Rundoo

GETTING STARTED WITH RUNDOO · SETUP

Pricing Tiers

> Build a tier, set the rule, and let each customer ring up at their price.

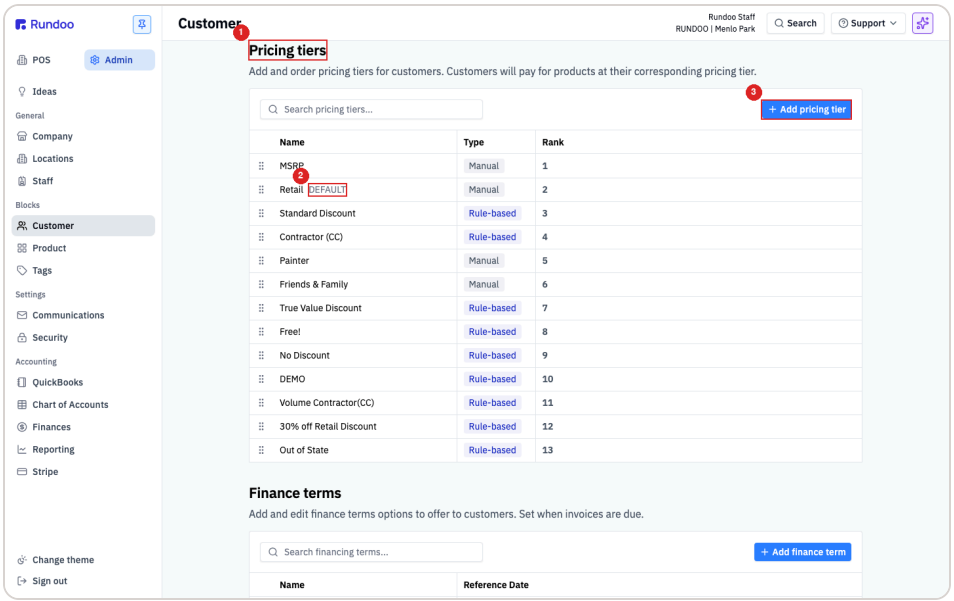
Step-by-step walkthrough ~4 min read Companion to the 4:20 video

You know your customers. You've got your retail walk-ins, and you've got your regulars, like the contractors who buy from you every week. You probably don't charge them all the same price. In Rundoo, a pricing tier is a named price list you attach to a whole group of customers, so once you set it up, the right price rings automatically at the counter. No mental math, no discount to remember, no shortchanging yourself. Let's build one.

START HERE

Where pricing tiers live

In **Admin** mode, click **Customer** in the left sidebar. The **Pricing tiers** section sits right at the top of the page. You'll already see one called **Tier 1 Retail**, marked DEFAULT. That's your baseline. Every customer and every product starts here, and any tier you build measures itself against it.



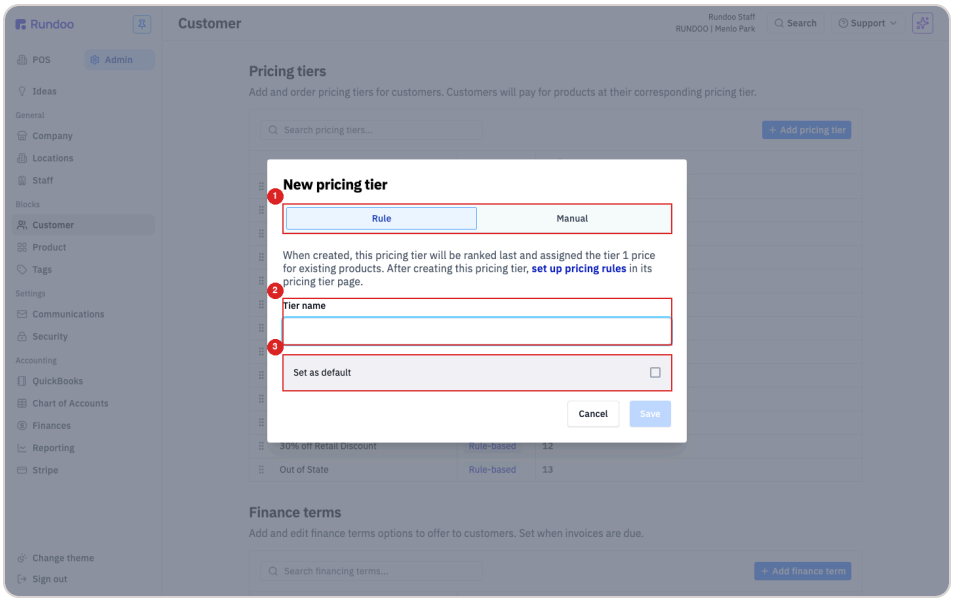
Admin → Customer → Pricing tiers. Your default tier carries the DEFAULT badge, and + Add pricing tier sits at the top-right of the table.

