

Phonak eServices

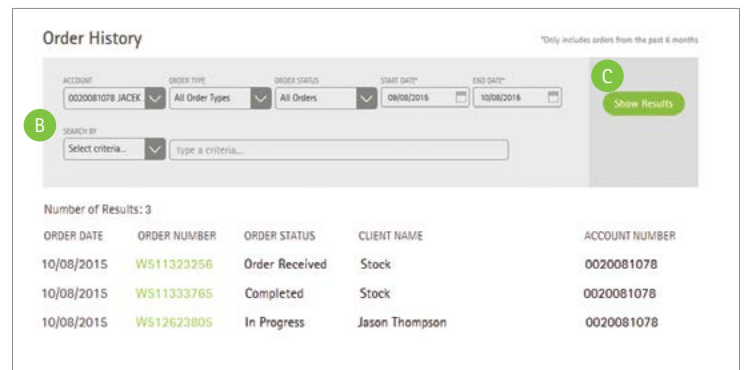
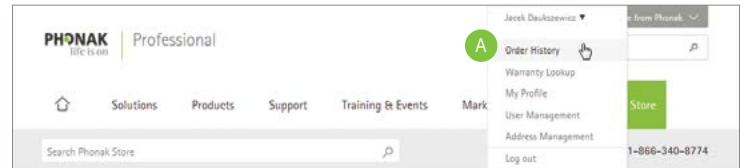
Phonak Store quick guide



Order history

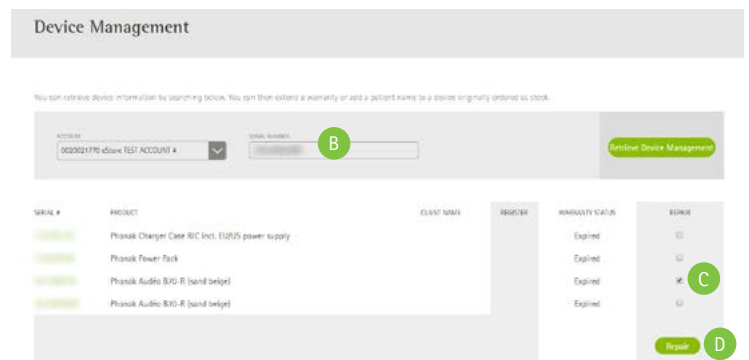
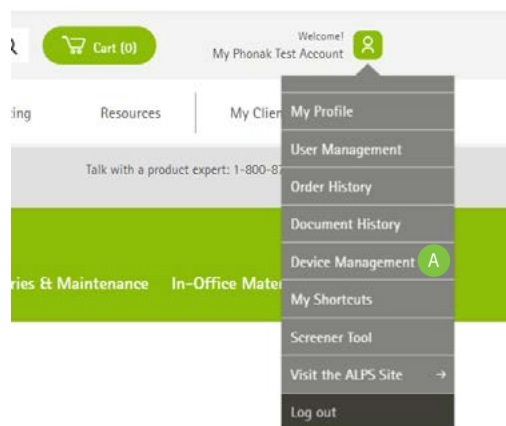
Viewing your order history and tracking an order are as easy as 1-2-3:

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 courier website for additional tracking information. **D**



Sending a Device for Repair

1. Click on "Device Management" in the dropdown menu under "My Account." **A**
2. Enter a serial number of the unit to be sent in for repairs and select the repair checkbox. Click "Repair" to proceed. **B C D**



Sending a Device for Repair, continued

3. Select "Reason" for repair, choose desired warranty for the device, and click "Prepare Order" to proceed. **E**
4. Phonak Store will display warranty status for your device(s), an estimated age of the device with warranty after repair options, and an estimated service charge including shipping charge if the warranty on the device has expired. **F**
5. Provide any additional information requested and any repair instructions in the notes field. Click "Submit Order." **G**
6. Click "Download PDF" and print document. Include it in the box with the device and send it to Phonak for repair. **H**
7. Customers will receive an email confirmation and an attached PDF with a reference number that can be reprinted if needed.

