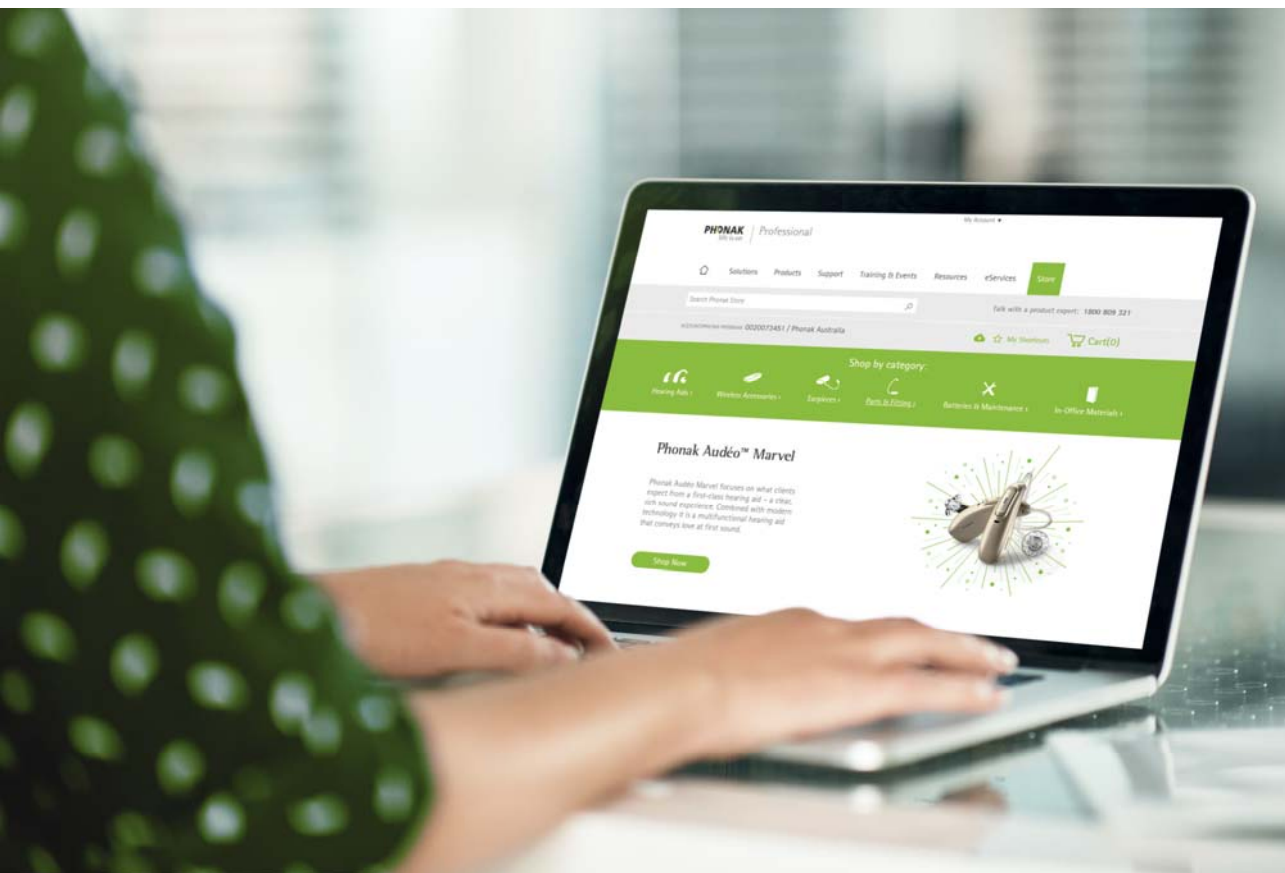# Phonak e-Store – General Ordering Tips

August 2019

A Sonova brand

PHONAK
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Contents
