

GETTING STARTED WITH RUND00 · SETUP

The VIP Treatment

Assign a rep, keep notes, and set a customer's own price. It all lives on the Relationship tab and rings automatically at the counter.

THREE THINGS YOU DO ON THE PROFILE

1

Assign a rep

Give the account one owner.
Powers sales-by-rep reports.

[Relationship](#) → [edit](#)

2

Log a note

Visits, calls, texts. Stamped with date and author for the whole team.

[New interaction](#) → [Save](#)

3

Set a price

A standing deal on the products they buy most.

[Products](#) → [Custom prices](#)

Add a custom price in 4 steps

- ① [Products](#) → [Custom prices](#) → + [Add custom price](#).
- ② [Assign](#) to the customer, then [By product](#) and add the item.
- ③ Pick a [Pricing strategy](#): Dollar, Discount off a tier, or Margin.
- ④ Set the schedule and location, then [Save](#).

At the counter

Rings on its own

The custom price shows with the [tier price crossed out](#) and the savings called out. No cashier input needed.

[Stacks on tiers](#): only the products you cover ring at the special price. Everything else still rings at the customer's tier, so you never have to rebuild the whole list.

[Not a floor](#): a custom price is a starting price. Changes apply on the next sale, not past ones, and a cashier can still Edit price unless you lock it with Support.