



Merchant Quick Start Guide

Launch Shailie fast - set up your merchant profile - publish your Mini Website - add Shailie to your own website

5-minute setup flow	Customer-ready tools	Launch checks
Onboarding, services, areas, workforce capacity and customer access.	Mini Website, shareable link and website embed code.	Test enquiries, booking flow, handoff email and calendar checks.

What you need before you start

- Business name and customer-facing contact details
- Number of field engineers who can take customer jobs at the same time
- List of services you actually provide
- UK postcode areas or districts you cover (for example M, M20, SW1A or BT93)
- Internal handoff notification email for enquiries that need your team
- Opening hours and emergency policy
- Google account for calendar connection
- Website access, if you want to embed Shailie

Support email: hello@jobarranged.com

1. Complete onboarding

The first setup is short. You can refine everything later inside Business Settings.

1	Business details Enter your business name, phone numbers and the number of field engineers who can take customer jobs at the same time.
2	Services Add the plumbing and heating jobs you actually provide so Shailie knows what to handle.
3	Service areas Add broad UK postcode areas such as M, SK or SW, or specific outward districts such as M20, LS12, SW1A or BT93.
4	Business profile + handoff Add public Mini Website details and a real internal handoff notification email. The handoff email is private and is used when Shailie needs your team.

2. Review Business Settings

Before sending customers to Shailie, review these sections in the dashboard:

Business profile	Business name, phone, emergency phone and handoff notification email.
Services	What jobs Shailie can handle.
Service areas	Where you operate - broad areas and specific postcode districts are supported.
Opening hours	Your normal trading times.
Emergency rules	What Shailie should do for urgent issues.
Booking	Booking rules, appointment duration and workforce capacity.
Calendar	Google Calendar connection and booking destination.
Shailie behaviour	Customer-facing conversation behaviour.

3. Connect Google Calendar

- Open Business Settings -> Calendar.
- Connect the Google account that should receive live bookings.
- Confirm the dashboard shows the connection as active.
- After testing, verify a completed booking appears in the connected calendar.

4. Use your free Mini Website

If you do not have your own website, JobArranged gives you a Mini Website.

Use these buttons in Business Settings

- Open Mini Website
- Copy Mini Website Link
- How to set up JobArranged

- Preview the page with Open Mini Website.
- Share it directly with customers using Copy Mini Website Link.
- Make sure public business details are accurate before sharing.
- Only customer-facing details should be published. Internal handoff contacts stay private.

5. Add Shailie to your existing website

If you already have a website, you can embed Shailie using the copyable iframe code.

1

Copy the embed code

In Customer access & sharing, click Copy Shailie Embed Code.

2

Open your website editor

Go to the page where you want customers to talk to Shailie.

3

Add a Custom HTML / Embed block

Most website builders have HTML, Embed or Code blocks.

4

Paste the code

Paste the iframe code exactly as copied from JobArranged.

5

Publish and test

Open the live page and send a real test enquiry.

Website-builder hints

WordPress	Use a Custom HTML block and paste the iframe code.
Wix	Use an Embed / Custom Embed element, then paste the code.
Squarespace	Use a Code block and paste the iframe.
GoDaddy	Use an HTML / Custom Code section if available, or ask your developer to insert the iframe.
Other builders	Look for HTML, Embed, Custom Code or iframe support.

6. Run your launch test

- Open your Mini Website or embedded Shailie page.
- Confirm the merchant name is correct.
- Confirm the field engineer capacity is correct in Booking settings.
- Confirm services and UK postcode areas / districts are correct.
- Confirm the handoff notification email is configured.
- Send one normal plumbing or heating enquiry.
- Try a postcode inside your service area.
- Complete one test booking and confirm it reaches Google Calendar.
- Try an unrelated question and confirm Shailie stays in role.
- If public contact details are configured, try a recruitment or business enquiry and confirm Shailie gives only those public details.

7. If something does not look right

Shailie says the business is not accepting enquiries	Check trial / subscription access and merchant status.
Wrong business name appears	Make sure you opened the correct Mini Website or copied the embed code from the correct merchant dashboard.
A postcode district is rejected	Check that you entered a valid UK area or outward district such as M, M20, SW1A or BT93.
Shailie does not appear on the website	Confirm the page was published and the website builder allows custom HTML / iframe embeds.
Bookings do not reach calendar	Check Business Settings -> Calendar and confirm Google Calendar is connected.
Handoff email is missing	Add the internal notification email in Business Settings -> Business profile.
Public phone / email / website is missing	Save those values in the Mini Website profile, then refresh the page.

Need help?

Email hello@jobarranged.com and include your business name plus a short description of the issue.

Merchant-supplied public credentials and business information are not independently verified by JobArranged. Billing and payout instructions are intentionally excluded until the live payment setup is fully verified.