Create Repair Order

SERIAL # PRODUCT REASON

Phonak Audio B70-R (sand beige) (D600225P1) out of Warranty

Warranty After Repair

Wireless connectivity

Device is less than 5 years old, 6 months warranty after repair

Device is less than 5 years old, 12 months warranty after repair

Only 12 months out of warranty service plan available for WSR, CNESST, Federal Program, WCB-NB, WRCO

Prepare Order **E**

Create Repair Order

SERIAL # PRODUCT REASON

Phonak Audio B70-R (sand beige) (D600225P1) out of Warranty

Warranty After Repair

Wireless connectivity

Device is less than 5 years old, 6 months warranty after repair

Device is less than 5 years old, 12 months warranty after repair

Only 12 months out of warranty service plan available for WSR, CNESST, Federal Program, WCB-NB, WRCO

Prepare Order

Service Type

SERIAL # PRODUCT ESTIMATED SERVICE CHARGE INCLUDING SHIPPING CHARGE

Phonak Audio B70-R (sand beige) (D600225P1) out of Warranty

CAD225.00 **F**

Prepare Order

Repair Order Confirmation 005231431991

Your Repair Order was submitted with the order number: 005231431991

Download PDF **H**

How to send your Devices for Repair

- 1 Print your return label and documents.
- 2 Put the printout in a box with your device(s).
- 3 Mail to Phonak.

Phonak Online Service Form

Ship To
0020021764
atlone TEST ACCOUNT 2
80 COURTNEY PARK DR WEST
MISSISSAUGA CA-ON L5W 0B3

Bill To
0020023658
PHONAK TEST ONLY
80 COURTNEY PARK DR UNIT 1
MISSISSAUGA CA-ON L5W 0B3

Payer
0020021764
atlone TEST ACCOUNT 2
80 COURTNEY PARK DR WEST
MISSISSAUGA CA-ON L5W 0B3

Contact Information
Name: My Phonak Test Account
Phone: test
Email: atlone.mullan@phonak.com
Third Party Patient #: 123test
Purchase Order #: 456test

Service Options
[] 48-Hour Service Option (Push 48)

Order number / Date
5231431991 / Nov 3, 2020

Device Information

SerialNo	Product	Customer	Service Type
	Phonak Audio B70-R (sand beige)		Not Functioning - Wireless connectivity (C-IGP)

Warranty On Repairs
Device is less than 5 years old, 6 months warranty after repair

Comment
test

Mark Problem Area

PHONAK
life is on

PHONAK Repair Order Confirmation 005231431991

P Phonak <donctreply@phonak.com>
To: [redacted]

serviceorder_confirmation_005231431991.pdf
276 KB

Thank you for choosing Phonak Store for requesting a Repair order!

Attached you will find your Repair Order confirmation.

Please follow these instructions to return your device(s):

1. Print your Repair Order confirmation
2. Put it in a box with your device(s)
3. Mail to Phonak

Should you have any questions regarding your request, please contact Customer Service at: 1-800-875-1167, Monday-Friday 8:00 a.m. to 5:30 p.m. EST

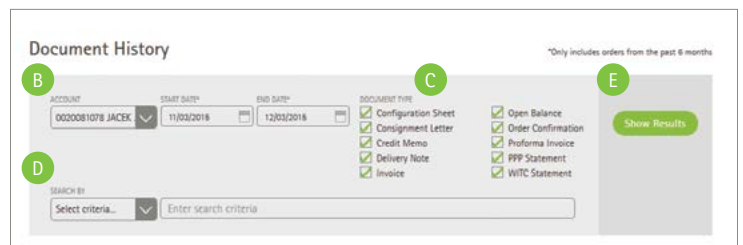
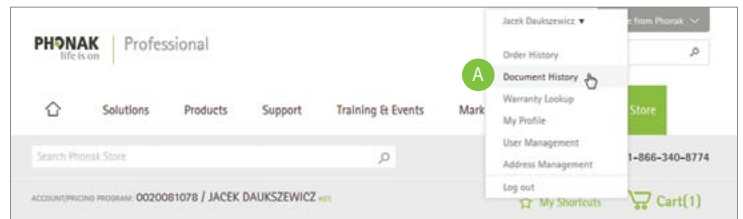
Phonak values your business and welcomes your feedback. Let us know what you think – send your comments to eservices.ca@phonak.com

