Phonak e-Store – Order Management

August 2019

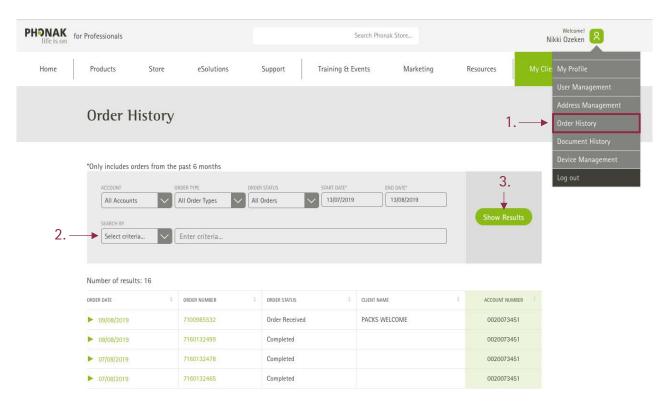A Sonova brand

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Contents

Order History

Viewing your order history and tracking an order are easy:

1. Select 'Order History' from the MyAccount dropdown box on the right.

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

3. 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.

4. Items that show 'Shipped', can be tracked via Toll. Please see next page for instructions on tracking your shipment.

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 eStore. 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.
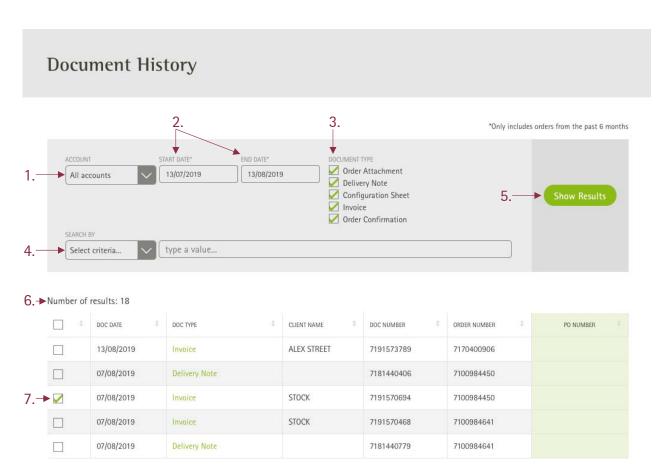
Document History

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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