

Integrating Tessitura into Accounting

Accounting automation through an API integration
between **Tessitura** and **ActivityHD**

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About AccountingWare

Founded in 1977, AccountingWare is a software development firm serving the accounting community. Throughout the prevailing IT architectures, changes in accounting standards, and ever-increasing governmental reporting requirements, we remain committed to our clients' needs by providing rock-solid software and world-class support.

AccountingWare is the developer of ActivityHD, a flexible and comprehensive ERP system allowing the sophisticated accounting department to manage the enterprise. ActivityHD includes ActivGL, ActivAP, ActivPO, ActivAR, ActivBR, ActivPR, and ActivFA.

About Tessitura

Tessitura Network powers the success of arts and cultural organizations around the globe. At our heart is the Tessitura CRM software, a truly unified platform driving all mission-critical business functions in one single database — ticketing and admissions, fundraising, memberships, marketing, business insights, education, online, mobile and more.

Introduction

AccountingWare is a trusted partner with Tessitura offering full integration between Tessitura and AccountingWare's ERP Software, ActivityHD. This document describes the integration in detail and explains how this integration facilitates the accounting processes.

The Problem

Three fundamental requirements precede Tessitura data integration into the accounting system:

1. P&L by Event: Sales data must be entered so that revenues are properly recognized and profitability by an event can be ascertained.
2. Bank Balancing: The volume of entries into the bank account can be overwhelming. Deposit information must be collected in such a way that bank accounts can be balanced.
3. Audit: The variety of receipt data from Tessitura is enormous. Controls must exist to assure that complete Tessitura data has been entered in the accounting system.

To satisfy the issues stated above, manual entry of the Tessitura accounting data is prohibitive and can be achieved more easily with automation provided by ActivityHD.

Robotic Process Automation (RPA)

Every task that could be automated slows down the process and often underutilizes resources. Repetitive accounting processes are certainly candidates for automation. AccountingWare's ERP software utilizes the Tessitura REST API to create the integration of data from Tessitura into the accounting system.

Accounting Issues Solved by the Integration

Performing arts centers, museums, and venues utilize a diverse set of software to perform operational functions for their organizations. Tessitura is a prominent enterprise system managing key business functions including CRM, ticketing, and revenue.

The integration of data into the accounting system is inefficient for most Tessitura sites. It typically requires the manual keying of revenue entries and deposits derived from Tessitura. Accounting departments are also faced with manual calculations of revenue recognition for performances and events. This manual entry often costs the organization valuable resources, is inefficient and can be prone to error. Tessitura sites need RPA to integrate transactions into their accounting software.

Tessitura and AccountingWare have partnered to create this RPA integration.

AccountingWare's ERP software, **ActivityHD** (Accounting in **H**igh **D**efinition) contains core accounting software such as General Ledger, Accounts Receivable, Accounts Payable, Fixed Assets, Payroll/HR, and Bank Reconciliation. The integration between ActivityHD and Tessitura allows accounting departments to seamlessly transfer revenue data from Tessitura to ActivityHD removing the manual entries and reducing the risk of error.

But the integration is much more than just an automated transfer of data. It is a comprehensive solution that solves the challenges of revenue recognition, bank reconciliation, and auditability.

Details on the Tessitura and ActivityHD Integration

The next sections describe in detail how the integration is implemented, and the results obtained.

Tessitura Setup and Controls

To set up the connection between Tessitura and ActivityHD, some basic setup items must be completed first. The user must set up:

- The Base URL to connect to Tessitura's REST API and authentication mechanisms
- A mapping between Tessitura payment methods and ActivityHD receipt types
- Map the account structure in Tessitura to the account structure in ActivityHD
- Define the ActivityHD accounts related to deferred revenue
- Set up attributes (dimensions) in ActivityHD to match the events in Tessitura

Dialog screens in ActivityHD to facilitate the setup. The actual setup is quite easy and must only be done once to affect the integration.