Phonak - Life is on

Document history

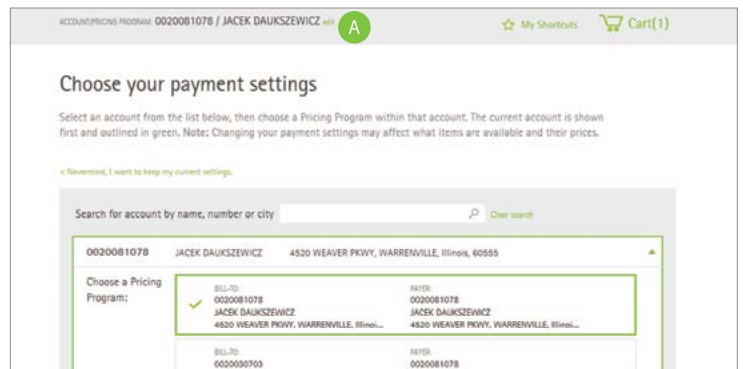
Accessing a variety of documents related to an order or your account is quick and easy:

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

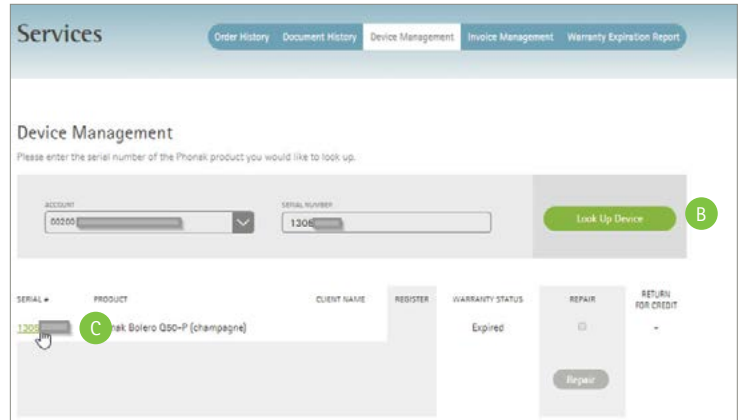
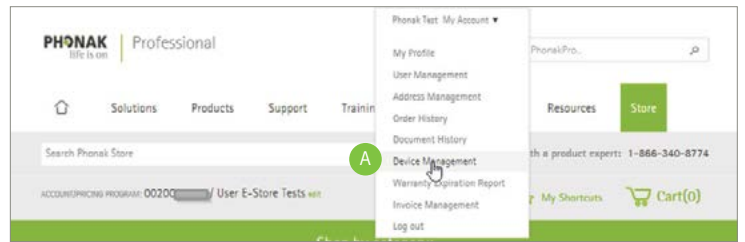
Your payment option can be changed at any time by clicking on "Edit" **A** next to the "Pricing Program" name and selecting the desired payment option from the displayed list.



