

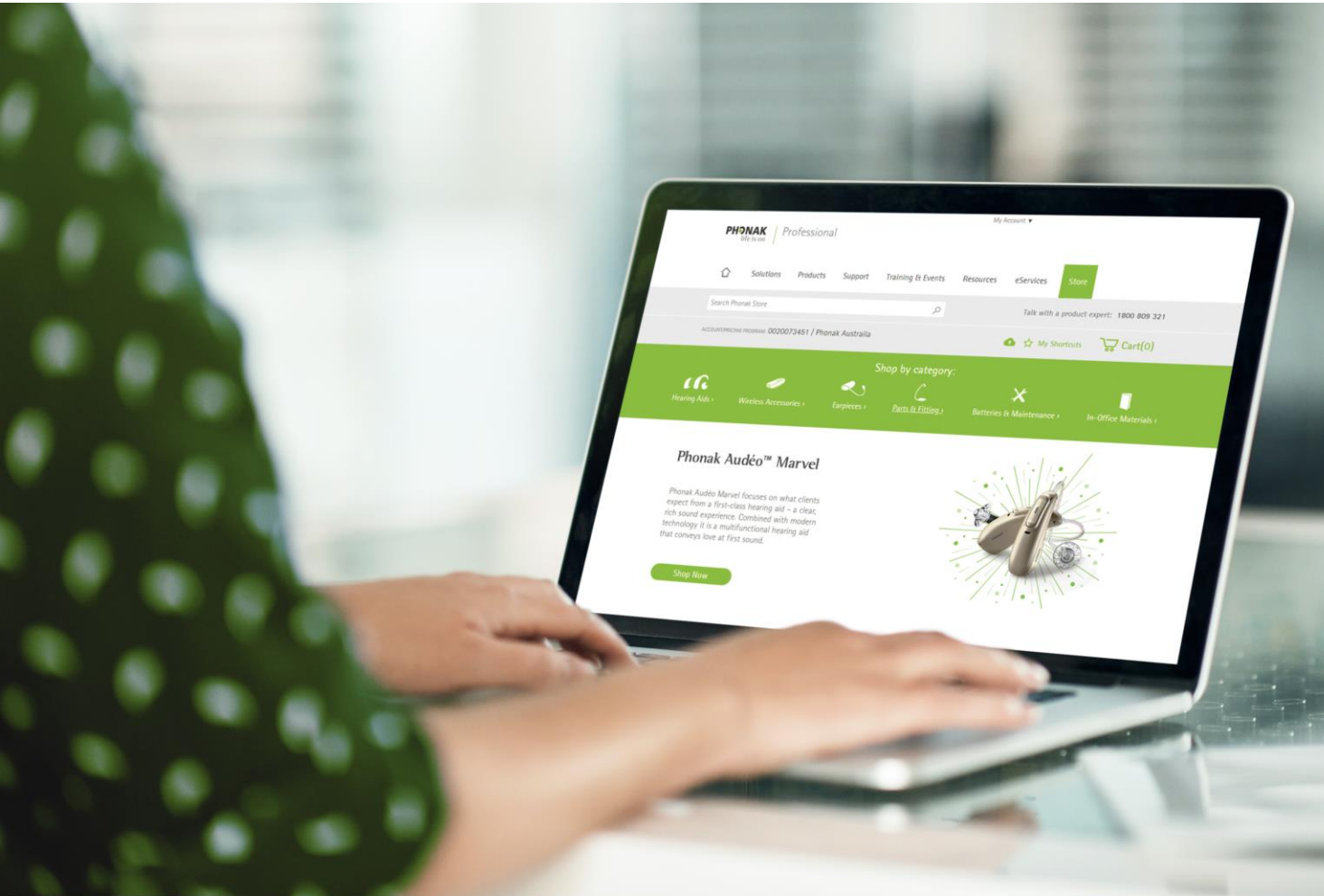
# Phonak e-Store Ordering – Troubleshooting Guide

August 2019

A Sonova brand

**PHONAK**  
life is on

# Contents











Cart issues	pg 3
Clearing your cache	pg 6
Invoice and pricing	pg 7
Ordering and shipping issues	pg 8

# Cart Issue

The 'Proceed to Checkout' button is not displaying on my cart page?

There are a variety of reasons why this issue can happen. The most common reason is because a product may not have been ordered correctly. In this example, the cShell earpiece has not been configured. In this case, click the 'Configure' button to complete configuration and this should resolve the issue and the 'Proceed to Checkout' button will now be visible.

