A Sonova brand



Phonak eStore.

Quick Guide



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Sending a device for repair

Follow these steps to send a device for repair:

	PHONAK life is on Professionals	Search Phonak Store		Q 🛛 🖓 Cart (0)	0020021784 /	Sarah Smith	
	Home Shop Pro	oduct Device Management	Order History	Document History	User Management	Software Downloads	
From the navigation bar, click on	Device Manageme	nt					
	You can retrieve device information by searching below. You can add a patient name to a device originally ordered as stock.						
	ACCOUNT 0020021764 eStore TEST ACCOU	PRICING PROGRAM NT 2 0020023658 / 0020021764	Change	Name or Serial Number		I note the Device	
	Device Manage	ement					
	This can infrase bosis whereas	the by upper we below. We now they est	tent a marriety or and a sel	and early to a chaired or served of	education of sheek.		

2. Enter the serial number of the device to be sent in for repair **B** and select the repair check box **C**. Click "Repair" to proceed. **D**

1004	International Academics				
000000	1770 eStore TEST ACCOUNT 4			Ertiere	Device Managemen
1214	1901077	PLEAT 144/4	100704	WINGS AND STATIS	RUNA
		Contra Martin		PROPERTY SEALORS	
	Phonaik Changer Case IOC Incl. EUROS power suppry			Expired	
	Phonaik Power Fack			Expired	.0
	Phonoix Audrio (KPD-R: (sand beige)			Expired	× C
	Photosk Authin 8:03 R Journal torison)			Failed	

3. Select "Reason" for repair, choose
desired warranty for the device, and
click "Prepare Order" to proceed. 🕒



Sending a device for repair

4. Phonak eStore will display the warranty status of the device(s), and a flat rate repair charge for device(s) out of the warranty period.

INT. ORDORD1764 J PRIVATE PREJASISHE TEST A., 100 Create Repair Order PRODUCT SHALF HEASON . Wireless connectivity Phonei Autio 870-R (sand beige) (0500235P1) out of Warranty Device is less than 5 years old, 6 months warranty ofter
 Device is less than 6 years old, 12 months warranty after Wanarity After Repair · Only 12 months put of warranty sorvice plan available for WSR. CVESST, Receal Program, WCB-NS, WIGCC Service Type 122.41 + 15:001 ESTIMATED SERVICE CHARGE INCLUDING SHEPPING CHARGE Phonaik Audéo 870-8: (sand beige) (0500205P1) out of Warranty CAU225-00

Service T	уре	
SERIAL #	PRODUCT	ESTIMATED SERVICE CHARGE INCLUDING SHIPPING CHARGE
4410.775	Phonak Audéo P70-R (champagne)	100.00-0
Addition	al Information for Service Order	
Service Plan		48-Hour Service Option [Rush 48]
HCP Name:		Arlene Mallari
HCP Phone:		
HCP E-Mail		Arlene Mallari@sonova.com
Patient ID		
Purchase Ord	ler#:	
Remarks		Description of Problem, Items Sent with Repair
		G
		Submit Order



5. Provide additional information and instructions on the form and then click on "Submit Order" when done. G

6. Repair order confirmation will be displayed. Click on "Download PDF" to view and print the repair form. (1)

Sending a device for repair

7. A confirmation email is also sent to the user with instructions and a copy of the repair form. **()**

PHONAK Repair Order Confirmation 005231431991



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):

Print your Repair Order confirmation
 Put it in a box with your device(s)
 Mail to Phonak



Order history

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

1. Click on "Order History." 🗛



2. Adjust the search criteria by B "Order Type," "Order Status," start and end date or search by order information. Then click on "Show Results." Orders matching the search criteria will be displayed. To view the details of a specific order, click on the order number.

3. For orders with status "Shipped," a "Track Shipment" button will be available. Click this button to be taken to the courier website for additional tracking information. **D**

Only includes and	ers from th	e past 6 months									
ACCOUNT	ers nom en	ORDER TYPE		ORDER STATUS		START DATE:	ENO DATE				
All Accounts	\sim	All order types	\sim	All Orders	~	07/01/2024	10/31/202			С	
STATION IN										Show Res.	ilts
Select criteria	\sim	Enter criteria			3						
				-	-						
		1									
umber of results:	2										
umber of results:	2	÷ ORDER NU	JMBER		; OF	IDER STATUS	74	CLIENT NAME	3	ACCOUNT NUMBER	
lumber of results: RDER DATE 10/24/2024	2	 e ORDER NU w523117 	JMBER 752		; OF Or	IDER STATUS der Received	24	CLIENT NAME Arlene Mallari	8	ACCOUNT NUMBER 0020021770	

et 15, 2024 Patient Order	Shipped
hipped on Oct 15, 2024	D Track Shipment
nonax Audeo rau-spince (graphice gray) // Receiver 6.0 3R	2 (mm(s) 1 (km(s))
Open Dome 4.0 L	10 mm(s)
Phonair CharnerGo BICSEH LLIS EPS	1