Warranty lookup

Warranty look up can be done quickly and easily:

1. Click on "Device Management." **A**
2. Perform a search for a device **B** using the serial number.
The returned results will display below.
3. Click on the serial number to view the warranty details. **C**



User management

Maintain user access to your accounts

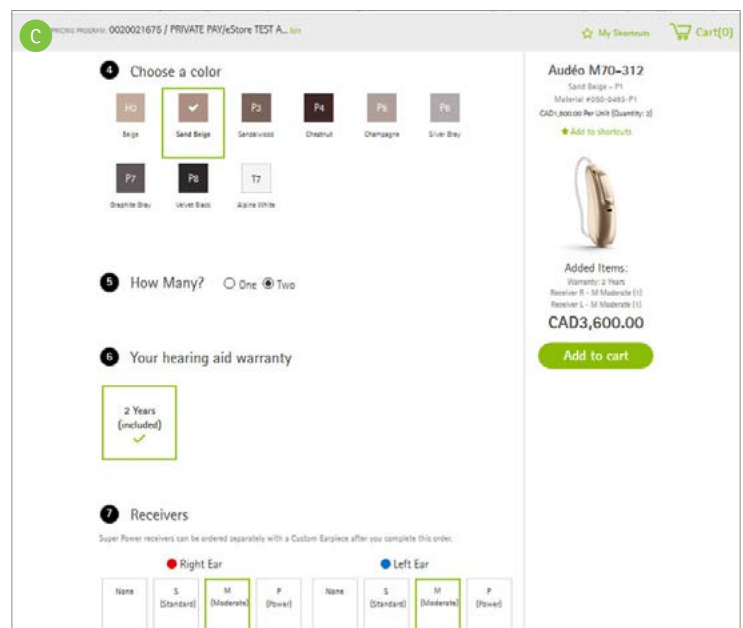
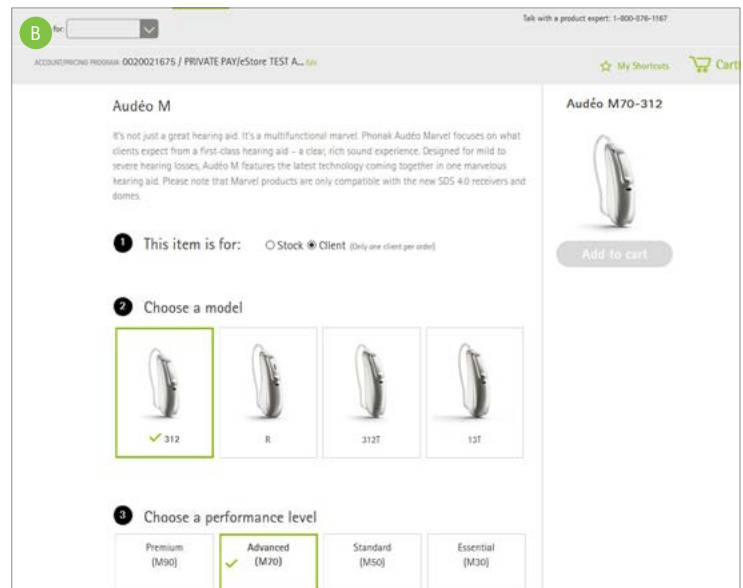
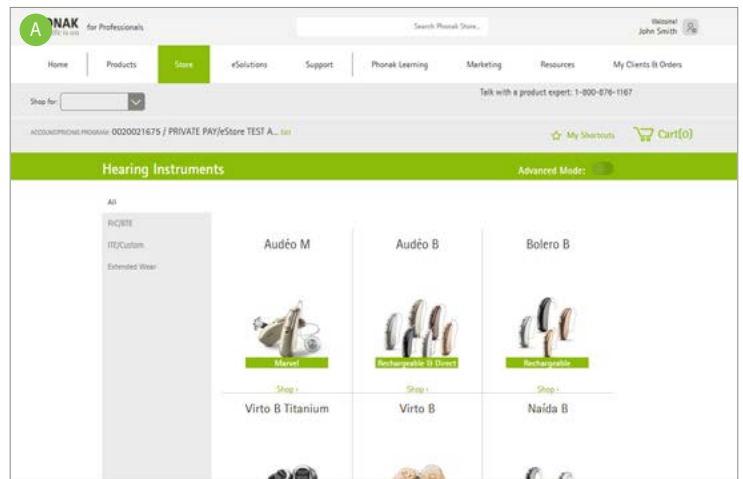
The "User Management" function allows you to manage user access to your account on the Phonak Store. You can create new users, delete existing users, modify account details and reset passwords. The table below describes access rights for each level.

