Phonak eServices
Phonak Store quick guide

Order history

Viewing your order history and tracking an order are as easy as 1-2-3:

1. Click on “Order History.”

2. Select the search criteria by selecting the desired options for “Order Type,” “Order Status,” start and end date or searching by specific criteria. 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.

3. For items that show “Shipped,” a “Track Shipment” button will appear in the order. Click this button to be taken to the courier website for additional tracking information.

Document history

Accessing a variety of documents related to an order or your account is quick and easy:

1. Click on “Document History.”

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. The search results will display below.
Changing payment settings

Your payment option can be changed at any time by clicking on “Edit” next to the “Pricing Program” name and selecting the desired payment option from the displayed list.

Warranty lookup

Warranty lookup can be done quickly and easily:

1. Click on “Device Management.”
2. Perform a search for a device using the serial number. The returned results will display below.
3. Click on the serial number to view the warranty details.

User management

Maintain user access to your accounts

The “User Management” function allows you to manage user access to your account on the Phonak Store. You can create new users, delete existing users, modify account details and reset passwords. The table below describes access rights for each level.

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How to order BTE products

Phonak Store allows you to easily place a BTE order online.

1. Select the hearing instruments category and click on the category type RIC/BTE on the left.  

2. Select the type of order, model and performance level.  

3. Choose the quantity color, receiver and domes and then click on Add to cart.  

4. Go to Wireless Accessories tab to view and add compatible accessories to the cart. If ordering with custom ear pieces, go to Earpieces and add desired custom tips. Refer to “How to order custom products” for further instructions. Then Click on “Checkout.”
How to order BTE products, continued

5. Enter your patient’s name, age range, and gender, if available and click “Proceed to Checkout.”

6. Review your order and click “Submit Order.”

7. Your order number will be displayed. If changes need to be made after order submission, contact Customer Service and provide the order number.
My shortcuts

The “My Shortcuts” feature allows you to add frequently ordered items to your shortcuts list for quick access to add to your cart.

1. To add an item to your shortcuts list, select the item you would like to add to your shortcuts, then click “Add to Shortcuts.”

2. Select your shortcuts to view your list of items. Click on “Add to Cart” to add the item to your cart.

How to order custom products

Phonak Store allows you to easily place a custom order online. Select the product and configuration you would like and proceed to checkout:

1. Select the hearing instruments category and click on the category type on the left.

2. Select appropriate ear(s) the hearing aid is for and enter the audiogram. Next, select your method for providing the impression to Phonak.

3. Select the performance level and model.

4. Choose the shell and faceplate color and all desired options for the hearing aid. Note: Click on the “Advanced Mode” button to the right of the options to display the full list of available options.

Continued on next page.
How to order custom products, continued

5. Select any additional warranty and indicate if you would like to be contacted if changes to the selected options are required.

6. Click “Add to Cart” once your selections are complete.

7. Enter your patient’s name, age range and gender if available and click “Proceed to Checkout.”

8. Review your order and click “Submit Order.”

9. Your order number will be displayed. If you are mailing an impression to Phonak, click on “Download PDF” to download and print the Custom Product Overview and include this document in the box with the impression(s) you are sending to Phonak.

Additional information

To view video demonstrations of the functions detailed in this guide as well as other available functions on Phonak Store, please visit the Phonak Store How-To Videos located through the store tab on www.phonakpro.ca.

For assistance with the Phonak Store, please email: eservices@phonakpro.ca or call: 1-800-876-1167