Document history

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

1. From the navigation bar, click on "Document History". (A)

2. Documents created in the last 30 days will be shown. You can also search by document start and end date. B

3. Narrow down your result by document type by putting a check box on the document type you are searching for. **C**

4. You can also search documents by order number, client name, document number and PO number. **D**

5. Click on "Show Results" start the search and display results.

life is an	Professionals	Search Phonek Store			0020021764 /	PRIVATE PAV(vStore TEST ACCOUNT 2
Home	Shop Product	Device Management	Order History	Document History	User Management	Software Downloads



User management

Maintain user access to your accounts.

"User Management" allows Account Manager and Admin to manage user access online. 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 management	eStore checkout	Device warranty, Lookup/management, Order history	eLearn
Account manager	•	•	•	•
Admin	•	•	•	•
Professional		•	•	٠
Viewer			•	٠
Basic				٠

Warranty lookup

Warranty look up can be done quickly and easily:

1. From the navigation bar, click on "Device Management", enter the serial number and click on "Retrieve Device Management." (A) (B) (C)



2. Click on the serial number to view device warranty information. **D**

You can retrieve d	vice information by searching below. You can add a patient name to	o a device originally ordered as s	tock.	
4770107	17514 No.075			
0020021633	Store TEST ACCOUNT 3		Retri	eve Device Management
	PRODUCT	REGISTER	WARRANTY STATUS	REPAIR
SERIAL #	Phonak Chamer Care Combi incl. US nower supply		Expired	
SERIAL #	r nonex charger case control ince as porter suppry			
SERIAL #	Phonak Audéo P70-RT (chestnut)		Expired	

nonak c				
e Back to results				
Warranty	Status			
IERIAL #	2.0 (2004) (2007)			
RODUCT	Phonak Audéo P70-RT (chestnut)			
CUENT NAME			ß	
CRIFIED / USED WARRAN	nes	STATUS	START DATE	EXPRANON DATE
Standard warrant	Ŷ	Expired	09/02/2021	09/01/2024
		100 C	an inn inn a	

How to order BTE products

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

1. Check Account/Pricing Program prior to adding products to your cart. Default pricing program is Private Pay.

2. Start new order by selecting Stock or Client. For Client order, enter first name, last name and claim number for third party order. B



ITE Hearing Earpieces Wireless Parts & Fitting Batteries & In-Office Sennheiser Spare Parts Hearing Aids Maintenanc Materials Order Type: Client (Smith John) Change C Piatform Configure Audéo I \sim Go Lumity (52) Audéo 170-Sphere Audéo 190-R Audéo 170-R Audéo 190-Sphere Marvel (18) Quest (2) Platform 1(5) L (52) P (25) Q (2) \$2 000 52 000 \$ 000 \$ 000 Category Slim (8) Audeo L (15) : (1 R 1 2 (- 52 - 34 1 6 3 CROSL (1)

4. The configuration tool will guide you with product selection, including charger, receiver/tube/domes and accessories. Click on "Add to cart" when done. If ordering custom ear pieces with your BTE/RIC, go to Earpieces category and add the desired custom tip. Refer to "How to order custom products" for instructions.



3. Use the Configuration tool to help you configure the products in your order. Select the model of the hearing and click on "Go." C

How to order BTE products

5. Review items in your shopping cart and click on "Proceed to Checkout." 🕒



Your Shopping Cart PRODUCT

> l -

-34

MT

P

-

1

-

Phonak Audéo 190-R Material #: 050-1050-P6 Color: Silver Gray

Phonak Charger Go RIC I US EPS Material #: 075-0055-11

Cerustop Material #: 098-0282 Pack(s) of 8 pieces

M Receiver 6.0 1R

M Receiver 6.0 1L

Material #: 054-1085

Material #: 054-1086

eckout		Summary	
Processing Information SEND COPY OF INVOICE TO 0020021764 estore TEST ACCOUNT 2 es courses account 2	PURCHASE ORDER # *	ACCOUNT / PRICING PRO 0020021764 / PRIVATE PA 2	3RAM Y/eStore TEST ACCOUNT
Shipping information Shipping information Ship TO 0020021764 Shipt TACCOUNT 2	PROCESSING OPTIONS O Rush order 48 hour (\$42.00) Standard order (\$0.00)	Order Type: Client Name: Smith John List Price Shipping Processing Net Total	CAD2,430.00 CAD0.00 CAD2,430.00
80 COURTNEYPARK DR WEST MISSISSAUGA, CA-ONLSW 0B3		YOUR PRICE	CAD2,430.00
Special Instructions		Submit	Order

