

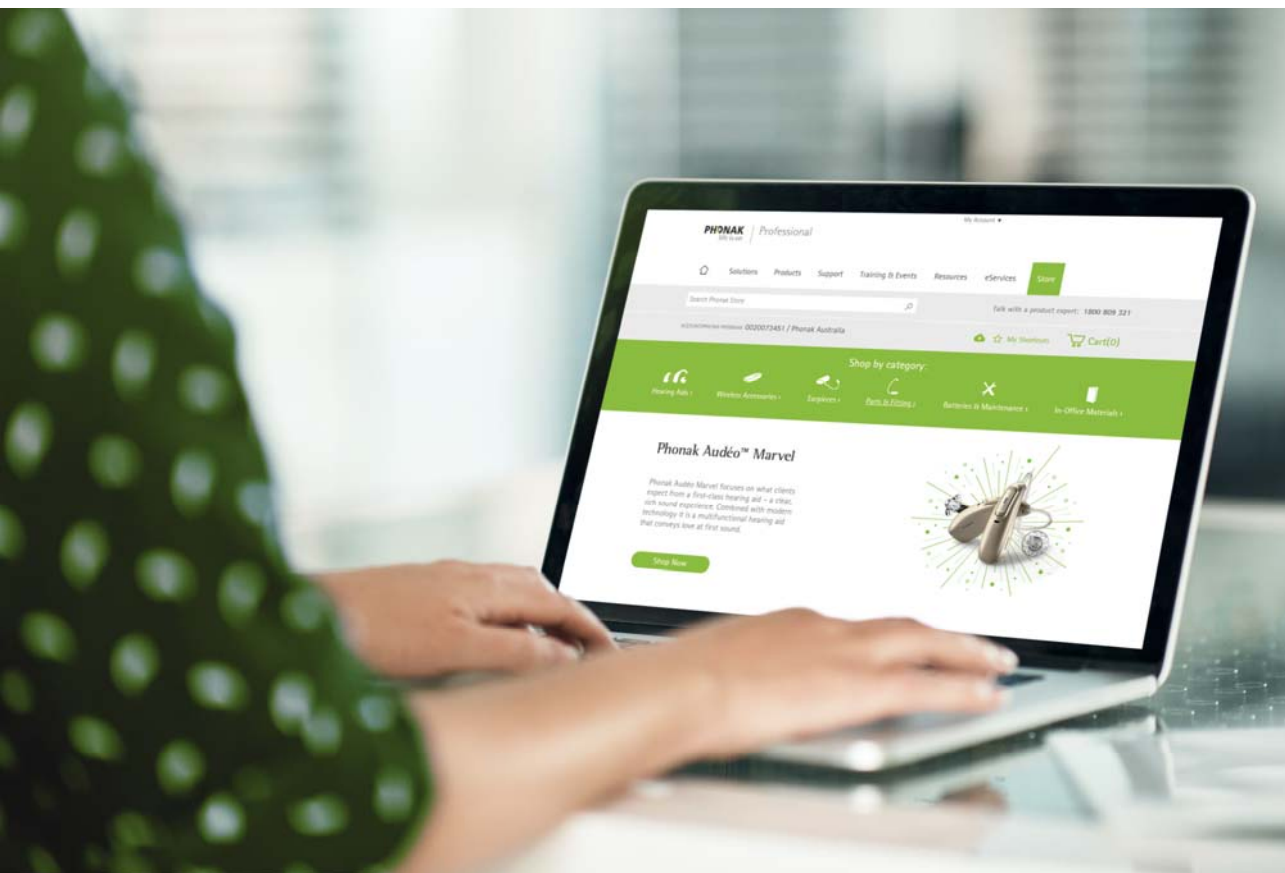
# Phonak e-Store – General Ordering Tips

