

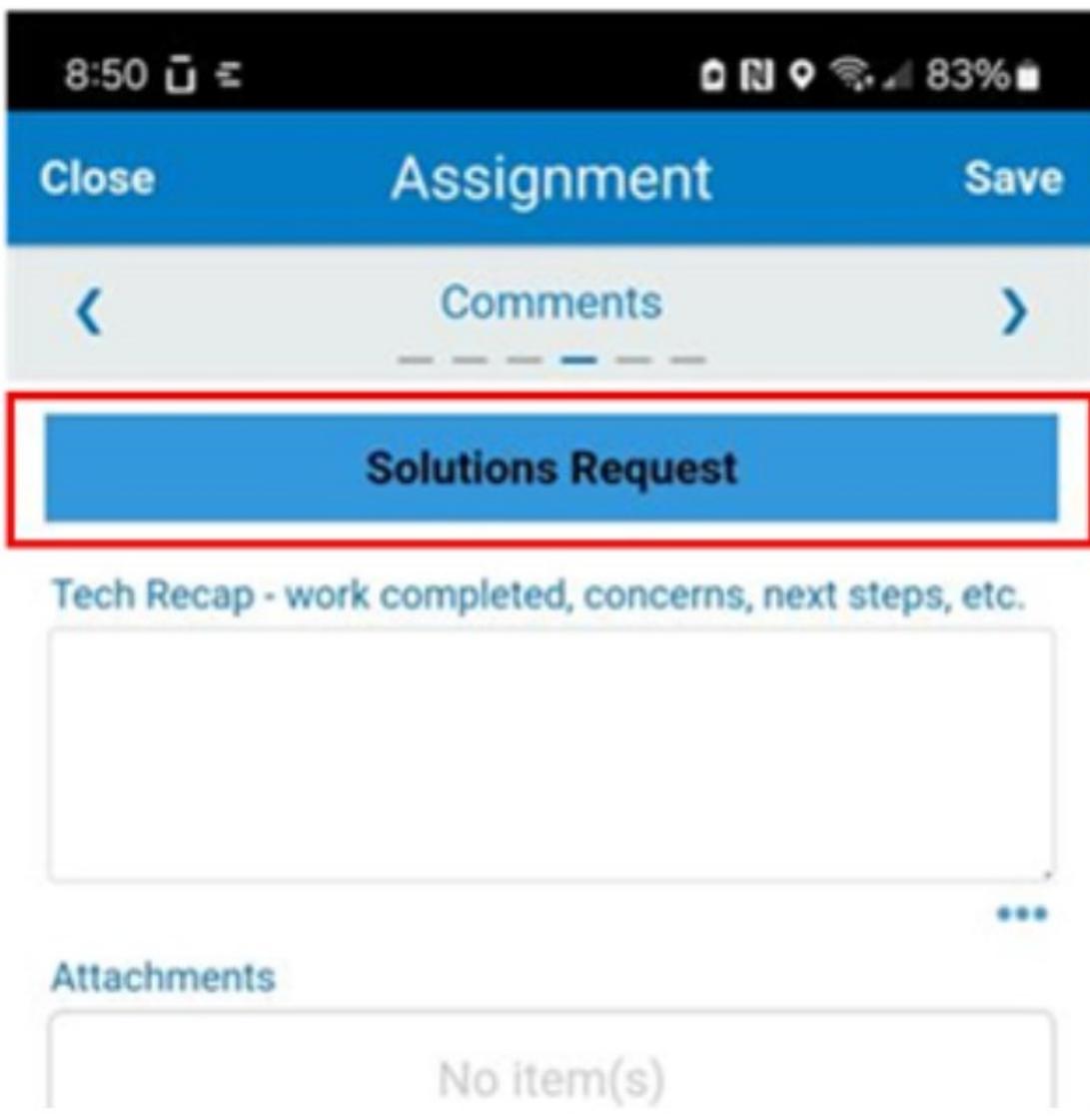
Solutions Request

In situations where you're unable to contact the Solutions Team directly, you can submit a Solutions Request Form via Click. See below for detailed instructions.

Submit a Request Form

Solutions Request Form - [Service Catalog](#) - [Service Portal](#)

In situations where you're unable to contact the Solutions Team directly, you can submit a Solutions Request Form via Click. By clicking the link, you will be directed to a form that allows you to submit your request for assistance from a Solutions Team member.



The screenshot shows a mobile application interface for submitting a Solutions Request. At the top, the status bar displays the time 8:50, signal strength, Wi-Fi, and 83% battery. Below the status bar is a blue header with the text "Assignment" in the center, "Close" on the left, and "Save" on the right. Underneath the header is a light gray bar with a left arrow, the text "Comments", and a right arrow. A red rectangular box highlights a blue button labeled "Solutions Request". Below this button is a text input field with the placeholder text "Tech Recap - work completed, concerns, next steps, etc.". At the bottom of the input field is a three-dot menu icon. Below the input field is an "Attachments" section with a rounded rectangular area containing the text "No item(s)".

Form Fields to Complete:

1. **Requested By:** Your name
2. **What department are you with?** Select *Field Services* from the dropdown menu
3. **Market:** Enter your 3-letter market code
4. **Provider:** Select *Sleep Number* from the dropdown menu
5. **Phone Number:** Your mobile number
6. **Reason for Contact:** Choose from the following dropdown options:
7. **Change Route Provider (same day):** Typically used by FSMs to adjust SN or SP routes
8. **Part Request:** To order a replacement or new part
9. **Reschedule:** To reschedule an existing order
10. **Return:** To set up a return for an item refused at delivery

Depending on your selection, additional fields may appear for you to complete. Always provide detailed notes - the more information, the better, to ensure prompt handling of your request and customer satisfaction!

After submitting the form by clicking the blue "Submit" button, you will receive an email confirming receipt of your request. You will continue to receive email updates on your ticket as it progresses and is completed.