

After Install

Customer Demo

This is what the customer has been waiting for. This is your chance to Educate, Demonstrate and Validate the product. It's less about how fast you go and more important how connected you are to the customer. You must listen and explain. Matching the customer when you can.

*"What other questions can I answer?" Is the last line of **EVERY** Customer Demo that you do. Be patient and **NEVER** leave a customer's home until they have asked every question that they can think of.*

Customer Review Within Click

In the Customer Review card, review each question with the customer. Select the ones that apply and leave the non-applicable one's blank. Add any additional comments and provide the phone to the customer to sign.

******If the customer refuses to sign, write "Refuse" in the signature box and add notes in the Tech Comments area stating why the customer refuse to sign******

Tender Trash

While one tech is finishing the demo and the proof of delivery, the second tech is removing trash and preparing for the next delivery. All trash should be collected at the customer's home and placed in the truck. No trash is ever left at the customer's home nor should the customer's trash cans/bins be used to dispose of Sleep Number trash.

******An exception to the above home delivery process is if the delivery is Doorstep. [Doorstep SOW](#)******

Complete Job in Click

All orders require technician notes to be added. Adding notes benefits you, the customer and CRC.

Update the order in the General card to "Completed". Select a applicable sub status from the dropdown menu, and attach photos if required.

Click Reason Codes

After updating the status in Click to Complete, Incomplete or Rejected, a reason code for selecting that status is also required. For a full list of reason codes and their descriptions, please click [here](#).

Property Damage

If you caused damage to the customer's property during the installation you must STOP immediately and notify your Field Services Supervisor or Regional Manager. Do not resume work in any form until you have completed the STOP Damage process and have been given the clearance to resume work.

Call the Next Customer

*This should be done when you are no less than 30 minutes from the customer's home.
Allowing them enough time to prepare.*

*****Put next stop into "Travel" status in Click Mobile*****