno

Here too at McCarter in Princeton Rhianna. Not 200, but lots for Nutcracker and Christmas Carol. Yes, that stellard email address is awful!!

[12:28 PM] Brunson, Rhianna

It's insane! We get them for our Broadway series and the Nutcracker.

cry 1
[12:28 PM] Carlie Perry

Chris, block for TNEW or block in Adyen?

[12:28 PM] Christopher Cuhel

TNEW

[12:29 PM] Carlie Perry

thanks

[12:29 PM] Christopher Cuhel

You bet.

[12:29 PM] Laurie Scofield

That's a great question!

like 1

[12:32 PM] Jessica Bonanno

But 3ds secure is an additional cost, yes?

[12:32 PM] Gawain Lavers (he/him)

Christopher Cuhel (Unverified) (External)

I used that code to find a country for the "stellard" emails and they were all India. I just asked for Support to do a country block for TNEW for India to see what that does.

In some previous conversation I believe stellardl addresses were coming out of IPs in Romania, even though the names suggest a South Asian origin, so I'm not sure if that would help.

[12:34 PM] Gawain Lavers (he/him)

I remember 3DS from ages ago with NewEgg: I hated it (having to remember another password/pin for one site).

[12:34 PM] Gawain Lavers (he/him)

And then my card got swiped from their site...

[12:35 PM] Christopher Cuhel

Gawain Lavers (he/him) (Unverified)

In some previous conversation I believe stellardl addresses were coming out of IPs in Romania, even though the names suggest a South Asian origin, so I'm not sure if that would help.

Yeah....I wish there was a better solution but I'm going to try everything at this point. 😊

like 1

[12:36 PM] Trini Ramos

Juan I see you had your hand up. Do you want to post your question here about 3DS? Maybe one of the TN team can answer

[12:37 PM] Laura Schneider



Wed 1/31/2024 9:04 AM

Erin Blatzer

Fw: [EXTERNAL]Apple Pay issue affecting TNEW v7 sites using Tessitura Merchant Services

To: Laura Schneider

You replied to this message on 1/31/2024 1:10 PM.
If there are problems with how this message is displayed, click here to view it in a web browser.

[view in a web browser](#)



Dear Erin,

We have identified a defect with payments that affects users transacting with Apple Pay on TN Express Web (TNEW) version 7. This affects organizations using Tessitura Merchant Services.

When attempting to check out using Apple Pay, customers may be unable to complete their order. There can be a successful payment without a completed order in Tessitura. As a result, users may be charged without their knowledge and without seeing any confirmation on TNEW.

Next steps

Out of caution, we are releasing a hotfix release to all v7 TNEW sites. This will disable Apple Pay until the underlying issue is identified and resolved. We will follow up with additional communication when we release a fix and re-enable Apple Pay.

NOTE: There is no action required by you to disable Apple Pay in the Tessitura Application or on your TNEW Administration Site.

We anticipate deploying the hotfix for this defect to all TNEW Test sites this week and to all TNEW Production sites next week.

We take issues such as this very seriously and are here to support you. If you have any questions or concerns, please [contact Support](#).

[12:37 PM] Laura Schneider

^ It was that.

[12:38 PM] Anne Robichaux

Great! Thank you!

[12:39 PM] Gawain Lavers (he/him)

Better hurry or they'll kill it before you get a chance to implement.

laugh 1

[12:42 PM] Kendra Kern

<https://true-tickets.com/pricing/>

like 1 heart 1

True Tickets

True Tickets is a secure digital ticket delivery service for Tessitura member organizations. True Tickets amplifies the value of Tessitura with a deep and seamless integration to help you identify ...

[12:42 PM] Kristen M (she/her) | Balboa Park Cultural District

<https://true-tickets.com/pricing/>

[12:43 PM] Carlie Perry

also a .01 per message if you enable passwordless login

[12:44 PM] Jessica Bonanno

What does this mean? For every patron or order it's 50 cents? **+.50 Per net new registration***

[12:44 PM] Kristen M (she/her) | Balboa Park Cultural District

* Net new registrations are new constituent records added to your database as patrons accept shared tickets from their friends and acquaintances.

