

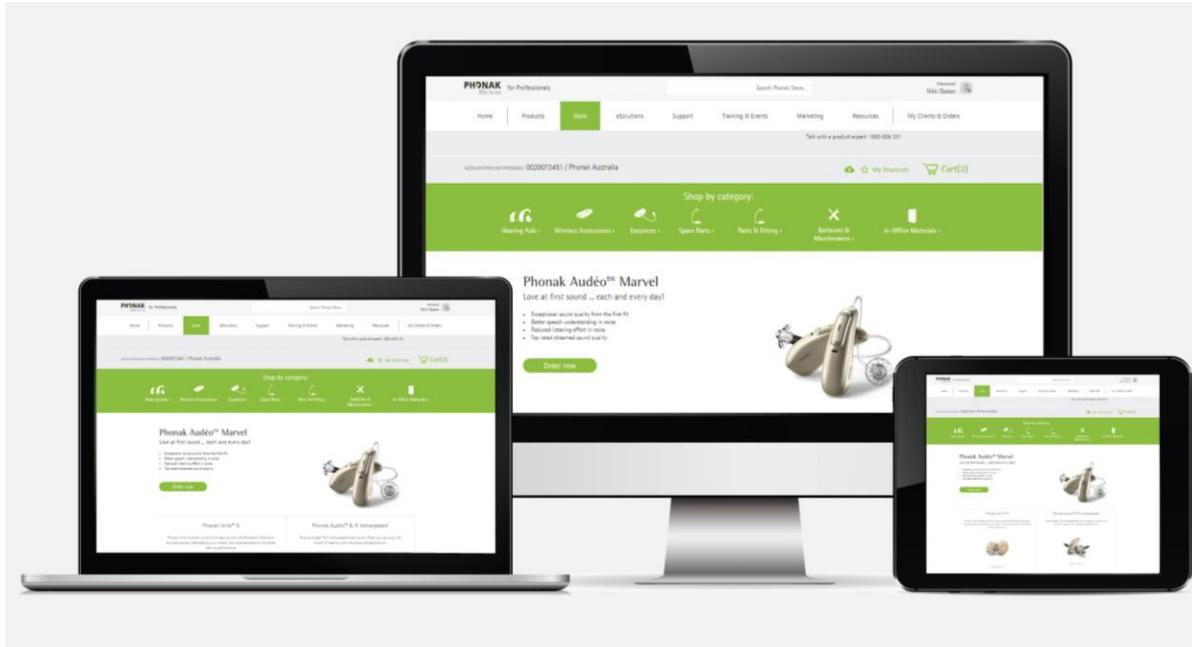
# Phonak eStore User Guide – Account & Document Management

November 2019

A Sonova brand

**PHONAK**  
life is on

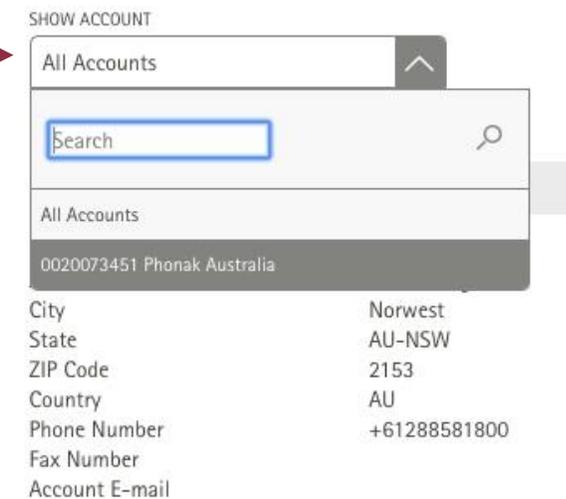
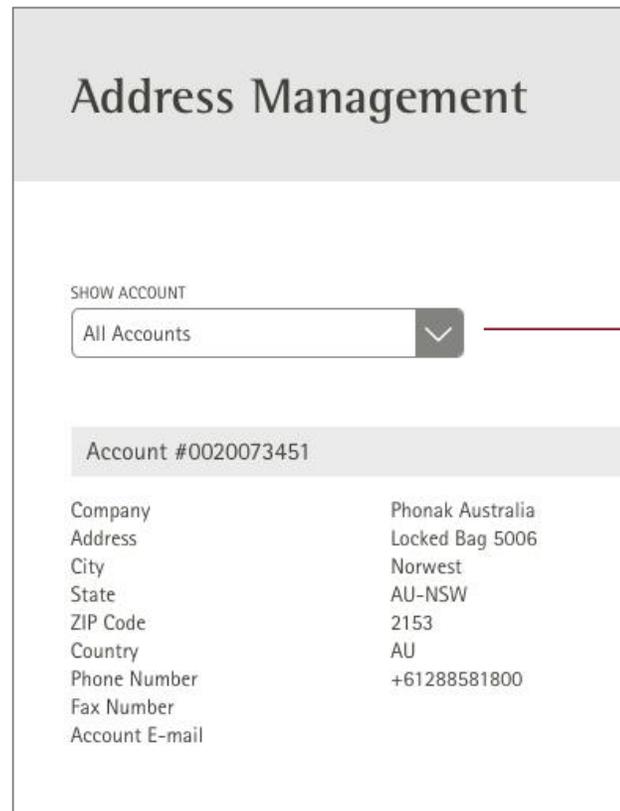
# Contents