August 2019

A Sonova brand

**PHONAK**  
life is on

# Contents

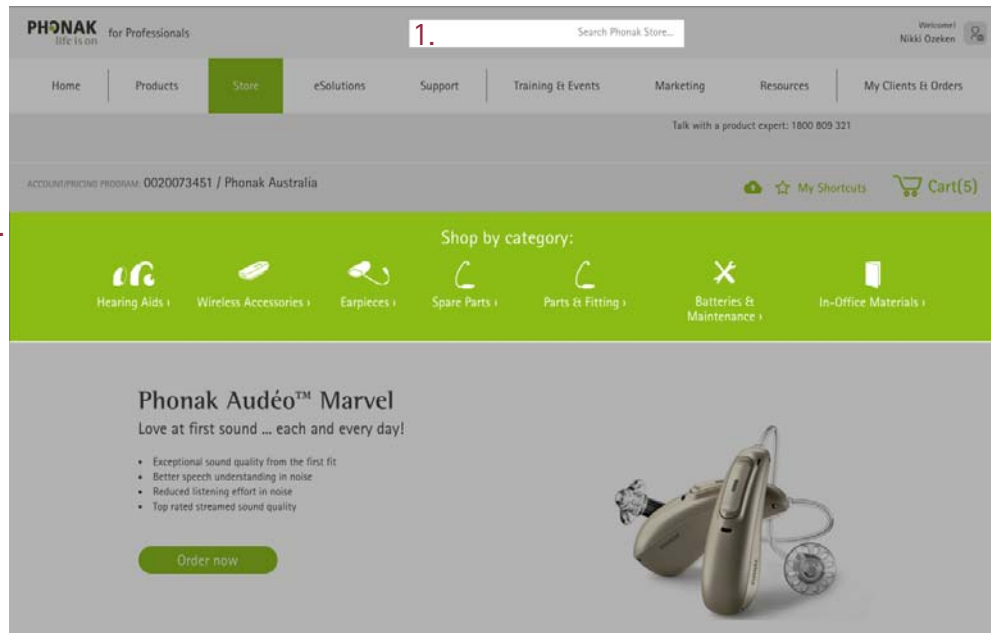


Finding products on eStore	pg 3
Browsing modes	pg 4
Advanced mode	pg 5
Default mode	pg 6
Compatible items feature	pg 7
Shortcuts feature	pg 8
Payment settings	pg 9
Ordering for another clinic	pg 10
Shipping to another clinic	pg 11
Tracking orders	pg 12
Document management	pg 13

