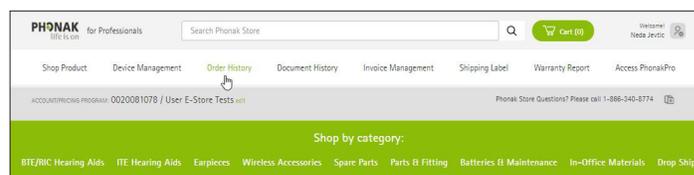


Phonak Guide

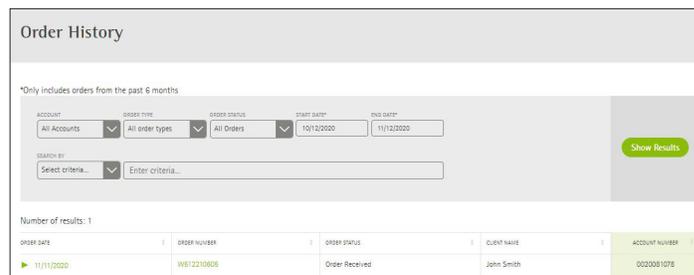
Order History on Phonak Store

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

1. Click on "Order History" on Phonak Store home page.



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



3. For items that show "Shipped," a "Track Shipment" button will appear in the order. Click this button to be taken to the FedEx website for additional tracking information.



Visit the **Phonak Store** to access the Order History feature. Don't have an account? **Signing up** only takes a minute.

New to Phonak Store?

Unsure as to where to begin? Schedule a one-on-one training with an eServices specialist. Simply email your training request to eservices@phonak.com.