Rundoo

GETTING STARTED WITH RUNDOO · STATEMENTS

Ready to Bill

> Set your statement message, payment terms, and finance charges before the first run.

Step-by-step walkthrough ~4 min read Companion to the 5:39 video

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Getting ready for your first monthly statement run in a new system is a real milestone. When those statements go out, you want the dates, the charges, and the message on the page to be exactly right the first time. Before you generate a single statement, there are a handful of settings to get in place. Dial these in once and the whole run goes out clean and professional, month after month.

WHERE THESE SETTINGS LIVE

A quick lay of the land

Everything here lives in `Admin` mode. At the top of the left sidebar you'll see two tabs, `POS` and `Admin`. Clicking `Admin` swaps the sidebar over to your setup screens. Three of the four steps below sit under `Customer` and `Communications` in that Admin sidebar, and the first one is under `Locations`. None of this touches how an individual customer's statement is formatted or delivered, that's a separate setup you do per customer later.

DO THIS

Four settings, start to finish

1 Write the message that prints on every statement

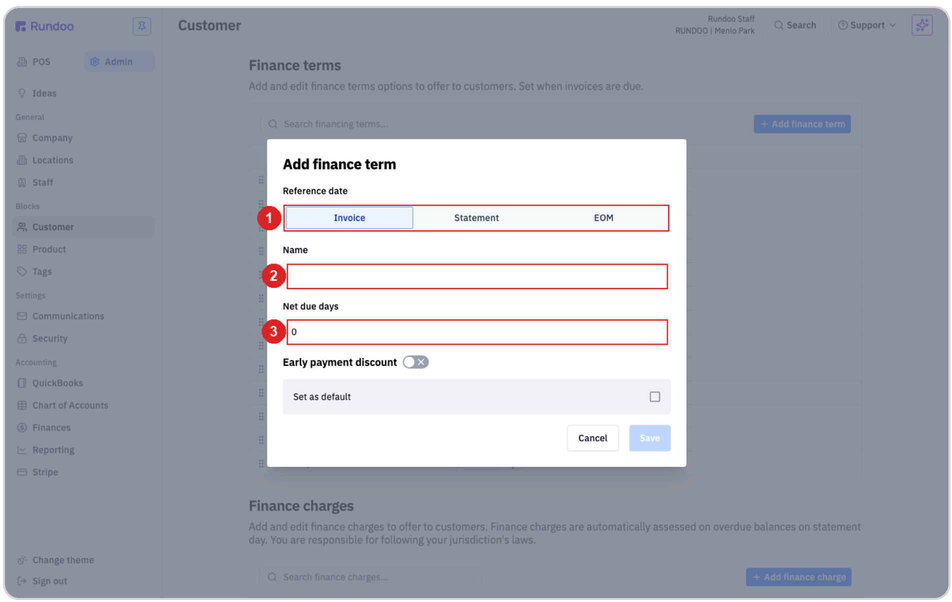
Switch from `POS` to `Admin` at the top of the left sidebar, then open `Locations` and click into your store. Find the `Statement message` field and type a short note. It prints at the top of every statement for that location.

For your first few runs, something like *"We recently switched to a new point of sale, reach out if you have any questions"* goes a long way. The message stays on your statements until you change or remove it, and you can set a different one for each location. Click `Save`.

Set your payment terms

This is how Rundoo knows when a charge customer's balance is due. Still in **Admin**, open **Customer** and scroll to **Finance terms**, just below Pricing tiers. Click **+ Add finance term**.

The setting that matters most is **Reference date**, which tells Rundoo when to start the clock. For monthly statements, pick **Statement**. Name it something clear like "Net 30 Statement" so a cashier knows exactly what it is, and set **Net due days** to 30. That means the balance is due 30 days after the statement goes out.



The Add finance term modal. Reference date drives everything: pick Statement for a charge account.