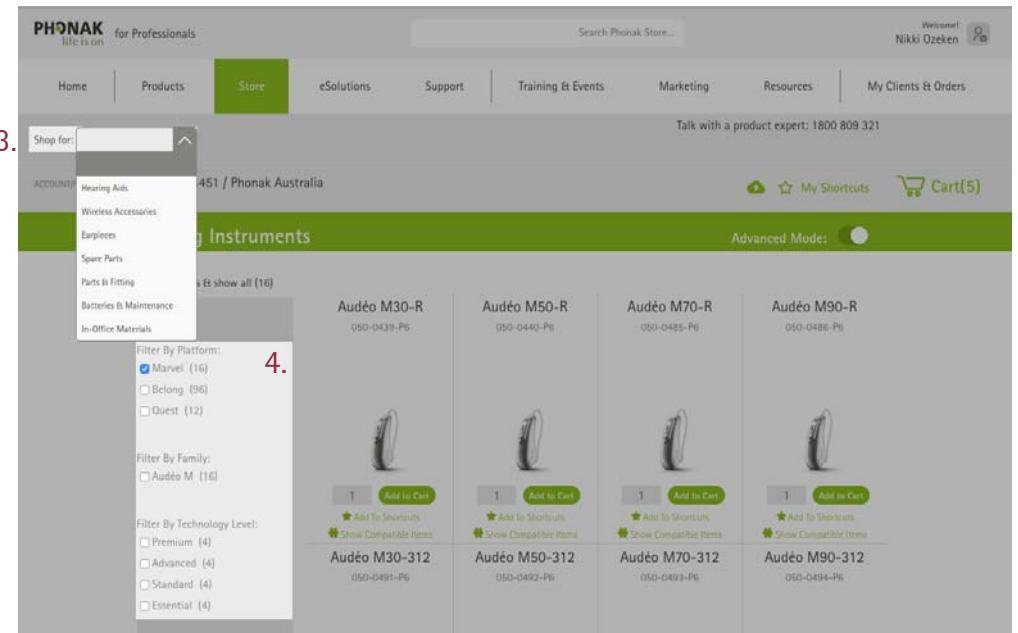
# Finding Products on eStore

- Products on the eStore can be found via the:
  1. Search bar
  2. Category menu
  3. Category dropdown menu
  4. Category filter

2.



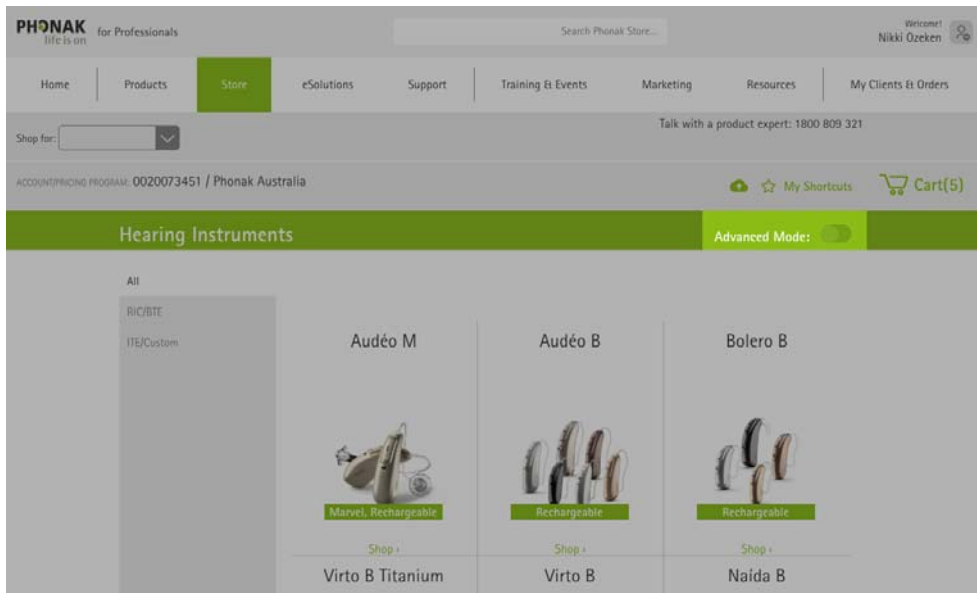
3.