Continue shopping Proceed To Checkout

YOUR PRICE QUANTITY JUST PRICE

Compatible Items

Compatible Items

Compatible Items

Compatible Items

Compatible Items

TEM TOTAL

2 CAD2,390.00

1 💲 CAD40.00 🔟

1 🗘 CADO 00 🔟

1 CADO.00 🕅

1 🗘 CADO.00 🔟

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

special instructions if needed. When

done, click on "Submit Order." 🕞



How to order custom products

Phonak eStore allows you to easily place a custom order online.

1. Check Account/Pricing Program prior to adding products to your cart. Default pricing program is Private Pay. \Lambda

2. Start new order by selecting Client order. Enter first name, last name and claim number for third party order. B



 \times

Sarah TestUser 0020021764 / PRIVATE PAY/eStore TEST ACCOUNT 2

3. Use the Configuration tool to help you configure the products in your order. Select the model of the hearing and click on "Go." C



4. The configuration tool will guide you with product selection. Start by adding the audiogram and then select your method for providing impressions.

Ear Impression Cuptors a fre Opport for Som Wall na mymskow Trist time IIE client? © 15				
Ear impression Capace a fire Organ a fire Organ a fire Organ a myression Wall is an myression Mail is an myression First time ITE client? Ite i	12. 251 501 51 53 6 51			
Objects at file Opping at file Opping the file Opping at file Opping the file Opping the file	Ear impression			
Mail is an impresson Mail is an impresson First time ITE client? Tro Tro No	(6) O Upload a file O Uple an impression on file O Digital Bar Scan	© Uptood a File © Use an impression on File © Digital fair Scan	D	
0%)	Mail in an impression	Mailin an inpresson		
	O No			_

How to order custom products

5. Continue with model selection, shell options and additional options. When done, click on "Add to cart." (3)



6. Review your order and click on "Proceed to Checkout." (F)



7. Review shipping information and add special instructions if needed. When done, click on "Submit Order." (G

Checkout Summary Processing Information LOCOLINE I DEVEND D SEND COPY OF INVOICE TO 0020021764 21764 (PRIVATE PAYING eStore TEST ACCOUNT 2 80 COURTNEYPARK DR WEST MISSISSAUGA, CA-ONLEW OF Order Type: Client Name: Jane Smith CAD1,312.50 List Price Shipping information Shipping CAD0.00 SHIP TO 0020021764 Net Total CAD1.312.50 eStore TEST ACCOUNT 2 80 COURTNEYPARK DR WEST MISSISSAUGA, CA-ONEKW 0 CAD0.00 YOUR PRICE CAD1,312.50 Special Instructions **G**

8. Your order number will be displayed. If you are mailing impressions to Phonak, click on "Download PDF" to download and print the Custom Product Overview. Include this document in the box with the impressions. (H)



Changing payment settings

1. Account and Pricing Program can be changed by clicking on the "Edit" button under your user menu. (A) (B)

Q \ ☐ Cart (0)		Sarah Smith 🛛 🔥
Document History	User	Account: eStore TEST ACCOUNT 2 80 COURTNEYPARK DR WEST L5W 0B3 MISSISSAUGA CA-ON Pricing Program: PRIVATE PAY/eStore TEST ACCOUNT 2
g the product family from	Your la	Ealt Wy Profile My Shortcuts User Management Screener Tool Visit the AUDS Site
Configure		Log out

2. Click on the account name to show available pricing program under the account.

Choose your payment settings	×
Select an account from the list below, then choose a Pricing Program within that account. Note: Changing your payment settings may affect what items are available and their prices.	
SEARCH FOR ACCOUNT BY NAME, NUMBER OR CITY	
Type to filter accounts	
eStore TEST ACCOUNT 1 80 COURTINEYPARK DR WEST L6W 083 MISSISSAUGA CA-ON 0020021675	
eStore TEST ACCOUNT 4 80 COURTNEYPARK DR WEST LEW OB3 MISSISSAUGA CA-ON 0020021770	ļ
Cancel Use these setting Cancel Use these setting	gs



3. Select the pricing program and then click on "Use these settings." **D**

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.



Additional Information

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



