GETTING STARTED WITH RUNDOO · INTEGRATIONS

FanBuilder Loyalty

Enroll a customer once in Rundoo. From then on, points and coupons earn and redeem at the counter on their own.

THE WHOLE LOOP, THREE MOVES

1

Enroll once

Open the customer, Settings tab, scroll to Loyalty programs.

Fan Builder → Enroll

2

Redeem at the counter

In the sale, expand Fan Builder under Loyalty.

Dashboard → Copy → Add

3

Let it run

Points, coupons, and customer details sync on their own.

No double entry

Redeem a coupon on a sale

1. **Transactions**, start a new sale, add the customer and products.
2. Scroll to **Loyalty** and expand **Fan Builder**.
3. Click **Dashboard**, then **Copy** on the coupon. Or click **Scan** for a printed one.
4. Paste the code and click **Add**. It shows as a Discount up top.
5. Click **Sale** and take payment. The coupon is spent when the sale is paid.

The one thing to remember

Customer ID = FanBuilder ID

It is at the top of the Rundoo customer record, usually the phone number. Type it into **Customer Search** in Store Systems Manager to pull up the same person. Orgill dealers only: ask your **Orgill rep** to get set up.

Locations: one customer ID works across every location you run, so points earned at one of your stores redeem at another. A competitor who also runs FanBuilder keeps a separate account, so their points stay there.