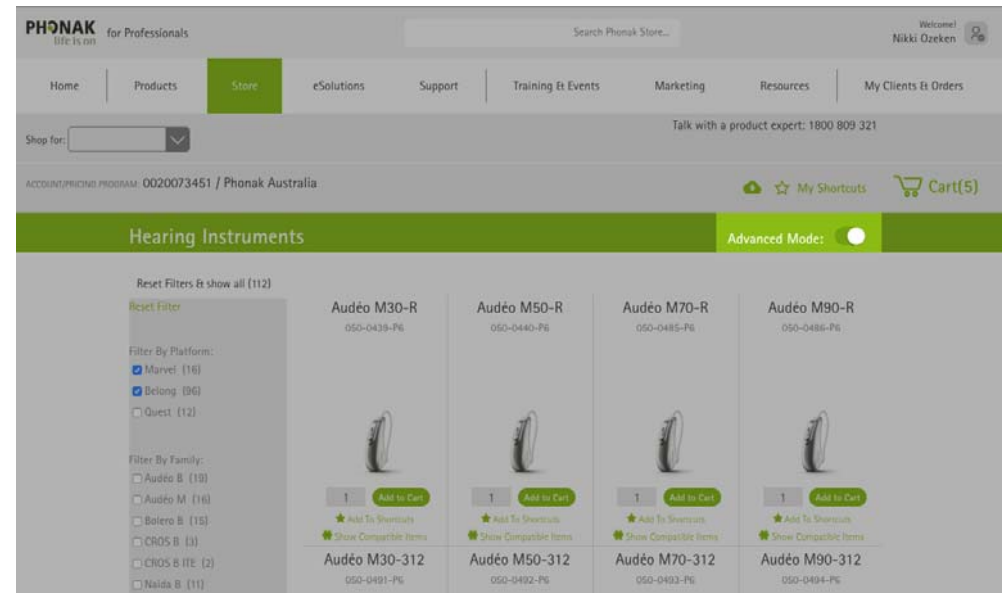
# Browsing Modes

- There are two types of browsing modes. Toggle between the two modes by clicking the radio button on the top right of the category pages as shown:

## Advanced Mode Off (Default)



## Advanced Mode On



## Advanced Mode

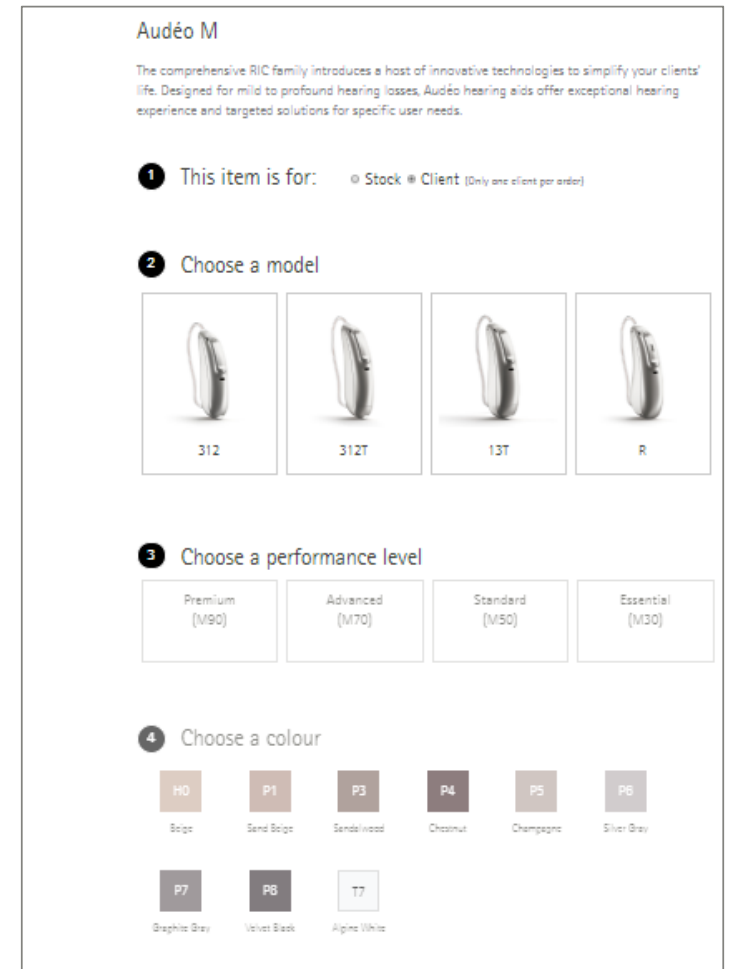
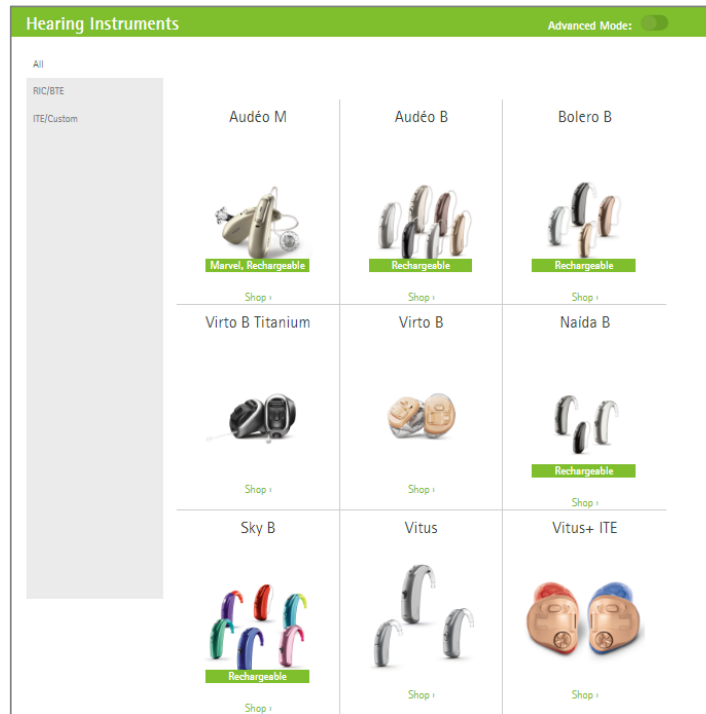
The Advanced mode opens additional options which include:

1. Ability to quickly add to cart by bypassing the configuration page. Please note that this feature only adds the hearing aid.
2. Click on the product to open the configuration page to add warranty, receivers, domes and additional compatible products.
3. Ability to specify the quantity.
4. Ability to add frequently ordered hearing aids to shortcuts.
5. Ability to see compatible items for a specific hearing instrument by clicking compatible items to view all the compatible items for that hearing instrument.



# Default Mode

- The default mode allows you to select the product family group to configure to your needs.
- This mode also allows you to filter by RIC/BTE or ITE/Custom earpiece.



# Compatible Items Feature

- The compatible items feature allows you to quickly find and add compatible items for the product you are ordering.
- Compatible items link can be accessed via:
  - Product list page
  - Product page
  - Cart page

**Hearing Instruments** Advanced Mode:

Reset Filters & show all (16)

Reset Filter

Filter By Platform:

- Marvel (16)
- Belong (96)
- Quest (12)

Filter By Family:

- Audéo M (16)

Filter By Technology Level:

- Premium (4)
- Advanced (4)
- Standard (4)

Product	Material No.	Price	Compatible Items
Audéo M30-R	050-0439-P6	AUD590.00	Show Compatible Items
Audéo M50-R	050-0440-P6	AUD590.00	Show Compatible Items
Audéo M70-R	050-0485-P6	AUD590.00	Show Compatible Items
Audéo M90-R	050-0486-P6	AUD590.00	Show Compatible Items
Audéo M30-312	050-0491-P6	AUD590.00	Show Compatible Items
Audéo M50-312	050-0492-P6	AUD590.00	Show Compatible Items
Audéo M70-312	050-0493-P6	AUD590.00	Show Compatible Items
Audéo M90-312	050-0494-P6	AUD590.00	Show Compatible Items

**Roger EasyPen**

The Roger EasyPen is an exciting product for clients who desire ultimate simplicity with full Roger performance and do not need Bluetooth functionality or manual microphone control. Featuring premium speech-in-noise and over distance performance, it is the smart solution to overcome difficult listening situations.

