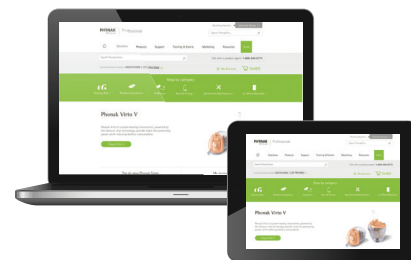


# Phonak eServices

## Phonak Store quick guide



### Warranty Expiration Report

Follow these simple steps to see the list of patients you can contact who have expiring warranties:

1. Choose "Warranty Expiration Report" **A** in the dropdown menu under "My Account."
2. Choose a date range to see all warranties that are about to expire. **B**
3. Click "Retrieve" to see the list. By default, the list will retrieve current active warranties. **C**
4. Check "Show All" to include warranties that could no longer be extended. **D**
5. Those warranties that have not been extended yet will have an option to "Extend" the warranty. **E**

Continued on next page.

Phonak Professional

Phonak Test My Account

My Profile  
User Management  
Address Management  
Order History  
Document History  
Device Information  
Warranty Expiration Report **A**  
Log out

Solutions Products Support Training

Services

Warranty Expiration Report

List all warranties that expire between:

START DATE: **B** 11/11/2017 END DATE: 02/10/2018 Show all ☐

Retrieve **C**

Are the pat have devices that are nearing the end of the warranty period and may be ready for new devices? If so, enter interested in above and click 'Retrieve'. Then visit this [link](#) to download a letter you can send to those

Warranty Expiration Report

List all warranties that expire between:

START DATE: 11/17/2017 END DATE: 02/16/2018 Show all ☒ **D**

Retrieve

Export to Excel

SERIAL #	MATERIAL DESCRIPTION	CLIENT NAME	START	END	WARRANTY TYPE
	Phonak Virto V30-312		12/06/2016	12/05/2017	Extended warranty on sales

SERIAL #	MATERIAL DESCRIPTION	CLIENT NAME	START	END	WARRANTY TYPE	<b>E</b>
	Phonak Audéo Q90-312T (sand beige)		11/27/2016	11/26/2017	Extended warranty on sales	Extend
			11/27/2016	11/26/2017	Extended warranty on L&D	Extend
	Phonak Audéo Q90-312T (sand beige)		11/27/2016	11/26/2017	Extended warranty on sales	Extend
			11/27/2016	11/26/2017	Extended warranty on L&D	Extend

Upgrade to Audéo B90-312T

Warranty Status

SERIAL #

PRODUCT Phonak Audéo Q50-312T (sand beige)

CLIENT NAME

Interested in extending your warranty?

Select from the options below to extend the warranties for this item. Extended Warranties can only be purchased for items with an active warranty.

ACTIVE / AVAILABLE WARRANTIES	STATUS	START DATE	EXPIRATION DATE	EXTEND YOUR WARRANTY
Extended warranty on sales	Active	11/19/2016	11/18/2017	Extend the Service Warranty
Extended warranty on L&D	Active	11/19/2016	11/18/2017	Extend the Service Warranty
				1 Year extended warranty - \$129
Submit Request				

EXPIRED / USED WARRANTIES	STATUS	START DATE	EXPIRATION DATE
Standard warranty	Expired	08/21/2014	11/18/2016
Loss & Damage	Expired	08/21/2014	11/18/2016

## Warranty Expiration Report, continued

6. When the list is retrieved, you can have an option to "Export to Excel." **F**
7. Check out upgrade options by clicking "Upgrade to" link to the Hearing Aids configuration page. **G**
8. When ready to send a letter to the patient, go to the Warranty Report Start page, and click on the "Link" to download a customizable letter. **H**

**Warranty Expiration Report**

List all warranties that expire between:

START DATE\* 02/01/2018 END DATE\* 05/04/2018 Show all ☐

**Retrieve**

**F** **Export to Excel**

SERIAL #	MATERIAL DESCRIPTION	CLIENT NAME	START	END	WARRANTY TYPE	
	Phonak Audéo Q90-312T (sand beige)		11/27/2016	11/26/2017	Extended warranty on sales	<a href="#">Extend</a>
			11/27/2016	11/26/2017	Extended warranty on L&D	<a href="#">Extend</a>
	Phonak Audéo Q90-312T (sand beige)		11/27/2016	11/26/2017	Extended warranty on sales	<a href="#">Extend</a>
			11/27/2016	11/26/2017	Extended warranty on L&D	<a href="#">Extend</a>

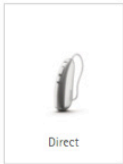
**G** **Upgrade to Audéo B90-312T**

**Audéo B**


The comprehensive RIC portfolio (including the new rechargeable hearing aid and the new direct connectivity hearing aids) for mild to severe hearing loss, is designed to simplify your clients' lives while providing an exceptional hearing experience, regardless of their whereabouts.

1 This item is for: ☒ Stock ☐ Client (Only one client per order)


2 Choose a model



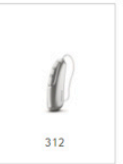
Direct



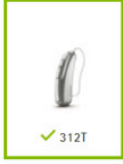
R




10



312




✓ 312T



13

**Audéo B90-312T**



**Add to cart**

**Warranty Expiration Report**

List all warranties that expire between:

START DATE\* 11/11/2017 END DATE\* 02/10/2018 Show all ☐

**Retrieve**

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. **H**

## Online Payment of Invoices

You can now pay your invoices online. Here's how:

1. Click on "Invoice Management" in the dropdown menu under "My Account." **A**

Continued on next page.

**PHONAK** Professional

Solutions Products Support Training

Services [Order History](#) [Document History](#) [Invoice Management](#) [Warranty Expiration Report](#)

Balance: Open Items

For questions on this statement, please call 800-777-7333 and choose option 7

Phonak Tester My Account ▼

- My Profile
- Address Management
- Order History
- Document History
- Device Management
- Warranty Expiration Report
- Invoice Management**
- Log out

PhonakPro...

**Resources** **Store**

## Online Payment of Invoices, continued

2. Select "Invoices" and click "Pay." (If any credit memos are available on your account, selecting them will reduce the total outstanding amount to be paid off.) **B C D**
3. Enter a credit card number and be sure to uncheck, "Use selected card as default payment method" if you do not want to use the same card next time. Click "Add Credit Card" to proceed to payment review. **E F G**
4. Review your payment (amount, invoice numbers) and click "Pay." **H**
5. Save a confirmation number if needed. **I**

**Services** Order History Document History Device Management Invoice Management Warranty Expiration Report

**Balance: Open Items**

For questions on this statement call Kelly Geer: 1-800-123-5678 ext. 9999

0020081078 User E-Store Tests

2 item(s) selected  
**Pay 479.00**  
SELECT ALL

DATE	DOCUMENT #	TYPE	SERIAL #	CLIENT NAME	PURCHASE ORDER #	AMOUNT	DUE DATE	AGING	ACTION
12/14/2017	5156766145	Invoice				180.0	12/14/2017	B	<input checked="" type="checkbox"/>
12/14/2017	5156766146	Invoice				1678.0	12/14/2017	B	<input type="checkbox"/>
12/14/2017	5156766147	Invoice				299.0	12/14/2017	B	<input checked="" type="checkbox"/>
12/14/2017	5156766148	Invoice				1298.0	12/14/2017	B	<input type="checkbox"/>
12/14/2017	5156766150	Invoice				2798.0	12/14/2017	B	<input type="checkbox"/>
12/14/2017	5156766152	Invoice				4798.0	12/14/2017	B	<input type="checkbox"/>

**Pay 479.00**

Select Credit Card Review Payment Payment Summary

**Select Credit Card**

**E** ☒ Use selected card as default payment method

**Add Credit Card**

**Add a new Credit Card**

Please enter your credit card information:

ISSUER: Visa **F**

CREDIT CARD NUMBER: 1111

NAME ON CREDIT CARD: Phonak Test

EXPIRATION MONTH: 01

EXPIRATION YEAR: 2017

**G** **Add Credit Card** **Cancel** **Back to Open Items**

Select Credit Card Review Payment Payment Summary

**Review your Payment**

INVOICE #   CREDIT #   FINANCE CHARGE #	AMOUNT
5156766145	180.0
5156766147	299.0
<b>Total</b>	<b>479.0</b>

**Payment Information**

Issuer: Visa

Last 4 Digits of Credit Card: XXXX XXXX XXXX 1111

Name on Credit Card: Phonak Test

**H** **Back to Select Credit Card** **Pay**

Select Credit Card Review Payment Payment Summary

**Thank you for your payment!**  
Open Items have been cleared successfully: 107830948 APPROVAL

**I**

**Payment Summary**

Paid on the with Visa \*\*\*\* \* 1111

DATE	DOCUMENT	TYPE	SERIAL #	CLIENT NAME	PURCHASE ORDER #	AMOUNT	DUE DATE	AGING
	5156766145	INVOICE				180.0		B
	5156766147	INVOICE				299.0		B

# Sending a Device for Repair

1. Click on "Device Management" in the dropdown menu under "My Account." **A**
2. Enter a serial number of the unit to be sent in for repairs and select the repair checkbox. Click "Repair" to proceed. **B C D**
3. Select "Reason" for repair, choose desired warranty for the device, and click "Prepare Order" to proceed. **E**
4. Phonak Store will display warranty status for your device(s), an estimated age of the device with warranty after repair options, and an estimated service charge including shipping charge if the warranty on the device has expired. **F**
5. Provide any additional information requested and any repair instructions in the notes field. Click "Submit Order." **G**

Continued on next page.

# Sending a Device for Repair, continued

- 6. Click "Download PDF" and print document. Include it in the box with the device and send it to Phonak for repair. H
- 7. Customers will receive an email confirmation and an attached PDF with a reference number that can be reprinted if needed.

Services

Order HistoryDocument HistoryDevice ManagementInvoice ManagementWarranty Expiration Report

Repair Order Confirmation 005135306299

Your Repair Order was submitted with the order number: 005135306299

Download PDF

H

How to send your Devices for Repair

1

Print your return label and documents.

2

Put the printout in a box with your device(s).

3

Mail to Phonak.

Phonak Online Service Form

Ship To

0020081078  
User E-Store Tests  
4520 WEAVER PKWY  
WARRENVILLE US-IL 60555

Bill To

0020081078  
User E-Store Tests  
4520 WEAVER PKWY  
WARRENVILLE US-IL 60555

Payer

0020081078  
User E-Store Tests  
4520 WEAVER PKWY  
WARRENVILLE US-IL 60555

Contact Information

Name: TEST  
Phone: Test@test.com  
Email: TEST  
Third Party Patient #:  
Purchase Order #:

Service Options

☒ Please call before repairing  
☒ 24-Hour Service Option [Rush 24]

Ordernumber / Date

5135306299 / Dec 21, 2017

Device Information

SerialNo

Product

Customer

Service Type

Phonak Audio Q90-312T (champagne)

Not Functioning (CC10)

Warranty On Repairs

Less than 5 years, 6 months warranty: Hearing InstrumentPhonak CROS

Comment

dead

Mark Problem Area

S R RI RI RI L1 L2  
PHK BUL YOUN ICS GAIN PHD WHIT TRQ

phonakpro.com

PHONAK  
life is on

PHONAK Repair Order Confirmation 1513602507176

Thank you for choosing Phonak Store for requesting a Repair order!

Attached you will find your Repair Order confirmation.

Please follow these instructions to return your device(s):

1. Print your Repair Order confirmation

2. Put it in a box with your device(s)

3. Mail to Phonak

Should you have any questions regarding your request, please contact Customer Service at 1-866-340-8774, ext. 4. The Customer Service Department is available Monday through Thursday 7:00 a.m. to 7:00 p.m., and Friday 7:00 a.m. to 6:30 p.m. Central Standard Time (CST)

Phonak values your business and welcomes your feedback. Let us know what you think – send your comments to [store.feedback@phonakpro.com](mailto:store.feedback@phonakpro.com).

