

Universities Community Group

November 2023

Date and Time:

08 November 2023 - All items on the board
08:44 (UTC+00:00)

Facilitator:

Universities Tessitura Community

Attendees:

Gill Tasker, Debra Lemak, Jessica Cogan, Rutgers (she/her), Jessica Cogan, Rutgers (she/her), Gill Tasker, Olivia Anderson, Gill Tasker, Olivia Anderson, Sara, Gill Tasker, Olivia Anderson, Scott Baker, Gill Tasker, Gill Tasker, Jen L, Adam, Chuck Reif, Elsa Kane, Jennifer Ludwig (she/hers), Amber, Gawain, Sara, Lied Center, Karyn Elliott, Tessitura, Rebecca Ward, Scott Baker, Michelle Ward, John Peckham, Diana Burnell, Jessica Cogan, Liz Thompson, Alisa Holley, Helen March, John Jakovich (Tessitura), Sarah Herrera, Falon, Mandy, Kevin Grant, Amy Roark

Summary:

Topics discussed at the meeting in November focused on Tessitura Merchant Services.

Actions:

Learnings:

Topics discussed:

What is the timeline on sunsetting Windcave?

Votes: 4

Suggested by: Michelle Ward

Comments:

What does the grace period look like moving from WorldPay to TMS?

Votes: 4

Suggested by: Sarah Herrera

Comments:

Third Party Payment Provider Review

Votes: 3

Suggested by: Jessica Cogan, Rutgers (she/her)

Comments:

- Sarah Herrera
Is there a grace period for moving from WorldPay to TMS? If so, when does the grace period end?

We are at the University of Michigan. They do not support or allow 3rd party processing such as TMS. Has anyone had any luck convincing your University to make an exception? If so, what was your "angle to make it happen.

Votes: 3

Suggested by: John Peckham

Comments:

Anyone having bureaucratic hang-ups with changing payment gateways?

Votes: 2

Suggested by: Gawain

Comments:

Is there any plan to have an API or equivalent to share completed payments with finance systems?

Votes: 2

Suggested by: John Peckham

Comments:

At UVA, we have one main box office but several mobile ones used a few times a month, and two we only use for a week during the film festival. Do we still have to have one credit card terminal per set up for each of these venues? (Posting on behalf of Olivia)

Votes: 2

Suggested by: Gill Tasker

Comments:

Tangential: what are people doing for backup/continuity card processing devices/services?

Votes: 1

Suggested by: Gawain

Comments:

Topics voted on but not discussed:

Anyone on TMS with experiences to share?

Votes: 1

Suggested by: Gawain

Comments:

Suggested topics with no votes:

Is anyone currently using Merchant Services using the AMS1 EMVs?

Votes: 0

Suggested by: Jessica Cogan

Comments: