Rundoo

GETTING STARTED WITH RUNDOO · SETUP

We Can Get That

> Special-order any item, take a deposit, and close it out at pickup.

Step-by-step walkthrough ~4 min read Companion to the 4:46 video

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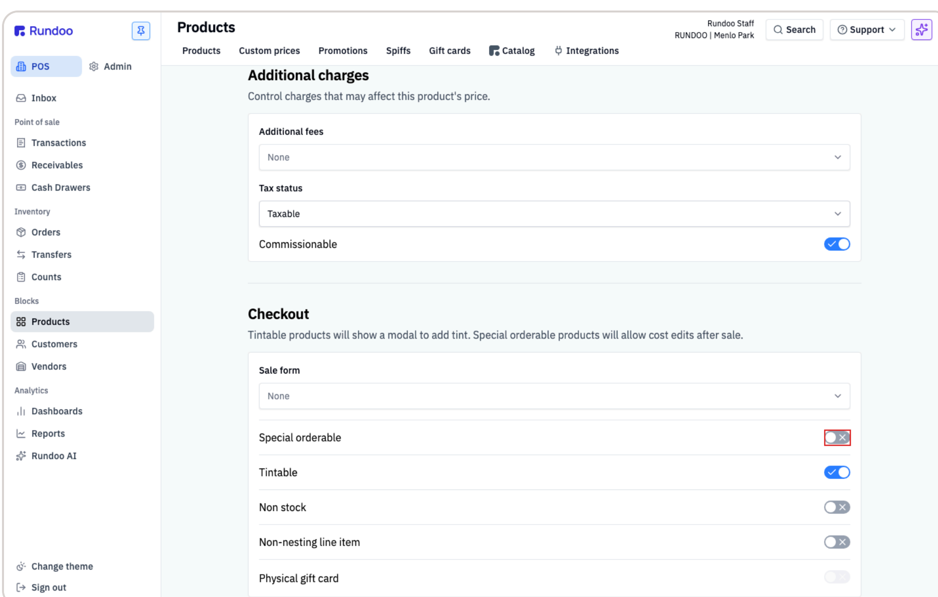
You know the moment. A customer wants something you don't keep on the shelf, but you know you can get it for them. That is a special order, and it is different from a will-call, where you set aside something you already have. Rundoo keeps the whole thing tied together on one ticket: the customer, the deposit, the vendor order, and the final payment at pickup. Here is the loop, start to finish.

BEFORE YOU START

Flag the product as special orderable

A special order begins with a flag on the product itself. In **POS**, open the **Products** tab, pick the product, go to the **Settings** top tab, and scroll to the **Checkout** card. Flip **Special orderable** on. You only do this once per product, and it stays on until you turn it off.



The Special orderable toggle lives on the product's Settings tab, in the Checkout card.

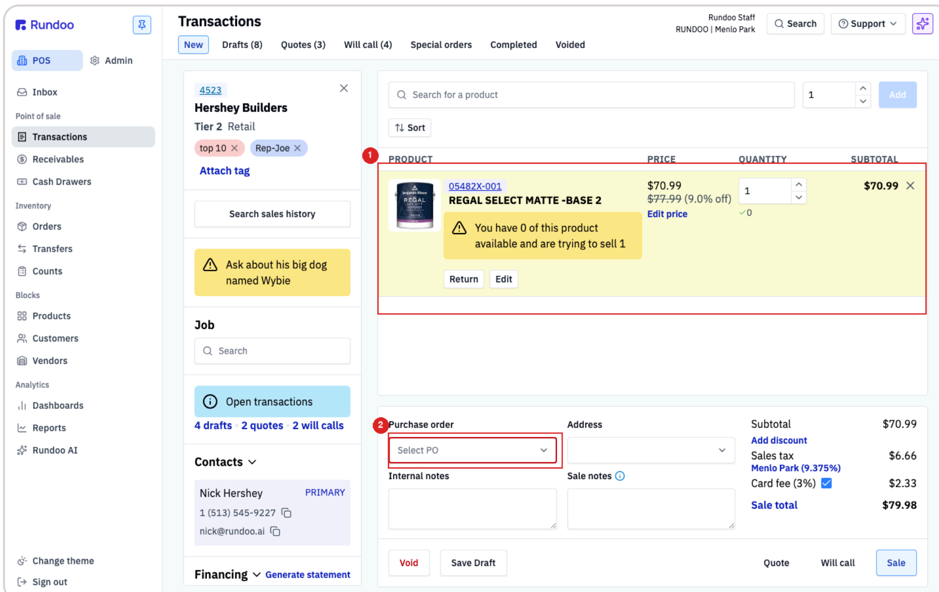
One catch worth knowing: the toggle only flips when the product has **0 On Hand** and **0 Committed** inventory. If either is above zero, the switch is greyed out until the stock clears.

DO THIS

Ring it up, deposit and all

1 Put the customer and the item on a ticket

In **Transactions**, start a **New** sale and attach the customer first. Search for the special-orderable product and add it. Because you have none on hand, Rundoo flags the line (something like "You have 0 of this product available") and keeps it on the ticket as a special order instead of stopping you.



Adding a product you don't stock. Rundoo notes the zero on hand and carries it as a special order.

