GETTING STARTED WITH RUNDOO · SETUP

Pricing Tiers

A pricing tier is a named price list you attach to a group of customers. Build it once, and each group rings up at its own price automatically.

BUILD IT IN 4 STEPS

1

Create the tier

Admin → Customer → Pricing tiers. Pick Rule or Manual, name it.

+ Add pricing tier

2

Add the rule

Open the tier, then set who it covers and by how much.

Rules → + Add new rule

3

Assign a customer

POS → Customers → Settings tab. Pick the tier, Save.

Pricing tier dropdown

Add a rule (the details)

1. Set the scope: **Vendor**, Department, Class, Fineline, Product tag, Product ID, or one Product.
2. Pick the strategy: **Discount**, Margin, or Dollar.
3. Type the number (e.g. **15** for 15% off) and **Save**. No rule? Refresh once.

Two tier types

Rule or Manual

Rule: Rundoo does the math. **Manual:** you type each price. Type is **locked** after you save.

How ties resolve: Anything a rule doesn't cover rings at the **Tier 1** price, and if two rules could apply, the customer always pays the **lower** one. No overcharging by accident.

One customer, not a group? Tiers are for groups. For a special price on just one account, use **Custom Prices**, which layers on top of their tier. Changing a tier only affects future sales, never past receipts.