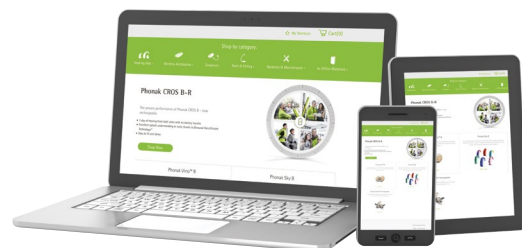


# Phonak eServices

## 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

Services

Warranty Expiration Report

List all warranties that expire between:

START DATE: 11/11/2017 END DATE: 02/10/2018

Retrieve

Show all

Pr November 2017 Ne

Su Mo Tu We Th Fr Sa

5 6 7 8 9 10 11

12 13 14 15 16 17 18

19 20 21 22 23 24 25

26 27 28 29 30

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

Retrieve

Show all

Export to Excel

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

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

Upgrade to Audéo B90-312T

Warranty Status

SERIAL # [REDACTED]

PRODUCT Phonak Audéo Q50-312T (sand beige)

CLIENT NAME [REDACTED]

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\*  END DATE\*  Show all

**F** [Retrieve](#) [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>

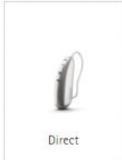
**G** [Upgrade to Audéo B90-312T](#)

### 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\*  END DATE\*  Show all

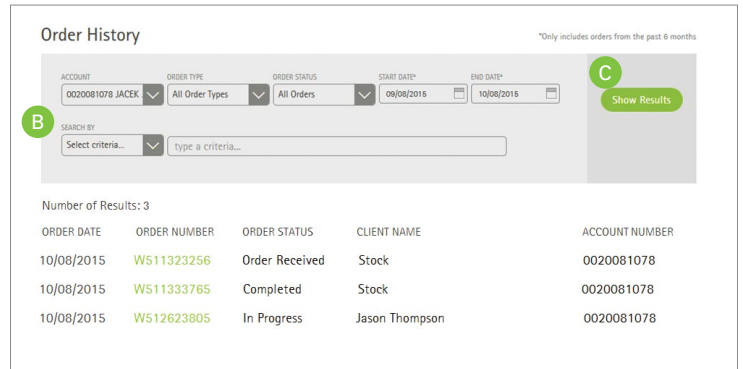
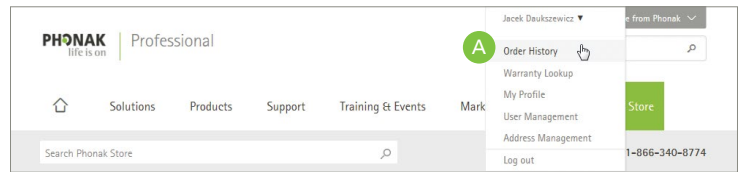
[Retrieve](#)

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](#) **H** to download a letter you can send to those patients.

## Order history

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

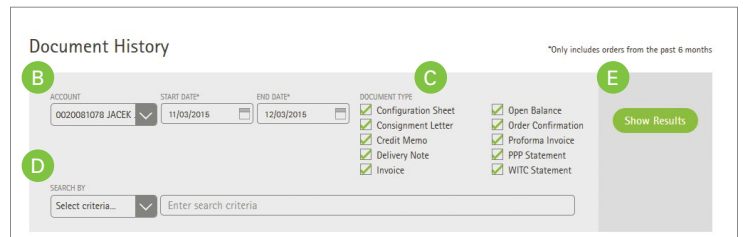
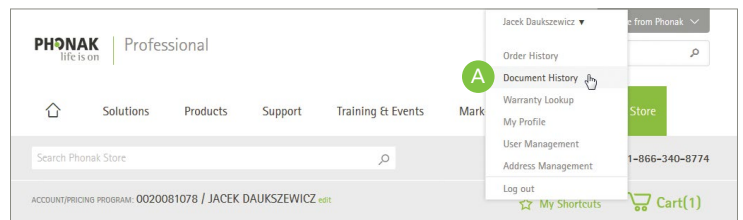
1. Click on "Order History." **A**
2. Select the search criteria **B** by selecting the desired options for "Order Type," "Order Status," start and end date or searching by specific criteria. Then click "Show Results." **C**  
The orders matching the search criteria will be displayed. To view the details 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**