This item includes: Roger EasyPen, Docking station, Charger, Lanyard, Audio cables, Pouch, Quick set-up guide

[Show Compatible Items](#)

Material No. 052-3285-000P9

**AUD590.00**

Colour: P9 – ruby, Base Variant

P9  T4  T5

**Your cart** Continue Shopping > [Proceed To Checkout](#)

This order is for:  Stock  Client

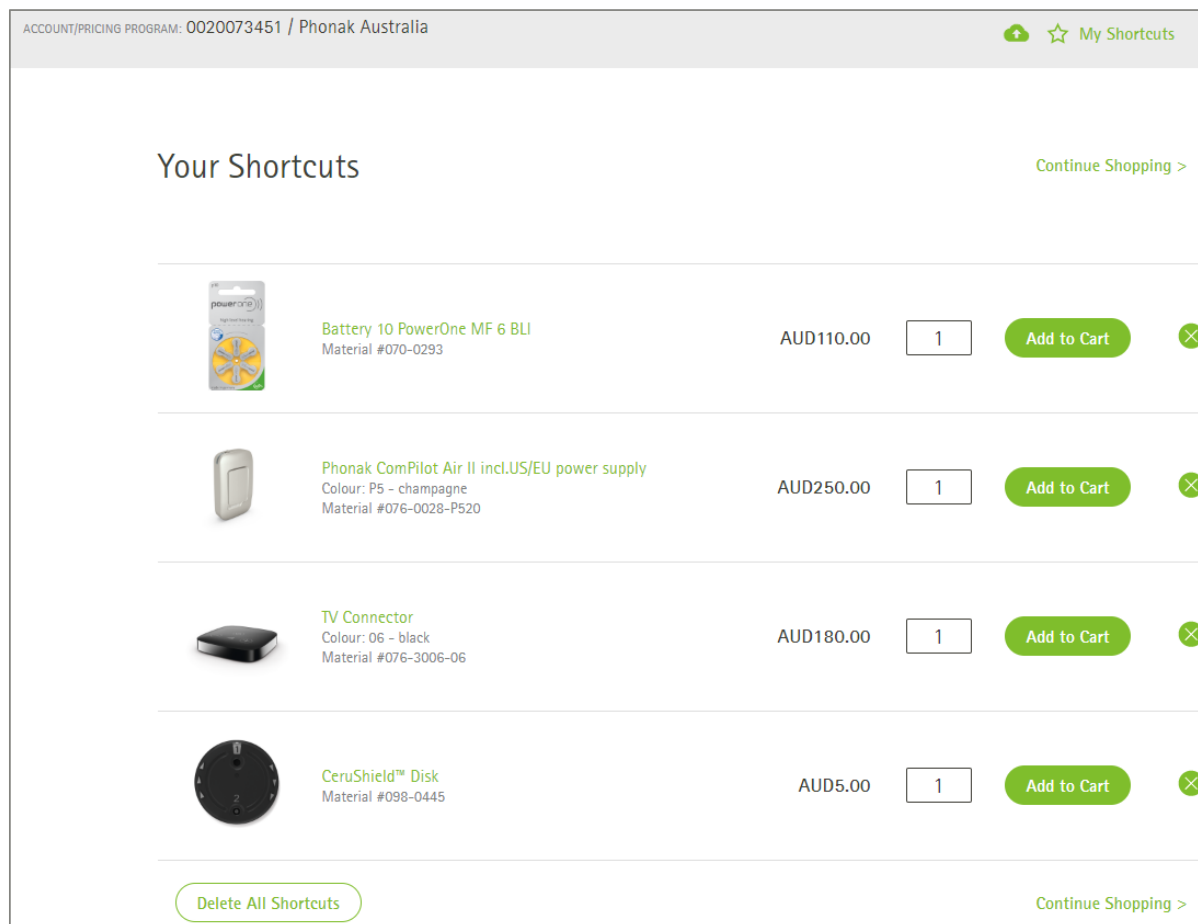
	YOUR PRICE (LIST PRICE)	QUANTITY	ITEM TOTAL
Phonak Audéo M50-R Material #050-0440-P6 Color: Silver Gray	AUD1,980.00	<input type="text" value="2"/>	AUD3,960.00 <input type="button" value="X"/>

[Reconfigure](#) [Compatible Items](#)

# Shortcuts Feature





- Save frequently ordered items for quick access and ordering.