Phonak - Life is on

# Sending a Device for Credit

- 1. Click on "Device Management" in the dropdown menu under "My Account." **A**
- 2. Enter a serial number of the unit to be returned. Click "Return for Credit" checkbox if this option for that device is available. All standard terms and conditions apply for a device to be eligible for return for credit. **B C D**
- 3. Select a reason for return and confirm your return. **E F G H**

Continued on next page.

PHONAK  
Life is on

Professional

Phonak Test My Account

My Profile

User Management

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Warranty Expiration Report

Log out

PhonakPro...

Resources

Store

With a product expert: 1-866-340-8774

My Shortcuts

Cart(0)

Solutions

Products

Support

Training

Search Phonak Store

ACCOUNT/PRICING PROGRAM

User E-Store Tests

Services

Order History

Document History

Device Management

Warranty Expiration Report

Device Management

Please enter the serial number of the Phonak product you would like to look up.

ACCOUNT

SERIAL NUMBER

Look Up Warranty

SERIAL #	PRODUCT	CLIENT NAME	REGISTER	WARRANTY STATUS	RETURN FOR CREDIT
	Phonak Bolero B50-PR (sand beige)			Active	<input checked="" type="checkbox"/>
	Phonak Bolero B50-PR (sand beige)			Active	<input type="checkbox"/>

Return

Select the reason for return and confirm your devices

SERIAL NUMBER	PRODUCT	CLIENT NAME
	Phonak Audéo B90-R (sand beige)	

Reason for return (mandatory)

Please choose one of the following:

Patient did not use

- Medical Reason
- Cancelled Order
- Functions (i.e. EasyPhone, Wireless, etc.)

Patient returned because

- Could not adjust
- Cost/Benefit
- Comfort or Retention Issue
- Cosmetics
- Functions (i.e. EasyPhone, Wireless, etc.)

Order / Stock / Shipping Issues

- Error or Problem with Order
- Overstock/Consignment

Comments

customer did not like color

Please Note: Instruments must be returned in their original condition, within 60 days of invoice, and accompanied by a copy of the original invoice in order to receive full credit. You will not receive credit for shipping charges. All returns must be sent in by registered mail or some other form of insured shipment. Phonak is not responsible for any instrument lost during shipment.

The FDA Title 21, section 801.420, part "a", paragraph 6 defines "used hearing aid" as: "any hearing aid that has been worn for any period of time by a user, however, a hearing aid shall not be considered used merely because it has been worn by a prospective user as part of a bona fide hearing aid evaluation conducted to determine whether to select that particular hearing aid for that prospective user, if such evaluation has been conducted in the presence of the dispenser or hearing aid health professional selected by the dispenser to assist the buyer in making such a determination."

Phonak, LLC is not responsible and assumes no liability for any non-Phonak manufactured device or accessory sent by you to Phonak. Please ensure that you only include Phonak devices and accessories herein.

Create Return Order and continue to print Document

# Sending a Device for Credit, continued

- 4. Download and print document. Include in the package with device and return to Phonak. 1
- 5. Customers will receive an email confirmation and an attached PDF with a reference number that can be reprinted if needed.

ACCOUNT/PRICING PROGRAM [REDACTED] My Shortcuts Cart(0)

Thank you, your returns are marked in the system.

Return Order 51995 [REDACTED]

We are awaiting your Return. You will receive the credit when the devices reach us.  
Please follow these instructions to return your device(s).

Download PDF 1

How to Return your Devices

1  
Print your return label and documents.

2  
Put the printout in a box with your device(s).

3  
Mail to Phonak.

Back to Order History

Phonak Online Return for Credit Form

Ship To	Bill To	Payer
[REDACTED]	[REDACTED]	[REDACTED]
Return Reason Cosmetics (120)	Ordernumber / Date 51995 [REDACTED] / Dec 11, 2017	
		