Address management	pg 3
Accessing your orders and history	pg 4
How to your track orders	pg 5
Accessing invoices and other documents	pg 6
How to manage devices and warranty	pg 7
Warranty expiration report	pg 8

# Address Management

Address management displays the clinic addresses associated with the primary eStore account details. This address **can only be updated by Phonak**. Please contact Phonak if these details need to be updated.



# Order History

**Please note:** When searching for all orders, the search defaults to a search period of 1 month. If the order was prior to that period, please adjust the date filter accordingly to retrieve the desired order number.

Viewing your order history and tracking an order are easy:

1. Select 'Order History' from the MyAccount dropdown box on the right.
2. Select the search criteria by selecting the desired options for "Order Type," "Order Status," start and end date or searching by specific criteria.
3. Then click 'Show Results'. The orders matching the search criteria will be displayed. To view the details of a specific order, click on the order number.
4. Items that show 'Shipped', can be tracked via Toll. Please see next page for instructions on tracking your shipment.

PHONAK for Professionals

Welcome! Nikki Ozeken

Home | Products | Store | eSolutions | Support | Training Et Events | Marketing | Resources | My Client

My Profile  
User Management  
Address Management  
**Order History**  
Document History  
Device Management  
Log out

## Order History

\*Only includes orders from the past 6 months

ACCOUNT: All Accounts | ORDER TYPE: All Order Types | ORDER STATUS: All Orders | START DATE\*: 13/07/2019 | END DATE\*: 13/08/2019

SEARCH BY: Select criteria... | Enter criteria...

Show Results

Number of results: 16

ORDER DATE	ORDER NUMBER	ORDER STATUS	CLIENT NAME	ACCOUNT NUMBER
09/08/2019	7100985532	Order Received	PACKS WELCOME	0020073451
08/08/2019	7160132499	Completed		0020073451
07/08/2019	7160132478	Completed		0020073451
07/08/2019	7160132465	Completed		0020073451

# How to Track Shipped Orders

- Click in the shipped order to view shipment details. You can also view any related documents such as the delivery note or invoice.
- **Please note:** Once your order has been dispatched from Phonak, it cannot be tracked within the eStore. However you can track orders directly through Toll by quoting the order number into the Toll tracking system: [www.mytoll.com](http://www.mytoll.com).
- If you hold a Toll account you can also check who signed for the order.
- If you can't find your order in the Toll system, it may be that either the order has not been scanned by the courier when picked up, or a 'manifest not uploaded (error)' has occurred. If the order is urgent, please call Phonak who can track it via the con note to get exact status.

**Phonak AU**

[< Back to results](#)

Order **XXXXXXXXXX**

DATE 17/06/2019	ORDER TYPE: Patient Order	CLIENT NAME NIKKI OZ	PO NUMBER	ORDER STATUS: Shipped
--------------------	------------------------------	-------------------------	-----------	--------------------------

Shipped on 16 June, 2019

Phonak Audéo M90-312 (velvet black)	2.000 item(s)
CeruShield™ Disk	1.000 item(s)
M Receiver 4.0 1L	1.000 item(s)
M Receiver 4.0 1R	1.000 item(s)
Open Dome 4.0 M	1.000 item(s)
Vented Dome 4.0 M	1.000 item(s)

Related Documents

	DOCUMENT TYPE	DOCUMENT DATE	ADDITIONAL INFO
<input type="checkbox"/>	Delivery Note	Jun 17, 2019	
<input type="checkbox"/>	Invoice	Jun 17, 2019	

Download Selected

# Document History

Accessing a variety of documents related to an order or your account is quick and easy: Click on 'Document History' from the MyAccount dropdown box:

1. If you have access to multiple accounts, you can select the account from the dropdown box.
2. Enter the start and end date.
3. Check the box for the document type you would like to search for.
4. Select the search criteria, such as order number, client name, etc.
5. Enter the search criteria and click the 'Show Results' button.
6. The search results will display below.
7. You can also check which documents you would like to download and click the 'Download Selected Documents' button

**Please note:** If you do not have financial access permission, you will be unable to view invoices. However, you will be able to view delivery notes.

