



Connect to Key by Amazon

Email template + scheduler script

The following templates and scripts can be used in your communications with customers during appointment scheduling and in the appointment confirmation communication (whether it be a call, email, &/or text).

By mentioning myQ and Key by Amazon before the visit, your technician will spend less time talking to the customer about the program or waiting for them to get the Wi-Fi® password, and will get to the next job sooner.

Day before visit

Phone call from Dealer staff

Hi (Mrs. Jones), my name is (Becky) from (XYZ Doors). Our technician (Joe) will be out to your home tomorrow (between 10AM – 12PM) to install your new LiftMaster garage door opener. While (Joe) is there, he will get your new smart garage door opener connected to the myQ App. He will also get you set up for free Key by Amazon In-Garage Delivery. You can receive all your Prime packages safely and securely if you are an Amazon Prime member.

To make the installation smooth and quick, I ask that you have three things available during the installation:

- 1) Download the myQ App and create account
- 2) Wi-Fi network and password
- 3) Amazon Prime account login and password

We look forward to seeing you tomorrow and getting your garage door opener installed.

LiftMaster

POWERED BY myQ

Day of visit

Pre-sell email

Subject line: Connect your garage to myQ and Key by Amazon on your upcoming service appointment!

Valued Customer,

We look forward to getting your garage door opener up and running today. Together, LiftMaster and Key by Amazon offer the only service that delivers Amazon Prime packages right inside the garage, protecting your packages from theft and weather damages. On your upcoming appointment, the technician can help get you set up. It's free for Amazon Prime members.

How does In-Garage Delivery work? Amazon drivers get a one-time access button through their delivery app when they scan your package and are physically close to your garage. They slide the package in your garage and won't leave until the door is closed. No codes are exchanged and you always have the ability to re-route the package to your front door.

If you are interested, help your technician by having the following available upon their arrival:

- Download the myQ App and create account
- Wi-Fi network and password
- Amazon Prime account login and password

Once setup is complete, you can select 'In-Garage Delivery' as your delivery method on Amazon. These items will be delivered directly to your garage! This is an outstanding option if you are ever traveling or away from home. For more information, visit myq.com/key-by-amazon.

1-2 hours prior to visit

Text message

Hello (Mrs. Jones). Our technician (Joe) will be at your home today (between 10AM – 12PM) to install your new LiftMaster garage door opener.

To ensure a smooth and quick installation, please have three things ready prior to install:

- 1) Download the myQ App and create account
- 2) Wi-Fi network and password
- 3) Amazon Prime account login and password

We will see you soon. (Becky) at (XYZ Doors)

