Rundoo

GETTING STARTED WITH RUNDOO · SETUP

Loyalty Points & Google Reviews

> Track contractor loyalty and collect Google reviews.

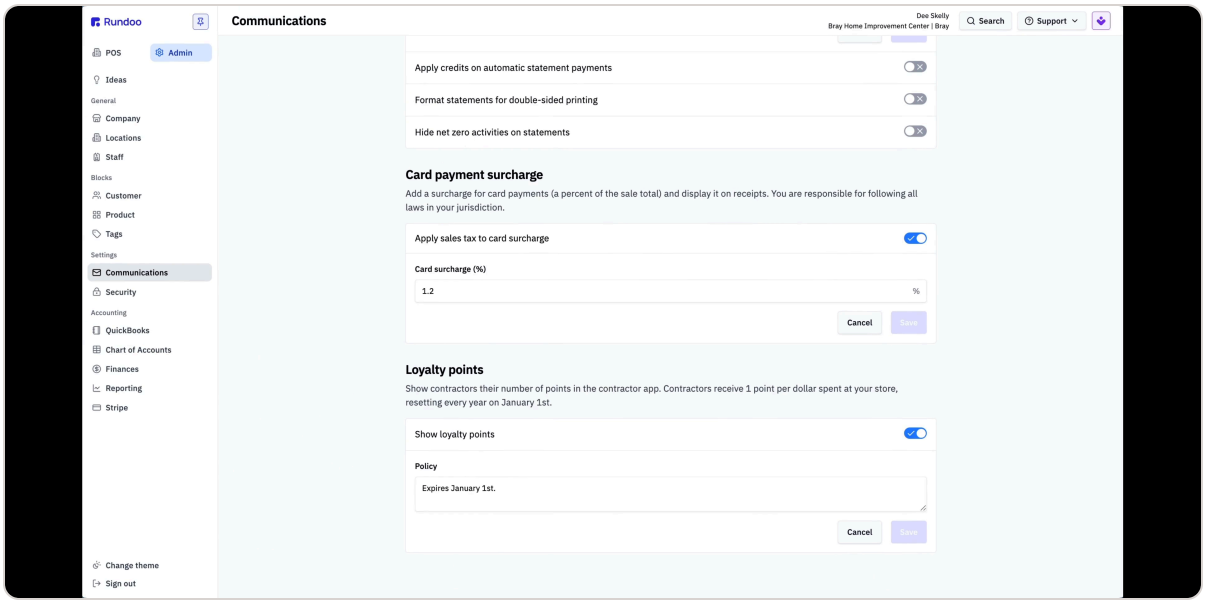
Step-by-step walkthrough 4 min read Companion to the 4:50 video

Two small settings, one goal: give your best customers a reason to keep coming back. Loyalty points let your contractors watch their spending add up right in the Rundoo app, and a Google review link turns a happy customer at the counter into a five-star review with one tap on their receipt. Neither one changes how you ring a sale, and your guide already switched them on when you went live. Here is how to check them, tune the wording, and add a review link when you open a new store.

PART 1

Turn on loyalty points

In **Admin**, open the **Communications** tab and scroll to the **Loyalty points** section at the bottom, under Card payment surcharge. Flip **Show loyalty points** on. That is the whole switch: nothing to install, no per-customer opt-in, no location setup.



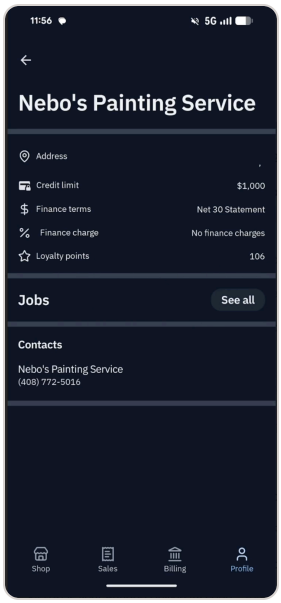
Admin › Communications › Loyalty points. Flip the toggle, then write your policy note.

