

StubHub x Spektrix Integration Onboarding Guide

Partner-facing FAQ for setup, inventory flow, pricing, payment, and chargeback handling.

This guide explains how to connect StubHub and Spektrix, how inventory and orders flow between systems, and what partners should expect for pricing, fees, payment, buyer support, and chargebacks.

1. Setup: How do we connect StubHub and Spektrix?

The integration setup has two main steps.

Step 1: Set up StubHub as an Agency in Spektrix

First, follow Spektrix's Agency setup guide: [Setting Up Agencies](#)

At a high level, you will need to:

1. Create an Agent customer record for StubHub.
2. Assign the appropriate Agent Commission Structure.
3. Enable access to the Agency API.
4. Generate the API key through Spektrix's API key generation process.

Please make sure the Agent record has a valid email address and mobile number, as Spektrix uses these to complete API verification.

Step 2: Share the API key with StubHub

Once the Agency API setup is complete, contact Spektrix to request for API key for the StubHub Agency record.

Please share the API key with the StubHub integration team through the secure process provided by your StubHub contact.

Timing: After StubHub receives the required credentials, StubHub will complete its integration setup within one business day.

2. Inventory & Orders: How does the integration work?

What inventory will appear on StubHub?

StubHub will display the inventory that is made available through the Spektrix Agency API integration. If inventory is sent through the Spektrix integration and is eligible for sale, StubHub will list that inventory on the StubHub marketplace.

What happens when a buyer purchases a ticket?

When a buyer purchases a ticket on StubHub:

1. StubHub calls the Spektrix API to purchase the ticket.
2. The ticket is removed from available inventory in Spektrix.
3. StubHub receives the ticket barcode string from Spektrix.
4. StubHub renders the ticket in the StubHub app using that barcode.
5. The buyer uses the barcode displayed in the StubHub app to enter the venue.

The buyer experience is designed to be seamless while ensuring that inventory is removed from Spektrix once the order is completed.

How are tickets delivered to buyers?

Tickets are delivered in the StubHub app. StubHub uses the barcode string provided by Spektrix to render the ticket for the buyer. The buyer will present the barcode in the StubHub app for entry at the venue.

3. Pricing, Fees & Payment: How do we get paid?

How should pricing and fees be configured?

Through the Spektrix API, you can send StubHub the ticket cost, any additional fees, and any Spektrix-related fees.

StubHub will add these components together and confirm the final amount that you want to charge the buyer before launch.

That confirmed amount will be used as the base selling price on StubHub. StubHub may then add StubHub buyer-facing fees on top of that price.

Who receives payment?

StubHub pays the rights holder directly. In most cases, this means the venue or organization that owns the ticket inventory.

StubHub will send a payout method setup link after the integration to the rights holder to set up payment.

What are StubHub's payment terms?

Payment terms: StubHub's standard payment term is 5 to 8 days after the event. Payment is made directly to the rights holder once the event has taken place and the payout is processed.

4. Buyer Support & Chargebacks: What does StubHub handle?

Who handles buyer payment processing?

StubHub handles buyer payment processing directly. The buyer purchases the ticket on StubHub, and StubHub manages the buyer transaction.

Who handles chargebacks?

Chargebacks: StubHub handles buyer chargebacks. The rights holder does not need to manage buyer chargebacks for purchases completed through StubHub. You will be paid according to the standard StubHub payment terms, and chargeback handling will be managed by StubHub.

5. Launch Checklist

Before the integration goes live, please confirm the following with StubHub:

- The Spektrix Agency setup is complete.
- StubHub has been enabled for Agency API access.
- The API key has been securely shared with StubHub.

Once StubHub receives the API key, we will setup the inventory and confirm

- The inventory intended for StubHub is available through the Spektrix integration.
- The ticket cost, additional fees, and Spektrix fees are correctly configured, reviewed, and approved.
- Send out payout method setup link for the rights holder to setup.

6. Who should we contact if there are issues?

For Spektrix Agency setup questions, please refer to the Spektrix Agency setup guide or contact Spektrix Support.

For StubHub integration setup, API connection, inventory display, order flow, ticket rendering, pricing, payment, or chargeback questions, please contact your StubHub account contact or od-partnerops@stubhub.com.