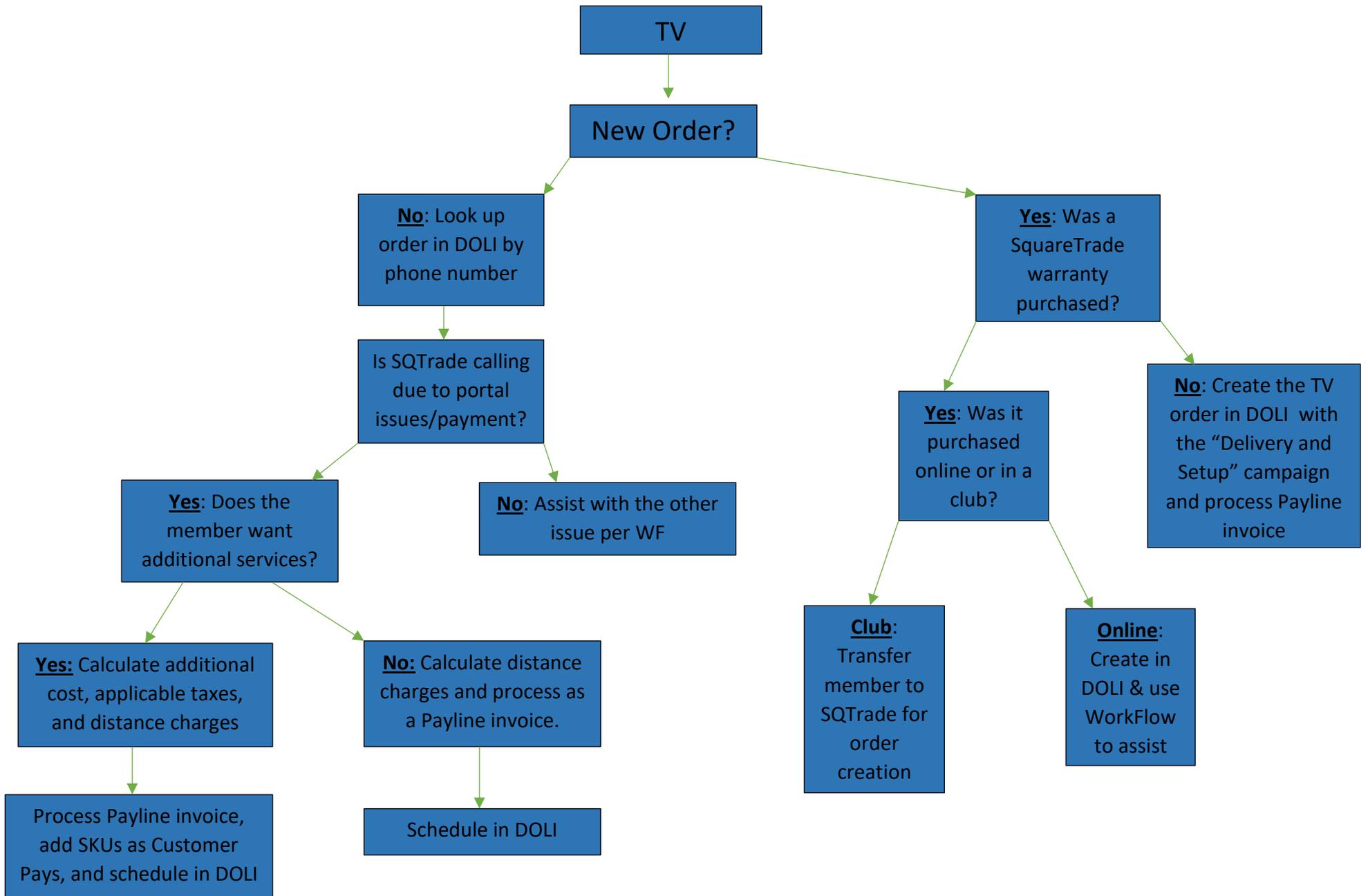




# Phone Call Flow





# Phone Call Flow

Mattress

New Order?

**Yes:** Was the mattress purchased online?

**No:** Did the customer purchase a SquareTrade bundle?

**Purchased Online:**  
Direct member to call 866-711-3129

**Yes:** Transfer to SQTrade as a Home Services Warranty Bundle

**No:** Create in the Portal as a Mattress Order

**No:** Look up order in DOLI by phone number

Is SQTrade calling due to portal issues/payment

**No:** Assist with the other issue per WF

**Yes:** Calculate distance charges

Process Payline invoice and Schedule in DOLI