Rundoo

GETTING STARTED WITH RUNDOO · SETUP

Follow the Money

> See each card sale reach your bank, and read the payout when it lands.

Step-by-step walkthrough   ~4 min read   Companion to the 4:44 video

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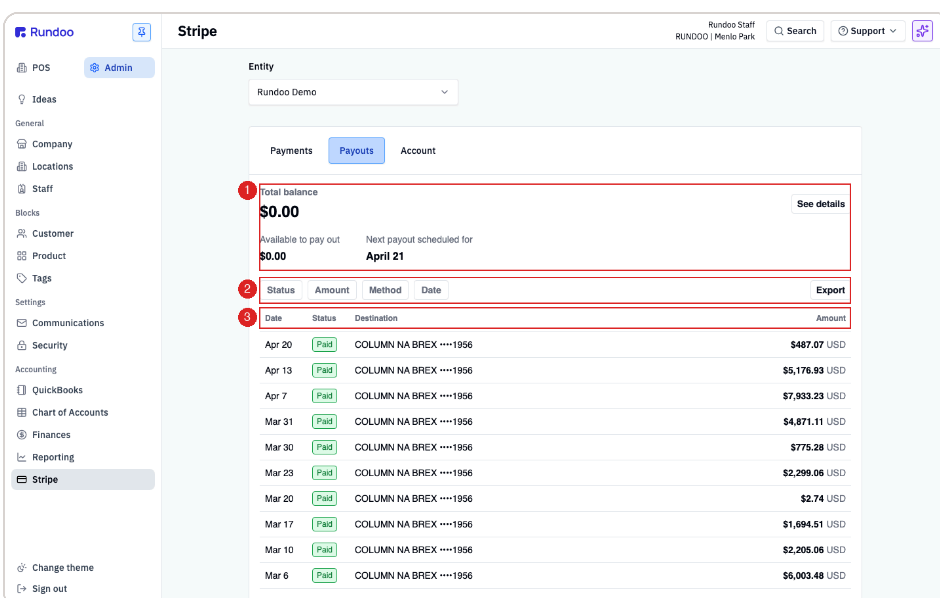
You work hard for every sale, and at the end of the day you want to know the money is on its way from your register to your bank. Rundoo runs your card and ACH payments through Stripe, and gives you one place to watch the whole trip. This guide follows a card sale from the counter to the deposit, and shows you how to read a payout once it lands, so the numbers on your bank statement always make sense.

WHERE TO LOOK

Your home base for card money

From your main screen, switch to **Admin** mode and open the **Stripe** tab in the left nav. This is your home base for every card and ACH payment. Your Rundoo guide connects it for you during setup, so there is nothing to configure here, it is just where you keep track. You will see three tabs across the top: **Payments** is every card transaction (succeeded, refunded, or failed), **Payouts** is the list of deposits sent to your bank, and **Account** holds the business details Stripe has on file.



The Payouts tab: a balance summary up top, then every wire Stripe has sent to your bank, newest first.

DO THIS

Following a payout, step by step

1

Open the Payouts tab

Click **Payouts**. Up top is your balance summary: **Total balance** is everything Stripe is holding for you right now, **Available to pay out** is the settled part ready to wire, and **Next payout scheduled for** is the date the next deposit should leave. Below that, each row is one wire to your bank, with its date, status, destination, and amount.

2

See why a payout is a batch, not one day’s sales

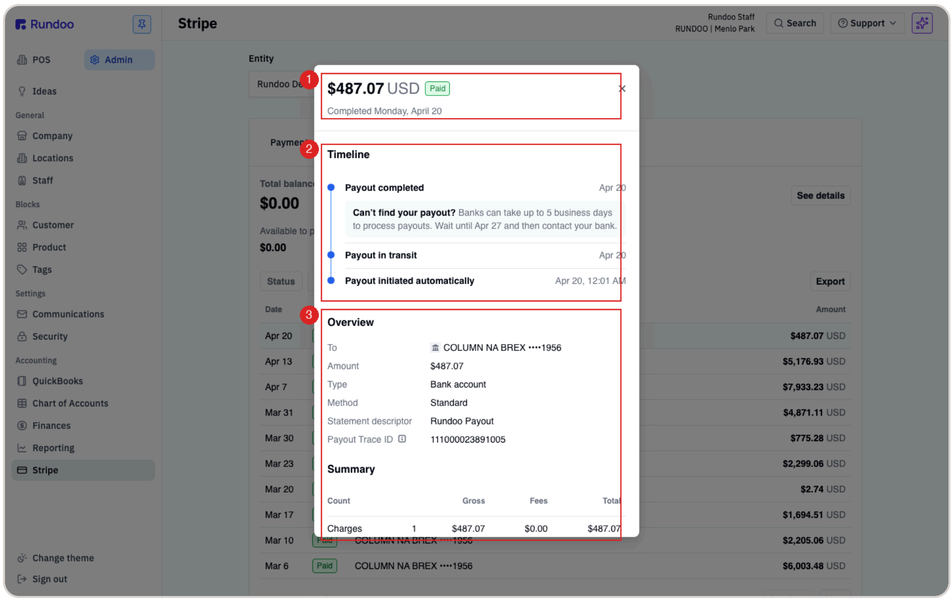
The most common question at the counter is "why doesn’t the deposit match my sales total from two days ago?" A payout is not one day’s sales, it is a batch of money. By default Rundoo pays out every business day on a two-day delay, and it also nets in any refunds you processed during that window.