The screenshot shows the 'Tessitura Control' dialog box. At the top, there is a toolbar with icons for 'New', 'Read', 'Save', 'Previous', and 'Next'. The main area is titled 'Tessitura Control' and contains several input fields and dropdown menus. The 'Code' field is empty, and the 'Description' is 'Standard Import from Tessitura'. The 'Last Import' section includes 'Post #' (3890), 'User' (empty), and 'Date' (7/22/2021 2:24:09 PM). Below this, there are sections for 'Tessitura' and 'Activity'. The 'Tessitura' section has 'Base URL' (empty) and 'Procedure ID' (66). The 'Activity' section has several dropdown menus: 'Customer' (Tess), 'Charge Invoice Type' (ChargeTess), 'Credit Invoice Type' (CreditTess), 'ARCode' (Tess), and 'Note Type' (TessError). Below these are fields for 'Invoice Description' (<Deposit Date> Deposit), 'Invoice Batch' (Tess), 'GL Batch' (Tess), 'Sales Account' (<GLAccount(1:10)>), and 'Bank Account' (<GLAccount(1:10)>). At the bottom, there is a tabbed interface with 'Tessitura Control' selected, and other tabs for 'Payment Methods', 'Extra GL', 'Exclusions', 'Process Notes', and 'Other'. An 'Edit' button is visible at the bottom left.

ActivityHD Magic

ActivityHD takes a unique approach in the way postings are incorporated from Tessitura into the accounting system. Traditionally, a segment of the chart of accounts was used to represent the various events. This meant that there was an influx of postings in the Chart of Accounts.

ActivityHD does not need a unique chart of account mapping for each event, because events are represented as Attributes (dimensions) in the ERP system. Thus, only one deferral account is required for each event, not a different chart of account for each event.

However, it is often desired to separate ticket sales from other revenues. Thus, there could be several deferral accounts: ticket sales, subscriptions, gifts, program fees, etc. The screen below shows a typical deferral control.

The screenshot shows the 'Tessitura Control' application window. At the top, there is a menu bar with icons for New, Read, Save, Previous, and Next. Below the menu bar, the title 'Tessitura Control' is displayed. The main area contains a form with the following fields:

- Code:** [Empty text box]
- Description:** Standard Import from Tessitura
- Last Import Post #:** 3890
- User:** [Empty text box]
- Date:** 7/22/2021 2:24:09 PM

Below the form is an 'Extra GL' table with the following columns: Line, Invoice Sales Account, and Extra GL Revenue Account. The table contains four rows of data:

Line	Invoice Sales Account	Extra GL Revenue Account
1	20210-00-A	30000-00-A
2	20220-00-A	30010-00-A
3	20230-00-A	30100-00-A
4	20240-00-A	30101-00-A

Two callout boxes are present: 'Accrual Accounts' points to the 'Invoice Sales Account' column, and 'Revenue Accounts' points to the 'Extra GL Revenue Account' column.

No need for a unique chart of account mapping for each event.

Integration Process

Once the setup implementation is complete, the periodic (hourly, daily, etc.) data transfer can begin.

ActivityHD integration utilizes the REST API provided by Tessitura. This facility uses JSON to communicate information about receipts from the Tessitura system to ActivityHD. The details include the payments received for each event, payment type, and other details. The integration can be run on a schedule or ad hoc. The integration does not rely on a primitive file transfer (e.g. csv files) but is seamless and efficient with no manual operations.

Starting the Import Process

The integration process is started within ActivityHD with the user's Tessitura login credentials granting permission for ActivityHD to access Tessitura's data. This triggers a registered stored procedure with Tessitura and allows the user to perform a request of revenue transactions available in Tessitura.

When providing the Tessitura credentials, the user also has the option to select which posting to import by either post number or by postdate giving the user added flexibility on which data to transfer.

Import AR Invoices from Tessitura

Steps

- Specify Options
- Create AR Invoices
- View AR Invoices

Answers: Run Tess Interface

Options

Tessitura Connection

User: Activity:WEB:OPCONQATIV

Password: ●●●●●●●●

Control: Op Colo

Last Import

Post #: 3890

User:

Date: 7/22/2021 2:24:09 PM

Tessitura Selection

Beginning Post #: 3891

Ending Post #:

Beginning Date:

Ending Date:

Import Options

Deposit Date: 8/13/2021

Silently Skip Duplicates?

Merge Immediately?

<< Back Next >> Finish Cancel

Sales Information

There are many types of revenue coming from the Tessitura system: ticket sales, donations, subscriptions, gift shop sales, etc. The ActivityHD and Tessitura integration will automatically map these to revenue points in the accounting system. This mapping is determined by the setup process in ActivityHD and will require no maintenance in typical daily operations.

