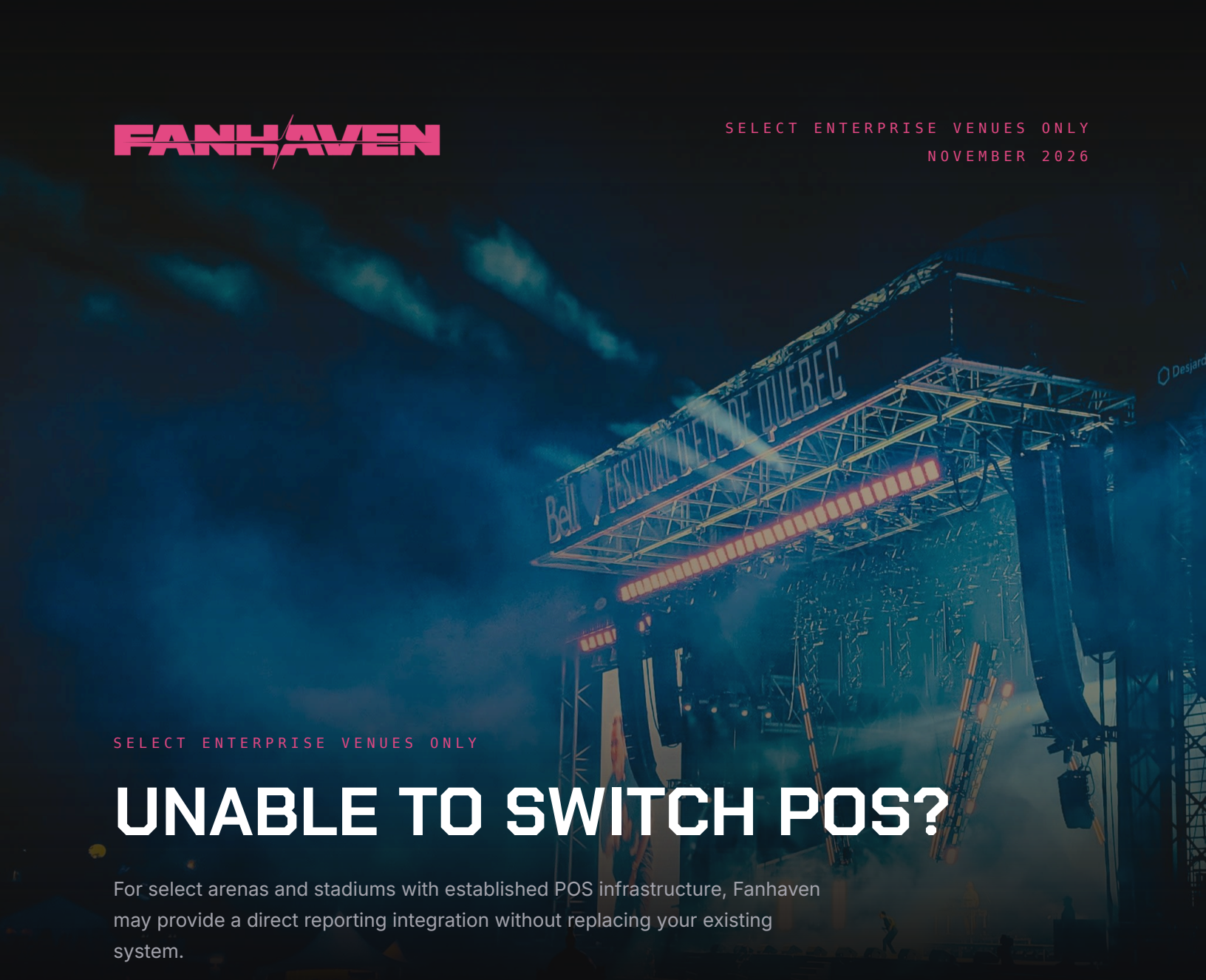


SELECT ENTERPRISE VENUES ONLY

UNABLE TO SWITCH POS?

For select arenas and stadiums with established POS infrastructure, Fanhaven may provide a direct reporting integration without replacing your existing system.

Connect eligible physical music transactions to Fanhaven for validation and submission to Luminate.

Available by approval only.