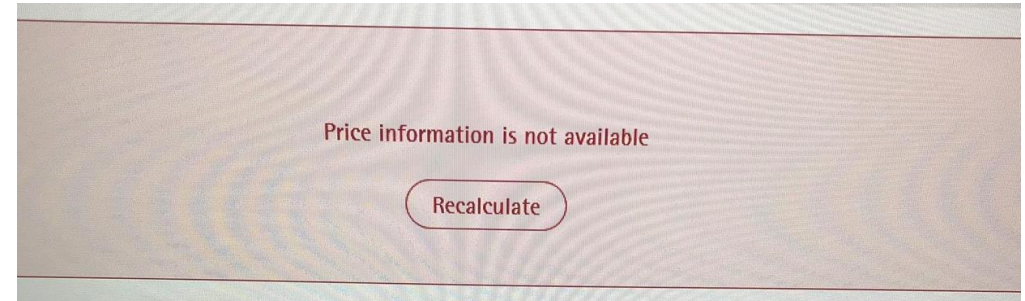
	Phonak Mini Charger Case Material #075-3009		AUD95.00	<input type="text" value="1"/>	AUD95.00	
	cShell 4.0 Acryl Material #062-0008-01 Configure, Side: Left, Shell: Pink, Faceplate: Pink	<a href="#">Compatible Item</a>	AUD95.00	<input type="text" value="1"/>	AUD95.00	
	cShell 4.0 Acryl Material #062-0008-01 Configure, Side: Right	<a href="#">Compatible Item</a> <a href="#">Configure</a>	AUD95.00	<input type="text" value="1"/>	AUD95.00	
	TV Connector® Material #076-3006-08	<a href="#">Compatible Item</a>	AUD180.00	<input type="text" value="1"/>	AUD180.00	
					List Price	AUD8,505.00
					Sales Tax	AUD0.00















# Cart Issue

## My pricing information is not displaying in my cart?

If you are receiving this pop-up and are not able to view pricing, it could be because you have a product in your cart that may not be configured correctly.

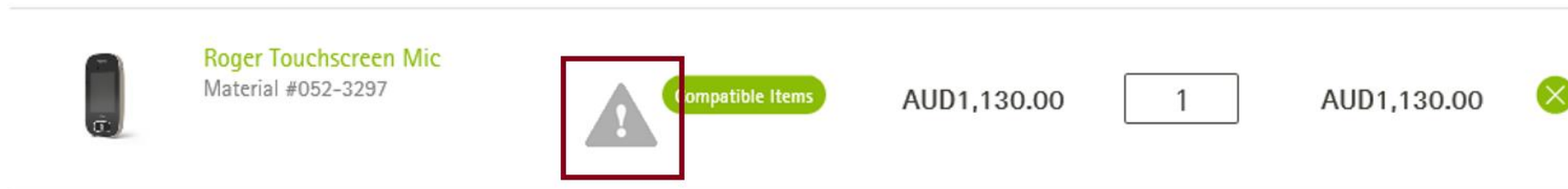
For example, you must configure each earpiece separately. If you need two of the same configuration, you are unable to configure the first one and then update the quantity to '2' in your cart. You must configure the second earpiece also then add it separately to the cart. Otherwise it will cause this issue.



			YOUR PRICE (EST PRICE)	QUANTITY	ITEM TOTAL
	<b>Phonak Naida B30-SP</b> Material #000-0318-P1	<a href="#">View Options</a> <a href="#">Compatible Items</a>	Your Price Unavailable (AU\$000.00)	<input type="text" value="2"/>	
	<b>Phonak DEXT II cordless phone BLU+</b> Material #000-0000-P002	<a href="#">Compatible Items</a>	Your Price Unavailable	<input type="text" value="1"/>	
	<b>Roger EasyPen</b> Material #000-0380-000P0	<a href="#">Compatible Items</a>	Your Price Unavailable (AU\$000.00)	<input type="text" value="1"/>	
	<b>D-Dry Kit incl. AUS power supply</b> Material #000-0000-00014		Your Price Unavailable	<input type="text" value="1"/>	
	<b>Roger 10</b> Material #000-0000-00001	<a href="#">Compatible Items</a>	Your Price Unavailable (AU\$000.00)	<input type="text" value="2"/>	
	<b>Emerald Acryl</b> Material #000-0001-01	<a href="#">Compatible Items</a>	Your Price Unavailable	<input type="text" value="2"/>	
	<b>Phonak PicoOne II incl. battery and pouch</b> Material #000-0000-P0	<a href="#">Compatible Items</a>	Your Price Unavailable	<input type="text" value="1"/>	

# Cart Issue

This symbol appears near the product in my cart, can I still add it to the cart?