## Document History

\*Only includes orders from the past 6 months

1. → ACCOUNT: All accounts (dropdown)

2. → START DATE\*: 13/07/2019

3. → END DATE\*: 13/08/2019

3. → DOCUMENT TYPE:  
 Order Attachment  
 Delivery Note  
 Configuration Sheet  
 Invoice  
 Order Confirmation

4. → SEARCH BY: Select criteria... (dropdown)

5. → Show Results (button)

6. → Number of results: 18

<input type="checkbox"/>	DOC DATE	DOC TYPE	CLIENT NAME	DOC NUMBER	ORDER NUMBER	PO NUMBER
<input type="checkbox"/>	13/08/2019	Invoice	ALEX STREET	7191573789	7170400906	
<input type="checkbox"/>	07/08/2019	Delivery Note		7181440406	7100984450	
7. → <input checked="" type="checkbox"/>	07/08/2019	Invoice	STOCK	7191570694	7100984450	
<input type="checkbox"/>	07/08/2019	Invoice	STOCK	7191570468	7100984641	
<input type="checkbox"/>	07/08/2019	Delivery Note		7181440779	7100984641	

# Device Management

Device management allows you to retrieve device information by searching the serial number or numbers.

You can then extend a warranty or add a patient name to a device originally ordered as stock. Click on 'Device management' from the MyAccount dropdown:

**Please note:** Device management is only available for devices with warranty. If a device does not have warranty, it will not show up in device management search

PHONAK for Professionals  
Search Phonak Store...  
Welcome! Nikki Ozeken

Home | Products | Store | eSolutions | Support | Training & Events | Marketing | Resources | My Account

Device Management

1. Select the account  
2. Enter serial number/s (separated by ,)  
3. Click 'Retrieve Device Management'

ACCOUNT: 0020073451 Phonak Australia  
SERIAL NUMBER: Enter Serial Numbers (separated by ,)  
Retrieve Device Management

SERIAL #	PRODUCT	CLIENT NAME	REGISTER	WARRANTY STATUS
	Phonak Naída B90-UP (silver gray)	STOCK	<input checked="" type="checkbox"/>	Active

Client First Name Last Name

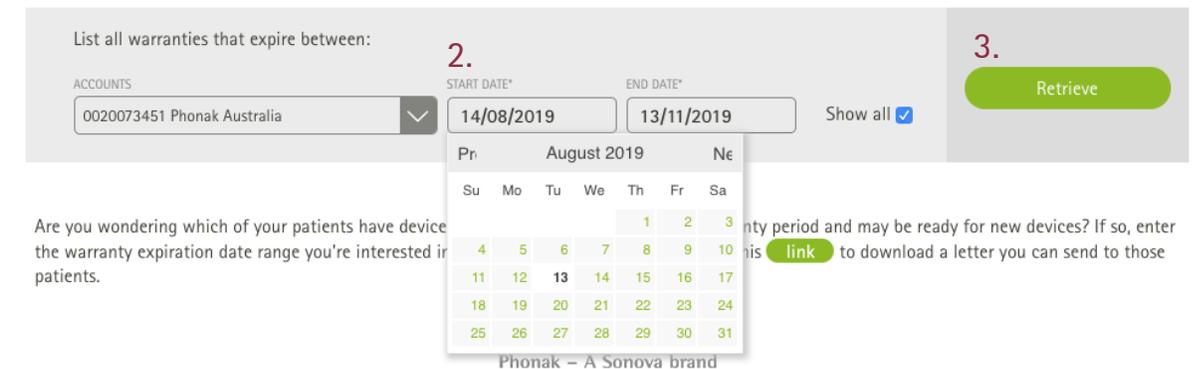
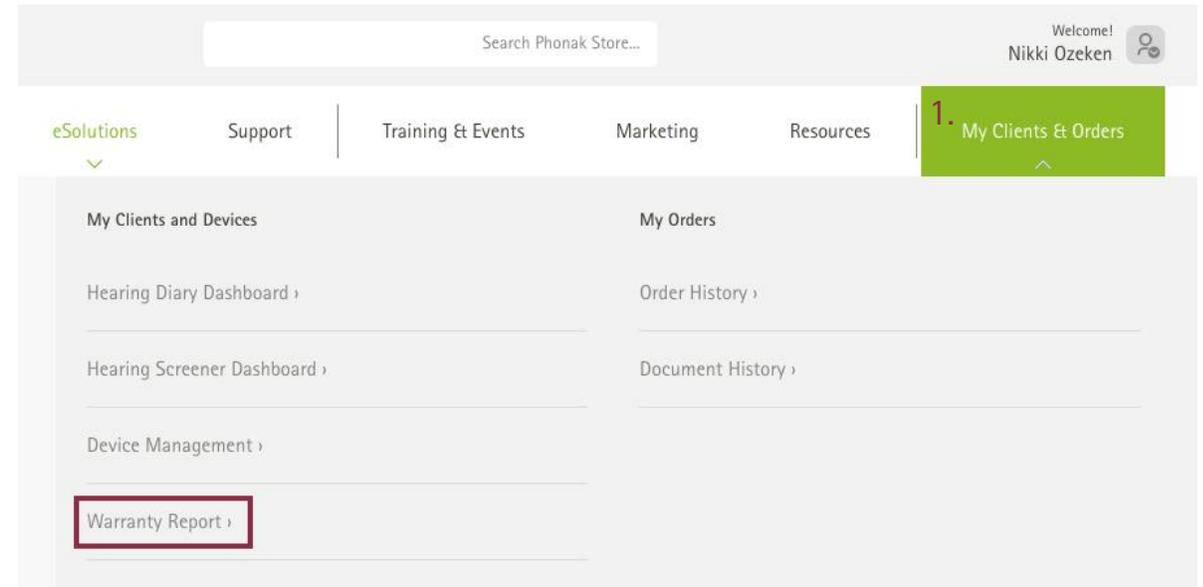
Register

