

HAVE AN ISSUE? CALL THE TECH LINE AT 888-501-6000

Menu Options	Dial Number	Issue Description
Service Recovery	1	Any issue impacting the customer (freight or product)
Field Service Controllers	2	Truck support, lost on route, or temp support
Innovation Team	3	Questions regarding HD App
IT Help Desk	4	IT Support
Fleet	5	Questions about trucks/rentals
Human Resources	6	
NFL Support	7	

Have an issue after hours? Email CSRecovery@sleepnumber.com and you will receive a response the following day.

AT THE DOCK

I AM MISSING FREIGHT

- Call the Tech Line at 888-501-6000, option 1 to speak with Service Recovery
- Sign “Short” on the delivery bill

I HAVE DAMAGED FREIGHT

- In Click Mobile take and upload photos of labels and pictures of the order on the pallet and a close up of the damaged area
- Call the Tech Line at 888-501-6000, option 1 to speak with Service Recovery
- Determine extent of damage
- Sign “Damaged” on the delivery bill (if we are delivering the damaged product to the customer sign “Damaged-pending customer review”)

I HAVE INVENTORY THAT IS NOT LISTED IN CLICK AND/OR INVISION

- Call the Tech Line at 888-501-6000, option 2 to speak with a Field Service Controller (or if FSC is not available, leave voicemail and call Customer Service)
- Determine if it is a local customer or from another market
- Sign “Over” on the delivery bill if it is from another market

IN THE HOME

I HAVE MISSING PARTS

- In Click Mobile document and upload photos of labels and pictures of the boxes
- Call the Tech Line at 888-501-6000, option 1 to speak with Service Recovery to determine if it can be sent direct to customer if customer will install or if we need to return

I HAVE THE WRONG PARTS

- In Click Mobile document and upload photos of labels and pictures of the boxes
- Call the Tech Line at 888-501-6000, option 1 to speak with Service Recovery

I HAVE CONCEALED DAMAGE

- In Click Mobile document and upload photos of labels and pictures of the boxes
- Call the Tech Line at 888-501-6000, option 1 to speak with Service Recovery to determine if it can be sent direct to customer, if customer will install or if we need to return

NO ONE IS HOME

- Attempt to call, text customer or email them
- Call the Tech Line at 888-501-6000, option 1 to speak with a Service Recovery
- Wait a minimum of 15 minutes before marking the job as “Not Delivered” and calling in to FSC or Customer Service. (Within the assigned delivery window)

I DAMAGED THE CUSTOMER’S HOME, LANDSCAPING OR PROPERTY

- Stop work immediately
- Step outside of the customer's home to call your Field Services Supervisor immediately
- Take pictures of the damaged area and the specific damage and send to the Field Services Supervisor after you have left the customers house.
 - o *Pictures should be a close up, back about one foot, then further back to see the entire area for perspective (use a tape measure or your finger/hand to show the size of damage).*
- Have the Field Services Supervisor or Territory Manager talk to the customer directly
 - o *The Supervisor or Territory Manager is expected to contact the customer within 24 hrs.*
 - o *If the damage is extensive, they will request the customer to go and get some quotes to have the damage repaired and to negotiate a settlement.*
- Send all photos to the Field Services Supervisor within 24 hours of the incident.
- **DO NOT** contact Sentry Insurance until approved by a Field Services Supervisor or Territory Manager.

CUSTOMER REFUSES DELIVERY ON ALL OR PART OF ORDER

- Call the Tech Line at 888-501-6000, option 1 to speak with a Service Recovery team member

CUSTOMER WANTS TO RESCHEDULE

- Call the Tech Line at 888-501-6000, option 1 to speak with a Service Recovery team member

PRODUCT WILL NOT FIT

- Call the Tech Line at 888-501-6000, option 1 to speak with a Service Recovery

CUSTOMER HAS A REQUEST THAT IS OUTSIDE THE SOP

- Call the Tech Line at 888-501-6000, option 2 to speak with a Field Service Controller (or if FSC is not available, call FSS or TM/RM)