FANHAVEN

YOUR REGISTERS SELL. WE REPORT.

ENTERPRISE REPORTING

Fanhaven POS is our standard solution for merchandise sales and physical music reporting. For qualifying large venues that cannot replace their existing POS, Fanhaven offers a limited enterprise integration program.

Our team works with approved venues to securely ingest, validate, and report eligible physical music transactions directly from their existing systems.

NO NEW HARDWARE. NO CHANGES TO YOUR CHECKOUT PROCESS.

HOW IT WORKS

01

Evaluate your system

Tell us which POS provider your venue uses and how your transaction data is stored.

Our team reviews technical compatibility, data availability, and reporting requirements to determine eligibility.

02

Connect your sales data

We connect through your POS, your transaction records, or a custom integration. Each option is on the next page.

03

Validate and report

Fanhaven identifies eligible physical music transactions, verifies the required reporting information, and submits qualifying transaction-level data directly to Luminate.

ONLY THE DATA REQUIRED FOR MUSIC REPORTING

We don't need your venue's broader merchandise, concessions, or unrelated sales data. Our integrations are designed to process only the information necessary to validate physical music sales.

MINIMUM TRANSACTION DATA

INTEGRATION

FIELD	PURPOSE
Transaction ID	Uniquely identify each sale and prevent duplicates
UPC	Identify the physical music product
Quantity	Verify the number of units sold
Unit price	Validate the actual per-unit selling price
Timestamp	Verify when the transaction occurred
Show / venue	Associate transactions with the correct event
Transaction status	Identify completed sales, refunds, and voids
Location / register ID	Identify the selling location when applicable

Additional information may be required depending on the venue's systems and Luminate's reporting requirements. Fanhaven requests only the data necessary for reporting. Where a POS integration provides a broader data feed, we filter for relevant physical music transactions.

BUILT FOR SELECT ENTERPRISE VENUES

MINIMAL INTEGRATION. VERIFIED SALES.

We understand your venue may run an established POS system across multiple merchandise locations. For qualifying venues, Fanhaven can add a reporting layer without disrupting your existing payment infrastructure or merchandise operations.

FLEXIBLE INTEGRATION OPTIONS

01

Direct POS connection

Connect through a supported POS integration to securely transmit physical music transactions.

02

Transaction log integration

Provide transaction-level records from your existing system. Fanhaven identifies and processes the relevant music sales.

03

Custom enterprise integration

For approved venues with proprietary infrastructure, our engineering team can rapidly build a custom integration tailored to your environment.

TRANSPARENT, TRANSACTION-LEVEL REPORTING

VALIDATION AND ELIGIBILITY

Fanhaven's reporting dashboard provides visibility into physical music sales and the transactions being submitted to Luminate. Each reported sale is linked to underlying transaction data, including product identification, quantity, price, timestamp, and event.

This allows sales to be reviewed, validated, and traced back to the originating transaction.

NO MANUALLY COMPILED TOTALS. NO UNSUPPORTED SALES CLAIMS. JUST VERIFIABLE TRANSACTION DATA.

WHAT QUALIFIES FOR REPORTING?

Only eligible physical music transactions supported by the required sales data and event documentation can be reported.

Eligible transactions

- Completed, on-site sales at qualifying events
- Physical music products with valid, registered UPCs
- Transactions meeting applicable pricing and reporting requirements
- Sales supported by the necessary venue verification

Not eligible through this integration

- Presales or advance orders
- Shipped purchases
- Orders without verifiable on-site fulfillment
- Refunded, voided, duplicated, or otherwise ineligible transactions

Because Fanhaven does not operate the underlying POS in this integration model, we cannot independently verify physical pickup of advance orders. Presales are therefore excluded from this reporting program.

AVAILABLE BY APPROVAL ONLY

This integration program is reserved for select large arenas, stadiums, and enterprise venues with qualifying operational requirements.

Availability is determined individually based on technical compatibility, transaction data quality, reporting eligibility, and integration feasibility. Fanhaven POS remains the standard solution for all other customers.

QUESTIONS? WE'RE HAPPY TO HELP.

Contact our team to discuss your existing POS infrastructure and determine whether your venue qualifies.

support@fanhaven.com