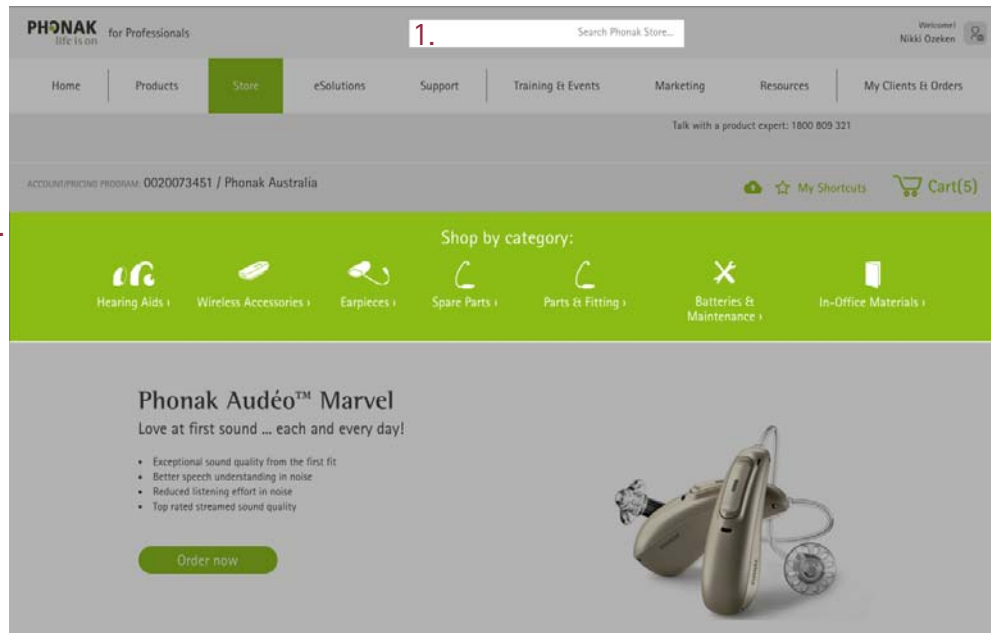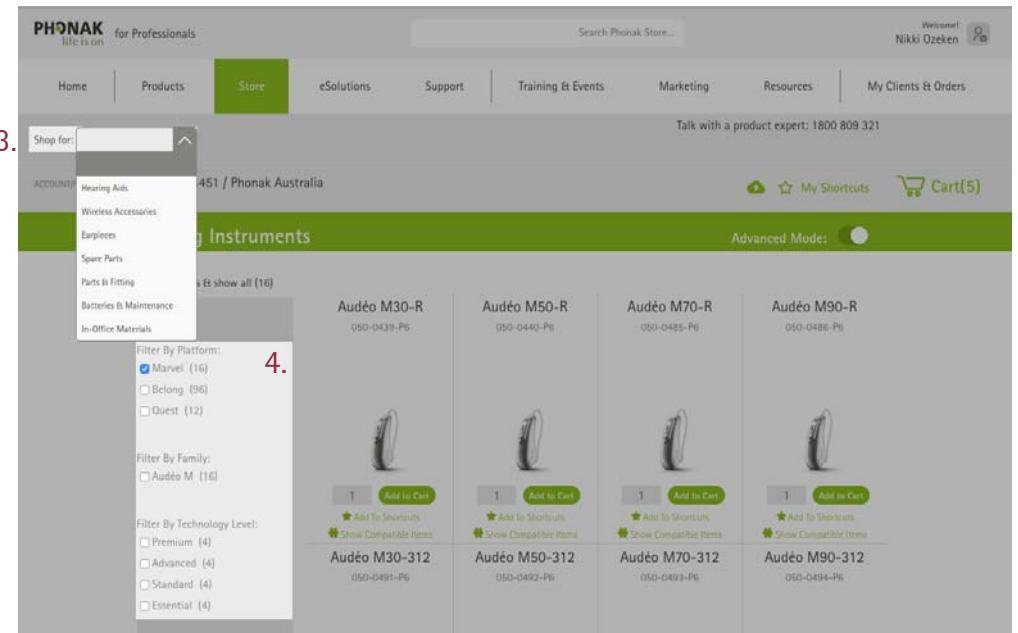
Finding Products on eStore

- Products on the eStore can be found via the:

    1. Search bar
    2. Category menu
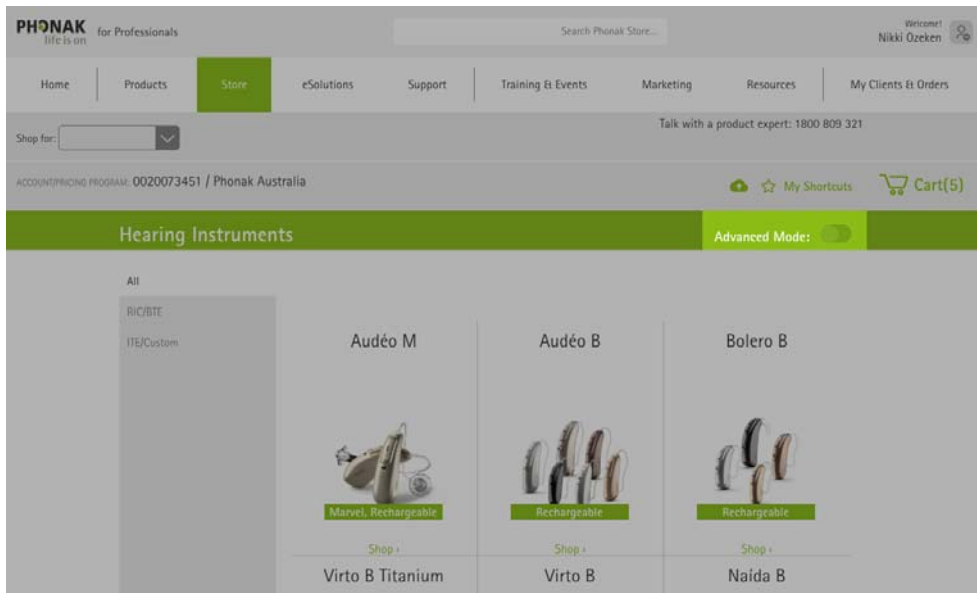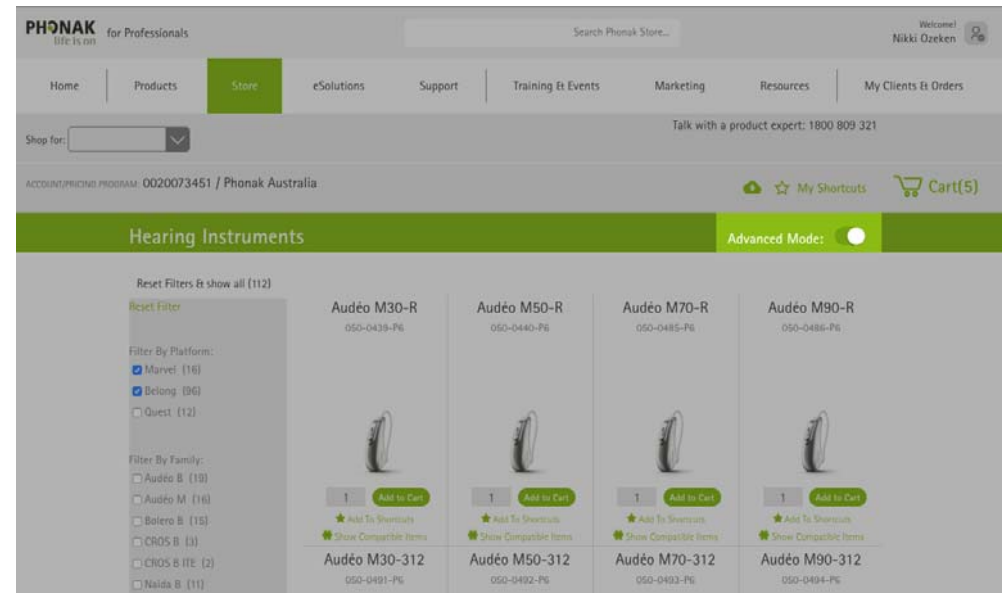   3. Category dropdown menu
    4. Category filter

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.

Audéo M30-R

050-0439-P6

2.

3.   1   Add to Cart   1.