Say you ring up a $100 sale on Monday, then process a $20 refund for a different customer on Tuesday. That $20 comes out of your balance, so the payout that lands on Wednesday is $80, minus the processing fees. That is expected, and it is exactly why you read the payout’s detail instead of trying to match it to a single day.

3

Read the timeline

Click any row to open its detail. At the top is the final amount, the status, and the date it completed. The **Timeline** shows the three steps every payout passes through: initiated (Stripe batched it), in transit (Stripe released it to your bank), and completed (your bank accepted it). Each step is stamped with a date and time, so you can see exactly where the money is.



A payout's detail: header amount and status, the timeline, the overview with the trace ID, and the summary math.

4

Grab the Payout Trace ID for your bookkeeper

In the **Overview** section you will find the **Payout Trace ID**, the single most useful number for your bookkeeper. It is unique to that wire, and it is what your bank or bookkeeper uses to track down a specific deposit. When someone asks "where did this Stripe wire come from?", copy the trace ID and send it over. The same section also shows the destination account and the statement descriptor (Rundoo sets that to **Rundoo Payout** so it is easy to spot on your bank statement).

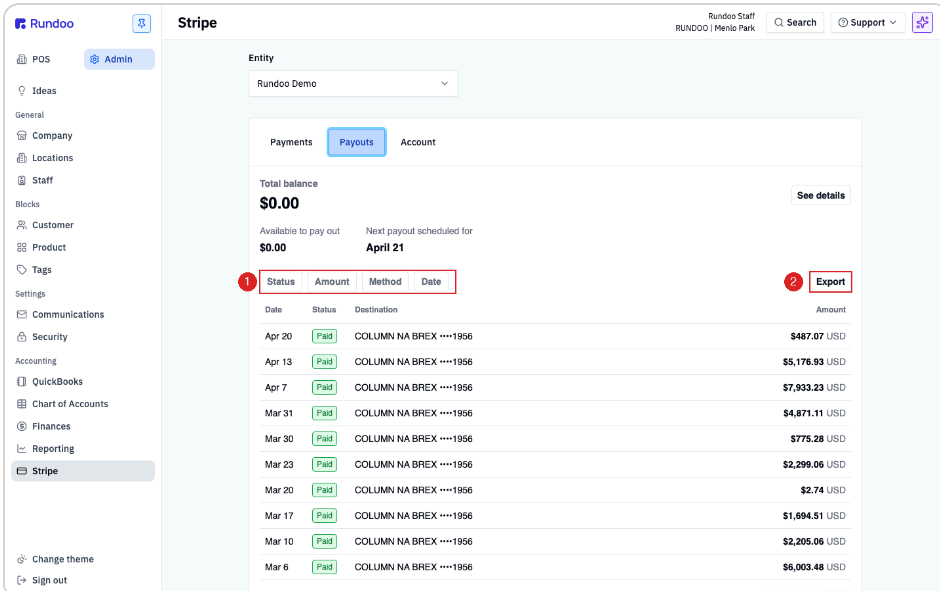
5

Check the summary math

The **Summary** is the roll-up: how many charges made up the payout, the gross (charges total), the Stripe fees, and the net total that hit your bank. Reading it top to bottom tells you the whole story of that deposit in four numbers. If the total ties out but a fee looks off, that is your cue to check your account mapping.

6 Tie a deposit back to its sales with the Payouts report

The Stripe tab tells you the story of the bank deposit. To tie that deposit back to the sales that made it up, use a separate tool over in **Admin** under **Reporting**, also called **Payouts**. That report is built for sales reconciliation. It is a different screen from the Stripe feed, so don't mix them up. On the Stripe Payouts tab itself, the **Export** button pulls the filtered list as a CSV when your bookkeeper wants the raw rows for a date range.



Use the filters to scope a month, then Export to hand your bookkeeper a clean date-range CSV.

7 When a payout is late or fails, know where to look

If a deposit seems late, there are two places to check. First, open the **Account** tab: if Stripe needs anything from you (a missing EIN, unverified owner info, a new address), a warning shows up right at the top and funds can be held until you clear it. Second, check the **Status** on the Payouts feed. **Pending** means Stripe released it and your bank hasn't confirmed yet. **Failed** means the bank rejected the wire, usually a closed account or a name mismatch. If you see a Failed row, or a payout is delayed more than a day or two, don't wait it out. Call your Rundoo guide or Support at **(650) 334-3205**.

KEEP IT HANDY

Payouts at a glance

WHERE **Admin › Stripe › Payouts** Payments, Payouts, and Account across the top.	CADENCE **Daily, two-day delay** Monday's sales land Wednesday. Weekly is also available.
READ A PAYOUT **Header, Timeline, Overview, Summary** Trace ID lives in the Overview.	RECONCILE TO SALES **Admin › Reporting › Payouts** A separate report from the Stripe feed.

Good to know

- A payout smaller than that day's sales is normal. Refunds and processing fees are netted out before the wire leaves, so reconcile to the settlement date, not the sale date.
- Changing your payout bank account or switching between daily and weekly can't be self-served. Call Rundoo Support at (650) 334-3205, since a bank change triggers a Stripe re-verification.
- Banks can take a few business days to post a wire, especially over a weekend or holiday. If today is still inside that window, it is worth waiting a beat before you worry.