DO THIS

Build a group price, step by step

1 Create the tier

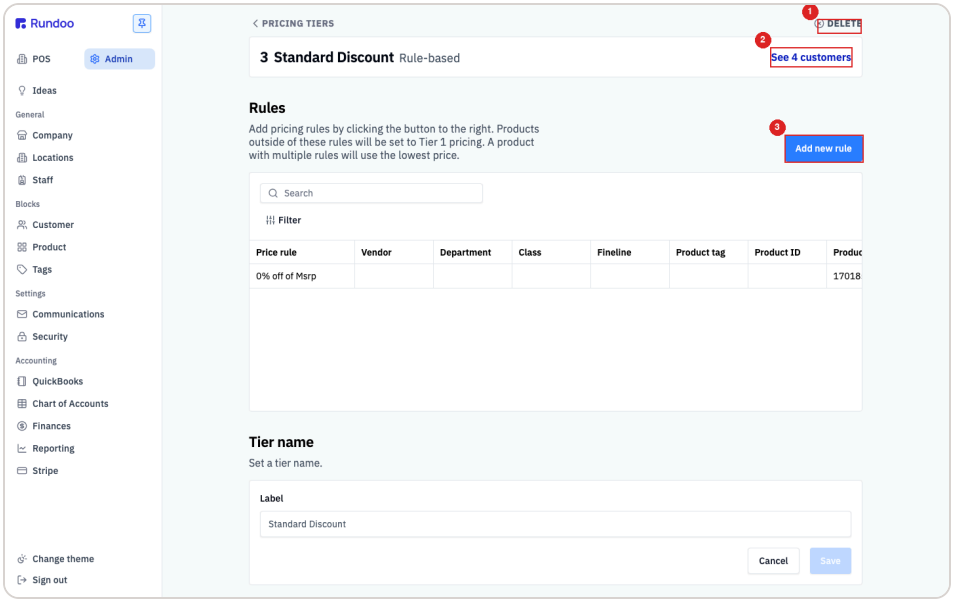
Click **+ Add pricing tier** at the top-right of the table. In the **New pricing tier** window, you pick a type. **Rule** lets Rundoo do the math for you from a rule you set; **Manual** means you type in every price by hand. We'll leave it on **Rule**. Type a **Tier name**, like **Contractor**, and click **Save**. Rundoo adds it to the list as **Tier 2 Contractor**, prepending its rank number.



The New pricing tier window: pick Rule or Manual, name the tier, and Save. One heads-up: the type is locked once you save it.

2 Give the tier its rule

Click the new **Tier 2 Contractor** row to open it, then in the **Rules** section click **+ Add new rule**. Set the scope to **Vendor** and pick a brand, for example **Benjamin Moore**. Set the strategy to **Discount** and type **15** for 15 percent off. Click **Save**. If the rule doesn't pop into the table right away, give the page a quick refresh.