4. ⭐ Add To Shortcuts

5. ✚ Show Compatible Items

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.
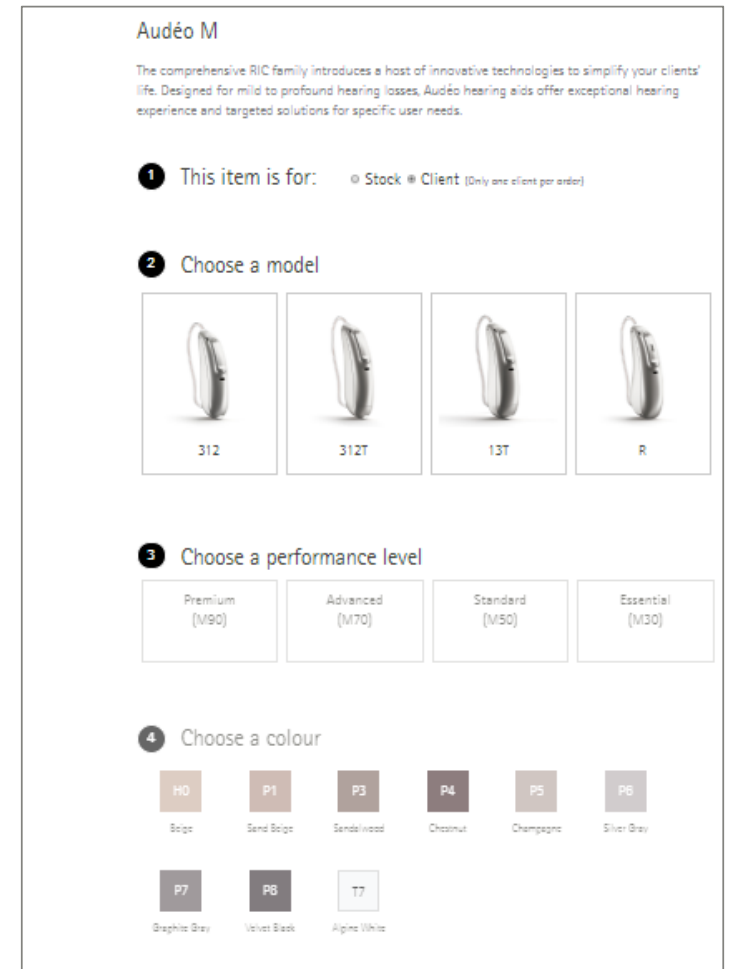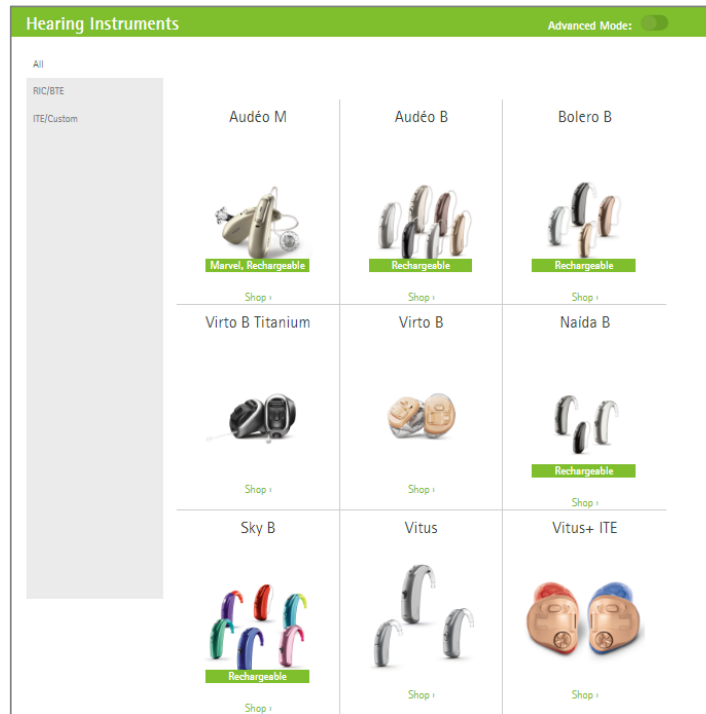
Compatible Items Feature

- 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

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.

