

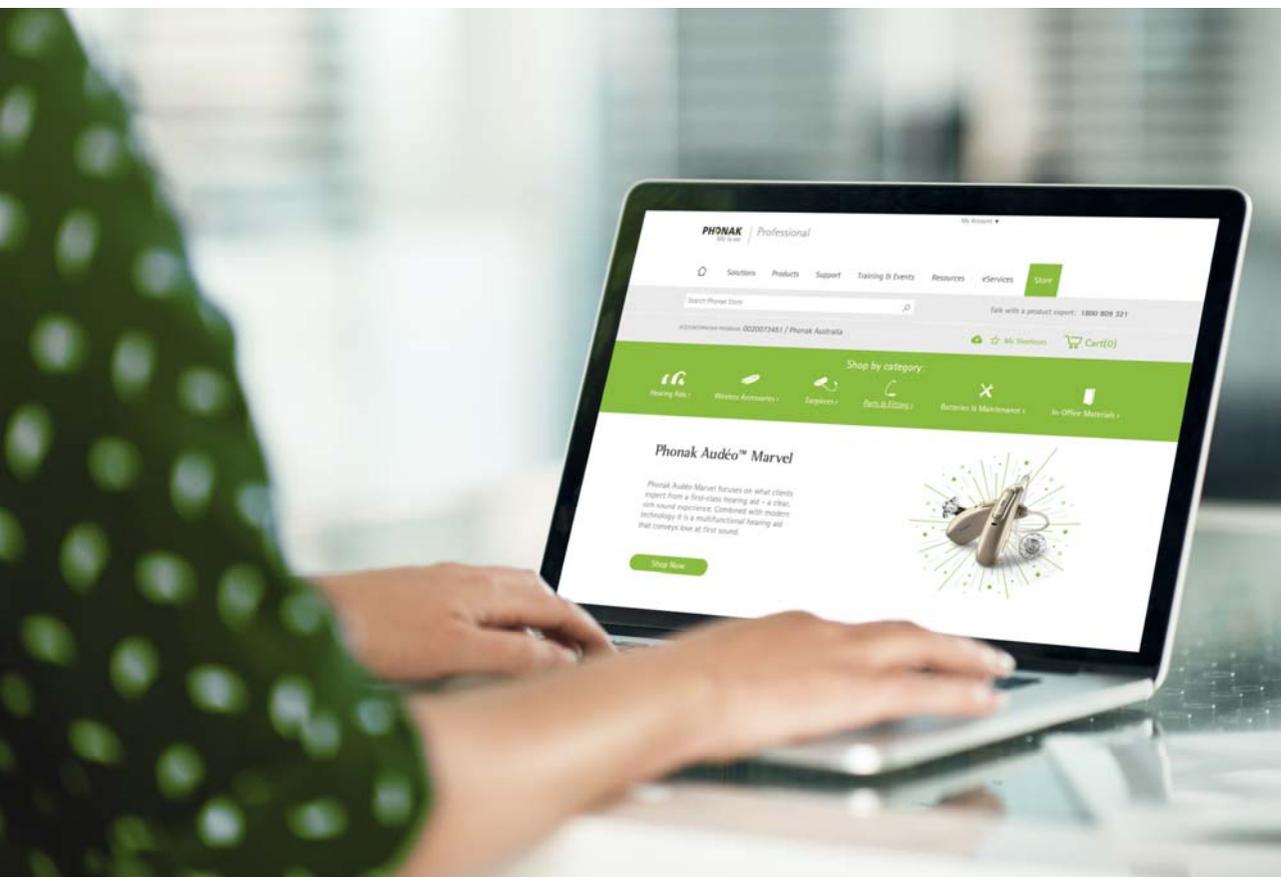
# Phonak e-Store – Order Management

August 2019

A Sonova brand

**PHONAK**  
life is on

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# Order History

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 & Events | Marketing | Resources | My Client

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 XXXXXXXXXXXX

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

### Document History

\*Only includes orders from the past 6 months

1. ACCOUNT: All accounts

2. START DATE\*: 13/07/2019, END DATE\*: 13/08/2019

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

4. SEARCH BY: Select criteria..., type a value...

5. Show Results

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	
<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	

**Please note:** If you have access to see financial documents and pricing, an invoice document will be generated in your view. Otherwise only delivery notes will be populated.

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we change lives