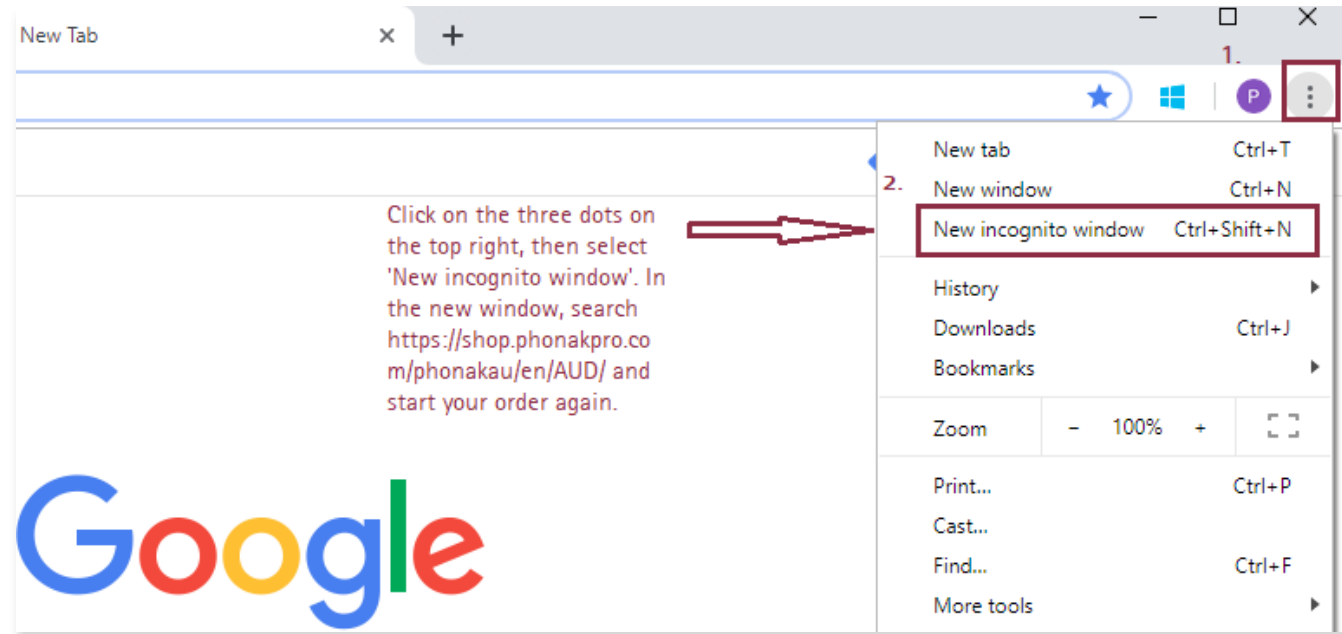


- You can still place your order if this symbol appears in your cart. This is an internal flag and will not affect your order, however, please alert Phonak if you see this symbol appear in your cart as it is an internal issue that we will need to amend.