Points earn at a fixed **1 point per dollar spent** and reset every year on **January 1st**. Those numbers are locked, but the **Policy** box is yours: use it to tell contractors how to redeem points (a call to the store, a quarterly mailer) or to note a holiday double-points week. **Save** commits it, and the new wording shows in the app the next time they open it.

PART 1, CONTINUED

What your contractors see

Once it is on, every contractor who signs into the Rundoo contractor app sees a running point total and your policy under the **Loyalty** tab. It is display only: points never appear in Admin, POS, reports, or the tender picker, and they are not a discount at checkout. If someone at the counter asks how many points they have, the fastest answer is to have them open their app.



The contractor app shows each customer their own running total. Your register does not change.

Good to know

- This is not Benjamin Moore's Contractor rewards. That program rides on the PaxID field on a customer's Settings tab and runs on its own; the two never mix.
- Redemption happens off system. If you honor points for dollars, take the total from the customer's app, apply it as a line price edit or a promotion, and add a sale note like "Loyalty redemption: 500 pts, $50 off" so there is a paper trail.
- Turning the toggle off just hides the tab. The totals are kept, so flipping it back on later restores what everyone had.

PART 2

Collect Google reviews

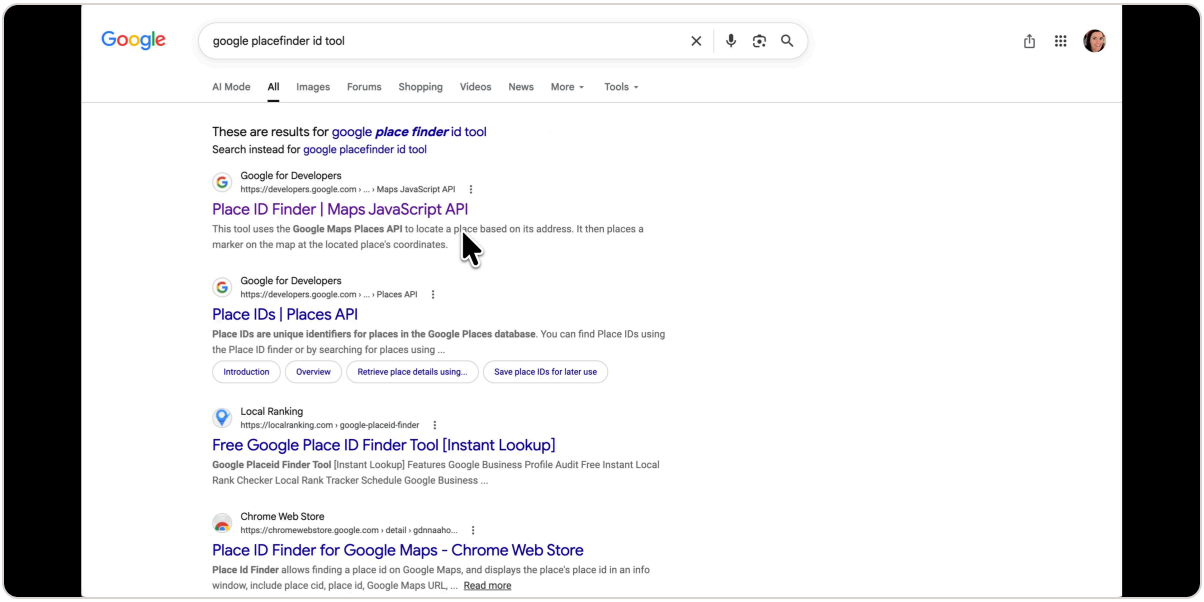
A "Review us on Google" link can ride on every emailed receipt, so a happy customer leaves you a review in one click. Your guide set this up when you went live, so you only need the steps below for a new location, a change of address, or a lost link. The link lives in **Admin** › **Locations**: open a location, then the **Integrations** tab.