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.
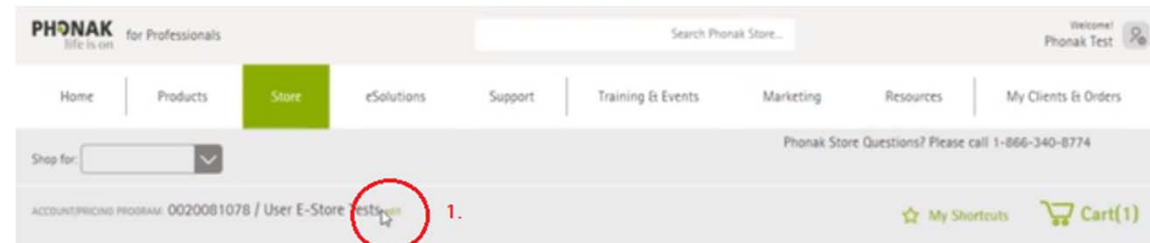
Ordering for Another Clinic

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.

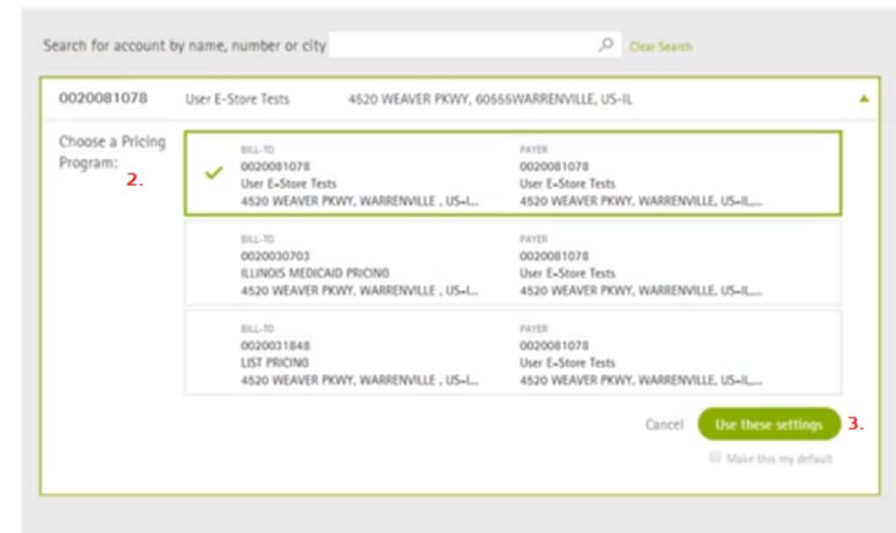2. Enter the account number of the clinic you want to place the order for.

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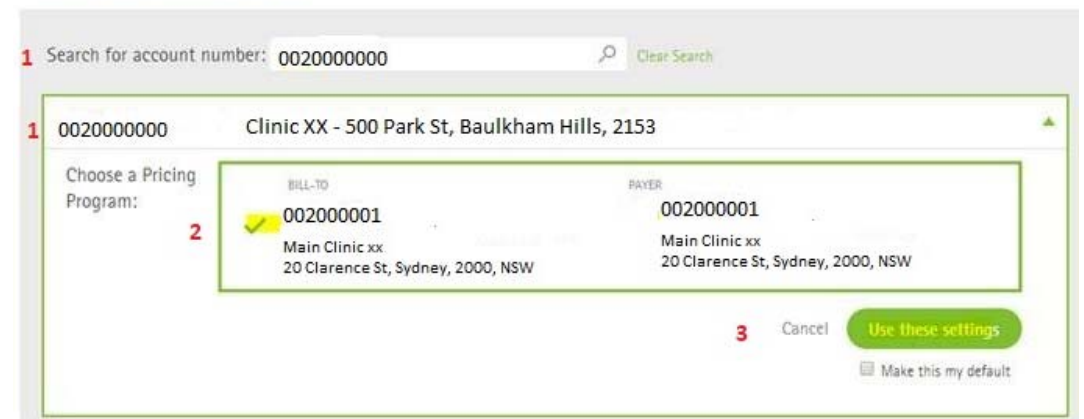
A pop up will appear to notify that the account was changed.

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.

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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

- 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.

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

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.

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