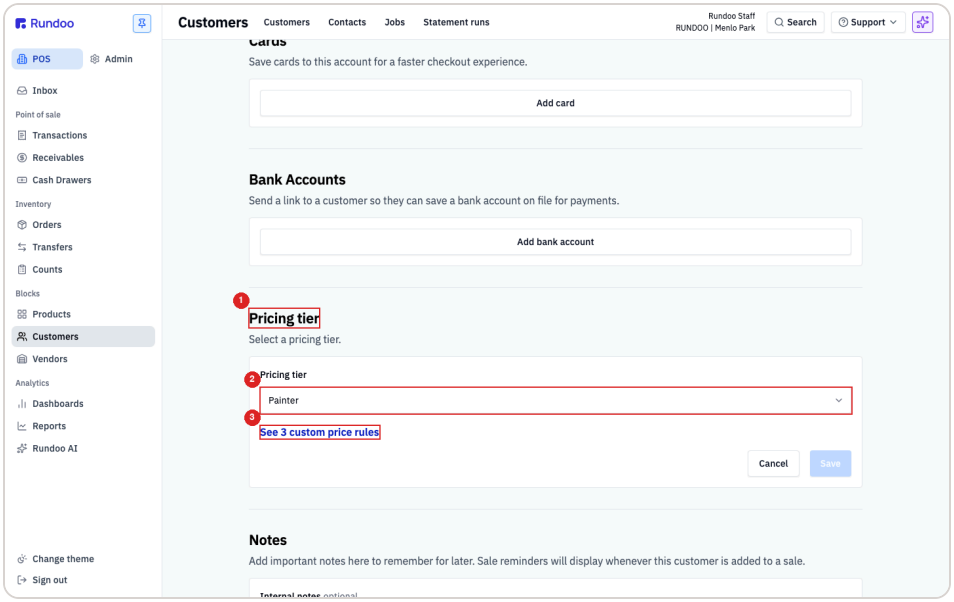
A rule-based tier's detail page. Rules can scope by Vendor, Department, Class, Fineline, Product tag, Product ID, or a single Product. The note up top is your reminder that Tier 1 backs everything else.

3 Know how the rule behaves

With that rule saved, anything from Benjamin Moore rings 15 percent off for a contractor. Everything else they buy still rings at the normal **Tier 1 Retail** price, because Tier 1 is the fallback for whatever a rule doesn't touch. And if two rules could apply to the same product, Rundoo always gives the customer the lower price. You never have to worry about accidentally overcharging.

4 Assign the tier to a customer

Now tell Rundoo who gets this pricing. Switch to **Point of Sale** mode, open **Customers** in the left sidebar, and click your contractor, say **Nebo's Painting Service**. Open their **Settings** tab and scroll to the **Pricing tier** section. Change the dropdown from **Tier 1 Retail** to **Tier 2 Contractor** and click **Save**.



POS → Customers → the customer → Settings tab. The Pricing tier dropdown lists every tier you've built. Pick one and Save.

5 Watch it ring up at the counter

That's it. The next time Nebo's Painting comes in, start a new sale, add them as the customer, and ring up a Benjamin Moore product. The 15 percent discount is already on the line, automatically. No extra buttons, no math at the counter. Tiers are for groups like this. If you ever need a special price for just one customer, that's a feature called Custom Prices, covered in its own video.

KEEP IT HANDY

Pricing tiers at a glance

TWO TYPES

Rule or Manual

Rule = Rundoo does the math. Manual = you type prices.

RULE SCOPES

Vendor, Department, Class, more

Also Fineline, Product tag, Product ID, or one Product.

FALLBACK

Tier 1 price

Anything a rule doesn't cover rings at Tier 1.

TIES

Lowest price wins

If two rules apply, the customer pays the lower one.

Good to know

- A tier's type is locked once you save it. If you built a Rule tier but wanted Manual (or the other way around), delete it and make a new one.
- Changing a customer's tier takes effect on their next sale. It doesn't reach back and reprice past receipts.
- Saving a brand-new tier writes a price row for every product you carry, so on a very large catalog it can take a minute. Let it finish instead of refreshing.
- Tiers are for groups. For a one-off price for a single customer, use Custom Prices, which layers right on top of their tier.