**Please note:** Currently, when adding hearing aids and receivers from the shortcuts menu to your cart, the receiver pricing will appear at full cost. For receivers to appear at zero cost in the cart, we recommend configuring the hearing aid/s and receivers via the Hearing Aids category.



ACCOUNT/PRICING PROGRAM: 0020073451 / Phonak Australia ☆ My Shortcuts

### Your Shortcuts Continue Shopping >

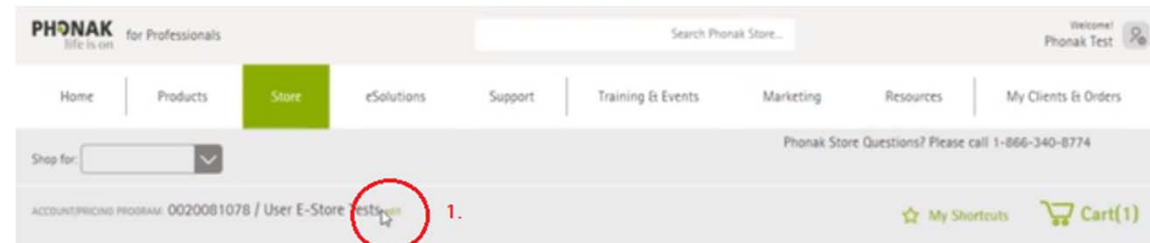
	<b>Battery 10 PowerOne MF 6 BLI</b> Material #070-0293	AUD110.00	<input type="text" value="1"/>	<a href="#">Add to Cart</a>	<a href="#">✕</a>
	<b>Phonak ComPilot Air II incl.US/EU power supply</b> Colour: P5 - champagne Material #076-0028-P520	AUD250.00	<input type="text" value="1"/>	<a href="#">Add to Cart</a>	<a href="#">✕</a>
	<b>TV Connector</b> Colour: 06 - black Material #076-3006-06	AUD180.00	<input type="text" value="1"/>	<a href="#">Add to Cart</a>	<a href="#">✕</a>
	<b>CeruShield™ Disk</b> Material #098-0445	AUD5.00	<input type="text" value="1"/>	<a href="#">Add to Cart</a>	<a href="#">✕</a>

[Delete All Shortcuts](#) Continue Shopping >



# Choosing Payment Settings

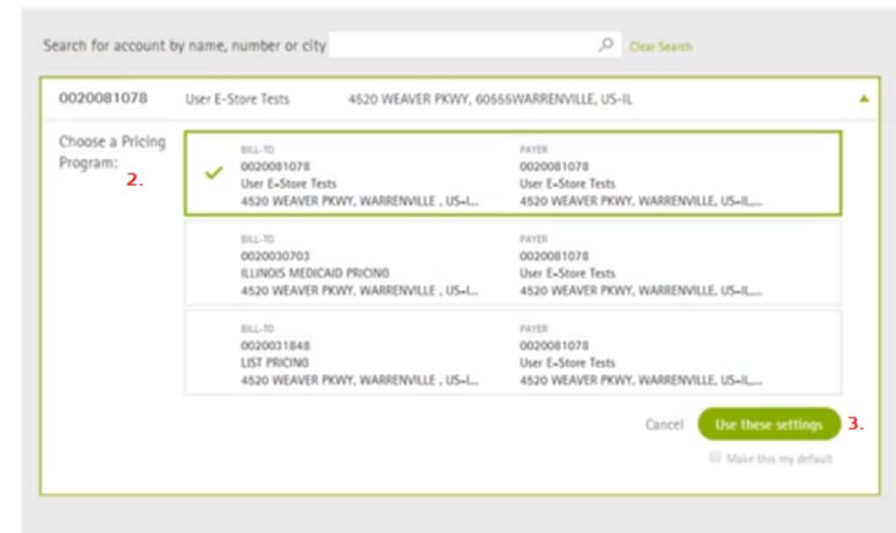
- If you are the Account Manager or have Account Admin or Professional permissions with assigned sub accounts, you can place an order and ship to your assigned sub account/s by changing the payment settings.
- To change the payer information settings, click on the edit button and select the desired clinic's payment settings. Then click 'Use these settings' to start your order.