[12:45 PM] Jessica Bonanno

Thank you. 😊

[12:45 PM] Carlie Perry

passwordless login is an optional feature (it sends you an code to login instead) - if you enable that it's one cent per message sent for a passwordless login attempt

like 1

[12:45 PM] Christopher Cuhel

Just reached out to Matt Zarracina at TrueTickets about member cards...it is on their roadmap.

like 1 heart 1

[12:45 PM] Carlie Perry

oop sorry kristen think you weren't talking to me

like 1

[12:46 PM] Gawain Lavers (he/him)

I kind of hate "We assume you're using a shared computer in an Internet Cafe." security measures...

laugh 1

[12:48 PM] Juan Montes

I have to drop. Thank you all very much. This was super helpful.

[12:50 PM] Michael Benedetto

How much access to cards does your system have, assuming that the card data is tokenized in the system.

[12:54 PM] Anne Robichaux

I have to run to another meeting. Thanks for the great discussion.

[12:55 PM] Gawain Lavers (he/him)

We do have a difference between "employed" and "uses Tessitura" that also comes into play.

1f4af_hundredpointssymbol 1

[12:55 PM] Gawain Lavers (he/him)

The third thing I forgot was required card handler training.

like 1

[12:55 PM] Michael Benedetto

<https://www.securitymetrics.com/blog/what-tokenization-and-how-can-i-use-it-pci-dss-compliance>

like 1

[12:57 PM] Elsa Kane

Jessica Bonanno (External)

But 3ds secure is an additional cost, yes?

Hi Jessica, yes there is an additional cost to 3DS. It is 5 cents per transaction additional for the full 3DS service to be turned on.

like 2

[12:57 PM] Brunson, Rhianna

Have to head out, but thank you to all for this great meeting!

like 1

[12:58 PM] Abernathy, Amanda

in the "venmo balance"

[12:58 PM] Christopher Cuhel

I am on my orgs cyber security team. We are using a company called HBS to help us with a cyber security protocol. If there is one thing I've learned is that the area where we (and most companies lack) is in documentation of policies and protocols during a cyber incident. We are still working on our big document and then planning some table top exercises to help us be as prepared as possible for when it happens to us...because it's no longer if...just when.

1f4af_hundredpointssymbol 2

[12:59 PM] Michael Benedetto

Christopher Cuhel (External)

I am on my orgs cyber security team. We are using a company called HBS to help us with a cyber security protocol. If there is one thing I've learned is that the area where we (and most companies lack) is in documentation of policies and protocols during a cyber incident. We are still working on our...

Consider documenting the process procedurally and making the IR "policy" to follow the procedure. It makes it easier to. maintain

like 1

[1:00 PM] Chuck Reif

I have a prior committment--thanks for all the great questions and feedback.

heart 1

[1:00 PM] Elsa Kane

I do need to jump to another call! Thank you everyone! It was a pleasure.

[1:00 PM] Abernathy, Amanda

Great chat yall! Thank you!

[1:00 PM] Chuck Reif

Have to drop off.

[1:00 PM] Gawain Lavers (he/him)

Chuck Reif (Unverified)

I have a prior committment--thanks for all the great questions and feedback.

Thanks Chuck!

[1:00 PM] Christopher Cuhel

Thank you everyone for being a part of this call. I value all your input and advice.

[1:00 PM] Anderson, Olivia Elizabeth (ppk3pe)

Thanks everyone!

[1:00 PM] Liz Thompson

Thank you everyone!

[1:00 PM] Seth Ghitelman, Mount Vernon



[1:00 PM] Laurie Scofield

Great meeting! Thank you!!

[1:01 PM] Susie Terada

thank you all all

[1:01 PM] Rothschild, Amanda

Thanks all!

[1:01 PM] Daniel Laska

Thank you, all, looking forward to future talks!

[1:01 PM] Kristen M (she/her) | Balboa Park Cultural District

Thank you!

[1:10 PM] Jessica Jamieson

Thank you so much! Gotta run.