Rundoo

GETTING STARTED WITH RUNDOO · INTEGRATIONS

Astro Loyalty

> Ring up the pet sale once, and one button sends it to Astro. No more double entry.

Step-by-step walkthrough ~3 min read Companion to the Astro Loyalty video

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BEFORE YOU START

Your products need the manufacturer's UPC

Astro matches on the manufacturer's UPC, so each product you send needs its real manufacturer barcode on file (not an in-house code), set on the product's **Settings** tab under **Additional IDs**. Anything without a matching UPC is skipped when the cart goes over.

DO THIS

Send a sale to Astro, step by step

1 **Ring up the sale as usual**

In **POS** mode, add the customer and the products they are buying, the same way you do on any sale. Nothing new here yet.

2 **Find the Loyalty section and click Astro Loyalty**

Once everything is in the cart, scroll down in the right-hand cart panel to a section called **Loyalty**. Click the one button there: **Astro Loyalty**. Rundoo opens Astro in a new tab and sends the customer and the cart over. The card gets punched, rewards get processed, and you are done. For most of your sales, this is the whole story.

3

First time for a customer: link an existing Astro account

The very first time you send a sale for a given customer, you get one extra step to tie their Rundoo record to their Astro record. Say Alan already has an Astro account but this is his first sale in Rundoo. When you click **Astro Loyalty**, Astro says it could not find an automatic match and shows you the likely person, matched on the contact info Rundoo sent. Find him in the list and click **Select**. You only do this once per customer. Every sale after that is back to the one-click flow.

4

Brand new to Astro: create the account on the spot

If the customer, say Helen, is not in Astro at all, you land on that same linking screen with no match to pick. Click **Create New Astro Account**. Astro opens a form already filled in with the info Rundoo has, so there is nothing to re-type. Click **Save Pet Owner** and Helen is created in Astro and linked to her Rundoo profile in one go.

5

Redeem a reward on the Astro side

When a customer has earned a reward, say a free bag on a buy-twelve-get-one, you will see it near the top of the Astro tab under **Unredeemed rewards**. Click **Checkout** on the left, redeem the reward for them, then click **Finished** to close the tab. That tells Astro the reward has been used. It does not put anything on the Rundoo sale yet, so you still ring the reward up back in Rundoo (next step).

6

Record the reward back in Rundoo

There are only two ways to record a reward, and between them they cover everything Astro offers. If it is a coupon, a dollar amount or a percentage off, use the regular **Add discount** button on the sale or the line. If it is a free product, put a short note like **eligible free** on the line for the item they are paying for, then add the free item as its own line and set that line's price to **$0.00**. Keep the note general, not a card or punch number, since a card can be earned across visits.

7

Pick the right free-product line for your store

On that $0.00 free line, do what keeps your counts honest. If you track inventory on the product, add the real product with its manufacturer barcode so stock stays accurate (a made-up SKU shows up as "unknown item" in Astro). If you do not track it, some stores ring all their feed through a single non-stock item, keep one dedicated **Astro free product** line you reuse for freebies. Either way, the $0.00 line and the note live only in Rundoo.

KEEP IT HANDY

Astro Loyalty at a glance

WHERE **Cart → Loyalty section** Scroll the right-hand cart panel in POS.	SEND A SALE **Click Astro Loyalty once** Rundoo hands the customer and cart to Astro.
FIRST SALE PER CUSTOMER **Select, or Create New Astro Account** One-time link, then it is one click forever.	RECORD A REWARD **Add discount, or a $0.00 line** Coupon = discount. Free product = note + $0.00 line.

Two things to watch

- **Click Astro Loyalty just once per sale.** Every click re-sends the whole cart and re-counts the rewards. Astro never sees your Rundoo prices, so after you add a free item, clicking again would send that free item too and read it as another sale.
- **A voided or abandoned sale still logs the reward,** because the hand-off only goes one way. You can remove it over in Astro if you need to.
- Products need the **manufacturer's UPC** on the Settings tab under Additional IDs, or Astro will not recognize them.