## Choose your payment settings

Select an account from the list below, then choose a Pricing Program within that account. The current account is shown first and outlined in green. Note: Changing your payment settings may affect what items are available and their prices.

[< Nevermind, I want to keep my current settings.](#)



# Ordering for Another Clinic

If you have Account Manager, Account Admin or Professional status, you can order for a sub-clinic and change the payer information.

1. Click the 'edit' button on the 'Account/pricing program' tab as highlighted.

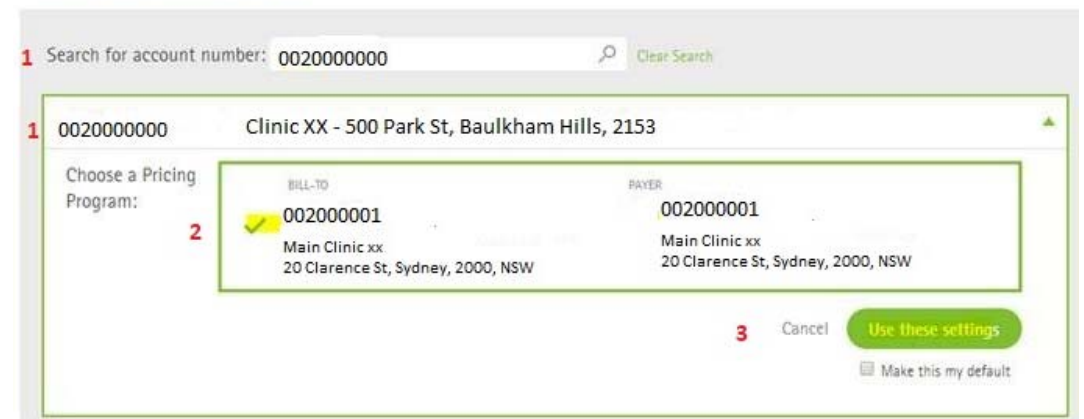


2. Enter the account number of the clinic you want to place the order for.
3. Hover over the address area & click with your mouse to select (a green tick & border will appear)
4. Now click 'use these settings' button

## Select Account & Pricing Program

Enter the first five digits of the account number to search for active accounts.

< Nevermind, I want to keep my current settings.



A pop up will appear to notify that the account was changed.



5. Now check 'Continue' & place your order for the clinic

# Shipping to Another Clinic

- You may decide to place an order under your main account and ship another clinic.
- To do so, place the order and when you are in the check out page, click on 'Choose different address' to select the account you would like to ship to.

## Checkout



### Processing Information

ACCOUNT / PRICING PROGRAM  
0020073451 / Phonak Australia

SEND COPY OF INVOICE TO  
0020073451

Phonak Australia  
Locked Bag 5006  
Norwest, AU-NSW2153

PURCHASE ORDER #

### Shipping information

SHIP TO  
0020073451

Phonak Australia  
Locked Bag 5006  
Norwest, AU-NSW2153

[Choose a different address](#)

PROCESSING OPTIONS

- Rush order 24h - with charge (\$49.95)
- Standard order (\$0.00)

Insert image showing multiple ship to accounts in drop down selection.

## 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 e-store. 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: <b>Shipped</b>
--------------------	-----------------------------	-------------------------	-----------	---------------------------------

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

3. END DATE\*: 13/08/2019

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

5. DOCUMENT TYPE:

- Order Attachment
- Delivery Note
- Configuration Sheet
- Invoice
- Order Confirmation

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.

Together,  
we change lives