

Truck Load Out & Morning Call Checklist

Below is a list of required tasks each driver completes for each route, truck and delivery team before leaving the dock.

Note: The entire checklist must be complete before leaving the dock.

Checklist:

- Load your truck - properly loading the truck ensures that our customers' products arrive at their homes undamaged.
 - o Best Practice: Load the last stop first and the first stop last.
 - o Secure all product to prevent shifting during transport.
- Always use a spotter when operating a vehicle close to the dock.
- Acknowledge orders in Click mobile. *(This confirms you have everything you need for the day)*
- Add jobs in the FS SleepIQ App. *(Add all deliveries and exchanges)*
 - o Best Practice: Check the customers SleepIQ registration status as you load your jobs for the day.
- Complete a pre-route call to all of your customers. (REQUIRED)
 - o Communicate the time window for arrival.
 - o Ensure customer has SleepIQ registration or profile setup *(if applicable)*.
 - o Validate delivery address and any special instructions.
 - o Provide the customer with your phone number.
 - o For a detailed overview of the pre-call process, please refer to the [Customer Pre-Call Process](#) page.
- Update your first stop into "[Travel](#)" status in Click Mobile.
 - o This update will trigger a "Tech on Way" message to the customer.
- Use the "Navigate" button inside Click for driving directions in Google Maps.