User Role	User management	eServices	eStore Checkout	Pricing/ Invoices	Lyric status	Remote Support	eLearn
Account Manager	•	•	•	•	•	•	•
Admin	•	•	•	•	•	•	•
Professional		•	•	•	•	•	•
Viewer		•		•	•	•	•
Basic							•

How to order BTE products

Phonak Store allows you to easily place a BTE order online..


1. Select the hearing instruments category and click on the category type RIC/BTE on the left. **A**
2. Select the type of order, model and performance level. **B**
3. Choose the quantity color, receiver and domes and then click on Add to cart. **C**
4. Go to Wireless Accessories tab to view and add compatible accessories to the cart. If ordering with custom ear pieces, go to Earpieces and add desired custom tips. Refer to "How to order custom products" for further instructions. Then Click on "Checkout". **D**




How to order BTE products, continued

5. Enter your patient's name, age range, and gender, if available and click "Proceed to Checkout." **E**
6. Review your order and click "Submit Order." **F**
7. Your order number will be displayed. If changes needs to be made after order submission, contact Customer Service and provide the order number. **G**

D PHONAK 0020021675 / PRIVATE PAY/eStore TEST A...

My Shortcuts 

✓ The items have been added to your cart. **Checkout**
Continue Shopping >



Phonak Audio M70-312 comes with the following:


- *One (1) Charger Case included at no-charge for every Audio M monaural or binaural order
- *Additional chargers can be purchased separately from the additional charging options tab below
- Handles S with cleaning tool
- Coding right red
- Coding left blue
- Instruction leaflet Audio M
- Warrant Card
- Lithium-Ion-Batteries Label
- Tool for receiver lock

Material No. 080-0493-P1

Your clients might also be interested in these items that work with Phonak Audio M70-312 :
(Items will be added to your order)

Earpieces

TV Connector



CAD0.00
#216-3006-0611

1 **Add to cart**

[Learn more >](#)


Wireless Accessories
[See all Wireless Accessories >](#)

Literature
[See all Literature >](#)

Parts & Fittings
[See all Parts & Fittings >](#)





E

Talk with a product expert: 1-800-876-1167

PHONAK TESTING PROGRAM: 0020021676 / PRIVATE PAY/eStore TEST A... My Shortcuts 

Your cart [Continue Shopping >](#) **Proceed to Checkout**

This order is for: Stock Client

	YOUR PRICE (EST PRICE)	QUANTITY	ITEM TOTAL
 Phonak Audio M70-312 Material #209-0493-P1 Color: Sand Beige Remove Compare Item	CAD1,800.00	2	CAD3,600.00 +
 M Receiver 4.0 1L Material #204-0903	CAD0.00	1	CAD0.00 +
 M Receiver 4.0 1R Material #204-0804	CAD0.00	1	CAD0.00 +
 TV Connector Material #216-3006-0611 Compare Item	CAD0.00	1	CAD0.00 +
	List Price		CAD3,600.00

F **Order Summary**

ITEMS FOR: John Smith

	YOUR PRICE (EST PRICE)	QUANTITY	ITEM TOTAL
Phonak Audio M70-312 Material #209-0493-P1 Color: Sand Beige	CAD1,800.00	2	CAD3,600.00
M Receiver 4.0 1L Material #204-0903	CAD0.00	1	CAD0.00
M Receiver 4.0 1R Material #204-0804	CAD0.00	1	CAD0.00
TV Connector Material #216-3006-0611	CAD0.00	1	CAD0.00
	List Price		CAD3,600.00
	Net Total		CAD3,612.00
	YOUR PRICE		CAD3,612.00