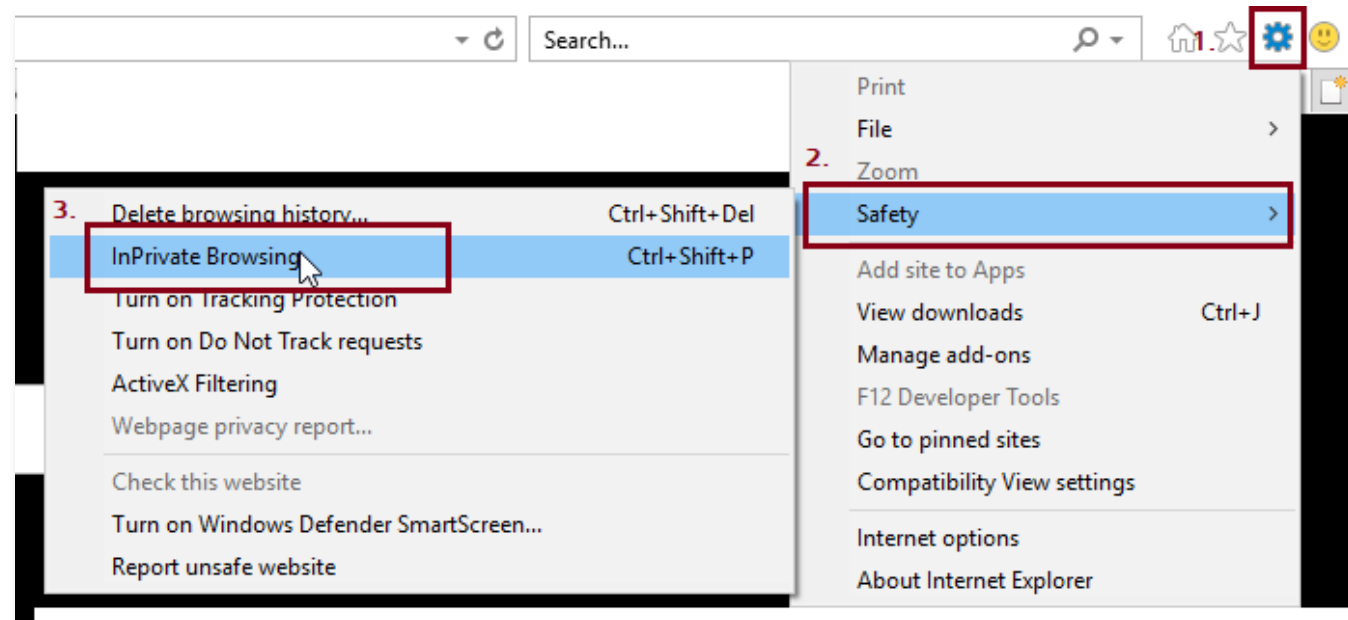
# Clearing your Cache

- If you are still experiencing issues after you have tried to rectify it, we recommend clearing your cache or otherwise referred to as your browsing history. Then try placing your order or complete your action again.
- Alternatively you can open a new window in private browsing mode. See across for how to do this in Internet Explorer and Chrome.
- If the issue still persists, please contact the Phoank Customer Service Team on 1800 809 321 or email [orders@Phonak.com.au](mailto:orders@Phonak.com.au).

## Chrome



## Internet Explorer



# Users Management Issues

## Why can't I see my invoices?

You can only view invoices or financial data if your Account Manager has granted permission for you to do so.

## Why can't I see pricing?

You can only view pricing and financial data if your Account Manager has granted permission for you to do so.

Please ask your Account Manager to grant you permission to view financial data in the permissions area within your user profile.

The screenshot shows the 'Permissions' section of a user profile. It includes a dropdown menu for 'Account Manager', a 'Status' section with a checked 'Active' checkbox, and several permission settings. The 'Financial data' setting is selected with the 'Yes' radio button, and a red arrow points to it with the text 'Assign permission'. Below these are sections for 'Lyric account', 'Screener Tool Access', 'Remote Support', and 'Account Assignment'.

Permission	Account Manager
Status	<input checked="" type="checkbox"/> Active
Financial data	<input type="radio"/> No <input checked="" type="radio"/> Yes ← Assign permission
Lyric account	<input checked="" type="radio"/> No <input type="radio"/> Yes
Screener Tool Access	<input checked="" type="radio"/> No <input type="radio"/> Yes
Remote Support	Yes
Account Assignment	<input type="checkbox"/> ACCOUNT NUMBER ADDRESS
	<input checked="" type="checkbox"/> 002XXXXXXX Manning Audiology Pty Ltd, TAREE
	<input checked="" type="checkbox"/> 002XXXXXXX Manning Audiology - Harrington, HARRINGTON
	<input checked="" type="checkbox"/> 0020XXXXXX Manning Audiology - Tuncurry, TUNCURRY



## I can't place an order or ship to another clinic?

This may occur because you don't have permission to order for another clinic. You can only order and ship to clinics that have been assigned to your user profile by your Account Manager.

Check your user profile to see what clinics are assigned to you. If the clinic you are trying to order or ship to is not added to your profile, then contact your Account Manager to add that clinic to your user profile.

Please refer to the eStore Ordering – general tips guide to learn how to place an order for and ship to another clinic.

**Permissions**

Permission: Account Manager ▼

Status:  Active

Financial data:  No  Yes

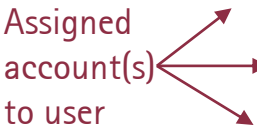
Lyric account:  No  Yes

Screener Tool Access:  No  Yes

Remote Support: Yes

Account Assignment

	ACCOUNT NUMBER	ADDRESS
<input checked="" type="checkbox"/>	002XXXXXXXX	Manning Audiology Pty Ltd, TAREE
<input checked="" type="checkbox"/>	002XXXXXXXX	Manning Audiology - Harrington, HARRINGTON
<input checked="" type="checkbox"/>	0020XXXXXXXX	Manning Audiology - Tuncurry, TUNCURRY

Assigned account(s) to user 



Together,  
we change lives