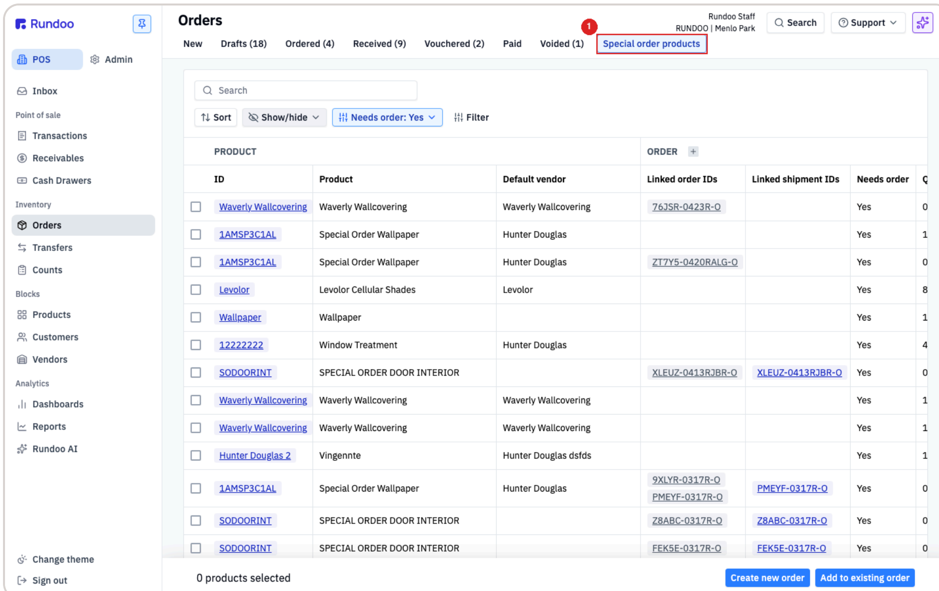
2 Take the deposit

This is the heart of it. On the cart, open the **Deposit** control and Rundoo shows an **Edit deposit** panel. It starts at your store's default (Rundoo ships this at **50%** of the special order total), and you can change it to any percentage or a flat dollar amount. Toggle whether tax and fees ride along, and Rundoo works out the **Deposit due today** for you.

Click **Save**, then tender the deposit like any payment (cash, card, check, or on account). It all rings up as one sale and one receipt, so the customer walks away with the deposit paid and the balance clearly waiting.

3 Send the order to your vendor

Now your buyer takes over. In **POS**, open **Orders** and go to the buyer's list of special-order products. This is the whole-store view of every line waiting to be ordered, filtered to **Needs order**. Check the box on the line, then click **Create new order** to build a purchase order for the vendor (or **Add to existing order** to tack it onto a PO already in draft).



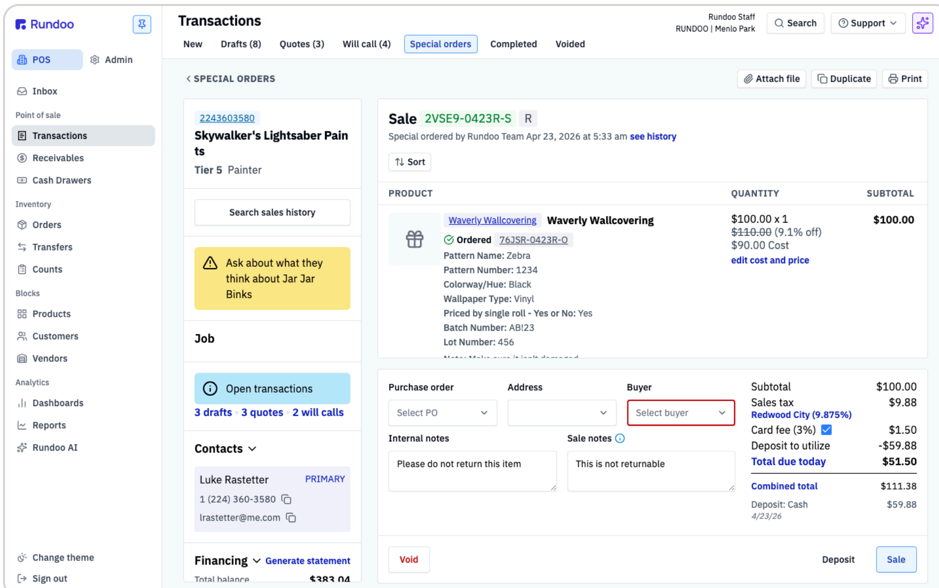
The buyer's list under Orders. Check the line, then Create new order to send the PO.

This is what Rundoo calls Linked Sales and Orders: the counter side and the buyer side stay in sync, so when the PO is received, the customer's ticket updates right along with it.

4 Close it out at pickup

When the goods land, the ticket's status flips to **Received**. Rundoo does not auto-notify anyone, so give the customer a call, text, or email to come get it. When they arrive, open the order from **Transactions** → **Special orders**, confirm it matches, and click **Sale**.

The deposit they already paid shows as **Deposit to utilize** and comes right off the **Total due today**. Take the final payment, hand over the product, and the loop is closed.



At pickup, the deposit already paid is credited and only the remaining balance is due.

KEEP IT HANDY

Special orders at a glance

FLAG THE PRODUCT

Products → Settings → Checkout

Turn on Special orderable. Needs 0 on hand.

TAKE THE DEPOSIT

Deposit control on the cart

Default 50%. Change to any % or dollar amount.

ORDER IT

Orders → Create new order

Buyer sends the PO from the special-order list.

PICK IT UP

Transactions → Special orders → Sale

Deposit comes off the total due today.

Good to know

- Special order or will-call? If you have to order it from a vendor, it's a special order. If it's already on your shelf and you're just holding it, that's a will-call.
- The deposit default lives in **Admin** → **Product** → **Deposits**. Set the percent to 0 to stop asking for deposits across the board, or override it on any one order.
- Attach the customer before you add the item. A special order with no customer has no one to call when it arrives, and no one to pick it up.
- Partial delivery? If the vendor ships some now and the rest later, Rundoo receives only what came in. Give the customer a heads-up before they drive over.
- Best way to get the hang of it: run one start to finish in your practice store. Nothing in there is live.