

FANHAVEN POS

HARDWARE AND SETUP

What you need at the merch table, how to get started, and what happens on show night.

FANHAVEN

THREE WAYS TO GET SELLING

HARDWARE

Whether you're using existing equipment, need new hardware, or just have an iPhone, Fanhaven gets you up and running.

01

USE YOUR EXISTING HARDWARE

Already have compatible Stripe readers and iPads? Keep using them.

Fanhaven works with compatible Stripe readers, iPads, and Tap to Pay on iPhone. No need to replace equipment that already works. All you need to do is download the Fanhaven POS app.

02

WE'LL SEND YOU EVERYTHING

Don't have hardware? We'll handle it.

Fanhaven can rush ship readers and iPads so you have everything you need before your next event.

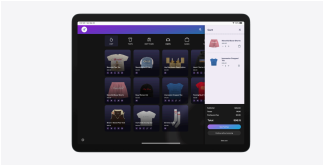
03

JUST USE YOUR IPHONE

No reader? No problem.

With Tap to Pay on iPhone, you can ring up sales and accept contactless cards, Apple Pay, and Google Pay directly from your phone.

WHICH HARDWARE IS RIGHT FOR YOU?



iPad

Runs Fanhaven POS. Pair it by scanning a code from the dashboard.



M2 reader

Connects by Bluetooth, fits in your pocket, and supports offline card payments. WisePad is available in Canada.



S700 reader

Has its own customer-facing screen. Requires a reliable internet connection. Does not support offline mode.



Tap to Pay on iPhone

No separate reader needed. Accept contactless payments directly on your iPhone. Works offline at US shows.

WHICH WAY TO TAKE CARDS?

OPTION	CONNECTS BY	OFFLINE CARDS
M2 / WisePad	Bluetooth	Yes, up to your offline transaction limit
S700	Wi-Fi	No
Tap to Pay on iPhone	Built into iPhone	At US shows, on iOS 18.4 or later

Compatible readers support chip and contactless payments. Tap to Pay on iPhone supports contactless payments only. Card data is processed securely through Stripe, a PCI Level 1 certified service provider.

FROM SETUP TO SALES IN SIX STEPS

SETUP

Getting started with Fanhaven is simple. Use the hardware you already have, import your existing products, and get ready to sell.

01 **Add your items**

Coming from atVenu? Upload your existing data to bring over products, sizes, prices, and inventory.

Starting fresh? Add items directly in the dashboard.

For physical music, include each item's UPC to support Luminate reporting.

02 **Add your sellers**

Give each seller their own PIN through the dashboard so they can sign in and start taking payments.

03 **Pair your registers**

Open a pairing code in your Fanhaven dashboard and scan it on each iPad or iPhone.

04 **Connect your readers**

Turn on your reader and connect it through the POS.

Using Tap to Pay on iPhone? No separate reader is necessary.

05 **Review your show**

Confirm your products, pricing, inventory, and payment settings before doors open.

06 **Connect your payouts**

Link your bank account securely through Stripe to receive your card sales payouts. You can start selling before completing this step.

IF THE WI-FI GOES DOWN

Enable offline mode before the show to keep selling when connectivity drops.

Keeps working

- Cash sales
- Card payments with an M2, WisePad, or Tap to Pay on iPhone at US shows, up to your offline transaction limit ($100 by default)
- Your products, prices, and taxes

Needs a connection

- S700 and other Wi-Fi readers
- Tap to Pay at Canadian shows
- Refunds and exchanges

SWITCHING FROM ATVENU?

KEEP YOUR CATALOG. CHANGE YOUR POS.

Import your existing atVenu products, sizes, pricing, and inventory without rebuilding your catalog from scratch.

Everything is designed to get you selling on Fanhaven as quickly as possible, even when you're switching for an upcoming show.

EVERYTHING YOU NEED TO RUN THE SHOW

SHOW NIGHT

From the first sale to final settlement, Fanhaven makes managing merchandise and reporting physical music sales simple.

01

Sell merchandise

Ring up apparel, vinyls, CDs, cassettes, and other merchandise from one POS.

Accept payments, apply discounts, manage inventory, and keep sales moving throughout the event.

02

Settle the show

Count out inventory and reconcile sales with the venue.

Split the night's settlement and collect the venue representative's signature before closing out.

03

Get the venue sign-off

Send the signature link by email or open it directly on your screen for the representative to sign.

04

We handle delivery

Fanhaven sends the reporting file directly to Luminate each morning. The reporting week closes Friday at 10 AM ET.

REPORTING THAT'S SIMPLE AND TRANSPARENT

EVERY TRANSACTION. DIRECTLY TO LUMINATE.

Fanhaven's reporting dashboard makes it easy to review physical music sales, monitor performance, and understand exactly what's being reported.

Transaction-level sales data flows directly from Fanhaven to Luminate, providing a transparent, traceable record of eligible purchases. No manually compiled sales totals. No disconnected reporting spreadsheets.

SEE YOUR SALES. VERIFY THE TRANSACTIONS. REPORT WITH CONFIDENCE.

> FOR SHOWS SELLING 50 OR MORE MUSIC UNITS
>
> Luminate also requires photos of the crowd and merchandise line. Fanhaven sends the booth a text reminder when it's time to capture them.

Every valid sale goes straight from the register to Luminate, so nothing gets lost between the booth and the report.

SELL BEFORE THE SHOW. REPORT WHEN IT'S PICKED UP.

PRESALES AND PICKUP

Start selling weeks before doors open. Fanhaven supports presales and event pickup, allowing artists and merchandise teams to sell physical music and merchandise before the event even begins. Fans purchase in advance and pick up their orders at the merch booth during the show or pop-up.

HOW IT WORKS

01

Sell in advance

Open presales days or weeks before your event so fans can purchase physical music and merchandise ahead of time.

02

Fans pick up at the event

Fans collect their purchases in person at the designated merchandise booth.

03

Confirm physical pickup

The order is recorded as picked up when merchandise is physically collected at the event.

04

Report eligible sales

Eligible physical music sales are reported based on the date of verified pickup, rather than the original purchase date.

BUILT FOR ACCURATE REPORTING

Presales give artists more time to generate sales without sacrificing reporting integrity.

Because physical pickup determines when an eligible music sale is reported, orders that are never collected at the event are not counted toward that event's reported physical music sales.

This keeps reporting tied to verified merchandise fulfillment, providing a more accurate and auditable record of what was physically distributed at each show or pop-up.

SELL EARLY. VERIFY PICKUP. REPORT ACCURATELY.

QUESTIONS? WE'LL WALK YOU THROUGH IT.

Whether you're switching from another POS, preparing for a tour, or setting up a one-night event, our team can help you find the right setup. Email us and we'll set up a call.

support@fanhaven.com