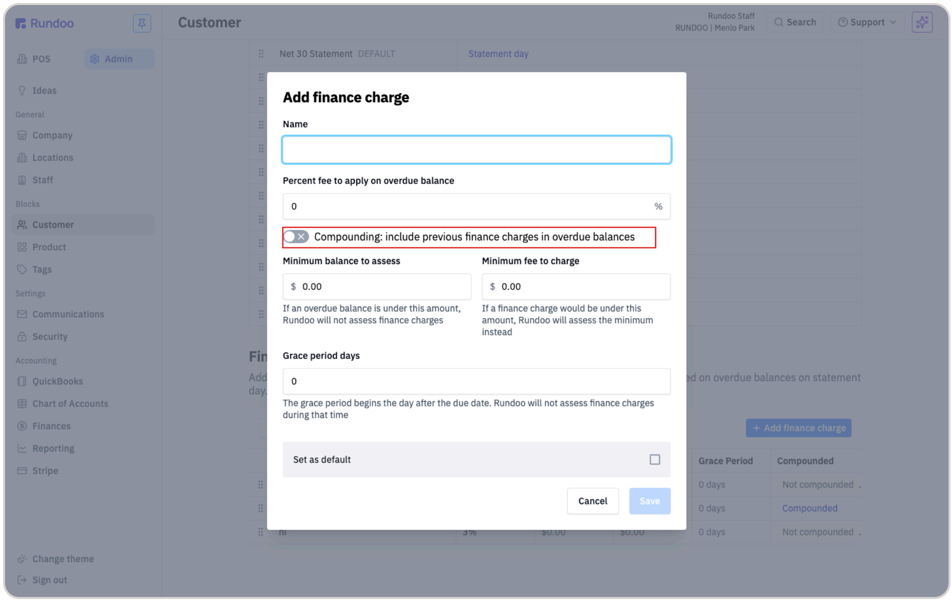
If you offer an early-pay deal, toggle on **Early payment discount** and two fields appear. Set the percent and the number of days to qualify, for example 2 percent off if they pay within 10 days. Click **Save**.

Pick a default term (make it Cash)

You can create as many terms as you need and assign them to customers one at a time. It's worth marking one as the default so new customers land on it automatically. Click the **Cash** term's row to open **Edit finance term**, check **Set as default**, and click **Save**. Making Cash the default means a brand-new customer isn't accidentally set up as a charge account. Only one term can be default at a time, so checking it here clears it from wherever it was before.

4 Turn on finance charges for overdue balances

Finance charges are the interest Rundoo adds to a charge customer's overdue balance, your late-fee policy for statements that don't get paid on time. Right below Finance terms, find **Finance charges** and click **Add finance charge**.



The Add finance charge modal. 1.5 percent per month is the industry-standard starting point.

Give it a name like "1.5% compounding" and set the **Percent fee to apply on overdue balance**. Choose whether it compounds, set a **Minimum balance to assess** so you don't chase four dollars, a **Minimum fee to charge** so the bookkeeping is worth it, and a **Grace period days** that gives customers a short runway after the due date. Click **Save**.

Here's the part to remember. When you run your statements, Rundoo assesses this charge automatically for any customer who has it assigned and an overdue balance. It does the math for you, there's no separate button to press. So only assign a finance charge to the customers who are meant to have one.

5 Set your company-wide statement defaults

Finally, a few settings that apply to all of your statements at once. Open **Communications** in the Admin sidebar and scroll to the **Statements** section. These are your company-wide defaults, so changing one affects every customer's statement going forward.

Set your **Statement day**, the day of the month the automatic run fires (it defaults to the 20th), or pick **End of month**. Choose an **Envelope type** so the address lines up in a window envelope. Then there are two switches: one to apply a customer's credit balance before autopay charges their card, and one to format statements for double-sided printing.

KEEP IT HANDY

The settings at a glance

STATEMENT MESSAGE **Admin → Locations** Prints at the top of every statement. One per location.	FINANCE TERMS **Admin → Customer** Reference date = Statement makes it a charge account.
FINANCE CHARGES **Admin → Customer** Interest on overdue balances. Assessed on the run.	COMPANY-WIDE DEFAULTS **Admin → Communications** Statement day, envelope, credits, double-sided.

Good to know

- A finance term with a Statement reference date is what turns a customer into a charge account. There's no separate switch. Cash terms pay at the counter every time.
- Finance charges assess only on balances past due, and only during a statement run, not every day. Match the percent to how often you send statements, not to an annual rate.
- You set your jurisdiction's rate yourself. Rundoo applies whatever you enter and does not enforce usury caps, so check with your accountant if you're unsure what your state allows.
- Editing a term or a charge later affects future sales and future runs. Balances already on the books keep their original due dates and charges.