	51995 [REDACTED]	
Returned Devices	SerialNo	Product
	[REDACTED]	Phonak Audio V30-312T (champagne)
Customer		[REDACTED]
Comment customer did not like color		

 phonakpro.com



## Order history

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

1. Click on "Order History." **A**
2. Select the search criteria **B** by selecting the desired options for "Order Type," "Order Status," start and end date or searching by specific criteria. Then click "Show Results." **C**  
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 FedEx website for additional tracking information. **D**

ORDER DATE	ORDER NUMBER	ORDER STATUS	CLIENT NAME	ACCOUNT NUMBER
10/08/2015	WS11323256	Order Received	Stock	0020081078
10/08/2015	WS11333765	Completed	Stock	0020081078
10/08/2015	WS12623805	In Progress	Jason Thompson	0020081078

## Document history

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

1. Click on "Document History." **A**
2. Enter the start and end date. **B**
3. Check the box for the document type you would like to search for. **C**
4. Select the search criteria, **D** such as order number, client name, etc.
5. Enter the search criteria and click the "Show Results" button. **E** The search results will display below.

DOCUMENT TYPE	DOCUMENT NUMBER	DOCUMENT DATE
<input checked="" type="checkbox"/> Configuration Sheet	0020081078	11/03/2015
<input checked="" type="checkbox"/> Consignment Letter	0020081078	11/03/2015
<input checked="" type="checkbox"/> Credit Memo	0020081078	11/03/2015

## Changing payment settings

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

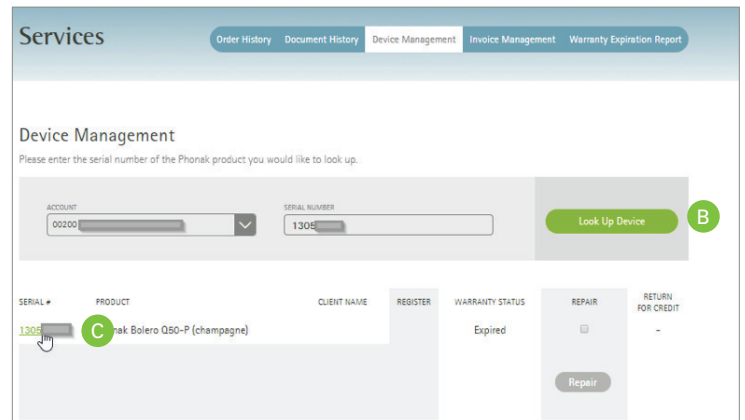
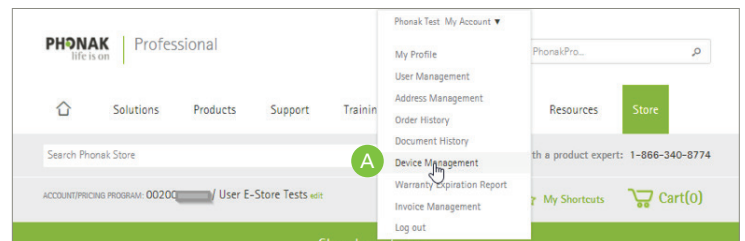
ACCOUNT	BILL-TO	PAYER
0020081078	JACEK DAUKSZEWCZ	JACEK DAUKSZEWCZ
0020081078	JACEK DAUKSZEWCZ	JACEK DAUKSZEWCZ
0020081078	JACEK DAUKSZEWCZ	JACEK DAUKSZEWCZ