DO THIS

Add or update a review link

1 Find your Place ID

Google gives every business location a unique Place ID. Open Google's Place ID Finder, search your business name and location, and copy the Place ID it shows (it looks like **ChIJIyBhM1qjj4ARPwoEkfOXErQ**).



Search for "Place ID Finder" or use the link above, then look up your store.

2 Build your review link

Take this template and swap in the ID you copied:

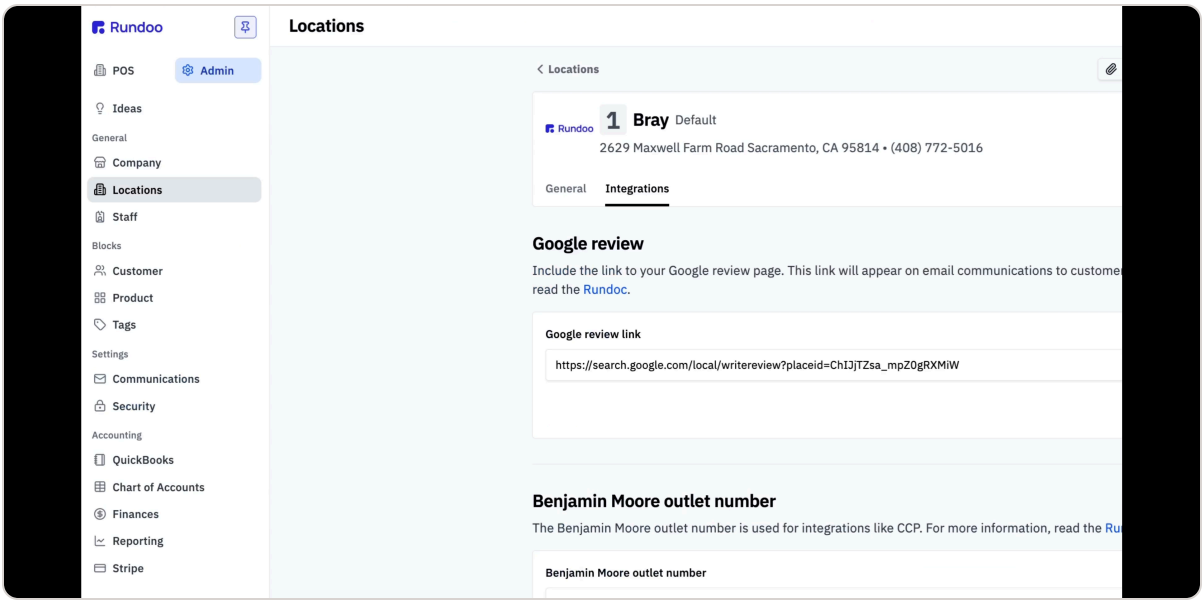
https://search.google.com/local/writereview?placeid={PLACE_ID}

So it becomes, for example,

https://search.google.com/local/writereview?placeid=ChIJIyBhM1qjj4ARPwoEkfOXErQ

3 Paste it into Rundoo

In **Admin** › **Locations**, open the location, scroll to **Integrations**, find the **Google review** field, paste the full link, and save.



Admin › Locations › Integrations › Google review. Paste the full link here.

4 Repeat for each location

Every store has its own Place ID. If you run more than one, do Steps 1 through 3 for each so every location collects reviews for itself, not its siblings.

5 Test it

Ring a quick sale and email the receipt to yourself. Open the email, click **Review us on Google**, and the review popup should appear pointed right at your store.

KEEP IT HANDY

At a glance

LOYALTY TOGGLE **Admin › Communications** Show loyalty points, at the bottom	EARN & RESET **1 point / $1, resets Jan 1** Fixed; edit the policy wording only
REVIEW LINK **Admin › Locations › Integrations** Paste your writereview URL	LINK TEMPLATE **writereview?placeid={PLACE_ID}** One Place ID per location