# Phonak eStore User Guide – Account & Document Management

November 2019

A Sonova brand
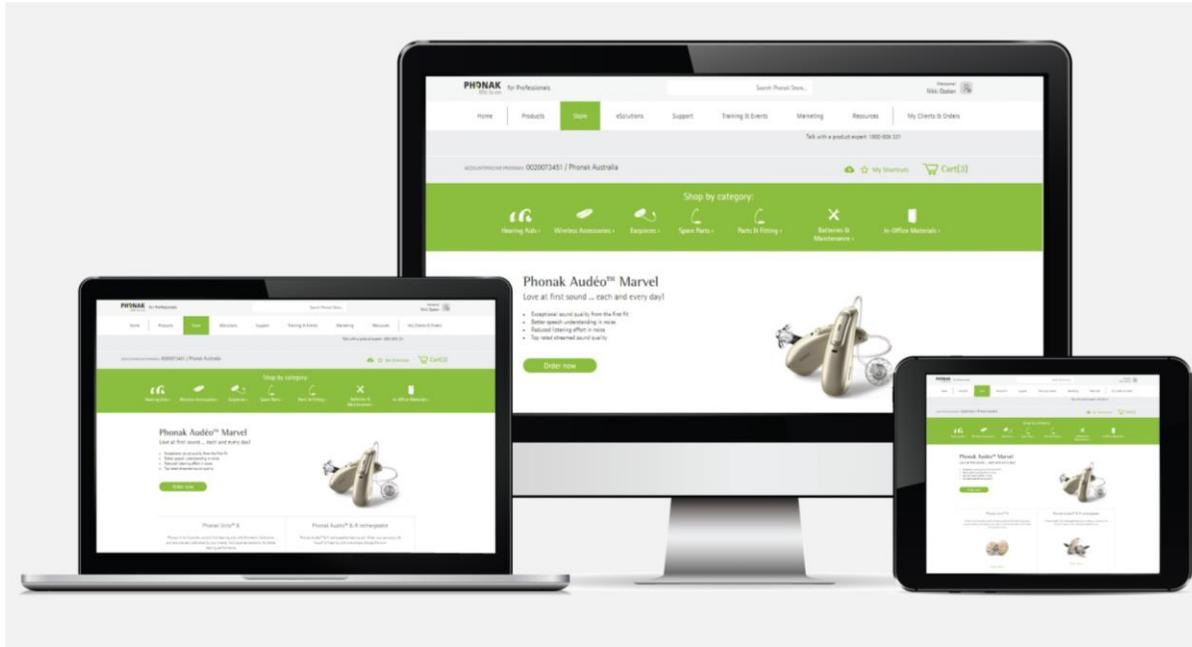
Contents

# Address Management

Address management displays the clinic addresses associated with the primary eStore account details.
This address **can only be updated by Phonak**. Please contact Phonak if these details need to be updated.
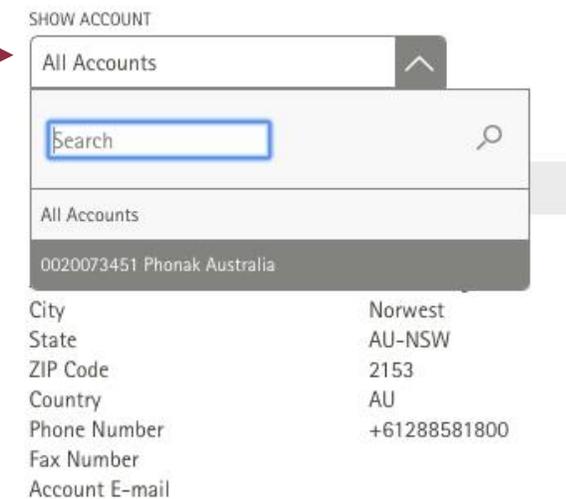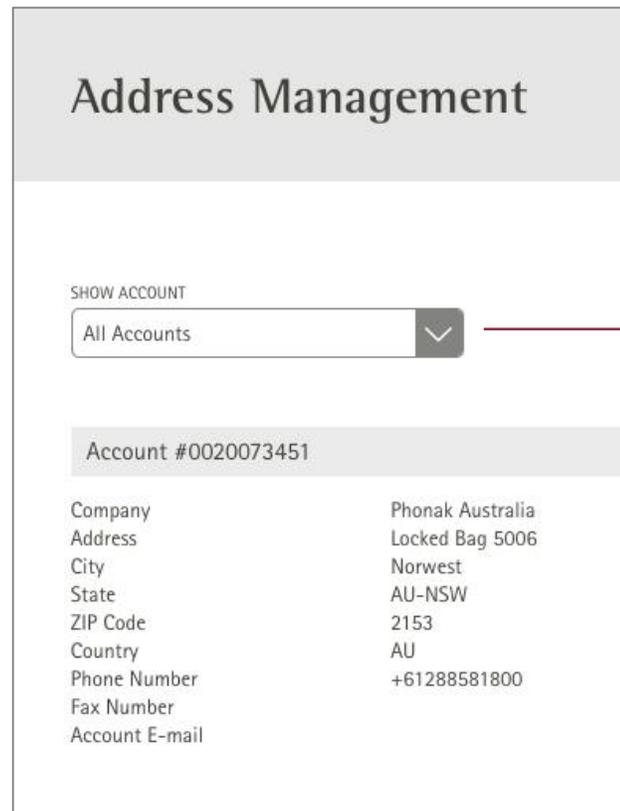
Order History

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

Device Management

Device management allows you to retrieve device information by searching the serial number or numbers.