## Warranty lookup and extension

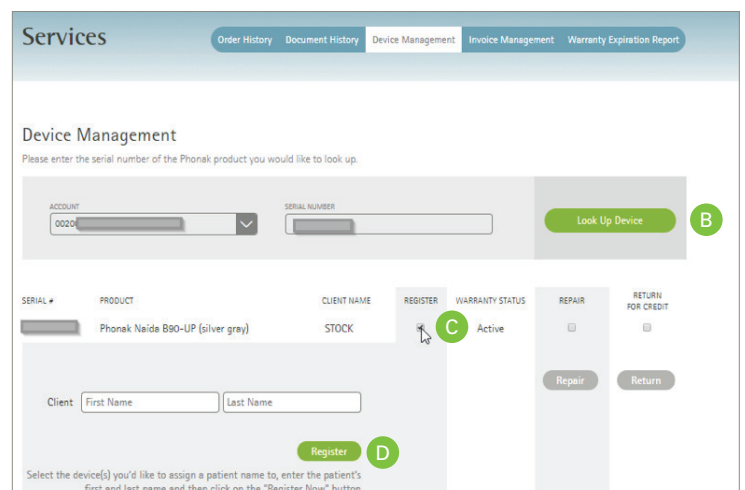
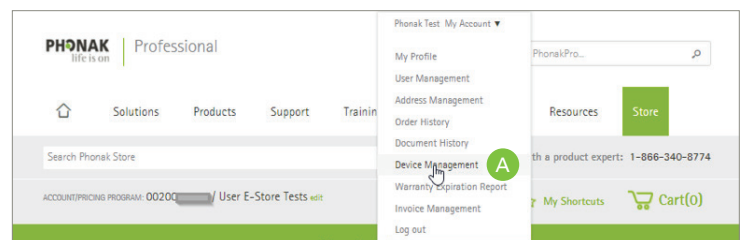
Warranty look up and extension can be done quickly and easily:

1. Click on "Device Management" in the dropdown menu under "My Account." **A**
2. Perform a search for a device using the serial number. The returned results will display below. **B**
3. Click on the serial number to view the warranty details. **C**
4. Click on the drop down arrow for "Extend the Service Warranty" **D** and select the desired option. Then submit your request.



## Assigning a Patient Name to a device

1. Click on "Device Management" in the dropdown menu under "My Account." **A**
2. Perform a search for a device using the serial number. **B**  
The returned results will display.
3. Choose the "Register" checkbox **C**, add a First and Last Name, and click "Register." **D**



# 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.

User Role	User admin	eServices	Store access	Checkout	Pricing/Invoices	Lyric status
Account Manager	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Admin	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Professional		<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Viewer		<div></div>	<div></div>		<div></div>	<div></div>
Basic						

# 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." 

A
2. Select your shortcuts to view your list of items. 

B

  
Click on "Add to Cart" 

C

 to add the item to your cart.
- 

Battery 10 PowerOne Phonak MF 6  
BLI Pack(s) of 60 pieces

Order quantity of 1 is 1 carton. Each carton contains 10 cards of 6 cells = 60 cells total.

