



GETTING STARTED WITH RUND OO · UNBOXING

Welcome to Rundoo

| A warm hello and the first video in the series.

Step-by-step walkthrough ~3 min read Companion to the [3:45 video](#)

You know your store better than anyone. Nobody has to tell you how to run it. So this first video is not a lesson, it is a hello, and a straight answer to the question most owners have the moment they sign on: what actually changes, and am I going to lose what I already have? The short version is that the core of your business stays exactly as it is, and you are not doing this alone.

WHO YOU'RE HEARING FROM

Meet your Rundoo guide

Your **Rundoo guide** is one consistent person whose whole job is to get you up and running quickly and smoothly, so your time stays where it belongs, on your customers. In the video that's Dee, whose father ran an independent hardware store for forty years, so the counter, the grind, and the way a small shop actually works are not abstractions to this team. Think of your guide as your direct line for anything in this process.

THE HONEST PART

Three things that don't change

Switching from a familiar system can feel like a mountain to climb. It helps to know where the solid ground is first. Here are three things that stay put.

1

You keep your hardware

In most cases your current computers, scanners, and cash drawers carry right over. If a piece of equipment needs an update to work with Rundoo, or you want to use the switch as a chance to freshen something up, your guide helps you get exactly what you need. No blank-slate shopping list.

2

Your data comes with you

Your customers, vendors, and products move safely into Rundoo. You do not re-enter your store by hand. The team handles the data migration for you and walks you through how everything landed.

3

Your daily flow stays familiar

Ring a sale, check a balance, print a receipt. It is the same rhythm you already know. Rundoo is meant to fit the way you work, not the other way around.

Put simply: you keep doing what you do best, running your store. Rundoo handles the setup, moves your data, and guides you through the whole thing until you are completely comfortable. You run, we do.

WHAT TO EXPECT

Your onboarding, in three simple steps

1

Set Up

The team builds your system, brings your data over, and gets everything ready for you to explore. Most of this happens behind the scenes, so there is little for you to do here but wait for the "come take a look" call.

2

Learn

Think of this as your dress rehearsal. The customers are not at the counter yet, so you can test orders, process returns, and run inventory checks with zero pressure. You cannot break anything, and nothing you do in practice touches your real store. The short videos in this series each walk one common task, so you can explore the ones that matter most to you.

3

Go Live

The team is right beside you on day one, and a call away after that. This is the celebrate-together part, not the throw-you-in part.

KEEP IT HANDY

The series at a glance

THE PROMISE You run, we do You stay the expert. Rundoo does the heavy lifting.	YOUR PATH Set Up → Learn → Go Live Three simple steps, no surprises.
THE PRACTICE STORE A safe dress rehearsal Try anything. It never touches your real store.	YOUR GUIDE One consistent person Your direct line the whole way through.

Take it at your own pace

- These videos and the Rundoo team are not going anywhere, so there is no rush and no wrong order. Watch what is useful to you.
- You are the expert on your business. If something does not fit how you do things, that is worth saying, so tell your Rundoo guide.
- When you are ready, hit play on video two to get your account set up. We will see you there.