Handle multiple productions of the same event on the same date

Line	ARCode	Description	Amount	Tax Category	Taxable?	Sales Account	Sales Account Description	Project	Memo
1	Tess	Tessitura	105.81			20143-00-A	Denver FDA Tax	00000000	
2	Tess	Tessitura	6.68			20149-00-A	Booking Protect	00000000	
3	Tess	Tessitura	67.50			20210-00-A	Deferred Subscr	22ACARMN	
4	Tess	Tessitura	82.50			20210-00-A	Deferred Subscr	22ACARMN	
5	Tess	Tessitura				20210-00-A	Deferred Subscriptions	22ACARMN	
6	Tess	Tessitura				20210-00-A	Deferred Subscriptions	22ASHING	
7	Tess	Tessitura				20210-00-A	Deferred Subscriptions	22ASHING	
8	Tess	Tessitura				20210-00-A	Deferred Subscriptions	22ASHING	
9	Tess	Tessitura	3.30			20210-00-A	Deferred Subscriptions	22ATOSCA	
10	Tess	Tessitura	82.50			20210-00-A	Deferred Subscriptions	22ATOSCA	
11	Tess	Tessitura	202.50			20210-00-A	Deferred Subscriptions	22ATOSCA	
12	Tess	Tessitura	5.47			30040-00-A	Ticket Insurance Fees	21YGENOP	
13	Tess	Tessitura	50.00			32000-00-A	Individual Contributions	21YGENOP	
14	Tess	Tessitura	25.00			32000-00-A	Individual Contributions	21YGENOP	
15	Tess	Tessitura	25.00			32001-00-A	Individual Contributions	21YGENOP	
16	Tess	Tessitura	6,000.00			32001-00-A	Board Contributions	21YGENOP	
Detail Totals:			7,275.46						

Revenue Recognition for Events

One of the most important and valuable features of the ActivityHD and Tessitura integration is the ability of the system to post each revenue item to a holding (accrual) account and simultaneously create postings that transfer the revenue from the holding account into an event revenue account on the date of the event. This feature is flexible enough to also handle multiple performances of the same event on the same date.

Line	Date	Account	Account Description	Project	Debit	Credit	Unit	Description
1	5/15/2022	20210-00-A	Deferred Sub		67.50		\$	
2	5/15/2022	30000-00-A	Subscriptions			67.50	\$	
3	5/7/2022	20210-00-A	Deferred Sub		82.50		\$	
4	5/7/2022	30000-00-A	Subscriptions			82.50	\$	
5	5/10/2022	20210-00-A	Deferred Subscriptions	22ACARMN	202.50		\$	
6	5/10/2022	30000-00-A	Subscriptions	22ACARMN		202.50	\$	
7	3/6/2022	20210-00-A	Deferred Subscriptions	22ASHING	146.70		\$	
8	3/6/2022	30000-00-A	Subscriptions	22ASHING		146.70	\$	
9	2/26/2022	20210-00-A	Deferred Subscriptions		3.30		\$	
10	2/26/2022	30000-00-A	Subscriptions			3.30	\$	
11	3/1/2022		Deferred Subscriptions		202.50		\$	
12	3/1/2022		Subscriptions			202.50	\$	
13	11/14/2021		Deferred Subscriptions		67.50		\$	
14	11/14/2021		Subscriptions	22ATOSCA		67.50	\$	
15	11/6/2021		Deferred Subscriptions	22ATOSCA	82.50		\$	
16	11/6/2021		Subscriptions	22ATOSCA		82.50	\$	
17	11/9/2021	20210-00-A	Deferred Subscriptions	22ATOSCA	202.50		\$	
18	11/9/2021	30000-00-A	Subscriptions	22ATOSCA		202.50	\$	

Expense Recognition for Events

Although expenses are not derived from the Tessitura integration, ActivityHD can also accrue expenses for each event and then expense them in a variety of methods to the event performance(s).

ActivityHD's General Ledger provides sophisticated features for complex allocations. An individual expense can be distributed by relative statistics (e.g. tickets sold), revenue by performance, or a fixed percentage. Different expense categories can be distributed using different methods or multiple iterations.

By combining the revenue recognition feature and the expense recognition feature, in ActivityHD you can create event/performance analysis (P&L by event/performance). Additional features like direct Excel reporting, statistics, and graphical presentations make financial analysis more dynamic, providing better insights for the organization.