Select the device(s) you'd like to assign a patient name to, enter the patient's first and last name and then click on the "Register Now" button

# Warranty Expiration Report

Warranty Expiration Report allows you to see the list of patients you can contact who have expiring warranties and may be ready for a new device.

1. Access the Warranty Report by clicking the 'My Clients & Order' tab
2. Choose a date range to see all warranties that are about to expire.
3. Click 'Retrieve' to see the list. By default, the list will retrieve current active warranties.



# Warranty Expiration Report

4. Check 'Show All' to include warranties that could no longer be extended.
5. Those warranties that have not been extended yet will have an option to 'Extend' the warranty.
6. When the list is retrieved, you can have an option to 'Export to Excel'.
7. Check out upgrade options by clicking 'Upgrade to' link to the Hearing Aids configuration page.

Cont...

## Warranty Expiration Report

List all warranties that expire between:

ACCOUNTS

START DATE\*

END DATE\*

**4.** Show all

**Retrieve**

**6.** **Export to Excel**

SERIAL #	MATERIAL DESCRIPTION	CLIENT NAME	START	END	WARRANTY TYPE	
1636Y66A0	Phonak Power Pack	STOCK	27/03/2017	26/03/2020	Standard warranty	<b>Extend</b> <b>5.</b>
1641Y6739	Phonak Power Pack	LAUNCH	13/03/2017	12/03/2020	Standard warranty	<b>Extend</b>
1641Y6746	Phonak Power Pack	LAUNCH	13/03/2017	12/03/2020	Standard warranty	<b>Extend</b>
1641Y674A	Phonak Power Pack	LAUNCH	13/03/2017	12/03/2020	Standard warranty	<b>Extend</b>
1644Y67DY	Phonak Charger Case RIC incl. EU/US powe	STOCK	27/03/2017	26/03/2020	Standard warranty	<b>Extend</b>
1648X1RHN	Phonak Audéo B90-312 (Beige) OHS Device	ROBERT CROSS	27/04/2017	26/04/2020	Standard warranty	<b>Extend</b>

**7.** **Upgrade to Audéo M90-312**

# Warranty Expiration Report

8. When you are ready to send a letter to the patient, go to the Warranty Report Start page, and click on the 'Link' to download a customisable letter.

The screenshot shows the Phonak website interface for professionals. At the top, there is a navigation bar with the Phonak logo, a search bar, and a user profile for Nikki Ozeken. Below this is a main menu with links for Home, Products, Store, eSolutions, Support, Training & Events, Marketing, Resources, and My Clients & Orders. The central heading is "Warranty Expiration Report".

Below the heading is a form titled "List all warranties that expire between:". The form includes three input fields: "ACCOUNTS" with a dropdown menu showing "0020073451 Phonak Australia", "START DATE\*" with the value "19/11/2019", and "END DATE\*" with the value "18/02/2020". There is also a "Show all" link with a checkmark icon and a green "Retrieve" button.

Below the form, there is a paragraph of text: "Are you wondering which of your patients have devices that are nearing the end of the warranty period and may be ready for new devices? If so, enter the warranty expiration date range you're interested in above and click 'Retrieve'. Then visit this [link](#) to download a letter you can send to those patients."

At the bottom of the page, there is a footer with the text "Phonak – A Sonova brand" and a row of links: "Contact | Impressum | Privacy Policy | Terms of Use | Cookie Statement".

Together,  
we change lives