



Wagglepost powered by Shuttlebee

WAGGLEPOST · GUIDE FOR NEW CUSTOMERS

From payment to your first message

How to buy Wagglepost, what happens after you pay, and the five things to do on your first day.

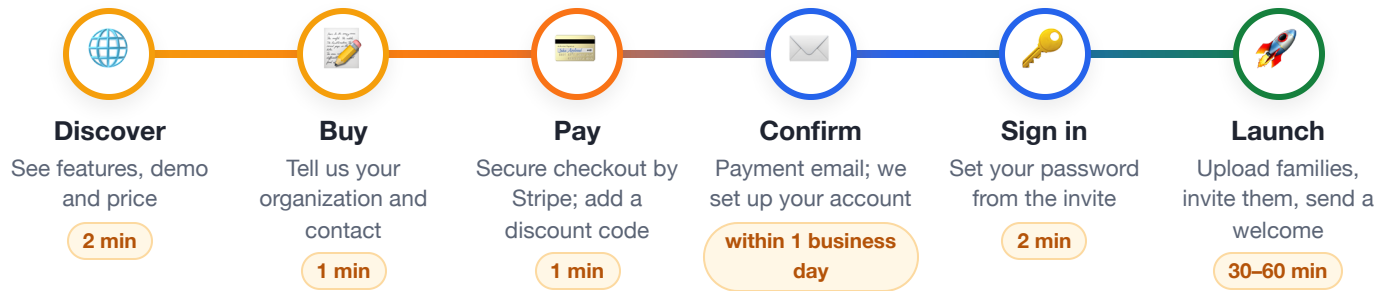
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1 The journey at a glance

Most customers go from the website to their first message to families within a day.



Who does what

YOU	Choose the plan on the website, fill in a short form and pay. Later: sign in, set up, and invite families.
AUTOMATIC	Stripe takes the payment and starts your yearly subscription. You get a confirmation email, and the Shuttlebee team is told a new organization has paid.
SHUTTLEBEE	We create your organization from your payment details and send your administrator invite, within one business day.

2 Buy and pay

On shuttlebeecomms.com, go to **Pricing** and click **Buy**, or **Get started** at the top of any page.

1 Fill in the short form

Your organization's name, your name, your email and phone. The email becomes your administrator login, so use one you check.

2 Continue to secure checkout

Payment is handled by Stripe. Shuttlebee never sees or stores your card number.

3 Have a discount code?

On the checkout page, choose *Add promotion code* and type it in. The new total shows before you pay.

4 Pay

\$300 for one organization for a year, for up to 120 students, less any discount. The subscription renews each year.

5 You land on the thank-you page

"Payment received. We're setting up your account and will email you within one business day."

shuttlebeecomms.com/pricing

\$300 / organization / year
up to 120 students

Organization	Oak Academy
Your name	Jane Rivera
Email	jane@oakacademy.org
Phone	(215) 555-0142

Buy

checkout.stripe.com

Wagglepost — annual plan	\$300.00
SPRING25	-\$75.00
Total due today	\$225.00

Subscribe

Closed the tab after paying?

That's fine. Your payment is recorded by Stripe, and the confirmation email and our setup both go ahead, whether or not you saw the thank-you page.

3 After you pay

Two emails, usually a few hours apart.

Payment received — we're setting up your Shuttlebee account

Right after you pay

Hi Jane,

Thanks — your payment for **Oak Academy** went through. We're setting up your account and will email your login within one business day.

— Shuttlebee

Set up your Shuttlebee account

When your organization is ready (within one business day)

Your Shuttlebee administrator account for **Oak Academy** is ready.

[Set your password](#)

This link is good for 14 days.

Behind the scenes

AT PAYMENT

The Shuttlebee team gets a "New paid org" email with your organization, contact details, amount and any discount code, and your organization joins our setup queue.

SETUP

We create your organization, make you its administrator and link it to your subscription. Your invite is sent at that moment.



Nothing after one business day?

Check your spam folder for "Set up your Shuttlebee account", then email dispatch@getshuttlebee.com with your organization name.

4 Sign in for the first time

1 Open the invite and click Set your password

Use the same email address you paid with.

2 Sign in at shuttlebeecomms.com/login

You'll land on your organization's dispatch portal.

3 Invite link expired?

Open it anyway and click *Email me a new link*, or use *Forgot password?* on the sign-in page.

5 Your first-day checklist

About an hour, and families can hear from you the same day.



Set your time zone and alert contacts

Settings → time zone, and Caregiver-message alerts (who is emailed or texted when a family writes or reports an absence).



Add your team

Admin Controls → Manage Users. Add dispatchers and other administrators; drivers too if you run vehicles.



Build your first list

Admin Controls → Lists → Upload a roster (CSV) with parent name, email and student. Running vehicles? Set up routes in Route Management. Each route becomes a list automatically.



Invite families

Open the list → Invite everyone not signed in. Families can receive messages straight away; the invite lets them use the parent portal.



Send a welcome broadcast

Messaging → Send Broadcast Message → your list. Tell families what to expect, and share the family guides.



Guides for your team

Wagglepost: messaging families, the simple way and *Attendance & absences*, for schools and administrators.



Guides to share with families

Staying in touch with your school (Wagglepost) and *Not riding today? Tell us in seconds*.

6 Billing questions

QUESTION	ANSWER
What does \$300 cover?	One organization for one year, for up to 120 students: its lists, routes, families and team in the Shuttlebee portal.
We have more than 120 students.	Contact us for a quote before buying online.
When do I pay again?	Your subscription renews automatically one year after you pay. Any change to your price takes effect at renewal, never mid-year.
Where's my receipt?	Stripe handles the payment. For a receipt or invoice, or to update your card, email dispatch@getshuttlebee.com .
A renewal payment failed.	Your account is marked past due and we'll be in touch. Updating your card restores it.
Can I cancel?	Yes. Email dispatch@getshuttlebee.com before your renewal date.
We're a district or need several organizations.	Contact us for a quote rather than buying online.