Barber of Seville

By Performance Date

	11/2/2019	11/5/2019	11/8/2019	11/10/2019	Total
Revenue					
Tickets Sales	481,344	109,772	134,484	155,789	881,389
Total Revenue	481,344	109,772	134,484	155,789	881,389
Expenses					
Salaried Personnel	19,783	4,512	5,527	6,403	36,224
Seasonal Personnel	39,305	8,964	10,981	12,721	71,971
Union Personnel	102,248	23,318	28,567	33,093	187,227
Contract Labor	117,288	26,748	32,769	37,961	214,766
Other Personnel Expenses	457	104	128	148	836
Professional Fees	1,658	378	463	536	3,035
Advertising & Promotion	17,936	4,090	5,011	5,805	32,843
Rental Fees	57,845	13,192	16,161	18,722	105,919
Shipping & Postage	18,998	4,333	5,308	6,149	34,788
Supplies & Equipment	9,395	2,143	2,625	3,041	17,204
Travel	26,456	6,033	7,392	8,563	48,444
Events	3,173	724	886	1,027	5,810
Other Expenses	382	87	107	124	700
Total Expenses	414,924	94,625	115,927	134,292	759,767
Net Profit	66,420	15,147	18,557	21,497	121,622

Deposit Information

Deposits to the bank accounts occur as funds are collected via Tessitura. At some point, these deposits must be reconciled by a bank reconciliation process. The receipt import described above also automatically creates the deposit information that is used for bank reconciliation, once again automating a task that typically requires manual entry into the accounting system.

At the end of the period, the bank can be reconciled easily since the deposit data collected via the Tessitura integration is already posted.

Line	Receipt Dat	Deposit Type	Receipt Type	Reference	Payment	Description	Receipt
1	4/28/2021	Check	TessCheck	3764	132.44		Tess - 6179
2	4/28/2021	Check	TessCheck	3764	507.39		Tess - 6180
3	4/28/2021	CC	TessCC	3764	1,485.00		Tess - 6181
4	4/28/2021	CC	TessCC	3764	100.00		Tess - 6182
5	4/28/2021		Tess	3764	25.00-		Tess - 6183
6	4/28/2021		Tess	3764	1.00		Tess - 6184
7	4/28/2021		Tess	3764	262.50-		Tess - 6185
Initial Payment Totals:					1,938.33		

Reconciling Between Tessitura and ActivityHD

At this point, users may want to verify that all entries from Tessitura have posted in ActivityHD.

In ActivityHD, users can select a posting or a batch of postings and run an AR invoices listing report. The user has the tools to lay the ActivityHD accounts receivable listings side-by-side with Tessitura posting report allowing users to ensure the information is reconciled.

This confirms that you have all the data in ActivityHD and ensure that the data is a match giving full audit control for the integration.

Full audit control for the integration!

AR Invoices Listing							
Paul's Review Report							
Tuesday, May 25, 2021 5:30:29PM							
Page 1							
Invoice #	Invoice Date	Type	Classification	Due Date	Amount		
GL Date	PO #	Source	GL Batch	Terms	Balance		
Customer Tax Category	Salesperson	Finance Method	Sales Tax				
3790	5/17/2021	Charge	Charge	5/17/2021	20,779.00		
		Tessitura	Tess		0.00		
					0.00		
Unit	Debit	Credit	Description				
\$	480.00						
\$		480.00					
\$	480.00						
\$		480.00					
\$	480.00						
\$		480.00					
\$	560.00						
\$		560.00					
\$	840.00						
\$		840.00					
Totals:	2,840.00	2,840.00					
Invoice Amount	Invoice Balance	Total Payments	Receipt Type	Classification	Color	Payment Amount	
20,779.00	0.00		Tess	Other	1	395.00	
			TessCC	Credit Card	4	3,384.00	
			TessCheck	Check	1	17,000.00	
					6	20,779.00	