Material No. 070-0371

\$31.10

1

Add to cart


★ Add to Shortcuts 

A

B

Your Shortcuts

Continue Shopping >



Battery 10 PowerOne Phonak MF 6 BLI  
Material #070-0371

\$31.10

1

C

Add to Cart

✕

Delete All Shortcuts

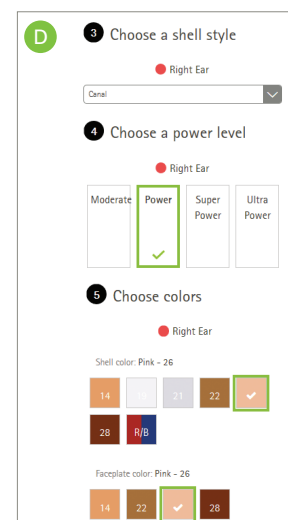
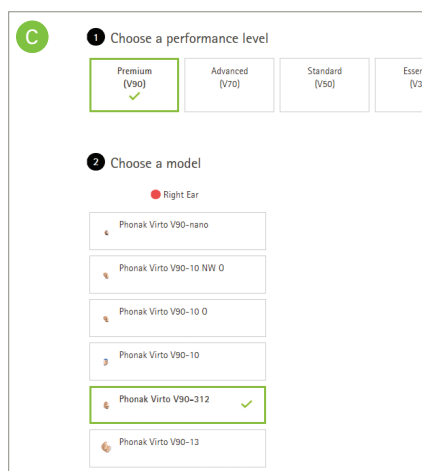
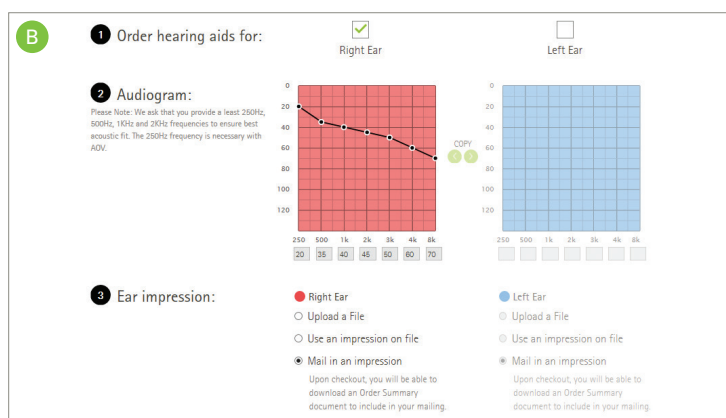
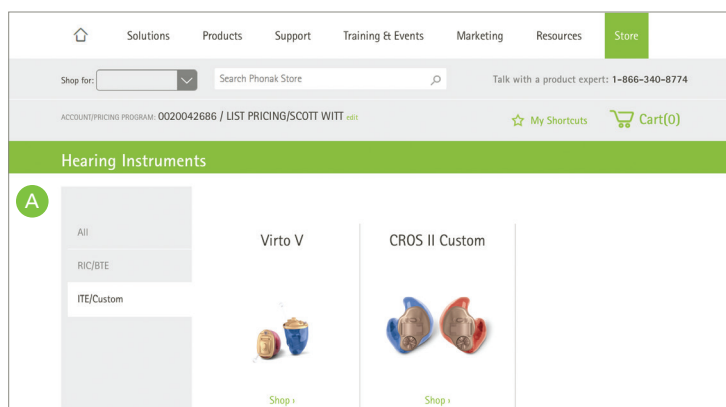
Continue Shopping >
- 10

# 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. **A**
2. Select appropriate ear(s) the hearing aid is for and enter the audiogram. **B** Next, select your method for providing the impression to Phonak.
3. Select the performance level and model. **C**
4. Choose the shell and faceplate color and all desired options for the hearing aid. **D** 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. **E**
6. Click "Add to Cart" once your selections are complete. **F**
7. Enter your patient's name, age range and gender **G** if available and click "Proceed to Checkout." **H**
8. Review your order and click "Submit Order." **I**
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. **J**

**2** Extend your hearing aid warranty

Right Ear

**E** 2 Years (Included)

3 Years (\$119.00)

4 Years (\$238.00)

**3** Changes

In case any selected options are incompatible with other selected options, please tell us how you'd like to resolve the issue.

☐ Please call if changes are required

☒ It's OK for Phonak to change these items:

☒ Removal Line

☒ TCoil, Easyphone

☒ Power level

☒ Push Button

☒ Style

☒ Volume Control

☒ Venting


☒ Wax System

**Virto V**

Material #063-0140

R: Phonak Virto V90-312 \$2,099.00

R



Added Items:

**\$2,099.00**

**F** Add to Cart

**Continue Shopping >**

**H** Proceed to Checkout

**G**

John Smith 22-54 Male

**I** Order Summary

ITEMS FOR: John Smith [Show Details](#)

List Price	\$2,099.00
Shipping	\$4.95
Sales Tax	\$0.00
Processing	\$0.00
Total	\$2,103.95
Promotional Code	<input type="text"/>
<a href="#">Apply</a>	
Promotion Discount	\$0.00
eCoupon	\$0.00
You Saved	\$0.00
<b>YOUR PRICE</b>	<b>\$2,103.95</b>

Additional Comments

[< Back](#)

[Submit Order](#)

**J** Thank you for your order

[Start a New Order](#)

Your order confirmation number is W511008646.

If you have any questions please call us at 1-866-340-8774 or [email us](#).

1. Download and print the custom product overview PDF below.



[Download PDF](#)

2. Put the printout in a box with the ear impressions.



3. Mail 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 Resources tab on [phonakpro-us.com](http://phonakpro-us.com).

For assistance with the Phonak Store, please email: [eservices@phonakpro.com](mailto:eservices@phonakpro.com) or call: 866-340-8774