

Technicians are responsible for keeping the customer informed on the day of their delivery. Customers are excited about their new bed. Keeping them informed boosts their confidence, helps them prepare for your arrival, and reduces calls to customer service.

Do not call or text and drive. Make the call before you leave your previous stop or have the technician/assistant not driving communicate with the customer.

Morning Call:

- Provide instructions if the customer is pending registration or pending sleeper profile in the SleepIQ HD app.
- Communicate an updated estimated time of arrival (ETA) to the customer if in danger of missing the time window commitment.

Before your morning call:

- Review special instructions at the beginning of the day for delivery requests.
- [Add jobs in the SleepIQ HD app](#) and know the customer's [SleepIQ registration status](#).

Morning Call Talking Points:

- My name is ____ and I am calling from Sleep Number, to remind you, of the delivery of your bed between ___& ___ today. The address we plan to deliver to is ____.
- Before our arrival, please clear the path of any breakables or trip hazards (this can include hanging photos, small tables, small rugs, decorative items).
- Please secure any pets away from the delivery path and area for everyone's safety.
- Make sure the person taking delivery is at least 18 and knows your Wi-Fi password, so we can get your bed online and fully connected.
- I will call you 30 minutes before we arrive. If you have any questions you may call me back at this number or call Customer Service at 1-877-252-7813.
- Only add on talking points for pending registration and/or pending sleeper profile setup if you are seeing these alerts in the HD app.