Attributes	Unit	Source	Count	Total Debits	Total Credits
Project: 00000000	\$	Bank	5	20,384.00	
	\$	Sales	1		395.00
	\$	Receivables	7	20,779.00	20,779.00
Project: 00000000	\$	Sales	1		149.00
Project: 22ACARMIN	\$	Extra	1	480.00	
Project: 22ACARMIN	\$	Sales	1		480.00
Project: 22ASRNG	\$	Extra	1	480.00	
Project: 22ASRNG	\$	Sales	1		480.00
Project: 22ATOSCA	\$	Extra	1	480.00	
Project: 22ATOSCA	\$	Sales	1		480.00
Project: 21CCPHBH	\$	Extra	2	1,400.00	
Project: 21CCPHBH	\$	Sales	2		1,400.00
Project: 21CCPHBH	\$	Bank	1	395.00	

Post No: 3790 contained 4 batches posted by tkirkpat on 5/17/2021 17:30:00 (copy)							
Mode: Summary							
Fund Summary For All Batches							
Fund	Pledged	Received	Restricted	Future			
Ind DAF / Family Foundation	\$0.00	\$15,000.00	\$0.00	\$0.00			
Ind Resilience	\$0.00	\$100.00	\$0.00	\$0.00			
Ind DAF / Family Foundation	\$0.00	\$1,300.00	\$0.00	\$0.00			
Ind Honorarium / Memorial	\$0.00	\$100.00	\$0.00	\$0.00			
Ind Resilience	\$0.00	\$320.00	\$0.00	\$0.00			
Ind Unrestricted	\$0.00	\$975.00	\$0.00	\$0.00			
Total	\$0.00	\$17,795.00	\$0.00	\$0.00			

Ticketing G/L Summary			Received
Deferred Event Tickets			\$1,400.00
Deferred Subscription Tickets			\$1,460.00
Denver FDA Tax			\$184.00
Total			\$2,984.00

Payments Summary for all Batches:						
Payment Method	#Trans	Income	Refund	Total		
AMEX	1	\$40.00	0.00	1	\$40.00	
Visa	5	2,544.00	0.00	5	2,544.00	
Box Office On Account	1	335.00	1	(237.00)	2	0.00
Web Annual Fund Donator	5	395.00	0.00	5	395.00	
Checks	4	17,000.00	0.00	4	17,000.00	
Total	16	\$21,015.00	1	(\$237.00)	17	\$20,779.00

General Ledger Summary For All Batches						
Account	Batch Type Group	FYear	Debit	Credit	Net	
10000-00	(no group)	2020	\$350.00	\$0.00	\$350.00	
10000-00	Vetra Operating Account	2020		\$18,480.00	\$18,480.00	
10000-00	(no group)	2021	\$18,480.00	\$0.00	\$18,480.00	
10000-00	Vetra Operating Account	2022	\$1,584.00	\$0.00	\$1,584.00	
10100-00	(no group)	2020	\$0.00	\$350.00	(\$350.00)	
20143-00	Current Pledge Receivables	(no group)	\$21.00	\$165.00	(\$144.00)	
20210-00	Denver FDA Tax	(no group)	\$216.00	\$1,056.00	(\$1,440.00)	
20220-00	Deferred Subscription Tickets	(no group)	\$0.00	\$1,400.00	(\$1,400.00)	
20220-00	Deferred Event Tickets	(no group)	\$395.00	\$0.00	\$395.00	
20200-00	Tessitura On Account	(no group)		\$0.00	\$0.00	

The Business Benefits of the Integration

The integration provides two primary business benefits: operational efficiency and better business data.

Most organizations will save hours each month by eliminating the manual entry of data. The immediate receipting and invoicing into Accounts Receivable make the accounting process easier and reduces errors.

ActivityHD also provides stronger reporting and insight into the organization's financials, facilitating better decision making. With the revenue attribution features offered by ActivityHD, users can produce P&L statements by event or project giving insight into the health of the organization's efforts. Additionally, ActivityHD allows users to report independent of accounting cycles giving more flexible reporting options.

The Tessitura and ActivityHD integration frees users from managing data, so they can spend more time analyzing the data.

Next Steps

ActivityHD uses a different philosophy than other accounting systems by providing customizable tools. Instead of working within the limitations of entry-level software, you can customize the software to your unique financials.

Integrating Tessitura into ActivityHD

Access Demo Videos: <https://accountingware.com/activityhd/demos>

Contact Us: 800-354-7152.

“

“The functionality of ActivityHD and its ability to interface with other software has freed up 25% more of my time for development and fundraising.”

Paul Deckard, RADAR

”

Contact us

800.354.7152

AccountingWare.com

info@accountingware.com