

What Your Tenants Need to Know

HIVE · 2025 · Vendor FAQ: Gross Revenue Leasing

This FAQ is designed for venue operators to share with vendors during the transition to Gross Revenue leasing and HIVE-powered settlement. It answers the most common questions vendors ask in plain language.

Q1: What is Gross Revenue leasing and how is it different from what I have now?

Gross Revenue (GR) leasing calculates your rent as a percentage of your total sales receipts—before any cost deductions. Under a Gross Profit (GP) lease, rent is based on sales minus costs, which requires you to report financial details your landlord must verify. GR leasing removes that complexity: your rent is simply a percentage of what you ring up at the register.

Q2: Will I pay more rent under a GR lease?

In most cases, no. GR rates are set to produce approximately the same settlement as the GP rate it replaces, based on your average margin. Your operator can show you exactly how the GR rate was derived from your historical data. Many vendors find their effective rent is similar or slightly lower—with far less paperwork.

Q3: What data does HIVE collect from my POS system?

HIVE collects gross sales totals from your point-of-sale system. This is the same summary data you see on your daily sales report: total transactions and total receipts. HIVE does not access itemized transactions, customer data, employee records, or any financial data beyond gross sales figures.

Q4: How does HIVE connect to my POS?

HIVE integrates with most major POS platforms including Square, Toast, Clover, and Lightspeed via their official APIs. Setup typically takes 15–30 minutes and requires only your API credentials. Your operator’s HIVE team will walk you through the process. If your POS is not natively supported, daily manual upload is also available.

Q5: When will I see my settlement balance and how often am I billed?

HIVE updates your settlement balance in real time as sales are ingested. You can log in to your HIVE merchant portal at any time to see your current balance, settlement history, and upcoming charges. Billing frequency is set by your lease agreement—typically monthly, but sometimes weekly. You will always know what you owe before the bill is issued.

Q6: What if I disagree with the sales figure HIVE is using?

HIVE's sales figures come directly from your POS system, so any discrepancy is typically a sync error rather than a calculation dispute. Your HIVE merchant portal shows the raw data source for every figure. If you believe there is an error, you can flag it directly in the portal and your operator will review it within 48 hours. Most discrepancies are resolved the same day.

Q7: Does HIVE share my sales data with anyone?

Your sales data is shared only with your venue operator and is used solely to calculate your settlement obligation. HIVE does not sell vendor data, share it with third parties, or use it for any purpose beyond operating the settlement calculation for your lease. See the HIVE privacy policy for full details.

Q8: What happens if I have a slow month or my sales drop significantly?

GR rent scales with your sales. If you have a slow month, your settlement obligation decreases proportionally. If your lease includes a Minimum Annual Guarantee (MAG), that minimum applies annually rather than monthly, giving you room to absorb seasonal variation. Your HIVE portal shows your running annual total so you can track your position against the MAG at any time.

Q9: Can I still deduct any costs from my gross revenue?

GR leasing is based on total gross receipts with no deductions. This is the defining feature of the structure. However, some leases include specific exclusions (e.g., sales tax collected, returns and refunds, or tip income) that are defined in your lease agreement. HIVE handles these exclusions automatically once they are configured in your lease terms.

Q10: What does the HIVE merchant dashboard show me?

Your HIVE merchant dashboard shows: daily, weekly, and monthly gross sales totals; real-time settlement balance; payment history; upcoming settlement dates; your vendor health score and the factors that influence it; and benchmarking data that compares your performance to similar vendors in the venue (anonymized). It is designed to give you full visibility into your financial relationship with the venue.

Q11: What is the Vendor Health Score and how does it affect me?

The Vendor Health Score is a 0–100 composite index your operator uses to assess vendor performance. It weighs factors including revenue performance, compliance timeliness, payment history, and operational reliability. A higher score may qualify you for lease renewal priority, improved stall placement, or access to additional programming opportunities. Your score and its components are always visible in your HIVE portal.

Q12: How do I get help if I have a problem?

Your primary support contact is your venue operator's management team. For technical issues with the HIVE platform—sync errors, portal access, POS connection problems—you can contact HIVE support directly via the Help link in your merchant portal. HIVE support responds to technical issues within one business day. Billing and lease questions should go to your operator first, as they own those decisions.