You can then extend a warranty or add a patient name to a device originally ordered as stock. Click on 'Device management' from the MyAccount dropdown:

1. Select the account

2. Enter serial number/s (separated by ,)

3. Click 'Retrieve Device Management'

4. Choose 'Register' checkbox and enter first and last name

5. Click 'Register'

Please note: Device management is only available for devices with warranty. If a device does not have warranty, it will not show up in device management search

Warranty Expiration Report

Warranty Expiration Report allows you to see the list of patients you can contact who have expiring warranties and may be ready for a new device.

1. Access the Warranty Report by clicking the 'My Clients & Order' tab

2. Choose a date range to see all warranties that are about to expire.

3. Click 'Retrieve' to see the list. By default, the list will retrieve current active warranties.
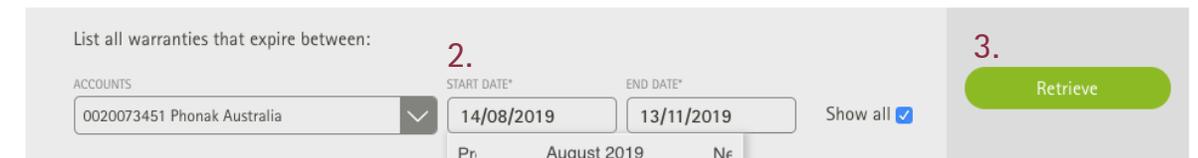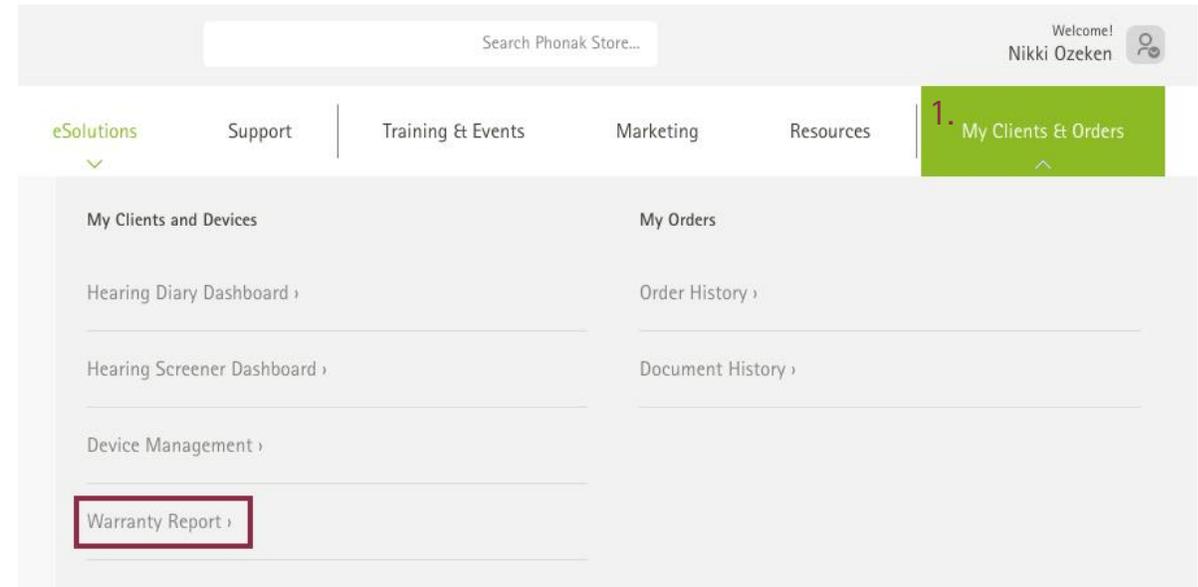
Warranty Expiration Report

4. Check 'Show All' to include warranties that could no longer be extended.

5. Those warranties that have not been extended yet will have an option to 'Extend' the warranty.

6. When the list is retrieved, you can have an option to 'Export to Excel.'

7. Check out upgrade options by clicking 'Upgrade to' link to the Hearing Aids configuration page.

Cont...

Warranty Expiration Report

List all warranties that expire between:

ACCOUNTS	START DATE*	END DATE*	
0020073451 Phonak Australia	19/11/2019	11/18/2019	**4.** Show all ☑

6. Export to Excel

SERIAL #	MATERIAL DESCRIPTION	CLIENT NAME	START	END	WARRANTY TYPE	
1636Y66A0	Phonak Power Pack	STOCK	27/03/2017	26/03/2020	Standard warranty	Extend **5.**
1641Y6739	Phonak Power Pack	LAUNCH	13/03/2017	12/03/2020	Standard warranty	Extend
1641Y6746	Phonak Power Pack	LAUNCH	13/03/2017	12/03/2020	Standard warranty	Extend
1641Y674A	Phonak Power Pack	LAUNCH	13/03/2017	12/03/2020	Standard warranty	Extend
1644Y67DY	Phonak Charger Case RIC incl. EU/US powe	STOCK	27/03/2017	26/03/2020	Standard warranty	Extend
1648X1RHN	Phonak Audéo B90-312 (Beige) OHS Device	ROBERT CROSS	27/04/2017	26/04/2020	Standard warranty	Extend

7. Upgrade to Audéo M90-312

Warranty Expiration Report

8. When you are ready to send a letter to the patient, go to the Warranty Report Start page, and click on the 'Link' to download a customisable letter.

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