## Document history

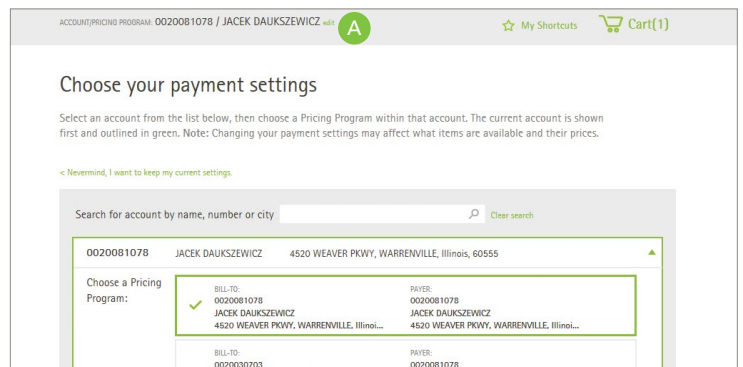
Accessing a variety of documents related to an order or your account is quick and easy:

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.



## Changing payment settings

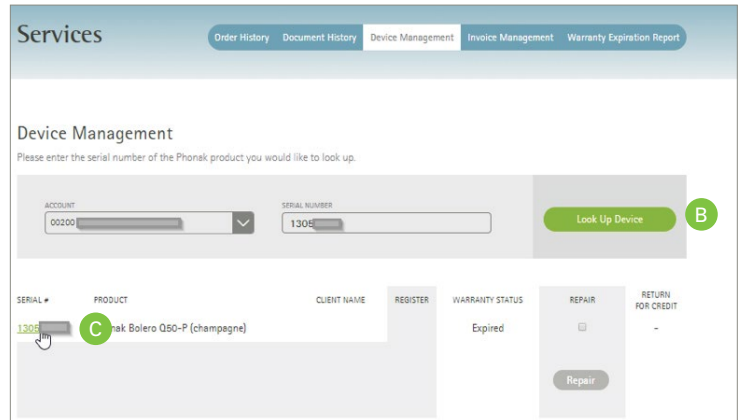
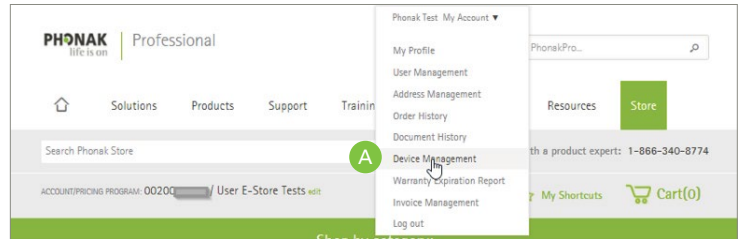
Your payment option can be changed at any time by clicking on "Edit" **A** next to the "Pricing Program" name and selecting the desired payment option from the displayed list.



## Warranty lookup and extension

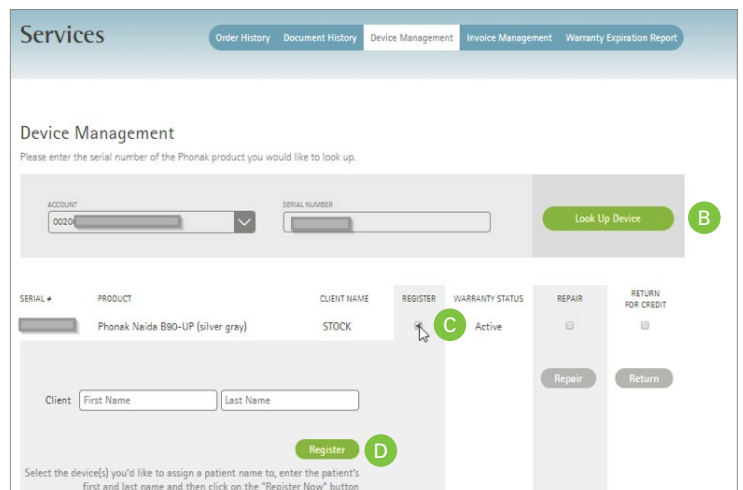
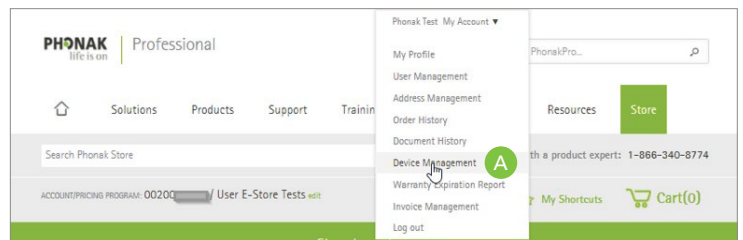
Warranty look up and extension can be done quickly and easily:

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. The returned results will display. **B**
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	•	•	•	•	•	•
Admin	•	•	•	•	•	•
Professional		•	•	•	•	•
Viewer		•	•		•	•
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 Add to Cart **C** ✕

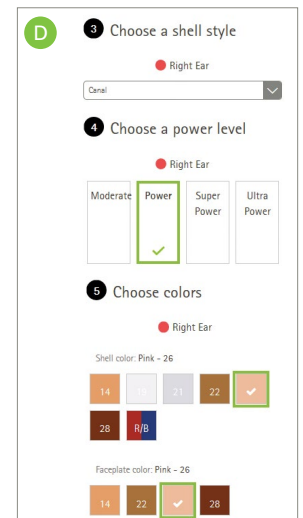
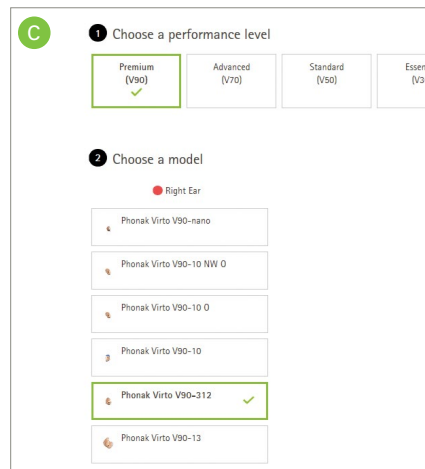
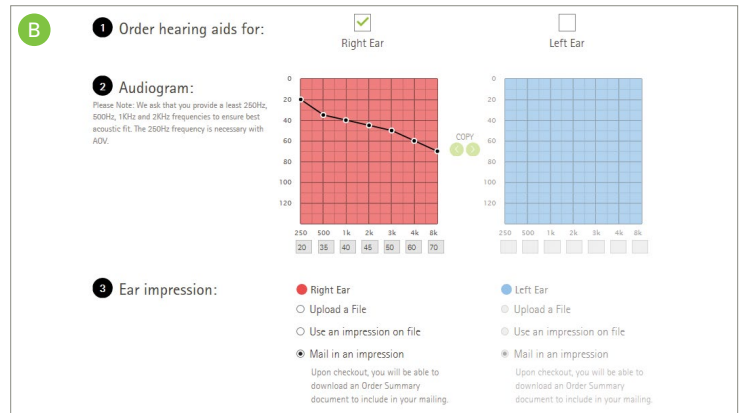
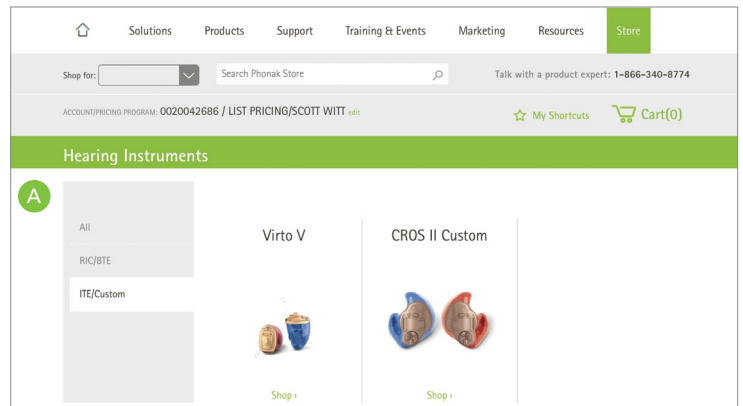
Delete All Shortcuts Continue Shopping >

# 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  Apply Promotion Discount \$0.00

eCoupon \$0.00  
You Saved \$0.00  
YOUR PRICE **\$2,103.95**

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.

Next steps:

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 access more functions and user-management instructions, please visit the Phonak Store How-To Guides located through the Training & Events tab on [phonakpro-au.com](http://phonakpro-au.com).

For assistance with the Phonak Store, please email: [info@phonak.com.au](mailto:info@phonak.com.au) or call: 1800 809 321.