Special Instructions

[Back](#) **Submit Order**

G **Thank you for your order** **Start a New Order**

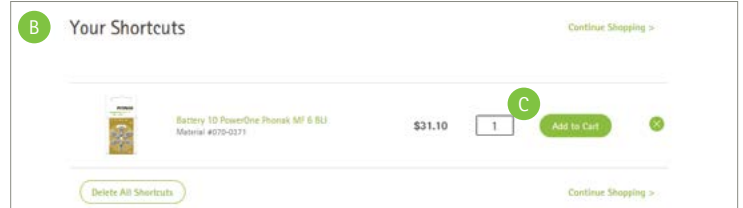
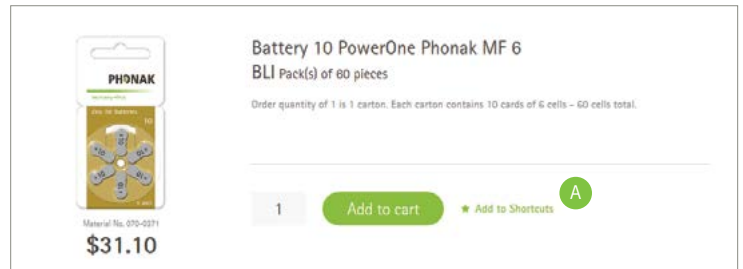
Your order confirmation number is W521809405.

If you have any questions please call us at 1-800-876-1167 or email us.

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.

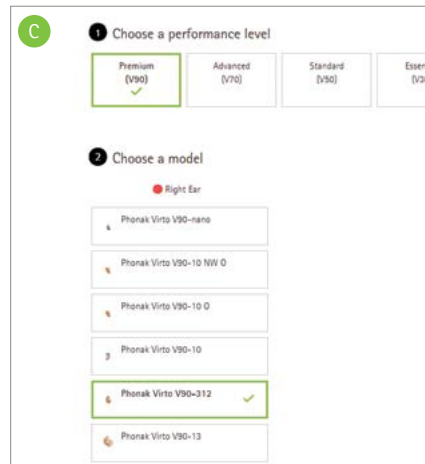
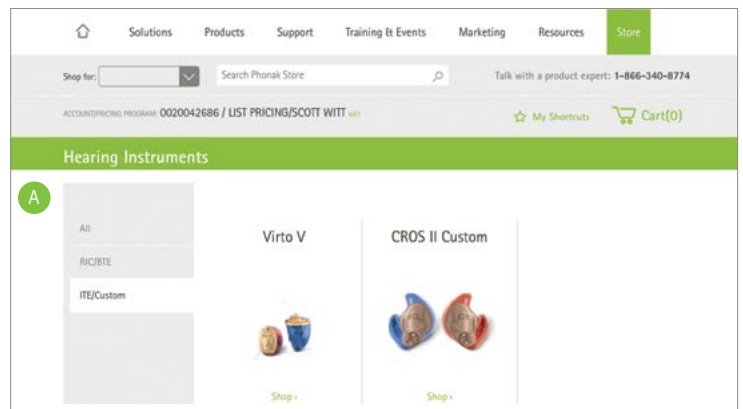
1. To add an item to your shortcuts list, select the item you would like to add to your shortcuts, then click "Add to Shortcuts." **A**
2. Select your shortcuts to view your list of items. **B**
Click on "Add to Cart" **C** to add the item to your cart.



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: P032-0140
R: Phonak Virto V50-312 \$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

Order 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 view video demonstrations of the functions detailed in this guide as well as other available functions on Phonak Store, please visit the Phonak Store How-To Videos located through the store tab on www.phonakpro.ca.

For assistance with the Phonak Store, please email: eservices.ca@phonakpro.com or call: 1-800-876-1167